

Trading Board

Annual Reports 2015/16 - March 2016



Helpline
There when you need us

 COLCHESTER
CEMETERY & CREMATORIUM

CCTV

Review from the Chair of Trading Board

This is the third Trading Board Annual Report and there has been a further 'step change' in our officers' involvement in commercial opportunities across the Council. This report will update the current position in relation to our core commercial businesses, those we developed Business Plans for in our first year of operation;

- Helpline
- CCTV and Monitoring
- Bereavement Services
- Building Control

We will also introduce some significant advancement in relation to the development of a Building Control Shared Service and the creation of a centralised Events Management service.

Our primary aims remain securing additional income and the management of costs, ensuring the Council is able to retain its ability to deliver front line services whilst facing continued reductions in funding - this year we are pleased to demonstrate our successes in these areas in this report.

Each of the above services has demonstrated an ability to adopt a more sales-focused approach and deliver a commercially competitive service to our customers.

A flexible approach to marketing and communication has also played a significant role in delivering these results together with clear management and excellent employees, dedicated to ensuring that we 'deliver to promise'.

I would like to thank all members of the Trading Board for their ongoing support and advice – it is their experience and enthusiasm for our objectives that have helped us achieve all we have to date.

Councillor Julia Havis

Chair, Trading Board 2015/16

Review from the Strategic Director

I am delighted by the results of the core businesses under the jurisdiction of the Trading Board but as with last year, I am particularly pleased by the continued effect that these businesses are having across the Council. Last year I focused on finance and marketing as services that have positively embraced the commercial ethos. This year I can add ICT, HR and Legal to that list – these central services have all demonstrated a desire to alter their approach and work with commercial services to achieve a shared ambition.

Officers, under the direction of the Trading Board, have continued to be invited to contribute to projects outside their remit, where other managers have spotted a commercial opportunity and require expertise to capitalise on the potential – this is actively encouraged, to enhance those services and help ensure we are able to continue to deliver public services to the residents and businesses of Colchester Borough.

Ian Vipond

Strategic Director

Review of Strategic Ambitions – 2015 – 2018

Last year we introduced the Trading Boards strategic ambition to reaffirm our mission, terms of reference and commitment to promoting economic growth and delivery of the very highest quality businesses. We also sought to become a regional provider of services and extend our geographical reach whilst embracing the Council's Strategic Plan of being 'Vibrant, Prosperous, Thriving and Welcoming', transforming the businesses under our jurisdiction and competing with the private sector.

We introduced 'six pillars' of success around which future plans for the Trading Board are built:

- Customer focus
- Professional staff and systems
- Innovation and responsiveness
- Sound financial management
- Leadership and governance
- Continuous improvement

We would like to update you on our progress against those areas.

Customer focus and determination to put the customer first

Through our businesses we have put our customers at the heart of everything we do and gear our delivery to meeting their individual needs and this year we have introduced new products and services to satisfy some of those needs.

In Helpline we have introduced supply and monitoring of Lone Working devices; introduced 'entry level' response services and augmented the product offer to existing and new customers.

In Bereavement Services we have introduced a new ICT system which provides better record keeping and service booking capability together with the introduction of an on-line memorials design and ordering service.

Professional Staff and Procedures

If our businesses are to reach their true potential we need employees with the necessary skills to support customers, innovate and succeed. We have introduced a clear and flexible training matrix within Helpline to ensure everyone has the skill needed to deliver to promise. We have also been independently audited by commercial auditors Mazars, which tested our systems and our employees and ensured we are delivering to the very highest standards.

Innovation and responsiveness

Our businesses must innovate and find new ways of being at the leading edge of current trends. The product and service innovations in both Helpline and Bereavement have helped stretch the teams responsible and consider the future potential of the business. We will continue to innovate and are considering ways in which the CCTV and monitoring infrastructure can be used to the benefit of CBC but also the local community.

Sound Financial Management

Hand in hand with the financial team we have developed comprehensive forecasting, budgeting and monitoring systems which informs current and future plans.

This year we have confirmed the introduction of a centralised Events Management Service and the hosting of a Building Control Shared Service across a number of Essex local authorities – these decisions are based on sound financial information and clear business planning which alerts us to market opportunities and looks to mitigate risks before the business is set up.

Leadership and Governance

The Trading Board insists on the highest standards of corporate governance, which enable our businesses to operate in the competitive commercial environment. Although we have not yet set up any of our businesses as trading companies, we continue to explore the options and will deliver this option when the time and opportunity is right.

Continuous Improvement

We continuously push the businesses to improve all aspects of service and delivery. We have regular KPI (key performance indicator) information provided by officers which is tested and scrutinised at our regular meetings.

Trading Board Terms of Reference

- a) Consider and review the activities performed by:
 - the commercial services arm of the Council
 - those services generating income of approximately £250,000 or above
 - any trading arms of the Council
 - any partly or wholly owned companies of the Council
- b) Identify and develop any new commercial agreements generating significant income for the Council for approval by Cabinet or Council.
- c) Develop the composition of any new body or bodies created wholly or in part by the Council for commercial purposes including their purpose; governance; operating model; business planning function; risk factors; and to recommend approval for such new arrangements to Cabinet or Council.
- d) Ensure any Council capital investment and/or assets that are to be transferred to or used by an outside body for commercial purposes is properly specified, protected and used by the outside body and recommended to Cabinet or Council for approval.
- e) Consider any proposed new/transfer or sale/purchase of company shares and make recommendations on these for approval by Council.
- f) Identify and recommend to Cabinet or Council major strategic opportunities for procurement of services from other companies, organisations, social enterprises and the voluntary and third sector.
- g) Receive regular reports of procurement agreements entered into including financial and service performance measures against those stated in the contract and bring any concerns or risks as recommendations to Cabinet.



