

## Other performance news

### • 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

Achieved April 2018 to March 2019 – full-year report	
<a href="#">British Parking Awards 2019</a>	<p>The British Parking Awards seek to recognise and celebrate best practice, innovation and achievement in the design and management of both public and private sector parking. The North Essex Parking Partnership (NEPP) were finalists in five categories.</p> <p>The NEPP were winners in three categories:</p> <ul style="list-style-type: none"> <li>• The Communication Award, which recognises imaginative, engaging and informative approaches to communicating with the public and other organisations, for their 3PR: Encouraging better parking around schools campaign.</li> <li>• The Parking Partnerships award, which recognises the importance of partnership working in the parking sector.</li> <li>• Car Parks: Special Projects Award for the refurbishment of Priory Street Car Park, a joint entry with Colchester Borough Council. <b>March 2019</b></li> </ul>
<a href="#">Career Track Assessor Award</a>	<p>Four young apprentices who demonstrated outstanding commitment to their personal career development and made a significant contribution to the work of Colchester Borough Council, have been honoured with a 2019 Career Track Assessor Award. The assessment of apprentices undertaking work-based training with the Council is overseen by Career Track, which is operated by Tendring District Council with funding from Colchester Institute. <b>March 2019.</b></p>
<a href="#">LGC Awards 2019</a>	<p><b>Team of the Year category - Macmillan Welfare Rights Team</b> - finalist in shortlist of 11 councils.</p> <p><b>Housing Initiative category</b> - finalist as part of a project by Essex County Council, 12 Essex Districts and 2 Unitary Councils, in shortlist of seven councils.</p> <p>LGC editor Nick Golding said: “The councils that have been shortlisted for an LGC Award are among the most innovative – and their innovation is providing the best services for residents, despite local government facing enormous budget cuts.</p> <p>“The officers and councillors of shortlisted councils deserve enormous credit for thinking of new ways to deliver the best services, ensuring vital services thrive in the era of austerity.” <b>March 2019</b></p>

<a href="#"><u>Customer Service Excellence Standard</u></a>	Our Customer Contact and Support Centre has been awarded the prestigious national Customer Service Excellence Standard. The Standard was awarded following a year-long programme and rigorous two-day external assessment in December 2018. The standard covers a range of areas including timeliness of responses, the quality of information provided and the motivation of its staff. The Excellence Award is valid for three years, with an annual rolling programme assessment visit. <b>February 2019.</b>
<a href="#"><u>Essex Wedding Awards</u></a>	Colchester's Town Hall and Castle were finalists in the Essex Wedding Awards 2018 - the Town Hall in the 'Something Different' category and Colchester Castle in 'Heritage'. <b>November 2018.</b>
<a href="#"><u>British Parking Association</u></a>	<p>Richard Walker, Group Manager of the North Essex Parking Partnership (NEPP) was elected, through a vote by its Council of Representatives, to the British Parking Association Board.</p> <p>The BPA said: "It is noteworthy that Richard is leading on our Local Government-focused 'Positive Parking Agenda' project. Democracy has shown once again that members vote for what is important to them and having the PPA+ directly represented on the BPA Board can only be a good thing." <b>October 2018.</b></p>
<a href="#"><u>Dying to Work Charter</u></a>	While CBC's existing employment policies and Employee Assistance Programme already enshrine elements of the Dying to Work campaign, signing up to the Charter offers additional assurances to council staff about how they will be supported, protected and guided throughout their employment following a terminal diagnosis. <b>October 2018.</b>
<a href="#"><u>Cemetery of the year awards</u></a>	Colchester cemetery came second in the large cemetery category of the national Cemetery of the Year Award. Cemetery officers and Idverde staff were presented with the framed Silver Award certificate at a ceremony in <b>October 2018.</b>
<a href="#"><u>Defence Employer Recognition Scheme</u></a>	<p>Having achieved the Bronze Award in January 2018, CBC received the Silver Award in August. 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="#"><u>Visitor Experience Awards</u></a>	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>
<a href="#"><u>Green Flag Awards</u></a>	Castle Park and Highwoods 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 they promote the community value of green spaces. The Castle Park also holds <a href="#"><u>Green Heritage Site</u></a> status. <b>July 2018.</b>
<a href="#"><u>Institute of Revenues, Rating and Valuation (IRRV)</u></a>	CBC achieved 'highly commended' status 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. <b>October 2018.</b>
<a href="#"><u>Charter for Elected Member Development</u></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 reaccredited in 2015. The accreditation lasts for a period of three years, and the Council passed its full reassessment in <b>July 2018.</b></p>
<a href="#"><u>Municipal Journal (MJ) Achievement Awards</u></a>	<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>

## Appendix B

<a href="#">Disability Confident Employer</a>	'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>
<a href="#">Gold Travel Plan</a>	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>
<a href="#">LEXCEL</a>	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>
<a href="#">Rookie Life Saving Awards</a>	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>
<a href="#">Creative Industries - Sector Deal</a>	<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 20<sup>th</sup> 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>

### [Single Data List](#)

The single data list 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.

The single data list was updated in March 2019 and details of the [changes](#) have been circulated to the relevant officers for action.