

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Performance Meeting held at Laxcon Close

Tuesday 8th June 2010

No.	Item	Actions
1.	<p><u>Persons Present</u></p> <p>John Rymer (JR) StreetCare Team Leader Mark O'Brien (MOB) StreetCare Team Leader Jean-Francois Moreau (JfM) Veolia – Senior Cleaning Manager Eugene Buckley (EB) Veolia - Refuse Environmental Manager Steve Speller (SS) Veolia – Recycling Environmental Manager Tanya O'Rourke (TOR) StreetCare – Waste Ed and Env Officer</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Paul Booth (PB) Veolia – Senior Refuse Manager Mick Minogue (MM) Veolia –Recycling Environmental Manager Neal St Lewis (NSL) StreetCare Street Environment Manager Dave Lynas (DL) Veolia – Senior Recycling Manager</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on Tuesday 1st June 2010 were circulated and were agreed as an accurate record.</p>	
4.	<p><u>Matters Arising</u></p> <p><i>Unfinished Villages 4(a)</i></p> <p><i>4(a)i Kilburn</i> JfM reported that the depot will be opened next Monday although the problem with electrical supply hasn't yet been resolved.</p> <p><i>4(a)ii Harlesden/Willesden</i> JfM reported that the water supply problem hasn't yet been resolved.</p> <p><i>4(b) Green Box Contamination</i> JR reported that this information had been forwarded by SS. After NI195 inspections SC will be reviewing the allocation of bins at properties in these roads not using the bins properly.</p>	<p>JfM/JR</p> <p>JfM/JR</p> <p>Completed</p>

4(c)	Riverside Gardens MOB reported on-going problems.	MOB/DL/ EB
4(d)	Mallard Court/Mallard Way – Welsh Harp - 16/2/2010 MOB reported that BHP will install hard standings for the 1100L and 370L wheelie bins. No completion date given.	MOB/DL
4(e)	Ticket for Mechanical Sweeper in Bus Lane - 23/2/2010 JR reported that the index numbers of all mechanical sweepers was now with NSL who is in liaison with Michael Lambert of Parking.	NSL/JfM
4(f)	24 Lancelot Crescent - 6/4/2010 MOB reported collections completed properly last collection. This matter is now resolved and can be closed.	Completed
4(g)	Woodgrange Ave j/w Kenton Rd Recycling Bank – 27/4/2010 MOB will check and give feedback next week.	MOB/DL
4(h)	Kingsbury Road j/w Pipers Green Recycling Bank – 27/4/2010 MOB awaiting feedback from DK which will be given next week.	MOB/DL
4(i)	87 Dollis Hill Ave, NW2 – 11/5/2010 JR reported no problems last week.	Completed
4(j)	116 Preston Road - 11/5/2010 MOB reported no adverse reports. Matter is now completed	Completed
4(k)	Northwick Park Paper Bin – 18/5/2010 MOB reported Linpac repaired lock and TM to get an inner bin.	MOB/DL
4(l)	Grand Parade – 25/5/2010 MOB awaiting feedback from AK.	MOB/DL
4(m)	St Francis Lodge, Harrow Road, Northwick Park – 25/5/2010 PCHA installing new bins and TOR investigating recycling facilities at this location.	MOB/DL
4(n)	George Furness House, Grange Road – 25/5/2010 JR reported that KO has written to managing agents and spoken to the Housing Officer concerning the problem of waste left on the floor of the bin shed. Next step will be service of a sect 46 notice.	JR/EB
4(o)	35/36 Shakespeare Road – 1/6/2010 SS reported that initial investigation shows that this isn't as reported by the resident. Crew agree with certain aspects but deny being the main agitators. Investigation continues.	MOB/DL
4(p)	7 Hayden Close – 1/6/2010 MM reported that this has now been resolved. It appears that the initial report was greatly exaggerated and that the resident wished	Completed

