




Key Activity Quarterly Report (Quarter 1, April – June. 2023/2024)


		
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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>	Complete final stages of implementation of the new contact centre. Undertake staff training.	Customer Services and Engagement	Corporate


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.02 Continue to 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	Corporate




Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
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<p>KA.01.03 To ensure effective Strategic Communications across the District to keep residents informed of Council services and Key Activities</p>		<ul style="list-style-type: none"> Some actions from the action plan have been completed including the roll-out of a forward plan for consultations and work is being carried out to improve the consultation section on the council's website. The toolkit for staff has not yet been fully drafted due to other competing priorities and team capacity. 	<p>-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. - Engagement Strategy draft completed and internal consultation is taking place.</p>	<p>Communications</p>	<p>Strategy</p>
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
<p>KA.01.04 Investment in community facilities through the Section 106 process</p>		<p>Since the 20th December Sub Committee Meeting there have been no further meetings, our next is due in September 2023 currently looking to review 2 applications</p> <p>There have been 8 Non Committee applications since the last update for the following parishes 7 of which have been approved and funded, these are:</p> <p>Shangton Parish Council</p> <p>Broughton Astley Parish council x 2</p> <p>Kibworth Harcourt Parish Council</p> <p>Robert Monks Foxton Charity</p> <p>Theddingworth Church</p> <p>Sutton in the Elms</p> <p>1 Application was rejected this was:</p>	<p>2023 contributions at risk. Balances not provided to Parishes.</p>	<p>Community Partnerships</p>	<p>Wellbeing</p>


		<p>Kibworth Harcourt Parish Council - Painting works</p> <p>We continue to work with consultants Alpine Planning who are supporting the S106 process and helping to implement systems and a new S106 Database. The Status remains amber as the investigation and update of this service remains in progress</p>			
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.05 To identify and address key issues of crime and disorder through the community safety partnership and the use of statutory tools and powers		<p>Promotion of national campaigns included: Holocaust memorial Day, internet Safety Day and County Lines intensification week.</p> <p>Local campaigns conducted include -</p> <ul style="list-style-type: none"> • Domestic Abuse campaign around Valentines day. • New Rural Crime campaign launched at end of March raising awareness of Livestock worrying. Rural Crime event moved to November 2023. • Lighter Nights ASB campaign at end of March as clocks changed. <p>Community Safety Three Year Plan agreed by CSP - moved to June Scrutiny and Cabinet meetings.</p> <p>Newsletter to schools.</p>	<p>- Vacant post of FT CS Officer (2 x 0.5 officers no longer in post) - will hope to go out to recruit 1 x 0.5 in April –</p> <p>Campaigns for the next quarter include -</p> <ul style="list-style-type: none"> • Continue the Lighter Nights-Campaign April • Livestock Worrying campaign - April • Knife crime Week - May • Stake Holders event - May • Well Womens event for raising awareness of Domestic Abuse services in June • Continue to issue newsletters to schools each term. <p>- Three Year Plan to go to Scrutiny and Cabinet.</p> <p>- Discussions with Schools around Action plan and new</p>	Environmental Services and Community Safety	Wellbeing


			Serious Violence Duty		
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 and reported on, in line with the adopted Harborough Local Plan (2011-2031)		<p>During Quarter 1, 3 out of 8 (37.5%) of major and 171 of 237 (72.2%) minor & other applications were determined on time.</p> <p>The thresholds to avoid potential Government special measure designation are 60% and 70% respectively measured over a 24- month period.</p> <p>The Quarter 1 major sample size is small to draw a meaningful pattern from that single 3-month period (which includes improved performance for the month of June). Harborough sits low in live national tables of planning application statistics Live tables on planning application statistics - GOV.UK (www.gov.uk) at position 331 (of 341) and 307 (of 341) respectively for these major and minor / other indicators (period measured April 2021 to March 2023).</p>	Continue to monitor planning application performance. Recruit to vacant posts.	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 preparation continues. Project is managed through Project Board and Local Plan Member Advisory Panel. Currently no budget is identified for design codes.	Prepare strategic development options	Strategic Planning	Planning


