

**StreetCare (StreetScene) / Veolia**

**Team Leaders / Managers Meeting**

**Tuesday 5<sup>th</sup> June 2007**

No.	Item	Action by
1.	<p><b>Persons Present</b></p> <p>John Rymer (JR) StreetCare - Team Leader West Wards  Mark O'Brien (MOB) StreetCare – Team Leader Central Team  Nicola Percival (NP) StreetCare – Team Leader Education  Jean Francois Moreau (JFM) Veolia – Street Cleaning Manager  Steve Speller (SS) Veolia – Roe Green Village Manager  Eugene Buckley (EB) Veolia – Ass Manager Refuse  Dave Lynas (DL) Veolia – Ass Recycling Manager</p>	
2.	<p><b>Apologies for Absence</b></p> <p>Paul Booth (PB) Veolia – At depot  Dan Green (DG) Veolia – Paternity Leave  Bridie Cahill (BC) StreetCare – Annual Leave  Tony Talman (TT) Site Meeting at Twyford</p>	
3.	<p><b>Minutes of Previous Meeting</b></p> <p>The minutes of the previous meeting held on 29<sup>th</sup> May 2007 were circulated and agreed as an accurate record.</p> <p><b>New Attendees</b></p> <p><b>3a</b> JR welcomed SS as Village Manager for Roe Green.</p>	
4.	<p><b>Matters Arising from Minutes of 15<sup>th</sup> May 2007</b></p> <p>(i) <b>Traffic Islands</b>  Part delivered with brief safety method statement. JFM agreed to produce schedule for remaining villages on 12<sup>th</sup> June 2007.</p> <p>(ii) <b>Assisted Collections</b>  Still outstanding. Ward Officers to check accuracy of current list. List recently circulated by StreetCare Office Manager. Still outstanding.</p> <p>(iii) <b>New Stickers and Leaflets</b>  Design now completed and shown to meeting. To be screen printed on top of organic bin lids.</p> <p>(iv) <b>Designated Blue Bag Collection Points</b>  Produced to meeting. To be photocopied.</p> <p><b>Wembley Village</b></p> <p>(v) MOB reported problem with car parks. Everything else OK. JFM requested site meeting with MOB and LB. To be arranged.</p>	<p><b>JFM</b></p> <p><b>JR/BC/MOB</b></p> <p><b>NP</b></p> <p><b>JFM</b></p> <p><b>MOB/JFM</b></p>

(vi)	<b>Size of Barrow Beats / Detritus</b> Awaiting report back from Monthly Contract Performance Meeting. Still waiting.	<b>MCPM</b>
(vii)	<b>Mechanical Schedules</b> To be produced at meeting on 12 <sup>th</sup> June 2007.	<b>JFM</b>
(viii)	<b>Contamination</b> Corrective Action Plan issued to NP. To liaise with DL and DG. To be completed by meeting on 29 <sup>th</sup> June 2007.	o/s <b>29<sup>th</sup> June 07 CAP2</b>
(ix)	<b>Collection of Fridges and Freezers for Adopted Highway</b> Not produced due to PB being on leave. Still awaiting production of process and procedures for fly tipped fridge/freezer collection.	o/s <b>7<sup>th</sup> June 07 CAP4</b>
(x)	<b>Leighton Gardens</b> Missed collections to be monitored and BC to report back to meeting.	<b>BC</b>
(xi)	<b>46 Mount Pleasant Road</b> BC reported bins not returned properly. Awaiting report from PB.	<b>PB/BC</b>
(xii)	<b>Incorrect Entries on Contender</b> JR agreed to discuss this with AB before next meeting to try re hasten up-dates and other apparent delays within the Veolia administration regime.	<b>JR/AB</b>
(xiii)	<b>Stage One Complaints</b> Problems with Special Collections with false entries and unacceptable delays still awaiting resolution from PB. EB said that Refuse supervised the Special Collections so officers should contact Paul, Gary or Eugene when encountering any problems with the service. This maybe discussed with (xii).	<b>PB</b>
(xiv)	<b>Delivery of Missing Green Boxes</b> This matter was raised to Monthly Contract Performance Meeting. New supply of green boxes should arrive by the end of this week. Procedure is still outstanding.	o/s <b>29<sup>th</sup> May 07 CAP1 PB</b>
(xv)	<b>Delivery of All Bins and Boxes</b> Corrective Action Plan issued to PB to arrange procedures and processes for delivery of all boxes and bins within 2 days of the request. To be completed by 29 <sup>th</sup> May 2007.	o/s <b>29<sup>th</sup> May 07 CAP3</b>
(xvi)	<b>392 to 436 Neasden Lane North</b> At the request of NP PB agreed to deliver green boxes and provided information to all properties from 392 to 436 Neasden Lane North, all houses in Chapel Close and all houses in Chantry Crescent. Still awaiting feedback from PB.	<b>PB</b>
(xvii)	<b>Contender</b> See (xii) above	<b>JR/AB</b>
(xviii) )	<b>Organic Collections from Schools</b> This matter has resolved itself by the crews liaising with the caretakers. CAP cancelled.	<b>Complete</b>
(xix)	<b>Map for Veolia</b> Ward map for JFM and DG outstanding. NP offered to organise for DG, JF and Villages	<b>NP</b>

