

Ubico Tewkesbury

Annual Report

April 2022 to March 2023



Executive Summary

•Slides 4-7 missed bin information:

In the year 2022/2023, we seen an exceptionally low figure of missed bins reported (1724). This is a result of the hard work by all involved, with the future introduction of In-cab technology this should reduce these figures further. We have managed to achieve under target on repeated missed bins throughout the year minus one month where we had issues with the data around assisted collection, this has since been rectified. We are still utilising the Red and Amber list to further reduce these figures. As you will see on **Slide 4** 99.99% of collections where made without a missed bin being reported.

•Slides 8-10 Property services and collection weights:

We have delivered 7982 receptacles in the year 2022/2023, Ubico working in partnership are continuing to promote recycling to further increase the recycling rates whilst reducing the refuse that is delivered to Javelin park.

•Slides 11-12 Environmental service:

We have recently changed the way we report our fly-tipping collection data, we have now included 3rd party contractor jobs within our internal figures. With this being case overall we achieved under the 100% on a few occasions this year that were collected within the 5 working day SLA. Ubico are currently finding it difficult to obtain reliable contractors to carry out this work, we are working to source a more reliable contractors.

•Slide 13 Overweight's:

In the year of 2022/2023, we recorded a low number of vehicles overweight's, we have however started to show the percentage breakdown for overweight's within our monthly reports provided to Tewkesbury Borough Council.

•Slides 14-16 crew safety:

As you will see from the graph, we did have a steady report of safety concerns, we have had a sharp rise of vehicles overtaking dangerously whilst our loaders were working, slips trips and falls, access issues and dogs off the lead. The Supervisors managed to achieve 100% crew inspections throughout the year; this is to ensure crews are not only completing the task safely but also showing 100% professionalism at all times. Due to the hard work the operations team have carried out I am pleased to announce we recorded low figures of vehicle and personal accidents within the year.

Executive Summary

•Slide 17 Sickness and absence:

The Ubico's management team continue to use the companies policies and procedures supplied to manage all cases individually, sickness did rise slightly as expected at this time of year. All sickness and absences are reviewed and monitored by the operations manager with the support of HR, this is in a bid to minimise absences.

•Slides 18 Fleet services & management:

The Ubico fleet team have done an outstanding job in completing all services and MOTs on time, it is due to this hard work our vehicles are safe and compliant whilst operating on the highways keeping residents, other road users and our operatives safe.

I am pleased to announce that the Ubico Tewkesbury is still achieving 100% in fleet management which is the only contract in Ubico to do so. A lot of hard work and dedication goes into getting a fleet audit score of 100%, some of the tasks involved are the management of driver's hours, defect, training, driver behaviour and much more. It is the passion that Ubico Tewkesbury continue to deliver which keeps us at the highest possible standard.

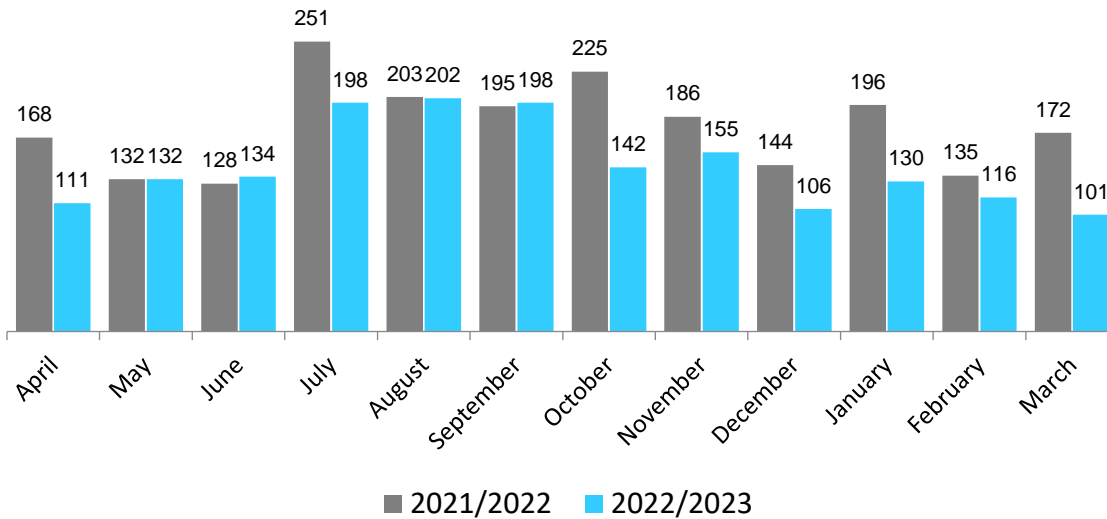
•Slide 19 Projects:

The street sweeper schedule has taken a positive step towards completion, TBC are currently in the process of zoning their areas which will then enable Ubico to create a schedule with that in formation. A business case has recently been sent to Tewkesbury with regards to In-Cab technology, this highlights the benefits this will have for TBC and Ubico, these include – the potential to carry out cross boundary working with other stakeholders, identify operational efficiencies, accurate data supplied from collection crews, time saved for customer services and many more. We are also preparing for our fleet procurement due in 2024, this has started very positively with a really good look at how we can improve our current fleet, to further improve health and safety and operational efficiencies, we are also looking at ways to reduce the carbon footprint of the TBC fleet.

