

## Appendix D

### Other performance news

- **Council-Wide Awards and Accreditations**

The highlights are summarised here and are also shown on [www.colchester.gov.uk](http://www.colchester.gov.uk) in the [Council-Wide Awards and Accreditations](#) section

Achieved April 2017 to March 2018	
<a href="#">Essex Digital Awards</a>	<p>CBC is a finalist in two of the categories of the 2018 awards.</p> <p>Visit Colchester were shortlisted in the Best Use of Video category for the I Spy video shorts which are part of the current tourism campaign; <a href="#">Reece Cyler</a> the CBC blog about recycling has also made it through to the final stages in the Best Blog category.</p> <p>Visit Colchester have developed six 60 second video shorts designed specifically for social media to promote the town's tourism offering. The videos are part of the current two-year tourism campaign, with each one aimed at a different segment of the tourism industry. The most popular aimed at a family day out in Colchester has reached a wide audience achieving views on Facebook from a boosted post of 22,541 and more than 1,900 views via You Tube to date. The film is regularly used on Visit Colchester's social media channels.</p>
<a href="#">British Parking Awards</a>	<p>The @nepp_parking Twitter page was shortlisted in the 'Communication Award' category of the national British Parking Awards 2018.</p>
<a href="#">VisitEngland</a>	<p>National tourism body VisitEngland has again awarded Colchester Castle with Visitor Attraction Quality Scheme (VAQAS) status. First presented to the Castle in 2003, it is awarded to venues which show excellence in the experiences, service and stories they offer to visitors.</p> <p>Colchester Castle achieved the accreditation following a visit from an independent professional assessor in November, who gave it an excellent score of 88%. The assessor was particularly impressed with the castle's stunning setting, cleanliness and the Siege of Colchester and Gaol experiences, which use audiovisual technology to bring history to life for visitors. Only 86 attractions across the country were given the accreditation.</p> <p>The Castle has also been awarded the prestigious VisitEngland 'Welcome' Accolade after staff scored 98% for their customer service. This award recognises the very best in customer service and is given to attractions which go the extra mile to provide an exceptionally warm welcome to visitors.</p>

<a href="#"><u>Easton and Otley College</u></a>	CBC was named 'Large Employer of the Year' at the Easton and Otley College Apprenticeship Awards 2018 for the apprenticeship schemes delivered at Leisure World Colchester.
<a href="#"><u>Primary Times Essex Star Awards 2018</u></a>	<p>Colchester Castle scooped the Best School Trip prize. The awards, now in their fifth year, champion the best places and best businesses within Essex for families with young children.</p> <p>All the winners were selected by votes from the readers of Primary Times in Essex, compiled from postal entries, unique email entries and online voting between 9 October and 12 December 2017.</p>
<a href="#"><u>Living Wage Employer</u></a>	<p>CBC has renewed its commitment to being a <a href="#"><u>Living Wage Employer</u></a> for the third year, after taking out its first annual licence with the <a href="#"><u>Living Wage Foundation</u></a> on 1 February 2016.</p> <p>The licence is a formal agreement for CBC to adhere to the criteria set out by the Living Wage Foundation. This means that as well as paying the Living Wage to all directly employed staff, a phased plan for third-party contracted staff is in place as relevant contracts come up for renewal. Grounds Maintenance was the first CBC contract to include paying the Living Wage when this contract started in April 2016.</p>
<a href="#"><u>Defence Employer Recognition Scheme</u></a>	<p>CBC has received an award from the Ministry of Defence for its work to acknowledge and support the work of the Armed Forces.</p> <p>The Ministry gives the Bronze Award, part of its Employer Recognition Scheme, to businesses and organisations which go the extra mile to demonstrate their commitment to aiding and employing members of the military community.</p>
<a href="#"><u>Association of Local Energy Officers - 2017 national awards</u></a>	Wendy Bixby, CBC's Sustainability Strategy and Projects Officer won this year's ALEO East Award. This award is presented annually in recognition of outstanding work in the fields of domestic energy efficiency or tackling fuel poverty. Wendy developed CBC's first Environmental Sustainability Strategy (ESS). The ESS won regional and countywide awards for successful delivery of priorities, to reduce the environmental impact from CBC buildings, services and operations and build resilient communities.
<a href="#"><u>EU Broadband Award</u></a>	<p>The EU Broadband Award is run by the European Commission, and designed to showcase the best innovations in broadband technology across the member-states. CBC won the 2017 award in the category of 'cost reduction and joint investment in a future-proof infrastructure' for its pioneering town centre dark fibre broadband project.</p> <p>The award is in its third year, with CBC being one of five winners out of a total of 49 entrants from 19 EU member-states and Turkey.</p>
<a href="#"><u>Essex Wedding Awards</u></a>	<p>Colchester Events Company was shortlisted for two of our venues in the finals for the Essex Wedding Awards</p> <ul style="list-style-type: none"> <li>➤ Colchester Town Hall in the 'Something Different' venue category</li> </ul>

