

REPORT TO: Environment Overview and Scrutiny Committee

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

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

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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:

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Ansa Environmental Services Ltd

Cheshire East Council – Scrutiny Update

SECOND QUARTER FEEDBACK REPORT

July - September 2016

ansa

Scrutiny Report

**July to
September
2016**

Q2

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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!

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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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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.



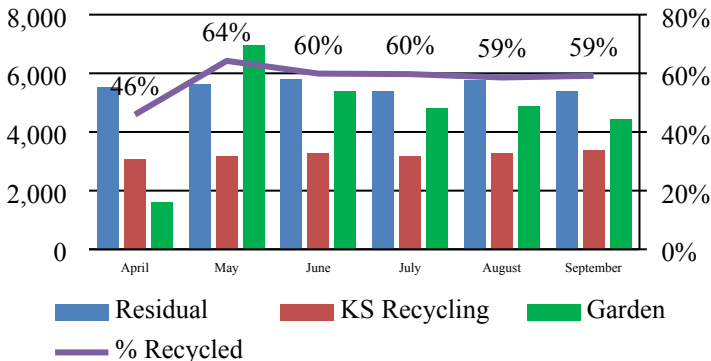
4.0 Contractual and Operational Performance

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"> Quarter 2 position – 58% (Estimate Figure) 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: 	

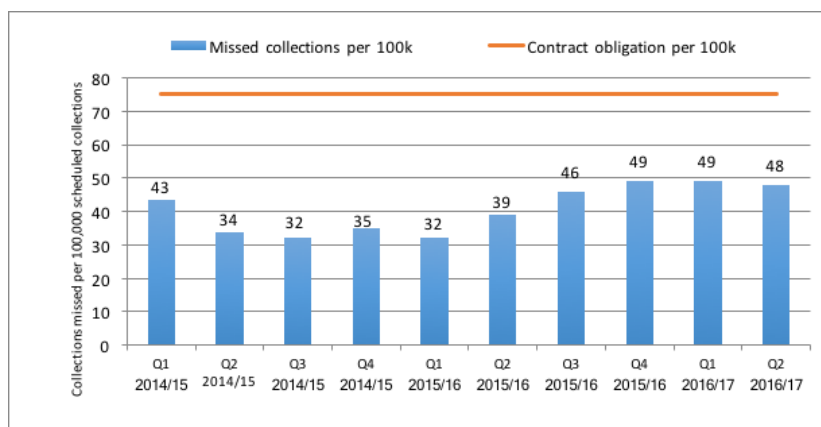
#	KPI	Target	Update	Status																																			
	<p>Historically, in the first half of each year, recycling figures are higher due to garden waste input this is reduced in the latter part of the year.</p> <p>Projected Kerbside Figures 2016/17</p>  <table border="1"> <caption>Projected Kerbside 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%	

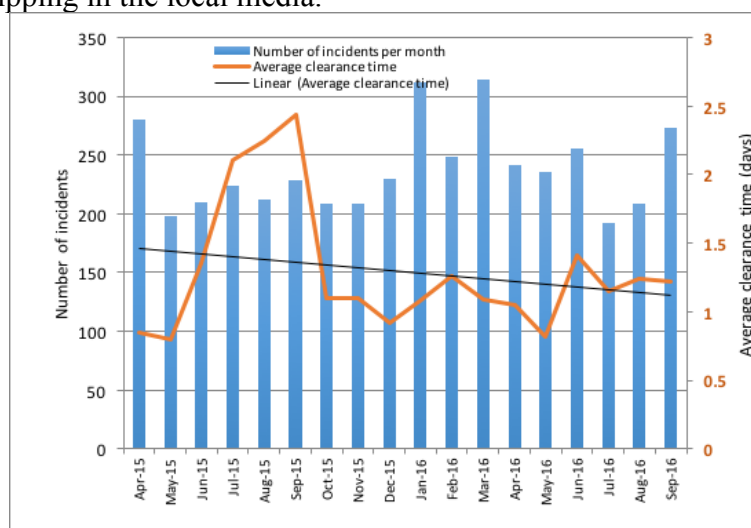
Operational Performance Indicators (OPIs)

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