








## Key Activity Quarterly Report (Quarter 1, 2022/23)


| Action Status Key   |   |
|---|---|
|  | Red (Planned actions have not been achieved or have missed their target date. Issues now impacting on delivery or expected outcomes). |
|  | Amber (Most actions completed. Some issues recognised which may impact on delivery or expected outcomes).                             |
|  | Green (Planned actions completed, project on track. There are no known issues).   |
|  | Completed   |


### Council Priority 1: 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 |  | - Project remains on-track in line with the project plan. | - Build and implementation of the new contact centre.<br><br>- Undertake staff training. | Customer Services and Engagement | Corporate |


| Activities                                       | Status  | Progress   | Next Steps   | CMT Lead / Team                  | Portfolio |
|--|---|--|--|----------------------------------|-----------|
| KA.01.02 Increase the digitalisation of services |  | - Work is continuing to build and implement online services for our customers. | - Start the development of online licensing forms within Netcall. Monitor/review current/new online forms through customer feedback. Continue with the re-engineering and redesign of the Council's website. | Customer Services and Engagement | Corporate |


| Activities  | Status  | Progress  | Next Steps   | CMT Lead / Team | Portfolio |
|---|---|---|--|-----------------|-----------|
| KA.01.03 To ensure effective Strategic Communications across the District to keep residents informed of Council services and Key Activities |  | <ul style="list-style-type: none"> <li>- Key news and updates are shared with stakeholders via the Council's communication channels in a timely, accurate and engaging way and links with partners and local media continue to help us to widen our reach to residents across the Harborough District.</li> </ul> | <ul style="list-style-type: none"> <li>- Continue to deliver high-quality communication activities for key projects and initiatives, and in support of service areas and corporate plan priorities, across the Council's communication channels to stakeholders.</li> <li>- Corporate Communications Strategy update in progress, to be completed by September 2022.</li> <li>- Engagement Strategy draft in progress, to be completed by September 2022.</li> </ul> | Communications  | Strategy  |





| Activities  | Status   | Progress   | Next Steps  | CMT Lead / Team        | Portfolio |
|---|--|--|---|------------------------|-----------|
| KA.01.04 Investment in community facilities through the Section 106 process |  | <ul style="list-style-type: none"> <li>- £486,238.32 allocated to community facilities and open space facilities.</li> <li>- The status of this activity is 'Amber' since and up- to-date balance sheet has not been provided to the Grants Officer since January 2022.</li> </ul> | <ul style="list-style-type: none"> <li>- 2023 contributions are at risk since balances have not been provided to parishes.</li> </ul> | Community Partnerships | Wellbeing |

| Activities  | Status  | Progress   | Next Steps   | CMT Lead / Team        | Portfolio |
|---|---|--|--|------------------------|-----------|
| KA.01.05 To prevent crime, tackle antisocial behaviour and support vulnerable victims |  | <ul style="list-style-type: none"> <li>- Lighter Nights/Respect and Tolerate Campaigns run in April/ May 2022.</li> <li>- Community Safety Partnership road shows were held in secondary schools during March</li> </ul> | <ul style="list-style-type: none"> <li>- Run the Safer Summer campaign through July/August 2022, including Safer Summer Days in Market Harborough and</li> </ul> | Community Partnerships | Wellbeing |


