

**StreetCare (StreetScene) / Veolia**

**Team Leaders / Managers Meeting**

**Tuesday 30th October 2007**

No.	Item	Action by
1.	<p><b>Persons Present</b></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><b>Apologies for Absence</b></p> <p>Paul Booth (PB) Veolia – Catching up after maternity leave</p>	
3.	<p><b>Minutes of Previous Meeting</b></p> <p>The minutes of the meeting held on 16<sup>th</sup> October 2007 were previously circulated and agreed as an accurate record.</p>	
4.	<p><b><u>Matters Arising from Minutes of 4<sup>th</sup> August</u></b></p> <p>(i) <b>Brondesbury Park Ward (i)</b> Problem continues. BC to agree C.A.P. with PB</p> <p>(ii) <b>Abbeydale Shrub Sites (iii)</b> Problem continues. MOB to agree CAP with JFM.</p> <p>(iii) <b>Wembley Alleyway (iv)</b> Work not completed. MOB to agree CAP with JFM</p> <p>(iv) <b>Wembley Central Ward (v)</b> Sweeper is showing an improvement since his return from leave. Monitoring to continue</p> <p>(v) <b>Alpertown Ward (vi)</b> Heather Park Open Space Cleaned</p> <p>(vi) <b>Barrows not Wheelie Bins (viii)</b> JFM to check and report when new barrows are delivered</p> <p>(vii) <b>62 Cambridge Close (ix)</b> Completed.</p>	<p><b>BC/PB CAP</b></p> <p><b>MOB/JFM CAP</b></p> <p><b>MOB/JFM CAP</b></p> <p><b>MOB/JFM</b></p> <p><b>MOB/JFM</b></p> <p><b>BC/JFM</b></p> <p><b>Completed</b></p>

(viii)	<b>Same Day Collections (xii)</b> NP reported that there are about 50 streets with problems. These are often where there are some properties with twice a week collections.	<b>NP/DG</b>
(ix)	<b>Dudden Hill (xiv)</b> Completed	<b>Completed</b>
(x)	<b>Cricklewood Sweeper (xvi)</b> 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.	<b>BC/JFM CAP</b>
(xi)	<b>31 Wendover Road 5(a)1</b> Bins being pulled out at 5.15am. Monitoring to continue.	<b>PB/PB</b>
(xii)	<b>277 Ealing Road 6(a)1</b> Problems still exist. MOB to agree CAP with all collection managers and include 123 Ealing Road	<b>MOB/PB CAP</b>
(xiii)	<b>26 Saltcroft Close 6(a)3</b> No further reports. Completed	<b>Completed</b>
(xiv)	<b>PM GBox Crew 6(a)6</b> DG reported that this crew is working most Tuesdays, Wednesdays and Thursdays as and when required.	<b>Completed</b>
(xv)	<b>Compulsory Recycling 6(a)7</b> DG reported that Volvo now expect to deliver the two new stillage vehicles in November. No date known.	<b>Completed</b>
(xvi)	<b>Drop off Points 6(a)8</b> 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.	<b>Completed</b>
(xvii)	<b>Estate Bins Signage 6(d)1</b> 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.	<b>NP/DG</b>
(xviii)	<b>Missed Collections 6(e)1</b> DG is addressing missed collections in schools along with (xvii) above.	<b>NP/DG</b>
(xix)	<b>Wembley Area 7(a)1</b> No negative feedback. Completed	<b>MOB/JFM</b>
(xx)	<b>Fryent Ward 7(a)2</b> Work completed to a good standard. Completed	<b>JR/JFM</b>
(xxi)	<b>Mechanical Sweepers 7(a)3</b> 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.	<b>MOB/JFM</b>
(xxii)	<b>Tonnages at Twyford 7(b)1</b>	<b>Information</b>

