










Key Activity Quarterly Report (Quarter 2 of year 2022/2023)

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

Priority one: 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 on track for go-live	Complete final stages of implementation of the new contact centre. Undertake staff training.	Customer Services and Engagement	Corporate
KA.01.02 Increase the digitalisation of services		Initial scoping for Licensing online forms completed. Plan of works being prepared.	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

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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		This ongoing Key Activity is completed to date. Key news and updates are shared with stakeholders via the council's communication channels in a timely, accurate and engaging way and links with partners and local media continue to help us to widen our reach to residents across the Harborough district.	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.	Communications	Strategy
KA.01.04 Investment in community facilities through the Section 106 process		Cab sub cttee allocations from 27th Sept Meeting 135,091 - Manor Field Pavilion The Hub COMMUNITY FACILITIES £13,912.47 Lutterworth Cricket Club SPORTS Grants up to 25K - £72,460 paid out in 2nd quarter	2023 contributions at risk. Balances not provided to Parishes.	Community Partnerships	Wellbeing
KA.01.05 To prevent crime, tackle antisocial behaviour and support vulnerable victims		Safer Summer campaign ran through July-August on Social Media and Radio. Diversionary activities for young people ran during ASB Awareness Week and then weekly during August, Events ran in Market Harborough, Broughton Astley, Lutterworth, Kibworth & Thurnby	Vacant post of FT CS Officer (2 x 0.5 officers no longer in post) recruit of temporary post pending review. Campaigns for next quarter - - Celebrate Safely Campaign /Christmas Presence	Community Partnerships	Wellbeing

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		<p>- included Skate board coaching, basketball coaching and a temporary skatepark at Kibworth: Outcomes included signposting to Brickwork studios, Speak-out and MH Basketball Club as well as Riders Coaches discussing the work of their Foundation.</p> <p>Work continues towards Domestic Abuse Housing Alliance Accreditation.</p> <p>School Newsletter for Summer Term</p> <p>Coffee Van – Medbourne- During August officers from the Community Safety Team have been joined our Health and Well being team and colleagues from the Health Service at a weekly coffee van session arranged by the Rural Community Council giving advice on scams, domestic abuse services and anti-social behaviour.</p> <p>Work started on planning alcohol awareness campaign for staff and businesses, in partnership with Public health and Turning Point.</p>	<p>- County Lines Awareness - Hate Awareness Week. - Alcohol Awareness</p> <p>Continue work towards Domestic Abuse Housing Alliance (DAHA) accreditation.</p> <p>Continue to issue newsletters to schools each term.</p> <p>CSP Strategic Assessment and drafting of new Three Year Plan</p>		
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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		Continued support for implementation	2021-22 Housing and	Strategic Planning	Planning

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monitoring of the adopted Harborough Local Plan (2011-2031)		and ongoing monitoring of the adopted Local Plan.	employment monitoring. Preparation of the five-year housing land supply position.		
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.08 Planning decisions and planning enforcement are maintained in line with the adopted Harborough Local Plan (2011-2031)		<p>During Quarter 2 of the 2022/23 year, 6 out of 11 (54.5%) major planning applications were determined on time.</p> <p>Since the start of the year 2.5 FTE posts have become vacant; however, active recruitment is now underway and by November the service will only be 0.5 FTE short of full establishment. From November, it is expected that performance will improve. Performance will of course be closely monitored</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		Strategic Housing and Employment Land Availability Assessment published Sep 22.	Finalise scope and key issues for the next Local Plan	Strategic Planning	Planning

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.10 Planning Obligations Policy preparation and ongoing monitoring		Implementation of the Planning Obligations SPD and further round of recruitment undertaken	Support colleagues in the implementation of the Planning Obligation SPD and complete the further round of recruitment to seek to fill the current vacancy in order to further progress monitoring work.	Strategic Planning	Planning


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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		Bitteswell Conservation Area Appraisal completed. Panel met and considered the next tranche of entries for the Local list of non-designated heritage assets.	Public consultation on the Bitteswell Conservation Area Review and second Tranche of the Local List.	Strategic Planning	Planning


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.12 Support the preparation of Neighbourhood Plans		East Langton Review Referendum 27 Oct Tugby and Keythorpe Referendum 27 Oct Dunton Bassett Exam ongoing Kibworths Review Exam ongoing Reviews commenced at Broughton Astley, Houghton on the Hill, Lubenham, Fleckney	East Langton Review Referendum date provisionally agreed as 27 October 2022. Hold Dunton Bassett Referendum. Hold Kibworth Review Referendum. Hold Tugby and Keythorpe Referendum (provisional date: 27 October 2022). Support Plans as they progress: Medbourne Review, Houghton Review, Lubenham Review, Lutterworth start (all dates TBC).	Strategic Planning	Planning

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.13 External maintenance works to The Symington Building		Sub-contractor company no longer able to carry out the work due to ill health. Meeting arranged with another contractor to discuss the specialist work.	Meeting with new subcontractor arranged for 6 October 2022	Property Team	Finance

