





Appendix 6 Key Activity Quarterly Report (July – Sept Q2 2023/24)

Key


Action Status Key

	Red (Planned actions have not been achieved or have missed their target date. Issues now impacting on delivery or expected outcomes).
	Amber (Most actions completed. Some issues recognised which may impact on delivery or expected outcomes).
	Green (Planned actions completed, project on track. There are no known issues).
	Completed


Summary


		
1	3	27

Community Leadership to create a sense of pride and wellbeing


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.01 Improve and enhance the future delivery of Customer Services		New contact centre project successfully implemented as per project plan providing a modern contact centre, live webchat functions and improved reporting. Work is ongoing to embed the new	Complete final stages of implementation of the new contact centre. Undertake staff training.	Customer Services and Engagement	Corporate

		services and work will be undertaken over the next months to look at ways to further enhance the delivery of the service			
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.02 Continue to Increase the digitalisation of services		Work so far in quarters 1 and 2 has been to establish a role out of the webforms and pages across the organisation so that there is continuous improvements to our online offer of services.	Initial working completed re the development of online licensing forms within Netcall. Ongoing monitoring and review of current/new online forms through customer feedback. Continue with the re-engineering and redesign of the Council's website.	Customer Services and Engagement	Corporate

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.03 To ensure effective Strategic Communications across the District to keep residents informed of Council services and Key Activities		This ongoing Key Activity is completed to date 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. Followers on the council's social	-Continue to deliver high-quality communication activities for key projects and initiatives, and in support of service areas and corporate plan priorities, across the Council's communication channels to stakeholders. - Engagement Strategy draft completed and internal consultation is taking place.	Communications	Strategy


		media profiles is growing steadily and ongoing monitoring of these shows good reach and levels of engagement of Harborough residents.			
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.04 Investment in community facilities through the Section 106 process		<p>At the most recent Cabinet Sub Committee it was agreed that the new Chair for this group would be Cllr Knowles</p> <p>The committee reviewed 4 applications and the approvals from 27th September Meeting are as follows</p> <ul style="list-style-type: none"> • 001 – S106 R2 2023/24 Ullesthorpe Village Memorial - Unanimously agreed to support in full • 002 – S106 R2 2023/24 North Kilworth Parish Council Unanimously agreed to support in full • 003 – S106 R2 2023/24 Kibworth Beauchamp Parish Council Unanimously agreed to support in part 	2023 contributions at risk. Balances not provided to Parishes.	Community Partnerships	Wellbeing

		• 004 – S106 R2 2023/24 Kibworth Scouts and Guides Unanimously agreed to support in part		
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.05 To identify and address key issues of crime and disorder through the community safety partnership and the use of statutory tools and powers		<p>Part-time Community Safety Officer recruited.</p> <p>Three Year Plan went to Cabinet in Qtr 2 and CS Action plan went to Scrutiny..</p> <p>Campaigns :</p> <p>Safer summer - including 4 x safer summer in person events across District.</p> <p>Rural Crime event planned for November and invites sent.</p>	<p>Community Safety Vehicle has been purchased and will start to be used once it has livery completed.</p> <p>Domestic Abuse Link worker is undertaking training to be an IDVA (Independent Domestic Violence Advocate)</p> <p>Rural Crime Event 6th November</p> <p>Bystander Training November/December dates</p> <p>Womens Well being Events - MH, Lutterworth and Broughton Astley in November/December</p> <p>Campaigns: Celebrate safely Darker Nights 16 days of Action - DA Consultation will take place to inform next CSP Action plan. New Prevent Action plan to be agreed.</p>	Environmental Services and Community Safety	Wellbeing


			Serious Violence Toolkit completed		
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.07 Implementation and monitoring of the adopted Harborough Local Plan (2011-2031)		Continued support for implementation and ongoing monitoring of the adopted Local Plan	- Publication of the 2021-2 Authority Monitoring Report	Strategic Planning	Planning

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.08 Planning decisions and planning enforcement are maintained and reported on, in line with the adopted Harborough Local Plan (2011-2031)		During Quarter 2, 12 out of 15 (80%) of major and 166 of 216 (76.9%) minor & other applications were determined on time. Q2 is improved performance. The thresholds to avoid potential Government special measure designation are 60% and 70% respectively measured over a 24- month period. For the 2 year period ending June 2023, Harborough sits badly in live national tables of planning application statistics Live tables on planning application statistics - GOV.UK (www.gov.uk) at position 340(61.9%) of 345 and 313 (74%) of 345 respectively for these major and minor / other - speed of decision - indicators. The Q2 improvement needs to be sustained over several quarters to improve on this national table position as that will continue to include and reflect very low 2023	Continue to monitor planning application performance. Recruit to vacant posts.	Development Management	Planning


		performance until 2025.			
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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 continues. Project is managed through Project Board and Local Plan Member Advisory Panel. Currently no budget is identified for design codes.	Prepare strategic development options	Strategic Planning	Planning

