

# Ubico Annual Report

## April 2020 to March 2021

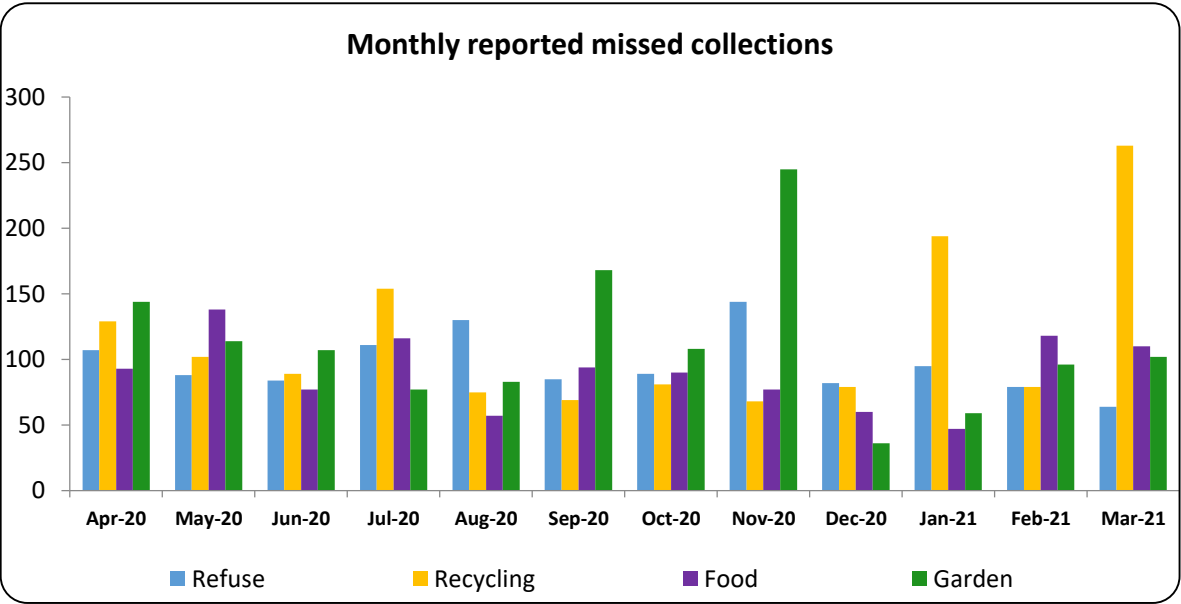
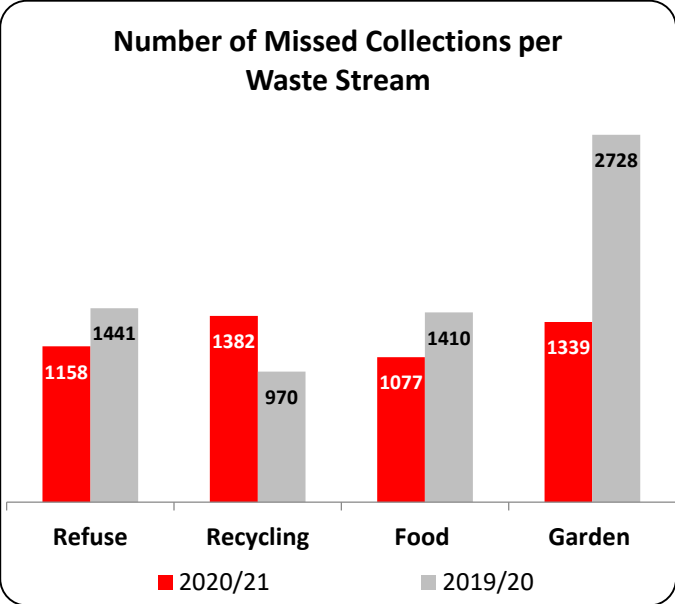


# Executive Summary

- Overall missed collections have reduced across all waste streams compared to previous year except for the recycling stream
- Collection accuracy appears to be steady around 99.93% (above the set target of 99%)
- The number of formal complaints has reduced by 52% compared to 2019/20
- The number of compliments received has increased by 169% compared to the previous year
- Overall, our performance has improved
- We are starting to see a downwards trend in the number of personal accidents
- Driver Vehicle Standards Agency “green” rating retained for another year. Please refer to page 16 for further details



# Deliver Quality: Missed Collections



**Recycling collection:** We saw a significant rise in missed collections in March which was mainly caused by the loss of a regular driver on the communal flats collection round, thus leaving the contract with a knowledge gap. This has now been addressed.

**Garden waste collection :** This service remains a challenge as new customers are added daily to the scheme. We are now highlighting new customers on the running sheets to help the crews identify them with ease.

**Refuse collection:** This service has seen a significant reduction in missed collections in 20/21 compared to 19/20. Alongside a drive to reduce missed collections, crew stability due to low staff turnover within this service has been a contributing factor.

**Food waste collection:** Food waste has a significant reduction in the number of missed collections, despite a rise in the up take on this service.