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		Preparation of Great Easton Conservation Area Appraisal underway as well as next tranche of local list entries.	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		<ul style="list-style-type: none"> • Kibworth Neighbourhood Plan Review passed Referendum on 4 May 2023. Plan now 'made' • Dunton Bassett Neighbourhood Plan passed Referendum on 29 June 2023. Plan now 'made' • Little Bowden Neighbourhood Forum Designated 9 Feb 2023 • Little Bowden Neighbourhood Area Designated 9 Feb 2023 • Welland Neighbourhood Forum Designated 18 July 2023 • Welland Neighbourhood Area Designated 18 July 2023 • Medbourne Neighbourhood Plan Review (minor(non-material) modifications complete. 	<ul style="list-style-type: none"> - Set up Logan, Arden and Town Centre Forums by working with communities - Support Plans as they progress: Market Harborough Neighbourhood Forums, , Houghton Review, Lubenham Review, Billesdon Review, Burton Overy Review, Lutterworth start (all dates TBC). 	Strategic Planning	Planning



Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.13 review the Asset Management plan and develop new operational assets in line with community and council needs		<p>A review of all council Assests is now being undertaken by Cabinet and this scope of this review is being determined and timescales set; Updates on existing projects are:</p> <p>1. Works on the Symington building -</p> <p>Project for external work to the building along</p>	Scope out the review of Assets with Cabinet and Council,	Property Team	

		<p>with critical windows has been progressing however due to Spiralling costs and timescale slippage the Clerk of work has advised that the project is halted.</p> <p>Consideration of the future of The Symington Building and if this project provides VFM.</p> <p>2. Homelessness accommodation project -</p> <p>This project is now on hold pending a comprehensive review of the Business Case</p> <p>3.New Depo site -</p> <p>A thorough search of any available land across the district has been completed. A short list of sites that would fit the required criteria was completed and the consultant then made further land checks. Each potential site owner has been contacted with a view of acquiring the land but this has not been successful. One further site was investigated further but due to planning restrictions and time scales for procurement of the Environmental services contract, CMT have requested a hold on further development of this scheme.</p>			
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.14 Preparation of final accounts in accordance to statutory deadlines		The 22/23 draft accounts were published on the HDC website on 31st May 2023 in accordance with statutory deadlines	The next stage is for the 22/23 accounts to be audited, this is due to start within quarter 2 but may be Quarter 3 before this is concluded	Legal and Democratic Services	


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.15 Implementation of the Welland Procurement Partnership		We have now started to utilise Welland Procurement partnership.	Ongoing monitoring of the service.	Legal and Democratic Services	

Appendix 7


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.16 Implementation of a legal case management system		Progress on the set up of the new system has been completed in Quarter 1. Go live date is still on trac for late September	Roll out of the data transfer and testing of the site for the go live date in September 2023	HoS Legal Services	
Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.18 implement an internal transformation strategy to maximise resources and deliver efficiencies in service provision.		Meetings are arranged for mid august to start this piece of work		Chief Executive Officer	


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		<p>For the end of March 2023, HDC has reduced fly tipping for the 4th year in row. We continue to patrol, educate and enforce. Working closely with our colleagues in Leicestershire and with our volunteers.</p> <p>HDC are one of the lead authorities to work on the new Leicestershire wide fly tipping campaign. This is running at present and will be advertised heavily. Its is also in the local paper as of 02/08/23 (front page article)</p>	<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 Community Safety	Environment and Climate Change

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.03.02 Prepare for re-procurement of the Environmental Services contract, ensuring that it reviews the current service and takes new requirements from government and sustainability factors into consideration.		<p>Due to the change in administration and a different options appraisal the project will naturally fall back on its timeline. To be able to get all the options for members to consider we may need to look at extending this project timeline and the contract with FCC, this then poses further issues:-</p> <ol style="list-style-type: none"> 1. Speaking to WRAP the timeline is too tight now 2. Planned site visits can only take place at the earliest in September. 3. Fleet procurement is especially tight at this time, and could over run the timeline for the start of the contract 	<ol style="list-style-type: none"> 1. Site visit to Casepak with the Cabinet in September 2. Meeting with my Director and CEO 3. Legal Enquiries 	Environmental Services and Community Safety	Environment and Climate Change


