



Scan the code above or visit www.nwleics.gov.uk/meetings for a full copy of the agenda.

Meeting	CABINET
Time/Day/Date	5.00 pm on Tuesday, 29 July 2025
Location	Abbey Room, Stenson House, London Road, Coalville, LE67 3FN
Officer to contact	Democratic Services (01530 454512)

AGENDA

Item	Pages
1. APOLOGIES FOR ABSENCE	
2. DECLARATION OF INTERESTS	
Under the Code of Conduct members are reminded that in declaring interests you should make clear the nature of that interest and whether it is a disclosable pecuniary interest, registerable interest or other interest.	
3. PUBLIC QUESTION AND ANSWER SESSION	
4. MINUTES	
To confirm the minutes of the meeting held on 24 June 2025.	3 - 6
5. CUSTOMER SERVICES ANNUAL REPORT	
Report of the Strategic Director of Resources Presented by the Housing, Property and Customer Services Portfolio Holder	7 - 20
6. SUPPLEMENTARY ESTIMATES, VIREMENTS AND CAPITAL APPROVALS	
Report of the Strategic Director of Resources Presented by the Finance and Corporate Portfolio Holder	21 - 30
7. MINUTES OF THE COALVILLE SPECIAL EXPENSES WORKING PARTY - 10 JUNE 2025	
Report of the Strategic Director of Place Presented by the Business and Regeneration Portfolio Holder	31 - 46

8. EXCLUSION OF PRESS AND PUBLIC

The officers consider that the press and public should be excluded during consideration of the following items in accordance with Section 100(a) of the Local Government Act 1972 as publicity would be likely to result in disclosure of exempt or confidential information. Members are reminded that they must have regard to the public interest test and must consider, for each item, whether the public interest in maintaining the exemption from disclosure outweighs the public interest in making the item available.

9. AWARD OF CONTRACT - MARLBOROUGH CENTRE - PRE CONSTRUCTION SERVICES AGREEMENT

Report of the Strategic Director of Place
Presented by the Leader **47 - 52**

10. MONEY HILL SOLAR PV EV CHARGING HUB

The report of the Strategic Director of Communities
Presented by the Community and Climate Change Portfolio Holder **53 - 58**

11. ACQUISITIONS AND DISPOSALS

Report of the Strategic Director of Communities
Presented by the Community and Climate Change Portfolio Holder **59 - 70**

Circulation:

Councillor R Blunt (Chair)
Councillor M B Wyatt (Deputy Chair)
Councillor T Gillard
Councillor K Merrie MBE
Councillor N J Rushton
Councillor A C Saffell
Councillor A C Woodman

MINUTES of a meeting of the CABINET held in the Abbey Room, Stenson House, London Road, Coalville, LE67 3FN on TUESDAY, 24 JUNE 2025

Present: Councillor R Blunt (Chair)

Councillors M B Wyatt, K Merrie MBE, A C Saffell and A C Woodman

Officers: Mrs A Thomas, Mr J Arnold, Mr A Barton, Mrs A Crouch, Ms K Hiller and Mrs C Hammond

13. APOLOGIES FOR ABSENCE

Apologies were received from Councillors T Gillard and N Rushton.

14. DECLARATION OF INTERESTS

There were no interests declared.

15. PUBLIC QUESTION AND ANSWER SESSION

There were no questions received.

16. MINUTES

The minutes of the meeting held on 20 May 2025 were considered.

It was moved by Councillor T Saffell, seconded by Councillor K Merrie, and

RESOLVED THAT:

The minutes of the meeting held on 20 May 2025 be confirmed as an accurate record of proceedings.

Reason for decision: To comply with the Constitution.

17. PEER REVIEW FEEDBACK FOLLOW UP

The Leader presented the report.

The Chief Executive advised members that the report had been considered by the Corporate Scrutiny Committee. For those actions rated as amber on the action plan, officers were working hard to complete these.

It was moved by Councillor R Blunt, seconded by Councillor T Saffell and

RESOLVED THAT:

- 1) The positive progress identified by the Local Government Association on the Council's implementation of its Corporate Peer Challenge recommendations be welcomed.
- 2) The proposed further engagement with staff, councillors, stakeholders and partners to support the submission of final proposals on Local Government Reorganisation be endorsed.

- 3) The Corporate Peer Challenge – progress review report being published on the Council's website be agreed.

Reason for decision: As Cabinet is responsible for making all necessary arrangements to ensure the priorities identified by the Council are delivered within the budget and policy framework it is being asked to endorse progress on the Corporate Peer Challenge Action Plan it agreed in December 2024 to assist in delivering those priorities.

18. TREASURY MANAGEMENT STEWARDSHIP REPORT 2024/25

The Finance and Corporate Portfolio Holder presented the report.

It was moved by Councillor K Merrie, seconded by Councillor T Saffell and

RESOLVED THAT:

The Council's approach to treasury management in 2024/25 be endorsed.

Reason for decision: Informing Cabinet of the Council's Treasury Management Activity is statutory requirement.

19. ANNUAL CORPORATE COMPLAINTS

The Housing, Property and Customer Services Portfolio Holder presented the report.

It was moved by Councillor A Woodman, seconded by Councillor T Saffell and

RESOLVED THAT:

- 1) The comments made by Corporate Scrutiny Committee on 19 June 2025 be noted.
- 2) The details of the annual report 2024/25 be noted.
- 3) The Corporate Complaints Policy in appendix 1 be reviewed and authority be delegated to the Strategic Director of Resources to make any necessary amendments.
- 4) The self-assessment at appendix 2 be reviewed and confirmed that it is in agreement that the Council is compliant.
- 5) The Unreasonable Behaviour and Communication Policy in appendix 4 be reviewed and authority be delegated to the Strategic Director of Resources to make any necessary amendments.

Reason for decision: The Housing Ombudsman's Complaints Code requires the Council to report on complaints annually to the governing body.

20. SUPPLEMENTARY ESTIMATES, VIREMENTS AND CAPITAL APPROVALS

The Finance and Corporate Portfolio Holder presented the report.

It was moved by Councillor K Merrie, seconded by Councillor T Saffell and

RESOLVED THAT:

- 1) The supplementary estimate detailed in appendix 2 which is below £100k and externally funded be noted.
- 2) The supplementary estimate detailed in appendix 2 which is below £100k and council funded be approved.
- 3) The movement from the development pool to active programme for the capital schemes detailed in table 2 be approved.

Reason for decision: The Council's Financial Procedure Rules, Section 2, paragraphs A24 to A28 stipulate the procedures for virements and supplementary estimates, whilst the Council's Capital Strategy sets out the Governance of the Capital Programme.

21. DELEGATION OF APPROVAL OF EMPLOYEE RELATED POLICIES

The Leader presented the report.

It was moved by Councillor R Blunt, seconded by Councillor K Merrie and

RESOLVED THAT:

Authority delegated to the Head of Paid Service to review and approve any policies related to the Council's Human Resources function as an employer.

Reason for decision: Having up to date HR Policies and Procedures is a critical step in ensuring that the Council operates in compliance with legal standards and best practices.

The meeting commenced at 5.00 pm

The Chairman closed the meeting at 5.11 pm

This page is intentionally left blank

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 29 JULY 2025



Title of Report	CUSTOMER SERVICES ANNUAL REPORT	
Presented by	Councillor Andrew Woodman Housing, Property and Customer Services Portfolio Holder PH Briefed <input checked="" type="checkbox"/>	
Background Papers	Customer Service Scrutiny report 2024	Public Report: Yes
	Customer Experience Strategy 2022 -2025	Key Decision: No
Financial Implications	There are no financial implications arising from this report.	
	Signed off by the Section 151 Officer: Yes	
Legal Implications	None directly arising from this report.	
	Signed off by the Monitoring Officer: Yes	
Staffing and Corporate Implications	None bar those addressed in the day-to-day management of the service.	
	Signed off by the Head of Paid Service: Yes	
Purpose of Report	This report is presented to Cabinet as part of the agreed annual update on Customer Service performance. The report supports the Council's goals outlined in the Corporate Delivery Plan to prioritise customer focus. It recognises that Customer Service enquiries offer a consistent and valuable source of feedback from residents, helping the Council to identify areas of success and opportunities for improvement.	
Reason for Decision	To ensure Cabinet Members are aware of Customer Services activity and transactions during the last financial year given the Service's cross-cutting delivery.	
Recommendations	THAT CABINET: 1. NOTES THE COMMENTS MADE BY CORPORATE SCRUTINY COMMITTEE ON 19 JUNE 2025. 2. NOTES THE DETAILS OF THE ANNUAL CUSTOMER SERVICE PERFORMANCE REPORT.	

1. BACKGROUND

- 1.1. This report has come before Cabinet following an agreement by Corporate Scrutiny Committee in December 2022 to add an update report to the work programme on an annual basis. The scoping request previously was for the item to be focused on the overall levels of performance, the performance metrics used and what action has and is planned to be taken to address any areas of concerns.
- 1.2. This report provides a comprehensive overview of the Council's efforts to enhance customer satisfaction and responsiveness. It summarises key metrics and trends observed over the financial year 2024/25, highlighting areas of success and identifying opportunities for improvement. The report includes detailed analysis of customer feedback, response times, and resolution rates, offering valuable insights into how the Council can continue to improve its services and better meet the needs of its residents.

