

# Public Document Pack



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DATE: 15 December 2016

OUR REF:

YOUR REF:

Dear Councillor

## **ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE - TUESDAY, 20TH DECEMBER, 2016**

I am now able to enclose, for consideration at next Tuesday, 20th December, 2016 meeting of the Environment Overview and Scrutiny Committee, the following report that were unavailable when the agenda was printed.

### **Quarter 2 - Orbitas Report - (Pages 3 - 24)**

To give consideration to the second quarter reports

Yours sincerely

Scrutiny Officer

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# Report

## REPORT TO: Environment Overview and Scrutiny Committee

**Date of Meeting:** December 20<sup>th</sup> 2016  
**Report of:** Ralph Kemp Strategic Commissioning  
**Subject/Title:** Quarter 2 Ansa and Orbitas reports  
**Portfolio Holder:** Service Commissioning Portfolio – Cllr. Don Stockton

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### 1.0 Report Summary

- 1.1 The two reports are the second quarterly reports of 2016-17 to commissioning and scrutiny for the Council owned companies of Ansa Environmental Services Limited and Orbitas, Bereavement Services Limited.

### 2.0 Recommendation

- 2.1 That the Committee examine the quarterly reports.

### 3.0 Wards Affected

- 3.1 All

### 4.0 Local Ward Members

- 4.1 All

### 5.0 Background to Ansa and Orbitas Quarterly Reports

- 5.1 Ansa and Orbitas were formed as wholly owned Council companies on the 1st April 2014 to deliver Environmental and Bereavement services. They operate through an agreed management fee paid monthly under a contract with the Council for service delivery.
- 5.2 Overall Environmental Operations, including Bereavement Services, is currently reporting a £241,000 overspend for 2016/17 against a net £27.3m budget.

#### Ansa Environmental Services

- 5.3 Ansa continue to meet their performance targets across all their areas of work.
- 5.4 There is a forecasted shortfall in markets income for the year of £61,000, which primarily relates to a continued reduction in trader occupancy levels in Macclesfield. Some mitigation may be possible by way of small 'invest to save' works to refresh vacant units and reduced start up rent for newcomers.

#### Orbitas

- 5.5 Orbitas - There has been a 7.64% increase in units recorded compared to Quarter 1 in 2015/16. This is largely attributable to Crewe Crematorium being fully operational from May 2016 after an extensive refurbishment programme.
- 5.6 Within Bereavement Services there is currently a forecasted income shortfall of £116,000 for the year. This takes into account a number of variants throughout the year; the Crewe

# Report

Crematorium refurbishment programme was offset by a period of down time at Macclesfield Crematorium due to emergency replacement of the lining.

## **6.0 Access to Information**

- 6.1 The background papers relating to this report can be inspected by contacting the report writer:

Name: Ralph Kemp

Designation: Corporate Manager Commissioning - Waste and Env Services

Tel No: 01270 686683

Email: [Ralph.kemp@cheshireeast.gov.uk](mailto:Ralph.kemp@cheshireeast.gov.uk)

**Ansa Environmental Services Ltd**

**Cheshire East Council – Scrutiny Update**

**SECOND QUARTER FEEDBACK REPORT**

**July - September 2016**

**ansa**

**Scrutiny Report**

**July to  
September  
2016**

**Q2**

# Report

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# Report

## 1.0 Key achievements this year

### 7.0 1.1 Awards

Ansa reached the finals in two categories in the National Recycling Awards. They were the Communications Award - Reducing Recycling Contamination with the 'Leave it Loose' Campaign and the Private-Public Sector Partnership category - East Cheshire Hospice, Ansa Environmental Services, Cheshire Vehicle Rentals and King Feeders. Staff attended the awards ceremony in London.



We were also finalists in the APSE Awards for the Best Community and Neighbourhood Initiative.

Reaching the finals was a huge achievement and an acknowledgement of all the hard work and dedication from all the teams involved.

#### Green Flag Awards

An additional Green Flag Award was achieved this quarter for Queens Park, Crewe. We also retained the award at Congleton Park, Bollington Recreation Ground, Sandbach Park and The Moor. The work that goes into preparing, entering and then maintaining any one of these sites is a massive task and requires real team work and is a credit to all the community groups and Ansa staff involved. The Award also demonstrates that the space boasts the highest possible standards, is beautifully maintained and has excellent facilities.