		4. The government delays on the waste strategy changes has increase again.			
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.03.04 Provide effective local air quality management		<p>The DEFRA Air Quality consultation has now ended but we continue to monitor particulates in the village of North Kilworth as part of the ongoing project .</p> <p>We have completed the 2023 Annual Status Report for Air Quality and are in the process of getting it signed off prior to submission to DEFRA.</p> <p>We are continuing to monitor Air Quality in the District and there are currently no exceedances of any local government objective levels. This includes our two Air Quality Management Areas in the Kibworths and Lutterworth.</p>		Regulatory Services	Environment and Climate Change

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.03.05 All Council activities will work towards being carbon neutral by 2030, whilst influencing wider change on climate issues in Harborough district.		<p>Ongoing Internal officers group have developed the 2023/24 work plan -</p> <p>Work has been ongoing to identify the largest contributors of carbon within the council services - Workshops planned for August to develop new projects in reaching the aim to be carbon neutral by 2030.</p> <p>Council helped run activities throughout the Big Green week including a exhibition and workshops.</p>	Workshop for CMT/SLT in August .	Corporate Services	Environment and Climate Change




Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
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Appendix 7


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		Work has started to collaborate VIA GLL on ECO4 funding. Continuing to support the Solar together via the GLL partnership	Deliver schemes	Corporate Services	Environment and Climate Change
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.03.07 Improving Council assets to be more sustainable and offering increased biodiversity		<p>The Council took part in Harborough in Bloom and Britain in Bloom in July and August 2023. One area we have focused on is the wild flowers locations across the district and change in planting styles to reduce our usage of water.</p> <p>The wildflower areas have received an award as has the change in planting, we are continuing this approach moving forwards.</p> <p>Increasing tree planting is also being done, along with working with the GLP Group who operate Magna Park and their new country park for residents and visitors.</p>	<ol style="list-style-type: none"> 1. Additional tree planting 2. New locations for wildflowers 3. Options to revamp the old greens at Welland Park (Community Orchard) 4. Planting at other parks to be re-evaluated 	Environmental Services and Community Safety	

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, providing suitable accommodation to safeguard them from harm and provide high-quality help and advice on housing options		<p>Housing team restructure is complete and recruitment to new roles is underway.</p> <p>A 12 month fixed term Housing Advisor role with a focus on homeless Ukrainians forms part of the recruitment process</p> <p>2 new flats have been leased above Tesco's in Market Harborough</p> <p>Planning for bring 3x units back into use at Plowmans Yard is progressing</p> <p>Options around the Roman Way development are being explored</p> <p>The Housing Team are currently being audited</p> <p>The Homelessness and Rough Sleeping strategy is being refreshed following a recent consultative Housing Summit event</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 Understand and address the housing needs of the district		The Housing, Homelessness and Rough Sleeping Strategy is underway which should address this		Community Partnerships	
Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.02.03 Creating sustainable leisure facilities through provision of new		The Leisure project continues to progress as planned, after invitations to submit tenders we		Community Partnerships	

<p>leisure contract procurement and appropriate funding such as planning obligation contributions.</p>		<p>have evaluated potential bids and have progressed those that have been successful to the next stage after a robust evaluation and dialogue process.</p> <p>Importantly the project remains on track to ensure that any new procurement will mean that the centres will have £0 impact on the authority.</p> <p>Final submissions are due imminently and we are still asking potential providers to offer us solutions to our requirements around, Community Development, The Dome and improvements at both of our centres supported by up to £9.5million of investment</p>			
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
<p>KA.02.05 Implement measures to improve and enhance residential accommodation across the district</p>		<p>Rented units are continuing to be delivered on sites already under construction with 50 units already completed in 2023/24. However take up of up and coming S106 affordable schemes by our Registered Providers (RP) partners is becoming an issue and we are working diligently to resolve issues afflicting take up so that future affordable delivery continues.</p>	<p>- Continue monitoring affordable housing unit delivery and work closely partner organisations.</p>	<p>Community Partnerships</p>	<p>Wellbeing</p>

