

# Environment and Regeneration Overview and Scrutiny Committee

## Agenda

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**Date:** Tuesday, 20th June, 2017  
**Time:** 2.00 pm  
**Venue:** Committee Suite 1,2 & 3, Westfields, Middlewich Road,  
Sandbach CW11 1HZ

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The agenda is divided into 2 parts. Part 1 is taken in the presence of the public and press. Part 2 items will be considered in the absence of the public and press for the reasons indicated on the agenda and at the foot of each report.

It should be noted that Part 1 items of Cheshire East Council decision making and Overview and Scrutiny meetings are audio recorded and the recordings will be uploaded to the Council's website

### **PART 1 – MATTERS TO BE CONSIDERED WITH THE PUBLIC AND PRESS PRESENT**

1. **Apologies for Absence**

2. **Minutes of the Previous Meeting** (Pages 3 - 6)

To give consideration to the minutes of the meeting held on 4 May 2017

3. **Declarations of Interest**

To provide an opportunity for Members and Officers to declare any disclosable pecuniary and non-pecuniary interests in any item on the agenda.

4. **Whipping Declarations**

To provide an opportunity for Members to declare the existence of a party whip in relation to any item on the agenda.

5. **Public Speaking/Open Session**

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A total period of 15 minutes is allocated for members of the public to make a statement(s) on any matter that falls within the remit of the Committee.

Individual members of the public may speak for up to 5 minutes, but the Chairman will decide how the period of time allocated for public speaking will be apportioned, where there are a number of speakers.

Note: In order for officers to undertake any background research, it would be helpful if members of the public contacted the Scrutiny officer listed at the foot of the agenda, at least one working day before the meeting to provide brief details of the matter to be covered.

6. **Key Strategic Issues facing the Borough**

To receive a presentation on the key strategic issues which fall within the remit of the Committee.

7. **Highways Services - Performance Report**

To receive a presentation of the Commissioning Manager for Highways – to follow.

8. **Ansa and Orbitas - Performance Report** (Pages 7 - 34)

To receive a report of the Commissioning Manger for Waste and Environmental Services

9. **Forward Plan** (Pages 35 - 44)

To give consideration to the areas of the forward plan which fall within the remit of the Committee.

10. **Work programme** (Pages 45 - 54)

To give consideration to the work programme

**CHESHIRE EAST COUNCIL****Minutes of a meeting of the Environment and Regeneration Overview and Scrutiny Committee**

held on Thursday, 4th May, 2017 at Committee Suite 1,2 & 3, Westfields,  
Middlewich Road, Sandbach CW11 1HZ

**PRESENT**

Councillor J Wray (Chairman)

Councillors D Bailey, H Davenport, T Dean, N Mannion, A Martin and B Roberts.

**In Attendance**

Councillor D Brown

R Hibbert - Interim Head of Transport

F Jordan – Executive Director, Place

R Kemp - Corporate Manager Waste and Environment Service

R Minton - Project Manager

**27 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors D Bebbington, H Wells-Bradshaw, M Hardy, C Browne and M Parsons.

**28 MINUTES OF THE PREVIOUS MEETING**

Consideration was given to the minutes of the meeting held on 27 March 2017

RESOLVED

That the minutes be approved as a correct record and signed by the Chairman

**29 DECLARATIONS OF INTEREST**

There were no declarations of interest.

**30 WHIPPING DECLARATIONS**

There were no whipping declarations

**31 PUBLIC SPEAKING/OPEN SESSION**

There were no members of the public present wishing to speak

**32 SUPPORTED BUS SERVICE REVIEW**

Further to the meeting held on 26 January 2017, the Committee gave consideration to the preferred option for the proposed revised bus network, which if approved by Cabinet, would go forward for a 10 week period of public consultation commencing in late May 2017. This consultation would be targeted at both bus users and non bus users and would look to engage through a wide range of methods. The outcomes from the consultation would be considered by this Committee prior to Cabinet in autumn 2017 which would include the final supported bus network proposed for implementation.

The Chairman outlined to the Committee concerns that he had received from two members of the public.

### RESOLVED

That the recommendations contained within the report be supported and that Cabinet give consideration to the following additional recommendations:

1. That Disley be included as part of the consultation events.
2. That the consultation events in principal town and key service centre be expanded to include suitable shopping centres and railway stations.
3. That Members encourage all Town and Parish Councils to appoint a champion to improve engagement with them during this process.

### **33 FOOD WASTE COLLECTION, ORGANIC WASTE TREATMENT SOLUTION**

Further to the meeting held on 21 March 2017, the Committee gave consideration to a report informing members that the procurement process had identified a proposed preferred bidder. The solution would involve the allocation of land and a capital contribution by the Council for the construction of an in-vessel composting system, this bid would allow food waste recycling in the garden waste bin from 1<sup>st</sup> April 2019.

With regard to the location of the site, Members raised concerns relating to the highway infrastructure, future housing allocations and Bentley Masterplan. It was also suggested that caddy bags should be provided by Cheshire East to encourage recycling.

### RESOLVED

That the recommendations contained within the report be supported and that Cabinet give consideration to the following additional recommendations:

1. That the scheme should not conflict with any proposed residential development or the Bentley Master Plan and Development Framework.
2. That assurance be given that the scheme can accommodate household growth, as outlined in the local plan.
3. That assurance be given that the disposal and transport of compost will be dealt with correctly.
4. That the Council provide bio degradable caddy bags to encourage the recycling of food waste.
5. That odour issues be dealt with appropriately.

### 34 FORWARD PLAN

Consideration was given to the areas of the forward plan which fell within the remit of the Committee.

RESOLVED

That the forward plan be received

### 35 WORK PROGRAMME

Consideration was given to the work programme. It was agreed that a report on the condition of the highway infrastructure be considered as an item for a future meeting of the Committee.

RESOLVED

That a report on the condition of the highway be considered as an item for a future meeting of the Committee.

The meeting commenced at 2.00 pm and concluded at 4.15 pm

Councillor J Wray (Chairman)

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# Report

## REPORT TO: Environment Overview and Scrutiny Committee

### Date of Meeting:

**Report of:** Ralph Kemp Strategic Commissioning

**Subject/Title:** Quarter 4 Ansa and Orbitas reports

**Portfolio Holder:** Service Commissioning Portfolio – Cllr. Don Stockton

### 1.0 Report Summary

- 1.1 The two reports are the fourth quarter 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.

#### Ansa Environmental Services

- 5.2 Overall, Environmental Operations, including Bereavement Services, reported a £534,000 overspend for 2016/17 against a net £27.3m budget.
- 5.3 There were two main pressures relating to the contract with Ansa Environmental Services; £173,000 pressure due to increased disposal costs associated with increased tonnages of residual household waste, which may be related to housing growth in the authority and £150,000 pressure due to non-achievable savings related to the suspension of services at the Arclid Household Waste Recycling Centre (HWRC). The suspension of services was initially deferred from April to October 2016 and then revoked.
- 5.4 There was a shortfall in markets income for the year against budget of £103,000; this relates to a reduction in trader occupancy levels and remedial building works at Crewe Market, which led to a month of rent relief offered to market traders. In addition, there have been accumulated rates charges of £33,000 relating to vacant stalls. There has also been an in year increase of £104,000 in the overall Environment bad debt provision, the majority of which relates to markets. This provision is in accordance with Council policy to provide

OFFICIAL

# Report

for all debts over six months old and payment continues to be pursued through the Council's normal processes.