Helpline
There when you need us



Helpline Monitoring and Response Service

Annual Report 2015/16

Our customers have the freedom to live their life in their own home.

Our highly qualified staff provide advice, reassurance and assistance to help customers maintain their independence. We have been delivering this life saving service to thousands of customers for over 20 years.

We are the only Telecare provider in the Essex area to offer both a Monitoring and full Response service enabling our customers to live independently in their own home safe in the knowledge that someone will be onsite quickly to help. Customers of all ages can benefit from the service for short term needs or ongoing care, giving them and their loved ones a service they can rely on and peace of mind.

Helpline is committed to improving the lives of our customers by providing the highest quality services and products for the community.

What Helpline offers

A personal monitoring and response service at the touch of a button for complete peace of mind.

We can help your loved one stay independent in their own home, and provide reassurance they are safe. Or help you if you are coping with an illness; just come out of hospital or need a bit more support while living alone.

We provide support and peace of mind allowing you or your loved one to live an independent life.

- We're here 24 hours a day, 365 days a year.
- Lightweight portable alarm pendant can be worn around the neck or wrist.
- If anything happens such as a fall or illness strikes, the alarm is activated by pressing the pendant.
- Our highly qualified Helpline staff will assess the situation and arrange appropriate help. This may be calling a family member, GP or our own dedicated Response Team – the only one of its kind in Essex.

We are not just a service for older people, whatever your situation get in touch and see how we can help you or your loved one live a more independent and safe life.

Helpline is free for the first 12 weeks. After this time you can decide whether to continue with us or not.

Book a no-obligation free demonstration in your own home today.

Contact Helpline

Call us on 01206 769779

Email us at: helpline@colchester.gov.uk

Visit the website: www.helplineplus.co.uk

Monitoring Service

Our Monitoring service is also available on its own without the RESPONSE element for less than £4 a week

Last 12 months

How have we performed?

Performance KPI – based on TSA guidelines (telecare services association)

For our lone worker service

%age of calls answered within 60 seconds was 98.79% against guideline of 98.5%

%age of calls answered within 180 seconds was 100% against guideline of 99%

Just Helpline customers

% of Calls Accepted within 60 secs²: 99.12

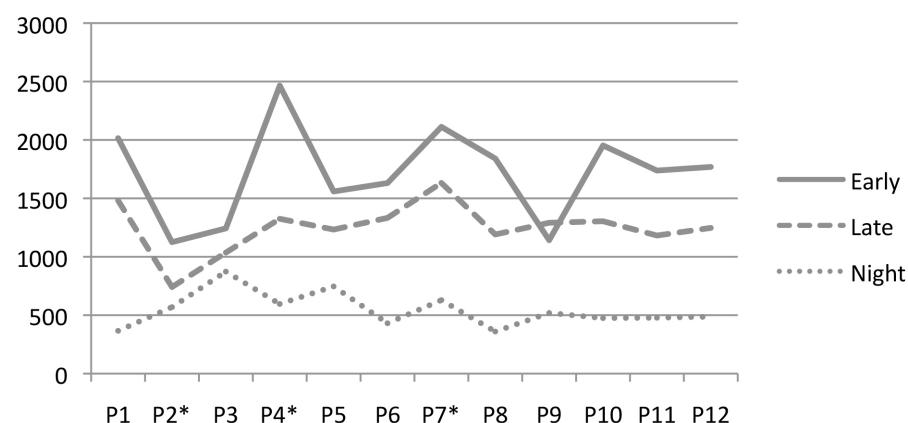
% of Calls Accepted within 180 secs²: 99.94

Helpline customers and all communal alarms including door entry

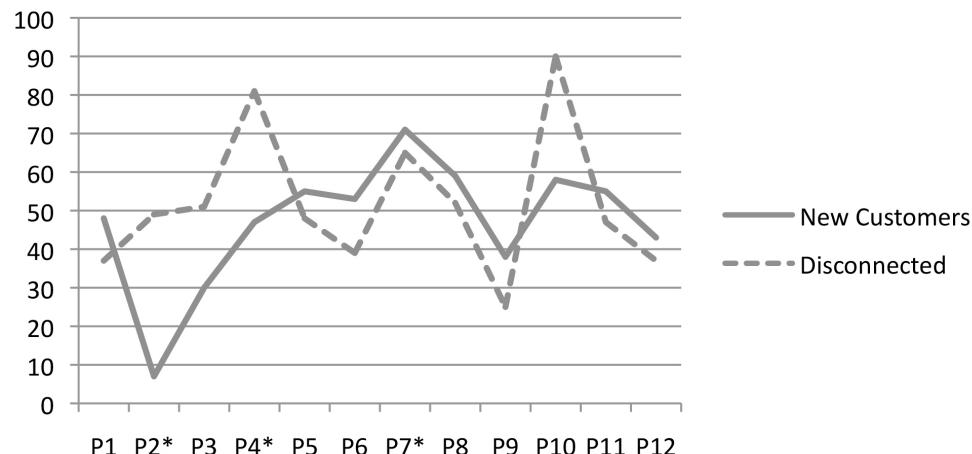
% of Calls Accepted within 60 secs²: 99.02

% of Calls Accepted within 180 secs²: 99.90

Total Landline (Monitoring) Calls to date (asterisk* indicates a 5 week period)

