

# StreetCare (StreetScene) / Veolia

## Team Leaders / Managers Meeting

Tuesday 19th June 2007

No.	Item	Action by
<b>1.</b>	<b>Persons Present</b>  <div> <div>John Rymer (JR)</div> <div>StreetCare - Team Leader West Wards</div> </div> <div> <div>Bridie Cahill (BC)</div> <div>StreetCare – Annual Leave</div> </div> <div> <div>Nicola Percival (NP)</div> <div>StreetCare – Team Leader Education</div> </div> <div> <div>Tony Talman (TT)</div> <div>Site Meeting at Twyford</div> </div> <div> <div>Jean Francois Moreau (JFM)</div> <div>Veolia – Street Cleaning Manager</div> </div> <div> <div>Dan Green (DL)</div> <div>Veolia –Recycling Manager</div> </div>	
<b>2.</b>	<b>Apologies for Absence</b>  <div> <div>Mark O'Brien (MOB)</div> <div>StreetCare – Team Leader Central Team</div> </div> <div> <div>Paul Booth (EB)</div> <div>Veolia –Manager Refuse</div> </div>	
<b>3.</b>	<b>Minutes of Previous Meeting</b>  The minutes of the previous meeting held on 12 <sup>th</sup> June 2007 were circulated and agreed as an accurate record.	
<b>4.</b>	<b>Matters Arising from Minutes of 12<sup>th</sup> June 2007</b>  <div> <div>(i) <i>New Stickers and Leaflets</i></div> <div>The contaminated stickers have arrived. DG has issued 500 to each crew.</div> </div> <div> <div>(ii) <i>Wembley Village</i></div> <div>MOB met with LB. Monitoring to continue</div> </div> <div> <div>(iii) <i>Size of Barrow Beats / Detritus</i></div> <div>Awaiting report back from Monthly Contract Performance Meeting. Still waiting.</div> </div> <div> <div>(iv) <i>Contamination</i></div> <div>Corrective Action Plan issued to NP. To liaise with DL and DG. To be completed by meeting on 29<sup>th</sup> June 2007. Meeting arranged after this meeting next week on 19<sup>th</sup> June from 12noon to 2pm.</div> </div> <div> <div>(v) <i>Collection of Fridges and Freezers for Adopted Highway</i></div> <div>PB explained that fridges are now being collected daily. One vehicle to North and one to South of borough. Impossible to arrange collections within time-scales for Zone until vehicles are fitted with radios. PB requested extension of CAP for 4 weeks which was agreed.</div> </div> <div> <div>(vi) <i>Delivery of Missing Green Boxes</i></div> <div>Most o/s green boxes should be delivered by end of June. Then they can start on new requests.</div> </div>	<div>Complete</div> <div>MOB/JFM</div> <div>MCPM</div> <div>29<sup>th</sup> June 07 CAP2</div> <div>10<sup>th</sup> July 07 CAP4</div> <div>PB</div>

<p>(vii) <b><i>Delivery of All Bins and Boxes</i></b> Corrective Action Plan issued to PB to arrange procedures and processes for delivery of all boxes and bins within 2 days of the request. CAP not produced.</p>	<b>To MMPM</b>
<p>(viii) <b><i>392 to 436 Neasden Lane North</i></b> It was agreed that these boxes will be delivered after the back log is completed</p>	<b>PB</b>
<p>(ix) <b><i>Map for Veolia</i></b> Final design of required ward map given to MP. Should be ready by the end of this week. Delay by internal printer</p>	<b>NP</b>
<p>(x) <b><i>Kenwyn Drive</i></b> To continue monitoring Organic waste collections as there are still some missed collections.</p>	<b>MOB/DG</b>
<p>(xi) <b><i>Checking Grit Bins</i></b> Awaiting BC to return</p>	<b>BC</b>
<p>(xii) <b><i>Rectification Points</i></b> Still awaiting more detailed report.</p>	<b>JR</b>
<p>(xiii) <b><i>152 Doyle Gardens</i></b> MB liaising with DG. On list. All cleared last scheduled collection and returned as requested.</p>	<b>Completed</b>
<p>(xiv) <b><i>Checking Grit Bins</i></b> Bridie returned from leave. Will be checked this week</p>	<b>BC</b>
<p>5(a)1 <b><i>Bags for NCRd Residents</i></b> Increase in number of refuse bags to be issued. Being researched by PB. Still O/S</p>	<b>PB</b>
<p>7(a)2 <b><i>Welsh Harp Problems</i></b> MOB reported that although IK met with SS who promised an intensive cleaning team to resolve specific problems the team were not available and won't be for at least a week. Awaiting report from MOB. <i>Additional</i> There was a general discussion surrounding the problem of too much work being allocated to too many individual sweepers. JFM will enquire with Village Managers and investigate the possibility of requesting more resources through TP. It was highlighted by BC and JR that most barrow beats were thought to be impossible for one operative to sweep 3 times a week.</p>	<b>MOB/JFM</b>
<p>7(a)4 <b><i>London Rd to Tokynton Footpath</i></b> MOB reported that this footpath wasn't getting swept and that LB said that it wasn't part of the contract. JFM to follow up. JFM is trying to resources deep cleansing team into footpath this week. Section 154s need to be issued because of vegetation growth blocking path from outside.</p>	<b>MOB/FJM</b>
<p>7(a)5 <b><i>Neasden Lane Waste Transfer Station</i></b> MOB reported a reduced usage by about 50% due to enforcement action by the EA. This has lead to a reduction in detritus and an excellent opportunity to really clean the area for a sustainable period. Request for Powerflex to sweep pavements every day as agreed with NP. JFM has agreed to wash and sweep this stretch daily. Results to be monitored</p>	<b>MOB/JFM</b>
<p>7(a)7 <b><i>AC2000 Mechanical Sweepers</i></b> JR asked JFM to pass on best wishes for a speedy recovery to injured driver. JFM</p>	<b>Information</b>