## **Orbitas**

- 5.5 Bereavement income has shown a significant 11% increase from 2015/16, with 2016/17 budgeted income being achieved. This is largely attributable to Crewe Crematorium being fully operational from May 2016 following the extensive refurbishment programme and an increase in fees and charges, offset by a period of down time at Macclesfield Crematorium due to emergency replacement of the lining in May 16 and January 17. 261 units have been regained in 2016/17 compared with the previous year. That represents 100% of the 192 units displaced from Crewe Crematorium during the refurbishment programme and an additional 69 units.

## **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**

**FOURTH QUARTER FEEDBACK REPORT**

**January - March 2017**

**ansa**

# Scrutiny Report

January – March 2017

**Q4**

Queens Park | Crewe

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# Report

## 1.0 KEY ACHIEVEMENTS THIS QUARTER

### 1.1 Awards

#### National Recycling Awards 2017

Ansa has reached the finals of the MRA National Recycling Awards 2017 for our 'We Hate Food Waste' campaign in the waste initiative of the year' category.



'Food


The campaign coincides with current TV dialogue such as 'Hugh's War on Waste (Hugh Fearnley –Whittingstall) as well as Susanna Reid's 'Save money: Good Food'.

### 1.2 Activities and Events

We have also recently completed work on our corresponding RCV graphics which were recently installed on our residual waste collection vehicles. The campaign focuses on how much money the average family could save if they wasted less food.



#### Volunteer Success & Update

 Our volunteer scheme, Cheshire Waste Reduction Volunteers, was voted **46th** in the Resource Hot 100. The Resource Hot 100 celebrates the stars of the waste and resources industry, providing an annual list of the most influential members.

Sneaking in at 100th last year, the Volunteers were placed this year for their passion towards the waste reduction message and engaging brilliantly with the public.

From 1<sup>st</sup> April 2017 Ansa will be managing its own Waste Reduction Volunteer project. Our aim is to get closer to the volunteers by involving them more in our community waste initiatives and our schools projects. This will be managed by the Communications team focussing on composting, food waste reduction, increased recycling, promote use of Household Waste Recycling Centres, promote Real Nappy Scheme, upcycling textiles/ furniture reuse / disposal of bulky waste and waste minimisation.



46th

# Report

This will give us more control over the project and ensures the focus remains solely within the Borough of Cheshire East.

## Children's Dog Poster

This poster was created by the children at Crewe-based East Cheshire Childcare, after the children noticed a high volume of dog fouling in their area on their daily walk.

They took it upon themselves to create this poster, was sent to their local MP Edward Timpson, by the manager of East Cheshire Childcare. It was then passed onto Ansa, and was a huge hit on our social media accounts. We are arranging for copies to be attached to bins in their area as well as a photoshoot with the children



## Middlewich pledge leaflet

Apprenticeship Recruitment leaflet has been produced and was launched during the 'Middlewich Pledge' event in January. The pledge aims to provide opportunities for new apprentices and demonstrates Ansa's commitment to apprenticeship recruitment.



## Real Nappy Events - Middlewich Town Hall

To promote the Real Nappy campaign, Ansa staff attended a baby sensory class on 3<sup>rd</sup> February at Middlewich Town Hall. The focus was on the importance of reducing disposable nappy waste and how important it is to consider using reusable nappies. 15 parents signed up to the scheme and received free samples. The team has been invited to future classes to engage with more parents.



## Knutsford Library

To promote the Real Nappy campaign, staff from Ansa and Knutsford Town Council, attended a Baby Rhymetime class at Knutsford Library and engaged with thirteen mothers. There was a lot of interest generated with seven mothers signing up for the scheme. One lady actually sat down and told the other mothers about her use of real nappies and how great they were!

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## Recycled Robot Models

Junior Recycling Officers, Lydia and Lola, organised a Recycled Robots competition at St Paul's Catholic Primary School in Poynton. They invited fellow pupils to design and make a robot out of recycled materials. Ansa provided recycled stationery as prizes.



## The Great Big Upcycled Design Awards

The second Great Big Upcycled Design Awards were held at Congleton Town Hall in March and featured 49 upcycled products created by students from seven high schools from across Cheshire East.

The students were asked to design and create the most stylish and innovative products from items that are usually disposed of. Ansa staff, along with the Cheshire Waste Reduction Volunteers, formed one of four judging teams.

There were four winners in total, and the winner chosen by Ansa was Hayley Rossiter from St Thomas Moore Catholic School, Crewe. She was chosen for creating a desk made from an old suitcase that carried samples of leather.

Other winners' creations included a bar stool created from 90% old bicycle parts, a Bluetooth speaker created from a 12" vinyl, cased in reclaimed oak and books, and a meticulously designed desk lamp made from an old bicycled rim.

The project is managed by Groundwork Cheshire on behalf of Ansa, delivered to support Cheshire East's Waste Management Strategy.





## 2.0 SAFETY, HEALTH ENVIRONMENT & QUALITY

### SHEQ: Safety, Health, Environment and Quality



Ansa is working towards a range of external accreditations to ensure that we are applying sufficient rigour to our Quality, Occupational Health and Safety and Environmental Management Systems. This will also support us in bidding for new work. This quarter we have been notified that we have successfully retained the ROSPA Gold Award for the third year running. This demonstrates the dedication of the company's managers, site teams, staff and partners in maintaining the very highest safety standards across all our operating areas.

Ansa achieved ISO 9001 (Quality Management Systems) for its Waste and Street Cleansing activities in 2015 and has successfully retained that standard following annual independent audits. We intend to apply the methodology to our other business areas following the move to our new Environmental Hub site. We have also been working hard towards achieving both ISO 14001 (Environmental Management Systems) and ISO18001 (Occupational Health & Safety Management Systems). Independent pre audits have been completed in this quarter to assess our current progress and feedback suggests that we will be in a position to achieve both quality standards later in the year.



## 3.0 COMPANY PERFORMANCE

### 3.1 CONTRACTUAL & OPERATIONAL INDICATORS

#### Contract Based Key performance Indicators (KPI's)

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.

Target – 75%

Waste collection service overall satisfaction - 90%

Status - **Green**

2. To maintain and enhance the number of volunteers in – waste prevention, parks friends' schemes and clean teams (baseline 25 in 2013-14).

Target- 25

Current Number of Volunteers - 45

# Report

Status- **GREEN**

**3. We will increase the tonnage of materials re-used by 1% per year** from a base of 977 tonnes in 2012/13 – waste collected from Household Waste Recycling Centres and by our third sector partner.

Target – Year-end -1,016t

End of year position– 1,400t (projected figure)

Status – **GREEN**

**4. Maintain the percentage of household waste sent for recycling, reuse and composting above the national target for 2020 of 50%.**

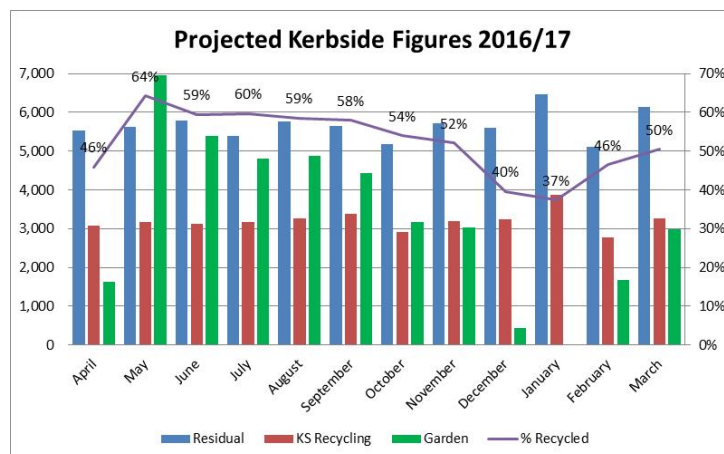
Target – end of year >50%

End of year position– 55% (projected figure)

Status – **GREEN**

The graph below shows the quantity of household waste collected at the kerbside only and the corresponding recycling performance. Recycling tonnages remain steady.

