

Ubico Annual Report

April 2021 to March 2022



ubico

Executive Summary

2021 to 2022 brought many challenges to country as the government tried to steer the country out of the pandemic. These challenges were equally matched at a smaller level within the CBC contract, as we felt the knock on effects of the government's various decisions such as work colleagues having to self isolate which affected the operational teams daily planning on a regular basis as they did not know who was going to be walking through the gate from one day to the next. I am however pleased to say that despite this the CBC contract did operate as normal throughout the pandemic, ensuring that CBC met all of their waste and recycling statutory obligations and continued delivering an exemplary service to the residents of Cheltenham in these challenging times.

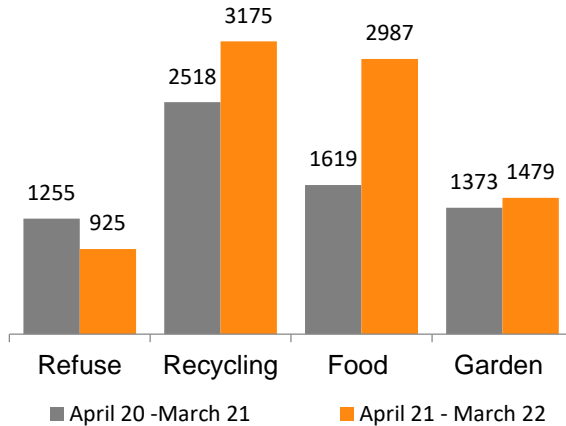
We then faced a challenge of a different kind, the national shortage of drivers. Working in partnership with the CBC client team were able to identify at an early stage some simple yet logical solutions to the issue that faced the country as a whole. The CBC client officer backed the business case to introduce a drivers supplement that made the salaries competitive with other similar roles at external companies meaning that we were able to keep hold of the majority of our LGV drivers. CBC also backed Ubico financially by making extra monies available for us to be able to upskill loaders into the role of LGV drivers. I am pleased to report that 5 loaders took this opportunity and are currently now LGV drivers on the contract.

The contract also saw some major changes in the management team as we have appointed two new operations managers. The grounds maintenance operation had an internal restructure that provided both succession planning, and has helped with the development of the current staff as we have been able to identify staff to obtain formal qualifications through the apprentice route.

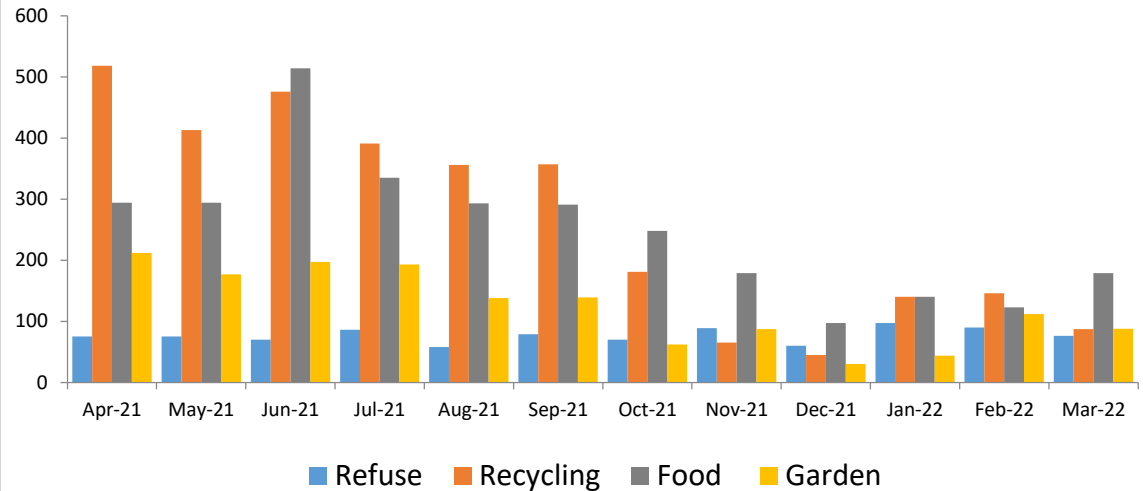
This year the contract is in the process of introducing in cab technology to help identify and streamline current processes used by both Ubico and CBC, it is an exciting project that will only further improve the contract and its future ability to succeed.

