

Council Questions – April 2012

NOS.	FROM COUNCILLOR	CABINET MEMBER	SUBJECT
Rule 10.1	<u>Written Questions</u>		
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5.	Scott	Transport and Environment	Additional costs on environmental services contract.
6.	Diana Pagan	Transport and Environment	Training of new street cleaning crews.
7.	Diana Pagan	Transport and Environment	Project management of new environmental services contract change-over.
8.	Isobel Grant	Transport and Environment	Customer service calls from residents.
9.	Isobel Grant	Transport and Environment	Operation of recycling services.
10.	Anderson	Transport and Environment	Transfer of employees under TUPE regulations.
11.	Anderson	Transport and Environment	Use of temporary vehicles under the new environmental services contract.
12.	Reen	Transport and Environment	Negotiations with trade unions prior to commencement of the new waste and recycling service.
13.	Reen	Transport and Environment	Council landfill charges.
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15.	Taylor	Transport and Environment	Figures for missed refuse and recycling collections.
16.	Taylor	Transport and Environment	Incidence of fly tipping.

Council Questions – April 2012

NOS.	FROM COUNCILLOR	CABINET MEMBER	SUBJECT
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19.	Taylor	Transport and Environment	Numbers of envirocrime officers.
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22.	Taylor	Transport and Environment	Adequacy of fleet of vehicles used on new environmental services contract.
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25.	Taylor	Transport and Environment	Collection rates for garden waste.
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Council Questions – April 2012

NOS.	FROM COUNCILLOR	CABINET MEMBER	SUBJECT
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32.	Ann Chapman	Transport and Environment	Service delivery in relation to the collection of dry recyclables.
33.	Ann Chapman	Transport and Environment	Street cleansing in Walpole Ward.
34.	Ann Chapman	Transport and Environment	Training for recycling operatives.
35.	Ann Chapman	Transport and Environment	Financial compensation for performance failures under the new environmental services contract.
36.	Joanna Dabrowska	Transport and Environment	Refuse and recycling collections in Ealing Common Ward.
37.	Joanna Dabrowska	Transport and Environment	Refuse and recycling collections on Gunnersbury Avenue.

EALING COUNCIL WRITTEN QUESTION

QUESTION NO. 4

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR – David Scott
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

TO - CABINET MEMBER FOR – Transport and Environment

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QUESTION

Will the £40 Garden Tax be refunded in full to all residents who have paid it following this recycling and refuse service contract change-over shambles?

ANSWER

There are no plans to refund residents where there have been delayed collections at the start of the new service.

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 5

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR – David Scott
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

TO - CABINET MEMBER FOR – Transport and Environment

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QUESTION

Will the Portfolio Holder confirm that there will be no additional costs at all to the Council and that all additional costs following the change-over debacle will be picked in full up by Enterprise?

ANSWER

Enterprise will meet all costs incurred as a result of service failure in the first few weeks of the new contract.

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 6

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR – Diana Pagan
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

TO - CABINET MEMBER FOR – Transport and Environment

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QUESTION

Can the Portfolio Holder confirm the date on which the live training of the new crews started prior to the commencement of the street cleaning contract starting on the 1st April?

ANSWER

Training was carried out with former May Gurney staff over the two weekends prior to contract start and for those who were unavailable, on Monday 2nd April

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 7

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR – Diana Pagan
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

TO - CABINET MEMBER FOR – Transport and Environment

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QUESTION

Will the Portfolio Holder publish in full for residents to view on the council website the minutes of the Project Management team supervising the change-over to the new contractor? Can the Portfolio Holder confirm his attendance at these meetings?

ANSWER

The council does not publish the minutes of officer level team meetings and project management meetings and it would be inappropriate to do so. As such these minutes will not be made available to the public.

It would not have been appropriate for the Cabinet Member to attend such meetings but he was fully updated on progress made at such meetings in regular briefings and discussions.

