

Ubico Annual Report

April 2021 to March 2022



Executive Summary

2021/2022 came with some challenging and difficult times, with the country attempting to lift the pandemic which was caused by the well-known COVID-19, with operatives still needing to isolate if contracting the deadly virus creating staff shortages across the board. We had the alarming times of driver shortages along with severe and life threatening weather conditions.

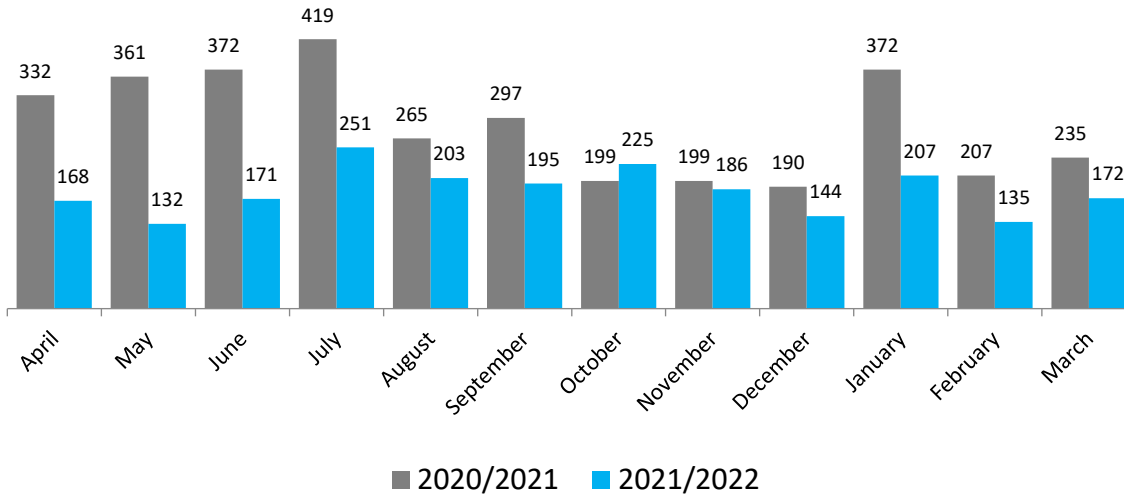
With the above being said and at the same time it was a pleasure working together with Tewkesbury Borough Council, who offered an amazing amount of support throughout all difficult times we endured. Offering support to do the right thing when teams went down due to COVID-19, backing UBICO and agreeing to increase the market supplement in a bid to retain drivers, being reactive and approachable when needing to halt collections within life threatening weather conditions to be safe.

This assisted UBICO in being able to provide Tewkesbury Borough council an exemplary service in fulfilling all statutory obligations with no recorded service failures all year, the services were ran efficiently but more importantly safely. One we will all be familiar with is our Grounds Maintenance Service, this service has seen the best performance increase within the last financial year. Not only does this care for our environment, this also shows what a strong partnership working group can achieve.

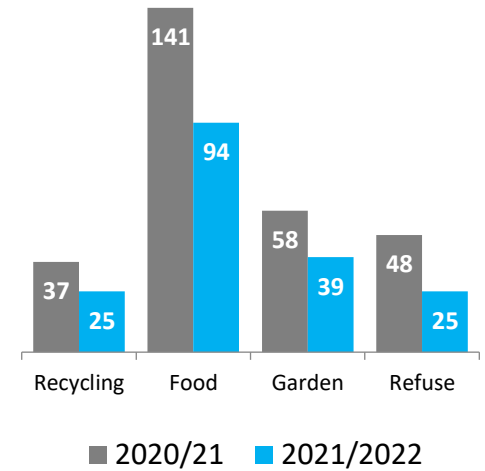
Both UBICO and Tewkesbury Borough Council have undergone major operational changes, key members of staff left and were replaced, policy changes etc. The report below shows that the current structure on both sides are set up and skilled to deliver quality on all services, I am very much looking forward to continuing this partnership and working very closely together. The future looks very bright.

Deliver Quality: Missed Collections

All waste streams - monthly reported missed collections



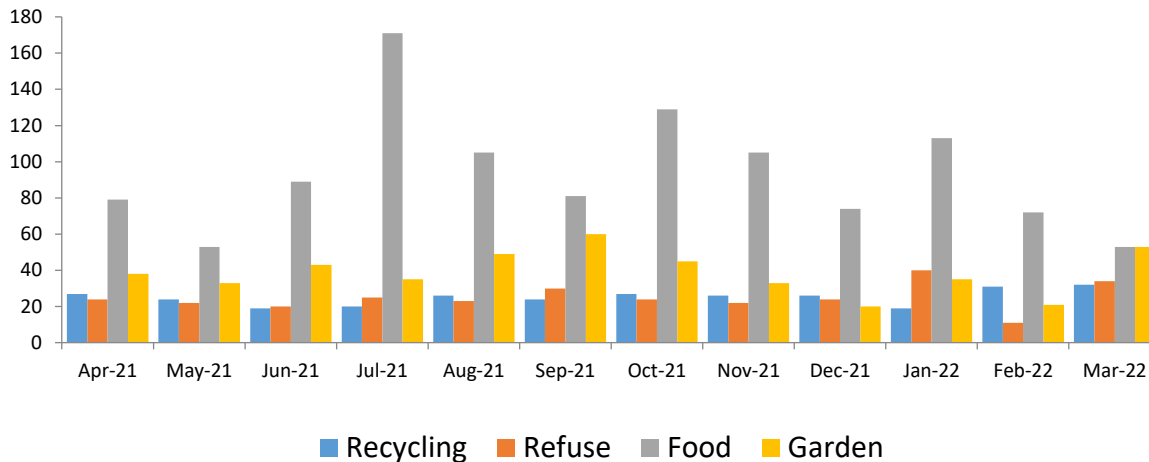
Monthly Average Number of Missed Collections