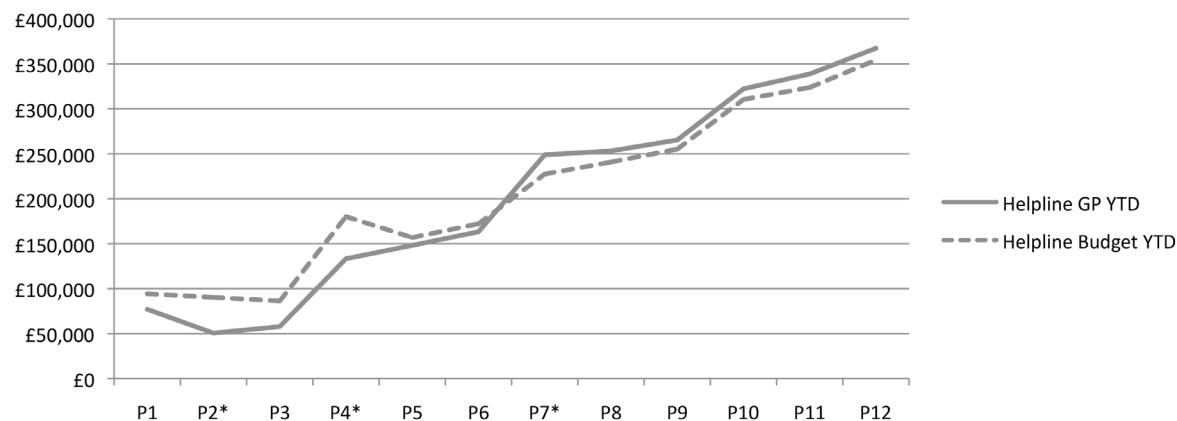


Number of Customers by period



P&L - Position to date (asterisk* indicates a 5 week period)

P&L - Position to date (asterisk* indicates a 5 week period)



Supporting independent living for over 20 years

As part of Helpline's continuing evolution the service will be looking at increasing its customer base to ensure that more and more local residents are able to enjoy the peace of mind and reassurance that the service provides.

Helpline will continue to work closely with charities and community groups to ensure the level of awareness of the Helpline service is increased.

What our customers said...

Scott Harry

"Colchester Helpline gives me freedom and independence. I don't have to rely on my family and they don't need to check in every day"

Mrs Cole, 82, Colchester

"I wear my personal alarm all the time and recommend it to my friends."

Housing Officer, CB Homes

"Helpline offers us everything we could ask for and more, their solution is tailored to our requirements so we are able to protect our workers and ensure an efficient service."

How it works

Our alarms are easy to use, simply press the button and you will automatically be put through to our trained staff who will look after you.



Step 1

Press the button



Step 2

You will automatically be put through to one of our Colchester based staff



Step 3

Our fully trained staff will respond according to your situation with the appropriate help

Next 12 months - Looking to the future

As part of Helpline's continuing evolution the service will be looking at increasing its customer base to ensure that more and more local residents are able to enjoy the peace of mind and reassurance that the service provides.

Helpline will continue to work closely with charities and community groups to ensure the level of awareness of the Helpline service is increased.

New services for 2016/17

Reassurance calls

Advances in technology mean that multiple reminder calls can be made automatically. Whether it's a reminder to take medication, a wake-up call or a welfare check, there can be made more efficiently.

Mobile technology

With advances in mobile technology alarms will become more flexible allowing users to take their alarm out of their home and continue to be covered whilst walking to the shops or visiting friends and relatives. Helpline will be looking to introduce mobile alarms during the next 12 months. (generic picture of a large button mobile)

Mobile technology will also allow alarms to be installed where no land line is present offering further flexibility for customers.

The use of Bluetooth technology will also allow a wider variety of devices to be linked to the alarms including watches and keyrings, which will offer customers extra reassurance whilst looking like everyday objects.

Contact us

If you have family, friends or neighbours who would benefit from the service and you would like to find out more, please call us on 01206 769779 or visit www.helplineplus.co.uk



Helpline Monitoring and
Response Service
Annual Report 2015/16



CEMETERY AND CREMATORIUM ANNUAL REPORT 2015-16





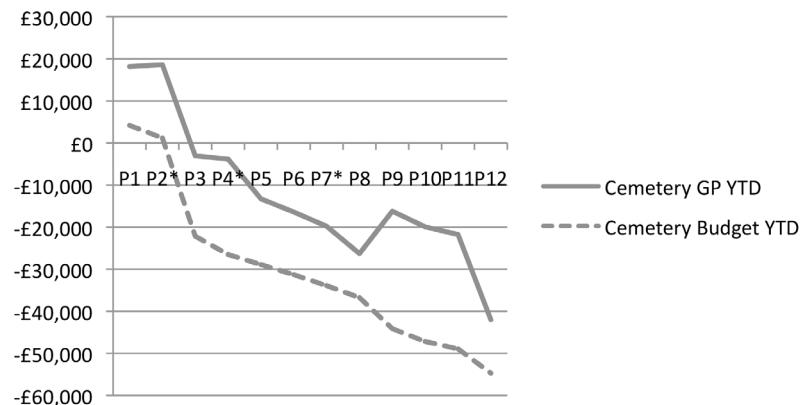
CEMETERY AND CREMATORIUM ANNUAL REPORT

The beautiful cemetery was opened in 1856, and is full of mature trees and marvellous Victorian headstones. Over 64,000 people have been buried here since the cemetery opened. The 64 acres are home to a wide diversity of flora and fauna, from barn owls to badgers, and foxes to fungi. The grounds are lovingly tended by a team of contracted gardeners. Nestling in the heart of the old cemetery, one of the cemetery chapels

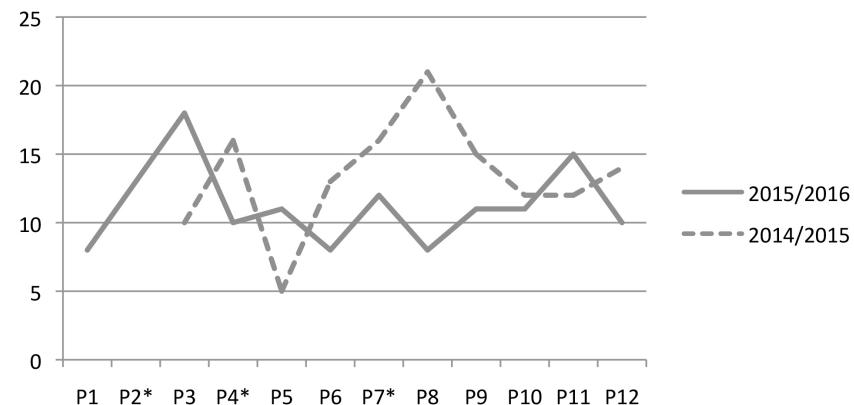
has been opened as a florist and attractive tea room, run by tenants. The crematorium opened in 1957. Surrounded by the beautiful six acre Garden of Remembrance, the elegant chapel seats a congregation of 120, and also boasts a spacious waiting suite, a Book of Remembrance room and Prayer room which are open every day of the year.