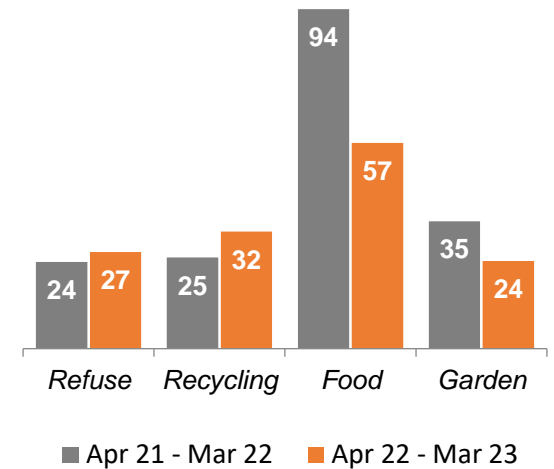
Deliver Quality

Missed Collections

Monthly reported **Missed Collections** - All waste streams



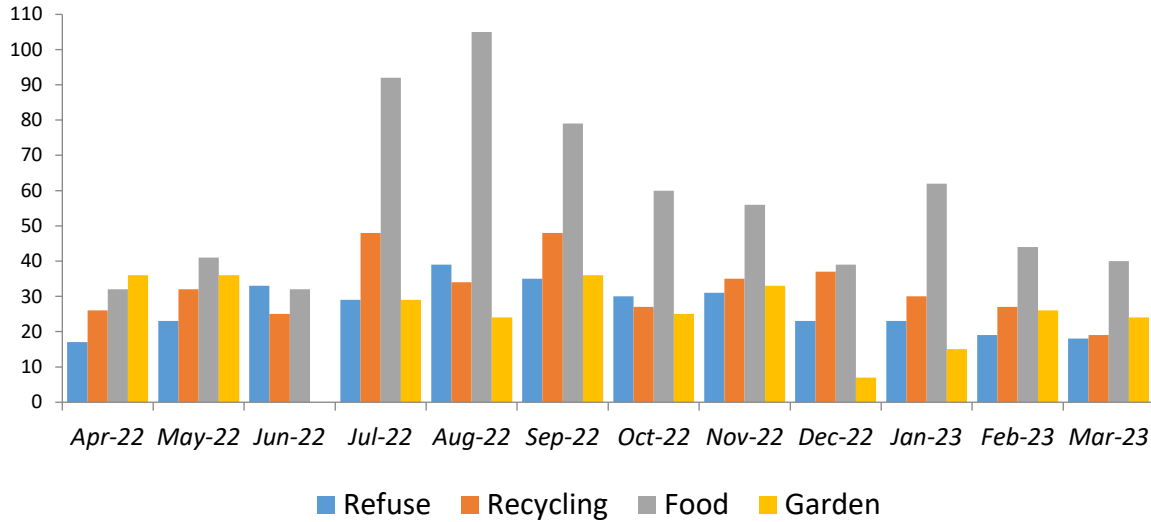
Monthly average number of **Missed Collections**



