



Working in partnership to deliver for the Arun district



Environment Committee

Greenspace Management Contract Performance Report

14th of November 2024



Agenda



About Tivoli



Nurture Group



Local Activity



Tivoli's Values



Sustainability
Pillars



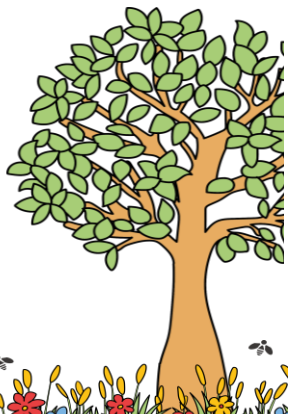
Community
Feedback



Working in
collaboration



HIVE





About



tivoli

Independent grounds maintenance service provider with more than 30 years of experience.

Our 1200+ workforce our recognised as leaders in the sector achieving multiple awards and recognition.

Align with like-minded clients and partners where we can add value and achieve shared outcomes in true partnership through our shared stewardship of our environment.

A zero tolerance focus on Health & Safety, a fully trained and motivated workforce and environmental awareness through participation and learning.



The South Region



325 Colleagues undertaking grounds maintenance

13 Apprentices, ambition to increase

Turnover circa £20m

Dedicated HSEQ management



Earlier this month The Nurture Group acquired Tivoli from our previous parent company Amistha Holdings Limited forming a market leading national business with a combined revenue of £245m.

Stronger Together

Independence

Tivoli remains an independent business within The Nurture Group.

Setting new standards

Real Living Wage employers. Committed to promoting an ethical, people-focused industry that values and invests in its workforce.

Innovation & integrated services

Our expanded integrated offerings pave the way for new ideas and improvements across the industry.

Championing sustainability

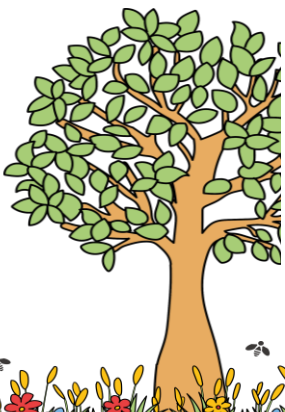
Shared commitment to biodiversity and environmental responsibility.

Empowering careers

Increased focus helping create a skilled, motivated, and upwardly mobile industry workforce.

Strengthened national infrastructure

A combined team of over 4,400. Extensive resources and resilient infrastructure. Consistent, high-quality services.





Local Activity

Our people



Regional Manager

Lifestyle Manager

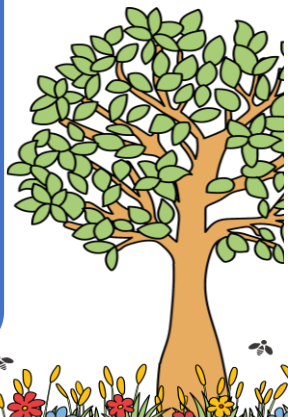
Operations Manager

GM Supervisor

GM Supervisor

5 Head Gardeners
3 Team Leaders
1 Green Keeper
8 Operatives

6 Team Leaders
9 Operatives
1 Tractor Driver
1 Apprentice





Local Activity

Driving performance forward



Operate from our Ford Depot, centrally located | 3 Mechanics who maintain our machinery | Modern fleet



Invested £75k into this Depot to create a regional Hub which benefits Arun through additional job creation and provides resilience.



Dedicated Hard Landscaping/Extra Works team supporting local projects



Provide support to enable greenspace volunteering by offering 200 volunteer hours and £2000 in grant funding per year.



Committed to local SME's with supply chains set up which support the delivery of the Arun contract.





Local Activity

What do we do?



We undertake several grounds maintenance tasks at approximately 480 parks and open spaces;