Deliver Quality Missed Collections

Number of Missed Collections
per waste stream



Monthly reported missed collections



Recycling collection:

In total the missed recycling collections has increased this year. In total the missed recycling collections has increased this year. It peaked in Apr 2021, we have seen a reduction from Sept 2021, this trend has continued into 2022.

Refuse collection:

Refuse missed bin collections have dropped in the year by over 25%.

Garden waste collection:

Garden waste missed collections have slightly increased from last year. First quarter of last year numbers were high due to absenteeism, reliance on agency staff and familiarisation of new staff. We have seen these numbers improve month on month.

Food waste collection:

Food waste missed collections overall have increased year on year. Three months last year there was a high volume of missed bins as agency and new Ubico staff bedded in. We have since seen an improvement in these numbers.

Deliver Quality Collections April 2021 - March 2022

Total collections: 6,699,132

Total missed collections: 5,331

Target: 99%

Collection Accuracy: 99.92%

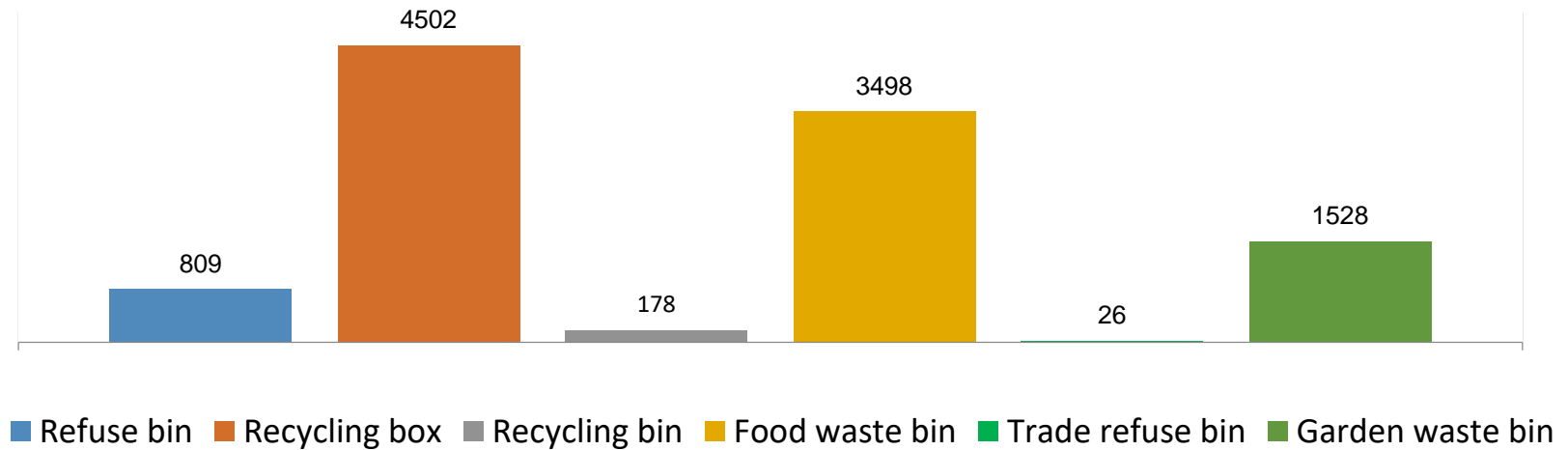
Ubico have achieved the desired target of collections for the year we will continue to improve this accuracy and can only envisage a further improvement with the introduction of In cab technology.

The Ubico logo is located in the bottom right corner of the slide. It consists of the word "ubico" in a white, lowercase, sans-serif font, enclosed within a white rounded rectangular shape with a green border. The logo is positioned over a decorative background of green and yellow curved shapes.

