

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 11th March 2008

No.	Item	Action by
1.	<p><u>Persons Present</u></p> <p>John Rymer (JR) StreetCare – Annual Leave Mark O’Brien (MOB) StreetCare – Team Leader Bridie Cahill (BC) StreetCare – Team Leader Nicola Percival (NP) Recycling Education Team Leader 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 DG Tony Talman (TT) StreetCare – Other meeting Raj Chavda (BH) StreetCare – Unavailable</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on 4th February 2008 were previously circulated and agreed as an accurate record.</p> <p>Croissants and pastries were supplied by DG and JR.</p>	
4.	<p><u>Matters Arising</u></p> <p>4(a) Weed Spraying 4(h) JFM reported that he had been informed that there was no weed spraying included in the new contract after the first year.</p> <p>4(b) Enforcement 4(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>4(c) Monday EPA Inspections 5(a)i JR to email JFM with streets or areas where there have been problems.</p> <p>4(d) Idle Barrow-Sweepers 5(a)ii This matter has been resolved</p> <p>4(e) Organic Rounds – Request for maps 5(a)iv New schedules requested for Romeo rounds before the start of extra vehicles on 12th</p>	<p>BC/JFM</p> <p>BC</p> <p>JR/JFM</p> <p>Complete</p> <p>NP/DL/PB</p>

	<p>June. Extra 4 vehicles making 16 in total. New schedules for refuse collections from 1st June. Reduction in vehicles from 21 to 20.</p>	
5.	<p><u>Problems</u></p> <p>5(a) New Problem</p> <p>5(a)i <i>Great Central Way and Drury Way Islands</i> MOB reported that the above islands needed a good clean and that this morning on inspection east channel looked dirty.</p> <p>5(b) On-going Problems</p> <p>5(b)i <i>Cricklewood Broadway 5b(iii)</i> Monitored and found to be clean.</p> <p>5(b)ii <i>Rutland Park Gardens 5(a)viii</i> No problems last week.</p> <p>5(b)iii <i>Assisted Collection – 17 Mostyn Avenue 5(a)v</i> MOB reported that collections OK last week and the problem is now resolved.</p> <p>5(b)iii <i>Crews blocking paths for each other with bins 5(a)vii</i> This matter is being examined by PB and DG</p> <p>5(c) For Further Action Nothing for discussion this week.</p>	<p>MOB/JFM</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>PB/DG/DL</p>
6.	<p><u>Corrective Action Plans</u></p> <p>6(a) New C.A.P.s</p> <p>6(a)i <i>C.A.P. 30 314 Carlton Avenue East</i> JR reported that last week both green and grey bin collections were found left in the wrong position. This has previously been a corrective action plan and it was agreed with PB and DG to issue another CAP for 12 weeks.</p> <p>6(A0II) <i>C.A.P. 29 Station Grove, street cleaning</i> MOB reported that a complaint had been issued by a resident for slow clearing of fly tips and poor street cleaning services in Station Grove, Wembley. JFM agreed that a CAP be issued in order to focus the street cleaning services on maintain the street at a Grade B or above at all relevant times.</p> <p>6(b) On-Going Reviews</p> <p>6(b)i <i>C.A.P. 28 (75 Mount Pleasant)</i> 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)ii <i>CAP 25 (63 Bruce Road, NW10)</i> Problem with green bin; grey bin OK this week</p> <p>6(b)iii <i>CAP27 (45 Grasmere Avenue, Preston. All collections)</i></p>	<p>CAP 30 JR/PB/DG 03/06/08</p> <p>CAP29 MOB/JFM 29/04/08</p> <p>CAP 28 MOB/DG 22/04/08</p> <p>CAP25 MOB/PB 20/3/2008</p> <p>CAP27</p>