# **Deliver Quality: Collections – Apr 20 – Mar 21**

**Total collections: 6,621,710**

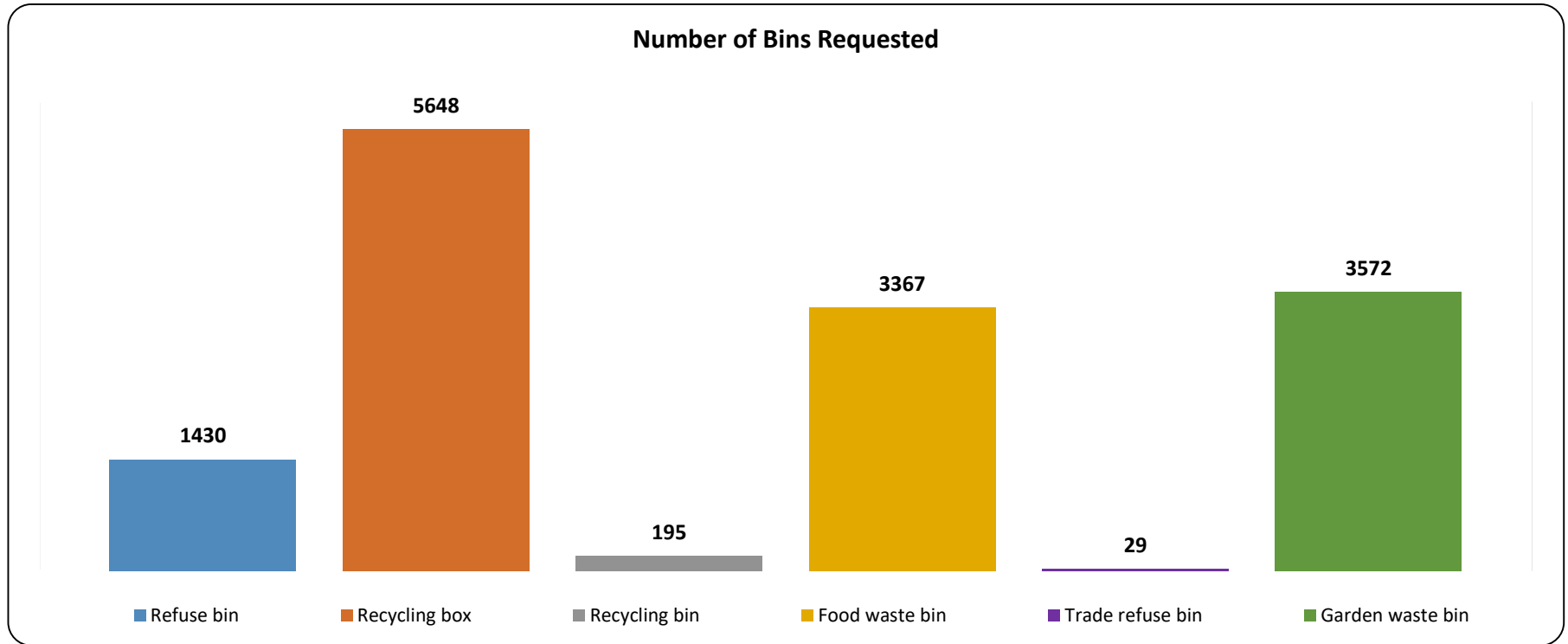
**Total missed collections: 4,956**

**Target: 99%**

**Collection Accuracy %: 99.93%**

The target of 99% again has been surpassed due to the hard work and dedication of the collection crews and Supervisors. I take my hat off to the hard work that they have put in to achieve this.

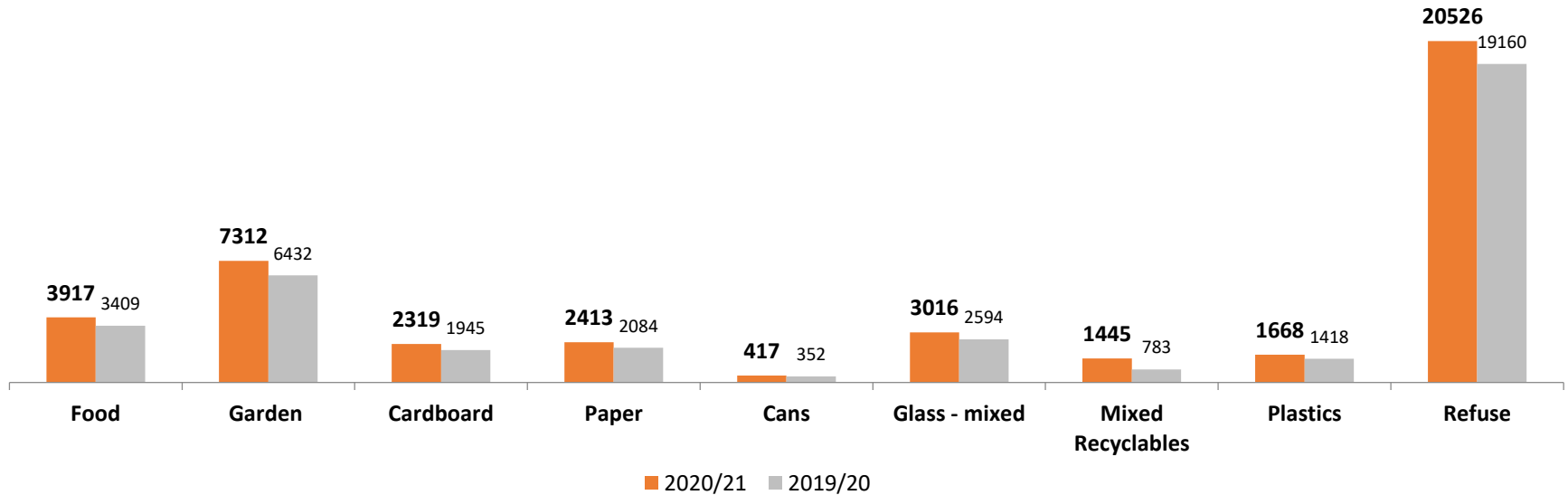
# Deliver Quality: Bin Requests



The contract has seen a significant rise in the number of bin requests as more residents take up the excellent recycling services that Cheltenham Borough Council offers.

