




Appendix 7: Key Activity Quarterly Report, Quarter 1 (2024-2025)


Community Leadership to create a sense of pride and wellbeing


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.01 Continue to develop the Customer Services centre and the digital offer to improve the customer experience		In Quarter 1 - work has been ongoing to look at both new Ai in the customer services recording of calls and online forms for the licensing function.	Complete final stages of implementation of the new contact centre. Undertake staff training.	Customer Services and Engagement	Corporate


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.03 To ensure effective Strategic Communications across the District to keep residents informed of Council services and Key Activities		<p>This ongoing Key Activity is completed to date except for delivery of the engagement toolkit for staff. Key news and updates are shared with stakeholders via the council's communication channels in a timely, accurate and engaging way and links with partners and local media continue to help us to widen our reach to residents across the Harborough district.</p> <p>Followers on the council's social media profiles is growing steadily and ongoing monitoring of these shows good reach and levels of engagement of Harborough residents.</p>	<p>-Continue to deliver high-quality communication activities for key projects and initiatives, and in support of service areas and corporate plan priorities, across the Council's communication channels to stakeholders.</p> <p>- Engagement Strategy draft completed and internal consultation is taking place.</p>	Communications	Strategy

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
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KA.01.07 Implementation and monitoring of the adopted Harborough Local Plan (2011-2031)		Continued support for implementation and ongoing monitoring of the Local Plan	- Publication of the 2021-2 Authority Monitoring Report	Strategic Planning	Planning
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.09 Continue the preparation of the next Local Plan, ensuring that design codes are developed to shape the District in line with our place-shaping ambitions		Local Plan preparation remains on track and within budget. The transitional arrangements of the proposed new draft NPPF are being factored into local plan preparation, especially the likely need for the Council to move as efficiently as possible to a draft local plan regulation 19 public consultation, potentially, early in 2025. Plan preparation is well programme and project managed and it is challenging but possible to deliver this. The local plans team are working to this goal'.	Prepare strategic development options	Strategic Planning	Planning

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.11 -Preserve the heritage and conservation of the district whilst developing local communities.			Adoption of the Bitteswell Conservation Area Review and second Tranche of the Local List. Begin preparatory work on the Great Easton Conservation Area Appraisal	Strategic Planning	Planning


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.13 Review of existing council		Work on the review is ongoing with		Creating a	

property portfolio and develop plans for the use of operational assets in line with community and council needs.		reports going to cabinet in September and October 25. this Key activity will be updated in quarter 3.		sustainable environment to protect future generations; Property Team	
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.18 implement an internal transformation strategy to maximise resources and deliver efficiencies in service provision.		Productivity plan agreed and returned to Central Government. Review of HDC values is started.		Deputy Chief Executive ; ICT Services	


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.19 Develop a new Community Engagement team		Recruitment has taken place during quarter 1 for 4 posts which have been filled successfully. this includes the Community Development officer, grant administrator x 2 , Youth engagement officer		Community Services	


Promoting health and wellbeing and encouraging healthy life choices

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.02.01 Provide support for the most vulnerable in our communities, providing suitable accommodation to safeguard them from harm and provide high-quality help and advice on housing options		The housing team ongoingly provide advice and support to families in need for accommodation - work continues on the Business Case to homeless accommodation is near completion and this will be presented to CMT in September.	<ul style="list-style-type: none"> - Continue to Provide extensive training to the Housing Options Officer. - working with internal services and external housing providers to support residents with the costs of living crisis. - Recruitment of an officer to focus on the resettlement of refugees. 	Community Services	Wellbeing

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.02.02 -Deliver the Housing Strategy		Approved by Cabinet in March and the		Regulatory Services	

action plan.		action plan is now being implemented.			
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.02.03 Develop leisure facilities through the investment in Leisure centres & other facilities		the work on both leisure centres still remains on track with Lutterworth leisure centre will be opening at the end of September with a launch being planned. Market Harborough remains on track to be opened on December as planned.		Community Services	


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.02.05 To identify and address key issues of crime and disorder through the community safety partnership and the use of statutory tools and powers		CSP Action Plan agreed. Stakeholders event held for parishes and agencies. Livestock worrying campaign April, Respect and Tolerate/Lighter Nights May, Op Sceptre (police) Summer campaign including Euros and DA June-August. CSP vehicle used by police and CS Team. Motorcycle/off road vehicle warning signs deployed to Wellington Place and Scraftoft Re-deployable cameras moved to two hotspot areas.	Campaigns Lighter Nights National Stalking Week Knife Crime Awareness – Op Sceptre Safer Summer (from June) Stakeholders event in June Scrutiny June.	Environmental Services and Community Safety	Wellbeing