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|  |  | <p>and April 2022.</p> <ul style="list-style-type: none"> <li>- Public Spaces Protection Orders (PSPOs) for Psychoactive Substances were advertised on waste vehicles.</li> <li>- Social Media Campaigns on Promoted Knife Crime Education were offered.</li> <li>- Joint FATAL Four Operation on Springfield Street, Market Harborough took place in May 2022.</li> <li>- A Stakeholder event was held at the Harborough Innovation Centre during May 2022.</li> <li>- A Safer Summer Campaign was launched in June 2022.</li> <li>- Increased use of Community Protection Notices (CPNs) for Cannabis smells.</li> </ul> | <p>Lutterworth.</p> <ul style="list-style-type: none"> <li>- Run Anti-social Behaviour (ASB) Awareness Week with diversionary activities at open spaces in the District where ASB has historically occurred.</li> <li>- Continue work towards Domestic Abuse Housing Alliance (DAHA) accreditation.</li> <li>- Continue to issue newsletters to schools each term.</li> </ul> |  |  |
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| Activities   | Status  | Progress  | Next Steps  | CMT Lead / Team               | Portfolio |
|--|---|---|---|-------------------------------|-----------|
| 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. | Legal and Democratic 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 adopted Local Plan. | - 2021-22 Housing and employment monitoring. Preparation of the five-year housing land supply position. | 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)                                    |    | - Planning application decision time has declined over the past quarter and year. There has been a high level of staff resignations (2.5 FTE) and one long-term absence (1 FTE) from June 2022. These resignations become vacancies by September 2022 and, if not filled in the interim, there is a very high risk and strong likelihood that the decline in performance will accelerate. | - Continue to monitor planning application performance.<br>Recruit to vacant posts.   | Development Management | Planning  |
| 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 Development Scheme revision published.<br><br>- Strategic Housing and Economic Land Availability Assessment (SHELAA) is in progress.  | - Completion and publication of the SHELAA.   | Strategic Planning     | Planning  |
| KA.01.10 Planning Obligations Policy preparation and ongoing monitoring   |  | - Planning Obligations Supplementary Planning Document (SPD) is now adopted and published. Monitoring continues.  | - Support colleagues in the implementation of the Planning Obligation SPD. Further round of recruitment to seek to fill the current vacancy in order to further progress monitoring work. | Strategic Planning     | Planning  |
| KA.01.11 Continue the programme of review of the Council's conservation areas and preparation of the Local List   |  | - Bitteswell Conservation Area review is in progress. Next tranche of the Local List  | - Completion of Bitteswell Conservation Area Review   | Strategic Planning     | Planning  |



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| of Heritage Assets |  | designations are being prepared prior to consideration by the Panel prior to seeking approval for public consultation. | and second Tranche of the Local List prior to public consultation in the Autumn. |  |  |
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| Activities  | Status  | Progress   | Next Steps  | CMT Lead / Team    | Portfolio |
|---|---|--|---|--------------------|-----------|
| KA.01.12 Support the preparation of Neighbourhood Plans |  | <ul style="list-style-type: none"> <li>- Leire Neighbourhood Plan referendum was held on 12 May 2022.</li> <li>- East Langton Review Examination took place between 31 March 2022 and 30 June 2022.</li> <li>- Dunton Bassett Examination started on 8 June 2022.</li> <li>- Kibworth Review Examination: examiner appointed on 11 July 2022.</li> <li>- Tugby and Keythorpe Examination took place between 3 May 2022 to 29 June 2022.</li> </ul> | <ul style="list-style-type: none"> <li>- East Langton Review Referendum date provisionally agreed as 27 October 2022.</li> <li>- Hold Dunton Bassett Referendum.</li> <li>- Hold Kibworth Review Referendum.</li> <li>- Hold Tugby and Keythorpe Referendum (provisional date: 27 October 2022).</li> <li>- Support Plans as they progress: Medbourne Review, Houghton Review, Lubenham Review, Lutterworth start (all dates TBC).</li> </ul> | Strategic Planning | Planning  |


| Activities  | Status  | Progress   | Next Steps  | CMT Lead / Team | Portfolio |
|---|---|--|---|-----------------|-----------|
| KA.01.13 External maintenance works to The Symington Building |  | <ul style="list-style-type: none"> <li>- Contract administration, Principal designer / CDM (construction design and management) advisor appointed.</li> <li>- Contractor has been appointed through the Scape framework. Surveys have been carried out by sub-contractors to be able to supply fixed costs, as the budget cost was provided</li> </ul> | <ul style="list-style-type: none"> <li>- Fixed costs to be received and agreed along with a programme of work.</li> </ul> | Property Team   | Finance   |


