

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Brent House

Tuesday 15th April 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 Nicola Percival (NP) StreetCare – Team Leader Paul Booth (PB) Veolia – Refuse Manage Dave Lynas (DL) Veolia – Recycling Manager</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Tony Talman (TT) StreetCare – Unavailable Raj Chavda (RC) StreetCare – Unavailable Barry Haralambous (BH) StreetCare – Unavailable Jean Francois Moreau (JFM) Veolia – Street Cleansing Operational Manager Dan Green (DG) Veolia – Recycling Manager Eugene Buckley (EB) Veolia – Refuse Manager</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on 8th April 2008 were previously circulated and agreed as an accurate record.</p>	
4.	<p><u>Matters Arising</u></p> <p>4(a) Great Central Way and Drury Way Islands 4(b) MOB reported that this had improved but more work needed. To be discussed with JFM next week.</p> <p>4(b) 29 Farnborough Close 4(d) There was a discussion surrounding whether there should be individual boxes or recycling frames at this location.</p> <p>4(c) Hassop Road Cleaning 4(e) JR reported that PH had stated there is a marked improvement. NE for Veolia and PH for StreetCare will liaise and monitor daily.</p> <p>4(d) 13 Cathleen Avenue 5(a)i MOB reported that there is a Stage One complaint re special collection.</p> <p>4(e) Heather Park Open Space 5(a)ii MOB reported that there were no real problems this week. TM is liaising with MM and has enlisted the help of three Street Watchers to assist with the monitoring and look out for any evidence.</p>	<p>MOB/JFM</p> <p>MOB/DG NP</p> <p>JR/JFM</p> <p>MOB/PB</p> <p>MOB/JFM</p>

5.	<p><u>Problems</u></p> <p>5(a) New Problem</p> <p>5(a)i 3 Greystone Gardens, Kenton. MOB reported a problem with a special collection. PB will investigate and liaise with MOB before next meeting.</p> <p>5(a)ii 69 Oakington Avenue (Flats a, b & c) MOB reported that refuse bins were ordered but there is a lot of surplus not collected. PB will liaise with MOB to resolve the problem.</p> <p>5(b) On-going Problems See items under 4 above</p> <p>5(c) For Further Action Nothing for discussion this week</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 C.A.P. 30 314 Carlton Avenue East JR stated that there were no reported problems or new information this week.</p> <p>6(b)ii C.A.P. 29 Station Grove, street cleaning MOB stated that there were no reported problems or new information this week/</p> <p>6(b)iii C.A.P. 28 (75 Mount Pleasant) MOB stated that there were no reported problems or new information this week.</p> <p>6(b)iv CAP27 (45 Grasmere Avenue, Preston. All collections) JR stated that there were no reported problems or new information this week.</p> <p>6(c) End Review No end reviews to discuss.</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 03/06/08</p>
.	<p><u>Other Specific Issues</u></p> <p>7(a) Wembley Events Next large event on 26th April 2008. MOB to liaise with JFM</p> <p>7(b) Special Projects</p> <p>7(b)i New Stickers and Contrary Cards NP reported the new organic stickers were ordered and SC is awaiting delivery. There was a problem with the contrary cards – NP is chasing up.</p>	<p>Information</p> <p>NP/DL</p>

	<p>7(c) Gritting and Leafing</p> <p>7(c)i Gritting It was confirmed that gritting operated from 1st November to 30th April in the new contract. Any comments from JFM will be discussed at the next meeting.</p> <p>7(c)ii On Call for Gritting MOB and KO are on stand by for gritting until 12noon on 21st April. JR and AD start from 12noon on 21st April.</p> <p>7(c) iii Leafing No new 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 new financial year. Some improvement on last week's increases in missed collections.</p> <p><i>Domestic Refuse</i> – Decrease noted from 101 to 62 reported missed bins this week. This was more than the BVPI target of 42.</p> <p><i>Green Box</i> – Decrease noted from 55 to 44 reported missed boxes this week. This was above the BVPI target of 31.</p> <p><i>Organic</i> – Decrease noted from 57 to 38 reported missed organic bins this week. This was above the BVPI target of 24.</p> <p>BVPI of 59 missed per 100,000 collections for all 3 services this week decreased from 88 last week. Target is 40.</p> <p>7(d)ii Estate Collections. Graph showed increase from 14 to 20 missed estate collections during March.</p> <p>7(d)iii Rectification Points Total rectification points of 1122 last week. 812 for street cleaning, 120 for refuse, 40 for organic and 120 for green box collections. The meeting noted the decrease in all services.</p> <p>7(d)iv WEEE Collections JR reported that the tonnages for WEEE at Twyford are not currently available for March.</p>	<p>JR/JFM</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p>
<p>8.</p>	<p><u>Any Other Matters</u></p> <p>8(a) Power flex JFM reported electrical faults on Power Flex sweepers. Manufacturers engineer is attending to inspect. JFM to report back on result</p> <p>Walm Lane/Chatsworth Unattended sweeper's barrow believed to belong to late shift.</p> <p>Cricklewood Broadway JMcS reported that this area is programmed in for action.</p>	<p>JFM</p> <p>Completed</p> <p>Completed</p>

	<p>Contaminated Bin Removal. PB to give up-date on delay in removals</p>	PB
9.	<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 22nd April 2008 at Laxcon Close depot.</p>	