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.02.07 Provision of a sustainable		Quarter 1 work continues to review the	- Continue marketing of	Lifeline	Wellbeing

control room delivering services across Harborough District		service.	service.		
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Creating a sustainable environment to protect future generations

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.03.01 Reduce environmental crime through promoting a cleaner, greener environment using education and enforcement		Continue to deliver education and patrols through our enforcement officer working with the community and parishes.] Fly tipping is slightly lower than this time last year. Littering campaign is being organised between Harborough and other councils to tackle the A5 firstly, then will be expanded further on main roads.	- Continue the work on our successful campaigns. - Work with other districts on campaigns - Work with parishes and other organisations	Environmental Services and Community Safety	Environment and Climate Change


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.03.02 Prepare for the procurement of Refuse, Recycling, Garden Waste, Street & Grounds maintenance, ensuring that the services, meets new requirements from Government Such as Weekly Food Waste implementation from April 2026.		Consultant now on board for several phases of work. The procurement of the wider contract as per this indicator will start in 2025, this will give us 18 months to 24 months to go through procurement for a start date of April 1st 2027.	1. Legal Enquiries	Environmental Services and Community Safety	Environment and Climate Change


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.03.05 Continue to deliver Council activities & initiatives to be net zero by		Inventory of Emissions draft completed	Draft reports to be completed with comments and published	Corporate Services	Environment and Climate Change

2030		<p>HIC Solar is complete</p> <p>Leisure capital investment is underway - environmental improvements to be included.</p> <p>Individual projects for Scope 1 and 2 - Action plan is updated.</p> <p>Internal Audit has been completed and new led on the officer group</p>	<p>on website by end 2023.</p> <p>Detailed approach to decarbonising HDC Scope 1 and 2 emissions being prepared</p>		
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.03.07 Harborough District council will be a community leader for change towards a greener and more sustainable Harborough District		<p>We were successful in achieving a gold for both East Midlands in Bloom and Britain in Bloom.</p> <p>90 trees to be planted by this winter to replace and add to our stock.</p>	<ol style="list-style-type: none"> 1. Additional tree planting 2. New locations for wildflowers 3. Options to revamp the old greens at Welland Park (Community Orchard) 4. Planting at other parks to be re-evaluated 	Environmental Services and Community Safety	


Supporting businesses and residents to deliver a prosperous local economy

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.04.01 Ensure that Harborough District's towns, villages and rural areas remain attractive and vibrant places to live, work invest and visit		<p>We continue to promote the district via our visit and invest in harborough marketing platforms, including social media, electronic signage, websites and newsletters.</p> <p>We are using UKSPF funds to improve both town centres and the 4 villages.</p>	<ul style="list-style-type: none"> - Start rolling out a programme of investment through the UK Shared Prosperity Fund, including Active Travel and town centre improvements. - Submit plans for the Government's Rural England Prosperity Funding to support Harborough District's rural areas. 	Economic Development	Finance

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.04.02 Ensure that we support new and existing businesses with Harborough District to be as successful as they can be		<p>UKSPF final year of delivery of this project, and continued work to support businesses with newsletters advice and guidance and work is underway on the comedy festival for the autumn period 2024.</p>	<ul style="list-style-type: none"> - Develop plans for the Rural England Prosperity Fund to support rural businesses and communities within Harborough District. - Developing new business grants scheme and comprehensive business support offer, as part of our UK Shared Prosperity Fund programme. 	Economic Development	Finance

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.04.03 Ensure that Harborough		Job Clubs - MH - 21 May, Lutt - 7 June,	- Develop detailed plans for	Economic	Finance

District residents (particularly young people), can gain access to the education, training, and skills they require to obtain high-quality employment and careers to help them meet their potential and live a fulfilling life		MH - 27 June and Lutt - 2 August	the UK Shared Prosperity Fund to support District residents gaining skills and employment, (ideally for implementation in 2023/24 and 2024/25).. - Continue to support and develop Job Fairs in both towns and the Lutterworth Job Club, in conjunction with partners. - Continue to support school careers events and share good practice between schools.	Development	
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.04.04 Review and revise the Economic Development Strategy to ensure it is fit for purpose in the current climate		Final draft to the ED strategy is now starting consultation with Parish council and the community with the aim to take it to Cabinet in October for sign off	- Detailed work to review and develop a new Economic Development Strategy for the District is planned for late 2022/ early 2023.	Economic Development	Finance