

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

**CO 1: People live in a sustainable environment**

Key Activities	Status	Progress	Next Steps	CMT Lead	Portfolio
KA.01.01 Determining Planning Applications and Appeals in accordance with national guidance and effective planning enforcement.	Complete	<ul style="list-style-type: none"> <li>-Targets for all Development Management Performance Indicators decision times were met during the 2017/18 year.</li> <li>- Appeal outcomes, whilst not meeting local target, are well below Government thresholds of intervention.</li> </ul>	<ul style="list-style-type: none"> <li>- Continue to monitor performance during the 2018/19 year.</li> </ul>	D. Atkinson	Planning, Housing, Economic Development and Regeneration
KA.01.02 Submit for examination a new Local Plan for the District to promote sustainable development, meet as a minimum objectively assessed needs for housing and employment and protect open space.	Green	<ul style="list-style-type: none"> <li>- The Proposed Submission Local Plan and supporting documents were submitted to the Secretary of State for Examination on 16 March 2018, following Council approval on 5 March 2018, in accordance with the latest Local Development Scheme.</li> <li>- Detailed analysis of the representations to the Proposed Submission Local Plan consultation was completed, including a response to each representation and a summary of the key issues arising. This was included as part of the Consultation Statement and submitted for Examination in support of the Local Plan.</li> <li>- Representors were advised of the submission of the Local Plan and provided with sources of further information regarding the Examination, including the newly-created Examination pages of the website and the Programme Officer.</li> <li>- The Planning Inspectorate appointed an independent inspector to examine the Local Plan.</li> </ul>	<ul style="list-style-type: none"> <li>- Following submission of the Local Plan, Planning Inspector Stephen Bore will conduct an Examination into the soundness and legal compliance of the Proposed Submission Local Plan and supporting documents.</li> <li>- The Council will respond to any questions, requests for further information and statements made by the Planning Inspector, in accordance with timescales set by the Inspector.</li> <li>- Detailed preparations will be made for the hearing sessions, expected to take place as part of the Examination of the Local Plan. This will involve close liaison with partner organisations, delivery bodies, statutory consultees and expert advisors.</li> <li>- The meeting of Executive on 9 April 2018 will be asked to consider making a recommendation to Council to agree, in principle, to declare the Scraftoft Local Nature Reserve, subject to the necessary mitigations and enhancements required through a future planning approval and / or master-plan associated with the development</li> </ul>	D. Atkinson	Planning, Housing, Economic Development and Regeneration

Key Activities in Detail

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Key Activities	Status	Progress	Next Steps	CMT Lead	Portfolio
			<p>of the Scraftoft North Strategic Development Area.</p> <ul style="list-style-type: none"> <li>- Liaison with the site promoters of Strategic Development Areas will continue.</li> <li>- Housing and employment monitoring to 31 March 2018 will be completed.</li> <li>- Officers will continue to keep abreast of changes to national planning policy and guidance.</li> </ul>		
<p>KA.01.03 Publish, arrange examination for additional neighbourhood plans which accord with the new Local Plan, provide for local housing and employment and protect open space.</p>	<p>Green</p>	<ul style="list-style-type: none"> <li>- Great Easton: Passed Referendum on 25 January 2018.</li> <li>-The Kibworths: Passed Referendum on 25 January 2018.</li> <li>- East Langton: Approved for referendum on 21 June 2018.</li> <li>- Great Bowden: approved for referendum on 21 June 2018.</li> <li>- Houghton on the Hill: Examination completed. Referendum passed and Plan 'made'.</li> <li>- Swinford: Examination commenced, draft report received in April 2018.</li> <li>- Shearsby: Submitted on 1 February 2018. Reg. 16 Commenced.</li> <li>- Saddington : Submitted on 23 February 2018. Reg. 16 Commenced.</li> <li>- Burton Overy: Reg 16 to commence in April 2018.</li> <li>- Dunton Bassett: Applied for Designation in February 2018.</li> <li>- NPIERS (Neighbourhood Planning Independent Examiners Referral Service) application for Shearsby and Saddington NDPs.</li> </ul>	<ul style="list-style-type: none"> <li>- Medbourne: Report to be considered by on 14 May 2018.</li> <li>- Apply to NPIERS for Examiner recommendations for Burton Overy.</li> <li>- Submission expected from Tur Langton.</li> <li>- Submission expected from South Kilworth</li> <li>- Meeting with Tugby and Keythorpe.</li> <li>- Meeting with East Norton.</li> </ul>	<p>D. Atkinson</p>	<p>Planning, Housing, Economic Development and Regeneration</p>
<p>KA.01.04 To ensure that Harborough's requirements are adequately addressed in the published Strategic Growth Plan for Leicester and Leicestershire.</p>	<p>Green</p>	<ul style="list-style-type: none"> <li>- Draft Strategic Growth Plan Published for Public Consultation until May 2018.</li> <li>- Strategic Growth Plan All Member Workshop carried out on 7 February 2018.</li> <li>- Five Public Exhibitions were held between 21 February and 3 March 2018.</li> </ul>	<p>The proposed Strategic Growth Plan is due to be considered by the Executive on 9 April 2018.</p> <ul style="list-style-type: none"> <li>- Council to consider the draft Council response on 23 April 2018.</li> </ul>	<p>D. Atkinson</p>	<p>Planning, Housing, Economic Development and Regeneration</p>

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Key Activities	Status	Progress	Next Steps	CMT Lead	Portfolio
		<p>- Draft Council response was considered by Scrutiny Commission on 1 March 2018.</p>			
<p>KA.01.05 Seek funding sources towards infrastructure requirements within Harborough District through the Infrastructure Delivery Plan (IDP).</p>	<p>Green</p>	<p>- Officers made extensive comments on progressive drafts of the Infrastructure Delivery Plan (IDP) which has been prepared by consultants. Key amongst these has been drawing attention to the conclusions with regard to the overall figures. The nature of the comments made, and resulting amendments, was such that those on the final draft were effectively limited to grammatical/typographical errors. The document is now available for inspection on the Council's website.</p> <p>- The IDP was submitted for Examination to support the Local Plan.</p>	<p>- Next will be the Examination of the Local Plan, which will include the IDP.</p> <p>- If the Local Plan is found to be sound, the IDP will need to be monitored as appropriate to ensure it remains up to date.</p>	<p>D. Atkinson</p>	<p>Planning, Housing, Economic Development and Regeneration</p>

