

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

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

**Lead Officer:** Norman Proudfoot, Corporate Director – Community Services

**Lead Portfolio Holder:** Finance, Commercialisation, Planning and Regeneration / Strategy and Economic Development

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 01.01 Complete the Options stage in the preparation of the new Local Plan for Harborough and ensure new Local Plan preparation and submission is compliant with relevant regulations and legislation	Amber	Options Consultation successfully launched on schedule on Friday 18th September. Consultation responses are being made successfully through the online consultation portal and are being published for public view. Three of the four scheduled consultation drop-in 'surgeries' have taken place, with the final event planned for next week. Those attending have often expressed their gratitude for the advice provided and the explanation of the Options by officers.	Final consultation 'drop-in' surgery will take place on Wednesday 14th October in Scraptoft Village Hall. Analysis and summary of the consultation responses will take place in November and December.	Tess Nelson	Finance, Commercialisation, Planning and Regeneration
KA 01.02 Monitoring the supply and availability of land to meet future housing need	Green	The Council published the housing supply report on May 29th which shows a 4.45 year supply.	Publication of next update in November 2015.	Steve Pointer	Finance, Commercialisation, Planning and Regeneration
KA 01.03 Engage with communities to deliver Neighbourhood Planning throughout the District	Green	The Scraptoft Neighbourhood Plan examiners report is awaited. We have received applications for Neighbourhood Area at Great Bowden and have discussed matters with Fleckney parish. We have approved Areas at Burton Overy, Houghton, Hungarton and Tur Langton in the last quarter.	Continue to respond to local Groups and Parishes. Consider examiners report at Scraptoft and take report to Council on need for referendum.	Steve Pointer	Finance, Commercialisation, Planning and Regeneration

KA 01.04 Facilitate delivery of the Climate Local Action Plan and report on progress	Green	Draft Inventory completed. A draft report to Corporate Management Team is due in early October.	<p>- Inventory report on website by end of October once accepted by Corporate Management Team.</p> <p>- Interim report on progress on Climate Local in preparation. Annual report will be delivered in March 2016.</p>	Helen Chadwick	Finance, Commercialisation, Planning and Regeneration
KA 01.05 Determining planning applications in accordance with stipulated national guidance and ensuring that applications for the Magna Park proposals and Bruntingthorpe Proving Ground for jumbo jet storage are handled and determined within the locally-agreed timescales	Green	<p>DHL Magna Park (15/00919/FUL) and Symmetry Park (15/00865/OUT) applications received, validated and consultation commenced. A Planning Performance Agreement has been entered into for each application. A case officer (Mark Patterson) has been identified. His other case work has been reduced with no additional work outside Magna Park schemes being given. Assessment of applications has commenced including statutory and public consultation responses. Additional information has been received for DHL and is now subject to further consultation.</p> <p>A stakeholder meeting has been arranged for 29th October 2015. Provisional planning committee dates of 15th December for DHL and 26th January DB Symmetry (dates to be confirmed). The Democratic Services team has been asked to source a Lutterworth meeting venue for these potential planning committee meetings.</p> <p>BPG application no longer expected as operator understood to have ceased business.</p> <p>Magna Park outline application was received October 2015 with statutory and public consultation commenced.</p>	<p>Quarter 3:</p> <p>Draft DHL and DB Symmetry reports for potential planning committee dates above.</p>	Adrian Eastwood	Finance, Commercialisation, Planning and Regeneration

KA 01.06 Ensure that the Council is able to help the local economy to remain successful through sustainable business growth and by maximising opportunities to help the local economy to grow in a sustainable way	Green	The study regarding new Move-on Space has been superseded, in part, as the Council is now considering a proposal to purchase land at Airfield Farm in association with Leicestershire County Council. Bids to the Growing Places fund and ESIF have been made to assist in funding the development of further Managed Workspace. The Market Harborough Transport Strategy has now been commissioned, stakeholder consultation has occurred and a number of further assessments are taking place within the County Council. The Local Plan options have been published to show options for business growth in the District.	<ul style="list-style-type: none"> <li>- Local Plan options subject to consultation and testing during rest of 2015.</li> <li>- Awaiting outcome of the bids for funding the Move On Space projects - December 2015</li> <li>- Reporting to Members and Senior Officers on the Market Harborough Transport Strategy at project meetings and Member Advisory Panel in November.</li> </ul>	Steve Pointer	Strategy and Economic Development
KA 01.07 Delivering Sustainable Urban Drainage (SUDS)	Green	<p>The Government brought new planning powers into force in April 2015. These powers, via changes to planning legislation, make SUDS a material consideration for Major planning applications. The Council's Development Planning Manager (DPM) has met with Leicestershire County Council (LCC) in its Lead Local Flood Authority role. The Council has set up consultation arrangements with LCC to obtain its expert SUDS advice which it provides as a statutory duty on major proposals. The DPM has created a model planning condition for use where appropriate to secure SUDS provision and a scheme for its maintenance.</p> <p>Planning condition being applied.</p>	<p>LCC Lead Local Flood Authority (LLFA) has indicated it will be providing SUDS guidance. This needs to be reviewed if produced and made available for example through links on the Council's website. The LLFA guidance has not yet been issued.</p> <p>Consultation arrangements with LLFA are operating effectively with no known issues.</p> <p>Check any LLFA progress with its guidance during Q3.</p>	Adrian Eastwood	Finance, Commercialisation, Planning and Regeneration

