

# CHELTENHAM ANNUAL REPORT



## EXECUTIVE SUMMARY

### **Slide 6 & 7: Health and Safety**

The management team has been dedicated to enhancing the health and safety culture within the contract. Active promotion of safety concern reporting has been a key focus, with operatives fully engaged in the process and receiving feedback for each concern reported. Ubico has launched the G.O.A.L. (Get Out and Look) campaign to minimise reversing accidents, resulting in a noticeable reduction in such incidents. All reported accidents undergo thorough investigation, and involved drivers must complete a driving assessment. Quarterly crew inspections ensure adherence to safety protocols, with monthly inspections for agency employees.

### **Slide 8: Missed Properties**

The implementation of in-cab technology (Alloy) has significantly aided the supervisory team in reducing missed property collections. Customer services now have more robust evidence to address resident reports of missed collections, reflected in the high first-time collection rate of 99.95%, surpassing the target of 99%. Alloy has enabled the management team to identify and address issues and trends effectively.

## EXECUTIVE SUMMARY

### **Slide 9: Container Requests and Deliveries**

The in-house delivery teams have excelled in container delivery speed. The data shows that more garden waste receptacles were delivered than requested due to operating two delivery systems part of the year. The figures presented include data from both systems.

### **Slide 10 & 11: Kerbside Waste Collected (Tonnes)**

Ubico has seen a decrease in kerbside refuse tonnage, which is positive. However, there is also a decline in kerbside food waste and recycling collection. Efforts are underway with the client team to understand trends affecting these figures. The garden waste collection service remains popular, with 1,388 new subscribers from April 2023 to March 2024, contributing to a significant increase in collected tonnage.

## EXECUTIVE SUMMARY

### **Slide 12 & 13: Other Requests**

Increasing garden waste subscriptions boost council revenue and recycling rates. The street cleansing division has experienced a rise in litter and cleansing requests, managed case-by-case with the client team. Fly-tipping remains a challenge, with an average of 68 requests monthly, addressed within the service level agreement timeline. The environmental services team consistently acts on service requests promptly, enhancing Cheltenham's aesthetic appeal.

### **Slide 14: Complaints and Compliments**

Ubico values compliments, sharing them with the involved crews to foster a positive work environment. All complaints are thoroughly investigated to achieve amicable resolutions and identify lessons learned for improving resident and visitor experiences in Cheltenham.

## EXECUTIVE SUMMARY

### **Slide 15: Absence**

Ubico's initiative-taking approach to staff absences includes onsite mental health first aiders and an employee assistance helpline, helping to reduce short-term absences. Adherence to absence and sickness policies ensures fair treatment for all colleagues.

### **Slide 16: Fleet Management**

The Cheltenham contract management team prioritises fleet compliance, achieving a 98.3% internal audit score, covering driver hours, defect reporting, and more. Overweight vehicle reports include minor excesses, with a structured process to address these issues. Ubico's green operator status from the DVSA underscores its compliance and excellence in vehicle operations.

# HEALTH & SAFETY INFORMATION

## DEFINITIONS

**SAFETY CONCERN (Near Miss)** = any unplanned event that could have caused physical injury or property damage but didn't.

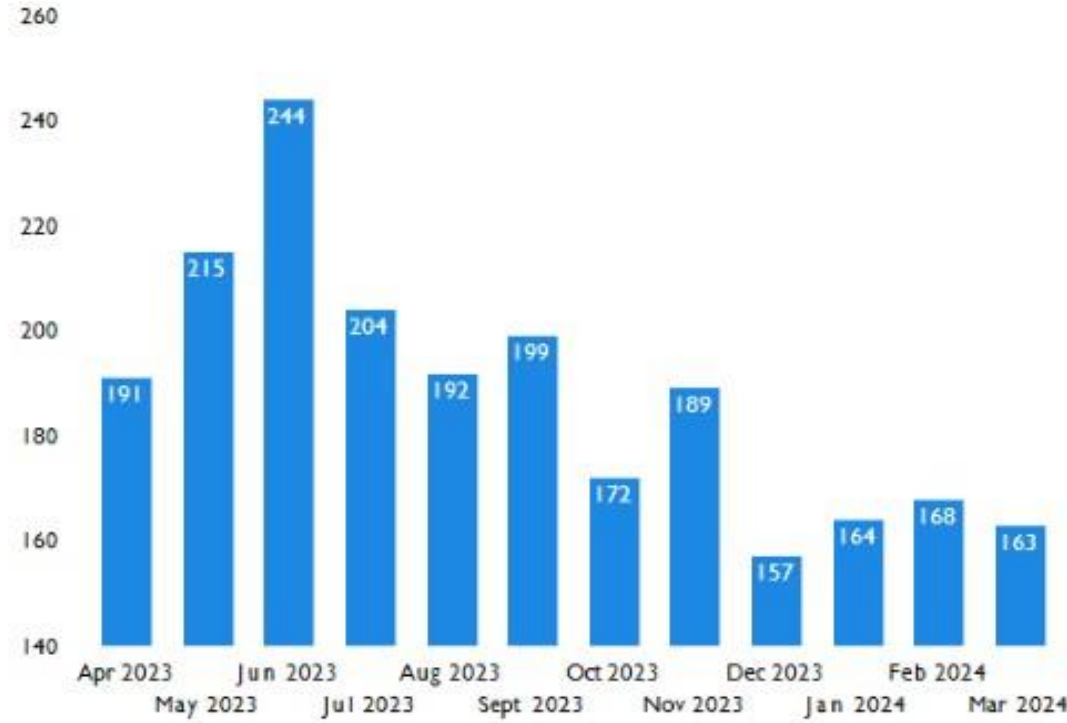
**PERSONAL ACCIDENT** = an incident that resulted in physical injury.

**RIDDOR** = incident that resulted in physical injury, and must be reported to Health & Safety Executive under the RIDDOR - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.

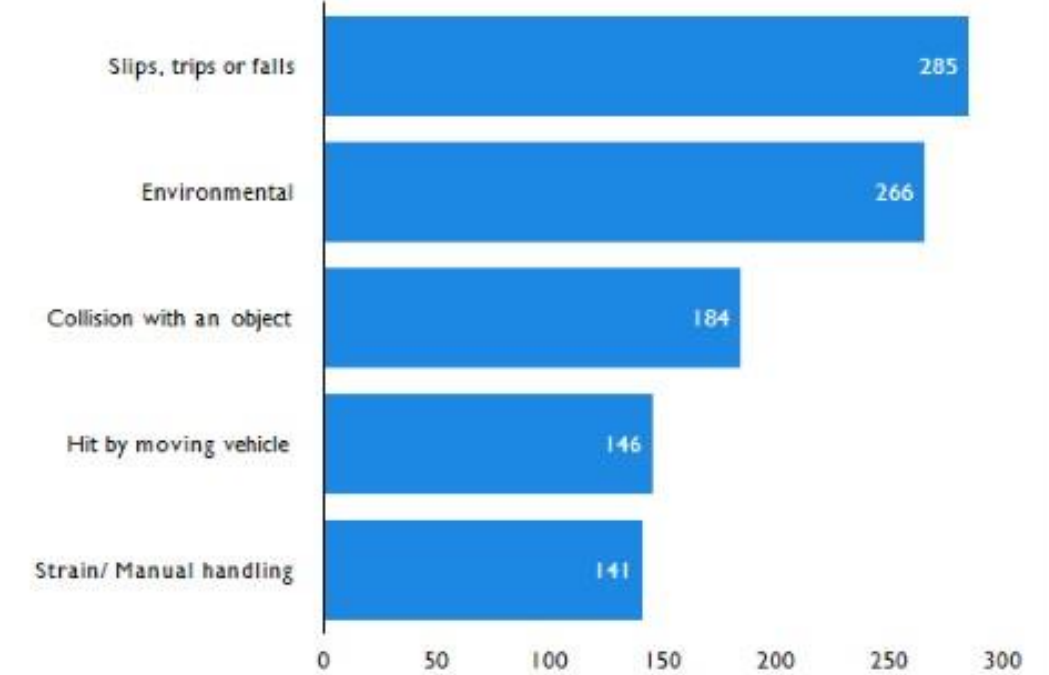
**VEHICLE ACCIDENT** = any incident that is alleged to have involved a vehicle, or the vehicle crew during the activity, be it damage to another vehicle or property.

**PROPERTY ACCIDENT** = an incident which did not have a vehicle as primary use for the activity, for example using push-behind unregistered mowers, resulting in damage to any other property.