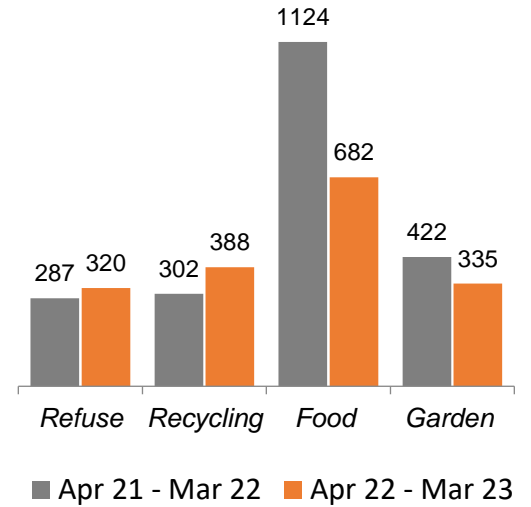
Deliver Quality

Missed Collections

Monthly reported Missed Collections



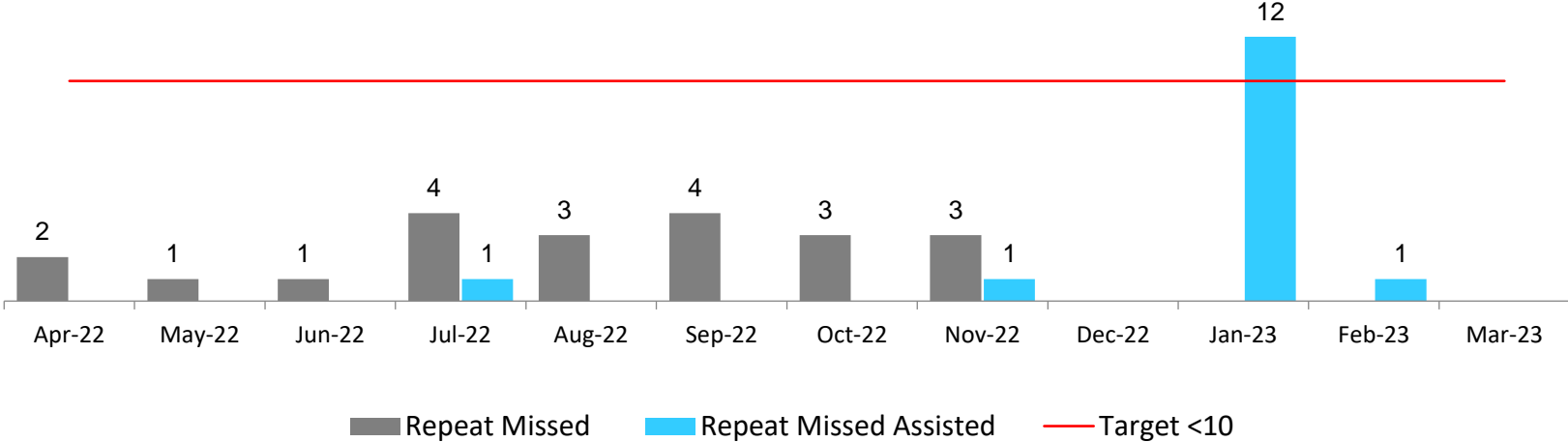
Missed Collections by waste stream



Deliver Quality

Repeat Missed Collections

Repeat Missed & Repeat Missed Assisted collections
April 2022 - March 2023



Deliver Quality Collections

April 2022 - March 2023

Total Collections: 4,990,544

Total Missed Collections: 1,724

Target: 99.95%

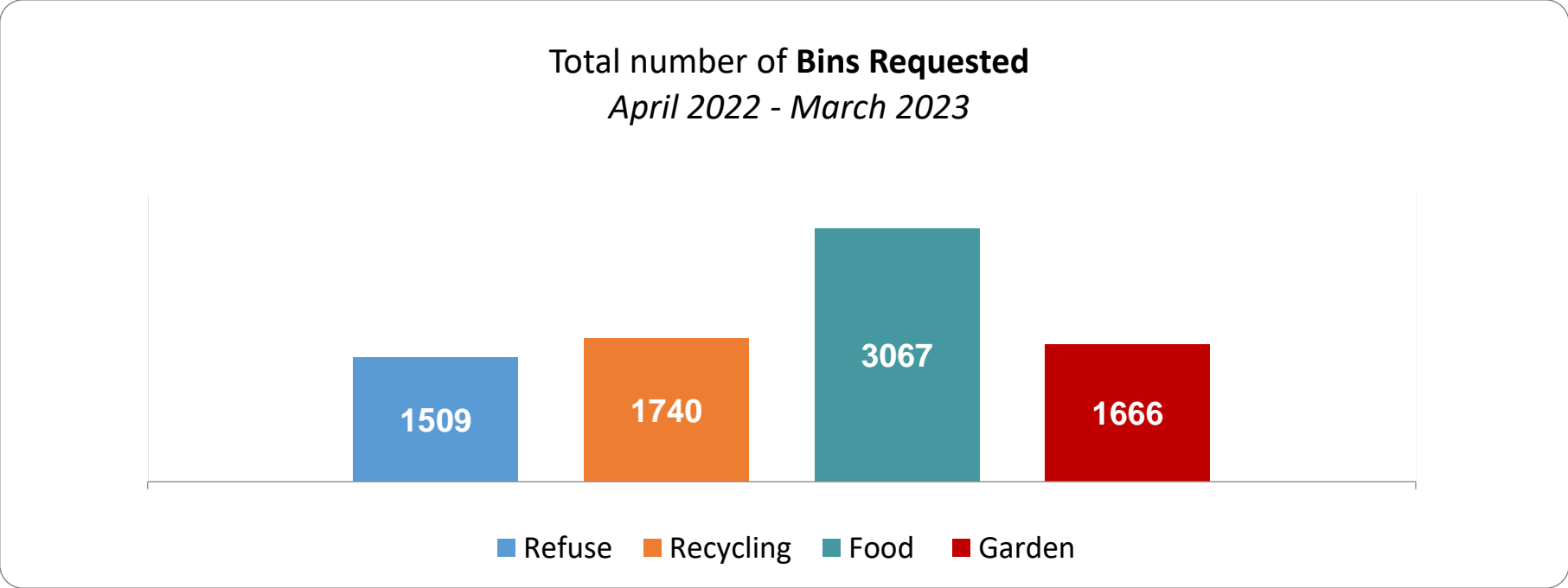
Collection Accuracy: 99.99%

The logo for 'ubico' is located in the bottom right corner. It consists of the word 'ubico' in a lowercase, sans-serif font, enclosed within a white rounded rectangular shape with a green border. The background of the slide features a green gradient at the bottom, with a darker green area on the right side where the logo is placed.

