**Environmental Services**

* Members conversation presentation (Richard suggestion) Where councillors are present
* Specifications document to detail changes and logic (PN to complete next week)
* Explain differences in delivery options. add 5 working days (Retrieve specifics from Veolia) (Wording on how to differentiate between days
* Confirmation page could change from 1 working day to 48 hours (Missed collections)
* Outreach team to deal with “neighbourhood disputes” Estate issues (Sit-down with CEO)
* Include app image(Clean Camden) links across street cleansing pages
* Webpage amendment…(VD to send mock-up, Pat to get webteam)
* Check status from main webpage – (VD to include within mock-up)
* VD to speak to Wayne to understand status journey visuals