2. POLICY AND STRATEGY FRAMEWORK

- 2.1 The adopted Customer Experience Strategy 2022-2025 sets the context for the consideration of Customer Service and its operation in the Council. The Strategy will be refreshed in 2025.
- 2.2 In summary, the Strategy makes several key statements which provide the policy context for this report. These are that:
 - I. effective management of a customer relationship is not only about how responsive, efficient and technologically advanced services are, but is equally about the emotion, feeling and impression that an individual experiences.
 - II. the Strategy starts the journey of the Council moving away from a view that customer service is the responsibility of a team or department, but instead recognises that it is a cross-cutting theme that spans the whole organisation and links intrinsically with our wider plans, behaviours and values.
 - III. it emphasises the importance of digital experience, both to meet customer demand (and often preference), fits our future resources, but also to free up resources to help those who need more of our help, or need to access our services in different ways
 - IV. it begins the movement of the Council to one of customers being at the heart of what the Council delivers.
- 2.3 The Strategy also outlines a set of principles that the development of customer service (in all areas of the Council) will draw upon:
 - Customer First: Placing customers at the heart of the organisation. Empowering staff to provide their absolute best customer experience in a way that customers tell the Council that they want to.
 - Customer Access: A modern, fresh approach to customer experience and spaces, whether physical or digital. Light, clean and welcoming environments.
 - Digital by Default: Digital experiences so good that they are the channel of choice.

- Inclusion: Recognising customers' unique circumstances and in doing so ensuring that those that need Council services are not excluded.
- Customer Insight: Consistently measuring customer experiences. Knowing customers and their needs. Understanding why things go wrong and learning from this to improve our services.
- Value for Money, Efficiency and Return on Investment: Recognising the financial climate, benefit focused outcomes and business minded decision making.

2.4 These principles are driving the changes to customer provision up to 2025.

3 CUSTOMER SERVICE DELIVERY

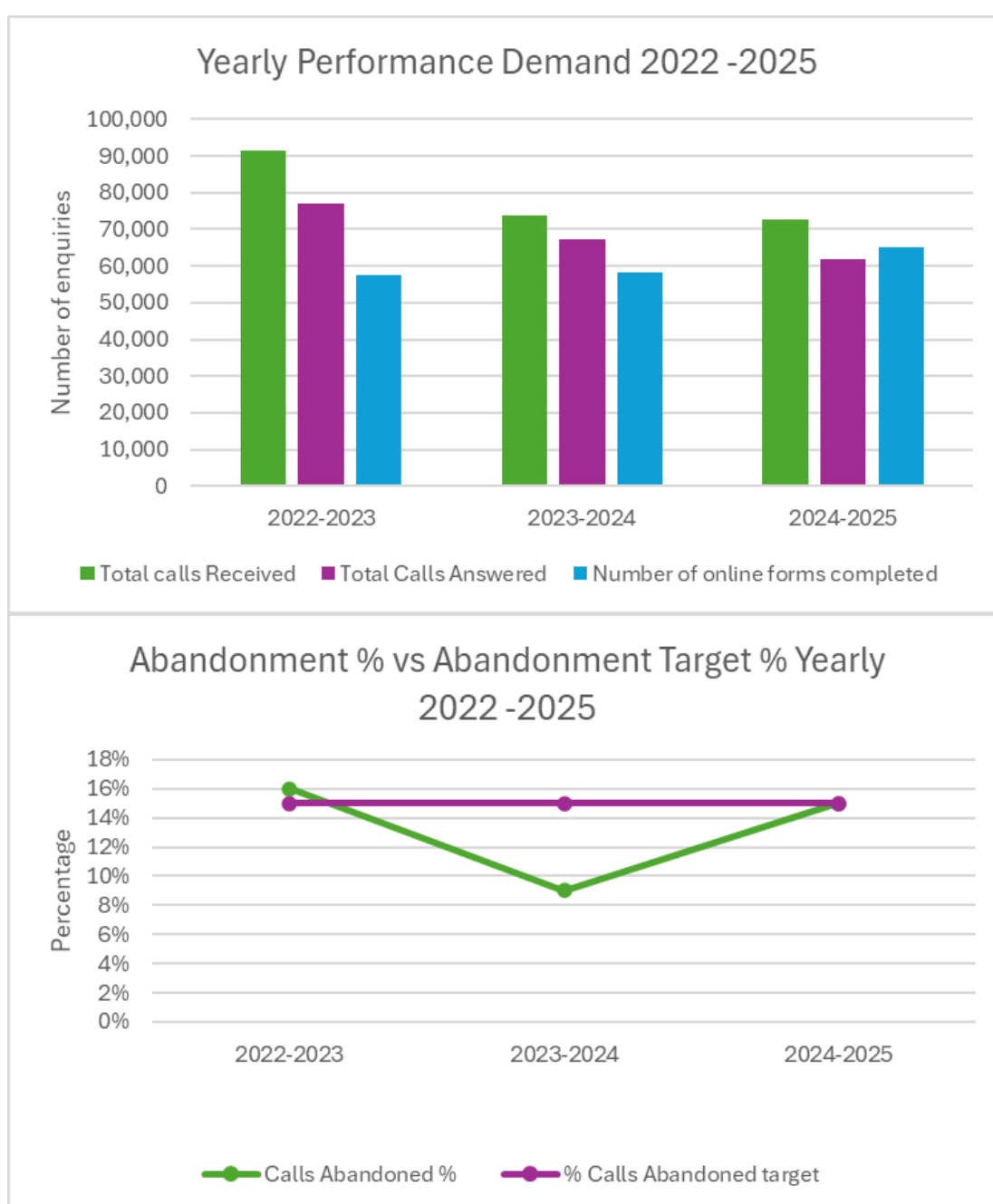
3.1 When discussing customer service provision, it is essential to recognise that this involves more than just the Customer Services Team, although they play a crucial role. All Council staff contribute to customer service in various capacities. While this report focuses on the performance of the Customer Services Team, below is a summary of the primary areas with significant customer interaction. It is important to note that every department within the Council engages with customers to some extent:

- Customer Services – this is the main front-line support providing the front-end contact for many Council services with much of the initial customer contact coming through this team either face-to-face or by phone and email.
- The Customer Experience Team – this team is responsible for capturing, analysing, and acting upon customer feedback, data, and insights at every stage of the customer journey. They share this valuable information with the other services to foster continuous improvement. Collaborating with back-office teams, they work to enhance the customer journey and improve services for both customers and the Council. This team also includes the Council's Feedback Officer, who administers and manages all corporate feedback, including complaints and member enquiries.
- Housing Repairs Team - this team handles initial calls from tenants reporting or following up on both responsive and planned works.
- Housing Choices – this team manages initial calls from customers seeking social housing, whether due to homelessness or a desire to join the choice-based lettings register.
- Waste Services – calls related to Waste Services are initially answered by the Customer Services Team, aiming for resolution at the first point of contact. These calls include missed bin reports, requests for new or additional waste containers, bulky waste collections, collection advice, and promotion of waste services and initiatives. Calls may be transferred to the Waste Team if escalation is needed or if the Customer Services Team cannot resolve the enquiry.
- Planning - calls regarding planning matters are answered by the Customer Services Team, with the goal of resolving them at the first point of contact or directing callers to appropriate digital forms or resources. Calls requiring specific

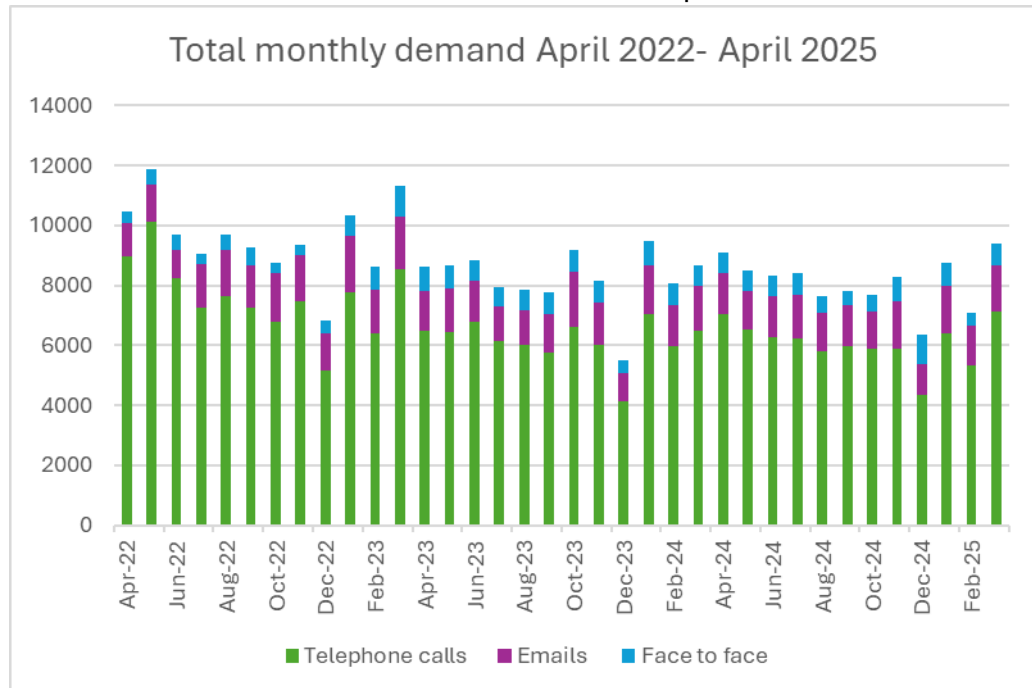
officers or related to certain applications are transferred to the Planning Support Team.