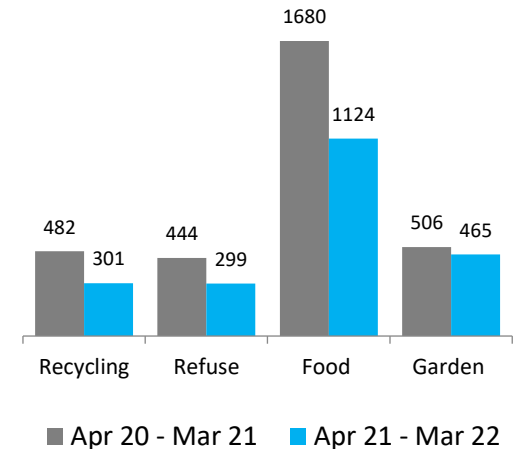
Missed bins have dropped significantly compared to the previous year.

Deliver Quality: Missed Collections

Monthly reported Missed Collections



Missed collections by waste stream



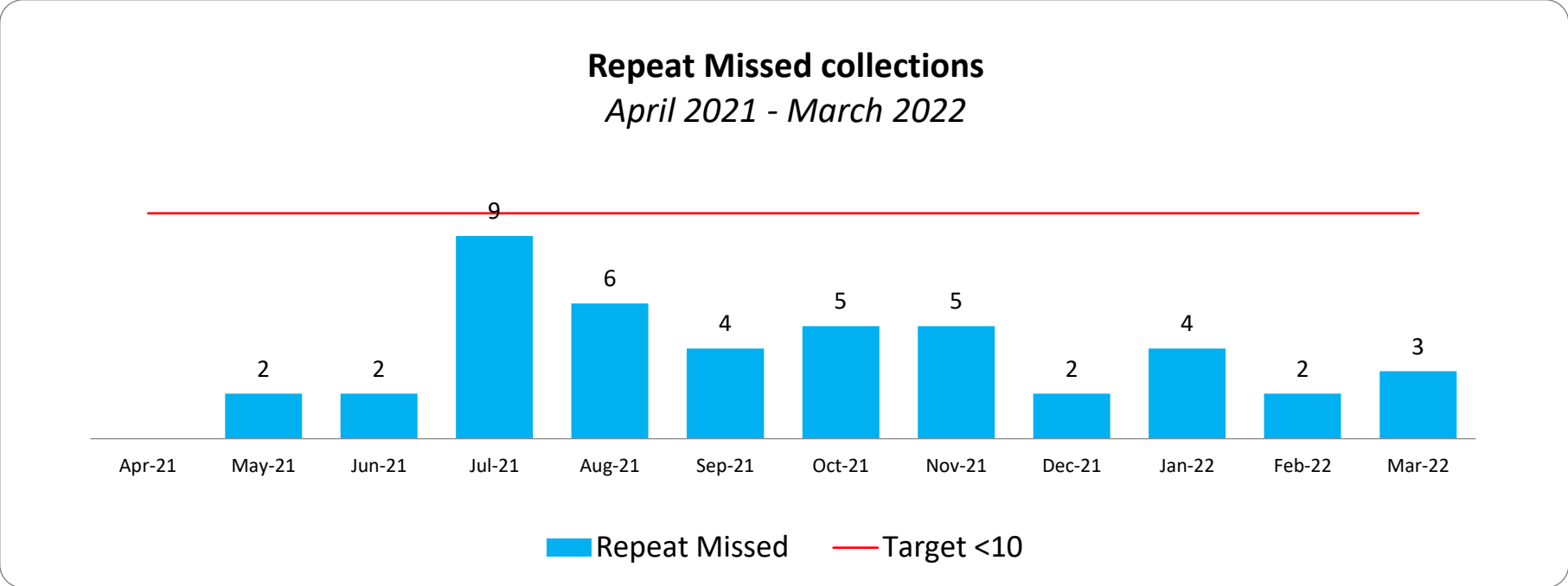
Recycling: The Recycling service has seen a drop in missed collections, this is due to the hard work involved by the crews. This hard work involves utilizing the whiteboard system we use to ensure properties with issues for either contaminated or not presented bins are captured for the customer service at TBC to see.

Garden Waste: This is same as above, the crews are working hard to ensure missed collections are reduced. We are also working along side TBC to improve the crewing sheets as not every customer is tracked.

Refuse: The same as Recycling, the refuse crews has also worked hard. Refuse have seen more than a good drop in missed collections

Food Waste: The Food Waste service is the most challenging to work within, this is due to collecting twice as many properties per day compared to the other services due to weekly collections. With that in mind even though the missed bins are high this is expected, hard work has shown a sharp drop in missed bins

Deliver Quality: Repeat Missed Collections



Repeat missed collections: Repeat missed collections are below the target, this is due to our internal systems working as planned in managing this part of the service provided.