KA 01.08 Increase capacity of community Facilities, open spaces and play through Section 106 funding	Green	<p>The Draft Planning Obligations Supplementary Planning Document (SPD) was subject to a period of public consultation ending 30 September 2015. Responses are being reported to the Local Planning Advisory Panel on 4 November 2015.</p> <p>The Section 106 end-to-end process was reported to the Corporate Management Team (CMT) in September and further reports on monitoring are scheduled.</p> <p>The Final Open Space Strategy will be reported to Executive on 30 November 2015</p> <p>The Draft Open Space Strategy was prepared for consideration by the Executive in July 2015. Report has been made to CMT on the end-to-end Section 106 Process and monthly monitoring reports are being reported to the CMT from July 2015.</p>	<p>Report to Local Plan Advisory Panel November 4th on Planning Obligations SPD. Executive report in February 2016 on final Plan.</p> <p>Report to Executive November 2015 on Response to Open Space Strategy and adoption of revised Open Space Strategy by December 2015.</p>	Steve Pointer	Finance, Commercialisation, Planning and Regeneration
KA 01.09 Assess the case for Introducing a Community Infrastructure Levy (CIL)	Due to start in Quarter 3	This Key Activity is scheduled to commence during Quarter 3 of the 2015/16 year.	This Key Activity is scheduled to commence during Quarter 3 of the 2015/16 year.	Steve Pointer	Finance, Commercialisation, Planning and Regeneration

**CO 2: The District Offers a clean, green and safe environment in which to love, work and enjoy**

**Lead Officer:** M. Bradford, E. Andrew, S. Pickering, A.M. Hawkins, H. Hutchinson,

**Lead Portfolio Holder:** Environment and Regulation / Communities

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 02.01 Procurement of Environmental Services Contract	Green	The Executive on the 21 <sup>st</sup> September agreed an extension of the partnership with FCC until 2022/23. This delivered net savings to the Council over the next 7 years and included service redesign and implementation of green waste charging from April 2016.	<ul style="list-style-type: none"> <li>- Completion of Legal documentation for the revised service offering.</li> <li>- Council Report to consider Green Waste Charging Scheme.</li> <li>- Establishment of Business Processes to support the decision to charge for Garden Waste.</li> <li>- Communications programme to inform residents of the changes agreed as part of the revised service offering.</li> </ul>	Matt Bradford	Environment & Regulation
KA 02.02 Implementation of the new Anti-social Behaviour (ASB) Powers and continuous improvement of the quality of service and response to victims	Green	<ul style="list-style-type: none"> <li>- Contracted Services have invested in a covert asset to help with investigation of fly-tipping.</li> <li>- Awareness event held for Parish Councillors on ASB. Police used dispersal power for problem address in Kibworth.</li> <li>- Established a procedure for when the Council will and will not investigate noise complaints from RSL properties.</li> <li>- Multi-agency meeting at Coventry Road Rec' in Lutterworth around ASB in car park and skate park.</li> <li>- Work started to review Designated Public Places Orders in Market Harborough and Lutterworth.</li> <li>- Celebrate Safely campaign agreed across Leicester, Leicestershire &amp; Rutland.</li> </ul>	Review and recommendations on whether to convert DPPOs to Public Spaces Protection Orders under the new ASB Legislation to go to Community Safety Partnership on 22nd October. If agreed public consultation would be carried out in November/December. Scrutiny of new ASB powers Spring 2016 Relaunch ASB Corporate Group. New service for victims of crime and witnesses to launch 1st October.	Sarah Pickering, Ann Marie Hawkins	Communities

<p>KA 02.03 The Council will work in partnership and hold partners to account to reduce domestic burglary and car crime, support vulnerable victims and improve road safety in the District.</p>	<p>Green</p>	<ul style="list-style-type: none"> <li>- Road Safety initiative on Lubenham Hill with Fire Service and Police. Summer Burglary initiative.</li> <li>- County-wide Safer Summer Campaign, including local events.</li> <li>- HCYC had the Chill-out Bus doing activities around ASB awareness.</li> <li>- Travelling Forward youth session on Mere Farm traveller site.</li> <li>- Road Safety meeting (quarterly): agreed roll-out campaign around school parking; design a poster competition. Also working with Melton and Rutland around campaign for launch next year around cyclists/horseriders/runners etc sharing the road.</li> <li>- Three officers trained in delivering Prevent awareness. County worker to be recruited. Council granted £10,000 by the Home Office to support delivery against new statutory duty to prevent Extremism.</li> <li>- Victim First Launch event on 28 September attended by Cllr Page.</li> </ul>	<ul style="list-style-type: none"> <li>- Prevent awareness to Councillors to be delivered 7th October.</li> <li>- New County-wide Domestic Abuse service for age 13+ starts in December.</li> <li>- New Countywide Domestic Abuse Service to start.</li> <li>- Awaiting details of new County-wide Target hardening scheme (for crime and Domestic Abuse victims).</li> </ul>	<p>Sarah Pickering, Ann Marie Hawkins</p>	<p>Communities</p>
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**CO 3: People have opportunities to access a range of leisure, sport and physical activities**
**Lead Officer:** A.M. Hawkins, H. Hutchinson

**Lead Portfolio Holder:** Communities

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
<p>KA 03.01 Deliver opportunities to engage in sport and physical activity and facilitate the Health and Wellbeing Partnership for the District.</p>	<p>Green</p>	<p>Using the feedback from the Sports Club Forum in June we have worked with Leicestershire and Rutland Sport (LRS) to provide different sport based workshops in Harborough including Safeguarding, and disability coaching skills. Attendees at the Forum had requested help with recruiting volunteers; therefore we are working with Voluntary Action Leicestershire (VAL) and are putting on a Sports Club Volunteering Workshop in November.</p> <p>Meetings have taken place with Public Health (Leicestershire County Council) around their Falls Prevention Implementation Study. This project will start in January and will help older adults at risk of falling to improve their balance and muscular strength. If successful, then Public Health will look for further funding sources to carry on.</p> <p>We provided eight grants via the Staying Healthy Grant Programme. These were awarded to a varied cohort of projects including improving Mental Health in Young Carers, providing Slipper Exchanges in rural locations and offering a handy person service to older vulnerable adults.</p> <p>Implementation of the Sport and Physical Activity Commissioning Plan for 15/16 is ongoing. Activities which started in this quarter included: Baby Movers - a new and innovative project delivered in Children's Centres to targeted mothers and babies around improving movement and play, New Age Kurling at</p>	<p>We will continue to develop and deliver the 2015/16 Commissioning Plan. Over the next quarter we are upskilling more staff to be able to expand our Exercise Referral and Heart Smart Schemes. We have provided funding to upskill a member of staff at Ullesthorpe Court to widen our scheme further and offer another alternative to our residents. We are also working with the Young Sports Leaders at Robert Smyth Academy to train them on early year's activities and physical literacy. This will complement our Active Bean sessions, which is an eight-week programme working with Early Years Settings to ensure physical activity is embedded in their day to day running, as the young leaders will then be able to help at the early years sessions, ensuring sustainability.</p> <p>We will start work on our second Sports Club Forum, which will take place Jan/Feb 2016. The new Sports Development Officer will lead on this piece of work. We have also secured funding from LRS (approx. £6K) to run an innovative women's sport project. The premise behind this is to work with local sports clubs to provide informal activities for women and girls. This will be launched in January.</p> <p>The next quarter will involve considerable work surrounding the scoping of projects and potential new partners for the 2016/17 Commissioning Plan. We will discuss next years plan at the next LSA meeting on the 14th of October. We will need to work smarter, be more innovative and have stricter priorities due to the potential funding cuts.</p>	<p>Hollie Hutchinson, Ann Marie Hawkins</p>	<p>Communities</p>

