

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting

Tuesday 5th February 2008

No.	Item	Action by
1.	<p><u>Persons Present</u></p> <p>John Rymer (JR) StreetCare – Team Leader Mark O'Brien (MOB) StreetCare – Team Leader Bridie Cahill (BC) StreetCare – Team Leader Barry Haralambous (BH) StreetCare – Call Centre Team Manager Jean Francois Moreau (JFM) Veolia – Streets Operational Manager Michael Minogue (MM) Veolia – Village Manager Dave Lynas (DL) Veolia – Recycling Manager</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Eugene Buckley (EB) Veolia – Training Paul Booth (PB) Veolia – Unavailable Dan Green (DG) Veolia – Represented by DL Nicola Percival (NP) StreetCare – Training Tony Talman (TT) StreetCare – Site meeting</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>JR welcomed Barry Haralambous to his first meeting. BH is the Team Manager for the One Stop Shop call centre.</p> <p>The minutes of the meeting held on 29th 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> Meeting arranged by CW for Wednesday 6th February 2008 at 2pm in StreetCare</p>	Info
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> No reported problems to date. DL requested that StreetCare ensure VO has been sent to Veolia.</p> <p>5(b)ii <i>Cricklewood Broadway</i> There was agreement that these roads should be kept above a Grade B; BC will arrange for PH to monitor regularly. Report back next week with any rectifications.</p>	<p align="center">NP/DL</p> <p align="center">BC/JFM</p>

	<p>5(b)iii Estate Recycling Missed Collections Monthly statistics produced by JR. These will be produced monthly until April 1st when there will be a decision whether to include estate banks in with other missed collection figures on a weekly basis.</p> <p>5(c) For Further Action Nothing to Report.</p>	JR
6.	<p><u>Corrective Action Plans</u></p> <p>6(a) New C.A.P.s</p> <p>6(a)i CAP27 (45 Grasmere Avenue, Preston. All collections) The assisted collections from this premise are not being completed properly. The problem is the bins not being returned properly with the lids facing the wrong way sometimes. This makes it very difficult for the resident to open. To ensure that all collection containers are returned properly after each assisted collection.</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(b)ii CAP 24a (Beechworth Refuse Collection) No reported problems last week</p> <p>6(b)iii CAP 24b (Beechworth Estates Recycling Collection) No reported problems last week</p> <p>6(b)iii CAP 24c (Rosedene Refuse Collection) No reported problems last week</p> <p>6(b)iv CAP 24d (Rosedene Estates Recycling Collection) No reported problems last week</p> <p>6(b)v CAP 24e (St Hilda's Close Refuse Collection) No reported problems last week</p> <p>6(b)vi CAP 24f (St Hilda's Close Estates Recycling Collection) No reported problems last week</p> <p>6(b)vii CAP 24g (20 Mount Pleasant Road Recycling Collection) No reported problems last week</p> <p>6(b)viii CAP 25 (63 Bruce Road, NW10) Bins are still being left on the highway but returned by resident. MOB and SR will</p>	<p>CAP27 JR/DL/PB 8/4/2008</p> <p>CAP23 MOB/PB 4/3/2008</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</p>