<b>CO 2 Residents are able to access housing which meets their needs and live in safe and appropriate dwellings</b>
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Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
KA.02.01 Achieve delivery of an appropriate mix and type of housing that meets local housing need throughout the District, across all tenures.	Complete	<ul style="list-style-type: none"> <li>- During Quarter 4, 45 units were delivered.</li> <li>- The total for 2017/18 was 123 units. This exceeds the annual target and expectations.</li> </ul>	<ul style="list-style-type: none"> <li>- Continue to negotiate and deliver Harborough District's percentage of affordable housing requirement and appropriate unit mix informed by the need identified through the Housing Register.</li> </ul>	A.M. Hawkins	Wellbeing and Localities
KA.02.02 Promote domestic energy efficiency measures which lead to carbon savings to address climate change.	Complete	<ul style="list-style-type: none"> <li>- Monthly monitoring for December 2017 to February 2018: 94 properties were treated resulting in over 3,000 tonnes of Co2 saved. This is almost 30% increase in homes treated.</li> <li>- During January and February 62 homes for those vulnerable to cold or at risk of fuel poverty as defined by the SOI have had measures installed.</li> <li>- Between September 2017 to the end of February 2018 160 homes were treated and 172 measures installed.</li> </ul>	<ul style="list-style-type: none"> <li>- Continued monitoring of uptake on a monthly basis.</li> <li>- Review options following the Government's current consultation with regard to the continuation of the current scheme.</li> <li>- Subject to above, develop communications plan for the take-up of the scheme prior to the winter of 2018.</li> </ul>	A.M. Hawkins	Environment and Regulatory Services

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Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
KA.02.03 Promote carbon savings in Council buildings and activities.	Amber	<ul style="list-style-type: none"> <li>- Requirements for long-term carbon savings associated with Leisure facilities was included in the Leisure Procurement documentation.</li> <li>- The Symington Building: explored improved lighting controls linked to the building management system, voltage optimisation.</li> <li>- Green Travel Plan for The Symington Building was approved.</li> <li>- Electric Car Charging Points were installed at the Harborough Innovation Centre.</li> <li>- Explored further Electric Car Charging Points through a government-funded scheme.</li> </ul>	<p>Work that will continue in to 2018/19 includes:</p> <ul style="list-style-type: none"> <li>- Assess submissions for Leisure Procurement (Delayed).</li> <li>- Explore Photovoltaic Panels at the Harborough Innovation Centre (Delayed).</li> <li>- Finalise Electric Car Charging points for Council Car Parks.</li> <li>- Install Voltage Optimisation in The Symington Building (awaiting outcome of Salix Funding application).</li> </ul>	B. Jolly	Environment and Regulatory Services
KA.02.04 Ensure supply of existing and new affordable housing lettings is targeted to those most in need.	Green	<ul style="list-style-type: none"> <li>- Housing Advisers continue to raise awareness with applicants in Priority Housing Need Band of suitable available properties for them to bid on in each advert cycle. Assistance with bidding is also provided for vulnerable applicants.</li> </ul>	<ul style="list-style-type: none"> <li>- A continuation of raising awareness amongst the most vulnerable housing applicants of suitable properties to bid on.</li> <li>- Reinforcing the need with Registered Providers to provide 'Coming Soon' information on new-build properties two months before they are likely to be advertised so that applicants are aware of housing opportunities at an early stage and can ensure they are ready to move if their bid is successful. Six new-build properties were let to applicants in High or Priority bands during Quarter 4.</li> </ul>	A.M. Hawkins	Planning, Housing, Economic Development and Regeneration

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<b>Key Activities</b>	<b>Status</b>	<b>Progress</b>	<b>Next Steps</b>	<b>Lead Officer</b>	<b>Portfolio</b>
<p>KA.02.05 To ensure that commuted sums for affordable housing are allocated to schemes to support development of new affordable housing, including where appropriate on sites in the ownership of the District Council.</p>	<p>Green</p>	<p>- During Quarter 3 work commenced on the development of the affordable housing scheme in Lutterworth which the Council is contributing £171,000 towards. The scheme will provide 57 rented and shared ownership units. The first phase of units arrived in January 2018. 46 new build properties were advertised through the Housing Register in Quarter 4.</p>	<p>- Consideration of future schemes/ proposals e.g. investigating in a former garage site in Saddington owned in part by the Council and Waterloo Housing Group. The scheme, if approved, will require investment via commuted sums. Other potential sites for investment include redevelopment of two sites in Market Harborough and potential to include the acquisition of units for temporary accommodation.</p>	<p>D. Atkinson</p>	<p>Planning, Housing, Economic Development and Regeneration</p>

## CO 3 The District offers a clean, green and safe environment in which to live, work and enjoy

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
KA.03.01 Work in partnership to reduce crime and anti-social behaviour (ASB) and improve support for victims.	Complete	<ul style="list-style-type: none"> <li>- Domestic Abuse awareness posters in all toilets in Symington Building, plus wide use of social media.</li> <li>- Training/awareness event for Parish and District councillors (25 January 2018): 'Police and your Communities- solving problems together'.</li> <li>- Safer Internet Day 6 February 2018. This was a social media campaign promoted on Facebook and Twitter.</li> <li>- Launch of "Ask for Angela" in partnership with Pubwatch.</li> <li>- Sexual Abuse and Sexual Violence awareness week 5-11 February. This was launched in Harborough District with a small gathering and reading of a poem under the Old Grammar school with glow-sticks and tea-lights and the school lit up.</li> <li>- Funding from 2018/19 confirmed by the Office of the Police and Crime Commissioner (OPCC).</li> <li>- Priorities agreed for 2018/19 and Action Plan produced.</li> </ul>	<ul style="list-style-type: none"> <li>- Noise Action Week in May 2018.</li> <li>- Continued promotion of Cybercrime awareness, including training for staff in May 2018.</li> <li>- Produce 2017/18 final six-month report to OPCC.</li> </ul>	A.M. Hawkins	Wellbeing and Localities
KA.03.02 Review the Council's Contaminated Land Strategy.	Complete	<ul style="list-style-type: none"> <li>- Due to other work that had to be prioritised this year, this review was delayed. However a review of the strategy commenced during Quarter 3 and is ongoing.</li> <li>- The draft strategy was approved by the Executive in March 2018.</li> </ul>	<ul style="list-style-type: none"> <li>- Eight-week consultation period.</li> <li>- Ratification by Council.</li> </ul>	A.M. Hawkins	Environment and Regulatory Services

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Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
<p>KA.03.03 Support the delivery / development of new or refurbished open space in accordance with the adopted open space.</p>	<p>Green</p>	<ul style="list-style-type: none"> <li>- The Open Spaces Strategy action plan was updated with progress related to key activities of each Department and the Corporate Priorities.</li> <li>- Planning and Landscape comments made as required to ensure delivery of open spaces through planning agreements.</li> <li>- Worked with communities through Neighbourhood Plans to deliver protection and improvement to open space irrespective of ownership.</li> <li>- Worked with partners such as the catchment-based partnerships to ensure open space of all typologies can make a positive contribution to the local and wider environment.</li> <li>- Possible cemetery site identified adjacent to Market Harborough included in draft Local Plan.</li> <li>- Playing Pitch Strategy submitted to Executive and approved to go to Council for adoption.</li> <li>- Early meeting with England Hockey to discuss options to provide hockey facilities that are detailed in the Playing Pitch Strategy.</li> </ul>	<p>- To continue to make planning comments as required to ensure the action plan of the Open Spaces Strategy is delivered in conjunction with other Council Departments.</p>	<p>D. Atkinson</p>	<p>Planning, Housing, Economic Development and Regeneration</p>



