

Other Performance News

- **Awards and accreditations**

The highlights are summarised here.

Achieved April 2023 to September 2023 – Half Year	
<u>Colchester Awarded Multiple Green Flags</u>	Castle Park, High Woods Country Park and Colchester Cemetery and Crematorium have once again received Green Flag Award from Keep Britain Tidy - the mark of a quality park or green space. As well as receiving its 21st Green Flag award, Castle Park again received the Green Heritage award, supported by Historic England, which recognises its work to promote its historic surroundings. July 2023
<u>Finalist in Street Cleaning Awards</u>	The Council has been shortlisted as a finalist by the <u>Association for Public Sector Excellence (APSE)</u> for the Best Service: Team Street Cleaning and Streetscene Service (Public Realm) 2023. July 2023
<u>Colchester Sports Park Quest Accreditation</u>	Colchester Sports Park has retained its <u>Quest Accreditation</u> for the second year, the detailed report highlighted the facilities as “Very Good”. The report particularly highlighted the excellent and knowledgeable customer service provided and the high quality and accessible facilities on site. Quest is the Sport England recommended continuous improvement tool for leisure facilities and sports development teams, designed to measure how effective organisations are at providing customer service, and is the industry’s recognised barometer of success. August 2023
<u>Customer Service Excellence standard</u>	The Council’s Customer Contact and Support Centre has once again achieved the prestigious national Customer Service Excellence Standard (CSES). The CSES quality mark, awarded by Customer Service Excellence (<u>CSE</u>), aims to promote excellence in customer service. To be awarded the CSES, organisations must meet a rigorous set of criteria, including demonstrating a commitment to customer-focused values, providing excellent customer service, and measuring and improving customer satisfaction. The Customer Contact and Support Centre excelled in several key performance areas, including Customer Insight, Culture of the Organisation, Information and Access, Delivery, and Timeliness and Quality of Service. September 2023

Other sources of performance data

Statistics and data – the way we collate and publish a range of council statistics, performance indicators, datasets and information has been updated. Pulling all this together will help us to maintain open and accessible information for customers, businesses, and other interested parties.

The [Council Data](https://colchester.gov.uk/council-data) section at colchester.gov.uk/council-data is designed so that people can easily find out information we hold, our obligations on open data and transparency, as well as how to make a freedom of information request.

Categories include spending, business rates, democracy, housing, land, parking, planning and licensing, recycling and waste.

Annual reports – the Council produces annual reports on its performance in various areas. These are brought into one place on the Council's website [here](#) for ease of reference, and to make it easier for the public to find which annual reports are available.

[Single Data List](#) -this is a list of all the datasets that local government must submit to central government. The list is reviewed and updated annually. Local authorities are not obliged to provide any data which is not on the list without extra funding.