

Ansa Environmental Services Ltd (Ansa)
Minutes of Board Meeting on Monday, 13th December 2021 at 10.00am
Meeting Room 2, Ansa Environmental Hub and Microsoft Teams

Present:

Kevin Melling, Managing Director	KM
Cllr Steve Hogben, Chairman	SH
Cllr Arthur Moran, Director	AM
Cllr Mike Hunter, Director	MHu
Tracy Baldwin, Group Finance Manager	TB
Melanie Henniker, Director HR & Corporate Services	MH

Other attendees:

Megan Bowyer PA to MD (Minutes)	MB
Karen Potts, Asst PA	KP

Apologies:

Josh Black, Employee Representative	JB
Jane Thomason, Deputy MD	JT

Agenda Item	Notes	Action
1.	Cllr Steve Hogben chaired the meeting; he reported that due notice had been given and that a quorum was present. He welcomed attendees and declared the meeting open.	
2	Declaration of conflicts of interest KM advised attendees that should any matters relating to Orbitas or TSS be discussed, he may have a conflict of interest as he is Managing Director of both companies in addition to Ansa.	
3	Minutes of last Meetings and Matters Arising The minutes of the Board Meeting held on 22nd November 2021 were approved unanimously as being an accurate and a true record. Matters Arising KM confirmed that the donation to SECCAG’s new cycling map has been made and we will be progressing publicity in Spring 2022 when it is launched. MH advised that although we had agreed at the last meeting that we would be looking at the possibility of easing the Ansa Covid restrictions, the emergence of Omicron has led to the decision to keep the existing strong measures in place.	
4	Verbal Update re UPM Contract Novation, Redacted due to commercial sensitivity.	

5	<p>Verbal Update re Health and Safety related incident</p> <ul style="list-style-type: none"> <p>Waste Transfer Incident Ansa has completed its report and shared with the Environment Agency. KM would like to share the report with Ansa directors. He has a similar meeting set up tomorrow with the Council’s Commissioning Officer. We are awaiting feedback from EA. Action MB to arrange a meeting in the New Year.</p> 	MB
6	<p>Finance Update Redacted due to commercial sensitivity</p>	
7	<p>Shareholder Group feedback on Ansa business plan Redacted due to commercial sensitivity</p>	
8	<p>Results of Ansa Customer Satisfaction Survey</p> <p>MB discussed both the Board Paper and the Summary Paper</p> <p>The survey was sent to CE Borough Town Clerks via KM’s email with a link attached for them to complete the survey. Of the 16 surveys we sent out we received 15 replies - an overall 93% response rate which is considered exceptional. The survey comprised of multiple-choice questions and free format questions where they could express their views on the services Ansa provides. The majority was positive feedback.</p> <p>The management team will review the outcomes and feedback and will reply to all respondents thanking them for participating and giving them an update on the things we have changed based on their feedback. The results will be added to the Performance Management Framework to act as a baseline from which to measure trends in future years. A similar survey measuring the same areas is planned for Q3 2022.</p> <p>The top two categories of Above Average and Excellent dominated the results pie charts.</p> <p>Board Resolution – it was resolved to note the results of the Ansa Customer Satisfaction Survey 2021 and to delegate responsibility for acting on feedback and managing stakeholders to the Ansa Senior Management Team.</p>	
9	<p>Operational update</p> <p>KM mentioned that Ansa now reports disruption regarding Waste collections on a weekly basis, although it has been business as usual in recent weeks and driver problems have eased.</p> <p>He reported on the odour system in the waste transfer station – the Camfil carbon pellets have been changed recently, this being only 4 months since they were previously changed, and from regular analysis it seems that they need to be changed more frequently than was thought. Originally it was envisaged they would be changed annually. Work is now being undertaken to see if we need a different type of pellet that absorbs the type of odours in the waste transfer station more effectively as moving from once a year to 3 or 4 seems</p>	

	<p>excessive. MHu said that the pellet replacement must be working as he has not been getting complaints about smells from Middlewich residents lately.</p>	
10	<p>HR Policy Review</p> <p>Redundancy</p> <p>MH said that board members would be very familiar with this policy as an annual review takes place to get the board’s input and to ensure that it remains a Company discretion and not a contractual right.</p> <p>She was not recommending any changes this year. The Redundancy policy has been in place since Ansa became a Company in 2014. There have been no redundancies in the last 4 years and there are currently no plans for any.</p> <p>AM asked how many vacancies Ansa had at present. MH advised that we are fully staffed in Waste and Recycling and there are a couple of office-based roles although we try not to advertise just before Christmas. We have an ongoing advert for drivers and loaders even though we are fully staffed, and apprenticeships are also advertised continually.</p> <p>Pensions Discretions</p> <p>We are required by the Pensions Provider to review the policy annually. Some of the discretions are non-mandatory but are included in the policy to provide visibility and transparency. Regulation 31 links into the redundancy policy and allows employees to access their pensions if they are made redundant. The Company has chosen not to apply any of the other discretions in line with the Council’s approach. No changes were proposed.</p> <p>Board Resolution – it was resolved to retain the Redundancy Policy and Pensions Discretions Policy in their current formats.</p>	
11	<p>Any other Business</p> <p>AM asked about the Governance Framework document. KM said that it contained all the things we currently do brought into one document and at some point, we will put it on the agenda for the audit committee. Action MB</p> <p>Ansa Aces and Long Service Awards</p> <p>SH expressed a wish to hold these awards as soon as we are able. MH confirmed that plans are underway, and she hopes to set a date in May 2022 Covid – permitting.</p>	MB

The meeting closed at 12.30pm. The next board meeting is to be held on 20th January 2022 at 2pm