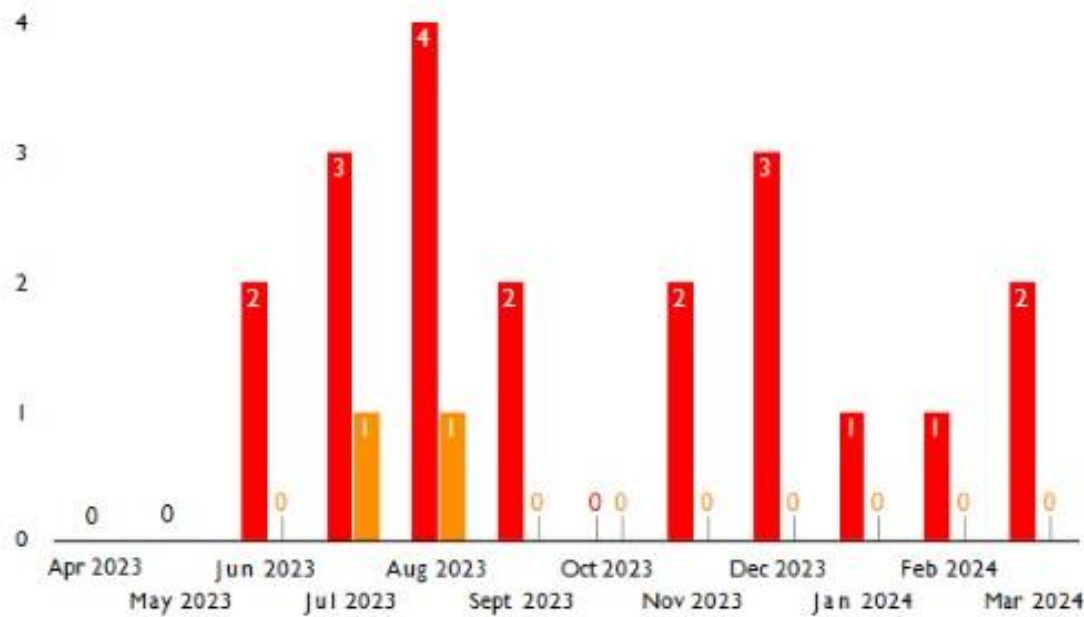
## Safety Concerns Reported



## Safety Concerns - Top 5 by Incident Category



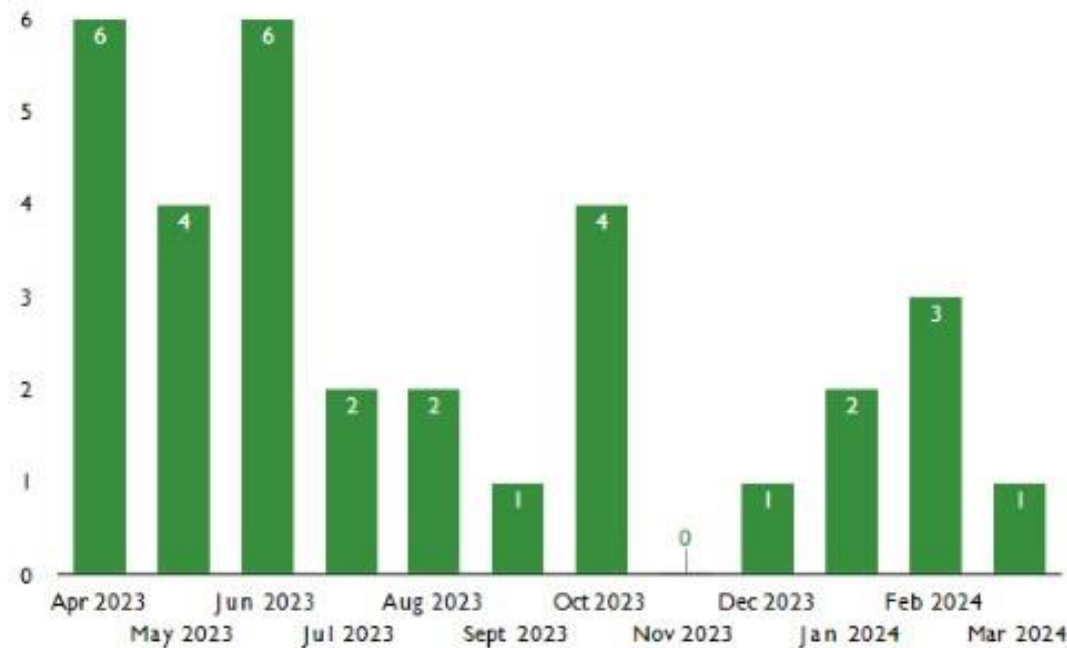
## Personal Accidents & RIDDORs



Personal Accidents

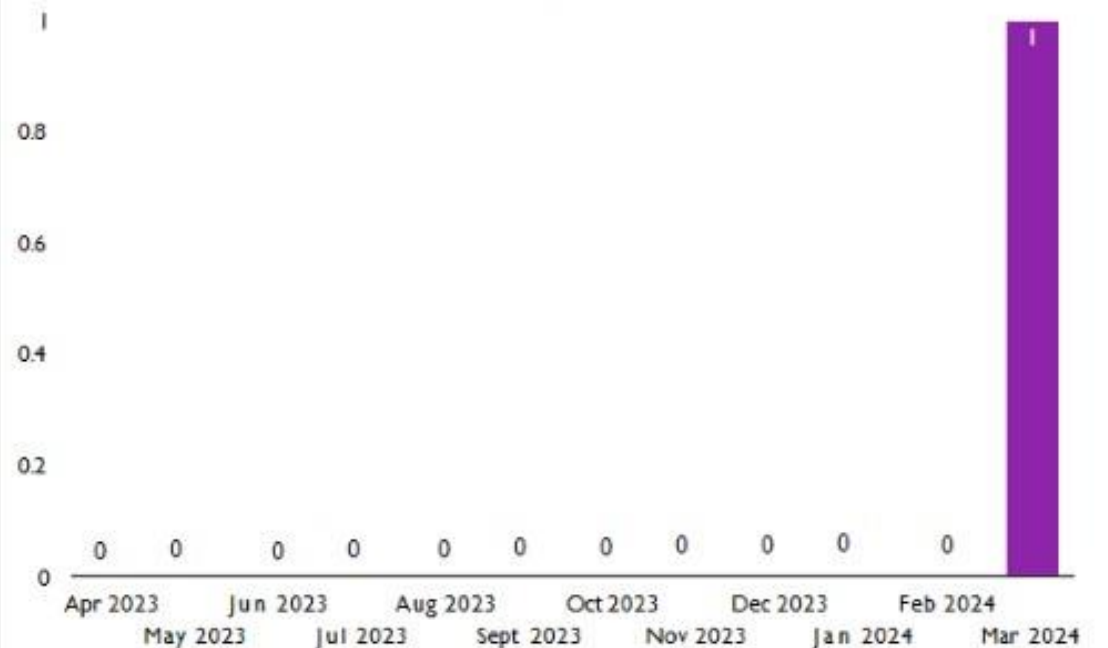
RIDDORs

## Vehicle Accidents



A blank column represents no vehicle accidents for that particular period.

## Property Accidents



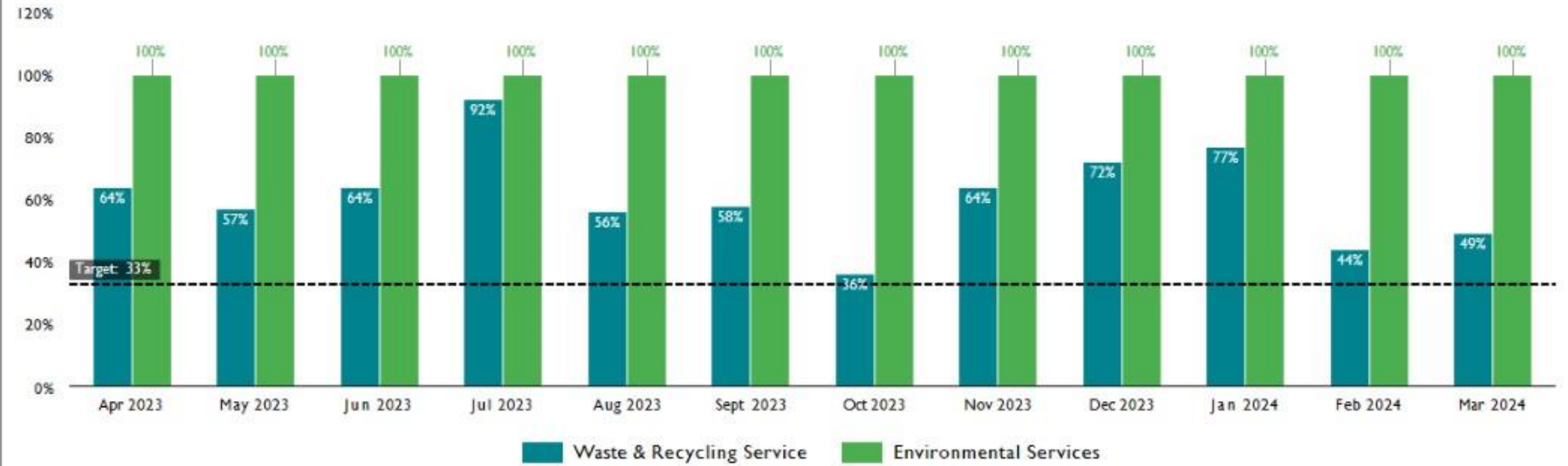
A blank column represents no property accidents for that particular period.

# HEALTH & SAFETY INFORMATION

## DEFINITION

**CREW INSPECTION** = an unannounced Health & Safety inspection carried out to ensure that all Ubico employees are following the safe working procedures associated with the tasks they are performing.

## Crew Inspections



# MISSED PROPERTIES

Property Visits  
**4,720,392**

Total Missed Properties  
**2,559**  
↓ -1,392 from previous year

Collection Accuracy  
**99.95%**  
Target: 99%

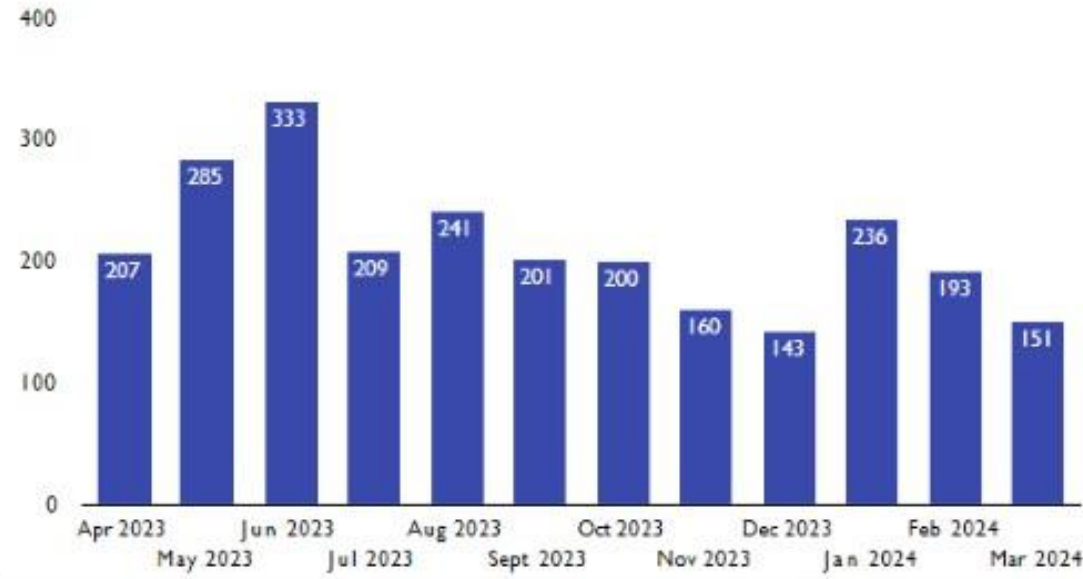
Garden - Missed Properties  
**571**  
↓ -669 from previous year

Food - Missed Properties  
**511**  
↓ -417 from previous year

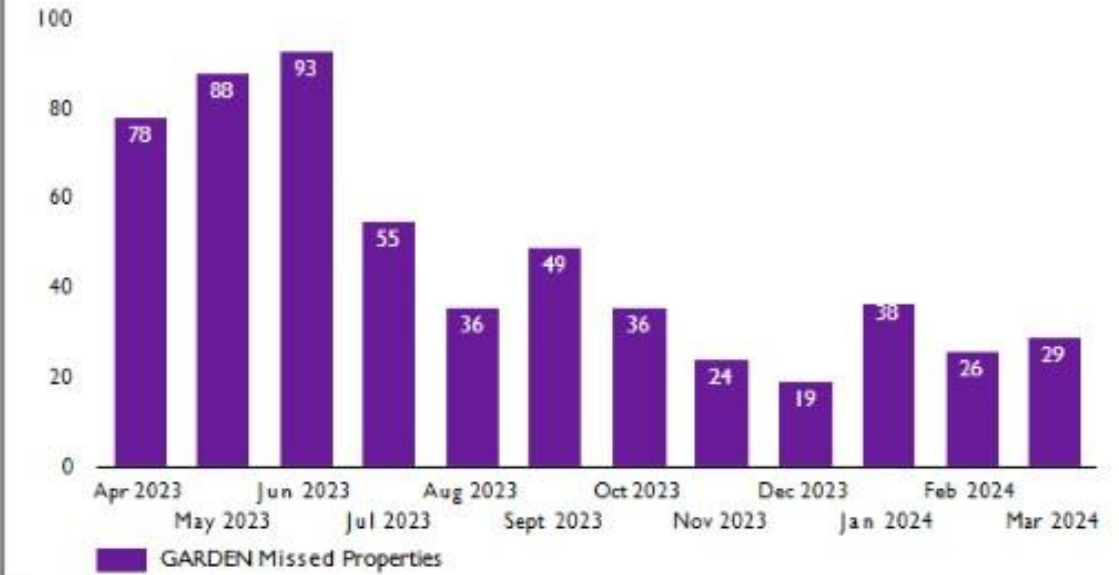
Refuse - Missed Properties  
**643**  
↓ -147 from previous year