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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.14 Refurbishment of toilets in Welland Park, Market Harborough		<p>Layout plans all agreed with changing places</p> <p>Contract documents signed and sealed</p> <p>Start date to be confirmed prior to comms being issued.</p>	<p>Start date to be confirmed with the contractor.</p> <p>Communications to be issued.</p>	Property Team	Finance

Priority Two: Promoting health and wellbeing and encouraging healthy life choices

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


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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.02.02 Agree and implement the Young Persons Strategy	▶	<p>The Young Persons Opportunity Plan and Action Plan was competed and passed through Scrutiny.</p> <p>Young Persons Officer facilitated tour of jubilee art work banners in District.</p> <p>Young Person Officer helped facilitate diversionary activities for ASB Awareness week and through Summer.</p> <p>Young persons opportunity plan and action plan was presented to cabinet 10.10.22</p>	<p>The Young Persons Opportunity Plan and Action Plan to be embedded across services areas of the council. Monitoring of these activities to be developed.</p>	Community Partnerships	Wellbeing

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	▶	<p>The Health and wellbeing Strategy is being taken to Cabinet on 10th October 2022 with two recommendations</p> <ol style="list-style-type: none"> 1. To approve the Health and Wellbeing Strategy 2022-2027 which sets strategic objectives and an action plan to deliver on these objectives. 2.To approve the Health and Wellbeing Action Plan 2022 – 2024. <p>Approval of the Health and Wellbeing Strategy will ensure;</p> <p>The Council understands and works to improve the health and wellbeing of the residents in partnership with key stakeholders and alongside our communities.</p>	<p>Once approved by Cabinet on 10th October 2022 work will can begin on delivering on the six cross-cutting strategic priorities for Health and Wellbeing in Harborough District over the next 5 years. those priorities being:</p> <ul style="list-style-type: none"> • Quality homes for all • Community infrastructure • Skills, jobs & income • Stronger communities • Mental health • Physical health <p>Staff will continue to work through the associated action plan in order to support delivery of the strategy</p>	Community Partnerships	Wellbeing


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			<p>The plan will be reviewed on a regular basis to ensure the Council and partners are delivering on improving health and wellbeing for residents,</p> <p>The Health and Wellbeing Strategy and Action Plan will also support the Council to engage in the wider health agenda.</p>		
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.02.04 Review the current leisure services provisions and service delivery options for the future, including preparations for any new contractual arrangements		<p>In September 2021 Cabinet reviewed an outline business case to develop leisure facilities. they agreed to progress Option B – A major redevelopment of the existing sites to include additional facilities as this was the most affordable option and likely option to achieve at least a £zero cost to the Council whilst enabling significant investment in facilities. A key outcome of our MTFS</p> <p>The procurement strategy has now been drafted which sets the high-level strategic objectives for the future delivery of leisure services and seeks to establish a suitable balance between meeting the Council’s requirements and ensuring the opportunity is attractive to the market.</p> <p>The procurement strategy is tabled to be considered at cabinet on the revised date of 10th October 2022 where we will recommend that</p>	<p>Between November 2022-March 2023 complete a tender process to produce a long list of bidders.</p> <p>Between March 2023-July 2023 determine a short list of bidders</p> <p>In July 2023 conduct a Gateway review .</p> <p>In October 2023 conduct a revised tender evaluation. In November 2023 Council approval will be sought for the preferred partner with a new contract commencing on 1 April 2024.</p>	Community Partnerships	Wellbeing

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		<p>The Leisure Procurement Strategy which sets the strategic objectives for the future delivery of leisure services across the Harborough District is approved</p> <p>To un-ringfence the capital funding (Harborough Leisure Centre (£8.75m) and Lutterworth Sports Centre (£1m)) and make the total £9.75million available to operators to invest in Harborough and Lutterworth Centres in the best way to achieve objectives in the Procurement Strategy.</p> <p>To note that the results of market engagement and affordability test by our leisure consultants support the preferred redevelopment option as the best was to achieve at least a £zero cost to the next contract.</p> <p>Approval of the Procurement Strategy will enable documentation to be developed including a services specification before going out to initial tender at the end of 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		No new data available in Quarter 2 due to staff sickness	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	The Armed Forces Officer (AFO) has reviewed the guidance and continues to	Legal and Democratic Services	Corporate

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		<p>Q2 saw the publication of the Government’s Armed Forces Covenant (AFC) Duty draft guidance in August but, due to the summer recess and subsequent death of HM the Queen, the Parliamentary debate and vote on the draft Regulations and Guidance has been delayed to Q3 (no date has been set). When approved they will be signed into law, and 2 weeks later they will come into legal force.</p> <p>A written briefing to update Members on the AFC Duty, and its potential implications for Harborough DC, has been produced and will be distributed in October.</p>	<p>engage and advise at desk level. For example, plans for Q3 include sharing applicable Housing Allocation Policy changes considered as best/good practice elsewhere.</p> <p>Ongoing plans to create a South Leicestershire Wellness Hub for veterans (in Lutterworth) have been delayed into Q3/4 due to a change in availability of the planned venue.</p> <p>Lead on compilation of a report to the Armed Forces Covenant Trust on progress with sustaining delivery of the Covenant across parts of Leicestershire, Rutland, and Lincolnshire (in partnership with other AFOs), by December.</p>		
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.02.07 Provision of a sustainable 24-hour Lifeline Service		Customer numbers recovering to pre-pandemic levels. Budget forecast to achieve targets.	Continue marketing of service.	Commissioning and Lifeline	Wellbeing


