

## Appendix A

Name	Status	What has been achieved during the quarter?	What are the Next Steps and when will they take place?	Accountable Service Manager	Portfolio Holder
KA 01.01 Publish a new Local Plan for the District based on the principles of sustainable development	2. Amber	<p>Progress has been made on the completion of the evidence stage - technical consultation on the Strategic Housing Land Availability (SHLAA) took place between 19<sup>th</sup> June and 3<sup>rd</sup> July. A Memorandum of understanding for the Duty to Co-operate will be submitted to the Executive on 3<sup>rd</sup> November 2014 and has been produced in conjunction with the other Leicestershire councils.</p>	<p>Continue to exercise our Duty to Cooperate, both within the Leicester and Leicestershire Housing Market Area and across boundaries, as relevant. Amend and complete the draft SHLAA in light of Technical Consultation responses. Develop our approach to the formation and testing of Options in preparing the New Local Plan. Plan and procure the transport assessment of Options.</p>	Steve Pointer	Finance / Assets & Development Planning - Cllr Phil King
KA 01.02 Implement the outcomes of the Planning Review (MONTHLY PROJECT)	2. Amber	<p>Planning Officers are now equipped with smartphones. An enforcement toolkit has been developed for parishes to enable them to be involved with the enforcement function. This will be piloted with Lutterworth TC, Kibworth and Thurnby PC's.</p> <p>Infrastructure Planning and Delivery Review and update HDC Developer contribution guidance note and monitor. Revised Contributions on 1-2 dwellings was approved by the Executive on 1<sup>st</sup> September.</p> <p>Assessment of adopting a C.I.L. In progress via planning policy. Will be assessed in Spring 2015 when evidence on final infrastructure requirement and optimum funding mechanism is better known.</p> <p>Parish Liaison - Continuing programme of training and workshop - next event</p>	<p>Further meeting/training has been scheduled on 6<sup>th</sup> November 2014 to roll out the pilot enforcement kit with a view to starting Step 1 'INFORM' regarding potential breaches.</p> <p>Resources and Efficiency – staff structure review and progressing. Seek alternative advice for tree work - Options identified. Analysis to be carried out during September to define procurement route Continuous improvement to Planning Application Process Project (PAPP) - Initial work complete and improvements realised with ongoing refinements being trialled Establish comprehensive pre-application scheme including guidance notes and charging schedule - December 2014 Report expected to 15th September council to consider: Member/ Officer protocol. Amend constitution to allow Exec Member for Planning to sit on planning committee. 'Call in' arrangements for Planning committee.</p>	Steve Pointer Adrian Eastwood	Finance / Assets & Development Planning - Cllr Phil King

## Appendix A

		<p>scheduled for October.            Planning Committee New report template complete.</p> <p>Planning Committee Officer Summary presentation agreed with chairman and in place - Complete July 2014            S106 Packages negotiated prior to Committee and clear reference inserted into report - Complete August 2014            Training For Members. Programme agreed and scheduled. First event on Planning enforcement delivered on 17th July. 4 more events planned for remainder of municipal year - Complete August 2014.            Review scheme for speaking at PC - report scheduled to PC in September with comments to constitutional review working group also in September. PM principles for larger cases - template developed through SDA process - complete August 2014            Staff training programme - established through appraisal of all team members - Complete August 2014            Performance Management - performance management in place following roll out of access database reports to team - complete August 2014            Booking in and validation - planning application process review undertaken and improvements are in progress.</p>	<p>'Call in' arrangements from PC to Full Council. Review Scheme of delegation subject to constitutional review external consultant feed back September 2014. Carry out strategic viability assessment of emerging Local Plan - subject to progress with preferred growth strategy - anticipated March 2015</p>		
KA 01.03 Ensure effective enforcement of planning decisions	1. Green	<p>Lutterworth Town Council have expressed an interest in taking an active role in the planning enforcement process and a second basic planning training enforcement workshop has been held. Workshops have been set up with three Parish Councils - Thurnby, Great Glen and Kibworth Beauchamp - for 6<sup>th</sup> November. It</p>	<p>Arrange second stage workshop with Lutterworth Town Council and hold workshops for Thurnby, Great Glen and Kibworth Beauchamp Parish Councils on 6<sup>th</sup> November.</p>	Elaine Bird	<p>Finance / Assets &amp; Development Planning - Cllr Phil King</p>

## Appendix A

		is anticipated that pilots for these three parish councils will begin on 1 <sup>st</sup> January 2015, with a view to wider roll-out if the pilot is deemed to be successful.		
KA 01.04 Allocate and grant permission for a choice of housing sites, and monitor delivery of housing and future land supply.	2. Amber	Planning permission has been granted for 22 dwellings at Westerby Court, Lutterworth. Outline permission has been granted for 84 dwellings, land East of Leicester Road, Lutterworth	Amend and complete the final Strategic Housing Land Availability Assessment. Continue to monitor the housing land supply position and publish a 6 monthly updated Five Year Housing Land Supply position in November 2014. Draft a new Local Plan, including strategic housing land allocations by end March 2015.	Steve Pointer Finance / Assets & Development Planning - Cllr Phil King
KA 01.05 Work with Parish Councils and communities to promote, develop and adopt Neighbourhood Plans in accordance with the Council's Local Plan	1. Green	Successful examination of the Billesdon Neighbourhood Plan took place in July, followed by a successful referendum on 18 <sup>th</sup> September, which saw 84% of local residents vote in favour of the plan. Meetings with North Kilworth, Great Glen, Swinford and Smeeton Westerby have been held. Communication with Gilmorton and Houghton on the Hill Parish Councils is starting and work is ongoing towards a Neighbourhood Plan. Support has been provided to East Langton, Scraftoft, North Kilworth, Foxton and Lubenham with advice, information and plans for consultations etc. All grant applications to Department of Communities and Local Government are up to date as of the end September 2014.	To proactively support all parishes engaged in Neighbourhood Planning.	Steve Pointer Finance / Assets & Development Planning - Cllr Phil King
KA 01.06 Ensure supply of new and existing affordable housing across all tenures is meeting local need	2. Amber	Following the total of 12 social housing units advertised in the first quarter, the second quarter saw a total of 7 units advertised. The provides units at Monks Close off Northampton Road Market Harborough for Seven Locks Housing comprising 3 3 bed houses, 2 x 2 bed	Continue to work through the planning process and via contact with individual providers to promote development. Ensure that obligations to advertise and nominate tenants through Harborough Homeseach are included in legal agreements.	Steve Pointer Finance / Assets & Development Planning - Cllr Phil King

## Appendix A

		houses and 2x 2bed bungalows all at Social Rent levels. This is in an area of high demand from registered housing applicants so is particularly welcome news.			
KA 01.07 Ensure appropriate mechanism to deliver community infrastructure through a decision on Community Infrastructure Levy or robust S106 planning obligations	2. Amber	<p>A revised approach to contributions for 1-2 dwellings was agreed by the Executive on 1<sup>st</sup> September 2014.</p> <p>The Section 106 database has now been refined and all required data is being input on a monthly basis. This will allow for a much improved and enhanced systems of monitoring developer contributions and ensuring payment collections.</p>	<p>Developer Guidance Refresh: Outcome of amended commuted sums discount scheme is likely to impact hugely on Harborough's approach to affordable Housing contributions as currently applied. 1st Draft will need to be reviewed and reworked pending decision of 15th September. Refresh date will need to be set back to early 2015.</p> <p>CIL: Member decision on whether to progress with CIL or not is pending. It is anticipated to seek decision prior to March 2015. If Members decide to progress CIL then then the whole process (including viability evidence) work will need to be re-commenced again and a new timetable and programme for completion established.</p> <p>Infrastructure Capacity consultations - further consultations with providers will need to be undertaken once housing requirements work is refined.</p>	Steve Pointer	Finance / Assets & Development Planning - Cllr Phil King
KA 02.01 Work in partnership to reduce crime and prevent and tackle antisocial behaviour through leading, coordinating and administering the Community Safety Partnership.	2. Amber	<p>1) Crime has been falling for a number of years and it has become increasingly difficult to sustain this. To illustrate the point there has been a 39% increase (49 crimes) in Burglary dwelling on this time last year from 207 to 256. The police, working through Community Safety Partnership (CSP), are responding to any trends and focussing on known offenders. The most recent spike has been around the Kibworth and Fleckney areas which have seen an increased police presence</p>	<p>1) Highlight Reports on Community Safety Partnership activity between July and September 2014 will be discussed at the Community Safety Partnership meeting on 23rd October 2014, to be chaired by Cllr Liquorish and required partnership actions agreed.</p> <p>2) Continue to build on successful links with local Colleges to raise awareness of substance misuse.</p> <p>3) Continue to develop and implement the initiatives funded by the Police and Crime</p>	Tom Day	Community Safety & Regulatory Services - Cllr Bill Liquorish