Recycling - Missed Properties  
**834**  
↓ -159 from previous year

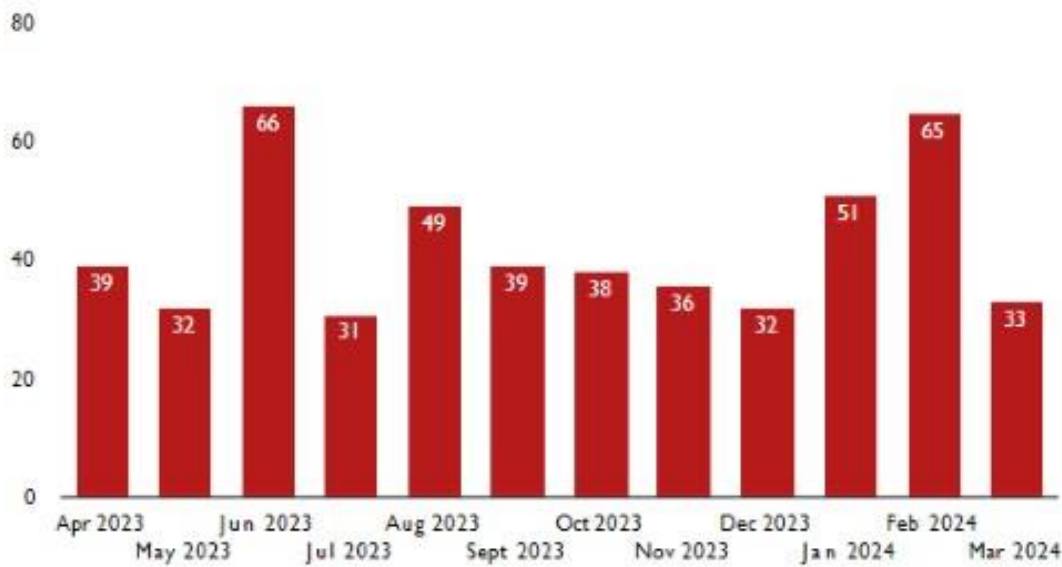
Missed Properties - All Waste Streams



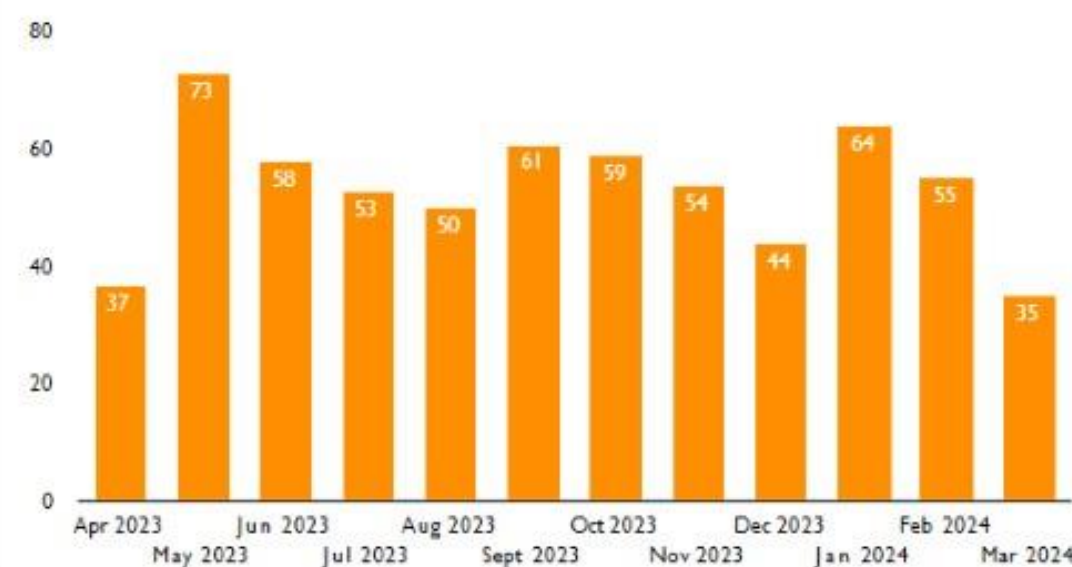
Garden Waste - Missed Properties



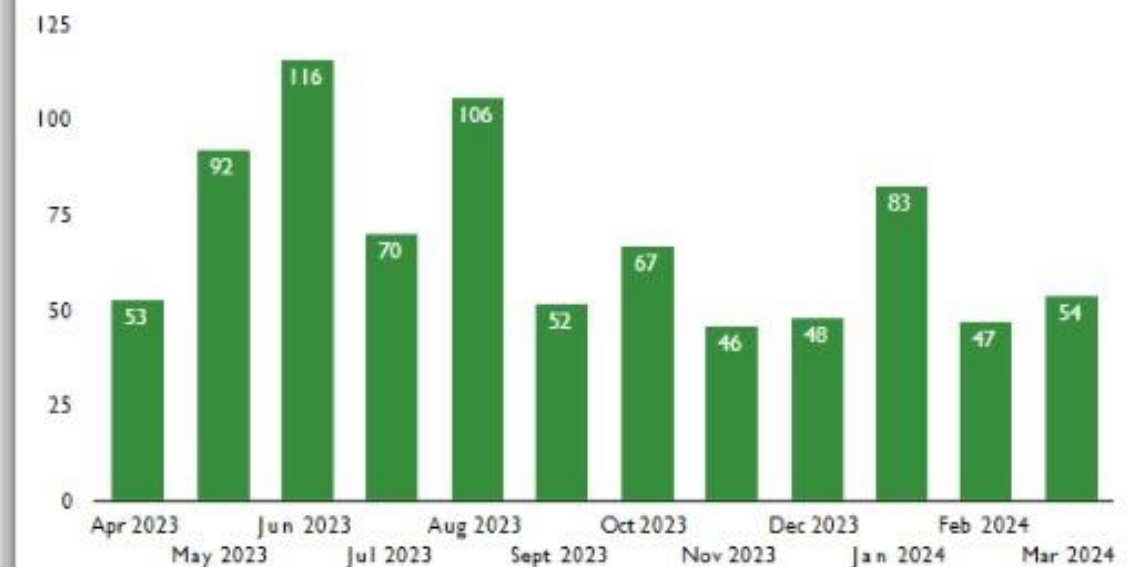
Food - Missed Properties



Refuse - Missed Properties

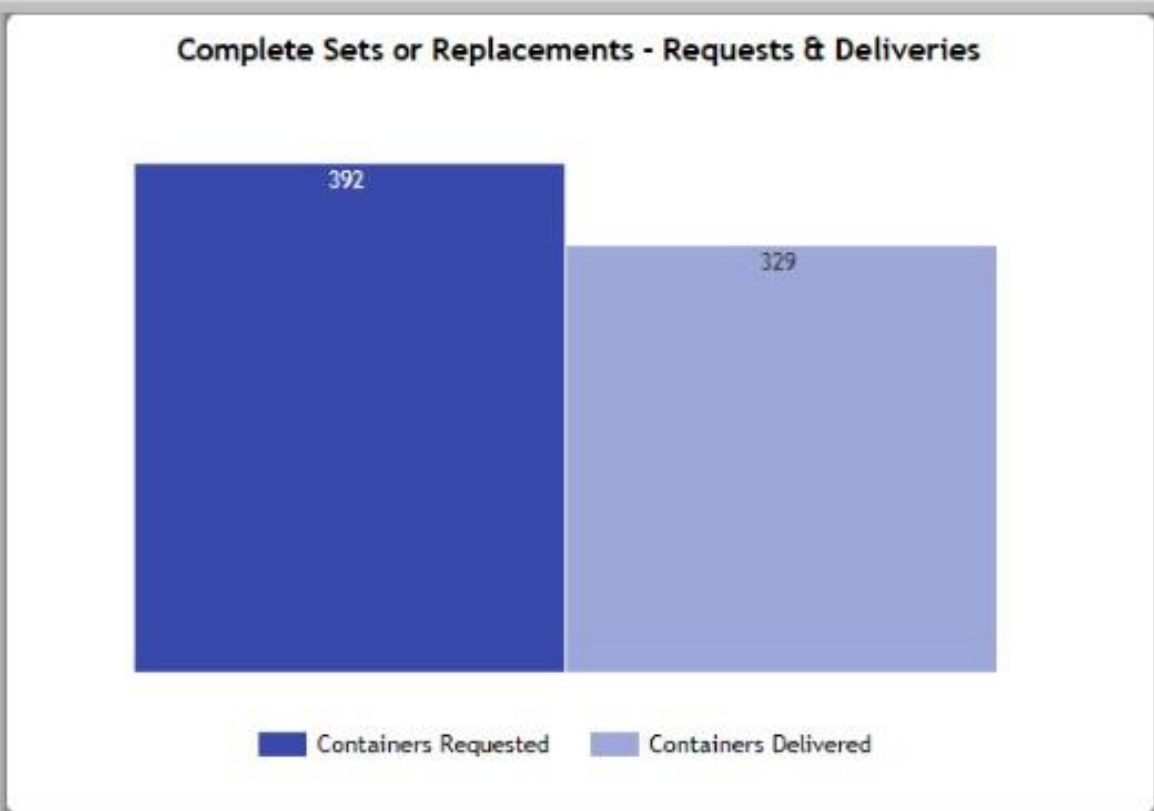
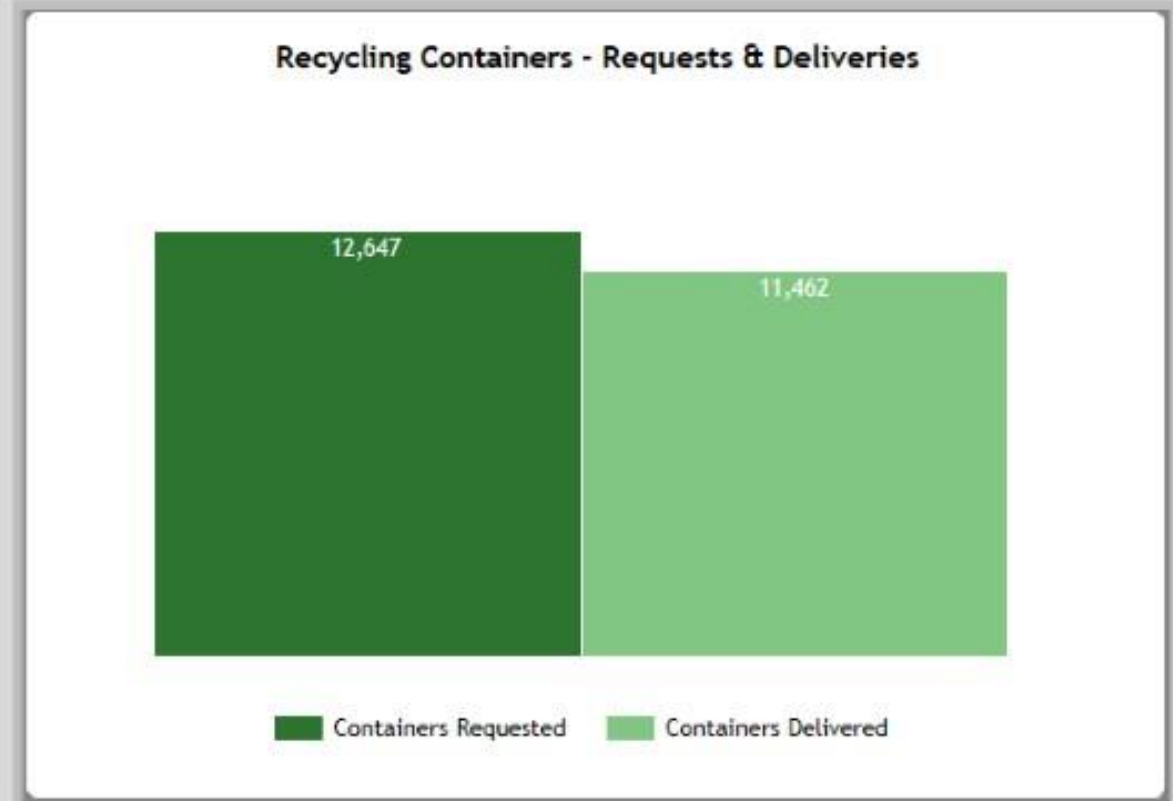


