

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Brent House

Tuesday 1st April 2008

No.	Item	Action by
1.	<p><u>Persons Present</u></p> <p>Mark O'Brien (MOB) StreetCare – Team Leader Bridie Cahill (BC) StreetCare – Team Leader Jean Francois Moreau (JFM) Veolia – Street Cleansing Operational Manager Paul Booth (PB) Veolia – Refuse Manager Dave Lynas (DL) Veolia – Recycling Manager Barry Haralambous (BH) StreetCare – Contact Centre Manager</p>	
2.	<p><u>Apologies for Absence</u></p> <p>John Rymer (JR) StreetCare - Unavailable Nicola Percival (NP) StreetCare – Unavailable Tony Talman (TT) StreetCare – Unavailable Raj Chavda (RC) StreetCare – Unavailable Eugene Buckley (EB) Veolia – Training</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on 25th March 2008 were previously circulated and agreed as an accurate record.</p>	
4.	<p><u>Matters Arising</u></p> <p>4(a) 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(b) Great Central Way and Drury Way Islands 5(a)i MOB reported that this had improved but more work needed. JFM placing intensive cleaning team in this area on Wednesday to Friday.</p> <p>4(c) Special Collection Problems Barry H previously reported details to PB. PB said problems will be easier to deal with when more people move to Laxcon Close. PB said he will look into any problems and asked that further problems be e-mailed to him from BH.</p>	<p>BC</p> <p>MOB/JFM</p> <p>BH/PB</p>
5.	<p><u>Problems</u></p> <p>5(a) New Problem</p> <p>5(a)i 29 Farnborough Close</p>	<p>JR/DG</p>

	<p>Problems with Green Box collections. DG/DL to report back at next meeting. DG requested that StreetCare officer visit this resident as she is severely disabled – e-mail sent to JR.</p> <p>5(a)ii</p> <p>Hassop Road Cleaning This road is always poorly cleaned. Veolia need to ensure this is swept three times every week as Assistant Director of E & C (Malik) has an interest and has made promises to local residents. The sweeping appears not to be re-initiated after the fire.</p> <p>JFM reported that the previous Thursdays sweeping was fine. BC wants more attention to cleansing on a regular basis.</p> <p>5(b) On-going Problems Any problems shown under 4 above</p> <p>For Further Action Nothing for discussion this week</p> <p>5(c)</p>	BC/JFM
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 C.A.P. 30 314 Carlton Avenue East 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 – no new information.</p> <p>6(b)ii C.A.P. 29 Station Grove, street cleaning 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. JFM reported that Station Grove clean and no new problems.</p> <p>6(b)iii 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 reported no new problems.</p> <p>6(b)iv CAP27 (45 Grasmere Avenue, Preston. All collections) 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 CAP 25 (63 Bruce Road, NW10) Problem with green bin. To be checked for ending next meeting. MOB reported no new problems – all fine.</p> <p>6(c) End Review CAP25 end review delayed until MOB returns.</p> <p>6(d) Failures 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>

	No CAPs for forwarding	
.	<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. BC reported that Special Event went well, and clean by the end of the event, but both sets of fans left large amounts of litter.</p> <p>Further Special Events to take place on weekend of 5th and 6th April 2008 – FA Cup Semi-Finals. Mick Minogue and JFM working from Veolia and at least 2 teams working.</p> <p>7(b) Special Projects</p> <p>7(b)i <i>Stickering of Estate Bins</i> DL reported that all bins nearly done.</p> <p>7(b)ii <i>Locks on some estate bins</i> More locks delivered. The crew are working their way through this process. DL reported ongoing.</p> <p>7(c) Gritting and Leafing</p> <p>7(c)i <i>Gritting</i> No new information. DG, Lee Bicknell, on call from Veolia for the following week. JFM said Veolia would start to remove grit bins from Monday 7th April.</p> <p>7(c)ii <i>On Call for Gritting</i> JR and JB are on call for StreetCare this week. Change over at 12noon on Monday. Gritting finishes 31st March. DG, and Lee Bicknell, Veolia managers for this 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 emailed CW and requested he discuss with TP. No new information. This is for Brent Senior Management.</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. Large increases in missed collections due to collection after Bank Holiday rather than on Bank Holiday itself. These showed the following figures for the last week</p> <p><i>Domestic Refuse</i> – Increase noted from 61 to 180 reported missed bins this week. This was more than the BVPI target of 42.</p> <p><i>Green Box</i> – Increase noted from 45 to 63 reported missed boxes this week. This was above the BVPI target of 31.</p> <p><i>Organic</i> – Increase from 33 to 40 reported missed organic bins this week. This was above the BVPI target of 24.</p> <p>BVPI of 116 missed per 100,000 collections for all 3 services this week decreased from 78 last week. Target is 40.</p>	<p>Information</p> <p>Information.</p> <p>DL/TT</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>I</p>

	<p><i>Estate Collections.</i> Missed collections given monthly. To be prepared for meeting on 8th April</p> <p><i>Rectification Points</i> Total rectification points of 909 last week. 493 for street cleaning, 122 for refuse, 111 for organic and 183 for green box collections. Street cleansing once again is low compared to earlier in the year.</p> <p><i>WEEE Collections</i> Monthly report for March will be given in April</p>	
8.	<p><u>Any Other Matters</u></p> <p>8(a) 82 Whitmore Gardens Resident will have to place items on the footway and Veolia have been instructed to resume collections. DL requested a StreetCare presence when collection takes place on a Friday. MOB and BC agreed this shouldn't be a problem.</p> <p>8(b)</p> <p>8(c) Recycling Tonnages DL reported that Green Box tonnages had increased by 27% and Organic Bin by 10%.</p> <p>8(d) Bio-Sack Deliveries BH asked about bio-sack delivery. This is Nadine, from Veolia, responsibility.</p> <p>8(e) Powerflex MOB asked JFM about machine parked at Laxcon Close – why was it not working on street. JFM said he would investigate and report back.</p> <p>8(f) Walm Lane/Chatsworth BC reported unattended sweepers barrow and not happy with sweeping. JFM to report back.</p> <p>8(g) Cricklewood Broadway JFM reported large amounts of unpaid commercial waste on street and wanted feedback on enforcement.</p> <p>8(h) Contaminated Bin Removal. BC reported backlog in removal. PB reported that delivery backlog to be done first rather than removal of contaminated green bins. Crew working Saturday and Sunday to remove contaminated green bins. BC said that removing contaminated green bins was a high priority and they should not be left.</p>	<p>Complete</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 8th April 2008 at Laxcon Close depot.</p>	