





Key Activity Quarterly Report 2022/2023 (Quarter 3)


Community Leadership to create a sense of pride and wellbeing

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.01 Improve and enhance the future delivery of Customer Services		<p>New contact centre project successfully implemented as per project plan providing a modern contact centre, live webchat functions and improved reporting.</p> <p>Work is ongoing to embed the new services and work will be undertaken over the next months to look at ways to further enhance the delivery of the service</p>	<p>Complete final stages of implementation of the new contact centre.</p> <p>Undertake staff training.</p>	Customer Services and Engagement	Strategy
KA.01.02 Increase the digitalisation of services		Work continues to increase digitalisation of services these include improvement to garden waste subscriptions, development and implementation of licensing forms/payments	Initial working completed re the development of online licensing forms within Netcall. Ongoing monitoring and review of current/new online forms through customer feedback. Continue with the re-engineering and redesign of the Council's website.	Customer Services and Engagement	Strategy
KA.01.03 To ensure effective Strategic Communications across the District to keep residents informed of Council services and Key Activities		- This ongoing Key Activity is completed to date. Key news and updates are shared with stakeholders via the council's communication channels in a timely, accurate and engaging way and links	-Continue to deliver high-quality communication activities for key projects and initiatives, and in support of service areas and corporate	Communications	Strategy


		with partners and local media continue to help us to widen our reach to residents across the Harborough district.	plan priorities, across the Council's communication channels to stakeholders. - Engagement Strategy draft completed and internal consultation is taking place.		
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.04 Investment in community facilities through the Section 106 process		<p>Cabinet Sub Committee approvals from 20th December Meeting</p> <p>Welland Park Academy- Supported by the Ward Councillors. The Committee voted in favour unanimously to approve both of the Welland Park academy applications.</p> <p>Scraptoft Parish Council - Supported by the Ward Councillor. The Committee voted in favour unanimously to approve the funding application.</p> <p>Kibworth Beauchamp Parish Council - The Committee voted in favour unanimously to approve the funding application.</p> <p>Husbands Bosworth Parish Council - Supported by the Ward Councillor. The Committee voted in favour unanimously to approve the funding application.</p> <p>Lutterworth Community Centre (owned by St. Marys Parochial Church Council - PCC)- Supported by the Ward Councillor. The representative informed the Panel of the funding already attained for the project. The Committee voted in</p>	2023 contributions at risk. Balances not provided to Parishes.	Community Partnerships	Wellbeing


		<p>favour unanimously to approve to part-fund this application to the sum of £20,000.</p> <p>Mercia Rivers Trust - Supported by the Ward Councillor. The Health & Wellbeing Manager explained to the Panel that as a part of the process there is an ability to use funding in areas where it cannot be used otherwise to retain the use of the grant funds, supported by existing business cases that are in place. This is relevant to this application whereby funds from Lutterworth are being used in the Kibworth Ward. The Committee voted in favour unanimously to approve the funding application.</p>			
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.05 To prevent crime, tackle antisocial behaviour and support vulnerable victims		<p>Quarter 3 - October-December</p> <p>Temporary Full Time Community Safety Officer in post until February. Whilst decision is made on future recruitment.</p> <p>Celebrate Safely Campaign Ran Oct-December.</p> <p>New drink spiking campaign ran in December and will continue in January as a pilot before possible roll out in other force areas.</p> <p>Domestic Abuse campaigns - White Ribbon and 16 days of action ran in November.</p> <p>Alcohol awareness training offered to</p>	<ul style="list-style-type: none"> - Vacant post of FT CS Officer (2 x 0.5 officers no longer in post) recruit of post pending review. - Hate awareness around holocaust memorial Day - Scam awareness/internet safety in February - Rural Crime event in March - Domestic Abuse campaign in February to tie in with Valentines - Continue to issue newsletters to schools each term. - CSP Strategic Assessment to be completed and new Three Year Plan to go to Cabinet. 	Environmental Services and Health & Safety	Wellbeing