At the current rate CEC are exceeding the national recycling target of 50% of household waste sent for recycling, reuse and composting. **Please note:** 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.



**5. Reduce the percentage of waste going to landfill to 0% by 2030 (expressed as a percentage of total waste and Recycling)**

Target – Baseline of 38.5% in 2013-14

End of year position- 26% (projected figure)

Status – **GREEN**

**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)**



# Report

Target >4

Quarter 4 - 4

Status- **GREEN**

7. Increase the use of waste for energy generation (expressed as a percentage of total waste and recycling) (Baseline 5.85% in 2013-14).

Target > 5.85%

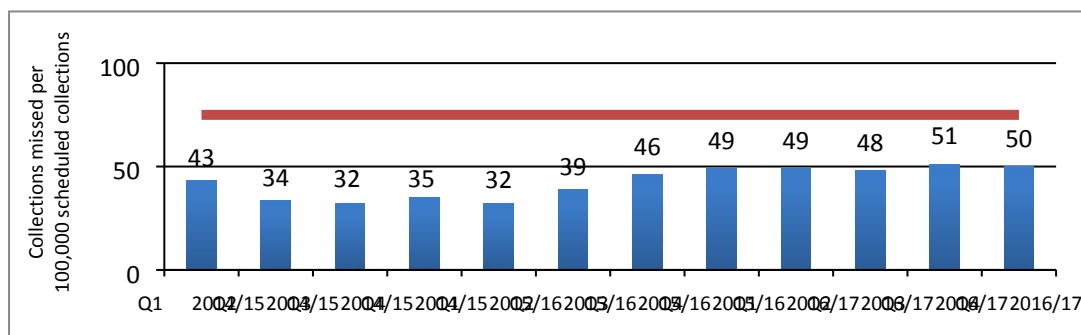
End of year position - 17% (projected figure)

Status- **GREEN**

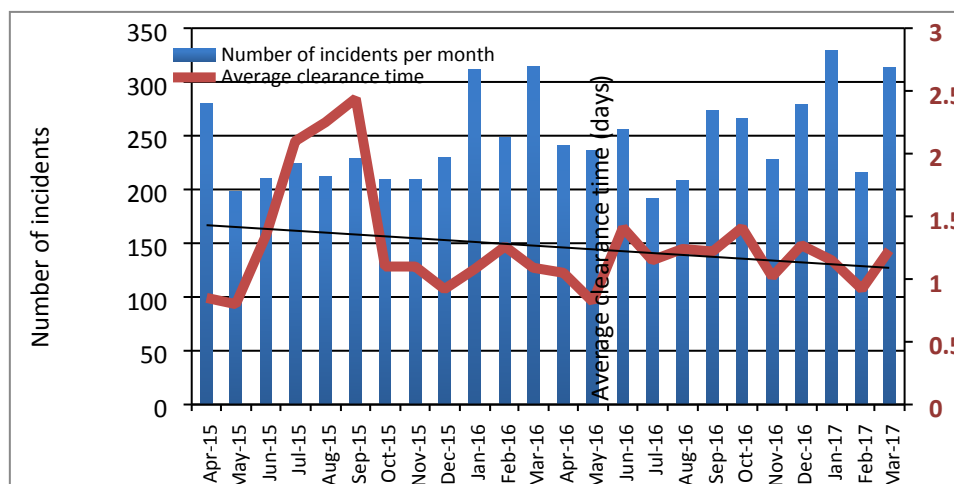
## Operational Performance Indicators (OPI's)

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

Quarter 4 – 50/100,000 – **GREEN**



**Fly Tipping Performance:** Response time for clearing fly tipping remains low at just over 1 day to respond, although the number of incidents spiked to its highest level in January 2017.



Ansa continues to support the Community Enforcement Officers, who are now patrolling the 6 hotspot areas in Crewe. The CEO's acts upon customer service requests and are proactive in the hotspot areas; we are receiving reports on a daily basis. KPI information relating to fly tipped waste is shared with the consultant employed by CEC to manage the

# Report

fly tipping project and this has proved useful in gaining an understanding of the nature of the issues in the hotspot areas. Smart surveys have taken place and 3 feedback sessions were arranged at the end of April; Ansa attended each evening session and assisted with answering residents' concerns. There have been a series of ward walks arranged for the summer and Ansa will provide a representative to attend each one.

## 3.2 FINANCIAL PERFORMANCE

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

### Income Statement - (Table 1)

The Summary Income Statement shows the draft out-turn position to the end of March 2017. This latest forecast projects a draft **out-turn net operational profit of £96k** (after tax and Contract Share Adj).

**Table 1: Summary Forecast as at 31<sup>st</sup> March 2017:**

ACTUAL 2015-16 £'000		TARGET 2016-17 £'000	ACTUAL 2016-17 £'000	VARIANCE 2016-17 £'000	Feb-17 2016-17 £'000	var fr Feb 2016-17 £'000
28,257	TURNOVER	32,099	32,861	762	32,570	291
24,262	COST OF SALES	28,445	28,165	(280)	27,863	302
<b>3,995</b>	<b>GROSS PROFIT</b>	<b>3,654</b>	<b>4,696</b>	<b>1,042</b>	<b>4,707</b>	<b>(11)</b>
3,656	ADMINISTRATIVE EXPS	3,576	4,410	834	4,399	11
0	OTHER OPERATING EXPENSES	0	0	0	0	0
0	OTHER OPERATING INCOME	0	0	0	0	0
<b>339</b>	<b>PROFIT FROM OPERATING ACTIVITIES</b>	<b>78</b>	<b>286</b>	<b>208</b>	<b>308</b>	<b>(22)</b>
0	INVESTMENT INCOME	0	0	0	0	0
225	FINANCE COSTS	78	185	107	190	(5)
<b>114</b>	<b>PROFIT BEFORE TAX</b>	<b>0</b>	<b>101</b>	<b>101</b>	<b>118</b>	<b>(17)</b>
16	CORPORATION TAX	0	5	0	0	5
<b>98</b>	<b>PROFIT / (LOSS) FOR PERIOD</b>	<b>0</b>	<b>96</b>	<b>101</b>	<b>118</b>	<b>(22)</b>

The outturn 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.