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 8

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR – Isobel Grant
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

TO - CABINET MEMBER FOR – Transport and Environment

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QUESTION

Can the Portfolio Holder confirm the number of abandoned customer service calls from residents by week since the start of the new refuse and recycling service?

ANSWER

W/C

2/4	2562
9/4	1826
16/4	512
23/4	287
30/4	217

Information regarding the new contract and refuse collections on the 6000 telephone number was updated daily, therefore it was expected that a proportion of customers would abandon as the information they had been calling about would have been addressed via the updated messages.

Customers were also encouraged to report missed collections or look for further information on the councils website which again would result in customers abandoning the call in order to follow up online.

EALING COUNCIL WRITTEN QUESTION

QUESTION NO. 9

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR – Isobel Grant
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

TO - CABINET MEMBER FOR – Transport and Environment

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QUESTION

How many residents have subscribed to recycling services over the last four weeks who have been rebated the first month recycling fee?

ANSWER

2559 residents subscribed to the new garden waste service during April, bringing the total number of subscribers to 8700.

There are no plans to refund residents where there have been delayed collections at the start of the new service.

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 10

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR – Justin Anderson
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

TO - CABINET MEMBER FOR – Transport and Environment

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QUESTION

Will the Portfolio Holder confirm the number of employees transferred to the new contractor under TUPE regulations? Additionally will the Portfolio Holder confirm the dates of all transfers under TUPE from the previous contractor and the new contractor?

ANSWER

Approximately 500 waste, streets and grounds maintenance staff transferred to Enterprise. TUPE transfer takes place from the commencement of new contracts. For grounds maintenance this was 29th January 2012 and for waste/streets, 1st April

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 11

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR – Justin Anderson
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

TO - CABINET MEMBER FOR – Transport and Environment

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QUESTION

What date was the Council first aware of the need to use temporary vehicles for the beginning of the new service?
Can the Portfolio Holder confirm the number of temporary vehicles used on the first week of the new contract compared to the number used in the last week under the previous contract?

ANSWER

The Council was aware of the need to use 13 temporary recycling vehicles in November 2011. A percentage of temporary/hire vehicles is standard in steady state. The number used in the last week of the old contract is not available and the Council would not normally have this information unless specifically required. These temporary vehicles do not refer to those that were later introduced to catch up with the recycling collection.

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 12

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR – Mark Reen
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

TO - CABINET MEMBER FOR – Transport and Environment

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QUESTION

Can the Portfolio Holder provide the date and the time that the negotiations with the Trades Unions were concluded prior to the commencement of the new waste and recycling service?

ANSWER

There have been no negotiations with the Trades Unions and this would be a matter for Enterprise and the Trades Unions rather than the Council.

At the request of Enterprise a three-way meeting was hosted by the Council with Enterprise and representatives of GMB to discuss matters being raised by GMB.

The meeting took place at 3.30 pm on 21st March, which was chaired by the portfolio holder and a follow up meeting took place at 3.00pm on 26th March.

During these meetings some of the matters were resolved and a way forward was agreed (between Enterprise and GMB in terms of the management of future changes to the services.

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 13

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR – Mark Reen
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

TO - CABINET MEMBER FOR – Transport and Environment

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QUESTION

What was the landfill charge to the council for March 2012 and what will the charge be for April 2012? What was the corresponding charge to the council in April 2011?

ANSWER

Actual landfill charges are made quarterly on the WLWA pay as you throw agreement. No figures are yet available for April 2012. When April tonnages are validated, comparative data can be provided.

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 14

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR –Phil Taylor
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

**TO - CABINET MEMBER FOR – Transport and
Environment**

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QUESTION

Can you please confirm the weight of dry-recycling that Ideal processed in April on behalf of Ealing? Can you also confirm the average monthly dry-recycling handled by Ealing in the last financial year?

ANSWER

1062 tonnes were processed via the Ideal MRF in April 2012 according to data provided by the MRF. Whilst dry recycling kerbside tonnages average at about 1200 tonnes a month, the Ideal figure does not include collection data from the first week of the new contract when materials were sorted at the kerbside or data from the 4 kerbside sort rounds that have supported the comingled service over recent weeks. The overall collected dry figure is projected to be in line with steady state.

