

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting

Tuesday 22nd May 2007

No.	Item	Action by
1.	<p>Persons Present</p> <p>John Rymer (JR) StreetCare - Team Leader West Wards Bridie Cahill (BC) StreetCare –Annual Leave Nicola Percival (NP) StreetCare – Team Leader Education Jean Francois Moreau (JFM) Veolia – Street Cleaning Manager Paul Booth (PB) Veolia – Annual Leave David Lynas (DL) Veolia - Recycling Manager Teddy Delimata (TD) Veolia – Village Manager Harlesden</p>	
2.	<p>Apologies for Absence</p> <p>Mark O’Brien (MOB) StreetCare – Meeting elsewhere Dan Green (DG) Veolia – Paternity Leave Tony Talman (TT) Site Meeting at Twyford</p>	
3.	<p>Minutes of Previous Meeting</p> <p>The minutes of the previous meeting held on 15th May were circulated before the meeting and agreed as an accurate record.</p> <p>New Attendees</p> <p>3a JR welcomed TD as Village Manager.</p>	
4.	<p>Matters Arising from Minutes of 15th May 2007</p> <p>(i) Traffic Islands Schedules to be presented next meeting.</p> <p>(ii) Assisted Collections Still outstanding. Ward Officers to check accuracy of current list. List recently circulated by StreetCare Office Manager</p> <p>(iii) New Stickers and Leaflets Everything with Brent design team. Awaiting their design.</p> <p>(iv) Designated Blue Bag Collection Points JFM explained that not all Villages have completed to JFM's satisfaction. Will present all locations in map form next meeting</p> <p>(v) Replacement Bins PB agreed to collect all old bins from BHP that had been replaced. JR explained that BHP contractors will locate all unwanted bins in one location. PB and BHP to</p>	<p>JFM</p> <p>JR/BC/MOB</p> <p>NP</p> <p>JFM</p> <p>Complete</p>

	<p>liaise.</p> <p>(vi) Wembley Village MOB reported patchy cleansing in Wembley Ward. Photos of poor standards were shown and passed to MM. Awaiting report from MOB.</p> <p>(vii) Size of Barrow Beats / Detritus Awaiting report back from Monthly Contract Performance Meeting.</p> <p>Replacement Bins</p> <p>(viii) Meeting was held between SC and BHP on 14th May. Veolia invited but unable to attend. MOB/JR will try to liaise with PB before next meeting. See (v) above</p> <p>(ix) Mechanical Schedules JFM reported these schedules are partially completed. Will be produced in full at next meeting</p> <p>6(a)4 Specific Problems Green Box Collections for 118 Walm Lane on list to be check weekly</p> <p>6(b)4 Specific Problems Organic Collections for 16 and 18 Anson Road will be checked weekly</p> <p>6(b)6 Contender The delay in 'actioning' these reports were brought to attention of Veolia office manager. JR reported great deal of back log up-dated.</p> <p>6(b)7 Contamination Corrective Action Plan issued to NP. To liaise with DL and DG. To be completed by meeting on 29th June 2007.</p> <p>7(a)2 Collection of Fridges and Freezers for Adopted Highway Corrective Action Plan issued to PB. To liaise with JFM. To be completed by meeting on 5th June 2007.</p> <p>8 Other Issues Agenda items.</p>	<p>MOB/JR/PB</p> <p>MCPM</p> <p>Complete</p> <p>JFM</p> <p>Complete</p> <p>Complete</p> <p>Complete</p> <p>o/s 29th June 07 CAP2</p> <p>o/s 7th June 07 CAP4</p>
5.	<p>Refuse Issues</p> <p>5(a) Household Residue Waste</p> <p>5(a)1 Leighton Gardens BC reported missed collections in Leighton Gardens. BC will check and liaise with PB.</p> <p>5(a)2 46 Mount Pleasant Road BC reported bins not returned properly. PB to report back.</p> <p>5(a)3 Fryent Ward Collections Bins are not being returning properly. JR will provide photographs and further information at next meeting.</p> <p>5(b) Bulky Household Waste</p>	<p>BC/PB</p> <p>PB/BC</p> <p>JR</p>