ubico

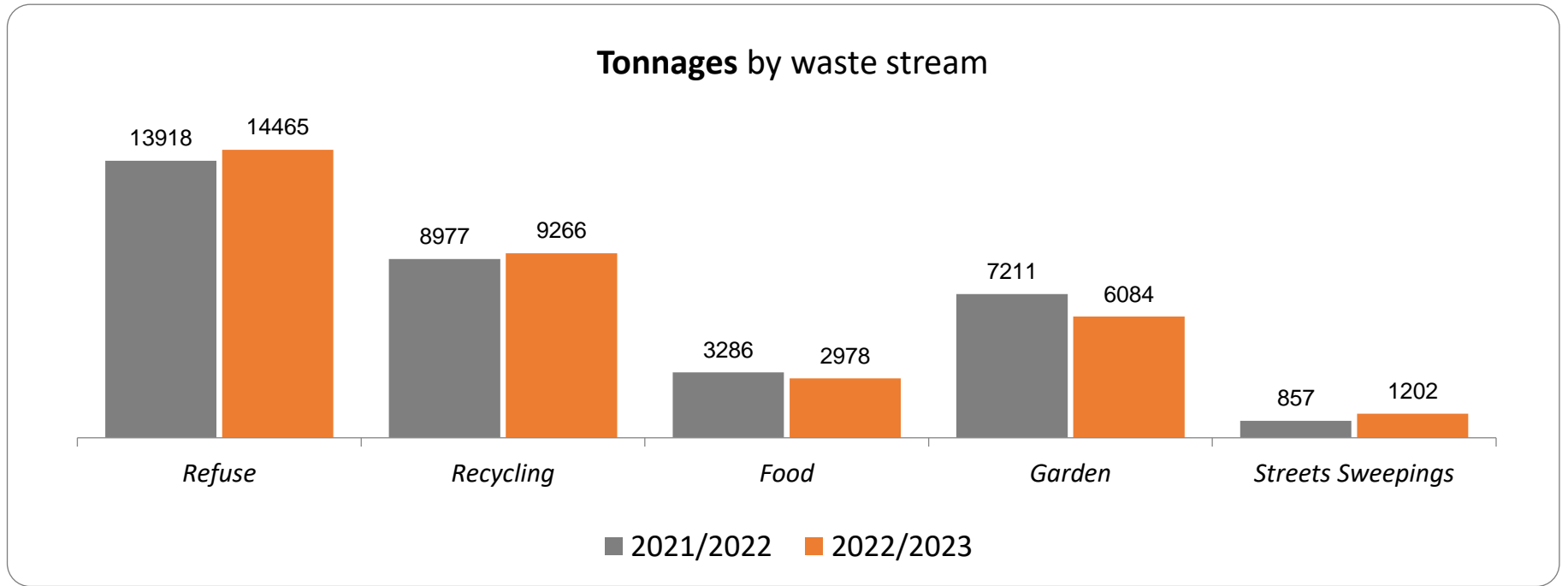
Deliver Quality

Bin Requests



Deliver Quality

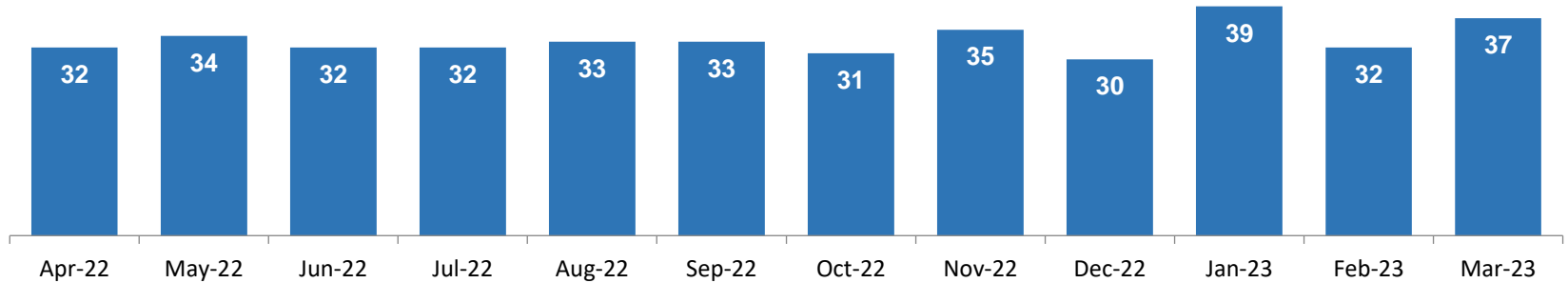
Tonnages



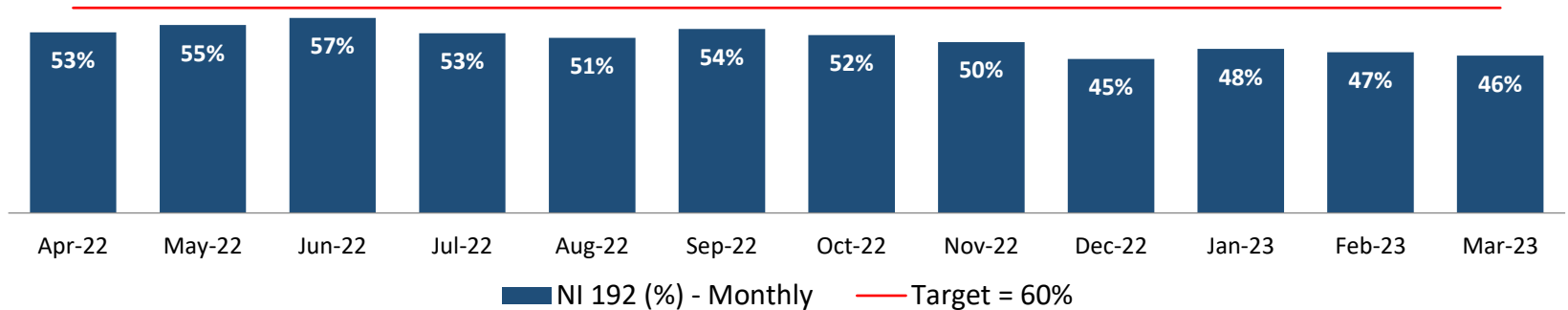
Deliver Quality

Household Waste

NI 191 (Kg) Residual Household Waste per head of population

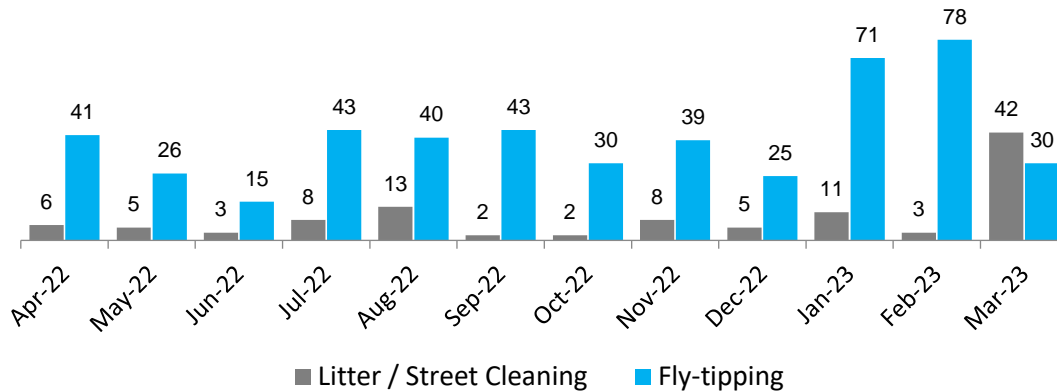


NI 192 (%) Household waste reused, recycled and composted

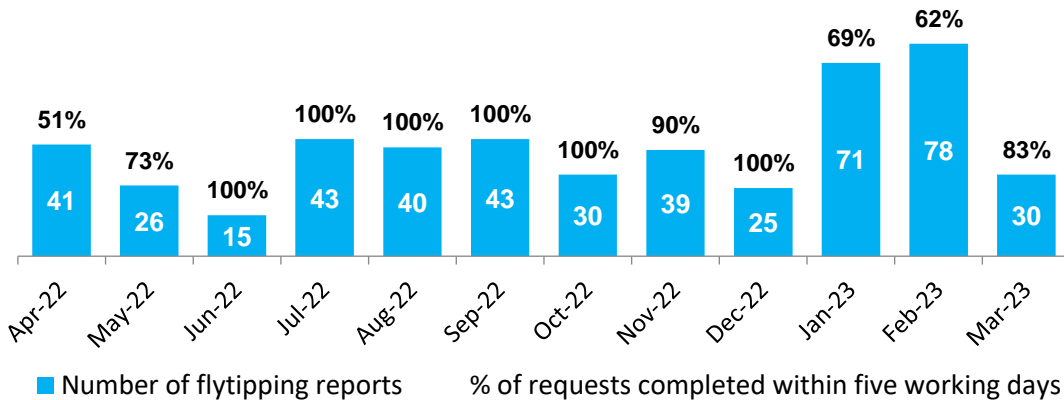


