

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting

Tuesday 30th October 2007

| No. | Item | Action by |
|-----|--|--|
| 1. | <p>Persons Present</p> <p>John Rymer (JR) StreetCare – Team Leader Bridie Cahill (BC) StreetCare – Team Leader Mark O’Brien (MOB) StreetCare – Team Leader Central Team Nicola Percival (NP) StreetCare – Education Team Jean Francois Moreau (JFM) Veolia – Street Cleaning Manager Dan Green (DL) Veolia – Recycling Manager Michael Minogue (MM) Veolia – Village and Leafing Manager Tony Talman (TT) StreetCare – Senior Waste and Environment Officer</p> | |
| 2. | <p>Apologies for Absence</p> <p>Paul Booth (PB) Veolia – Catching up after maternity leave</p> | |
| 3. | <p>Minutes of Previous Meeting</p> <p>The minutes of the meeting held on 16th October 2007 were previously circulated and agreed as an accurate record.</p> | |
| 4. | <p><u>Matters Arising from Minutes of 4th August</u></p> <p>(i) Brondesbury Park Ward (i) Problem continues. BC to agree C.A.P. with PB</p> <p>(ii) Abbeydale Shrub Sites (iii) Problem continues. MOB to agree CAP with JFM.</p> <p>(iii) Wembley Alleyway (iv) Work not completed. MOB to agree CAP with JFM</p> <p>(iv) Wembley Central Ward (v) Sweeper is showing an improvement since his return from leave. Monitoring to continue</p> <p>(v) Alpertown Ward (vi) Heather Park Open Space Cleaned</p> <p>(vi) Barrows not Wheelie Bins (viii) JFM to check and report when new barrows are delivered</p> <p>(vii) 62 Cambridge Close (ix) Completed.</p> | <p>BC/PB CAP</p> <p>MOB/JFM CAP</p> <p>MOB/JFM CAP</p> <p>MOB/JFM</p> <p>MOB/JFM</p> <p>BC/JFM</p> <p>Completed</p> |

| | | |
|---------|---|-----------------------|
| (viii) | Same Day Collections (xii) NP reported that there are about 50 streets with problems. These are often where there are some properties with twice a week collections. | NP/DG |
| (ix) | Dudden Hill (xiv) Completed | Completed |
| (x) | Cricklewood Sweeper (xvi) BC reported that part of this Zone One isn't being cleaned until 09.30hrs. BC to agree C.A.P. with JFM. JFM suggested a meeting between all Ward Officers whose street cleaning is managed by NE, JFM, BC and MOB to jointly discuss the problems in this village. BC agreed to assist but pointed out that operational matters were a matter for Veolia. StreetCare wanted all streets to be above BVB during the relevant times. | BC/JFM CAP |
| (xi) | 31 Wendover Road 5(a)1 Bins being pulled out at 5.15am. Monitoring to continue. | PB/PB |
| (xii) | 277 Ealing Road 6(a)1 Problems still exist. MOB to agree CAP with all collection managers | MOB/PB CAP |
| (xiii) | 26 Saltcroft Close 6(a)3 No further reports. Completed | Completed |
| (xiv) | PM GBox Crew 6(a)6 DG reported that this crew is working most Tuesdays, Wednesdays and Thursdays as and when required. | Completed |
| (xv) | Compulsory Recycling 6(a)7 DG reported that Volvo now expect to deliver the two new stillage vehicles in November. No date known. | Completed |
| (xvi) | Drop off Points 6(a)8 BC arranged for the bins to be removed inside park. This bin is being used by the Powerflex to empty into during days work to save trip back to depot. | Completed |
| (xvii) | Estate Bins Signage 6(d)1 NP reported that the new labels are on order. MM will liaise with DG to go out with the glass collection DG reported that he is working on rescheduling and trialling a 3 compartment top loader so all different materials on estate are collected at the same time. | NP/DG |
| (xviii) | Missed Collections 6(e)1 DG is addressing missed collections in schools along with (xvii) above. | NP/DG |
| (xix) | Wembley Area 7(a)1 No negative feedback. Completed | MOB/JFM |
| (xx) | Fryent Ward 7(a)2 Work completed to a good standard. Completed | JR/JFM |
| (xxi) | Mechanical Sweepers 7(a)3 List of availability to be available by 6.30am every day. JFM reported that he had just come back from leave and hadn't met NPatterson yet to confirm if request is agreed. | MOB/JFM |
| (xxii) | Tonnages at Twyford 7(b)1 TT had reported to JR about 8 tonnes into Twyford to date. | Information |