ubico

Deliver Quality Bin Requests

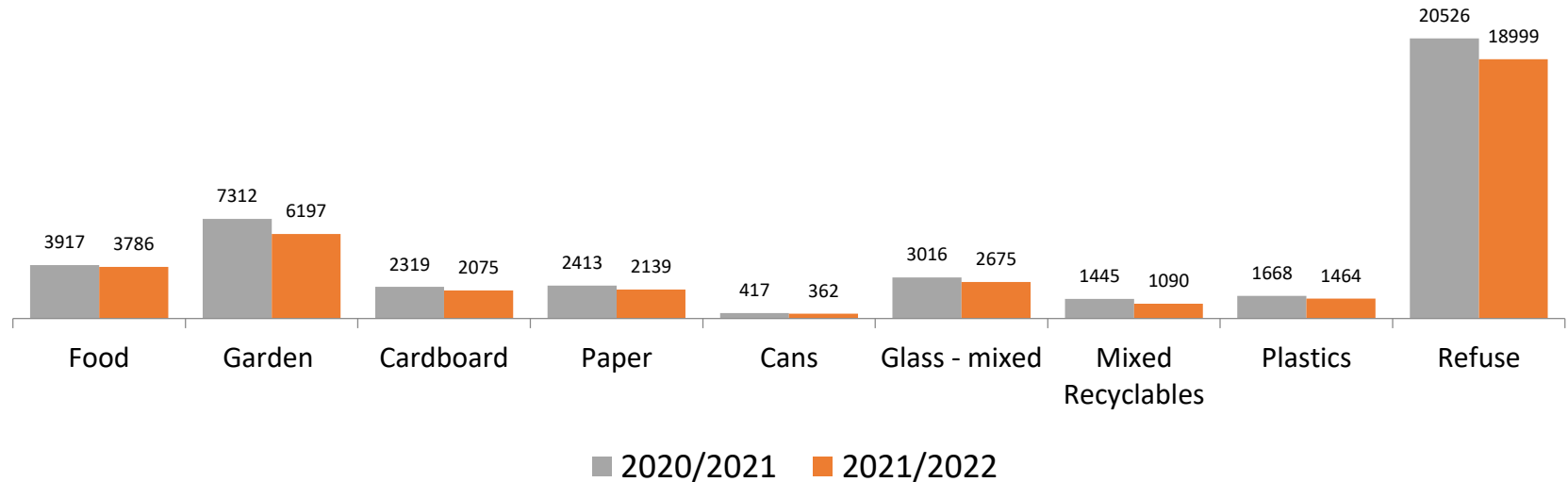
Number of Bins Requested



Due to the excellent kerbside recycling service offered by CBC in partnership with Ubico we continue to see a large volume of requests for recycling boxes and food waste bins.

Deliver Quality Tonnages

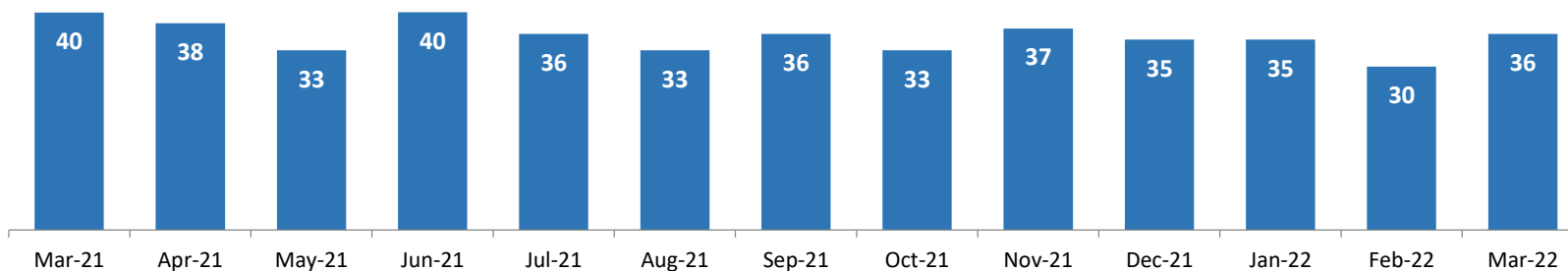
Yearly tonnage by Waste Stream - kerbside



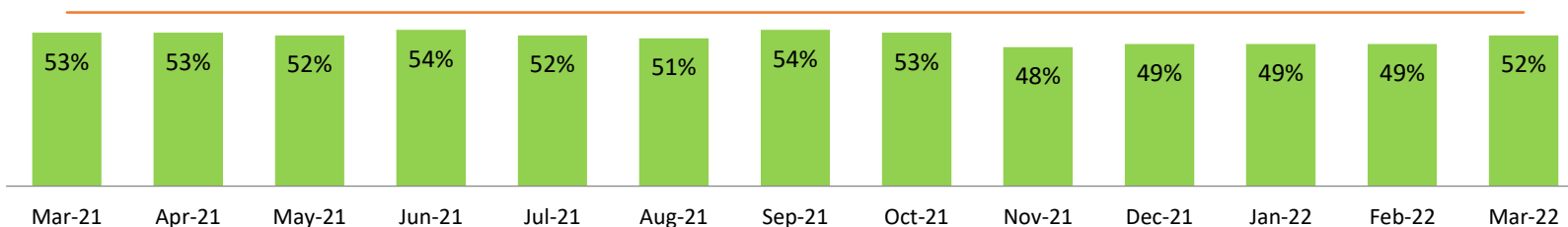
There has been a reduction across all waste streams in tonnages presented kerbside. The national drive to be more sustainable and create less waste is having an effect on these figures as many manufacturers continue to invest in less packaging therefore creating less waste.