- Revenues and Benefits - being only the second team that touches every household within the district through Council Tax and therefore forms a considerable proportion of the Council's calls each year. These calls are answered by the Customer Services Team with the aim to resolve them at the first point of contact. Calls may be transferred to the Revenues or Benefits team if the enquiry needs escalation or customer services is unable to answer the question presented.

4. PERFORMANCE DATA

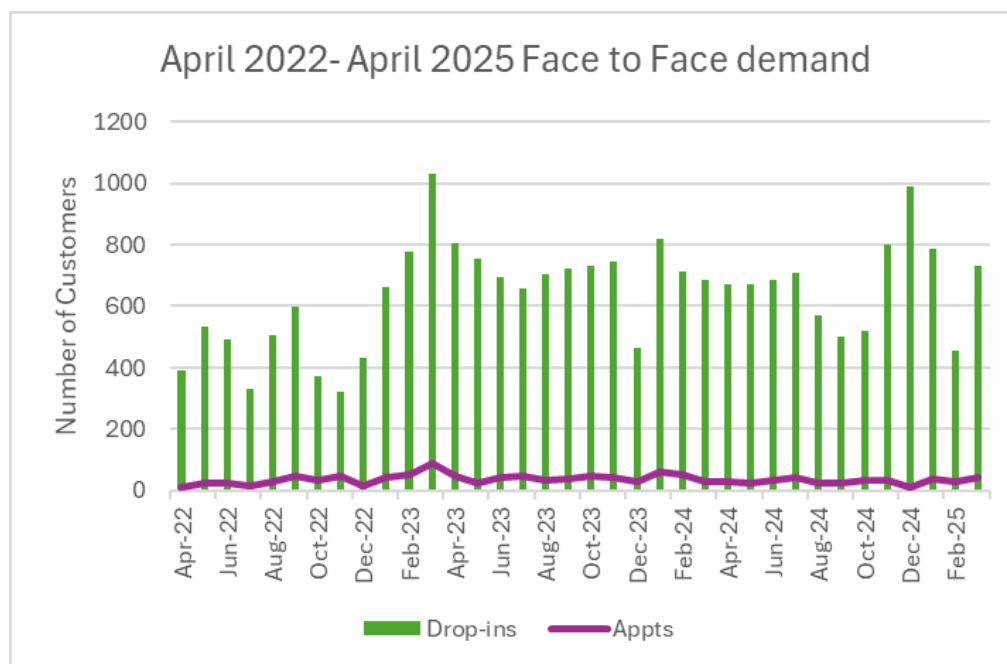


- 4.1 In 2024/25, the number of calls received by Customer Services marginally decreased by 1,031. This reduction may be attributed to several factors, including changes in how residents choose to access services. Despite the decrease in calls, the overall number of interactions remains consistent with an increase in those residents choosing to access online forms. Customer Services now handle more enquiries at the first point of contact, suggesting that the calls are from more unique callers rather than repeat callers. Consequently, the total number of calls is now a more accurate reflection of the number of enquiries.

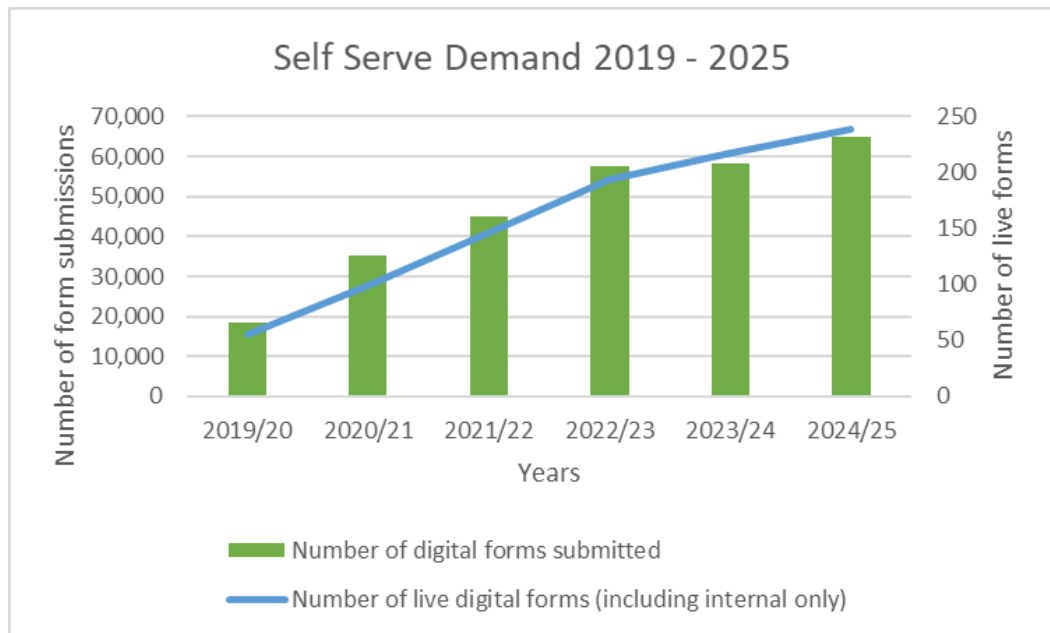


- 4.2 Since the opening of the Customer Centre in December 2023, the Council observed an initial peak in face-to-face interactions, with a significant increase in the number of residents 'dropping in' compared to the previous year. This surge was anticipated due to the Centre's more accessible location. The number of face-to-face interactions has now stabilised in the last financial year, averaging 674 residents per month. These enquiries tend to be more in-depth and are often from residents with more complex needs.

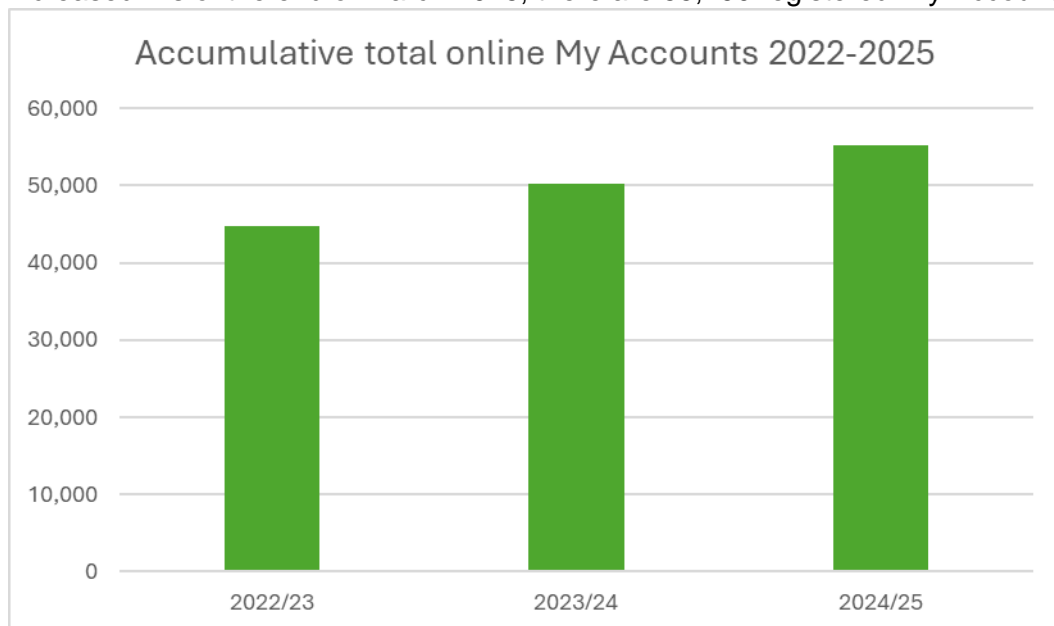
The Customer Centre also provides an excellent opportunity to inform attendees about digital service options for future use, where applicable.