## Appendix A

		<p>as a result. A more detailed assessment of current crime trends will be presented to the Partnership, chaired by Bill Liquorish on 23rd October.</p> <p>2) Significant reform of Leicestershire Police has been communicated to Members and discussed at the Community Safety Partnership. Proposals will see Harborough policing merging with Melton and Rutland policing areas, greater use of Police Community Support Officers (PCSOs) for community problem solving, freeing PCs to focus exclusively on crime. Changes are planned to be in force from April 2015.</p> <p>3) The Police and Crime Commissioner has simplified funding arrangements and increased funding for Community Safety Partnerships in 2015/16 from 2014/15. Harborough is set to receive £24,000 which is a £10,000 increase on 2014/15.</p>	<p>Commissioner.</p> <p>4) Update the CSP Plan.</p>		
<p>KA 02.02 Respond effectively to complaints of antisocial behaviour and enable support to vulnerable victims of crime and antisocial behaviour.</p>	<p>1. Green</p>	<p>1) All of the Environmental Health noise team are now trained and accessing Sentinel - further joining up the management of Antisocial Behaviour (ASB) across the Council and partners.</p> <p>2) The main issues continue to be neighbour disputes. A police problem solving plan was put in place for Lutterworth Coventry Road Recreation Ground due to regular calls around noise from cars. A multi-agency patchwalk took place with the Parish Council at Kibworth recreation ground and the re-deployable camera has been moved to an estate in Lutterworth due to complaints about damage to cars.</p> <p>3) Swanswell, a drug and alcohol</p>	<p>1) Working with WALL and Harborough and Melton Children's Centres to manage any reductions in funding for Domestic Abuse services.</p> <p>2) Continue to raise awareness of Hate incidents and how to report as well as providing training for staff, review of relevant campaigns to promote.</p> <p>3) Further training is scheduled for HDC Customer Services staff to include a Hate reporting centre refresher.</p> <p>4) A Customer Satisfaction measure for how HDC handles complaints of ASB being developed by a project group of Team Leaders from across the Council as part of the Staff Management Development Programme.</p>	<p>Tom Day</p>	<p>Community Safety &amp; Regulatory Services - Cllr Bill Liquorish</p>

## Appendix A

		treatment agency, are now working from the Symington Building (Harborough District Council) on Tuesdays. There will be 2 group sessions – 1 in the morning for clients and 1 in the afternoon for carers.			
KA 02.03 Implement the new powers under the Antisocial Behaviour, Crime and Policing Bill from September 2014.	1. Green	An officer project group has been trained on new powers and has identified policies that will need to be updated to reflect the new powers. Community Trigger (ASB case review) has been agreed by partners across Leicestershire Police.	A report on new powers, delegations and Community Trigger going to Executive on 3rd November 2014.	Tom Day	Community Safety & Regulatory Services - Cllr Bill Liquorish
KA 02.04 Develop and implement programmes to support communities to reduce landfill waste and increase recycling.	1. Green	Number of waste audits completed for Business Waste customers Training for HIT volunteers to undertake waste minimisation work. Completed MH Carnival and many other events planned.		Matt Bradford	Environment & Waste - Cllr Paul Bremner
KA 02.05 Work with Clubs, organisations and national governing bodies to ensure there is a suitable and sufficient stock of pitches, sport and recreation facilities.	1. Green	Eight local clubs were successful in gaining Sportivate funding from Sport England. Along with the other District Councils in Leicestershire we have put in funding to contribute towards a Facilities Officer Post at Leicestershire and Rutland Sport. This post will be recruited to during the second week of October. The officer will work with us to help maximise developer contributions and ensure that we have an up to date Facilities Strategy. The Section 106 money for Harborough Leisure Centre has just been released. The Leisure Centre and the Trust are and beginning to formulate ideas as to how to best spend the money, which totals £60,000. Fleckney Sports Centre has been successful in receiving £50,000 of Inspired Facilities Funding from Sport England.	The next Local Sports Alliance (LSA) meeting is scheduled for the 29th of October. This will re-establish the LSA. The formation of a club forum will be discussed. Initial dates for a forum meeting are towards the end of November. A meeting has been arranged between Leicestershire and Rutland Sport and representatives from HDC's Housing and Culture Teams to discuss the updating and renewing of our facilities strategy, tying in with County Guidance around developer contributions and how this can be included in the local plan. We are continuing to work with clubs to establish Satellite Clubs, with the goal of establishing three new clubs by April 2015.	Tom Day	Community Wellbeing - Cllr James Hallam
KA 03.01 Lead and support the Harborough	1. Green	The second Health and Wellbeing Partnership meeting of the year took place	The Staying Healthy Grant fund Panel is meeting start of October to decide on the	Tom Day	Community Wellbeing - Cllr

## Appendix A

<p>Health &amp; Wellbeing Partnership to address key local health and wellbeing issues.</p>		<p>on the 9th of September. Both meetings have been well attended and partnerships have started to form between members to help us address the key health issues within the district. The Mental Health and Staying Healthy Forums are due to take place on the 2nd and 9th of October respectively. A new reporting template has been designed as an easy mechanism for the sub groups to report to the Health and Wellbeing Partnership. The Staying Healthy Grants, which are funded by Public Health, closed on the 12th of September. 15 bids were submitted on time, making the fund oversubscribed and highly popular. The applications are from a diverse group of organisations, covering a wide area of projects. After meeting with a Public Health Analyst, it has been concluded that our Health and Wellbeing Priorities are still current and the ones we should be working on.</p>	<p>successful applications. Applicants will then be notified. Within the next quarter, the Housing and Health Sub Group will meet.</p>		<p>James Hallam</p>
<p>KA 03.02 Deliver the sports and physical activities commissioning plan for 2014/15 and seek to secure funding for 2015/16.</p>	<p>1. Green</p>	<p>Progress on the commissioning plan is on track. Ongoing projects are continuing e.g. walking programme, LEAP, chose to move, chair based exercise. The Try a Sport: summer programme was successful with 8-12 young people attending cycling, cricket, netball and swimming. The final session of the summer was a celebration day at Conkers outdoor activity centre. We are currently doing a video case study on this. Two week multi-sport summer camp: the first week took place in Lutterworth and Broughton Astley and engaged with approximately 80 young people. The second week of the project took place at</p>	<p>We are starting to plan for the 2015/16 Commissioning Plan. We will start consulting with partners soon to gauge what projects they consider essential and also the possibility of 'sub commissioning' some of the funding to projects that they would like to undertake. The Sport and Health Development Officer is attending a Young Citizen's Panel to gain their opinion on what activities they would like to see included. Due to start within the next quarter; -Funding for 8 Sportivate projects for round 2 are due to start within the next 1-2 months; projects will be delivered for Football (working with the Football Development School in Market Harborough), Multisport disability (working</p>	<p>Tom Day</p>	<p>Community Wellbeing - Cllr James Hallam</p>

## Appendix A

		<p>Symington's Recreation Ground and Welland Park Academy.</p> <p>Playing Out took place for the third consecutive year to great success. It took place at Welland Park and Lutterworth and attracted between 20 and 50 young people each week.</p> <p>Our first Active Beans club has started and is going well. We are still waiting on confirmation of funding for 2015/16. We have been advised that by December we should have an indication of our funding allocation, but this cannot be confirmed until it goes to Cabinet at Leicestershire County Council in February.</p>	<p>with Freedom Support in Market Harborough), Trampolining (working with Market Harborough Trampolining Academy at Robert Smyth Academy), Fitness (Outreach classes at Lutterworth Leisure Centre), Badminton (working with Harborough LC Junior Badminton Club at Welland Park Academy), Boxercise (working with ex-professional boxer Kelton McKenzie at Fleckney Sports Centre), Hula-Hooping (classes at Fleckney Sports Centre), Netball (taking place at Harborough Leisure Centre).</p> <p>-Try a Sport: Will be working with SLF to try and organise more activities for the young people to take part in for October half-term.</p> <p>-We are in the process of trying to set up a Parkrun event (<a href="http://www.parkrun.org.uk">http://www.parkrun.org.uk</a>) in Market Harborough's Welland Park. Parkrun staff have agreed to come out to Market Harborough to have a look at the proposed route in the park. – We are looking at setting up another exercise referral outreach class for individuals living in the Harborough District, looking to be set up in or around either the Fleckney, Kibworth or Broughton Astley area.</p>		
KA 03.03 Support organisations to provide a co-ordinated range of activities and events.	1. Green	<p>The Sport and Health Team are currently working with a wide range of organisations to help support them with delivering projects to all age groups, abilities etc. The organisations we have worked with this quarter include;</p> <ul style="list-style-type: none"> <li>- Dementia Cafe (health walks and chair based exercise)</li> <li>- Seven Locks Housing Association (street games and summer holiday activity camps)</li> <li>- Variety of sports clubs around Sportivate projects, Satellite Clubs and Try a Sport.</li> </ul>	<p>Continue to support these groups. Work with unsuccessful applicants to the Staying Healthy Grants to help them gain funding from other sources. Consult with local organisations around Commissioning for Sport and Physical Activity 2015/16 and gauge interest from them around HDC 'sub commissioning' some of our projects for them to deliver.</p> <p>Early Help Grants 11-19/24 Remaining funds for individual grants will be promoted through the Locality Hub and 0-19 CYP Steering</p>	Tom Day	Community Wellbeing - Cllr James Hallam