Recycling - Missed Properties

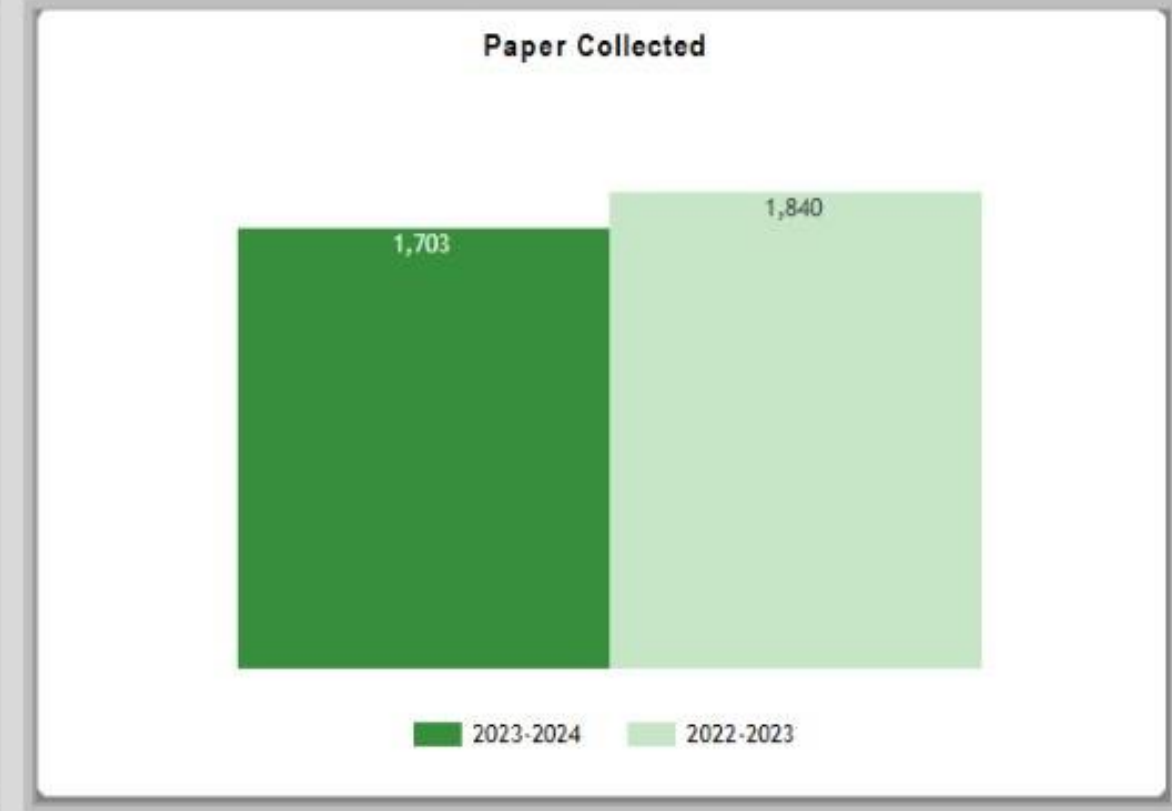
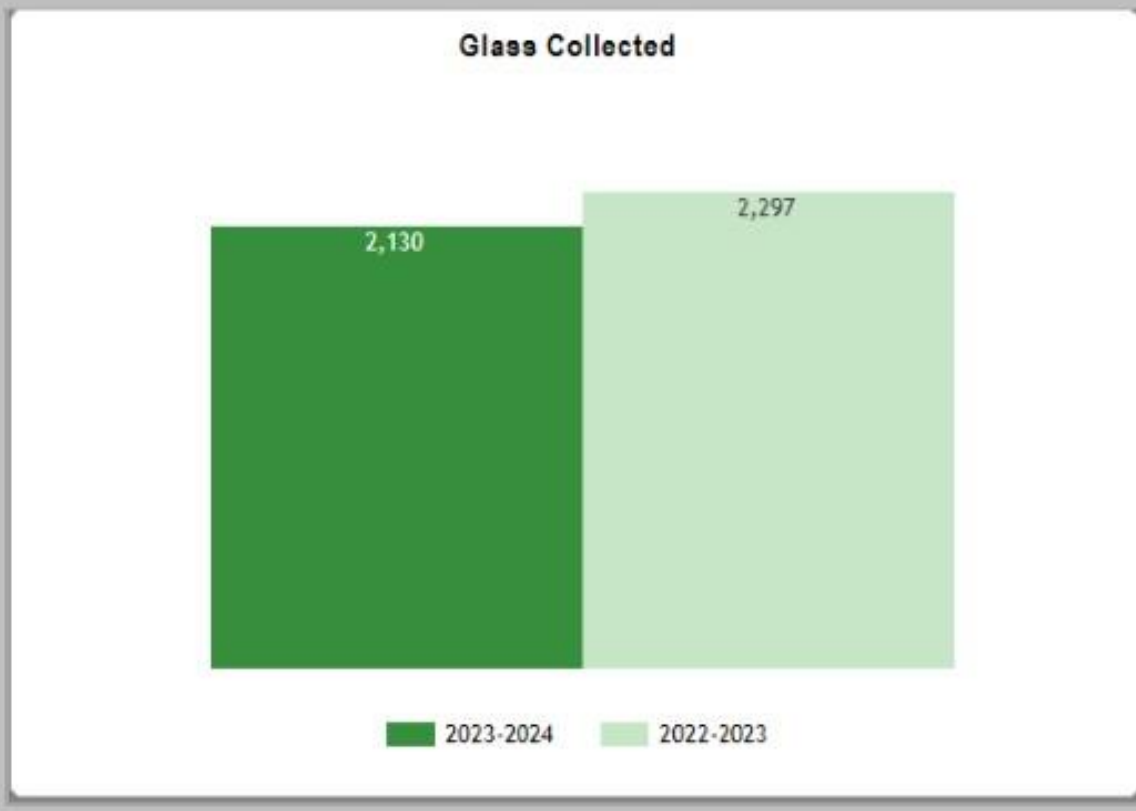
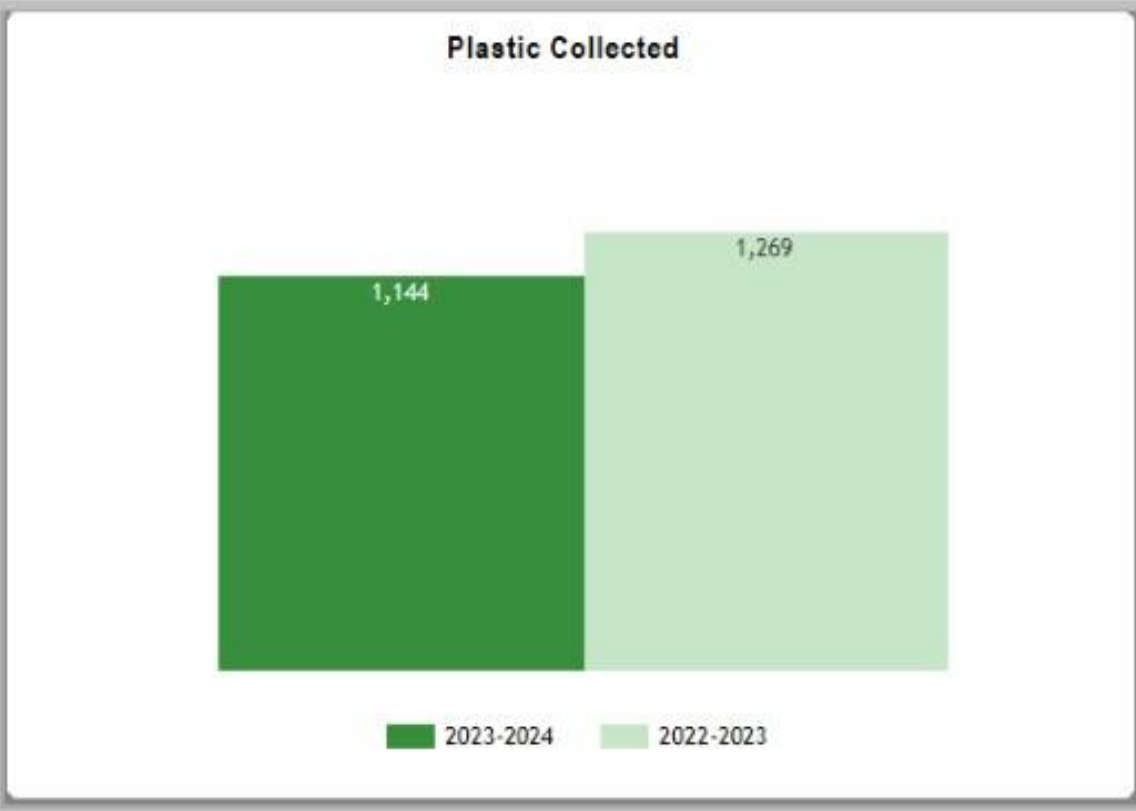
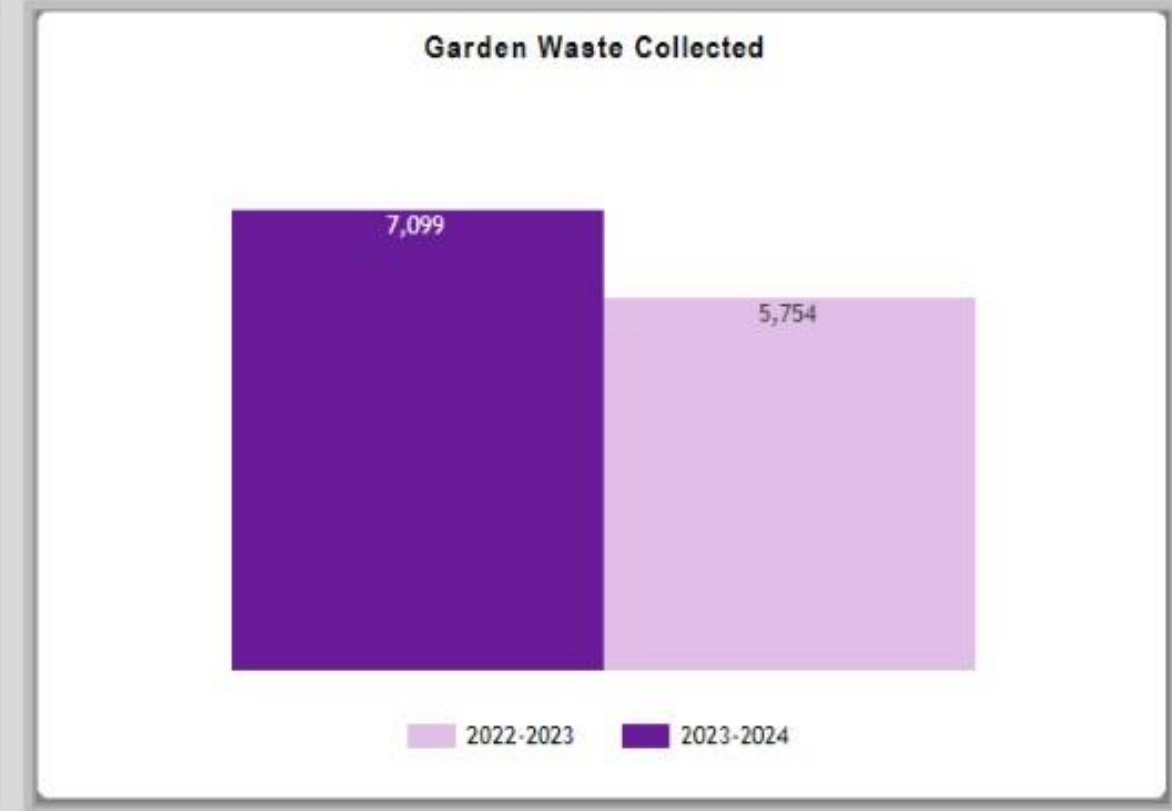
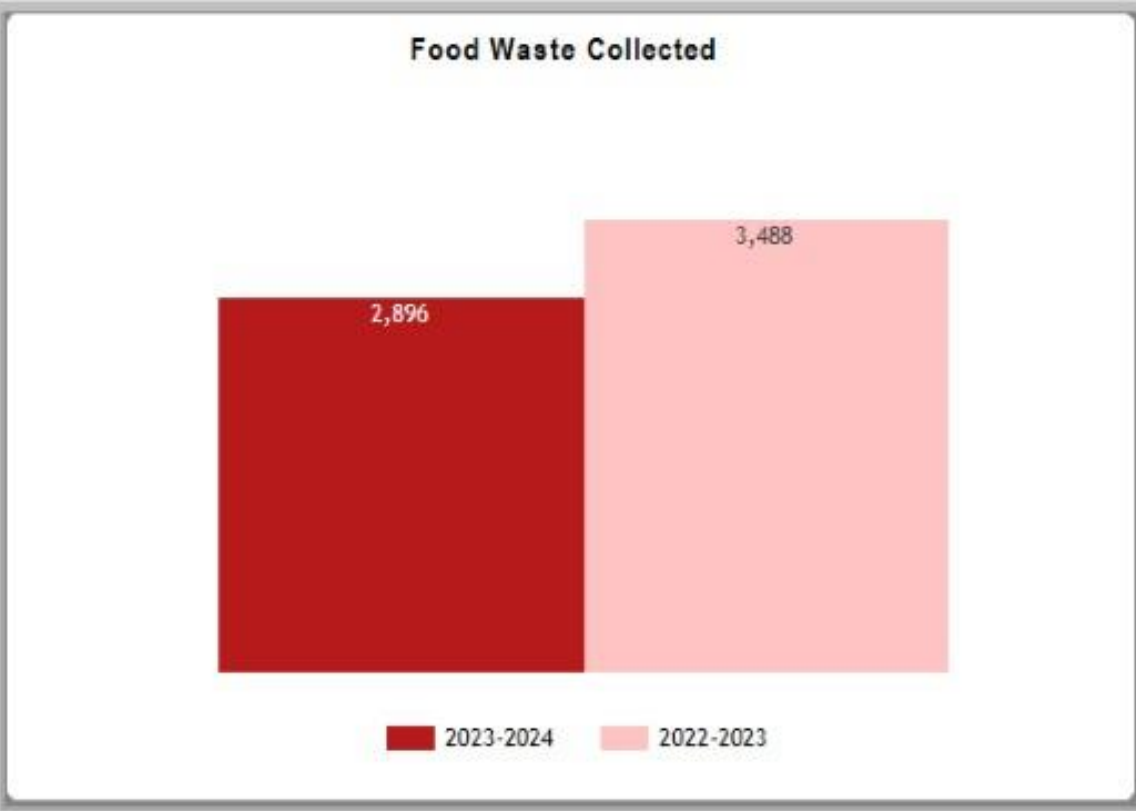