		<p>Fleckney - this has received very positive feedback, Wild Spaces at Great Glen - a new project utilising gardening and the outdoors as a way to stay active, LEAP - adult weight management classes at Broughton Astley have seen eight people attend. Other activities include Mini Movers - under 5's activity to promote physical literacy started in Market Harborough, following a successful block at Bushby Children's Centre, Cardiac Rehab (Heartsmart) at Lutterworth Sports Centre - this a community rehabilitation class for those who have suffered a cardiac episode, this is first class we have set up at Lutterworth. We also provided activities at Harborough by the Sea which included wheelchair basketball and a mobile skate park. This was extremely popular.</p> <p>We have started discussions around the 2016/17 Commissioning Plan. We are anticipating a potential budget cut. We have also been advised that the application process for next year has been revised and will involve a presentation to the Commissioning Board.</p> <p>We are working with LRS on providing a workshop for the LGA Culture, Tourism and Sport Conference in February. The workshop will centre on highlighting our successful Young Sports Leader Programme.</p>			
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**CO 4: Residents and businesses are informed, included and listened to****Lead Officer:** R. Felts, L. Byrne, Helen Nicholls, A.M. Hawkins, H. Cawthorne**Lead Portfolio Holder:** Corporate Services / Communities / Strategic and Economic Development

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 04.01 Implement the actions within the Council's Communications Strategy	Green	<p>The Council's Communications Strategy is currently being updated and the first draft will be considered by the Corporate Management Team on 14th October, before going through the committee process for final approval. Continuing to coordinate communication activities across the Council through the use of the Council's 12-month communications calendar; this ensures a managed and timely approach to sharing information with staff and residents. Work has started on reviewing the Social Media Policy and Media Protocols.</p> <p>Communication campaigns for 2016/17 are currently being drafted alongside the draft Corporate Delivery Plan for 2016/17.</p>	<p>- Approval of Communications Strategy by Corporate Management Team. - Continue to review the content of Social Media Policy and Media Protocols and update the documents as required before seeking final approval.</p> <p>Finalise the communication campaigns for 2016/17 as the Corporate Delivery Plan is produced.</p>	Rachael Felts	Corporate Services
KA 04.02 Carry out a District-wide residents survey	Withdrawn: deferred until the 2016/17 year.	<p>The District-wide survey relating to the Environmental Services Contract has been completed, analysed and a findings report completed. This report was used to assist Members when reviewing the future Waste and Recycling bin collection service. The results of the consultation have been shared with all respondents who requested a copy and also published on the Council's website.</p> <p>A District-wide survey of residents to inform the Business Planning process has been deferred until the 2016/17 year.</p>	TBC.	Rachael Felts	Corporate Services
KA 04.03 Businesses are informed and listened to	Green	<p>- Subscriptions to business newsletter increasing and engagement increasing in line with this. Evidenced by the take up of Harborough District businesses of the broadband voucher. - One-to-one businesses meetings being carried out</p>	- To look at the potential to work with partners to directly communicate with the many home-based businesses in the district - this is being delayed until after the Economic Development Strategy is	Lee Byrne Helen Nicholls	Strategy and Economic Development

		<p>where appropriate.</p> <ul style="list-style-type: none"> <li>- LinkedIn connections increasing and stories becoming more widely read.</li> </ul>	<p>developed.</p> <ul style="list-style-type: none"> <li>- Consultation with businesses at the end of January to take into account their thoughts regarding the development of the new Economic Development Strategy.</li> </ul>		
KA 04.04 Provide effective liaison with parishes on district and local priorities	Green	<ul style="list-style-type: none"> <li>- Local Plan coffee time: 31st July attended by 42 parish representatives. Feedback very good. 97% rated event as good to excellent.</li> <li>- Discussions with LRALC to create two projects to assist Parishes, both which will hopefully be delivered through funding from the new Community Fund. LRALC to submit applications.</li> <li>- One to ones with Parishes continue.</li> </ul>	<ul style="list-style-type: none"> <li>- Work with Communications, planning, and waste to replicate same approach as have for enforcement i.e. invite parishes in who have scored service below 'satisfactory'.</li> <li>- Begin planning for Annual parish liaison meeting (January) in October.</li> <li>- Send out Annual Parish Communication Survey in November (last year 72% return rate).</li> <li>- Emergency Planning event on the square 13th October.</li> <li>- Plan to host an enforcement training event on 26 November.</li> <li>- Plan to host a precept setting support presentation in October</li> <li>- Clerk coffee times - October.</li> <li>- Christmas Networking Event - Monday 14th December.</li> </ul>	Hayley Cawthorne	Communities