### 8.0 1.2 Activities and Events

#### Primary College 2016 at South Cheshire College

Over 200 Crewe and Nantwich Primary School pupils and teachers from 24 schools took part in Love Food Hate Waste activities. The children made salads from leftovers, had fun on the dance mat food storage game and also challenged their perceptions on the higher and lower 'Love Food Hate Waste' game. The Waste Reduction Volunteers were also in attendance and gave fascinating talks about composting to the children.



*The children learned what a tonne of food waste might look like!*



# ***Report***

# Report



## King George V Pavilion Reopening

The King George V Pavilion in Crewe reopened on 25 July after extensive restoration. Ansa Staff attended the reopening along with Cllr Hammond and Cheshire East Leader Cllr Bailey.

## South Cheshire Big Day Out

Waste Reduction Volunteers attended the South Cheshire's Big Day Out on 31 July and gave talks about composting and how to reduce food waste. They also gave away Love Food Hate Waste recipe cards. This is a family fun day in conjunction with Redshift Radio which takes place shortly after the Nantwich Show, at the same site.



## Britain in Bloom

On 27 July, Ansa contributed to the Nantwich's entry into the Britain in Bloom competition in the 'Small Town' category, which was subsequently awarded Gold. A small display about Ansa was erected in the town square on judging day. During judging, questions were taken from the judges regarding Ansa's contribution to the town. The judges asked about the floral displays and maintenance by the parks and grounds team, street cleansing, as well as a number of questions about the environment.

## National Recycle Week

To celebrate Recycle Week (12 – 16 September), Phil the Bin visited Crewe Town Centre to promote "The Unusual Suspects" (or items that people may find harder to categorise to either the silver or residual waste bin).

A useful exercise took place which tested the public on which bin to put certain unusual items in, to make them aware of what can and what cannot be recycled.

Most of those who took part were very well informed about what goes where.





Leave it Loose leaflets were also distributed and common questions answered. The event was very enlightening and a great success.

A social media campaign will follow along the theme of #WeHateFoodWaste and #CEFood pledge.



This campaign aims to reduce food waste and remind residents how food sell by and best before dates are used, as well as pointing out ways to reduce food waste.

## **Ansa Christmas Card Competition**

In July, the Ansa Christmas Card Competition was launched to primary schools via the Junior Recycling Officer Programme.

Pupils were asked to design a card based on the work that Ansa does in the community. Dozens of entries were received and the standard was noticeably high. Winning entries have been chosen and the Ansa Christmas card will be unveiled very soon!

## **Staff text messaging**

The Ansa staff text messaging service was launched in September and aims to reach colleagues quickly with short, timely messages. This service will prove invaluable and will reach staff with a company mobile and those who wish sign up with their personal mobiles.



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# Report

## 2.0 Safety, Health Environment & Quality

Health and safety interventions that have taken place this quarter:

- ✔ PRIME A link has now been established on Ansanet for PRIME for all accident reporting: the system is continuing to be used with a greater number of near-misses being reported. The system is now shared with TSS and Orbitas, however, their information will remain completely separate.
- ✔ Joint Trade Union Health and Safety inspections have been completed as per the annual schedule of Ansa sites
- ✔ Ansa Emergency Procedure booklet has been distributed
- ✔ Fire evacuation procedures have been reviewed and amended in light of changes and moves from Pym's Lane and Commercial Rd depots.
- ✔ Pedestrian walkways have been established and lined at Pym's Lane Depot. All employees have been issued with new site rules.
- ✔ Residual waste in Transfer station – Staff who use the transfer station have been issued with FP3 respirators (Very high protection). It is mandatory that they are worn while out of a vehicle in the transfer station building. The PPE risk assessment has been updated and a memo issued to staff. Based on the anticipated usage of refuse drivers who spend 5 minutes per day approx. tipping in the transfer station, respirators will be issued once per month, on the first of every month. Employees who spend a full day in the Transfer Station will be issued with a mask issued on a daily basis.
- ✔ Street cleansing risk assessments have been updated.
- ✔ Highway Training has been procured - 36 staff are being trained in the first phase with a similar number receiving the training in the next financial year. The training for the 36 staff commences at West Park over a 3 day period.
- ✔ Parks Construction team – Site Manager and Site Supervisor training is being rolled out.
- ✔ IOSH safety course, training continues to be rolled out.
- ✔ Inspection software for the playgrounds is currently being sourced, and a number of systems being considered.

