

# TEWKESBURY BOROUGH COUNCIL

<b>Report to:</b>	Overview and Scrutiny Committee
<b>Date of Meeting:</b>	20 October 2015
<b>Subject:</b>	Review of Ubico
<b>Report of:</b>	Val Garside, Environment and Housing Services Group Manager
<b>Corporate Lead:</b>	Rachel North, Deputy Chief Executive
<b>Lead Member:</b>	Councillor J R Mason
<b>Number of Appendices:</b>	None

## **Executive Summary:**

Tewkesbury Borough Council Waste Services transferred to the local authority owned company Ubico Ltd as an equal partner as of 1 April, 2015. This report provides a six monthly update on the transfer of the service.

## **Recommendation:**

**To CONSIDER the six monthly update regarding the transfer of Waste Services to Ubico.**

## **Reasons for Recommendation:**

At a meeting of the Overview & Scrutiny Committee in June, 2015 it was agreed that the transfer of the waste service be monitored by the Overview and Scrutiny Committee on a six monthly basis.

## **Resource Implications:**

None for this report

## **Legal Implications:**

None for this report

## **Risk Management Implications:**

None for this report

## **Performance Management Follow-up:**

Regular Performance meetings are included within the contract to monitoring of the contract.

## **Environmental Implications:**

None

## **1.0 INTRODUCTION/BACKGROUND**

- 1.1** The transfer of the Council's waste service to Ubico Limited took place on 1 April, 2015. The service includes waste and recycling, street cleaning, grounds maintenance and other services.
- 1.2** Ubico is a local authority owned company and has been set up as a separate legal entity wholly owned and controlled by the Shareholders. Shareholders include Cotswold District Council, West Oxfordshire District Council, Forest of Dean District Council, Cheltenham Borough Council and Tewkesbury Borough Council. The transfer involved all staff being transferred under TUPE rules and regulations.
- 1.3** The current vehicle lease with CP Davidson was also novated to Ubico Limited, which means that in all there was no change to service delivery to residents; the only change was the management of the team.
- 1.4** Although Ubico provide a range of services to a number of local authorities, the Tewkesbury waste team is still managed on a day to day basis by Nick Firkins as the Direct Services Manager. Nick now reports to Beth Broughton - Senior Operations Manager, who in turn reports to Rob Bell – Managing Director.
- 1.5** The waste service being delivered by Ubico Ltd, again with no change, means that residual waste is collected every fortnight, alongside the garden waste collections, with recycling being collected every alternate week. Food waste is collected weekly.
- 1.6** At a meeting of the Overview and Scrutiny Committee in June 2015 it was agreed that a review of the transfer of the waste service be monitored by the Overview and Scrutiny Committee on a half yearly basis.

## **2.0 PERFORMANCE MANAGEMENT**

- 2.1** Included in the contract are various performance monitoring procedures:

Frequency	Weekly	Monthly	Quarterly	Quarterly	Annually
<b>Title</b>	Customer Service Liaison Meeting	Performance Monitoring Review	Performance Monitoring Group	Environmental Services Partnership Board (ESPB)	Annual Report
<b>Attendees</b>	Ubico Operations Manager	Ubico Operations Manager	Ubico Operations Manager	Ubico Managing Director/Senior Operations Manager	ESPB attendees from all shareholders
	Customer Service Manager	Council Representative	Council Representative	Council Representatives	
	Others - optional	Others - optional	Others - optional	Lead Member	
<b>Terms of Reference</b>	Information exchange can be by telephone	Review previous month performance plan for coming month	Review previous quarter performance. Analyse and interpret trends. Plan for coming quarter.	Review previous quarter performance. Consider trends, strategies Planning, Service updates	Review Annual Report
		Operational review Health & Safety	Operational review Health & Safety	Operational review Health & Safety	

- 2.2** The weekly Customer Service Liaison Meetings are running well, a number of teething problems that were identified in the first couple of months have been resolved during these meetings. Issues included amendments to the Achieve System (Report it on line) and management of complaints. Communication and areas of responsibility between TBC and Ubico were a major issue in the first couple of months this has now been resolved, so much so that the weekly meetings are now fortnightly.
- 2.3** Monthly Performance review meetings are conducted by the Joint Waste Team on behalf of the Council. Again a number of teething issues were identified and are being worked through to resolve.
- 2.4** Whilst the service remains unchanged, there have been communication difficulties for Parish Councils; whilst the Council would prefer Parish Councils to go either through Customer Services or via the Council's website through the "report it on line" option, it is appreciated that some Parish Councils would prefer direct contact. This does present issues, in that if Parish Councils have direct contact with Ubico and are requesting services, the Council will have no control over expenditure.
- 2.5** The first Environmental Services Partnership Board meeting took place on 27 August 2015. As this was the first meeting, decisions were made on which reports should be presented at subsequent meetings. However the following performance management reports were provided:

