

## Other performance news

## Appendix C

- **Awards and accreditations**

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

<b>Achieved April to September 2018</b>	
<a href="#">Defence Employer Recognition Scheme</a>	<p>Having achieved the Bronze Award in January 2018, CBC received the Silver Award in August.</p> <p>The Ministry of Defence gives these awards as 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> <p>CBC aims to maintain and develop this work and is pleased to set an example to others. We are actively working to raise awareness of the Armed Forces Covenant, and encouraging other businesses and organisations in the area to also be Forces Friendly employers. <b>August 2018.</b></p>
<a href="#">Visitor Experience Awards</a>	<p>Colchester Museums' Visitor Services team were winners at the first-ever national Visitor Experience Awards. They were up against the Houses of Parliament, National Museums Liverpool and Cornwall's Regimental Museum in the Visitor Experience Team of the Year category. They were presented with their award a ceremony in London's Welcome Collection. <b>August 2018.</b></p>
<a href="#">Green Flag Awards</a>	<p>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. Colchester's Cemetery and Crematorium also achieved Green Flag status. 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. <b>July 2018.</b></p>
<a href="#">Institute of Revenues, Rating and Valuation (IRRV)</a>	<p>CBC is a finalist in the 2018 IRRV Performance Awards in the Revenues Team of the Year (District Authority) category. The team was shortlisted for its work to transform its collection service. The Revenues team handled 46,000 calls in 2017/18 and completed around 330,000 pieces of work. This not only helped CBC achieve its best results so far with a nearly 98% council tax and more than 99% business rates collection rate, but also a 98% customer service satisfaction rating. The shortlist was announced in <b>June 2018</b>; winners are announced in <b>October 2018.</b></p>
<a href="#">Charter for Elected Member Development</a>	<p>This award recognises that the Council has achieved best practice in the way it provides learning and development opportunities for its elected members (councillors). It provides an independent, robust and structured framework designed to help councils enhance and hone member development.</p>

	<p>CBC was first awarded Charter Status for Elected Member Development in 2011 and was recredited in 2015. The accreditation lasts for a period of three years, and the Council passed its full reassessment in <b>July 2018</b>.</p>
<p><a href="#">Municipal Journal (MJ) Achievement Awards</a></p>	<p>CBC was a finalist in the 'Digital Transformation' category for its work to improve its online experience for customers.</p> <p>As well as assessing the Council's digital transformation strategy to increase access to digital services and provide a more intuitive and personalised online experience for customers, judges considered digital innovations which have transformed the way staff work using cloud-based technology and revolutionised the operation of the Waste and Recycling Service. This includes, for example, a redesigned web portal for waste and recycling information, and the use of new in-cab route-planning technology fitted to the waste fleet providing live online navigation updates to officers and customers. <b>June 2018</b>.</p>
<p><a href="#">Disability Confident Employer</a></p>	<p>'Disability Confident Employer' – CBC achieved this in June 2018. The Disability Confident scheme supports employers to make the most of the talents disabled people can bring to the workplace. <b>June 2018</b>.</p>
<p><a href="#">Gold Travel Plan</a></p>	<p>CBC's Staff Travel Plan has retained its 'Gold' status as part of Essex County Council's travel plan accreditation awards. <b>May 2018</b>.</p>
<p><a href="#">LEXCEL</a></p>	<p>Legal Services have been 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. <b>May 2018</b>.</p>
<p><a href="#">Rookie Life Saving Awards</a></p>	<p>Leisure World Colchester has been awarded the Essex Branch Silver Shield. Leisure World run the Royal Life Saving Society (RLSS) UK Rookie Lifeguard programme, which gives children the skills they need to be confident in the pool or the sea. The Silver Shield Award acknowledges the fantastic pass rate on its Junior Rookie Lifeguard courses held during 2018. <b>April 2018</b>.</p>
<p><a href="#">Creative Industries - Sector Deal</a></p>	<p>Colchester has been highlighted as a creative hotspot in the Government's latest 'Sector Deal' for the Creative Industries. Recognised for 'high growth and concentration' of the creative industries, Colchester is ranked 20th out of 47 creative places in the UK.</p> <p>This could open a wide variety of opportunities, as the sector deal includes action to support the creative industries with the announcement of a new Creative Development Fund. This £20m fund aims to help creative hot-spots like Colchester to become world-class, unlock growth, encourage investment and create new jobs.</p> <p>Another strand will invest a further £39m in building new research and development partnerships between universities and business via the Industrial Strategy Challenge Fund. <b>April 2018</b>.</p>