

PRIORITY: Working with communities to develop places in which to live and be happy

CO 1: People live in a sustainable environment	Status: Green
Lead Officer: Norman Proudfoot, Corporate Director – Community Services	
Lead Portfolio Holder: Finance, Commercialisation, Planning and Regeneration / Strategy and Economic Development	

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 01.01 Complete the Options stage in the preparation of the new Local Plan for Harborough and ensure new Local Plan preparation and submission is compliant with relevant regulations and legislation	Green	Draft Options Consultation paper considered by Local Planning Advisory Panel at its meeting on 1st July 2015. A number of minor amendments were suggested by Advisory Panel, which are being undertaken prior to consideration by Council on 27th July.	Final text of Options Consultation paper to be presented to Council on 27th July and their approval sought for consultation on the paper to begin in late September 2015. Any further presentational changes to be considered by Local Planning Advisory Panel at its meeting on 2nd September 2015 .	Tess Nelson	Finance, Commercialisation, Planning and Regeneration
KA 01.02 Monitoring the supply and availability of land to meet future housing need	Green	The Council published the housing supply report on May 29th which shows a 4.45 year supply.	Publication of next update in November 2015.	Steve Pointer	Finance, Commercialisation, Planning and Regeneration
KA 01.03 Engage with communities to deliver Neighbourhood Planning throughout the District	Green	The Scraftoft Neighbourhood Plan has been submitted and an examiner appointed. The Council has received applications for Neighbourhood Areas at Burton Overy, Houghton and Hungarton and also approved Areas at Tur Langton.	Continue to respond to local Groups and Parishes. Consider examiners report at Scraftoft and take report to Council on need for referendum.	Steve Pointer	Finance, Commercialisation, Planning and Regeneration
KA 01.04 Facilitate delivery of the Climate Local Action Plan and report on progress	Green	Data collected for preparation of the inventory.	Inventory report to CMT by September Interim report on progress on Climate Local in preparation. Annual report will be delivered March 2016.	Helen Chadwick	Finance, Commercialisation, Planning and Regeneration

KA 01.05 Determining planning applications in accordance with stipulated national guidance and ensuring that applications for the Magna Park proposals and Bruntingthorpe Proving Ground for jumbo jet storage are handled and determined within the locally-agreed timescales	Green	DHL Magna Park and Symmetry Park applications received, validated and consultation commenced. A Planning Performance Agreement has been entered into for each application. A case officer (Mark Patterson) has been identified. His other case work continues to reduce with no additional work to be given.	Quarter 2: assess applications and draft reports with Autumn planning committee date to be identified. Prepare for anticipated Magna Park outline application summer 2015.	Adrian Eastwood	Finance, Commercialisation, Planning and Regeneration
KA 01.06 Ensure that the Council is able to help the local economy to remain successful through sustainable business growth and by maximising opportunities to help the local economy to grow in a sustainable way	Green	The study regarding new Move-on Space has been submitted to the LLEP prioritisation process and is due to go to the LLEP board for a final decision as to whether it will be progressed or not. The Council is also considering a proposal to submit a joint proposal with LCC to the European Structural Investment Funds under TO3 for the wider development of Airfield farm which would include requesting funding for the development of the move on space project. The Transport Strategy has now been commissioned and a stakeholder consultation workshop was held on July 9th. The Local Plan options have been prepared to show options for business growth in the District.	Decision on land for Move on Space to be taken shortly. Local Plan options subject to consultation and testing during rest of 2015	Steve Pointer	Strategy and Economic Development
KA 01.07 Delivering Sustainable Urban Drainage (SUDS)	Green	Government brought new planning powers into force April 2015. These powers, via changes to planning legislation, make SUDS a material consideration for Major planning applications. HDC Development Planning Manager (DPM) has met with Leicestershire County Council in its Lead Local Flood Authority role. HDC has set up consultation arrangements with LCC to obtain its expert SUDS advice which it provides as a statutory duty on major proposals. DPM has created a model planning condition where appropriate to secure SUDS provision and a scheme for its maintenance.	LCC Lead Local Flood Authority has indicated it will be providing SUDS guidance. That needs to be reviewed if produced and made available eg through links on HDC website.	Adrian Eastwood	Finance, Commercialisation, Planning and Regeneration

KA 01.08 Increase capacity of community Facilities, open spaces and play through Section 106 funding	Green	<p>Draft Planning Obligations SPD has been approved by Executive for Consultation (July-September 2015) Draft Open Space Strategy has been prepared for consideration by Executive in July 2015. Report has been made to CMT on End to End S106 Process and monthly monitoring reports are being reported to CMT from July 2015</p> <p>The first draft of the Community Facilities Framework is being developed by Leicestershire and Rutland Sport on behalf of HDC.</p>	<p>Adoption of Planning Obligations SPD by end of 2015.</p> <p>Consideration and feedback regarding the first draft of the Community Facilities Framework</p> <p>Update on progress to develop a Community Facilities Framework to be provided to the Scrutiny Task Group and Planning Advisory Panel.</p>	Steve Pointer	Finance, Commercialisation, Planning and Regeneration
KA 01.09 Assess the case for Introducing a Community Infrastructure Levy (CIL)	Begins later in Year	This project will start in October.	This project will start in October.	Steve Pointer	Finance, Commercialisation, Planning and Regeneration