Deliver Quality: Collections April 2021 - March 2022

Total collections: 5,007,648

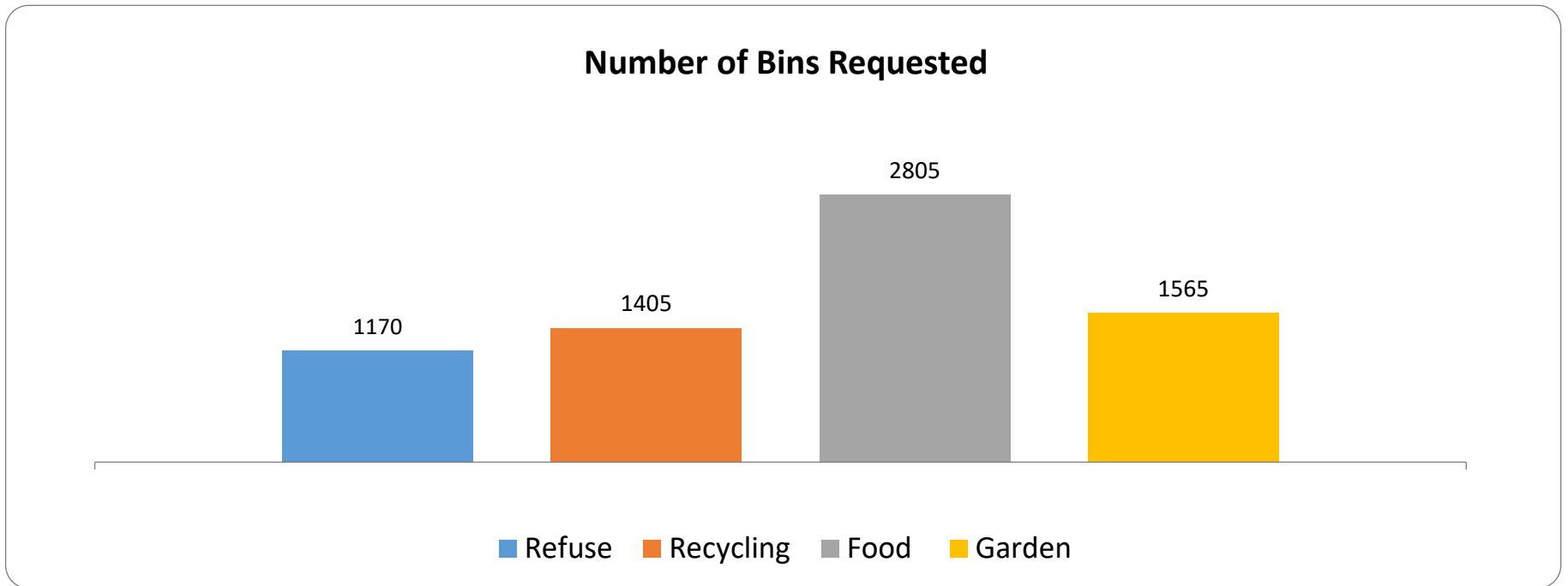
Total missed collections: 2,189

Target %: 99.95%

Collection Accuracy %: 99.96%

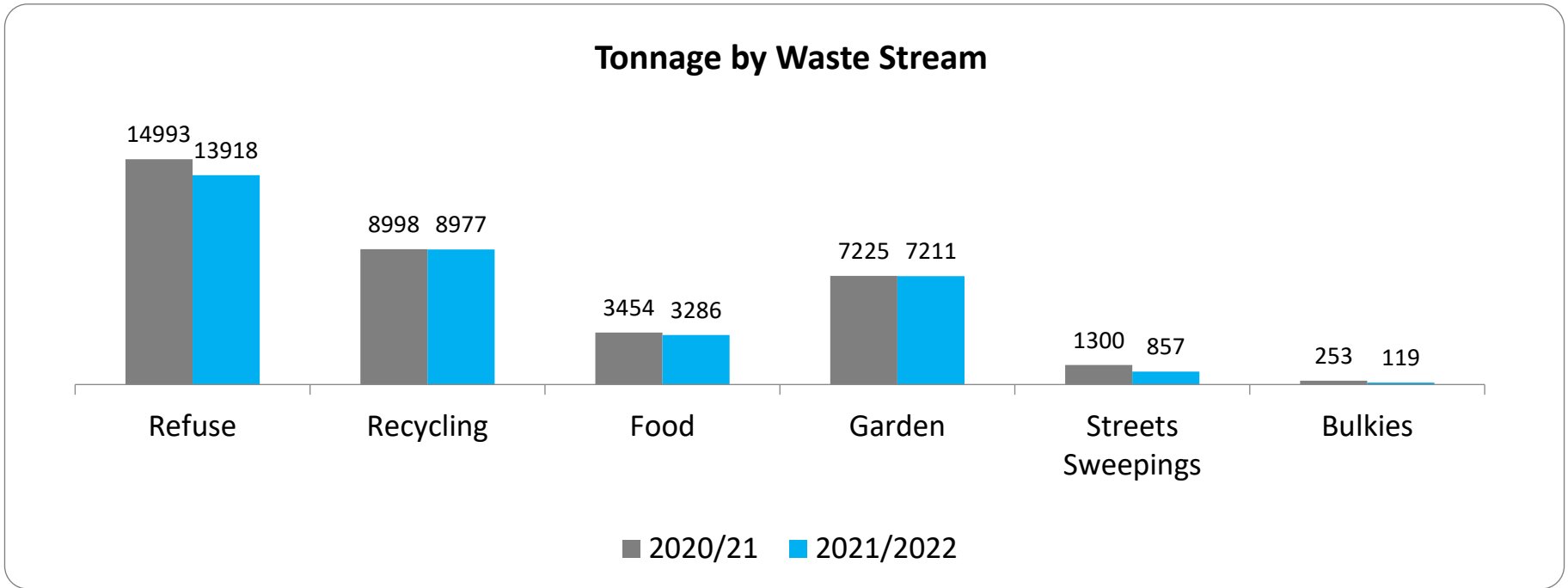
The accuracy is above the target required, this is the result of all the hard work the collection crews and supervisors put in to monitoring this subject over the year.

