

**Ansa Environmental Services Ltd (Ansa)**  
**Minutes of Board Meeting,**  
**19 December 2023 at 13.30**

**Present:**

Arthur Moran, Non-Executive Director - Chair	AM
Kevin Melling, Managing Director	KM
Tom Shuttleworth, Non-Executive Director	TS (second part of meeting)
Paul Goodwin, Non-Executive Director	PG
Melanie Henniker, Director HR & Corporate Services	MH
Helen Green, Lead Finance Partner, CEC	HG

**Other Attendees:**

Karen Potts, PA to MD (Minutes)	KP
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**Apologies:**

Jane Thomason, Deputy Managing Director	JT
Tracy Baldwin, Principal Accountant, CEC	TB
CLlr Fiona Wilson, CEC Shareholder Observer	FW

Agenda Item	Item Detail	Actions
<b>08</b>	<p><b>Minutes of last Meeting and Matters Arising.</b></p> <p>The minutes of the board meeting on 13th November 2023 were accepted as being a true and accurate record once the below changes have been amended.</p> <p>It was noted that TB did not attend the meeting and needed to be moved to apologies. <b>Action</b> KP to amend minutes.</p> <p>There was a point of clarification relating to PG &amp; TS and the statements they made at the last board meeting in relation to their roles as non-executive whilst employed as senior officers within the council.</p> <p>PG informed Board members that he was Head of Finance and Deputy Chief Finance Officer (Deputy S151 Officer) at Cheshire East Council, and that in addition to the Council corporate management aspects of those roles he also manages all Council Finance Service teams, including the team providing accountancy and financial management services to the company. In addition, he was involved in the original appointment of Grant Thornton as company auditors and would be involved in any future re-procurement of external audit services. In the event of any conflicts of interest as a consequence of these roles PG noted that he would declare such conflicts in this and future meetings, as necessary.</p> <p>TS advised that he was the Commissioning lead and noted that he would declare such conflicts in this and future meetings, as necessary.</p> <p><b>Matters Arising – None</b></p> <p><b>Actions</b></p> <p><b>Item 8 HR Policies.</b></p>	<b>KP</b>

	<p>Redundancy Policy – MH advised that our Financial Scheme of Delegation states the Director of HR &amp; Corporate Services approval limit is £80k and the Director of the company can go higher. TB is in the process of updating the Scheme of Delegation which will be brought to board for approval early in the new year.</p> <p>PG asked what other HR policies require board approval. <b>Action</b> MH to provide SharePoint Link.</p>	<b>MH</b>
<b>09</b>	<p><b>Operational Update to include ‘Simpler Recycling – formerly RAWs. (Verbal)</b></p> <p>KM advised there have been no further updates since the last board meeting and the key points are:</p> <ul style="list-style-type: none"> <li>• 1<sup>st</sup> April 2026 Separate Weekly Food Waste collections for all households</li> <li>• Potential commercial opportunities arise from the collection of non-domestic waste as all business will need to align with household waste collection operations.</li> </ul> <p><i>TS joined the meeting</i></p>	
<b>10</b>	<p><b>Customer Satisfaction Survey</b></p> <p>KM presented the paper outlining the survey results and advised this survey links into our stakeholder’s policy. For the benefit of the new NEDs KM advised this is one of the two surveys that we conduct annually. We also arrange an Employee Satisfaction Survey.</p> <p>He then proceeded to present the Survey results taking time to discuss the different areas. A discussion took place on how Ansa uses these results and what actions we take from the results. KM went on to explain that in previous years the management team have contacted those who have provided their contact details to discuss their feedback. KM has personally engaged with Councillors to rectify issues within our scope and to have conversations around the areas which are not within our scope allowing for a better understanding on the issues from both perspectives. This year we extended the scope of the survey and emailed Ansa’s Commercial customers. Unfortunately, the response rate was less than expected in this area. Next year we will arrange for emails to be sent to our Commercial Customers from the various account managers.</p> <p>KM advised that we currently engage with some Town Councillors in relation to Town Rangers.</p> <p>TS advised that he has been in conversations with some Town Councils, and he is aware that they are to set money aside within their budgets for Green Spaces work that the Council can no longer provide. There is an opportunity for additional commercial work for Ansa. <b>Action</b> KM and TS to arrange a meeting to discuss with a view of developing an action plan.</p> <p><b>Board Resolution - It was resolved to note the results of the Ansa Customer Satisfaction Survey 2023 and to delegate responsibility for acting on feedback and managing stakeholders to the Ansa Senior Management Team</b></p>	<b>TS</b>
<b>11</b>	<b>Any Other Business - None</b>	

The Meeting closed at 15.50

Next Board Meeting: 24 January 2024 10.00

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