

## **Contract Meeting Thursday 18<sup>th</sup> September 08**

Present –

John Rymer  
Ian Stewart  
Paul Booth  
Gary Gregory  
Andy Beaney

### **Street Cleansing**

IS - Chalk hill estate does not seem to have adequate resources, confirmed by area manager.

JR - Power flexes subject to increasing breakdowns thus not assisting the barrowmen as they should result in a hit on street cleansing.

Ian Stewart stressed that while the council have been sympathetic to this it is a major concern raised by senior councillors and as such action must be taken to either supply alternatives or this will be elevated to senior council members. I appreciate this is an output contract and not input, and while we have not measured the vehicles off the rd, additional beats should have been put in place to rectify this. As much as IS wishes to have progressive meetings with partnership workings I feel that we have come to a point some 18 months in where mechanical breakdowns are nothing more than excuses and it must be addressed immediately.

### **Barrow beat Sizes**

IS has major concerns after hearing comments from both veolia managers and client officers regarding the sizes of the barrow beats. If a beat is too big this encourages litter picking or selective sweeping as otherwise a full sweep cannot be completed. This is accumulating in a lack of the 3 times a week sweeping in the zone 5 areas.

AB – JF has highlighted certain areas and will be submitting proposals to senior VE managers for approval. Information to be presented at next Wednesday meeting. (24<sup>th</sup> Sept 08)

IS – Does this mean extra barrow beats

AB- One of his proposals highlights areas of concern for which he is reviewing the beat layout and will propose extra beats if required and /or better management of existing beats.

IS and AB to put agreed cap on hold regarding litter picking until next weeks meeting

## **Meat Waste Tipping**

IS contacted JH at Twyford regarding animal by products but at present those specific veolia lorries are still banned. Alternatives must be Ruislip unless IS and Veolia can give guarantees that the am shift pickup crews do not pick up animal waste. IS informed JH that an enforcement team is out trying to counteract this and that Veolia has been given a clear all policy.

IS to take matter up with senior Brent management.

## **Weeds spraying**

IS asks what's happening with Weed spraying

AB confirms that following our meeting he approved and instigated a new wave of spraying in the areas highlighted. Spraying commenced yesterday with 2 men, 2 men thurs 5 men Friday and increased staff next week. (tokynington, Willesden green, Mapesbury, Dollis Hill, Dudden Hill and select areas in Sudbury).

## **Refuse misses**

IS - Missed collections are extremely high even though they are decreasing

PB presented breakdown of missed collections to be issued every Tuesday for review. PB actively monitoring each and every remedy and taking the appropriate action. All remedies currently be monitored on GPS tracking system to ensure completion

IS checked remedy sheet for 16<sup>th</sup> September and questioned the reasons for a green bin being recorded as a domestic failure.

JR – replies email has been sent to management of call centre for staff to take more care when recording miss collections.

Refuse remedies dropped to 73 and miss organics also down, very pleasing to see this result and hope to see this positive performance continue to ensure these figures drop further.

## **Recycling**

Still disappointed with green box collection stats as there is 199 misses in total instead of the proposed target of 31

17000 green boxes delivered to additional properties yet resources don't match those that are required to complete collections.

IS states we have 18 instead of 16 rounds to help alleviate plus 4 support vehicles. And as I understand the 16 was brought in a few weeks before the start of compulsory as we were at 12, but the actual uptake has exceeded everyone's expectations.

GG – The increase in tonnage is over 60% of that before compulsory. In three days we have collected over 163 tonne, and transferred over 230 builders sacks at the roadside, one crew transferred 29 sacks and still tipped over 5 tonne in Wembley/tokyington. Both tonnages and time are against us.

As a result:

- In last two weeks, 7 men off due to back problems, 6 seeing company physio, several long term.
- Crews starting to leave work down even though they are still not finishing until 5pm some to 8pm

Crew morale has dropped to such a low level that now the workforce comprises of 60 percent agency. And the good will of the men is starting to wane which could cause additional problems if a resolution is not sought

IS will take these issues to senior client personnel as he feels this needs elevating within the partnership board

AB – I Agree

## **AOB**

Reference email alleging private collection at 15 Harley close last Tues 23<sup>rd</sup> Sept, please investigate as this is the second time...IS request full action to be taken and feedback given as CLLR Lorber requires this info