The changes seen in the last quarter does however show that the position for 2017-2018 will be more challenging to deliver, especially considering the £1.05m savings targeted linked to the move to Middlewich and subsequent re-routing of operations and related fleet/contract requirements next year and beyond. However, to date Ansa has achieved some £3m in gross savings (ie before contract/exceptionally inflation growth) against the CEC Contract,

# ***Report***

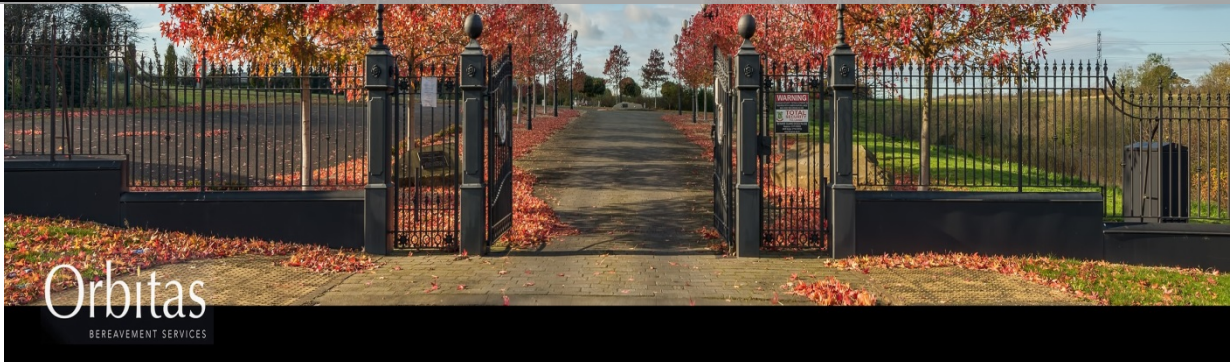


contributing to Cheshire East Council's Medium Term Financial Strategy, plus has delivered over and above the savings plan year on year to date.

Orbitas

ORBITAS,  
BEREAVEMENT  
SERVICES  
LIMITED

## END OF YEAR REPORT 2016/17



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# Report

## 1.0 INTRODUCTION

- 1.1 The Company is committed to delivering high quality, cost effective services that meets the needs of residents and improves quality of life. To help achieve our goals, we measure performance at the weekly management meetings.
- 1.2 The performance management process helps us to demonstrate how well we are doing. Performance information plays a vital role in ensuring that the Company celebrates its achievements, understands its performance in key areas and addresses issues of under performance. This report provides a summary of the Company's key performance figures for the twelve months to 31<sup>st</sup> March 2017.
- 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.



*Macclesfield Crematorium*



# Report

## 2.0 RED LETTER DAYS – 2016/17

**April** – Staff welfare facilities at Macclesfield underwent a much needed refurbishment. Staff really pleased with the updated facilities

Orbitas staff restructure implemented



**May** – official handover of the newly refurbished Crewe Crematorium. Improvements included separate exit and entrance; new Remembrance Room; increased seating capacity; new chairs and curtains compliment the décor which now

**June** – Staff survey undertaken, and very good uptake with 80% of the staff taking part

**July** – Electricians relocate from Pym's Lane down to Crewe Cemetery

**August** – Appointment of two Business Apprentices

**September**

Good Grief Event, takes place at Nantwich Civic Hall. Over 30 organisations attend to give advice, guidance and support on all matters related to bereavement to the general public



Railings at Macclesfield cemetery are painted

Repairs to paths and roads carried out at Macclesfield cemetery

Launch of Handyperson campaign

# Report

## September

Refurbishment of staff welfare facilities at Crewe, including new shower and washroom.

New accommodation for the Electricians completed



## October

Building and Special Projects Officer, Jan Griffiths, joins the team

Achieved Gold in ICCM Charter for the bereaved

Web casting available at both Crewe and Macclesfield Crematoria

**November** - St Luke's Hospice is the lucky recipient of a cheque for £4,337 from Orbitas, Bereavement Services, earned through a national recycling scheme that Orbitas belongs to



**December** – The Tree of Light. These events continue to grow in size, with nearly 2000 attending Crewe this year.





# Report

**January** – Sanctums, for cremated remains installed at Wilmslow cemetery, providing the bereaved with more choice of where to lay their loved ones to rest.

## February

27<sup>th</sup> February 17 – Storm Doris -hits our cemeteries. Great partnership working between Orbitas and Ansa to make trees safe.



Refurbishment of offices at Crewe completed. Staff love their new modern look.



**March** – the Valley project at Macclesfield cemetery has taken two – three years, but it is now, with the exception of the landscaping, complete



# Report

## 3.0 CORPORATE SOCIAL RESPONSIBILITY

Prior to the introduction of the Social Value Act 2012, Orbitas (formerly CEC Bereavement Service) has always had strong company values associated with social and community responsibility and we have a great awareness of the positive impact that our activities can have upon the communities we serve.

For some time, we have been developing our own bespoke “social model toolkit” and have extensive evidence across a wide range of indicators that measure the outputs we have achieved, resulting in positive sustainable outcomes (much harder to measure) within the communities that we operate.

The activities we target already make a significant contribution towards achieving the goals (Outcomes) identified within Cheshire East Council’s Corporate Plan and include:

- **Outcome 1** - The Orbitas Funeral – through an arrangement entered into with a local funeral director, we are able to offer this service inclusive of all associated crematorium charges from £2,295, less than the national average, and we believe not only does it offer excellent value but provides price transparency.
- Support of Charitable Organisations – As a member of the ICCM Recycling Scheme we are able to nominate a local charity to receive a cheque from the profits made. This year it was St Luke’s Hospice who received an amount of £4,337.00.
- **Outcome 2** – We always aim to procure our supply chain resources from the local community.
- **Outcome 3** - Creating skills and training opportunities – this year has seen the appointment of two administrative apprenticeships.
- In partnership with Total People, we have created a position to provide work experience in the grounds maintenance section of the Company.
- **Outcome 4** - Use of Environmentally Friendly Products – We will use wherever possible environmentally friendly and energy efficient products eg eco boxes for cremated remains; bark chippings for mulch.
- **Outcome 5** – Minor Maintenance Team – the team continue to offer low cost, and value for money services to the elderly and vulnerable, that will encourage independent living for longer.
- **Outcome 6** – All machinery and equipment that has been purchased is done so as to ensure they are the most efficient and environmentally friendly.

# Report

## 4.0 PERFORMANCE INDICATORS

### 4.1 Contractual Performance

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



April – February number of registered deaths = 3617

April – end of March projected deaths registered = 3941

Target – 70% = 2579

Actual = 79% = 3125

Please note that the Office of National Statistics is one month behind when issuing details. Therefore to calculate this indicator the number of deaths registered in March has been based on a 3 year average.

#### 4.1.2 Ministry of Justices Fines



Target – Nil

Actual – Nil

#### 4.1.3 Number of exhumations due to erroneous burial



Target – Nil

Actual – Nil

#### 4.1.4 Number of Local Government Ombudsman complaints upheld



Target – Nil

Actual – Nil

#### 4.1.5 ICCM Charter for the Bereaved Achievement



Target – Silver or Gold

Actual – Gold

# Report

## 4.2 Financial Performance

- Significant improvements made on achieving forecast income following the completion of the extension works at Crewe in May 2016. Recovery achieved quicker than expected with Q4 activities across both facilities delivering within a £1k of anticipated income for Core Bereavement services, reflecting an improvement of over £50k on previous quarter projections and demonstrating significant improvement in the recovery of core services.
- Draft outturn for 2016/17 (subject to external audit) indicates a £12k OBSL retained loss after contract profit share. Over the course of 2016/17 Orbitas has invested in the company with a number of one off purchases that will promote expansion of the business in 2017-18 and will improve performance over the coming years.
- New business activities have continued to see steady growth with £65k of additional bereavement income generated from new business activities e.g. visual tributes, vaults and new Memoria. This exceeded the targeted growth by 80% (£29k).
- Clean External Audit opinion with accounts approved for 2014/15 and 2015/16 Financial Statements.