**PRIORITY: Provide the right public services which are effective and deliver value for money**

**CO 5:** The Council is efficient and resilient in its service delivery

**Lead Officer:** R. Felts, K. Frow, B. Murgatroyd, H. Cawthorne, A.M. Hawkins, R. Ellis

**Lead Portfolio Holder:** Corporate Services / Communities

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 05.01 Promote the Council's new website to encourage customers to self-serve and to provide more transactional services	Green	Further Web editor training has taken place and will be ongoing. Work is continuing to review service area pages on the website to ensure the content is up to date. Promotion of on-line services has been included in the first edition of the electronic Harborough News which was distributed in September. Work is continuing to review the functionality and administration of 'MyHarborough' web-service. Improvements to the website have been implemented to enhance the user experience. A workshop session has been held with staff to start to look at design options for a new and improved intranet.	<ul style="list-style-type: none"> <li>- Continue to review service area pages on the website to ensure the content is up to date.</li> <li>- Undertake promotion of on-line services and 'self-serve help sessions' in-line with national campaign (Get on-line week).</li> <li>- Further explore service user registration on the website particularly with the development of Capita Connect services.</li> <li>- Finalise the tools needed to replace 'MyHarborough' web-service.</li> <li>- Further investigation of options for the development of intranet as a microsite using website content management system.</li> </ul>	Rachael Felts	Corporate Services
KA 05.02 To establish The Council as an umbrella body for Disclosure and Barring Service (DBS) checks	Green	<ul style="list-style-type: none"> <li>- The Council has applied for umbrella body status and has been accepted.</li> <li>- Additional counter-signatories have been applied for and the lead counter-signatory has been submitted for amendment.</li> <li>- Useful discussions with interdependent services have taken place to identify good practice, learning points and efficiencies.</li> <li>- A revised process has been drafted for clearer understanding of the counter-signatories and customers.</li> <li>- Communication has been drafted.</li> <li>- Unfortunately, conflicting information from the DBS has been received and it appears that due to insufficient volume the Council will not be able to conduct these</li> </ul>	The Human Resources Team is preparing the final stages (for example how to take payments) prior to going live. This will include updating the Council's website and managing demand through bookable slots. All documentation is prepared and the service is expected to begin in the new year. .	Kate Frow	Corporate Services

		<p>checks online. The Council will still be able to offer the paper-based service to the community and have prepared this communication. Early signs show that this could be popular and consideration needs to be given to meet customer demand, whilst balancing the resource required to fulfil this with our internal services.</p> <ul style="list-style-type: none"> <li>- Additional counter-signatories have been checked and authorised.</li> <li>- Discussions with interdependent services have been held.</li> <li>- Charges have been identified and documentation checked through the legal team.</li> <li>- Contact has been made with local community users of the DBS service.</li> </ul>			
KA 05.03 Provision of support to Councillors following elections in May 2015, including induction, training and ICT provision	Green	<p>The first tranche of member training has been completed and there has been positive feedback about the training provided.</p>	<p>A Member Development Executive Advisory Panel was held on 21 July 2015 to discuss training to date and any lessons learnt from the first two months of training, to discuss the next round of training and any further training needs identified but not currently addressed by the member training programme. 'Mop-up' sessions have started for compulsory training sessions missed by Councillors. The second tranche of training is being organised.</p>	Beth Murgatroyd	Corporate Services
KA 05.04 Ensure grant funding allocated to communities, the voluntary sector and parishes is effectively and efficiently managed to meet Council priorities.	Green	<ul style="list-style-type: none"> <li>- Scrutiny of Core Grants on 10 September at Leadership Panel - VAL, VASL, Lutterworth Volunteer Centre and One Stop Shop and Citizens Advice.</li> <li>- Dragons Den style grant information event held 28 September, in partnership with LCC and Big lottery to encourage more match funding for projects. Seven external funders listened to ten project ideas. Very worthwhile event.</li> <li>- We have had considerable interest and regarding the new Community Fund and identified 10 projects already which will be applying for a grant.</li> <li>- Section 106 round 1 allocating £140,312 over 9 projects. Terms and conditions letter to be sent imminently.</li> <li>- Initiating a more joined-up approach with other external funders in order to encourage more funding to be secured within our district. More match funding</li> </ul>	<ul style="list-style-type: none"> <li>- Community Grant Window closes 23 October.</li> <li>- Section 106 grant window closes 26 October.</li> <li>- Market Harborough Locality Fund closes 26 October.</li> <li>- Grant surgery 19 October to offer one to one assistance with grant applications. External funders also attend this event.</li> <li>- Future funding for Community Grants and Core Grants from April 2016 to be considered as part of budget and planning.</li> </ul>	Hayley Cawthorne Ann Marie Hawkins	Communities

		<p>options means that grant allocations go further. One to ones carried out with MH and Bowdens, LCC and Big Lottery.</p> <ul style="list-style-type: none"> <li>- Supplying information to the Big Lottery with regards to our District priorities for them to include in their decision making grant allocation process, and development work.</li> <li>- Monitoring of previous grant allocations for all three grant rounds continue.</li> </ul>			
KA 05.05 Review of Council size and warding arrangements by Local Government Boundary Commission for England (LGBCE)	Green	Report submitted for consideration by Council at its meeting on 27th July 2015. Letter sent to LGBCE requesting inclusion on review programme (sent 11th August 2015).	Awaiting response from LBGCE.	Richard Ellis	Corporate Services

**CO 6:** The Council makes the best use of its assets and resources

**Lead Officer:** M. Perris, M. Bradford, M. Perris, A. M. Hawkins, T. Day, L. Butler, E. Bird, L. Byrne, J. Stephens, S. Costall,

**Lead Portfolio Holder:** Finance, Commercialisation, Planning and Regeneration / Communities / Corporate Services / Environment & Regulation / Strategy and Economic Development