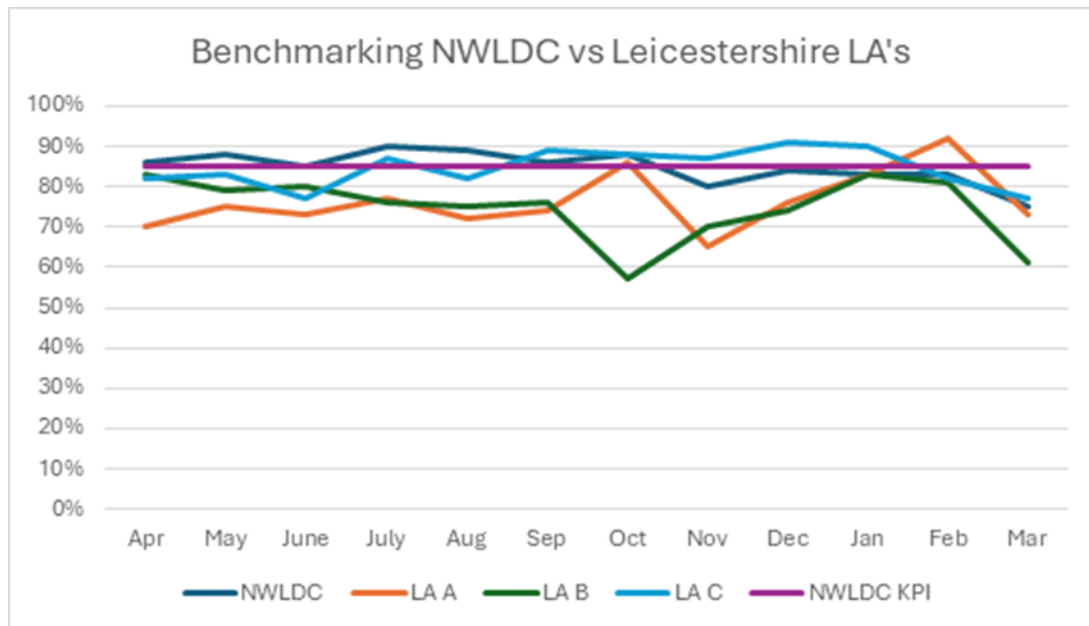
- 4.3 In 2024/25, call handling times remained higher than in previous years, averaging six minutes and one second per call. This increase is expected due to the rise in digital self-service demand, leaving the remaining enquiries more detailed and time-consuming. Consequently, the routine enquiries officers now receive are more complex and often involve assisting more vulnerable residents. As a result, call handling times have increased, leading to longer wait times and a higher number of abandoned calls.
- 4.4 Over the past six years, the availability of the Council's digital online self-service platform has significantly increased. By 2024/25, there were 238 forms available across various service areas for both internal use and customer access compared to 55 in 2019/20. This growth was initially driven by the demands of Covid-19, but more broadly, services have been progressively working to provide digital solutions and utilise online forms to enhance service accessibility for customers. As illustrated below, the number of customers accessing this digital channel has also increased over the last six years, in line with the rise in available digital forms.



- 4.5 Over the past three years, the number of residents choosing to create online accounts to view their personal data, such as Council Tax and benefits, has steadily increased. As of the end of March 2025, there are 55,290 registered 'My Accounts'.



- 4.6 Out of the 238 live online forms, 77 of these are fully integrated end to end processes for example missed bin collection and fly tipping, over the last year it is estimated that there has been an average time saving of 34 hours per week.
- 4.7 Benchmarking abandonment call rates against other local authorities within Leicestershire, (see below), shows that the Council is performing relatively the same as one local authority and better than two others. The purple straight line shows the target for abandoned calls within customer services.



4.8 Benchmarking against other local authorities has shown a move away from traditional Key Performance Indicators (KPIs) of calls answered within 60 seconds and 90% call answering, and instead working towards calls being dealt with right first time and taking a holistic approach to how the Council deals with enquiries. For example, if the customer is calling regarding a Council Tax reminder –

- are they getting the right benefits
- do they have other debts and
- need referring for debt advice.

This is the approach the Council is taking and has been recording resolution within Customer Services for the last year.

4.9 In April 2024, the Customer Services team started recording call resolution as to whether a call had been resolved by the Customer Services team or if it needed to be passed on to a back-office service to completed. The Council set a target of 85% per month by benchmarking against other Leicestershire local authorities. Over the past year, the Council has consistently exceeded this target, achieving an average of 88% first point contact resolution per month.



5. Customer Satisfaction

5.1 Customer satisfaction is a critical aspect of the Council's operations, as it directly impacts the effectiveness and efficiency of service delivery. By capturing customer satisfaction, the Council can gain valuable insights from residents' feedback, which helps identify areas of success and opportunities for improvement. High levels of satisfaction foster trust and confidence in the Council, enhancing its reputation and encouraging community engagement. The graph below shows the overall customer satisfaction results for the last year, out of the 3824 customers who completed the telephone survey.

5.2 The Council achieved an average satisfaction rate of 94% for the year 2024/25. This performance is notably higher compared to a comparable local authority in Leicestershire, referred to as 'Local Authority A'.

In terms of survey participation, the Council had a higher engagement, with 3,824 customers completing the survey, compared to 2,841 customers for 'Local Authority A'. Furthermore, 'Local Authority A' reported an average satisfaction score of 85.40%, which is significantly lower than the Council's 94%.

These results indicate that the Council is performing well in terms of customer satisfaction and survey participation within Customer Services. The Council is actively exploring ways to increase and encourage more face-to-face feedback, including trialling the use of handheld devices for customers to complete the survey instead of the current QR code system.



6 Avoidable Contact

6.1 Avoidable Contact in the context of customer service and the Council operations, refers to interactions between customers (or residents) and the Council that could have been prevented through better information, processes, systems and officer behaviour. These

contacts often arise due to issues such as unclear communication, process inefficiencies, or lack of accessible information.

6.2 The data analysed spans from 1 April 2024 to 31 March 2025, marking the first full year of recording avoidable contact. Contacts are categorised based on their resolution status as documented by the Customer Service team. It is important to note that this data focuses solely on avoidable contact received into the Customer Service team and does not account for avoidable contact occurring elsewhere within the Council.

6.3 The graph below shows the percentage of avoidable contact received by the Customer Service contact centre each month. Over the course of the year, this averages out to 15% of all contact, which translates to approximately 785 calls per month at an average of five minutes 51 seconds per call. This baseline provides the Council with a foundation to understand and work towards reducing avoidable contact.



6.4 The graph below illustrates the number of avoidable contacts across various Council services between April 2024 and March 2025. Notably, Revenues and Benefits and Waste services have the highest number of avoidable contacts, with 2,252 and 1,841 contacts respectively. This is expected, as these two services directly reach every household, providing a broader perspective on their impact.



- 6.5 As part of a transformation project aimed at improving customer contact, the Council is collaborating with various services to reduce avoidable contact. This involves reviewing the corporate customer contact standards, conducting root cause analysis to understand recurring issues, and assessing the content and quality of the Council's website. Additionally, the Council is examining the letters it sends to ensure they are written in plain English, with the ultimate goal of enhancing customer understanding.

7 Recent challenges, achievements and improvements

- 7.1 Over the past year, Customer Services has experienced a notable increase in abusive and threatening behavior from customers, both in person and via telephone. Additionally, there has been a rise in the number of customers exhibiting mental health challenges, significantly impacting the Customer Services team.

To address these issues, the Council is implementing several strategies:

- **Enhanced No Tolerance Messaging:** The team is reinforcing its stance against abusive behaviour through increased communication and signage.
- **Root Cause Analysis:** The team is investigating the underlying reasons for these behaviours to prevent future occurrences.
- **Review of Customer Contact Standards:** The team is ensuring standards are consistent and aligned across the organisation, setting clear expectations for both staff and customers.

These challenges have also affected the health and wellbeing of the Customer Service team, leading to increased sickness and reduced capacity. In response, the Council is exploring various training options focused on staff wellbeing.

- 7.2 Customer Services successfully retained their customer service accreditation, which rigorously tests areas identified as priorities for customers. These areas include delivery, timeliness, information, professionalism and staff attitude. The accreditation also emphasises developing customer insight, understanding the user experience and robustly measuring service satisfaction. To achieve this accreditation, full compliance in

at least 46 out of 57 elements is required, with the opportunity to demonstrate exceptional performance at a "compliance plus" level. Customer Services achieved full compliance in all elements and excelled in four "compliance plus" areas.

- 7.3 The Council has implemented a 'secret shopper' survey within Customer Services to gain external perspectives and feedback on customer interactions. This feedback is crucial for informing improvements in how the Council serves its customers. The survey focuses on key elements such as listening, understanding, empathy, enthusiasm, rapport building, clear communication and overall customer experience. The average score from these surveys is an impressive 90%.
- 7.4 The Customer Service Team Manager is collaborating with the Transformation Team to review and update the Customer Experience Strategy. Additionally, they are working with the Communications Team Manager on a project aimed at improving customer contact. This project focuses on:
- Reducing avoidable contact
 - Renewing website content
 - Enhancing the written word and tone of voice in letters sent to customers across the authority
 - Implementing mandatory customer service training for all officers.

8 Conclusion

- 8.1 The Customer Services team has made significant strides in enhancing the quality and efficiency of service delivery over the past year, despite facing challenges such as increased abusive behaviour and mental health issues among customers. The Team has implemented effective strategies to address these issues, including enhanced no tolerance messaging and root cause analysis.
- 8.2 The retention of customer service accreditation, with full compliance in all elements and excellence in several "compliance plus" areas, underscores the team's commitment to high standards. The introduction of the 'secret shopper' survey has provided valuable external feedback, contributing to an impressive average score of 90%.
- 8.3 Overall, the Customer Services team has demonstrated resilience and dedication in improving customer satisfaction and responsiveness, aligning with the Council's goals and principles outlined in the Customer Experience Strategy. Continued focus on staff wellbeing and customer insight will ensure sustained progress in delivering exceptional service to residents.