| | | |
|----|--|---|
| | <p>(xxiii) Leafing Schedules 7(b)2 MM reported he had been liaising with TOR every morning.</p> <p>(xiv) C.A.P. 14, 15, 16 and 17 9(a)2,3,4 and 5 From today it was agreed to discuss corrective action plans under the specific heading of CAPs.</p> | <p>TOR</p> <p>Information</p> |
| 5. | <p><u>Refuse Issues</u></p> <p>5(a) Household Residue Waste .No new information</p> <p>5(b) Bulky Refuse No new information</p> <p>5(c) Bin, Box & Compost Delivery and Fridge Collections No new information</p> <p>5(d) WEEE Collections</p> <p>5(d)1 Tonnages at Twyford TT reported the tonnages for WEE was steadily increasing.</p> | |
| 6. | <p><u>Recycling Issues</u></p> <p>6(a) Green Box</p> <p>6(a)1 277 Ealing Road There is an ongoing Stage 3 complaint. MOB requested for all collection crews to ensure the collections are working properly on the scheduled day.</p> <p>6(a)2 Church Walk, Welsh Harp Water Board will be digging up Church Walk so the boxes and bins will have to be pulled out.</p> <p>6(a)3 26 Saltcroft Close Regular missed collections on bins and boxes</p> <p>6(a)4 Missed Boxes There were concerns from all StreetCare Officers about missed box collections</p> <p>6(a)5 Work Schedules DG reported that all Green Box crews were completed by 4.30pm yesterday with no reports from the crews of any missed streets. All missed streets from last week were completed last Saturday.</p> <p>6(a)6 PM Box Crew DG offered to organise an afternoon box crew to assist with missed collections if there was a need. The meeting agreed to wait until the end of the week to see if there was any marked improvement.</p> <p>6(a)7 Compulsory Recycling There was a general discussion around the logistics when compulsory recycling comes</p> | <p>Completed</p> <p>MOB/DL</p> <p>NP/DL</p> <p>Information</p> <p>Information</p> <p>DG</p> <p>Information</p> |

| | | |
|----|---|---|
| | <p>into effect. DG mentioned that two already ordered HGV stillage vehicles to replace three very old 'R' registered vehicles will not be available until after Christmas at the earliest.</p> <p>6(a)8 Drop Off Points - Containers BC reported that there were two 1100L bins at the designated drop-off points o/s Doyle Gardens and Longstone Ave. There should be no permanent presence of 1100s as a temporary storage (max of 1 hour) using large builders sack was agreed. BC will liaise with DG during the week.</p> <p>6(b) Green Bin</p> <p>6(b)1 Missed Bins The meeting expressed concerns over the high number of reported missed organic bin collections.</p> <p>6(b)2 Rejected Loads NP reported that there was a reduction in rejected loads at West London Composting. The photographs sent to StreetCare showing why loads were rejected did show heavy contaminations and that the rejections were genuine. NP requested the index number of the vehicles for each round to have more up to date information on contaminated loads.</p> <p>6(c) Bring Banks</p> <p>6(c)1 Bottle Bank Signage NP placing order for plastic bottle signs to go on the banks. These signs can then go onto the can banks.</p> <p>6(d) Estate banks</p> <p>6(d)1 Estate Bins Signage NP and DG agreed that MM can go out with collection crews to re-label bins for plastics and new ones for glass.</p> <p>6(e) Schools</p> <p>6(e)1 Missed Collections NP reported that there were a lot of missed collections for schools which appeared to mainly be those on Bio Sack collections. Also school half term next week.</p> | <p>BC/DG</p> <p>See Stats</p> <p>Information</p> <p>Information</p> <p>NP/DG</p> <p>NP/DG</p> |
| 7. | <p><u>Street Cleaning Issues</u></p> <p>7(a) General Street Cleaning</p> <p>7(a)1 Wembley Area MOB reported the following problems: -</p> <ul style="list-style-type: none"> • Rosemead Avenue – shrub sights • Cecil Avenue – Shrub sights • Wembley High Road on Monday morning • Footpath from Wembley High Road to Rosemead • Headers on Harrow Rd at Waverley, Chatsworth and Napier • Headers on Ealing Road at Lyon Park Avenue and Chaplin Road • o/s 397 Wembley High Road, the footpath to Rosemead and the Rosemead shrub sites well below standard <p>7(a)2 Fryent Ward</p> | <p>MOB/JFM</p> <p>JR/JFM</p> |