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 06.01 Implement the agreed outcomes of the property review process	Green	<p>Quarter 2:</p> <p><u>Welland Park Cafe</u> Lease completed to tenant. Longer term options are being considered for a report in January 2016.</p> <p><u>Lutterworth Allotments</u> New 2 year lease agreed with Lutterworth Town Council.</p> <p><u>Garages Review</u> - Sale of site at Home Close, Kibworth completed. Full Business Case prepared for 19 October 2015 Executive Meeting. - Planning applications for Paget Road, Lubenham and St Cuthbert's Avenue, Great Glen due for consideration at November 2015 Planning Committee. - Appointed Connell's as Residential Agent. - Appointed Jeakins Weir through empact Framework for pre-construction works.</p> <p><u>The Settling Rooms</u> Completed a condition survey of the property. Full options developed.</p> <p><u>Other Opportunities</u> Doddridge Road lease complete. Identification of other opportunities ongoing.</p>	<p>Quarter 3:</p> <p><u>Welland Park Cafe</u> Finalise long term options.</p> <p><u>Lutterworth Allotments</u> Develop options for long term use. Work with Town Council to identify alternative location for allotments.</p> <p><u>Garages</u> Full Business Case for consideration, and action accordingly thereafter.</p> <p><u>The Settling Rooms</u> Report to be finalised, and submitted for consideration. Actions arising to be undertaken thereafter.</p>	Mark Perris	Finance, Commercialisation, Planning and Regeneration

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 06.02 Review the leisure management contract prior to the contract end date to recommend whether to extend or re-procure	Amber	<p>Quarter 2:</p> <p>The Leisure Trust was issued with a Dilapidations Notice during quarter 2 following the receipt of a delapidations survey commissioned by the Council. This has been discussed by the Leisure Trust who have proposed an action plan to remedy disrepair.</p>	<p>Quarter 3:</p> <p>Repair works undertaken commenced by the Leisure Trust</p> <p>Initiation of a project and associated governance to consider options for future provision of Leisure</p>	Mark Perris, Matt Bradford	Finance, Commercialisation, Planning and Regeneration
KA 06.03 Develop and implement a Third Sector Strategy	Green	The purpose of the Voluntary & Community Sector Policy is to provide a framework to guide the Council's engagement and relationship with the sector from 2015 until 2020. A six-week public consultation on principles and priorities was carried out between July and August, which received 96 responses. It was discussed at Scrutiny Leadership Panel on 10 September.	Draft Strategy to Executive on 19 October 2015.	Ann Marie Hawkins, Tom Day	Communities
KA 06.04 Implement recommendations identified by the Institute of Revenues Rating and Valuation service review of the Revenues and Benefits Partnership	Green	The vast majority of the recommendations have been implemented including a staffing restructure which has resulted in savings. Prepared business cases for a performance management tool and Risk Based Verification tool to be considered by management board.	Implementation if decision is given go ahead.	Leigh Butler	Corporate Services
KA 06.05 Implementation of the Car Parking Strategy Action Plan	Red	At the beginning of the 2015/16 year it was the intention to adopt a revised Car Parking Strategy by the end of March 2016. Consultants were appointed to undertake the study however there were delays in getting the draft document. Officers are now in receipt of the draft document which set out a number of areas of further work required before the final Strategy can be adopted. It is likely that adoption will occur in the 2016/17 year, hence the Red status of this Activity.	Further work on draft Strategy prior to adoption (adoption date is likely to be in the 2016/17 year).	Elaine Bird	Environment & Regulation

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 06.06 Review the Harborough Innovation Centre (HIC) management contract prior to the end date to recommend whether to extend or re-procure.	Green	<p>The contract has been reviewed internally and discussions held with Oxford Innovations regarding potential variations moving forward. Heads of Terms are currently being developed and agreement to extend the contract to fall in line with potential move-on space management agreed in principle.</p> <p>Contract due to better reflect and deliver against corporate priorities with enhanced business support and increased focus on outreach to SMEs outside the HIC.</p>	Extension to original 5 year term expected to be agreed	S. Riley	Strategy and Economic Development Finance, Commercialisation, Planning and Regeneration
KA 06.07.01 Develop commercialisation of Building Control services	Amber	<p>Proposed new commercially-minded team structure has meant the drafting of new job descriptions and clarification of roles and responsibilities. This task has been completed. Hay evaluation of new roles was undertaken on 11th September as part of the process of finalising the Building Control structure.</p> <p>The Building Control Project Plan was discussed at the August Programme Board. The recommendations made at this meeting will be incorporated into the delivery of the commercialisation project.</p>	<p>New structure to be signed off formally facilitating the start of recruitment process for the new structure.</p> <p>New Posts to be advertised as well as relevant consultation process to be undertaken in line with the impact of the new structure on the existing team members and posts.</p>	Jenny Stephens Steve Costall	Finance, Commercialisation, Planning and Regeneration
KA 06.07.02 Develop commercialisation of Trade Waste services	Green	<ul style="list-style-type: none"> <li>- Billing corrected to collerate to charging to correct financial year.</li> <li>- Pricing reviewed.</li> <li>- 2015/16 Income on budget at end of the second quarter.</li> </ul>	<ul style="list-style-type: none"> <li>- Develop further marketing strategy and materials.</li> <li>- Further promotion of the recycling service.</li> <li>- Develop plans to exceed in-year budget expectations.</li> <li>- Conduct a pricing review in preparation for 2016/17.</li> <li>- Develop budget expectations and business plan for 2016/17.</li> </ul>	Matt Bradford Jenny Stephens	Finance, Commercialisation, Planning and Regeneration



Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
			- Replacement of existing Database (Quotes received following meetings with suppliers), Upgrade of Database expected to commence in December		
KA 06.08 Develop and Implement a Strategy for improved use of The Square, Market Harborough, ensuring a wide range of events are programmed throughout the year to support the town centre viability and reduce 'leakage' to other retail centres	Red	It was the intention at the beginning of the 2015/16 year that a Strategy would be developed and implemented by the end of March 2016. There was no progress on the Strategy during the first two quarters of the year. This was mainly due to difficulties arranging events and activities on The Square following changes made by Leicestershire County Council to the Temporary Traffic Regulation Order (TTRO) process. This has made the preparation of a Strategy to increase use difficult to progress due to the prohibitive costs in respect on TTROs. Some meetings with the County Council have been arranged and a further meeting has been arranged with the County Council Director of Highways to seek a solution which would allow improved use of the Square and make a Strategy worthwhile and deliverable with meaningful outcomes.	Work to be undertaken with Market Place in order to inform the strategy. Market Place to complete the first draft for Review.  Ongoing discussions with the County Council regarding the status and usage of The Square.	Matt Bradford	Strategy and Economic Development

