

Overview & Scrutiny

Meeting date: 09 September, 2023

Member Questions for Ubico (4 total)

1. Question from Councillor Chelin

I note the concern about staffing. What is the general turnover rate of staff and how does this compare with other similar organisations and the sector as a whole?

Response from Ubico

This is an area we are now tracking and working with other similar organisations to start benchmarking. The estimated attrition rate across the whole of Ubico in the past 6mths is 7.66% based on 875 employees.

For the Cheltenham contract the average length of service is 7.65 years. This figure is reducing year on year.

2. Question from Councillor Chelin

What is the demographic of the employees, e.g. in terms of ethnicity, gender, age, etc., and are positive action schemes being considered at all?

Response from Ubico

I have requested this info from HR, I will get the detail back to you as soon as I receive it.

3. Question from Councillor Chelin

Some residents claim that the reduction in opening hours of the Swindon Road centre will increase the levels of fly tipping. Can you say, yet, whether this is the case?

Response from Ubico

Over the past 12 months the number of fly tips reported have decreased on the Cheltenham contract. This is a trend we are seeing across all Ubico contracts.

4. Question from Councillor Chelin

What are the kinds of innovative and cross boundary opportunities that are mentioned on the first page of the exec summary?

Response from Ubico



Ubico are producing a business plan to look at the possibility of vehicle ownership, this would reduce the amount of vehicles across all contracts as vehicle sharing would be a major benefit along with having our own hire/spare fleet.

Other areas such as centralised bin/container delivery, tree surgery and fly tip clearances are also being explored.