

**StreetCare (StreetScene) / Veolia**

**Team Leaders / Managers Meeting**

**Tuesday 18<sup>th</sup> December 2007**

No.	Item	Action by
1.	<p><b><u>Persons Present</u></b></p> <p>John Rymer (JR) StreetCare – Team Leader  Mark O'Brien (MOB) StreetCare – Team Leader  Jean Francois Moreau (JFM) Veolia – Street Cleaning Manager  Daniel Green (DL) Veolia – Recycling Manager  Nicola Percival (NP) StreetCare – Education Team Leader  Bridie Cahill (BC) StreetCare – Team Leader  Tony Talman (TT) StreetCare – Recycling  Eugene Buckley (EB) Veolia – Refuse Collection Manager</p>	
2.	<p><b><u>Apologies for Absence</u></b></p> <p>Dave Lynas (DL) Represented by DG  Paul Booth (PB) Represented by EB</p>	
3.	<p><b><u>Minutes of Previous Meeting</u></b></p> <p>The minutes of the meeting held on 4<sup>th</sup> December 2007 were previously circulated and agreed as an accurate record.</p>	
4.	<p><b><u>Matters Arising</u></b></p> <p><b>4(a) Contaminated Organic Bins 5(a)i</b>  NP reported that new contrary cards for the green box collections should be ready for the new year.</p> <p>Contaminated organic collections are being noted by the crews and reported daily on the problem collection sheets. To be researched and prepared for an agenda item at the next meeting on 8<sup>th</sup> January 2008.</p> <p><b>4(b) Park Royal Cleaning 5(a)ii</b>  MOB reported that this was being completed as requested. No further action at this time.</p> <p><b>4(c) Morland Gardens Planters 5(a)iv</b>  MOB reported that this was being completed as requested. No further action at this time.</p> <p><b>4(d) Hillview Avenue 5(a)v</b>  JR reported this was cleared. No further action.</p> <p><b>4(e) Sheridan Gardens 5(a)vi</b>  JR reported this was cleared. No further action.</p>	<p><b>Complete</b></p> <p><b>NP/DG</b></p> <p><b>Complete</b></p> <p><b>Complete</b></p> <p><b>Complete</b></p> <p><b>Complete</b></p>

	<p><b>4(f) Veolia Vehicle Availability 10(i)</b> JFM reported that the additional detail will be provided from the start of the New Year.</p> <p><b>4(g) 213 The Mall</b> JR reported that the gate was only about 5ft high and the bolt was at the top and could be easily reached and opened by the crew. No further action necessary</p>	<p><b>Complete</b></p> <p><b>Complete</b></p>
<b>5.</b>	<p><b><u>Problems</u></b></p> <p><b>5(a) New</b></p> <p><b>5(a)i Pine Martine Close</b> MOBS raised the issue of the weekly green box collections in Pine Martin Close and enquired whether they will be changed to estate frames or remain as box collections. DG stated that the Veolia will continue to collect the boxes.</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>	<b>Complete</b>
<b>6.</b>	<p><b><u>Corrective Action Plans</u></b></p> <p><b>6(a) New</b></p> <p><b>6(a)i 314 Carlton Avenue East</b> JR reported that there was an on-going problem for several months at this location with the domestic refuse collections. The complaint was that this was an <b>assisted collection</b> and the bin was being left in the driveway and not being returned to the point of collection. JR agreed that the last two collections had been completed properly and supervised by EB. The following corrective action plan was discussed and agreed.</p> <p>“To ensure that the domestic refuse collection is completed properly for the next 6 weeks, particularly the bin being returned to the point of collection, Veolia managers and StreetCare Ward Officer will monitor the weekly collection.”</p> <p><b>6(b) On-Going Review</b></p> <p><b>6(b)i CAP 19 (45 Grasmere Avenue)</b> Collections completed properly to date.</p> <p><b>6(b)ii CAP 20 (8 Butler Close)</b> Collections completed properly to date</p> <p><b>6(b)iii CAP 21(South Kilburn)</b> Cleaning completed to standard to date</p> <p><b>6(c) Closure</b> None to review</p> <p><b>6(d) Forwarding</b> No CAPs to forward to Monthly Contract Performance Meeting</p>	<p><b>CAP22 29/1/2008 JR/EB</b></p> <p><b>CAP19 8/1/2008</b></p> <p><b>CAP20 8/1/2008</b></p> <p><b>CAP21 29/1/2008</b></p>

