

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 29th 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 Jean Francois Moreau (JFM) Veolia – Street Cleansing Operational Manager Dan Green (DG) Veolia – Recycling Manager Barry Haralambous (BH) StreetCare – Team Leader of Call Centre</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Tony Talman (TT) StreetCare – Unavailable Raj Chavda (RC) StreetCare – Unavailable Eugene Buckley (EB) Veolia – Refuse Manager Dave Lynas (DL) Veolia – Recycling Manager</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 4(a) Now completed and regularly cleaned to a high standard. Completed</p> <p>4(b) 29 Farnborough Close 4(b) Awaiting feedback from AK through MOB MOB/DG NP</p> <p>4(c) Hassop Road Cleaning 4(c) Cleaning now regularly to a good standard. PB and NE to monitor and report any problems. Completed</p> <p>4(d) 13 Cathleen Avenue 4(d) Collections regularly being completed properly. Completed</p> <p>4(e) 3 Greystone Gardens, Kenton 4(e) Special collection completed Completed</p> <p>4(f) 69 Oakington Avenue (Flats a, b and c) Awaiting delivery of bins. PB expecting delivery on Friday. MOB/PB</p>	

	<p>4(g) 1 Denise Court, Sudbury 5(a)i Green box problem. Completed properly last week.</p> <p>4(h) 19 Alderton Close 5(a)ii Missed collection cleared. To be monitored</p> <p>4(i) 25 Brook Avenue 5(a)iii Awaiting bin delivery</p> <p>4(j) Tokyngton Street Cleaning 5(a)iv Weed growth still needs removing from Gaddesden Ave, Northchurch Rd, Tokyngton Ave (Gaddesden to Northchurch).</p>	<p>MOB/DL</p> <p>MOB/PB</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 Station Grove, Alperton This complaint is now a Stage Three. To be monitored daily by TM and foreman</p> <p>5(a)ii Lynsey Drive, Kenton Fly tip on washing bowl needs removing. On contender for nearly a week.</p> <p>5(a)iii Warren Way Estate Bins not yet delivered.</p> <p>5(a)iv Bring Bank Padlocks PB agreed that locks will be put on new bring banks by delivery team.</p> <p>5(a)v Commercial Waste JFM requested directions regarding collection of dumped commercial waste. JR asked that Village Manager contact Ward Officer who will check (whenever possible) for evidence and initiate enforcement action. Veolia will still need to clear.</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>	<p>MOB/JFM</p> <p>MOB/JFM</p> <p>NP/PB</p> <p>NP/PB</p> <p>Information</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 No recent problems. Collections OK</p>	<p>CAP 30 JR/PB/DG 03/06/08</p>

	<p>6(b)ii C.A.P. 29 Station Grove, street cleaning Although this is now a Stage Three the CAP timescale is completed. See under 4(a)i above.</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) MOB stated that there were no reported problems or new information this week.</p> <p>6(c) End Review CAP 28 and CAP 29 completed. Although CAP 29 is now a Stage 3 complaint the timescale for the CAP is completed. See 5(a)i above.</p> <p>6(d) Failures for Forwarding No CAPs for forwarding</p>	<p>CAP29 Completed</p> <p>CAP 28 MOB/DG Completed</p> <p>CAP27 JR/DL/PB 03/06/08</p> <p>Completed</p>
.	<p><u>Other Specific Issues</u></p> <p>7(a) Wembley Events</p> <p>7(a)i Under 18s England -v- Scotland. MOB reported the crews had no keys for the Wembley bins.</p> <p>7(a)ii Future Events Future events are on 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 JFM requested 10 days notice for staffing required staffing levels in order to arrange the work force. To be passed to IS.</p> <p>7(b) Special Projects</p> <p>7(c) Gritting and Leafing</p> <p>7(c)i On Call for Gritting MOB and PM are on stand by for gritting until 12noon on 5th May. NSL and AS start from 12noon on 5th May</p> <p>7(c)ii 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>Domestic Refuse – Decrease noted from 64 to 59 reported missed bins this week. This was more than the BVPI target of 42.</p> <p>Green Box – Increase noted from 54 to 78 reported missed boxes this week. This was above the BVPI target of 31.</p>	<p>Information</p> <p>NP/DL</p> <p>JR/JFM</p> <p>Information</p>

	<p>Organic – Decrease noted from 43 to 78 reported missed organic bins this week. This was above the BVPI target of 24.</p> <p>DG reported that many recycling missed collections were beyond control of Veolia due to access problems. DL had agreed this with DG.</p> <p>BVPI of 88 missed per 100,000 collections for all 3 services this week increased from 66 last week. Target is 40.</p> <p>7(d)ii Estate Collections. To be produced next week</p> <p>7(d)iii Rectification Points Total rectification points of 792 last week. 641 for street cleaning, 42 for refuse, 58 for organic and 51 for green box collections. The meeting noted the decrease in the total points especially the collection services.</p> <p>7(d)iv WEEE Collections To be produced monthly</p>	Information
8.	<p><u>Any Other Matters</u></p> <p>8(a) Contaminated Bin Removal. NP informed the meeting that contaminated estate bins were cleared on Saturdays by a refuse team. Varsha is researching the problem and is preparing letters for residents on estates where contaminations are</p> <p>8(b) Kilburn Village JFM reported that ‘toilet block’ was too costly to renovate if the rental charges couldn’t be reduced. Andy Beaney is researching the problem.</p> <p>8(c) Food Caddies Stock is becoming low. More to be ordered.</p> <p>8(d) Thanks from StreetCare</p> <p>JR asked for his appreciation to be noted of Steve Speller’s efforts clearing the blood form Coombe Road after the serious assault.</p> <p>JR asked for his appreciation to be noted of Lee Bicknell’s efforts in using the grab lorry to clear the two large fly tips at very short notice staying late to complete the jobs.</p>	<p>NP</p> <p>JFM</p> <p>NP</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 6th May 2008 at Laxcon Close depot.</p>	