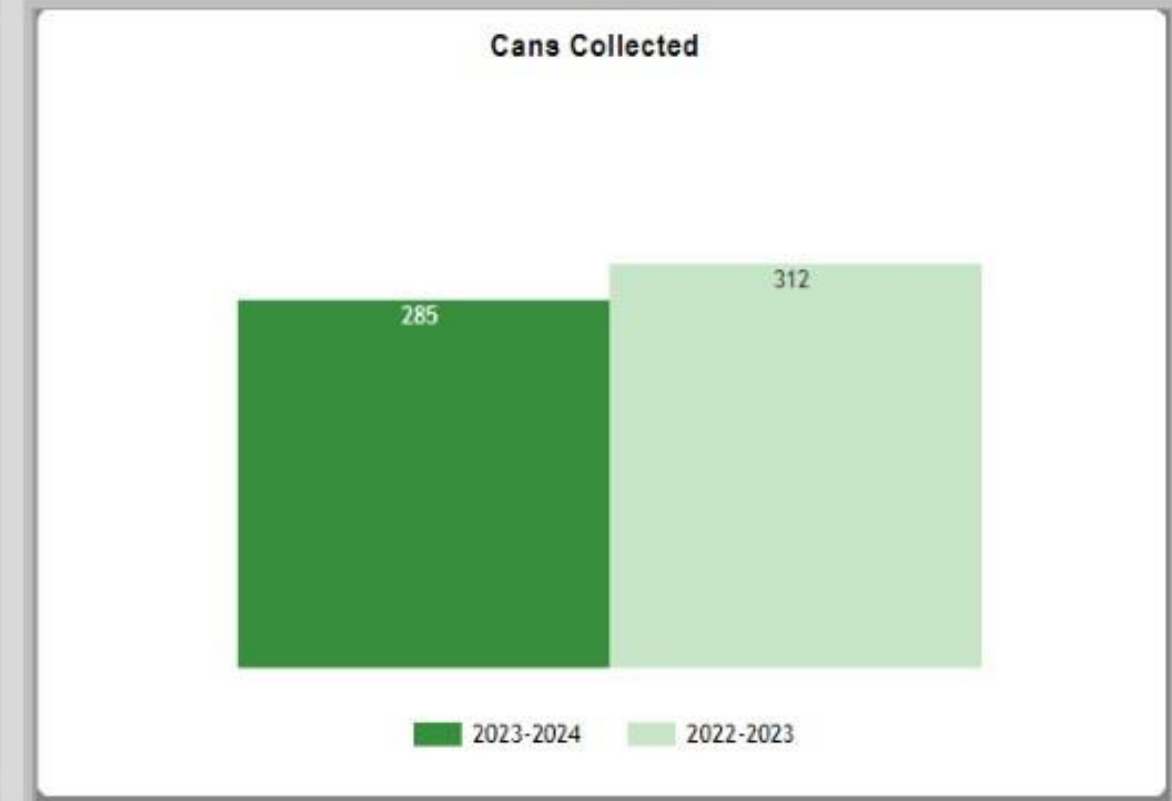
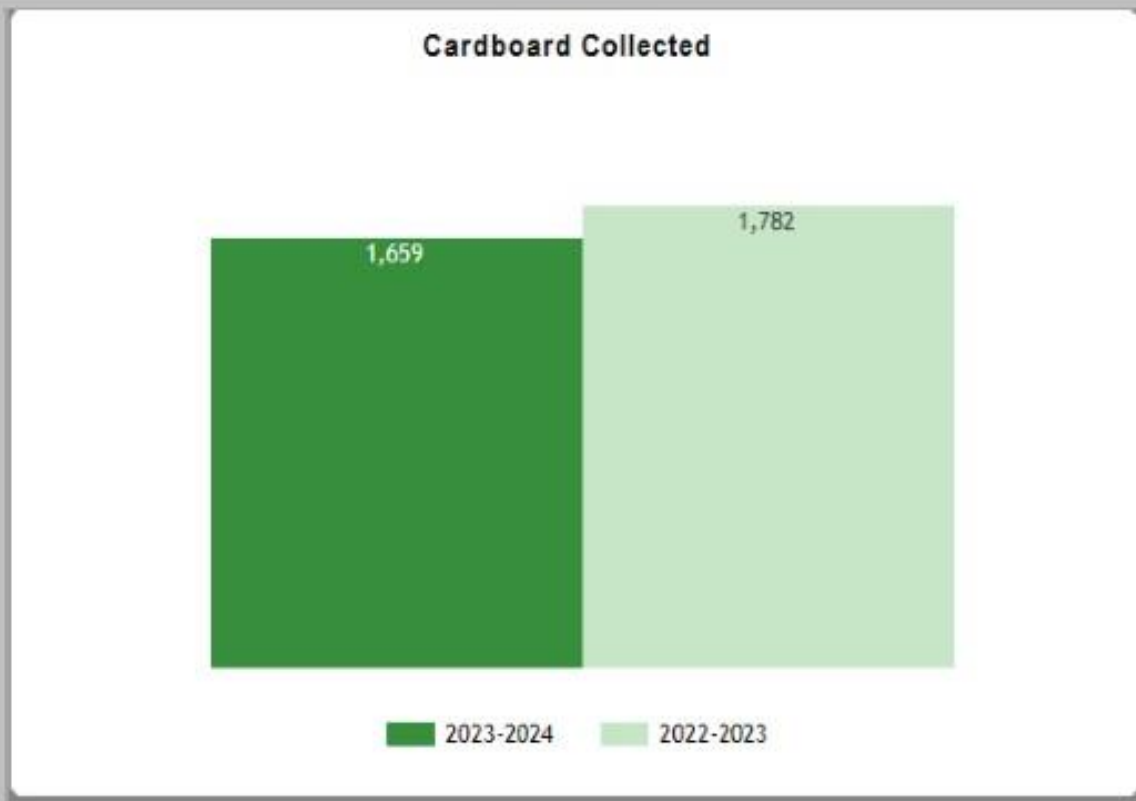
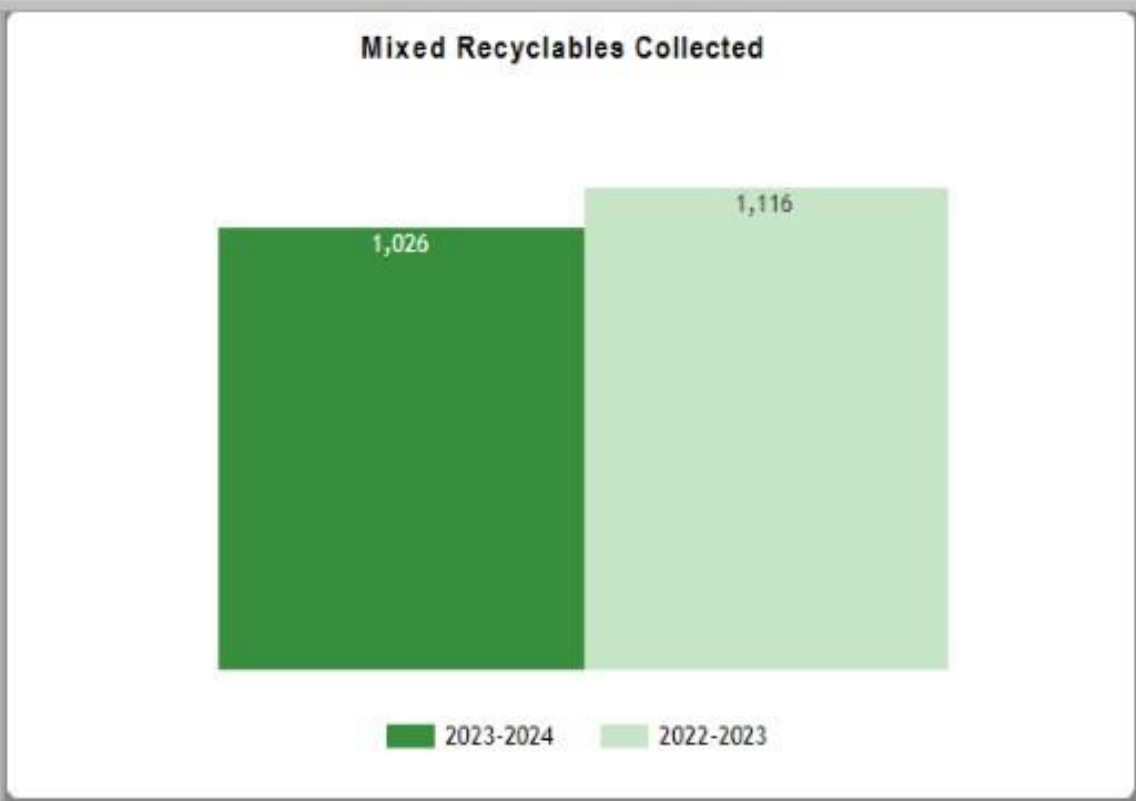
# CONTAINER REQUESTS & DELIVERIES



# KERBSIDE WASTE COLLECTED (tonnes)



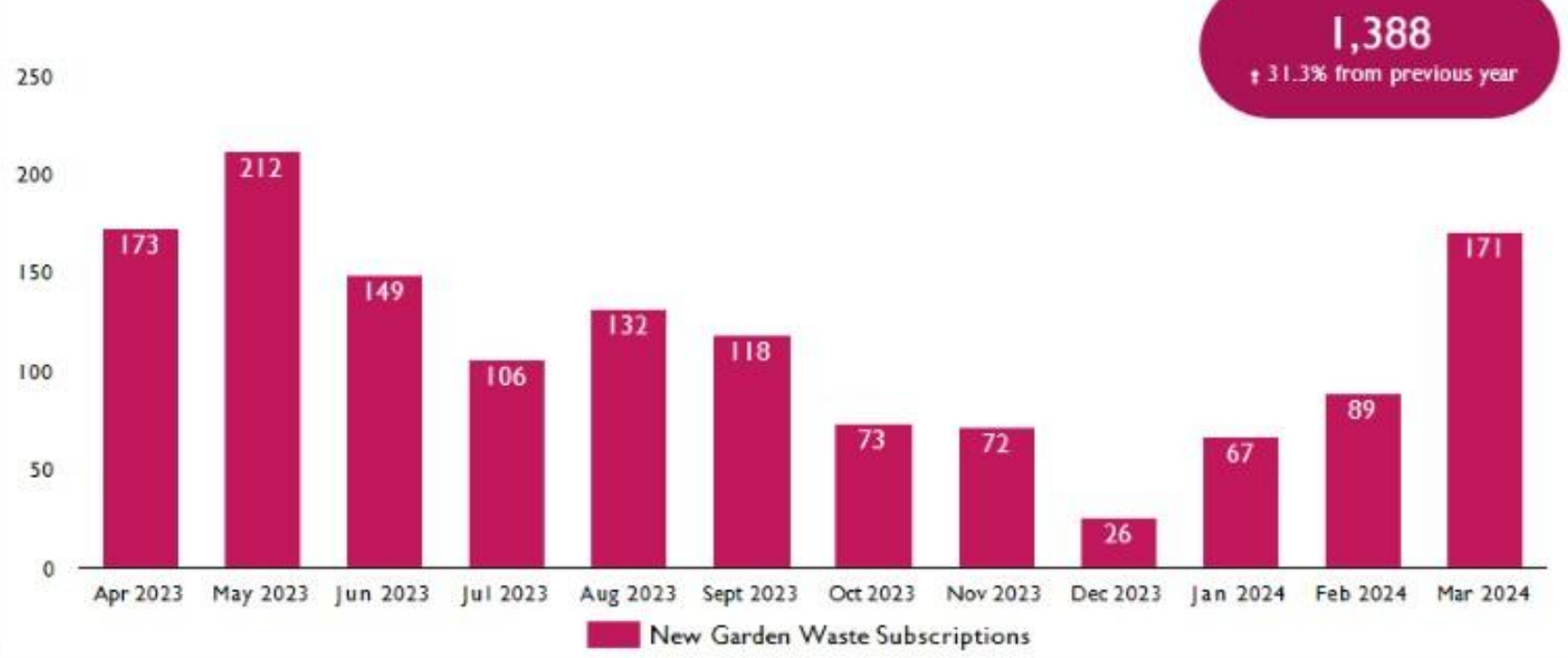
# KERBSIDE WASTE COLLECTED (tonnes)



