

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 6th May 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 Raj Chavda (RC) StreetCare – Call Centre Varsha Palm (VP) StreetCare – Education Team Marcus Costas (MC) StreetCare – Recycling Paul Booth (PB) Veolia – Refuse Manage Jean Francois Moreau (JFM) Veolia – Street Cleansing Operational Manager Dan Green (DG) Veolia – Recycling Manager</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Tony Talman (TT) StreetCare – Unavailable Barry Haralambous (BH) StreetCare – Call Centre 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 29th April were circulated and agreed as an accurate record.</p> <p>JR welcomed VP to the meeting</p>	
4.	<p><u>Matters Arising</u></p> <p>4(a) 29 Farnborough Close 4(a) Awaiting feedback from AK through MOB</p> <p>4(b) 69 Oakington Avenue (Flats a, b and c)4(b) Awaiting delivery of bins.</p> <p>4(c) 25 Brook Avenue 4(e) Awaiting bin delivery</p> <p>4(d) Tokyngton Street Cleaning 4(f) Weed growth still needs removing from Gaddesden Ave, Northchurch Rd, Tokyngton Ave (Gaddesden to Northchurch).</p> <p>4(e) Refuse – Rear of Harlesden Library 5(a)i PB stated this is being completed satisfactory with two collections every week.</p> <p>4(f) Cottages at rear of Spotted Dog, Willesden Green 5(a)ii PB reported no real problem, collections being completed OK. RR is investigating</p>	<p>MOB/DG NP</p> <p>MOB/PB</p> <p>MOB/PB</p> <p>MOB/JFM</p> <p>Complete</p> <p>Complete</p>

5.	<p><u>Problems</u></p> <p>5(a) New Problem</p> <p>5(a)i</p> <p>94b Craven Park Road, Harlesden GG is liaising with RR. This is an ongoing problem and has been. Bins in alleyways</p> <p>5(a)ii</p> <p>60 Hiley Road, Harlesden Assisted collection. GG to liaise with GG</p> <p>5(a)iii</p> <p>On-going Problems</p> <p>Station Grove, Alperton This complaint is now a Stage Three. To be monitored daily by TM and foreman</p> <p>5(a)iv</p> <p>Warren Way Estate Bins not yet delivered.</p> <p>5(b)</p> <p>5(b)i For Further Action Nothing for discussion this week</p>	<p>JR/GG</p> <p>JR/GG</p> <p>JR/GG</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>6(b)ii CAP27 (45 Grasmere Avenue, Preston. All collections) MOB stated that there were no reported problems or new information this week.</p> <p>6(b)iii End Review No CAPS for ending</p> <p>6(b)iv Failures for Forwarding No CAPs for forwarding for SMT</p>	<p>CAP 30 JR/PB/DG 03/06/08</p> <p>CAP27 JR/DL/PB 03/06/08</p>
.	<p><u>Other Specific Issues</u></p> <p>7(a) Wembley Events</p> <p>7(a)i FA Cup Final and Conference Play Offs Saturday 10th May FA Trophy 14.30 kick off Sunday 11th May FA Vase 15.00 kick off</p> <p>7(a)ii Future Events Future events are on</p>	<p>Information</p>

	<p>Saturday 17th May FA Cup Sunday 18th May Conference play off Saturday 24th May 2nd Division play off Sunday 25th May 1st Division play off Monday 26th May Championship play off</p> <p>7(b) Special Projects</p> <p>7(c) Gritting and Leafing</p> <p>7(c)i Gritting JFM reported grit bins are being collected and stored by Villages. All will be picked up, cleaned and stored away by 25th 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><i>Domestic Refuse</i> – Increase noted from 59 to 66 reported missed bins this week. This was more than the BVPI target of 42.</p> <p><i>Green Box</i> – Decrease noted from 78 to 65 reported missed boxes this week. This was above the BVPI target of 31.</p> <p><i>Organic</i> – Decrease noted from 78 to 45 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. 20 missed estate collections noted for April.</p> <p>7(d)iii Rectification Points Due to time constraints rectification figures were not produced.</p> <p>7(d)iv WEEE Collections To be produced monthly.</p>	<p>Information</p> <p>Information</p> <p>Information</p>
8.	<p><u>Any Other Matters</u></p> <p>8(a) Organic Collections Due to Bank Holiday these will be one day late this week.</p> <p>8(b) Estate Collections DL reported that an extra 3 compartment vehicle is required to improve estate recycling collections. Current team are working long hours and still some collections are being missed.</p>	<p>Information</p> <p>Information</p>

	<p>8(c) <i>Hazle Road, Charity shop</i> NP advised that a Charity shop had requested a paper bin for recycling.</p>	Information
9.	<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 13th May 2008 at Laxcon Close depot.</p>	