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.11 Continue the programme of review of the Council's conservation areas and preparation of the Local List of Heritage Assets		Preparation of Great Easton Conservation Area Appraisal underway as well as next tranche of local list entries.	Adoption of the Bitteswell Conservation Area Review and second Tranche of the Local List. Begin preparatory work on the Great Easton Conservation Area Appraisal	Strategic Planning	Planning

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.12 Support the preparation of Neighbourhood Plans		Billesdon Neighbourhood Plan review submitted. Arden Forum and Logan Forum submission expected. Grant claim (£25k) made for NP	- Set up Logan, Arden and Town Centre Forums by working with communities - Support Plans as they progress: Market Harborough Neighbourhood Forums, ,	Strategic Planning	Planning


		Grants in Oct 2023	Houghton Review, Lubenham Review, Billesdon Review, Burton Overy Review, Lutterworth start (all dates TBC).		
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.13 review the Asset Management plan and develop new operational assets in line with community and council needs		A review of all Assets s now being undertaken. The head of service has formulated an early stages plan for the review process. 1. Works on the Symington building - reports went to informal cabinet in this quarter. New Depo site - This project will form part of the ongoing procurement process.	Continue with the assets review.	Creating a sustainable environment to protect future generations; Property Team	

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.14 Preparation of final accounts in accordance to statutory deadlines		The 22/23 draft accounts were published on the HDC website on 31st May 2023 in accordance with statutory deadlines	The next stage is for the 22/23 accounts to be audited, this is due to start within quarter 2 but may be Quarter 3 before this is concluded.		

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.15 Implementation of the		Since 1 May 2023, Welland	Monitoring/reporting of	Legal and	


Welland Procurement Partnership		<p>Procurement (“WP”) has provided Harborough District Council’s advice and support in respect of procurement matters.</p> <p>Training was provided by WP prior to the go live date for all HDC officers who procure goods/services. Officers currently self-serve lower value procurements and WP provide support / lead on procurements where necessary.</p> <p>The most recent service plan update from WP confirms they are instructed on 15 procurement matters for HDC.</p>	procurements	Democratic Services	
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.16 Implementation of a legal case management system		Go live date is still on track for late September. The go-live date has been pushed back and the system will now go-live on 14 November 2023 . All the users have been trained in the new system. In addition, 3 users have also been trained as superusers. Quality assurance testing has taken place and a few minor issues have now been resolved and the system is ready to go-live.	Go-live on 14 November 2023. Data Migration to be completed by team after go-live via file upload. Training session specifically on workflow to be scheduled after go-live	HoS Legal Services	


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.01.18 implement an internal transformation strategy to maximise		Meetings are arranged for mid august to start this piece of work		Chief Executive Officer	


resources and deliver efficiencies in service provision.					
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Promoting health and wellbeing and encouraging healthy life choices

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
<p>KA.02.01 Provide support for the most vulnerable in our communities, providing suitable accommodation to safeguard them from harm and provide high-quality help and advice on housing options</p>	<p style="text-align: center;"></p>	<p>Housing team restructure is complete and recruitment to new roles is underway.</p> <p>A 12 month fixed term Housing Advisor role with a focus on homeless Ukrainians forms part of the recruitment process</p> <p>2 new flats have been leased above Tesco's in Market Harborough</p> <p>Planning for bring 3x units back into use at Plowmans Yard is progressing</p> <p>Options around the Roman Way development are being explored</p> <p>The Housing Team are currently being audited</p> <p>The Homelessness and Rough Sleeping strategy is being refreshed following a recent consultative Housing Summit event</p>	<p>- Continue to Provide extensive training to the Housing Options Officer. _ working with internal services and external housing providers to support residents with the costs of living crisis. - Recruitment of an officer to focus on the resettlement of refugees.</p>	<p>Community Partnerships</p>	<p>Wellbeing</p>

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.02.02 Understand and address the housing needs of the district		The Housing, Homelessness and Rough Sleeping Strategy is underway which should address this		Community Partnerships	