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 15

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR –Phil Taylor
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

**TO - CABINET MEMBER FOR – Transport and
Environment**

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QUESTION

How many missed collections were reported to the council in the month of April? How many were reported in April 2011?

ANSWER

April 2012

8094 missed collection reports for domestic refuse and recycling.

April 2011

900 missed collection reports for domestic refuse and recycling

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 16

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR –Phil Taylor
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

**TO - CABINET MEMBER FOR – Transport and
Environment**

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QUESTION

How many fly tips were reported to the council in the month of April?
How many were reported in April 2011?

ANSWER

344 in 2012
277 in 2011

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 17

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR –Phil Taylor
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

**TO - CABINET MEMBER FOR – Transport and
Environment**

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QUESTION

How many streets were graded A, B, C by the street monitoring team in the month of April? How did this compare with April 2011?

ANSWER

The following are the number of transects monitored this April (2012) with last April (2011) in brackets.

- Grade A 2960 (12,750)
- Grade B 790 (444)
- Grade C 681 (313)
- Grade D 7 (0)

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 18

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR –Phil Taylor
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

**TO - CABINET MEMBER FOR – Transport and
Environment**

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QUESTION

How many waste monitoring officers were there in April 2010? How many in April 2012?

ANSWER

- 7 in 2010
- 5 in 2012

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 19

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR –Phil Taylor
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

**TO - CABINET MEMBER FOR – Transport and
Environment**

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QUESTION

How many envirocrime officers were there in April 2010? How any in April 2012?

ANSWER

- 23 posts in 2010
- 13 posts in 2012

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 20

COUNCIL MEETING – 8th May 2012

QUESTION BY COUNCILLOR –Phil Taylor
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)

TO - CABINET MEMBER FOR – Transport and
Environment

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QUESTION

Does the new waste contract require the contractor to clear up spills from split bin bags, etc and for vehicles to carry brushes and spades for this purpose? What is the wording of the relevant part of the contract? What monitoring of compliance with this requirement is done? What effort has been made by the contractor to educate/discipline its staff in this regard?

ANSWER

This is the relevant specification clause that the contractor is expected to adhere to

- **Spillages**

- 4.46 The Contractor shall clean up and remove any spillage of Waste and/or Recyclables that arise from implementing the Services at any location, including the public highway, in and around bin storage areas, between the point of collection and the collection vehicle or from a collection vehicle whether or not the spillage was the fault of the Contractor. The Contractor shall leave all Operational Sites clean and where necessary thoroughly swept on the completion of implementing the Service.
- 4.47 Where any spillages are likely to cause staining of the highway or adjacent area this should be reported to the Supervising Officer immediately and the Contractor shall implement immediate remedial action to remove the spillage and/or/staining.
- 4.48 Upon receipt of an instruction from the Supervising Officer, the Contractor shall be required to return to any location to sweep up, remove and dispose of any spillage within two (2) Hours of the instruction at any time between the hours of 07.00 and 17.00 all at no additional cost to the Supervising Officer.

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- 4.49 All vehicles used by the Contractor for the Collection of Waste (and Recycling) Services shall be equipped with a suitable broom and shovel and any other equipment necessary to deal with the removal and/or collection of spillages.

EALING COUNCIL WRITTEN QUESTION

QUESTION NO. 21

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR –Phil Taylor
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

**TO - CABINET MEMBER FOR – Transport and
Environment**

QUESTION

Did the council ask to see the contractor's mobilisation plan and when was this seen by the council?

ANSWER

- The Council did ask to see the contractor's mobilisation plan
- Initial draft presented to the Council in October 2011,

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 22

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR –Phil Taylor
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

**TO - CABINET MEMBER FOR – Transport and
Environment**

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QUESTION

When did the council find out that the contractor would not have the required fleet of vehicles in place at the start of the contract?