4(q)		to withdraw her complaint after apology and flowers from Veolia. North Circular Road – 1/6/2010 JfM reported and MOB agreed that this was now cleared. This matter can be shown as completed.	Completed
4(r)		33 Glengall Road – 1/6/2010 JR reported that this was all cleared and resident responded to. Matter can now be shown as completed.	Completed
4(s)		93a Ivy Road - 1/6/2010 JR reported no adverse reports last week and requested weekly checks by Veolia and SC.	JR/DL
4(t)		12b Chevening Road – 1/6/2010 JR reported that this is a flat above shops. Issue will be discussed with CW and result reported back.	JR/DL
4(u)		53 Meadowbank – 1/6/2010 MOB reported that matter is now resolved. Issue can be shown as completed	Completed
5.		<u>Problems</u>	
5(a)		On Going Problems	
	5a(i)	<i>Use of Unjustified by Veolia on Contender – 8/6/2010</i> There was discussion concerning the use by Veolia Control of the term 'unjustified' and cited Contender 105626. The concern was that the request was entered and for several days Veolia up-dated it with 'passed to BU'. After about a week it was shown as unjustified. It was decided that as NA is liaising with CP about the new Version 8 of Contender that she is the ideal person to take this matter forward. Until this is completed JR and MOB insisted that there is sufficient detail in the text to explain why any report is unjustified. SS agreed to try to get results back quicker to Veolia control.	Information
	5a(ii)	<i>103B Anson Road, NW2 – 8/6/2010</i> JR raised the matter of missed GB collections at this address and an allegation of abuse by the crew. JR had checked this location and found no bins out for collection. He asked that the crew are advised and that this address is put on the check list. AMD will check if box is out for collection first thing on day of collection.	JR/DL
	5(a)iii	<i>5a Wrotesley Road, NW10 – 8/6/2010</i> JR reported a complaint concerning regular missed collections. This is a difficult location to stop at but the collections must be completed. JR requested that the crews be spoken to and that the foremen check collections here for the next few weeks. SC will also check.	JR/DL

	<p>5(a)iv <i>39 Kings Drive, Barnhill – 8/6/2010</i> MOB reported that the bin for 37 is regularly left on the driveway of number 39. MOB requested monitoring by foremen and SC for the next few weeks.</p> <p>5(a)v <i>61 Edison Drive, Preston – 8/6/2010</i> MOB reported an allegation that the organic crew took a pair of brand new trainers. MOB requested an investigation.</p> <p>5(a)vi <i>34 Mostyn Avenue, Tolkington – 8/6/2010</i> MOB reported that the box was thrown back and it damaged the door. SS reported that the crew had reported this and explained that the loader had slipped in the wet and the box slipped out. The matter is being dealt with as an insurance claim by Agnes at Veolia.</p> <p>5(a)vii <i>Extending Litter Pickers – 8/6/2010</i> MOB raised the issue of Veolia obtaining extending litter pickers for use in specific awkward to clean grass and shrub areas. He said that this matter was raised before and was asking for the result. JfM said that the matter is being researched.</p> <p>5(a)viii <i>Bio Sacks Stock – 8/6/2010</i> NA reported that no bio-sacks had been delivered by Fosters for a couple of weeks. JR and MOB agreed to check stock levels and enquire about ordering if necessary.</p>	<p>MOB/DL</p> <p>MOB/DL</p> <p>Information</p> <p>MOB/JfM</p> <p>MOB/JR/DL</p>
<p>6.</p> <p>6(a)</p> <p>6(b)</p> <p>6(c)</p> <p>6(d)</p>	<p><u>Corrective Action Plans</u></p> <p>New C.A.P. No new CAPs.</p> <p>On-Going Reviews No CAPs for reviewing</p> <p>End Review No CAPs for end reviews.</p> <p>Failures for Forwarding No CAPs for forwarding.</p>	
<p>7.</p> <p>7(a)</p> <p>7(a)i</p>	<p><u>Other Specific Events</u></p> <p>Wembley Events</p> <p>Last Event Sunday 6th June – music event where there were no problems</p>	<p>Information</p>