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
<p>KA.02.06 Delivery of the agreed objectives of the Armed Forces Covenant</p>		<p>In quarter 1 –</p> <ul style="list-style-type: none"> • Current activity to sustain the Armed Forces Covenant is assessed as Green. • Since the Armed Forces Covenant (AFC) Duty became legally enforceable in November 2022, HDC has remained compliant. • A new 2023/24 Armed Forces related work plan for HDC (to be owned and lead by the Armed Forces Officer) was 	<ul style="list-style-type: none"> • The Armed Forces Officer is to conduct an (MOD approved) local authority self-assessment on the Armed Forces Covenant Duty to ensure HDC continue to meet our legal obligations, and that staff knowledge and training needs are understood (including the introduction of 	<p>Corporate Services; Legal and Democratic Services</p>	<p>Corporate</p>


		<p>approved by our Armed Forces Champion and Interim Deputy Chief Executive on 31 July 2023.</p> <ul style="list-style-type: none"> An updated version of the brief to Members on the legal implication of the Armed Forces Covenant Duty was produced on behalf of the Armed Force Champion and distributed to all new members in June 2023. 	<p>an E-Learning module on the Covenant).</p> <ul style="list-style-type: none"> Following the self-assessment exercise, work will commence with the aim of HDC building a foundation for recognition as a Gold Award winner through the Defence Employer Recognition Scheme by 2025 (HDC are already holders of the silver award). Maintaining oversight of HCC performance against the obligations of the Covenant Duty (monitor, record, measure). 		
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.02.07 Provision of a sustainable control room delivering services across Harborough District		Customer numbers are steady which will likely be down to the requirement for marketing of lifeline services and a choice in assistive technology providers, some offer free installation. We are currently reviewing marketing activities that previously worked and will look to see if there are any activities already in place in HDC/local community that Lifeline can utilis	- Continue marketing of service.	Lifeline	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		<p>The new tourism leaflet has been printed and distributed via our leaflet stands.</p> <p>The bi-monthly newsletter had been sent out to all businesses who are signed up and the team continually promote businesses to sign up.</p> <p>The footfall and Wi-Fi is in its second stage, and we are now at the point of getting licence agreements signed. Installation will be starting in quarter 3 23/24</p>		Economic Development	Finance
KA.04.02 Ensure that we support new and existing businesses with Harborough District to be as successful as they can be		<p>Work is underway to organise the next Leicester Comedy Festival for Feb 2024</p> <p>Events are continuing to be delivered on the square throughout the year, with a big focus on Christmas.</p> <p>Open days are continue to be ran at the HIC to promote and support the businesses.</p> <p>Rural spend is being delivered through rural grants, more promotion on this will be happening over the next few weeks.</p> <p>We successfully ran a green convention that was attended by 60 businesses at Bruntingthorpe proving ground.</p>	<p>-</p> <p>- Developing new business grants scheme and comprehensive business support offer, as part of our UK Shared Prosperity Fund programme.</p>	Economic Development	Finance
KA.04.03 Ensure that Harborough		Job Club - last one was successful held on		Economic	Finance

<p>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>		<p>4th July, the next one will be 6th October</p> <p>Job Fairs - these are still very popular with residents, the next one will be 20th September</p> <p>Meeting held with Enterprise Advisers at the LLEP on 31st July, the next meeting will be 18th to discuss how we can start delivering actions.</p> <p>The next careers fair we will be attending is 5th October at Weland Park Academy</p> <p>The young trader event was delivered on 1st July, we will look to do another one this financial year.</p>	<p>- Continue to support and develop Job Fairs in both towns and the Lutterworth Job Club, in conjunction with partners.</p> <p>- Continue to support school careers events and share good practice between schools.</p>	<p>Development</p>	
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
<p>KA.04.04 Review and revise the Economic Development Strategy to ensure it is fit for purpose in the current climate</p>		<p>Initial discussions have taken place on the scope of a new strategy.</p>	<p>- Detailed work to review and develop a new Economic Development Strategy for the District is planned for late 2022/ early 2023.</p>	<p>Economic Development</p>	<p>Finance</p>

