

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting

Tuesday 4TH March 2008

No.	Item	Action by
1.	<p><u>Persons Present</u></p> <p>Nicola Percival (NP) Recycling Education Team Leader Mark O'Brien (MOB) StreetCare – Team Leader Bridie Cahill (BC) StreetCare – Team Leader Tony Talman (TT) StreetCare – Principal Waste Officer Raj Chavda (BH) StreetCare – Call Centre Team Manager Paul Booth (PB) Veolia – Refuse Operational Manager Dan Green (DG) Veolia – Recycling Operational Manager. Jean Francois Moreau (JFM) Veolia – Street Cleansing Operational Manager</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Eugene Buckley (EB) Veolia – Unavailable Dave Lynas (DL) Veolia – Represented by DL John Rymer (JR) StreetCare – Annual Leave</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on 26th February 2008 were previously circulated and agreed as an accurate record.</p>	
4.	<p><u>Matters Arising</u></p> <p>4(a) <i>Queens Park and Kilburn Cleaning 8(a)</i> Site meeting with Helda, BC, AS and utility company last week resolved the problem. Complete</p> <p>4(b) <i>Missing Sweeper 8(b)</i> MOB reported that this matter is now resolved Complete</p> <p>4(c) <i>Up-dating Contender 8(c)</i> JR reported that AB was investigating putting drop down facility with standard phrases that cover most closure reports needed by Veolia. This meeting to be arranged in future when Echo up-dating is being prepared. JR agreed to bring any agreed phrases to SC Officers for comment. Complete</p> <p>4(d) <i>Contrary Cards and Organic Stickers 8(d)</i> The stickers were delivered last week and NP reports that the contrary cards are on order. There is no time scale at this stage. Complete</p> <p>4(e) <i>Green Boxes into Grey Bins 8(e)</i> DL reported he had advised crews of what to do. BH reported a sharp drop in these Complete</p>	

	<p>reports. The matter appears to have been resolved at this time.</p> <p>4(f) Loop System 8(f) JR reported that he hadn't had time to work out a suitable way of showing the results of these calls – particularly satisfaction levels of residents. Watch this space.</p> <p>4(g) NCRd Cleaning Schedule 8(g) JFM away but information left at Veolia Depot (Now Received).</p> <p>4(h) Weed Spraying 8(h) JFM reported that NickP is reviewing the sub-contractor and as soon as a decision is made and a schedule produced JFM will send one to SC – Nick Patterson on holiday so no new information.</p> <p>4(i) Enforcement 8(i) This matter is outstanding. BC will contact JMcS for a brief overview of the operation so far. The meeting decided that tonnages should be made available for the pick-ups in the affected areas to see if there is any reduction – no new information. BC working on this – to pass vehicle registrations to Tony Talman.</p>	<p>JR</p> <p>Complete</p> <p>BC/JFM</p> <p>BC</p>
5.	<p><u>Problems</u></p> <p>5(a) New Problem</p> <p>5(a)i Monday EPA Inspections JR gave JFM a list of streets in the North where there were regular cleansing issues first thing on Monday mornings. It appears that the weekend cleaning may not be working as well as it should, hence leaving too much for the Monday crew to clean by 8am. JR to email JFM with the list. JFM reported that all 50 metres of Zone 1's were checked this Sunday.</p> <p>5(a)ii Idle Barrow-Sweepers TM reported, confirmed by JR that two barrowmen could regularly be seen chatting in Wembley Hill Road between 7.30am and 8.15pm whilst some parts of Zone Ones were still not cleaned and sometimes heavily littered – no new information.</p> <p>5(a)iii Refuse – Lambert Walk JR reported the regularity of the missed collections in Lambert Walk. JR realises that there is an access problem with parked vehicles and asks that whilst BHP are getting no parking enforcement in place that the refuse crew try after 9am when most of the vehicles have moved. PB reported no problems last week and will arrange site meeting with JR.</p> <p>5(a)iv Organic Rounds – Request for maps NP requested DL supply up to date maps or the organic collection rounds. Dan Green mentioned that there is to be a re-beat/re-zone of the Romeo recycling rounds. PB reported that 1 RCV and crew had been taken off refuse due to expected increase in recycling. BC raised concerns about refuse losing a vehicle as there were many areas in the Borough where people would not recycle and we would still have problems with refuse collections.</p> <p>5(a)v Assisted Collection – 17 Mostyn Avenue MOB reported grey and green organic bin missed – collection day Tuesday. No new information.</p> <p>5(a)vi Twyford Abbey Road Traffic Island Sites MOB reported poor cleansing at this location. Photograph and contender report passed over.</p>	<p>JR/JFM</p> <p>JR/JFM</p> <p>JR/BC</p> <p>NP/DL</p> <p>PB/DG/MO B</p> <p>Complete.</p>