Deliver Quality Household Waste

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



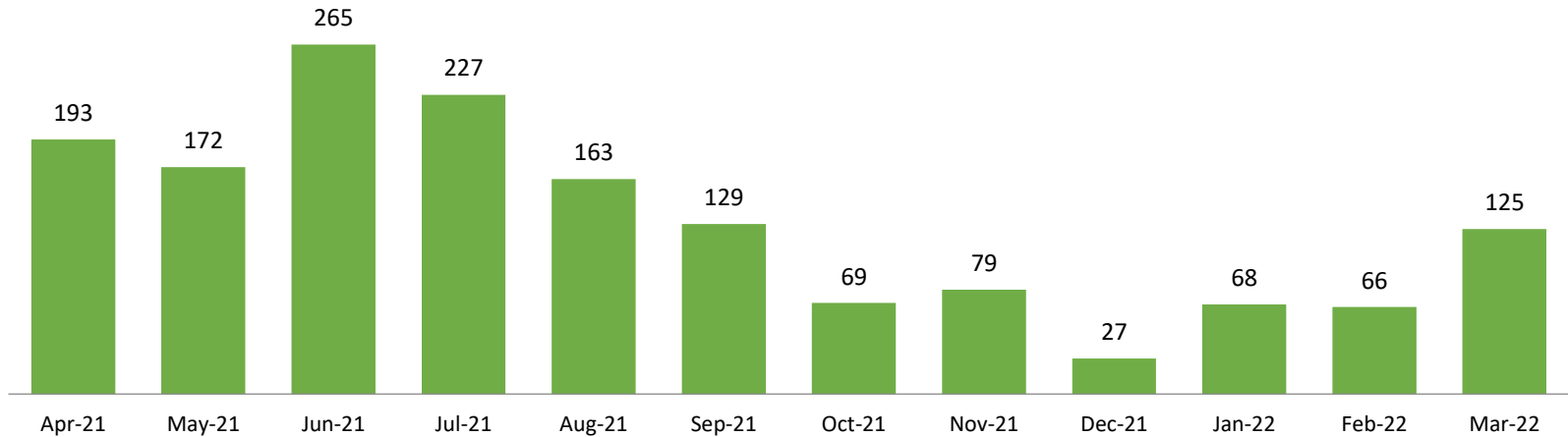
NI 192 (%) Household waste reused, recycled and composted by month