2015/16 Out-turn £'000	Orbitas Bereavement Services Ltd	2016/17 Budget £'000	2016/17 Out-turn £'000	2016/17 Variance £'000
1,759	Turnover	1,680	1,720	40
(1,083)	Cost of Sales	(1,037)	(1,057)	(20)
<b>676</b>	<b>Gross Profit / (Loss)</b>	<b>643</b>	<b>663</b>	<b>20</b>
(645)	Admin / Finance costs	(643)	(675)	(32)
<b>31</b>	<b>Profit / (Loss) for the Financial Year</b>	<b>0</b>	<b>(12)</b>	<b>(12)</b>
<b>39</b>	<b>Retained Company Reserve (Cumulative)</b>		<b>27</b>	
<b>80</b>	<b>Ring-fenced Reserve (Held by CEC-Cumulative)</b>		<b>78</b>	

## 4.3 Performance General

### 4.3.1 Handyperson Customer Satisfaction

*100% of service users' rate the overall Handyperson service as Very Satisfied or Satisfied*

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

1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Very Satisfied	Satisfied	Very Satisfied	Satisfied	Very Satisfied	Satisfied	Very Satisfied	Satisfied
80%	20%	85%	15%	86%	14%	93%	7%

# Report

Question 2 = How satisfied are you with the amount of time you had to wait for the visit?

1st Quarter		2nd Quarter			3rd Quarter			4th Quarter		
Very Satis.	Satisfied	Very Satis.	Satisfied	Dis - satisfied	Very Satis.	Satisfied	Dis – satisfied	Very Satis.	Satisfied	Dis – satisfied
83%	17%	84%	12%	4%	66%	32%	2%	82%	17.4%	0.6%

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

1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Yes	No	Yes	No	Yes	No	Yes	No
99%	1%	100%	0%	99.3%	0.7%	99%	1%


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

1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Yes	No	Yes	No	Yes	No	Yes	No
99%	1%	100%	0%	99.3%	0.7%	100%	0%

Question 5 = Did the Handyperson clear up after themselves?

1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Very Satisfied	Satisfied	Very Satisfied	Satisfied	Very Satisfied	Satisfied	Very Satisfied	Satisfied
100%	0%	100%	0%	100%	0%	100%	0%

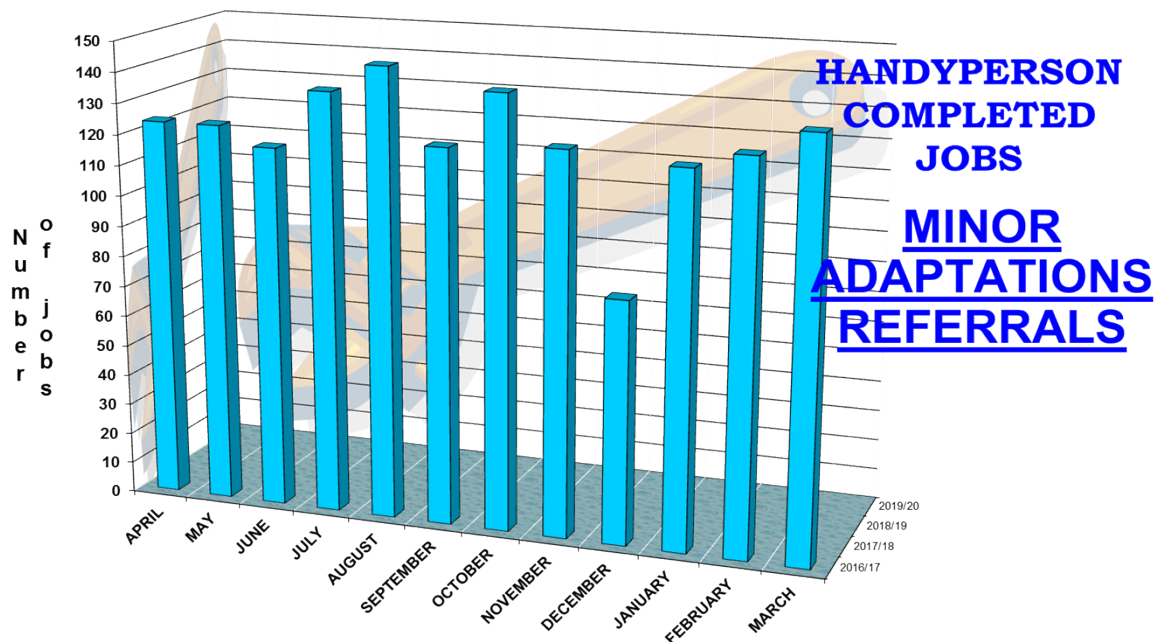
Question 6 = Overall how satisfied are you with the work that was carried out?

1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		Movement
Very Satisfied	Satisfied	Very Satisfied	Satisfied	Very Satisfied	Satisfied	Very Satisfied	Satisfied	
70%	30%	80%	20%	68%	32%	89%	11%	

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

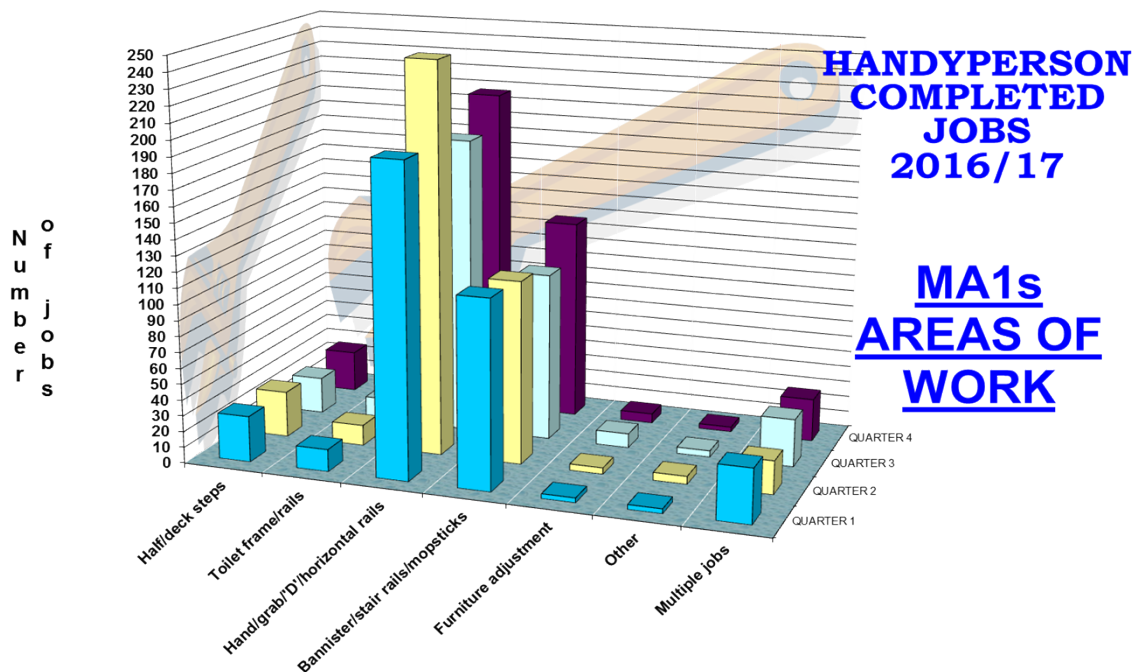


#### 4.3.2 Handyperson completed jobs (Minor Adaptation Referrals)



	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH
2016/17	124	124	118	137	146	122	140	124	79	121	126	134
2017/18												
2018/19												
2019/20												

