

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting

Tuesday 29th January 2008

No.	Item	Action by
1.	<p><u>Persons Present</u></p> <p>John Rymer (JR) StreetCare – Team Leader Nicola Percival (NP) StreetCare – Education Team Leader Mark O'Brien (MOB) StreetCare – Team Leader Dan Green (DG) Veolia – Represented by DG Bridie Cahill (BC) StreetCare – Team Leader Tony Talman (TT) StreetCare – Principal Waste & Recycling Officer</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Eugene Buckley (EB) Veolia – Covering for PB Paul Booth (PB) Veolia – Training Jean Francois Moreau (JFM) Veolia – Training Dave Lynas (DL) Veolia – Represented by DL</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on 22nd January 2008 were previously circulated and agreed as an accurate record.</p>	
4.	<p><u>Matters Arising</u></p> <p>4(i) <i>Rejected Organic Collections 8(a)</i> TT has arranged for the meeting discussed at 8(a) of previous minutes to take place at 10.30am on Wednesday 30th January 2008 in StreetCare Meeting room.</p>	TT/All
5.	<p><u>Problems</u></p> <p>5(a) New Problems No new problems to discuss</p> <p>5(b) On-going Problems</p> <p>5(b)i <i>Elliott Close</i> YC and PM have placed large 'no cardboard' signs on the individual paper banks. The meeting will await feed-back from estates collection crew.</p> <p>5(b)ii <i>Cricklewood Broadway</i> Deferred until next meeting when JFM is expected to attend.</p> <p>5(b)iii <i>Priory Park Road, Bring Banks</i> Banks emptied. No reported problems since. Problem resolved.</p>	<p>NP/DL</p> <p>BC/JFM</p> <p>Completed</p>

	<p>5(b)iv <i>Beechcroft, refuse and estate banks</i> See under item 6(a)</p> <p>5(b)v <i>Estate Recycling Collections</i> Due to lack of time JR was unable to add to statistics. To be researched for next weeks statistics.</p> <p>5(c) For Further Action Nothing to Report.</p>	<p>Completed</p> <p>JR</p>
6.	<p><u>Corrective Action Plans</u></p> <p>6(a) New C.A.P.s</p> <p>6(a)i <i>CAP 24a (Beechworth Refuse Collection)</i> This was agreed by CW and TP last week and was ratified at this meeting. To ensure collections are properly completed on the scheduled day of collection. StreetCare and Veolia to monitor weekly. This was a Cllr complaint</p> <p>6(a)ii <i>CAP 24b (Beechworth Estates Recycling Collection)</i> This was agreed by CW and TP last week and was ratified at this meeting. To ensure collections are properly completed on the scheduled days of collection. StreetCare and Veolia to monitor weekly. This was a Cllr complaint</p> <p>6(a)iii <i>CAP 24c (Rosedene Refuse Collection)</i> This was agreed by CW and TP last week and was ratified at this meeting. To ensure collections are properly completed on the scheduled day of collection. StreetCare and Veolia to monitor weekly. This was a Cllr complaint</p> <p>6(a)iv <i>CAP 24d (Rosedene Estates Recycling Collection)</i> This was agreed by CW and TP last week and was ratified at this meeting. To ensure collections are properly completed on the scheduled day of collection. StreetCare and Veolia to monitor weekly. This was a Cllr complaint</p> <p>6(a)v <i>CAP 24e (St Hilda's Close Refuse Collection)</i> This was agreed by CW and TP last week and was ratified at this meeting. To ensure collections are properly completed on the scheduled day of collection. StreetCare and Veolia to monitor weekly. This was a Cllr complaint</p> <p>6(a)vi <i>CAP 24f (St Hilda's Close Estates Recycling Collection)</i> This was agreed by CW and TP last week and was ratified at this meeting. To ensure collections are properly completed on the scheduled day of collection. StreetCare and Veolia to monitor weekly. This was a Cllr complaint</p> <p>6(a)vii <i>CAP 24g (20 Mount Pleasant Road Recycling Collection)</i> This was agreed by CW and TP last week and was ratified at this meeting. To ensure collections are properly completed on the scheduled day of collection. StreetCare and Veolia to monitor weekly. This was a Cllr complaint</p> <p>6(a)viii <i>CAP 25 (63 Bruce Road, NW10)</i> This old problem has raised its head again. This corrective action plan was agreed by PB and MOB prior to the meeting and ratified at this meeting. To ensure bins are returned to property without blocking the path. This is a Stage One complaint.</p>	<p>CAP 24a BC/PB 4//3/2008</p> <p>CAP 24b BC/PB 4//3/2008</p> <p>CAP 24c BC/PB 4//3/2008</p> <p>CAP 24d BC/PB 4//3/2008</p> <p>CAP 24e BC/PB 4//3/2008</p> <p>CAP 24f BC/PB 4//3/2008</p> <p>CAP 24g BC/PB 4//3/2008</p> <p>CAP25 MOB/PB 20/3/2008</p>