		<p>staff and partners as part of alcohol awareness campaign for staff and businesses.</p> <p>Promotion of Keep Safe Places which includes all libraries in District.</p>			
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KA.01.06 Review and implement any emerging issues that come from government policies		- There were no relevant emerging issues from government policies in Quarter 1 of the 2022/23 year.	- Continue to proactively monitor any relevant emerging issues.	Corporate Services	Corporate


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.07 Implementation and monitoring of the adopted Harborough Local Plan (2011-2031)		Continued support for implementation and ongoing monitoring of the Local Plan	- Publication of the 2021-2 Authority Monitoring Report	Strategic Planning	Planning


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.08 Planning decisions and planning enforcement are maintained in line with the adopted Harborough Local Plan (2011-2031)		<p>During Quarters 1-3, 22 out of 36 (61%) of Major and 335 of 482 (69.5%) minor applications were determined on time. 7 of 24 planning appeals have been allowed.</p> <p>Two appeals allowed included costs awards against the council .</p>	<p>Continue to monitor planning application performance.</p> <p>Recruit to vacant posts.</p>	Development Management	Planning


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.09 Continue the preparation of the next Local Plan, ensuring that design codes are developed to shape the District in line with our place-shaping ambitions		Local Plan Scoping note prepared and shared with Local Plan Member Advisory Group	Prepare strategic development options	Strategic Planning	Planning

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.10 Planning Obligations Policy preparation and ongoing monitoring		Planning Obligations SPD at implementation. Planning Obligations Officer post now filled and post now within the Communities Team.	Continue implementation of the Planning Obligation SPD a	Community Partnerships	Wellbeing


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.11 Continue the programme of review of the Council's conservation areas and preparation of the Local List of Heritage Assets		Public consultation on the Bitteswell Conservation Area Appraisal and 2nd tranche of the Local List of non-designated heritage assets now complete	Adoption of the Bitteswell Conservation Area Review and second Tranche of the Local List. Begin preparatory work on the Great Easton Conservation Area Appraisal	Strategic Planning	Planning


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.12 Support the preparation of Neighbourhood Plans		Little Bowden Neighbourhood Forum publicity period ends on 6 Feb 2023	<ul style="list-style-type: none"> - Hold The Kibworth NDP Review Referendum on 4 May 2023 - Designate Little Bowden Neighbourhood Forum and Neighbourhood Area once publicity period completed. - Set up Welland, Logan, Arden and Town Centre Forums by working with communities - Hold Dunton Bassett Referendum when Examination complete. - Support Plans as they progress: Market Harborough Neighbourhood Forums, Medbourne Review, Houghton Review, Lubenham Review, Billesdon Review, Lutterworth start (all dates TBC). 	Strategic Planning	Planning

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.13 External maintenance works to The Symington Building		<p>New contractor on board.</p> <p>Bat survey has been carried out which evidenced signs of brown long eared bats at The Symington Building. Further surveys to be carried out during May - August 2023 which will delay the start of the work.</p> <p>HDC are working with Aspect Ecology to provide further surveys / licence / supervision during the external work.</p>	<p>Further site meeting with window contractor</p> <p>Bat surveys to be completed and watching brief.</p> <p>Fixed costs to be firmed up and contract documents agreed signed/sealed.</p>	Property Team	Finance


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.14 Refurbishment of toilets in Welland Park, Market Harborough		<p>Work on site started November 2022 and is progressing well for proposed completion mid-February.</p>	<p>Work to continue on site.</p> <p>Communications to be issued for completion and opening to the public.</p>	Property Team	Finance

Promoting health and wellbeing and encouraging healthy life choices


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.02.01 Provide support for the most vulnerable in our communities, ensuring that they have suitable accommodation to safeguard them from harm and we provide high-quality help and advice on housing options		<p>Plowmans Yards fire safety audits have been completed and awaiting decision.</p> <p>Two new Housing Options officers are in role and the new Housing manager has taken up the post in quarter 2.</p> <p>Work continues on developing a more active and structured approach to increasing the accommodation locally for single person households.</p> <p>Recently attended a Resettlement Event hosted by the district to help Ukrainian refugees settle and find appropriate accommodation for those on the Homes for Ukraine scheme. Ongoing work with the H4U Officer to support families with move on and emergency accommodation.</p>	<p>- Continue to Provide extensive training to the Housing Options Officer. _ working with internal services and external housing providers to support residents with the costs of living crisis.</p> <p>- Recruitment of an officer to focus on the resettlement of refugees.</p>	Community Partnerships	Wellbeing