<b>CO 7: Council Services are compliant with legal and audit requirements</b>
<b>Lead Officer:</b> R. Ellis, S. Mortimer, C. James, S. Greenway, E. Bird, I. Bartlett
<b>Lead Portfolio Holder:</b> Corporate Services / Environment & Regulation

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 07.01 Conduct UK Parliamentary Elections	Complete	UK Parliamentary Elections completed 7th May 2015.	No next steps are required.	Sheena Mortimer Richard Ellis	Corporate Services
KA 07.02 Conduct District and Parish Council Elections	Complete	District and Parish Elections completed 07/05/2015.	No next steps are required.	Sheena Mortimer Richard Ellis	Corporate Services
KA 07.03 Conduct Neighbourhood Plan Referenda	Green	Awaiting progress on neighbourhood plans. Maintaining close liaison with Planning Policy. Likely dates for referendum (depends on progress): Scraptoft - TBC Lubenham - Quarter 4, 2015/16	Agree date and timetable referendum once approval of plans to progress to referendum is received.	Sheena Mortimer Richard Ellis	Corporate Services
KA 07.04 Achieve Public Services (PSN) Code of Connection (CoCo) Certification	Complete	Quarter 2:  - Received and reviewed the official security reports. - Created and performed work on IT Health Check Action Plan. - Completed and returned HDC's PSN CoCo submission. - Certification obtained on 3rd September.	Ensure that any scheduled remedial work remaining (where required) is completed by December 2015.	Chris James	Corporate Services

KA 07.05 Implementation of the Deregulation Bill 2014	Green	<p>There is a phased implementation of the Deregulation Act (the Act) which introduces changes to primary legislation therefore there is no requirement to have delegated authority for the Act. Three changes have been implemented to date - there is now no longer a requirement to renew a personal licence and the exhibition of films in community premises is no longer a licensable activity and the number of Temporary Event Notices permitted per year has increased.</p> <p>The fees have been set for the three-yearly fees for the taxi drivers and five-yearly fees for Private Hire Operators. Notice has been advertised in the press. This will become fully operation with effect from 1st October 2015.</p>	The legislation introduces a number of other minor amendments to legislation covering private rented housing and dog breeding however the commencement of these changes is not until in the year.	Sarah Greenway, Elaine Bird	Environment & Regulation
KA 07.06 Progression of the Air Quality Action Plan	Amber	Efforts have been made to obtain funding to undertake the required work however commitment has not yet been secured.	Funding has been secured to undertake the work and consultants have been approached. It is anticipated that the quotes will be submitted towards the end of October.	Elaine Bird Ian Bartlett	Environment & Regulation

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

**CO 8:** Businesses are able to access Council services easily

**Lead Officer:** L. Byrne, H. Nicholls , J. Haines, K. Frow

**Lead Portfolio Holder:** Strategy and Economic Development / Corporate Services

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 08.01 Improve ease of access to Council services by District Business	Green	<ul style="list-style-type: none"> <li>- Questionnaire has gone live.</li> <li>- Responses currently being received after visits from regulatory team (16 responses received so far).</li> <li>- Quarterly mass email sent out to all visits undertaken in that quarter.</li> </ul>	To assess results of survey and report to the Corporate Management Team in December 2015 before a decision is made whether to roll-out to other business-facing services.	Lee Byrne Helen Nicholls	Strategy and Economic Development
KA 08.02 The Human Resources and Learning & Development functions offer external advice and learning opportunities	Green	<ul style="list-style-type: none"> <li>- There are a number of local training providers and contact with other local authorities has proven the most successful in securing potential business through training provision.</li> <li>- Workload and demand for Human Resources Learning &amp; Development has delayed the trial with private sector businesses, however, a costing approach has been developed. Local authorities have been contacted with an offer/ range of products to deliver.</li> <li>- The Council's range of training and development workshops has been communicated out to our network colleagues and our Learning and Development Advisor is currently delivering some bite size examples to Rushcliffe BC who will then determine if they wish us to deliver a wider roll out of workshops to the organisation. We are also in discussion with two other authorities to support them in their office moves.</li> </ul>	<ul style="list-style-type: none"> <li>- Once commitment has been secured for the potential delivery to other organisations, this should realise income generation in accordance with the above timescales.</li> <li>- After delivering services to other organisations, we will assess the impact of this upon our own internal customers whom we primarily serve.</li> </ul>	June Haines Kate Frow	Corporate Services

**CO 9:** Entrepreneurs and businesses are able to access support and advice

**Lead Officer:** H. Nicholls, L. Byrne, J. Ward-Langman

**Lead Portfolio Holder:** Strategy and Economic Development / Corporate Services

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 09.01 Signpost businesses to the support and advice available to businesses in Harborough District	Green	<ul style="list-style-type: none"> <li>- Monthly newsletter goes out to 1300 businesses and informs them of grants, events, advice, support, networks and seminars available to them.</li> <li>- Regular posts to LinkedIn and other social media channels outlining and signposting to support and news of interest to businesses.</li> <li>- Website directs through to regional support hub - the LLEP business Gateway - where all relevant information is regularly updated.</li> <li>- One-to-one visits undertaken to direct businesses to appropriate information when requested.</li> <li>- Presentations given to business groups on specific topics of interest around business support.</li> </ul>	<ul style="list-style-type: none"> <li>- To explore options with the LLEP and Oxford Innovations as to how they can have a more physical presence in the area so our businesses are able to access the appropriate support more easily - discussions to be finalised by December 2015, provision being made as part of Oxford Innovations contract negotiations.</li> <li>- Await the outcome of PERA application for EU funding to look at support provision to come out of that.</li> </ul>	Helen Nicholls Lee Byrne	Strategy and Economic Development
KA 09.02 Ensure that the Council's procurement supports local business	Green	<ul style="list-style-type: none"> <li>- Presentation to 'The Business Agenda' (local business group) undertaken successfully.</li> <li>- The number of providers on Council Supplier List is increasing ahead of target.</li> </ul>	Seek further opportunities to engage with local business when possible; continue to publicise the Council's Supplier List.	Jonathan Ward Langman	Corporate Services

