**From:** Bailey, Prakashini [mailto:Prakashini.Bailey@camden.gov.uk]
**Sent:** 10 October 2016 15:22
**Subject:** RE: Observations for QLTA reference: 15/151

Dear Flaminia,

Thank you for your further observations, for clarity purposes I have provided my response underneath the further questions you raised in red text.

1.    Kilburn Vale residents have continually complained about the level of service delivered - or NOT delivered to be more precise - by Veolia for years without satisfactory resolutions or outcomes.  Our Secretary requested on more than one occasion, to see the copy of the agreement that Camden has (had) with Veolia but this was not provided.  Why have Camden been so secretive about this?

The Council is obliged under the Freedom of Information Act 2000 to disclose contract documentation, however, we have not previously received a written request from the Kilburn Vale RTA to provide such documentation. I made a request to be provided with a copy of the Service Level Agreement for Veolia on 16th February 2014.  Kevin Murray passed this on to Mark Hunt and informed me of such on 19th February 2014.  Therefore, could we please be sent a full hard-copy of the Service Level Agreement, including any amendments or changes that have happened since our original request in February of 2014?  Thank you.

Copies of all the relevant contract documentation will be sent to the Kilburn Vale RTA once the new Environment Services contract has been signed.

2.    You state that the new contract with Veolia will have an "outcome based service specification".  Could we please have a copy of this as so far, it has never been clear as to what exactly is covered by the "service".

Once the new Environment Services contract has been signed, the Council will provide a copy of the Service Specification to the Kilburn Vale RTA, on request. I am officially requesting this now so that as soon as it is ready, you can email me a copy as well as send me a hard-copy in the post.

Copies of all the relevant contract documentation will be sent to the Kilburn Vale RTA once the new Environment Services contract has been signed.

3.a)  One weekly litter picking day (currently on a Wednesday)  and to confirm that the operative works to the Gridded Map of our estate (attached) so that he/she is aware of ALL the areas that need to be tended to including the number of litter bins to be emptied.

One of the contract outcomes is "managing Camden's local environmental quality to an agreed standard". The contractor is aware of all the land use types that require cleansing and the locations of all the litter bins that need to be emptied on the Kilburn Vale Estate. I reiterate, could you confirm that the Weekly Litter picker is issued with a copy of our Gridded Map please?  This would go a long way to reassure us that if someone reports an area needing attention, we can be sure we are all speaking of the same spot.  I specifically request this as we have had numerous examples where a reported "area needing attention" is mis-interpreted and therefore requires further calls to establish exactly where it is.  Thank you.

Veolia's cleansing staff will be issued with an estate specific map highlighting all the hard surface areas, external staircases, shrub beds and grassed areas that require cleansing.

3.d) Veolia staff are all aware of the procedure IF they find a Food Waste bin is contaminated by the wrong type of plastic bag and LABEL as "Contaminated" so that it can be dealt with appropriately at the earliest convenience and this bin is NOT left for days on the estate in this state.  We have had way too many examples of the Food Waste bins being "forgotten" and it's simply not good enough.  Residents require an efficient and accurate service for them to have faith in it - otherwise there simply is no point.

Contaminated containers will be sealed with heavy duty "contamination tape", drawing attention to the misuse of service as well as restricting access to the containers ahead of it being emptied the following working day. There will also be direct communications with residents to drive behaviour change such as leaflets and face to face contact.I am particularly interested in the "face to face" contact. Please state what the plans and timescales are to "educate" the residents as this contamination, albeit not deliberate in some cases, continues despite the leaflets and mail outs.

A number of communications and engagement tools are currently used to reduce contamination, including door knocking, providing leaflets and working with  the collection crews. In the new contract, tackling contamination will continue to be a high-priority although exact details and timescales of future campaigns and activities will not be available until nearer the time.

3.f) If Veolia are responsible for Bulk items such as White goods (fridges etc) and furniture and other items, we should be provided with a full and complete list of the items they will and will not take away, specifying what days this service occurs so that residents KNOW when this is and can "put out" these items on the night before, to avoid them hanging around unecessarily and inviting other "dumping".

A full and complete list of acceptable bulky items/white goods and the collection day will be included within the service literature issued in advance of contract commencement. This information will continue to be published on the Camden website - [www.camden.gov.uk.](http://www.camden.gov.uk.) Please alert me as secretary of when this comes out and send me the link to the actual page.  Most people continue to complain that Camden's website is not easy to navigate, so I will upload this information to our dedicated website as well.

The relevant link will be included within the service literature issued in advance of contract commencement.

3.g)  A Veolia staff contact name is provided so that if any resident or TRA/RTA is not satisfied with the service, they can contact this person directly (as well as the Camden contact).  Contacting the Camden staff member alone, so far, has not been satisfactory as Veolia's time-frame in responding to complaints is unbelievably slow and requires several "chase up" calls and emails.  Residents and TRAs/RTAs are tired of complaining about the same things over and over again.