# Deliver Quality: Tonnages

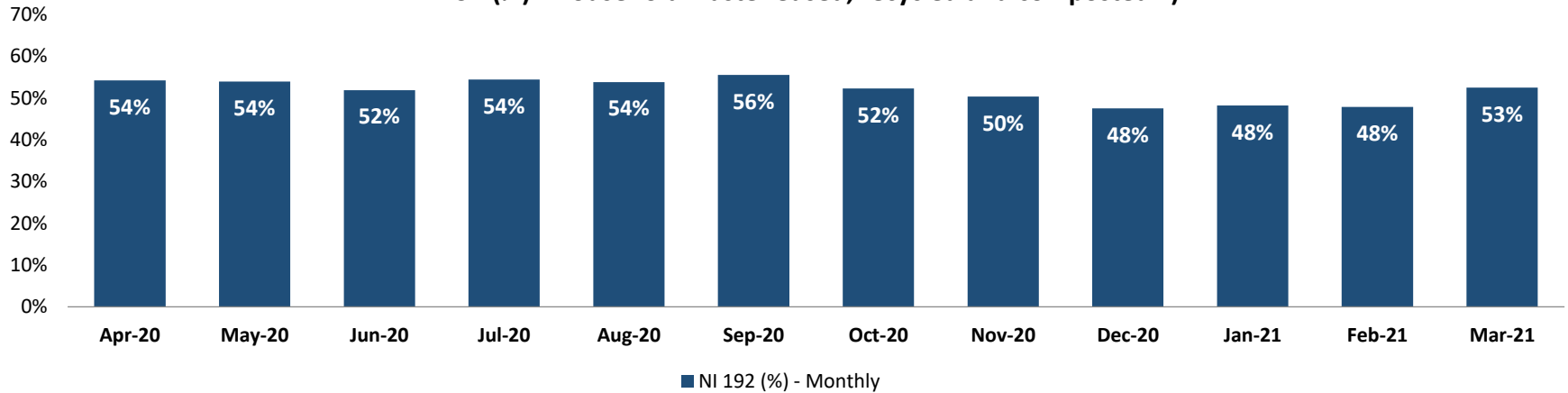
Yearly Tonnage by Waste Stream - Kerbside



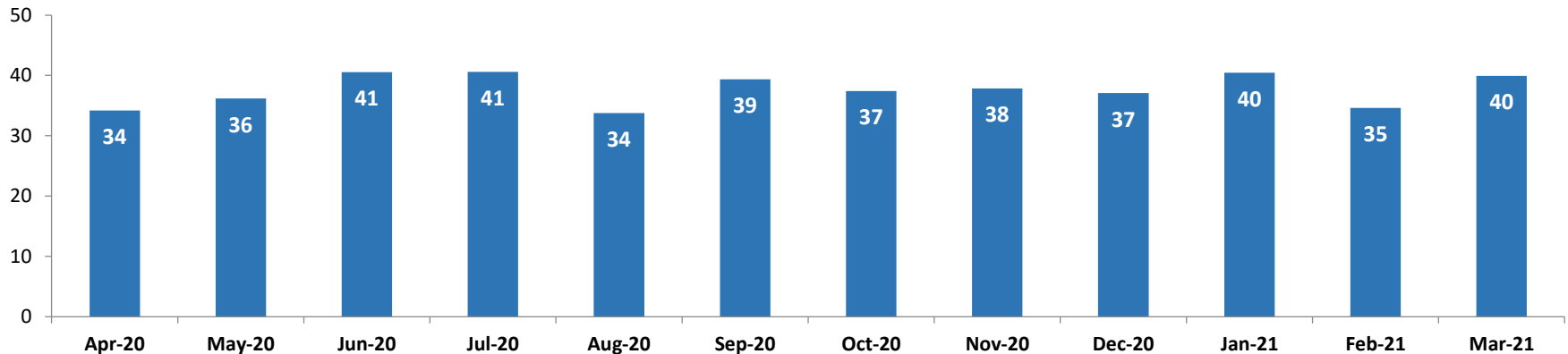
The last year has been challenging as more residents worked from home. The knock on effect for the collection crews was the huge rises in the tonnages collected kerbside. The staff have worked tirelessly to ensure that high standards have remained throughout the pandemic.

# Deliver Quality: Household Waste

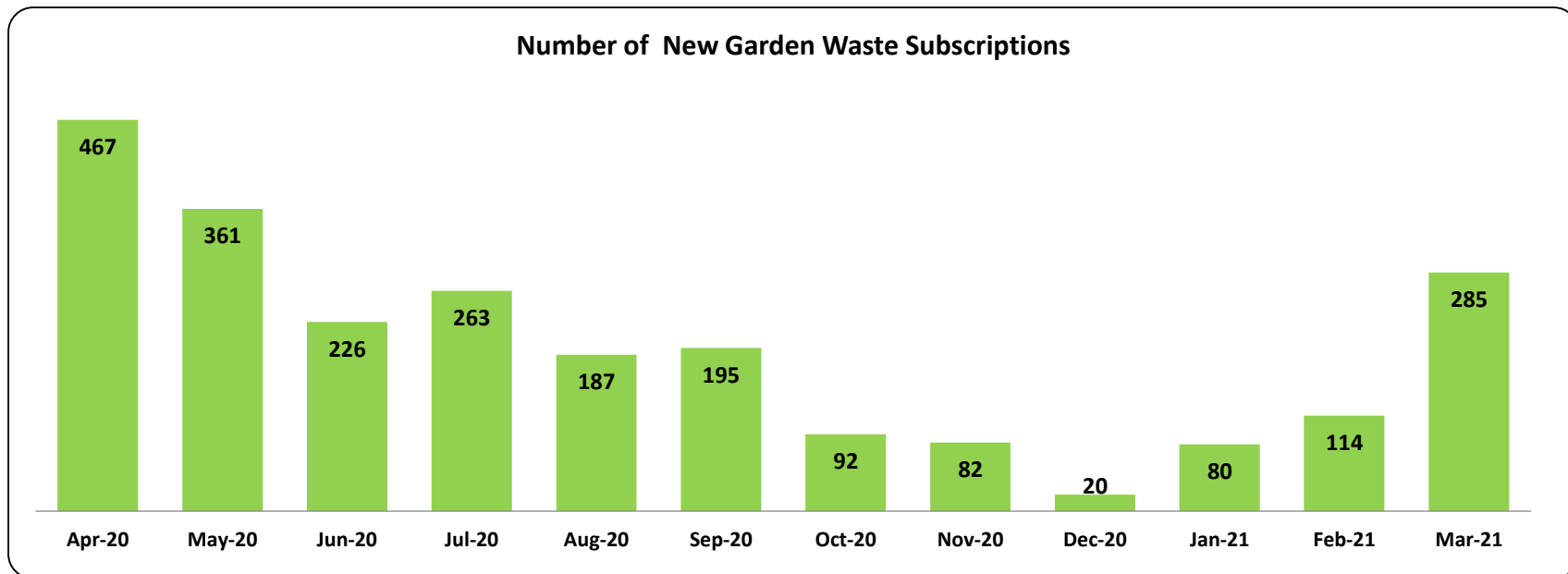
NI 192 (%) - Household waste reused, recycled and composted \*)