CO 2: The District Offers a clean, green and safe environment in which to love, work and enjoy	Status: Green
Lead Officer: M. Bradford, E. Andrew, S. Pickering, A.M. Hawkins, H. Hutchinson, Lead Portfolio Holder: Environment and Regulation / Communities	

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 02.01 Procurement of Environmental Services Contract	Green	The project is on track to deliver a report to the 7 th September Executive, at which point key decisions about future service delivery will take place. Actions completed during Quarter 1 include: <ul style="list-style-type: none"> • Modelling work on service delivery options completed. • Member workshop held on future service delivery options. • Public consultation documents drafted. • Service specification progressed (procurement option). • Discussions with existing provider on future service options (pending submission of Variation Proposals). 	Decision at 7 th September Executive Meeting to consider future service delivery options. <ul style="list-style-type: none"> • Continue negotiations with existing provider. • Develop Service Spec for procurement option. • Deliver public consultation exercise. 	Matt Bradford	Environment & Regulation
KA 02.02 Implementation of the new Anti-social Behaviour (ASB) Powers and continuous improvement of the quality of service and response to victims	Green	Following call backs to 54 ASB complaints between April and June officers were able to talk to 24 complainants of which 22 completed the telephone survey. Overall our satisfaction level is 66.4%. 100% of victims in HDC cases managed on Sentinel have been risk assessed. Discussions with have been undertaken regarding expanding risk assessments to include noise complaints on the uniform case management system. To date the Police have used the dispersal notice in Great Glen and HDC has issued a Community Protection Notice in relation to bonfires.	Review of Designated Public Places Order in October 2015. Corporate ASB Group to continue to consider how to improve working across the Council, best utilise the new powers and address issues raised during customer feedback surveys.	Emma Andrew, Sarah Pickering, Ann Marie Hawkins	Communities
KA 02.03 The Council will work in partnership and hold partners to account to reduce domestic burglary and car crime, support vulnerable victims and improve road safety in the District.	Green	The Community Safety Partnership (CSP) was reviewed at the Community Leadership Scrutiny Panel on 11 June 2015. Consultation was completed regarding the future of target hardening for victims through Police and Crime Commissioner Funding. Campaigns undertaken have included Road Safety Week - Police and Fire action in Lutterworth and Embracing Difference - Hate awareness.	The CSP Strategy Group will meet 21 July 2015. The countywide Safer Summer Campaign will be supported including presence of the CSP at Summer events (this will run through July/August) Respect and Tolerate posters, media campaign etc. The new City/County Victims Service launches 1 October.	Sarah Pickering, Ann Marie Hawkins	Communities

CO 3: People have opportunities to access a range of leisure, sport and physical activities	Status: Green
Lead Officer: A.M. Hawkins, H. Hutchinson Lead Portfolio Holder: Communities	

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 03.01 Deliver opportunities to engage in sport and physical activity and facilitate the Health and Wellbeing Partnership for the District.	Green	<p>The first Sport Club Forum event to engage grassroots sports clubs, offer advice, and build sustainability and growth took place on Tuesday 30th of June, with 15 clubs in attendance. We had 100% satisfaction from the event. Clubs were able to talk to professionals in the areas of volunteering, funding and establishing projects.</p> <p>We are in the process of devising a more streamlined approach and an online questionnaire of grassroots sports groups on satisfaction with Council support provided. The questionnaire provided at the Sports Club Forum showed that 100% of Sports Club in attendance were either Quite Satisfied or Very satisfied with the support and guidance they received. The online questionnaire will be given to clubs that we work with.</p> <p>The Sport and Physical Activity Commissioning Plan for 15/16 is ongoing. Projects started within the past three months include: LEAP (adult weight management), Running Club at Harborough Innovation Centre, Mini Movers Physical Literacy Project and FLiC (family weight management). New survey and evaluation forms are almost complete and will be used to evaluate activities and sessions, giving us valuable outcome focused data.</p>	<p>We will continue to build on the success of the first Sports Club Forum. Clubs were asked to tell us what they would like more help on. We will now analyse this and put on specific workshops to help them with their needs. The recruitment of a Sports Development Officer will take place in July. This officer will help push this work forwards.</p> <p>Within the next three months the questionnaire of grass root sports groups on satisfaction with Council support will be developed and used. It will be in paper form and online.</p> <p>We will continue to develop and deliver the commissioning plan activities. Within the next three months we will deliver: Try a Sport (working with SLF), Wild Child Summer Activity, Mini Movers in MH, Back to Netball in Lutterworth, Try a Sport and Harborough by the Sea Activities. We will also continue to build on existing projects e.g. street games and walking groups.</p> <p>Development of the Physical Activity Plan for 16/17 will begin in September when we will know more regarding funding for 2016/17. Public Health have had an in year budget cut; therefore this may have implications for next year. We will be working to see how we can mitigate any major reductions.</p>	Hollie Hutchinson, Ann Marie Hawkins	Communities

