

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting

Tuesday 8th May 2007

No.	Item	Action by
1.	<p>Persons Present</p> <p>John Rymer (JR) StreetCare - Team Leader West Wards Mark O'Brien (MOB) StreetCare – Team Leader Central Wards Bridie Cahill (BC) StreetCare –Team Leader East Wards Eugene Buckley (EB) Veolia – Refuse Assistant Manager Dan Green (DG) Veolia – Recycling Manager Tony Talman (TT) Principal Waste and Recycling Officer Jean Francois Morreau (JFM) Veolia – Street Cleaning Manager Nocola Evangelos (NE) Veolia – Village Manager</p>	
2.	<p>Apologies for Absence</p> <p>Paul Booth (PB) Veolia – Refuse Manager (Annual Leave) Nicola Percival (NP) StreetCare (on site) Andy Beaney (AN) Veolia (Annual Leave) David Lynas (DL) Veolia (On site)</p>	
3.	<p>Minutes of Previous Meeting</p> <p>The minutes of the previous meeting held on 1st May were circulated before the meeting and agreed as an accurate record.</p> <p>New Attendees</p> <p>3a JR welcomed NE as Village Manager.</p>	
4.	<p>Matters Arising from Minutes of 1st May 2007</p> <p>(i) Traffic Islands (MOB) Awaiting schedules to be distributed.</p> <p>(ii) Harlesden and Acton Lane Beats (BC) Awaiting report back from Monthly Contract Management Meeting</p> <p>(iii) Storing of Bins and Boxes Stock take now completed. BIO sacks ordered.</p> <p>(iv) Kingswood MOB reported this is showing an improvement. Monitoring to continue.</p> <p>(v) Assisted Collections Still outstanding. Ward Officers to check accuracy of current list.</p>	<p align="center">AB</p> <p align="center">MCMM</p> <p align="center">Complete</p> <p align="center">Complete</p> <p align="center">JR/BC/MOB</p>

	<p>(vi) New Stickers and Leaflets Awaiting action from design team.</p> <p>(vii) Designated Blue Bag Collection Points NE explained what he had done for Neasden Village. Still awaiting completed list for all villages.</p> <p>(viii) MOB Issues All completed.</p> <p>(ix) Bins on Footways Gary informed and monitoring. Complete unless problem re-occurs</p> <p>(x) Observation Awaiting report back from Monthly Contract Management meeting</p> <p>5(a)2 Replacement Bins One email sent to BHP officers. JR agreed to send another email as reminder</p> <p>5(b) Bulky Household Waste Veolia Disciplinary hearing heard.</p> <p>6(a)3 Returning Boxes Properly This problem has been monitored by DG and DL. No real problem although there are occasional problems.</p> <p>6(d)1 Estate Bank Keys Supplied to DG by Michael Morgan.</p> <p>6(d)2 Mechanical Failures Problem rectified by manufacturers with new estate collection vehicle and new refuse truck breakdowns</p> <p>7(a)1 Central Area Problem .MOB reports this is now resolved.</p> <p>7(a)4 Wembley Village Awaiting report back from AB of the apparent reluctance of this Village to improve cleansing standards.</p> <p>7(a)6 Detritus Awaiting report back from Monthly Contract Performance Meeting</p> <p>7(a)7 Size of Barrow Beats Awaiting report back from Monthly Contract Performance Meeting.</p> <p>8(a)- 8(d) Other Issues These are agenda items. Reported as item 8 of these minutes.</p>	<p>NP</p> <p>AB</p> <p>Complete</p> <p>Complete</p> <p>MCOMM report</p> <p>JR</p> <p>Complete</p> <p>Complete</p> <p>Complete</p> <p>Complete</p> <p>Complete</p> <p>AB</p> <p>MCPM</p> <p>MCPM</p> <p>Complete</p>
5.	<p>Refuse Issues</p> <p>5(a)1 Household Residue Waste EB reported that the missed collections were improving steadily. He feels that it will take until the end of May for the refuse part of contract to bed in properly.</p> <p>5(a)2 Replacement Bins JR will send another email to BHP requesting replacement of damaged bins. EB</p>	<p>Information</p> <p>JR to email BHP</p>