Target = 60%

Deliver Quality New Garden Waste Subscriptions

Number of New Garden Waste subscriptions

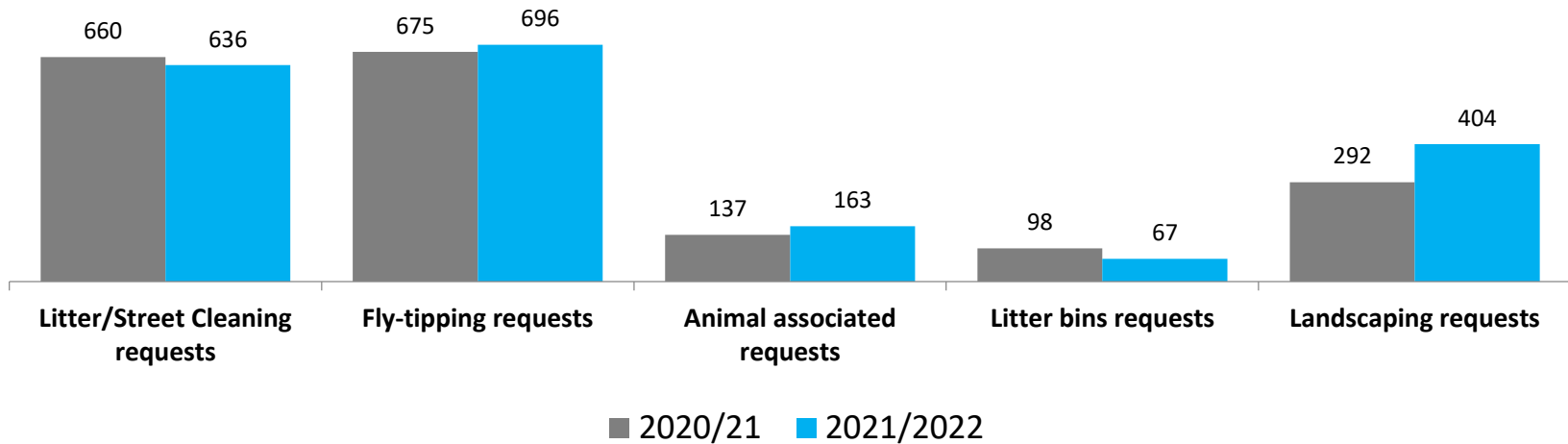


Garden waste bins subscriptions have seen the annual trend as expected with over 1500 new subscriptions.

Care for our Environment

Grounds Maintenance Requests

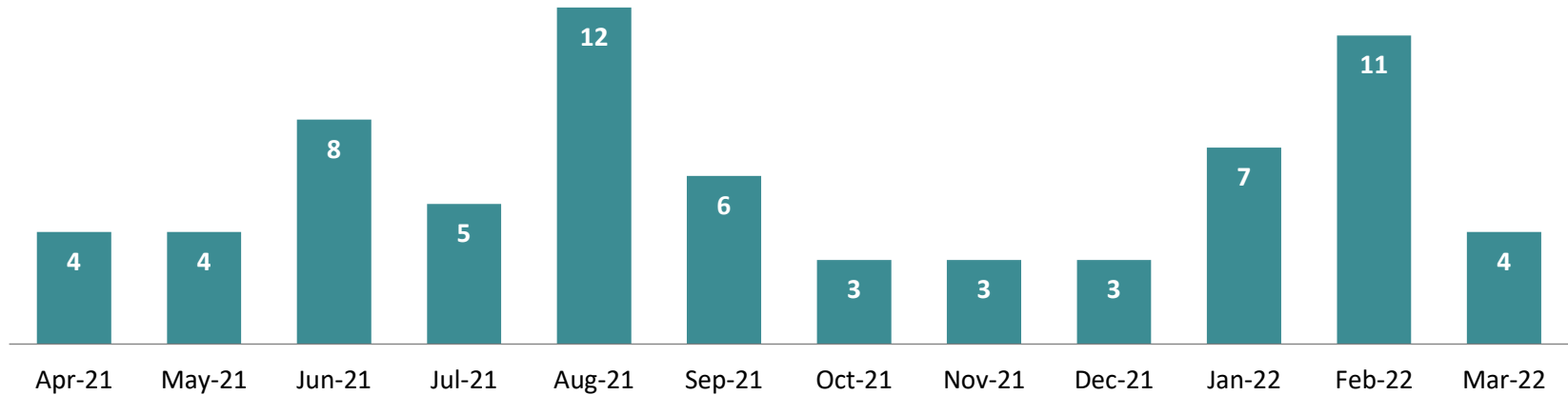
Number of Grounds Maintenance Associated Requests



Over the last year we have seen an increase in requests for fly tipping, landscaping requests and animal associated requests. The Ubico team in partnership with CBC have managed to complete these requests.