Deliver Quality: Bin Requests



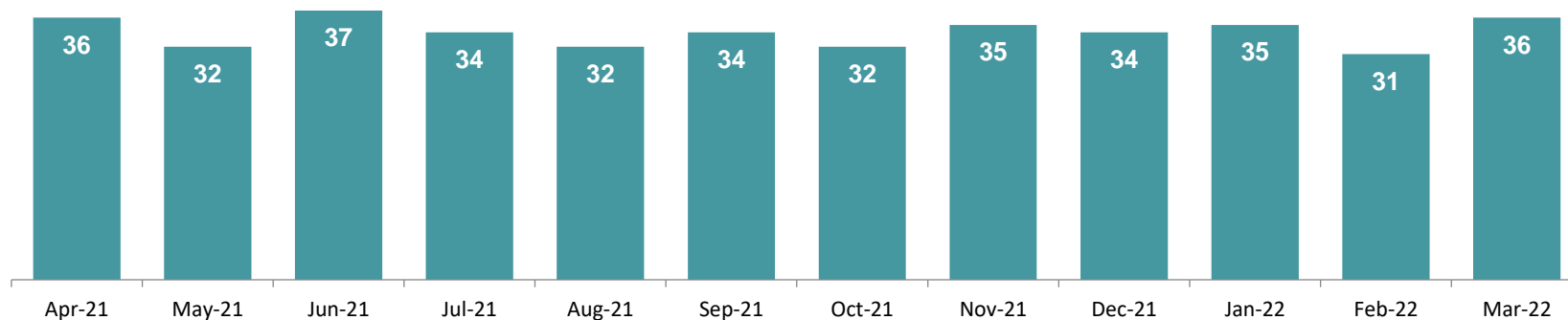
Bin Deliveries are regularly being assessed and planned, this is to ensure the resident of Tewkesbury receive their bins within the SLA. The SLA failure rate was under 0.5%.

