

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting

Tuesday 24th 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 – Sen Waste & Environment Officer Jean Francois Moreau (JFM) Veolia – Street Cleaning Manager Dave Lynas (DL) Veolia – Recycling Manager</p>	
2.	<p>Apologies for Absence</p> <p>Nicola Percival (NP) StreetCare – Annual Leave Dan Green (DL) Veolia – DL in lieu It was noted that there was no representative from Veolia Refuse present.</p>	
3.	<p>Minutes of Previous Meeting</p> <p>The minutes of the previous meeting held on Tuesday 17th July 2007 were previously circulated and agreed as an accurate record.</p>	
4.	<p>Matters Arising from Minutes of 17th July 2007</p> <p>(i) Wembley Village MOB reported a sustained improvement with good feedback. Monitoring to continue until next meeting</p> <p>(ii) Welsh Harp Problems Noticeable improvement. To continue monitoring</p> <p>(iii) Neasden Lane Waste Transfer Station MOB reported cleaning is improving. The standard has dropped due to the breakdown of the PowerFlex.</p> <p>(iv) Churchill Court (5(a)3) Now OK</p> <p>(v) Cygnat Court, Kingfisher Way (5(a)4) Monitoring continues</p> <p>(vi) Contrary Cards JR produced a box full of temporary contrary cards for green box contaminations. More to be completed after the meeting. DL suggested an advertisement in the Brent Magazine covering all collections.</p>	<p>MOB</p> <p>MOB/JFM</p> <p>24th July 07 CAP13 MOB/JFM</p> <p>Complete</p> <p>CAP12 MOB/PB</p> <p>NP/DG</p>

	<p>Rectifications:</p> <p>(vii) Water Road – needs more regular work Queensbury Road – needs more regular work <i>MOB stated that this was one of many examples of the contract being under resourced. If there was no sustained improvement a corrective action plan would be put into place.</i> JFM stated that both roads were now allocated to a cage and loader by the morning shift. If insufficient time to complete properly then work will be handed over to late team to complete.</p> <p>(viii) Yates Close Collections now fine</p> <p>(ix) 66 Birchen Grove Cleared</p> <p>(x) Beechworth Monitoring to continue</p> <p>(xi) Landau House Monitoring to continue</p> <p>(xii) Car Parks JR sent Email to IS for written confirmation to TP that Salusbury Road Car Park should be on the list of Car Parks to be cleaned within the contract. A reminder will be sent.</p> <p>5(a)1 21 Barn Rise Now OK but one off problem with green box.</p> <p>5(a)2 15 Rannock Avenue Completed</p> <p>5(a)3 31 Merley Court Completed OK</p> <p>5(a)4 St Andrews Collections MOB to liaise with Transportation (possibly via Malik) for installation of double yellow lines.</p> <p>5(b)1 No 32 Travellers Site Special collection now complete</p> <p>5(c)1 Bin and Box Deliveries Time Scale Agenda item.</p> <p>5(c)2 WEEE Collections Agenda Item</p> <p>6(a)2 170 Chamberlayne Road JR reported leaflets etc sent to resident</p> <p>6(b)1 Enforcement Pilot Agenda Item</p> <p>7(a)2 Kenmere Gardens (service road) Not moved. Please clear from service road</p>	<p>MOB/JFM</p> <p>Complete</p> <p>Complete</p> <p>BC/PB</p> <p>BC/PB</p> <p>JR/BC</p> <p>Complete</p> <p>Complete</p> <p>Complete</p> <p>MOB</p> <p>Complete</p> <p>Complete</p> <p>Complete</p> <p>Complete</p> <p>MOB/JFM</p>
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5.	<p>Refuse Issues</p> <p>There being no representative present from the refuse side of Veolia it was very difficult to discuss or pass on problems first hand. Management team will be made aware.</p> <p>5(a) Household Residue Waste</p> <p>5(a)1 Brondesbury Park Ward BC stated there were major problems in Brondesbury Park Ward with the crew leaving the bins on the pavement and not returning them to the curtilage of the property without causing obstruction. There is a serious need for more supervision by Veolia and monitoring by StreetCare.</p> <p>5(a)2 Evidence for NE BC handed photographs and Contender reports to JFM for NE as evidence for a disciplinary case.</p> <p>5(b) Bulky Household Waste No specific items discussed.</p> <p>5(c) Bin, Box & Compost Delivery and Fridge Collections</p> <p>5(c)1 Delivery Times JR stated the deliveries are taking too long. The contract specification required a two day turn round from request to delivery. To be raised next meeting when Refuse Manager will hopefully be present.</p> <p>5(d) WEEE Collections</p> <p>5(d)1 Use of Twyford TT to check with John Holbrook at Twyford Tip for up-date on how the agreed new procedures by Veolia are coming along. We need this to work.</p>	<p>JR</p> <p>BC/PB</p> <p>Complete</p> <p>PB</p> <p>TT</p>
6.	<p>Recycling Issues</p> <p>6(a) Green Box</p> <p>6(a)1 21 Barn Rise This is an assisted collection. The problem with the return of the refuse bin was</p>	<p>JR/DL</p>

