

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 8th July 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 Tanya O'Rourke (TOR) StreetCare – Education Team Raj Chavda (RC) StreetCare – Call Centre Dan Green (DG) Veolia – Recycling Manager Jean Francois Moreau (JFM) Veolia – Street Cleansing Operational Manager Eugene Buckley (EB) Veolia – Refuse Manager</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Varsha Palm (VP) StreetCare – Education Team Barry Haralambous (BH) StreetCare – Call Centre Tony Talman (TT) StreetCare – Snr. Waste & Env. Officer Yvonne Crace (YC) StreetCare – Education Team Costas Malas (CM) StreetCare – Recycling Dave Lynas (DL) Veolia – Recycling Manager Paul Booth (PB) Veolia – Refuse Manager</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on 1st July 2008 were circulated and agreed as an accurate record.</p>	
4.	<p><u>Matters Arising</u></p> <p>4(a) Station Grove, Alperton 4(a) MOB reported the alleyway as fine. Some problem with Station Grove. Monitoring to continue.</p> <p>4(b) Carmel Court, Kings Drive 4bc) MOB contacted BHP. Meeting to be arranged with BHP, Veolia and StreetCare.</p> <p>4(c) Mandela Close 4(e) DL requested SAR arrange with him to meet crew on site</p> <p>4(d) Clifford Gardens 4(f) Pilot joint collection on Wednesday 9th July. To be reported back to next meeting.</p> <p>4(e) All Collections 4(g) See comments at item 5(a)</p> <p>4(f) 98 The Avenue 4(h) CM agreed to visit resident to try to resolve problem. Awaiting report from CM.</p>	<p>MOB/JFM</p> <p>MOB/PB</p> <p>DL/JR</p> <p>DL/PB</p> <p>Rec/DL</p>

4(g)	<i>Northwick Road, Alperton 4(i)</i> MOB reported an improvement. Monitoring to continue	MOB/JFM
4(h)	<i>Lambert Walk, Preston 4(l)</i> MOB requested monitoring to continue as there was a problem last collection.	MOB/EB
4(i)	<i>13 The Close 4(n)</i> MOB will check on Friday. This appears more like a neighbour dispute rather than a contract failure.	MOB/DG
4(j)	<i>Rear of 305a Neasden Lane 4(o)</i> JR reported enforcement team reacted to request. Bins to be kept away from fire escape. Monitoring to continue as this matter has been raised by councillor.	JR/EB
4(k)	<i>Willesden Cemetery 4(q)</i> Improved slightly. RAD to continue to monitor for 1 more week.	JR/JFM
4(l)	<i>Warren Way 4(r)</i> DL reported this is a contamination issue for one of the bins. Awaiting report back from CM	Rec/DL
4(m)	<i>Roundtree Estate 4(s)</i> This is a contamination problem. CM to liaise with DL.	Rec/DL
4(n)	<i>First Way, Wembley 4(t)</i> MOB and JFM decided this should be a Zone 3.	MOB/JFM
4(o)	<i>Olympic Way 4(u)</i> Olympic Way wasn't on the original list of adopted roads. MOB to liaise with JES and NA to resolve. NA will email original list to MOB.	MOB/NA
4(p)	<i>Park Parade 4(w)</i> Awaiting PB to return to authorise	JR/PB
4(q)	<i>Weeds around tree bases 4(z)</i> JFM will request documentation that specifies no weeding around tree bases and liaise with JR and MOB.	JFM
4(r)	<i>Kings Drive, BHP Properties 5(a)i</i> MOB has contacted BHP Officers and will arrange meeting with BHP, Veolia and StreetCare to resolve refuse collection problems.	MOB/EB
4(s)	<i>John Perrin Court 5(a)ii</i> Investigation shows that this is a private block behind the BHP homes. MOB has details of managing agents and will arrange new key. EB reported that the bin area was accessed by Les and bins cleared.	MOB/EB
4(t)	<i>Mallory Junior School, Christchurch Ave 5(a)iii</i> Due to access problems the 1100L bin is full with organic food waste and is too heavy for the crew to empty. YC agreed to liaise with Radhika and the school to resolve the problem. DG suggested removing 1100 and installing green 240Ls to stop reoccurrence of the problem.	DG/Rec
4(u)	<i>Introduction between Crews and Officers 5(a)iv</i> YC agreed to give refresher training and DG will highlight problems experienced by crews. It was felt that this could be an ideal opportunity to explain the benefits of the various crews meeting the StreetCare Ward Officers on site. Initial contacts to be made with DG by Officers. Training details to be arranged by JR.	JR/Rec/DG

