

Ansa Environment

Services Ltd

Quarter 1 Report

April – June 2015

Corporate Scrutiny



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Successes and Events

1st Anniversary Tour

Ansa celebrated its first year of operation with a directors' tour of the depots and some celebratory hospitality.

Ansa Chairman John Hammond, MD Kevin Melling, board members Roger West and Steve Hogben, together with senior managers, visited all three depots. This entailed an early start to greet the teams with breakfast snacks before they set off on their rounds. Later on the tour party visited parks and grounds teams at West Park in Macclesfield before concluding the tour at HQ at Pym's Lane, Crewe by meeting staff from all remaining Ansa departments over a light lunch.



Staff at Pym's Lane depot celebrating Ansa's 1st successful year

Successes and Events

Launch of Step Up Programme – Team Leader Development



Following on from a staff suggestion, the bespoke Ansa *Step Up* Team Leader training programme was launched this quarter.

The programme has been designed to identify and develop staff with the potential to fill key leadership positions within the Company. Part of ongoing excellence, is resilience. Ansa sees investment, training and upskilling of our staff as an opportunity to reinforce our corporate values, elevate operational performance and ensure continuity. We recognise the link between organisational objectives and individual goals, and understand how succession planning impacts on our bottom line.

At its core, *Step Up* is about leadership development and planning to manage challenging transitions and our workforce profile.



Community Engagement and Events

Ansa celebrated with primary schools from all over Cheshire at the Junior Recycling Officer of the Year event in June at Quarry Bank Mill, Styal.

This successful programme, delivered by Ansa in Primary and Special Schools across Cheshire East promotes recycling education, waste and environmental awareness.

The Junior Recycling Officers' role is to spread the message of the '3Rs': **Reduce, Reuse, Recycle**, to friends, family and the school community. Each School nominates usually two Junior Recycling Officers who attend local launch ceremonies in late September or early October; each receiving a recycling pack full of information, books and stationery to get them started!

With support from Ansa the Junior Recycling Officers are encouraged to prepare and present assemblies, run competitions, set up recycling schemes and collections and encourage pupils to adopt the 3Rs.

Supporting material is provided throughout the year to all Junior Recycling Officers, linking where possible to current Cheshire East recycling campaigns via newsletters, posters and ideas for competitions.

Teachers and parents were invited to the ceremony where each shortlisted school gave a short presentation on the work they have done throughout the year.

The Junior Recycling Officer programme delivered by Ansa on behalf of Cheshire The winners received a £150 prize to spend on an environmental project for their school. There was a Connecting Cheshire 'Dragon's Den' activity in the morning and in the afternoon there was a Science Roadshow and Recycling Workshop.



Winners of JRO of the Year 2015 : Ryan Cartlidge and Maddison Hughes from Scholar Green School

We continued our waste minimisation engagement during the quarter around a number of waste themes. The highlights include 5 events during real nappy week (20-26 April). These events included two sessions at Leighton Hospital, two sessions at Macclesfield hospital and a session with Cheshire Independent Midwives. Following the week applications for the nappy incentive almost doubled to 35 enquires (against 18 for the same period last year).



We supported 2 eco days - the first at Mablins Lane Primary School, Crewe where we worked with 60 year 5 pupils and 5 staff and the second at Gawsworth Primary where we worked with 74 year 5 pupils and 5 staff. During these events we ran games and interactive sessions to support waste minimisation and to help reduce contamination. We also delivered talks to two Probus groups (Knutsford 5 May and Audlem 28 May). The talks, to over 100 residents, highlighted the new company, the work we are delivering and the main waste minimisation messages of the three bin system, composting at home, real nappies and how we dispose of the recycling and waste we collect.

Green Flag Awards – New Award Winner

Sandbach Park is the latest park maintained by Ansa to secure the highly prized Green Flag award. Ansa staff and hard-working volunteers have earned the award, given by the Department for Communities and Local Government (DCLG) and Green Flag,



Sandbach Town Mayor Cllr Gill Merry, Sandbach Town Councillor Mike Benson with our partners from The Sandbach Partnership, Sandbach Park Steering Group, Sandbach Park Friends and Sandbach Park Bowling Club.