#### 4.3.3 Handyperson completed jobs (Prevention referrals)



	Half/deck steps	Toilet frame/rails	Hand/grab/D/horizontal rails	Bannister/stair rails/mopsticks	Furniture adjustment	Other	Multiple jobs
QUARTER 1	29	14	195	118	3	3	34
QUARTER 2	29	13	245	115	4	5	21
QUARTER 3	23	14	187	106	9	4	30
QUARTER 4	26	12	207	127	6	3	27

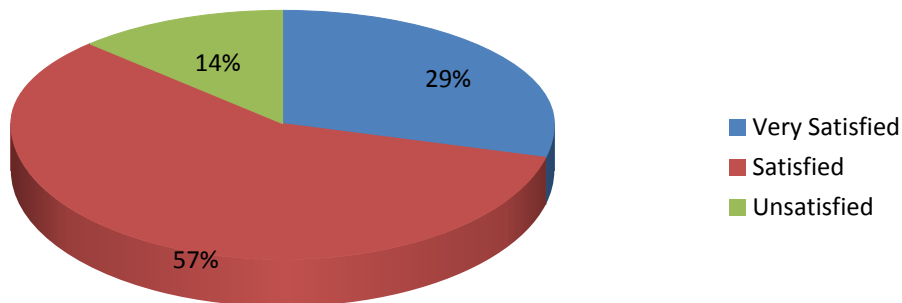
# ***Report***

# Report

## 4.3.4 Funeral Directors Survey Results 2017

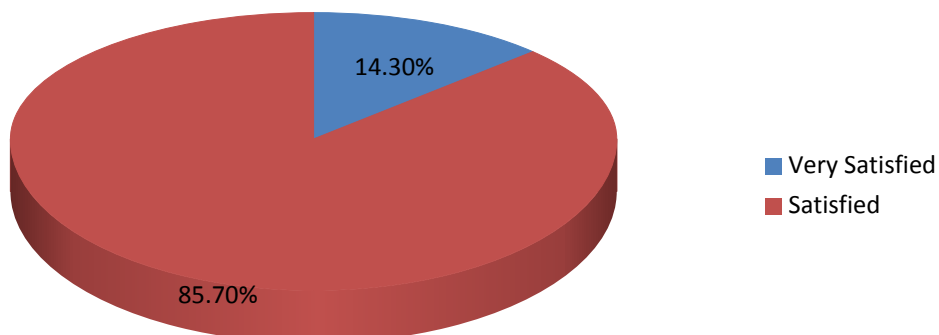
Question 1= How satisfied are you with the standard of facilities in general?

### General Facilities



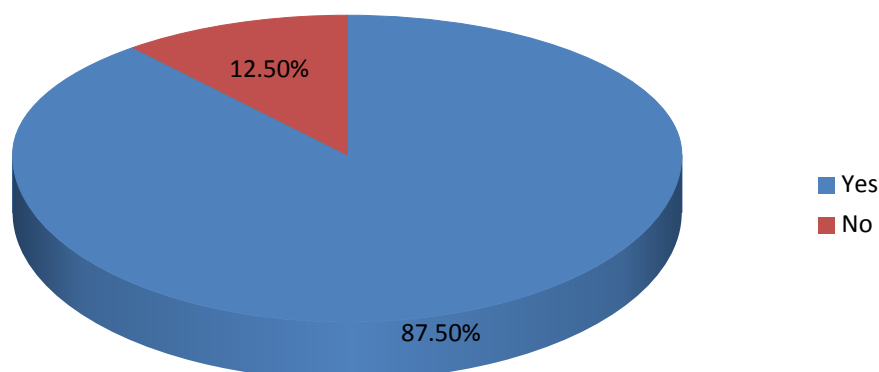
Question 2 = How satisfied are you with the standard of general maintenance within the cemeteries and crematoria?

### General Maintenance Standards



Question 3 = Do you feel the infrastructure of our cemeteries and crematoria could be improved?

### Improve Infrastructure?





# ***Report***

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## FORWARD PLAN FOR THE PERIOD ENDING 30<sup>TH</sup> SEPTEMBER 2017

This Plan sets out the key decisions which the Executive expects to take over the period indicated above. The Plan is rolled forward every month. A key decision is defined in the Council's Constitution as:

"an executive decision which is likely –

- (a) to result in the local authority incurring expenditure which is, or the making of savings which are, significant having regard to the local authority's budget for the service or function to which the decision relates; or
- (b) to be significant in terms of its effects on communities living or working in an area comprising one or more wards or electoral divisions in the area of the local authority.

*For the purpose of the above, savings or expenditure are "significant" if they are equal to or greater than £1M."*

Reports relevant to key decisions, and any listed background documents, may be viewed at any of the Council's Offices/Information Centres 5 days before the decision is to be made. Copies of, or extracts from, these documents may be obtained on the payment of a reasonable fee from the following address:

Democratic Services Team  
Cheshire East Council  
c/o Westfields, Middlewich Road, Sandbach Cheshire CW11 1HZ  
Telephone: 01270 686472

However, it is not possible to make available for viewing or to supply copies of reports or documents the publication of which is restricted due to confidentiality of the information contained.

A record of each key decision is published within 6 days of it having been made. This is open for public inspection on the Council's Website, at Council Information Centres and at Council Offices.

This Forward Plan also provides notice that the Cabinet, or a Portfolio Holder, may decide to take a decision in private, that is, with the public and press excluded from the meeting. In accordance with the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, 28 clear days' notice must be given of any decision to be taken in private by the Cabinet or a Portfolio Holder, with provision for the public to make representations as to why the decision should be taken in public. In such cases, Members of the Council and the public may make representations in writing to the Democratic Services Team Manager using the contact details below. A further notice of intention to hold the meeting in private must then be published 5 clear days before the

meeting, setting out any representations received about why the meeting should be held in public, together with a response from the Leader and the Cabinet.

The list of decisions in this Forward Plan indicates whether a decision is to be taken in private, with the reason category for the decision being taken in private being drawn from the list overleaf:

1. Information relating to an individual
2. Information which is likely to reveal the identity of an individual
3. Information relating to the financial or business affairs of any particular person (including to authority holding that information)
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under the authority
5. Information in respect of which a claim to legal and professional privilege could be maintained in legal proceedings
6. Information which reveals that the authority proposes (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or (b) to make an order or direction under any enactment
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime

If you would like to make representations about any decision to be conducted in private at a meeting, please email:

Paul Mountford, Executive Democratic Services Officer  
[paul.mountford@cheshireeast.gov.uk](mailto:paul.mountford@cheshireeast.gov.uk)

Such representations must be received at least 10 clear working days before the date of the Cabinet or Portfolio Holder meeting concerned.

Where it has not been possible to meet the 28 clear day rule for publication of notice of a key decision or intention to meet in private, the relevant notices will be published as soon as possible in accordance with the requirements of the Constitution.

The law and the Council's Constitution provide for urgent key decisions to be made. Any decision made in this way will be published in the same way.