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Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
<p>KA.03.04 Submit for examination a new Local Plan for the District to identify and safeguard important open space and assist in maintaining the quality of environment of the District.</p>	<p>Green</p>	<ul style="list-style-type: none"> <li>- The Proposed Submission Local Plan includes policies to: protect existing open space, sport and recreation sites and to ensure provision of new open space in conjunction with new development; identify and safeguard Local Green Space; to identify and safeguard Green Wedges, and to identify and safeguard Areas of Separation.</li> <li>- A series of drop-in events with exhibitions took place to provide further information to the public regarding the Local Plan and the process for making representations as follows:               <ul style="list-style-type: none"> <li>- 7 October 2017: Scraftoft, The White House.</li> <li>- 14 October 2017: Market Harborough, The Three Swans.</li> <li>- 21 October 2017: Lutterworth, The Wycliffe Rooms.</li> </ul>               These events were well attended and provided a good opportunity for members of the public to find out more about the Local Plan and to be guided through the process of making representations.             </li> <li>- The period for public representation on the Proposed Submission Local Plan was extended for a further two weeks to provide further opportunity for interested parties to make their representations, ending on 17 November 2017.</li> <li>- Approximately 200 individual representations on the Proposed Submission Local Plan were received from over 400 organisations and individuals with the majority of representations submitted online.</li> <li>- A revised Local Development Scheme was published in December 2017 reflecting the extension to the period for making public representations on the proposed Submission Local Plan.</li> </ul>	<ul style="list-style-type: none"> <li>- Following submission of the Local Plan, Planning Inspector Stephen Bore will conduct an Examination into the soundness and legal compliance of the Proposed Submission Local Plan and supporting documents.</li> <li>- The Council will respond to any questions, requests for further information and statements made by the Planning Inspector, in accordance with timescales set by the Inspector.</li> <li>- Detailed preparations will be made for the hearing sessions, expected to take place as part of the Examination of the Local Plan. This will involve close liaison with partner organisations, delivery bodies, statutory consultees and expert advisors.</li> <li>- Officers will continue to keep abreast of changes to national planning policy and guidance.</li> </ul>	<p>D. Atkinson</p>	<p>Planning, Housing, Economic Development and Regeneration</p>

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KA.03.05 To implement an action plan to address fly-tipping.	Complete	<ul style="list-style-type: none"> <li>- Several cases will continue into the next quarter including an Asbestos court case that is being prepared.</li> <li>- A Review of enforcement actions has been undertaken and a strategy report prepared.</li> <li>- County-wide campaign "if Only" took place.</li> <li>- End of year figures show a decrease in incidents by 6.89%.</li> <li>- Full report was prepared for consideration by the Executive on 9 April 2018.</li> </ul>	<ul style="list-style-type: none"> <li>- Report against Actions.</li> <li>- Review of enforcement actions.</li> <li>- Continue to follow recommendations in report and enforcement actions into the next financial year.</li> <li>- Follow-up campaign to be run in next the Quarter highlighting duty of care and radio advert running on HFM.</li> <li>- Continued monitoring.</li> </ul>	B. Jolly	Environment and Regulatory Services

## CO 4 People have opportunities to access a range of leisure, sport and physical activities

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
<p>KA.04.01 Deliver and commission a range of sport and physical activities through securing funding from Public Health and other sources.</p>	<p>Complete</p>	<p>- The Council has continued to work with all ages broken down into Early Years (0-5), Children and Young People, Adults of all ages, we have been supporting targeted campaigns such as:</p> <ul style="list-style-type: none"> <li>• Feel Alive from 65 (activities designed to help and encourage those over 65 to be active, one week).</li> <li>• Nifty from Fifty (activities designed to help and encourage those 50+ to be active, lasts six weeks).</li> <li>• We have worked with partners including Leicestershire County Council (LCC), Public Health, Leicestershire and Rutland Sport (LRS), The South Leicestershire School Sports Partnership LSSPAN), Clubs, Leisure Centres and Activity Providers. We have made significant inroads to working with new partners for 2018/19 including Local Pharmacists as part of their commitment to deliver six roadshows per year through their interaction with public health as well as charities such as Market Harborough and The Bowdens.</li> </ul> <p>- We continue to deliver specialist services in the following ways:</p> <ul style="list-style-type: none"> <li>• The Wild Child programme, our early years programme, was popular in both Welland Park and a new location in Broughton Astley in the summer, with 73 children attending in total.</li> <li>• Street Games continues to run in the three different areas of the community. This activity remains popular. Work is on-going to enable it to become a sustainable model to create a Community SSPAN activity link pathway from in-school programmes that Learning South Leicestershire deliver.</li> </ul>	<p>- Develop and Deliver the Commissioning Plan for 2018/2019.</p> <p>- Continue to work with all ages within the new parameters as set out by Leicestershire and Rutland Sport and Leicestershire County Council:</p> <ul style="list-style-type: none"> <li>- School Sport</li> <li>- Physical Activity Referral</li> <li>- Older People</li> <li>- Least Active</li> <li>- Joint Projects</li> </ul> <p>Using the following targeted campaigns:</p> <ul style="list-style-type: none"> <li>• Feel Alive from 65 (activities designed to help and encourage those over 65 to be active, one week).</li> <li>• Nifty from Fifty (activities designed to help and encourage those 50+ to be active, lasts six weeks).</li> <li>• JUST (activities designed to encourage girls 16+ to be active, lasts eight weeks).</li> <li>• Family Week (activities designed to get the whole family active, one week).</li> <li>• Walking Month (Consists of five walks around the District, suitable for all fitness levels and abilities).</li> <li>• This Girl Can Week (a week dedicated to getting girls and women involved in sport).</li> </ul> <p>- Working with partners:</p> <ul style="list-style-type: none"> <li>• LRS - Leicestershire, Leicester and Rutland, the county sports partnership to help them achieve their vision of becoming The Most Sporting and Physically Active Place in England by 2025.</li> </ul>	<p>A.M. Hawkins</p>	<p>Wellbeing and Localities</p>