	<p>TT had reported to JR about 8 tonnes into Twyford to date.</p> <p>(xxiii) <b>Leafing Schedules 7(b)2</b> MM reported he had been liaising with TOR every morning.</p> <p>(xiv) <b>C.A.P. 14, 15, 16 and 17 9(a)2,3,4 and 5</b> From today it was agreed to discuss corrective action plans under the specific heading of CAPs.</p>	<p><b>TOR</b></p> <p><b>Information</b></p>
5.	<p><b><u>Refuse Issues</u></b></p> <p><b>5(a) Household Residue Waste</b> .No new information</p> <p><b>5(b) Bulky Refuse</b> No new information</p> <p><b>5(c) Bin, Box &amp; Compost Delivery and Fridge Collections</b> No new information</p> <p><b>5(d) WEEE Collections</b></p> <p><b>5(d)1 Tonnages at Twyford</b> TT reported the tonnages for WEE was steadily increasing.</p>	
6.	<p><b><u>Recycling Issues</u></b></p> <p><b>6(a) Green Box</b></p> <p><b>6(a)1 Problems with Collection Crews</b> NP reported that she had received reports from PB and 5050 operatives that the box crews were only taking what they wanted and some of the items not taken were being thrown into the garden. DG admitted that a training issue had been raised with new temporary staff and a re-training issue for some of the more experienced staff. DG agreed to investigate and take appropriate action.</p> <p><b>6(a)2 97 The Avenue (Barnhill)</b> NP reported an allegation that recyclables were being thrown into the refuse bin. DG will investigate.</p> <p><b>6(b) Green Bin</b> No new information</p> <p><b>6(c) Bring Banks</b></p> <p><b>6(c)1 Queens Park Recycle Bins</b> NP had received a report from the park keeper that the recycling banks hadn't been emptied for some time. Although not full the did need emptying. DG to arrange. The park keeper requested a collection of one bin full of cardboard. DG will arrange for organic crew to collect. NP said bell in Montrose Rd needs to be rung to get access. NP reported pile of leaves ready for recycling collection. MM will liaise and collect at 10am tomorrow</p>	<p><b>NP/DG</b></p> <p><b>NP/DG</b></p> <p><b>NP/DG</b></p> <p><b>NP/MM</b></p>

	<p><b>6(d) Estate banks</b></p> <p><b>6(d)1 Elliott Close, Wembley</b> DG reported that estate frame was needed at Elliott Close and the boxes removed. NP informed DG that boxes were used at the request of the residents. NP will investigate.</p> <p><b>6(e) Schools</b></p> <p><b>6(e)1 St Joseph's School</b> NP reported a problem at this school with the organic waste collection. DG agreed to arrange collection.</p>	<p><b>NP/DG</b></p> <p><b>NP/DG</b></p>
<b>7.</b>	<p><b><u>Street Cleaning Issues</u></b></p> <p><b>7(a) General Street Cleaning</b></p> <p><b>7(a)1 Market Way, Wembley</b> MOB requested if JFM could check that this very short street is on the sweepers' schedule.</p> <p><b>7(a)2 Queensbury Ward</b> JR produced evidence from DK concerning the following problems that weren't being rectified within the specific time scales.</p> <ul style="list-style-type: none"> <li>• Roe End has a problem with leaves, litter and detritus in the channels</li> <li>• Oakleigh Court has a problem with weeds not being removed.</li> </ul> <p><b>7(a)3 Information</b> BC reported that she had spoken to a sweeper and that he had told her he spoke to the foreman and requested bags to contain the litter. The foreman had no bags with him and went to collect some. The sweeper waited for the foreman in a café. The foreman returned about 4 hours later. A complete waste of resources. BC said that this should never happen and asked JFM to remind managers and foreman about their responsibilities and to always carry sufficient equipment for the sweepers like bags, gloves etc. JFM agreed to address this problem and report back to the meeting.</p> <p><b>7b Leafing/Blossom Fall</b></p> <p><b>7(b)1 Tonnages at Twyford</b> TT reported about 8 tonnes collected so far. The collections appear to be improving but need more improvement.</p> <p><b>7(b)2 Increased Resources</b> The meeting discussed the matter of the leafing team resources and all decided that more resources were needed to ensure collection and recycling of the maximum amount of leaves. JFM said that he was informed the maximum number of operatives was 10. MM reported that he currently had 2 good teams collecting the leaves and many of the sweepers were using the pink bio-degradable bags. These bags were being collected by MM or 'Lucas' and being taken to Twyford. MM is also checking blue sweepers' bags that appear to be full of leaves. If only containing leaves he is emptying these bags into the collection freighter for recycling through C.A. site. The system of the pink bags being taken to Villages was scrapped because the bags started to decompose and broke, hence defeating their objective. It was agreed by BC, MOB and JR to raise this issue with IS for discussion at a higher level.</p>	<p><b>MOB/JFM</b></p> <p><b>JR/JFM</b></p> <p><b>BC/JFM</b></p>