Forward Plan

Key Decision and Private Non-Key Decision	Decisions to be Taken	Decision Maker	Expected Date of Decision	Proposed Consultation	How to make representation to the decision made	Private/ Confidential and paragraph number
CE 16/17-41 Procurement of Housing Repairs and Adaptations	To procure domestic repairs and adaptations for the benefit of supporting vulnerable residents to live independently in their own homes, and authorise officers to take all necessary actions to implement the proposal.	Cabinet	13 Jun 2017		Karen Whitehead	N/A
CE 16/17-46 Procurement of Translation and Interpretation Services	To grant delegated authority to the Chief Operating Officer in consultation with the Portfolio Holder for Corporate Policy and Legal Services to award a contract to the successful tenderers for the procurement of translation and interpretation services.	Cabinet	13 Jun 2017		Peter Bates, Chief Operating Officer	N/A
CE 16/17-51 Ansa Joint Venture Opportunity	To approve Ansa entering into a joint venture agreement for waste collection services with High Peak and Staffordshire Moorlands District Councils.	Cabinet	13 Jun 2017		Kevin Melling, Head of Environmental Protection and Enhancement	N/A

Key Decision	Decisions to be Taken	Decision Maker	Expected Date of Decision	Proposed Consultation	How to make representation to the decision made	Private/ Confidential and paragraph number
CE 17/18-2 Plus Dane - Transfer of Engagement	Plus Dane is consulting Cheshire East Council on its proposal to undertake a transfer of engagement which will merge Plus Dane Cheshire into Plus Dane Merseyside. The report will seek authority for officers to take all necessary actions to assist with the implementation of the proposal and set out Cheshire East Council's requirements for the Board.	Cabinet Member for Highways and Infrastructure	10 Jul 2017		Karen Carsberg	N/A
CE 16/17-11 Crewe HS2 Masterplan	To approve the HS2 masterplan for Crewe, and to authorise the Executive Director Place to enter into a public consultation on the masterplan in 2017.	Cabinet	11 Jul 2017		Andrew Ross	No

<b>Key Decision</b>	<b>Decisions to be Taken</b>	<b>Decision Maker</b>	<b>Expected Date of Decision</b>	<b>Proposed Consultation</b>	<b>How to make representation to the decision made</b>	<b>Private/ Confidential and paragraph number</b>
CE 16/17-44 Conditional Sale of Land at Longridge, Knutsford	To authorise officers to advertise the intention to dispose of the land identified as open space in accordance with the Local Government Act, the consultations to be considered by the Portfolio Holder for Regeneration, and approve the freehold disposal of the Land at Longridge, Knutsford.	Cabinet	11 Jul 2017		Lee Beckett	Exempt - para 5
CE 16/17-45 Self-Build Register	To consider whether to charge a fee for entry onto the Council's Self-Build Register and also whether to set eligibility criteria.	Cabinet	11 Jul 2017		Karen Carsberg	N/A
CE 16/17-49 Housing Repairs and Adaptations for Vulnerable People Policy	To approve the Housing Repairs and Adaptations for Vulnerable People policy, and authorise officers to take all necessary actions to implement the proposal.	Cabinet	11 Jul 2017		Karen Whitehead	N/A
CE 16/17-50 Housing Enforcement Policy	To approve amendments to the Housing Enforcement policy and authorise officers to take all necessary steps to implement the proposal.	Cabinet	11 Jul 2017		Karen Whitehead	N/A

<b>Key Decision</b>	<b>Decisions to be Taken</b>	<b>Decision Maker</b>	<b>Expected Date of Decision</b>	<b>Proposed Consultation</b>	<b>How to make representation to the decision made</b>	<b>Private/ Confidential and paragraph number</b>
CE 17/18-3 Best 4 Business Oracle Replacement Programme	To enter into a contract with the preferred bidder to replace the current Oracle HR and finance system.	Cabinet	11 Jul 2017		Dominic Oakeshott	N/A



Key Decision	Decisions to be Taken	Decision Maker	Expected Date of Decision	Proposed Consultation	How to make representation to the decision made	Private/ Confidential and paragraph number
CE 17/18-1 Award of Contract to Preferred Bidder for the Organic Waste Treatment Solution	At its meeting on 9 <sup>th</sup> May 2017, the Cabinet authorised the Corporate Manager for Waste and Environment Services as the Senior Responsible Officer for the Organic Waste Treatment Procurement in consultation with the Chief Operating Officer and the Director of Legal Services to clarify, specify and optimise the Preferred Bidder's final tender to enable the Council to enter into a legally binding contract with the Preferred Bidder. Upon completion of the above clarification, specification and optimisation stage, Cabinet delegated to the Portfolio Holder for Regeneration the final decision to award the contract to the preferred bidder.	Cabinet Member for Regeneration	July 2017		Ralph Kemp	N/A

<b>Key Decision</b>	<b>Decisions to be Taken</b>	<b>Decision Maker</b>	<b>Expected Date of Decision</b>	<b>Proposed Consultation</b>	<b>How to make representation to the decision made</b>	<b>Private/ Confidential and paragraph number</b>
CE 16/17-34 Royal Arcade Redevelopment, Crewe - Reward of Contract to Development Partner	To approve that the Council enter into a development agreement with a named development partner selected following a recent procurement process, and to agree to fund those elements of the scheme as previously identified.	Cabinet	12 Sep 2017		Jez Goodman	N/A
CE 16/17-52 People Live Well for Longer (Adult Social Care and Public Health) Three Year Commissioning Plan	To endorse the People Live Well for Longer (Adult Social Care and Public Health) Three Year Commissioning Plan.	Cabinet	12 Sep 2017		Mark Palethorpe	N/A
CE 16/17-48 Asylum Seeker Dispersal	The report will set out the steps towards delivering asylum seeker dispersal within Cheshire East. The report will seek authority for officers to consider further with the Home Office asylum seeker delivery in the Borough over a three year period.	Cabinet	10 Oct 2017		Lucia Scally, Manager of strategic Commissioning	N/A

<b>Key Decision</b>	<b>Decisions to be Taken</b>	<b>Decision Maker</b>	<b>Expected Date of Decision</b>	<b>Proposed Consultation</b>	<b>How to make representation to the decision made</b>	<b>Private/ Confidential and paragraph number</b>
CE 16/17-47 Medium Term Financial Strategy 2018-21	To approve the Medium Term Financial Strategy for 2018-21, incorporating the Council's priorities, budget, policy proposals and capital programme.	Council	22 Feb 2018		Alex Thompson	N/A

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## **CHESHIRE EAST COUNCIL**

### **REPORT TO: ENVIRONMENT AND REGENERATION OVERVIEW AND SCRUTINY COMMITTEE**

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<b>Date of Meeting:</b>	20 June 2017
<b>Report of:</b>	Director of Legal Services
<b>Subject/Title:</b>	Work Programme update

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#### **1.0 Report Summary**

- 1.1 To review items in the 2017/2018 Work Programme listed in the schedule attached, together with any other items suggested by Committee Members.

#### **2.0 Recommendations**

That the 2017/2018 work programme be reviewed.

#### **3.0 Reasons for Recommendations**

- 3.1 It is good practice to agree and review the Work Programme to enable effective management of the Committee's business.

#### **4.0 Wards Affected**

- 4.1 All

#### **5.0 Local Ward Members**

- 5.1 Not applicable.

#### **6.0 Policy Implications including - Carbon reduction - Health**

- 6.1 Not known at this stage.