Deliver Quality: Tonnages

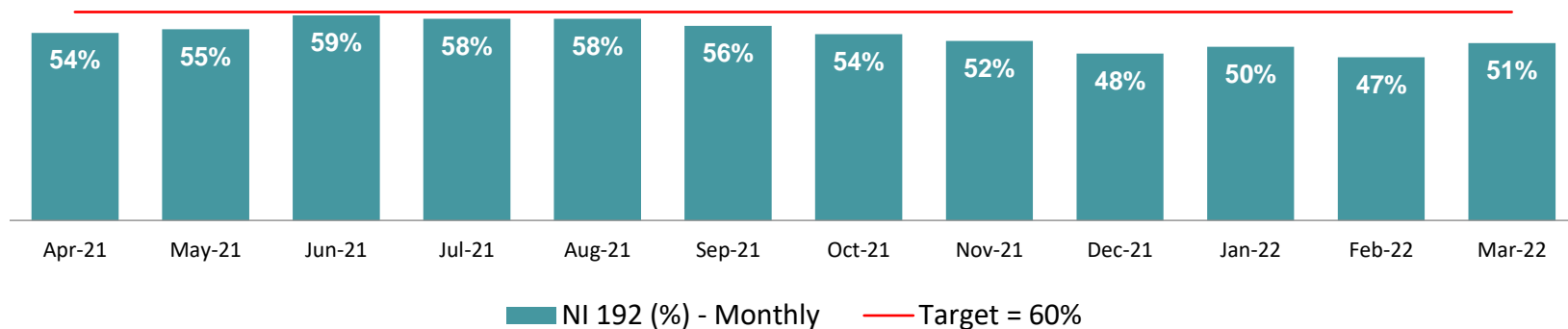


Deliver Quality: Household Waste

NI 191 (kg) - Residual household waste per head of population

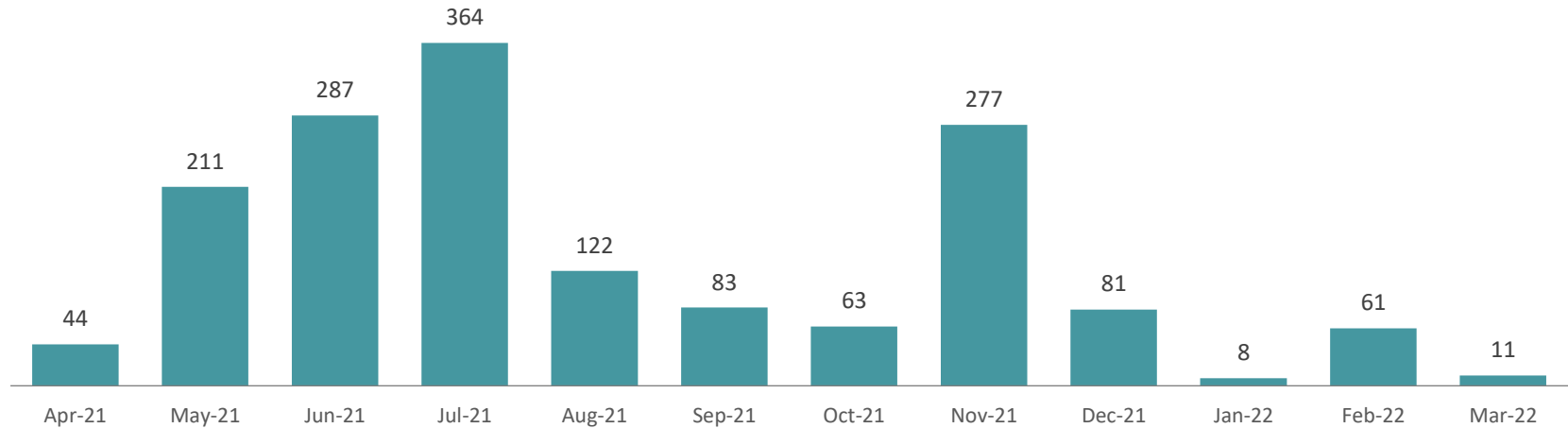


NI 192 (%) - Household waste reused, recycled and composted



Deliver Quality: Number of New Properties

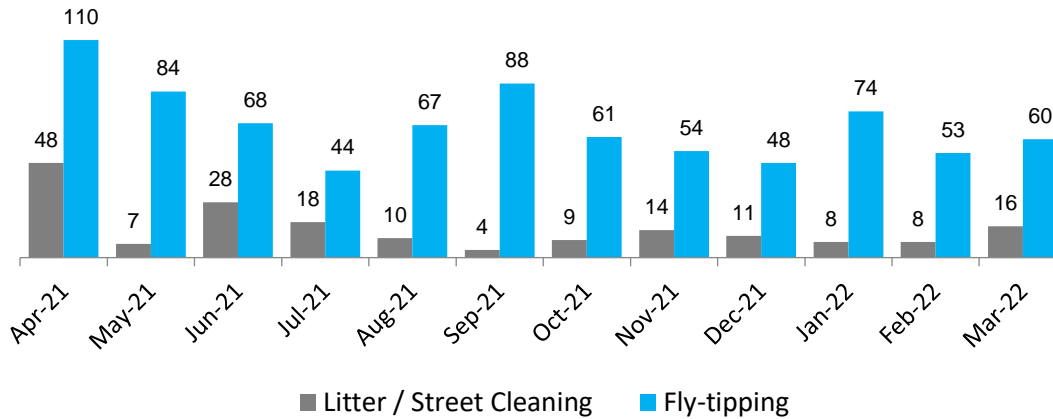
Number of new properties recorded



This graph does highlight a large increase in the number of new properties built within the borough this year. This does have an effect on operational recourses needed to carry out these additional collections, working in partnership with TBC and using the webaspects mapping software that Ubico uses to design its collection rounds will determine if any additional resource's are required to collect waste and recycling from these properties.

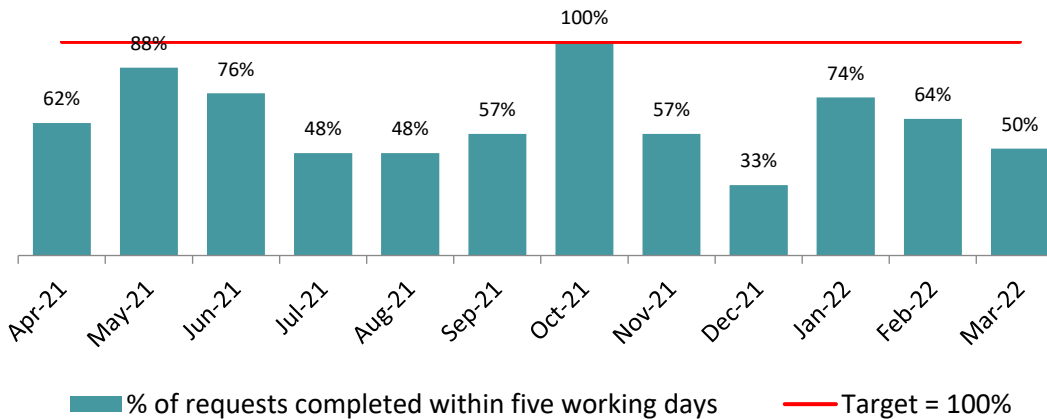
Care for our Environment: Litter/Street and Fly-tipping Requests

Number of Litter/street cleansing and fly-tipping requests



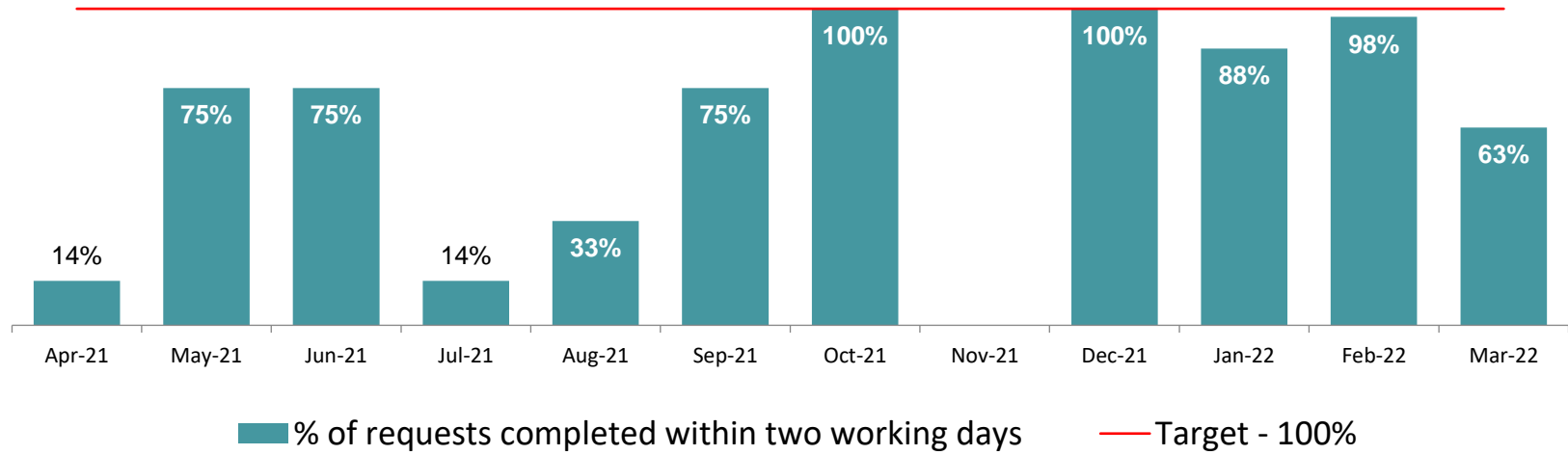
As we are aware, there is a Street Cleansing project ongoing. The aim of this project is to alleviate some of the pressure off the streets service to create capacity to improve other aspects of the service for example: Litter picking, fly-tip, dead animals etc. The reason this was delayed has been down to COVID-19 and management changes at both TBC and Ubico