	<p>recently resolved. Now the green box crew let us down. DL to speak to the crew.</p> <p>6(a)2 Question from MB to DG JR asked DL to thank DG for responding quickly to Misty's question concerning the dry collections.</p> <p>6(b) Organic Bin Collections</p> <p>6(b)1 West London Composting DL reported problems regarding rejected loads at Harefield. An example of two loads one from D08 and the other from D07 was cited. Both loads were tipped next to each other. There was no visible difference in contaminations. D08 was rejected and D07 was accepted. Both loads went to be composted together. Will we be charged for disposal of D08 load to landfill? Will someone else be credited for D08 recycling? Are the company working a scam? We need to investigate and set processes in action so we are not treated less favourably than Harrow or Three Rivers or any other LA taking waste for composting to Harefield. TT to investigate and arrange discussions outside this meeting to try to reduce rejections.</p> <p>6(c) Bring Banks No new information</p> <p>6(d) Estate Banks No new information</p> <p>6(d)1 Increase in Banks TT reported that MM had installed some more banks on estates. These were not in frames but were free standing. MM will monitor.</p> <p>6(e) Schools No new information</p> <p>6(f) Enforcement Pilot</p> <p>6(f)1 Organic Enforcement Scheme It was decided that after the success of the pilot enforcement project with organic collection crew D08 that the pilot will now be a full blown scheme for the remainder of the crews. D07 will be monitored the week commencing Monday 30th July. The other rounds will be checked in subsequent weeks. The order of checking will be D07, then D06, then D05, then D04, then D03, then D02 and finally D01. This project will take a further 7 weeks and needs the commitment of the crews, StreetCare Officers and Veolia. DL, BC, MOB and JR will meet after the meeting to finalise for next week.</p>	<p>TT</p> <p>Information</p> <p>NP</p>
7.	<p>Street Cleaning Issues</p> <p>7(a) General Street Cleaning</p> <p>7(a)1 Ilex Road The dead end section of this road is in a very poor state of cleanliness. To be monitored by RB</p> <p>7(a)2 Willesden Green Ward BC pointed out the serious problems with the general deterioration of cleaning standards throughout the whole ward. There were insufficient resources to clean the area to a Grade A and then to stop it falling below a Grade B. This standard is</p>	<p>MOB/JFM</p> <p>BC/JFM</p>

	<p>clearly stated in the Contract Specification.</p> <p>7(a)3 Dudden Hill MOB reported that the Powerflex isn't being used in Dudden Hill and this is causing problems. MOB appreciated that there are break down problems associated with all small mechanical sweepers but that is a problem that needs to be reviewed. JFM agreed to have two Powerflex sweepers in that village by next week. The area will be monitored for any improvement.</p> <p>7(a)4 RTA Photos JFM handed over photos of an RTA at Craven Park Road j/w Knatchpole Road to MOB to follow up for re-charging for damage to roadside property.</p> <p>7(b) Leafing No new information</p> <p>7(c) Gritting</p> <p>7(c)1 Checking of Grit Bins BC reported that the grit bins all appeared to be clean but they hadn't been stacked properly. Teddy was getting the stacking sorted out by the end of this week.</p>	<p>MOB/JFM</p> <p>MOB</p> <p>BC</p>
8.	<p>Other Issues</p> <p>8(a) Wembley Events</p> <p>8(a)1 Recent Events No events since last meeting</p> <p>8(a)2 Next Events Next large event is the FA Charity Shield on 5th 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. Believed that 3 crews with an early pickup crew will be needed. IS to liaise with TP re times and resources. JFM asked for early decision as staff needs to be found.</p> <p>8(b) On Street Recycling</p> <p>8(b)1 On Street Recycling TT reported that he is trying to liaise with PB to put the bins out this weekend. S/C need to know the times so officer can be present to ensure bins are installed in correct locations.</p> <p>8(c) Special Projects</p> <p>8(c)1 Ace Café Project Veolia Environmental Trust have requested costing details from TM. TM is liaising and costing the project.</p> <p>8(d) Statistics</p> <p>8(d)1 Missed Collections Figures produced. <i>Domestic</i> refuse missed collections had a slight increase to 86 from 77 last week. This is over twice the BVPI target of 42. <i>Green Box</i> missed collections reduced to 38 from 42. This is 23% above the BVPI</p>	<p>Information</p> <p>TT</p> <p>MOB</p> <p>Information</p>

	<p>target of 31. The graph shows that this is the most improve collection service.</p> <p>Organic. Missed collections reduced to 56 from compared with 88 last week. Last week's breakdown problem resolved. This is over twice the BVPI target of 24. The general trend is now back on track.</p> <p>General</p> <p>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>Graphs were distributed.</p> <p>8(d)2 Rectification Points</p> <p>JR produced details of rectification points issued. None were contested. JR reported that last week produced 3751 points. A 5% decrease to the previous week. The majority of the points are street cleaning related. Tables and graphs were produced. The final details for Contender algorithms were with Data Pro for installation.</p> <p>8(d)3 Performance Framework</p> <p>JR mentioned that GM wished to attend the meeting to ensure that we are operating the Performance Framework correctly. This was discussed and it was felt that GM was in a position to discuss these matters with StreetCare officers but that he needed to liaise with TP to discuss and possibly instruct Veolia officers on the Performance Framework. JR agreed to make GM aware of the feelings of this meeting.</p>	<p>Information</p> <p>JR</p>
9.	<p>Date of Next Meeting</p> <p>The next meeting will be held at 10am on Tuesday 31st July 2007 in the meeting room in StreetCare on First Floor West, Brent House, and 349 – 357 High Road, Wembley, HA9 6BZ.</p>	