	<p>agreed. Both mechanicals have been checked over by manufacturers, EuroMech, and both are fully serviceable. New driver appointed for Roe Green village called Brendon Early.</p> <p><b>8(b)1 Metro Bins</b> TT reported that manufacturers wouldn't change the order for the 140L bins. TT suggested that he would seek authority to order 240L bins in locations of high demand. It is intended to pilot paper bins first and monitor demand. TT to update.</p>	<b>TT</b>
<b>5.</b>	<p><b>Refuse Issues</b></p> <p><b>5(a) Household Residue Waste</b> No specific issues raised</p> <p><b>5(b) Bulky Household Waste</b></p> <p><b>5(b)1 Incorrect entries on Veolia</b> Nadine Ashton has found the cause of the discrepancies. Problem now remedied.</p> <p><b>5(b)2 Items for new Collections</b> TT reported that there is a suggested list awaiting approval after checking for items that will be taken as bulky household waste after 1<sup>st</sup> July 2007. TT will up-date SC Ward Officers.</p> <p><b>5(c) Bin and Box Delivery</b></p> <p><b>5(c)1 Green Box Deliveries</b> TT reported that an extra 7920 boxes have been ordered and awaiting delivery. The back log should be delivered by the end of June.</p> <p><b>5(c)2 Refuse Bins</b> PB is liaising with Sulo to maintain a supply until the order is delivered by Plastic Omnium.</p> <p><b>5(c)3 Stock Check on Bins</b> It was thought prudent that next week TT and PB provide the meeting with a stock take of all bins in stock.</p>	<p><b>Complete</b></p> <p><b>TT</b></p> <p><b>TT</b></p> <p><b>Information</b></p> <p><b>TT</b></p>
<b>6.</b>	<p><b>Recycling Issues</b></p> <p><b>6(a) Green Box</b></p> <p><b>6(a)1 Collections</b> DG noted another improving week. JR pointed out that 62 is twice the BVPI target of 31. However there is continual steady improvement.</p> <p><b>6(b) Organic Bin Collections</b></p> <p><b>6(b)1 Collection at Station Road</b> DG noted another improving week on missed collections. JR reported that this is 287.5% of the BVPI target of 24.</p> <p><b>6(c) Bring Banks</b> Nothing new to report</p> <p><b>6(c)1 Contamination</b> DG reported some contamination in the bring banks and he is organising a</p>	<p><b>Information</b></p> <p><b>Information</b></p> <p><b>DG</b></p>

