

Trading Board report – Commercial Business Development

Operational Businesses

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Monitoring/CCTV

- New CCTV maintenance contractor starts 1st April with pre-contract orientation visits in progress.
- Quotes for digitising of camera network requested to allow future commercial opportunities.
- Early stages of relationship with Town Centre shops to support CCTV commercial opportunities.

Helpline

- Ongoing work with the North Essex Clinical Commissioning Group (CCG) to launch a lifting pilot in partnership with the East of England Ambulance Service Trust (EEAST)
- Negotiations ongoing to renew the Service Level Agreement (SLA) with Colchester Borough Homes (CBH) to monitor all sheltered scheme alarms, out of hour's repairs and homelessness calls, as well as coordinating the First Call Officers for major incidents.
- Jontek computer system to receive latest software updates in March
- Interviews for additional part time and casual staff, to increase service resilience, commence 13th March.
- Technical issues with the retail pathway system (how Helpline gets electronic referrals through from Essex County Council (ECC)) are causing payment delays.
- Helpline staff now trained in more complex equipment installations giving a more 'joined up' customer experience.

Bereavement Services

- Supply ducting routes from the public highway to the buildings for upgraded broadband are in place. ICT to manage the cable installation.
- Remote booking software for Funeral Directors (FD) is now being tested by a local FD before full roll out.
- Performance of the grounds maintenance contractor is the subject of meetings of senior managers from both sides.
- Following a detailed condition survey, the future of the old chapel needs to be decided. An options paper for repair, ruin, or sell has been provided to the Portfolio Holder.

- New site maps and interpretation boards to be purchased to further improve the customer experience.
- A short options paper is being produced for the digitising of burial records.

Events

- Recruitment for new Audience Development and Ticketed Events Manager in progress, this will allow further Charter Hall development.
- Profile of Colchester Events Company (CEC) continues to develop with attendance at Wedding Fayres and through development of CEC brochure for release in March. The aim being increased volume of events and income.
- CEC await report from recent audit that had taken place across service.
- Open Air events programme being developed with a number of exciting new events scheduled for Castle Park working alongside promoters.
- Successful programme of children's shows delivered at Charter Hall over the past three weeks.
- Wedding furniture from ECC facility has improved look and feel of the Community Room at the Town Hall.
- Various commercial event opportunities being investigated that revolve around Christmas 2017.

Building Control

- No update from last report