	<p>5(a)vii Crews blocking paths with bins NP reported little cooperation and teamwork between recycling and refuse crews. When working on recycling project, she would regularly find emptied bins blocking other crews access rather than being left at side of the path. PB stated that crews had been spoken to and told not to block pathways. BC raised concerns about refuse bins blocking paths in Drayton Road.</p> <p>5(a)viii Rutland Park Gardens BC reported that all waste and recycling collections were missed last week from the whole road.</p> <p>5(b) On-going Problems</p> <p>5(b)i Special Collections in Welsh Harp Special collections in Walsh Harp, when missed on Friday should be collected on the following Monday. For PB to comment on. Paul Booth stated that this service is Monday to Friday and Special Collection vehicles do not return at weekends.</p> <p>5(b)ii Elliott Close No reported problems to date. To be shown as completed. No new information.</p> <p>5(b)iii Cricklewood Broadway JFM reported that cleansing was very good. BC said she hadn't checked this recently.</p> <p>For Further Action 5(b)iii Nothing for discussion this week.</p>	<p>NP/DG/PB</p> <p>BC/PB/DG</p> <p>Completed</p> <p>Completed</p> <p>BC/JFM</p>
<p>6.</p>	<p><u>Corrective Action Plans</u></p> <p>6(a) New C.A.P.s C.A.P. 28 (75 Mount Pleasant) Complaint that crew are throwing green box at gate and hedge. Accepted by Dan Green. This will be monitored for 8 weeks. MOB saw no problems this week.</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 – Complete.</p> <p>6(b)ii CAP 24a (Beechworth Refuse Collection) There were no problems with returning the bins properly when monitored last week by both StreetCare and Veolia. Paul Booth reported no problems. Complete.</p> <p>6(b)iii CAP 24b (Beechworth Estates Recycling Collection) There were no problems with returning the bins properly when monitored last week by both StreetCare and Veolia. Dan Green reported no problems. Complete.</p>	<p>CAP 28 MOB/DG 22/04/08</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>