CO 4: Residents and businesses are informed, included and listened to	Status: Green
Lead Officer: R. Felts, L. Byrne, Helen Nicholls, A.M. Hawkins, H. Cawthorne	
Lead Portfolio Holder: Corporate Services / Communities / Strategic and Economic Development	

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 04.01 Implement the actions within the Council's Communications Strategy	Green	The Council's Communications Strategy 2015-17 is currently being finalised with the Corporate Management Team before going through the committee process for final approval. Co-ordinating communication activities across the Council through the use of the Council's 12-month communications calendar continues; this ensures a managed and timely approach to sharing information with staff and residents.	Approval of Communications Strategy 2015-17. Review the content of Social Media Policy and Media Protocols and update the documents as required before seeking final approval.	Rachael Felts	Corporate Services
KA 04.02 Carry out a District-wide residents survey	Green	A District-wide survey has been undertaken relating to the Environmental Services Contract focusing on Waste and Recycling bin collections as well as street cleaning and grounds maintenance.	Analyse and prepare findings report from the response relating to the Environmental Services Contract survey. Decision made on whether to undertake a further residents survey focusing on all Council Services.	Rachael Felts	Corporate Services
KA 04.03 Businesses are informed and listened to	Green	<ul style="list-style-type: none"> - Newsletter going out monthly. - One-to-one meetings for businesses being carried out where appropriate. - LinkedIn connections increasing and stories becoming more read. 	To look at the potential to work with partners to directly communicate with the many home-based businesses in the District.	Lee Byrne Helen Nicholls	Strategy and Economic Development
KA 04.04 Provide effective liaison with parishes on district and local priorities	Green	<ul style="list-style-type: none"> - One-to-ones completed with parishes who requested further discussion on issues raised in the Annual Communication Survey (January 2015). - Leicestershire and Rutland Association of Local Councils (LRALC) delivered a Parish Councillor training session at HDC on 22 June. Parishes paid LRALC to attend this course. - A number of queries have been received from Parish Meetings regarding taking ownership of assets in their 	<ul style="list-style-type: none"> - 'Cuppa with a copper' - working with the Community Safety Team and the police to deliver an information and awareness day around community safety on 15 July. - LRALC to deliver the last of the Parish Meeting training sessions funded through New Homes Bonus funding on 27 July. 	Hayley Cawthorne	Communities

		<p>parishes e.g. village green, defibrillator were responded to and progress is continued to be monitored.</p>	<ul style="list-style-type: none"> - Local Plan coffee time with parishes - 31 July (TBC). - The Parish Liaison Officer is organising a precept setting support presentation in October. - The Parish Liaison Officer is organising the Annual Parish Liaison Meeting (January 2016) will start in September. - Offer of parish one to ones with Parish Liaison Officer - September/October. - All Parish one to ones following on from Parish Communication Survey will be completed by October. 		
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PRIORITY: Provide the right public services which are effective and deliver value for money

CO 5: The Council is efficient and resilient in its service delivery	Status: Green
Lead Officer: R. Felts, K. Frow, B. Murgatroyd, H. Cawthorne, A.M. Hawkins, R. Ellis	
Lead Portfolio Holder: Corporate Services / Communities	

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 05.01 Promote the Council's new website to encourage customers to self-serve and to provide more transactional services	Green	Web editor training has been provided to the majority of teams (further sessions are scheduled). Work has started on reviewing service areas on the website to ensure the content is up to date, these include updates to Council Tax, Benefits, Parking, and Councillors and Council meetings sections of the website; the Harborough by the Sea microsite has also been developed. Promotion of on-line services has been included in the first edition of the electronic Harborough News which is due out during July; this will be tied in to 'self-serve help sessions' for customers visiting the Council during July and August. We have reviewed the functionality and administration of 'MyHarborough' web-service and are working with our web provider to develop a simpler fully in-house version of this tool. Search improvements have been made to the website ie autocomplete, filter tabs and help links. Work has started on investigating user registration.	Continue to review service areas on the website to ensure the content is up to date. Undertake promotion of on-line services and 'self serve help sessions' Further explore service user registration on the website particularly with the development of Capita Connect services. Finalise the tools needed to replace 'MyHarborough' web-service. Investigate development of intranet as a microsite using website CMS	Rachael Felts	Corporate Services
KA 05.02 To establish The Council as an umbrella body for Disclosure and Barring Service checks	Green	HDC has applied for umbrella body status and has been accepted. Additional counter signatories have been applied for and the lead countersignatory has been submitted for amendment. Useful discussions with interdependent services have taken place to identify good practice, learning points and efficiencies. A revised process has been drafted for clearer understanding of the counter signatories and customers. Communication has been drafted.	Early signs show that this could be popular and consideration needs to be given to meet customer demand, whilst balancing the resource required to fulfill this with our internal services. A trial is due to take place to assess impact.	Kate Frow	Corporate Services