ANSWER

The contractor did have the required fleet in place at the start of the contract. Vehicles were simply supported by separate dedicated kitchen waste vehicles

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 23

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR –Phil Taylor
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

**TO - CABINET MEMBER FOR – Transport and
Environment**

-

QUESTION

When did the council escalate the failure of this contract to the chief executive of Enterprise? Please publish the mitigation plan offered by Enterprise.

ANSWER

The matter was escalated to the Managing Director of government Services (Stuart Chaston), by the Chief Executive in the form of a telephone meeting on 13th April. This followed a request via the Regional Managing Director (David Martin) for a senior signatory to a resident's apology letter

The telephone meeting resulted in a comment of additional director level capacity to support the mobilisation. In addition, 6 additional crews and vehicles were committed for recycling collections alongside other, additional vehicles.

Four experienced supervisors were redeployed to assist the local management team.

The Regional MD spent much of the following week in Ealing and a follow up meeting took place on 24th April between the Chief Executive, Executive Director and Managing Directors of Enterprise.

Discussions have continued at a senior level throughout the mobilisation of the contract.

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 24

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR –Phil Taylor
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

**TO - CABINET MEMBER FOR – Transport and
Environment**

-

QUESTION

What specific financial penalties will Enterprise incur as a result of the initial failure of this contract?

ANSWER

Although the contract performance default specification allows for a 3 month bedding in period, consideration is currently being given as to how recent performance might be reflected in payment to the contractor

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 25

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR –Phil Taylor
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

**TO - CABINET MEMBER FOR – Transport and
Environment**

-

QUESTION

How much garden waste was collected by the council in the month of April? How much was collected in April 2011?

ANSWER

841 tonnes April 2011
2012 data not yet available

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 26

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR –Phil Taylor
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

**TO - CABINET MEMBER FOR – Transport and
Environment**

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QUESTION

What was Ealing's recycling rate in the month of April? What was it in April 2011?

ANSWER

The figure for April 2011 was 44.51%
April 2012 figures are not yet available

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 27

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR – Roz Reece
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

TO - CABINET MEMBER FOR – Transport and Environment

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QUESTION

Refuse operators have reported to residents that the number of vehicles has been reduced from 22 to 11 – leaving the same vehicles to make a second sweep – can the Portfolio confirm or deny this number? When will the previous compliment of vehicles be restored?

ANSWER

There has been no reduction in the number of refuse collection crews or vehicles

Recycling crews have reduced from 23 to 15 in line with tendered submission and change of vehicle specification, with additional staffing per round.

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 28

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR – Roz Reece
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

TO - CABINET MEMBER FOR – Transport and Environment

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QUESTION

Can the Portfolio Holder confirm when the same day post collection street cleaning will commence? Can he confirm that in Ealing Common same day street cleaning will start at the same time as the rest of the borough?

ANSWER

The contractor is endeavouring to instigate same day post collection cleansing after receipt of new vehicles in June

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 29

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR – Potts
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

TO - CABINET MEMBER FOR – Transport and Environment

QUESTION What compensation is to be made to those residents of the Borough who have paid their “Garden Tax” but not received the service they have paid for?

ANSWER

See answer 4

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 30

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR – Young
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

TO - CABINET MEMBER FOR – Transport & Environment

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QUESTION What percentage of garden waste collections were missed during the first two weeks of the new contract.

ANSWER

In the first 2 weeks of the contract, garden waste was collected from all households, including non-subscribers. The percentage of missed collections would therefore be based on all possible participating households fortnightly. Any presentation of garden waste collection performance over the first 2 weeks of the contract would be unrepresentative and misleading.

EALING COUNCIL

WRITTEN QUESTION

QUESTION NO. 31

COUNCIL MEETING – 8th May 2012

**QUESTION BY COUNCILLOR – Young
UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

TO - CABINET MEMBER FOR – Transport & Environment

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QUESTION How many meetings has the Portfolio Holder had with Directors of Enterprise since the implementation of the contract.