### Quality Standards

- ✔ 18001 Health and Safety Standard and 14001 Environmental Standard – work is ongoing to gain these accreditations. It will be a combined in a first stage audit in Spring 2017

### Environment

- ✔ Ansa has part surrendered the EA licence for the garage and work has been completed on the full surrender of the permit. This now sits with The Environment Agency to progress.

## 3.0 Corporate Social Responsibility

### Cycle to work day

Ansa colleagues were inspired by the recent success of the Cycle Tour of Britain in Cheshire East and Ansa supported National Cycle to Work Day on 14 September 2016. Our colleague, Lucinda Hodges, cycled from her home just off Congleton Road in Macclesfield, to our site at Commercial Road.

This is a national event which aims to encourage everyone to take to two wheels and cycle to work for at least one day. Last year tens of thousands got involved including Charlie Griffies and Stuart Barber. By 2021 Cycle to Work hope to see one million people regularly commuting to work by bike.

This image was also tweeted and was Ansa's top tweet of September 2016 with 2383 impressions and 53 engagements.





# Report

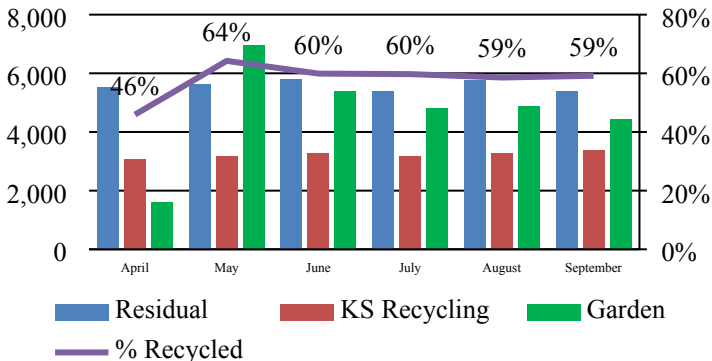
## 4.0 Contractual and Operational Performance

### 9.0 4.1 Contractual and Operational Performance

Reported at two levels; contract based key performance indicators (KPIs) and operational performance indicators (OPIs).

#### Contract based key performance Indicators (KPIs)

#	KPI	Target	Update	Status
1.	Maintain CE residents customer satisfaction levels within the waste collection service at or above 75% (Baseline – 75% satisfaction – Spring 2014) – to be reported annually.	75%	Waste collection service overall satisfaction - 90%	
2.	To maintain and enhance the number of volunteers in – waste prevention, parks friends' schemes and clean teams (baseline 25 in 2013-14).	25	Current Number of Volunteers: 28	
3.	We will increase the tonnage of materials re-used by 1% per year from a base of 977 tonnes in 2012/13 – waste predominantly collected from Households waste recycling centres, separated out for re-use and our third sector partner.	Year end: 1,016tt	Quarter 2 position – 385 (Estimate Figure)	
4.	Maintain the percentage of household waste sent for recycling, reuse and composting above the national target for 2020 of 50%.	Year end: >50%	<ul style="list-style-type: none"> <li>Quarter 2 position – 58% (Estimate Figure)</li> <li>The graph below shows the quantity of household waste collected at the kerbside only and the corresponding recycling performance.</li> <li>Recycling tonnages remain steady.</li> <li>At the current rate CEC are exceeding the national recycling target of 50% of household waste sent for recycling, reuse and composting. Please note:</li> </ul>	