Be Safe Overweight

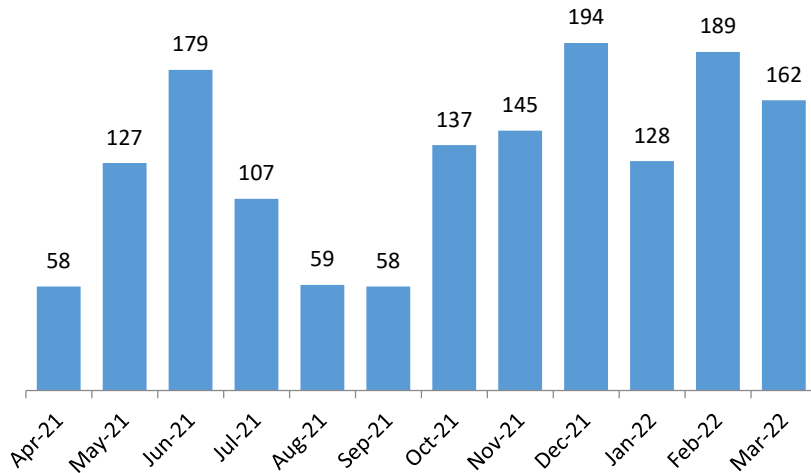
Number of Overweight Tickets



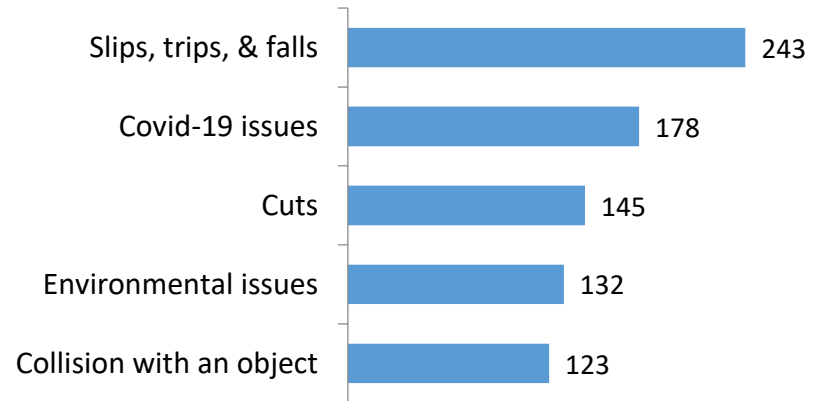
Overweight tickets have continued in small numbers, Ubico staff are retrained and monitored following any of these incidents so that the company remains compliant.

Be Safe Safety Concern Reporting

Reported Safety Concerns



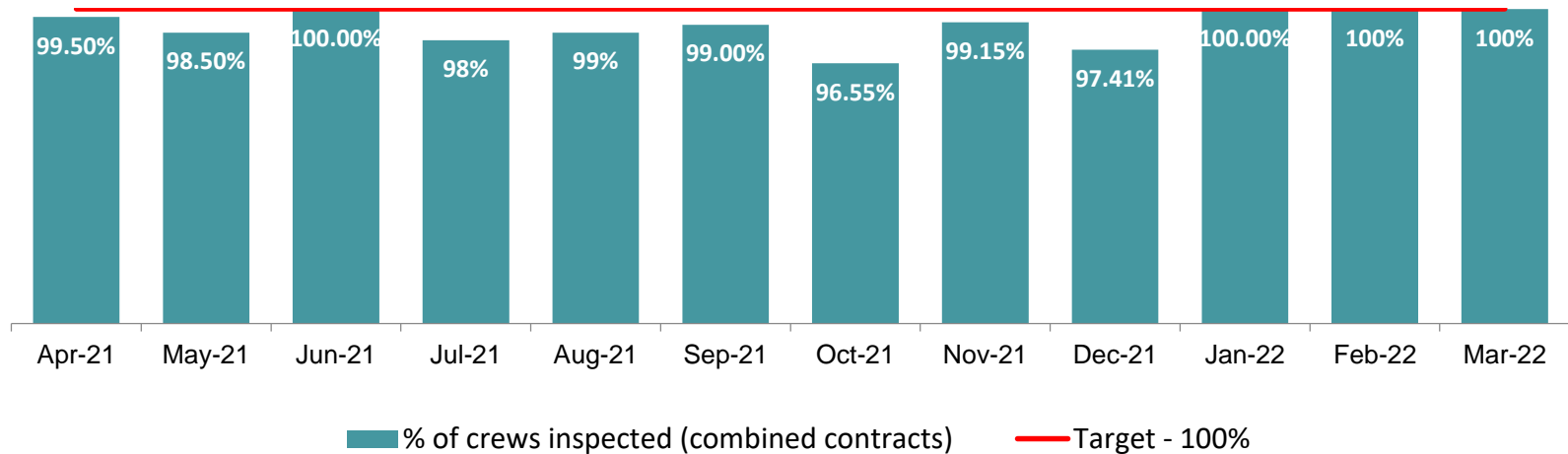
**Reported Safety Concerns
Top 5 by Incident Categories**



Safety concerns have continued to be reported in strong numbers, Ubico actively encourage reporting of concerns to allow the business to resolve potential issues before they become a problem.