	7(a)ii	Next Event Saturday 19 th June – Green Day	Information
7(b)		Special Projects No special projects at this time.	
7(c)		Gritting, Leafing, Bins and Weeds	
	7(c)i	Gritting No reports	
	7(c)ii	Leafing No reports	
	7(c)iii	Weeds JR reported some successes and some ineffective spraying in the South. The sub-contractors with quad bikes appeared to have worked better than the back pack spraying. JfM agreed that there were some successful weed spraying and some not so successful. He stated that he needed 13 extra staff for the next two weeks to remove the weeds. This will take about £13,000 out of the budget. JR and MOB agreed to pass this request to NSL and CW. JR reported that he had secured the assistance of Operation Payback for unpaid work to assist with the weeding. NE and DC were both given the contact numbers to arrange liaison with Payback.	JfM
	7(c)iv	Bins and Boxes See 8(b)i below	
7(d)		Missed Collections Missed collection figures were distributed at the meeting. JR reminded the meeting that these were reported by residents and may possibly contain some contaminations.	
	7(d)i	Domestic Refuse JR reported that recorded missed refuse collections decreased from 57 to 52 last week.	Information
	7(d)ii	Green Box JR reported that recorded missed green box collections decreased from 26 to 17 last week. JR reflected that this was probably the lowest figure since the start of the current contract.	Information
	7(d)iii	Organic JR reported that recorded missed organic collections decreased from 81 to 58 last week. DL reported that this was probably due to vehicle breakdowns.	Information

7(e)	7(d)iv	Estates Next report to be provided in July.	Information
	7(d)v	Rectification Points JR produced figures and graphical representations for rectification points issued over the past two weeks. There was an increase from 262 to 339 last week. JR highlighted that some points had been put on mistakenly and these had been manually removed from these figures.	Information
		NI195 Update JR reminded the meeting that Traunche One for 2010/11 will commence next week on 14 th June 2010.	
8.		<u>Any Other Matters</u>	Information
8(a)		Special Projects No current special projects	
8(b)		Other Matters	
	8(b)i	Estates Recycling Issues Nadine Ashton (Veolia) joined the meeting to assist and discuss the following points raised by TOR. JfM left due to prior commitments. Attendance at meetings: TOR reported that she will be attending the meetings more regularly (about once a month) to raise any issues specific to the Estates recycling services as requested by my manager. Fob keys A single fob key for the Kilburn Square Co-op estate was given to Nadine for the delivery crew which will be handed to Steve Speller after delivery of the containers to the site. Bin deliveries Reference to earlier emails regarding increase of bin deliveries from Fosters to accommodate the occasional increase in recycling bin orders for specific estates/sites which require more sites. Nadine informed that the vehicle used by Fosters holding facility can take up to 9 x 1100 litre bins to make a full load. Nadine suggested that if two deliveries were made in any one week it would be able to accommodate up to 14 x 1100 litre recycling bins and leave the remaining space in the vehicle/s for green boxes and green bins and refuse bins. TOR advised that CW was happy to prioritise the estates recycling bins ordered by TOR and increase the deliveries as necessary on the occasions when there are large sites. NA suggested that the bin orders are staggered. TOR suggested that she could wait to send out update letters to residents until we were sure all the bins were	

		<p>in Veolia's control to make the roll out to the actual sites in question more seamless.</p> <p><i>Container maintenance</i></p> <p>TOR advised that CW had informed that there had been no "scale back" on the bin maintenance section of the contract. MOB also confirmed that he had also been advised this. NA said that it had been agreed at a meeting some time ago that when the "special" section of the contract was scaled down this also incorporated the bin maintenance section. It was decided that this needed further clarification from CW and TP. TOR wanted to know what would be the best solution for damaged recycling bins etc and how to arrange a process for this as it may affect stock levels if all minor damaged bins are returned to stock and replaced with new bins.</p> <p>TOR suggested that bins with damaged locks could probably be repaired on site and any other issues such as wheels and lids would require the bin to be returned to stock and repaired at the depot.</p> <p>NA said that she would be arranging some site visits with Dean to look at the different types of bins and the different issues which arise to ascertain the H& S requirements of different scenarios. Once the meeting has been completed NA said she would be able to know more about setting a process/procedure for this.</p> <p>TOR suggested that in the meantime photos can be taken by Streetcare officers when damaged bins are identified which can then be used to help identify if an on-site repair can be made or if the bin should be returned to stock or simple disposed of.</p>	
9.		<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 15th June 2010 at Laxcon Close, NW10.</p>	