

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 16th September 2008

| No. | Item | Action by |
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| 1. | <p><u>Persons Present</u></p> <p>John Rymer (JR) StreetCare – Team Leader Dave Lynas (DL) Veolia – Recycling Manager Jean Francois Moreau (JFM) Veolia – Street Cleansing Operational Manager Gary Gregory (GG) Veolia – Bin and box delivery Manager Paul Booth (PB) Veolia – Refuse Manager</p> | |
| 2. | <p><u>Apologies for Absence</u></p> <p>Mark O'Brien (MOB) StreetCare – Team Leader. Tony Talman (TT) StreetCare – Snr. Waste & Env. Officer. Costas Malas (CM) StreetCare – Education Team. Raj Chavda (RC) StreetCare – Call Centre Team Leader. Eugene Buckley (EB) Veolia – Refuse Manager. Nadine Ashton (NF) Veolia – Control Room Manager.</p> | |
| 3. | <p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on 9th September 2008 were previously circulated and agreed as an accurate record. The meeting scheduled for 2nd September was cancelled at short notice and it was not possible to re-arrange it.</p> | |
| 4. | <p><u>Matters Arising</u></p> <p>4(a) 13 The Close 4(a) MOB to feed back at next meeting</p> <p>4(b) New Property List 4(d) MOB and Nadine to feed back at the next meeting.</p> <p>4(c) Kings Drive, Barnhill 4(f) MOB to feed back with BHP arrangements at the next meeting. The bins were not pulled out today when the crew attended to make the collection. This is becoming regular.</p> <p>4(d) Kynch Grove, Barnhill 4(n) JR reported this was clean this morning at 07.15am. Awaiting feed back from MOB</p> <p>4(e) Extra Keys 8(b) The requested FB keys are on order. Awaiting up-date from MOB</p> <p>4(f) 6a Ashburnham Road 5(a)i Missed organic collection. There is confusion over remarks entered in the text on Contender. TOR asked DL to ensure collection is completed properly and if there is</p> | <p>MOB, EB & DG</p> <p>MOB & NA</p> <p>MOB PB & EB</p> <p>MOB / JFM</p> <p>MOB DL & GG</p> <p>TOR DL & GG</p> |

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| | <p>a problem to notify her. Awaiting up-date from DL or TOR.</p> <p>4(g) <i>Stickers and Contrary Leaflets 5(a)iv</i> GG reported both organic and dry recycling crews were advised to leave appropriate sticker or information card when they come across contaminated bins as requested by TOR.</p> <p>4(h) <i>Ealing Road Mosque 5(a)v</i> GG reported now labelled correctly and monitoring twice weekly collections.</p> <p>4(i) <i>Compost Bins</i> YC reported that compost bins now come under organics within Contender. Reported to GG and DL direct by YC.</p> <p>4(j) <i>Estate Collections</i> GG reported that 'top loader' was off the road last week and everything was collected by RCV by streams. This may increase missed estates collections because not everything is done at the same time.</p> | <p>Completed</p> <p>TOR DI & GG</p> <p>Completed</p> <p>Information</p> |
| 5. | <p>5(a) New Problems</p> <p>5(a)i <i>Sacks for Park Parade</i> JR asked that Paul Booth liaise with RR regarding the problem with delivery of the orange sacks for sack deliveries at this location. PB stated that there may be difficulty with delivery and collection. JR asked that PB contact RR who will arrange delivery of sacks for a trial period.</p> <p>5(a)ii <i>Weed Spraying</i> Weed spraying to be operating from Monday in the following Wards:- Dollis Hill, Dudden Hill, Mapesbury, Willesden Green and Tokyngton. The contractor is known as LLS and will be under the supervision of LB.</p> <p>5(a)iii <i>Pick-Up Vehicles at Twyford</i> JFM reported problems with the following vehicles tipping street cleaning arising at Twyford. MK52OLX and MK52OLW. These are sometimes used as Zone One/Two pick up vehicles when there are breakdowns. JFM said that this matter had been raised with IS.</p> <p>5(b) On-Going Problems See items 4(a) to 4(j) above</p> <p>5(c) For Further Action See 4(a) to 4(j) above</p> | <p>JR PB & EB</p> <p>Information</p> <p>JR / JFM</p> |
| 6. | <p><u>Corrective Action Plans</u></p> <p>6(a) New C.A.P.s</p> <p>No new CAPs proposed</p> | |

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| | <p>6(b) On-Going Reviews</p> <p>6(b)i CAP 32 – 77a Buchanan Gardens, Kensal Green Education leaflets sent to premises by Radhika. No report on least collection.</p> <p>6(b)ii CAP 33 – Satellite Depots Regular Update JR up-dated the meeting that AB informed him the new Porta-Kabins for the Harlesden and Roundwood Villages will be installed next Tuesday 23rd September.</p> <p>6(c) End Review No end reviews</p> <p>6(d) Failures for Forwarding No failures for forwarding.</p> | <p>CAP 32 14/10/2008</p> <p>CAP 33 01/11/2008</p> |
| 7. | <p><u>Other Specific Issues</u></p> <p>7(a) Wembley Events England –v- Kazakhstan football match on 11th October. Resources to be decided by IS.</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 There was a separate meeting concerning Leafing Season collection and recycling after the previous week's meeting. JFM to produce leafing schedule/programme for this year.</p> <p>7(c)iii Grey Bins No new reports.</p> <p>7(d) Statistics JR circulated statistics but there was insufficient time for discussion.</p> <p><i>Missed Collections</i></p> <p>7(d)i Domestic Refuse Decrease in missed collections from 79 to 73 last week. JR reported this is above the target of 42 but there has been a gradual improvement over the past 4 weeks</p> <p>7(d)ii Green Box Slight decrease in green box missed collections from 203 to 199 last week. Figures are still very high but it is thought that some contaminations are wrongly being reported as missed collections by residents.</p> <p>7(d)iii Organic Vast improvement in missed organic collections from 283 to 126. Figures are still high but it is thought that some new recyclers are contaminating the bins and as such are wrongly being reported as missed collections as with green box collections.</p> | <p>Information</p> <p>JR/JFM</p> <p>Information</p> <p>Information</p> <p>Information</p> |

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| | <p>7(d)iv <i>Estate Collections.</i> Monthly report due on 7th October</p> <p>7(d)v <i>Rectification Points</i> Rectification points increased from 2000 to 2484 for the last week. It was reported that this may be due to problems with the Twisted Fish/Contender link.</p> <p>7(d)vi <i>WEEE Collections</i> Awaiting WEE tonnages from TT (off duty – certificated sick)</p> <p>7(e) <i>IT Up-dates</i> Nothing to report.</p> | <p>Information</p> <p>Information</p> <p>Information</p> |
| 8. | <p><u>Any Other Matters</u></p> <p>8(a) <i>Estimate For Cleaning</i> JR reported the estimate for cleaning Olympic Way was passed to IS.</p> | <p>Information</p> |
| 9. | <p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 16th September 2008 at 10am at Laxcon Close.</p> | |