

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 20th May 2008

No.	Item	Action by
1.	<p><u>Persons Present</u></p> <p>John Rymer (JR) StreetCare – Team Leader 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>Tony Talman (TT) StreetCare – Unavailable Barry Haralambous (BH) StreetCare – Call Centre Varsha Palm (VP) StreetCare – Education Team Marcus Costas (MC) StreetCare – Recycling Raj Chavda (RC) StreetCare – Call Centre Mark O'Brien (MOB) StreetCare – Team Leader Dan Green (DG) Veolia – Recycling Manager Paul Booth (PB) Veolia – Refuse Manage</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on 20th May were circulated and agreed as an accurate record.</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) Cottages at rear of Spotted Dog, Willesden Green 5(a)ii EB reported that at this stage the collections were being completed with no problems. He will raise the matter if problems re-occur</p> <p>4(f) 92a Craven Park Road, Harlesden 5(a)iii EB reported that the crews were told to return the bins to the alleyway.</p>	<p>MOB/DG NP</p> <p>MOB/PB</p> <p>MOB/PB</p> <p>MOB/JFM</p> <p>Completed</p> <p>JR/PB</p>

	<p>4(g) Station Grove, Alpertown 5(b)i This is a Stage three complaint. To be monitored daily by TM and foreman.</p> <p>4(h) Warren Way This access is off De Havilland Road. Collections being completed properly</p> <p>4(i) Weeds JFM reported extra resources will be supplied next week and reviewed at the end of the following week.</p> <p>4(j) Exeter Road Street Cleaning Cleaning is OK at present. Monitoring to continue</p> <p>4(k) Heathfield Park Street cleanliness monitoring to continue.</p> <p>4(l) 36 Elthorne Way VP reported the green box and organic bin are not returned to the curtilage of the property. MOB agreed to make IK or KO aware so the problem can be investigated.</p> <p>4(m) Carmel Court, Kings Drive PB reported that bulky surplus refuse was causing problems for collections at this Brent Housing property. MOB to liaise with AK and PB and BHP and report back</p> <p>4(n) Eastleigh Close DG reported access problems for both green box and organic crews. PB reported that access was difficult for his experienced refuse driver. Suggestions that smaller vehicles may be used. AB and NP doing risk assessment. Awaiting result.</p> <p>4(o) 240L Grey Bins Weekly up-date required.</p>	<p>MOB/JFM</p> <p>Completed</p> <p>JFM</p> <p>JR/JFM</p> <p>JR/JFM</p> <p>MOB/DG</p> <p>MOB/PB</p> <p>JR/DG</p> <p>PB</p>
	<p>5. <u>Problems</u></p> <p>5(a) New Problem</p> <p>5(a)i Weeds JR reported that the number of weeds complaints was becoming excessive and as such he had reported the matter to IS to highlight with Veolia. There had been 181 reported overgrown weed complaints since 1st April until 19th May 2008.</p> <p>5(b) On-going Problems See items at 4(i) and 4(o)</p> <p>5(c) For Further Action Nothing for discussion this week</p>	<p>Information</p>
	<p>6. <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 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>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 Future Events Monday 26th May Division Two Play-Offs 15:00 kick off Wednesday 28th May England –v- USA (football) 8pm kick off</p> <p>7(b) Special Projects Nothing new to report</p> <p>7(c) Gritting and Leafing</p> <p>7(c)i Gritting JR reported bins still on streets in Gladstone Village</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 88 to 53 reported missed bins for the last two weeks. This was more than the BVPI target of 42.</p> <p>Green Box – Decrease noted from 70 to 60 reported missed boxes for the last two weeks. This was above the BVPI target of 31.</p> <p>Organic – Increase noted from 88 to 100 reported missed organic bins for the last two weeks. This was above the BVPI target of 24.</p> <p>BVPI of 88 missed per 100,000 collections for all 3 services this week decreased from 101 last week. Target is 40.</p> <p>7(d)ii Estate Collections. DG reported extra freighter is helping greatly with estate collections</p> <p>7(d)iii Rectification Points There was a decrease in rectification points this week from 3262 to 2447. St Cleaning 2124, Domestic refuse 112, Organic collections 165 and Green Box 46. All services improved since previous week.</p>	<p>Information</p> <p>JR/JFM</p> <p>Information</p> <p>Information</p> <p>Information</p>

	<p>7(d)iv <i>WEEE Collections</i> To be produced monthly.</p>	
8.	<p><u>Any Other Matters</u></p> <p>8(a) <i>Weeding</i> Review next Friday by JFM. To be reported at meeting.</p>	Information
9.	<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 3rd May 2008 at Laxcon Close depot.</p>	