9 Comments from Scrutiny Committee 19 June 2025

- 9.1 The Scrutiny Committee highlighted several positive aspects of the report, particularly praising the benchmarking data related to abandonment rates. They noted that while a 15% abandonment rate might seem concerning in isolation, the data shows this rate is consistent across the sector. The Committee inquired whether the Council's current phone system supports a 'call back' feature, where customers are called back when they reach position 1 in the queue. Although the current provider does not offer this feature, it is being actively explored. Additionally, the Committee appreciated the customer journey mapping and root cause analysis efforts aimed at enhancing the customer experience. They expressed concern about the increased abuse towards staff

and endorsed the zero-tolerance policy, emphasising the importance of measures to support staff wellbeing

Policies and other considerations, as appropriate	
Council Priorities:	A well-run council
Policy Considerations:	None
Safeguarding:	None directly, but safeguarding is a consideration in some customer interactions
Equalities/Diversity:	None
Customer Impact:	Detailed in the report.
Economic and Social Impact:	None
Environment, Climate Change and Zero Carbon:	None
Consultation/Community/Tenant Engagement:	None
Risks:	None
Officer Contact	Nichola Oliver Customer Services Team Manager nichola.oliver@nwleicestershire.gov.uk

This page is intentionally left blank

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 29 JULY 2025



Title of Report	SUPPLEMENTARY ESTIMATES, VIREMENTS AND CAPITAL APPROVALS	
Presented by	Councillor Keith Merrie Finance and Corporate Portfolio Holder <div style="text-align: right;">PH Briefed <input type="checkbox"/> Yes</div>	
Background Papers	Council 20 February 2025: <u>General Fund Budget and Council Tax 2025/26</u>	Public Report: Yes
	Cabinet 24 June 2025: <u>Supplementary Estimates, Virements and Capital Approvals</u>	Key Decision: Yes
Financial Implications	Appendix 2 details the supplementary estimates for approval.	
	Signed off by the Section 151 Officer: Yes	
Legal Implications	No legal implications arising from this report.	
	Signed off by the Monitoring Officer: Yes	
Staffing and Corporate Implications	Any staffing implications of this report are detailed in the body of the report and the attached appendices.	
	Signed off by the Head of Paid Service: Yes	
Purpose of Report	To seek approval of the supplementary estimates, virements and capital scheme movements.	
Reason for Decision	The Council's Financial Procedure Rules, Section 2, paragraphs A24 to A28 stipulate the procedures for virements and supplementary estimates, whilst the Council's Capital Strategy sets out the Governance of the Capital Programme.	
Recommendations	THAT CABINET: <ol style="list-style-type: none"> 1. NOTES THE SUPPLEMENTARY ESTIMATE DETAILED IN APPENDIX 2 WHICH IS BELOW £100K AND EXTERNALLY FUNDED. 2. NOTES THE SUPPLEMENTARY ESTIMATE DETAILED IN APPENDIX 2 WHICH IS ABOVE £250K AND REQUIRES COUNCIL APPROVAL. 	

	<p>3. APPROVES THE SUPPLEMENTARY ESTIMATE DETAILED IN APPENDIX 2 WHICH IS BELOW £100K AND COUNCIL FUNDED.</p> <p>4. APPROVES THE VIREMENT DETAILED IN PARAGRAPH 3.3 WHICH IS BETWEEN £100K AND £250K.</p> <p>5. APPROVES THE MOVEMENT FROM THE DEVELOPMENT POOL TO ACTIVE PROGRAMME FOR THE CAPITAL SCHEMES DETAILED IN TABLE 1.</p> <p>6. APPROVES THE AWARD OF GRANT OF £250,000 TO CASTLE DONNINGTON COLLEGE AND DELEGATES AUTHORITY TO THE DIRECTOR OF COMMUNITIES TO FINALISE AND AGREE THE FUNDING AGREEMENT.</p>
--	---

1.0 BACKGROUND

- 1.1 This report seeks approval for virements and supplementary estimates, as required under the Council's Constitution. This is a regular report to Cabinet to enable the approval of virements and supplementary estimates in a timely manner for the efficient operation of the Council. It also sets out proposed changes to the Capital Programme.
- 1.2 This report covers items in respect of the General Fund.

2.0 SUPPLEMENTARY ESTIMATES

- 2.1 A supplementary estimate is an addition to the Council's agreed budget and should only be considered after all other options such as virements or savings have been considered.
- 2.2 Supplementary estimates include budgets fully funded by external grants or contributions.
- 2.3 Supplementary estimate levels were approved as part of the Constitution by Council in February 2025. These approval levels are detailed in Appendix 1.
- 2.4 All supplementary estimates above £250k require Council approval. Any under £250k that will be Council-funded require Cabinet approval, whereas those fully externally-funded are reported to Cabinet below £100k but require approval over £100k
- 2.5 Appendix 2 details all supplementary estimates grouped by value and funding with details of the reasons for the requests which are summarised in the table shown in the Appendix, with further detail provided below.

- **£27,142 Grant** - The Biodiversity Net Gain DEFRA grant is a funding initiative provided by the Department for Environment, Food and Rural Affairs (DEFRA) to support local authorities and organisations in implementing the principles of biodiversity net gain as mandated by recent environmental legislation. Biodiversity net gain requires that new developments leave the natural environment in a measurably better state than before, ensuring that ecological features are protected and enhanced. The grant aims to assist councils with the resources needed to integrate biodiversity improvements into planning processes, fund habitat creation or restoration projects, and develop effective monitoring and reporting systems.
- **£943,749** - The Disabled Facilities Grant (DFG) in North West Leicestershire is a government-funded initiative designed to help local residents with disabilities live more independently and safely in their own homes. The grant provides financial assistance for essential adaptations, such as installing ramps, stairlifts, accessible showers, or widening doorways, to remove barriers and support individuals' mobility within their home environment. In North West Leicestershire, the DFG is delivered in partnership with the Lightbulb programme, an innovative county-wide collaboration that streamlines housing support services. The Lightbulb arrangements offer a single point of contact for residents seeking adaptations and advice, ensuring needs are assessed quickly and resources are coordinated efficiently. Through this partnership, the DFG process is made simpler and more accessible for those in need, helping to promote wellbeing and independence in the community.
- **£40,380** - A one-year fixed term contract is proposed within ICT to help address current operational pressures, with a particular focus on ensuring the service desk is sufficiently resourced to manage increased levels of demand.

3.0 VIREMENTS

- 3.1 A virement is where one or more budget(s) are reduced to find an increase in another budget(s). There is no net change in the total budget agreed by Council arising from a virement.
- 3.2 Virement approval levels were approved as part of the Constitution by Council in February 2025. These approval levels are detailed in Appendix 1.
- 3.3 The decision has been made to pool service legal budgets into a central legal budget held by the Legal Team from 1 July 2025. This means that instead of each service holding a budget for external legal costs and providing a cost code to the legal advisor when external advisors are instructed, all costs will be managed by the Legal Team centrally. Centralising legal budgets under Legal Services is expected to enhance planning, budgeting, and reporting. Budgets will be transferred from various Services, with individual transfers ranging from £2,500 to £100,000. The total amount transferred to Legal from service budgets is £218,570.

4.0 CHANGES TO THE CAPITAL PROGRAMME

- 4.1 Schemes in the capital programme are grouped under two categories and these are:

Development Pool: These are schemes not yet fully costed, or funding sources identified. A full business case is required to be prepared and presented to the Capital Strategy Group for consideration before the scheme can go ahead.

Active Programme: Schemes in this category have been approved (by Capital Strategy Group, Cabinet or Council), fully funded and are being delivered.

- 4.2 Table 1 below provides details of schemes for Cabinet approval to move from the development pool to the active projects.

Table 1

Scheme	Fund	Budget £	Reason for Movement
Existing Scheme - movement from Development Pool to Active Programme			
Laptop Replacement	General	92,000	This project is part of 2025/26 approved capital programme. Considered by CSG 26 June 2025
Windows Server	General	50,000	This project is part of 2025/26 approved capital programme. Considered by CSG 26 June 2025
Total		142,000	

5.0 CASTLE DONNING COLLEGE – 3G PITCH

- 5.1 At its meetings on 13 May 2025, Council approved funding for the 3G pitch at Castle Donnington College. The report highlighted that Legal Services has drafted the funding agreement. However, given the sum to be awarded, the Council's Constitution requires approval of the grant of £250,000 to be awarded to the College.

Policies and other considerations, as appropriate	
Council Priorities:	A well-run council
Policy Considerations:	The Council's Financial Procedure Rules, sections A24 – A28, set out the details of the virement and supplementary estimates, as shown in Appendix 1 of this report.
Safeguarding:	N/A at this strategic level - however individual works will comply with normal processes in this regard
Equalities/Diversity:	N/A at this strategic level - however individual works will comply with normal processes in this regard
Customer Impact:	None
Economic and Social Impact:	N/A at this strategic level - however individual works will comply with normal processes in this regard
Environment, Climate Change and Zero Carbon:	The biodiversity net gain grant will enable the council to implement projects that enhance local ecosystems, helping to increase carbon sequestration and build resilience against the impacts of climate change.
Consultation/Community/Tenant Engagement:	None.
Risks:	Non-compliance with any grant conditions. A full assessment is in place as part of the grant process.
Officer Contact	Anna Crouch Head of Finance and Deputy S151 Officer anna.crouch@nwleicestershire.gov.uk

This page is intentionally left blank

Extract from 'The Council's Constitution' March 2025 Version

Virement

A.24 **Full Council** is responsible for agreeing procedures for **Virement** of expenditure between **Budget** headings. The definition of a Virement is set out in Section 5 of the **Policy & Budget Framework** as follows:

*Steps taken by the **Cabinet**, a **Cabinet Member**, a group of the Cabinet, or Officers, or **Joint Arrangements** to implement Council policy shall not exceed the budgets allocated to each relevant **Budget** head. However, such bodies or individuals shall be entitled to vire across Budget heads within such limits as shall be laid down in the **Financial Procedure Rules**. Beyond those limits, approval to any **Virement** across Budget heads shall require the approval of the **Full Council**.*

*A **Virement** is defined as where one or more **Budget(s)** are reduced to fund an increase in another Budget(s). There is no net change in the total Budget agreed by Council arising from a Virement.*

A.25 The table below sets out the approval level required based on the value of the **Virement**.