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Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
		<ul style="list-style-type: none"> <li>• We have continued to support the freedom support group and have helped to develop a programme for young adults with a range of additional needs in order for them to improve their mental and physical health through an exercise programme both gym-based and community-based.</li> <li>• Junior Parkrun and our 321 running route remains popular, the high quality map and markers installed at Welland Park continue to ensure that this is being enjoyed by both local running and walking groups on a casual and more formal basis too.</li> <li>• Health walks continue to be delivered around the District on a weekly basis and can be accessed online through the Walking for Health website. We are currently working closely with our walk leaders to encourage more volunteers to take part in activity.</li> <li>• We continue to 'up skill' the workforce within Harborough and have identified suitable instructors to deliver sessions at Level 3 and Level 4 standard. We have also engaged with new activity partners in order to provide a range of different types of facilities within the District to appeal to a wider demographic and to allow the community to access sessions for Obesity, Diabetes and back pain.</li> <li>• We continue to work hard to deliver a range of services for those close to retirement and older people. Our Tea Dances remain popular and the Easter tea dance proved to be extremely popular. We are in very early stage talks with some of our local stores who were interested in moving these events forwards.</li> <li>• We have been successful in securing funding to deliver a range of programmes for older people in conjunction with the Bowdens Charity.</li> <li>• Our Just Campaign was a great success, we had over 200 new females signing up to clubs and</li> </ul>	<ul style="list-style-type: none"> <li>• The South Leicestershire School Sports Partnership to help them run their school competitions. We also work together to create exit routes for young people. Therefore, if a session runs for eight weeks it is important that these young people have somewhere to be active following the eight weeks.</li> <li>- Clubs: can apply for funding for equipment, qualifications, expansion.</li> <li>- Delivering specialist services:</li> <li>- We support Leap - The Lifestyle Eating and Activity Programme a free, weekly weight management group supporting adults that are overweight lose weight gradually through a balanced diet and regular moderate exercise.</li> <li>- We run an Exercise Referral Scheme - A countywide scheme whereby patients will get referred from their GPs/Practitioners to undertake a 12 or 16-week exercise programme. The aim of the scheme is to help the individual make the first steps in becoming more active on a regular basis.</li> <li>- FaME - Falls Management Exercise Programme: a 24-week exercise programme to help individuals increase their strength and balance.</li> <li>- Heart Smart Referral: a 16-week cardiac rehabilitation scheme targeted at people who are recovering from heart problems or heart surgery.</li> </ul>		

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		activities and engaging with sport.			
KA.04.02 To develop and adopt a Sports and Leisure Strategy.	Complete	<ul style="list-style-type: none"> <li>- On 4 December 2018 the Council adopted the Harborough District Council Physical Activity Strategy to set out its commitment to helping residents to maintain healthy lifestyles and to build strong communities through sport and recreation.</li>   <li>- The Action Plan has been updated and will be included in the Council's Health and Wellbeing meetings.</li> </ul>	<ul style="list-style-type: none"> <li>- The action plan will be discussed and challenged at the Council's Health and Wellbeing meeting on a quarterly basis.</li> </ul>	A.M. Hawkins	Wellbeing and Localities
KA.04.03 Undertake an appraisal of the options for the expiry of the Leisure Contract and implement the agreed outcome.	Green	<ul style="list-style-type: none"> <li>- OJEU Notice issued.</li>   <li>- Standard Supplier Questionnaire issued and returned.</li>   <li>- Bidders Open Day held.</li>   <li>- Bidders selected to progress to next phase.</li>   <li>- Procurement Documentation finalised, including instructions, specifications and background information.</li>   <li>- Invitation to Submit Detailed Solutions (ISDS) Stage commenced.</li>   <li>- Initial Dialogue Sessions held with each Bidder.</li>   <li>- Executive Report considered to change to include refurbishment and additional pricing options.</li> </ul>	<ul style="list-style-type: none"> <li>- Further dialogue during ISDS phase.</li>   <li>- Bidders submit ISDS solutions.</li>   <li>- Assessment of ISDS Submissions.</li>   <li>- Agree Bidders to progress to next phase.</li> </ul>	B. Jolly	Finance and Assets

<b>CO 5 Residents are informed, included and listened to and are able to access Council services easily</b>
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Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
KA.05.01 Undertake consultation with key stakeholders.	Complete	<p>During the 2017/18 year consultation was carried out with key stakeholders including the examples below:</p> <ul style="list-style-type: none"> <li>- Strategic Growth Plan.</li> <li>- Harborough's Supplementary Planning Documents (SPD).</li> <li>- Budget proposals and Corporate Plan.</li> <li>- Harborough Local Plan 2011 to 2031 Proposed Submission.</li> <li>- Dual Taxi Driver Licences.</li> <li>- Introduction of child sexual exploitation awareness training for taxi drivers.</li> <li>- Great Bowden Neighbourhood Plan (Examination).</li> <li>- 2018 Boundary Review.</li> <li>- Swinford Neighbourhood Plan (Examination).</li> </ul>	- Continue to support Council consultations with key stakeholders.	A.M. Hawkins	Strategy and Communications
KA.05.02 Carry out a District-wide survey of residents.	Complete	- Survey with residents and businesses completed (January 2018).	- Use the results of the survey to inform future business planning.	A.M. Hawkins	Strategy and Communications

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KA.05.03 Develop the accessibility of the Council website to promote self-service.	Amber	- Work was undertaken to improve accessibility although further work will be required next year.  - The 2017/18 year saw an increase in users of the Council's website which was well above the +5% target.	- Continue to develop the accessibility of the Council website to promote self-service.	A.M. Hawkins	Strategy and Communications
KA.05.04 Review and Implement the Council's Customer Services Strategy.	Amber	- Due to other work which was prioritised, this work has been deferred until the 2018/19 year.	- Continue to Review and Implement the Council's Customer Services Strategy.	A.M. Hawkins	Corporate Governance
KA.05.05 Conduct neighbourhood plan referenda.	Complete	- Neighbourhood Plan Referenda for North Kilworth, Lubenham, Hungarton, Great Glen, The Kibworths, Great Easton and Houghton on the Hill have been completed.	- None required.	B. Jolly	Corporate Governance
KA.05.06 Undertake strategic campaigns.	Complete	- During the 2017/18 year campaigns were carried out to support key Council projects including the examples below: <ul style="list-style-type: none"> <li>• Council Lottery.</li> <li>• Dog Enforcement Campaigns.</li> <li>• Fly-tipping.</li> </ul>	- Continue to undertake strategic campaigns as required.	A.M. Hawkins	Strategy and Communications

## CO 6 The Council will support those most in need

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
KA.06.01 Support the most vulnerable as part of Universal Credit rollout.	Complete	- Discretionary Housing Payments Scheme is used to support those that are vulnerable and includes claimants in receipt of universal credit. £13,477 has been paid through this scheme for 2017/18.	- Continued support.	B. Jolly	Corporate Governance
KA.06.02 Continue to work with partners to manage the ongoing impact of Welfare Reform.	Complete	- A Welfare Reform liaison meeting was held with partners at which information was shared on housing benefit, universal credit claim update and council tax support.	- Liaison meetings take place quarterly with partners.	B. Jolly	Corporate Governance
KA.06.03 Implementation and redesign of the delivery of housing support.	Green	- The new housing system became live on 2 April 2018.	- System testing and updates will continue through April.	A.M. Hawkins	Planning, Housing, Economic Development and Regeneration
KA.06.04 To evaluate potential introduction of Child Sexual Exploitation training linked to Regulatory Services.	Complete	<p>- Work has commenced in relation to exploring the feasibility of introducing Child Sexual Exploitation (CSE) training for Taxi Drivers. An options appraisal was undertaken and this identified four options. Two of these options are being explored further. This includes a taxi driver knowledge test based on awareness-raising sessions or recruiting an external trainer to deliver the CSE training.</p> <p>- A report has been prepared and considered by the Council's Regulatory Committee in November 2017. It was agreed that Council Officers would undertake the CSE training for Taxi Drivers. This will become effective from 1 April 2018 when the training will commence. The training will be completed by 31 March 2019.</p> <p>- The training programme has been developed and all events scheduled for 2018-19. On line booking system is being used by the trade.</p>	- Roll-out of the programme during the 2018/19 year.	A.M. Hawkins	Environment and Regulatory Services



