

Other performance news

- Awards and accreditations

The highlights are summarised here and are also shown on www.colchester.gov.uk in the [achievements](#) section

Achieved April 2019 to March 2020 – full-year report	
District communication in action - response to COVID-19	The Council's swift and co-ordinated COVID-19 web response and resources provided effective online communications for residents, businesses and communities – and were featured on the District Councils' Network website as an example of good practice. March 2020.
VisitEngland - Visitor Attraction Accolades	Colchester Castle was a winner in the 'welcome' category of these national annual awards. First presented to the Castle in 2003, it is awarded to venues which show excellence in the experiences, service and stories they offer to visitors. March 2020
East of England Apprenticeship Challenge	The East of England Local Government Association (EELGA) worked alongside Breckland Training Services and Essex County Council to hold the second heat of their annual Apprenticeship Challenge. Highly commended: Emalie Calderbank/ March 2020
British Parking Awards	<p>North Essex Parking Partnership (NEPP) won the Communication Award for the second year running.</p> <p>This category recognises imaginative, engaging and informative approaches to communicating with the public and other organisations. The NEPP won this award for its messaging linked to the national Positive Parking Agenda, including a new series of videos outlining the work of our organisation, improvements to its online services and communication of its MiPermit smart parking account.</p> <p>NEPP were also finalists in the 'Parking Partnerships Award' and 'Parking as a Service Award' categories. March 2020</p>
Resolve antisocial behaviour awards	<p>Colchester Borough Homes were shortlisted in these annual national awards for Box Smart, the boxing programme for local young people, nominated for the 'Project of the Year' award. Box Smart aims to provide a positive outlook for young residents aged 12-16 years old by being active and training with qualified, local coaches. The programme was launched as part of a wider plan to help tackle County Lines and drug-related antisocial behaviour.</p> <p>Colchester Borough Homes is the Council's Arms Length Management Organisation (ALMO) for council homes. March 2020 (awards ceremony postponed indefinitely due to COVID-19)</p>

Hearts for the Arts - National Campaign for the Arts	Colchester Amphora Trading's Alison Fogg was shortlisted for 'Best Arts Champion - Local Authority or Cultural Trust Worker' for her contribution in developing Colchester's thriving arts and creative sector and work with the Creative Colchester Partnership. This brings together creative businesses and arts organisation leaders, alongside Higher Education and Council representatives who work to grow Colchester's creative, cultural and digital economy. February 2020
Career Track (part of Tendring District Council – one of CBC's training providers in delivering apprenticeships)	Three Council employees in Customer Services received awards/certificates at Career Track's Celebration of Success Event. <ul style="list-style-type: none"> • Certificate of Achievement (confirming the successful completion of their apprenticeship) – Rima Miah and Kelton Martin. • Certificate of Merit (nominated by managers/assessors) – Kelton Martin and Jack Binnington. • Rima Miah also received the prestigious 'Apprentice of Year' Assessors Award. February 2020 – as part of National Apprenticeship Week.
Customer Service Excellence standard	The Contact and Support team in Customer were awarded the Customer Service Excellence standard for the second year in a row, following a rigorous assessment day. Customer Service Excellence is a government-backed industry standard that tests in depth those areas that research has shown are a priority to customers, with particular focus on delivery, timeliness, information, professionalism and staff attitude. Achieving the standard gives us formal recognition of our commitment to, and delivery of, customer service. This helps confirm to our residents, current and potential customers and staff both the quality of the service and the support they will receive should they contact Colchester Borough Council. January 2020
Microsoft Dynamics-CBC as a case study	Microsoft has published a case study about the Council on their "customer stories" website. The piece features the ground-breaking work being done by the Council's Dynamics 365 development team and colleagues in ICT with SharePoint, and Power Apps. Typically, application development like this in local authorities is carried out by external partners and contractors. The Council is proud that Microsoft has recognised the amazing work that our teams have done - all in-house! January 2020
Tendring Stars!	Our Digital Access Team won the Community Impact Award at the fifth Tendring Stars! Awards. The Digital Access Team go out into the community helping the borough's most vulnerable residents to get online. For more info about the team visit https://www.colchester.gov.uk/digitalaccesssupport/ January 2020
Day out with the kids - family favourites awards	Day Out With The Kids has awarded Colchester's Natural History Museum 'The Best FREE Family Day Out' in the East of England. More than 25,000 families voted for their favourite attractions in the 2019 awards. November 2019.

