

**StreetCare (StreetScene) / Veolia**

**Team Leaders / Managers Meeting**

**Tuesday 15<sup>th</sup> January 2008**

No.	Item	Action by
1.	<p><b><u>Persons Present</u></b></p> <p>John Rymer (JR) StreetCare – Team Leader  Nicola Percival (NP) StreetCare – Education Team Leader  Jean Francois Moreau (JFM) Veolia – Street Cleaning Manager  Dan Green (DG) Veolia – Recycling manager  Bridie Cahill (BC) StreetCare – Team Leader  Tony Talman (TT) StreetCare</p>	
2.	<p><b><u>Apologies for Absence</u></b></p> <p>Eugene Buckley (EB) Veolia – Annual Leave  Mark O’Brien (MOB) StreetCare – Sick  Paul Booth (PB) Veolia – Staffing shortages  Dave Lynas (DL) Veolia – Represented by DG</p>	
3.	<p><b><u>Minutes of Previous Meeting</u></b></p> <p>The minutes of the meeting held on 8<sup>th</sup> January 2008 were previously circulated and agreed as an accurate record.</p>	
4.	<p><b><u>Matters Arising</u></b></p> <p>No matters arising that are not on main agenda</p>	
5.	<p><b><u>Problems</u></b></p> <p><b>5(a) New Problems</b></p> <p><b>5(a)i Cricklewood Broadway</b>  BC produced report and photographs from Dennis Lewis showing that there was no barrow beat for long periods of time in Cricklewood Broadway. JFM will investigate and liaise direct with BC over this matter.</p> <p><b>5(a)ii Priory Park Road, Bring Banks</b>  BC reported that the bring banks in Priory Park Road need emptying now and more regularly in future. DG agreed to get them cleared asap.</p> <p><b>5(a)iii Beechcroft, refuse and estate banks</b>  BC reported missed domestic collection yesterday and that the estate banks need emptying. DG agreed to clear the banks asap. As there was no specific contractor from the domestic refuse section BC will liaise direct with PB</p>	<p><b>BC/JFM</b></p> <p><b>BC/DG</b></p> <p><b>BC/DG/PB</b></p>