	<p>6(b)iv CAP 24c (Rosedene Refuse Collection) There were no problems with returning the bins properly when monitored last week by both StreetCare and Veolia. Paul Booth reported no problems.</p> <p>6(b)v CAP 24d (Rosedene Estates Recycling Collection) No reported problems last week. Dan Green reported no problems with regular driver and loader.</p> <p>6(b)vi CAP 24e (St Hilda's Close Refuse Collection) BC reported that previous weeks problems (access) were not Veolias fault but BHP's.</p> <p>6(b)vii CAP 24f (St Hilda's Close Estates Recycling Collection) BC reported no problems.</p> <p>6(b)viii CAP 24g (20 Mount Pleasant Road Recycling Collection) BC reported no problems.</p> <p>6(b)ix CAP 25 (63 Bruce Road, NW10) No problems this week.</p> <p>6(b)x CAP 26 (PROW Station Grove to Lyon Park Ave) No reports of any problems in this alleyway this week.</p> <p>6(b)xi CAP27 (45 Grasmere Avenue, Preston. All collections) No reported problems.</p> <p>6(c) End Review No CAPs ready for closure at this time</p> <p>6(d) Failures for Forwarding No CAPs for forwarding</p>	<p>Completed</p> <p>Completed</p> <p>CAP 24e BC/PB 4/3/2008</p> <p>Completed</p> <p>Completed</p> <p>CAP25 MOB/PB 20/3/2008</p> <p>Completed.</p> <p>CAP27 JR/DL/PB 8/4/2008</p>
	<p>7. Other Specific Issues</p> <p>7(a) Wembley Events</p> <p>7(a)i Johnstone Paint Trophy 30 March with 13.15 start time. Large crowd, 75,000, expected.</p> <p>7(b) Special Projects</p> <p>7(b)i Sticker of Estate Bins NP discovered more unstickered bins which have been passed on.</p> <p>7(b)ii Locks on some estate bins Locks delivered and are currently being installed by Veolia. DL needs further locks. TT to pass over 50 boxes of locks. JFM to collect.</p> <p>7(c) Gritting and Leafing</p> <p>7(c)i Gritting</p>	<p>Information</p> <p>Information.</p> <p>DL/TT</p> <p>Information</p>

	<p>2 gritters used on seepage areas on Monday 3rd March.</p> <p><i>On Call for Gritting</i> 7(c)ii NSL and Kingsly Onofua are on call for StreetCare this week. JFM, MM & LB are Veolia managers for this week. Change over is 12night on Friday for Veolia.</p> <p>7(c) iii <i>Leafing</i> Nothing to report</p> <p>7(d) Statistics</p> <p><i>Missed Collections</i> 7(d)i 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> – Increase noted from 62 to 69 reported missed bins this week. This was outside the BVPI target of 42.</p> <p><i>Green Box</i> – Increase noted from 53 to 56 reported missed boxes this week. This was above the BVPI target of 31.</p> <p><i>Organic</i> – Increase from 38 to 43 reported missed organic bins this week. This was above the BVPI target of 24. Contaminated bins project finished for G03 but ward officers are carrying out follow up work to check and remove any contaminated bins. It is believed that some of the contaminated bins on G03 round may be in these figures.</p> <p>BVPI of 69 missed per 100,000 collections for all 3 services this week increased from 47 last week. Target is 40.</p> <p><i>Estate Collections.</i></p> <p>Next report due in March</p> <p><i>Rectification Points</i> No new information.</p>	<p>Information</p> <p>Information</p> <p>Information</p> <p>I</p>
8.	<p><u>Any Other Matters</u></p> <p>8(a) <i>62 Whitmore Gardens</i> CW sent e-mail to call centre stating that no recycling collections taking place from this address.</p> <p>8(b) <i>Mechanical Sweeper</i> JFM reported that a mechanical sweeper (AC2000) is now available for Mick Minogues Village – Alperton and Stonebridge.</p> <p>JFM also reported that Teddy is responsible for daily mechanical availability and holding meetings with Euromec.</p> <p>8(c) <i>Paper Collections</i> NP - schools reporting that paper collections missed. As other activities occur at schools in half term – youth clubs etc – crews need to visit every school.</p> <p>8(d) <i>St Raphaels Estate</i> Residents dumping rubble, furniture, and beer barrels into domestic eurobins.</p>	<p>Senior Managers</p> <p>Information</p> <p>Information</p> <p>MOB/BHP</p>

	<p>Pass to BHP for attention as their contractors – Wettons/Connaught – can remove this material.</p> <p>8(e) Box Deliveries TT reports that 18,000 delivered by the end of the week with a further 12,000 to follow.</p> <p>8(f) Harrow Salt Store This closes at 20.00 which impinges on our ability to run a 24hour salting operation. TT to investigate and report back. BC to report to senior management.</p>	<p>Information</p> <p>TT/BC</p>
9.	<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 11th March 2008 at Laxcon Close.</p>	