| | | |
|----------|--|---|
| | <p>JR reported the following problems: -</p> <ul style="list-style-type: none"> • Hill View Gardens – Public Rights of Way number 5 and 6 (litter + weeds) • Burgess Road – Litter, detritus and weeds <p><i>Mechanical Sweepers</i></p> <p>7(a)3 MOB requested that the list of mechanical sweepers available at 6.30am every morning be sent to StreetCare so Client was aware of resources at an early stage. JFM stated he would ask Nick Patterson if this is possible.</p> <p>7b Leafing/Blossom Fall</p> <p>7(b)1 <i>Tonnages at Twyford</i> TT reported via NP that 1.04 tonnes of leaves had gone through Twyford since the leafing started. There was a consensus that this needs to be increased. Communication problems at Twyford had been high lighted so the driver had been changed. TT & TOR to liaise with MM. MM asked for a little more patience to increase the recycling of leaves.</p> <p>7(b)2 <i>Bagged Leaves</i> MM had arranged for the leaves bagged by sweepers in bio sacks ready for recycling will be stored in villages and collected by the leafing crew.</p> <p>7(b)2 <i>Schedules</i> JR asked that MM liaise every morning with TT or TOR of which of the leafing crew were working and where on a daily basis.</p> <p>7(c) Gritting</p> <p>7(c)1 <i>New Gritters</i> MM reported that five new gritters were ready for inspection at Alperton. Although not new they were only a couple of years old and were ‘proper’.</p> | <p>MOB/JFM</p> <p>TT/MM</p> <p>Information</p> <p>JR/MM</p> <p>BC/MM</p> |
| 8 | <p><u>Other Issues</u></p> <p>8(a) Wembley Events</p> <p>8(a)1 <i>Last Event</i> Two teams instead of three for 90,000 crowd event. Traffic problems before start so crews couldn’t sweep all prior to end of game.</p> <p>8(a)2 <i>Next Events</i> Following event on Sunday 28th October. This is an NFL game. Awaiting times etc. Further up-date when more is known.</p> <p>8(b) On Street Recycling No new information</p> <p>8(c) Special Projects</p> <p>8(c)1 <i>Participation Monitoring (GBs)</i> NP reported that SC wished to complete monitoring of three daily collections for 3 consecutive weeks. She asked DG to select one high tonnage round, one average tonnage round and one low tonnage round. NP agreed to liaise with DG.</p> <p>8(d) Statistics</p> <p>8(d)1 <i>Missed Collections</i></p> | <p>MOB</p> <p>MOB</p> <p>NP/DG</p> <p>Information</p> |