% Fly-tipping requests completed within 5 working days



Care for our Environment: Other Requests

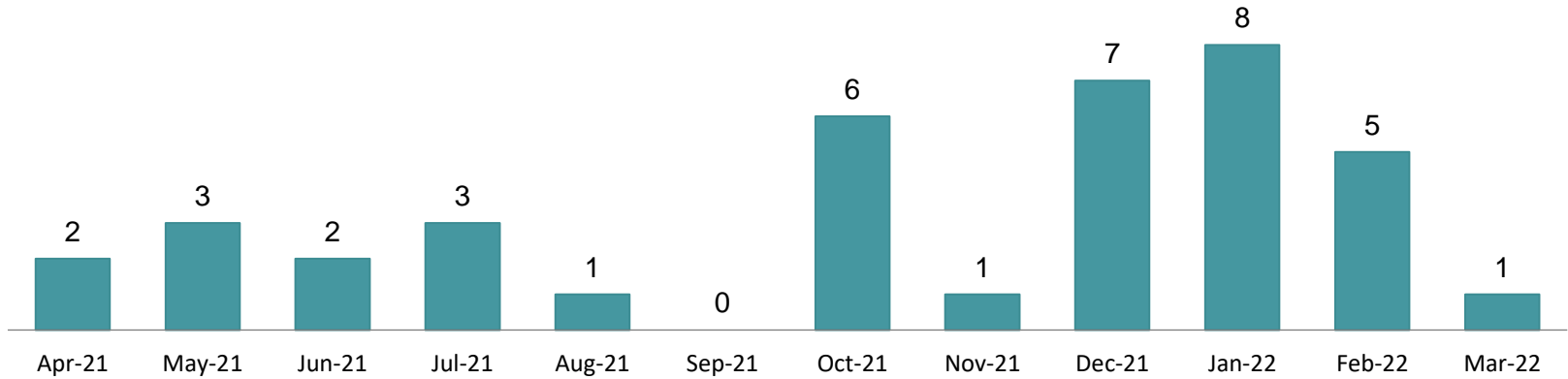
% of Dead Animal removal requests completed within 2 working days



As we are aware, there is a Street Cleansing project ongoing. The aim of this project is to alleviate some of the pressure off the streets service to create capacity to improve other aspects of the service.

Be Safe: Overweight

Number of Overweight Tickets

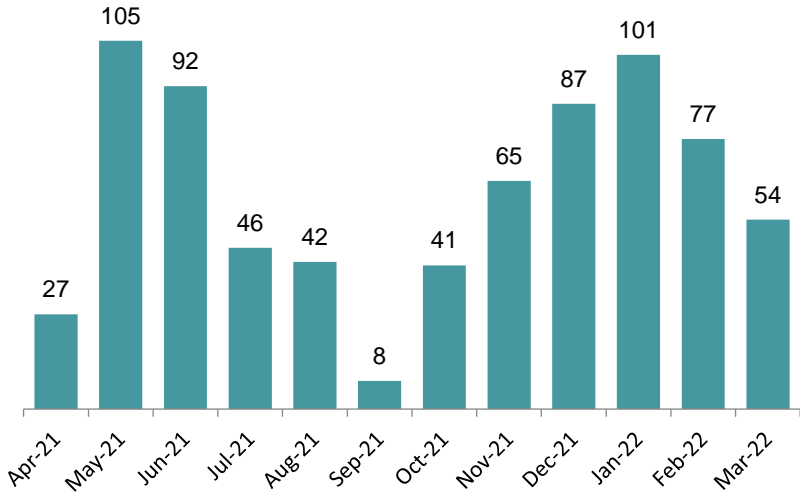


Target = 0 overweight tickets

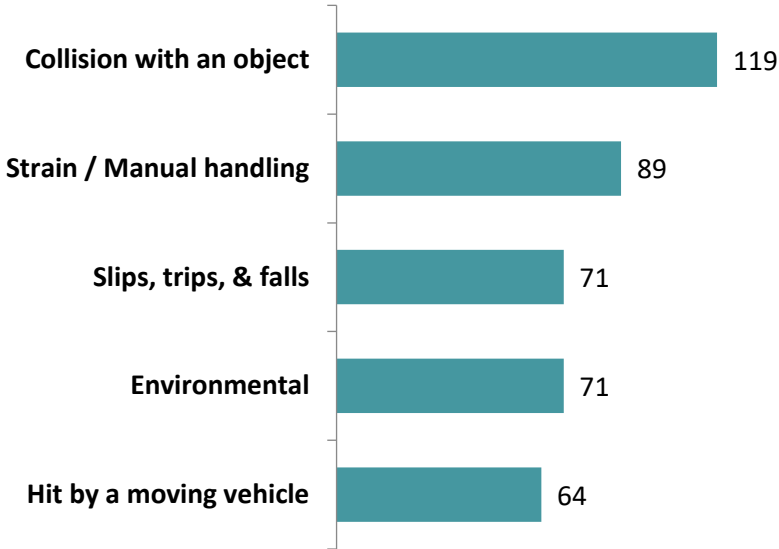
Overweight vehicles represent just over 0.5% of the total tips made.

