

Ansa Environmental Services Ltd (Ansa)
Minutes of Board Meeting on Wednesday, 22 June 2022 at 10.30am
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
Melanie Henniker, Director HR & Corporate Services	MH
Jane Thomason, Deputy MD	JT
Ricky Griggs, Employee Representative	RG

Other attendees:

Megan Bowyer, PA to MD (Minutes)	MB
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Apologies:

Tracy Baldwin, Group Finance Manager	TB
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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 declared the meeting open.	
2.	Declaration of conflicts of interest There were no declarations of conflicts of interest.	
3.	Minutes of last Meetings The minutes of the board meeting on 20 May 2022 were accepted as being a true and accurate record. Matters Arising Middlewich Junior Cricket Club – MHu will attend for publicity photos. Action MB to sort out the details. Teething Problems with new vehicles – Ansa is going through a warranty process with the manufacturer to resolve. Waste interview process - MH and RG spoke separately regarding his suggestions	MB
4.	H R Policies MH presented a paper introducing the two policies for approval. Pay and Allowances This policy was last reviewed in November 19 and two minor amendments were proposed, these being fees for membership of professional bodies and long service awards. A brief discussion followed, and SH asked if Shareholder approval would be needed for these proposed amendments. KM advised not as this is an existing policy and is part of Ansa’s standard processes.	

	<p>Board resolution – it was resolved unanimously to approve the Pay and Allowances policy as presented.</p> <p>Charitable Giving This was discussed at a previous board meeting and the amended policy now presented proposed a small additional bid pot specifically for local community initiatives recognising this is the area in which Ansa is based.</p> <p>Board resolution – it was resolved unanimously to approve the Charitable Giving policy with the amendments proposed</p> <p>MH advised she and KM had approved by exception an award to Sandbach Harriers U18 football team for new kit and will be asking for a shirt in a frame to be displayed in Ansa’s Reception and for the team to complete a local litter pick. This was supported by the board.</p>	
5.	<p>Employee Rep Matters</p> <p>RG had been asked by colleagues to bring the following matters to the board’s attention:</p> <ul style="list-style-type: none"> (i) Rounds being dropped due to resources – RG raised concerns about the demands being placed on waste teams when rounds are dropped due to resource issues. MH explained that there is a big recruitment programme underway at the moment which hopefully will resolve the issue. (ii) Occurrences of waste crews composed of one driver and one loader - Countryside rounds are reasonable to manage this way, but urban areas such as Middlewich are a problem to complete like this. JT confirmed the current recruitment drive and suggested that this will reduce the problem over the coming weeks. <p>MH reported that Ansa is holding a recruitment fair at the hub on a Saturday in July and will be holding interviews on the day with a view to recruiting there and then. HR is also involved in a number of local jobs fairs and have scheduled in interviews for drivers and loaders each Monday. There followed a discussion about recruitment.</p> <ul style="list-style-type: none"> (iii) Hand wipes – RG identified issues with supplies and requested stock levels to be reviewed. (iv) Disabled parking bays within the HGV compound – Can arrangements be made to introduce. KM confirmed this was already under consideration. (v) Wearing of Shorts – could this be considered in the summer for certain employees? MH advised that this would not be possible. A brief discussion took place confirming work wear assessments and the merits of the current policies that have been developed around PPE requirements for the roles. <p>RG will respond back to the individuals that raised the various issues.</p>	
6	<p>Directors Strategic Report Q4 to 31/3/2022</p> <p>JT introduced the report and mentioned that Ansa has been re-certified for a further 3 years for ISO with some very positive comments. We will also be integrating Ansa Transport going</p>	

forward which presents new opportunities for business development. An important piece of work ongoing is working with CE Public health and the NHS in a project for social prescribing.

Procurement is on track for new MRF and HWRC contracts. There will be further updates in the coming months.

Resources and Waste strategy – timelines have been delayed and no further updates have been received from the government. Prior to summer break for MPs, we are hopeful we will hear more from DEFRA and will update board members asap.

KPIs

No real changes. Notable differences – **number of volunteers**. This has been exceptionally successful in all areas particularly over lockdown. At end of last year, we had around 150 which has now reduced slightly to 145 following a review. SH asked if this included the Crewe back-alleys project – **Action JT to clarify**.

Recycling rate – estimated at 57% although this won't be confirmed until DEFRA figures are published in the autumn.

Bulky Waste is Red, and this is associated with Ansa's third sector partner standing down during the pandemic- i.e. not collecting bulky waste. What are the future expectations – is this a viable target? Discussions will be held with the Commissioner and third party. KM remarked that the target may need to be reduced temporarily.