| | | |
|-----------|--|--|
| | <p>JR had prepared figures. These showed the following:- Domestic Refuse – increase in last 3 weeks from 46 to 85 to 52 missed bins, BVPI target of 42. Green Box – increase in last 3 weeks from 53 to 184 to 213 missed boxes, BVPI target is 31. High increase caused by changed rounds to same day collections. Organic –increase in last 3 weeks from 41 to 134 to 126 missed bins, BVPI target of 24. High increase caused by changed rounds to same day collections.</p> <p>Overall BVPI of 58, 166 and 161 missed per 100,000 collections for all 3 services for past 3 weeks.</p> <p>8(d)2 Rectification Points JR reported 5892 points for last week. An increase of 25% over the 2 week period. Once again there has been no reported progress on the new Crystal Reports to assist with disseminating the information contained in the rectifications.</p> <p>8(d)3 Inaccuracy of Rectification Points JR pointed out again that some algorithms were wrong and that this had been highlighted to Senior Managers by client and contractor but had not yet been corrected after the contract had been in operation for 6 months. JR reported he had seen new algorithms awaiting installation that would probably be a lot more accurate than the present ones. He hadn't had time to check all 1800 entries for operational accuracy. A brief investigation into the 1594 points issued for 8th October 2007 showed that a minimum of 850 points were incorrectly issued due to the mistakes in some of the algorithms. A typical example is that 10 points are issued every time a fly tip is first entered onto Contender. These points should only be issued if the contractor fails to remove the fly tip within the designated time scale and NOT immediately. This is just one of many examples that need to be addressed immediately</p> | <p>Information</p> <p>Information</p> <p>Information</p> |
| 9. | <p>Any Other Important Items</p> <p>9(a) Corrective Action Plans</p> <p>9(a)1 Explanation JR explained that because of the importance of the performance framework within the new contract he felt it necessary to introduce a fixed agenda item for Corrective Action Plans. This would enable the meeting to hear weekly reports on how individual CAPs are progressing and if necessary to raise them to a higher level for liquidated damages to be considered by the Monthly Contract Performance Meeting and 3 Monthly Partnership Board Meetings when discussing performance. JR issued to contractors a Performance Framework document that explained how the system worked. It was unknown whether this was the final document as more than one had been seen and the points within the liquidated damages section (item 1.6) hadn't as yet been agreed by the Partnership Board.</p> <p>9(a)2 C.A.P. 14 To encourage a hasty decrease in reported missed green box and organic bin missed collections after the start of the same day collections CAP 14 agrees for a 25% reduction in reported missed collections (GB01 and ORG01) for both green box and organic collections by next Monday when the statistics will be calculated for this week. This reduction will reduce the green box reported missed collections from 213 to 160 and also reduce the organic bin reported missed collections from 126 to 95</p> <p>9(a)3 C.A.P. 15 To encourage a sustainable decrease in reported missed refuse collections CAP 15 agrees for a 10% reduction in reported missed collections (R01) by next Monday for</p> | <p>JR</p> <p>Information</p> <p>CAP 14</p> <p>JR/DG</p> <p>CAP 15</p> <p>JR/PB</p> |

| | | |
|------------|---|---|
| | <p>this week. This reduction will reduce the reported missed collections from 52 to 47.</p> <p>9(a)4 C.A.P. 16 To encourage an improvement of standards on the domestic refuse services CAP 16 agrees that rectification points for the domestic refuse service should be 50 or less a week. Current figures are 201, 162, 78 and 97.</p> <p>9(a)5 C.A.P. 17 To encourage an improvement of standards on the recycling services CAP 17 agrees that rectification points for the 2 recycling services should be 50 or less each a week. Current figures are: - ORG 103, 129, 186 and 263 GB 49, 32, 146, and 334</p> | <p>CAP 16 JR/PB</p> <p>CAP 17 JR/DG</p> |
| 10. | <p>Date of Next Meeting</p> <p>The next meeting will be held at 10am on Tuesday 23rd October 2007 in the meeting room at StreetCare on the first floor (west wing) of Brent House.</p> | |