

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Brent House

Tuesday 22nd April 2008

No.	Item	Action by
1.	<p><u>Persons Present</u></p> <p>Mark O'Brien (MOB) StreetCare – Team Leader Nicola Percival (NP) StreetCare – Team Leader Tony Talman (TT) StreetCare – Principal Waste Officer Jean Francois Moreau (JFM) Veolia – Street Cleansing Operational Manager Dave Lynas (DL) Veolia – Recycling Manager Eugene Buckley (EB) Veolia – Refuse Manager</p>	
2.	<p><u>Apologies for Absence</u></p> <p>John Rymer (JR) StreetCare – A/L Raj Chavda (RC) StreetCare – Unavailable</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on 22nd 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 5(a)i MOB reported that this had improved but more work needed. JFM agreed.</p> <p>29 Farnborough Close 4(b) There was a discussion surrounding whether there should be individual boxes or recycling frames at this location. Can the resident use an estate frame? Resident to be spoken to and suitability assessed by Ade Kareem.</p> <p>4(c) Hassop Road Cleaning JR reported that PH had stated there is a marked improvement. NE for Veolia and PH for StreetCare will liaise and monitor daily. No new information on this.</p> <p>4(d) 13 Kathleen Avenue MOB reported there is a Stage 1 complaint re special collection.</p> <p>4(e) 3 Greystone Gardens, Kenton MOB reported a problem with a special collection. PB will investigate and liaise with MOB before the next meeting. EB reported that crews have been told to use radios if any problems. MOB reported all complete.</p>	<p>MOB/JFM</p> <p>MOB/DG/NP</p> <p>JR/JFM</p> <p>MOB/PB</p> <p>MOB/PB</p>

	<p>4(f) 69 Oakington Avenue (Flats a, b& c) MOB reported that refuse bins were ordered but there is excess not collected. PB will liaise with MOB to solve the problem. As there are still problems with bin deliveries, MOB will liaise with Nadine to see if 360L bins can be delivered.</p>	
5.	<p><u>Problems</u></p> <p>5(a) New Problem</p> <p>5(a)i 1 Denise Court, Eton Avenue, Sudbury. MOB reported a Stage 1 complaint. Non collection of green box. DL to investigate.</p> <p>5(a)ii 19 Alderton Close MOB reported missed refuse collection.</p> <p>5(a)iii 25 Brook Avenue MOB reported that managing agents had paid for 2 x 1100 bins but as no bins are in stock, excess will have to be cleared.</p> <p>5(a)iv Tokyngton Street Cleansing MOB reported that weed growth needs removing from Gaddesden Avenue, Northchurch Road, and Tokyngton Avenue from Gaddesden to Northchurch.</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>DL/MOB</p> <p>PB/MOB</p> <p>JFM/MOB</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 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. MOB reported no new problems here.</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 says this is fine and can be</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>removed.</p> <p>6(b)iv CAP27 (45 Grasmere Avenue, Preston. All collections) MOB said this was completed properly last week.</p> <p>6(c) End Review CAP28 – this has been discussed and can be ended.</p> <p>6(d) Failures for Forwarding No CAPs for forwarding</p>	<p>CAP27 JR/DL/PB 03/06/2008</p>
.	<p><u>Other Specific Issues</u></p> <p>7(a) Wembley Events</p> <p>7(a)i Under 18 Match – England v Scotland. No decision from Ian Stewart on resources until Thursday.</p> <p>Next events are as follows:</p> <p>Saturday 10th May – FA Trophy – 14.30 Kick Off. Sunday 11th May - FA Vase – 15.00 Kick Off. Saturday 17th May – FA Cup – 15.00 Kick Off.</p> <p>7(b)</p> <p>7(b)i Special Projects</p> <p><i>New Stickers and Contrary Cards</i> NP reported the new organic stickers were ordered and SC is awaiting delivery. NP advised that design changes have been made to contrary cards and will be delivered soon.</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. JFM agreed with this.</p> <p>7(c)ii On Call for Gritting JR and AK are on call for StreetCare this week. Change over at 12noon on Monday. Gritting finishes 31st April. Nick Patterson is on call for Veolia managers for this week. Change over is 12night on Friday for Veolia.</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 contract. Large increases in missed collections due to collection after Bank Holiday rather than on Bank Holiday itself. These showed</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>the following figures for the last week</p> <p>Domestic Refuse – Increase noted from 61 to 180 reported missed bins this week. This was more than the BVPI target of 42.</p> <p>Green Box – Increase noted from 45 to 63 reported missed boxes this week. This was above the BVPI target of 31.</p> <p>Organic – 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>Estate Collections. Missed collections given monthly. To be prepared for meeting on 8th April</p> <p>Rectification Points 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>WEEE Collections 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. JFM reported that there is now a 6 week maintenance programme.</p> <p>8(f) Bring Banks TT reported that 1100 bring banks will be delivered soon but he needs space at Cumberland. He has asked PB to remove old skips and old bins at the start of the new contract.</p> <p>8(g) Recycling Round Costas wants to accompany Organic crews to assess contamination levels.</p> <p>8(h) Recycling Enforcement DL wants tougher enforcement against hidden contamination as this will be a major problem in the summer when WLW is working at full capacity. MOB stressed that standard of proof, beyond all reasonable doubt, is much higher in criminal cases and</p>	<p>Complete</p> <p>Information</p> <p>JFM/MOB</p> <p>PB/TT</p> <p>DL/NP</p>

	<p>NP said the same.</p> <p>Discussed option of taking organic bin away and giving bio sacks if hidden waste found twice.</p> <p>8(i) Refuse Storage Area</p> <p>EB reported a new building on Cooper Road, Dudden Hill – opposite College. Advance warning that inspection of refuse storage area needed.</p>	
9.	<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 29th April at Laxcon Close depot.</p>	