	<p>6(a)ix CAP 26 (PROW Station Grove to Lyon Park Ave) This persistent problem has come to light again. This corrective action plan was agreed by MOB and JFM prior to the meeting and ratified at this meeting. To ensure this alleyway is cleaned and 3 times every week as per the street cleaning schedule. This is a Stage One complaint</p> <p>6(b) On-Going Reviews</p> <p>6(b)i CAP 23 (62 Cambridge Close) There were no problems with returning the bins properly when monitored last week by both StreetCare and Veolia.</p> <p>6(c) End Review</p> <p>6(c)i CAP 22 (314 Carlton Avenue East) JR reported that collections are being completed properly to date and this C.A.P. can now be signed off as successfully completed.</p> <p>6(d) Failures for Forwarding</p> <p>6(d)i CAP 21(South Kilburn) This problem remains unresolved. BC will forward details to IS and JFM will forward details to TP for discussion at the next Contracts Management meeting. Although JFM was not at the meeting BC agreed to contact him this week to inform him that CAP 21 was regarded as a failure and was being forwarded to IS.</p>	<p>CAP26 MOB/JFM 4/3/2008</p> <p>CAP23 4/3/2008 MOB/PB</p> <p>Completed</p> <p>CAP21 29/1/2008 BC/JFM</p>
7.	<p><u>Other Specific Issues</u></p> <p>7(a) Wembley Events</p> <p>7(a)i Next Event The next event is on 6th February 8pm start. England verses Switzerland football.</p> <p>Special Projects</p> <p>7(b) Special Projects</p> <p>7(b)i Stickers of Estate Bins This is on-going. 95% completed. DL agreed completion should be by the end of January.</p> <p>7(b)ii Locks on some estate bins Locks now approved for order by CW. They should arrive by the end of this week.</p> <p>7(b)iii Great Central Way MOB and JFM liaised last week and issue is resolved satisfactorily</p> <p>7(c) Gritting and Leafing</p> <p>7(c)i Gritting No gritting since last meeting week.</p> <p>7(c)ii On Call for Gritting NSL and PH are on call for StreetCare this week. JR and a/w on call for next week. TP, MM and RP are Veolia managers for this week; NP, SS and DC are Veolia managers for next week. Change over is 12night on Friday 1st February.</p> <p>7(c)iii Grit Bins JR asked DG to ask JFM to ensure all grit bins are checked and properly replenished</p>	<p>Information</p> <p>NP/DL</p> <p>TT/DL</p> <p>Completed</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>JR/JFM</p>

	<p>with salt by Friday 1st January 2008.</p> <p>7(c)iv Leafing Leafing operational method statement is to be prepared by JFM and discussed at meeting on 5th February.</p> <p>7(d) Statistics</p> <p>7(d)i Missed Collections 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>Domestic Refuse – increase noted from 37 down to 40 reported missed bins this week. This was within the BVPI target of 42.</p> <p>Green Box – increase noted from 65 to 67 reported missed boxes this week. This was above the BVPI target is 31.</p> <p>Organic – increased from 43 to 51 reported missed organic bins this week. This was above the BVPI target of 24.</p> <p>BVPI of 65 missed per 100,000 collections for all 3 services this week decreased from 68 last week. Target is 40.</p> <p>7(d)ii Rectification Points JR reported that the total number of rectification points was 1422 for the last week. Adjustments were made for 100 points wrongly issued as emergency.</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>Information</p> <p>Information</p> <p>Information</p>
8.	<p><u>Any Other Matters</u></p> <p>8(a) Compost to Queens Park DG reported that Queens Park Superintendent had ask if we could transfer compost from West London Composting to Queens Park. The meeting agreed that Veolia could assist with the transfer so long as there was no cost incurred by Brent.</p> <p>8(b) Sleeping Sweeper MOB produced photographs of barrow beat asleep at 7.50am. DG will forward to JFM for investigation and appropriate action.</p> <p>8(c) Up-Dating Contending BC produced 3 Contender reports that had been wrongly up-dated by Veolia. DG will take these to Office Manager for explanation.</p> <p>8(d) Missing Sweepers on Brent Zone 1 BC produced report of no visible sign of sweepers on various days at various times for BrentZone1 areas. BC agreed to give this to IS for inclusion with CAP 21.</p> <p>8(e) New Contrary Cards and Organic Stickers DG pointed out that Veolia were running short of contrary cards and organic contamination stickers and requested NP order more</p>	<p>DG</p> <p>MOB/JFM</p> <p>BC/DG</p> <p>CAP21 To IS&CW</p> <p>NP/DG</p>

	<p>8(f) New Bio Sacks</p> <p>DG reported that more Bio-sacks were required. TT reported that they had been ordered and were waiting delivery.</p> <p>Meeting suggested that more notice should be given when supplies running out.</p>	TT/DG
9.	<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 5th February 2008 in the StreetCare meeting room in Brent House.</p> <p>Reminded that Leafing Method Statement for 2008 is scheduled to be discussed.</p> <p>Meeting ended at 11.25am</p>	