Care for our Environment Litter/Street and Fly tipping Requests

Number of **Litter/Street Cleansing** and **Fly-tipping** requests

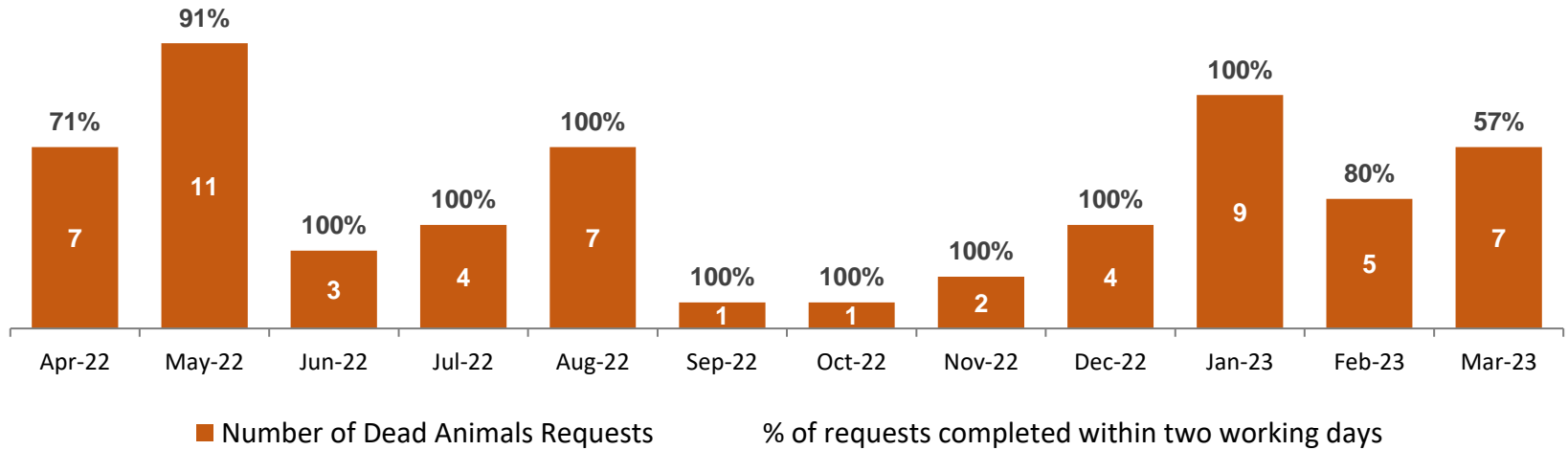


Number of **Fly-tip** removal requests & **percentage** removed within 5 working days



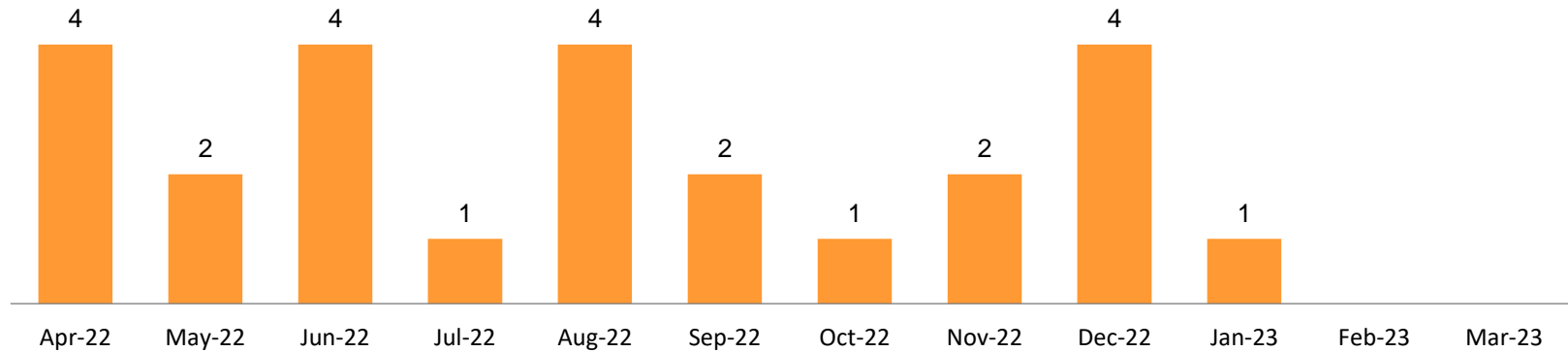
Care for our Environment Other Requests

Number of **Dead Animal** removal requests and **percentage** removed within 2 working days



