

# StreetCare (StreetScene) / Veolia

## Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 27<sup>th</sup> May 2008

No.	Item	Action by
1.	<p><b><u>Persons Present</u></b></p> <p>John Rymer (JR) StreetCare – Team Leader  Mark O'Brien (MOB) StreetCare – Team Leader  Varsha Palm (VP) StreetCare – Education Team  Marcus Costas (MC) StreetCare – Recycling  Jean Francois Moreau (JFM) Veolia – Street Cleansing Operational Manager  Dan Green (DG) Veolia – Recycling Manager  Paul Booth (PB) Veolia – Refuse Manage</p>	
2.	<p><b><u>Apologies for Absence</u></b></p> <p>Tony Talman (TT) StreetCare – Unavailable  Barry Haralambous (BH) StreetCare – Call Centre  Raj Chavda (RC) StreetCare – Call Centre  Dave Lynas (DL) Veolia – Recycling Manager  Eugene Buckley (EB) Veolia – Refuse Manager</p>	
3.	<p><b><u>Minutes of Previous Meeting</u></b></p> <p>The minutes of the meeting held on 27<sup>th</sup> May were circulated and agreed as an accurate record.</p>	
4.	<p><b><u>Matters Arising</u></b></p> <p><b>4(a) 29 Farnborough Close 4(a)</b>  Awaiting feedback now AK is away for 12 months through MOB</p> <p><b>4(b) 69 Oakington Avenue (Flats a, b and c )4(b)</b>  MOB to arrange for a check that these are delivered</p> <p><b>4(c) 25 Brook Avenue 4(e)</b>  Delivered</p> <p><b>4(d) Tokyngton Street Cleaning 4(f)</b>  ¾ of weeds removed. AMD to meet JFM on site</p> <p><b>4(e) Station Grove, Alperton 5(b)i</b>  No recent problems. Monitoring to continue.</p> <p><b>4(f) Exeter Road Street Cleaning</b>  Cleaning is OK at present. Monitoring to continue, Kilburn sweeper is helping.</p> <p><b>Heathfield Park</b>  <b>4(g)</b> Street cleanliness monitoring to continue.</p>	<p><b>MOB/DG</b></p> <p><b>MOB/PB</b></p> <p><b>MOB/PB</b></p> <p><b>MOB/JFM</b></p> <p><b>MOB/JFM</b></p> <p><b>JR/JFM</b></p> <p><b>JR/JFM</b></p>

	<p><b>4(h) 36 Elthorne Way</b> MOB reported no reported problems.</p> <p><b>4(i) Carmel Court, Kings Drive</b> PB reported that bulky surplus refuse was causing problems for collections at this Brent Housing property. Now AK gone MOB to liaise PB and BHP and report back</p> <p><b>4(j) Eastleigh Close</b> Health and Safety Risk assessment completed by AB and NP.</p>	<p><b>Completed</b></p> <p><b>MOB/PB</b></p> <p><b>Completed</b></p>
<b>5.</b>	<p><b><u>Problems</u></b></p> <p><b>5(a) New Problem</b></p> <p><b>5(a)i Douglas Avenue Car Park</b> MOB reported that this car park wasn't being cleaned properly, even after rectifications were submitted. To be monitored</p> <p><b>5(a)ii Gowan Road</b> JR showed pictures of Gowan Road heavily littered with the corresponding Contender reports. JFM to report back next meeting.</p> <p><b>5(a)iii Temple Road Sweeper</b> JR reported that he had reports from PH and local residents that the local barrow beat was lazy and doing very little work. JFM reported that the village manager is away this week and that he will investigate.</p> <p><b>5(a)iv Barrow Beat Break Times</b> After an enquiry from MOB JFM informed the meeting that the break time for barrow beats was between 9am and 10am.</p> <p><b>5(a)v Kilburn Park School Collections</b> VP reported Kilburn Park School recycling collection was missed. DG reported that this was probably due to access problems caused by parking by teaching staff. VP will ask RS to investigate further.</p> <p><b>5(a)vi Shredded paper in Organics</b> VP asked DG to inform the Preston and South Kenton organic crew that shredded paper does go into the organic collections. DG agreed.</p> <p><b>5(a)vii Bio Sack Deliveries</b> VP mentioned her concerns about delays in bio sack deliveries. DG stated that these were taking about a week at the moment. He confirmed that all box deliveries were up to date. MOB agreed to inform call centre not to tell residents 2 days delivery time.</p> <p><b>5(a)viii Envirobanks</b> VP reported that the Envirobanks at Northwick Park Hospital need emptying. DG will arrange.</p> <p><b>5(a)ix New Road</b> DG and BP both requested the location of Gifford Road, NW10. JR will email map of location.</p>	<p><b>MOB/JFM</b></p> <p><b>JR/JFM</b></p> <p><b>JR/JFM</b></p> <p><b>Information</b></p> <p><b>Information</b></p> <p><b>VP/DG</b></p> <p><b>MOB</b></p> <p><b>VP/DG</b></p> <p><b>JR</b></p>