Grass mowing

378 acres - equivalent to about 230 football pitches



Pathway maintenance

About 1 mile – weed, litter and leaf clearance



Hedge trimming

About 10 miles



Litter

320 bins emptied which is about 35,000 rubbish sacks a year



Shrub and borders maintenance

About 17 acres – pruning and weeding



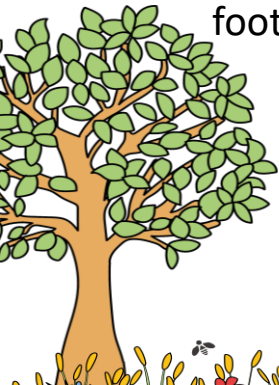
Bedding plants supply and maintain

Approximately 10,000 plants twice a year



Wildflower meadows

54 meadows at 36 sites





Local Activity Lifestyle



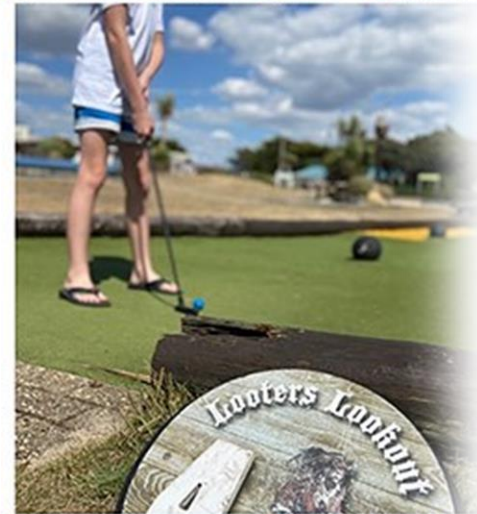
Tivoli Lifestyle operates Arun District Council's outdoor recreation facilities.

As part of this Tivoli manages

- 20 football pitches
- 20 tennis courts
- 2 putting greens
- 5 bowling greens
- 2 adventure golf courses
- 1 'Par 3' golf course.

Developing and implementing new marketing plans to help promote local activities

Review current offerings and present proposals to increase commercial activity across the district





Local Activity Lifestyle

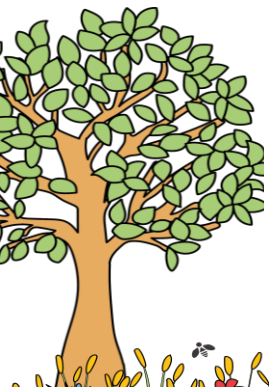


Thanks to your kind and generous offer to measure and mark nine football pitches, we were able to host over 110 football clubs, giving opportunities for over 500 children and 400 women to play competitive grassroots football. This event also allows our not-for-profit organisation, to fundraise for the following year, which has become even more important given the cost-of-living crisis and inflation surrounding all industries. We would like to place on record our thanks for your time and efforts this July. Without your help, we would not have been able to run such an event for the footballing community.
Ciaran Helly, Chairman, AFC Littlehampton

*Dear Tivoli,
I am writing to express my thanks and my sincere gratitude for the help and continued support your team have provided to make our event happen. I ran a football event at Worthing Rugby Club on the weekend of 22nd and 23rd June to raise money for youth and women footballers in our community. The event was very well received, the funds raised will also help us move towards opening up football for pan disability teams.*

Our event could not happen without the help and efforts of Matthew Slorach, Danny Willmott and their amazing team. The support and professionalism they have shown is above and beyond, thank you again.

**Michelle Watkins
Event Coordinator
East Preston FC**



Our Values



Tivoli's Values



Create empowered teams that are supported, motivated and passionate about what we do and how we do it



Place our customers and the communities we serve at the centre of everything we do.



Protect and regenerate the environment where we work



Embrace Change to deliver efficient services



Sustainability Pillars



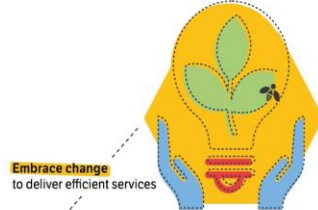
Community

1. Local Economies & Communities

Make a positive impact in the communities where we live and operate.

2. Charity

Support and contribute towards charitable endeavours.



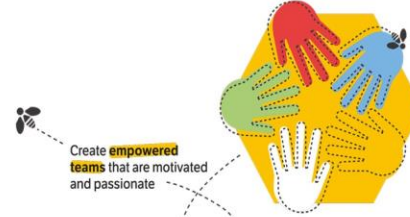
Technology

3. Carbon & Net Zero

Become a net zero business, for our scope 1 and 2 emissions, by 2030.

4. Innovation

Continuously improve and innovate our equipment and processes to reduce our carbon impact.



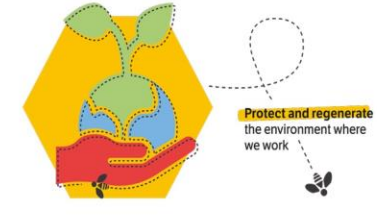
People

5. Employee Skills & Empowerment

Support and advocate our staff to thrive in their everyday.

6. Health & Safety

Strive to protect the health and safety of our workforce, our customers, and their end users.



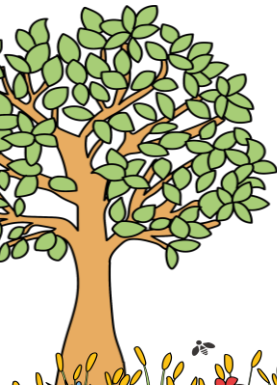
Environment

7. Biodiversity

Reduce any negative environmental impact on society but also reinvest in it.

8. Waste Management

Implement waste best practice to control and limit our waste streams.





Mewsbrook Park
Littlehampton

We recently transformed an area within Mewsbrook Park in West Sussex. Our operatives undertook the task of:

- Clearing up the paths.
- Planting a rock garden.
- Installing a bug hotel which is made entirely from recycled material from the park.
- Installing a new rockery and new plants.

