

StreetCare (StreetScene) / Veolia

Team Leaders Meeting

Wednesday 25th July 2007

No.	Item	Action by
1.	Persons Present Mark O'Brien Central Team John Rymer West Team Bridie Cahill East Team	
2.	Minutes of previous Meeting No previous meeting	
3.	Purpose of Meeting The meeting was arranged to discuss problems and issues raised at earlier meeting with IS and to provide information for Senior Management.	
4.	Discussion There were discussions surrounding the following issues Barrow Beat sizes, Zoning and Remedy Times and Contaminated Bins Enforcement Project	
5.	Information Given to IS The information given is attached to these minutes.	
6.	Next Meeting It was agreed to reconvene the meeting with Nick Patterson as soon as possible and by Friday 13 th at the latest.	

Appendix One

Response to Questions asked by Ian Stewart on Wednesday 25th July

Bridie Cahill, Mark O'Brien and John Rymer held a meeting and discussed the following issues. Below is the result of their discussions.

Size of Barrow Beats

There was a pre-contract meeting held at Alperton where maps of showing suggested barrow beats was shown. Nick Patterson, E Nicola and L Bicknell were at the meeting with the three StreetCare Team Leaders. The suggested barrow beats were presented by using the maps and comments were requested. Nick Patterson stated that it was a working document that could be re-visited and that it wasn't set in stone.

All three team leaders had concerns about the size of the beats saying that some appeared to be and that some were too large for a sweeper to properly sweep to a Grade A three times every week

Bridie Cahill stated that many of the beats in the East Area were larger than the previous ones and how could we expect the barrow beat to complete proper sweeping three times every week when they couldn't complete the tasks when the beats were smaller.

Mark O'Brien thought that the beats in the Central Area were far too large for individual sweepers to clean to a Grade A standard for both litter and detritus 3 times every week. Mark also mentioned that his area covered most of the industrial areas and a vast improvement in these areas was essential to improve the BVPI199 scores. He was concerned how these historically 'dirty' Zone 3 roads were to be kept to a Grade B and above.

John Rymer thought that anything would be better than the present in the West Team area because there were no dedicated barrow beats in residential streets in the West Area. John stated that some of the beats in the Vale Farm Village (now East Lane Village) and Roe Green had up to 3 times the length of highway to sweep than other beats in the other locations. He was concerned whether the sweepers could maintain high standards of sweeping 3 times a week. The main problem with the West Area would be regular sweeping of every road to keep the detritus and weeds down. The litter isn't normally a problem except in busy shopping areas.

At the end of the meeting all Team Leaders repeated our concerns about the size of the beats and Nick Patterson assured us that the plan wasn't written in stone and was a working document that could be altered if necessary.

Subsequent conversations with Veolia Managers away from the meeting explained how the sweeping beats and schedules were devised. The Managers responsible were told how many barrow beats could be used in each village. This meant that the beats weren't designed to be the correct size for a sweeper to properly maintain but they

were designed to fit the number of sweepers that would be made available. These barrow beats would not be used for Zone1 or Zone2 work. There would be other sweepers allocated to these areas.

Zoning and Sweeping Schedules

Contract Specification

The Contract Specification for the Street Cleansing Regime is clearly based upon the EPA Code of Practice and BV 199 cleaning standards.

Paragraph 18.1 of the specification under the heading of General Street Cleansing Regime says: -

“The Street Cleansing regime for this Contract is based largely on scheduled work, with a minimum or specific frequency. The Borough considers that the EPA Code of Practice based system of zoning areas is not wholly suitable to meet local cleansing demands and has thus devised a system of Brent Zones, each of which requires a minimum or specific frequency of cleansing, with remedial times set out for each Brent Zone, when standards fall below Grade B. The Contractor should make arrangements, wherever possible, to ensure street cleansing waste is sent for recycling.”

The table below (paragraph 18.3) shows frequencies and remedy times for the various Zones.

BRENT ZONE	Description	Overview of Cleansing Frequency	Summary of Remedy Times
1	Primary Areas	Permanent presence between 0600hrs & 2200hrs. 7 days per week	If below Grade B, restore to Grade A within 1 hour
2	Secondary Areas	Three sweeps per day between 0600hrs & 2000hrs. 7 days per week	If below Grade B, restore to Grade A within 1 hour
3	Industrial Areas	One sweep per day between 0600hrs & 2000hrs. 7 days per week	If below Grade B, restore to Grade A within 2 hours
4	North Circular Road Area (excluding central reservations and	Three sweeps per week between 0600hrs & 2000hrs. Over 7 days per	If below Grade B, restore to Grade A within 2 hours

	channels)	week	
4A	North Circular Road Area (central reservations and channels only)	Six full cleanses per annum. With a minimum of 8 weeks and a maximum of 10 weeks between each full cleanse	N/A
5	All other Areas	Three sweeps per week between 0600hrs & 2000hrs. Over 7 days per week	If below Grade B restore to Grade A within 3 hours

This clearly shows that there is a minimum or required frequency of cleaning and the remedy time for restoring the street to a Grade A if it falls below a Grade B. In a Zone 5 the remedy time is 3 hours.

The following table is the Government guidelines for grading litter and detritus and is specifically mentioned in the contract specification under paragraph 15.3 under BV199.

Grade	Definitions	
	Litter	Detritus
A	No litter or refuse	No detritus
B+	Between Grade A and Grade B	Between Grade A and Grade B
B	Predominantly free of litter and refuse apart from a few small items	Predominantly free of detritus except for some light scattering
B/C	Between Grade B and Grade C	Between Grade B and Grade C
C	Widespread distribution of litter and/or refuse with minor accumulations	Widespread distribution of detritus with minor accumulations
C-	Between Grade C and Grade D	Between Grade C and Grade D
D	Heavily affected by litter and/or refuse with significant accumulations	Heavily affected by detritus with significant accumulations

This table clearly defines the BV199 Grades and shows that Grade B is. John also gave two training sessions on the BV199 procedures, scoring and how it is set up to Veolia staff. All Veolia Managers and foremen were invited.

Veolia Method Statement

The Veolia method statement states under paragraph 4.4.2.1. – Manual Sweeping:

“Essentially, each footway will be swept by a manual sweeper to Grade A standard irrespective of Zonal category. The only difference will be how often and when the sweeper sweeps the footway.

Grade A standard is to be achieved on all footways and other areas following sweeping and this standard is to be maintained according to the requirements of the relevant Zones under the specification.”

Paragraph 4.4.9 – Cleansing of Zone 5 Areas – Other Areas states

“The specification requires Grade A standards to be achieved in the Zone 5 areas at all times with a response time of 3 hours if the area falls to Grade B or worse.”

This clearly shows that if the standard of cleanliness of a road falls to Grade B or worse then there is a response time of 3 hours to bring the road up to a Grade A.

General

Both the Contract Specification and the Veolia Method Statement both discuss the sweeping schedule of 3 days a week for Zone 5 roads and also the remedy response time of 3 hours to bring the road up to a Grade A. There is no evidence in either document to suggest that if a road is a Grade B or below then the sweeping schedule for the Zone overrides the remedy response time. In fact the opposite is true in that the remedy response time is of prime importance and the three times a week sweeping schedules are a minimum requirement.

The Litter Code of Practice under the Environmental Protection Act 1990 states

“All areas have to be "Zoned". Each Zone has a timescale within which the Duty Body should return it to a litter-free standard. Zoning maps produced by local authorities are public information and must be made available to you on request, usually at council offices or the library.”

This backs up the fact that the remedy response time is of prime importance and the Zoning of the road gives the variation in response times.