The prestigious Green Flag Award – the mark of a quality park or green space is a sign to the public that the space boasts the highest possible standards, is beautifully maintained and has excellent facilities. For Sandbach Park the award signifies the culmination of a number of years work by volunteer groups and Ansa staff. Facilities have been improved, between 2013 and 2014, seating was renovated and a new wetland habitat area was established for wildlife.

Other Ansa maintained parks have retained their Green Flag status: Bollington Recreation Ground; The Moor, Knutsford and Congleton Park.



Cheshire Show

Ansa once again contributed to the success of Cheshire East's premier event, The Cheshire Agricultural Show in June.

Ansa's experienced construction, horticultural and landscape team worked with the Council's communication team to design, develop and then deliver a stand that was both eye catching and accessible to all. The stand formed the backdrop for a range of services to successfully deliver their messages to the 80,000+ show visitors including the Countess of Wessex. The stand design also delivered a relaxing area for show goers to take the weight off their feet and enjoy their picnics. Once the stand build was complete the business development team took over and delivered a fair ground themed waste minimisation / contamination event aimed at residents of all ages. Residents had to test the knowledge of what to recycle, how to make the most of their food budget and how composting is good for the environment and good for the garden. The games were supported with key facts around recycling rates, numbers of bins emptied per week and putting the resident first. The combination of excellent design, clear messages and resident engagement resulted in the stand receiving a 'special stand award' from the show committee. Live tweets throughout the two days kept interest up.



Ansa Staff and Waste Volunteers flying the Ansa flag

Safety, Health Environment & Quality

ISO 9001

This quarter we have worked hard at putting into place the appropriate processes to develop the company's quality manual with a view to securing external accreditation and meet the required standards of the ISO 9001 quality management system within our Waste Collection and Street Cleansing business areas. Certification will demonstrate that Ansa has robust and demonstrable systems and processes in place increasing our credibility when submitting tenders and allow us to access preferred supplier lists. It will also demonstrate our commitment to delivering a high quality services in a sustainable, safe and cost effective way and provide assurance that we are compliant with all regulatory requirements applied to our sector.

RoSPA




The RoSPA Occupational Health and Safety Awards are internationally recognised and are the most sought after accolade by organisations from every sector.

This quarter Ansa was honoured with the RoSPA Gold Award. This award recognises the dedication of the company's managers, site teams, staff and partners in maintaining the very highest safety standards across all our operating areas. Extensive training programmes ensure that our staff are up to date with the latest working practices and legislation. We are proud that the success of this approach has been highlighted through the RoSPA awards.

"These health and safety awards promote the importance of occupational health and safety. HSE appreciates and commends RoSPA's work to raise awareness of a sensible and proportionate approach to managing risks in the workplace." Health and Safety Executive



Company Performance

-  **Contractual and Operational Performance** -reported at two levels – contract based key performance indicators (KPI's) and operational performance indicators (OPI's).

Contract Based Key performance Indicators (KPI's)

Following the first year of reporting these indicators, Ansa and CEC reviewed their effectiveness and applicability to the business. As a consequence the indicators have been revised to better reflect Ansa's activities and CEC's priorities. KPI's marked with an asterisk * denote those that are new or amended.

- 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.**

Cheshire East will carry out their annual satisfaction survey in the autumn. Results will be available in the New Year.

- 2. To maintain and enhance the number of volunteers in waste awareness (baseline 25 in 2013-14).**

Target- 25

Current Number of Volunteers-28

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 predominantly collected from civic amenity sites and separated out for re-use.**