		Unfortunately, conflicting information from the DBS has been received and it appears that due to insufficient volume HDC will not be able to conduct these checks online. We will still be able to offer the paper-based service to the community and have prepared this communication.			
KA 05.03 Provision of support to Councillors following elections in May 2015, including induction, training and ICT provision	Green	The first tranche of member training has been completed and there has been positive feedback about the training provided.	A Member Development Executive Advisory Panel has been scheduled for 21 July 2015 to discuss training to date and any lessons learnt from the first two months of training to discuss the next round of training and any further training needs identified but not currently addressed by the member training programme. 'Mop-up' sessions will be organised for compulsory training sessions missed by Councillors.	Beth Murgatroyd	Corporate Services
KA 05.04 Ensure grant funding allocated to communities, the voluntary sector and parishes is effectively and efficiently managed to meet Council priorities.	Green	<ul style="list-style-type: none"> - Voluntary Sector Partnership & Networking Event at Hothorpe Hall on 25 June was well received and well supported. - Section 106 grant stream window opened with a closing date of the 6 July. - Monitoring reports completed for all grant allocations as per their delivery dates. - One-to-ones as requested by grant applicants were held, primarily for Section 106 applications. 	<ul style="list-style-type: none"> - Member Grant Panel 29 July 2015 - 'New Homes Bonus' grant streams to open in August and close at the end of September - pending agreement at Executive on 13 July. - Grant surgery in September. Date to be finalised. - Annual Report to Scrutiny regarding Funding to VASL, VAL, One stop Shop, CAB - Report for 16/17 grant streams: governance and criteria to be considered by Executive in November 2015. 	Hayley Cawthorne Ann Marie Hawkins	Communities
KA 05.05 Review of Council size and warding arrangements by Local Government Boundary Commission for England	Green	Report submitted for consideration by Council at its meeting on 27th July 2015.	If Council agrees on the 27th July the Corporate Director - Resources to write requesting inclusion on Local Government Boundary Commission for England review programme.	Richard Ellis	Corporate Services

CO 6: The Council makes the best use of its assets and resources	Status: Green
Lead Officer: M. Perris, M. Bradford, M. Perris, A. M. Hawkins, T. Day, L. Butler, E. Bird, L. Byrne, J. Stephens, S. Costall,	
Lead Portfolio Holder: Finance, Commercialisation, Planning and Regeneration / Communities / Corporate Services / Environment & Regulation / Strategy and Economic Development	

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 06.01 Implement the agreed outcomes of the property review process	Green	<p>Quarter 1</p> <p><u>Welland Park Cafe</u> Hft have vacated the property. Property marketed To Let. Preferred tenant identified and Heads of Terms issued for five-year lease. Legal Dept. instructed to complete lease for commencement on 1 August 2015. Longer term options are being considered for a report in January 2016.</p> <p><u>Lutterworth Allotments</u> New two-year lease to be agreed with Lutterworth Town Council. Valuation commissioned to agree rent.</p> <p><u>Garages Review</u> 2 no. sites sold at Main Street, Fleckney and Ashby Rise, Great Glen. Sale of site at Home Close, Kibworth due to complete on 10 July 2015. Outline Business Case approved 15 June 2015. Planning applications for Paget Road, Lubenham and St Cuthbert's Avenue, Great Glen submitted. Sales Agents proposals requested due for return on 9 July 2015 In discussions with Jeakins Weir for construction contract through empai Framework.</p> <p><u>The Settling Rooms</u> Completed a condition survey of the property. Full options developed, but require some legal advice to clarify position.</p>	<p>Quarter 2</p> <p><u>Welland Park Cafe</u> Complete Lease. Finalise long term options.</p> <p><u>Lutterworth Allotments</u> Finalise new lease with Lutterworth Town Council. Develop options for long term use. Work with Town Council to identify alternative location for allotments.</p> <p><u>Garages</u> Finalise Full Business Case for consideration, and action accordingly thereafter.</p> <p><u>The Settling Rooms</u> Report to be finalised, and submitted for consideration. Actions arising to be undertaken thereafter.</p>	Mark Perris	Finance, Commercialisation, Planning and Regeneration