<b>CO 10:</b> Communities have access to better broadband
<b>Lead Officer:</b> N. Proudfoot, Lee Byrne
<b>Lead Portfolio Holder:</b> Strategy and Economic Development

<b>Key Activities</b>	<b>Status</b>	<b>Progress</b>	<b>Next Steps</b>	<b>Lead Officer</b>	<b>Portfolio Holder</b>
KA 10.01 Maximise the roll-out of broadband through the Superfast Leicestershire Broadband programme to ensure that local communities gain access to better broadband	Green	<ul style="list-style-type: none"> <li>- More cabinets upgraded throughout Harborough District.</li> <li>- Leicester City Council reporting back that a huge amount of applications from businesses for broadband vouchers have been received from the Harborough area due to promotion of the vouchers across the area by the Council.</li> </ul>	<ul style="list-style-type: none"> <li>- To continue cabinet upgrades throughout Harborough District.</li> <li>- To await outcome of ESIF (European Structural and Investment Funds) call for projects around ICT and evaluate how the Council can leverage these to support the roll-out and uptake of broadband in Harborough District.</li> </ul> <p>To assess the VFM for further District Investment in Superfast Broadband</p>	Lee Byrne	Strategy and Economic Development

**CO 11:** People have opportunities to access culture and tourism

**Lead Officer:** A. M. Hawkins, L. Byrne

**Lead Portfolio Holder:** Communities

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 11.01 Work with partners to support the ongoing development and sustainability of the Market Harborough Museum	Green	On 9 September 2015 the Harborough Museum Partnership Strategic Steering Group met (comprised of Harborough District Council and Leicestershire County Council Portfolio Holders and Officers and Market Harborough Historical Society). It considered a Business Plan, for funding from the Council of £26k for 2015/16, which was based on priorities identified by partners during workshops earlier in the year (Volunteering, Learning, Tourism, Marketing and Promotion and Harborough's Heritage). The Steering Group approved the Business Plan and agreed that it should be submitted to the Council's Executive for consideration. The Steering Group agreed that the funding from the Council should be profiled over three Years (subject to the approval of the Executive).	Report to Harborough District Council's Executive on 19 October 2015 to seek approval to allocate the Council's funding for 2015/16 in line with the Business Plan. Subject to approval by the Executive, work will commence to develop and deliver the activities in the Business Plan.	Ann Marie Hawkins	Communities
KA 11.02 Develop culture and tourism in line with, and expanding beyond, the Harborough blueprint	Green	<ul style="list-style-type: none"> <li>- Content for tourism guides due to be agreed and sent to contractors to produce.</li> <li>- Visitor Interpretation Panels (VIPs) in process of being fabricated and five key locations identified for the panels to be situated.</li> <li>- Agreement with LPL to recruit tourism development role for Harborough District ; the job was advertised and applications received.</li> </ul>	<ul style="list-style-type: none"> <li>- Planning application for VIPs to be submitted - Oct 15.</li> <li>- Licenses to be obtained from Leicestershire County Council for Panels - Nov/Dec 15.</li> <li>- Interviews for Tourism development position due to take place - Oct 15.</li> </ul>	Lee Byrne	Communities

**PRIORITY: Support the vulnerable in the communities where they live****CO 12:** People live in safe and appropriate housing**Lead Officer:** Steve Pointer, H. Chadwick, I. Bartlett, E. Bird, A.M. Hawkins, J. Stephens**Lead Portfolio Holder:** Finance, Commercialisation, Planning and Regeneration / Communities / Environment & Regulation

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 12.01 Achieve the delivery of an appropriate mix and type of housing that meets local housing need and that the supply of existing and new affordable housing lettings is targeted to those most in need	Green	There were a further 17 new affordable dwellings completed in the second quarter and made available to potential tenants via Harborough Homeseach.	Continued advice, negotiation to achieve housing which is more affordable and where housing types and tenures meets identified need.	Steve Pointer	Finance, Commercialisation, Planning and Regeneration
KA 12.02 Promoting a programme to reduce fuel poverty.	Green	<ul style="list-style-type: none"> <li>- Contract with Flourish Partnership signed-off.</li> <li>- DECC (Department of Energy and Climate Change) central heating bid unsuccessful.</li> <li>- Working with Sustainable Harborough to promote energy saving opportunities.</li> <li>- Link made with Leicestershire-wide Warm Homes Healthy Homes project run by Papworth Trust.</li> </ul>	Detailed engagement with selected parishes and interest groups in autumn near the beginning of the heating season.	Steve Pointer, Helen Chadwick	Communities