## Appendix A

		<ul style="list-style-type: none"> <li>- VASL Young Carers Group for Try a Sport</li> <li>- Race Time Events, coordinated by Brian Corcoran and sponsored by Archway House to run the Triathlon event</li> <li>- Local Schools</li> <li>- Freedom Support –</li> </ul> <p>Early Help Grants 11-19/24 - The remaining budget at the end of the last quarter has now been awarded through a small request for quotations for a specific project supporting vulnerable young people with a short period of intensive coaching support. A remaining budget of £1,000 is retained for individual grants to targeted young people referred from partner organisations /SLF Team etc.</p> <p>Six Month monitoring information has been received by all funded groups and reported to Leicestershire County Council as per Service Level Agreement obligations.</p>	<p>Group and Youth Partnership. This will be reviewed by the District Youth Strategic Group (sub group of 0-19 CYP Steering Group) on 27th November 2014.</p>		
KA 03.04 Facilitate with partners the delivery of a charitable Museum Trust for Market Harborough.	2. Amber	<p>Preparations for a Charity Commission Application continue and the Business Plan continues to be drafted as a basis for the Charity Commission Application. There are some concerns that this is being delayed as issues relating to future funding / income generation and roles / responsibilities of curation and collections have not been clarified and agreed. A 7 year plan has been approved by Harborough Museum Trust (HMT) Management Committee. Two new trustees have been appointed and HMT have been actively searching for a Treasurer and Trustee with retail</p>	<p>An away day is to be held in November / December between Members of the Management Committee and the Project Board (which HDC is a member of) to discuss options for the way forward, roles, responsibilities etc. HMT will continue to progress Education Planning and drafting the Charity Commission application form. They will also be developing a financial plan, agreeing museum stewards and a training approach, and continuing to recruit trainees. HDC is reviewing signage and communications for The Symington Building in relation to all organisations based in the building.</p>	Ann Marie Hawkins	Community Wellbeing - Cllr James Hallam

		<p>experience. Recruitment of volunteers for local studies is underway. Website development continues. The communication protocol for The Symington Building has been reinforced to provide clarification for the Trust. The Trust is developing education sessions and will pilot them. A Single Point of Contact for the Trust has been identified (for both HDC and LCC). The HMT Management Committee had a constructive meeting with Museum Development East Midland and identified how it can support HMT in future.</p>			
<p>KA 03.05 Manage and monitor the Section 106 and New Homes Bonus and voluntary sector grants.</p>	<p>1. Green</p>	<p>The Section 106 grant fund has three grant rounds this year, in an attempt to support community project timescales whilst synchronising our timelines with our Executive meetings.</p> <p>SECTION 106 The first round of Section 106 grants saw three applications for funding in Fleckney, Swinford and Scraftoft. The Member Grant Panel made funding recommendations for all three applications all of which were supported by the Executive in July. The second of three grant rounds saw five applications submitted. The Member Grant Panel support four of the five, requesting the fifth to resubmit their application to the next round of funding owing to the application submitted no longer supporting exactly the outcomes to be delivered. Three of these four grant recommendations were supported by the Executive and one has been deferred to the next Executive with a request for further information. The third and final</p>	<p>Continue with Section 106 grant process. Round 3 of 3 to close in December. Oversee Market Harborough Locality Fund Round 2 for this year. Oversee New Homes Bonus District Wide Fund Round 1 and 2 for this year. Request feedback from past applicants over the last two years and feed back to the Member Grant Panel and CMT. Quarterly update meeting/report from voluntary sector. A grant surgery will take place on the 6th October and another on the 1st of December to tie in with offering support to potential applicants for each of our grant streams.</p>	Tom Day	Community Wellbeing - Cllr James Hallam

	<p>round this year will close on the 8th December.</p> <p><b>NEW HOMES BONUS FUND</b>  The Executive made the decision earlier in the year to replenish the New Homes Bonus scheme with £250,000 for 2014-2015. A report was submitted to the Executive on 21 July 2014 and the decision was made to allocate £125,000 to the Locality pot going directly to parishes (£56,948 to the Market Harborough Locality Grant pot) and the other £125,000 replenishes the District Wide pot. Monitoring of the projects funded through last years £50,000 District Wide fund is continuing. The first Market Harborough New Homes Bonus Locality Fund closed on 16th June and saw 9 applications apply for the £73,997 available funding. 8 projects were successful and £67,850.78 was allocated, leaving £6,146.22. As above this fund has now been replenished with £56,948 from the New Homes Bonus 2014- 2015 allocation. This is open to Market Harborough organisations only to apply to. The money available is now £63,094.22. The second round of two rounds this year closes on 8th December. The grant process for this grant stream goes to the Officer Grant Panel with the final decision for money allocation going to the Area Committee (made up of the Market Harborough Ten Councillors).</p> <p><b>VOLUNTARY SECTOR GRANTS</b>  The voluntary sector grants have again been allocated to VASL, VAL, Lutterworth</p>			
--	---	--	--	--

## Appendix A

		One Stop Shop/Volunteer Centre and CAB and quarterly meetings continue with each of these groups. A report went to the Scrutiny Task and Finish Group in September and representatives of each organisation attended.			
KA 04.01 Actively engage hard to reach groups and young people with local democracy and decision making processes	1. Green	<p>The new series of Young Citizen Panel sessions has now been launched. Six district schools have been approached for fixed dates in new academic year, of which responses have been received from 5 schools to date. 4 Young Citizen Panel Session dates set, of which 1 has been completed. Original Youth Voice Champions have been notified of ongoing involvement opportunities in District - Speak Out Newsletter, Rock and the Rec project group. One engaged with Library volunteering opportunity over summer. One engaged in Speak Out Newsletter. New Youth Voice Champions will not be recruited due to capacity limitations to offer sufficient support and to ensure regular communications/contact. Newsfeed e-bulletin will be targeted at School Councils instead on a termly basis.</p> <p>Sustainability/Exit plan actioned for Rural Youth Voice Project. Staff member left at end of August and it has been agreed with three local organisations that the remaining underspend will be used to deliver 3 remaining elements - Speak Out Newsletter, Rock on the Rec Project (planning for 2015) and Project Evaluation. Successful quotes now engaged with the continuation of these projects and will attempt to secure additional funding where necessary.</p>	<p>Continue to fix dates for Young Citizen Panel Sessions up to end financial year- within 2014-15 academic year.</p> <p>Continue to invite relevant ward Councillors to attend Young Citizen Panel Sessions once fixed. Continue to develop resources for sessions to increase quality and add new interactive elements. Continue to promote involvement opportunities to input views. Arrange for teacher "voice" contact at all participating schools to received termly "Newsfeed" e-bulletin to share with their School Council.</p>	Tom Day	Community Wellbeing - Cllr James Hallam

## Appendix A

KA 04.02 Continue to improve our community and customer insight	2. Amber	The License Agreement for Mosaic has been signed and we now have access to household-level data from Experian. A meeting has been held with the project group to understand and test household data, and to understand the outcomes required from the Welfare Reform piece of work.	Speak to Melton to understand the information which can be extracted from Mosaic and options how this could be achieved.	Rachael Felts	Corporate Services - Cllr Paul Dann
KA 04.03 Carry out the Annual Residents Survey and continue to develop a communication and engagement calendar to ensure these activities are co-ordinated	2. Amber	The 12 month engagement calendar has been updated and shared with Corporate Management Team (CMT) / Service Managers. Research options for resident survey and gather good practice from other local authorities.	Prepare options paper for CMT for residents survey Continue to promote the 12 month calendar and embed within the organisation	Rachael Felts	Corporate Services - Cllr Paul Dann
KA 04.04 Re-design of the HDC website (MONTHLY PROJECT)	1. Green	Agreed process for access to servers to create My Harborough map with Jadu and Steria. Build of map system underway. Datasets have been provided to Steria by HDC. Reviewed and updated all bug fixes required on the website - some bugs are still outstanding as a result of further feedback. A project plan is in place with Capita for the re-skin of the finance pages on the website and deployment of Config system, including training of staff. Liaised with SOCITM regarding testing of website before the Better Connected review. A SOCITM review of the new website is being scheduled for June/July 2015. Further migration of content has taken place. A review of service feedback has been provided to Service Managers. A re-skin of CMIS and IDOX is underway. Pen testing completed and a report has been sent to Jadu to make amendments. Contacted JDi (Strategic Planning consultation portal) to arrange for the re-	Complete review of website design release - checking all technical and design issues previously logged - by end October 2014 Demonstrate website to Executive - October 2014 Provide update to Service Managers - October 2014 Provide core brief to Charnwood call centre team - 15 October 2014 Test intranet on new server - October 2014 (awaiting access from Jadu) Full review of new website to remove all test data and ensure all links in place - by end October 2014 User test current and new website inline with SOCITM Better Connected 2014 user tasks - by end October 2014 Setup and testing of My Harborough mapping system and integration with new site - by end October 2014 Review and test third party reskins i.e. CMIS, iDox, Capita online payments and portal screens - by end October 2014 Agree development schedule with JDi for changes to consultation portal - by end	Rachael Felts	Corporate Services - Cllr Paul Dann