Value	Approval Level Required		
	Within a Budget Head	Between Budget Heads in same Directorate	Between Directorates
Between £0 - £4,999	Heads of Service	Heads of Service	Heads of Service
Between £5,000 and £24,999	Heads of Service and Strategic Directors	Strategic Directors and Portfolio Holder(s)	Strategic Directors and Portfolio Holder(s)
Between £25,000 and £99,999	Strategic Directors and Portfolio Holder(s)	Strategic Directors and Portfolio Holder(s)	Strategic Directors and Portfolio Holder(s)
Between £100,000 and £249,999	Cabinet	Cabinet	Cabinet
£250,000 and over	Full Council	Full Council	Full Council

Notes:

1. In all circumstances Virements require approval by the S151 Officer.
2. All relevant parties listed above must be in agreement.
3. Virements should not be artificially disaggregated.
4. Virement rules apply to capital and revenue.

Supplementary Estimates

A.26 A supplementary estimate is an addition to the Council's agreed **Budget**. Supplementary estimates can be one-offs, or recurring. In either case, supplementary estimates should only be considered after all other options, such as **Virements**, or savings, have been considered. Supplementary estimates include budgets fully funded by external grant or contribution.

A.27 The table below sets out the approval level required based on the value of the supplementary estimates.

Value	Approval Level Required	
	Fully Externally Funded	Requires Council Funding
Between £0 and £9,999	S151 Officer	S151 Officer
Between £10,000 and £99,999	Head of Service [then reported to Cabinet at next meeting]	Cabinet
Between £100,000 and £249,999	Cabinet	Cabinet
£250,000 and over	Full Council	Full Council
Notes:		
1. In all circumstances Supplementary Estimates require approval by the S151 Officer.		
2. Council funding includes (but is not limited to) revenue budget, reserves, Section 106, capital receipts and borrowing. S151 Officer decision will undertake an assessment.		
3. Supplementary Estimates should not be artificially disaggregated.		
4. Supplementary Estimates rules apply to capital and revenue.		

A.28 Where in exceptional or unexpected circumstances a Directorate is faced with a material increase in its net expenditure, which cannot reasonably be contained within its resource allocation figure for the year, the **Chief Executive** or **Strategic Directors** must (wherever possible, prior to incurring the expenditure) submit a request to **Cabinet** or **Council** for a supplementary estimate to cover the additional expenditure. The Cabinet or Council will also decide how the expenditure will be funded, e.g. from grant, revenue, reserve, loan or otherwise.

Supplementary Estimates - General Fund, HRA & Special Expenses (Capital & Revenue)

Capital/ Revenue	General Fund/HRA / Special Expenses	Directorate	Service	Recurring / One-Off	Amount £	Funded By	Reason For Request
Externally Funded							
Between £0 and £99,999 (For Information Only)							
Revenue	General	Place	Planning & Infrastructure	One off	27,142	Grant	Biodiversity Net Gain Defra Grant
Between £100,000 and £249,999 (For Cabinet Approval)							
Over £250,000 (Requires Council Approval)							
Capital	General	Community Services	Environmental Protection	One off	943,749	Grant	Disabled Facilities Grant
TOTAL EXTERNALLY FUNDED					970,891		
Council Funded							
Between £0 and £249,999 (For Cabinet Approval)							
Revenue	General	Finance and Resources	ICT	One-off	40,380	MTFP Reserve	1 year fixed term contract for ICT Business Support Analyst
Over £250,000 (Requires Council Approval)							
TOTAL COUNCIL FUNDED					40,380		
TOTAL SUPPLEMENTARY ESTIMATES					1,011,271		

This page is intentionally left blank

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 29 JULY 2025



Title of Report	MINUTES OF THE COALVILLE SPECIAL EXPENSES WORKING PARTY - 10 JUNE 2025	
Presented by	Councillor Tony Gillard Business and Regeneration Portfolio Holder PH Briefed: Yes	
Background Papers	Agenda and minutes – CSEWP – Tuesday 10 June 2025	Public Report: Yes
		Key Decision: No
Financial Implications	As set out in the reports to the Coalville Special Expenses Working Party (CSEWP) on 10 June 2025.	
	Signed off by the Section 151 Officer: Yes	
Legal Implications	Legal advice was provided during the drafting of all reports to the CSEWP on 10 June 2025.	
	Signed off by the Monitoring Officer: Yes	
Staffing and Corporate Implications	There are no staffing or corporate implications arising from the report.	
	Signed off by the Head of Paid Service: Yes	
Purpose of Report	To share the minutes of the Coalville Special Expenses Working Party from 10 December 2024 and to seek Cabinet's support for the establishment of a Coalville Junior Parkrun.	
Reason for Decision	As a non-decision making body, the role of the working party is to consider budget and financial issues, and possible project options which affect the Coalville special expenses area, and to make recommendations to Cabinet. Cabinet is asked to consider the recommendations on that basis.	
Recommendations	THAT CABINET <ol style="list-style-type: none"> 1. NOTES THE MINUTES OF THE COALVILLE SPECIAL EXPENSES WORKING PARTY AT APPENDIX 1. 2. APPROVES THE RECOMMENDATION OF THE COALVILLE SPECIAL EXPENSES WORKING PARTY DETAILED AT SECTION 3.2 WITHIN THE REPORT. 	

1.0 BACKGROUND

- 1.1 The Coalville Special Expenses Working Party consists of all ward members from the Coalville Special Expenses Area and meets as often as is required to meet business demands, which is usually quarterly.
- 1.2 As the Working Party reports directly to Cabinet, all recommendations made are sent to the first available Cabinet meeting for decision.

2.0 TERMS OF REFERENCE

- 2.1 To consider budget and financial issues which either solely or predominantly affect the Coalville Special Expenses Area and to make recommendations to Cabinet.
- 2.2 To receive reports and examine possible project options on which recommendations will be made to Cabinet.

3.0 RECOMMENDATIONS TO CABINET FROM THE MEETING ON 10 JUNE 2025

- 3.1 Events Update.
- 3.1.1 No recommendations were made.
- 3.2 Coalville Park – Junior Parkrun
- 3.2.1 It was recommended that Cabinet supports the proposal to deliver a weekly junior parkrun at Coalville Park. The report can be found at appendix 2.

Policies and other considerations, as appropriate	
Council Priorities:	<ul style="list-style-type: none">- A Well Run Council- Clean Green and Zero Carbon- Communities and Housing- Planning and Regeneration
Policy Considerations:	Taken into consideration in drafting of reports to CSEWP.
Safeguarding:	Taken into consideration in drafting of reports to CSEWP.
Equalities/Diversity:	Taken into consideration in drafting of reports to CSEWP.
Customer Impact:	Taken into consideration in drafting of reports to CSEWP.

Economic and Social Impact:	The reports and proposals presented to CSEWP will have positive economic and social impacts.
Environment, Climate Change and Zero Carbon:	Taken into consideration in drafting of reports to CSEWP.
Consultation/Community/Tenant Engagement:	Taken into consideration in drafting of reports to CSEWP.
Risks:	None identified.
Officer Contact	Paul Wheatley Head of Property and Regeneration Paul.Wheatley@nwleicestershire.gov.uk

This page is intentionally left blank

MINUTES of a meeting of the COALVILLE SPECIAL EXPENSES WORKING PARTY held in the Abbey Room, Stenson House, London Road, Coalville, LE67 3FN on TUESDAY, 10 JUNE 2025

Present: Councillor M B Wyatt (Chair)

Councillors M Burke, D Everitt, M French, J Geary, J Legrys, J Windram, L Windram and C Beck

Officers: Ms E Knight, Mrs W May, Mrs C Hammond and Mr P Wheatley

1. APPOINTMENT OF CHAIR

Nominations were sought for the Chair of the Working Party for the ensuing municipal year.

It was moved by Councillor L Windram that Councillor M Wyatt be appointed as Chair of the Working Party.

The motion was seconded by Councillor J Geary.

Upon being put to the vote it was

RESOLVED THAT:

Councillor M Wyatt be appointed Chair of the Working Party for 2025/26.

2. APPOINTMENT OF DEPUTY CHAIR

It was moved by Councillor M Burke, seconded by Councillor M French and

RESOLVED THAT:

Councillor L Windram be appointed as Deputy Chair of the Working Party for 2025/26.

3. APOLOGIES FOR ABSENCE

There were no apologies received.

4. DECLARATIONS OF INTEREST

There were no interests declared.

