

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting

Tuesday 1st May 2007

No.	Item	Action by																														
1.	<p>Persons Present</p> <table><tr><td>John Rymer</td><td>(JR)</td><td>StreetCare - Team Leader West Wards</td></tr><tr><td>Mark O’Brien</td><td>(MOB)</td><td>StreetCare – Team Leader Central Wards</td></tr><tr><td>Bridie Cahill</td><td>(BC)</td><td>StreetCare –Team Leader East Wards</td></tr><tr><td>Nicola Percival</td><td>(NP)</td><td>StreetCare – Team Leader Education</td></tr><tr><td>Andy Beaney</td><td>(AN)</td><td>Veolia – Street Cleaning Manager</td></tr><tr><td>Eugene Buckley</td><td>(EB)</td><td>Veolia – Refuse Assistant Manager</td></tr><tr><td>Dan Green</td><td>(DG)</td><td>Veolia – Recycling Manager</td></tr><tr><td>David Lynas</td><td>(DL)</td><td>Veolia – Recycling Assistant Manager</td></tr><tr><td>Tony Talman</td><td>(TT)</td><td>Senior Waste and Recycling Officer</td></tr><tr><td>Jean Francois Morreau</td><td>(JFM)</td><td>Veolia – Street Cleaning Manager</td></tr></table>	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	Nicola Percival	(NP)	StreetCare – Team Leader Education	Andy Beaney	(AN)	Veolia – Street Cleaning Manager	Eugene Buckley	(EB)	Veolia – Refuse Assistant Manager	Dan Green	(DG)	Veolia – Recycling Manager	David Lynas	(DL)	Veolia – Recycling Assistant Manager	Tony Talman	(TT)	Senior Waste and Recycling Officer	Jean Francois Morreau	(JFM)	Veolia – Street Cleaning Manager	
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2.	<p>Apologies for Absence</p> <table><tr><td>Paul Booth</td><td>(PB)</td><td>Veolia – Refuse Manager</td><td>(Annual Leave)</td></tr></table>	Paul Booth	(PB)	Veolia – Refuse Manager	(Annual Leave)																											
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3.	<p>Minutes of Previous Meeting</p> <p>The minutes of the previous meeting held on 24th April were circulated before the meeting and agreed as an accurate record.</p> <p>New Attendees</p> <p>3a JR welcomed DL and JFM to their first meeting as Assistant Recycling Manager and as Street Cleaning Manager.</p>																															
4.	<p>Matters Arising from Minutes of 24th April 2007</p> <p>(i) Crew Not Returning Wheeled Refuse Bins (BC) There are still problems here. BC will liaise with Gary to resolve the problem with the crew. If not rectified BNC will bring back to this meeting</p> <p>(ii) Traffic Islands (MOB) AB reported that some schedules were complete. The others will be completed by the respective Village Managers by next week. They will then be presented to this meeting for agreement and any suggestions by the S/C Team Leaders.</p> <p>(iii) Harlesden and Acton Lane Beats (BC) This is a resources issue and refers to the size of many of the barrow beats in all three areas. This problem is being reviewed one by one with TP. Problem referred to the Monthly Contract Management Meeting for escalation. JR to forward to CW and IS.</p>	<p>Complete</p> <p>AB</p> <p>MCMM</p>																														