NI 191 (kg) - Residual household waste per Head of Population



# Deliver Quality: New Garden Waste Subscriptions

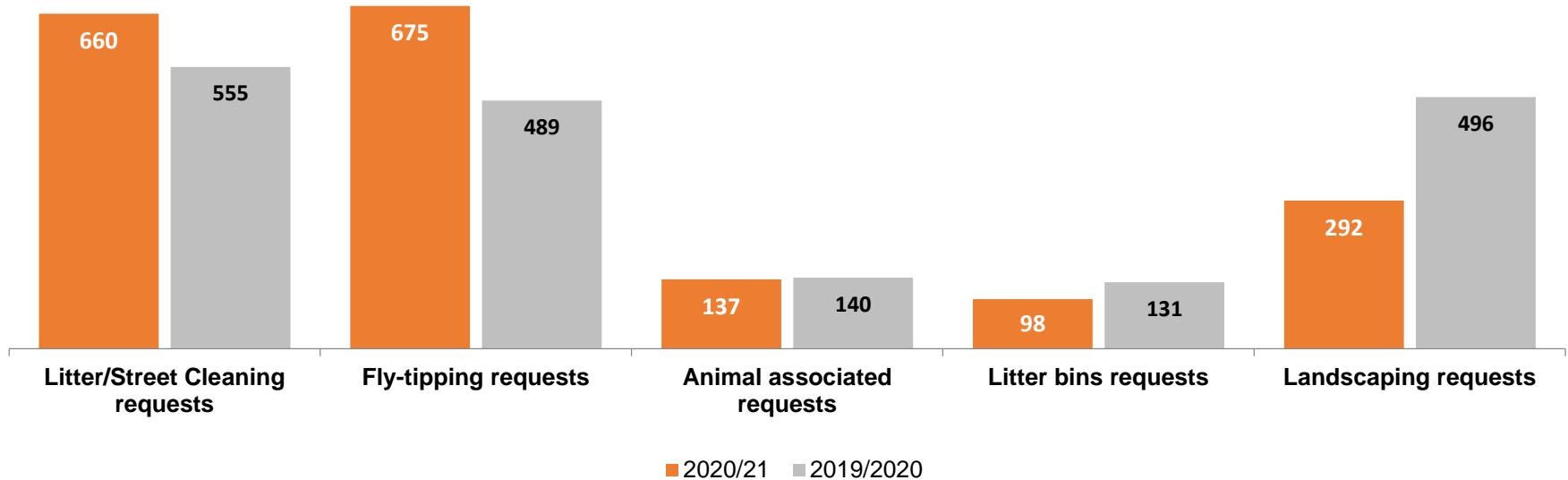


It is fantastic to see the garden waste scheme is still attracting new subscribers, it remains a popular scheme as the above graph demonstrates.



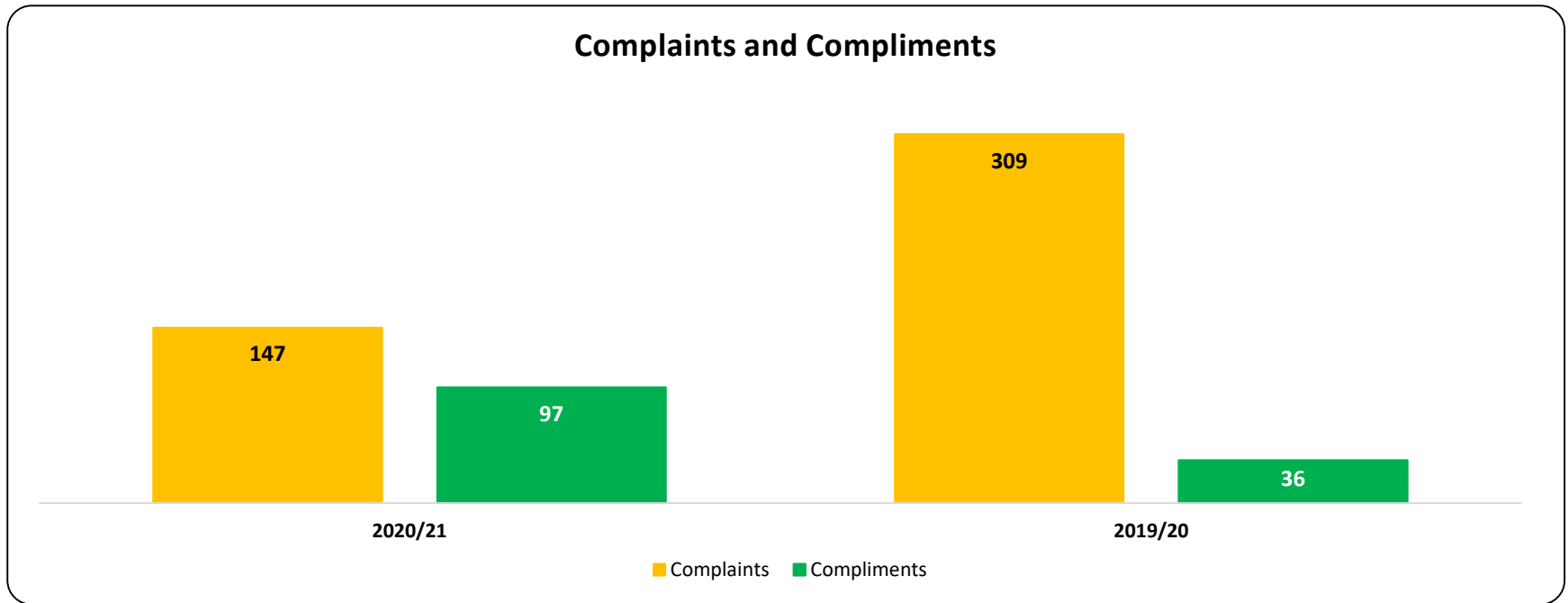
# Care for our Environment: Grounds Maintenance Requests