Percentage of waste to landfill at 2% is a great achievement.

OPIs

Missed bins – in the last quarter there was a significant improvement although we are still experiencing problems with recruitment and retention as discussed earlier in the meeting. RG commented that in addition to staff shortages there are problems due to road closures around Crewe, Nantwich etc due to fibre installations where the contractors won't let the bin lorries through for access.

Also, AM flagged that the Middlewich Road closure is having an adverse effect and big impact.

A long discussion took place on the subject.

Street Cleansing

There have been consistent great response times from Ansa in cleaning up fly tipping which remains at similar levels to previously.

Risk Management

No changes to any of the scoring although responses and control measures have changed. Absenteeism and Morale, Fuel Prices, Roadworks etc are all showing as major risks. Contingencies have been put in place and are being monitored carefully especially as there are associated costs

SHEQ

- Review of the Environmental Permit – submitted on time and awaiting a response.
- Pandemic guidance has been refreshed with a gradual move to hybrid home/office working.
- Incident responses – improvements made to training inductions and processes.

JT

- New HWRC providers will be asked if they can accept gas canisters in the new contract.
- Fortnightly meetings are held to monitor progress on tree risk strategy
- ISO certification 9001, 14001 and 45001 achieved for a further three years.

Accidents

Total numbers have risen compared with last year. This is thought to be due to the increased awareness due to employees being actively encouraged to report incidents.

RIDDOR incidents have also increased slightly.

Assurance

- More key suppliers
- Purchase card spend reported
- Contract activity and contract register published on the Ansa website in April 2022.
- Exceptions report displayed.

Fleet Management

All GREEN for 11 months re MOT passes. In March 2022 there was one failure due to a headlight alignment issue. Processes have been reviewed to minimise the likelihood of this happening again. We have an exemplary pass rate and were very disappointed to be let down by one of our contractors.

Trees, Parks and Play Areas

Further contractors have been added to our framework to manage demand. We are continuing to work closely with CEC to introduce new software to oversee tree inspection and work programming.

Public health and NHS Initiative - Initially it is for a term of 2 years but may be extended. It involves social prescribing for people with mental health conditions – working with volunteers. Patients will be assisting with park activities or having a mindful walk around the park or could be attending a workshop painting or working on a specific community project within the park. We are working closely with our partners in CEC and NHS. We are hopeful that patients will benefit and will wish to stay with us as volunteers at the end of their 6 prescribed sessions.

There will be a media release and final details are being sought.

Tree inspection summary showing a quarterly overview of numbers and findings was displayed. This showed that the number of category High and Medium findings have reduced since last quarter.

Parks inspections

Number of low findings has increased whereas high and medium are low.

Play area inspections

There were a significant number in March, mainly falling in medium category.

Ansa Transport

MH reported that just under 50 TSS ex-employees transferred to Ansa with effect from 1 April. It was a seamless transition. Ansa Transport involves transporting SEND children to

	<p>school, plus operating Flexilink and <i>gotoo</i>. Recruitment of drivers is also difficult here. School crossing patrols and the Shopmobility unit in Crewe are also part of the service. The Shopmobility unit is in the process of being replaced and a new minibus procurement is now underway.</p> <p>The senior Ansa Transport manager is pencilled in to come to the September meeting to give an overview of the service to the board.</p> <p>People Sickness absence did rise and impacted services at the end of Q4. HR is closely monitoring sickness. Covid secure workplace – changes made in April in line with government advice. Clinics are being held on site with our new health service provider.</p> <p>Business Development</p> <ul style="list-style-type: none"> • CEC and WRAP modelling different scenarios regarding the government’s new strategy – work is ongoing. • Green fleet to look at hydrogen trial for new technology and infrastructure to reduce our carbon footprint. • Working with AES to explore potential business growth. • Reviewing Fleet Management and Replacement Strategy. • Business plan is being updated. <p>Community Engagement There were several pages of photographs included demonstrating the amount of work our volunteers and Comms team are doing. Ansa website has been refreshed following Ansa transport coming on board.</p> <p>All agreed this was an excellent presentation and a lot more goes on in Ansa than just waste collection. We need to publicise our achievements more. KM suggested that we will aim to summarise the report and distribute more widely.</p>	
7	<p>Any Other Business Fab Festival Middlewich – MHu wished for a formal thank you from Middlewich Town Council for Ansa’s help with the event to be minuted. There had been record attendances and all thoroughly enjoyed it.</p> <p>The meeting closed at 12.50pm</p>	