## Appendix A

		skin of the system post-close of current consultation. The intranet has been moved to a new server. Current and new websites have been reviewed in line with SOCITM Better Connected 2014 user tasks.	October 2014		
KA 04.05 Provide effective liaison with parishes on district and local priorities	1. Green	<p>Continued regular contact with parish clerks and chairs. Daily emails resolving issues, signposting queries or giving advice. Weekly updates of the parish database on the staff intranet. A Parish Clerk training session was delivered in July by the LRALC for Harborough clerks (funded through the NHB DW fund). 'Update on Local Plan and Clerk/Chair coffee time' event took place in July in partnership with the Local Plan working group.</p> <p>Planning Online Training took place in September for clerks and parish meeting chairman. Training on the JDI Consultation Software for parishes took place in September.</p> <p>Parish one to ones have taken place throughout August and September with 22 parishes taking up the opportunity to meet for an hour with the Parish Liaison Officer, as well as with other Officers who they have contact with through their work. Main comments/ issues/ focus information has been captured and this will be fed into Corporate Management Team. Parish Profile Questionnaires were sent to all parishes and to date we have 35 returned. This information will be sifted through and the key areas of interest for officers will be extrapolated and filed on the intranet.</p>	<p>Three Clerk coffee times are organised for October, one in the morning, afternoon and one in the evening to suit clerk/chair work patterns. The venues for these are spread evenly too, one to the west, one to the east and one in the middle.</p> <p>Deliver Grant events in October and December. Begin preparations for the Annual Parish Meeting. Parish One to One Key feedback Report for CMT. Parish Profile Data to be worked through and placed on the intranet.</p>	Tom Day	Community Wellbeing - Cllr James Hallam
KA 05.01 Implement ICT Strategy (PROJECT)	2. Amber	A consultancy day (funded through vouchers from Microsoft software	E-mail infrastructure Attend consultancy day booked to review our	Chris James	Corporate Services - Cllr

## Appendix A

		<p>agreement) has been taken to discuss options available and select an appropriate migration path for the e-mail infrastructure upgrade to increase resilience.</p> <p>A meeting has been held with our telephony provider to further discuss a proposed solution for the Contact Centre call routing to reduce call costs to the district council.</p>	<p>proposed implementation, place an order for the server hardware required and purchase software licences required in October. Install server hardware and Exchange software – November. Migrate data and go live – during December.</p> <p>Contact Centre call routing. Setup new telephony server during October /November. Obtain final quotes and place the orders required for the Contact Centre call routing during November. Configure alternative routing of calls and test in December and route contact centre calls over new infrastructure during January.</p> <p>Configure telephony software for flexible working use and roll out during November.</p>		Paul Dann
KA 05.02 Implement outcomes of Regulatory Services Review (MONTHLY PROJECT)	2. Amber	<p>All the Leicestershire district councils have been approached to determine whether there is scope to pursue shared services for Regulatory Services at this stage. Feedback from the districts at present time is that whilst there is recognition that there are areas of specialism within some areas of work which could be utilised there is not the appetite to look at full shared services. Therefore this action will not be progressed further.</p> <p>A review of Parking Supervisors is taking place following discussions with the Partner Authorities. A proposed structure has been developed by the Parking Manager which has been approved by Corporate Management Team.</p>	<p>The recruitment process is underway to replace the Parking Services Manager. A timeframe for the review is currently being developed in consultation with Human Resources.</p>	Elaine Bird	Community Safety & Regulatory Services - Cllr Bill Liquorish
KA 05.03 Implement outcomes of Contracted Services Review	2. Amber	<p>A draft structure has been prepared and discussed with the Corporate Management Team. Further work identified.</p>	<p>Agree implementation plan when structure is approved.</p>	Matt Bradford	Finance / Assets & Development

## Appendix A

(MONTHLY PROJECT)					Planning - Cllr Phil King Environment & Waste - Cllr Paul Bremner
KA 05.04 Implement outcomes of Building Control Service Review (MONTHLY PROJECT)	1. Green	The Local Authority Building Control (LABC) Review of the service area has been completed. Emerging findings were fed back to the Corporate Director for Community Services and Section 151 Officer by LABC on 5th September. These findings were communicated to the Building Control Team and the Development Services Manager on 18th September.	Detailed LABC report to be delivered by 7th October. The LABC report is being discussed by the Corporate Management Team on 8th October. The Building Control Team will be briefed on the detailed report by end of October 14. The Project Sponsor is to give steer on direction of the next phase of the review based on findings and recommendations of detailed LABC report.	Jenny Stephens	Finance / Assets & Development Planning - Cllr Phil King
KA 05.05 Implement outcomes of Human Resources Service Review (MONTHLY PROJECT)	1. Green	Final documentation to be drawn up and communications to be issued to advise recruiting managers of the new recruitment and selection process. A Service Manager briefing on the draft changes to the Recruitment & Selection process prior to trial and launch of new process took place on 12th August. Key information continues to be simplified and made easier to access such as organisational charts and the annual leave calculator going on the intranet.	Work is ongoing to review the order of process redesign in line with changes to the HR Calendar and restructures. A review of the sickness absence process and organisational restructure process will be completed by the end of October. The implications of the payroll project plan upon the HR service review will need to be assessed at the end of October. Redesign of the sickness and organisational restructure process will be completed by the end of December.	Kate Frow	Corporate Services - Cllr Paul Dann
KA 05.06 Implement outcomes of Finance Service Review (MONTHLY PROJECT)	2. Amber	Work on the action plan has been completed, discussion with team, and a separate discussion with the Head of Financial Services has taken place. A review of timescales has taken place following absence of a critical member of the team. Some actions have now been completed on business process changes.	Continued implementation based on action plan.	Kirsty Cowell	Finance / Assets & Development Planning - Cllr Phil King
KA 05.07 Implement outcomes of ICT Service	1. Green	Work has been undertaken to complete the handover of relevant elements of the ICT	Evaluate Corporate Database and Application Administrator role during	Chris James	Corporate Services - Cllr

## Appendix A

Review (MONTHLY PROJECT)		<p>systems administrator role to the finance team.</p> <p>The Analyst / Programmer role has been reviewed and re-named Corporate Database and Application Administrator. This will need to be re-evaluated given the changes to the job description and person specification.</p> <p>Replacement Helpdesk software has been purchased and is being configured. The aim of this replacement system is to improve the customer experience when logging/updating jobs and promote self help.</p> <p>A single revised set of Job Description and Person Specification for the ICT Helpdesk role has been created and an additional ICT Helpdesk post has been advertised internally.</p>	<p>October.</p> <p>Complete the configuration of the new helpdesk system, promote and rollout and ICT during October.</p> <p>Recruit to additional ICT Helpdesk post.</p>		Paul Dann
KA 05.08 Consider and implement recommendations identified by the IRRV service review of the Revenues and Benefits Partnership	2. Amber	<p>New Head of Partnership in post. HDC are piloting a new approach to customer services on behalf of the partnership. The pilot has been completed and included locating partnership staff on the counter at the Symington Building one from benefits, council tax and recovery. This pilot finished on 26th September 2014.</p> <p>Revised staffing structure for consultation has been agreed and all job descriptions prepared for job evaluation.</p>	<p>Focus on phase 1 recommendation. Report on customer service pilot. Commence consultation with staff on revised structure. The new Head of Partnership will consolidate all projects/service review recommendations to one overall programme plan.</p>	Leigh Butler	Corporate Services - Cllr Paul Dann
KA 05.09 Implement the Customer Services Strategy	1. Green	<p>On-going work for the redesign of the website.</p>	<p>Continue to expand the range of face to face services provided as appropriate and in conjunction with migration of services. Re-communicate service Customer Care Standards across the Council to ensure they</p>	Rachael Felts	Corporate Services - Cllr Paul Dann

## Appendix A

			are embedded within all service areas. Carryout face to face customer survey during November to gather satisfaction levels.		
KA 05.10 & KA 05.12 Support and promote Channel Shift to customers and continue migration of services (MONTHLY PROJECT)	2. Amber	An initial migration meeting was held with the Harborough Homeseach team at the end of August 2014 and draft scripts and workflows have been produced. A drop-in workshop was held with Service Managers on 30th September to prepare scripting for key services and a findings report has been produced.	Following the workshop with service managers, a meeting has been arranged for 23rd October for HDC and Charnwood BC to consider the findings report to prepare and plan future scripting for key services. Building upon current Contracted Services scripts to include how to apply for an allotment are on hold until January 2015.	Rachael Felts	Corporate Services - Cllr Paul Dann
KA 05.11 Extend range of transactional services available to customers via the internet	1. Green	See KA 04.04	See KA 04.04	Rachael Felts	Corporate Services - Cllr Paul Dann
KA 05.13 Implement E-procurement (launch and corporate application) (MONTHLY PROJECT)	3. Red	The test system has been set up and an initial overview of training has been completed. The testing programme has been completed, and documentation including training documents have been produced.	Implement on live server and roll out to teams. Further 1:1 user training planned to resume during October. Post implementation review to take place.	Kirsty Cowell	Finance / Assets & Development Planning - Cllr Phil King
KA 05.14 Investigate the options for the procurement of the waste collection service to enable an evaluation of the respective benefits of the possible joint and sole procurement options	1. Green	See KA 05.15	See KA 05.15	Matt Bradford	Environment & Waste - Cllr Paul Bremner Finance / Assets & Development Planning - Cllr Phil King
KA 05.15 Develop an Implementation Plan for commissioning the Environmental Services contract (MONTHLY PROJECT)	1. Green	An initial Project Board meeting has been held and Terms Of Reference have been agreed. Changes to "18 month" clause with FCC have been agreed and signed off. Finalise dates for reports on the forward plan. Initial Report on Value For Money has been received.	Draft Variation/Extension Order 1st Draft Variation/Extension Order 2nd Draft Sign off Variation Order All to be completed by end November 14.	Matt Bradford	Environment & Waste - Cllr Paul Bremner Finance / Assets & Development Planning - Cllr

