

Trading Board Meeting

**G3, Rowan House, 33 Sheepen Road,
Colchester, CO3 3WG**

Wednesday, 23 September 2015 at 18:00

The role of the **Trading Board** is to consider the trading issues of the Council and to challenge and monitor the Council's trading arrangements including companies owned by the Council and joint Committee arrangements, and to make recommendations to Council and Cabinet on trading proposals.

Information for Members of the Public

Access to information and meetings

You have the right to attend all meetings of the Council, its Committees and Cabinet. You also have the right to see the agenda, which is usually published 5 working days before the meeting, and minutes once they are published. Dates of the meetings are available at www.colchester.gov.uk or from Democratic Services. Occasionally meetings will need to discuss issues in private. This can only happen on a limited range of issues, which are set by law. When a committee does so, you will be asked to leave the meeting.

Have Your Say!

The Council values contributions from members of the public. Under the Council's Have Your Say! policy you can ask questions or express a view to most public meetings. If you wish to speak at a meeting or wish to find out more, please refer to Attending Meetings and "Have Your Say" at www.colchester.gov.uk

Audio Recording, Filming, Mobile phones and other devices

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Access

There is wheelchair access to the Town Hall from St Runwald Street. There is an induction loop in all the meeting rooms. If you need help with reading or understanding this document please use one of the contact details at the bottom of this page and we will try to provide a reading service, translation or other formats you may need.

Facilities

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Colchester, CO1 1JB

telephone (01206) 282222 or textphone 18001 followed by the full number you wish
to call

e-mail: democratic.services@colchester.gov.uk

www.colchester.gov.uk

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.

COLCHESTER BOROUGH COUNCIL

Trading Board

Wednesday, 23 September 2015 **at 18:00**

Member:

Councillor Julia Havis
Councillor Dave Harris
Councillor Kevin Bentley
Councillor Roger Buston
Councillor Robert Davidson
Councillor Andrew Ellis
Councillor Martin Goss
Councillor Justin Knight

Chairman
Deputy Chairman

Substitutes:

All members of the Council who are not Cabinet members.

AGENDA - Part A

(open to the public including the press)

Members of the public may wish to note that Agenda items 1 to 5 are normally brief.

1 Welcome and Announcements

- a) The Chairman to welcome members of the public and Councillors and to remind all speakers of the requirement for microphones to be used at all times.
- (b) At the Chairman's discretion, to announce information on:
 - action in the event of an emergency;
 - mobile phones switched to silent;
 - the audio-recording of meetings;
 - location of toilets;
 - introduction of members of the meeting.

2 Substitutions

Members may arrange for a substitute councillor to attend a meeting on their behalf, subject to prior notice being given. The attendance

of substitute councillors must be recorded.

3 Minutes

To confirm as a correct record the minutes of the meeting held on 5 August 2015

050815 final - public

9 - 12

4 Declarations of Interest

The Chairman to invite Councillors to declare individually any interests they may have in the items on the agenda. Councillors should consult Meetings General Procedure Rule 7 for full guidance on the registration and declaration of interests. However Councillors may wish to note the following:-

- Where a Councillor has a disclosable pecuniary interest, other pecuniary interest or a non-pecuniary interest in any business of the authority and he/she is present at a meeting of the authority at which the business is considered, the Councillor must disclose to that meeting the existence and nature of that interest, whether or not such interest is registered on his/her register of Interests or if he/she has made a pending notification.
- If a Councillor has a disclosable pecuniary interest in a matter being considered at a meeting, he/she must not participate in any discussion or vote on the matter at the meeting. The Councillor must withdraw from the room where the meeting is being held unless he/she has received a dispensation from the Monitoring Officer.
- Where a Councillor has another pecuniary interest in a matter being considered at a meeting and where the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the Councillor's judgement of the public interest, the Councillor must disclose the existence and nature of the interest and withdraw from the room where the meeting is being held unless he/she has received a dispensation from the Monitoring Officer.
- Failure to comply with the arrangements regarding disclosable pecuniary interests without reasonable excuse is a criminal offence, with a penalty of up to £5,000 and disqualification from office for up to 5 years.

5 Urgent Items

To announce any items not on the agenda which the Chairman has agreed to consider because they are urgent, to give reasons for the urgency and to indicate where in the order of business the item will be considered.

