

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting

Tuesday 27th November 2007

No.	Item	Action by
1.	Persons Present Bridie Cahill (BC) StreetCare – Team Leader John Rymer (JR) StreetCare – Team Leader Jean Francois Moreau (JFM) Veolia – Street Cleaning Manager Dan Green (DL) Veolia – Recycling Manager Eugene Buckley (EB) Veolia – Refuse Manager	
2.	Apologies for Absence Tony Talman (TT) Site meeting Mark O'Brien (MOB) Sick Nicola Percival (NP) Training Paul Booth (PB) Represented by Eugene Buckley Dave Lynas (DL) Represented by Dan Green	
3.	Minutes of Previous Meeting The minutes of the meeting held on 20th November 2007 were previously circulated and agreed as an accurate record.	
4.	Future Agendas JR stated that as the meetings had been operating for about 12 months he thought it time that its purpose and structure is re-visited. The Performance Framework states that the weekly Contract Supervisors Meeting is to: <ul style="list-style-type: none">• Monitor and discuss default points and information from officers and contractors,• Discuss operational feedback from monitoring staff and contractors,• Discuss operational information from stakeholders,• Discuss forthcoming operational requirements,• Initiate, agree and implement corrective action plans. There was a discussion during which it was agreed that only operational issues that couldn't be resolved by StreetCare Ward Officers and contractor's managers would be brought to the meeting. Before being discussed at the meetings the respective Team Leader and Veolia Manager should discuss the problem and formulate an action plan between them to resolve the matter. At the meeting the suggested action plan should be discussed and agreed by the meeting. A time scale should be agreed and the corrective action plan will be documented and given the next consecutive reference number At the conclusion of the time scale for the C.A.P. the matter should be discussed at the first available meeting. This discussion will have 3 possible outcomes;- to agree that the problem is resolved and to sign off the CAP as successful; to extend the time scale for completion if agreed or in the event of the problem not being satisfactory resolved to refer the CAP to the Monthly Contract Performance Meeting for further action and to issue liquidated damages as	Information

	<p>appropriate.</p> <p>It was agreed that matters shouldn't be saved for the meeting but as soon as the client or the contractor are aware of any problem then discussions and agreed actions should take place immediately in order to resolve the matter as quickly as possible. There should be no unnecessary delay in deciding corrective actions and any actions can be subsequently agreed by the meeting.</p> <p>It was suggested that three new agenda items should be used. These should all come under the main heading of Corrective Action Plans and the three headings should read; completed CAPs, outstanding CAPs and new CAPs.</p> <p>It was agreed that the main purpose of the weekly meeting should be to discuss and find agreed ways to resolve problems to the benefit and satisfaction of residents and other customers. Other agenda items should be listed so as to avoid unnecessary matters and not to waste time discussing problems that should be resolved outside the meeting.</p> <p>JR agreed to prepare a new more flexible 'fixed agenda' for discussion at the next meeting.</p>	JR
5.	<p><u>Matters Arising from Minutes of 20th November 2007</u></p> <p>(i) <i>Brondesbury Park Ward (i)</i> BC agreed there had been an improvement and that future problems should be treated as and when they occur by the Ward Officer and the Refuse Manager</p> <p>(ii) <i>Alperton Ward (v)</i> If necessary MOB and JFM to discuss CAP and bring it to the next meeting for agreement and documentation.</p> <p>(iii) <i>Barrows not Wheelie Bins (vi)</i> JFM agreed to report to the meeting when the new barrows are delivered and distributed.</p> <p>(iv) <i>Cricklewood Sweeper (viii)</i> BC reported that there was a sustained improvement and the issue is completed.</p> <p>(v) <i>123 and 277 Ealing Road (ix)</i> If not resolved MOB and DG to discuss CAP and bring to the next meeting for agreement and documentation.</p> <p>(vi) <i>Estate Bins Signage (x)</i> NP, MM and DG to discuss outside meeting as there is an issue of who should be responsible for what. If a decision can't be reached then the matter can be re-introduced to the meeting with a view for a general discussion and brain storming or passed to the Monthly Contract Management Meeting for a decision.</p> <p>(vii) <i>Mechanical Sweepers (xii)</i> JFM reported that the daily list of mechanical sweepers being used will be sent to Team Leaders from this Thursday. He apologised for the delay that was due the Veolia Transport Manager being sick.</p> <p>(viii) <i>Tonnages at Twyford (xiii)</i> JR reported that there was roughly 40 tonnes of street cleaning leaves recycled so far this year. TT will produce more accurate figures at the next meeting. The meeting agreed that JR should arrange a special meeting to highlight positives and negatives of the leafing so best practice can be documented up for future programmes.</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>