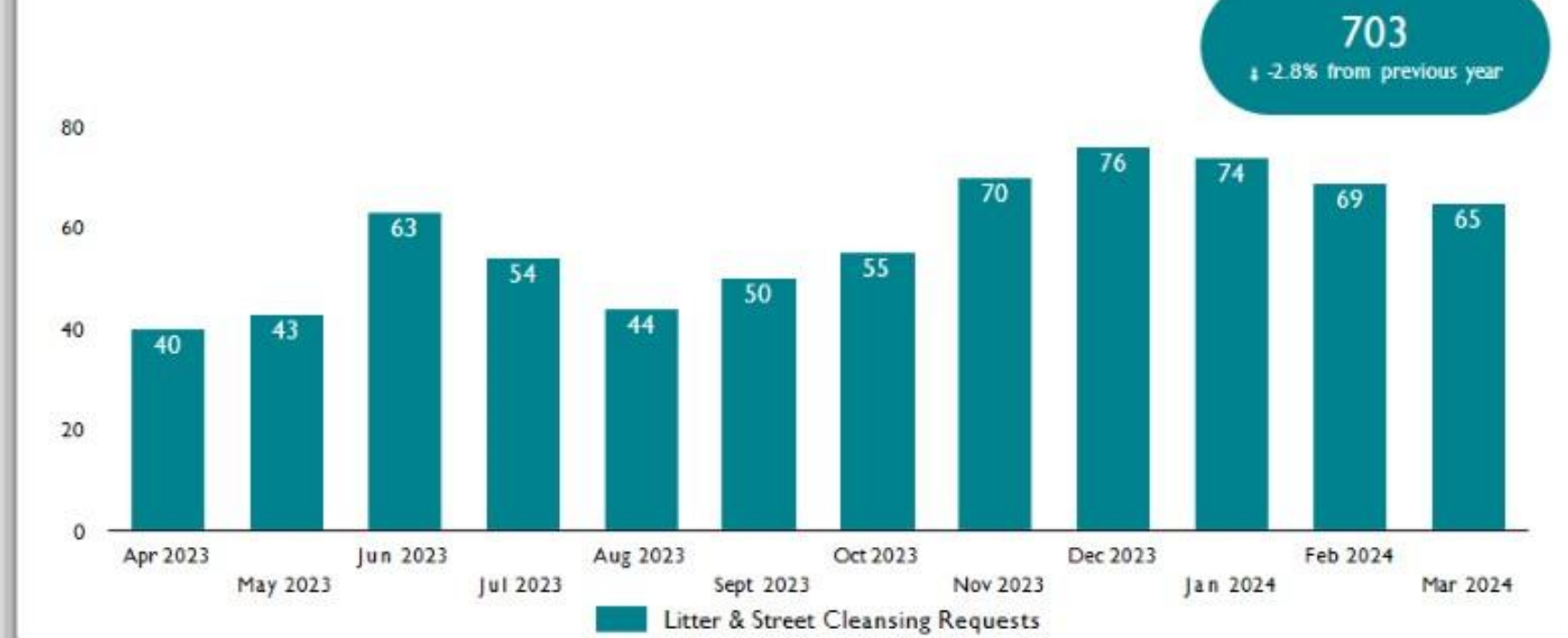
# OTHER REQUESTS



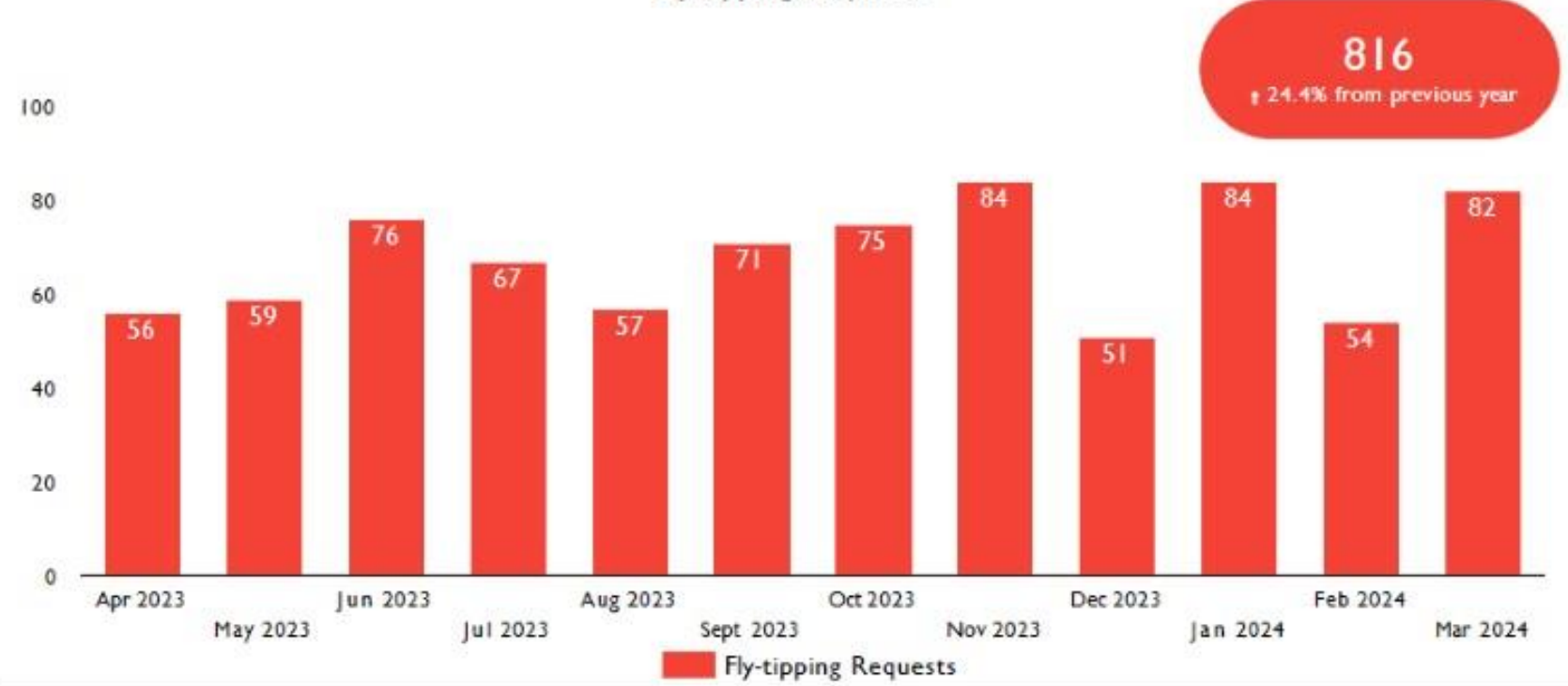
### New Garden Waste Subscriptions



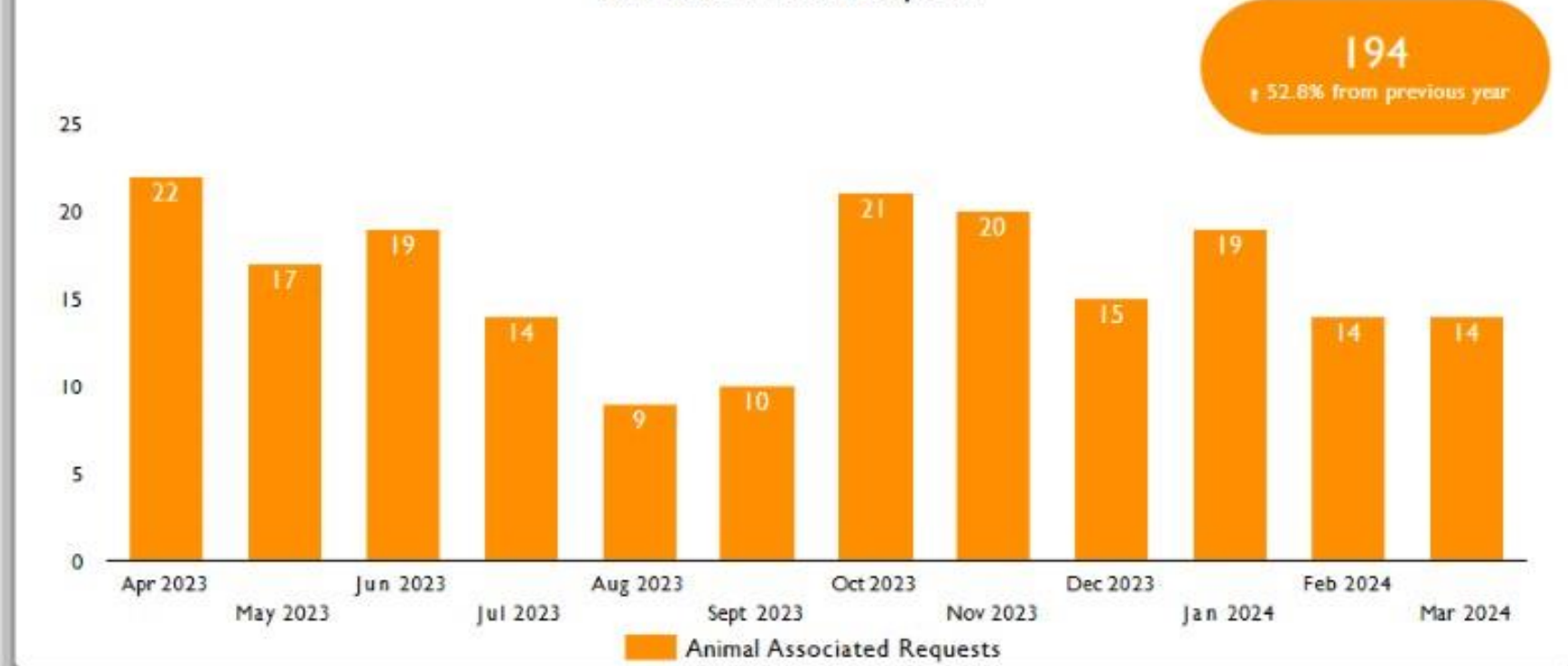
### Litter & Street Cleansing Requests



### Fly-tipping Requests



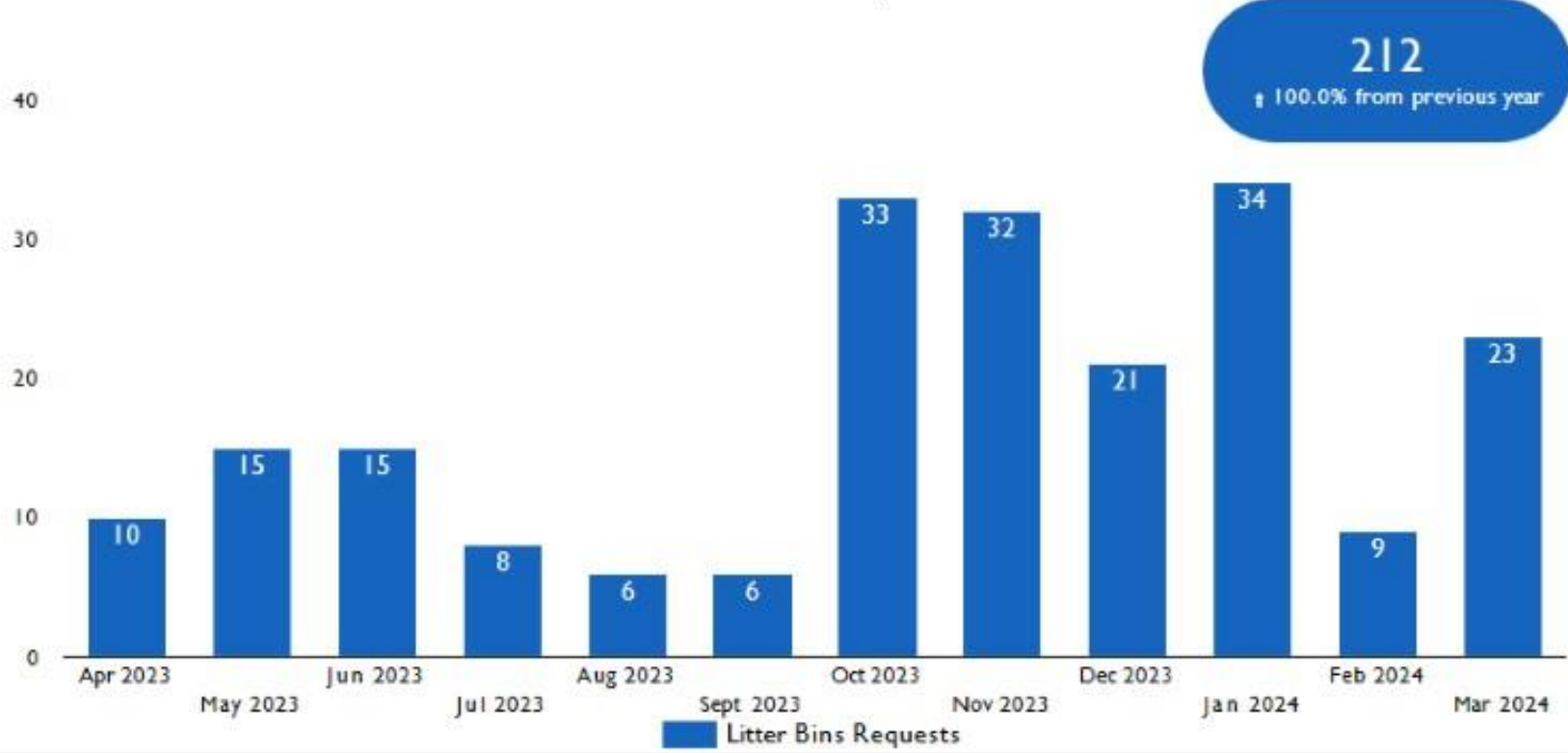
