

**COLCHESTER BOROUGH COUNCIL  
TRADING BOARD  
25 JANUARY 2017 at 6pm**

**SUPPLEMENTARY AGENDA**

**Part A**

(open to the public including the media)

**8. Annual Report 2017/18**

See draft Annual Report 2017/18 showing the proposed design and layout of the report.

# Trading Board

Annual Report 2016/2017



**Helpline**  
There when you need us

 COLCHESTER  
CEMETERY & CREMATORIUM

**CCTV**

  
COLCHESTER  
**EVENTS**  
COMPANY

**Building Control**

## Review from the Chair of Trading Board

The Trading Board is in its fourth year of operation and am delighted to Chair the Board for the year in which we have influenced the 'direction of travel' for the Council's commercial businesses and initiatives.

In order to understand our businesses better, many of the Board members have taken the time to visit the businesses and talk to the staff and management delivering exceptional products and services across the borough and beyond.

From the delivery of newly created wedding services and packages at the Town Hall and Colchester Castle to our field based Helpline Mobile Response Officers, I am always impressed by the high level of customer care and the degree of product innovation – providing the very best service we can for our customers.

This can perhaps be best illustrated by highlighting some of the key performance indicators for each of the businesses. I would like to highlight some of those, over the next few pages, they tell the real story of the business we oversee.

I would like to thank all members of the Trading Board for their ongoing support and advice – it is their input that has helped us achieve all we have.

Councillor Rosalind Scott  
Chair Trading Board 2016/2017



Answered over  
1\*\*0  
calls



97% of calls  
answered within  
60 seconds

Responded to  
1\*\*\*  
call-outs



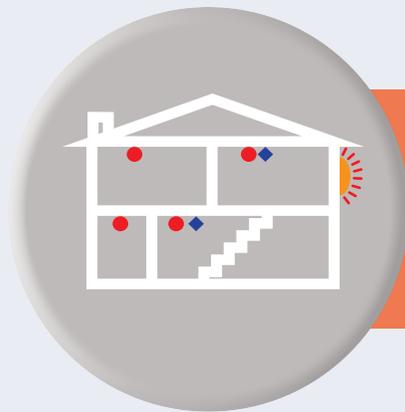
Our **Helpline** service has helped over \*\*\* customers recover from falls, answering over 97% of calls within 60 seconds. Vulnerable people and their families in and around the Borough can rest assured that professional support is available to them 'at the touch of a button'.

