

**StreetCare (StreetScene) / Veolia**

**Team Leaders / Managers Meeting**

**Tuesday 4<sup>th</sup> December 2007**

No.	Item	Action by																		
1.	<p><b><u>Persons Present</u></b></p> <table border="0"> <tr> <td>Bridie Cahill</td><td>(BC)</td><td>StreetCare – Team Leader</td></tr> <tr> <td>John Rymer</td><td>(JR)</td><td>StreetCare – Team Leader</td></tr> <tr> <td>Mark O’Brien</td><td>(MOB)</td><td>StreetCare – Team Leader</td></tr> <tr> <td>Jean Francois Moreau</td><td>(JFM)</td><td>Veolia – Street Cleaning Manager</td></tr> <tr> <td>Dave Lynas</td><td>(DL)</td><td>Veolia – Recycling Manager</td></tr> <tr> <td>Nicola Percival</td><td>(NP)</td><td>StreetCare – Education Team Leader</td></tr> </table>	Bridie Cahill	(BC)	StreetCare – Team Leader	John Rymer	(JR)	StreetCare – Team Leader	Mark O’Brien	(MOB)	StreetCare – Team Leader	Jean Francois Moreau	(JFM)	Veolia – Street Cleaning Manager	Dave Lynas	(DL)	Veolia – Recycling Manager	Nicola Percival	(NP)	StreetCare – Education Team Leader	
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2.	<p><b><u>Apologies for Absence</u></b></p> <table border="0"> <tr> <td>Tony Talman</td><td>(TT)</td><td>Urgent work for auditors</td></tr> <tr> <td>Paul Booth</td><td>(PB)</td><td>No attendance</td></tr> </table>	Tony Talman	(TT)	Urgent work for auditors	Paul Booth	(PB)	No attendance													
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3.	<p><b><u>Minutes of Previous Meeting</u></b></p> <p>The minutes of the meeting held on 27th November 2007 were previously circulated and agreed as an accurate record.</p>																			
4.	<p><b><u>Matters Arising from Minutes of 27<sup>th</sup> November 2007</u></b></p> <p><b>4(a) Agenda</b></p> <p><b>4(a)i New Agenda</b>  JR circulated a new style agenda for discussion. The reasoning behind the new agenda was to focus the meeting on problems that hadn’t been solved and not on new problems. Solutions for new problems should be discussed and resolved by officers and Veolia managers and supervisors and only introduced to this meeting if there are issues that cannot be readily resolved.</p> <p>After discussion the meeting decided to work with the new agenda and to alter, add or remove topics as and when decided by the meeting. All thought it worthwhile to have reviewed the agenda.</p> <p><b>4(b) Issues Arising</b></p> <p><b>4(b)i Participation Monitoring 8(c)i</b>  NP reported that the participation was fairly high, varying from about 40% to 50+%. There was a variance in the weights collected per household. This was probably due to the variation in the types of materials collected in different areas. There appears to be a need for different messages to different rounds. NP agreed to circulate the statistics to members after the meeting.</p>	<p align="center"><b>Completed</b></p>																		

<p><b>5.</b></p>	<p><b><u>Problems</u></b></p> <p><b>5(a) New Problems</b></p> <p><b>5(a)i <i>Contaminated Organic Bins</i></b>  DL reported that there was an increase in contaminated organic bins being reported by the crews. It was apparent that this information from the crews wasn't coming through to StreetCare.  The meeting agreed to a pilot scheme using one crew from the north and one crew from the south. G01 and G08 were decided as the best options. DL agreed to discuss with the crews to get them recording the contaminated lists starting from Monday 10<sup>th</sup> December. Due to the holiday period Ward Officers will start education visits in the New Year using records compiled by G01 and G08.  DL to liaise with NP and give a progress report at the next meeting.</p> <p><b>5(a)ii <i>Park Royal Cleaning</i></b>  JFM discussed a change in methods for cleaning parts of Park Royal Industrial Estate and sort assistance in monitoring the changes. The changes involved moving a barrow beat from Park Royal to Church End. MOB will liaise with SAR and then have further discussions with JFM.</p> <p><b>5(a)iii <i>Racial Abuse</i></b>  It was reported that the allegation of racial abuse by a Veolia operative (temp) resulted in instant dismissal from the contract.</p> <p><b>5(a)iv <i>Morland Gardens Planters</i></b>  MOB informed the meeting of litter problems in the above planters that wasn't being properly resolved. JFM agreed to investigate and report back at the meeting on 18<sup>th</sup> December (he is away for next meeting).</p> <p><b>5(a)v <i>Hillview Avenue</i></b>  JR reported human vomit not cleaned since 20<sup>th</sup> November. JFM agreed to investigate and report back.</p> <p><b>5(a)vi <i>Sheridan Gardens</i></b>  JR reported excessive delay in removing weeds from Sheridan Gardens.</p> <p><b>5(b) On-Going Problems</b>  Nothing to report</p> <p><b>5(c) For Further Action</b>  Nothing to Report</p>	<p><b>DL/NP</b></p> <p><b>JFM/MOB</b></p> <p><b>Information</b></p> <p><b>MOB/JFM</b></p> <p><b>JR/JFM</b></p> <p><b>JR/JFM</b></p>
<p><b>6.</b></p>	<p><b><u>Corrective Action Plans</u></b></p> <p><b>6(a) New Actions to be Agreed</b></p> <p><b>6(a)i <i>Kilburn Estate Sweeping</i></b>  Corrective action plan discussed and agreed.  “To ensure all roads in this area are swept to a Grade BVA and kept to Grade BVB or above whilst urgent resourcing issue in the area is resolved by the Monthly Contract Performance Meeting. Monitoring to take place by Veolia and StreetCare.”</p> <p>BC to take the issue to IS and JFM to take the issue to TP so both are aware of the problems.</p>	<p><b>CAP 21 29/1/2008</b></p> <p><b>BC/JFM</b></p>