Be Safe: Safety Concern Reporting

Reported Safety Concerns



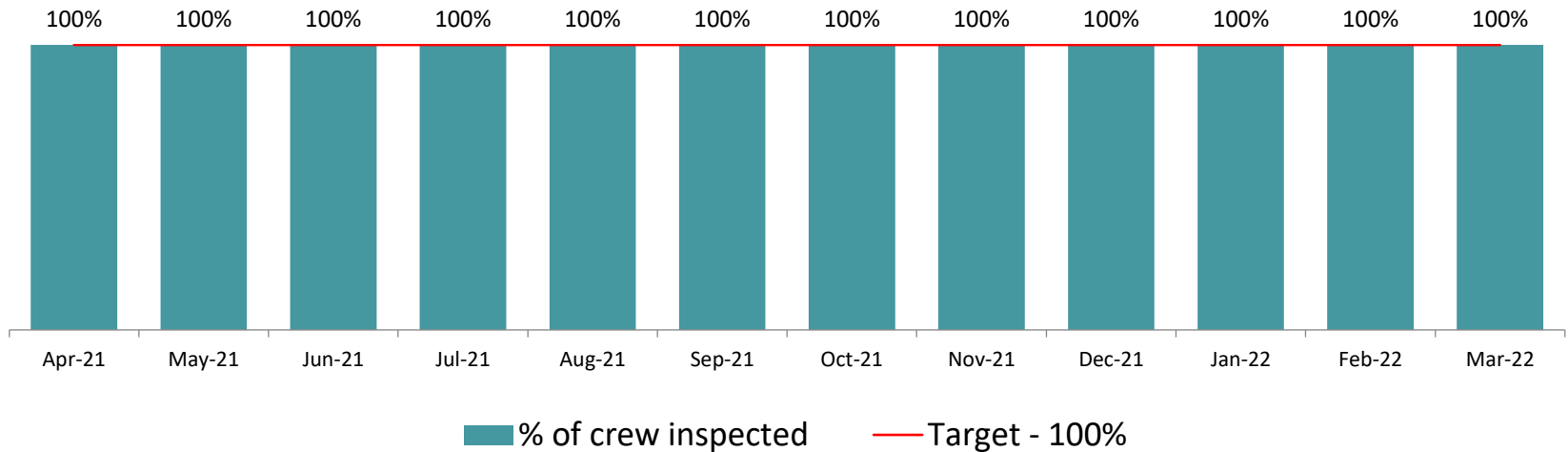
Top 5 Safety Concerns



The year of 2021/2022 seen a steady increase of Safety Concerns reported.

Be Safe: Crew Inspections

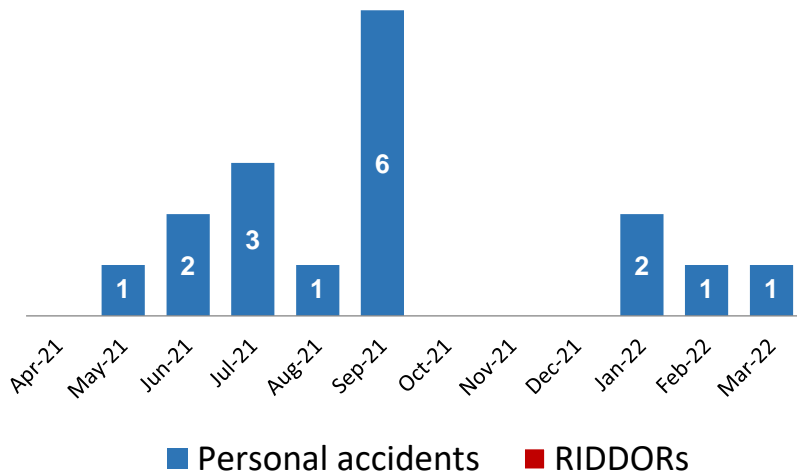
% of crew inspections carried out each month
Waste & Recycling and Environmental Maintenance



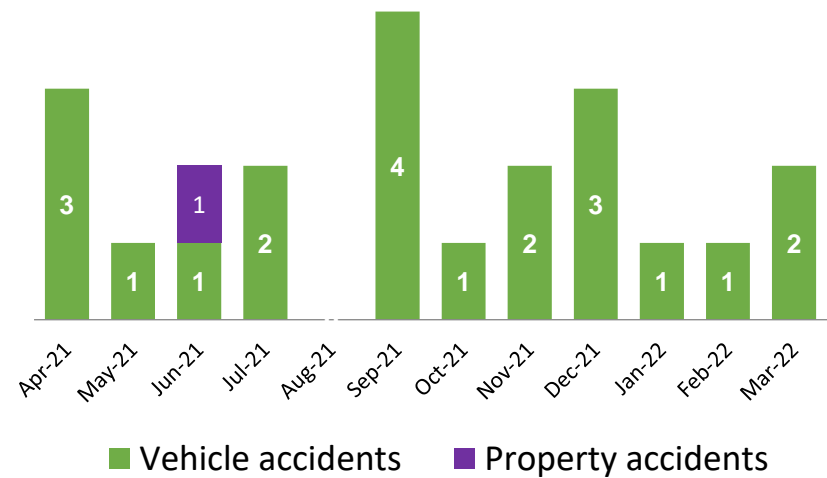
Throughout the year 100% completion on crew inspections were achieved, ensuring our crew maintain the highest possible level of professionalism.