5. MINUTES OF THE PREVIOUS MEETING

Consideration was given to the minutes of the meeting held on 10 December 2024.

It was moved by Councillor J Geary, seconded by Councillor L Windram, and

RESOLVED THAT:

The minutes of the meeting held on 10 December 2024 be approved as an accurate record of proceedings.

6. EVENTS UPDATE

The Head of Property and Economic Regeneration presented the report.

A member complimented the report and supported the use of Marlborough square again but noted some concerns in relation to the increased risk of incidents of cars being driven in to crowds at events. He asked to see risk assessments and the measures that would be put in place to mitigate the risks. He also sought assurances on how the numbers of people on the square at any one time would be limited.

The Head of Property and Economic Regeneration advised the members that hostile vehicle mitigation has been looked into for the square and the team had been in contact with Counter Terrorism officer at Leicestershire Police. It was also noted that the Health and Safety Officer had undertaken risk assessments and suggested measures to put in place based on assessment. Looked into the very carefully and source can go to for advice. Hope this gives reassurance. He agreed to share the information outside of the meeting.

The Principal Economic Development Officer advised that the Emergency Planning group had been looking at Martin's Law and that the traffic management company that was used for Ashby Statutes would be used for the Christmas Event.

In response to questions raised by a member in relation to the Christmas lights, the Principal Economic Development Officer advised that the lights were reused each year and were checked before being put in situ, and that the lights were only disposed of if they were beyond repair. She also agreed to make a breakdown of the total amount spent on the lights, including storage, repair and replacing, each year would be circulated outside of the meeting.

The Chairman thanked Members for their comments.

7. COALVILLE PARK - JUNIOR PARKRUN

The Health and Wellbeing Team Leader presented the report to members.

Members were fully supportive of the event and felt that it would be a great way of bringing families into the town on a Sunday.

In response to some questions from members, the Health and Wellbeing team leader advised that she would confirm outside of the meeting if the volunteers would require enhanced DBS checks, and that the park would remain open for during the event, but it would be requested of other users that respect be given to the runners.

It was suggested by the Chair, that if the Parkrun was a charitable organisation, they could apply for the Community Lottery.

It was moved by Councillor J Legrys, seconded by Councillor L Windram and

RESOLVED THAT:

Cabinet be recommended to support the proposal to deliver a weekly junior parkrun at Coalville Park.

Councillor M Burke left the meeting at 6.35pm

The meeting commenced at 6.30 pm

The Chairman closed the meeting at 7.04 pm

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

COALVILLE SPECIAL EXPENSES WORKING PARTY –
TUESDAY, 10 JUNE 2025

Title of Report	COALVILLE PARK – JUNIOR PARKRUN
Presented by	Emma Knight Health and Wellbeing Team Leader
Background Papers	Health and Wellbeing Strategy - North West Leicestershire District Council North West Leicestershire Community Health and Wellbeing Plan - North West Leicestershire District Council How do we deliver? Active Together – Active Together Framework 2.11 Risk Assessments – parkrun Volunteer Hub
Financial Implications	<p>To deliver parkrun there is a one-off set up fee of £4,500. In 2018/19 through Leicestershire County Council's (LCC) Sport and Physical Activity Commissioning process North West Leicestershire District Council's (NWLDC) Health and Wellbeing Team identified parkrun as a project and were granted £7,000 to deliver the project.</p> <p>LCC has allowed the roll over of the funds until a time that the Council could identify a suitable venue. The £4,500 set up fee will be funded through this allocation. The remaining £2,500 will support officer costs to initiate the programme. Therefore, there will be no setup costs or ongoing additional costs to the Council or Coalville Special Expenses.</p>
	Signed off by the Section 151 Officer: Yes
Legal Implications	<p>NWLDC will support the initiation of the programme. Typically, parkrun model relies on a group of volunteers coming together to initiate a parkrun. The Health and Wellbeing Team identified a gap in provision in NWL with no junior parkrun. LCC commission NWLDC to deliver physical activity initiatives to address health inequalities. As part of this commissioning LCC agreed to fund a junior parkrun to benefit NWL and provide a free initiative to support the health and wellbeing of residents. Therefore the initiation of junior parkrun, in this instance, sits with the council. Once set up it will be the responsibility of parkrun and their volunteers to deliver. A hire agreement will be in place between the Council and Coalville junior parkrun,</p>

	<p>which will be delivered and managed by volunteers. Coalville parkrun will be responsible for the health and safety. No events will be delivered until the volunteer group are established, licenced and trained. Therefore NWLDC will run no junior parkruns, the role of the council will be to provide the venue only.</p> <p>Junior parkrun would take place on Council land who will have legal obligations to provide a safe venue. This means, for example, that the venue should be kept in a state of good repair, free from hazards or mitigations to reduce hazards in line with the daily maintenance and running of the site. The Council has suitable public liability insurance in the event of not meeting of an incident as a result of issues with the venue. Parkrun also hold public liability insurance to cover any aspects that are their responsibility. They take full responsibility of the event. NWLDC will undertake a risk assessment in addition to a risk assessment undertaken by parkrun.</p>
	Signed off by the Monitoring Officer: Yes/No
Staffing and Corporate Implications	<p>NWLDC Health and Wellbeing Team Leader and a Health and Wellbeing Development Officer will support the initiation of the junior parkrun and be a point of contact for parkrun and their volunteers thereafter.</p> <p>Some minor additional tasks will be asked of Parks Team, as highlighted in the report, but will not result in an increase in staffing.</p>
	Signed off by the Head of Paid Service: Yes/No
Purpose of Report	To seek support to deliver a junior parkrun weekly, 9am on a Sunday morning at Coalville Park. Parkruns are expected to run every week, 52 weeks of the year unless the park is to be used otherwise, such as an event or if poor weather or any other unexpected circumstances require parkrun to be cancelled.
Recommendations	THAT COALVILLE SPECIAL EXPENSES WORKING PARTY RECOMMENDS TO CABINET TO SUPPORT THE PROPOSAL TO DELIVER A WEEKLY JUNIOR PARKRUN AT COALVILLE PARK.

1.0 BACKGROUND

- 1.1 Junior parkrun is a free weekly community intervention for children ages 4 to 14 years old offering a 2km (1.25 mile) run on Sunday mornings at 9am. It is a fun way for children to be active and encourages participation from the whole family in physical activity, whether it be jogging, walking, volunteering or spectating.

- 1.2 Junior parkrun is designed to be inclusive, welcoming participants of all abilities and backgrounds. Junior parkrun is open to juniors aged 4-14years old.
- 1.3 Currently there is no junior parkrun in North West Leicestershire (NWL) with the closest parkrun venues being Watermead Country Park in Leicester (15miles and approx. 30 minute drive time) and Swadlincote (11 miles away, approximately 25 minute drive time).
- 1.4 Watermead Country Park tends to attract between 100-130 participants and Swadlincote averages 70 participants. It is not unreasonable to expect Coalville to attract similar numbers to Swadlincote given that there is no other junior parkrun in the area.
- 1.5 Parkrun is a well-established organisation delivering a high-quality offer across the UK. A junior parkrun in NWL would provide the local community with an opportunity to support:
 - Improved physical activity and health
 - Enhanced wellbeing
 - Stronger family bonds
 - Community connection
 - Increased volunteer opportunities
 - Mental health
 - Confidence for future engagement activities and opportunities
- 1.6 The outcomes that junior parkrun aims to achieve (as outlined above) support Council priorities of Community and Housing. It supports delivery of a priority in the NWLDC Health and Wellbeing Strategy - Every child will have the best possible start in life. It also supports delivery of the NWL Community Health and Wellbeing Plan, as adopted by the Council, of tackling health inequalities relating to the priorities of Obesity and Overweight, Mental Health, Diabetes and Disability.
- 1.7 NWLDC has a history of initiating parkrun in the district. In April 2011, the Health and Wellbeing Team (then Sport and Physical Activity Team) supported the initiation of adult parkrun at Conkers. This has been a huge success and the Conkers parkrun prides itself in being one of the most inclusive parkrun venues in the UK. 14 years on and it attracts between 400 and 700 participants weekly.

2.0 COALVILLE JUNIOR PARKRUN

- 2.1 In 2018/19, NWLDC's Health and Wellbeing Team secured funding from Leicestershire County Council (LCCC) to initiate a junior parkrun in the district as an intervention to help tackle inactivity in children. However, as the district is in the heart of the National Forest it has proven difficult to identify a venue. The density of trees at most sites poses an issue, preventing marshals from always seeing the runners as the trees present too many blind spots.
- 2.2 LCC has allowed the Health and Wellbeing Team to 'roll over' the funding each year until a suitable venue could be identified. Recently both Hermitage Eco Park and Coalville Park have had new paths installed providing two potential venues for junior parkrun.

- 2.3 After assessment of both sites the most suitable venue for junior parkrun is Coalville Park. The following attributes make Coalville Park a suitable venue:
- Paths around the circumference of the park
 - Onsite toilets
 - Onsite disabled parking
 - Parking available close by on London Road
 - The park is welcoming and picturesque
 - There is a play area for siblings under 4 to access
 - Onsite CCTV
 - Central to Coalville
 - Is close to areas of high deprivation allowing access to free activity.
- 2.4 NWLDC will support the initiation of Coalville junior parkrun by covering the set up costs using external funding, identifying a core team of volunteers to deliver Coalville junior parkrun and providing a venue in Coalville Park. NWLDC will also promote Coalville junior parkrun through normal communication channels.