## Appendix A

		Receive extension options from FCC. Value For Money work has been undertaken HDC consideration of extension options. Draft Exec Report for Executive meeting on 2 <sup>nd</sup> October.			Phil King
KA 05.16 Promote and expand the Trade Waste service	1. Green	Waste audits completed for many businesses. A draft consultants report on the trade waste service has been received (awaiting final version).	Refresh of Business Plan by March 2015	Matt Bradford	Environment & Waste - Cllr Paul Bremner
KA 05.17 Review and implement the Parking Strategy	1. Green	Officers have been in discussion with potential consultants who are able to undertake this piece of work to obtain approximate costs and timescales for carrying out the work. Other District Councils in Leicestershire are also looking to renew their car parking strategy and there is the potential to undertake a joint approach depending on the timeframes for the work to be undertaken by all parties. Discussions are underway with relevant authorities and the scoping report will be developed. Discussions have been undertaken with the Service Manager for Commissioning with regards the procurement process. A draft proposal went to the Strategy Board in June.	One other Leicestershire District Council is interested in undertaking a joint procurement process and currently waiting for confirmation they are satisfied with the scoping report. Discussions have taken place with the Commissioning Manager regarding the procurement process.	Elaine Bird	Finance / Assets & Development Planning - Cllr Phil King
KA 05.18 Manage all contracts in line with Best Practice Guidance	1. Green	The Integrated Environmental Services Contract is managed in accordance with Chartered Institute of Procurement and Supply Best Practice with the monthly completion of service specific KPI's and the Quarterly use of the Contractors Scorecard. A compressive list of KPI's are collected in relation to Leisure Provision, although the Contractors Scorecard has get to be implemented. This will be	Roll out methodology to Leisure and Pest Control Contracts. Share methodology with Service Managers as per Management of Contracts audit (Service Manager Session to be arranged)	Matt Bradford	Finance / Assets & Development Planning - Cllr Phil King

## Appendix A

		completed prior to end Dec 14.			
KA 05.19 Implement a corporate commissioning plan	1. Green	Commissioning Plan is up to date; progress on all actions satisfactory. The following actions are not included as Team Plan actions as they emerged this quarter: 1. Procurement of ISP provider 2. Procurement of Viability Assessment Consultancy 3. Procurement of Elections Software.	Maintain Commissioning Plan and implement; respond to new requests and actions as they emerge.	Jonathan Ward Langman	Finance / Assets & Development Planning - Cllr Phil King
KA 06.01 Manage assets through the Corporate Property Strategy and implement the outcomes of the Asset Review	2. Amber	Office lettings are progressing with agreements reached with job Centre Plus, Citizens Advice Bureau, Leicestershire County Council including additional 10 desks. We have secured Swanswell, Royal British Legion, Prospects, Harborough District Children's and Young Peoples Charity. Discussions are ongoing with the Probation Service who have utilised the building on a few occasions with the closure of the Police Station, and an enquiry for additional accommodation within customer service from the Citizens Advice Bureau. Retail lettings are complete with unit 3 having opened in July 2014 and fit out of Units 1 & 2 progressing being subject to delays from the retailer. The sale of Lutterworth Service Shop due for completion 09/07/2014 and draft lease issued to prospective tenant for Doddridge Road. New working practices including hot desking embedded within the organisation. Disposals, Acquisitions and Community Asset Transfer Policies drafted and have been considered by a Scrutiny Task Panel with the matter due to be considered by Executive in November 2014. Market has	Asset Register Consolidation is due for completion by December 2014. Once the Register is established the next phase of the asset review will commence including condition surveys and suitability assessments. Performance indicators will be developed.	Mark Perris	Finance / Assets & Development Planning - Cllr Phil King

## Appendix A

		been redeveloped and new lettings secured for the opening.			
KA 06.02 Develop and deliver a Market Hall Strategy and Market Improvement Plan and maximise commercial benefits	1. Green	The Market opened in April 2014. Occupancy levels are ahead of business case with only three permanent stalls still to be let. Success in attracting vintage and retro market on Wednesday to boost day stall occupancy.	Continued marketing of day stall for Thursday Market. Appointment of Market Management Partner will deliver co-ordinated marketing activity for the Square and the Market Hall	Simon Riley	Finance / Assets & Development Planning - Cllr Phil King
KA 06.03 Manage revenue & capital budgets efficiently	2. Amber	Quarter 1 Financial Monitoring was presented to the Executive on 1 September. The first quarter reports incorporate services expectations that the budget will be spent and that savings are unlikely to be made.	Quarter 2 budget report including an outturn forecast is due to be prepared for an Executive meeting on 1/12/2014.	Kirsty Cowell	Finance / Assets & Development Planning - Cllr Phil King
KA 06.04 Implement the Workforce Strategy	1. Green	Managing in a political environment - managers and appropriate staff have been encouraged to undertake this module of e-learning to explore amongst other areas emotional intelligence and better understanding of Members priorities in order to increase staff awareness of these areas and contribute to the customer responsiveness agenda. HR topical sessions - the team have been delivering a range of bite size management and team leader training on topics such as managing difficult conversations. Internal customers were asked to put forward suggestions of topics according to their needs. These are monthly ongoing sessions. Scoping the T's and C's review - a scoping document was prepared and discussed at Strategy Board. The terms and conditions review will go to either Council or an Employment Committee for decision. Benchmarking is underway and additional	Assessing the need for an HDC focus group - this work is ongoing but first indications from a variety of groups suggests a single group would be effective. Review of new ways of working in The Symington Building - discussion about neighbourhood moves is taking place 9th Sept at Service Managers, managers have been asked to bring together their responses to how they will change their services following the customer responsiveness training and time spent in customer services face to face. Progress will be checked at the mid year appraisal. Mop up sessions for absent employees and recent new starters for the Customer Responsiveness Workshop has been planned. Drafting the new induction programme - this is to be used as a project identified for the project management training and should be delivered in February 2015, Delivery of the TL development programme - all pre work has been completed and the programme started on	Kate Frow	Corporate Services - Cllr Paul Dann

	<p>information has been sought from independent external advisors on pay and benefits. Briefings on development vs training - the team have briefed managers on the focus for development of staff rather than attending training courses. As many staff are already qualified or skilled in their post, the focus on their personal development and behaviours is key to the culture and customer responsiveness. Flexible working briefings - new starters requesting flexible working arrangements concerning hours or working locations are seeking further information on this subject which is carried out through discussion with HR.</p> <p>R&amp;S training for members - this training is being revised to ensure it is reflective of the Member audience and will link to the constitutional review. To take place on 29th September. This date was changed to August and a small number were able to attend.</p> <p>Preparing a change policy - we currently have an organisational change policy which is being reviewed. It will require consultation with Unison in Q2.</p> <p>Workforce planning action plan preparation - this work has been moved to Q3 now to enable the terms and conditions review to be brought forward. Manager accountability framework - this framework has been drafted and sent to Service Managers for comment. CMT have discussed its application in the workplace. Team Leader Development Programme - this has been designed and delivery of this programme will take place in Q2. Mop up</p>	<p>11th September concluding March 2015. There may be need to run the programme again due to demand. Health promotion - working with Caroline Wetherall looking into key issues such as stress, mental health. Various events are being planned to raise awareness including promotion of the existing Employee Assistance Programme and on line resources. Consultation regarding the change policy - this work is to begin at Service Managers level to seek views and input for a revised policy/ process. Another R&amp;S training for members needs to be arranged. Terms and conditions report to be sent to the newly formed Employment Committee.</p>		
--	--	---	--	--

