

Trading Board report – Commercial Business Development

Operational Businesses

**Author – Rob Hill, Commercial Transition Manager
Graham Lewis, Commercial Manager
James Young**

Monitoring/CCTV

- A camera has now been relocated to the roof of Williams & Griffiths (Fenwicks) following their renovations. This has improved High Street coverage.
- 2 damaged underpass cameras are being replace with anti-vandal dome cameras.
- Additional cameras have been installed following town centre development work.

Additional information relating to location and coverage of these cameras will be provided during Part B of this meeting.

Helpline

- Additional part time and casual staff have been recruited.
- McMillan coffee morning was held on 7th September – hosted by Helpline in the Moot Hall, this was attended by The Mayor and Portfolio Holder, local businesses and residents.
- Helpline have gained promotional opportunities in local supermarkets including the Co-Op and Waitrose.
- Private sheltered schemes have been approached and been made aware of the variety of services Helpline offers.
- Essex County Council (ECC) has now agreed the funding model for assistive technology for residents. Helpline will manage the administration process as well as carrying out the installations and ongoing monitoring.
- ECC has now also agreed its retail pathway model in which customers are provided with a choice of assistive technologies - Helpline will usually be the first option to supply Colchester residents with assistive technology.

Bereavement Services

- We are waiting for the insurance company to appoint ab approved contractor to commence the Mersea Road wall repairs.
- The Cemetery extension was officially opened on Friday 26th August by Councillor Oxford, Portfolio Holder with responsibility for Bereavement Services.

- Friday 26th August was also the open day for the Cemetery and Crematorium with a number of tours being conducted by the staff through the afternoon and evening.
- We are working with the new grounds maintenance contractor to improve the recycling of green waste from the cemetery with the introduction of green bags and signage to encourage cemetery users to recycle.
- We will shortly be looking at the renewal of the maintenance and service contracts for the main equipment at the crematorium.

Events

- Colchester High School has again booked their esteemed prize giving event at the Town Hall and Charter Hall.
- A successful 'Slow' food festival took place in Castle Park over the past weekend.
- More than 134 Community Weddings have now taken place at the Town Hall since taking over from Colchester Registry Office in April.
- A number of events have been put on sale at Charter Hall with a view to developing the audience programme further in 2017.
- Development work is underway for a range of events and attractions for Christmas

Building Control

Colchester's Building Control Surveyors and service has been the subject of a customer survey. A sample of 100 customers was contacted, resulting in 63 responses.

Overall customer satisfaction with Colchester Building Control officers was outstanding;

- 58 out of 63 respondents (92%) felt that Colchester Building Control officers were professional.
- 54 out of 63 respondents (86%) agreed that Colchester Building Control staff always explained what was going on with their enquiry.

The survey has provided pointers to key areas that could be improved.

Seax Essex Building Control

At meeting of the Supervisory Board the three remaining authorities made the mutual decision not to proceed with the proposed shared service based on the difficulty of securing the necessary cost savings and projected income expectations, a situation created by the departure of other authorities over the past 6 months.

We are very much committed to partnership working and are keen to explore how we might benefit from the work undertaken to date and we will be looking at methods of doing so over the coming months.