	<p><b>5(a)iv Estate Recycling Collections</b>  NP reported that there seemed to be an increase in complaints regarding overflowing estate banks and missed collections.  DG reported that the hired vehicle was off the road with a mechanical defect for about 10 days. There were no other vehicles available for hire. He stated that Veolia were looking into buying a 3 compartment collection vehicle for estates.  JR will look into providing statistics concerning estate missed collections etc for next meeting.</p> <p><b>5(b) On-going Problems</b></p> <p><b>5(b)i 62 Cambridge Close</b>  This issue of the crew failing to return the bins to the bin areas was not discussed as there was no refuse representative and MOB was not at the meeting.</p> <p><b>5(b)ii 63 Bruce Road</b>  This issue that after emptying the bins are being returned in such a way that they obstruct the access to the property could not be discussed as MOB was not at the meeting.</p> <p><b>5(b)iii Ormsby Way</b>  JR reported that the problem was solved.</p> <p><b>5(c) For Further Action</b>  Nothing to Report</p>	<p><b>NP/JR/DG</b></p> <p><b>MOB/PB</b></p> <p><b>MOB/DL</b></p> <p><b>Completed</b></p>
<p><b>6.</b></p>	<p><b><u>Corrective Action Plans</u></b></p> <p><b>6(a) New</b>  No new corrective action plans</p> <p><b>6(b) On-Going Reviews</b></p> <p><b>6(b)i CAP 22 (314 Carlton Avenue East)</b>  JR reported that collections are being completed properly to date. Monitoring to continue until 29<sup>th</sup> January 2008.</p> <p><b>6(b)ii CAP 21(South Kilburn)</b>  JFM reported that he discussed the problem with Andy Sampson on site and that the present arrangements were to continue. BC reported that the work was only being managed because of the hard work of the Village Manager and that additional resources are really needed especially when the longer days come over the next couple of months with more litter being dropped. The crux of the matter is that the barrow beats providing the permanent presence on the Brent Zone One roads are being used to sweep Zone5 roads when in fact they should be permanently on the Zone Ones.</p> <p>It was decided that this was a matter for the Monthly Contract Management Meeting. Monitoring to continue until 29<sup>th</sup> January 2008.</p> <p><b>6(c) End Review</b>  No CAP end reviews to discuss.</p> <p><b>6(d) Failures for Forwarding</b>  No CAPs failures to forward to Monthly Contract Performance Meeting</p>	<p><b>CAP22 29/1/2008 JR/EB</b></p> <p><b>CAP21 29/1/2008 BC/JFM</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 <i>Next Event</i></b> The next event is on 6<sup>th</sup> February. This will be discussed nearer that date.</p> <p><b>7(b) Special Projects</b></p> <p><b>7(b)i <i>Stickering of Estate Bins</i></b> This is on-going. DG agreed completion should be completed by the end of January.</p> <p><b>7(b)ii <i>Locks on some estate bins</i></b> TT reported that TM was ordering the locks. The meeting decided that this was now urgent. TT agreed to chase up TM.</p> <p><b>7(b)iii <i>Great Central Way</i></b> JFM requested assistance in cleaning under the bridge in Great Central Way. This matter was discussed and JFM will liaise with MM over how this was completed last time. JFM to contact MOB or JR and BC if MOB is absent when required.</p> <p><b>7(c) Gritting and Leafing</b></p> <p><b>7(c)i <i>Gritting</i></b> JR reported that there was no gritting last week.</p> <p><b>7(c)ii <i>On Call for Gritting</i></b> JFM and HB are the Veolia gritting officers until midnight on Friday 18th. DG and DL take over for Veolia from 19<sup>th</sup> to mid night on 25<sup>th</sup> January. BC and Jaci are StreetCare stand-by officers this week and MOB and Ade for the week commencing 21st January.</p> <p><b>7(c)iii <i>Leafing</i></b> Leafing operational method statement is to be prepared by JFM and discussed at meeting on 5<sup>th</sup> February.</p> <p><b>7(d) Statistics</b></p> <p><b>7(d)i <i>Missed Collections</i></b> JR produced figures and a simple graphical representation that showed missed collections since the start of the contract. These showed the following figures for the last week</p> <p><b><i>Domestic Refuse</i></b> – decrease noted from 61 down to 50 reported missed bins this week, BVPI target of 42.</p> <p><b><i>Green Box</i></b> – increase noted from 40 to 61 reported missed boxes this week, BVPI target is 31.</p> <p><b><i>Organic</i></b> – decrease from 64 to 54 reported missed organic bins this week, BVPI target of 24.</p> <p><b>BVPI of 68 missed per 100,000 collections for all 3 services the same as previous week.</b></p> <p><b>7(d)ii <i>Rectification Points</i></b> JR reported that the total number of rectification points was 1501 for the last week. There are 700 points believed to be entered for emergencies which appear to be entered</p>	<p><b>Information</b></p> <p><b>NP/DL</b></p> <p><b>TT/DL</b></p> <p><b>JFM/MOB</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> <p><b>Information</b></p> <p><b>Information</b></p>
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	<p>in error. More investigation is needed. If this is true the real figures should be 801 which is a significant decrease since</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 appears to be gradually levelling off.</p> <p>The target of a 10% reduction in January compared to the November figures looks to be on course.</p> <p><b>7(d)iii WEEE Collection Figures</b>  JR produced a graphical representation of the WEEE tonnages (supplied by TT) collected at Twyford. The tonnage for December was 22.22, a slight increase on October (220.26 tonnes) and November (20.00 tonnes) 2007.</p>	<b>Information</b>
<b>8.</b>	<p><b><u>Any Other Matters</u></b></p> <p>No other matters were raised.</p>	
<b>9.</b>	<p><b><u>Next Meeting</u></b></p> <p>The next meeting of this group will be held on Tuesday 22<sup>nd</sup> January 2008 at StreetCare meeting room in Brent House.</p>	