

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting

Tuesday 3rd July 2007

No.	Item	Action by
1.	<p>Persons Present</p> <p>John Rymer (JR) StreetCare - Team Leader West Wards Mark O'Brien (MOB) StreetCare – Team Leader Central Team Dan Green (DL) Veolia –Recycling Manager Andy Beaney (AB) Veolia – in lieu of Jean Francois Moreau</p>	
2.	<p>Apologies for Absence</p> <p>Bridie Cahill (BC) AL Tony Talman (TT) Site Meeting at Twyford Nicola Percival (NP) Site Meeting Jean Francois Moreau (JFM) AL Paul Booth (PB) AL</p> <p>The StreetCare Call Centre Manager had been invited to this and future meetings, but there has been no response to date.</p>	
3.	<p>Minutes of Previous Meeting</p> <p>The minutes of the previous meeting held on 26th June 2007 were previously circulated and agreed as an accurate record.</p>	
4.	<p>Matters Arising from Minutes of 19th June 2007</p> <p>(i) Wembley Village MOB reported that there was gradual improvement although the Car Parks were not cleaned earlier enough. MOB to report back.</p> <p>(ii) Size of Barrow Beats / Detritus Awaiting report back from Monthly Contract Performance Meeting. Still waiting.</p> <p>(iii) Contamination JR reported that the pilot started on Monday. 30 contaminated bins were removed and 82 other contaminated bins were 'stickered' and not emptied. Education team will do all follow up work. Pilot will initially run until Friday with the same crew.</p> <p>(iv) Collection of Fridges and Freezers for Adopted Highway JR reported that IS had met with TP and NP and had been told that there were arrangements to collect fridges over the weekend within the Zoning timescales. JR questioned this. AB stated that to comply with H & S tail lift vehicles should be used; and as PB was i/c of these vehicles and they weren't being used by the street cleaning crews on weekends then the fly tips couldn't be collected safely and within H & S guidelines. JR to raise with IS and CW</p>	<p>MOB</p> <p>MCPM</p> <p>Complete</p> <p>10th July 07 CAP4 PB</p>

(v)	<i>Delivery of Missing Green Boxes</i> Original backlog cleared	Complete
(vi)	<i>Kenwyn Drive</i> To continue monitoring Organic waste.	MOB/DG
(vii)	<i>Checking Grit Bins</i> See agenda item	Complete
(viii)	<i>Rectification Points</i> DataPro have been chased up. Chatan at meeting this Thursday	JR
(ix)	<i>Bags for NCRd Residents</i> Increase in number of refuse bags to be issued. Being researched by PB. To be sorted out by 24 th July. To be shown as O/S until then.	PB
(x)	<i>Welsh Harp Problems</i> There was a poor effort last week although SS did employ intensive cleaning team during weekend to improve the area.	MOB/JFM
(xi)	<i>London Rd to Tokynton Footpath</i> 95% completed. Small stretch of detritus remains to be dug out. JFM is aware.	JFM
(xii)	<i>Neasden Lane Waste Transfer Station</i> MOB reported the need for more attention to detail. Detritus is building up on backlines and under the railings.	MOB/FJM
(xiii)	<i>Metro Bins</i> DG is awaiting site information. Bins at Cumberland Road.	MOB/JFM
(xiv)	<i>New Bulky Items List</i> New list completed and circulated.	Complete
(xv)	<i>Stock Check</i> Agenda item.	Complete
(xvi)	<i>WEEE Collections</i> JR reported that Twyford had only received fridges and no other WEEE goods. It appears as if the crews are only delivering that part of the agreement that suits them by using Twyford for fridges. It appears that instructions issued by NP are either being ignored or that the information hasn't filtered down to the operational crews. JR informed the meeting that unless WEEE (other than fridges) are taken to Twyford and stored properly the agreement may be deemed to be broken by Veolia and the fridges may have to be taken to Ruislip again. Cooperation between StreetCare, Veolia and WLWA needs the complete backing of all 3 organisations. AB reported that without a tail lift the fridges cannot be removed within Health and Safety guidelines. As there are no tail lifts assigned to street cleaning crews and as there are none designated for clearing fly tipped fridges and freezers at weekends then further procedures need to be arranged. It was suggested that a meeting be set up with all three parties in order to resolve this issue, although in its infancy. JR will talk to TT	TT/PB
(xvii)	<i>.Weekend Staffing Levels</i> MOB stated that there were no drop in normal staffing levels during the Diana concert	Complete

	<p>(xviii) Leafing Season Agenda item.</p> <p>(xix) Bridge Road Collections (5(a)2) Information passed to crew. JR will monitor</p> <p>(xx) Churchill Court (5(a)3) Monitoring to continue.</p> <p>(xxi) Cygnets Court, Kingfisher Way (5(a)4) MOB reports that this is still a problem. CAP agreed.</p> <p>(xxii) 74 Mitchellbrook Way (5(b)1) MOB reported that the problem is now resolved</p> <p>(xxiii) 62 Empire Court, North End Road MOB reported now resolved</p> <p>(xxiv) Uncollected Fridge in Greystone Gardens (5(c)1) Cleared</p> <p>(xxv) Changes in Collection days Passed to IS and resolved with NPat and TP. CAP 10 resolved.</p> <p>(xxvi) Contrary Cards In the design phase</p> <p>Rectifications (7(a)1) All resolved satisfactorily except: Cairnfield Road to Tanfield Road alley. Alleyway needs flushing to clean because of urination. Water Road – needs more work Queensbury Road – needs more work Chantry Close – CAP11 completed successfully</p>	<p>Complete</p> <p>JR/PB</p> <p>BC/PB</p> <p>MOB/PB CAP12</p> <p>Complete</p> <p>Complete</p> <p>Complete</p> <p>Complete</p> <p>NP</p> <p>MOB/JFM</p>
5.	<p>Refuse Issues</p> <p>5(a) Household Residue Waste</p> <p>5(a)1 Yates Close Crew are clearing 240L bins from houses but are forgetting to clear the flats. MOB will monitor next week.</p> <p>5(a)2 2 Shrewsbury Road, Stonebridge No collection for 2 weeks. Report back next week</p> <p>5(b) Bulky Household Waste</p> <p>5(b)1 WEEE into Twyford WEEE needs to be collected separately and stacked in the dedicated containers at Twyford. AB agreed to remind PB. There was a poor up-take on Monday at the start of the WEEE Directive except for fridges and freezers. Need meeting to sort out WEEE and bulky and fly tips.</p> <p>5(b)2 Start of Payment JR reminded the meeting that from yesterday there is a charge for bulky collections.</p>	<p>MOB/PB</p> <p>MOB/PB</p> <p>TT/PB (ALL)</p> <p>Information</p>