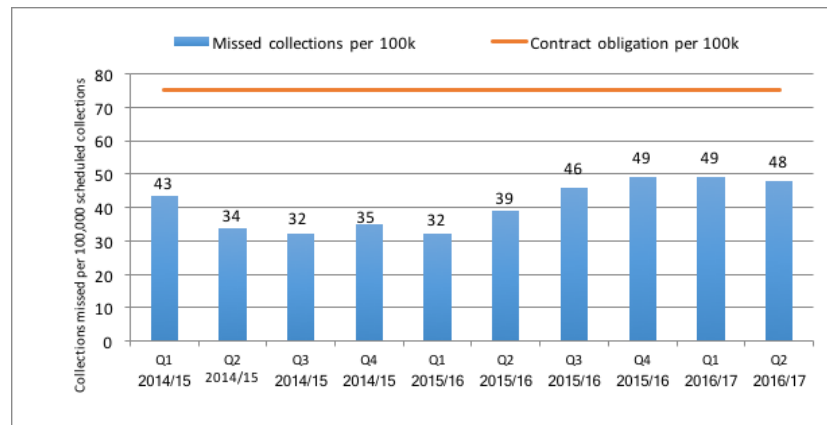
#	KPI	Target	Update	Status																																			
	<p>Historically, in the first half of each year, recycling figures are higher due to garden waste input this is reduced in the latter part of the year.</p> <p><b>Projected Kerbside Figures 2016/17</b></p>  <table border="1"> <caption>Projected Kerbside Figures 2016/17 Data</caption> <thead> <tr> <th>Month</th> <th>Residual</th> <th>KS Recycling</th> <th>Garden</th> <th>% Recycled</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>~5,500</td> <td>~3,000</td> <td>~1,500</td> <td>46%</td> </tr> <tr> <td>May</td> <td>~5,500</td> <td>~3,000</td> <td>~7,000</td> <td>64%</td> </tr> <tr> <td>June</td> <td>~5,500</td> <td>~3,000</td> <td>~5,500</td> <td>60%</td> </tr> <tr> <td>July</td> <td>~5,500</td> <td>~3,000</td> <td>~4,500</td> <td>60%</td> </tr> <tr> <td>August</td> <td>~5,500</td> <td>~3,000</td> <td>~4,500</td> <td>59%</td> </tr> <tr> <td>September</td> <td>~5,500</td> <td>~3,000</td> <td>~4,500</td> <td>59%</td> </tr> </tbody> </table>	Month	Residual	KS Recycling	Garden	% Recycled	April	~5,500	~3,000	~1,500	46%	May	~5,500	~3,000	~7,000	64%	June	~5,500	~3,000	~5,500	60%	July	~5,500	~3,000	~4,500	60%	August	~5,500	~3,000	~4,500	59%	September	~5,500	~3,000	~4,500	59%			
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#	KPI	Target	Update	Status
5.	Reduce the percentage of waste going to landfill to 0% by 2030 (expressed as a percentage of total waste and recycling).	Baseline of 38.5% in 2013-14	Quarter 2 position – 27% (Estimate figure)	
6.	Maintain at least four Green Flag Awards per annum (CEC 2014-15 outturn - maintained, 4 of which are maintained solely by Ansa-Bollington Recreation Ground, The Moor Knutsford, Congleton Park and Sandbach Park).	> 4	Quarter 2 position - 5 currently secured	
7.	Increase the use of waste for energy generation (expressed as a percentage of total waste and recycling) (Baseline 5.85% in 2013-14).	> 5.85%	Quarter 2 position – 8%	

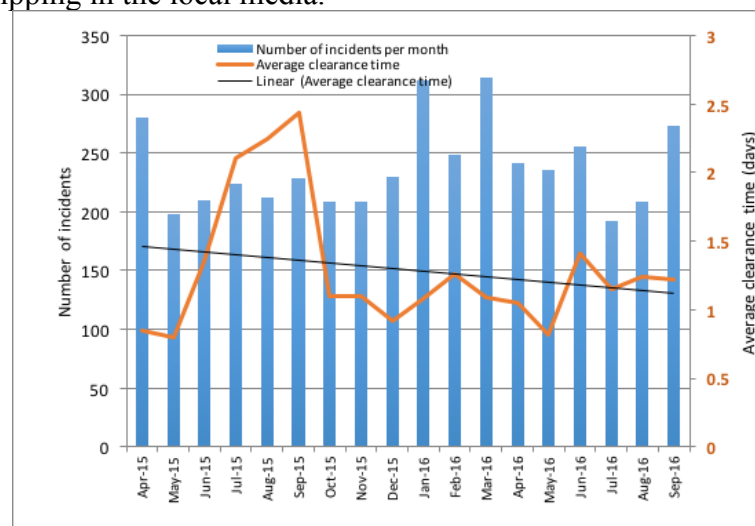
### Operational Performance Indicators (OPIs)

**Missed Collections:** Contract obligation to achieve less than 75 missed bins per 100,000 scheduled collections.

Qtr 2 – 48/100, 00 **GREEN**



**Fly tipping performance:** Response times for clearing fly tipping remain stable and low, at less than 1.2 days on average. The number of reported incidents in July and August were low but increased markedly in September. The early Summer reduction may be linked to the coverage of fly tipping in the local media.