6 Have Your Say!

a) The Chairman to invite members of the public to indicate if they wish to speak or present a petition at this meeting – either on an item on the agenda or on a general matter not on this agenda. You should indicate your wish to speak at this point if your name has not been noted by Council staff.

(b) The Chairman to invite contributions from members of the public who wish to Have Your Say! on a general matter not on this agenda.

7 Leisure World Colchester Business Strategy and Plan 13 - 18

See report by the Head of Operational Services

8 Work Programme 2015/16 19 - 20

See report by the Assistant Chief Executive

9 Commercial Business Development and Procurement Savings 21 - 24

See report by the Head of Commercial Services

10 Exclusion of the Public (not Scrutiny or Executive)

In accordance with Section 100A(4) of the Local Government Act 1972 to exclude the public, including the press, from the meeting so that any items containing exempt information (for example confidential personal, financial or legal advice), in Part B of this agenda (printed on yellow paper) can be decided. (Exempt information is defined in Section 100I and Schedule 12A of the Local Government Act 1972).

Part B

(not open to the public including the press)

11 Minutes - not for publication extract

- This report is not for publication by virtue of paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 (financial / business affairs of a particular person, including the authority holding information).

12 Leisure World Strategy and Business Plan (Part B)

The following report contains exempt information (financial/business affairs of a particular person, including the authority holding the information) as defined in paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972.

See report by the Head of Operational Services

13 Commercial Business Development - Helpline

The following report contains exempt information (financial/business affairs of a particular person, including the authority holding the information) as defined in paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972.

See report by the Commercial Transition Manager

14 Commercial Business Development - Monitoring/CCTV

The following report contains exempt information (financial/business affairs of a particular person, including the authority holding the information) as defined in paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972.

See report by the Commercial Transition Manager

15 Commercial Business Development - Bereavement Services

The following report contains exempt information (financial/business affairs of a particular person, including the authority holding the information) as defined in paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972.

See report by the Commercial Transition Manager

- 16 **Commercial Business Development - Building Control**
The following report contains exempt information
(financial/business affairs of a particular person, including the
authority holding the information) as defined in paragraph 3 of
Part 1 of Schedule 12A to the Local Government Act 1972.
- See report by the Commercial Transition Manager
- 17 **Commercial Business Development - Events Management**
The following report contains exempt information
(financial/business affairs of a particular person, including the
authority holding the information) as defined in paragraph 3 of
Part 1 of Schedule 12A to the Local Government Act 1972.
- See report by the Commercial Transition Manager
- 18 **Trading Board Commercial Income and Performance - Trading
Services Summary**
- This report is not for publication by virtue of paragraph 3 of
Part 1 of Schedule 12A to the Local Government Act 1972
(financial / business affairs of a particular person, including
the authority holding information).
- 19 **Commercial Business Development - Procurement Savings**
The following report contains exempt information
(financial/business affairs of a particular person, including the
authority holding the information) as defined in paragraph 3 of
Part 1 of Schedule 12A to the Local Government Act 1972.
- See report by the Commercial Procurement Manager

TRADING BOARD

5 August 2015

Present :- Councillor Julia Havis (Chairman)
Councillors Kevin Bentley, Roger Buston, Robert Davidson, Andrew Ellis, Martin Goss and Dave Harris

Substitute Members:- None

Also Present: - Councillor Paul Smith

71. Minutes

RESOLVED that the minutes of the meetings held on 27 May and 17 June 2015 be confirmed as correct records.

72. Work Programme

The Board considered a report from the Assistant Chief Executive setting out the draft work programme for the 2015-16 municipal year.

It was explained that the Work programme had been updated since the last meeting by the scheduling of the Essex County Council Waste Minimisation Project for the Board meeting In March 2016.

A request was made for an update to be provided to the next meeting on the likely timescales for bringing the items yet to be scheduled to the Board. Councillor Bentley confirmed his intention to send a substitute to the meeting in March 2016 so that he would be in a position to take part in the presentation of the item in his capacity as Essex County Council Deputy Leader and Cabinet Member for Economic Growth, Infrastructure, Waste and Recycling. He also went on to request that further consideration be given to the formatting of reports to the Board which would enable more details of the work of the Board to be made available to the public. He was of the view that there may be potential to separate out the commercially sensitive content of the reports on the agenda enabling the principles behind the decisions to be available for the public although he was mindful of the need to avoid duplication of information.

