

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting

Tuesday 10th July 2007

No.	Item	Action by
1.	<p>Persons Present</p> <p>John Rymer (JR) StreetCare - Team Leader West Team Bridie Cahill (BC) StreetCare – Team Leader East Team Mark O’Brien (MOB) StreetCare – Team Leader Central Team Tony Talman (TT) StreetCare – Education Team Nicola Percival (NP) StreetCare – Education Team Jean Francois Moreau (JFM) Veolia – Street Cleaning David Lynas (DL) Veolia – Recycling Eugene Buckley (EB) Veolia – Refuse, bins and bulky</p>	
2.	<p>Apologies for Absence</p> <p>Paul Booth (PB) AL Dan Green (DL) Veolia – At depot DL in lieu</p>	
3.	<p>Minutes of Previous Meeting</p> <p>The minutes of the previous meeting held on 3rd July 2007 were previously circulated and agreed as an accurate record.</p> <p>JFM provided excellent fresh croissants for all. French food from Sainsbury’s.</p>	
4.	<p>Matters Arising from Minutes of 3rd July 2007</p> <p>(i) Wembley Village MOB reported a sustained improvement. The first 50m off some roads fell below required standard.</p> <p>(ii) Collection of Fridges and Freezers for Adopted Highway This matter was raised with IS by JR. EB offered the spare tail lift to street cleaning team for use on weekends and bank holidays to collect WEEE fly tips and deliver to Twyford. JFM to report back next meeting.</p> <p>(iii) Kenwyn Drive Resolved</p> <p>(iv) Rectification Points Agenda item</p> <p>(v) Bags for NCRd Residents To be sorted out by 24th July by PB. To be shown as O/S until then. EB says 5 bags a week already delivered.</p>	<p>MOB</p> <p>10th July 07 CAP4</p> <p>JFM</p> <p>Complete</p> <p>Complete</p> <p>PB</p>

	<p>(vi) Welsh Harp Problems Noticeable improvement. Better communications. To continue monitoring</p> <p>(vii) London Rd to Tokynton Footpath Thoroughly cleaned.</p> <p>(viii) Neasden Lane Waste Transfer Station MOB reported that some detail is being missed. CAP13 issued to JFM</p> <p>(ix) Metro Bins Agenda item.</p> <p>(x) WEEE Collections A meeting was arranged after this meeting to discuss ways to improve the segregation of WEEE before depositing at Twyford.</p> <p>(xi) Bridge Road Collections (5(a)2) Thank you received from resident. Collections completed properly</p> <p>(xii) Churchill Court (5(a)3) Monitoring to continue.</p> <p>(xiii) Cygnnet Court, Kingfisher Way (5(a)4) Monitoring continues</p> <p>(xiv) Contrary Cards In the design phase</p> <p>(xv) Rectifications (7(a)1) All resolved satisfactorily except: Water Road – needs more work</p> <p>(xvi) Queensbury Road – needs more work</p> <p>5(a)1 Yates Close Bulky bins still not being emptied. 240Ls OK</p> <p>5(a)2 Shrewsbury Road, Stonebridge Properly cleared</p> <p>5(b)1 WEEE into Twyford Meeting arranged for after this meeting</p> <p>6(a)1 123a Ealing Road MOB to discuss with resident. Collection from rear is unsafe due to traffic movements. MOB to report back.</p> <p>6(b)1 Enforcement Pilot (organic bins) Agenda item</p> <p>7(c)1 Checking of Grit Bins Agenda item</p>	<p>MOB/JFM</p> <p>Complete</p> <p>24th July 07 CAP13 MOB/JFM</p> <p>Complete</p> <p>JR</p> <p>Complete</p> <p>MOB</p> <p>CAP12 MOB/PB</p> <p>MP</p> <p>MOB/JFM</p> <p>MOB/PB</p> <p>Completed</p> <p>Completed</p> <p>MOB</p> <p>Complete</p> <p>Complete</p>
5.	<p>Refuse Issues</p> <p>5(a) Household Residue Waste</p> <p>5(a)1 66 Birchen Grove To be cleared tomorrow (Wednesday 11th July).</p>	<p>MOB/EB</p>