7.	<p><b><u>Other Specific Issues</u></b></p> <p><b>7(a) Wembley Events</b></p> <p><b>7(a)i Last Event</b> Race of Champions last Sunday 16<sup>th</sup> December was attended by a very clean crowd. Very little litter to clear. Successful operation reported by BC.</p> <p><b>7(a)ii Next Event</b> Believed to be February or March 2008. Will discuss details nearer the date.</p> <p><b>7(b) Special Projects</b></p> <p><b>7(b)i Stickers of Estate Bins</b> After discussion DG stated that the estate recycling collection crew had volunteered to re-sticker bins that required it and to put on the locks when provided. NP reported that the crew were aware of what needed to be done and thanked DG for the offer.</p> <p><b>7(c) Gritting and Leafing</b></p> <p><b>7(c)i Gritting</b> JFM reported that Village Managers were instructed to check all grit bins at least once a week and to re-fill them if necessary. JR agreed to request Ward Officers to check bins and send details of any empty ones to their respective Village Managers.</p> <p><b>7(c)ii Leafing</b> It was agreed to hold special leafing meeting at the conclusion of this meeting.</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 figures over the last two weeks:-</p> <p><b>Domestic Refuse</b> – improvement noted from 38 down to 34 and 49 missed bins, BVPI target of 42. Another figure below the BVPI target of 40. Thanks to the refuse collections crews for the improvements.</p> <p><b>Green Box</b> – decrease continues from 52 down to 46 and 50 missed boxes this week, BVPI target is 31. Thanks to the green box crews for the improvements</p> <p><b>Organic</b> – decrease from 40 to 44 and 35 missed bins this week, BVPI target of 24. Thanks to the organic bin crews for the improvements.</p> <p><b>Overall BVPI of 53 missed per 100,000 collections for all 3 services remaining steady at 51 and 55 for the passed two weeks.</b></p> <p>JR asked the Veolia Managers to inform the crews that this meeting has noticed the continued improvements.</p> <p><b>7(d)ii Rectification Points</b> JR reported that the total number of rectification points was 1801 and 1820 for the last 2 weeks. This is a significant decrease (20% +) from the last total of 2339.</p> <p>JR noted that the graph gave a good pictorial representation of how the contract was progressing. There is now a significant downward trend that is gradually levelling off</p>	<p><b>Information</b></p> <p><b>Information</b></p> <p><b>Complete</b></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>
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	<p>over the last 6 weeks.</p> <p>There was a brief discussion when the drop in rectification points for November was produced. A target of a 10% reduction for December was suggested and thought to be a good idea. Reduced monthly targets suggested for first meeting of every month.</p> <p><b>7(d)iii WEE Collections</b></p> <p>JR produced a graphical representation of the WEEE collected this financial year. There was a distinct rise in tonnages from July when WLWA allowed freezers to be taken to Twyford.</p>	<b>Information</b>
<b>8.</b>	<p><b><u>Any Other Matters</u></b></p> <p><b>8(a) Estates Collections</b></p> <p><b>8(a)i Top End Loader Recycling Collections</b></p> <p>TT high-lighted problems with glass collections using the top end loading operation. Any bank can only be about two thirds full when emptying because glass is likely to spill out during loading. Also due to the high density of glass containers more than two thirds full, especially 1100L glass banks are too heavy for the lifting mechanisms. TT suggested some banks may need more frequent emptying. DG stated he was aware of this and the crews currently have some procedures in place to deal with these problems. He realised that extra collections may be the answer.</p>	<b>Information</b>
<b>9.</b>	<p><b><u>Next Meeting</u></b></p> <p>Due to the holiday period the next meeting of this group will be held on Tuesday 8<sup>th</sup> January 2008 at StreetCare meeting room in Brent House.</p>	