

**StreetCare (StreetScene) / Veolia**

**Team Leaders / Managers Meeting**

**Tuesday 2nd October 2007**

No.	Item	Action by
1.	<p><b>Persons Present</b></p> <p>Mark O'Brien (MOB) StreetCare – Team Leader Central Team  John Rymer (JR) StreetCare – Team Leader  Bridie Cahill (BC) StreetCare – Team Leader  Nicola Percival (NP) StreetCare – Education Team  Jean Francois Moreau (JFM) Veolia – Street Cleaning Manager  Dave Lynas (DL) Veolia – Recycling Manager  Paul Booth (PB) Veolia – Domestic Refuse Manager  Michael Minogue (MM) Veolia – Village and Leafing Manager</p>	
2.	<p><b>Apologies for Absence</b></p> <p>Tony Talman (TT) StreetCare - Principal Waste &amp; Environment Officer  Engaged WM Audit re CA site signs</p>	
3.	<p><b>Minutes of Previous Meeting</b></p> <p>The minutes of the meeting held on 25<sup>th</sup> August 2007 had been previously circulated and were 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</b>  Some locations resolved, others not resolved. Monitoring to continue.</p> <p>(ii) <b>Drop Off Points</b>  All now agreed.</p> <p>(iii) <b>Abbeydale Shrub Sites</b>  MOB reported an improvement. Needs more regular attention. Site meeting yesterday with MM and TM to discuss problem. Monitoring to continue.</p> <p>(iv) <b>Wembley Alleyway</b>  London Road completed. MOB reported a good job. Alley at side of Brent House needs immediate clearing of weeds and vegetation. JFM to schedule works asap.</p> <p>(v) <b>Deliveries to Twyford</b>  No more complaints. All tipping properly</p> <p>(vi) <b>Christmas Working</b>  CW is discussing this with TP</p>	<p><b>BC/PB</b></p> <p><b>Completed</b></p> <p><b>MOB/JFM</b></p> <p><b>MOB/JFM</b></p> <p><b>Completed</b></p> <p><b>Completed</b></p>

	<p>(vii) <b>Kenton Ward</b> JFM reported all cleaned</p> <p>(viii) <b>Voice Mail</b> Officers informed</p> <p>(ix) <b>Mapesbury Alleyways</b> Cleaned to a satisfactory standard</p> <p>(x) <b>St Raphael's Estate 5(a)1</b> MOB reported there were insufficient room in the bin areas for all the bins.</p> <p>(xi) <b>Twyford Deliveries 5(d)1</b> See (v) above.</p> <p>(xii) <b>Christmas Working 6(a)1</b> See (vi) above.</p> <p>(xiii) <b>What is Collected 6 (a)2</b> Memo sent out by DL</p> <p>(xiv) <b>Notifying Change of Collections in Haycroft gardens 6(a)2</b> Re-visited with yellow stickers</p> <p>(xv) <b>Austin Mews 6(a)4</b> NP requested DL check Austin Mews to see if suitable for Green Box collection. DL will check in next 2 weeks. Busy with same day collection changes.</p> <p>(xvi) <b>Kenton Ward 7(a)1</b> JFM reported all rectified</p> <p>(xvii) <b>Wembley Central Ward 7(a)2</b> Station Grove being done this morning Cecil Road still outstanding</p> <p>(xviii) <b>Alperton Ward 7(a)3</b> Heather Park Open Space. Fly-tips removed. MM met with TM needs AC2000 three times a week.</p> <p>(xix) <b>Welsh Harp Ward 7(a)4</b> Schedule required for cleaning Neasden underpass. JFM to arrange</p> <p>(xx) <b>Barrows not Wheelie Bins 7(a)5</b> JFM reported that he had spoken to TP and NP. New barrows will be supplied when the new villages are properly set up and operating.</p> <p>(xxi) <b>Village Depots 7(a)6</b> Email from AB explaining position for every village and deport circulated with minutes at start of meeting.</p> <p>(xxii) <b>Bio-Sacks for Leafing 7(b)2</b> NP reported that TT had ordered the Bio-Sacks. He is trying to get some without printing on delivered asap.</p>	<p><b>Completed</b></p> <p><b>Completed</b></p> <p><b>Completed</b></p> <p><b>Completed</b></p> <p><b>Completed</b></p> <p><b>Completed</b></p> <p><b>Completed</b></p> <p><b>Completed</b></p> <p><b>BC/DL</b></p> <p><b>Completed</b></p> <p><b>MOB/JFM</b></p> <p><b>MOB/JFM</b></p> <p><b>MOB/JFM</b></p> <p><b>JFM</b></p> <p><b>Completed</b></p> <p><b>Completed</b></p>
<b>5.</b>	<p><b><u>Refuse Issues</u></b></p> <p><b>5(a) Household Residue Waste</b></p>	