Number of Grounds Maintenance Associated Requests



The streets crews and the grounds maintenance crews continue to do a sterling job in keeping Cheltenham looking aesthetic to the eye. Fly tipping remains an issue but working with the CBC enforcement teams we have been able to start tackling the issues around it.

# Care for our Environment: Complaints and Compliments

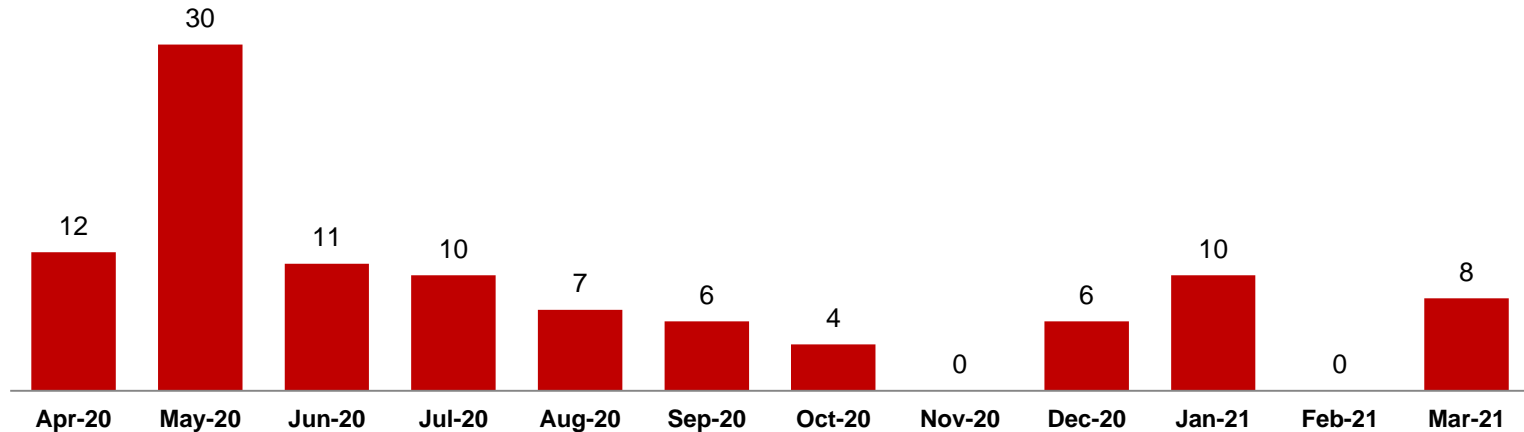


The number of complaints has reduced which again is a credit to both the crews and the supervisory team. We will work hard to ensure this trend continues.