KA 12.03 Implementation of the Council's Empty Property Strategy	Green	<ul style="list-style-type: none"> <li>- Public consultation on the draft policy was completed during Quarter One.</li> <li>- Mechanisms established between the Benefits Partnership and the Environment Team to share information on the empty property data.</li> <li>- The strategy is due to be considered by the Executive on 19 October 2015.</li> </ul>	Implementation of the action plan set out in the strategy document.	Ian Bartlett Elaine Bird	Environment & Regulation
KA 12.04 Finalise the Housing Options Service Review and implement the agreed recommendations	Amber	<ul style="list-style-type: none"> <li>- End of Phase One: emerging findings presented to the Corporate Management Team (CMT) and Portfolio Holder. Recommendations from CMT and Portfolio Holder for additional supporting evidence to be drafted into Phase 2 workplan to focus on management information around case work and benchmarking.</li> <li>- Identified strategic presence needed to feed into the review of Choice-based Letting (CBL).</li> <li>- Phase Two Planning completed.</li> <li>- Phase Two planning shared with Director Community Resource and Project Sponsor.</li> <li>- Back-scanning of paper files started. The team will start to use the Document Management System (DMS) from November 2015.</li> <li>- Baseline for data capture organised (starting in October 2015).</li> </ul>	<ul style="list-style-type: none"> <li>- DMS - post being scanned-in at point of contact to start November 2015. Housing Team to utilise DMS fully - starting 1 November 2015.</li> <li>- Lagan scripting to go live at Charnwood contact centre to facilitate more calls being triaged at the contact centre as part of channel shift.</li> <li>- Research into alternatives model for delivery to be undertaken including outsourcing, shared service and investment in an inhouse service.</li> <li>- Emerging issues from the Countywide Review of CBL to be reported to CMT.</li> </ul>	Ann Ball, Ann Marie Hawkins, Jenny Stephens	Communities

**CO 13:** People who are most in need are supported

**Lead Officer:** M. Bradford, J. Ward-Langman, L. Butler, A.M. Hawkins, E. Bird

**Lead Portfolio Holder:** Finance, Commercialisation, Planning and Regeneration, Corporate Services, c Finance, Commercialisation, Planning and Regeneration, Communities

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio Holder
KA 13.01 Develop and maintain Harborough Lifeline as an income-generating service	Amber	<p>Completed actions:</p> <ul style="list-style-type: none"> <li>- Ensure accurate records of customer base and marketing.</li> <li>- Review work-flow and process for new customers; Review of Customer Services role and communication with Lifeline.</li> <li>- Pricing review (based on existing charge structure).</li> <li>- Melton Borough Council contract secured at new price.</li> <li>- Marketing to private customers subject to Marketing Consultancy work (in progress).</li> <li>- Relocation completed.</li> </ul> <p>During Quarter Two the service experienced staffing problems (due to sickness) and recruitment difficulties. Resilience addressed through implementing Carewatch contract</p>	<ul style="list-style-type: none"> <li>- Marketing of service to private customers is ongoing throughout project. Distribution of Marketing Material to be undertaken in this quarter.</li> <li>- The target for private customers may be reduced if new corporate contracts are secured. It may also be necessary to alter timescales for the target due to delays in completion of the marketing work.</li> <li>- The project is reviewed by a Project Board on a monthly basis.</li> <li>- Current contracts to be reviewed and renewed on expiry. Charges to be revised if appropriate when current contracts are renewed.</li> <li>- Marketing of service to corporate customers. Marketing to corporate customers alongside private customer marketing. Exploratory discussions are underway with Charnwood Borough Council about a possible contract for a call-monitoring service.</li> <li>- Secure service resilience by commencing staffing restructure</li> </ul>	Matt Bradford, Jonathan Ward Langman	Finance, Commercialisation, Planning and Regeneration

KA 13.02 Develop 'Universal Support' as part of Universal Credit (UC) rollout	Green	Continual monitoring of the impact of UC claimants.	Monitor the impact of UC claimants. Awaiting further information from the Department of Work and Pensions on the next tranche of their roll-out programme.	Leigh Butler	Corporate Services
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<p>KA 13.03 Work with partners to continue to deliver the Supporting Leicestershire Families Service (SLF) and the Children's Centre Programme (CCP) in Harborough District</p>	<p>Green</p>	<p>There are approximately 60 families from Harborough District being worked with by Supporting Leicestershire Families (SLF) at any one time. This will be from a wide scope of interventions on a brief and intensive basis. The main themes of concern that are most prevalent amongst the families in Harborough District are parental mental health, domestic abuse both in current relationships and the impact of previous abusive relationships, deprivation in relation to low income and parenting and behaviour management. There are currently 25 young people receiving support on a one-to-one basis. The threads of concerns from this group of young people include managing ADHD, autism and mental health, substance misuse and lack of educational or employment input. Family focus meetings continue in which SLF staff meet with parents and young people to gain their voice and understand what concerns them so that work can be shaped to respond to this. All staff are now based between Harborough District Council Buildings and the Satellite Centre following the growth of the Team in April 2015. The first Harborough District Think Family Meeting was held in September 2015 to share information, data and trends was held on 10.9.15. This termly meeting will allow for collaboration, focus on themes and the interrogation of information.</p>	<p>The extended SLF Team will continue to build on good working relationships with the Council and its Partners. The three-year pooled funding for the SLF Service ends in March 2016. Funding is being sought from partners to continue to deliver the Service. This will be considered by the Council as part of the Budget and Business Planning Process.</p>	<p>Ann Marie Hawkins</p>	<p>Communities</p>
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		The Children's Centre Programme's 0-2 Pathway is in place which provides group programmes for targeted families identified primarily through Health Visitors. It focuses on attachment, bonding, communication, parenting and home learning. There have been 337 referrals from April to September and 11 groups operate at one time.			
KA 13.04 Work with partners on the delivery of the County-wide Light Bulb project	Green	<p>Programme progress:</p> <ul style="list-style-type: none"> <li>- www.lightbulbservice.org has been beta launched, content to be added on completion of the Communication Management Strategy work.</li> <li>- A Pilot process map and performance data table has been produced, which outlines how Lightbulb will be able to (in the short-term) measure if the pilot is adding value to partners. There are currently four pilot projects underway testing different aspects of the potential delivery model.</li> <li>- The draft Customer Insight report has been developed which establishes a better understanding of the residents' experience of the different services covered by lightbulb etc. as well as working with the service providers. The outcome of the customer insight work will contribute to the design of pilot and service model.</li> </ul>	Monitor progress of the pilot projects.	Elaine Bird	Communities
KA 13.05 Continue to work with partners to manage the ongoing impact of Welfare Reform.	Green	Regular meetings have taken place with all key partners to jointly monitor impact.	Continue preparation for the next phases of welfare reform implementation and continue monitoring impact.	Leigh Butler	Corporate Services