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KA.06.05 To ensure that the Council is able to support the Syrian Vulnerable Persons Resettlement Scheme.	Complete	- The Syrian family who arrived in September are settling in well with no issues to raise.	- The Council will review its future commitment to taking families through the Syrian Vulnerable Persons resettlement scheme.	A.M. Hawkins	Wellbeing and Localities
KA.06.06 To prevent homelessness and provide support and emergency accommodation where appropriate.	Green	- A meeting with an Accredited Landlord organisation that is currently a major supplier of accommodation across the UK and which the Council has used for provision of temporary accommodation for homeless households took place in February 2018. The accommodation used is designed and staffed specifically for the provision for homeless households and therefore has the availability of shared laundry and cooking facilities. In addition, they have premises for rent on a nightly basis where the accommodation is self contained. Although the accommodation is not available in the District, the purpose of the meeting was to explore together with another neighbouring local authority whether there was potential for the provider to acquire additional premises for this purpose in Leicestershire. The outcome of the meeting was the identification of a variety of options that could be taken forward with the company in partnership with another authority or alone. The company was very keen to work together with additional local authorities in Leicestershire.	- Identification of the stock availability and working arrangements of the provider.  - Discussion regarding suitable location of accommodation that may benefit a partnership approach with another authority.  - Further discussion to take place with the attending local authority and analysis of options and need to take place.	A.M. Hawkins	Wellbeing and Localities
KA.06.07 To ensure provision of a 24-hour / 365-day control centre to provide assurance to vulnerable people.	Complete	- Growth in number of private customers has exceeded performance target (68 net = 13.96%).  - Substantial new corporate contract secured. Income growth of 9.8% (£22,000) for the year.  - Response rate for Lifeline calls answered within 180 seconds exceeds target.  - The rate for Lifeline calls answered within 60 seconds is below target but within tolerance.	- Continued marketing and management of service.	V.Wenham	Community Safety and Licensing

**Key Activities in Detail**

**Appendix A**

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
<p>KA.06.08 To work in partnership to minimise the impact of incidents of flooding.</p>	<p>Amber</p>	<ul style="list-style-type: none"> <li>- The Resilience Partnership is working with the Environment Agency on the roll-out of the Extended Flood line across the County. Currently developing local scripts for each district before final roll-out can take place.</li> <li>- Information on the Council's website has been reviewed and a system is in place to use the website and social media to raise public awareness of current weather warnings.</li> <li>- The Council's flood plan has been reviewed.</li> <li>- Work is progressing to identify local flood wardens.</li> <li>-Two more community response plans were completed.</li> <li>- Carried out a survey during LLR Prepared Week with local business in relation to business continuity.</li> <li>- Participated in LLR Prepared week.</li> <li>- There has been a delay in the roll-out of the extended flood line through the resilience partnership which has been outside of the control of the District Council.</li> </ul>	<ul style="list-style-type: none"> <li>- Continue to work in partnership to deliver the required actions.</li> </ul>	<p>A.M. Hawkins</p>	<p>Environment and Regulatory Services</p>

**PRIORITY: Enable public services which are effective and deliver value for money**

**CO 7 The Council is efficient and resilient in its service delivery**

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
KA.07.01 To increase the percentage of customers accessing services through implementation of the Channel Shift Strategy.	Amber	- Some work was carried out during the 2017/18 year however some planned activities have been deferred until the 2018/19 year.	- Continue to review the Council's Channel Shift Action Plan in perpetuity.	A.M. Hawkins	Corporate Governance
KA.07.02 To increase resilience of the Council's ICT service.	Green	<ul style="list-style-type: none"> <li>- A Full Risk Assessment of the issues/vulnerabilities arising from the IT Health Check was completed.</li> <li>- The IT Health Check Remedial Action Plan was actioned and is scheduled for final completion in April 2018 with the replacement of Firewalls.</li> <li>- Core IT infrastructure has been upgraded and the PSN CoCo compliance statement is ready for submission.</li> <li>- Disaster Recovery (DR) test invocation re-scheduled for 2018/19.</li> </ul>	<ul style="list-style-type: none"> <li>- Formally submit PSN CoCo.</li> <li>- Schedule regular Disaster Recovery tests.</li> </ul>	S. Riley	Corporate Governance
KA.07.03 Ensure all grant funding is effectively and efficiently managed to meet Council priorities.	Green	<p><u>Community Grants</u></p> <ul style="list-style-type: none"> <li>- Executive Grant Committee met on 23 January 2018 and allocated 14 Community Grants.</li> </ul> <p><u>Section 106</u></p> <ul style="list-style-type: none"> <li>- Executive Grant Committee met on 23 January 2018 and allocated funding to six projects.</li> </ul>	- Live Section 106 scoring process taking place. The recommendations are scheduled to be considered by the Executive sub-committee on Wednesday 25 April 2018.	A.M. Hawkins	Wellbeing and Localities

**Key Activities in Detail**

**Appendix A**

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
KA.07.04 Ensure that commissioning is effective, efficient and compliant.	Complete	<ul style="list-style-type: none"> <li>- Commissioning Plan actions completed as agreed.</li> <li>- Savings of £98,109 achieved.</li> <li>- No legal challenges to procurement.</li> </ul>	<ul style="list-style-type: none"> <li>- Continued provision of effective procurement and commissioning.</li> </ul>	V.Wenham	Finance and Assets
KA.07.05 Ensure that the Council's governance, legal and financial arrangements are robust and not subject to legal challenge.	Complete	<ul style="list-style-type: none"> <li>- During Quarter 4 100% of Committee agenda was despatched within the statutory time timescales.</li> <li>- No legal or financial breaches were reported by the Section 151 Officer or the Monitoring Officer.</li> </ul>	<ul style="list-style-type: none"> <li>- Consolidation and publication of revised Constitution. The revised Constitution is now available via the Council's website.</li> </ul>	V.Wenham	Corporate Governance
KA.07.06 To offer all Councillors an opportunity to receive training and development appropriate to their needs.	Complete	<ul style="list-style-type: none"> <li>- In Quarter 4 three training opportunities were offered to Councillors. Training was offered throughout the 2017/18 year to all Councillors as planned and to individual Councillors in accordance with needs. This activity is therefore considered complete for the year.</li> </ul>	<ul style="list-style-type: none"> <li>- Training opportunities will continue to be identified and offered to Councillors in the 2018/19 year.</li> </ul>	V.Wenham	Corporate Governance
KA.07.07 Refresh of the Medium-term Financial Strategy (MTFS) and delivery of Efficiency Plan to ensure financial sustainability and resilience.	Green	<ul style="list-style-type: none"> <li>- The Council continues to deliver services within the approved budget with a forecast underspend in 2017/18. Savings plans in 2017/18 have been delivered as planned.</li> <li>- On 26 February 2018, Council approved a balanced budget through savings and income generation proposals, planned use of reserves and investment in priorities.</li> <li>- Analysis of volatile budgets (especially Business Rates) to establish likely provision and impact on the MTFS.</li> <li>- Response to DCLG consultation on fair funding and resource distribution.</li> </ul>	<ul style="list-style-type: none"> <li>- Refresh of the MTFS.</li> <li>- Development of an Asset and Investment Strategy to generate commercial returns.</li> <li>- Development of a Capital Strategy in line with the Prudential Code.</li> </ul>	S. Riley	Finance and Assets