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
		<p>Legal advice being obtained.</p> <p>Other Opportunities Doddridge Road lease close to being finalised. Easement granted to owners of Tesco/B&M, Market Harborough at £92,500. Identification of other opportunities ongoing.</p>			
KA 06.02 Review the leisure management contract prior to the contract end date to recommend whether to extend or re-procure	Green	<p>Quarter 1 Dilapidations Report prepared, and issued to CMT for consideration.</p>	<p>Quarter 2 Dilapidations Notice issued to Tenant. Dependent upon response agree next steps.</p>	Mark Perris, Matt Bradford	Finance, Commercialisation, Planning and Regeneration
KA 06.03 Develop and implement a Third Sector Strategy	Green	<p>Initial scoping report agreed in in January 2015. Consultation drafted and agreed with CMT, The Portfolio Holder and the Deputy Lead. Further research carried out in June as scheduled. The Strategy will cover Community Grants, support and advice to the voluntary and community sector, and a consistent approach to lease/ hire charges for voluntary and community sector groups in Council premises.</p>	<ul style="list-style-type: none"> - Consultation during July/ August. - Report to Scrutiny September 2015 - Finalise recommendations in September. - Report to Executive October 2015 	Ann Marie Hawkins, Tom Day	Communities
KA 06.04 Implement recommendations identified by the Institute of Revenues Rating and Valuation service review of the Revenues and Benefits Partnership	Green	<p>New staffing structure implemented from end of April. Currently testing 'Training Needs Analysis' in preparation for roll-out to processing staff. Demonstration for Benefits Risked Based Verification (RBV) and Performance Management Reporting has been arranged.</p>	<p>Prepare business case for Performance and RBV to management board.</p>	Leigh Butler	Corporate Services
KA 06.05 Implementation of the Car Parking Strategy Action Plan	Green	<p>The survey on car-park users has been completed and development of the draft strategy is being developed and is due to be available mid July 2015 for review. The review of the strategy will go onto the Scrutiny work-plan for consideration.</p>	<p>Review draft strategy and prepare public consultation for quarter 2.</p>	Elaine Bird	Environment & Regulation

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 06.06 Review the Harborough Innovation Centre (HIC) management contract prior to the end date to recommend whether to extend or re-procure.	Green	Contract has been reviewed internally and discussions held with OI regarding potential variations moving forward	Lee Byrne to liaise with OI to develop variations into a contract which both sides are happy with by mid September.	S. Riley	Strategy and Economic Development Finance, Commercialisation, Planning and Regeneration
KA 06.07.01 Develop commercialisation of Building Control services	Amber	<p>Proposed new Building Control Team structure presented to CMT on 1st July 2015 showcasing the roles required to operate and function as a commercialised service.</p> <p>Fee review completed. New schedule of fees drafted in line with the new structure to be implemented 1st November 2015.</p> <p>Initial planning started around required communication plan, engagement plan and marketing requirement with Customer Service and Communication Manager. Once the new structure has been formally approved there will be a firm timetable drafted when marketing and engagement activity will take place.</p>	<p>New structure to be signed off formally facilitating the start of recruitment process for the new structure.</p> <p>New Job Descriptions to be drafted and Hay Evaluation of posts to be drafted and completed, engaging with the Human Resources Team throughout the process.</p> <p>New Posts to be advertised as well as relevant consultation process to be undertaken in line with impact of new structure on existing team members and posts.</p> <p>Once Hay Evaluation process is completed relevant posts in new structure to be advertised with successful applicants being invited to interview. Internal consultation process to continue as required, with relevant communication on going with existing Building Control staff as required.</p>	Jenny Stephens Steve Costall	Finance, Commercialisation, Planning and Regeneration
KA 06.07.02 Develop commercialisation of Trade Waste services	Green	<ul style="list-style-type: none"> Billing corrected to collate to charging to correct financial year. Pricing reviewed. 2015/16 Income on budget at end of first quarter. 	<ul style="list-style-type: none"> Develop further marketing strategy and materials. Further promotion of the recycling service. Develop plans to exceed in year budget expectations. Conduct a pricing review in preparation for 16/17. <p>Develop budget expectations</p>	Matt Bradford Jenny Stephens	Finance, Commercialisation, Planning and Regeneration

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
			and business plan for 16/17. <ul style="list-style-type: none"> • Replacement of existing Database. 		
KA 06.08 Develop and Implement a Strategy for improved use of The Square, Market Harborough, ensuring a wide range of events are programmed throughout the year to support the town centre viability and reduce 'leakage' to other retail centres	Green	An number of high profile activities are taking place on The Square, however, this has been done without an over arching strategy. Prior to the strategy being written, discussions are required with LCC in order that HDC fully understands the restrictions in place as the area is part of the public highway.	Further discussions required with LCC to understand the scope of what it achievable on The Square.	Matt Bradford	Strategy and Economic Development

CO 7: Council Services are compliant with legal and audit requirements	Status: Green
Lead Officer: R. Ellis, S. Mortimer, C. James, S. Greenway, E. Bird, I. Bartlett	
Lead Portfolio Holder: Corporate Services / Environment & Regulation	

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 07.01 Conduct UK Parliamentary Elections	Complete	UK Parliamentary Elections completed on 7th May 2015.	N/A	Sheena Mortimer Richard Ellis	Corporate Services
KA 07.02 Conduct District and Parish Council Elections	Complete	District and Parish Elections completed on 7 th May 2015.	N/A	Sheena Mortimer Richard Ellis	Corporate Services
KA 07.03 Conduct Neighbourhood Plan Referenda	Green	Awaiting progress on neighbourhood plans. Maintaining close liaison with Planning Policy team. Likely dates for referendum (depends on progress): Scraptoft - October 2015 Lubenham - Quarter 4 2015/16	Agree date and timetable referendum once approval of plans to progress to referendum is received.	Sheena Mortimer Richard Ellis	Corporate Services
KA 07.04 Achieve Public Services (PSN) Code of Connection (CoCo) Certification	Green	Procured and scheduled an External Penetration Test (Pen Test) and IT Health Check (ITHC) with an appropriate ICT Security consultancy company. Pen Test and ITHC performed. Information on vulnerabilities discovered shared with all members of the ICT Team. Preliminary remedial work allocated to ICT Team members.	Receive and review the official security reports - August. Establish further remedial work required and work with suppliers (where required) to perform it - October. Complete and return PSN CoCo submission - August. Work through iterative process to address any queries, resubmit and obtain certification - September.	Chris James	Corporate Services