Councillor Smith attended and, with the consent of the Chairman addressed the Board in response to a question regarding progress on the proposal by Colchester Borough Homes to formulate a separate limited company to operate as a stand-alone business arm. He explained that the proposals for a stand-alone company were not being pursued at the current time but other options to diversify their service delivery were being considered.

RESOLVED that:-

- (a) The draft work programme for 2015-16 be noted.

(b) An update on those items yet to be scheduled be submitted to the next meeting of the Board.

For action by:	Target Date
Democratic Services Officer	September 2015

(c) Consideration be given to a change in the way items of business are reported to the Board to enable more openness and transparency for the public.

For action by:	Target Date
Head of Commercial services	September 2015

The Board resolved under Section 100A(4) of the Local Government Act 1972 to exclude the public from the meeting for the following item as it involved the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972.

73. Minutes

RESOLVED that the not for publication extract from the minutes of the meeting held on 17 June 2015 be confirmed as a correct record.

The Board resolved under Section 100A(4) of the Local Government Act 1972 to exclude the public from the meeting for the following item as it involved the disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972.

74. Centralised CBC Events Management Service

Councillors Bentley (in respect of his company being a corporate sponsor of the Mercury Theatre) declared a non-pecuniary interest in the following item pursuant to the provisions of Meetings General Procedure Rule 7(5).

Councillors Buston (in respect of his membership of Destination Colchester and of the charitable organisation known as King Coel's Kittens) declared a non-pecuniary interest in the following item pursuant to the provisions of Meetings General Procedure Rule 7(5).

Councillors Harris (in respect of his membership of Destination Colchester) declared a non-pecuniary interest in the following item pursuant to the provisions of Meetings General Procedure Rule 7(5).

Councillors Havis (as a Trustee of the Mercury Theatre) declared a non-pecuniary interest in the following item pursuant to the provisions of Meetings General Procedure Rule 7(5).

This minute is not for publication by virtue of paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 (information relating to the financial or business affairs of any particular person, including the authority holding that information.)

The Board resolved under Section 100A(4) of the Local Government Act 1972 to

exclude the public from the meeting for the following item as it involved the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972.

75. Commercial Business Development – Community Alarms/Helpline

This minute is not for publication by virtue of paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 (information relating to the financial or business affairs of any particular person, including the authority holding that information.)

The Board resolved under Section 100A(4) of the Local Government Act 1972 to exclude the public from the meeting for the following item as it involved the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972.

76. Commercial Business Development – Monitoring/CCTV

This minute is not for publication by virtue of paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 (information relating to the financial or business affairs of any particular person, including the authority holding that information.)

The Board resolved under Section 100A(4) of the Local Government Act 1972 to exclude the public from the meeting for the following item as it involved the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972.

77. Commercial Business Development – Bereavement Services

This minute is not for publication by virtue of paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 (information relating to the financial or business affairs of any particular person, including the authority holding that information.)

The Board resolved under Section 100A(4) of the Local Government Act 1972 to exclude the public from the meeting for the following item as it involved the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972.

78. Commercial Business Development – Procurement Savings

This minute is not for publication by virtue of paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 (information relating to the financial or business affairs of any particular person, including the authority holding that information.)

The Board resolved under Section 100A(4) of the Local Government Act 1972 to exclude the public from the meeting for the following item as it involved the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972.

79. Commercial Income and Performance Report

This minute is not for publication by virtue of paragraph 3 of Part 1 of Schedule 12A to the

Local Government Act 1972 (information relating to the financial or business affairs of any particular person, including the authority holding that information.)

Report of	Head of Operational Services	Author	Matthew Young
Title	Leisure World Colchester Strategy and Business Plan		
Wards affected	Not applicable		

This report concerns the next level of development in Leisure World Colchester to ensure it can grow its income as well as maintain its market share

1. Decision(s) Required

- 1.1 Trading Board are asked to review the attached Strategy and Business Plan for Leisure World Colchester that covers the period 2016 to 2020 and decide whether to recommend the Business Plan to Cabinet for approval.
- 1.2 If Trading Board recommend the Business Plan to Cabinet for approval, Cabinet will need to consider as part of their decision how they would fund the revenue investment required by this Strategy and Business Plan.

