

**Trading Board report – Commercial Business Development**

**Operational Businesses**

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

**Monitoring/CCTV**

- The CCTV maintenance contract is out for tender with a closing date of 16<sup>th</sup> January. 20 companies have expressed an interest and site tours began week commencing 2<sup>nd</sup> January.
- We are currently reviewing costs for evidence gathering and benchmarking with Essex CCTV user group.

**Helpline**

- We are working with Essex County Council (ECC) to review the referral pathways for residents requiring assistive technology. ECC will shadow Helpline staff during January to help shape the future of the service offering.
- There is a review of Sheltered Housing Helpline services as a result of ECC funding reduction in Housing Related Support. An options paper is being produced by CBH for the Housing and Public Protection Portfolio Holder's recommendation.
- The Jontek computer system (that handles all Helpline calls and customer data) is undergoing a gap analysis by Jontek in January to ensure it is still being used effectively and efficiently.
- A job advert has been published for additional part time and casual staff to increase service resilience.
- Further amendments to the retail pathway system (how Helpline gets electronic referrals through from ECC) are being rolled out this month, which should streamline the process further.

**Bereavement Services**

- Further assessment work is being carried out by BT regarding the supply of ducting routes from the public highway to the buildings with a view to improving the broadband capacity of the offices and chapel.
- The Assisted Funeral and Stone Masonry tender have resulted in both being awarded to Hunnables.
- The grounds maintenance contractor has introduced additional resources to improve the service. This is regularly monitored.
- The main car park lighting upgrade work has been completed.

- Permissions have been received to allow our Memorial Stability Programme to commence. This will be scheduled over the coming months and will be a rolling programme based on risk assessment.
- We are awaiting a detailed condition survey for the old Chapel in order to consider future options for use.

## **Events**

- The Artifax booking system is now in use across all venues
- Town Hall and Colchester Castle wedding bookings are in line with forecasts. The addition of wedding packages delivered by our catering, dressing and entertainment partners has increased interest.
- The arrangement for Charter Hall management with The Mercury comes to an end at the end of March. We will be recruiting for a full time Events Manager – Ticketed Events, to work across all venues.
- A programme for events in our open spaces is being confirmed and will form the content of a biannual events flyer. Organisers have been made aware of the changes to fees and charges and will be charged accordingly.
- Planning of a programme of regular events over the next 3 year is in discussion with relevant Portfolio Holders – confirmation of this programme will allow the Events Team to;
  - Spread risk across many events and festivals, so success will not depend on one event or festival alone;
  - Allow us to develop long term relationships with suppliers, sponsors, partners and local businesses;
  - Provide additional planning time to ensure a focus on quality of offer;
  - Provide clear opportunities for commercialisation of events
  - Ensure we deliver those events and festivals which are right for Colchester;
  - Attract regional and national events and festivals to the town
  - Deliver added value to the town's infrastructure;
  - Promote the core economic, social and environmental values of Colchester and its culture and heritage.

## **Building Control**

The Building Control Team are fully staffed and are working with colleagues in Professional Support regarding the introduction of Arcus Business Systems which will provide a more efficient, proactive service delivery. Estimates for introduction for Building Control is July 2017.