	<p>4(v) Sharps Boxes 5(a)v Sharps containers and clinical waste sacks were awaiting collection after the meeting. To be taken to StreetCare for YC.</p> <p>4(w) 169 – 183 Harrow Road, Wembley 5(a)vi MOB reported that the above refuse collection was OK this week. Monitoring to continue.</p> <p>4(x) Woodlands Court, Harrow Road 5(a)vii EB reported that bins were inaccessible due to indiscriminate parking on the pavement by residents. Request assistance from Ward Officer.</p> <p>4(y) Kinch Grove, Barnhill 5(a)viii MOB reported cleaning partially completed. Alleyway to Ravenscroft Ave not to be over looked.</p> <p>4(z) Green Box Crews 5(a)x See 4(u) above which should help to resolve some problems. General problems passed to IS and CW for information prior to start of compulsory recycling.</p> <p>4(aa) Veolia Meeting Residents 5(a)xi JR reported he had spoken to IS and IS requested that before any meetings with residents by Veolia managers the appropriate Ward Officer or Team Leader should be informed.</p>	<p>Completed</p> <p>MOB/EB</p> <p>MOB/JFM</p> <p>Completed</p> <p>Completed</p>
5.	<p><u>Problems</u></p> <p>5(a) New Problems</p> <p>5(a)i BIO Sacks DG reported that more BIO sacks were required. Suggested two pallets. JR to advise TT.</p> <p>5(a)ii Organic Contamination Stickers DG requested additional organic contamination stickers. JR will advise Radhika.</p> <p>5(a)iii Estate Bin Labels DG requested more new labels for estate bins. JR will advise Radhika.</p> <p>5(a)iv New Property List NA reported that the property list was 99.9% completed and needs checking for accuracy. Any roads that aren't on the list then a variation order is required. It was suggested that the most appropriate persons to check for accuracy would be the Ward Officers. As NA had the full list for Queensbury Ward available MOB will ask Darren K to check for accuracy as a pilot. Any repetitive problems to be noted and fed back to NA through MOB. It is intended to role this out to all Ward Officers for checking after the initial pilot.</p> <p>5(a)v Manor House Drive EB reported two or three houses in this road have up to 7 grey bins. Suggested that investigations be made to see if there is potential for recycling.</p> <p>5(a)vi Lambert Walk/Clarendon Gardens Refuse MOB asked for this item to be included again as there were problems during last week's collections. See 4(h) above.</p>	<p>TT</p> <p>Rec/DG</p> <p>Rec/DG</p> <p>NA/MOB</p> <p>JR/EB</p> <p>MOB/EB</p>

	<p>5(a)vii Compton Avenue, Sudbury MOB reported that there was a complaint about overgrown weeds from a resident. JFM and MOB to liaise before next meeting.</p> <p>5(a)viii Eastleigh Close DG requested this problem collection problem be raised as he wished to suggest Bio sacks for this small road. The sacks to be stored in the green bins and collected weekly by the smaller vehicle that would reduce risks. JR agreed to put the suggestion to CW before next meeting.</p> <p>5(a)ix Bridgewater Road MOB requested that the street cleaning crews automatically pick up smaller fly tips from the hotspots on this road without a Contender report being made. If they come across any that need payment then the Village Manager or foreman should contact Ward Officer or Team Leader for instructions on Contender.</p> <p>5(a)x 50m Headers of Wembley Hill Road MOB requested the 50m headers be cleaned before 0800hrs. JFM stated that sweepers complete Zone 1s and 2s first by 8am and then return to 50m headers. If a side road is not acceptable for the first 50m then the sweeper will do that asap. There was some discussion and no agreement could be reached. JFM and MOB to request clarification from their separate managers.</p> <p>5(a)xi Changes to Control Room NA reported that the way the Control Room operates now means that very little updated information is available to them and any enquiries should go through the Village Managers or the Team Leaders. When 'Echo' is fully operational all reports will be forwarded to Village supervisors for action and they will close the reports and that is the only time the Control Room knows the state of any report.</p> <p>5(a)xii Dead Dogs NA reported that due to a legal requirement dead domestic dogs should not be collected by Veolia from private property.</p> <p>5(b) On-going Problems</p> <p>5(b)i 240L Grey Bins No further up-date on next delivery. Over 600 bins ordered</p> <p>5(b)ii Weeds The meeting understands that an agreement was made at a higher meeting that all weeds must be removed by the end of July. There was a discussion that related the benefits of weed spraying as there was more control, less damage to highways and a lot less complaints from residents and other highway users.</p> <p>5(c) For Further Action Nothing for discussion this week</p>	<p>MOB/JFM</p> <p>JR/DG</p> <p>MOB/JFM</p> <p>MOB/JFM</p> <p>NA</p> <p>Information</p> <p>PB</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 None</p>	