2. Reasons for Decision(s)

- 2.1 The Terms of Reference for the Trading Board includes the following:-

To identify and develop any new commercial agreements generating significant income for the Council for approval by Cabinet or Council.
- 2.2 As the Strategy and Plan does contain commercially sensitive information that would be useful to direct competitors of individual services provided at Leisure World Colchester the detailed Plan is on Part B of this meeting's agenda.

3. Alternative Options

- 3.1 Other options could range from no investment to even further expansion of the facilities available. However, it is felt that the option presented in this Business Plan represents the best option for retaining customers and growing the business.

4. Supporting Information

- 4.1 The Fundamental Service Review (FSR) of Sport & Leisure set out a plan for the development and commercialisation of the Sport and Leisure Service over a three year period with the aim of achieving recurring annual savings and income of £0.8m by the end of the 2014/15 financial year.

- 4.2 Progress on this was reported to the Trading Board at its meeting on 24 September 2014 in a report entitled 'Commercial Enterprises in the Sport and Leisure Environment'.
- 4.3 By the end of the last financial year the service had achieved the objectives and targets set out in the FSR and the Sport & Leisure service has proved itself to be a successful commercial business for the Council.
- 4.4 However, it is important that the business does not stand still as it exists in a crowded and competitive market which moves rapidly to attract people's disposable income. The Strategy and Business Plan document on Part B of this agenda sets out the next level of development for the service to ensure it can grow as well as maintain its market share.
- 4.5 It is important to note that this latest draft has been created by analysing the market opportunities and studying the latest successful developments in the sport and leisure industry.
- 4.6 The Strategy and Business Plan is attached as Appendix One to the report on Part B of this agenda. It focusses on the commercial business at Leisure World Colchester rather than the wider Sport & Leisure service as that is where the opportunity to generate more income lies. It contains a vision for this part of the service moving forward and the opportunities for growth based on market insights ranging from national policy to local indicators. It sets out in detail the business growth plan and the financial investment and income growth projections.

5. Proposals

- 5.1 When it comes to investment and growth the Strategy and Business Plan focusses on four areas in detail:
- Two which have capacity to grow and earn significantly more income
 - One which needs to be improved and refreshed to retain its market share that will also allow modest income increases
 - One which has capacity to bring in more income although not at the levels of the other two identified
- 5.2 All need levels of investment, but payback can be demonstrated. It will be for Cabinet to consider how the one off investment might be funded and these may include capital finance, new homes bonus or s106 funding.
- 5.3 There are other areas of growth and service improvement identified across the business that will be funded from existing revenue budgets.

6. Strategic Plan References

- 6.1 The Strategy and Business Plan directly links to the following objectives in the Strategic Plan for Colchester:
- VIBRANT: Enhance the diverse retail and leisure mix supporting independent businesses valued by residents and visitors
 - VIBRANT: Develop a strong sense of community across the Borough by enabling people and groups to take more ownership and responsibility for their quality of life

- **VIBRANT:** Create the right environment for people to develop and flourish in all aspects of life both business and pleasure
- **THRIVING:** Promote Colchester's heritage and wide ranging tourism attractions to enhance our reputation as a destination
- **WELCOMING:** Improve sustainability, cleanliness and health of the place by supporting events that promote fun and wellbeing

7. Consultation

- 7.1 Following a thorough consultation exercise in the sport and leisure industry, the Plan sets out evidence from national, regional and local sources that demonstrate there is potential to increase Leisure World Colchester's market share even further.
- 7.2 However, it is recognised that one of the areas for improvement is customer consultation and it is planned to establish a customer panel that will be active in advising how the Plan should be implemented. This should be an important tool for customer retention which is as vital as attracting new business.

8. Publicity Considerations

- 8.1 If the plan is agreed by Cabinet the improvements at Leisure World Colchester will be publicised to existing and potential customers through a variety of media. There will be a full and detailed Marketing Plan drawn up to ensure that every opportunity to advertise the developments is grasped.
- 8.2 It is recognised that 'word of mouth' has been very successful over the last two to three years in attracting new customers to the facility and a campaign to encourage existing customers to talk positively to their friends and family will be undertaken.