This project plays a important role in elevating the park's rich ecosystem as well as bringing community benefits too. This provides a enhanced greenspaces for the local people of Littlehampton.



CASE STUDY

2024

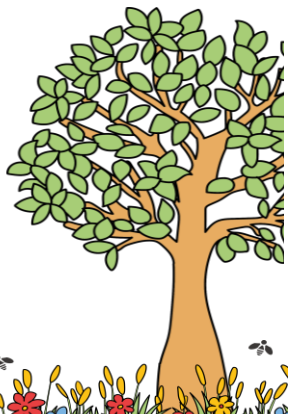


Biodiversity
Tivoli Sustainability
Approach




Sustainability Pillars

Working with the Community in partnership to deliver enhancement to our Environment





Sustainability Pillars

Investing in new technology



Monitor market conditions to react as soon as battery equipment are operationally durable, currently not where we would like them to be.

Utilising technology we monitor driving practices

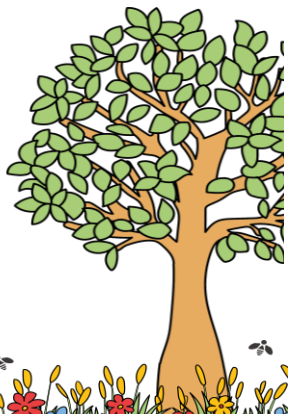
Route planning reducing fuel usage

Rainwater harvesting at Ford Depot

Investigating the potential to install Solar Panels to Ford Depot Power

Future aspirations

We have the ambition to become carbon neutral by 2030





Sustainability Pillars

Investing in our people



Committed to personal development. E.g. apprenticeships, RHS courses, management training, etc.

Recognise and award good work through Employee of the Month schemes

A partner of Perennial, a charity who support workers in our sector

Provide thorough training for all tasks required

Celebrate achievement with our staff, clients and volunteers



Perennial
Partner

Tivoli

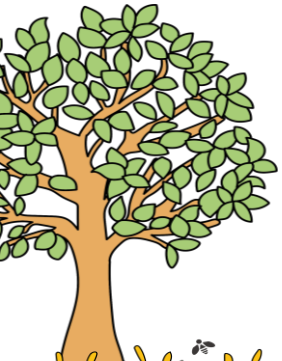




Community Feedback



*Georgina & I have been up to see Belinda ahead of tomorrow's launch. The team from Tivoli have been fab in clearing the garden and it's always nice to promote good teamwork -Darren, Neil, Dave and Carl
New outer fencing and gate sets it out perfectly for this community asset.
Cathryn French, Arun DC*



I just want to say an enormous thank you to Tivoli for your support in preparing the Ashdown Vale Allotments. We are so grateful for the transformation of our field of 6ft weeds to a beautiful blank canvas for plot holders to begin cultivating. The allotments are now open and being enjoyed by the local Bamham community which we couldn't have done without you. I didn't catch his name but the guy driving the tractor was so friendly and a real credit to Tivoli.
Georgia Harmsworth, Arun Resident





Working in Collaboration



Arun DC and Tivoli working together to focus on maintaining service level excellence to retain 6 Green Flag Awards, and hopefully achieve more



Community activity and regular dialogue to evaluate further opportunities and progress



Ambition to increase engagement through local colleges and schools and increase the number of local opportunities for school/college leavers



Aligned strategy to link to Arun DC's Climate and Biodiversity objectives



Regular joint site audits to ensure performance standards are maintained





HIVE



Compliance Summary

Last 3 Months (Calendar)
01/07/2024 - 30/09/2024

POWRA



80.7%

Machinery & Equipment



61.9%

Near Hits

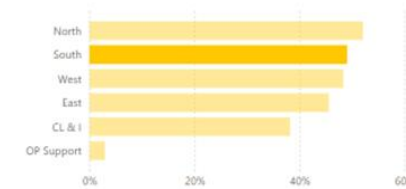
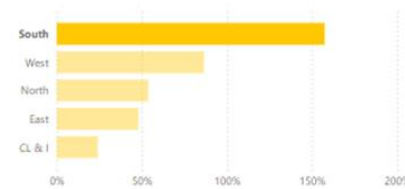
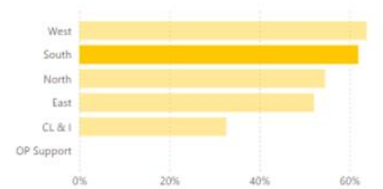
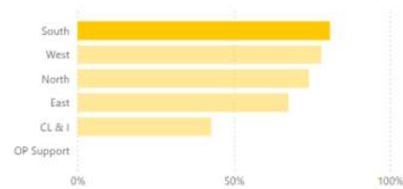
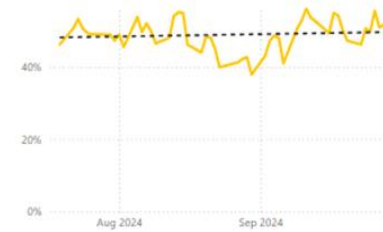
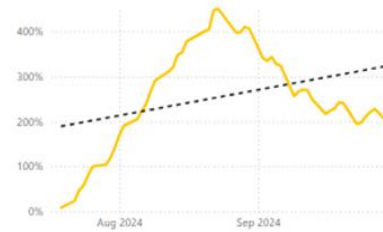
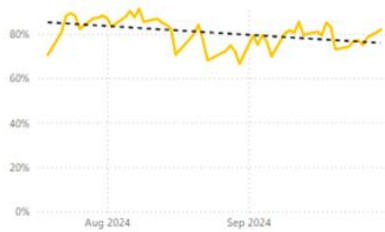