ANSWER

The Portfolio Holder has not kept a record of all of the meetings or conversations he has had with senior officers with Enterprise over the past few weeks. As you will be aware, he has had a number of meetings with Enterprise since 1st April, which have included meetings with senior representatives from the company.

EALING COUNCIL WRITTEN QUESTION

QUESTION NO. 32

COUNCIL MEETING: 8th May 2012

QUESTION BY COUNCILLOR Ann Chapman

**UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

TO: CABINET MEMBER FOR TRANSPORT AND ENVIRONMENT

QUESTION Re Refuse and Recycling Contract

Why did Enterprise not ensure they were able to provide the contracted service of full collection of sorted dry recyclables to all residents from the start of the contract?

When will this full service be delivered?

ANSWER

Full kerbside sort was carried out at the start of the contract. During the first week however, it became clear that planned vehicle and round configuration would require review, resulting in the temporary move to a percentage of co-mingled collections.

Full service is expected to be delivered when new vehicles are delivered in June

EALING COUNCIL WRITTEN QUESTION

QUESTION NO. 33

COUNCIL MEETING: 8th May 2012

QUESTION BY COUNCILLOR Ann Chapman

**UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

TO: CABINET MEMBER FOR TRANSPORT AND ENVIRONMENT

QUESTION Re Refuse and Recycling Contract

When will same day street cleansing be provided to residents of Walpole Ward?

Please also confirm that the second weekly street cleansing will also continue to be provided.

ANSWER

Same day street cleansing is currently happening across the borough. It is anticipated that this will be carried out after waste collections soon after new recycling vehicles are delivered in June

There has been no change to twice weekly cleansing schedules

EALING COUNCIL WRITTEN QUESTION

QUESTION NO. 34

COUNCIL MEETING: 8th May 2012

QUESTION BY COUNCILLOR Ann Chapman

**UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

TO: CABINET MEMBER FOR TRANSPORT AND ENVIRONMENT

QUESTION Re Refuse and Recycling Contract

There are currently incidences of individual dry recyclable items previously collected being left behind, including shoes and tetrapaks. Please confirm when operatives will have been adequately trained to perform their duties fully.

ANSWER

All of the above materials should be collected as normal. The contractor has been instructed to ensure that this happens

EALING COUNCIL WRITTEN QUESTION

QUESTION NO. 35

COUNCIL MEETING: 8th May 2012

QUESTION BY COUNCILLOR Ann Chapman

**UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

TO: CABINET MEMBER FOR TRANSPORT AND ENVIRONMENT

QUESTION Re Refuse and Recycling Contract

What amount has been rebated by Enterprise to the London Borough of Ealing to compensate for the performance failures of the new contract?

Will this be returned to residents in full?

ANSWER

- See question 24

EALING COUNCIL WRITTEN QUESTION

QUESTION NO. 36

COUNCIL MEETING: 8th May 2012

QUESTION BY COUNCILLOR Joanna Dabrowska

**UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

TO: CABINET MEMBER FOR TRANSPORT AND ENVIRONMENT

QUESTION Re Refuse and Recycling Contract

Can the Portfolio Holder for Transport and Environment explain why many streets in the Ealing Common Ward did not have their refuse and recycling collected for three weeks in a row in April 2012?

ANSWER

The recurring missed collections were all the result of regrettable new contractor scheduling and supervisory failures. These have now been resolved.

EALING COUNCIL WRITTEN QUESTION

QUESTION NO. 37

COUNCIL MEETING: 8th May 2012

QUESTION BY COUNCILLOR Joanna Dabrowska

**UNDER COUNCIL AND COMMITTEE
PROCEDURE RULE 10(1)**

TO: CABINET MEMBER FOR TRANSPORT AND ENVIRONMENT

QUESTION Re Refuse and Recycling Contract

Can the Portfolio Holder for Transport and Environment provide a full explanation why the decision was made not to collect refuse and recycling from residents on the red route on Gunnersbury Avenue since 1st April 2012 and who ultimately made that decision?

ANSWER

No such decision was taken. This was a contract compliance issue that has been raised with the contractor and rectified