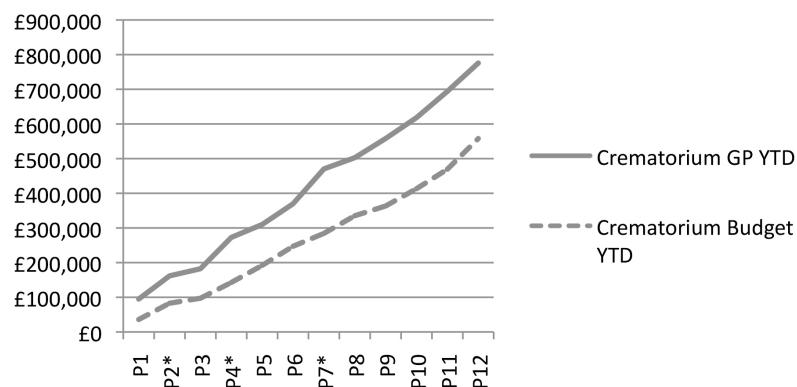
Cremations and Interments (asterisk* indicates a 5 week period)



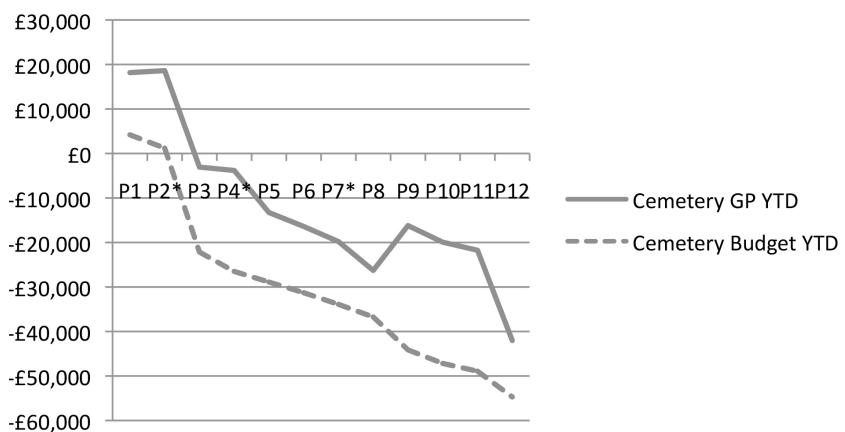
Interments



P&L - Position to date (asterisk* indicates a 5 week period)

P&L - Position to date (asterisk* indicates a 5 week period)

Crematorium Gross Profit



CEMETERY AND CREMATORIUM ANNUAL REPORT

New Epilogue computer system

A complete upgrade of the computer system that runs the administrative and finance handling functions for the service. This has been a significant exercise taking over 12 months to ensure the bespoke software is fit for purpose.

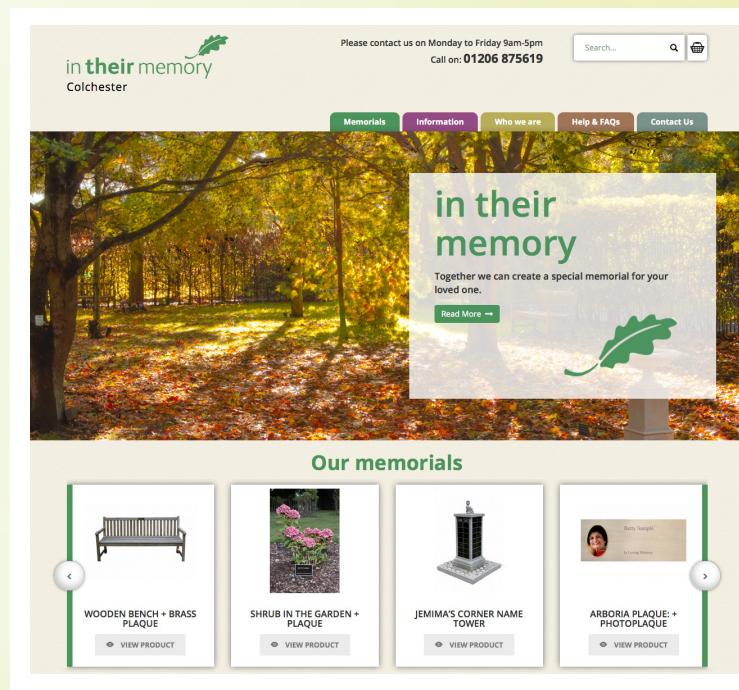
New memorials

Each year a number of new products are added to the range of memorials on offer:

We work closely with a number of suppliers to ensure we are offering a range of products for our customers.

New memorial website

We are developing a website that allows the online purchase of memorials. This allows customers the opportunity to make sensitive purchases in private.



A sample of 62 Cemetery and Crematorium customers was contacted, resulting in 35 responses for both Funeral Directors and members of the public: 14 Funeral Directors and 21 members of the public (56% overall response rate).