|   |   | over a year ago.  |  |                      |                |
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| Activities  | Status  | Progress  | Next Steps   | CMT Lead / Team      | Portfolio      |
| <p>KA.01.14 Refurbishment of toilets in Welland Park, Market Harborough</p> |  | <ul style="list-style-type: none"> <li>- A bid was submitted and has been approved for funding towards the refurbishment of the toilets to include for Changing Places Toilets (fully accessible toilets) with no net loss to the existing provision.</li> <li>- Grant funding from changing places toilets bid has been approved (£88k), Section 106 funding approved (£)100k, Capital funding approved (£122k).</li> <li>- The appointed contractor has been to site to carry out various surveys. Consultation has been carried out with the Equality &amp; Diversity Officer and relevant people who have provided an input from a user/ practical point of view.</li> <li>- The revised layout has been submitted to the Changing Places team for consideration and approval.</li> <li>- It is envisaged that, due to lead in times and school holidays, the work on site will be programmed for the end of the summer break although this still needs to be confirmed to ensure that requirements around S106 are met.</li> </ul> | <ul style="list-style-type: none"> <li>- Approval of the proposed layout from Changing places team.</li> <li>- Finalise fixed costs for the proposed work.</li> <li>- Finalise programme of work.</li> </ul> | <p>Property Team</p> | <p>Finance</p> |

## Council Priority 2: 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 |    | <ul style="list-style-type: none"> <li>- A contractor has been appointed to Improve our temporary accommodation units at Plowman's Yard (ongoing).</li> <li>- Two households assisted to move with Homelessness Prevention Fund.</li> <li>- Two Housing Options Officers have been appointed to enable households to receive tailored housing options advice</li> <li>- An Application for Funding has been approved through the Housing Advisors Programme at LGA. The funding is to develop a more active and structured approach to increasing single person Housing provision. Work on the project has commenced with the appointment of the lead consultant and will be ongoing through the year.</li> </ul> | <ul style="list-style-type: none"> <li>- Complete fire safety audit recommendations.</li> <li>- Provide extensive training to the Housing Options Officer.</li> </ul> | Community Partnerships | Wellbeing |
| KA.02.02 Agree and implement the Young Persons Strategy  |  | <ul style="list-style-type: none"> <li>- The Young Persons Opportunity Plan and Action Plan was drafted ready for Scrutiny in July 2022.</li> <li>- The Young Persons Officer delivered the Jubilee school arts project.</li> <li>- The Young persons Officer facilitated Community Safety Partnership (CSP)</li> </ul>   | <ul style="list-style-type: none"> <li>- The draft Young Persons Opportunity Plan and Action Plan to be considered by Scrutiny in July 2022.</li> </ul>               | Community Partnerships | Wellbeing |


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|  |  | roadshows in secondary schools. |  |  |  |
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| Activities  | Status  | Progress   | Next Steps  | CMT Lead / Team        | Portfolio |
|---|---|--|---|------------------------|-----------|
| 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 |  | <ul style="list-style-type: none"> <li>- The Health and Wellbeing Strategy was taken to Scrutiny on 30 June 2022. Following Scrutiny, the Cabinet will consider the Strategy.</li> <li>- The Strategy aims to work with communities and build a future for the people of Harborough District that gives them the best life chances and opportunities through: community leadership to create a sense of pride in our place, promoting health and wellbeing and encouraging healthy life choices, creating a sustainable environment to protect future generations, and supporting residents and businesses to deliver a prosperous local economy.</li> </ul> | <ul style="list-style-type: none"> <li>- The Strategy will go to cabinet in the Autumn of 2022.</li> <li>- Staff will continue to work through the associated action plan.</li> </ul> | Community Partnerships | Wellbeing |


