

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 18th 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 Dave Lynas (DL) Veolia – Represented by DG Jean Francois Moreau (JFM) Veolia – Street Cleansing Operational Manager Barry Haralambous (BH) StreetCare – Call Centre</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Dan Green (DG) Veolia – DL in lieu Buckley (EB) Veolia – Training Tony Talman (TT) StreetCare – Other meeting Raj Chavda (RC) StreetCare – BH in lieu Nicola Percival (NP) StreetCare – Street Watchers demonstration Paul Booth (PB) Veolia – Unavailable</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on 18th February 2008 were previously circulated and agreed as an accurate record.</p> <p>Croissants and mini-doughnuts were supplied by JR.</p>	
4.	<p><u>Matters Arising</u></p> <p>4(a) Weed Spraying 4(h) JR reported that there is no weed spraying in the contract after the first year as the minimum sweeping is 3 times a week and that should remove any weeds and stop more growing if completed as per contract.</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) Great Central Way and Drury Way Islands 5(a)i MOB agreed to meet and inspect with JFM after the meeting.</p> <p>4(d) Crews blocking paths for each other with bins 5(a)vii This is on going and a matter for PB, EB, DG and DL to educate teams.</p>	<p>BC/JFM</p> <p>BC</p> <p>MOB/JFM</p> <p>Complete</p>

5.	<p><u>Problems</u></p> <p>5(a) New Problem</p> <p>5(a)i <i>Location of Sweeper ‘Milko’ in industrial areas</i> MOB asked where the above sweeper was. JFM reported that he may have been used temporarily for cleansing on another area. He reported that there are always 3 sweepers in Park Royal; this may have been a temporary one off when if the sweeper in question was needed elsewhere to assist with an emergency.</p> <p>5(a)ii <i>Special Collection Problems</i> Barry H reported problems with special collections. He agreed to forward details to PB for investigation.</p> <p>5(b) On-going Problems Any problems shown under 4 above</p> <p>5(c) For Further Action Nothing for discussion this week</p>	<p>Completed</p> <p>BH/PB</p>
6.	<p><u>Corrective Action Plans</u></p> <p>6(a) New C.A.P.s No new corrective action plans.</p> <p>6(b) On-Going Reviews</p> <p>6(b)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(b)ii <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)iii <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)iv <i>CAP27 (45 Grasmere Avenue, Preston. All collections)</i> 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. DL noted that the crews do have until 8pm to complete their collections</p> <p>6(b)v <i>CAP 25 (63 Bruce Road, NW10)</i> Problem with green bin; grey bin OK this week</p> <p>6(c) End Review No end reviews</p> <p>6(d) Failures for Forwarding No CAPs for forwarding</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>CAP27 JR/DL/PB 8/4/2008</p> <p>CAP25 MOB/PB 20/3/2008</p>

	<p><u>Other Specific Issues</u></p> <p>7(a) Wembley Events</p> <p>7(a)i <i>Johnstone Paint Trophy</i> 30 March with 13.15 start time. Large crowd, 75,000, expected. BC from StreetCare</p> <p>7(b) Special Projects</p> <p>7(b)i <i>Stickering of Estate Bins</i> DG reported very small percentage of bins left to be stickered.</p> <p>7(b)ii <i>Locks on some estate bins</i> More locks delivered. The crew are working their way through this process.</p> <p>7(c) Gritting and Leafing</p> <p>7(c)i <i>Gritting</i> No gritting last week</p> <p>7(c)ii <i>On Call for Gritting</i> JR and Patricia are on call for StreetCare this week (BC and IK next week). Change over at 12noon on Monday. NP, SS & DC Veolia managers for this week. (PB next week). Change over is 12night on Friday for Veolia.</p> <p>7(c) iii <i>Leafing</i> 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 <i>Missed Collections</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 44 to 98 reported missed bins this week. This was more than double the BVPI target of 42.</p> <p><i>Green Box</i> – Decrease noted from 54 to 41 reported missed boxes this week. This was above the BVPI target of 31.</p> <p><i>Organic</i> – Increase from 48 to 51 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.</p> <p>BVPI of 78 missed per 100,000 collections for all 3 services this week increased from 60 last week. Target is 40.</p> <p><i>Estate Collections.</i> There was a reduction in reported estate collections for month of February. Decrease from 25 in January to 14 in February. Graph produced showing variations</p> <p><i>Rectification Points</i> Total rectification points of 1145 last week. 811 for street cleaning, 86 for refuse,</p>	<p>Information</p> <p>Information.</p> <p>DL/TT</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>I</p>
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	<p>121 for organic and 127 for green box collections. Street cleansing once again is low compared to earlier in the year.</p> <p><i>WEEE Collections</i> There were 36.04 tonnes collected at Twyford in January and 30.62 tonnes in February. Graph produced showing variations.</p>	
8.	<p><u>Any Other Matters</u></p> <p>8(a) 62 Whitmore Gardens Awaiting a decision from CW.</p> <p>8(b) Harrow Salt Store Appears to be OK now. Probably a problem with a disputed bill.</p> <p>8(c) Contamination Stickers DL reported contamination stickers now being used in Welsh Harp.</p> <p>8(d) 240L Bins PB stated that 240L grey bins were due in at Laxcon Close by the end of the week.</p> <p>8(e) Rejected Organic Loads DG reported that there were very few rejected loads recently</p> <p>8(j) BC Retirement The meeting was informed of BC impending retirement and that from 1st April 2008 JR will be Team Leader for those Wards located south of the NCRd and MOB will be Team Leader for those Wards located north of the NCRd. Stonebridge will be part of the south team and Welsh Harp will be part of the north team.</p>	<p>BC/Senior Managers</p> <p>Complete</p> <p>Complete</p> <p>PB</p> <p>Information</p> <p>Information</p>
9.	<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 25th March 2008 at StreetCare, Brent House.</p>	