## 10.0 4.2 Financial Performance

Ansa Environmental Services Ltd has a revised Management Fee for 2016/17 of £28.563m (adjusted for the agreed Support Service buyback for 2016-17). The Management Fee is currently Ansa's primary income stream for the Service Contract with Cheshire East Borough Council (CEBC).

The Q2 forecast position projects an outturn net operational profit of £273k (before Tax). This latest position reflects the achievements being made across the various business areas within Ansa, through procurement and contract management of key waste contracts particularly in respect of Landfill and Waste Transfer contract re-negotiations; delivery of planned efficiencies across the core contract areas (particularly across staffing and fleet management); and maintaining existing income streams. Some of these achievements being of a temporary/short term nature due to the interim arrangements linked to the move to Middlewich



## **SCRUTINY REPORT**

### **Quarter 2**

**July – Sept 2016/17**

## 1.0 INTRODUCTION

- 1.1 The Company is committed to delivering high quality, cost effective services that meet the needs of residents and improves quality of life. To help achieve our goals, we measure performance frequently. The performance management process helps us to demonstrate how well we are doing.
- 1.2 This report provides an opportunity to take stock and review our progress at the mid point of 2016/17. The Performance Report provides a summary of the Company's key performance figures for the six months to 30 September 2016. It will review the overall performance of the Company, looking at how well we are delivering our services and how effective each area of the business is. It covers performance on a number of items:
- Performance Indicators – the latest quarterly performance figures for the company's key indicators.
  - Finance – the latest report showing how we are performing against our revenue and capital budgets.
  - Operational - People – key human resources indicators, and health and safety.
  - Customers – reports on customer satisfaction surveys.
  - Risk – our current status in terms of managing the key risks for the organisation (taken from the Company's Risk Register)
  - Projects – a review of Company's projects.
- 1.3 We believe our focus on performance and delivery has already manifested itself in improved services to our customers. However, we are not complacent. We recognize that in some areas our performance falls short and we are concentrated on ensuring we set sufficiently stretching targets and that we deliver.

## 2.0 PERFORMANCE INDICATORS

### 2.1 To maintain 70% of deaths registered within Cheshire East



April – August number of registered deaths = 1540

Target – 70% = 1078

Actual = 1201 = 78%

Details of deaths registered is not issued until the following month

### 2.2 Ministry of Justices Fines



Target – Nil

Actual – Nil

2.3 Number of exhumations due to erroneous burial

Target – Nil

Actual – Nil

2.4 Number of Local Government Ombudsman complaints upheld

Target – Nil

Actual – Nil

2.5 ICCM Charter for the Bereaved Achievement

Target – Silver or Gold

Actual – Gold

3.0 **FINANCE**

**3.1 Forecast Operating Position for 2016-17:** The Orbitas Bereavement Services Ltd management fee for 2016/17 is £1.483m. The accounts present a Forecast Net “Operating” Profit of £18k (NB. before any taxation liability and contract share arrangements).

**3.2 Cremations and Burial Income**

The Income relative to the Service Contract is held and reported in Cheshire East Council’s accounts. Orbitas is responsible for managing the income and maintaining the Council’s market share of bereavement activities.

Income has increased by £184k compared to the same period in 2015/16, an 18% increase in income, This is largely attributable to Crewe Crematorium being fully operational from May 2016 after an extensive refurbishment programme and an increase in fees and charges.

It is envisaged that the recovery will continue throughout the remainder of the year and into 2017/18 when the lost business associated with the recent improvement works will be fully recovered. At this point it is anticipated that any remaining shortfall in income will be relatively minor and can be addressed through minimal adjustments in the future charging strategy.

**4.0 OPERATIONAL****4.1 Safety, Health, Environment and Quality (SHEQ)****4.1.1** Number of Accidents/Number of RIDDOR Reportable Accidents during the period 1<sup>st</sup> April and 30<sup>th</sup> September 2016.

There have been two accidents to report during the above period, neither of which were RIDDOR reportable.