	<p>5(a)2 <i>Beechworth</i> Incomplete collections. Bins not returned to storage area properly. This site is becoming a problem too often. StreetCare need assurances that this will not become a problem again due to Veolia.</p> <p>5(a)3 <i>Missed Work completed by Rudi</i> EB requested that any urgent work completed by late crew to be informed so he doesn't send crew on a 'wild goose chase' first thing the next morning. Officers to be requested to text EB, PB and GG of any such urgent cases. Email to be sent to StreetCare officers requesting this action.</p> <p>5(a)4 <i>Landau House</i> Non collection for 4 weeks. PH still on site waiting for GG to arrive with the crew to complete collection.</p> <p>5(b) <i>Bulky Household Waste</i></p> <p>5(b)1 <i>WEEE into Twyford</i> Meeting after this meeting to discuss special issues.</p> <p>5(c) <i>Bin, Box & Compost Delivery and Fridge Collections</i></p> <p>5(c)1 <i>75 Buck Lane</i> Requested on 8th June. Still not completed. 51 rectification points to date. EB deliver tomorrow (Wednesday) 11th July.</p> <p>5(c)2 <i>Compost Bins</i> NP reported several wrong compost bins had recently been delivered without the sliding hatch at the front. EB agree to re-deliver the right ones this week.</p>	<p>MOB/PB</p> <p>CAP 14 BC/PB</p> <p>BC/EB</p> <p>Complete</p> <p>JR/EB</p> <p>NP/EB</p>
6.	<p>Recycling Issues</p> <p>6(a) <i>Green Box</i></p> <p>6(a)1 <i>Tonnages</i> DL reported that there was an increase in 115 tonnes of green box collections in June 2007 compared to June 2006. All agreed an excellent result.</p> <p>6(b) <i>Organic Bin Collections</i></p> <p>6(b)1 <i>Enforcement Pilot</i> NP requested copy of 'G08' sheets for comparison and to see if there is any improvement. Copies to NP by Friday pm at latest please. Last week 251 green bins were removed. Only 8 phone calls requesting their return. These 8 have been sent literature and bin will not be sent until signed agreement to treat bins properly has been returned. 417 letters and literature were sent to occupiers of premises where minor contaminations were found. Bins were also 'stickered' with information. Further enforcement to be discussed next meeting after this week's results are available.</p> <p>6(b)2 <i>Rejected Loads</i> DL reported about 30 tonnes rejected last week. Recent rejections are showing a decline; 73 tonnes, 59 tonnes, 47 tonnes and 30 tonnes last week.</p>	<p>Information</p> <p>NP/DG</p> <p>Information</p>

	6(c) Bring Banks	Complete
	6(c)1 Deliveries NP reported that MM had delivered small estate bins to banks because we had been let down by supplier of new bank bins. MM/NP needs to email DG, DL and NA of locations to arrange collections by appropriate crews.	
	6(d) Estate Banks Nothing new to report	
	6(e) Schools	Information
	6(e)1 Groundwork NP reminded DL of the need to fax Groundwork by next week.	
	6(e)2 Schools NP reported about 25 new schools joining the organic recycling scheme. Bins and caddies to be delivered. NP to liaise with PB/EB and DG	NP
7.	Street Cleaning Issues	JFM
	7(a) General Street Cleaning	
	7(a)1 Problems The following problems were highlighted to JFM; MOB Napier Road first 50m Ranelagh Road first 50m Talbot Road first 50m 412 NCRd outside (section 154 problem) BC Grove Road blue bags Belton Road blue bags Deacon Road fly tips and bags Heathfield Park very dirty	
	7(a)2 General Improvement BC noted that there is a general improvement in street cleanliness. JR and MOB agreed.	
	7(a)3 Car Parks JFM asked if Salusbury Road Car Park should be on spec. BC said it should be and will liaise after the meeting with JFM. There is no logical reason why it was left off this new contract.	
	7(b) Leafing No new information	BC/JFM
	7(c) Gritting	
	7(c)1 Checking of Grit Bins BC reported bins are washed but not stacked properly. BC will visit depot next week to discuss	BC

<p>8.</p>	<p>Other Issues</p> <p>8(a) Wembley Events</p> <p>8(a)1 (i) <i>Live Earth Concert</i> JR reported clean up went very well. Trouble at 5pm because day duty sweepers had left Wembley High Road. MM got Events Team out early and rectified. Recycling effort by Stadium was all lost due to contamination. Helga and MM did excellent job.</p> <p>(ii) <i>Metallica Concert</i> BC reported a very dirty audience. Helga and MM worked hard and did an excellent job.</p> <p>(iii) <i>Senior Veolia Manager</i> N Patterson was available both days on the telephone.</p> <p>8(a)2 <i>Next Events</i> Next event is due on 5th August. Believed no special cleaning will be necessary as only a 3000 attendance for a corporate event.</p> <p>8(b) On Street Recycling</p> <p>8(b)1 <i>On Street Recycling</i> DG is still awaiting list of agreed locations. TT reported that TM has verbal agreement to siting of bins but this must be confirmed in writing before we can install the new bins</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 appear to be levelling out at just above 60. This is still 50% above the BVPI target of 42. <i>Green Box</i> missed collections increased slightly but this was the second lowest figure since the start of the new contract. This is 74% above the BVPI target of 31. <i>Organic</i> missed collections at their lowest since the start of the new contract. This is 62% above the BVPI target of 24. The general trend of improvement continues. It must be remembered that the figures are what has been reported after 2pm. Some of these may be collected later as the recycling crews don't finish until about 3pm to 4pm.</p> <p>8(d)2 <i>Rectification Points</i> JR produced details of rectification points issued. None were contested. JR reported that last week produced 3091 points. A 5% increase to the previous week. Tables and graphs were produced. There are still problems with algorithms used by Contender that need to be rectified.</p>	<p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p>
<p>9.</p>	<p>Date of Next Meeting</p> <p>The next meeting will be held at 10am on Tuesday 17th July 2007 in the meeting room in StreetCare on First Floor West, Brent House, and 349 – 357 High Road, Wembley, HA9 6BZ.</p>	