	<p>contamination run this week, probably on Saturday.</p> <p><b>6(c)2 Missing Paper Banks</b> MM is awaiting reconditioned banks and stickers.</p> <p><b>6(c)3 Priory Park Road Banks</b> NP reported reports of these banks overflowing. DG reported that these banks were contaminated and to see 6(c)1 above.</p> <p><b>6(d) Estate Banks</b></p> <p><b>6(d)1 BHP Estates</b> JR reported that at recent BHP area housing board meetings estates without recycling frames were requesting recycling facilities be installed. NP reported that London Re-made are completing report concerning recycling on BHP estates. This will be used to decide where to place banks etc.</p> <p><b>6(d)2 Estate Contamination</b> There is some contamination on estate banks that need emptying. NP to highlight contamination sites and forward to DG for removal possibly as at 6(c)1 above.</p> <p><b>6(d)3 Estates on Contender</b> NP reported that estate banks will be on Contender soon.</p> <p><b>6(e) Schools</b> Nothing new to report</p> <p><b>6(e)1 Admission for Crews</b> YC is currently informing all schools of the new days for their paper recycling collections.</p> <p><b>6(f) Home Compost Bins</b> Nothing to report</p> <p><b>6AA EXTRA REPORT</b></p> <p><b>WEEE Collections</b> TT reported that Twyford will take in dumped fridges over the weekend if Veolia respond by collecting WEEE goods and taking them to Twyford safely. They need to be transported as the fridges and stored. Twyford have an incentive as they are a disposal authority on behalf of WEEE manufacturers. TT needs to discuss this with PB, TP and CW. JFW will take up with PB. Up-date at next meeting.</p>	<p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p> <p><b>TT</b></p>
7.	<p><b>Street Cleaning Issues</b></p> <p><b>7(a) General Street Cleaning</b></p> <p><b>7(a)1 Rectifications</b> Photographs were provided by StreetCare Team Leaders of a selection of persistent problems experienced by Ward Officers at the following selected locations to evidence some of the rectification points issued during the week:</p> <p>Lindsay Drive, 2<sup>nd</sup> week running Draycott Avenue, 2<sup>nd</sup> week running Chapman Crescent, 2<sup>nd</sup> week running St Paul's Avenue Park Avenue</p>	<p><b>Information</b></p> <p><b>JFM</b> <b>JFM</b> <b>JFM</b> <b>Info</b> <b>Info</b></p>

	<p>Heathfield Park Cornwall Gardens Sandringham Road High Road, Willesden</p> <p><b>7(a)2 Weekend Staffing Levels</b> BC reported that the late shifts on Saturday and Sunday were under resourced whenever there was a Wembley Event. Weekend Manager (Teddy) agreed with EPA officers (MB and DL). JR agreed with BC that whenever there was an Event on at Wembley there appeared to be no normal weekend resources in the Event cleaning area. JFM will investigate and report back next week.</p> <p><b>7(b) Leafing/Blossom</b> Nothing new to report. JFM was reminded that leafing programme needs to be prepared for autumn. This mustn't be a last minute arrangement.</p> <p><b>7(c) Gritting</b></p> <p><b>7(c)1 Check of grit bins</b> Bridie will check bins this week.</p>	<p><b>Info Info Info Info</b></p> <p><b>JFM</b></p> <p><b>Reminder</b></p> <p><b>JFM</b></p>
<b>8.</b>	<p><b>Other Issues</b></p> <p><b>8(a) Wembley Events</b></p> <p><b>8(a)1 Saturday &amp; Sunday George Muse Concert</b> Two teams coped very successfully although there was a delay before the last clean could take place on Sunday due to major incident that stopped all Met Line tubes. 80 double decked buses were used. Crowds cleared as quickly as normal. BC and JR reported that Helder provided an excellent service.</p> <p><b>8(a)2 Next Event</b> The next event is on Sunday 1<sup>st</sup> July – Dianna Concert.</p> <p><b>8(b) On Street Recycling</b> See 8(b)1 in item 4 above.</p> <p><b>8(c) Special Projects</b> Nothing new to report.</p> <p><b>8(d) Statistics</b></p> <p><b>8(d)1 Missed Collections</b> Reported missed statistics were produced by JR. A continued general downward trend for missed green box and organic collection was noted. A welcome return to a downward trend in domestic collections was noticed. JR reported 78 missed domestic collections, a 32% reduction on the previous week. Table and graphs were produced.</p> <p><b>8(d)2 Rectification Points</b> JR produced details of rectification points issued. None were contested. JR reported that last week produced 3621 points. A 20% reduction to the previous week. Tables and graphs were produced.</p>	<p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p>

<p><b>9.</b></p>	<p><b>Date of Next Meeting</b></p> <p>The next meeting will be held at 10am on Tuesday 26<sup>th</sup> June 2007 in the meeting room in StreetCare on First Floor West, Brent House, and 349 – 357 High Road, Wembley, HA9 6BZ.</p>	
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