Customers' satisfaction with the Cemetery and Crematorium staff and staff attitude is outstanding, 35 out of 35 customers or 100%. (Funeral Directors + members of the public) rating staff attitude at four and five on a 1-5 scale (1 meaning very poor and 5 meaning excellent).



35 out of 35 (100%) Cemetery and Crematorium customers (Funeral Directors + members of the public) felt staff listened to them and acted upon their comments.

21 out of 21 (100%) members of the public we spoke to agreed that staff always explained what was going on with their enquiry.

When you phone with a query how confident are you that it will be handled well?

12 out of 14 Funeral Directors said that they are 'very confident' that when they phone with a query it will be handled well, while two out of 14 said they are 'confident'.

If you have spoken to the Crematorium office before, how often do you usually get answers to your enquiries?

14 out of 14 Funeral Directors said they get their answers 'very quickly'.

Nine out of 21 members of the public said they usually get answers to their enquiries 'quickly', while 12 out of 21 said they get their answers 'very quickly'.

Was the staff member professional and well informed?

35 out of 35 (100%) Cemetery and Crematorium customers (Funeral Directors + members of the public) said they thought the Cemetery and Crematorium staff was professional and well informed.



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How knowledgeable was the member of staff you spoke to?

12 out of 14 Funeral Directors said that the member of staff they spoke to was very knowledgeable while two Funeral Directors described the member of staff they spoke to as knowledgeable.

How would you rate the overall handling of your enquiry?

21 out of 21 (100%) members of the public rated the overall handling of their enquiry at four and five

(on a scale from 1-5, 1 meaning poor and 5 meaning excellent)

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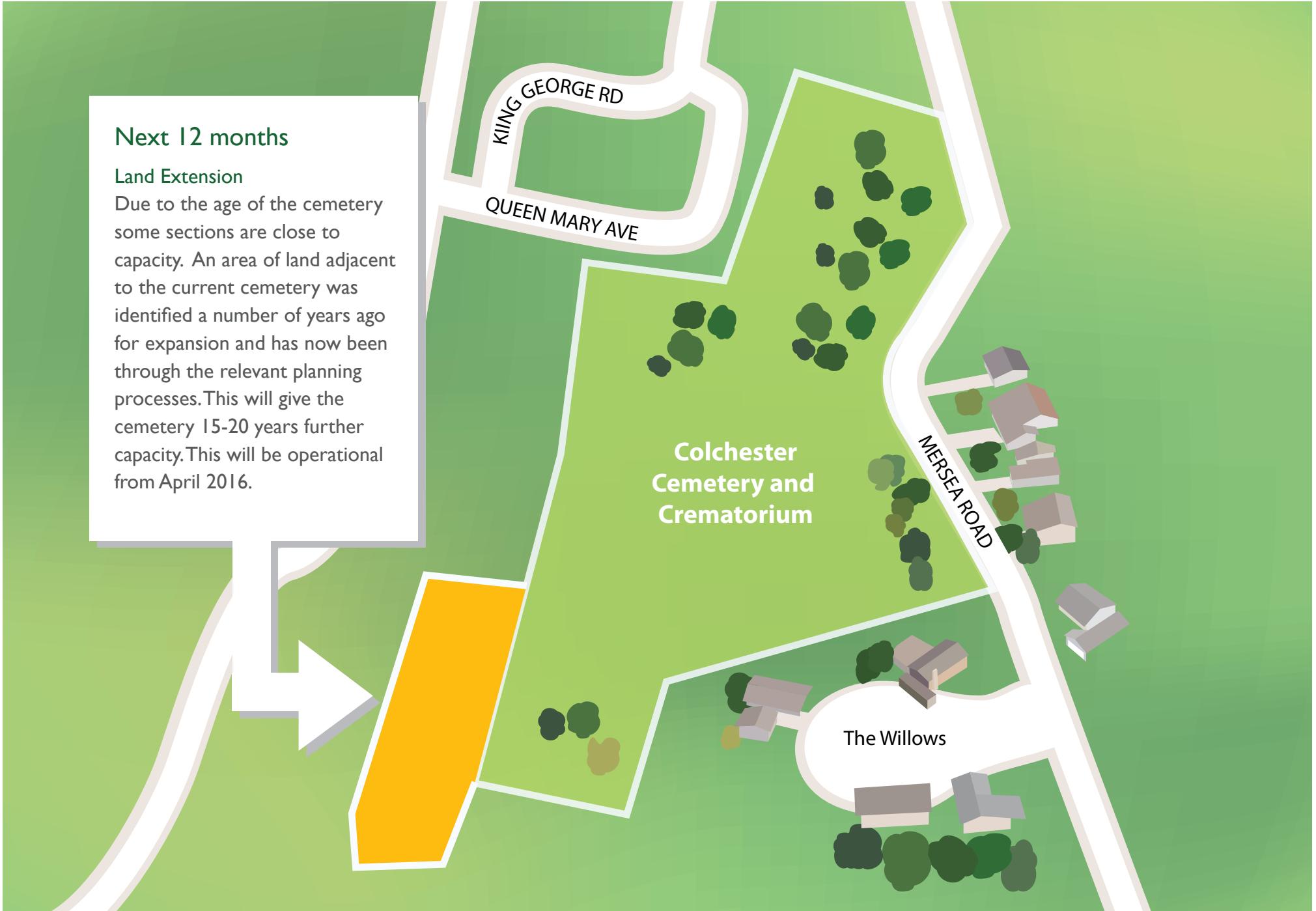
Next 12 months

Land Extension

Due to the age of the cemetery some sections are close to capacity. An area of land adjacent to the current cemetery was identified a number of years ago for expansion and has now been through the relevant planning processes. This will give the cemetery 15-20 years further capacity. This will be operational from April 2016.