157.4%

Vehicles



49.0%



Region	POWRA %
South	80.7%
Total	80.7%

Region	M&E %
South	61.9%
Total	61.9%

Region	Near Hits %
South	157.4%
Total	157.4%

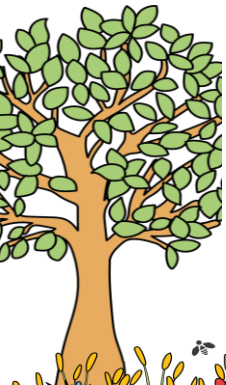
Region	Vehicle %
South	49.0%
CL & I	0.0%
East	0.0%
North	0.0%
OP Support	0.0%
West	0.0%
Total	49.0%

HSEQ Performance and compliance monitoring

Tivoli personnel to check that all Machinery and Vehicles are in a fit-for-work

Hive allows us to distribute Toolbox talks and our employee operations manual (OEM)

RA's all available through the operational system



Overview of operational performance and understanding of being able to enhance delivery efficiencies

Client transparency of performance against contractual requirements

Capturing information of any issue(s) on site, and escalates appropriately

Photos of completion available against jobs loaded assisting the quality of performance



HIVE



Riverside Group - Tivoli Jobs Open vs Closed



7176

Total Jobs

1015

Total Open Jobs

5951

Total Completed Jobs

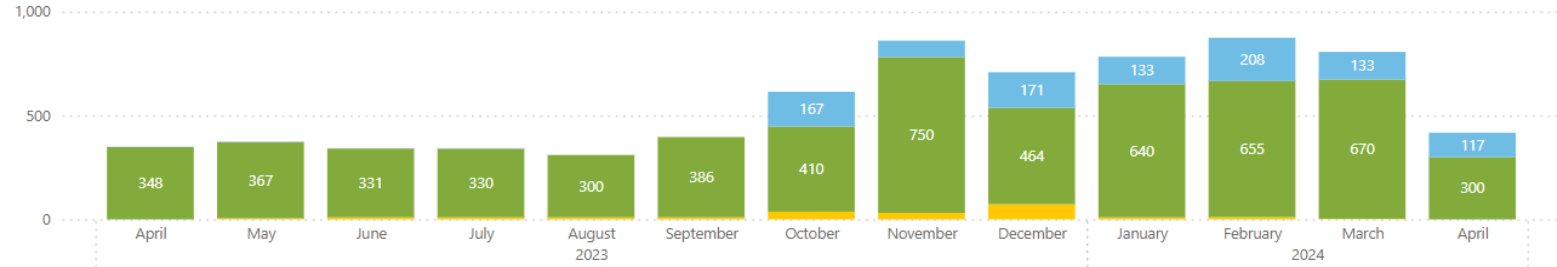
210

Total Cancelled Jobs

82.9%

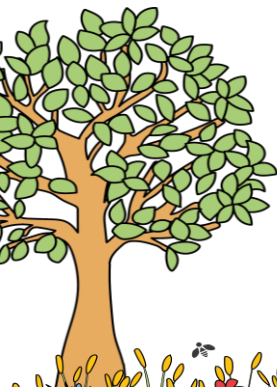
% Complete

Cancelled Completed Open



Year	Month	Total Jobs	Total Completed Jobs	Total Open Jobs	% Complete
2023	April	350	348	2	99.4%
2023	May	374	367	2	98.1%
2023	June	342	331	1	96.8%
2023	July	342	330	2	96.5%
2023	August	310	300	0	96.8%
2023	September	396	386	0	97.5%
2023	October	614	410	167	66.8%
2023	November	860	750	79	87.2%
2023	December	708	464	171	65.5%
Total		7176	5951	1015	82.9%

Planned Maintenance Jobs Only.





Working in partnership to deliver for the Arun district



Thank you!
Do you have any questions?