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.02.03 Creating sustainable leisure facilities through provision of new leisure contract procurement and appropriate funding such as planning obligation contributions.		<p>The Leisure project continues to progress as planned, after invitations to submit tenders we have evaluated potential bids and have progressed those that have been successful to the next stage after a robust evaluation and dialogue process.</p> <p>Importantly the project remains on track to ensure that any new procurement will mean that the centres will have £0 impact on the authority.</p> <p>Final submissions are due imminently and we are still asking potential providers to offer us solutions to our requirements around, Community Development, The Dome and improvements at both of our centres supported by up to £9.5million of investment</p>		Community Partnerships	


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.02.05 Implement measures to improve and enhance residential accommodation across the district		Rented units are continuing to be delivered on sites already under construction with 50 units already completed in 2023/24. However take up of up and coming S106 affordable schemes by our Registered Providers (RP) partners is becoming an issue and we are working diligently to resolve issues afflicting take up so that future affordable delivery continues.	- Continue monitoring affordable housing unit delivery and work closely partner organisations.	Strategic Planning	Wellbeing


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.02.06 Delivery of the agreed objectives of the Armed Forces Covenant		<p>Current activity to sustain the Armed Forces Covenant continues to be assessed as Green.</p> <p>Since the Armed Forces Covenant (AFC) Duty became legally enforceable in November 2022, HDC has remained compliant and there have been no challenges made under or relating to the legislation.</p> <p>The Armed Forces Governance work plan (2023/24) for HDC was reviewed</p>	Initiated in Q2 and to be completed in Q3, the Armed Forces Officer (AFO) is conducting an (MOD approved) local authority self-assessment around compliance with the Armed Forces Covenant Duty to ensure HDC continue to meet our legal obligations, and that staff knowledge and training needs are	Corporate Services; Legal and Democratic Services	Corporate

		<p>on 30th October 2023 at the Quarterly Governance Board (attended by the HDC Armed Forces Champion and Interim Deputy Chief Executive) and satisfactory progress was being made against the plan's workstreams.</p>	<p>understood.</p> <p>Following recent engagement with local veteran's groups, alongside the HDC Chairman and Armed Forces Champion, the AFO is setting up a regular engagement forum with these groups and other veteran's charities in the District. The primary aim is to help with reinvigorating membership, but it will also help to improve understanding of the services that they can provide the local Armed Forces Community. In support of this task a sizeable 'Veteran's Information Fair' will be arranged in Harborough during Q4 of this FY.</p> <p>Ongoing and constant, the AFO maintains oversight of HCC performance against the obligations of the Covenant Duty (monitor, record, measure).</p>		
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.02.07 Provision of a sustainable control room delivering services across Harborough District	▶	Customer numbers are steady which will likely be down to the requirement for marketing of lifeline services and a choice in assistive technology providers, some offer free installation. We are currently reviewing marketing activities that previously worked and will look to see if there are any activities already in place in HDC/local community that Lifeline can utilise.	- Continue marketing of service.	Lifeline ; Lifeline Services	Wellbeing


Creating a sustainable environment to protect future generations

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.03.01 Reduce environmental crime through promoting a cleaner, greener environment using education and enforcement		<p>Fly tipping has increase in Q1 and Q2 tis year with some hotspot locations. Action has been taken using CCTV and working with businesses and residents.</p> <p>Harborough DC has been shortlisted again for our campaign work in this area.</p>	<ul style="list-style-type: none"> - Continue the work on our successful campaigns. - Work with other districts on campaigns - Work with parishes and other organisations 	Environmental Services and Community Safety	Environment and Climate Change


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.03.02 Prepare for re-procurement of the Environmental Services contract, ensuring that it reviews the current service and takes new requirements from government and sustainability factors into consideration.		<p>The timeline has moved back for this due to several factors:-</p> <ol style="list-style-type: none"> 1. Prime ministers announcement on waste legislation and the subsequent letter from DEFRA. 2. Changes in timelines for the above. 3. Option to look at an extension with the current contractor to mitigate against this. <p>A new timeline and employment of a</p>	<ol style="list-style-type: none"> 1. Site visit to Casepak with the Cabinet in September 2. Meeting with my Director and CEO 3. Legal Enquiries 	Environmental Services and Community Safety	Environment and Climate Change

		waste consultant is being worked on by the team at present.			
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.03.04 Provide effective local air quality management		<ul style="list-style-type: none"> • The DEFRA Air Quality consultation has now ended but we continue to monitor particulates in the village of North Kilworth as part of the ongoing project. • We have completed the 2023 Annual Status Report for Air Quality and are in the process of getting it signed off prior to submission to DEFRA. • We are continuing to monitor Air Quality in the District and there are currently no exceedances of any local government objective levels. This includes our two Air Quality Management Areas in the Kibworths and Lutterworth. 	Confirm the study location and send out initial questionnaires	Regulatory Services	Environment and Climate Change