	<p>(ix) Recycling Collection Crews (xv) Training and re-training for crews starts this week</p> <p>(x) Buller Road and other Green Box Collections (xvi) Buller Road has been added to the organic schedule.</p> <p>(xi) Elliot Close (xvii) PB had problems at the agreed time for the site meeting with JR last week. JR agreed to meet EB this Thursday to arrange collections and any necessary changes. To be brought up at future meeting if problem not resolved or CAP needed.</p> <p>(xii) St Joseph's School (xviii) DG reported no problems with this collection. Supervisors will continue checking that the collection is properly completed</p> <p>(xiii) Market Way, Wembley (xix) JFM reported that this street was on the sweeper's schedule.</p> <p>(xiv) Heathfield and Lynton Refuse 5(a)1 BC and EB agreed that this was a 'one off' and now collections were back to normal and operating well.</p> <p>(xv) Willesden Green 7(a)1 & 9(a)2 BC and JFM agreed to hold a joint site meeting with RR. This meeting to be arranged for Thursday.</p> <p>(xvi) Metro Bins on Estates 8(b)2 DG reported that the replacement of Metro-Bins with estate bins should start next week. He asked that any remaining locations after next week be forwarded to him or DL.</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>
6.	<p><u>Refuse Issues</u></p> <p>5(a) Household Residue Waste No new information</p> <p>5(b) Bulky Refuse No new information</p> <p>5(c) Bin, Box & Compost Delivery and Fridge Collections No new information</p> <p>5(d) WEEE Collections</p> <p>5(d)1 WEEE Tonnages There was a general interest in the tonnages collected as recyclable WEEE materials. JR will ask TT to try to access the figures and possibly produce them monthly.</p>	<p>Information</p>
7.	<p><u>Recycling Issues</u></p> <p>6(a) Green Box</p> <p>6(a)1 New Vehicles Dg reported that the delivery of the two new 15 tonne stillage vehicles had been put back to 12th December by the manufacturers.</p>	<p>Information</p>

	<p>6(a)2 Increased Resources DG reported an increase of resources on some stillage vehicles on Wednesdays and Thursdays due to the heavy workload. These increases will be an extra loader/sorter on particular vehicles. This should help to alleviate some of the missed collection problems currently being experienced.</p> <p>6(b) Green Bin</p> <p>6(b)1 45 Grasmere Ave – Assisted collection DG reported that a disciplinary investigation was being conducted into crews' failures.</p> <p>6(c) Bring Banks No new information</p> <p>6(d) Estate banks No new information</p> <p>6(e) Schools No new information</p>	<p>Information</p> <p>Completed</p>
8.	<p><u>Street Cleaning Issues</u></p> <p>7(a) General Street Cleaning</p> <p>7b Leafing/Blossom Fall</p> <p>7(b)1 Leafing Season JFM reported that the recycling of the leaf fall programme will stop this week. See item 4.(viii) above for meeting.</p> <p>7(c) Gritting</p> <p>7(c)1 Out of Hours Stand By Clients and Contractors JR and JFM agreed to exchange out of hours rotas for their respective officers.</p>	<p>Information</p> <p>Information</p>
9.	<p><u>Other Issues</u></p> <p>8(a) Wembley Events</p> <p>8(a)1 Last Event Satisfactory cleansing helped by torrential rain.</p> <p>8(a)2 Next Event Champions of Champions Race on 16th December. Further details nearer the date.</p> <p>8(b) On Street Recycling No new information</p> <p>8(c) Special Projects</p> <p>8(c)1 Participation Monitoring (GBs) Monitoring on pilot rounds complete. NP to produce participation figures when completed</p> <p>8(d) Statistics</p>	<p>Information</p> <p>Information</p> <p>NP</p>

	<p>8(d)1 Missed Collections</p> <p>JR produced figures and a simple graphical representation that showed missed collections since the start of the contract. These showed the following:- Domestic Refuse – improvement noted from 51 down to 44 missed bins, BVPI target of 42. Hopefully less than 40 next week. Green Box – decrease continues from 82 down to 75 missed boxes this week, BVPI target is 31. Crews continue to get used to their new rounds. Organic – decrease from 97 to 67 missed bins this week, BVPI target of 24. Crews continue to get to their new rounds.</p> <p>Overall BVPI of 95 missed per 100,000 collections for all 3 services down to 77 for the passed week.</p> <p>JR reminded everyone that the above figures should only be used as a guideline but concluded that the graph showed a steady improvement since the start of the same day collections. This had taken longer than expected but was similar to the problems associated with the changes imposed on the refuse crews at the start of the contract.</p> <p>8(d)2 Rectification Points</p> <p>JR reported that the total number of rectification points was 2832 for week commencing 19th November. This is a very small increase (1.5%) from the previous week's total of 2791.</p> <p>The distribution of points and a simple graphical representation of the weekly totals were distributed to the meeting.</p> <p>JR asked that if Veolia wished to query any points at future meetings then as much notice as possible should be given to enable him to collate the contender reports, print any photographs and produce any other evidence. JR stated that points for Zone 5s at weekends were probably for the 1st 50m not being cleaned to the agreed standard.</p>	<p>Information</p> <p>Information</p> <p>Information</p>
<p>10.</p>	<p><u>Date of Next Meeting</u></p> <p>The next meeting will be held at 10am on Tuesday 4th December in the meeting room at StreetCare on the first floor (west wing) of Brent House.</p>	