	<p>will get details from crews where the problem sites are.</p> <p>5(b) Bulky Household Waste No new matters</p>	
6.	<p>Recycling Issues</p> <p>6(a) Green Box Collections DG reported a steady improvement. Crews are still getting used to the rounds and peculiarities of specific properties</p> <p>6(b) Green Bin DG reported that the expected improvement hadn't materialised as quickly as expected. Looking for big improvement over the next couple of weeks.</p> <p>6(c) Bring Banks No problems high lighted to date.</p> <p>6(d) Estate Banks All OK</p> <p>6(e) Schools Nothing to report</p> <p>6(f) Home Compost Bins All requested compost bins have been delivered.</p>	<p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p>
7.	<p>Street Cleaning Issues</p> <p>7(a) General Street Cleaning</p> <p>7(a)1 Detritus The general improvement in the standard of cleaning of litter continues however the problem of the failure to properly clear detritus still exists. Inspections are still showing that detritus is rarely better than BV199 Grade bc on most Zone 5 roads. To be forwarded to MMP meeting. This is probably the result of under resourcing. Awaiting feed back from Monthly Contract Performance Meeting</p> <p>7(a)2 Size of Barrow Beats Awaiting feed back from Monthly Contract Performance Meeting</p> <p>7(a)3 Mechanical Schedules Schedules for mechanical sweeping routes will be produced by JFM at the next meeting. This will include the Zone 1 and 2 roads.</p> <p>7(a)4 Litter bin and bridge Cleaning Schedules will be produced next week for bin and bridge washing/cleaning. Discussed bin washing on a quarterly basis; bridge washing twice every month; weekly jet washing of stained pavements. Island cleaning will be on the same schedule.</p> <p>7(a)5 Littering Enforcement DG asked what the Council was doing in relation to litter enforcement. He was informed that Brent had employed a contractor to keep the roads clean. He was also informed that the StreetCare Enforcement Team is concentrating on trade waste enforcement at this time.</p>	<p>Awaiting MCPM feedback</p> <p>Awaiting MCPM feedback</p> <p>JFM</p> <p>JFM</p>

	<p>7(a)6 Veolia Sweepers Instruction Leaflet JFM produced a draft leaflet to be given to all sweepers. This was examined and agreed by SC staff.</p> <p>Leafing / Blossom Fall</p> <p>7(b) Blossom falling is still a problem. Some photographs distributed showing the problem.</p> <p>Gritting</p> <p>7(c) Can ward officers email AB with locations of any grit bins still on the streets.</p>	<p>Complete</p> <p>Complete</p> <p>JR</p>
8.	<p>Other Issues</p> <p>8(a) Wembley Events No events last week. Two soccer games this coming weekend. MOB working on Saturday and JR working on Sunday.</p> <p>8(b) On Street Recycling Ongoing. 75 Metro bins were ordered today. Negotiating with London Underground station managers for best locations for siting bins.</p> <p>8(c) Special Projects Ace Café project outstanding. Awaits TM report.</p> <p>8(d) Statistics</p> <p>8(d)1 Missed \Collections Reported missed collection statistics were produce. Figures were similar to the previous week except for a 68% increase in missed organic collections. It was pointed out that these were reports and some residents may not yet be aware of the correct day of collection for refuse, green box or organic.</p> <p>8(d)2 Rectification Points JR produced chart showing daily rectification points since they were installed onto Contender from 19th April. Currently the method of abstracting the information combined street cleaning with refuse collections. The total number of rectification points for the services supplied by Veolia was 4554 for the second week, a 1% reduction from the previous week. The third week's total appears to be showing a significant reduction</p>	<p>Complete</p> <p>NP</p> <p>MOB</p> <p>JR</p> <p>JR</p>
9.	<p>Date of Next Meeting</p> <p>The next meeting will be held at 10am on Tuesday 15th May 2007 in the meeting room in StreetCare on First Floor West, Brent House, 349 – 357 High Road, Wembley, HA9 6BZ.</p>	