Target – Year-end -1,007t

Quarter 1 position– 310t

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%

Quarter 1 – projected to be 59%

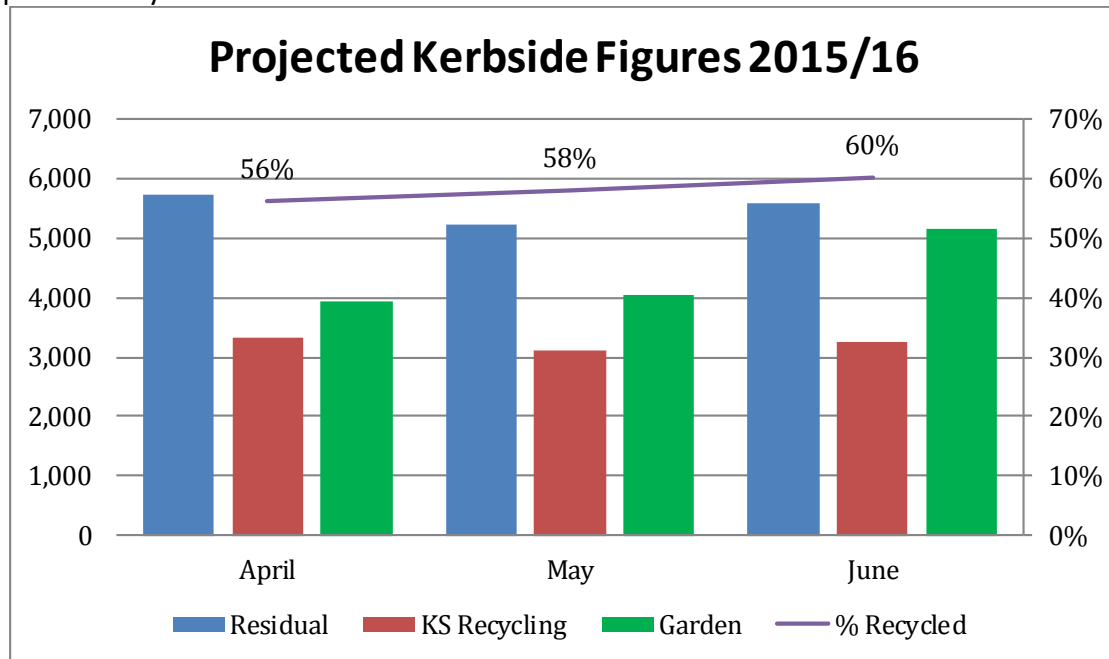
Status – **GREEN**

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 –
 Quarter 1- 25%
 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)**

Target >4
 Quarter 1-4 currently secured
 Status- **GREEN**

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

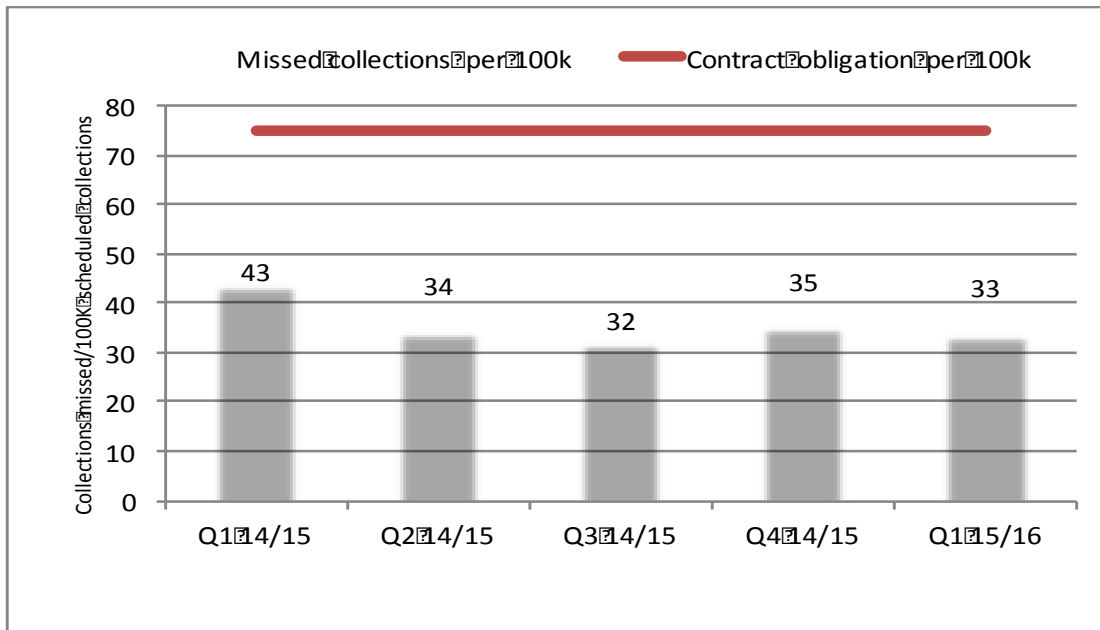
Target > 5.85%
 Quarter 1- 14%
 Status- **GREEN**



