

# StreetCare (StreetScene) / Veolia

## Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 10<sup>th</sup> June 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  Costas Marcus (CM) StreetCare – Recycling  Barry Haralambous (BH) StreetCare – Call Centre  Dave Lynas (DL) Veolia – Recycling Manager  Eugene Buckley (EB) Veolia – Refuse Manager</p>	
2.	<p><b><u>Apologies for Absence</u></b></p> <p>Tony Talman (TT) StreetCare – Unavailable  Raj Chavda (RC) StreetCare – Call Centre  Varsha Palm (VP) StreetCare – Education Team  Jean Francois Moreau (JFM) Veolia – Street Cleansing Operational Manager  Dan Green (DG) Veolia – Recycling Manager  Paul Booth (PB) Veolia – Refuse Manage</p>	
3.	<p><b><u>Minutes of Previous Meeting</u></b></p> <p>The minutes of the meeting held on 3<sup>rd</sup> June 2008 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> Two visits completed. MOB will try one more time.</p> <p><b>4(b) 69 Oakington Avenue (Flats a, b and c )4(b)</b> Delivered.</p> <p><b>4(c) 25 Brook Avenue 4(c)</b> Delivered</p> <p><b>4(d) Tokyngton Street Cleaning 4(d)</b> Meeting held. Weeding complete.</p> <p><b>4(e) Station Grove, Alperton 4(e)</b> No recent problems. Monitoring to continue.</p> <p><b>4(f) Exeter Road Street Cleaning4(f)</b> Cleaning OK again. PH to monitor to ensure sustainability.</p> <p><b>4(g) Heathfield Park 4(g)</b> Dirty when last inspected. If no improvement to consider CAP.</p>	<p><b>MOB/DG</b></p> <p><b>Completed</b></p> <p><b>Completed</b></p> <p><b>Completed</b></p> <p><b>MOB/JFM</b></p> <p><b>Completed</b></p> <p><b>JR/JFM</b></p>

	<p><b>4(h) Carmel Court, Kings Drive 4(i)</b> MOB to liaise PB and BHP and report back. Believed caretaker problem.</p> <p><b>4(i) Douglas Avenue Car Park 5(a)i</b> MOB reported that this car park wasn't being cleaned properly, even after rectifications were submitted. To be monitored</p> <p><b>4(j) Gowan Road 5(a)ii</b> JR showed pictures of Gowan Road heavily littered with the corresponding Contender reports. JFM to report back next meeting.</p> <p><b>4(k) Temple Road Sweeper 5(a)iii</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>4(l) Shredded paper in Organics 5(a)vi</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>4(m) Bio Sack Deliveries 5(a)vii</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>4(n) Envirobanks 5(a)vii</b> VP reported that the Envirobanks at Northwick Park Hospital need emptying. DG will arrange.</p> <p><b>4(o) New Road 5(a)ix</b> DG and BP both requested the location of Gifford Road, NW10. JR will email map of location.</p>	<b>MOB/PB</b>
<b>5.</b>	<p><b><u>Problems</u></b></p> <p><b>5(a) New Problem</b></p> <p><b>5(a)i Mandela Close</b> DL reported that the estate crews had been threatened. When crew attend they have to block road to complete collection and impatient residents or visitors threaten the crew. JR agreed that SAR should arrange a meeting over the next few weeks and get BHP to attend.</p> <p><b>5(a)ii Clifford Gardens</b> DL reported that due to the lack of overtaking spaces there are often queues of up to 22 vehicles behind the organic crew. CM to liaise with VP and DL for solution if feasible.</p> <p><b>5(a)iii Grasmere Avenue</b> MOB agreed to attend to check collection at 7am with DL.</p> <p><b>5(a)iv 8 Forty Avenue</b> EB reported problems with automated gates at address. Thursday collection.</p> <p><b>5(a)v 153 Dollis Hill Lane</b></p>	<p><b>DL/JR</b></p> <p><b>VP/DL</b></p> <p><b>MOB/DL</b></p> <p><b>MOB/EB</b></p> <p><b>Information</b></p>