Be Safe Overweight tickets

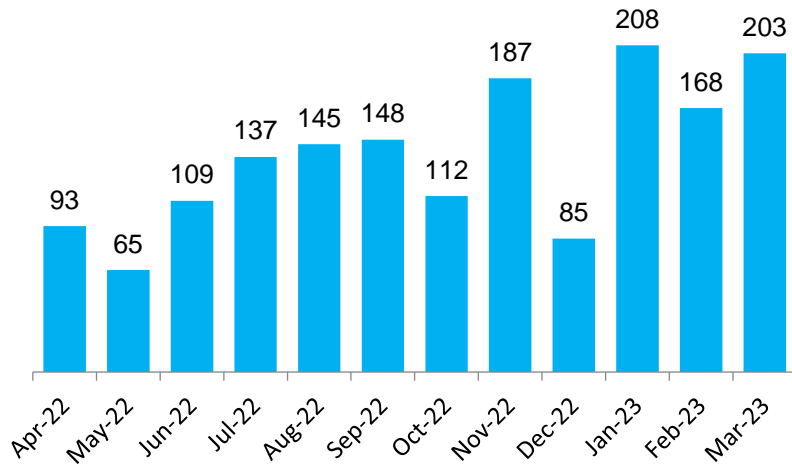
Number of **Overweight** tickets



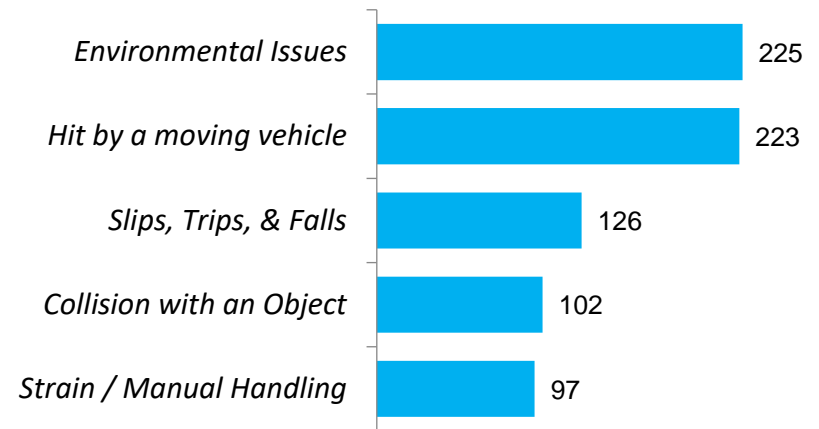
Be Safe

Safety Concern Reporting

Safety Concerns



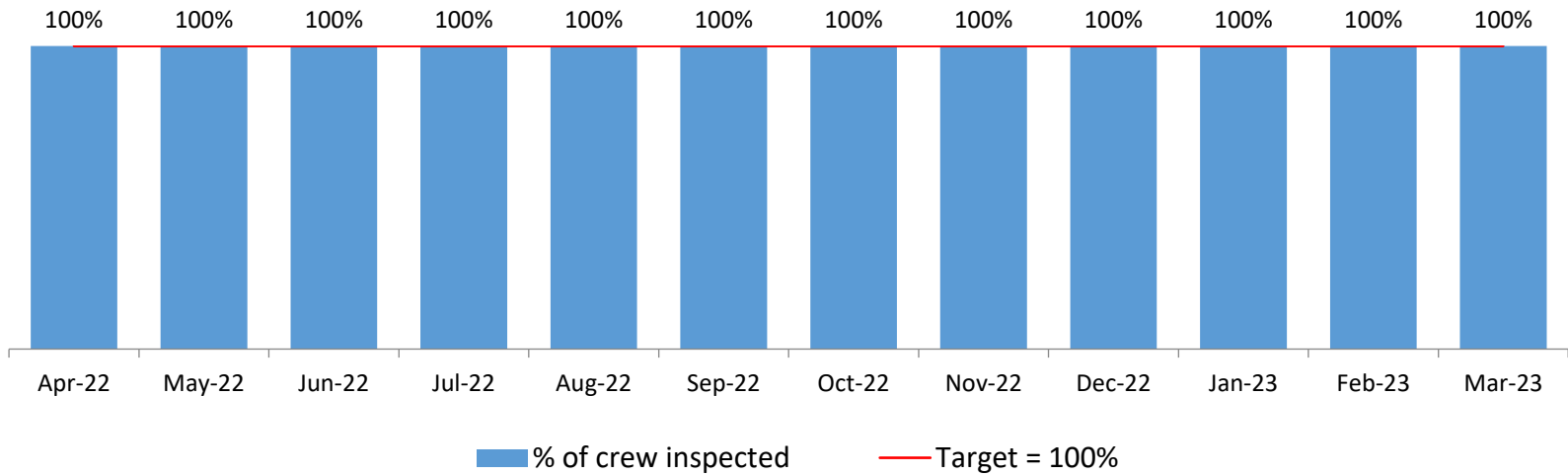
Top 5 Safety Concerns April 2022 - March 2023