If any resident or TRA/RTA is not satisfied with the service, then they should contact the caretaker and/or estate supervisor in the first instance, who will be working closely with the contractor on an on-going basis to monitor service delivery and ensure leaseholders receive value for money. Alternatively, the resident or TRA/RTA can contact 020 7974 4444 or visit [www.camden.gov.uk](http://www.camden.gov.uk) to log a complaint. There are Service Level Agreements (SLAs) in the new contract around response times to general enquiries, service requests and Stage 1 complaints.Unfortunately our Caretaking Supervisor's knowledge of the correct procedure has been inaccurate and flawed where his intervention has caused further confusion.  Please provide the precise "route" of how to log a complaint via the Camden website as this would be most useful and we can share this information with our residents.

Any complaints or requests relating to the waste collection and recycling services can be logged on the Camden website at <http://www.camden.gov.uk/ccm/content/environment/waste-and-recycling/report-or-request-a-recycling-or-rubbish-service/> or by contacting 020 7974 4444.

3.h)  If there are items (hazardous or otherwise) that Veolia will not collect - please state what these items are and clearly state (in this table or list format) HOW to contact the relevant department to dispose of these items accurately.

If asbestos or any other hazardous waste as defined in the Hazardous Waste (England and Wales) Regulations 2005 is identified, then residents should contact the Corporation of London at <http://www.cityoflondon.gov.uk/services/environment-and-planning/waste-and-recycling/household-waste-and-recycling/Pages/Hazardous-Waste.aspx> to arrange for its removal. A list of hazardous items is also published on the Camden website. Please send me the link to the precise page of this information so that I can upload this information to our website and inform our residents. Thank you.

As above - <http://www.camden.gov.uk/ccm/content/environment/waste-and-recycling/report-or-request-a-recycling-or-rubbish-service/>

4.    Since a contract with a contractor can only be cancelled for reasons of "corrupt gifts and fraud", "contractor default" or "service breakdown" - please provide the list of examples of what constitutes "contractor default" and "service breakdown" so that we are crystal clear as to what this is and HOW to report this should it occur.

"Contract Default" means a breach by the contractor of any of its obligations under this contract which materially and adversely affects the performance of the services, including but not limited to Financial Management, Insurance, Assets and Equipment, and Performance Monitoring and Records. It also includes a serious breach by the contractor of health and safety legislation. "Service Breakdown" means material failures in the delivery of services under this contract which occur within a period of 12 consecutive weeks, such as a % of missed collections, or a % of missed collections not rectified, or a % of repeat missed collections, or a % of repeat missed collections not rectified, or a % of failure to restore the relevant land use type to the required standard. We are surprised that they are in line to keep their contract as they have regularly missed collections/failed to rectify missed collections/repeated missed collections.  So please state what the percentage is and over which period.

One of the Key Outcome Targets (i.e. Service Level Agreements) in the new contract is that missed collections from households shall not exceed 60 missed collections per 100,000 scheduled collections in any one month. This is an industry standard target. Key Outcome Target failures for each missed collection not rectified and for each repeat missed collection will also incur a financial deduction which will be reflected in the service payment in the monthly invoice to Veolia. The "Service Breakdown" clause means 7% of missed collections, or 7% of missed collections not rectified, or 7% of repeat missed collections, or 7% of repeat missed collections not rectified occur within a period of 12 consecutive weeks.

5.    Please specify EXACTLY what would be considered "outside of the regular contract" like "extra collections" etc so that all residents are aware of what type of activity could incur an extra and potentially unnecessary cost.  At the moment, residents do not have faith that the current service is being delivered satisfactorily and that potentially extra need to deal with collections - which were not originally collected - end up being charged for again, when they should have been collected in the first place.  Please see attached photo of an example of how the bin areas appear on a far too regular basis due to Veolia NOT collecting on agreed days.

The activities that may incur an extra cost to Estate Services are any scheduled residual waste collections over and above two per week (not including the rectification of missed collections), ad-hoc bulky waste collections (over and above the scheduled collections), graffiti / drug paraphernalia removal and the removal of accumulations of waste larger than 2.5 cubic metres in volume.Please give examples of items above 2.5 cubic metres which are most common like possibly mattresses/large fridges etc?  Thank you.

Example of flytips larger than 2.5 cubic metres in volume on estates include building and construction materials (e.g. rubble, soil), furniture (beds / mattresses / wardrobes). If there is only one item to be collected, this will be considered less than 2.5 cubic metres in volume.

Thank you for your observations, I hope this now answers all your questions

Kind Regards,

Prakashini Bailey
Consultation and Final Accounts Officer

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