**Key Activities in Detail**

**Appendix A**

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
KA.07.08 Review and implementation of the Workforce Strategy.	Red	<ul style="list-style-type: none"> <li>- A draft Strategy was prepared and consulted on by key stakeholders.</li> <li>- Due to other work taking priority, adoption of the draft Strategy did not take place in Quarter 4 as planned. The adoption of the Strategy has been deferred and will now be reviewed and updated, as required, and adopted during the 2018/19 year.</li> </ul>	<ul style="list-style-type: none"> <li>- Review, update and present the Strategy for adoption.</li> </ul>	S. Riley	Corporate Governance
KA.07.09 Carry out a business continuity exercise to test resilience across all council services.	Amber	<ul style="list-style-type: none"> <li>- A plan was in place for a review of all service area recovery plans during the 2017/18 year (team plan action for all service managers).</li> <li>- A joint business continuity exercise took place on Tuesday 25 July 2017 involving all Symington Building occupiers (desktop exercise).</li> </ul>	<ul style="list-style-type: none"> <li>- Further desktop exercise was postponed from Quarter 4 of the 2017/18 year. It has been rescheduled to take place in the 2018/19 year.</li> </ul>	S. Riley	Corporate Governance
KA.07.10 Financial Resilience: Impact of Business Rates Review.	Green	<ul style="list-style-type: none"> <li>- Review of changes in business rate retention prospectus: now forecast to be 75% and not 100%.</li> <li>- Investigation of Business Rate modelling software.</li> <li>- Updated appeal information of underdetermined appeals at the Valuation Office and methodology for appeals provision.</li> <li>- Submission of NNDR 1 Form (this is forecasting a reduced retained levy).</li> </ul>	<ul style="list-style-type: none"> <li>- Input into National review of Business Rates.</li> <li>- Submission of NNDR3 for the 2017/18 financial year.</li> <li>- Working collaboratively with other councils in preparing for a future business rate pilot bid.</li> </ul>	S. Riley	Finance and Assets
KA.07.11 To promote a commercialisation approach throughout the Council to contribute towards improved financial sustainability.	Green	<ul style="list-style-type: none"> <li>- Regular, monthly monitoring of income levels.</li> <li>- Development of option appraisals for traded services e.g. Building Control.</li> </ul>	<ul style="list-style-type: none"> <li>- Further consideration of alternative service delivery models.</li> <li>- Development of an Asset Investment Strategy.</li> </ul>	N. Proudfoot	Finance and Assets

**Key Activities in Detail**

**Appendix A**

<b>Key Activities</b>	<b>Status</b>	<b>Progress</b>	<b>Next Steps</b>	<b>Lead Officer</b>	<b>Portfolio</b>
KA.07.12 To develop the Combined Authority and to maximise the benefits of devolution powers for Harborough District.	Green	- The Monitoring Officers have completed work on the Constitution and the operating agreement.	- A report will be considered by the Executive and then Council when the Order has been published by central government.	V.Wenham	Strategy and Communications
KA.07.13 Implement the outcome of the Facilities Management Review on expiry of the initial term of the contract.	Complete	- Contract Started 1 December 2017.	- None required.	B. Jolly	Finance and Assets

<b>CO 8 The Council makes effective use of its assets and resources</b>
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Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
KA.08.01 Conduct County Council Election (and any other elections as required).	Complete	<ul style="list-style-type: none"> <li>- County Council Elections completed in May 2017.</li> <li>- General Election completed in June 2017.</li> <li>- Project management and dedication of staff ensured that both elections were completed with no issues despite short timescale between the two elections and short notice for the general election.</li> </ul>	- None required.	B. Jolly	Corporate Governance
KA.08.02 Review of Council size and warding arrangements by Local Government Boundary Commission for England (LGBCE), subject to LGBCE timetable).	Complete	- The Local Government Boundary Commission has published its final recommendations for the Electoral Review which will deliver a council size of 34 (3 fewer than at present) and come into effect from the next District elections in 2019.	- None required.	B. Jolly	Corporate Governance

**Key Activities in Detail**

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
<p>KA.08.03 Implementation of the Car Parking Strategy.</p>	<p>Complete</p>	<ul style="list-style-type: none"> <li>- Draft tender completed and circulated to interested parties for comments. Next meeting to be arranged to discuss next steps.</li> <li>- Improvements to car parks identified and scheduled for implementation in this Quarter and next.</li> <li>- Pay and display machines have been delivered and the Quick Response team is in the process of installing the machines. The new Parking Order came into effect on 4 September 2017 and a grace period was allowed for customers to become familiar with the new charges and equipment.</li> <li>- Improvements to Mill Hill car park have been completed.</li> <li>- All machines have now been installed and commissioned.</li> <li>- The changes to Doddridge Road car parks have been carried out and the changes implemented.</li> <li>- Charges have been introduced at Symington Recreation Ground car park and active enforcement is now being carried out after a grace period.</li> <li>- New machines installed throughout all pay and display car parks.</li> <li>- Chip and pin and contactless payments are available in all car parks.</li> </ul>	<ul style="list-style-type: none"> <li>- Continue with the rolling programme for car park repairs and maintenance.</li> <li>- There are a number of initiatives being considered such as introduction of electrical charging points, provision of coach parking and introduction of e-permit systems.</li> </ul>	<p>A.M. Hawkins</p>	<p>Environment and Regulatory Services</p>



Key Activities in Detail

Appendix A

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
A.08.04 Ensure that resources are deployed efficiently and effectively to maximise the quality and responsiveness of Council services.	Complete	<ul style="list-style-type: none"> <li>- Use of resources is discussed on a regular basis with Service Managers at one-to-one meetings.</li> <li>- An assessment of resources and how they are deployed to support priorities and key activities is a key part of the business planning and budget process.</li> <li>- The business planning process for the 2018/19 year identified some areas which need additional resources and these were agreed in the budget for 2018/19.</li> </ul>	- None required.	B. Jolly, N. Proudfoot	Strategy and Communications
KA.08.05 Implement the Council's Property Strategy.	Complete	<p><u>Corporate Property Strategy</u></p> <ul style="list-style-type: none"> <li>- All sections drafted, with the exception of the Action Plan which has several properties to complete.</li> </ul> <p><u>Unit 2, The Symington Building</u></p> <ul style="list-style-type: none"> <li>- Lease Assignment complete.</li> </ul> <p><u>The Settling Rooms</u></p> <ul style="list-style-type: none"> <li>- Sale Complete.</li> </ul> <p><u>DeVerdon Road Allotments</u></p> <ul style="list-style-type: none"> <li>- Options Report being finalised.</li> </ul> <p><u>The Square</u></p> <ul style="list-style-type: none"> <li>- Stopping Up Order submitted.</li> </ul> <p><u>Manor Field</u></p>	- On-going and continued opportunities being explored.	B. Jolly	Finance and Assets