KA 07.05 Implementation of the Deregulation Bill 2014	Green	There is a phased implementation of the Deregulation Act which introduces changes to primary legislation. Three changes have been implemented to date - there is now no longer a requirement to renew a personal licence and the exhibition of films in community premises is no longer a licensable activity and the number of Temporary Event Notices permitted per year has increased.	<p>Work will shortly be commencing on setting fees for three-yearly licences for taxi and private hire drivers and five yearly licences for private hire operators. This change comes into affect in Oct 15.</p> <p>The legislation introduces a number of other minor amendments to legislation covering private rented housing and dog breeding however the commencement of these changes is not until in the year.</p>	Sarah Greenway, Elaine Bird	Environment & Regulation
KA 07.06 Progression of the Air Quality Action Plan	Amber	Efforts have been made to obtain funding to undertake the required work however commitment has not yet been secured.	Further work required to secure funding - discussions with Development Control planned with regards to significant applications recently submitted to the Council for development in the vicinity of the air quality management area	Elaine Bird Ian Bartlett	Environment & Regulation

PRIORITY: Encourage a vibrant and sustainable business community intent on prosperity, employment and learning opportunities

CO 8: Businesses are able to access Council services easily	Status: Green
Lead Officer: L. Byrne, H. Nicholls , J. Haines, K. Frow	
Lead Portfolio Holder: Strategy and Economic Development / Corporate Services	

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 08.01 Improve ease of access to Council services by District Business	Green	<p>Survey questions agreed and developed into survey monkey questionnaire.</p> <p>Subsequent checks have flagged a couple of minor issue which are to be updated before survey goes live.</p> <p>Survey due to go live late July</p>	To assess results of survey and report to CMT in Dec 15 before a decision is made whether to roll out to other business-facing services.	Lee Byrne Helen Nicholls	Strategy and Economic Development
KA 08.02 The Human Resources and Learning & Development functions offer external advice and learning opportunities	Green	<p>There are a number of training providers locally and contact with other local authorities has proven the most successful in securing potential business through training provision.</p> <p>Workload and demand for the HR and Learning & Development has delayed the trial with private sector businesses, however, a costing approach has been developed. Local authorities have been contacted with an offer/ range of products to deliver.</p> <p>We are in the early stages of securing a training delivery programme with one local authority and have been sought out by another for our expertise in another area which is being pursued.</p>	<p>Once firm commitment has been secured for the potential delivery to other organisations, this should realise income generation in accordance with the above timescales.</p> <p>After delivering services to other organisations, we will assess the impact of this upon our own internal customers whom we primarily serve.</p>	June Haines Kate Frow	Corporate Services

CO 9: Entrepreneurs and businesses are able to access support and advice	Status: Green
Lead Officer: H. Nicholls, L. Byrne, J. Ward-Langman	
Lead Portfolio Holder: Strategy and Economic Development / Corporate Services	

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 09.01 Signpost businesses to the support and advice available to businesses in Harborough District	Green	<ul style="list-style-type: none"> - Monthly newsletter goes out to 1,300 businesses and informs them of grants, events, advice, support, networks and seminars available to them. - Regular posts to Linked in and other social media channels outlining and signposting to support and news of interest to businesses. - Website directs through to regional support hub - the LLEP business Gateway - where all relevant information is regularly updated. 	<ul style="list-style-type: none"> - To continue with the above. - To explore options with the LLEP and OI as to how they can have a more physical presence in the area so our businesses are able to access the appropriate support more easily - discussions to be finalised by Dec 15 	Helen Nicholls Lee Byrne	Strategy and Economic Development
KA 09.02 Ensure that the Council's procurement supports local business	Green	<p>Presentation to 'The Business Agenda' (local business group) arranged. Number of providers on HDC Supplier List increasing ahead of target.</p>	Undertake presentation to 'The Business Agenda'; continue to publicise HDC Supplier List .	Jonathan Ward Langman	Corporate Services

CO 10: Communities have access to better broadband	Status: Green
Lead Officer: N. Proudfoot, Lee Byrne	
Lead Portfolio Holder: Strategy and Economic Development	

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 10.01 Maximise the roll-out of broadband through the Superfast Leicestershire Broadband programme to ensure that local communities gain access to better broadband	Green	More cabinets upgraded throughout Harborough District.	To continue cabinet upgrades throughout Harborough District.	Lee Byrne	Strategy and Economic Development