(iv)	Storing of Bins and Boxes Stock take of BIO sacks and caddies at Alperton remains. TT and DG need to meet. Bio bags nearly run out. Re-ordering is urgent. Delay due to shut down of producers for 2 weeks.	TT / DG
(v)	Kingswood MOB and AB to pay site visit.	MOB/AB
(vi)	Assisted Collections Not on Contender yet. JES wants to check accuracy through Ward Officers. Details sent to Team Leaders for checking. Outstanding.	JR/BC/MOB
(vii)	Recycling at Twyford TT is looking at alternative outlets. Will report back any news as and when it happens.	Complete
(viii)	Harefield Not licensed to stay open any later.	Complete
(ix)	New Stickers and Leaflets Awaiting action from design team.	NP
(x)	Designated Blue Bag Collection Points Three Villages completed their points. Rest to be completed by Friday. AB to present at next weeks meeting. BC asked for more effort in collecting blue bags on Saturdays and Sundays	AB
(xi)	MOB Issues All completed. London Road to Tokyngton Ave MOB and AB to have site visit.	MOB/AB
(xii)	Barrow Storage Resolved. Now being stored in Masonic Lodge.	Complete
(xiii)	Grit Bins All in. Any missed to be forwarded to AB and they will be collected.	Complete
(xiv)	Special Project TM to complete request fore extra funding in liaison with MOB. To be brought back to meeting if necessary.	Complete
(xv)	Site Meeting Procedures To be discussed next week as agenda item.	Complete
5(a)1	155 Pound Lane Refuse Collection No reported problems from RR. To be closed unless problems arise again.	Complete
5(a)2	Bins on Footways BC to liaise with Gary and report back next week. AB reported ongoing discipline procedures which may help to resolve issue	BC
5(a)4	Sacks for Balcony Collections MOB to go on a Saturday to check delivery. Any problems to be returned to meeting.	Complete
6(iv)	Observation Awaiting report back from MCM meeting	MCM report

	<p>8f Managers on Leave Leave Rota was being forwarded to S/C whilst meeting was in progress. To be completed at beginning of every month.</p>	Complete
5.	<p>Refuse Issues</p> <p>5(a)1 Household Residue Waste EB reported that the missed collections were improving steadily. Feels that it will take another 4 weeks before the refuse part of the contract is properly bedded in.</p> <p>5(a)2 Replacement Bins EB reported that there was a need for BHP to inform us all when new bins are needed. Some damaged bins remain unfixed for months and crew cannot empty. JR suggested email to BHP estates officers to inform Ward Officers when damaged bins need renewing. JR asked EB to get crews to produce list of unusable bins so S/C can chase BHP for replacement.</p> <p>5(b) Bulky Household Waste Discipline actions against refuse and bulky collection crew are ongoing. AB will report back with the result of investigations at next meeting.</p>	<p>Information</p> <p>JR to email BHP</p> <p>AB</p>
6.	<p>Recycling Issues</p> <p>6(a) Green Box Collections DG reported steady improvement. This improvement should continue and speed up now that DL had started as Ass Manager. More temporary workers who had proved themselves had been taken on as permanent.</p> <p>6(a)1 New Vehicles DG reported 2 new HGVs were on order. Three older HGVs are to be refitted so there will then be 5 HGVs for use on collections plus several smaller vehicles. This will increase capacity and save time taken going to tip to unload.</p> <p>6(a)2 Supervision One supervisor is now being used to assist off load cans and plastics from vehicles. The other supervisor is completing missed collections.</p> <p>6(a)3 Returning boxes JR stated there had been reports of boxes not being properly returned to property, Regal Way was cited. DG and DL will monitor and report back.</p> <p>6(b) Green Bin DG reported that he had expected a quicker improvement on missed organic bin collections as most of the staff had come across from ECT. The improvement should be more noticeable with more supervision.</p> <p>6(c) Bring Banks No problems high lighted to date.</p> <p>6(d) Estate Banks</p> <p>6(d)1 Estate Bank Keys DG reported that some estate bank keys were missing and asked for TT to try to chase up MM with replacements so banks can be emptied.</p>	<p>Information</p> <p>Information</p> <p>Information</p> <p>DG</p> <p>Information</p> <p>Information</p> <p>DG/TT</p>