## 2.5.1 Health & Safety – Corporate

Health & safety - Corporate					
Ref	Indicator title	Apr-15	May-15	Jun-15	Q1
HS 1	Number of reported RIDDOR incidents within period - TBC contract	0	0	0	0
HS 2	Number of reported lost time incidents within period - TBC contract	0	0	0	0
HS 3	Number of reported non lost time incidents within period - TBC contract	0	0	0	0
HS 4	Number of reported near misses within period - TBC contract	0	0	0	0
HS 5	Number of crew inspections within period - TBC contract	20	20	20	60
HS 6	Number of reported vehicle related accidents within period - TBC contract	3	0	4	7

- 2.5.1.1** There have been no significant health and safety incidents during quarter 1. There have been no RIDDOR reportable incidents. Health and safety days are usually held monthly with the crews and include a focus on daily defect reporting ensuring employees are carrying out vehicle and equipment checks before leaving the depot each day.
- 2.5.1.2** No health and safety legislative changes impacting on Ubico have occurred in quarter 1. A change in Drug Driving Legislation occurred in March 2015 which now allows the Police to undertake roadside testing. This new legislation has been communicated to all staff to ensure that they are aware of the risks of the use of over-the-counter prescription, and illegal, drugs on their ability to work safely.
- 2.5.1.3** Ubico attends the Local Authority Waste Safety and Health Forum which meets as a national group in the winter and summer and a regional group in April and October. The aim of the group is to work with the HSE and Environmental Services Association (ESA), Waste Industry Safety and Health Group (WISH) and Local Government Association (LGA) in influencing legislation and guidance affecting the waste industry and sharing of best practice.

## 2.5.2 Residual household waste per household (kg/year) (Previous National Indicator N191)

Month	
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	2014/15	2015/16
April	35	39
May	38	37
June	36	37
July	37	
August	33	
September	37	
October	37	
November	33	
December	33	
January	40	
February	33	
March	36	

**2.5.3 Household waste reused, recycled and composted (%) = 52.44% (Previously NI 192)**

Month		
	2014/15	2015/16

April	54.47%	51.26%
May	53.83%	51.84%
June	54.47%	52.44%
July	52.04%	
August	53.49%	
September	52.89%	
October	51.32%	
November	48.99%	
December	47.43%	
January	45.37%	
February	43.11%	
March	47.92%	

**2.5.3.1** The Joint Waste Committee, of which Councillors J R Mason and R J E Vines are Members, is aware that the Committee is currently looking at ideas on how to improve recycling rates as the majority of districts have suffered a downturn in collection rates

#### **2.5.4 Human Resources**

<b>Human Resources - Corporate - 2014/15</b>					
<b>Ref</b>	<b>Indicator title</b>	<b>Apr-15</b>	<b>May-15</b>	<b>Jun-15</b>	<b>Q1</b>
HR 1	Business Support average days lost per FTE	2.86	1.51	3.51	2.63
HR 2	Operations average days lost per FTE - TBC	1.37	1.01	0.97	1.12
HR 3	% of staff turnover - TBC contract	0.00%	0.00%	3.15%	3.09%

#### **3.0 FUTURE WORK**

As a result of the legislative changes in respect of collecting recycling materials, the Council is currently reviewing collection methods; the current vehicle lease expires in 2017. Ubico, in partnership with the Joint Waste Team, is assisting the Council with this major project.

#### **4.0 OTHER OPTIONS CONSIDERED**

**4.1** None

#### **5.0 CONSULTATION**

- 5.1 None
- 6.0 **RELEVANT COUNCIL POLICIES/STRATEGIES**
- 6.1 None
- 7.0 **RELEVANT GOVERNMENT POLICIES**
- 7.1 None
- 8.0 **RESOURCE IMPLICATIONS (Human/Property)**
- 8.1 None
- 9.0 **SUSTAINABILITY IMPLICATIONS (Social/Community Safety/Cultural/ Economic/ Environment)**
- 9.1 None
- 10.0 **IMPACT UPON (Value For Money/Equalities/E-Government/Human Rights/Health And Safety)**
- 10.1 None
- 11.0 **RELATED DECISIONS AND ANY OTHER RELEVANT FACTS**
- 11.1 None

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**Background Papers:** Future Management of Councils Operational Services –Council 30 September, 2014 (Restricted Documents)

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**Appendices:** None