### Animal Associated Requests



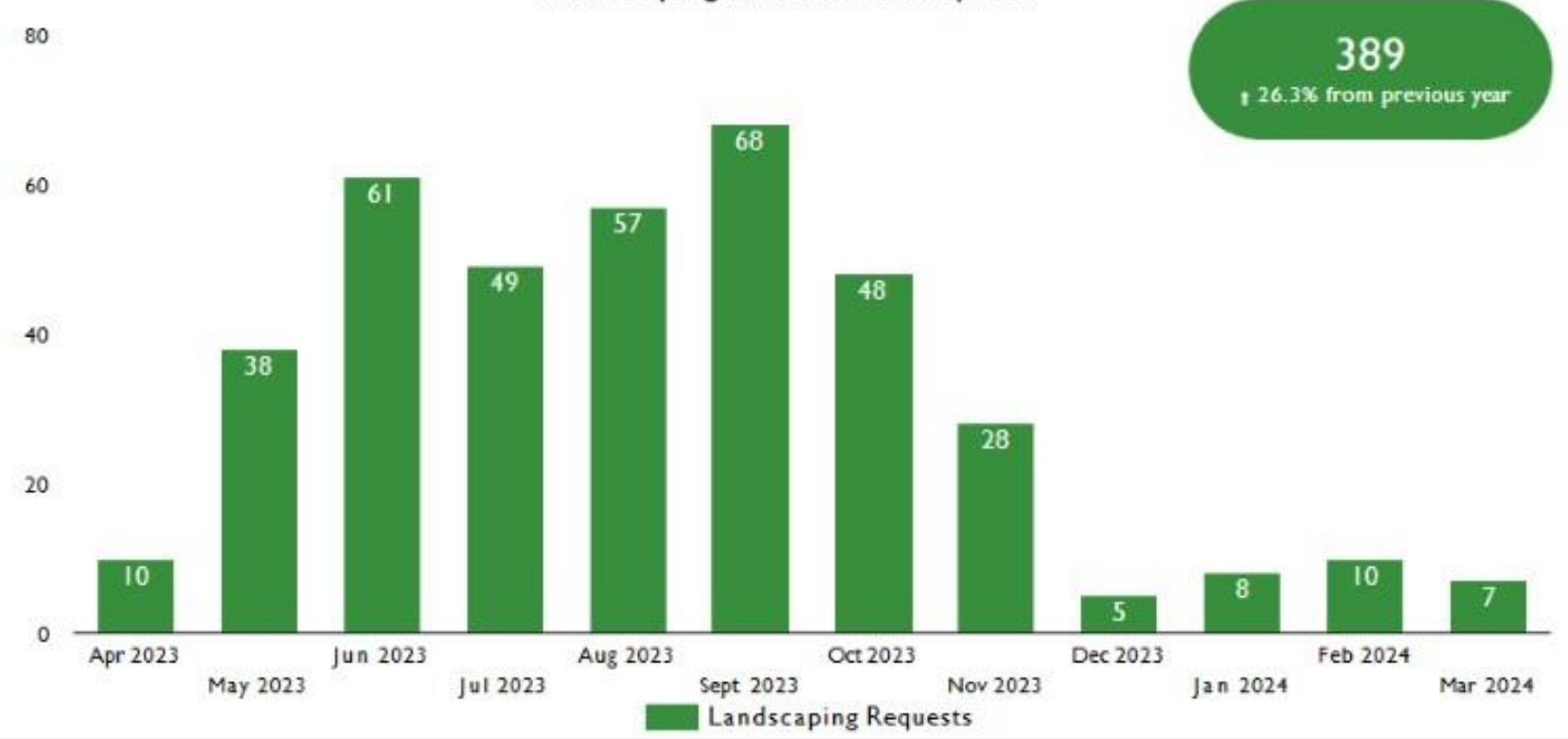
# OTHER REQUESTS



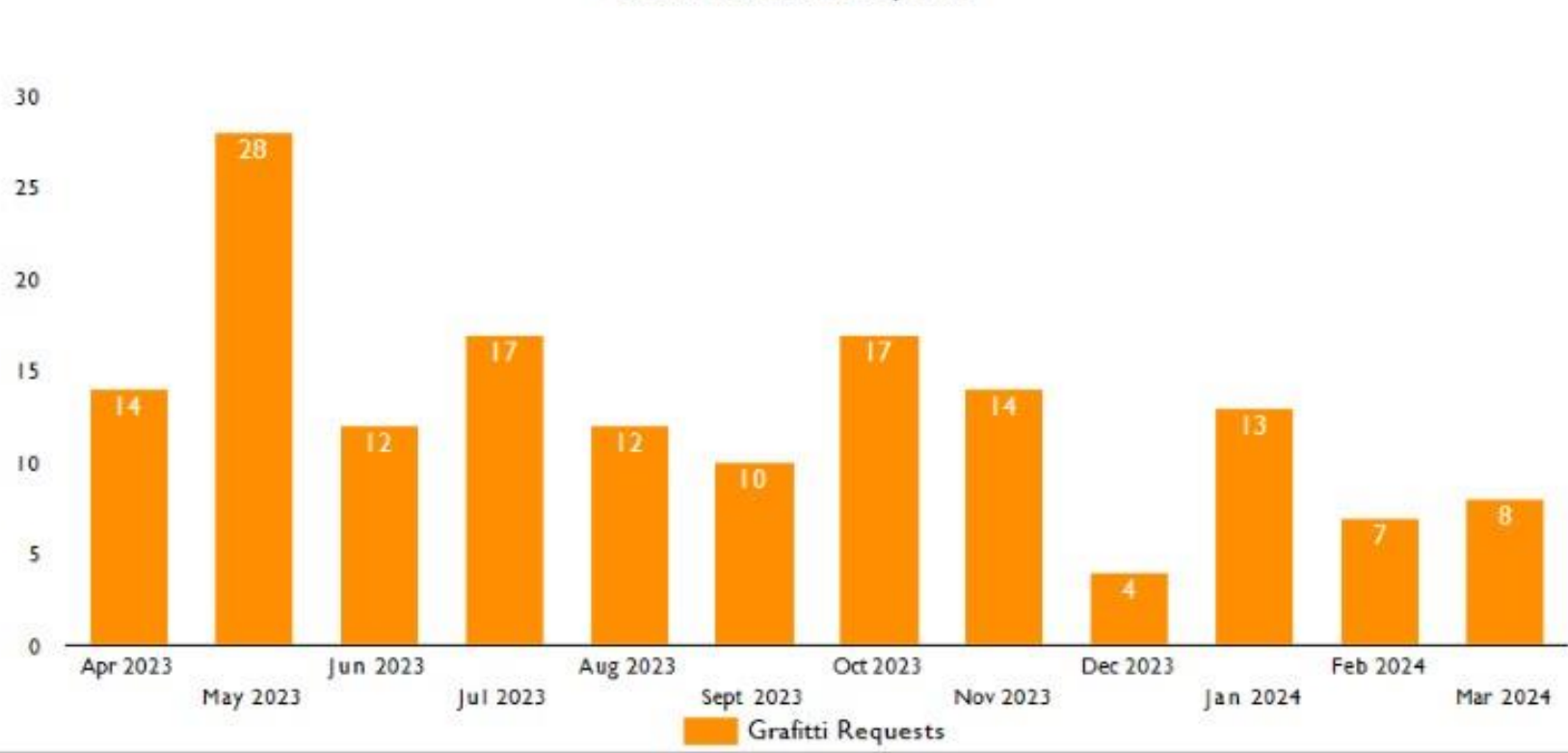
New Litter Bins Requests



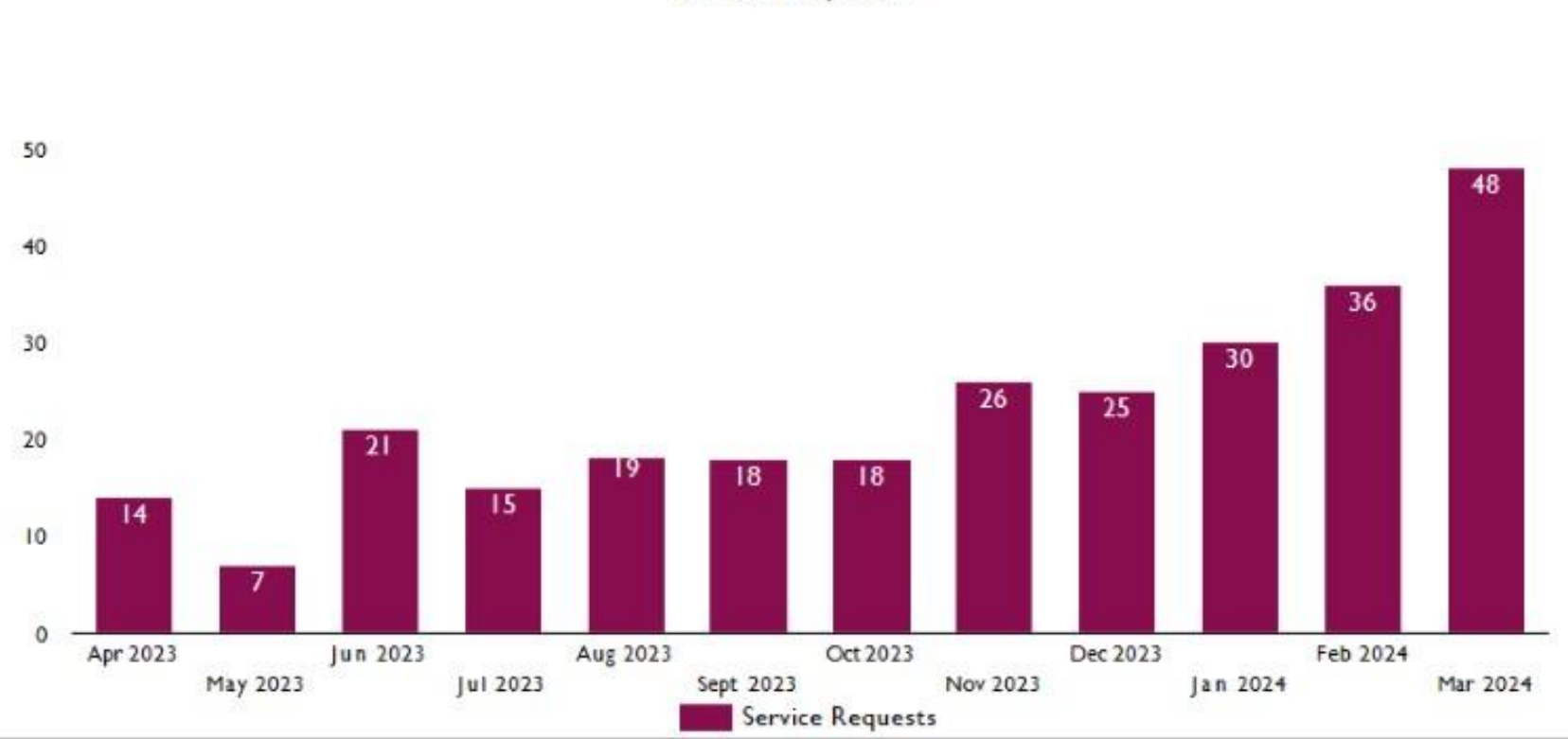
Landscaping Maintenance Requests



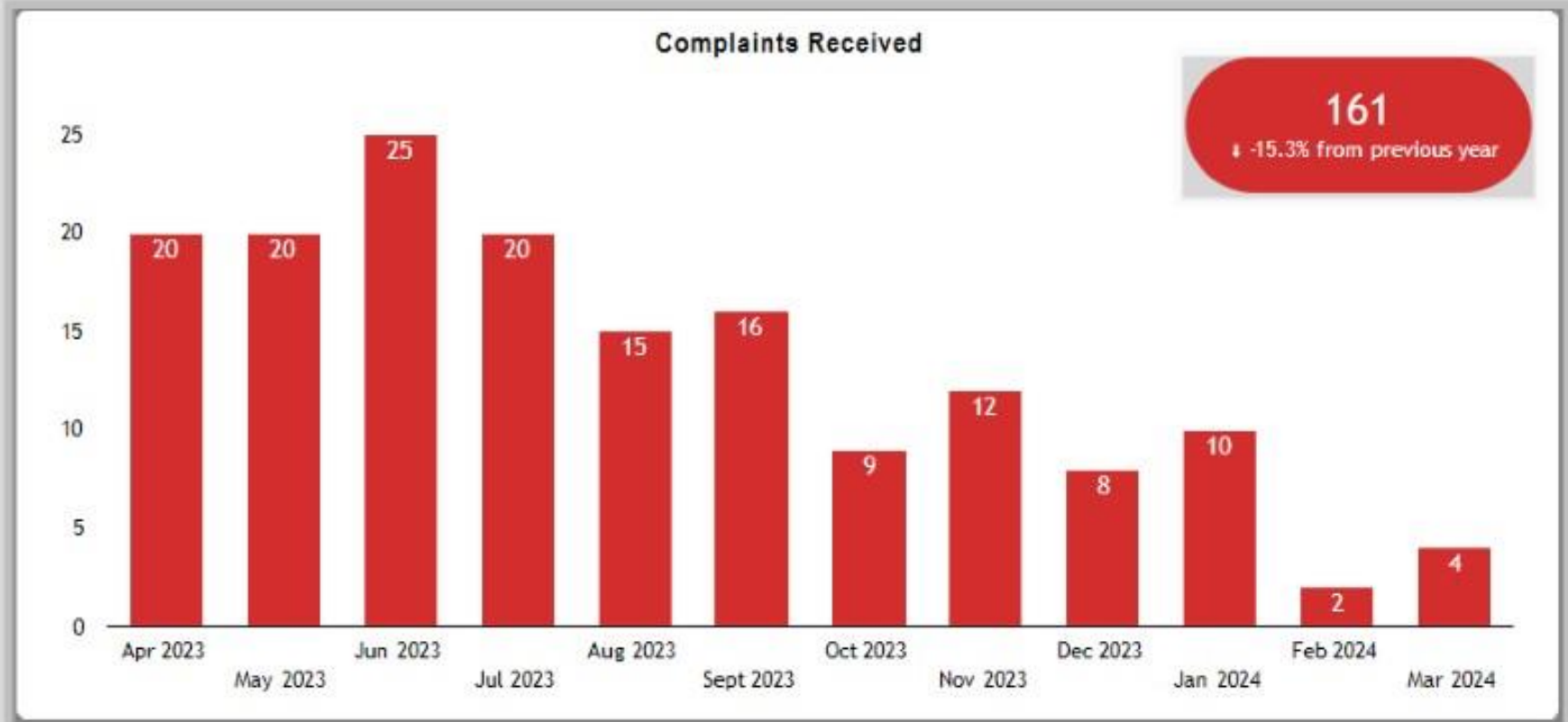
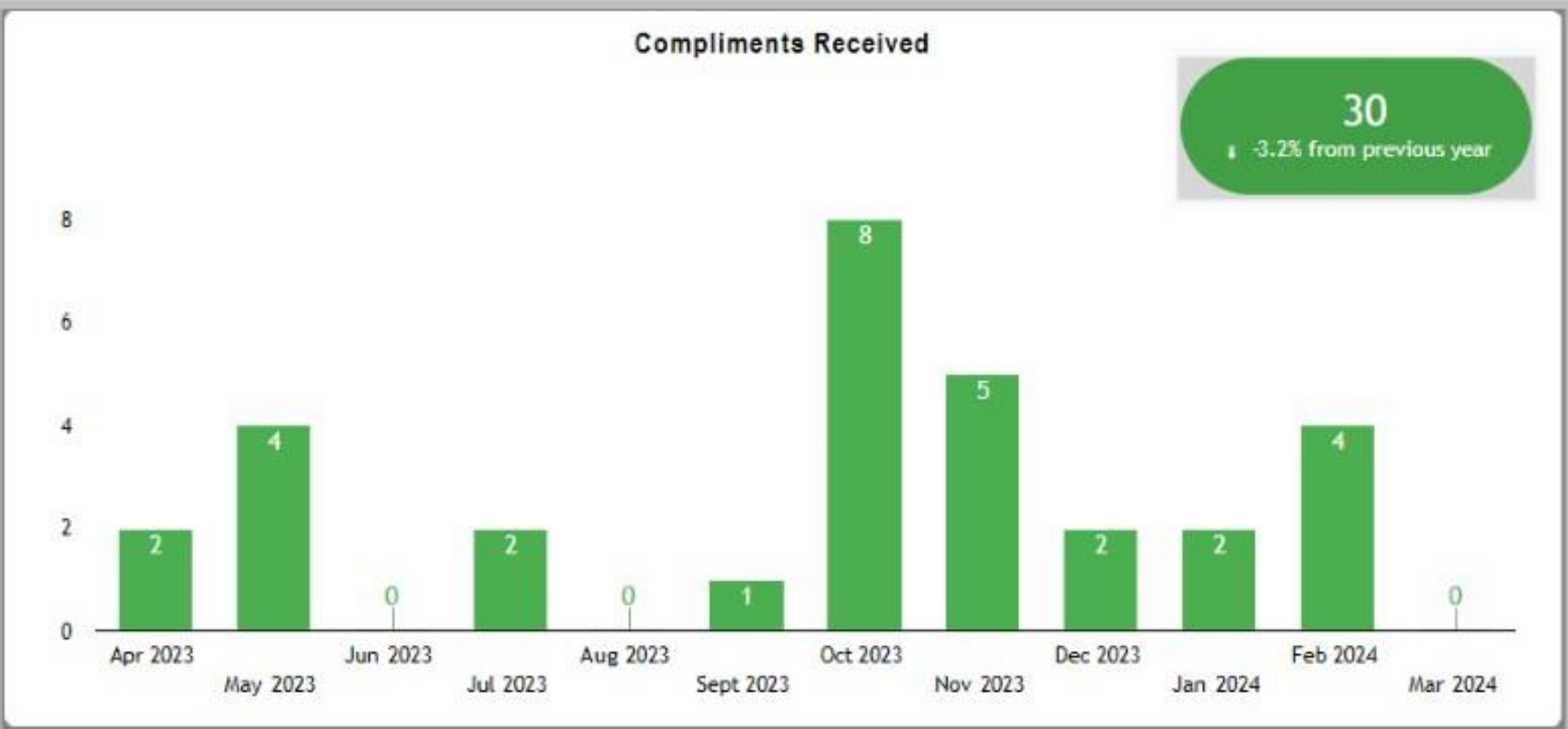
Graffiti Removal Requests