	<p>6(d)2 Mechanical Failures One estate collection lorry was giving mechanical problems in that the compactor was refusing to work when only loaded with 4 tonne. EB stated this was the same with a refuse vehicle. Both vehicles are new and after being allowed to 'rest' for about 20 minutes the problem goes away. Manufacturers being consulted. DG to report back next meeting.</p> <p>6(e) Schools Nothing to report</p> <p>6(f) Home Compost Bins DG reported that he believed requests for compost bins were going on Contender in the near future.</p>	<p>DG/PB</p> <p>Information</p> <p>Information</p>
7.	<p>Street Cleaning Issues</p> <p>7(a) General Street Cleaning</p> <p>7(a)1 Central Area Problem MOB produced photographs of a problem area that wasn't being cleaned. Photographs showed location at BV199 Grade D. MOB, AB and JFM to arrange joint visit.</p> <p>7(a)2 East Lane Village AB reported that a portacabin was being installed tomorrow at East Lane Village depot. The site already had water and power that would be connected.</p> <p>7(a)3 Kilburn Village AB reported there is to be a meeting at Victoria Road toilets. It was suggested that action by AB, CW and NP at these toilets might be described as '<i>cottaging</i>' by less deserving Veolia or StreetCare staff. Attendees at the meeting disassociated themselves from this suggestion as it was purely promoting facilities for the Village People. AB to report with his back to the wall.</p> <p>7(a)4 Wembley Village MOB reported that there appeared to be reluctance for Wembley Village to improve their cleansing standards. AB to take this on board and report back next meeting.</p> <p>7(a)5 Joint Site Inspections (SAR/MM) MOB reported excellent results from a joint site visit of most of Stonebridge Ward between SAR and MM. This good report was welcomed by the meeting.</p> <p>7(a)6 Detritus After an initial report from BC general consensus was that there had been an improvement in the standard of litter all over Brent but that the detritus wasn't being cleaned to the expected standard reflected in the specification. Inspections are showing that detritus is rarely better than BV199 Grade bc on most Zone 5 roads. To be forwarded to MMP meeting.</p> <p>7(a)7 Size of Barrow Beats There was a feeling that most of the problems associated with street cleansing were due to the size of the barrow beats. New beats in South Brent were twice the size of the old ones and completely unmanageable by one sweeper cleaning three times every week. New beats in North Brent were also too large and unmanageable. The problem wasn't the work rate of the sweepers as most were</p>	<p>MOB/AB/JFM</p> <p>AB</p> <p>AB</p> <p>AB</p> <p>Information</p> <p>Forward to MCMP meet</p> <p>Forward to MCMP meet</p>

	<p>seen to be hard working but the size of their work load. This was agreed by all Client Officers at the meeting.</p> <p>There was a discussion over what had gone wrong and it was thought that the initial structuring and sizing of beat was far too large and this maybe reflected in the high rectification points, albeit in a honeymoon period.</p> <p>It was agreed to forward this matter to the Monthly Contract</p> <p>7(b) Leafing / Blossom Fall Sweepers were coping as best they could with this problem. Most blossoms were being cleared before they turned into detritus as described by BV199.</p> <p>7(c) Gritting</p> <p>7(c)1 Grit Bins AB asked for any grit bins still on the streets to be reported to him and he will arrange prompt removal. BC reminded AB that grit bins should be washed before being stored.</p> <p>7(c)2 New Gritters AB reported that new gritters were expected to be purchased for the next winter season. They should be HGV with a heavy payload. AB/JFM to up-date meeting when more information is available.</p>	<p>Information</p> <p>Information</p> <p>Information</p>
8.	<p>Other Issues</p> <p>8(a) Wembley Events BC reported that last event was very poorly attended and resources and monitoring staff were reduced accordingly. She reported that the operation went well but could be classed as 'overkill' due to the poor attendance.</p> <p>8(b) On Street Recycling Ongoing. NP to up-date any changes</p> <p>8(c) Special Projects Ace Café project outstanding.</p> <p>8(d) Statistics</p> <p>8(d)1 Missed \Collections JR produced up-dated weekly missed collections reported on Contender since the start of the new contract. Domestic refuse was 3 times the BV target; Green box was 6 times the BV target and organic bin was 3 times the BV target. All showed an improvement from previous week.</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 4624 for the first week and the second week's total was mirroring the first.</p>	<p>BC</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 8th May 2007 in the meeting room in StreetCare on First Floor West, Brent House, 349 – 357 High Road, Wembley, HA9 6BZ.</p>	