Be Safe Crew Inspections

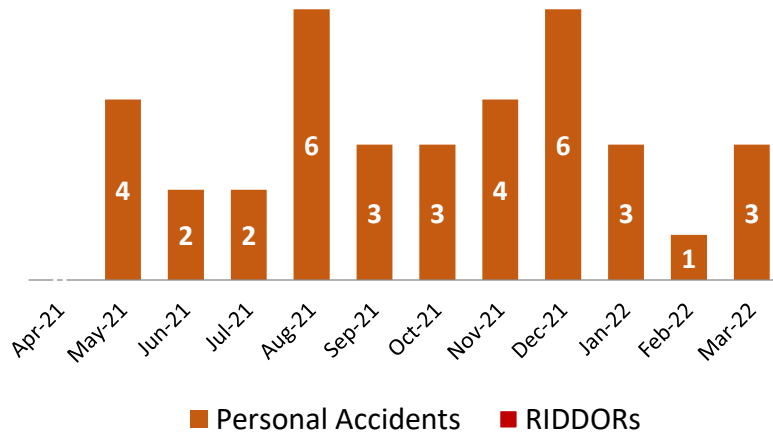
Percentage of Crew Inspections carried out each month (combined contracts)



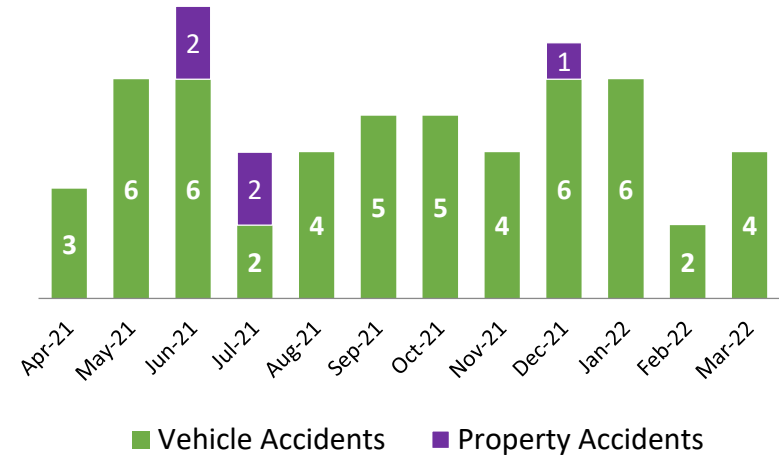
Ubico Cheltenham have seen a few dips in achieving the 100% inspections rate over the year. We have started 2022 with full compliance and this will continue into 2022/23.

Be Safe Accidents

Personal Accidents and RIDDORs



Vehicle and Property Accidents

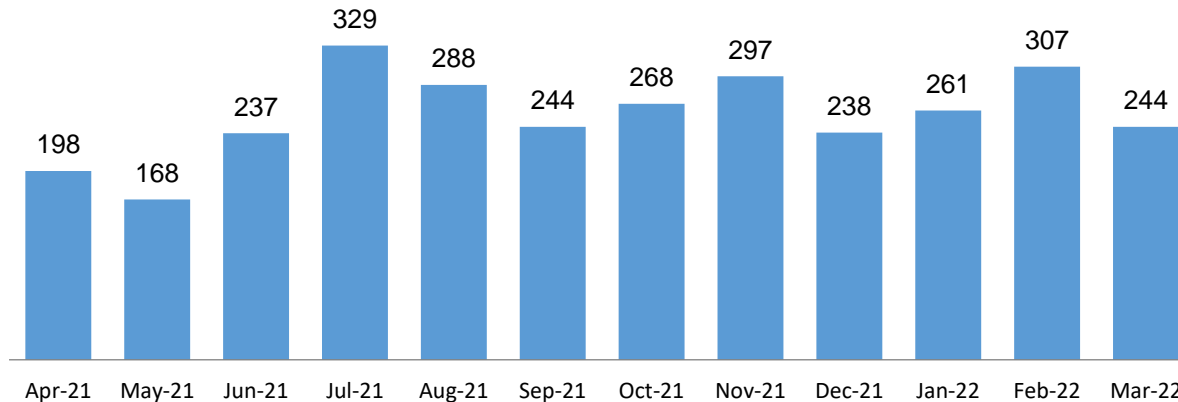


There have been no RIDDORs reported in the year and we have seen no peaks in accident reporting. With re training and following the procedures in place we continue to review and retrain employees to reduce the risk of accidents or incidents.