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.02.02 Agree and implement the Young Persons Strategy		<p>The Young Persons Opportunity Plan and Action Plan was competed and passed through Scrutiny.</p> <p>Young Persons Officer facilitated tour of jubilee art work banners in District.</p> <p>Young Person Officer helped facilitate diversionary activities for ASB Awareness week and through Summer.</p>	<p>- The Young Persons Opportunity Plan and Action Plan to be embedded across services areas of the council. Monitoring of these activities to be developed.</p>	Community Partnerships	Wellbeing


		Young persons opportunity plan and action plan was presented to cabinet 10.10.22			
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
<p>KA.02.03 Implement a Health and Wellbeing Strategy that will empower people to take action to improve health and wellbeing for themselves and others through providing effective, timely and appropriate support where it is needed</p>	<p style="text-align: center;"></p>	<p>The Cabinet approved the Health and Wellbeing Strategy 2022-2027 at its meeting on 10th October 2022 which sets strategic objectives and an action plan to deliver on these objectives in order to ensure;</p> <p>The Council understands and works to improve the health and wellbeing of residents in partnership with key stakeholders and alongside communities.</p> <p>The report noted that the Health and Wellbeing Strategy will ensure that the key priorities within the Corporate Plan are delivered, specifically, 'Promoting health and wellbeing and encouraging healthy life choices. The Council is in a strong position to influence and support many wider determinants of health through the services that are delivered, either solely or in partnership with stakeholders. This strategy also underpins the procurement of the new leisure contract for 2024 and focuses on 6 cross cutting strategic priorities: -</p> <ol style="list-style-type: none"> 1. Quality homes for all 2. Community infrastructure 3. Skills, jobs & income 	<p>Once approved by Cabinet on 10th October 2022 work will can begin on delivering on the six cross-cutting strategic priorities for Health and Wellbeing in Harborough District over the next 5 years. those priorities being:</p> <ul style="list-style-type: none"> • Quality homes for all • Community infrastructure • Skills, jobs & income • Stronger communities • Mental health • Physical health <p>Staff will continue to work through the associated action plan in order to support delivery of the strategy The plan will be reviewed on a regular basis to ensure the Council and partners are delivering on improving health and wellbeing for residents, The Health and Wellbeing Strategy and Action Plan will also support the Council to engage in the wider health agenda.</p>	<p>Community Partnerships</p>	<p>Wellbeing</p>

		<p>4.Stronger communities</p> <p>5.Mental health</p> <p>6.Physical health</p> <p>The strategy is based on evidence of the current health and wellbeing of Harborough districts residents and the future predicted health. The Cabinet had the opportunity to question the Portfolio Holder and following the discussion it was,</p>			
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.02.04 Review the current leisure services provisions and service delivery options for the future, including preparations for any new contractual arrangements		Legal support has now been procured however. This has pushed back the start of procurement from December 2022 to January 2023. This will not impact on the overall project due to contingencies built in the project timeline. There has been good progress regarding procurement documentation which will be finalised and go live on 16th January	<p>Between November 2022-March 2023 complete a tender process to produce a long list of bidders.</p> <p>Between March 2023-July 2023 determine a short list of bidders</p> <p>In July 2023 conduct a Gateway review .</p> <p>In October 2023 conduct a revised tender evaluation.</p> <p>In November 2023 Council approval will be sought for the preferred partner with a new contract commencing on 1 April 2024.</p>	Community Partnerships	Wellbeing

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.02.05 Implement measures to improve the living accommodation within the District		No new data available in Quarter 2	- Continue monitoring affordable housing unit delivery and work closely partner organisations.	Strategic Planning	Wellbeing