Operational Performance Indicators (OPI)

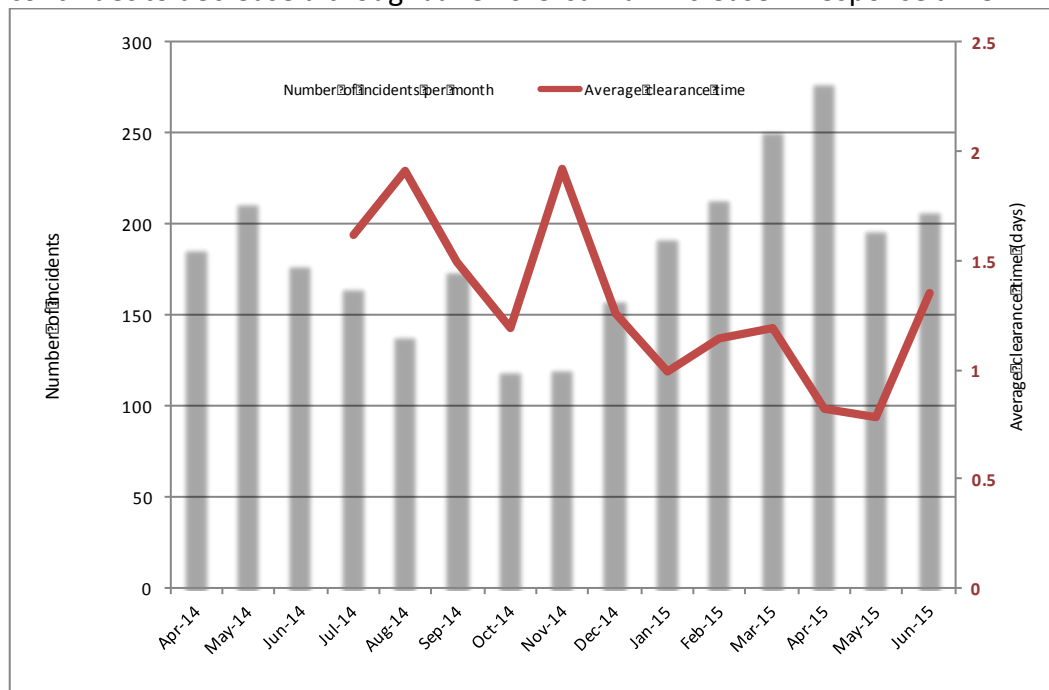
1. Missed Collections – Contract obligation to achieve less than 75 missed bins per 100,000 scheduled collections.

Missed collections in Q1 reduced slightly from the previous quarter and were lower than the five quarter average. The downward trend continues as this OPI remains to be a key customer service priority.



2. Flytipping performance –

April 2015 saw the fifth consecutive month of increases in flytipping incidents. However May and June then saw a significant reduction. The trend for rectification response times continues to decrease although June 2015 saw an increase in response time.



Financial Performance

A significant proportion of time has been spent during Q1 preparing and finalising the annual Strategic Company Report and Financial Statements whilst at the same time supporting Ansa's external auditors (Grant Thornton) during their inaugural audit of accounts – Early indications are that the audit is on schedule with feedback expected early September 2015.

The Ansa Ltd management fee for 2015/16 is £25.572m and is net of annual policy savings of £0.527m, covering efficiency, contract and new company savings. These savings being in addition to the £1.3m savings delivered in 2014/15.

Based on the financial information reported at the First Quarter (Qtr1 – based on data to July15), the forecast outturn for 2015/16 is within the council's financial provision. More detailed information will be provided at the end of Q2.