<u>Royal Life Saving Society award</u>	Leisure World Colchester's Lynn Williamson won a prestigious Royal Life Saving Society award for her 30 years of service - 2 nd Bar to the Service Cross. Lynn teaches lifesaving skills, including First Aid, CPR and how to use an AED (defibrillator) to future lifeguards. November 2019.
<u>LGC awards</u>	<p>The Council and its subsidiary commercial company Colchester Amphora Trading have been shortlisted in in three categories: Driving Growth; Entrepreneurial Council, and Digital Impact.</p> <ul style="list-style-type: none"> • The Driving Growth entry highlights the Council's key role, alongside its wholly-owned commercial companies Colchester Amphora Trading Ltd (CATL), Colchester Amphora Energy Ltd (CAEL) and Colchester Amphora Homes Ltd (CAHL), in helping to create strong foundations to boost economic development and prosperity in the borough. • The Entrepreneurial Council shortlisting showcases the work of the Council's wholly-owned commercial companies CATL, CAEL and CAHL since their formation in 2018. • Colchester Amphora Trading's entry in the Digital Impact category follows its work to deliver the new ultrafast broadband network currently being rolled out to businesses and homeowners in the town centre. <p>The LGC awards are dubbed the 'biggest celebration of excellence in local government', and this year's competition saw a record number of entries. November 2019 (award ceremony was due March 2020, but postponed indefinitely due to COVID-19).</p>
<u>Institute of Revenues Rating and Valuation Awards</u>	The Council was shortlisted with three other local authorities as finalists in the 'Benefits and Welfare Reform Team of the Year' and 'Most Improved Team of the Year' – after impressing judges with the team's high standards of service and strong focus on customer service. October 2019.
<u>Friends of the Earth</u>	Colchester has been ranked joint top performer in the Eastern Region and equal third most climate-friendly area in England and Wales, according to <u>Friends of the Earth</u> who assessed councils in different categories including renewable energy, public transport, lift-sharing, energy efficiency at home, waste recycling, and tree cover. October 2019.
<u>Defence Employer Recognition Scheme</u>	<p>The Council has achieved a Gold award from the Ministry of Defence's Employer Recognition Scheme. This scheme recognises the organisations which go the extra mile to demonstrate their commitment to aiding and employing members of the military community. It is the first time the Council has received the Gold Award, having previously received the Silver and Bronze accolade.</p> <p>The Council aims to maintain and develop this work and is pleased to set an example to others. We are actively working to raise awareness of the Armed Forces Covenant and encouraging other businesses and organisations in the area to also be Forces Friendly employers. August 2019.</p>
<u>PATROL (Parking and Traffic Regulations Outside London) Parc awards</u>	North Essex Parking Partnership's (NEPP) <u>2017/18 Annual Report</u> was Highly Commended in the 'Innovation and New Services' category "where authorities have delivered examples of an innovative approach or new scheme to improve traffic management, in order to better meet the needs of the community". July 2019.

Green Flag Awards	Castle Park and High Woods Country Park have again both been awarded Green Flag Awards, recognising them as two of the best parks in the UK. Colchester's Cemetery and Crematorium also achieved Green Flag status. Green Flags set a benchmark of standards for management and maintenance of publicly accessible urban and countryside parks, and they promote the community value of green spaces. The Castle Park also holds Green Heritage Site status. July 2019.
Fairtrade town	Colchester's commitment to raising awareness of the benefits of Fairtrade products in the community has been recognised with a Fairtrade Town certificate – for the 13th year running. Colchester first received its Fairtrade Town accreditation in 2006. The certificate is awarded by The Fairtrade Foundation, which works to empower disadvantaged producers in developing countries by promoting and licensing the Fairtrade Mark – the symbol of the international Fairtrade system and most globally recognised ethical label. July 2019.
Local Government Information Unit and the District Councils Network	A major report , which spotlights the Council's ambitions to build more council houses, was launched at the Local Government Association's annual conference. It commended the Council for the "full commitment of its Cabinet to increase the level of affordable housebuilding" and as a good example for managing, and being realistic about, risk. It describes the Council as having "a healthy approach to borrowing," as it has modelled its debt projections from the additional borrowing over the next 30 years "to show the capacity to carry out a more ambitious programme of building." July 2019.
Cycling UK's 100 Women in Cycling 2019	Pam Nelson, the Council's Travel Plan Co-ordinator was named as one of the top 100 women to have encouraged others to get on their bikes at the Cycle UK Awards. June 2019.
GeoPlace Gold Performance Awards	These awards recognise best practice and outstanding address data management by local authorities. Land, property, street and address information is used to connect different services across the Council – giving communities and individuals a 'property-level view' of the services available to them. May 2019.
Hot 100 UK Office locations 2019	When Property Week revealed this year's top office locations outside London, Colchester had jumped 34 places - up to 48 th from 82 nd in the 2018 UK rankings. Location strategist and data analyst experts CACI put together the Hot 100, a ranking of the best new and secondary office locations across the UK, excluding London. CACI assesses 373 UK locations to compile the ranking, taking into account a number of variables. May 2019.
LEXCEL	Legal Services has been re-accredited against the Lexcel standard. Lexcel is the Law Society's legal practice quality mark for excellence in legal practice management and excellence in client care. May 2019.
Hoop Awards - Essex	Colchester Museums won the 'Best Holiday Workshops' category for its programme of children's events across its three museums - Colchester Castle, Hollytrees Museum and the Natural History Museum. These awards recognise and celebrate the people and activity organisers who go above beyond to entertain, educate and inspire children. April 2019.

Municipal Journal (MJ) awards 2019	Housing Benefits Team was shortlisted as finalists in the 'Workforce Transformation' category. The judges also singled out the Council's Digital Access Support Team for a commendation in the 'Delivering Better Outcomes' category. The team was praised for its work to help bridge the digital divide and equip residents with the skills to be able to access online services. Housing Benefits Caseworker Lily Etherington received a commendation in the 'Rising Star' category. Lily joined the Council as an apprentice three years ago and won the Career Track 2018 Apprentice of the Year award. April 2019.
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Other sources of performance data

Datashare – a wide range of Council performance data is available 24/7 via the online Datashare tool on the Council's website [here](#). Categories include spending, business rates, democracy, housing, land, parking, planning, licensing, recycling and waste.

Annual reports – the Council produces annual reports on its performance in various areas. These are brought into one place on the Council's website [here](#) for ease of reference, and to make it easier for the public to find which annual reports are available.

[Single Data List](#) -this is a list of all the datasets that local government must submit to central government. The list is reviewed and updated annually. Local authorities are not obliged to provide any data which is not on the list without extra funding.