CO 11: People have opportunities to access culture and tourism	Status: Green
Lead Officer: A. M. Hawkins, L. Byrne	
Lead Portfolio Holder: Communities	

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 11.01 Work with partners to support the ongoing development and sustainability of the Market Harborough Museum	Green	On 8 June 2015 HDC hosted and administered the first meeting of the Harborough Museum Partnership Steering Group. Membership includes the three legal Partners of the Harborough Museum and includes the Portfolio Holders and Heads of Service from the District Council and the County Council and two representatives from the Harborough Historical Society. The Terms of Reference for the Steering Group were agreed and discussions were had regarding the membership and role of the Activity Group which will report to the Steering Group. The Group approved the Museum priorities for 15/16 (which were derived from two partner workshops earlier in the year). HDC confirmed its commitment of funding of £26k for 15/16 and £13k for 16/17 - subject to robust business cases agreed with HDC. The Steering Group agreed that projects funded must be sustainable and that re-profiling the funding over more years would be desirable. HDC confirmed their support for this in principle (subject to a robust business case and agreement by the Executive). The broad areas of work which the Business Case should focus on were agreed which are being developed by LCC on behalf of the Harborough Museum Partnership. Joint work was undertaken between HDC and LCC to ensure Museum activities link with Tourism related projects such as Harborough By the Sea, Magna Carter, tourism guides and visitor interpretation panels.	The next meeting of the Harborough Museum Partnership Strategic Steering Group will be held on 9th September 2015 and the revised Business Case and End of Year Report will be considered. Work will continue to link Museum activities with Tourism related initiatives.	Ann Marie Hawkins	Communities
KA 11.02 Develop culture and tourism in line with, and expanding beyond, the Harborough blueprint	Green	Agreement in place for production of Visitor Interpretation Panels (VIP's). Maps and tourist information currently being designed.	Some issues identified with VIP's - Currently discussing solutions with planners Finalise content and design for guides - Oct 15 VIP's to be installed by Nov 15	Lee Byrne	Communities

PRIORITY: Support the vulnerable in the communities where they live

CO 12: People live in safe and appropriate housing	Status: Green
Lead Officer: Steve Pointer, H. Chadwick, I. Bartlett, E. Bird, A.M. Hawkins, J. Stephens	
Lead Portfolio Holder: Finance, Commercialisation, Planning and Regeneration / Communities / Environment & Regulation	

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 12.01 Achieve the delivery of an appropriate mix and type of housing that meets local housing need and that the supply of existing and new affordable housing lettings is targeted to those most in need	Green	There have been 17 new affordable dwellings completed in the first quarter and made available to potential tenants via Harborough Homesearch (12 Social Rented and 5 Affordable Rented).	Continued advice, negotiation to achieve housing which is more affordable and where housing types and tenures meets identified need.	Steve Pointer	Finance, Commercialisation, Planning and Regeneration
KA 12.02 Promoting a programme to reduce fuel poverty.	Green	Bid made to DECC central heating fund for £240,000 to fund central heating systems for those with no heating. Project aims to target the small number of rural systems hidden within a relatively affluent community. Awaiting news on status. Due Mid July.	Aim to start detailed engagement with selected parishes in September near the beginning of the heating season.	Steve Pointer, Helen Chadwick	Communities
KA 12.03 Implementation of the Council's Empty Property Strategy	Green	Public consultation on the draft policy was completed during Quarter 1. Mechanisms set up between Benefits Partnership and the Environment Team to share information on the empty property data.	Internal working group to be set up to commence the risk rating of the properties on the database in conjunction with the work being undertaken by Capita Grid. Formal adoption of the strategy.	Ian Bartlett Elaine Bird	Environment & Regulation

<p>KA 12.04 Finalise the Housing Options Service Review and implement the agreed recommendations</p>	<p>Amber</p>	<p>Gathering of evidence for the End of Phase 1 report will be completed by mid July with the draft End of Phase Report being presented to CMT in Aug 2015. MOSAIC profiling completed in 1st Quarter. Statutory function and relevant legislation and guidance highlighting HDC's duty completed 1st Quarter. New Portfolio Holder briefed on Business Case and Purpose of Service Review as well as indicative findings to date. This activity has been categorised as amber as it was intended to report to CMT and the Portfolio Holder in July but this is now scheduled for September as some staff resources had to be deployed to other areas of work.</p>	<p>Draft End of Phase 1 Report to be presented to CMT and Portfolio Holder September 2015 15. Phase 2 objectives to be finalised with a Phase 2 Plan in place and being implemented from September 15.</p>	<p>Ann Ball, Ann Marie Hawkins, Jenny Stephens</p>	<p>Communities</p>
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CO 13: People who are most in need are supported	Status: Green
Lead Officer: M. Bradford, J. Ward-Langman, L. Butler, A.M. Hawkins, E. Bird	
Lead Portfolio Holder: Finance, Commercialisation, Planning and Regeneration, Corporate Services, c Finance, Commercialisation, Planning and Regeneration, Communities	