# Be Safe: Overweight

Total number of **Overweight Tickets** per month

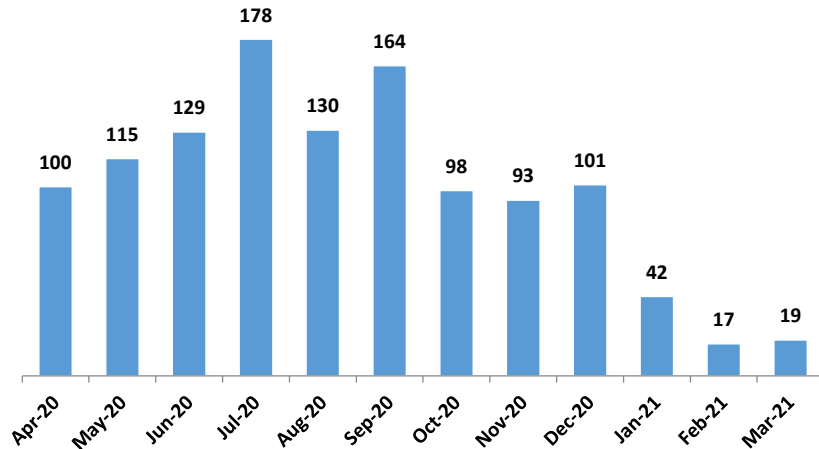
*Target – 0 Overweight Tickets*



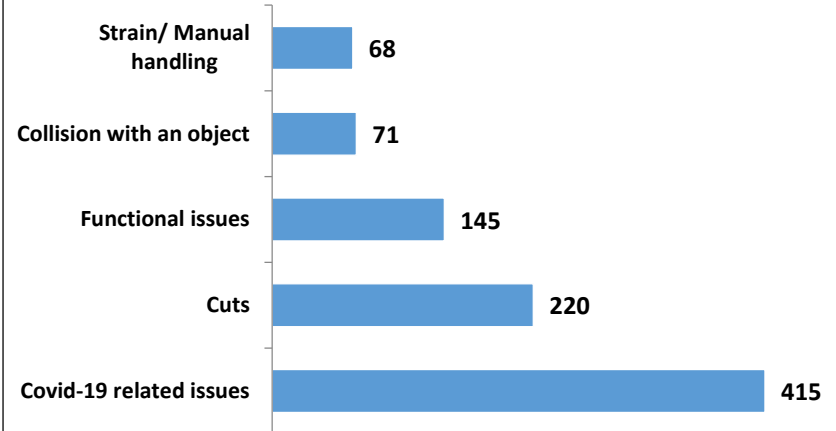
The management team continue to monitor vehicle over-weights and all over-weights are investigated and action is taken where deemed necessary.

# Be Safe: Safety Concern Reporting

Reported Safety Concerns

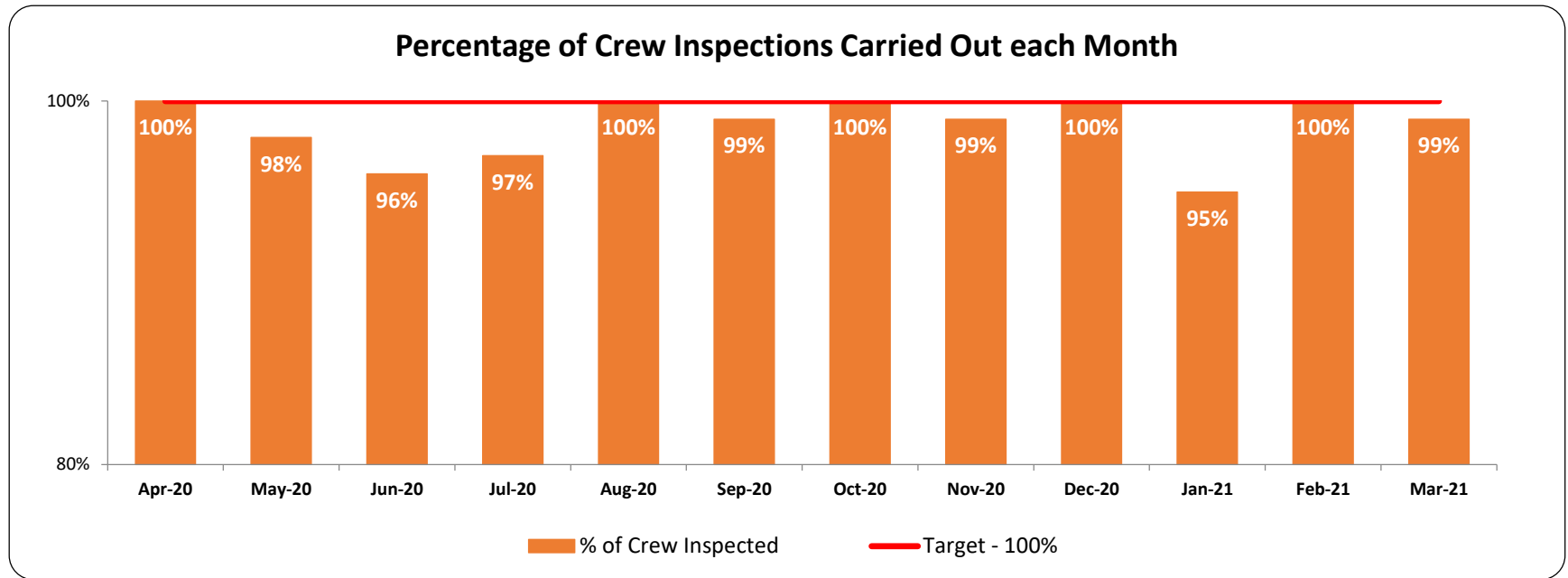


Reported Safety Concerns  
Top 5 by Incident Categories



The contract has seen a lot of Covid -19 related safety concerns. These have ranged from lack of social distancing to residents presenting used tissues in their recycling boxes. Working in partnership with CBC, these concerns have been magnificently dealt with.