Service Requests



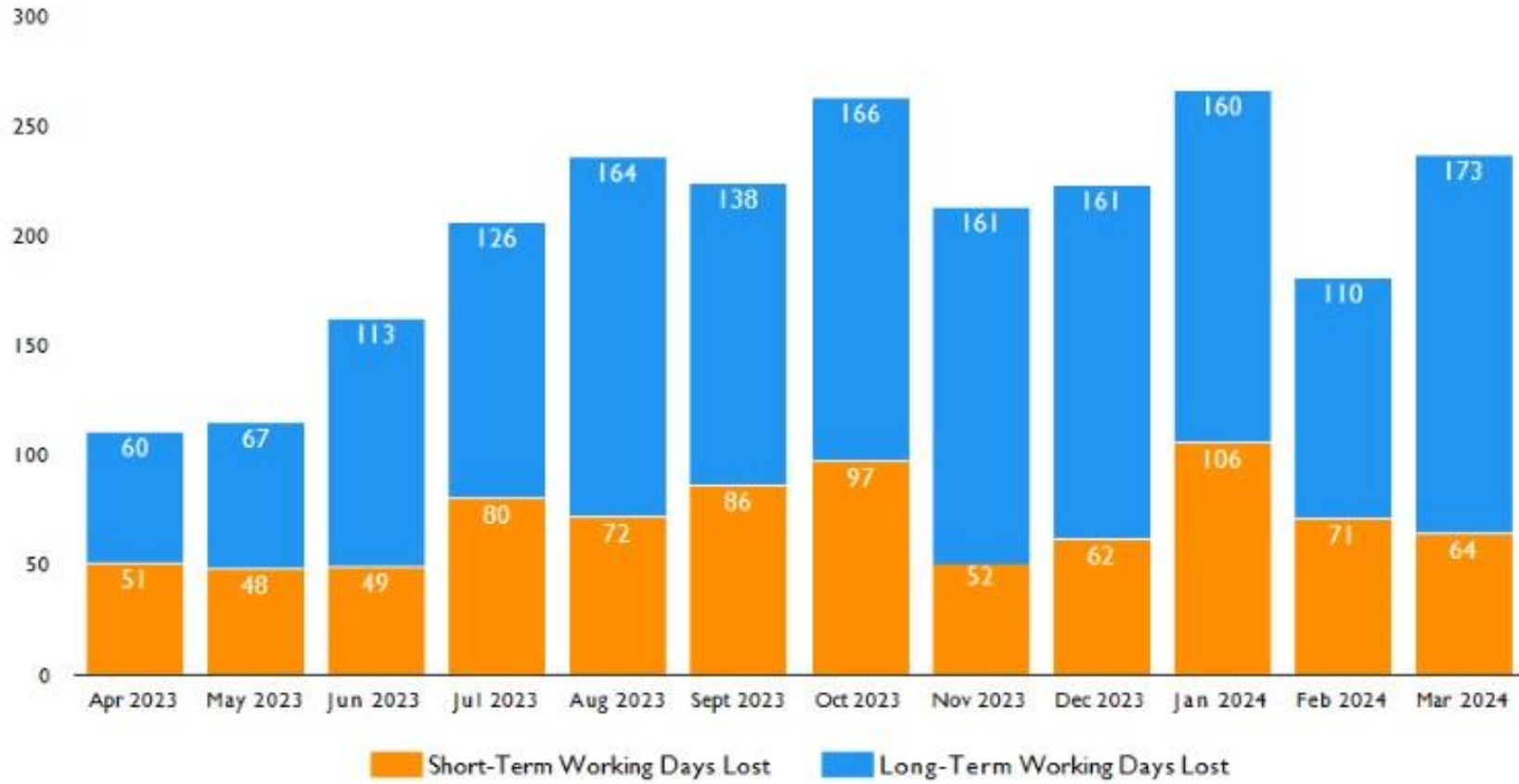
# COMPLAINTS & COMPLIMENTS



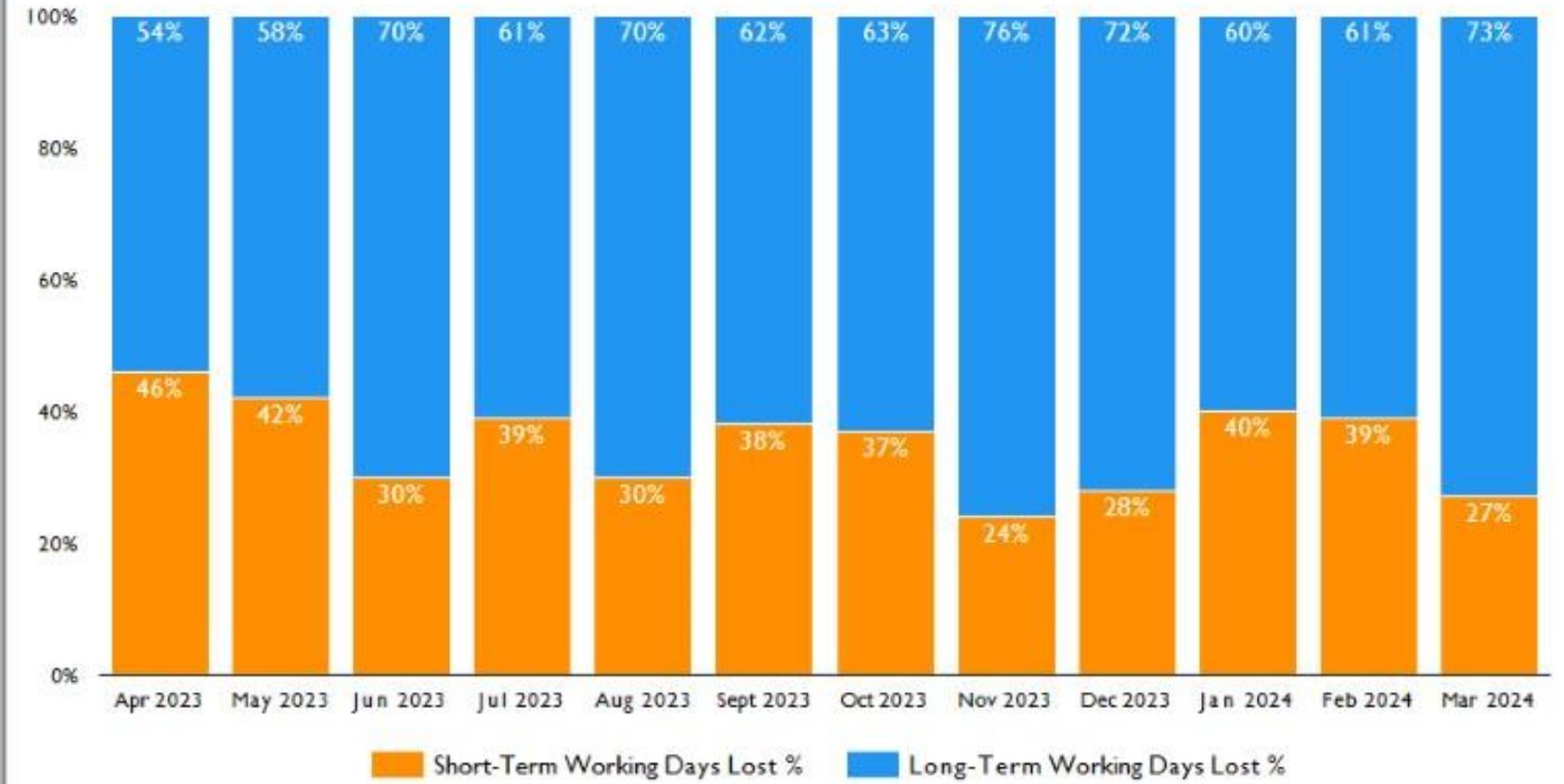
# ABSENCE



Working Days Lost



Working Days Lost %

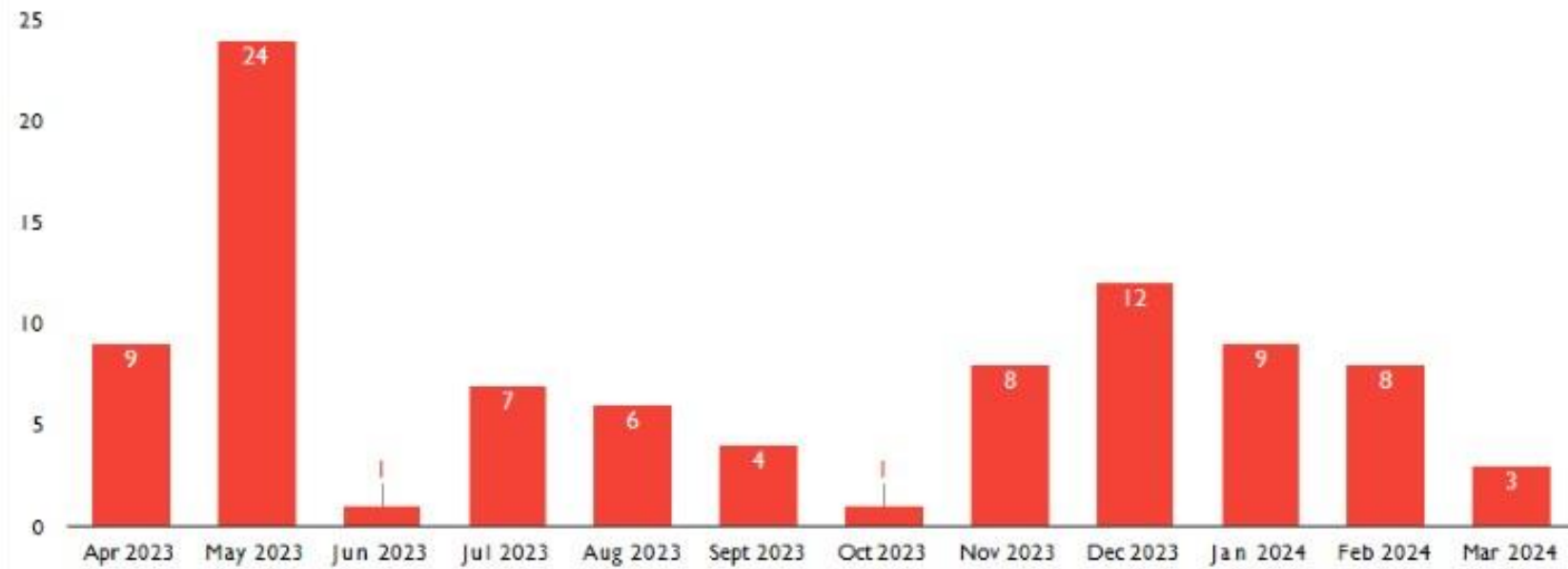


VOSA RATING  
**GREEN**

## FLEET AUDITS

Audit Date	Depot	Score	Target Score
Dec 2023	Cheltenham Waste & Recycling	98.3	90
Aug 2023	Cheltenham Environmental	88.1	90

## Over-weights Instances



## Scheduled Services Completed on Time