3.0 REQUIREMENTS

To deliver a parkrun the following is required:

- Funding to cover the setup fee - NWLDC secured funding through the LCC Sport and Physical Activity Commissioning in 2018/19
- Venue to host a weekly parkrun - Coalville Park has been identified as a suitable venue
- Junior parkrun team (a minimum of eight volunteers including a run director and two race directors) - through low key conversations four volunteers have expressed an interest in volunteering including one as run director and one as race director. If there are not the minimum number of volunteers required on a Sunday the parkrun would not be able to go ahead. Therefore, the number of volunteers in a team is greater than the number required on the day.
- Equipment and licences – provided by parkrun as part of the setup fee. This would be provided by parkrun to volunteers upon payment of the set up fee. Coalville parkrun will be responsible for the ongoing maintenance and safety of equipment.
- Participants - Parkrun will advertise in line with their advertising policy. NWLDC will also promote through standard communication methods.

4.0 DELIVERY OF JUNIOR PARKRUN

- 4.1 Parkrun has viewed the site and agrees that the site is suitable, meeting the safeguarding requirements required to deliver a Junior Parkrun.
- 4.2 Coalville junior parkrun will be delivered by parkrun and their trained volunteers. Volunteers are trained by parkrun and have continued access to their volunteer Hub. NWLDC will not be responsible for the delivery or running of the Junior Parkrun, however the Health and Wellbeing Team will support and

quality spot check the initiative. The Health and Wellbeing Team will be quality checking against the Council's risk assessment, parkrun's risk assessment and overall quality against the standards set out by parkrun on their website and in the hire agreement. The Health and Wellbeing Team is experienced in delivering physical activity interventions across the district ranging from exercise classes to mass participation events.

- 4.3 There will be some additional responsibility of the Park's Officers. It will take place during normal opening time of the park, however, vehicular access through the main gates must be restricted whilst participants are on site. Closing one of the gates during this time would prevent access. Toilets will be required to be opened and closed, and some small storage will be required on site. These requirements will not require additional staffing and can be accommodated by the Parks and Open Spaces team.
- 4.4 Parkrun will be responsible for health and safety, completing risk assessments and holds public liability insurance of £12,000,000.
- 4.5 Junior parkrun will be delivered weekly on a Sunday at 9am except for when the park is in use for events such as Picnic in the Park. Therefore will run 52 weeks of the year except for when the park is otherwise in use for events or if poor weather or other unexpected circumstances arise.
- 4.6 In order to relieve pressure from Coalville Park and the surrounding streets, participants will be signposted to park at London Road car park and to walk down to the park for the parkrun. The car park is free to use on Sunday mornings.

5.0 FINANCIAL IMPLICATIONS

- 5.1 NWLDC received £7,000 to initiate a junior parkrun within the district in 2018/19. This funding has been earmarked until a suitable venue could be identified.
- 5.2 A sum of £4,500 is required as a setup fee for parkrun to make available the equipment, licences, training and resources for parkrun volunteers. A further sum of £2,500 will be used to meet NWLDC Officer costs to support the setting up of the initiative.
- 5.3 As all set up costs are being funded externally and the event will be delivered weekly on a volunteer basis, there will be no cost to the Council or the Coalville Special Expense budget for the setting up or ongoing running of the initiative.
- 5.4 No hire costs would be sought from parkrun as it is a charitable organisation that relies solely on volunteers and does not have funding to hire facilities. In return junior parkrun provides significant benefits to the residents of the district.

6.0 LEGAL IMPLICATIONS

- 6.1 Parkrun will be required to complete a full risk assessment of the site. They are an experienced organisation that run parkrun and junior parkrun across the UK and worldwide. They have a robust safeguarding policy and all volunteers are trained to a high standard. They are committed to safeguarding and promoting the welfare of children and adults at risk ensuring

a safe and supportive environment for all and take responsibility and liability for delivery. Parkrun holds public liability insurance of £12,000,000.

- 6.2 Children under the age of 11 must have an adult remain on site and volunteer marshals will be posted and suitable points around the site. Volunteer first aiders and a defib are always present.
- 6.3 Safeguarding of participants will be the responsibility of parkrun and ensure the venue is safe to use before each parkrun. However, NWLDC has a responsibility to ensure that the venue is kept in a good state of repair.
- 6.4 Parkrun issues a licence allowing the course to take place at Coalville Park.
- 6.5 Both the Council and parkrun hold the required public liability insurance. Parkrun holds liability insurance up to £12,000,000

7.0 NEXT STEPS

- 7.1 The table below outlines the next steps:

Action	Date
Parks Team will continue to be engaged and consulted throughout the process	Ongoing
Coalville Special Expense Working Party minutes are to be presented to Cabinet, linked to this report and will consider the recommendations.	29 July 2025
NWLDC and parkrun to host a joint engagement event at the end of June with the public aiming to raise awareness and sign up further volunteers.	Early August 2025
Parkrun to complete their health and safety process inc. full risk assessment and provide this and any other required information such as public liability insurance to the Council's Health and Wellbeing Team.	August 2025
NWLDC to pay the setup fee to parkrun	September 2025
Volunteers to complete parkrun volunteer process (such as Disclosure and Barring Service (DBS) safeguarding checks, training etc.)	September 2025
NWLDC and parkrun to agree a start date and promote launch of junior parkrun appropriately within parkrun and NWLDC communication guidelines	October 2025
Start weekly junior parkrun	To be decided but hopefully November 2025
Monitor, evaluate and communicate success and learning	Ongoing from launch date

Policies and other considerations, as appropriate

Council Priorities:	Communities and housing
Policy Considerations:	<p>NWL Health and Wellbeing Strategy</p> <p>NWL Community Health and Wellbeing Plan</p> <p>Active Together Framework</p>
Safeguarding:	<p>Coalville Park has been identified as a suitable site by the Health and Wellbeing Team, parkrun have viewed the site and agree that the site is suitable, meeting the safeguarding requirements required to run Junior Parkrun.</p> <p>Coalville Park also has three CCTV cameras that are in operation on a Sunday.</p> <p>See also section 6 – Legal Implications</p>
Equalities/Diversity:	<p>Junior Parkrun has a positive impact on equalities and diversity. Junior parkrun is specifically designed to be inclusive and welcoming of participants of all abilities and backgrounds.</p> <p>Coalville Park has been chosen due to the paths in situ, which provides a stable surface that can be used year-round and allows buggies and wheelchairs.</p> <p>There is also onsite disabled parking.</p>
Customer Impact:	<p>Junior Parkrun typically lasts around half an hour. Some residents that use the park at this time may not be able to access the park as they would do ordinarily. However, public access remains in place and the public still have the right to access the park. The Council would develop some communications to ask all users to be respectful of one another.</p> <p>Some residential housing is located close to the park; however, the junior parkrun does not present high levels of noise and is short in duration.</p> <p>Other than disabled parking onsite, the Council will direct all other participants to use London Road car park which is a short walk from Coalville Park to avoid on street parking. Overflow parking</p>

	can be sought at the shopping centre and town centre. Participants will also be encouraged to use active travel as their mode of transport or car share.
Economic and Social Impact:	<p>There is little economic impact, however, it would be bringing visitors into the town centre which may benefit smaller convenience stores that are open on a Sunday morning. There is a trend to participate in as many different parkrun courses as possible, therefore it may support the visitor economy.</p> <p>Junior parkrun has a positive social impact, enhancing wellbeing and community ties for children and families. Research shows that nine in 10 children feel happy and proud after participating, with a significant percentage experiencing increased physical activity and social connection. Junior parkrun supports family bonding with many families reporting stronger community connections and improved family time. Studies also show that junior parkrun can help children build confidence, self esteem and reduce feelings of anxiety and stress.</p> <p>Parkrun also provides volunteering opportunities for the local community.</p>
Environment, Climate Change and Zero Carbon	<p>Junior Parkrun will bring people into the town centre and many of them may travel by car. To mitigate this, the Council will encourage active travel and car sharing.</p> <p>Scooter parking is soon to be installed at the park; children will be encouraged to travel to the park by scooter.</p> <p>Currently the nearest junior parkrun is 11 miles away, approximately 25 minute drive. Those residents currently accessing that venue would have a closer venue to use, therefore potentially reducing drive time and carbon emissions.</p> <p>Otherwise, junior parkrun has low environmental impact, and the course will only use designated footpaths.</p>
Consultation/Community/Tenant Engagement:	Planning a public engagement event early August, with the support of the Communications Team.
Risks:	

	<p>Parkrun is responsible for delivery on the day. However, there is some liability risk to the Council as the course is on Council land. Therefore, there is the risk that accidents may occur and the Council may be at fault if down to the condition of the venue, such as slips/trips/falls.</p> <p>There will also be a reputational risk to the Council if Coalville junior parkrun is not delivered well.</p>
Officer Contact	<p>Emma Knight Health and Wellbeing Team Leader emma.knight @nwleicestershire.gov.uk</p>

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank

Likely to contain exempt information under paragraph(s) 3 of
Part 1 of Schedule 12A of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank