Questions from Councillor C D Zosseder for Overview & Scrutiny Committee on 24 May 2021

For Veolia

1. Number of refuse vehicles before and after, with breakdown of no. of refuse trucks and recycling trucks.
2. Number of staff before and after, plus breakdown of no. of Veolia staff and agency staff
3. The round lengths before and after (not sure how to judge -miles?)
4. Changes to the trucks before and after e.g., size of vehicles, ease of driving, weight of refuse /recycling collected per truck, ease of collecting food waste, no of staff per truck.
5. Explain about new arrangements for collecting food waste.
6. What is the rate of pay p hr for Veolia staff and agency staff?
7. Why are Veolia using agency staff rather than recruiting? Surely this accrues extra costs from the agency?
8. Why were Veolia staff telling residents that DDC had initiated the round changes?
9. Do Veolia recognise Unions in the workplace?
10. I understand that changes needed to be made because some of the rounds were back tracking and not in logical order but was the intention to increase or decrease the workload with the changes?
11. What notice did Veolia staff have before the changes were initiated
12. What input did the refuse collectors have in plotting the routes?
13. Were the routes tested using the correct vehicles before implementation?
14. What is the structure for communicating changes because in some areas the refuse collectors had received the wrong information?
15. Why do the front line staff only receive two uniforms?
16. Why, when having received complaints, were multiple roads left for weeks without food waste collection?

For DDC

1. Did we have sight of the new rounds before implementation?
2. What oversight, checks and balances are in place to ensure that Veolia are fulfilling their contract?
3. What responsibility does DDC have towards the welfare of contractor staff?
4. Who was responsible for the leaflet delivery as there were lots of complaints received that people had received two in some areas and none in others.
5. Who is responsible for the website and why was it not made a priority once it was discovered to be not working.