**4.1.2** Number of Near Misses during period 1<sup>st</sup> April – 30<sup>th</sup> September 2016

There have been no near misses reported during this period.

**4.1.3** Health and Safety Inspections

These inspections are carried out on a biannual basis, with recommendations being actioned in order of priority.

**5.0 CUSTOMERS****5.1** 100% of service users rate the overall Handyperson service as Satisfied or Very

Question 1 = How satisfied are you with the service provided?

1 <sup>st</sup> Quarter		2 <sup>nd</sup> Quarter	
Very Satisfied	Satisfied	Very Satisfied	Satisfied
80%	20%	85%	15%

Question 2 = How satisfied are you with the amount of time you had to wait for the visit? 83% very satisfied, 17% satisfied.

1 <sup>st</sup> Quarter			2 <sup>nd</sup> Quarter		
Very Satisfied	Satisfied	Dissatisfied	Very Satisfied	Satisfied	Dissatisfied
83%	17%		84%	12%	4%

Question 3 = Did the Handyperson arrive at the agreed time?

1 <sup>st</sup> Quarter		2 <sup>nd</sup> Quarter	
Yes	No	Yes	No
99%	1%	100%	

Question 4 = Did you find the Handyperson polite, friendly and helpful?

1 <sup>st</sup> Quarter		2 <sup>nd</sup> Quarter	
Yes	No	Yes	No
99%	1%	100%	

Question 5 = Did the Handyperson clear up after themselves?

1 <sup>st</sup> Quarter		2 <sup>nd</sup> Quarter	
Yes	No	Yes	No
100%		100%	

**Question 6 = Overall how satisfied are you with the work that was carried out?**

1 <sup>st</sup> Quarter		2 <sup>nd</sup> Quarter		Movement
Very Satisfied	Satisfied	Very Satisfied	Satisfied	
70%	30%	80%	20%	

100% of clients contracted were either very satisfied or satisfied.

## 6.0 WORKING TOGETHER

### 6.1 Partnership Working

6.1.1 The Orbitas Funeral - The aim of the Orbitas Funeral was to provide the bereaved with more financial transparency over the cost of a funeral, and to lower the cost of a funeral. Following a tender exercise the Orbitas Funeral was awarded to Gavin Palin, Funeral Directors, based in Nantwich. This tender exercise has raised awareness amongst funeral directors for the need to offer a basic good quality service and many of our local Funeral Directors have now followed our lead.

6.1.2 Community Payback Scheme – A good working relationship exists between Orbitas and the managers of the Community Payback Scheme, and they have provided a valuable contribution to Orbitas schemes during 2015. It is envisaged that our working relationship with the Community Payback Scheme will continue throughout the foreseeable future.

### 6.2 Working with Volunteers/Charitable Organisations

We want to encourage more people to become volunteers/friends to be part of our cemeteries. We believe that volunteers are a valued way for people to be involved in what we do. Last year we worked closely with Sandbach Enterprize/Sandbach Town Council; Crewe Clean Team; Friends of Alderley cemetery. This year we have developed working relationships with:

6.2.1 24<sup>th</sup> Macclesfield Methodist Church Scout Group – A group of about 20 scouts and cubs, together with their Leaders, have for the last couple of months been working in the Valley at Macclesfield cemetery. They have been engaged in litter picking and once the Valley project is complete they have agreed to clean all the benches.

6.2.2 Friends of Macclesfield Cemetery – this group held its first meeting in September, with Cllr Smetham and Chris Heathcote representing Orbitas.

6.2.3 Good Grief Event – This event was held on 26<sup>th</sup> September at Nantwich Civic Hall, in partnership with Nantwich Town Council. It brought together 30 organisations who offer help and advice in respect of dealing with the loss of someone close or planning ahead for your

own funeral; from feeling lonely to caring for loved ones; as well as prevention services and services that allow the elderly and vulnerable to live in their own home for longer. Whilst the footfall could have been better, everyone who attended this event said they found it worthwhile and proved a very useful “networking” event, which they would attend again.



## 7.0 RISKS

The Company has developed a comprehensive risk management process that is more commercially focussed. Progress continues to be made in ensuring that the risk registers are prepared and kept up to date in accordance with the Risk Management procedure. Risks and associated mitigations are identified throughout the organisation with those that have the greatest potential impact being presented and owned by the Board of Directors. The principal risks and uncertainties facing the company are broadly grouped as: customer; finance; people and procedures.