#### **7.0 Financial Implications**

- 7.1 Not known at this stage.

#### **8.0 Legal Implications**

- 8.1 None.

## **9.0 Risk Management**

9.1 There are no identifiable risks.

## **10.0 Background and Options**

10.1 Members are asked to review the schedule attached to this report, and if appropriate, add new items or delete items that no longer require any scrutiny activity. When selecting potential topics, Members should have regard to the Council's new three year plan and also to the general criteria listed below, which should be applied to all potential items when considering whether any Scrutiny activity is appropriate.

10.2 When selecting potential topics, Members should have regard to the Council's new three year plan and also to the general criteria listed below, which should be applied to all potential items when considering whether any Scrutiny activity is appropriate.

10.3 The following questions should be asked in respect of each potential work programme item:

- Does the issue fall within a corporate priority;
- Is the issue of key interest to the public;
- Does the matter relate to a poor or declining performing service for which there is no obvious explanation;
- Is there a pattern of budgetary overspends;
- Is it a matter raised by external audit management letters and or audit reports?
- Is there a high level of dissatisfaction with the service;

10.4 If during the assessment process any of the following emerge, then the topic should be rejected:

- The topic is already being addressed elsewhere
- The matter is subjudice
- Scrutiny cannot add value or is unlikely to be able to conclude an investigation within the specified timescale

**11    *Access to Information***

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

Name:            Mark Nedderman  
Designation: Scrutiny Manager  
Tel No:         01270 686459  
Email:          mark.nedderman@cheshireeast.gov.uk

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# Environment and Regeneration Overview and Scrutiny Committee Work Programme – June 2017

Date:20.06.2017 Time: 2.00pm Venue: Committee Suite, Westfields	Date:19.9.17 Time: 2.00pm Venue: Council Chamber, Crewe	Date:16.11.2017 Time: 2.00pm Venue: Capesthorne Room, Macclesfield	Date:23.01.2018 Time: 2.00pm Venue: R1 & R2, Westfields	Date:20.03.2018 Time: 10.30am Venue:R1 & R2, Westfields
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## Essential items

Item	Description/purpose of report/comments	Outcome	Lead Officer/ organisation/ Portfolio Holder	Suggested by	Current position	Key Dates/ Deadlines
Bus service review methodology and consultation	To scrutinise the bus the service routes review, Scrutinised methodology and preferred route.	Our local communities are strong and supportive	Transport Service Solutions – Manager. Portfolio Holder for Highways and Infrastructure	Committee	Committee report	19 September 2017
Winter Service	To review the winter service	Our local communities are strong and supportive/ Cheshire is a green and sustainable place	Commissioning manager for Highways	Commissioning Manager for Highways	Committee report	TBA
Flood Risk Management	To scrutinise the flood risk management in Cheshire East. Report received on 21 March.	Cheshire is a green and sustainable place	Commissioning manager for Highways	Scrutiny requirement	Annual review - presentation	20 March 2018

## Environment and Regeneration Overview and Scrutiny Committee Work Programme – June 2017

Food waste Collection, Organic waste Treatment Solution	To scrutinise the progress made. Report received on 21 March. Further progress reports TBA	Cheshire is a green and sustainable place	Strategic Commissioner for Waste. Portfolio Holder for Regeneration	Strategic Commissioner for Waste.	Update report Site visit in July 2017	Site Visit TBA
Household waste recycling centres review	To scrutinise the results of the consultation. Report received on 21 March. Further progress reports TBA	Cheshire is a green and sustainable place	Strategic Commissioner for Waste.	Committee	Committee report	20 March 2018
Strategic Asset Management Plan and disposal Strategy	To monitor the implementation of SAMP and the transfer of surplus assets	Responsible effective and efficient organisation	Head of Asset Management	Committee	Update received at May 2016 meeting. Item on Transfers to Town and Parishes TBC	19 September 2017
Local Plan	Monitor site allocations, housing delivery and impact on other strategies	Cheshire East is a green and sustainable place	Head of Planning Strategy	Committee	Update report	16 November 2017
Homelessness	Following the enactment of the Homelessness Bill, to receive a report on homelessness in Cheshire East.	People live well and for longer.	Strategic Housing Manager	Committee	Committee report. Possible Task and Finish	16 November 2017
Outline Green Infrastructure Strategy	To develop a strategy	Cheshire East is a green and sustainable place		Portfolio Holder	T&F	16 November 2017

# Environment and Regeneration Overview and Scrutiny Committee Work Programme – June 2017

## Monitoring Items

item	Description/purpose of report/comments	Outcome	Lead Officer/organisation/Portfolio Holder	Suggested by	Current position	Key Dates/Deadlines
Monitoring Ansa and Orbitas	To scrutinise the performance of Ansa and Orbitas	Our local communities are strong and supportive/ Cheshire is a green and sustainable place	Strategic Commissioner for Waste. Portfolio Holder for regeneration	Strategic Commissioner for Waste.	Ongoing Performance report	20 June 2017
Highways Service	To scrutinise the performance of the highways service	Our local communities are strong and supportive/ Cheshire is a green and sustainable place	Strategic Commissioner for Highways	Strategic Commissioner for Highways	Ongoing Performance report	20 June 2017
TSSL	To Scrutinise the performance Framework and performance	Cheshire is a green and sustainable place	Chief Operating Officer. Portfolio Holder for Highways and Infrastructure	Committee	Performance report	19 September 2017
Civicanace	To monitor the progress of the ASDV and delivery on targets.  Report to include staffing	Cheshire East has a strong and resilient economy	Executive Director Place	Committee	Performance report	16 November 2017

## Environment and Regeneration Overview and Scrutiny Committee Work Programme – June 2017

	levels and turnover, performance and workload.					
Skills and Growth ASDV	To monitor the implementation of Cabinet decision to set up new ASDV and have an input into its role and services	Cheshire East has a strong and resilient economy & People have the life skills and education they need to thrive	Head of Investment	Committee	Performance report	TBA
Cheshire East Engine of the North	To scrutinise the performance of EotN	Cheshire East has a strong and resilient economy	Executive Director Place	Committee	Performance report	19 September 2017
Tatton Park Enterprises and Tatton Park	To receive the quarterly performance monitoring report.	Strong and resilient community/ people live well and for longer	Countryside, Culture & Visitor Economy Manager Portfolio Holder for Highways and Infrastructure	Committee	Performance report	TBA
Apprenticeships	To receive an update on the impact of the Task and Finish Groups review	Cheshire East has a strong and resilient economy & People have the life skills and education they need to thrive	Workforce Development Officer/ Head of HR	Committee	Update	19 September 2017

# Environment and Regeneration Overview and Scrutiny Committee Work Programme – June 2017

## Task and Finish groups

- Transfer of Community Assets – ongoing
- Highway Policies - Street Lighting, Clear Way Forward/Al Fresco, Verge Maintenance, Drainage, Section 58 Inspections. Membership to be agreed – February 2017
- Communications for Environmental Issues - How can it be improved (highways) to commence in June

## Briefing Session

Regeneration of Towns and Villages, including High Growth City Project, Crewe, Macclesfield and Congleton Town Centres Regeneration

## Possible Future/ desirable items

- Energy Company, Energy Policy, Geo Thermal Energy
- Private Housing HMOs – to receive an update from the working group
- End to End Planning Process
- Homelessness Task Group – postponed in sept 15
- Council House Building /Starter Homes
- Parking Policies - Residents Car Parking

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