Colchester Cemetery and Crematorium

The Willows





CEMETERY AND CREMATORIUM
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2015-16



Colchester Borough Council **Town Centre CCTV System**



Basic Aims of the CCTV system

The overall aim of using CCTV is to make the areas of Colchester Town Centre safer for the general public.



OBJECTIVES OF THE SCHEME

The objectives of the Town Centre CCTV System as determined by Colchester Borough Council and Essex Police that form the lawful basis for the processing of data are:

- To assist in the overall management of Colchester Town Centre, to make the town centre more attractive for residents and visitors, and to encourage more people to use its facilities at all times of the day
- To help reduce the fear of crime, improve and maintain public confidence among users of the town centre
- To enhance community safety, assist in developing the economic well-being of the town centre area and encourage greater use of the Town Centre by providing an environment in which business and enterprise can flourish without the disruption of criminal activity and anti-social behaviour.
- To help deter and detect crime and anti-social behaviour in the town centre
- To combat fear of crime in the town centre through improving crime prevention and detection
- To enable digital recordings to be made from all cameras to help identify offenders and provide usable evidential material for court proceedings
- To assist the local authority in its enforcement and regulatory functions within Town Centre area
- To assist in Traffic Management
- To assist in the training of CCTV operators, the Police and others involved in the use of the CCTV system
- To provide 24 hour surveillance of public areas, public car parks and council property, including street furniture.



PURPOSE OF COLCHESTER BOROUGH COUNCIL TOWN CENTRE CCTV SYSTEM

The purpose of this CCTV system is to monitor public places within Colchester town Centre in order to provide assistance with the following:

1. the prevention and detection of crime and provision of court/tribunal evidence
2. the maintenance of public order
3. the reduction of anti-social behaviour, nuisance and vandalism
4. the enhancement of a sense of safety by the public
5. the identification of traffic problems where public safety is at risk
6. the provision of appropriate information for town centre management.
7. the training of CCTV staff and Police officers
8. the provision of evidence for proceedings

BASIC FUNCTIONS OF THE CCTV SYSTEM

These aims will be aided through the provision of the CCTV system being:-

1. a deterrent to criminal and anti-social behaviour
2. under 24 hours recorded surveillance
3. a visual guide allowing an assessment of the Police response to incidents
4. a provider of evidence for court proceedings
5. able to assist in the training of CCTV operators and Police staff.

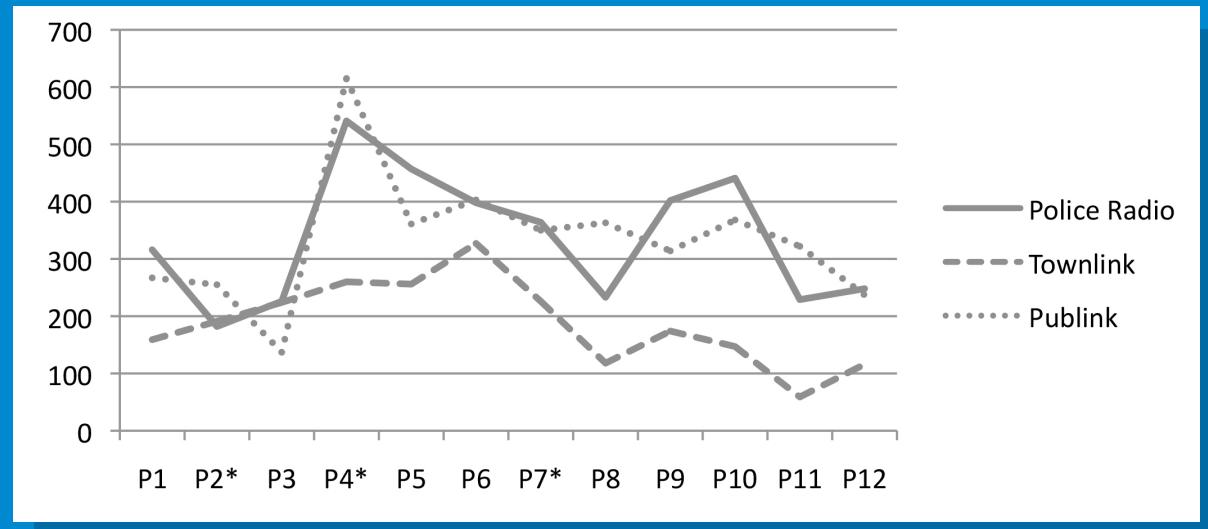
Colchester operates their cameras in line with the Home Office Surveillance Camera Code of Practice, which includes the following 12 guiding principles.

1. Use of a surveillance camera system must always be for a specified purpose which is in pursuit of a legitimate aim and necessary to meet an identified pressing need.
2. The use of a surveillance camera system must take into account its effect on individuals and their privacy, with regular reviews to ensure its use remains justified.
3. There must be as much transparency in the use of a surveillance camera system as possible, including a published contact point for access to information and complaints.
4. There must be clear responsibility and accountability for all surveillance camera system activities including images and information collected, held and used.
5. Clear rules, policies and procedures must be in place before a surveillance camera system is used, and these must be communicated to all who need to comply with them.
6. No more images and information should be stored than that which is strictly required for the stated purpose of a surveillance camera system, and such images and information should be deleted once their purposes have been discharged.
7. Access to retained images and information should be restricted and there must be clearly defined rules on who can gain access and for what purpose such access is granted; the disclosure of images and information should only take place when it is necessary for such a purpose or for law enforcement purposes.
8. Surveillance camera system operators should consider any approved operational, technical and competency standards relevant to a system and its purpose and work to meet and maintain those standards.
9. Surveillance camera system images and information should be subject to appropriate security measures to safeguard against unauthorised access and use.
10. There should be effective review and audit mechanisms to ensure legal requirements, policies and standards are complied with in practice, and regular reports should be published.
11. When the use of a surveillance camera system is in pursuit of a legitimate aim, and there is a pressing need for its use, it should then be used in the most effective way to support public safety and law enforcement with the aim of processing images and information of evidential value.
12. Any information used to support a surveillance camera system which compares against a reference database for matching purposes should be accurate and kept up to date.