| 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 |  | <ul style="list-style-type: none"> <li>- The existing contract with Sports and Leisure Management (SLM) for operation of Harborough Leisure Centre and Lutterworth Leisure Centre ends in March 2024. We have appointed the Sport, Leisure and Culture Consultancy (SLC) to provide support with the overall programme of procuring these services. Through SLC we have undertaken direct engagement with the leisure operator market in order to better understand:</li> </ul> | <ul style="list-style-type: none"> <li>- Development of SLC Shadow Bid to test contract value and affordability.</li> <li>- Development of Procurement Strategy key considerations briefing paper.</li> <li>- Project Team Workshop on Procurement Strategy.</li> <li>- Procurement Strategy to be</li> </ul> | Community Partnerships | Wellbeing |




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|  |  | <ul style="list-style-type: none"> <li>• The level of interest of leisure operators in the Council's services, including those facilities that are within the scope of the existing contract with SLM.</li> <li>• How comfortable leisure operators are with extending the reach and impact of the services beyond core facilities through outreach programmes designed to help tackle inactivity and health inequalities in the wider community.</li> <li>• Leisure operators' current thinking on contract length and future risk share in terms of maintenance, utilities, and commercial risk linked to Covid recovery.</li> <li>• Whether leisure investment will make to contract more attractive.</li> <li>• Any other financial considerations that would make the opportunity more or less attractive to leisure operators.</li> <li>• Any issues, concerns or risks that might prevent leisure operators from participating in a future tender process.</li> </ul> | <p>considered by Cabinet in September 2022.</p> |  |  |
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| Activities  | Status  | Progress   | Next Steps   | CMT Lead / Team    | Portfolio |
|---|---|--|--|--------------------|-----------|
| KA.02.05 Implement measures to improve the living accommodation within the District |  | - During Quarter 1 of the 2022/23 year 37 rented housing units were completed. | - 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 |  | - Current activity to sustain the Armed Forces Covenant is assessed as Green.<br>- In Quarter 1 a new Armed Forces Officer (AFO) was appointed who is determining priorities for the next 6 to 12 months. Widespread engagement with local veterans' groups, charities, reserve organisations and other AFOs from across the region is helping to inform the setting of priorities. | - Plans for Quarter 2 include reviewing the Central Government guidance on the implementation of the Armed Forces Covenant Duty, which is due to be implemented in the Autumn. This includes specifically understanding what the implications are for the Council. Guidance is due to be published in the summer but no clearer date has been provided.<br><br>- Plans will be set in motion in during Quarter 2 to create a monthly Lutterworth Wellness Hub for veterans from October, building on the development of the extant Veterans Drop-In Centre over the past four months. This is supported by funding from the Armed Forces Covenant Trust. | 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 are recovering to pre-pandemic levels. Budgets forecast achievement of targets. | - Continue marketing of service. | Commissioning and Lifeline | Wellbeing |

**Council Priority 3: Community leadership to create a sense of pride and wellbeing**


| 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 |  | - We continue our three-year success with reducing fly-tipping in the District through patrols, campaigns and enforcement. The Tip Off campaign, along with other campaigns has been, and continues to be, very successful in driving fly tippers out of the District. | - Continue the work on our successful campaigns.<br>- Develop new campaigns for this year to include: dog fouling and littering etc. | Environmental Services and Health & Safety | Regulatory |

| Activities  | Status  | Progress                   | Next Steps | CMT Lead / Team                            | Portfolio  |
|---|---|----------------------------|------------|--|------------|
| KA.03.02 Prepare for re-procurement of the Environmental Services contract, ensuring that any new requirements from government are included in the specifications |  | - Project not started yet. | - TBC.     | Environmental Services and Health & Safety | Regulatory |

| Activities  | Status  | Progress  | Next Steps  | CMT Lead / Team                            | Portfolio  |
|---|---|---|---|--|------------|
| 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 |  | - Part of the changes, agreed during the BC25 process, have been implemented.<br>- The first stage of consultation has taken place. | - Draft the Strategy, in line with consultation and engagement. | Environmental Services and Health & Safety | Regulatory |


