

**StreetCare (StreetScene) / Veolia**

**Team Leaders / Managers Meeting**

**Tuesday 17<sup>th</sup> July 2007**

No.	Item	Action by
1.	<p><b>Persons Present</b></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  Dan Green (DL) Veolia – Recycling  Eugene Buckley (EB) Veolia – Refuse, bins and bulky</p>	
2.	<p><b>Apologies for Absence</b></p> <p>Paul Booth (PB) AL  Dave Lynas (DL) Veolia – At depot</p>	
3.	<p><b>Minutes of Previous Meeting</b></p> <p>The minutes of the previous meeting held on 10<sup>th</sup> July 2007 were previously circulated and agreed as an accurate record.</p>	
4.	<p><b>Matters Arising from Minutes of 10<sup>th</sup> July 2007</b></p> <p>(i) <b>Wembley Village</b>  MOB reported a sustained improvement. Monitoring to continue until next meeting</p> <p>(ii) <b>Collection of Fridges and Freezers for Adopted Highway</b>  To be discussed under WEE on agenda.</p> <p>(iii) <b>Bags for NCRd Residents</b>  EB reported that 5 bags are delivered weekly to every household. This should be sufficient.</p> <p>(iv) <b>Welsh Harp Problems</b>  Noticeable improvement. To continue monitoring</p> <p>(v) <b>Nasden Lane Waste Transfer Station</b>  MOB reported cleaning is improving. To be reviewed next meeting.</p> <p>(vi) <b>WEEE Collections</b>  Meeting held. Now an agenda item</p> <p>(vii) <b>Churchill Court (5(a)3)</b></p>	<p><b>MOB</b></p> <p><b>Complete</b></p> <p><b>Complete</b></p> <p><b>MOB/JFM</b></p> <p><b>24<sup>th</sup> July 07 CAP13 MOB/JFM</b></p> <p><b>Complete</b></p> <p><b>MOB</b></p>

	Monitoring to continue.	
(viii)	<b>Cygnat Court, Kingfisher Way (5(a)4)</b> Monitoring continues	<b>CAP12 MOB/PB</b>
(ix)	<b>Contrary Cards</b> DG reported that there are problems with card in the green box instead of green bin. Contrary cards required urgently.	<b>NP/DG</b>
(x)	<b>Rectifications:</b> Water Road – needs more work Queensbury Road – needs more work <i>MOB suggested a lack of resources is the real problem at this location. JFM will approach NP.</i>	<b>MOB/JFM</b>
(xi)	<b>Yates Close</b> MOB reports still a problem. To be discussed at next meeting	<b>MOB/PB</b>
(xii)	<b>123a Ealing Road</b> Letter has been sent to resident	<b>Complete</b>
5(a)1	<b>66 Birchen Grove</b> Cleared	<b>MOB/PB</b>
5(a)2	<b>Beechworth</b> Monitoring to continue	<b>BC/PB</b>
5(a)3	<b>Missed Work completed by Rudi</b> JR reported that email sent to all officers	<b>Complete</b>
5(a)4	<b>Landau House</b> Monitoring to continue	<b>BC/PB</b>
5(c)1	<b>75 Buck Lane</b> Completed personally by EB.	<b>Complete</b>
5(c)2	<b>Compost Bins</b> Correct bins found in Twyford. Now at Cumberland. Exchanges being completed today.	<b>Complete</b>
6(b)1	<b>Enforcement Pilot</b> Agenda Item	<b>Complete</b>
6(e)2	<b>Schools</b> No Extra bins delivered yet. NP to discuss with PB the delivery of bins, boxes and caddies for an extra 25 schools. Access problems to Old Kenton Lane Primary School. DG to get narrow access vehicle to complete this collection.	<b>Information</b>
7(a)1	<b>Problems</b> All problems reported as rectified	<b>Complete</b>
7(a)1	<b>Car Parks</b> Salisbury Road Car Park has been left off the contract. JR will request IS to send official confirmation that it should be included in the contract	<b>JR</b>
<b>5.</b>	<b>Refuse Issues</b>	