Absence Cheltenham Contract

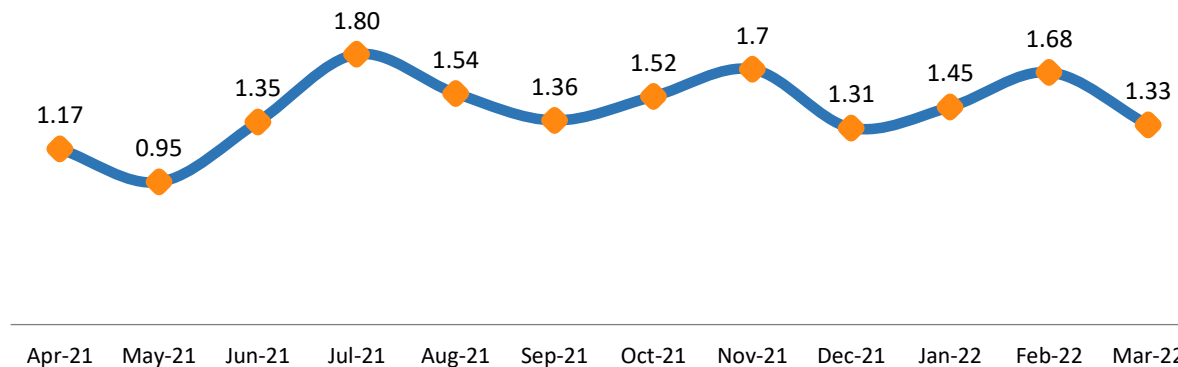


Absence Trend: working days lost



Through the pandemic absenteeism increased as the country came to terms with the rules of isolation. We are still feeling these affects as employees are still staying away from work if they have cold like symptoms.

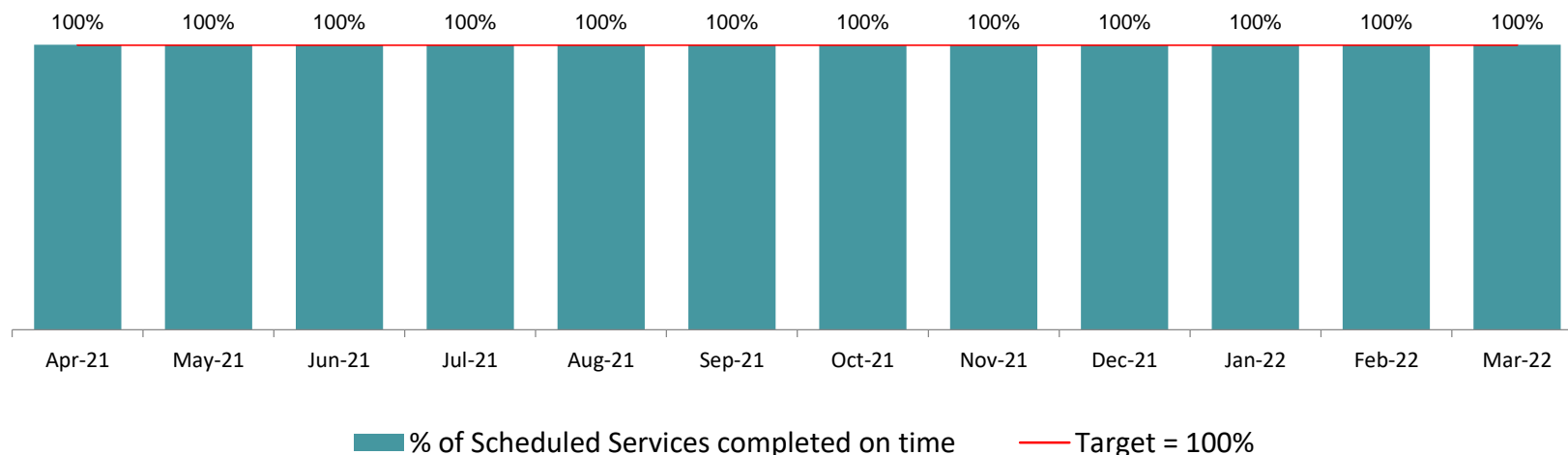
Average number of working days lost per month per full time employee



Deliver Quality Fleet

- Traffic Commissioner / DVSA Rating for 2021/2022: **Green**
- Compliance Audit Score: **91.53%** (average, combined contracts)

Fleet Management
% of scheduled services completed on time



- Cheltenham have maintained the 100% scheduled services throughout the year. Keeping Cheltenham Ubico with a green DVSA score.

Cheltenham Projects

- Kerbside collection round optimisation - *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 - *Completed*
- 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*, *Streets* and *Grounds* services - *in progress*