	<p><b>5(a)1 Thank you Letter Received</b> JR handed PB a letter of appreciation from a resident in Northwick Park thanking the domestic Refuse crew (D07) for excellent work.</p> <p><b>5(a)2 62 Cambridge Close</b> MOB reported bins being left outside the refuse chamber. PB to investigate and resolve.</p> <p><b>5(a)3 24 Berkeley Road</b> JR reported an assisted collection not being returned properly. PB to resolve.</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> No new information</p>	<p><b>Information</b></p> <p><b>MOB/PB</b></p> <p><b>JR/PB</b></p>
<b>6.</b>	<p><b><u>Recycling Issues</u></b></p> <p><b>6(a) Green Box</b></p> <p><b>6(a)1 24 Berkeley Road</b> JR reported an assisted collection not being returned properly. DL to resolve</p> <p><b>6(b) Green Bin</b></p> <p><b>6(b)1 24 Berkeley Road</b> JR reported an assisted collection not being returned properly. DL to resolve</p> <p><b>6(b)2 Bio-Sacks Collections</b> Bio-sacks will be collected on Fridays by PB's team for a couple of weeks. NP agreed to inform Call Centre.</p> <p><b>6(b)3 Same Day Collections</b> NP offered to take on the responsibility of liaising with the Call Centre if any problems arise. All asked to inform NP of any problems for green boxes or bins.</p> <p><b>6(c) Bring Banks</b> No new information</p> <p><b>6(d) Estate banks</b> No new information</p> <p><b>6(e) Schools</b> No new information</p>	<p><b>JR/DL</b></p> <p><b>JR/DL</b></p> <p><b>NP/DL</b></p> <p><b>NP/DL</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 Dagmar Avenue</b> MOB reported a fly-tip that hadn't been cleared for 5 days. JFM to investigate</p>	<p><b>MOB/JFM</b></p>

	<p><b>7(a)2 Dudden Hill</b>  MOB reported a sweeper missing from Dudden Hill. JFM reported that this sweeper was replaced by the new foreman who is the crew on the mechanical sweeper. JFM agreed to monitor any changes in performance and liaise with MOB. JB will also monitor to make sure standards don't decline. To report back next week</p> <p><b>7(a)3 Foremen</b>  Gerard is now the crew on the AC200 and the new foreman is working on the cage vehicle. All 3 team leaders stated that there maybe problems with foremen working on vehicles that have strict schedules to comply with and that lack of supervision of sweepers may follow and standards may decline. MOB/BC will monitor. To report back next week</p> <p><b>7(a)4 Cricklewood Sweeper</b>  BC reported a sweeper missing from Cricklewood Broadway. JFM reported that Gerard was doing his work. BC expects problems to appear due to this and PH will monitor closely. To report back next week.</p> <p><b>7b Leafing/Blossom Fall</b></p> <p><b>7(b)1 Bio-Sacks for sweepers</b>  MM reported that there were no bio-sacks to give to the sweepers to assist with the leafing. JR offered red sacks for collection that could be emptied into the freighter and then re-used. NP thought TT delivered 10 boxes recently for the use of the leafing crew.</p> <p><b>7(c) Gritting</b></p> <p><b>7(c)1 New Gritters</b>  MM reported that 3 new proper gritters had been delivered and more were on the way. He reported that although not new they appeared good for the job. All three team leaders expressed an interest to view them. MM agreed to contact BC to arrange the viewing.</p>	<p><b>MOB/JFM</b></p> <p><b>MOB/JFM</b></p> <p><b>BC/JFM</b></p> <p></p> <p><b>TT/JFM</b></p> <p></p> <p><b>Information</b></p>
	<p><b>8 Other Issues</b></p> <p><b>8(a) Wembley Events</b></p> <p><b>8(a)1 Last Event</b>  No new information</p> <p><b>8(a)2 Next Events</b>  There is another event on Saturday 13<sup>th</sup> October. England –v- Estonia. MOB will contact JFM with request for cleaning resource.</p> <p>Following event on Sunday 28<sup>th</sup> October. This is an NFL game. Awaiting times etc. Further up-date when more is known.</p> <p><b>8(b) On Street Recycling</b>  No new information</p> <p><b>8(c) Special Projects</b>  No new information</p> <p><b>8(d) Statistics</b></p>	<p></p> <p><b>MOB</b></p> <p><b>MOB</b></p> <p></p> <p></p> <p></p> <p></p>

	<p><b>8(d)1 Missed Collections</b>  JR had prepared figures. These showed the following:-  Domestic Refuse – increase last week from 37 to 46 missed bins, just above BVPI target of 42.  Green Box – increase last week from 35 to 53 missed bins, BVPI target is 31.  Organic – slight increase last week from 38 to 41 missed bins, BVPI target of 24.  <b>Overall BVPI of 58 missed per 100,000 collections for all 3 services.</b></p> <p><b>8(d)2 Rectification Points</b>  JR reported 4709 points for last week. A drop of 16% over the week and a drop of 22% over the last 2 weeks.  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><b>8(d)3 Inaccuracy of Rectification Points</b>  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.</p> <p><b>8(d)4 Monthly Figures</b>  JR produced figures with a graphic representation that showed the issuing of points since the start of the contract. There were 9928 points issued in April with a steady increase up to September when 21,322 points were allocated. Once again all were reminded that some of the algorithms were wrong.</p>	<p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p>
<b>9.</b>	<p><b>Any Other Important Business</b></p> <p><b>9.1 BV199 Inspections</b>  The meeting was reminded that the next 5 wards scheduled for inspection would probably be Kenton, Dollis Hill, Brondesbury Park, Wembley Central and Kilburn. These inspections should be completed between December 2007 and March 2008.</p>	<b>JR</b>
<b>10.</b>	<p><b>Date of Next Meeting</b></p> <p>The next meeting will be held at 10am on Tuesday 9<sup>th</sup> October 2007 in the meeting room at StreetCare on the first floor (west wing) of Brent House.</p>	