	EB reported that there was a report of non collection for the whole street by the resident. In fact the bin was left by the crew because it contained builders' rubble. JR will inform JB of report so she can investigate as the resident is alleged to have also dumped black bags in the street.																	
5(a)vi	<b>All Collections</b> There are problems with wrong addresses and roads being shown with wrong collection days. There are also some bio sack areas shown as organic etc and this leads to collection problems. VP to investigate and liaise with JES and Nadine to resolve.	VP																
5(a)vii	<b>98 The Avenue</b> Serious contamination or organic bin with glass. DL reported this is a regular occurrence at these premises. CM to investigate	CM/DL																
5(a)viii	<b>21c Exeter Road</b> JR reported Stage One complaint re bins left restricting access or left on highway. EB to advise crew.	EB																
5(a)ix	<b>Balmoral Road and Churchill Road</b> JR reported a problem with organic collections due to addresses being assigned wrong codes and streets being part organic bins and part bio sacks. To be resolved as at 5(a)vi above.	Information																
5(a)x	<b>Weeding in Willesden Green</b> JR reported that temporary workers weren't attending as reported. To be discussed at 5(c)ii below.	See 5(c)ii																
5(a)xi	<b>Park Avenue, NW2, Fly tip</b> JR reported fly tip under the bridge not removed since 4 <sup>th</sup> June. Contender 844375 refers.	JR/JFM																
5(b)	<b>On-going Problems</b>																	
5(b)i	<b>240L Grey Bins</b> No further up-date on delivery																	
5(b)ii	<b>Weeds</b> JR believed that the below distribution of additional staff to complete weeding isn't accurate. As JF was not at meeting he will be asked to supply daily breakdown for past weeks since the start of the weeding project for 2008.  <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> Photographs of Park Avenue, Dartmouth Road and Teignmouth Road were shown as examples of excessive and unacceptable weed growth particularly in residential streets.	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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5(c)	<b>For Further Action</b> Nothing for discussion this week																	

6.	<p><b><u>Corrective Action Plans</u></b></p> <p><b>6(a) New C.A.P.s</b> No new corrective action plans.</p> <p><b>6(b) On-Going Reviews</b> None</p> <p><b>6(c) End Review</b></p> <p><b>6(c)i C.A.P. 30 (314 Carlton Avenue East) 6(b)i</b> No recent problems. Collections OK. One more week of CAP remaining</p> <p><b>6(c)ii CAP27 (45 Grasmere Avenue, Preston. All collections) 6(b)ii</b> MOB stated that there were no reported problems or new information this week. One more week of CAP remaining</p> <p><b>6(d) Failures for Forwarding</b> No CAPs for forwarding for SMT</p>	<p><b>Completed</b></p> <p><b>Completed</b></p>
.	<p><b><u>Other Specific Issues</u></b></p> <p><b>7(a) Wembley Events</b></p> <p><b>7(a)i Future Events</b> None pending</p> <p><b>7(b) Special Projects</b> Nothing new to report</p> <p><b>7(c) Gritting and Leafing and Bins</b></p> <p><b>7(c)i Gritting</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 Leafing</b> No new information</p> <p><b>7(c)iii Grey Bins</b> No new reports</p> <p><b>7(d) Statistics</b></p> <p><b>7(d)i Missed Collections</b> JR produced figures and a simple graphical representation that showed missed collections since the start of the new financial year. Increases on last week's figures of missed collections.</p> <p><b>Domestic Refuse</b> – Increase noted from 63 to 79 reported missed bins for the last two weeks. This was more than the BVPI target of 42.</p> <p><b>Green Box</b> – Increase noted from 51 to 78 reported missed boxes for the last two weeks. This was above the BVPI target of 31.</p>	<p><b>JFM</b></p> <p><b>Information</b></p>

	<p><b><i>Organic</i></b> – Increase noted from 53 to 74 reported missed organic bins for the last two weeks. This was above the BVPI target of 24.</p> <p><b>BVPI of 95 missed per 100,000 collections for all 3 services this week increased from 69 last week. Target is 40.</b></p> <p><b>7(d)ii <i>Estate Collections.</i></b> Missed Estates collections produced showing increase to 37 missed collections in May from 20 in April.</p> <p><b>7(d)iii <i>Rectification Points</i></b> There was a decrease in rectification points this week from 2375 to 2002.</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>Information</b></p> <p><b>Information</b></p>
<b>8.</b>	<p><b><u>Any Other Matters</u></b></p> <p><b>8(a)i <i>Absence of Streets Representative</i></b> JR stated that much of today's business was incomplete due to non attendance of anyone from Veolia representing Street Cleaning. He requested that in future a representative should always be present from all three services except in an emergency.</p>	<b>Information</b>
<b>9.</b>	<p><b><u>Next Meeting</u></b></p> <p>The next meeting of this group will be held on at 10am on Tuesday 17th 2008 at Laxcon Close depot.</p>	