	<p><b>6(a)ii 45 Grasmere Avenue, Preston</b> Corrective action plan discussed and agreed. “To ensure green boxes and organic bins are returned to the correct location at this assisted collection location. All collections to be monitored by Veolia and StreetCare for 5 weeks.”</p> <p><b>6(a)iii 8 Butler Close, Queensbury</b> Corrective action plan discussed and agreed. “To ensure green box collection is completed properly on the scheduled day for the next 5 weeks. Veolia supervisors and StreetCare Ward Officer to monitor”.</p> <p><b>6(b) On-Going Review</b> None to review</p> <p><b>6(c) Closure</b></p> <p><b>6(c)i South Gardens, Barnhill, CAP18</b> “Collection of estate recycling bins” This corrective action plan has worked successfully over the past 4 weeks and was agreed to be closed.</p> <p><b>6(d) Forward to Monthly Contract Performance Meeting</b> No CAPs to forward.</p>	<p><b>CAP19</b> <b>8/1/2008</b></p> <p><b>JR/DL</b></p> <p><b>CAP20</b> <b>8/1/2008</b></p> <p><b>JR/DL</b></p> <p><b>Completed</b></p> <p><b>Information</b></p>
<b>7.</b>	<p><b><u>Other Specific Issues</u></b></p> <p><b>7(a) Wembley Events</b></p> <p><b>7(a)I Next Event</b> Race of Champions Race on Sunday 16th December. This is a sell out and will probably require 2 cleaning crews. Further details nearer the date.</p> <p><b>7(b) Special Projects</b></p> <p><b>7(b)i Green Box Participation Monitoring</b> See report at <b>4(b)i</b> above.</p> <p><b>7(c) Gritting/Leafing</b></p> <p><b>7(c)i Gritting</b> No gritting has taken place to date.</p> <p><b>7(c)ii Leafing</b> Leafing project is completed. Awaiting reports from TT re tonnages collected.</p> <p>It is essential to discuss the positives and negatives of this year’s project before Christmas. The meeting should consist of the following attendees JFM, MM, TT, TOR, NP, BC, MOB, and JR. JFM is off most of next week so possibly to arrange for after the Tuesday meeting on 18<sup>th</sup> December. This matter is to be discussed at next meeting if not already arranged.</p> <p><b>7(d) Statistics</b></p> <p><b>7(d)I Missed Collections</b> JR produced figures and a simple graphical representation that showed missed collections since the start of the contract. These showed the following:-</p>	<p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p>

	<p><b>Domestic Refuse</b> – improvement noted from 44 down to 38 missed bins, BVPI target of 42. First time the BVPI has been reached since w/c 17<sup>th</sup> September 2007. Thanks to the refuse collections crews.</p> <p><b>Green Box</b> – decrease continues from 75 down to 52 missed boxes this week, BVPI target is 31. This represents a 30% reduction over last week. Crews continue to get used to their new rounds. Thanks to the green box crews.</p> <p><b>Organic</b> – decrease from 67 to 40 missed bins this week, BVPI target of 24. This represents a 59% reduction in missed collections over the last 2 weeks. Thanks to the organic bin crews.</p> <p><b>Overall BVPI of 77 missed per 100,000 collections for all 3 services down to 53 for the passed week. This represents a 32% reduction over the past week.</b></p> <p>JR asked the Veolia Managers to inform the crews that this meeting has noticed the continued good improvement.</p> <p><b>8(d)2 Rectification Points</b> JR reported that the total number of rectification points was 2339 for week commencing 26<sup>th</sup> November. This is a significant decrease (15%) from the previous week's total of 2832.</p> <p>JR noted that the graph gave a good pictorial representation of how the contract was progressing. The last 3 weeks have shown a general downward trend showing improving standards.</p>	
<b>10.</b>	<p><b><u>Any Other Business</u></b></p> <p><b>10(i) Veolia Vehicle Availability</b> It was agreed that the daily availability report of street cleaning vehicles had been generally well received by StreetCare. It was requested if more detail could be shown if the vehicle was off the road, i.e. Mechanical failure, electrical, servicing, etc.</p> <p><b>10(ii) Michael Morgan Retirement</b> NP reported that Michael Morgan was retiring from Brent after 48 years of continuous service to residents. All present wished him well in his retirement. He is not being replaced and his work is being taken over as follows; Any bring bank issues for new sites to go to Tony Talman. Monitoring of the bring banks will be conducted by the respective Ward Officers. Any new estate issues to go to Varsha Palm or to Tony Talman when Varsha is away. Any new requests for clinical waste to go to Tony Talman Any non-collection of clinical waste to be dealt with by Ward Officers</p> <p><b>10(iii) 213 The Mall, Barnhill</b> DL reported that although it was reported as a missed collection the organic crew had reported that the gate to the rear garden was locked. JR agreed to investigate and if necessary will ask the resident or 'carer' to unlock the gate.</p>	<p><b>JFM</b></p> <p><b>Information</b></p>
<b>11</b>	<p><b><u>Date of Next Meeting</u></b></p> <p>The next meeting will be held at 10am on Tuesday 11<sup>th</sup> December in the meeting room at StreetCare on the first floor (west wing) of Brent House.</p>	