	<p><b>7(c) Gritting</b> No new information</p>	
8	<p><b><u>Other Issues</u></b></p> <p><b>8(a) Wembley Events</b></p> <p><b>8(a)1 Last Event</b> Two teams instead of three for 90,000 crowd NFL league game between Miami and New York. JR reported an excellent clean crowd with very little litter and minimal traffic congestion. MM reported low tonnages compared to other events. MM reported that as the crowd were very clean some of the down time was used by the crews to recycle leaves in Brook Road.</p> <p><b>8(a)2 Next Events</b> Following event on Wednesday 21<sup>st</sup> November when England play Croatia in a European Cup qualification game. MOB reported that no further information was available and that there would be further up-dates as more information becomes available.</p> <p><b>8(b) On Street Recycling</b> No new information</p> <p><b>8(b)1 Contender Code</b> NP reported that there was a need for a Contender code to distinguish Metro-bins from other bins when they are to be sited, removed etc. NP agreed to approach JES</p> <p><b>8(b)2 Metro-Bins on Estates</b> Some Metro-bins had also been used on estates by mistake. DG agreed to get collection crews to collect and will liaise with TT for removal of those and installation of the correct bins.</p> <p><b>8(c) Special Projects</b></p> <p><b>8(c)1 Participation Monitoring (GBs)</b> NP thanked DG for the maps of the three rounds to be used in the comparison monitoring for green box usage. Arrangements for Ward Officers to carry out the monitoring will be discussed after the meeting.</p> <p><b>8(c)2 Cumberland Storage Facility</b> TT reported that the storage site for bins was becoming very untidy and need cleaning up. DG agreed to pass the message onto PB and ask him to liaise with TT.</p> <p><b>8(c)3 Consort Litter Bins</b> TT reported that there were now 110 consort litter bins in stock at Cumberland Road.</p> <p><b>8(d) Statistics</b></p> <p><b>8(d)1 Missed Collections</b> JR had prepared figures. These showed the following:- Domestic Refuse – increase in last 3 weeks from 52 to 76 to 76 missed bins, BVPI target of 42. Green Box – steady decrease in last 3 weeks from 213 to 179 to 166 missed boxes, BVPI target is 31. Crews are slow in getting used to their new rounds. Organic –increase in last 3 weeks from 126 to 151 to 146 missed bins, BVPI target of 24. Crews are slow in getting used to their new rounds.</p>	<p><b>Information</b></p> <p><b>Information</b></p> <p><b>NP</b></p> <p><b>NP/DG</b></p> <p><b>NP/JR</b></p> <p><b>TT/PB</b></p> <p><b>Information</b></p> <p><b>Information</b></p>

	<p><b>Overall BVPI of 161, 167 and 160 missed per 100,000 collections for all 3 services for past 3 weeks.</b></p> <p><b>8(d)2 Rectification Points</b>  JR reported 7025 points for last week. An increase of 19% over the 2 week period.  The algorithms have been changed over the weekend and should be more accurate from yesterday. If anyone notices any problems please pass to JES or CP who will rectify if able or pass to DataPro after investigation.  JR reported that he hoped to use a new report in 3 weeks time that will identify types of problems more clearly and also identify which ward they are in. This should assist present the statistics in a better format for use by managers of StreetCare and Veolia to more readily identify where problems are.</p>	
<b>9.</b>	<p><b>Any Other Important Items</b></p> <p><b>9(a) Corrective Action Plans</b></p> <p><b>9(a)1 C.A.P. 14</b>  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>Figures showed that the agreed target wasn't achieved and the meeting agreed Details will be forwarded by JR to IS and CW for liquidated damages of £200 to be levied under the performance framework.</p> <p><b>9(a)2 C.A.P. 15</b>  To encourage a sustainable decrease in reported missed domestic refuse collections CAP 15 agrees for a 10% reduction in reported missed collections (R01) by next Monday for this week. This reduction will reduce the reported missed collections from 52 to 47.</p> <p>Figures showed that the agreed target wasn't achieved and the meeting agreed. Details will be forwarded by JR to IS and CW for liquidated damages of £100 to be levied under the performance framework.</p> <p><b>9(a)3 C.A.P. 16</b>  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>Figures showed that the agreed target wasn't achieved and the meeting agreed. Details will be forwarded by JR to IS and CW for liquidated damages of £100 to be levied under the performance framework.</p> <p><b>9(a)4 C.A.P. 17</b>  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><b>CAP 14 JR/DG</b></p> <p><b>Information</b></p> <p><b>CAP 15 JR/PB</b></p> <p><b>Information</b></p> <p><b>CAP 16 JR/PB</b></p> <p><b>Information</b></p> <p><b>CAP 17 JR/DG</b></p>

	<p>Figures showed that the agreed target wasn't achieved and the meeting agreed. Details will be forwarded by JR to IS and CW for liquidated damages of £200 to be levied under the performance framework.</p> <p><b>9(a)5 C.A.P.s from this meeting</b>  Corrective action plans shown earlier in the minutes at items (i), (ii), (iii), (x) and (xii) will be documented and agreed before the next meeting on 6<sup>th</sup> November.</p> <p>The problems in CAPs 14, 15, 16 and 17 will be revisited when details of the amended algorithms</p>	<p><b>Information</b></p> <p><b>All</b></p> <p><b>JR</b></p>
<b>10.</b>	<p><b>Date of Next Meeting</b></p> <p>The next meeting will be held at 10am on Tuesday 6<sup>th</sup> November 2007 in the meeting room at StreetCare on the first floor (west wing) of Brent House.</p>	