### 7.1 The overall number of red residual risks at the corporate level is currently 3

Risk Description	Potential Consequences	Current Controls	Mitigation	L	I	Residual Risk
<b>Customer</b> Pandemic – management of excess deaths.	<b>Assumptions:</b> Unable to cope with demand; staff unable to attend work due to illness or looking after someone	Pandemic Plan in place, identifying key service areas	Update of Pandemic plan on a regular basis. Be alert for health organisation bulletins	4	4	16
<b>People</b> Pandemic – wide spread disease illness of workforce	High level of infection cause staff sickness or reluctance to work for fear of contracting illness, inability to deliver essential services; services disrupted (fuel supply, public transport)	More staff being trained to be multi skilled and use the cremator. Risk register maintained and monitored as per the Risk Strategy. Business continuity plans being developed/reviewed	Business continuity plan to be updated, and aligned with risk management process. Board to continue to review risks and take action. Senior Management Team to mitigate them where possible. Vaccination of staff if/when vaccine becomes available	4	4	16
<b>Finance</b> Local Government Austerity Measures	Inability to fund capital or revenue investment due to the current economic climate.	Cheshire East Finance Department monitor the situation. Management Fee agreed by Cheshire East	Continue to bid for funding and provide good reasons to keep management fee at acceptable level to operate	4	4	16

**8.0 Improvement to Services**

<b>Improvements Proposed</b>	<b>By</b>	<b>Improvements Completed</b>	<b>Date</b>
<p><u>Security</u> - Planning permission is being sought to install palisade fencing around the perimeter of the depot at Macclesfield. It is proposed to alarm the case in which the Book of Remembrance is housed at Macclesfield, and the glass case replaced with reinforced glass.</p>	Sept/Oct 2016	<p><u>Webcasting</u> – From the end of September the webcast facility became available at Crewe Crematorium. This offers families who cannot attend services at the crematorium, the ability to view the service online. If this service is requested, the applicant for cremation will be issued with a unique password, a user name and instructions by the Funeral Director.</p> <p>The webcast funeral service can only be viewed by those people who have been issued with the user name and password and is not available to the general public.</p>	Sept 2016
<u>The Valley Project – Macclesfield</u>		<p><u>Staff Welfare Facilities, Crewe</u> Work to upgrade the welfare facilities for the staff at Crewe Cemetery has been completed. The work included widening the stairway; new toilet facilities and dry room and refurbishment of the kitchen/eating area</p>	
<p><u>Deceased on Line</u> – is the first central database of statutory burial and cremation registers for the UK and Republic of Ireland -- a unique resource for family history researchers and professional genealogists, it will allow people to trace their ancestors on line 24/7. This will not only will it make our records more accessible it will also generate income</p>	Dec 2016	<p><u>Road Repairs, Macclesfield Cemetery</u> – Repairs to the roads in Macclesfield cemetery has been carried out during September.</p>	
<p><u>The Tumulus, Macclesfield Cemetery</u> – this project, which consists of cutting back the under growth; removing self seeding trees; stump grinding and a general clear up of the area is designed to reduce the amount of anti social behavior in this area of the cemetery as well as to enhance the ancient burial ground.</p>	Nov/Dec 2016		

<p><u>Grave Tending Scheme</u> - The scheme will offer a specialist grave and memorial tending service, providing caring maintenance to the final resting place of a loved ones, across Cheshire East Cemeteries.</p> <p>It is proposed that a range of high class services will be provided, including upkeep of graves and plots, planting of seasonal bulbs and plants, flower displays and will be aimed at not just residents of Cheshire East but also those who live outside the Borough even as far a field as Europe, North America and Australia. So whether people are just too far away, find it difficult to manage the work, or simply find visiting too emotional, the service will be able to help in the knowledge that the work will be conducted with both care and dignity.</p>	Nov/Dec 2016		
<p><u>Display Area – Crewe Cemetery</u> An area, adjacent to the Cemetery office is being designed to allow products for the bereaved to be show cased</p>	Dec 2016		
<p><u>Alterations to Macclesfield and Crewe offices</u> – Project Managers from Assets have visited both offices with a view to making alterations in the Autumn/Winter periods.</p>	Winter 2016		