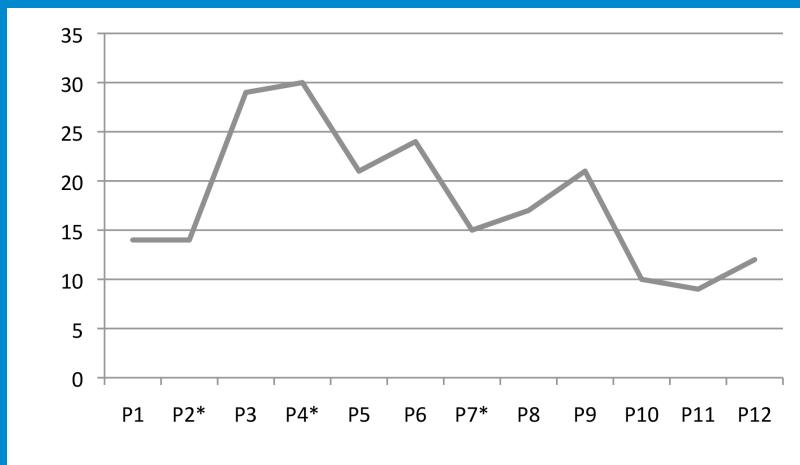
CCTV Requests (asterisk* indicates a 5 week period)

CCTV stats

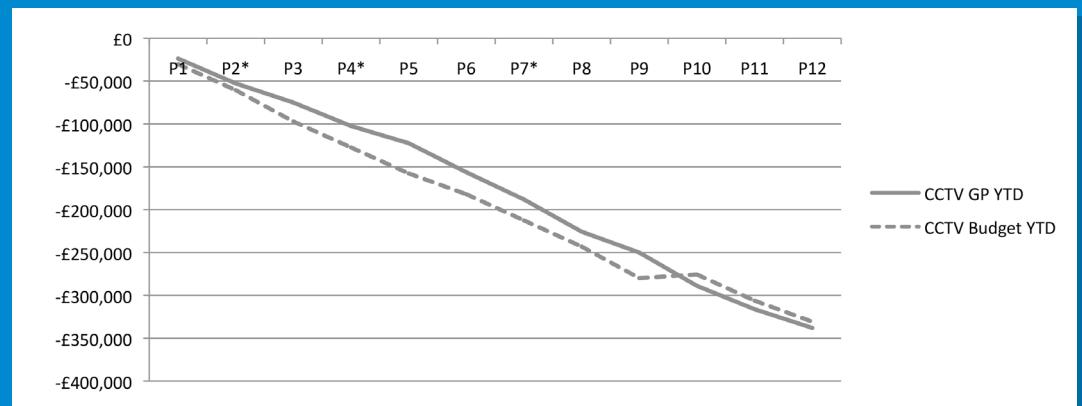
The number of times that CCTV assists via Radio with the Police, local shops (town link) and night time economy (pub link) each month



CCTV Assisted with an arrest and request for footage



P&L - Position to date (asterisk* indicates a 5 week period)



INDEPENDENT CHECKING – LAY VISITOR

A Lay Visitor periodically attends the CCTV room unannounced to check that the system is being used in accordance with the Code of Practice. This is a voluntary position and the post-holder has unlimited access to the majority of records and all discs currently held within the system.

Independent Audit –

The CCTV service has been independently audited by Mazars using the criteria of the Security Systems and Alarms Inspection Board (SSAIB)

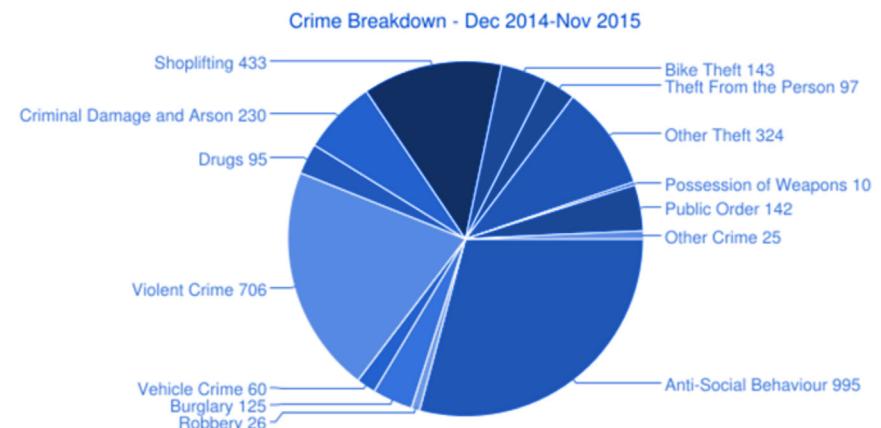
Last 12 months

Over the last 12 months a programme of camera upgrades has started. This will improve the image quality and further improve night time picture quality. To date 15 cameras have been replaced.

Next 12 months

The programme to replace cameras will continue throughout the year to ensure that they offer best value for money for crime prevention and public safety.

General Colchester Crime Statistics





CCTV
COLCHESTER BOROUGH COUNCIL
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2015-16



Building Control Annual Report 2015/16

What goes on in Building Control?

We provide free confidential and independent technical advice on a range of building regulation related matters including: means of escape from fire, energy conservation, access for the disabled, dangerous buildings and structures and general building construction.

