



Ansa Environmental Services Ltd (Ansa)
Minutes of Board Meeting on Tuesday 01st November 2022 at 1.30pm
Microsoft Teams & Room 2 Environmental Hub.

Present:

Kevin Melling, Managing Director	KM
Cllr Steve Hogben, Chairman	SH
Cllr Mike Hunter, Director	MHu
Cllr Arthur Moran, Director	AM
Melanie Henniker, Director HR & Corporate Services	MH
Jane Thomason, Deputy MD	JT
Tracy Baldwin, Group Finance Manager	TB
Cllr Amanda Stott, Chair CEC Finance Sub Committee (Observer)	AS

Other attendees:

Karen Potts, PA to MD (Minutes)	KP
Ricky Griggs, Employee Representative	RG

Agenda Item	Item Detail	Actions
01	Welcome from the Chairman & Apologies Cllr Steve Hogben chaired the meeting; he reported that due notice had been given and that a quorum was present.	
02	Declaration of conflicts of interest There were no declarations of conflicts of interest.	
03	Minutes of last Meeting The minutes of the board meeting on the 10 th of October of 2022 were accepted as being a true and accurate record once the approved amendments were made. Matters Arising To amend the last paragraph in item 3 to state a further review of all HWRC centres To amend item 5.5 to state ISO 45001 and not OHSAS 450001 SH asked if the 100% pass rate achievement had been acknowledged in the newsletter. KM advised that this would be in the November newsletter.	
04	HR Policies	

	<p>MH advised that all HR policies are brought to the board over a period of time, and they would be familiar with the following policies as a review takes place annually for the boards input. Both policies have been provided to the board prior to the meeting to give them the opportunity to review and ask any questions.</p> <ul style="list-style-type: none"> Redundancy The Redundancy policy has been in place since 2014 when it was transferred over from the council. It has been reviewed annually since then and there have been no changes. The Management team are proposing no changes to take place this year and are happy with the content. Pensions Discretion We are required by the Pensions Discretions policy; the local government pension scheme requires to have a certain number of discretions in place so that it is clear to everyone on how we would treat those circumstances should they arise. We are required to publish these which we publish on our internal web site. Policy refers to both the Defined benefits career average salary as well as the final salary benefits which no longer apply but still exists for employees who were in post by a certain date. MH advised that the Management team are not recommending any changes to the policy. <p>MHu asked the question would the final salary be for those who TUPE'd over. MH advised it would not necessarily be everyone who had TUPE'd over.</p> <p>SH asked what involvement the Trade Unions have in relation to the policies. MH advised that once the board has reviewed the policies, we would then forward onto the trade unions advising we are not proposing any changes. This would then give them the opportunity to comment at that point. So far, they have been happy that the policy remains the same.</p> <p>SH then asked what would happen if they wanted to make any changes. MH advised that they need to propose them separately to this as this is the company's approach.</p> <p>KM asked the question is it fair to say we shadow the council policies, or they are very similar if not the same. MH advised the policies we had in place when we set up Ansa were transferred over and any changes we make as a company is at the discretion of the board. There have been changes to some words to clarify points but in the main both policies remain the same as those which transferred over.</p> <p>Board Resolution – the board unanimously agreed to retain the Redundancy Policy and Pensions Discretions Policy in their current formats.</p>	
<p>05</p>	<p>Customer satisfaction Survey.</p> <p>KM advised the board he wished to thank KP and MB for issuing and compiling the response for the survey which was presented to the board prior to the meeting within their board packs. At This time of year, we engage with our key stakeholders.</p>	

	<p>We continue to have a good response rate with a 59% return. This remains strong for this type of survey which normally averages around 33%. When you look at the narrative compared to last year, we have achieved improvement in most areas. KM went on to discuss each of the questions, responses, and results with the board.</p> <p>The results are used within our business plan. As a management team, it is good for us to engage with some of our respondents and pick up on their comments in the areas that they think we could improve on.</p> <p>SH highlighted the risk to customers contacting CE Customer Service Team and mistakenly thinking they are dealing with Ansa. He asked how we communicate this to our customers. KM advised that the contact centre is a council service. We do have regular meetings with the contact centre where we can highlight problems and engage in how we can improve on communications moving forward.</p> <p>MHu highlighted that of the five categories the blue category – Very Satisfied jumped by 12% and the green category – Extremely Satisfied jumped by 6.6% of where people think we are doing well, and right is an increase of nearly 20%. There are no grey or red categories this year. He feels that this is something the company should be proud of and highlighted to the staff on the ground who provide these services. We must also recognise that the rangers’ services we provide has contributed towards these results as they have also highlighted grey areas which need to be looked at.</p> <p>AM asked the question do we consult with third parties, and did we consult Nantwich in Bloom (Britain in Bloom Group) and Guinness who own some land in Nantwich – green spaces which Ansa Maintain. Action KM to review the schedule of stakeholders to be included next year.</p> <p>RG recognised the 20% improvement increase and advised that he uses a lot of social media. He advised that the Ranger Service has received brilliant feedback on Facebook relating to the different areas of work they have completed. It is good publicity that they have been receiving.</p> <p>He also advised that the staff providing these services don’t always see sight of the results and it would be worth mentioning this in the newsletters. There have been some before and after photos taken relating to the Clean Crewe Alley Ways Project.</p> <p>Board Resolution – it was resolved to note the results of the Ansa Customer Satisfaction Survey 2022 and to delegate responsibility for acting on feedback and managing stakeholders to the Ansa Senior Management Team.</p>	<p>KM</p>
<p>06</p>	<p>Employee Rep matters</p> <p>RG – advised that the drivers wished to say thank you for the resolving the request to providing dedicated disabled user bays within the vehicle compound.</p> <p>RG also raised concerns over the payroll system and problems that employees have experienced with employee payments. MH advised that this has been reported to the payroll service. As a company we have been able to put in a</p>	

	<p>process where they get paid part of the adjustment quickly between scheduled payment runs.</p> <p>MH was able to update that we have been advised by the National Employer side that the National pay award has been agreed. This will be back dated to April 2022, and we aim to have this in the December payroll.</p> <p>AS advised that the schools now have a dedicated help line. KM asked that outside of this meeting could we pull together how frequent this is happening. TB also advised she was aware of issues within Cheshire East and is happy to feedback to relevant people. Action MH and TB to arrange a meeting outside of this meeting to discuss this further.</p>	
<p>07</p>	<p>Any Other Business</p> <p>None</p>	<p>MH/TB</p>

The Meeting closed at 17.20