	<p>This is a Stage Three complaint and there are still problems. JR reported that anymore problems and a report will be forwarded for liquidated damages through CW and IS. £100 compensation offered to resident by Chief Executive who feels this matter will go to the Ombudsman. We must find a more dynamic system of checking the bins are cleared and returned to the correct location facing the right way.</p> <p>6(c) End Review</p> <p>6(c)i CAP 24 a to g CAPs completed favourably.</p> <p>6(d) Failures for Forwarding No CAPs for forwarding</p>	<p>JR/DL/PB 8/4/2008</p> <p>Completed</p>
7.	<p><u>Other Specific Issues</u></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 Stickers of Estate Bins DG reported very small percentage of bins left to be stickered.</p> <p>7(b)ii Locks on some estate bins More locks delivered. The crew are working their way through this process.</p> <p>7(c) Gritting and Leafing</p> <p>7(c)i Gritting Seepages gritted on 4th March</p> <p>7(c)ii On Call for Gritting MOB and Tanya are on call for StreetCare this week (JR and PM next week). Change over at 12noon on Monday. DG, MM & RP Veolia managers for this week. (NP, SS and DC next week). Change over is 12night on Friday for Veolia.</p> <p>7(c) iii Leafing JFM is awaiting resources to be used. JR to request details from IS and CW.</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 – Decrease noted from 69 to 44 reported missed bins this week. This was just outside the BVPI target of 42.</p> <p>Green Box – Decrease noted from 56 to 54 reported missed boxes this week. This was above the BVPI target of 31.</p> <p>Organic – Increase from 43 to 48 reported missed organic bins this week. This was</p>	<p>Information</p> <p>Information.</p> <p>DL/TT</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>I</p>

	<p>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.</p> <p>BVPI of 60 missed per 100,000 collections for all 3 services this week decreased from 69 last week. Target is 40.</p> <p><i>Estate Collections.</i> Will report next week</p> <p><i>Rectification Points</i> Total rectification points of 999 last week. 762 for street cleaning, 67 for refuse, 78 for organic and 92 for green box collections. Street cleansing once again is low compared to earlier in the year. This gives weight to the latest BV199 low score of 17%. JR asked JFM to thank the Village managers and to strive for a further reduction.</p>	
8.	<p><u>Any Other Matters</u></p> <p>8(a) 62 Whitmore Gardens Awaiting a decision from CW.</p> <p>8(b) St Raphaels Estate MOB reported this bulky refuse is now cleared</p> <p>8(c) 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>8(d) Contamination Stickers MOB reported that GOLF 2 is not using contamination stickers in Welsh Harp Ward. This increases the workload for Ward Officer. DG to investigate</p> <p>8(e) Wendover Road Spillage NP reported spillage from Green Box crew in Wendover Road. DG reported he had purchased dustpan and brushes for the crews to clear up spillages, especially glass.</p> <p>8(f) Assisted Collections DG requested ideas on how to identify assisted collections. JR stated this had been visited before and that any assisted collections with problems were well documented and normally identify by Ward Officers on the bins/boxes.</p> <p>8(g) New NI 195 JR explained the new NI 195 cleansing indicator. Main differences being:- <ul style="list-style-type: none"> • BC is now called B- and only weighted as ½ failure • Changes in housing definition, high, medium and low density. Training will be arranged for Ward Officers. This change to start on 1st April 2007.</p> <p>8(h) 240L Bins BC asked when were there going to be any 240L bins in stock. PB stated that they had been ordered and were due in at Laxcon Close by the end of this week.(14th March)</p> <p>8(i) Screen Print on Green Bins NP requested that whenever cleaned old green bins are re-issued that a sticker goes on the lid to show the resident what can be put in the green bin. The new bins have a screen print on them already. PB agreed to sticker the bins and NP agreed to</p>	<p>BC/Senior Managers</p> <p>Cleared</p> <p>TT/JFM</p> <p>MOB/DG</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>PB</p> <p>NP/PB</p>

	<p>supply them.</p> <p>8(j) Rejected Organic Loads DG reported that there were very few rejected loads recently</p>	Information
9.	<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 18th March 2008 at Laxcon Close.</p>	