	<b>5(a) Household Residue Waste</b>	
	<b>5(a)1 21 Barn Rise</b> Problem with bin not being returned properly on property with steep drive and disabled resident. Variation order 506 applies. Organic and green box collections being collected and returned properly.	<b>JR/PB</b>
	<b>5(a)2 15 Rannock Avenue</b> Regular missed collection	<b>MOB/PB</b>
	<b>5(a)3 31 Merley Court</b> Regular missed collections	<b>MOB/PB</b>
	<b>5(a)4 St Andrews Collections</b> EB suggested double yellow lines would minimise access problems and reduce missed collections. EB to liaise with MOB for request to Transportation.	<b>MOB/PB</b>
	<b>5(a)5 Kings Drive Collections</b> EB is liaising with new BHP manager (Ruth) re assistance with collections particularly at locations with long walk out. (Some up to 80m). EB will keep JR up-dated.	<b>Information</b>
	<b>5(b) Bulky Household Waste</b>	
	<b>5(b)1 No 32 Travellers Site</b> Problem with location initially. MOB advised EB that it is the site next to the office on the left.	<b>MOB/EB</b>
	<b>5(b)2 Contact with Refuse</b> EB requested that any refuse problems first be brought to the attention of PB, GG or EB. Some officers are calling NPat direct without first letting the refuse managers know about the problems. MOB/JR agreed but insisted that if problems aren't resolved within reasonable time scales, particularly now residents are paying, that NP is a way to resolve problems. JR reported that so of these are going direct to IS and he is going direct to TP or NPat	<b>Information</b>
	<b>5(c) Bin, Box &amp; Compost Delivery and Fridge Collections</b>	
	<b>5(c)1 Bin and Box Deliveries Time Scale</b> JR reminded EB that the specification for the contract states two days for delivery of bins and boxes. Now that there is sufficient stock and the outstanding deliveries are completed this delivery timescale should be kept to. Veolia control room are noting 2 weeks on Contender when it should be 2 days.	<b>JR/EB</b>
	<b>5d WEEE Collections</b> It was agreed that WEEE Collections will be an agenda item at this and future meetings. There will probably be some overlap with Item 5b.	<b>Information</b>
<b>6.</b>	<b>Recycling Issues</b>	
	<b>6(a) Green Box</b>	
	<b>6(a)1 Experience</b> DG offered to Ward Officers and Team Leaders to go out with Green Box crews to understand how the collections worked and to experience problems with the collections. Any officer wishing to spend time with the crew to contact DG or DL.	<b>Information</b>

	<p><b>6(a)2 170 Chamberlayne Road</b> DG reported residents need advice as boxes and bins are regularly contaminated. JR agreed to send Ward to deliver literature and give advice to residents.</p> <p><b>6(b) Organic Bin Collections</b></p> <p><b>6(b)1 Enforcement Pilot</b> Report back on collections by G08 for week after the enforcement trial by DG and NP. DG reported no rejected loads last week and contaminations were down by up to 90% on some days. An excellent start to the pilot. For every contaminated bin a letter was sent to the household to re-enforce the notice stuck on the bin. It was decided that any second letter would contain a warning to remove the bin on the next contamination and on the third contamination instructions would be given to remove the bin. No bin to be returned without a signed declaration to separate items properly. It was agreed to complete the pilot and starting with G07 on the week commencing 30<sup>th</sup> July. DG agreed to supply maps and arrange for the tail lift plus driver for the bin removals. NP and JR will arrange the officers to accompany crew.</p> <p><b>6(b)2 Participation Survey</b> There was discussion about how best to complete a participation survey. It was decided that a separate meeting should be arranged to discuss and arrange. NP to discuss further with CW and arrange meeting as necessary</p> <p><b>6(c) Bring Banks</b> No new information</p> <p><b>6(d) Estate Banks</b> No new information</p> <p><b>6(e) Schools</b> No new information</p> <p><b>Tonnages</b> DG produced details of tonnages for recycling of green box and organic collections with favourable comparisons against 2006 collection tonnages. DG will produce these periodically at this meeting.</p>	<p><b>JR</b></p> <p><b>Information</b></p> <p><b>Information</b></p> <p><b>DG</b></p>
7.	<p><b>Street Cleaning Issues</b></p> <p><b>7(a) General Street Cleaning</b></p> <p><b>7(a)1</b> The following problems were highlighted to JFM;</p> <p><b>7(a)2 Kenmere Gardens (service road)</b> This fly tip is shown as cleared on Contender but is actually still there.</p> <p><b>7(a)3 Old North Circular Road (Harrow Road to Ealing boundary)</b> This is EPA D. Needs cleaning and keeping clean.</p> <p><b>7(a)4 Market Way, Wembley</b> This road only gets cleaned upon request. Can we ensure this street is cleaned 3 times a week and more if it falls below a Grade B.?</p> <p><b>7(a)5 Station Grove, Wembley (end furthest from steps)</b> This is deteriorating in cleanliness quickly. Maintain to Grade B and above.</p>	<p><b>MOB</b></p> <p><b>MOB</b></p> <p><b>MOB</b></p> <p><b>MOB</b></p> <p><b>MOB</b></p>