## Appendix A

		<p>sessions for absent employees and recent new starters for the Customer Responsiveness Workshop has been planned. The training needs analysis has been analysed and (which stem from appraisals) in light of the focus on development. This was undertaken in August and consultation on the content with Service Managers members was necessary. All managers met with HR to discuss needs which queries had identified. Responses are awaited from some managers before their teams training needs can be finally agreed. All others have been approved. Application of the manager accountability framework. This was communicated to Service Managers and CMT in August.</p>			
<p>KA 06.05 Implement the Culture Change Programme (PROJECT)</p>	<p>1. Green</p>	<p>Q1 Delivery of Customer Responsiveness Workshop - this has been delivered and will now be moved to a quarterly session for new starters and those unable to attend due to workplace absence. Feedback from these sessions has been given to Service Managers for appropriate action. There will be follow up on individuals actions from these sessions and all staff and teams through team plans or appraisals are required to consider what changes they will make in their work to further embed this culture. Managing in a political environment - this e-learning module is available to staff and actively being promoted. Whilst not mandatory this module contains useful information connected to the changing culture at HDC. HR topical sessions - these are aimed at people managers and take place monthly.</p>	<p>Delivery of communications for change - this will be a workshop to further educate people managers to engage with change and support cultural change. Sept 2014 HDC focus group - to assess the need for an HDC focus group as part of employee engagement. Researching the mechanism to establish this group in line with legislation. New induction programme - this to be drafted and include feedback gathered. This will link to the revised recruitment and selection process and become more electronic. This is to be delivered as a project through the project management training. Anticipated completion date February 2015. TL development programme - the first programme will be delivered from 11th September, finishing March 2015 over the year and may need to be rolled out again the following year. Health promotion, embedding</p>	<p>Kate Frow</p>	<p>Corporate Services - Cllr Paul Dann</p>

	<p>They can be tailored to managers needs and have so far covered key topics such as managing difficult conversations, annual leave and time off. This is part of the education of people managers and the HR service changing to fit with a modern culture. The next session will be on communication for change. Scoping the T's and C's review - a scoping document was prepared and discussed at Strategy Board. The terms and conditions review will go to Council or an Employment Committee for decision. Benchmarking is underway and additional information has been sought from independent external advisors on pay and benefits. Briefings on development vs training - - the team have briefed managers on the focus for development of staff rather than attending training courses. As many staff are already qualified or skilled in their post, the focus on their personal development and behaviours is key to the culture and customer responsiveness.</p> <p>Culture change briefings - Service Managers have been asked to prepare and discuss with their teams the culture change paper to ensure consistent understanding. HR will follow up with Service Managers using a bite size training session to refresh knowledge of culture change and communication for change - Sept and Oct.</p> <p>STAR awards - this event was held on 4th June. More nominations were received this year. Members played a key role in the process and staff, including the Values Team, was vital to the event's success. After 2 awards ceremonies, the event will</p>	<p>values - to support employee engagement, responding to staff surveys and to embed culture change there will be a focus on the established organisational values and a focus on staff wellbeing. This will link to the work being undertaken with the Corporate Health and Safety Officer. November 2014. Promotion of the STAR award event is ongoing encouraging staff to use the nomination mechanisms. An event for December is being planned to refresh staff awareness.</p>		
--	--	---	--	--

## Appendix A

		be reviewed in Q4, the categories reviewed and the date for the next ceremony. flexible working briefings - new starters requesting flexible working arrangements concerning hours or working locations are seeking further information on this subject which is carried out through discussion with HR. R&S training for members - this training is being revised to ensure it is reflective of the Member audience and will link to the constitutional review. This was scheduled for 29th September and was carried out on 18th August. This was a short session to cover the essential legal compliance behind recruitment and selection. October 2014, through discussion the first responses suggest a single group would prove effective. Review of new ways of working after staff have had time to become familiar with the changed working environment in The Symington Building. This is scheduled for discussion at CMT/ Service Managers in September. This will form part of the discussion during mid year appraisals.			
KA 07.01 Provide efficient and effective training for Members, particularly to promote their roles as community leaders (PROJECT)	2. Amber	Some training planned with members on planning and licensing. Discussions with East Midlands Councils on funded training. Discussion with portfolio holder on establishment of a member development panel. Draft member training plan for 2014-2015 produced	It was agreed on 2 <sup>nd</sup> October to set up a formal Member Development Panel. This will review the draft Member training plan. Continue to identify possible resources and opportunities for member development. Delivery of planning and licensing training.	Beth Murgatroyd	Corporate Services - Cllr Paul Dann
KA 07.02 Conduct European Parliamentary Elections	4. Complete	Elections successfully completed.		Richard Ellis	Corporate Services - Cllr Paul Dann
KA 07.03 Implement	1. Green	IER went 'live' on 10th June 2014 - All new	Annual canvass to be carried out in	Richard Ellis	Corporate

## Appendix A

Individual Electoral Registration		application being processed through IER. HDC 'live run' of data from existing register of electors to national hub (IER Digital service) for data matching carried out 3rd July 2014. Confirmation letters sent to 85% of electors who match and are carried forward to IER register. Household Enquiry Forms (HEFs) sent out to empty properties All electors who did not match have been sent an Invitation to Register (ITR)	November to December 2014 to confirm a form has been received from all electors not matched in the live run.		Services - Cllr Paul Dann
KA 07.04 Conduct Neighbourhood Plan Referenda	1. Green	Date for Billesdon Neighbourhood Plan Referendum agreed (18th September 2014) Arrangements in place for poll	Referendum to take place - 18th September 2014 Result announced.	Richard Ellis	Corporate Services - Cllr Paul Dann
KA 07.05 Prepare for Single Fraud Investigatory Service	1. Green	HBBC lead authority for the partnership have been working alongside Leicester City Council and Districts within Leicestershire in submitting a bid for DCLG funding to support a corporate fraud arrangement.	Waiting decision from DCLG on whether bid submitted by Leicester City Council.	Leigh Butler	Corporate Services - Cllr Paul Dann
KA 07.06 Ensure that policies and procedures for safeguarding adults and children are effectively implemented	1. Green	The revised e-learning module for Safeguarding Children and Vulnerable Adults has been rolled out to all staff with deadline for completion in early September. On-going promotion of safeguarding responsibilities through "Meet the Team" DSO focus in September Core briefings On-going DSO monitoring meetings have taken place as scheduled. County DSO support meeting resumed with HDC as first Host. Actions relating to clarity on reporting criteria for adult social care raised with LSCB/SAB officers for response. New DSO recruited from Revs and Bens - to ensure Hinckley based DSO. To track those who have not completed the module and through their line management express the importance of undertaking the	Monitor completion of revised e-learning safeguarding module. Consider the application of safeguarding behavioural competencies alongside the review of our existing competencies. Incorporate quarterly standardised reporting to LSCB/SAB under new requirements via DIG group on behalf of all Districts/Boroughs - drawn from DSO quarterly monitoring meetings - December	Tom Day Kate Frow	Corporate Services - Cllr Paul Dann

## Appendix A

		learning.			
KA 07.07 Ensure procurement is compliant with statutory obligations, including new EU procurement directives, and HDC Procurement SORP	1. Green	All procurement this quarter compliant; review of SORP to be considered by Constitutional Review Committee later this year. This requires effective management of procurement activities on a case-by-case basis.	Ongoing compliant procurement through ongoing monitoring, advice to colleagues and management of procurements as appropriate.	Jonathan Ward Langman	Finance / Assets & Development Planning - Cllr Phil King
KA 07.08 Continue to embed equality and diversity considerations throughout the organisation	1. Green	The Corporate Equality Group meetings are developing well. One meeting has been held this quarter and the forward plan is being used to identify areas which require equality analyses. The Learning Pool Equality module has been rolled out as a compulsory module for all staff to complete. The Human Resources department are monitoring non compliance. The changes to the Member Equality module are awaiting update and will then be ready for roll out. Progress is being made to update the Equality Analysis module. Four members of staff have been trained by the Alzheimer's society as Dementia Friends Champions and a programme is underway to run awareness raising sessions across the District.	Once the Members Equality module has had the updates made it will then be rolled out. The amendments to the Equality Analysis module will be finalised and hopefully updated on the system by the next quarter. Further work will take place to increase awareness of dementia across the District to try and help create a more dementia friendly community.	Richard Ellis	Corporate Services - Cllr Paul Dann
KA 07.09 Review of Constitution and delegations (PROJECT)	1. Green	The review of the constitution is on-going. An all-member workshop was held on 4 September 2014 which reviewed the proposals for Senior Officer recruitment, planning call-in, Member/Officer protocol. In addition proposals regarding changes to the Scheme of Delegation for Council functions, Access to Information Rules and Planning Code of Practice were considered. The comments were to be	Following consideration of the proposals by members a report is to be considered by the Constitutional Review Committee on 23 October 2014. A further All member workshop is to be held on 17 November 2014. Any recommendations for amendments to the constitution will be referred to Council for consideration and adoption. Members have indicated that a revised constitution should be adopted and	Verina Wenham	Corporate Services - Cllr Paul Dann