Key Activities in Detail

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
		<ul style="list-style-type: none"> <li>- Release of Restrictive Covenant agreed.</li> <li>- Executive approved principle of Café proposal.</li> </ul> <p><u>Great Bowden Recreation Ground</u></p> <ul style="list-style-type: none"> <li>- Outstanding deed with Tennis Club being finalised to allow completion.</li> </ul> <p><u>Beeby Road, Scraftoft</u></p> <ul style="list-style-type: none"> <li>- No further progress</li> </ul> <p><u>Maino Crescent, Lutterworth</u></p> <ul style="list-style-type: none"> <li>- Waterloo agreed a joint sale</li> <li>- Valuations required for Waterloo Housing Group obtained.</li> </ul> <p><u>Weir Road, Saddington</u></p> <ul style="list-style-type: none"> <li>- Valuations required for Waterloo Housing Group obtained.</li> </ul> <p><u>Open Spaces</u></p> <ul style="list-style-type: none"> <li>- Bellway Vislok Close - awaiting completion of remedial works to progress.</li> <li>- Miller Homes Great Glen - inspection arranged.</li> <li>- Report being finalised on outstanding requests to adopt.</li> </ul> <p><u>Church Close Car Park, Lutterworth</u></p>			

Key Activities in Detail

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
		<ul style="list-style-type: none"> <li>- Transfer of Car Park complete. <u>Dunley Way, Lutterworth</u></li> <li>- Lease to Football Club complete. <u>Northampton Road, Market Harborough</u></li> <li>- Football Club lease complete.</li> <li>- Rugby Club lease being finalised.</li>   <li><u>Car Park, Great Glen</u></li> <li>- Executive approved disposal of Car Park to Parish Council.</li>   <li><u>Lutterworth Leisure Centre</u></li> <li>- Dilapidations Notice served on HDLT.</li> <li>- Positive meeting held and progress on addressing issues.</li>   <li><u>Harborough Innovation Centre</u></li> <li>- Café and Entrance works commenced.</li> </ul>			

Key Activities in Detail

Appendix A

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
<p>KA.08.06 Development of Council-owned Garage Sites.</p>	<p>Complete</p>	<p><u>St Cuthbert's Avenue, Great Glen</u></p> <ul style="list-style-type: none"> <li>- All Houses sold, and project completed.</li> </ul> <p><u>Paget Road, Lubenham</u></p> <ul style="list-style-type: none"> <li>- Works on Site nearing completion, delayed due to adverse weather over the winter.</li> <li>- Marketing of Houses commenced.</li> <li>- One house under offer.</li> </ul> <p><u>Naseby Close, Market Harborough</u></p> <ul style="list-style-type: none"> <li>- Business Case due to be considered on 9 April 2018.</li> </ul>	<p><u>Paget Road, Lubenham</u></p> <ul style="list-style-type: none"> <li>- Complete construction works.</li> <li>- Sale of houses.</li> </ul> <p><u>Naseby Close, Market Harborough</u></p> <ul style="list-style-type: none"> <li>- Project to be progressed.</li> </ul>	<p>B. Jolly</p>	<p>Finance and Assets</p>

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

**CO 9 Maintain business growth through engaging with businesses and entrepreneurs and developing learning opportunities**

<b>Key Activities</b>	<b>Status</b>	<b>Progress</b>	<b>Next Steps</b>	<b>Lead Officer</b>	<b>Portfolio</b>
KA.09.01 Ensure that procurement supports local business.	Complete	- New procurements all made accessible to local businesses, although specialist nature of several means local providers are not available.	- Continue to work on accessibility of procurement to local providers.	V.Wenham	Finance and Assets
KA.09.02 Provision of appropriate office accommodation to enable start-up businesses to grow and develop.	Complete	- Clarifications and requests for additional information received from the Ministry of Housing, Communities and Local Government (MHCLG). These have been responded to and the final outcome is awaited.  - Council approval to proceed with the project received and discussions on-going with landowner regarding planning permission and purchase of site. - funding application submitted to the LLEP for additional funding towards the project.	- Await outcome of MHCLG grow-on space bid.  - Await outcome of LLEP business rates pooling fund bid.  - Continue to proceed with land acquisition and submission of planning application.	N. Proudfoot	Finance and Assets

**Key Activities in Detail**

**Appendix A**

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
<p>KA.09.03 Ensure small- and medium-sized enterprises are able to access business support and learning opportunities throughout the Harborough District.</p>	<p>Green</p>	<ul style="list-style-type: none"> <li>- The second Pioneer 10 programme is on-going.</li> <li>- Pioneer 10 seminars/workshops arranged in Lutterworth and being marketed to increase take-up in the area.</li> <li>- Retail training contract signed and due to begin in May 2018.</li> <li>- New KPIs for Pioneer 10 programme identified and negotiated with Oxford Innovations.</li> <li>- Continue to deliver workshops and support SMEs in Harborough District that have been invited to submit a full application for LEADER funding or are thinking about submitting a LEADER application.</li> <li>- Continued engagement with SMEs as and when requested to provide relevant support and signpost to other support services if necessary.</li> <li>- Delivered Small Business Commissioner information breakfast event.</li> <li>- Delivered shorter and more-regular Business newsletters which has seen an increase in readership and engagement.</li> </ul>	<ul style="list-style-type: none"> <li>- Continue to promote and deliver Workshops/seminars and one-to-one sessions in Lutterworth as part of the Pioneer 10 programme.</li> <li>- Continue to deliver Business newsletters in new format.</li> <li>- On-going monitoring of Pioneer 10.</li> <li>- Deliver retail training in Market Harborough and Lutterworth for SME retailers in each area.</li> <li>- Continue business support and engagement activity.</li> </ul>	<p>N. Proudfoot</p>	<p>Planning, Housing, Economic Development and Regeneration</p>