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.02.06 Delivery of the agreed objectives of the Armed Forces Covenant		<p>Current activity to sustain the Armed Forces Covenant is assessed as Green.</p> <p>In Q3 the Armed Forces Covenant (AFC) Duty was signed into law and became legally enforceable as of 22nd November 2022.</p> <p>Awareness of the legislation across the Authority is good and, because the Covenant Duty is now enshrined in law, adherence to the principle of taking 'due regard' when engaging with members of the Armed Forces Community (including veterans) must now become routine business. An updated version of the written brief to HCC Members, outlining the key facets of the Covenant Duty and informing them it has now passed into law, was produced in late November 2022.</p> <p>In December the AFO produced a report for the Armed Forces Covenant Trust on progress with sustaining delivery of the Covenant across Harborough District, Rutland, and South Lincolnshire. The Trust welcomed the report and acknowledged the substantial progress in support to the Armed Forces community in the area.</p>	<ul style="list-style-type: none"> • Plans to create a South Leicestershire Wellness Hub for veterans (in Lutterworth) have been delayed into Q4 due to a change in availability of the planned venue. This is a priority for the remainder of the FY. • Focus turns to Defence Recognition Scheme and building a foundation for achieving the Gold Award in 2024. This will include completion of a Covenant related informal Performance Self-Assessment in Q4. • Development and introduction of an E-Learning module on the Covenant for both Officers and Council Members. • Maintaining oversight of HCC performance against the obligations of the Covenant Duty (monitor, record, measure). 	Corporate Services; Legal and Democratic Services	Corporate


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.02.07 Provision of a sustainable 24-hour Lifeline Service		Customer numbers recovering to pre-pandemic levels. Budget forecast to achieve targets.	- Continue marketing of service.	Commissioning and Lifeline	Wellbeing

Creating a sustainable environment to protect future generations


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.03.01 Reduce environmental crime through promoting a cleaner, greener environment using education and enforcement		As of January we still remain set to reduce flytipping again this year through our campaigns. We have also been monitoring dog fouling, littering and graffiti, as graffiti has been an issue during quarter 3. To do this we created a radio campaign and used social media to widen the coverage and encourage more reporting if witnessed.	<ul style="list-style-type: none"> - Continue the work on our successful campaigns. - Work with other districts on campaigns - Work with parishes and other organisations 	Environmental Services and Health & Safety	Regulatory
KA.03.02 Prepare for re-procurement of the Environmental Services contract, ensuring that any new requirements from government are included in the specifications		This will start April 2023.	TBC.	Environmental Services and Health & Safety	Regulatory
KA.03.03 Produce a Welland Park Strategy and further develop a 10-year strategy for the use of all Council-owned parks and green spaces		Due to other projects this will worked on further during 2023.	- Draft the Strategy, in line with consultation and engagement.	Environmental Services and Health & Safety	Regulatory
KA.03.04 Provide effective local air quality management		The AQ monitor was installed in the village hall car park in North Kilworth. All questionnaires were hand delivered to the villagers and the consultation period has now ended. We have various vouchers to hand out as part of the project. Generally, AQ in the district is	Confirm the study location and send out initial questionnaires	Regulatory Services	Regulatory

		still falling below government objective levels and there have been no exceedences including in the AQMAs in Kibworth and Lutterworth. We continue to monitor AQ in the district.			
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.03.05 All Council activities will work towards being carbon neutral by 2030		<p>Climate Officer group continues to meet to coordinate actions.</p> <p>10 EV charge points installed in Market Harborough Car parks.</p> <p>HIC improved with LED lighting.</p> <p>Harborough Climate Emergency Action Plan draft report completed with full list of actions including with partners.</p> <p>Inventory of emissions published on website</p>	Draft report complete and going to officers for comment.	Regulatory Services	Regulatory