## Appendix A

		referred to the Constitutional Review Committee on 23 October 2014. Delegations to officers will be reviewed and included within the report to the next all member workshop.	published in time for the new council term starting in May 2015.		
KA 07.10 Develop an accountability framework to deliver improved internal control and assurance	4. Complete	This framework has been drafted and comments have been sought from Service Managers and CMT. CMT have considered how it is to be applied in the first instance.	To draft communication to the relevant managers as to how this framework will be applied and to launch it.	Kate Frow	Corporate Services - Cllr Paul Dann
KA 08.01 Work closely with businesses in the District to assist them in compliance with relevant planning and environmental legislation through the Better Business for All scheme	1. Green	The Environmental Health Officers and the Business Support Manager have met to discuss the Better Business for All programme and inclusion on the Harborough Business newsletter. BBFA and Regulatory Services Manager to attend the Business Breakfast event in July. The Leicestershire Regulatory Services Partnership are currently finalising the service standards for the Regulators Code. Draft BBFA performance indicators have been developed to demonstrate compliance with the Code. Draft work programme and document for evidence for compliance with the Code developed.	Hold a briefing session with Managers / Team Leaders of each internal regulator and develop a self assessment checklist for auditing purposes. Finalise the Service Standards with the Regulatory Services Partnership. Finalise the revised Enforcement Policy inline with the requirements of the Code. Update the website to reflect the requirements of the code.	Elaine Bird Adrian Eastwood	Economic Prosperity - Cllr Blake Pain (Leader)
KA 08.02 Further develop the roll out of our procurement strategy and its focus on local business support	1. Green	Web pages updated; supplier list set up. Engagement with local providers through Chamber of Commerce now confirmed.	Follow up engagement events via Chamber of Commerce. Promotion of procurement policy and procedures to suppliers via email/internet.	Jonathan Ward Langman	Economic Prosperity - Cllr Blake Pain (Leader)
KA 09.01 Deliver Open For Business action plan including Leader's Business Board, lobbying and advocacy of place through effective relationship management	1. Green	Delivery against Open for Business Plan is on target; Events and seminars are being delivered in conjunction with local partners to support the local business community. The Business Leaders Panel is yet to meet but dates are currently being organised. Advocacy of place is on-going with our	To continue to develop our offer to the local business community and advertise through our partners. Develop projects in line with our Open for Business plan and other local strategies to help deliver added value to local economy and keep partners on-board and up to date throughout.	Steve Pointer	Economic Prosperity - Cllr Blake Pain (Leader)

## Appendix A

		work with Leicestershire Promotions, the Derby, Nottingham and Leicestershire Chamber of Commerce and the Leicestershire Local Enterprise Partnership			
KA 09.02 Ensure full participation in LLEP programmes	1. Green	On-going involvement with several LLEP programmes at officer and senior officer level. Continued dialogue with LLEP and joint events to advertise their programmes. Aided development of LLEP initiatives such as Business Survey and other LLEP backed projects such as the LEADER application and broadband projects	To continue dialogue and involvement with LLEP programmes. To identify key projects and develop those to be ready for funding in time for when LLEP funding streams come on-line.	Steve Pointer	Economic Prosperity - Cllr Blake Pain (Leader)
KA 09.03 Enhance the development, roll out and reach of the Harborough Innovation Centre to ensure that it is the first port of call for business support and maximise the opportunities Oxford Innovation can provide through Growth Accelerator.	1. Green	All targets for Harborough Innovation Centre identified in relation to this Key action have been met and exceeded. Events, seminars and workshops continued to be held at the Innovation centre and SPARK 2015 being considered. Continued joint working with Oxford Innovations looking at how we can leverage the HIC to enable further growth within the economy.	Continue to use the HIC for business event and seminars for the local business community. Continue to advertise the presence of HIC and the facilities it has on offer and services it provides to the wider business community. Develop links/ working agreement between the LLEP growth hub and the HIC, make sure they are complimentary and not competitive	Steve Pointer	Economic Prosperity - Cllr Blake Pain (Leader)
KA 09.04 Develop the 'Harborough Blueprint' implementation plan with the Tourism Partnership and Leicestershire Promotions	1. Green	Market Harborough Development of Visitor Interpretation Panels put on hold due to poor design and giving the wrong message for Market Harborough. Meeting of key organisers has been arranged for mid October to bring everyone around the table and identify an agreed way forward. Town Guides on hold until Visitor Interpretation panels have been agreed Foxton Project on-going Lutterworth Discussions taking place with Town Council and Museum Trustees to look at moving the museum to a town centre location as well as looking at potential premises for this	Market Harborough Hold meeting of key stakeholders and approve final draft of VIP's, confirm locations and seek approval for installation and planning Approve final Town Centre Guide Foxton Award interpretation and digital contracts - ensuring the contractors works dovetails together Review Wi-Fi requirements and look at alternative options available Lutterworth Ensure ongoing dialogue between Town Council and Museum Trustee's. Support where possible the process of seeking alternative accommodation	Steve Pointer	Economic Prosperity - Cllr Blake Pain (Leader)

## Appendix A

<p>KA 09.05 Review town centre management approach with Market Harborough and Lutterworth as part of Open for Business</p>	<p>1. Green</p>	<p>Town Centre management approach under review from Jan 15 to look at developing Town Centre Strategy and bringing all stakeholders together to see what we want the future of the Town Centre to be and how we can deliver against these aims. Consultation event scheduled for Feb 2015 to hear local business thoughts links developed and procedure firmed up for interaction with Market place Europe and what their responsibilities are with in the Town Centre</p>	<p>Continue to plan for delivery of Xmas lights and late night Shopping Plan for consultation event in Feb 15</p>	<p>Steve Pointer</p>	<p>Economic Prosperity - Cllr Blake Pain (Leader)</p>
<p>KA 09.06 LLEP and Magna Park support for a specific 'Centre of Excellence' approach to leveraging the business benefits of Magna Park activity in the district in line with intervention strategy</p>	<p>2. Amber</p>	<p>Centre of Excellence identified within Magna Park planning proposal in the form of a University Technical College</p>	<p>Continue to provide support when requested</p>	<p>Steve Pointer</p>	<p>Economic Prosperity - Cllr Blake Pain (Leader)</p>
<p>KA 09.07 Develop and deliver a LEADER programme for rural based business</p>	<p>1. Green</p>	<p>LEADER application agreed by all partners and submitted to DEFRA on 5th Sept 14.</p>	<p>Awaiting confirmation in regards to success of application (Early Dec 14)</p>	<p>Steve Pointer</p>	<p>Economic Prosperity - Cllr Blake Pain (Leader)</p>
<p>KA 10.01 Ensure demand for broadband in Harborough is fully recognised by funders and potential suppliers</p>	<p>1. Green</p>	<p>On-going promotion of broadband to businesses and residents a like through many different communication methods, Superfast broadband launch supported by HDC and held at Three Swans in Harborough. Several Cabinets within Harborough now live due to high level of interest in the area with more planned to come forward. More discussions being had with Welland broadband group, County council and private suppliers as to how we can cover the more rural areas of</p>	<p>Continue demand stimulation locally to show suppliers of the high levels of demand we experience in the area.</p>	<p>Steve Pointer</p>	<p>Economic Prosperity - Cllr Blake Pain (Leader)</p>

## Appendix A

		Harborough			
KA 10.02 Ensure input to the deployment and roll out of the LCC/BDUK project	1. Green	Input into deployment and roll out fed into County roll out plans. Several cabinets within Harborough are now live with more planned to come forward	Continue to lobby on behalf of the more rural areas who are not currently within the rollout programme and discuss alternative methods to cover these areas with County	Steve Pointer	Economic Prosperity - Cllr Blake Pain (Leader)
KA 10.03 Ensure a solution for the hard to reach communities is developed and delivered	1. Green	Conversations on-going with LCC to discuss solutions for the hard to reach areas. Meetings attended with rural broadband providers and parishes to look at potential solutions. New Homes Bonus funding allocated to look at the potential for community solutions in some areas and to develop feasibility studies for these!	To maintain dialogue with County and local broadband stakeholder groups and developing potential options for broadband delivery within the rural areas	Steve Pointer	Economic Prosperity - Cllr Blake Pain (Leader)
KA 11.01 Deliver housing assistance to vulnerable people including disabled facilities grants and the 4 ways to warmth programme	1. Green	The funding for the 4 Ways to Warmth Programme has stopped however Officers at Harborough have been working with Colleagues at the County and Hinckley and Bosworth BC to secure funding from Public Health to continue some of the work started by the Warm Homes Officers. The Expression of Interest submitted to the DCLG Transformation Fund was successful and a bid has been submitted to develop a business case for the Light Bulb Project as well as any potential implementation costs that will emerge from the business case. The Light Bulb Project's ambition is to support people to remain independently at home by delivering integrated practical housing support, adaptations and other support through a single point of contact. Officers have been working with Partner agencies and volunteer groups to submit a bid for funding to reduce the number of excess winter deaths by working with volunteers to support vulnerable households being	Work with partner agencies to roll out the Warm Homes Officer project Develop draft Housing Renewal Strategy for consultation.	Elaine Bird	Finance / Assets & Development Planning - Cllr Phil King