	➤ Colchester Castle in the 'Heritage' venue category.
<a href="#">Advice Quality Standard (AQS)</a>	The Advice Quality Standard (AQS) is a nationally recognised quality mark for organisations providing free, independent advice to members of the public. Macmillan Cancer Support works in partnership with CBC to ensure people diagnosed with cancer, their families, and carers across Essex can access financial support by contacting the AQS-accredited Essex Macmillan Benefits Advice Service.
<a href="#">Newsquest Essex Business Awards</a>	Finalist in the 'Environmental Awareness' category for our Environmental Sustainability Strategy and related work. The strategy outlines CBC's approach to encouraging greener choices and tackling environmental issues.
<a href="#">Essex Mums.com - Best Museum</a>	Colchester Castle received the 'Best Museum' award in the Essex Mums online awards. Overcoming tough competition from around the county, the win highlighted the Castle's range of educational and interactive displays for all ages, plus star exhibits such as the Colchester Vase and Fenwick Treasure.
<a href="#">All Party Parliament Group for District Councils Inquiry: Collaboration and Devolution</a>	CBC's successful collaboration with other agencies and organisations has been praised in a <a href="#">report</a> by the All-Party Parliamentary Group for District Councils (APPG).  70 district councils submitted evidence, with CBC selected to take part as witnesses to the inquiry panel. The cross-party group of parliamentarians heard how CBC's work with Essex County Council and the voluntary sector had transformed the way some services are delivered, by significantly increasing the opportunities for residents and customers to interact online with CBC and via the Community Hub in the Central Library. The Inquiry also touched on the work of the Safer Colchester Partnership.
<a href="#">LEXCEL</a>	Legal Services were re-accredited against this Law Society standard. Lexcel is the Law Society's legal practice quality mark for excellence in legal practice management and excellence in client care.
<a href="#">Green Flag Awards</a>	Castle Park and High Woods Country Park have again both been awarded Green Flag Awards, recognising them as two of the best parks in the UK. Green Flags set a benchmark of standards for management and maintenance of publicly accessible urban and countryside parks, and promotes the community value of green spaces. The Castle Park also holds <a href="#">Green Heritage Site</a> status.
<a href="#">2017 TripAdvisor Certificate of Excellence</a>	CBC and Visit Colchester were delighted to announce that five of its leading visitor attractions have been awarded this accolade from the public - <a href="#">Colchester Castle</a> , <a href="#">Castle Park</a> , <a href="#">Hollytrees Museum</a> , <a href="#">the Natural History Museum</a> and <a href="#">High Woods Country Park</a> .
<a href="#">GeoPlace</a> – national Exemplar Gold award	Gold Performance Award for Address Data - for consistently maintaining the highest level of data quality. The Exemplar Awards recognise excellence in local authority business-critical data creation of Address data, known as a Local Land and Property Gazetteer (LLPG) and Street data, known as a Local Street Gazetteer (LSG).

	Only 12 authorities in the east of England achieved this Gold standard.
<a href="#">Planning Awards, Planning Magazine</a>	The Creative Centre was a finalist in the category promoting Economic Growth. It was one of just five projects to make it onto this country-wide shortlist.
<a href="#">MJ awards</a>	CBC was shortlisted as one of the six finalists for the 'Commercialism in the Property Estate' category. This was for CBC's 'Ultrafast and Ultraready' innovative economic growth projects – these aim to enhance the lives and opportunities for residents, encourage greater inward investment, and seek to generate sustainable revenue streams for the Local Authority; enabling further investment and fostering a long-term vision for development and prosperity projects.
<a href="#">Essex Digital Awards</a>	Leisure World, Colchester Events, and The Museum Service were all nominated as finalists in the 2017 Essex Digital Awards for their new websites.  Colchester Leisure World achieved Bronze in the 'Website: sports and entertainment' category.
<a href="#">Royal Institute of Chartered Surveyors – east of England awards</a>	CBC's Creative Business Centre at 37 Queen Street for arts and technology-related businesses won the 'regeneration' category at the RICS East of England awards. The Centre houses dozens of small firms in the creative centre – formerly used as a police station and a nightclub.
<a href="#">2017 UK Blog Awards</a>	The innovative Colchester and Ipswich Museums' Training Museum blog was nominated for the nationwide 2017 UK Blog Awards in the Arts and Culture category. The Training Museum blog allows Trainees to share their experiences on the programme, writing regular updates about what they have been doing and promoting the variety of roles in museums.
<a href="#">British Parking Association</a> (BPA)	CBC's Group Manager - North Essex Parking Partnership, Richard Walker was elected to the BPA's Council of Representatives, as one of two local authority representatives nationally. The BPA Council can influence the long term direction of the Association by giving advice and guidance to the BPA Board. This will enable the NEPP to better communicate the needs of local authorities in national discussions.

### • Other performance news for April 2017 to March 2018

**Datashare** – CBC publishes a wide range of information and performance data on the Datashare section of its website. The popularity and importance of open and transparent performance data is evidenced by the 7,812 'unique page views' of Datashare webpages over the year. The 'top three' items which are viewed/downloaded by the public/businesses/CBC website users in 2017/18 were:

- [brownfield land register](#) – location and area of sites in Colchester borough meeting the statutory definition of brownfield land
- [business non-domestic rates - NDR accounts](#) – all current Business Rates accounts including reliefs
- [contracts register](#) – contracts and tenders for goods or services for £5,000 or more.

Datashare brings together more than 70 datasets about CBC and its activities under 13 categories from businesses to street care.

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