	<p>monitor earlier in the day. Resident has been advised to leave bins where he finds them after collection</p> <p>6(b)ix CAP 26 (PROW Station Grove to Lyon Park Ave) JFM asked why this problem was a CAP. After a discussion during which MOB explained the ongoing problems it was agreed for this CAP to remain</p> <p>6(c) End Review No CAPs ready for closure at this time</p> <p>6(d) Failures for Forwarding</p> <p>6(d)i CAP 21(South Kilburn) JFM and BC agreed to forward this CAP to their respective managers as this was an issue of extra resources unable to be resolved at this meeting that should be addressed by the Managers Monthly Meetings.</p>	<p>20/3/2008</p> <p>CAP26 MOB/JFM 4/3/2008</p> <p>Completed</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. A capacity crowd is expected (80,000+ tickets sold). IS will be working on his own from StreetCare</p> <p>7(a)ii Carling Cup Final This will be a capacity crowd and is to be played on Sunday 24th February believed to by a 3pm kick off. The teams participating are Tottenham Hotspur FC and Chelsea FC.</p> <p>7(b) Special Projects</p> <p>7(b)i Stickering of Estate Bins DL confirmed that all the estate bins had been re-stickered</p> <p>7(b)ii Locks on some estate bins The locks have arrived and should all be on the bins within 2 weeks</p> <p>7(c) Gritting and Leafing</p> <p>7(c)i Gritting There was no gritting last week.</p> <p>7(c)ii On Call for Gritting JR and DK are on call for StreetCare this week. NSL and PM are on call for next week. NP, SS and DC are Veolia managers for this week; AB, NE and TD are Veolia managers for next week. Change over is 12night on Friday 8th February.</p> <p>7(c)iii Grit Bins JFM reported that all Village Managers are instructed to check all grit bins in their area at least once a week. They must remove all rubbish and if less than ½ full to arrange for bin to be topped up.</p> <p>7(c)iv Leafing There was a separate meeting after the main meeting to discuss leafing programme for 2008.</p>	<p>Information</p> <p>Information</p> <p>Completed</p> <p>TT/DL</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>Information</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><i>Domestic Refuse</i> – decrease noted from 40 down to 35 reported missed bins this week. This was within the BVPI target of 42.</p> <p><i>Green Box</i> – decrease noted from 67 to 57 reported missed boxes this week. This was above the BVPI target is 31.</p> <p><i>Organic</i> – decrease from 51 to 41 reported missed organic bins this week. This was above the BVPI target of 24.</p> <p>BVPI of 55 missed per 100,000 collections for all 3 services this week decreased from 65 last week. Target is 40.</p> <p><i>Estate Collections</i> – this is a new statistic and has been completed on a monthly basis. The worst month was October 2007 with a total of 56 missed collections. There were a total of 25 missed collections for January 2008. These reports will be produced monthly until April when the meeting will decide whether to produce weekly reports or remain at monthly.</p> <p>7(d)ii Rectification Points JR reported that the total number of rectification points was 1270 for the last week. This was down from 1422 the previous week.</p> <p>JR noted that the graph continued to show an improved service for the residents of Brent since 1st April when the new contract started.</p> <p>JR pointed out that this was the first occasion that rectification points for street cleaning had fallen below 1000 (900 down from 1176 the previous week) since the start of the contract. JR asked JFM to pass on the thanks of StreetCare to all Village Managers on the improvement.</p>	<p>Information</p> <p>Information</p>
<p>8.</p>	<p><u>Any Other Matters</u></p> <p>8(a) Queens Park and Kilburn Cleaning JFM requested assisted to suspend parking in some streets to help clean up the extra mess left behind by utility companies. BC will liaise direct with JFM.</p> <p>8(b) Missing Sweeper MOB raised a problem with one sweeper being removed from his beat to assist with fly tips. MM explained that this sweeper was used to assist in the removal of a particularly large fly tip. Normally the sweeper is taken to problem areas where he assists by sweeping. The help he gave for the fly tips was a ‘one off’.</p> <p>8(c) Up-Dating Contending BH reported problems with Veolia incorrectly up-dating Contender. This leads to confusion, mistakes and sometimes complaints. JR reported that he had requested a meeting with AB who is responsible for the office management at Veolia where these types of backroom problems could be resolved.</p> <p>8(d) New Contrary Cards and Organic Stickers New organic stickers were collected during the meeting by Veolia personnel. DL</p>	<p>BC/JFM</p> <p>MOB/JFM</p> <p>JR</p> <p>NP/DL</p>

	<p>requested more contrary cards for the contaminated green box collections and requested a time scale for delivery. NP to liaise with DL.</p> <p>8(e) <i>Green Boxes into Grey Bins</i> BH asked why recycling crews were emptying green boxes into grey bins. DL said that these were contaminated boxes. Recent instructions to the crews have been to leave contaminations in the boxes and to post a contrary card informing the resident.</p> <p>8(f) <i>Loop System</i> BH asked if the meeting would be interested in the findings of the Call Centre Loop System. He explained that 2 operatives were engaged calling back customers and asking questions on how well the service was provided. JR asked for examples to be forwarded to him and if the information could be easily extracted then maybe an exploration into performance improvement etc would be useful.</p> <p>8(g) <i>Keys Required</i> DL asked if there were two spare FB 14 keys he could have. One for the estate crew and one for himself. BC agreed to supply one key. JR would ask TM or SAR if they had any spares.</p>	<p>Information</p> <p>BH/JR</p> <p>JR</p>
9.	<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 12th February 2008 in the StreetCare meeting room in Brent House.</p> <p>Meeting ended at 11.35am</p>	