## Appendix A

		discharged from hospital to go back to warm and safe homes. This bid was successful and the partner agencies are looking to roll out the programme later in the year. Funding has been made available from Public Health to finance 3 Warm Homes Officers across the County. It is anticipated that all the posts will be filled and work commenced on the project by the end of October. With regards of the renewal of the Private Sector Housing Renewal Strategy, the Grants Officer is currently undertaking a review of best practice to identify potential options for consideration in HDC's Strategy			
KA 11.02 Deliver an efficient and effective Home Improvement Agency Service	1. Green	Officers have been working with the Home Improvement Agency (HIA) to develop an improved monitoring system which enables Managers to identify issues with the progression of cases at an early stage and to identify delays which are outside of the control of either the district council or the HIA. This work feeds into the service standards to reflect the true performance of the council and the HIA. There has been a reduction in the length of time members of the public have to wait for the completion of adaptation with all referrals since April 14 meeting the target times. HDC officers and the HIA have met to develop a fixed price system for certain adaptations. This will reduce the length of time it takes to process an application for a disabled facilities grant. The proposed charging system has been developed and is currently being considered by the district council's who use the agency.	Work with the HIA to finalise the fixed price scheme Continue to work with the HIA to ensure there are no un-necessary delays in the application process for the disabled facilities grants.	Elaine Bird	Finance / Assets & Development Planning - Cllr Phil King
KA 11.03 Provide housing	1.Green	Completed the re-registration of all housing	Continuing to provide a housing options	Steve Pointer	Finance /

## Appendix A

options to those in need through Harborough Homesearch		applicants on the housing register. Provided housing options advice to those who did not qualify to join the housing register because they had sufficient financial resources to address their own housing need. The Housing Options Kiosk was installed in the Concierge area of The Symington Building enabling housing applicants to search for social rented and affordable rented properties through Harborough Home Search, and providing a search facility for Homefinder.uk.com advertising private rented accommodation available in the district and elsewhere in Leicestershire. The kiosk is available for both during and outside normal office hours. In addition completed 75 housing advice appointments.	advice service via telephone and in person. Continuing to develop the corporate and www.harborough-homes.org.uk website to provide further housing options advice providing a self help tool for those in housing need searching for accommodation in the district.		Assets & Development Planning - Cllr Phil King
KA 11.04 Work with the Health and Wellbeing partnership to support and develop a hospital to home service and effective hospital discharge protocol.	1. Green	Development of Brooklands Gardens housing has been started by Seven Locks. This facility will now be 'extra care'. We are working closely with them to help gain support from Adult Social Care to have a 'hospital to home' unit within the facility. A meeting has been arranged between Seven Locks and Adult Social Care on the 9th of October to discuss this further. Planned completion of the facility is September 2015. An expression of interest from the Districts Councils was accepted by the Transformational Challenge Fund for the Lightbulb Project. A Business Plan is currently being written and will be submitted October 2014	Work is still being done at County level around Lightbulb and hospital discharge project. The revised Better Care Fund was submitted at the end of September. We are still waiting to hear what the implications will be at a local level and what we are required to do. We will continue to work with Seven Locks to ensure the hospital to home unit is a success.	Tom Day	Community Wellbeing - Cllr James Hallam
KA 12.01 Continue to lead the implementation of the Supporting Leicestershire Families	1. Green	In August 2014 Leicestershire submitted its final claim for Payment by Results funding having achieved the required results for all the 810 Families required in Phase One. In	Continue to promote the SLF service and ensure appropriate referrals. Continue to ensure timely assessments and review. Continue to effectively manage the Locality	Ann Marie Hawkins	Community Wellbeing - Cllr James Hallam

## Appendix A

<p>(SLF) service for the Harborough District</p>		<p>view of Leicestershire's success it has been invited to become an 'early starter' for phase 2 starting in September 2014 which has a much broader focus which aligns with the approach Leicestershire has taken from the onset. 400, 000 families have been identified nationally and the national Troubled Families Unit (TFU) estimated that Leicestershire's share will be 2790 families over a five year programme (419 by March 2015). Phase Two will draw outcomes for families from a range of families, including SLF. A full cost/benefit exercise is being undertaken on SLF cases through the collation of data from partners and other agencies. This is done using a cost benefit calculator tool provided by the TFU. Families within the service are tracked for 12 months prior to involvement through to 12 months post involvement. The first SLF cost benefit report on the first cohort of SLF families will be published in November 2014. Harborough District SLF Service is currently working with 18 families. Progress has been tracked for 19 families who have been engaged with the service for more than 12 weeks and progress is noted across such areas as school and formal education attendance and exclusions, no adults in employment and children with violent or aggressive behaviour.</p>	<p>Hub. Input into Leicestershire County Council Early Help Service (which includes the Children Centre Programme) redesign discussions. Consider the outcome of the cost/benefit review and future funding (current funding agreed to March 16).</p>		
<p>KA 12.02 Work with partners to support vulnerable families with children under 5 through the Children's Centre Programme</p>	<p>1. Green</p>	<p>The Harborough District Children's Centre Programme was inspected in July and awarded GOOD by Ofsted inspectors. HDC are a key partner within the Children's Centre Programme and LCC are the lead. The report highlighted key</p>	<p>Annual review on current projects fund through the Children's Centre Programme. Build on the feedback from the Ofsted inspection. In put into LCC review of Early Help Services.</p>	<p>Ann Marie Hawkins</p>	<p>Community Wellbeing - Cllr James Hallam</p>

## Appendix A

		<p>successes some of which include: Barriers have been successfully broken down with some of the hardest to reach families including those within the Gypsy, Roma and Traveller community, Parents are fully integrated into the life of the children's centre group, programmes are flexible and responsive to meet the needs of the target groups, the take-up of the free entitlement to early education by two-and three-year-old children is excellent, the domestic abuse project is having a positive impact on families' lives in the short time it has been running (as a result, only a small minority of victims stay with the abuser) and the group's work with young parents and pregnant teenagers is exemplary. In addition it highlighted that support from agencies for family's economic well-being is effective. For example, in the three years that it has been running the Citizens Advice Bureau referral scheme has benefitted families to the sum of over one million pounds in debt saved and benefits reclaimed. Parents spoken to were unanimous in their praise for the staff and the support that they receive.</p>			
KA 12.03 Work with partners to manage the ongoing impact of Welfare Reform	2. Amber	DWP have issued revised 'Local Support Services' documentation. Project being considered to identify organisations for signposting purposes.	Working with partners through local welfare reform group to develop forum and local event. Supporting vulnerable claimants in both housing benefit and council tax support through discretionary housing payments and council tax discretionary discount schemes.	Leigh Butler	Corporate Services - Cllr Paul Dann
KA 12.04 Conduct Council Tax Local Scheme Annual Review	2. Amber	Scheme modelling undertaken based on 20% eligibility criteria being used for Council Tax Support.	Decision on next steps - do we change.	Leigh Butler	Corporate Services - Cllr Paul Dann
KA 12.05 Work with	1. Green	National Money Advice Service is now	Offer free advice and support on debt and	Tom Day	Community

## Appendix A

<p>partners, including the voluntary sector, to respond to the needs of our older and more vulnerable residents</p>		<p>operating a fortnightly service out of the Symington Building. Services can book clients for a 1-1 appointment online via HDC. Keep Safe places. LCC have organised for all Keep Safe Places to have a secret shopper experience by members of local disability groups. HDC is a Keep Safe Place along with 7 other premises in Market Harborough and Lutterworth. Four HDC staff who work regularly with vulnerable people are now Dementia Friends Champions. Dementia Friends Champions can now provide sessions to anyone. So far staff have delivered sessions for 60 people including other HDC staff, medical professionals, schools students.</p>	<p>money management through the Money Advice Service from August 2014 - delivered in partnership with CAB. Continue to plan local support available for welfare claimants in preparation for Universal Credit (UC), which requires that Local Authorities have a local structure in place to help claimants. For example, while they transition from the current benefit system to UC, explaining the new services, advice to help them manage their money and assistance with making claims online. The UC timetable has been accelerated with nationwide rollout from February 2015. Await report from LCC on Keep Safe Places secret shopper experience. Further Dementia Friends sessions planned. Continue to carry out one to ones with the four voluntary organisations we fund to ensure we are doing all we can together to respond to the needs of our older and more vulnerable residents.</p>		<p>Wellbeing - Cllr James Hallam</p>
<p>KA 12.06 Support older people to live independently for longer and promote a range of activities to maintain physical health and wellbeing</p>	<p>1. Green</p>	<p>Walking and Boccia sessions are ongoing, with good attendance. 4 members of HDC staff are now trained as Dementia Champions to deliver Dementia Friends sessions. So far sessions have taken place within HDC and Wycliffe Medical Practice. Future sessions have been scheduled to take place in Gallone's Ice Cream Parlour, Starbucks, Waitrose, Masharani Practice and the Leisure Centres, open to staff and the public. With the increase in our ageing population within Harborough, and resulting increases in those living with Dementia this is a great way to help the district become 'Dementia Friendly'. The Mental Health subgroup is due to meet start of October, which helps address</p>	<p>Continuing to investigate the possibility of external funding for an older persons officer. Ensure the commissioning plan for 2015/16 contains activities for older adults. Working closely with Seven Locks regarding their Brooklands Gardens development to utilise the community space to put on activities to promote positive health and wellbeing.</p>	<p>Tom Day</p>	<p>Community Wellbeing - Cllr James Hallam</p>

		issues around dementia.		
--	--	-------------------------	--	--