	<p>5(b)1 <i>Incorrect Entries on Contender</i> Entries on some special collections are incorrect. A typical example is ‘items not at location’. When the officer checks the items are found properly presented awaiting collection. This should not happen. It appears that either the crews are putting false entries on the sheets or Veolia admin team are making up Contender reports. Several recent Stage One complaints have highlighted this and make it difficult to respond to the complainants. Specific examples in Kensal Green were shown to PB. PB will speak to crews and liaise with Veolia Admin Manager. This will be monitored by Ward Officers</p> <p>5(b)2 <i>Stage One Complaints</i> There has been a noticeable increase in Stage One complaints referring to special collections that are taking too long to collect. Some of these are as 5(b)1 above but some are just left. The resources for these collections needs to be temporarily reviewed until the new collection regime starts and numbers can be assessed. It is not an answer to say that there aren’t enough resources to deal with the increase in collections. PB to investigate and report back at the next meeting.</p>	<p>PB</p> <p>PB</p>
6.	<p>Recycling Issues</p> <p>6(a) <i>Green Box Collections</i></p> <p>6(a)1 <i>Delivery of Missing Green Boxes</i> There are many outstanding deliveries awaiting completion. PB agreed to deliver these as soon as practicable. Corrective Action Plan issued to PB to arrange and implement procedures and delivery of all outstanding Green Box requests. To be completed by 29th May 2007.</p> <p>6(a)2 <i>Delivery of All Bins and Boxes</i> Corrective Action Plan issued to PB to arrange procedures and processes for delivery of all boxes and bins within 2 days of the request. To be completed by 29th May 2007.</p> <p>6(a)3 At the request of NP PB agreed to deliver green boxes and provided information to all properties from 392 to 436 Neasden Lane North, all houses in Chapel Close and all houses in Chantry Crescent.</p> <p>6(b) <i>Organic Bin Collections</i></p> <p>6(b)1 <i>Missed Collections</i> DL reported that there is a steady improvement of the missed collections. There are minimal ‘fine tunings’ to rounds that need to be made to spread the workload more evenly which will improve the service. Statistical information attached confirms this improvement.</p> <p>6(b)2 <i>Contender</i> JR and MOB reported that many older Contender reports for missed organic and green boxes do not reflect that they have been cleared and are posing a problem for SC Ward Officers because they can’t clear them off their hand held PCs. DL reported that this was an administration process within Veolia that he will try to address.</p> <p>6(b)3 <i>Contaminations</i> See item 6(b)7 above re CAP2.</p>	<p>PB o/s 29th May 07 CAP1</p> <p>PB o/s 29th May 07 CAP3</p> <p>PB</p> <p>Information</p> <p>DL</p> <p>Complete</p>

	<p>6(c) Bring Banks There are currently 40 paper banks not on site. Existing banks need to be relabelled. Costs being researched.</p> <p>6(d) Estate Banks Researching for new stickers for estate banks being carried out.</p> <p>6(e) Schools <i>Organic Collections from Schools</i> DL reported crews were experiencing problems gaining entry to organic bins in schools. Corrective Action Plane issued to NP to liaise with schools and Veolia to set up procedures for collection of organic waste from schools participating in organic waste collection projects. To be completed by 12th June 2007.</p> <p>6(f) Home Compost Bins No new information.</p>	<p>NP</p> <p>NP</p> <p>NP o/s CAP5 12th June 07</p>
7.	<p>Street Cleaning Issues</p> <p>7(a) General Street Cleaning</p> <p>7(a)1 Rectifications Photographs provided by JR and BC were shown to MM and JFM of problems experienced by Ward Officers as follows:</p> <ul style="list-style-type: none"> • Queensbury Litter and detritus • Wembley Litter and detritus • Welsh Harp Litter and detritus • Brondesbury Litter and detritus <p>and other wards. JFM reviewed them all and will report all problems to appropriate village manager</p> <p>7(a)2 Ward Maps JFM requested a large map of Brent marked into wards. JR agreed to order one.</p> <p>7(a)3 Roe Green Mechanical Corrective Action Plan issued to JFM to arrange for suitable driver to be employed so that the resource of the small mechanical sweeper (C40) can be utilised to assist the barrow beats maintain an acceptable standard of cleanliness across the village. To be completed by 5th June 2007.</p> <p>7(b) Leafing / Blossom Fall No reported problems</p> <p>7(c) Gritting</p> <p>7(c)1 Grit bins BC to check grit bins in storage are washed and stored properly.</p>	<p>JFM</p> <p>JR</p> <p>JFM o/s CAP6 5th June 07</p> <p>BC</p>

<p>8.</p>	<p>Other Issues</p> <p>8(a) Wembley Events</p> <p>8(a)1 <i>Events on 19th and 20th May 2007</i> The FA Cup Final and the Conference play offs on the above days were completed successfully. There were start time problems which didn't detract from the final result.</p> <p>8(a)2 <i>Events on 26th, 27th and 28th May 2007</i> The Football League and Championship play offs. Expected crowds of 60k, 80k and 90k (full house). JR is working on Saturday, BC is working on Sunday and all three team leaders are working on Monday. Waste Service Manager is liaising with Veolia Operations Manager regarding times and deployment of crews.</p> <p>8(b) On Street Recycling No up-date available.</p> <p>8(c) Special Projects Ace Café project outstanding. No further up-date</p> <p>8(d) Statistics</p> <p>8(d)1 Missed \Collections Reported missed collection statistics were produced. All missed collections show a reduction. It is appreciated by the meeting that these statistics aren't 100% accurate but they are a guideline to improving or worsening performance. Latest figures show a general improving performance for all services</p> <p>8(d)2 Rectification Points JR produced details of rectification points issued. These are purely for information of Veolia managers.</p>	<p>Complete Information</p> <p>Information</p> <p>NP</p> <p>MOB</p> <p>Information</p> <p>Information</p>
<p>9.</p>	<p>Date of Next Meeting</p> <p>The next meeting will be held at 10am on Tuesday 29th May 2007 in the meeting room in StreetCare on First Floor West, Brent House, 349 – 357 High Road, Wembley, HA9 6BZ.</p>	