

Memorandum

London Borough of Brent
Environment & Culture
StreetCare Service Unit

To : Neal St Lewis, Chris Whyte

From : John Rymer



: StreetCare@brent.gov.uk

Ext No : 5063

Date : 23rd June 2010

My Ref:

Your Ref:

Subject : Veolia Closure of Contender

Chris and Neal,

We have been having a problem with details entered on Contender by Veolia concerning instructions entered by StreetCare Officers. The best way to explain this is by giving an example blow.

An officer comes across a fly tip on a Zone one and enters the details onto Contender. By the time that the pick up crew get the rectification the fly tip has already been removed. This is because the pick up crew go through Zone Ones three times every day. This entry is important because it gives us statistical data about frequency, locations etc of fly tips throughout the Borough.

The problem comes when Veolia mark up their response to StreetCare on Contender. They mark up their response as **Unjustified**. There are only three responses that can be used on Contender by Veolia. These are Actioned, Not Actioned and Unjustified. They normally add some text in the body of the report. **Unjustified** means that the original report has been wrongly entered; this could mean anything from asking them to clear some private land that isn't part of the specification, or to empty a trade bin etc that clearly isn't part of their remit. The term Unjustified clearly isn't appropriate for reports like this.

Veolia could respond by saying Actioned but their control room feel that because they can't prove they removed the reported fly tip there they may be criticised. They could also put Not Actioned but they feel that this may appear that they are refusing to do the work. So instead they put down Unjustified that several officers have comp[lained about and feel that it is questioning their integrity.

I would suggest that to remedy this problem that another response needs to be entered on Contender. This could be added before Version 8 is finalised and would cover most of the reports responded to wrongly as Unjustified. I would suggest that **Site Visited** is a suitable response with text added to describe what was or wasn't found like, "**fly tip not found**".

Keith Balmer – Head of StreetCare
1st Floor West, Brent House

In the meantime I would suggest that Veolia enter a response of Actioned and in the text enter fly tip not found. This doesn't reflect poorly on Officers or Veolia staff and would appease SC staff until Version 8 is released with suitable amendments.

This has been raised more than once at our Tuesday meeting. Jf Moreau and Steve Speller agreed with us and Jf will speak to Nadine and if he gets no satisfactory result he will explain the problem to Thomas Paris. Mark and I are being permanently bombarded by some of the staff about '**Unjustified**' responses being placed on their instructions.

The problem appears to be the Veolia Control Room Manager is refusing to the suggested compromise. She is saying that this was what was agreed with Jenny Miller, although I find this difficult to understand why Jenny would agree to something like this. I ask that you raise this matter with Thomas at your next meeting so a suitable agreement can be reached.

If you need any examples they can be quickly found.

Thanks

John and Mark