

Trading Board

Annual Report 2016/2017



Helpline
There when you need us

 **COLCHESTER**
CEMETERY & CREMATORIUM

Sightline



Building Control

Review from the Chair of Trading Board

The Trading Board is in its fourth year of operation and am delighted to have been Chair the Board in a 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.

As well as receiving regular reports on the above businesses the Board have also received reports and updates on **Public Sector Reform Commercial Opportunities** and the **Corporate Asset Management Strategy** and 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.

- Cllr Lesley Scott-Boutell (Deputy Chair)
- Cllr Kevin Bentley
- Cllr Martyn Warnes
- Cllr Lewis Barber
- Cllr Robert Davidson

Councillor Rosalind Scott

Chair, Trading Board 2016/2017



Helpline

There when you need us

Member of
UK
Telehealthcare[®]
Spreading Awareness Nationwide

Our **Helpline** service has helped over *** customers recover from falls, answering over 98% 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'.



Answered over
10**
 calls



98% of calls
 answered within
 60 seconds

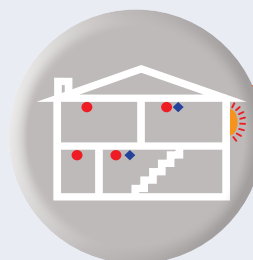
Responded to
1***
 call-outs



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



Fitted **1*****
 Installed **1***** smoke and CO2



Achived target surplus in year
 Grew customer numbers by **1*****
 Supported independent living for over 20 years

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.



New cemetery extension
XXXXXX

Excellent customer
approval rating

Delivered an operating surplus of
xxx with an income of XX

Close working with
Funeral Directors

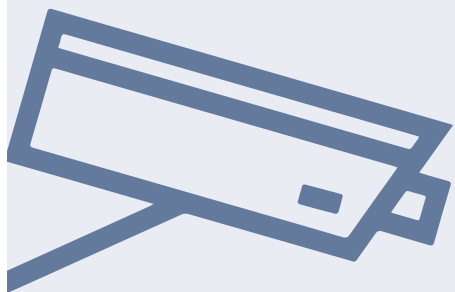
Sightline

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



Invested **£XX** in 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 are keen to coordinate these as much as possible, promoting 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 - we deliver a very customer focussed products and services
- Professional staff and systems - there has been investment in the support structure, in terms of staff and business systems
- Innovation and responsiveness - we have encouraged innovation and new ways developing the products and services we deliver
- Sound financial management - all decisions are made based on clear financial forecasting, budgeting and monitoring
- Leadership and governance - there are clear Terms of Reference by which we are guided
- Continuous improvement - year on year we have seen the services grow in terms of income, surplus and service delivery



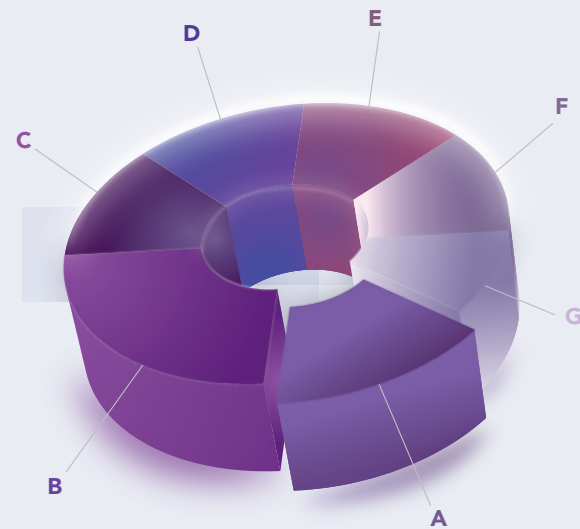
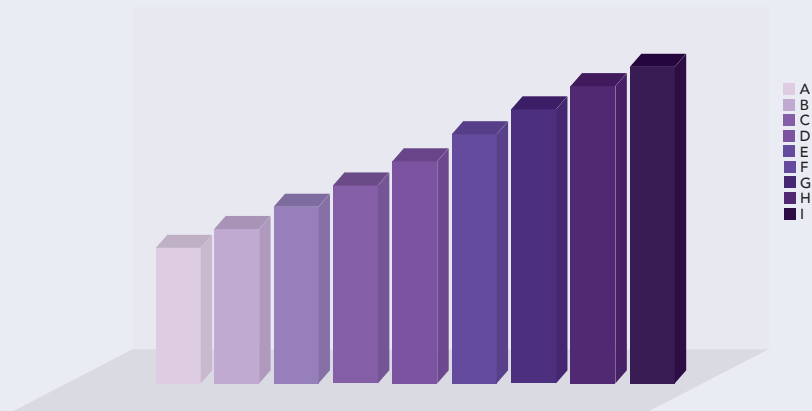
We are now in a position to push our commercial ambitions further and consider how we might best deliver more opportunities across the Council. This year the Trading Board will consider a further 5 year plan which will review our existing successes, plan new services to develop commercially, ensure we are delivering maximum return on investment (RoI) for or residents and service users, and how this is best delivered both internally and with partners.

The following statement highlights our Financial position at the end of the 2015/16 financial year and our budgets for next year.

Ian Vipond

Strategic Director

Financial table income/costs/surplus – Net



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.

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CCTV
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Colchester Event Company
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VIBRANT

PROSPEROUS

THRIVING

WELCOMING