	<p>5(c) Bin, Box & Compost Delivery and Fridge Collections</p> <p>5(c)1 Delivery Time-Scale The outstanding bin and box deliveries were now up to date. It was agreed that the 2 day timescale for delivering bins and boxes will be implemented forthwith.</p> <p>Also See 4(iv), 4(xvi) and 5(b)1 above.</p>	Information
6.	<p>Recycling Issues</p> <p>6(a) Green Box</p> <p>6(a)1 123a Ealing Road MOB agreed for TM to talk to resident and explain where the box needs to be left for collection.</p> <p>6(b) Organic Bin Collections</p> <p>6(b)1 Enforcement Pilot JR reported that the enforcement of the organic bin composting waste started on Monday with JR and NP accompanying 'G08' on their scheduled collections. The exercise went well without any real problems other than the weather. 30 bins were removed and 83 other contaminations were found and recorded. The premises where bins were removed were posted a letter explaining what had happened and instructing residents to call Education Team if they still required the bin. The removed bins will only be returned on receipt of a signed 'promise' to only place correct materials for composting. The householders of all other contaminated bins will be sent a strong letter reminding them of what goes in the green bin. All this work will be completed by the education team. Every round visits between 1100 and 1200 premises daily for organic collections.</p> <p>6(b)2 Loads Rejected through Contamination DG informed the meeting that the following tonnages were rejected over the past 3 weeks from Harefield: Last week 47 tonnes Previous week 59 tonnes Previous week 73 tonnes</p> <p>6(c) Bring Banks</p> <p>6(c)1 Contaminated Bring Banks The emptying of all contaminated Bring Banks was completed this week. MM re-labelled banks where necessary.</p> <p>6(d) Estate Banks Nothing new to report</p> <p>6(e) Schools</p> <p>6(e)1 New Organic Collections in Schools 5 new schools took up the organic waste collection last week.</p> <p>6(f) Home Compost Bins</p> <p>6(f)1 Change to Agenda DG requested that the delivery of Compost Bins be shown under Refuse.</p>	<p>MOB</p> <p>NP/DG</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>Completed</p>

7.	<p>Street Cleaning Issues</p> <p>7(a) General Street Cleaning Nothing new to report. See 4(xxvi)</p> <p>7(b) Leafing</p> <p>7(b)1 Leafing Method Statement It was agreed that the method statement needed to be backed up with a list of streets and operational procedures. To remain as an agenda item.</p> <p>7(c) Gritting</p> <p>7(c)1 Checking of Grit Bins BC to arrange visit to Veolia to check grit bins.</p>	<p>Information</p> <p>BC</p>
8.	<p>Other Issues</p> <p>8(a) Wembley Events</p> <p>8(a)1 Diana Concert MOB reported that everything went very well. The new action of a crew emptying litter bins on the pedestrian routes to and from the stadium was a success and will hopefully continue for future evening events.</p> <p>8(a)2 Next Events The next events are on next weekend as follows:- Saturday 7th July Live Earth Concert JR + Tony Martin Sunday 8th July Metallica Concert BC + Selvin Rodney</p> <p>Two teams to be at Brent House ready for work by 6pm.</p> <p>8(b) On Street Recycling</p> <p>8(b)1 On Street Recycling DG is still awaiting list of agreed locations.</p> <p>8(c) Special Projects Nothing new to report.</p> <p>8(d) Statistics</p> <p>8(d)1 Missed Collections Figures produced. <i>Domestic</i> refuse missed collections were their lowest since the start of the new contract. <i>Green Box</i> missed collections were also at their lowest since the start of the new contract. <i>Organic</i> missed collections slightly higher than last week. There is a general trend showing for improvement in all services.</p> <p>8(d)2 Rectification Points JR produced details of rectification points issued. None were contested. JR reported that last week produced 2943 points. A 10% reduction to the previous week. Tables and graphs were produced. There are still problems with algorithms used by Contender.</p>	<p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p>

	<p>8AA Laxcon Close</p> <p>AB, as the project manager, up-dated the meeting on Laxcon Close. The main operational control room is intended to be located there along with all managers. Village managers will be Village based with their respective staff and equipment. Refuse, bulky and recycling vehicles will be based at Laxcon Close and there will be lockers rooms, showers etc added to the current 2 story building (maybe portacabin). A state of the arc depot should be the result opening in September 2007.</p>	
9.	<p>Date of Next Meeting</p> <p>The next meeting will be held at 10am on Tuesday 10th July 2007 in the meeting room in StreetCare on First Floor West, Brent House, and 349 – 357 High Road, Wembley, HA9 6BZ.</p>	