	<div>5(b)</div> <div>5(b)i</div> <div>5(b)ii</div> <div> On-going Problems 240L Grey Bins 200 of the current order were delivered and distributed in the order they were requested. 100 missing from the last order. Nick Patterson is chasing the supplier through Veolia HQ. Next order expected in September. To be shown in on-going problems section until resolved. Weeds JFM reported extra resources of 36 operatives were supplied last week and this continues this week. The distribution of operatives solely for weeding is:- <div>5(c)</div> <table> <tr><td>Gladstone Park village</td><td>5</td></tr> <tr><td>Victoria Rd village</td><td>2</td></tr> <tr><td>Wendover village</td><td>5</td></tr> <tr><td>Laxcon Close village</td><td>5</td></tr> <tr><td>Marsh Rd village</td><td>2</td></tr> <tr><td>East Lane village</td><td>7</td></tr> <tr><td>Roe Green village</td><td>10</td></tr> <tr><td>Total operatives</td><td>36</td></tr> </table> For Further Action Nothing for discussion this week </div>	Gladstone Park village	5	Victoria Rd village	2	Wendover village	5	Laxcon Close village	5	Marsh Rd village	2	East Lane village	7	Roe Green village	10	Total operatives	36	
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6.	<div> Corrective Action Plans <div>6(a)</div> <div>6(b)</div> <div>6(b)i</div> <div>6(b)ii</div> <div>6(b)iii</div> <div>6(b)iv</div> </div> <div> New C.A.P.s No new corrective action plans. On-Going Reviews C.A.P. 30 (314 Carlton Avenue East) No recent problems. Collections OK. One more week of CAP remaining CAP27 (45 Grasmere Avenue, Preston. All collections) MOB stated that there were no reported problems or new information this week. One more week of CAP remaining End Review No CAPS for ending Failures for Forwarding No CAPs for forwarding for SMT </div>	<div> CAP 30 JR/PB/DG 03/06/08 CAP27 JR/DL/PB 03/06/08 </div>																

<p>.</p>	<p><b><u>Other Specific Issues</u></b></p> <p><b>7(a) Wembley Events</b></p> <p><b>7(a)i <i>Future Events</i></b>  Foo Fighters concert                      Friday 6<sup>th</sup> June                      IS from StreetCare  Foo Fighters concert                      Saturday 7<sup>th</sup> June                      IS from StreetCare</p> <p><b>7(b) Special Projects</b>  Nothing new to report</p> <p><b>7(c) Gritting and Leafing</b></p> <p><b>7(c)i <i>Gritting</i></b>  JFM reported that all grit bins are now in the village depots. JR advised that any reports of damaged or missing bins be sent to IS.</p> <p><b>7(c)ii <i>Leafing</i></b>  No new information</p> <p><b>7(d) Statistics</b></p> <p><b>7(d)i <i>Missed Collections</i></b>  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 53 to 63 reported missed bins for the last two weeks. This was more than the BVPI target of 42.</p> <p><i>Green Box</i> – Decrease noted from 60 to 51 reported missed boxes for the last two weeks. This was above the BVPI target of 31.</p> <p><i>Organic</i> – Decrease noted from 100 to 53 reported missed organic bins for the last two weeks. This was a 50% reduction on last week. This was above the BVPI target of 24.</p> <p><b>BVPI of 88 missed per 100,000 collections for all 3 services this week decreased from 101 last week. Target is 40.</b></p> <p><b>7(d)ii <i>Estate Collections.</i></b>  Monthly figures to be produced next week.</p> <p><b>7(d)iii <i>Rectification Points</i></b>  There was a decrease in rectification points this week from 2447 to 2375.</p> <p><b>7(d)iv <i>WEEE Collections</i></b>  To be produced monthly by TT. TT is currently working on these figures.</p>	<p><b>Information</b></p> <p><b>JR/JFM</b></p> <p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p>
<p><b>8.</b></p>	<p><b><u>Any Other Matters</u></b></p>	

9.	<p><b><u>Next Meeting</u></b></p> <p>The next meeting of this group will be held on at 10am on Tuesday 3<sup>rd</sup> May 2008 at Laxcon Close depot.</p>	
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