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.03.06 Provide domestic energy efficiency advice and measures in partnership with external organisations and encourage households to participate in the Council's Collective Switching and Solar Together initiatives		<p>Solar together 250 registrant accepted offer and installs are underway to complete by end of March subject to weather conditions.</p> <p>Collective switching still on hold due to energy market conditions.</p> <p>ECO4 flexible eligibility being sorted out in partnership with other districts, so no installs yet.</p> <p>76 properties completed under LAD2. Project being closed down.</p>	<p>Close down of LAD2 by end of December.</p> <ul style="list-style-type: none"> - Installations of solar together start in October/November 2022. - ECO4 flexible eligibility is in process of being signed off following final guidance. - SWC surveys of households will start end of October. 	Regulatory Services	Regulatory


		Sustainable warmth being delivered in partnership with other Leicestershire Authorities under Green Living Leicestershire - 60 properties expected to receive measures by end of March			
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.03.07 Develop and implement a Rural Strategy for the District		The Rural strategy was considered at Cabinet on 10.10.22	Seek opportunities for funding alongside the Shared Prosperity fund. Embed the strategy across council services.	Community Partnerships	Wellbeing


Supporting businesses and residents to deliver a prosperous local economy

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.04.01 Ensure that Harborough District's towns, villages and rural areas remain attractive and vibrant places to live, work invest and visit		<ul style="list-style-type: none"> - Submitted a bid to the Government's Levelling Up Funding for Market Harborough Town Centre. - Submitted plans to the Government's UK Shared Prosperity Fund to support the implementation of town centre Masterplans and the District's smaller towns. - Supported a comprehensive shop front enhancement scheme for businesses in towns and villages across Harborough District. 	<ul style="list-style-type: none"> - Start rolling out a programme of investment through the UK Shared Prosperity Fund, including Active Travel and town centre improvements. - Submit plans for the Government's Rural England Prosperity Funding to support Harborough District's rural areas. 	Economic Development	Finance

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
<p>KA.04.02 Ensure that we support new and existing businesses with Harborough District to be as successful as they can be</p>		<ul style="list-style-type: none"> - Continued to attract more new and existing businesses to be based at the Harborough Innovation Centre, (up to 94% occupancy in September 2022, from 48% during the Covid pandemic). - Continued to attract more businesses to be based at the Harborough Grow-on Centre, (up to 41% occupancy, or 7 rooms in September 2022, from only 3 rooms and 18% occupancy in September 2021). - Supported 46 local businesses with free memberships for the Federation for Small Businesses and 18 local businesses to access the Zellar online sustainability platform. 	<ul style="list-style-type: none"> - Develop plans for the Rural England Prosperity Fund to support rural businesses and communities within Harborough District. - Developing new business grants scheme and comprehensive business support offer, as part of our UK Shared Prosperity Fund programme. 	Economic Development	Finance

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
<p>KA.04.03 Ensure that Harborough District residents (particularly young people), can gain access to the education, training, and skills they require to obtain high-quality employment and careers to help them meet their potential and live a fulfilling life</p>		<ul style="list-style-type: none"> - Continued to co-ordinate Job Fairs in Market Harborough and Lutterworth, alongside key partners, which have been very well received, (Market Harborough Job Fair in June 2022 resulted in over 50 individuals receiving on the spot job offers). - Monthly Job Clubs in Lutterworth continue to grow, and are now attracting involvement from significant local employers. 	<ul style="list-style-type: none"> - Develop detailed plans for the UK Shared Prosperity Fund to support District residents gaining skills and employment, (ideally for implementation in 2023/24 and 2024/25). - Continue to support and develop Job Fairs in both towns and the Lutterworth Job Club, in conjunction with partners. - Continue to support school careers events and share 	Economic Development	Finance

			good practice between schools.		
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.04.04 Review and revise the Economic Development Strategy to ensure it is fit for purpose in the current climate		Work has been undertaken to assess the current position of Harborough District post-Covid and in the context of the Government's Levelling Up agenda, which is evolving in the light of changing economic circumstances and Government policy.	- Detailed work to review and develop a new Economic Development Strategy for the District is planned for late 2022/ early 2023.	Economic Development	Finance