	<p>6(b)i CAP31 - 92a Craven Park Road, Harlesden, NW10 The problem of the refuse bins not being returned to the alleyway was discussed and it was decided that a corrective action plan be issued as this problem hasn't yet been permanently resolved. It was agreed that Veolia and StreetCare will monitor on scheduled day of collection and liaise if either found that the collections weren't completed properly.</p> <p>Up-date – JR and EB report no problems reported last week.</p> <p>6(c) End Review No end reviews</p> <p>6(d) Failures for Forwarding No CAPs for forwarding for SMT</p>	<p>JR/PB CAP31 11/08/08</p>
7.	<p><u>Other Specific Issues</u></p> <p>7(a) Wembley Events None pending</p> <p>7(b) Special Projects Nothing new to report</p> <p>7(c) Gritting and Leafing and Bins</p> <p>7(c)i Gritting No new information</p> <p>7(c)ii Leafing No new information</p> <p>7(c)iii Grey Bins No new reports.</p> <p>7(d) Statistics JR presented statistical figures for missed collections, rectification points and WEEE tonnages along with graphical representations for clarity. .</p> <p>7(d)i Missed Collections</p> <p><i>Domestic Refuse</i> JR reported 93 missed refuse collections over the last week. This was an increase on the previous figure on of 68. The target is 42 missed collections per week.</p> <p><i>Green Box</i> JR reported 48 missed green box collections over the last week. This was an increase on the previous figure of 40. The target is 31 missed collections per week.</p> <p><i>Organic</i> JR reported 58 missed organic collections over the last week. This was an improvement on the previous figure of 66. The target is 42 missed collections per week.</p> <p><i>Estate Collections.</i> Next report due on 5th August meeting</p>	<p>Information</p>

	<p>7(d)ii Rectification Points JR reported 3185 rectification points for week commencing 23rd June. There were 2968 points issued on the previous week. JR commented that the point's totals continued to be high and still there appeared no incentive for improvement.</p> <p>7(d)iii WEEE Collections WEEE tonnages for April 2008 were 19.54 tonnes and 43.32 for May 2008. June tonnages will be given as soon as available.</p>	
8.	<p><u>Any Other Matters</u></p> <p>8(a) Extra Stillage Rounds DG reported that as from Monday 14th July there will be 4 extra recycling rounds operating making a total of 16. This is in preparation for the additional participation expected with the implementation of compulsory recycling.</p> <p>8(b) Contract Availability It was felt by all at the meeting that the availability of a copy of the contract at the meeting would be beneficial and reduce the time spent on discussions that could be quickly resolved by reading a couple of lines. Exact wording so decisions could be made, especially for performance framework work clarify the position for all. JR to request a copy for use.</p> <p>8(c) Performance Framework It was decided that a copy of the performance framework was needed to clarify when and the process of how corrective action plans should be agreed. It is appreciated that a threshold of rectification points is mentioned in the framework but no threshold has been set and the contract has been running for over 14 months. JR to request information.</p>	<p>Information</p> <p>JR</p> <p>JR</p>
9.	<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 15th July 2008 at 10am at Laxcon Close.</p>	