Be Safe

Crew Inspections

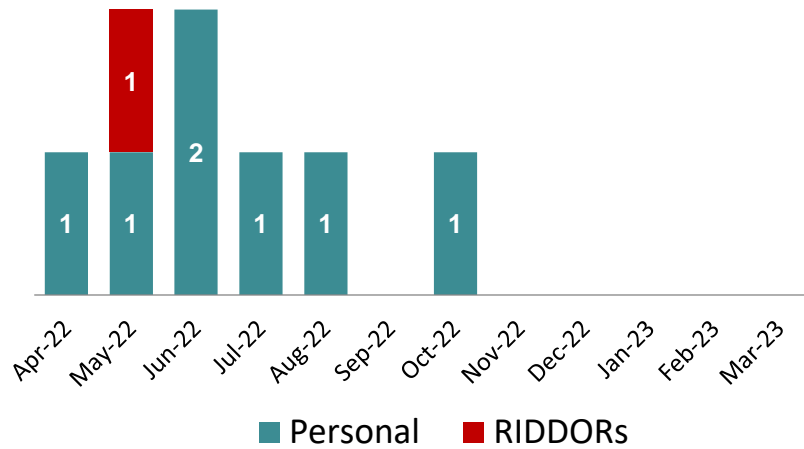
% of Crew Inspections carried out each month
Waste & Recycling & Environmental Maintenance