9. Financial Implications

- 9.1 All the financial details are set out in the Strategy and Business Plan on Part B of this agenda in the individual section requiring investment and summarised in section 5. The Sport & Leisure Budget for 2015/16 is attached to the Plan as appendix A
- 9.2. The projected high-level financial benefits and investment resulting from all the proposals in the business plan show:-
- A required investment of £1.5m
 - Total additional net income over 2016/17 to 2019/20 of £987k
 - A corporate inflation saving of £500k over the same period

9.3. The projections over the next four years are summarised in the following table

	2016/17	2017/18	2018/19	2019/20	Total
	£'000	£'000	£'000	£'000	£'000
Investment	1,500	0	0	0	1,500
Forecast additional income	(51)	(199)	(351)	(422)	(1,023)
Additional revenue costs	3	7	11	15	36
Net additional income	(48)	(192)	(340)	(407)	(987)
Reduction in corporate inflation allowance	(50)	(100)	(150)	(200)	(500)

9.4. The funding of the one-off investment of £1.5m will be considered as part of future budget proposals.

10. Equality, Diversity and Human Rights implications

10.1 The Strategy and Business Plan responds directly to customer demand and feedback. It is built upon meeting customer needs for the period 2016-20 including the needs of vulnerable groups such as people with disabilities.

The Strategy and Business Plan helps us to 'advance equality of opportunity...' in the following way(s):

- Leisure World Colchester facilities are available to the whole community, regardless of gender, gender reassignment, disability, sexual orientation, religion or belief, age and ethnicity; on a pay-as-you-go basis as well as via membership. Concession rates are available and are based on entitlement to national means tested benefits, giving those on low income the opportunity to access good quality sport and leisure facilities.

The policy helps us to 'foster good relations...' in the following way(s):

- Leisure World Colchester facilities are available to the whole community, regardless of gender, gender reassignment, disability, sexual orientation, religion or belief, age and ethnicity. This encourages integration, and therefore the opportunity to foster better relations between those who share a protected characteristic and those who do not.

10.2 The full Equality Impact Assessment for the Strategy and Business Plan can be found at the following link to the Colchester Borough Council website:

[Equality Impact Assessment for Leisure World Colchester Strategy & Business Plan 2016 - 2020](#)

11. Risk Management Implications

11.1 If the Plan is supported a full risk analysis will be undertaken of the developments identified to ensure that any risks are mitigated. It has to be recognised that in a

commercial environment there will always be risks involved, however any successful organisation will put in measures that limit the impact to the overall business.

12. Standard References

- 12.1 There are no particular references to community safety or health and safety implications.

Report of	Assistant Chief Executive	Author	Richard Clifford
Title	Trading Board Work Programme 2015-16		☎ 507832
Wards affected	Not Applicable		

This report concerns the work programme for the Trading Board 2015-16

1. Decision(s) Required

- 1.1 To note the Work Programme for the Trading Board.

2. Reasons for Decision(s)

- 2.1 The work programme is a standard item included on the agenda of all meetings of the Trading Board. It allows the Board to consider the scheduling of forthcoming items of business and to suggest additional items that fall within the Board's remit.

3. Alternative Options

- 3.1 It is open to the Board to agree amendments to the Work Programme.

4. Supporting Information

- 4.1 The current work programme is attached at Appendix 1. The updates on the commercial reviews of service will be the main focus of the Board's work in 2015-16 and this is reflected in the work programme. An update on the position on the items yet to be scheduled will be provided at the meeting.
- 4.2 It is open to the Board to suggest additional items that fall within the Board's remit be added to the work programme.

5. Strategic Plan References

- 5.1 The work of the Trading Board supports the key themes of Vibrant, Prosperous and Thriving in the Strategic Plan for 2015-18.

6. Standard References

- 6.1 There are no particular references to; publicity or consultation considerations; or financial; equality, diversity and human rights; community safety; health and safety or risk management implications.