	<p><b>7(a)6 Neasden Lane</b> Monitoring to continue. A little more attention to detail needed.</p> <p><b>7(a)7 General Improvement</b> JR noted and MOB agreed that there is a general improvement in street cleanliness with some isolated problems. Generally the litter is much better but detritus needs more attention. There appears to be a need for mechanical sweepers to work more closely with the barrow beats to raise standards. Once cleaned to a high standard it will be easier to maintain by the barrow beat. There was a feeling within StreetCare that some barrow beats are too large for one operative to effectively manage and keep the area to a high standard of cleanliness. Extra resources are thought necessary to keep all streets to Grade B and above. This will be high lighted again to IS and CW through these minutes.</p> <p><b>7(a)8 Storage of Barrow at Brent House</b> JFM requested permission to store an extra barrow at Brent House. MOB will enquire and get back to JFM.</p> <p><b>7(a)9 Zone 5 Cleaning</b> JFM requested information concerning the cleaning of Zone 5 roads concerning how often the road should be swept. JFM was referred to <b>Section 24 (Cleansing of all other areas (Brent Zone 5))</b> contract specification and in particular to paragraphs <b>24.6, 24.7, 24.8, 24.9 and 24.10</b>. MOB agreed to send JFM a copy of these particular paragraphs before the next meeting.</p> <p><b>7(b) Leafing</b> No new information</p> <p><b>7(c) Gritting</b></p> <p><b>7(c)1 Checking of Grit Bins</b> BC will report next meeting on bins.</p>	<p><b>MOB</b></p> <p><b>Information</b></p> <p><b>MOB/JFM</b></p> <p><b>MOB/JFM</b></p> <p><b>BC</b></p>
<b>8.</b>	<p><b>Other Issues</b></p> <p><b>8(a) Wembley Events</b></p> <p><b>8(a)1 Recent Events</b> No events since last meeting</p> <p><b>8(a)2 Next Events</b> Next large event is the FA Charity Shield on 5<sup>th</sup> August. This is the one off game between the FA Cup winners (Chelsea) and the Premiership winners (Manchester United). Anticipated football crowd of 90,000 with all the added waste problems. A repeat of the FA Cup final. IS/CW will advise NP/TP as early as possible on resources needed.</p> <p><b>8(b) On Street Recycling</b></p> <p><b>8(b)1 On Street Recycling</b> TT reported written permission has been received for the pilot sites at Alperton, Wembley Park and Sudbury LT stations. TT reported that these bins should be placed out by the next meeting.</p> <p><b>8(c) Special Projects</b> Nothing new to report.</p>	<p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p>

	<p><b>8(d) Statistics</b></p> <p><b>8(d)1 Missed Collections</b>  Figures produced.  <i>Domestic</i> refuse missed collections had a slight increase to 77 from 65 last week. This is 83% above the BVPI target of 42.  <i>Green Box</i> missed collections reduced to 42 from 54. This is 35% above the BVPI target of 31.  <i>Organic</i> missed collections increased due to 2 breakdowns at the end of the week. Missed collections of 88 compared with 39 last week. Although this is 266% above the BVPI target of 24 it appears to be a one off against the general trend of reducing missed collections.  <b>General</b>  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.  Graphs were distributed</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 3945 points. A 28% increase to the previous week moving sharply away from the general reducing trend of the 4 previous weeks. An increase in refuse problems with points increasing from 112 to 418 to 937 in the last 3 weeks. Tables and graphs were produced. The final details for Contender algorithms were with Data Pro for installation.</p>	
<b>9.</b>	<p><b>Date of Next Meeting</b></p> <p>The next meeting will be held at 10am on Tuesday 24<sup>th</sup> July 2007 in the meeting room in StreetCare on First Floor West, Brent House, and 349 – 357 High Road, Wembley, HA9 6BZ.</p>	