- Our staff are qualified and experienced to give advice on most building regulation related matters. If we are unable to give specialist advice direct, we will refer you to someone who can.
- We enforce the Building Regulations throughout the Colchester Borough area.
- We deal with dangerous structures and demolitions.
- We are part of the safety team helping to ensure safety at sports grounds such as Colchester United Football Club's ground.

Colchester Borough Building Control is committed to providing a fast, proactive, customer focused service for our clients and the residents of the Borough. We offer a combination of the traditional values of public service, independence and accountability with a modern flexible approach to ensure the smooth progress of any project large or small. We strive to maintain the highest professional standards and business ethics in our approach to administering the requirements of the regulations.

Our aim is to help users of the service to achieve compliance with the Building Regulations in the most cost effective manner whilst maintaining their original design concept. To this end we are happy to provide free pre submission advice and work with you to develop your scheme, which with larger projects can result in considerable cost savings. We have close links with other Local Authority services including Essex County Fire and Rescue and are able to offer the development team approach which is unique to Local Authority Building Control.

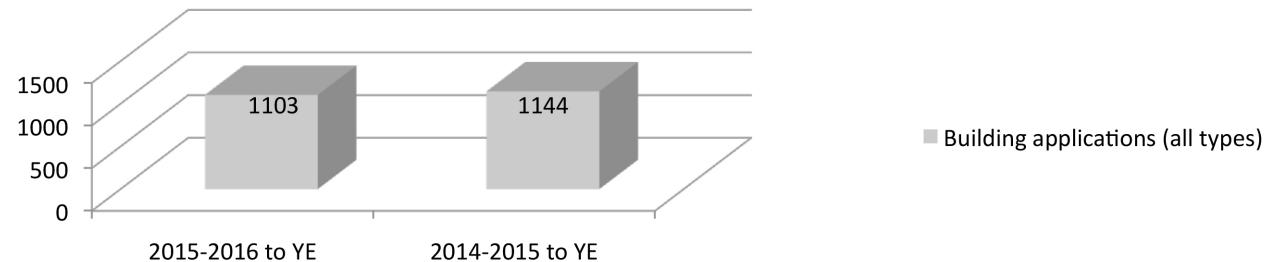
Results for the last 12 months

Graphs from TB Report for year end 15/16 with commentary on number of applications, financial performance.

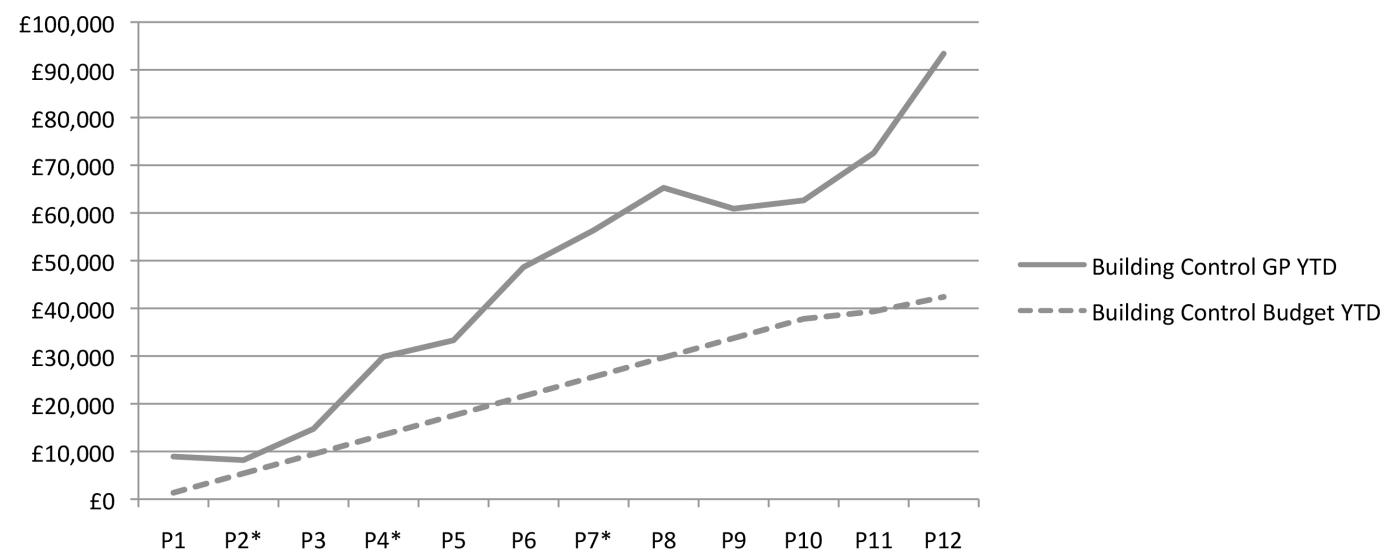
Results for the last 12 months

Total applications to date (all types)

Building applications (all types)



P&L - Position to date (asterisk* indicates a 5 week period)



The future of Building Control in Colchester and beyond

Over the last 18 months, eight Essex local authorities have been working together to consider the creation of an Essex wide Building Control Shared Service. This will mean the creation of a single provider of Building Control and associated services across north and central Essex, delivering excellent customer service with a resilient team able to compete with independent Approved Inspectors on a much larger scale.

In December, after the submission of a comprehensive bid, Colchester was awarded the position of Host Authority, meaning that the setting up and running of new service will be the responsibility of officers, under the guidance of the Trading Board.

Colchester's officers have been involved in leading a number of work streams to bring together the core elements of this exciting opportunity including Finance, Governance, HR, Business Systems and ICT, Business Process Reengineering and Operations. In order to compete within this competitive market we will need to be at the leading edge of delivery and customer service.

Work will continue into next financial year and the participating local authorities will obtain the necessary approval from their Cabinet/Council to be part of this exciting and ambitious project.



BUILDING CONTROL
COLCHESTER BOROUGH COUNCIL
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