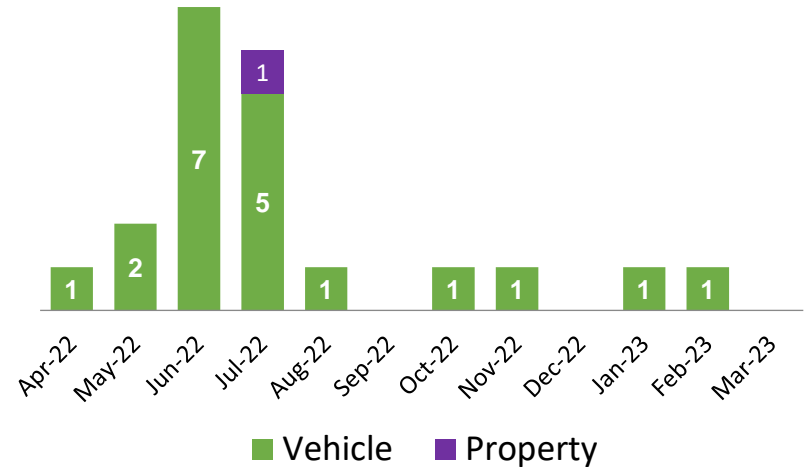
Be Safe

Accidents

Personal Accidents and RIDDORs



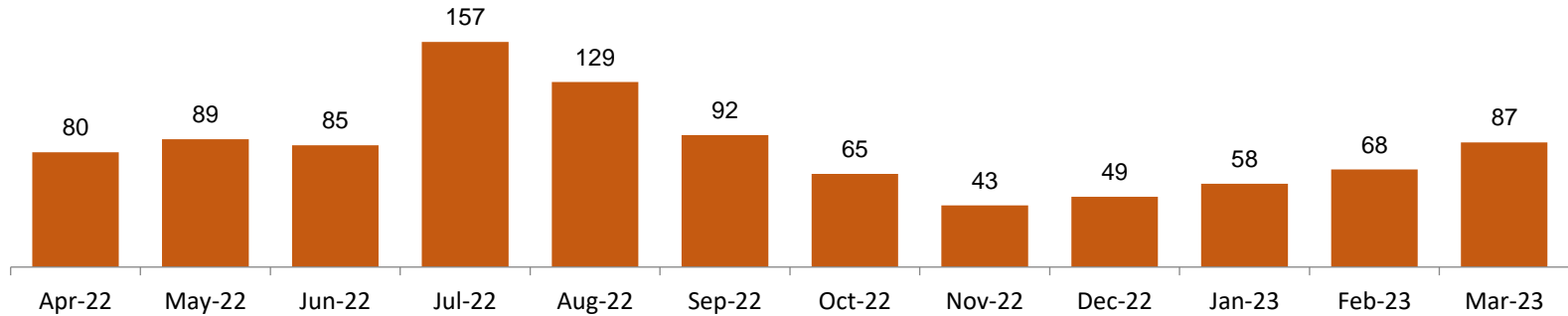
Vehicle and Property Accidents



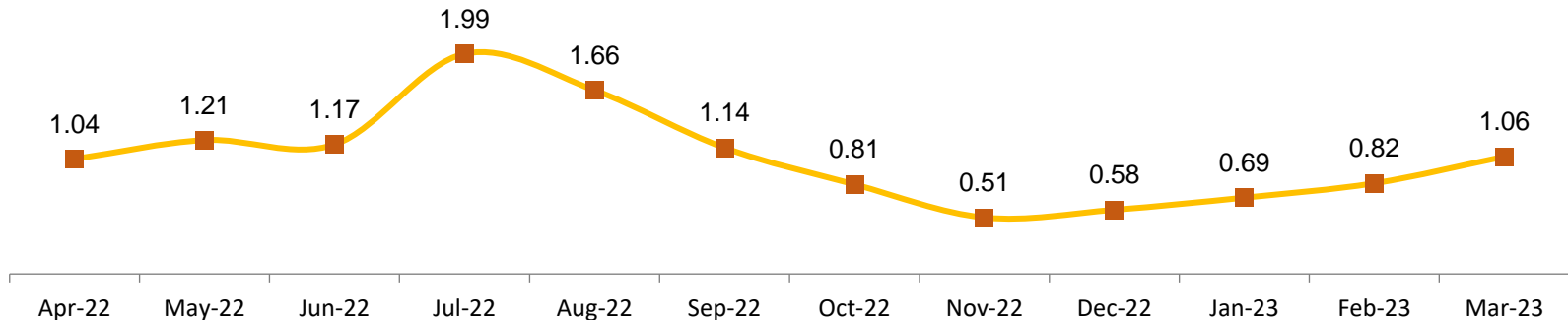
Absence Tewkesbury Contract



Absence trends - **Working Days** lost



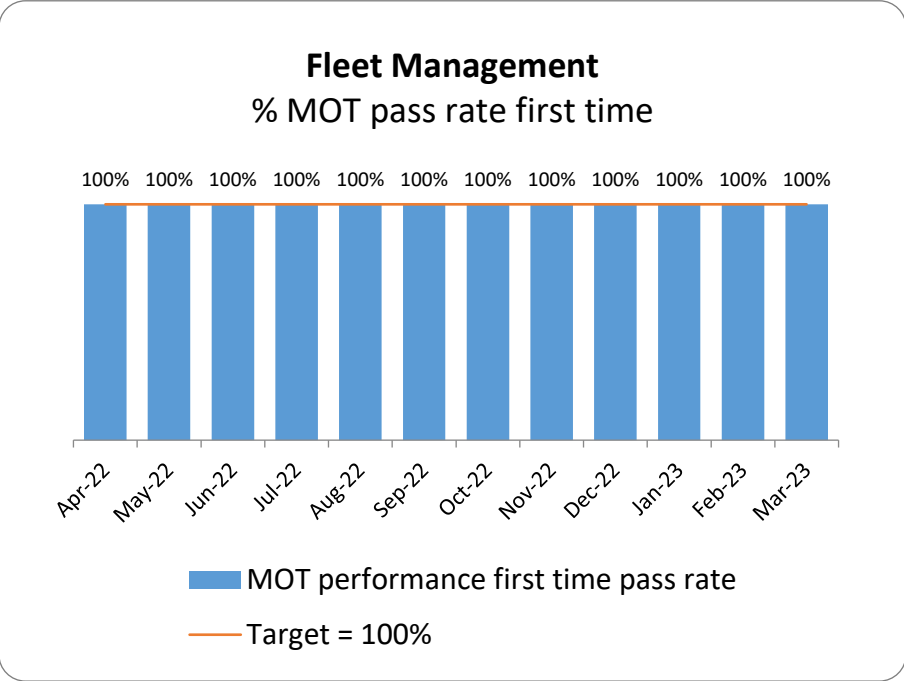
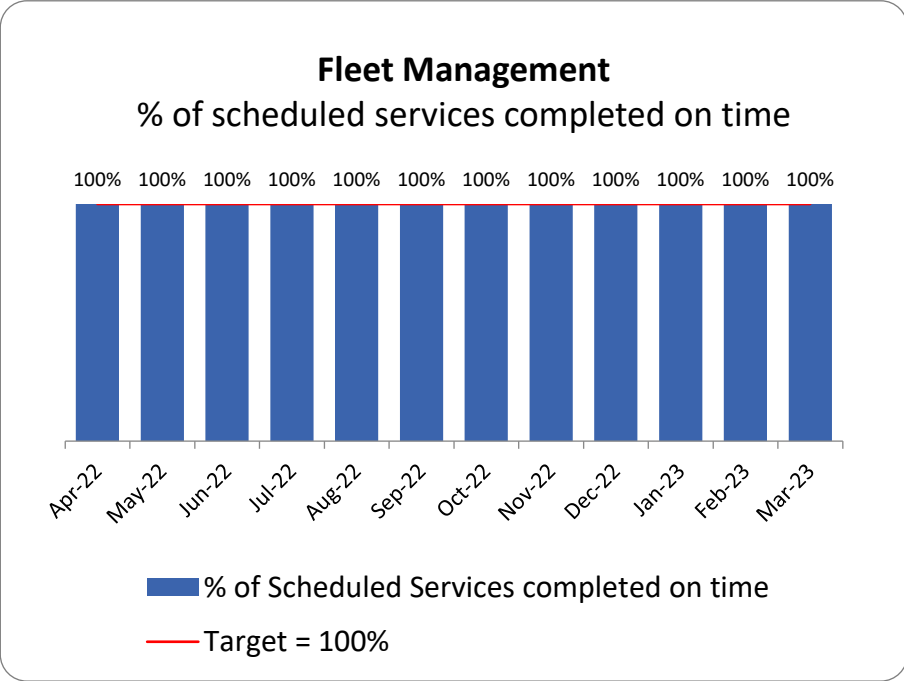
Average number of **Absence Days** per full time employee per month



Deliver Quality

Fleet

- Traffic Commissioner / DVSA Rating for 2022 / 2023: **Green**
- Fleet Compliance Audit Score: **100%**



Tewkesbury Projects

- Implement and move forward with in-cab technology to drive further operational efficiencies.
- Implement changes to street services - *ready to be rolled out, we are awaiting for the fleet procurement as new vehicles have been agreed to carry out our narrow Refuse collections currently being served by street cleansing.*
- Implement a sweeper schedule - *groundwork has been completed, we are awaiting confirmation of Zone areas from Tewkesbury Borough Council.*
- Fleet Procurement – ensure the correct vehicles are being purchased and specified accordingly.
- Explore potential for greater service integration with Tewkesbury to deliver operational efficiencies and improvements on collection rounds, streets and grounds services -