**Key Activities in Detail**

**Appendix A**

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
<p>KA.09.04 To engage with businesses to identify local barriers to growth or development. Ensure that businesses are kept informed and can access the relevant information they need.</p>	<p>Amber</p>	<ul style="list-style-type: none"> <li>- Regular one-to-one meetings with businesses undertaken and any issues identified and solutions suggested on a case-by-case basis depending on the needs of the business.</li> <li>- Top 30 business engagement identified business-specific issues that prevented potential growth and development of the business. Following this, the Council in on-going dialogue with these businesses to ensure solutions are developed for each individual case.</li> <li>- Issues with growth of businesses from the Harborough innovation Centre identified and practice solutions put in place to ensure on-going growth is possible.</li> </ul>	<ul style="list-style-type: none"> <li>- Develop further engagement with Top 30 largest businesses to ensure their needs continue to be met and future growth is facilitated.</li> <li>- Develop SME business engagement plan that feeds into the work undertaken through Harborough District Council's business support function.</li> </ul>	<p>N. Proudfoot</p>	<p>Planning, Housing, Economic Development and Regeneration</p>
<p>KA.09.05 Implementation of the Council's Economic Development (ED) Strategy.</p>	<p>Amber</p>	<ul style="list-style-type: none"> <li>- ED strategy approved.</li> <li>- Recruitment for additional roles underway.</li> <li>- Headline team plan for delivery of Economic Development Strategy over the next three years developed.</li> </ul>	<ul style="list-style-type: none"> <li>- Additional officer resource in place.</li> <li>- In-depth team plan developed which identifies key actions and work to be undertaken by the Economic Development Team.</li> </ul>	<p>N. Proudfoot</p>	<p>Planning, Housing, Economic Development and Regeneration</p>
<p>KA.09.06 To promote awareness of the importance of business continuity planning within local businesses.</p>	<p>Complete</p>	<ul style="list-style-type: none"> <li>- The council took part in Business Continuity Awareness Week in May 2017. There was a media campaign linked to the Local Resilience Forum and information sent out locally through the Business Newsletter.</li> <li>- Questionnaire sent out to businesses prior to the LLR Prepared week in October 2017. There was a low response rate and this did not identify any additional support required.</li> </ul>	<ul style="list-style-type: none"> <li>- Continue to promote local business continuity through the website and business events as necessary.</li> </ul>	<p>S. Riley</p>	<p>Corporate Governance</p>

**Key Activities in Detail**

**Appendix A**

<b>Key Activities</b>	<b>Status</b>	<b>Progress</b>	<b>Next Steps</b>	<b>Lead Officer</b>	<b>Portfolio</b>
KA.09.07 Non-Domestic (Business) Rates revaluation support and advice provided to ratepayers.	Complete	- Advice and support provided to ratepayers. The Valuation Office has provided guidance on rating appeals to business ratepayers. Information is available on the website.	- None required.	B. Jolly	Corporate Governance



## CO 10 People have opportunities to access culture and tourism

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
KA.10.01 Work with partners to support the ongoing development and sustainability of the Market Harborough Museum.	Complete	<p><u>Volunteering</u></p> <ul style="list-style-type: none"> <li>- Volunteers continued to be managed and developed. Their focus is:</li> <li>1. Meet and Greet</li> <li>2. Promotion of the Museum beyond the Museum</li> <li>3. Families, Activities and Trails</li> <li>4. Local and Family History</li> <li>5. Research volunteer</li> <li>6. Web and Social media</li> </ul> <p><u>Learning</u></p> <ul style="list-style-type: none"> <li>- Schools sessions now being delivered and used.</li> </ul> <p><u>Tourism and Promotion</u></p> <ul style="list-style-type: none"> <li>- Web-site continued to promote the Museum.</li> <li>- Harborough Museum identity in place and being used.</li> <li>- Visitor evaluation consultant 'Bright Culture' report on their audience development findings complete (report to be brought to steering group in May 2018).</li> </ul>	<p><u>Tourism and Promotion</u></p> <ul style="list-style-type: none"> <li>- Roll-out full print campaign (informed by findings of evaluation of visitors) by July 2018.</li> <li>- Visitor evaluation consultant 'Bright Culture' report on their audience development findings complete (report to be brought to steering group in May 2018).</li> <li>- Continue to work to maximise benefits of web promotion.</li> </ul> <p><u>Harborough Heritage and Collections</u></p> <ul style="list-style-type: none"> <li>- Deliver exhibition and events programme.</li> <li>- Complete 'find out more/further information' labels for museum displays.</li> </ul>	A.M. Hawkins	Wellbeing and Localities
KA.10.02 Develop and implement a Tourism Plan for the District.	Green	<ul style="list-style-type: none"> <li>- The Economic Development Manager has continued dialogue with the Strategic Tourism Manager at Leicestershire City Council to ensure that the Council is able to feed into the county-wide production of a Destination Management Plan.</li> <li>- The Tourism Blueprint for 2018 has been amended to reflect the delivery of, and priorities within, the Economic Development Strategy.</li> </ul>	<ul style="list-style-type: none"> <li>- Strategic Tourism manager due to provide update on the progress made with a county-wide Destination Management Plan.</li> <li>- Explore Harborough networking event to take place.</li> <li>- Begin delivery of key actions identified within the Explore Harborough tourism</li> </ul>	N. Proudfoot	Planning, Housing, Economic Development and Regeneration

**Key Activities in Detail**

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
		<ul style="list-style-type: none"> <li>- Tourism Attraction maps developed.</li> <li>- Tourism networking event organised and due to take place in April 2018.</li> </ul>	<p>Blueprint 2018.</p>		
<p>KA.10.03 To utilise Council resources/assets to promote culture and tourism.</p>	<p>Green</p>	<ul style="list-style-type: none"> <li>- Harborough Cultural Action Plan: Harborough Cultural action plan received. Key points from the document have fed into the team plans for the Economic Development Strategy and the Harborough promotion blueprint.</li> <li>- Bid for funding for delivery of the Cultural project was unsuccessful so partners have reconvened and agreed to look further at how this project could be delivered.</li> <li>- Harborough District Attractions Map delivered and distributed to partners.</li> <li>- Submitted funding application for development of a hotel and conferencing accommodation study.</li> <li>- Submitted funding application for grant funding towards the provision of Coach parking in Market Harborough.</li> <li>- Begun to develop a series of events in and around Harborough District (Food fayre, Harborough by the sea, Lutterworth by the sea, Classic Car show and taste Harborough) to attract people in to the area.</li> </ul>	<ul style="list-style-type: none"> <li>- Identify next steps for delivery of the Harborough Cultural Hub action plan.</li> <li>- Update and develop Explore Harborough website.</li> <li>- Continue to develop Coach parking project .</li> <li>- Complete analyses of events and identify improvements where possible to attract more people to the area in following years.</li> </ul>	<p>N. Proudfoot</p>	<p>Planning, Housing, Economic Development and Regeneration</p>
<p>KA.10.04 To provide support to community groups to enable events to be effectively managed and co-ordinated and consider the implementation of a</p>	<p>Complete</p>	<ul style="list-style-type: none"> <li>- Gambling License in place.</li> <li>- Lottery Launched to Good Causes in March 2018.</li> <li>- Around 30 good causes either signed up or pending.</li> </ul>	<ul style="list-style-type: none"> <li>- First draw in May 2018.</li> </ul>	<p>A.M. Hawkins</p>	<p>Wellbeing and Localities</p>

**Key Activities in Detail**

<b>Key Activities</b>	<b>Status</b>	<b>Progress</b>	<b>Next Steps</b>	<b>Lead Officer</b>	<b>Portfolio</b>
Community Lottery.		- Tickets on sale.			