Be Safe: Accidents

Personal Accidents and RIDDORs



Vehicle and property accidents

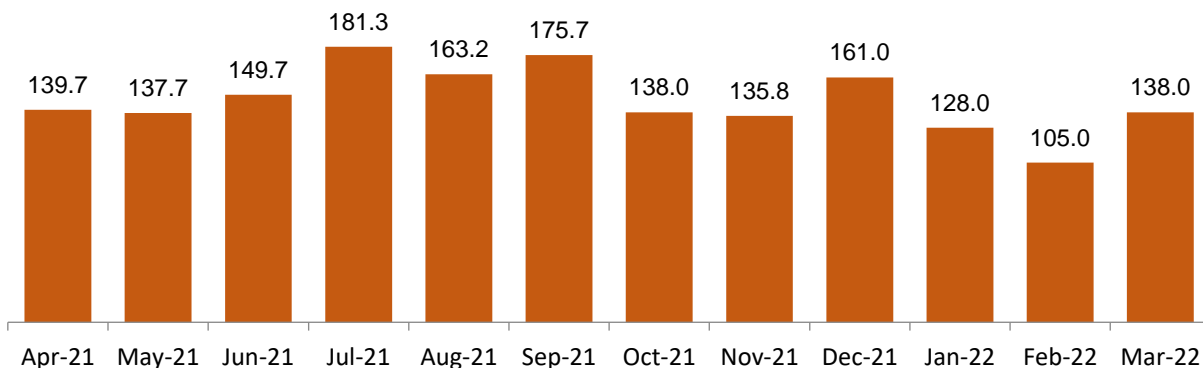


Both personal and vehicles accidents certainly seen a drop since the beginning of the year.

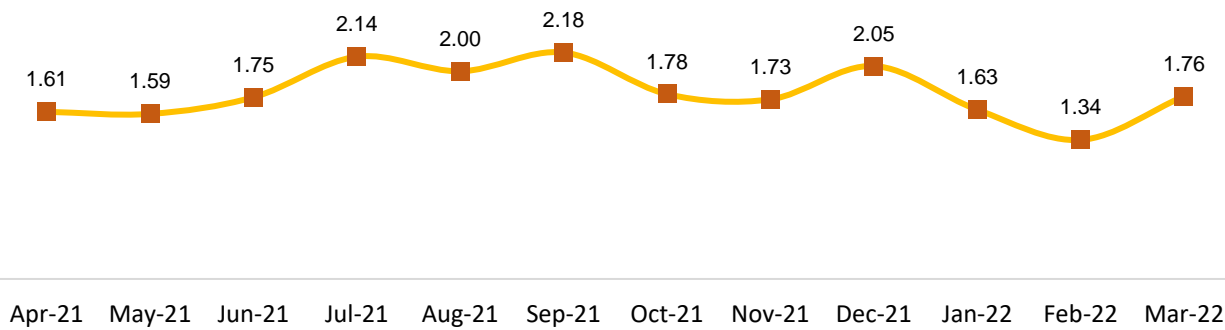
Absence – Tewkesbury Contract



Absence trend: working days lost



Average number of absence days per full time employee per month



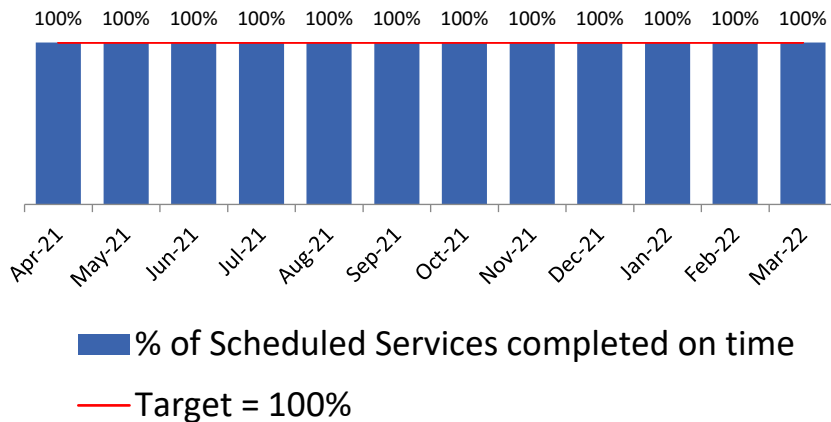
As per my comments above Sickness levels really did effect the Tewkesbury contract especially throughout the pandemic period, with 1,753 days lost in total. All sickness was and does get managed through our robust sickness policy.

Deliver Quality: Fleet

- Traffic Commissioner / DVSA Rating for 2021 / 2022: **Green**
- Fleet Compliance Audit Score: **98.15% (average score)**

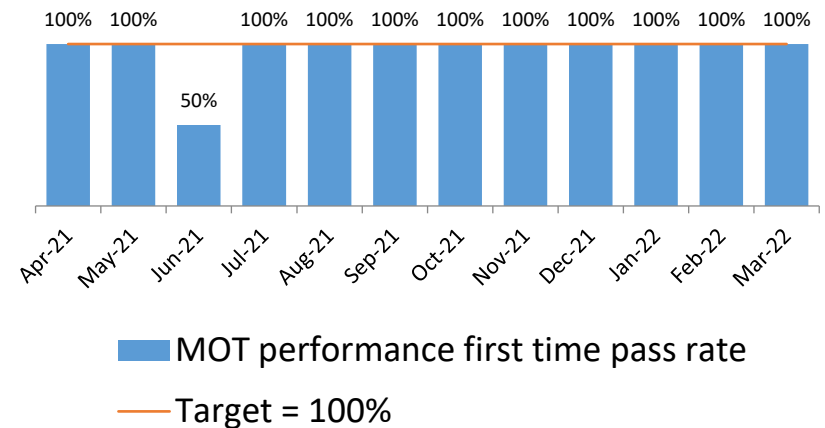
Fleet Management

% of scheduled services completed on time



Fleet Management

% MOT pass rate first time



- Fleet compliance has always been a focus point here at UBICO Tewkesbury, even though the average score is 98.15% UBICO Tewkesbury were the first contract to hit the elusive 100% score in February 2022.

Tewkesbury Projects

- Implement and review changes to grounds maintenance
- Implement changes to street services
- Adding an extra food waste round –
- Explore potential for greater service integration with Tewkesbury to deliver operational efficiencies and improvements on collection rounds, trade waste, streets and grounds services