Our mobile responders  
got 1\*\*\* Customers  
back on their feet



Fitted 1\*\*\* alarms

Installed 1\*\*\* smoke  
and CO2 detectors



Achived target surplus in year

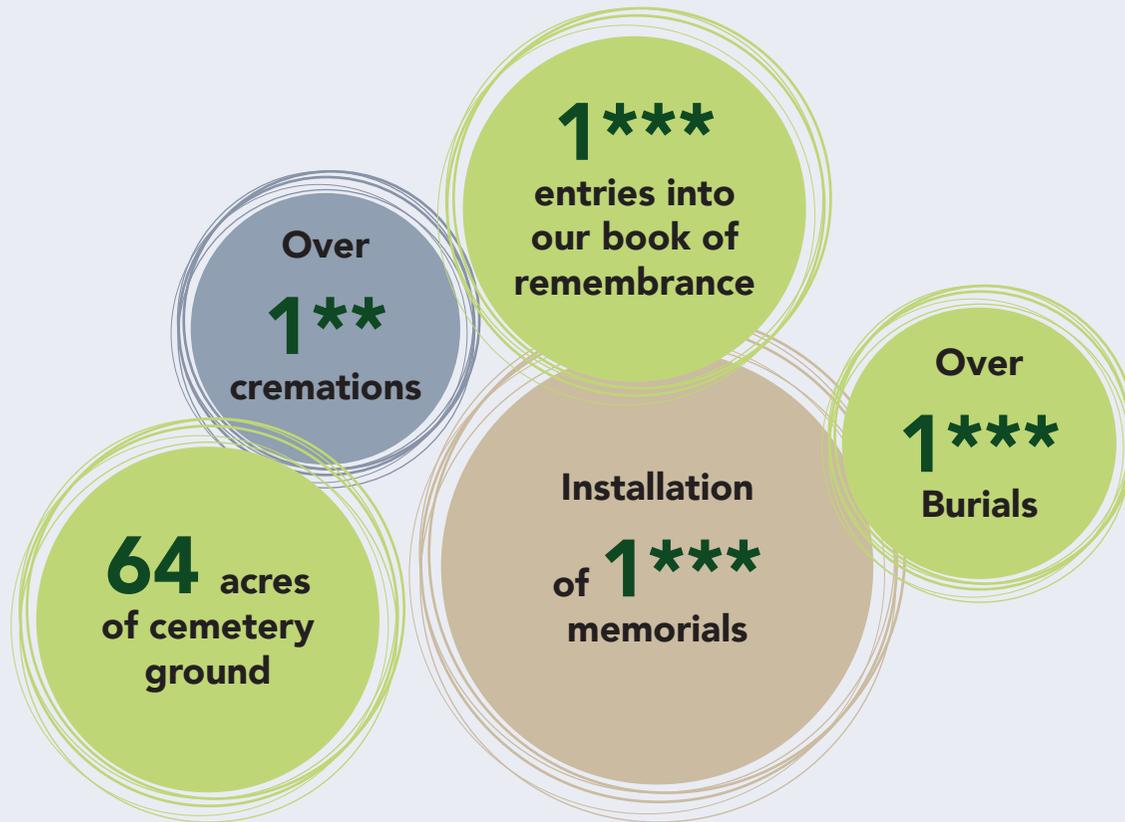
Grew customer numbers by 1\*\*\*

Supported independent living for over 20 years



# COLCHESTER CEMETERY & CREMATORIUM

I have a special affection for the staff and service at **Colchester's Cemetery and Crematorium** – this year they have dealt with over \*\*\* cremations and \*\*\* burials whilst providing excellent levels of customer service at a very stressful time for family and friends of the deceased.



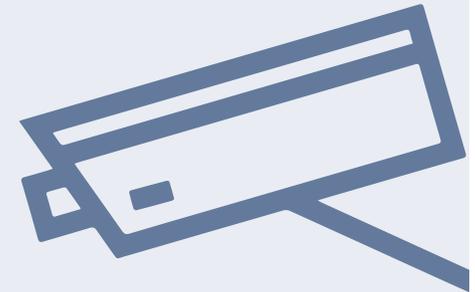
- Close working with Funeral Directors
- New cemetery extension
- Excellent customer approval rating
- Delivered an operating surplus of xxx with an income of XX

## CCTV

Our town centre based **CCTV Monitoring** centre has responded to over \*\*\* requests to monitor situations across the town, both day and night. The information recorded by the team has been requested \*\*\* times by the Police – assisting in prosecutions for offences affecting public safety.

Assisted in over **1\*\*** arrests

Provided **24/7** response for other council services



Installed **1\*\*** new night vision cameras

Responded to over **1\*\*** monitoring requests

Got **1\*\*\*** customers back on their feet



This is the first year we have centralised events management with the **Colchester Events Company** delivering events across the Council's unique venues including \*\*\* weddings and ceremonies taking place across the **Town Hall** and **Colchester Castle**. **Charter Hall** has seen an increased usage with the team delivering over \*\*\* events from the recording of Radio 4's **'I'm Sorry I Haven't a Clue'** to Robot Wars (the 1200 capacity facility is being utilised fully). Over \*\*\* events take place in our award winning parks and open spaces and we plan to coordinate these with partners, helping promote Colchester as an event destination.



- Events 3-year plan
- Improved website and customer service
- Developing Strategic Partnership
- Achieved XXX surplus

## Building Control

Last year saw us lead on the development of a shared vision for the delivery of **Building Control** services across Essex. Despite clear operational advantages to the shared service partners were unable to realise the financial benefits and we, together with the remaining partners, took the decision to suspend activities. It is perhaps a mark of the ambition of the Trading Board that we have gained a reputation for a willingness to lead on visionary projects such as this. We have been left with a legacy from the project that will see us implement new, customer focussed business systems, innovative training and apprenticeship opportunities and will look to develop working partnerships with like-minded local authorities.

Over  
1\*\*  
applications

Dealt with  
1\*\* dangerous  
structures  
and boundary  
disputes

Over  
1\*\* visits  
to new builds  
and extensions

Entered  
1\*\* projects  
into national  
awards

£xx achieved income forecast

## Review from the Strategic Director

In 2015 The Trading Board set out its strategic ambitions through to 2018. In reviewing the last 12 months it is worth reflecting our delivery against the 'six pillars' of success;

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



Our conscientious staff and management deliver customer focussed products and services, the businesses themselves rely upon it for new and repeat business. With guidance and input from the Trading Board we have invested in the support structure, in terms of staff and business systems, to ensure the businesses have a strong foundation on which to build a success in a competitive market place. Our businesses are encouraged to innovate and find new ways of leading the commercial charge - product and service innovations in Helpline, Bereavement and Events Management have helped our customers access the services they want.

We have come a long way since our first Trading Board Report and have continuously pushed the businesses to improve all aspects of service and delivery.

As well as receiving regular reports on the above businesses the Board have also received reports and updates on;

- Public Sector Reform Commercial Opportunities
- Corporate Asset Management Strategy
- Commercial Opportunities arising from the Essex Waste partnership

All we have achieved is reported against a backdrop of clear financial forecasting, budgeting and monitoring which inform the business of commercial opportunities. And allows the Trading Board to provide clear corporate governance.

Ian Vipond  
Strategic Director

## 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.

Identify and recommend to Cabinet or Council major
- f) 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.



TRADING BOARD ANNUAL REPORT  
2016-17

VIBRANT

PROSPEROUS

THRIVING

WELCOMING