Priority Three: 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		We are set to be on track for a further reduction on fly tipping based on the data so far. This is down to the committed work we are doing on patrols, use of CCTV and following up on reports we receive. We are also continuing the work on litter reduction and county wide work.	-Continue the work on our successful campaigns. Launch of a new radio advert on graffiti Work with other districts on campaigns	Environmental Services and Health & Safety	Regulatory
KA.03.02 Prepare for re-procurement of the Environmental Services contract, ensuring that any new requirements from government are included in the specifications		TO start early 2023.	TBC.	Environmental Services and Health & Safety	Regulatory
KA.03.03 Produce a Welland Park Strategy and further develop a 10-year strategy for the use of all Council-owned parks and green spaces		All planting changes have been made, and the removal of the 1xFTE post on site making the BC25 saving.	Draft the Strategy, in line with consultation and engagement.	Environmental Services and Health & Safety	Regulatory
KA.03.04 Provide effective local air quality management		Work on the Particulate Matter Project with North West Leicestershire is progressing. The on line questionnaire has been complete and the site for the installation of the air quality monitor has been identified. It is anticipated that the monitoring and questionnaire will go live	Confirm the study location and send out initial questionnaires	Regulatory Services	Regulatory

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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.03.05 All Council activities will work towards being carbon neutral by 2030		Climate Officer Group continues to meet and have a series of actions underway, including sport centre refurbishment, LAD2 delivery. Officers supported Great Bug Green Week.	Draft report complete and going to officers for comment.	Regulatory Services	Regulatory

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.03.06 Provide domestic energy efficiency advice and measures in partnership with external organisations and encourage households to participate in the Council's Collective Switching and Solar Together initiatives		<p>Collective switching has halted due to issues in the energy market. Solar together reached 1,500 registrants with 250 accepting offers. Residents who accepted are now having surveys and then will have an installation date agreed, subject to the roof being suitable. Installations will be completed during financial year.</p> <p>76 properties completed under LAD2. Close down process is now underway to sign off the project.</p> <p>SWC is progressing, tender process completed for contractors. 60 properties in Harborough to have energy efficiency</p>	<p>Close down of LAD2 by end of December.</p> <p>Installations of solar together start in October/November 2022.</p> <p>ECO4 flexible eligibility is in process of being signed off following final guidance.</p> <p>SWC surveys of households will start end of October.</p>	Regulatory Services	Regulatory

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.03.07 Develop and implement a Rural Strategy for the District		The Rural strategy was considered at Cabinet on 10.10.22	Seek opportunities for funding alongside the Shared Prosperity fund. Embed the strategy across council services.	Community Partnerships	Wellbeing


Priority Four: 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>Submitted a bid to the Government's Levelling Up Funding for Market Harborough Town Centre.</p> <p>Submitted plans to the Government's UK Shared Prosperity Fund to support the implementation of town centre Masterplans and the District's smaller towns.</p> <p>Supported a comprehensive shop front enhancement scheme for businesses in towns and villages across Harborough District.</p>	<p>Start rolling out a programme of investment through the UK Shared Prosperity Fund, including Active Travel and town centre improvements.</p> <p>Submit plans for the Government's Rural England Prosperity Funding to support Harborough District's rural areas.</p>	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		<p>Continued to attract more new and existing businesses to be based at the Harborough Innovation Centre, (up to 94% occupancy in September 2022, from 48% during the Covid pandemic).</p> <p>Continued to attract more businesses to be based at the Harborough Grow-on Centre, (up to 41% occupancy, or 7 rooms in September 2022, from only 3 rooms and 18% occupancy in September 2021).</p> <p>Supported 46 local businesses with free memberships for the Federation for</p>	<p>- Develop plans for the Rural England Prosperity Fund to support rural businesses and communities within Harborough District.</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

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		Small Businesses and 18 local businesses to access the Zellar online sustainability platform.			
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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		Continued to co-ordinate Job Fairs in Market Harborough and Lutterworth, alongside key partners, which have been very well received, (Market Harborough Job Fair in June 2022 resulted in over 50 individuals receiving on the spot job offers). Monthly Job Clubs in Lutterworth continue to grow, and are now attracting involvement from significant local employers.	Develop detailed plans for the UK Shared Prosperity Fund to support District residents gaining skills and employment, (ideally for implementation in 2023/24 and 2024/25). Continue to support and develop Job Fairs in both towns and the Lutterworth Job Club, in conjunction with partners. Continue to support school careers events and share good practice between schools.	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, which is evolving in the light of changing economic circumstances and Government policy.	Detailed work to review and develop a new Economic Development Strategy for the District is planned for late 2022/ early 2023.	Economic Development	Finance