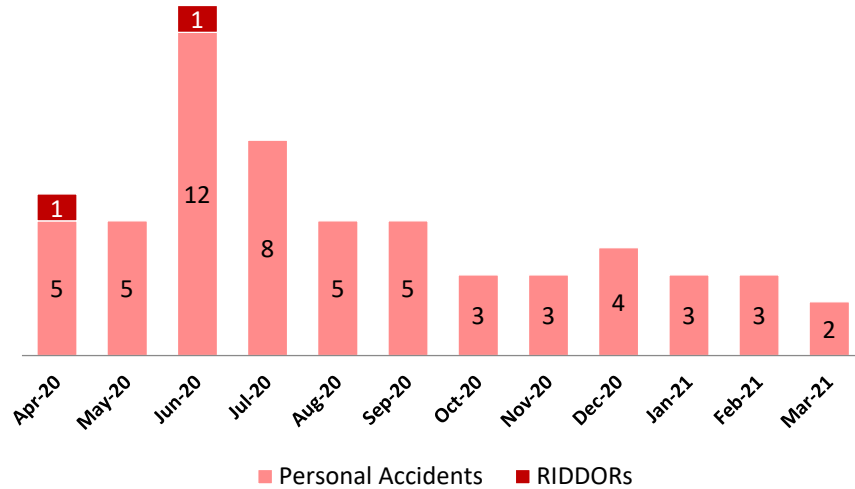
# Be Safe: Crew Inspections



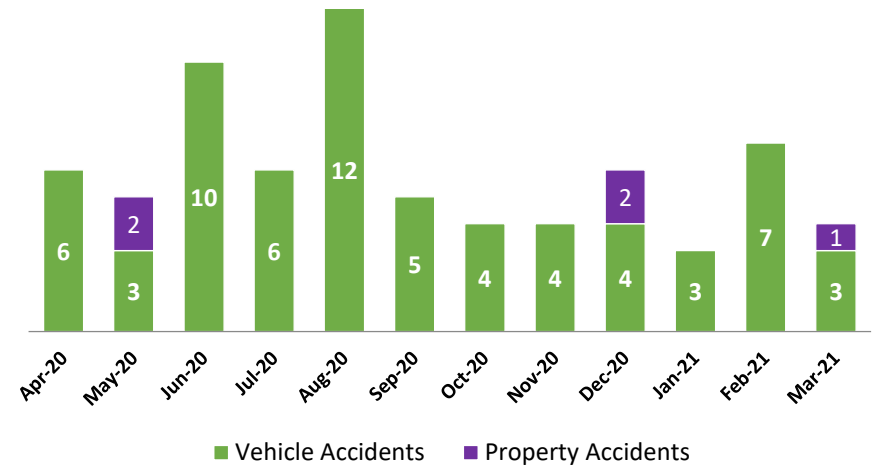
The supervisory team endeavor to carry out 100% staff crew checks and we have now introduced the use of CCTV crew checks that are randomly selected so that the crews can be monitored remotely. When this method is used, the crews are informed of any breaches witnessed and retrained where necessary.

# Be Safe: Accidents

Personal Accidents and RIDDORs



Vehicle and Property Accidents

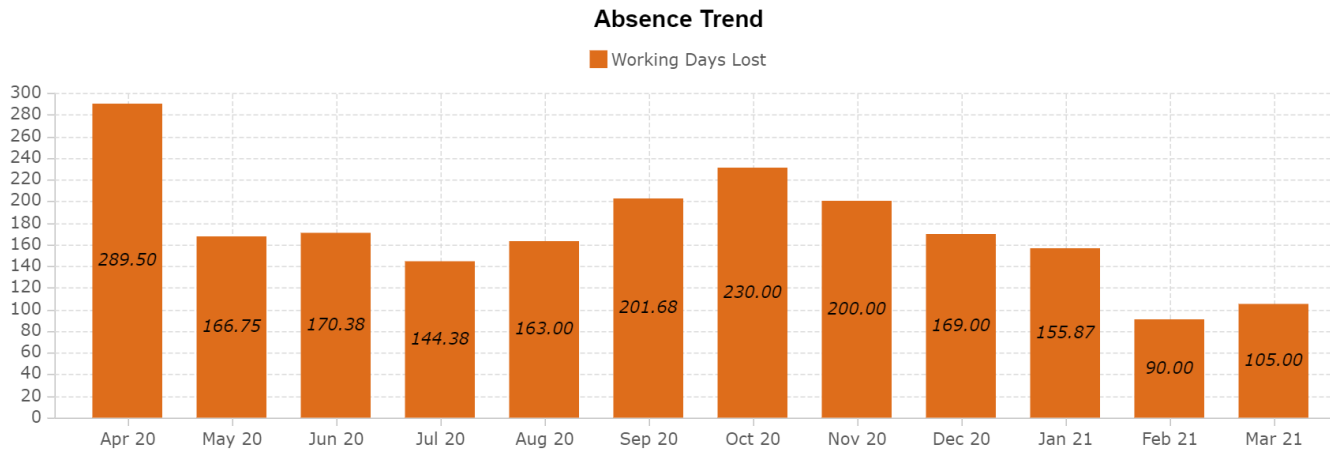


The management team carry out full investigations following all accidents. This enables us to learn from any mistakes made thus helping us reduce any future risk of accidents occurring.

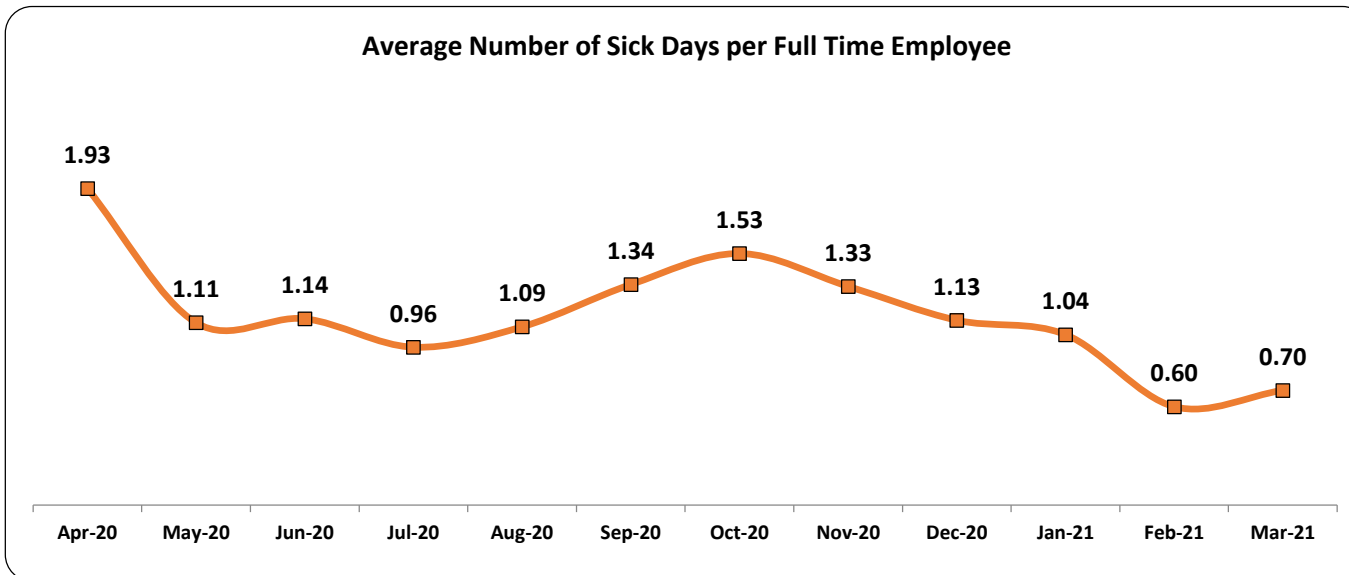
**Personal accidents:** We have seen a spike in personal accidents in June 2020 with no particular trend identified. Most of these accident were low in severity.