| Activities  | Status  | Progress  | Next Steps  | CMT Lead / Team     | Portfolio  |
|---|---|---|---|---------------------|------------|
| KA.03.04 Provide effective local air quality management   |    | <ul style="list-style-type: none"> <li>- The Annual Status Report has been developed and the draft submitted to DEFRA with the final report to be submitted following sign off.</li> <li>- We are progressing with the implementation of the successful grant funding for particulate monitoring. We are working with North West Leicestershire District Council and have purchased additional monitoring equipment and provisionally identified a site for the monitor to be placed. A communication plan has been developed and we are currently drafting a questionnaire.</li> </ul> | <ul style="list-style-type: none"> <li>- Confirm the study location and send out initial questionnaires.</li> </ul>   | Regulatory Services | Regulatory |
| KA.03.05 All Council activities will work towards being carbon neutral by 2030  |    | <ul style="list-style-type: none"> <li>- The Climate Officer Group continues to meet and have a series of actions underway, including new electric vehicle charge points.</li> </ul>  | <ul style="list-style-type: none"> <li>- A draft report on the Climate emergency action Plan will be prepared by September 2022.</li> </ul>   | Regulatory Services | Regulatory |
| 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 |  | <ul style="list-style-type: none"> <li>- Collective switching has halted due to issues in the energy market. Solar together reached 1,500 registrants with around 200 accepting offers so far.</li> <li>- 128 energy efficiency measures were completed under ECO3. 77 properties are being improved under LADS2.</li> </ul>  | <ul style="list-style-type: none"> <li>- LAD2 properties to be completed by end of October 2022.</li> <li>- Installations of solar together start in October 2022.</li> <li>- ECO4 flexible eligibility is due to be signed off in September</li> </ul> | Regulatory Services | Regulatory |



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|  |  |  | 2022. |  |  |
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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 |  | - Development of the Rural Strategy is on track. A draft Strategy was considered by the Communities Scrutiny Panel on 28 July 2022. | - The draft Rural Strategy is due to be considered by the Cabinet on 10 October 2022. | Community Partnerships | Wellbeing |

### Council Priority 1: Community leadership to create a sense of pride and wellbeing

| 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 |  | - Finalised the Town Centre Masterplan for Market Harborough, which was approved by Council in June 2022.<br><br>- Launched new promotional video promoting tourism within Harborough District in April 2022. | - Submit a bid to the Government's Levelling Up Funding for Market Harborough Town Centre and develop plans for the UK Shared Prosperity Fund to support the District's towns, villages and rural areas.<br><br>- Develop implementation plans for both Market Harborough and Lutterworth Town Centre Masterplans. | Economic Development | Finance   |

| Activities  | Status  | Progress  | Next Steps   | CMT Lead / Team      | Portfolio |
|---|---|---|--|----------------------|-----------|
| KA.04.02 Ensure that we support new and existing businesses with Harborough District to be as successful as they can be |  | - Continued to evolve and develop the support and facility offer at the Harborough Innovation Centre to meet the needs of businesses, which resulted in occupancy rates of over 85%, (up from 48% during the Covid pandemic). | - Develop plans for the UK Shared Prosperity Fund to support new and existing businesses within Harborough District. | Economic Development | Finance   |

| Activities   | Status  | Progress   | Next Steps   | CMT Lead / Team      | Portfolio |
|--|---|--|--|----------------------|-----------|
| 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 |  | - Worked in partnership with the Job Centre Plus and other partners to deliver monthly Job Club events in Lutterworth and the first Market Harborough Job Fair in April 2022. Work has also focussed on helping Ukrainian nationals who are living in the District to find employment. | - Develop plans for the UK Shared Prosperity Fund to support District residents gaining skills and employment. | Economic Development | Finance   |
| 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.  | - Commence detailed work to review and develop a new Economic Development Strategy for the District.           | Economic Development | Finance   |