Appendix 1

Trading Board 2015-16 Work Programme

Date of Meeting	Scheduled items of business
17 June 2015	Commercial Development and Procurement reports Future development of the Building Control Service
5 August 2015	Commercial Development and Procurement reports Events Business Case
23 September 2015	Commercial Development and Procurement reports Leisure World Colchester Business Strategy and Plan
18 November 2015	Commercial Development and Procurement reports Recharges
13 January 2016	Commercial Development and Procurement reports
23 March 2016	Commercial Development and Procurement reports Essex County Council Waste Minimisation Project
Items to be scheduled	Trading Arrangements Strategic Asset Management Supporting Commercial Services through Human Resources

Report of	Head of Commercial Services	Author	Graham Lewis
Title	Commercial Business Development and Procurement Savings		
Wards affected	All wards		

This report concerns an update on the Council's Commercial Services

1. Decision(s) Required

1.1 To note the contents of the following reports which are published on Part B of the agenda.

- Helpline
- Monitoring/CCTV
- Bereavement Services
- Building Control
- Procurement Savings
- Events Management

2. Reasons for Decision(s)

2.1 The Commercial Business Development and Procurement Savings reports contain commercially sensitive information which is designated as exempt information that is not for publication by virtue of paragraph 3 of part 1 of Schedule 12A to the Local Government Act. This report sets out some public background and context to these reports.

3. Alternative Options

3.1 No alternative options are proposed.

4. Supporting Information

4.1 The Trading Board's terms of reference include the following:-

"Consider and review the activities performed by the commercial services arms of the Council".

"Receive regular reports of procurement agreements entered into financial and service performance measures against those stated in the contract and bring any concerns or risks as recommendations to Cabinet."

4.2 The Commercial Business Development and Procurement Savings reports contain detailed operational and financial information about the work and development of the services, which is mostly commercially sensitive. Therefore the reports are included in

part B of the agenda. This report aims to provide some public background and context to these reports and to publish that information which is not commercially sensitive.

- 4.3 The Commercial Business Development reports look at the four main commercial businesses: Helpline, Monitoring/CCTV, Bereavement Services and Building Control and provide information on the themes of Customer, Business and Culture. A summary of the main operational developments in these businesses is set out below.

Helpline

An add-on service of 'Just Checking' will be offered initially to our current customers. The Helpline staff will visit customers' homes to offer reassurance, befriending, make tea and some minor tasks. It is initially designed to offer cover when next of kin go on holiday or work away.

New outlook calendars have been set up with all staff having access to book community activity.

Monitoring/CCTV

A revised audit of key cameras has taken place and quotes for replacements to damaged cameras and upgrades to those positioned at strategically important locations have been received.

We are investigating gaining national accreditation from the Security Systems and Alarms Inspection Board (SSAIB), which is UKAS (United Kingdom Accreditation Service) accredited.

Bereavement Services

Customer and Funeral Director feedback surveys have been carried out by staff from the Research & Engagement department. The final report is due mid-September.

Quotes are being obtained to redesign the delivery entrance to incorporate a separate gate for Funeral Director access. This will allow the collection of remains to happen away from the general public and therefore improve customer experience.

Land extension - application is with planning department, once planning is approved, works can start.

Building Control

The Building Control team has seen the departure of two Officers in the last month – one moved to Chelmsford City Council and one has left to set up an office for a national AI (Approved Inspector) in Colchester. Recruitment is underway.

CBC has submitted their 'expression of interest' in relation to hosting a proposed Essex Building Control Shared Service

Commercial Income and Performance

Officers provide a graphical analysis for each commercial business providing clear profit and loss performance data, relevant key performance indicators and the managers forecast for year-end profit/loss. Written reports from relevant managers, will update on operational issues.

- 4.4 The Procurement Savings report examines progress on achieving procurement savings against targets and developments on major contracts;

Procurement Savings

In addition to recurring savings, 'high confidence' savings opportunities have been identified and removed from removed from budgets. Additional operational procurement savings and 'stretch targets' for existing budgets will help us achieve agreed savings target.

5. Strategic Plan References

- 5.1 The commercial approach which the Trading Board oversees is critical to the achievement of all outcomes in the Strategic Plan.

6. Equality, Diversity and Human Rights Implications

- 6.1 An Equality Impact Assessment has been carried out for the Council's Commercial Review process and is available by [clicking this link](#). (please ensure that www.colchester.gov.uk site is open) or following this pathway from the homepage of www.colchester.gov.uk: Council and Democracy>Policies, Strategies and Performance>Equality and Diversity>Equality Impact Assessments>Commercial Services>Commercial Review.

7. Standard References

- 7.1 Financial, publicity or consultation considerations; or financial; community safety; health and safety or risk management implications are as set out in the individual reports.