**Vehicle accidents:** The majority of vehicle accidents took place whilst slow manoeuvring around parked vehicles or into tight spaces.

# Absence – Cheltenham Contract

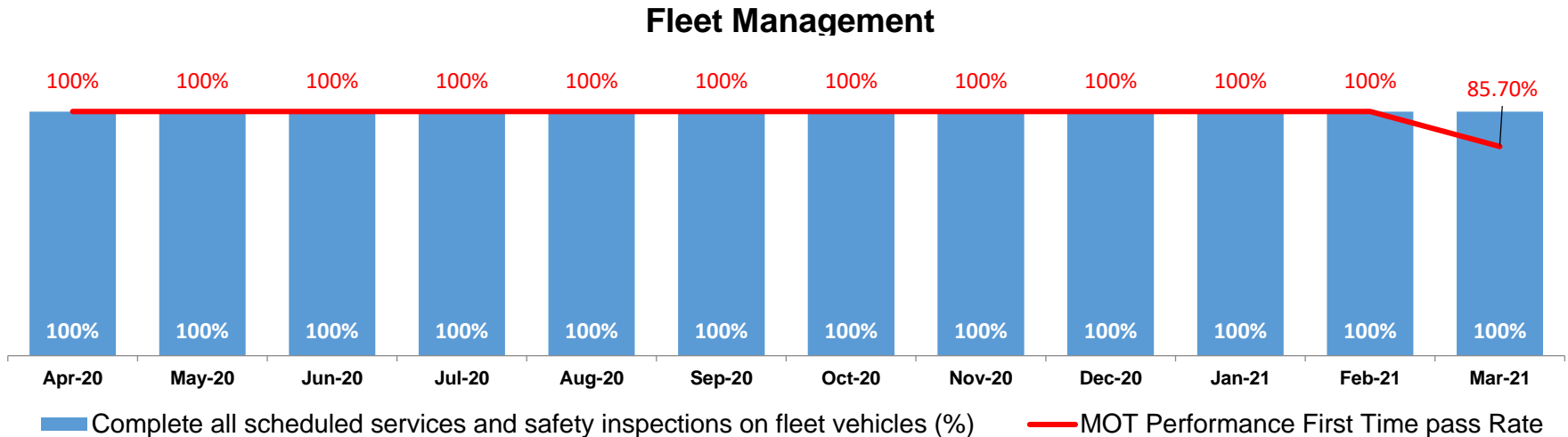


Using Ubico's absence policy, the contract has seen a large reduction in the number of absences. The management team endeavour to reduce this still further.



# Deliver Quality: Fleet

- Traffic Commissioner / DVSA Rating for 2020/21: **Green**
- Waste & Recycling Fleet Compliance Audit Score: **91.5%**
- Environmental Fleet Compliance Audit Score: **98.5%**



- The Driver Vehicle Standards Agency (DVSA) scores every operator on positive and negative 'encounters' over a rolling 3 year period. Negative encounters include MOT failures and poor inspections. Positive encounters include MOT passes and successful inspections. The rating is based on a traffic light system of Red, Amber & Green. Ubico has continued to retain its green rating throughout 2020 and 2021.
- Unfortunately, the 100% first time MOT pass rate was lost in March as a vehicle was presented with a puncture for MOT. This happened en route to the test centre and due to how scarce MOT slots were due to the pandemic it was best to present the vehicle for its original slot, then re-present it once the puncture has been fixed, at which point it passed.



# Cheltenham Projects

- Kerbside collection round optimization – ***in progress***
- Implement and review changes to street cleansing and grounds maintenance – ***in progress***
- Implement in cab technology – ***in progress***
- Mobilise direct delivery of trade waste to Javelin park – ***in progress***
- Communal property audit of recycling and refuse rounds – ***in progress***
- Explore potential for greater service integration with Tewkesbury to deliver operational efficiencies and improvements on collection rounds, trade waste and streets and grounds services – ***in progress***

# Ubico Corporate Projects

- 1% salary costs dedicated to increasing training, to support a range of improvements, particularly in operational areas and develop leadership skills in inspiring everyone to live our values - **completed**
- Consider a mechanism for staff surveys, performance review and reward scheme - **completed**
- Review driver pay to incorporate some of the long-term supplements into base salary - **in progress**
- Greater focus on wellbeing and mental health – **completed but remains ongoing**
- Explore greater integration of staffing structures in operational depots – **on hold due to Covid-19**
- Retain ISO 45001 and 14001 certification to demonstrate we are responsible and future focused and committed to delivering high standards in H&S and also improving the environment - **completed**
- Work with commissioner to jointly operate an in-cab technology to drive efficiencies – **in progress (successfully rolled out at Cotswold, West Ox to follow in autumn 2021)**
- Review fleet profiles to respond to shareholder capital strategies - **completed**
- Embed new working patterns in workshops to improve service offering - **completed**