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.03.05 All Council activities will work towards being carbon neutral by 2030, whilst influencing wider change on climate issues in Harborough district.		<p>Draft inventory of emissions completed and sent to Portfolio holder, now addressing a couple of comments.</p> <p>Draft Climate Emergency update report has gone to Scrutiny, again a few comments being addressed</p>	<p>Draft reports to be completed with comments and published on website by end 2023.</p> <p>Detailed approach to decarbonising HDC Scope 1 and 2 emissions being prepared</p>	Corporate Services	Environment and Climate Change


		before publication on our website.		
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.03.06 Provide domestic energy efficiency advice and measures in partnership with external organisations and encourage households to participate in the Council's Collective Switching and Solar Together initiatives		<p>Sustainable Warmth competition completed 28 homes received measures.</p> <p>Solar together phase 1 completed 63 homes had solar and /or battery installed.</p> <p>Big Community Switch took place in May approx. 250 switched in spite of low savings achieved. October auction was not able to achieve better than government price cap.</p>	<p>All installations for Solar Together Phase 2 complete by March 2023. Sustainable Warmth competition delivered through Green Living Leicestershire Partnership complete 28 properties received energy efficiency measures, bring them to at least EPC of C.</p> <p>-Phase 1 installs of Solar together complete (63 in total), Phase 2 Installations of solar together in progress, due to complete Spring 2024</p> <p>- ECO4 flexible eligibility is in process of being signed off following final guidance.</p> <p>- HUG2 now recruiting eligible households with installs due to start early 2024.</p> <p>Big Switch resumed, but Government price cap is lower than potential offers, so no offers sent October</p>	Corporate Services	Environment and Climate Change


			23. Next Auction February 2024.		
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.03.07 Improving Council assets to be more sustainable and offering increased biodiversity		<p>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	


Economy


Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.04.01 Ensure that Harborough District's towns, villages and rural areas remain attractive and vibrant places to live, work invest and visit		<p>The new tourism leaflet has been printed and distributed via our leaflet stands.</p> <p>The bi-monthly newsletter had been sent out to all businesses who are signed up and the team continually promote businesses to sign up.</p> <p>The footfall and Wi-Fi is in its second stage, and we are now at the point of</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 	Economic Development	Finance

		getting licence agreements signed. Installation will be starting in quarter 3 23/24	areas.		
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.04.02 Ensure that we support new and existing businesses with		Work is underway to organise the next Leicester Comedy Festival for	- Develop plans for the Rural England Prosperity	Economic Development	Finance

<p>Harborough District to be as successful as they can be</p>		<p>Feb 2024</p> <p>Events are continuing to be delivered on the square throughout the year, with a big focus on Christmas.</p> <p>Open days are continue to be ran at the HIC to promote and support the businesses.</p> <p>Rural spend is being delivered through rural grants, more promotion on this will be happening over the next few weeks.</p> <p>We successfully ran a green convention that was attended by 60 businesses at Bruntingthorpe proving ground.</p>	<p>Fund to support rural businesses and communities within Harborough District.</p> <p>- Developing new business grants scheme and comprehensive business support offer, as part of our UK Shared Prosperity Fund programme.</p>		
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Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.04.03 Ensure that Harborough District residents (particularly young people), can gain access to the education, training, and skills they require to obtain high-quality employment and careers to help them meet their potential and live a fulfilling life		<p>Job Club - last one was successful held on 4th July, the next one will be 6th October</p> <p>Job Fairs - these are still very popular with residents, the next one will be 20th September</p> <p>Meeting held with Enterprise Advisers at the LLEP on 31st July, the next meeting will be 18th to discuss how we can start delivering actions.</p> <p>The next careers fair we will be attending is 5th October at Weland Park Academy</p> <p>The young trader event was delivered on 1st July, we will look to do another one this financial year.</p>	<ul style="list-style-type: none"> - Develop detailed plans for the UK Shared Prosperity Fund to support District residents gaining skills and employment, (ideally for implementation in 2023/24 and 2024/25).. - Continue to support and develop Job Fairs in both towns and the Lutterworth Job Club, in conjunction with partners. - Continue to support school careers events and share good practice between schools. 	Economic Development	Finance

Activities	Status	Progress	Next Steps	CMT Lead / Team	Portfolio
KA.04.04 Review and revise the Economic Development Strategy to ensure it is fit for purpose in the current climate		DW held a meeting in 22/23 with David Marlow to look at options, however depending on the cost a procurement exercise may need to	- Detailed work to review and develop a new Economic Development Strategy for the District is	Economic Development	Finance

		be done. This has not progressed since.	planned for late 2022/early 2023.		
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