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 13.01 Develop and maintain Harborough Lifeline as an income-generating service	Amber	<p>Completed actions:</p> <ul style="list-style-type: none"> • Ensure accurate records of customer base and marketing. • Review work-flow and process for new customers; Review of Customer Services role and communication with Lifeline. • Pricing review (based on existing charge structure). • MBC contract secured at new price • Marketing to private customers subject to Marketing Consultancy work (in progress). • Relocation of service agreed; planning for relocation under way. 	<p>- Marketing of service to private customers; on going throughout project. Work to incorporate the Council's internal and external values in marketing material is being undertaken by the Marketing consultant and Council staff; this will shape marketing activity from August onwards. The target for private customers may be reduced if new corporate contracts are secured. It may also be necessary to alter timescales for the target due to delays in completion of the marketing work. Reviewed monthly by Project Board.</p> <p>- Secure current corporate contracts; by September 2015; current contracts to be reviewed and renewed on expiry. Charges to be revised if appropriate when current contracts are renewed.</p> <p>- Marketing of service to corporate customers. September 2015; marketing to corporate customers alongside private customer marketing. Exploratory discussions are under way with Charnwood Borough Council about a possible contract for call monitoring service. Reviewed monthly by Project Board.</p> <p>- Re-location of service and communication plan to be implemented. September/October 2015. Relocation of the service is part of a separate project as other HDC services are affected.</p>	Matt Bradford, Jonathan Ward Langman	Finance, Commercialisation, Planning and Regeneration
KA 13.02 Develop 'Universal Support' as part of Universal Credit (UC) rollout	Green	First tranche has been implemented whereby single claimants that meet the criteria will now have housing benefit included in their Universal Credit payment.	Monitor the impact of UC claimants. DWP will be advising as part of their roll out programme next tranche subject to success of pilots.	Leigh Butler	Corporate Services

KA 13.03 Work with partners to continue to deliver the Supporting Leicestershire Families Service (SLF) and the Children's Centre Programme (CCP) in Harborough District	Green	<p>SLF has now been in operation for 2 years. During this period, across Leicestershire the service worked with 552 families comprising of 2417 individuals. Approximately 40 of these families live in the Harborough District and comprised of 175 individuals. The average length of time Harborough families engaged with SLF was for a period of 36.4 weeks and families entered the Service with 11.1 issues, with parenting, negative lifestyle factors and finances being the most frequent issues. The general Leicestershire average was 10.9 issues per family. This demonstrates that the issues facing families in the district are equally as complex as in other parts of the County.</p>	<p>During the next quarter the expanded SLF Team will be focusing upon building on the existing good relationships with partners and further understanding the trends and needs of those Harborough residents that require support so that this can be delivered effectively. HDC will deliver the Try a Sport Programme for SLF families in the district. Preparation will be undertaken for the first 'Think Family Partnership' which replaces the 0-19 Steering Group. This Partnership is being reshaped to reflect the organisational changes in LCCs Early Help services (which includes SLF and The Children Centre Programme). The CCP expects that the numbers of families supported will increase as the 0-2 pathway becomes fully functional. The Director and Head of Service will meet with the County Council to discuss the future funding of SLF.</p>	Ann Marie Hawkins	Communities
		<p>As of April 1st 2015, the SLF Service offered was expanded and now includes interventions for preventative work right through to complex issues. The County Council has entered into a five year framework with the Troubled Families Programme which will now focus upon employability, crime, domestic abuse, health and wellbeing, children in need and education as measures of success for both the programme and families. On 30 June 2015 HDC hosted 'meet the expanded SLF Team' meeting with HDC staff to build on the existing excellent working relationships to ensure joined up working for the benefit of the families in the district. HDC's Physical Activity Sports Development Officers have been developing a 'Try a Sport' Summer Holiday Programme for SLF families in the district.</p>			
		<p>During the 1st quarter the CCP in Harborough District supported 243</p>			

KA 13.04 Work with partners on the delivery of the County-wide Light Bulb project	Green	<p>Programme progress:</p> <ul style="list-style-type: none"> • www.lightbulbservice.org has been beta launched, content to be added on completion of the Communication Management Strategy work • Pilot due to start early July - Blaby District Council and North West Leicestershire DC included covering adaptations and other renewal work. Further pilot will take place at Hinckley regarding GP referrals. A Pilot process map and performance data table has been produced, which outlines how Lightbulb will be able to (in the short term) measure if the pilot is adding value to partners • Customer Insight contract awarded to establish better understanding of the residents experience of the different services covered by lightbulb etc. as well as working with the service providers. Outcome of the customer insight work will contribute to the design of pilot and service model 	Monitor progress of the pilot projects and customer Insight work.	Elaine Bird	Communities
KA 13.05 Continue to work with partners to manage the ongoing impact of Welfare Reform.	Green	Meetings taking place with all key partners on a monthly basis to monitor impact as well as preparing in advance of government changes.	Continue preparing and monitoring impact.	Leigh Butler	Corporate Services