5.	<p><b>Refuse Issues</b></p> <p><b>Household Residue Waste</b>  <b>5(a)</b> No problems reported</p> <p><b>Bulky Household Waste</b>  <b>5(b)</b> EB stated that any problems or delays with collection then PB, GG or EB should be contacted as they supervise the collection teams.</p> <p><b>Bin Delivery</b>  <b>5(c)</b>  <i>Green Boxes</i>  <b>5(c)1</b> Boxes ordered. Should be in by end of this week.</p>	<p><b>Information</b></p> <p><b>TT</b></p>
6.	<p><b>Recycling Issues</b></p> <p><b>6(a) Green Box</b>  <b>6(a)1</b> <i>Green Box Collections</i>  There has been a continued marked improvement in reports of missed collections.</p> <p><b>6(a)2</b> <i>Sellons Avenue Area</i>  DL reported that this area has now reverted to a Wednesday collection as per the schedule.</p> <p><b>6(a)3</b> <i>Kenwyn Drive</i>  MOB flagged this area up as continually being reported for missed collections. DL to instruct crews.</p> <p><b>6(b) Organic Bin Collections</b>  <b>6(b)1</b> <i>Aylestone Avenue</i>  NP reported Aylestone Avenue has been reported as the whole road missed. To be checked by DL and crew advised.</p> <p><b>6(b)2</b> <i>21 Larch Road</i>  NP reported this resident was complaining that because she couldn't recycle much as she was on her own that the crew are leaving the bin. This isn't acceptable especially in the warm weather.</p> <p><b>6(b)3</b> <i>31 Dundonald Road</i>  DL reported that the bin is regularly blocked in by building materials being used for renovating the house. It is neither for the crew nor AS to drag the bin over the obstructions for collection.</p> <p><b>6(b)4</b> <i>Contamination</i>  NP stated that we needed full list to re-visit and educate residents to improve figures. The new stickers may help but system needed to persistently educate residents.</p> <p><b>6(c) Bring Banks</b>  <b>6(c)1</b> <i>Glass Banks</i>  The glass banks are being relabelled with new stickers for paper. MM has to do this with the teams when emptying the banks to avoid mixed recyclables.</p>	<p><b>Information</b></p> <p><b>Information</b></p> <p><b>DL</b></p> <p><b>DL</b></p> <p><b>DL</b></p> <p><b>BC</b></p> <p><b>See (viii)</b></p> <p><b>NP/DL</b></p>

	<p><b>6(d) Estate Banks</b> Nothing new to report</p> <p><b>6(e) Schools</b> 25 more schools signing up for organic collections which will mainly be cardboard and food waste. NP to liaise with DL and up-date when ready to commence collections.</p> <p><b>6(f) Home Compost Bins</b> Nothing new to report. To be included with bins under 5(c) in future</p>	<p><b>NP</b></p> <p><b>Complete</b></p>
<b>7.</b>	<p><b>Street Cleaning Issues</b></p> <p><b>7(a) General Street Cleaning</b></p> <p><b>7(a)1 Rectifications</b> Photographs were provided by StreetCare Team Leaders of persistent problems experienced by Ward Officers at the following selected locations to evidence some of the rectification points issued during the week:</p> <ul style="list-style-type: none"> <li>• Dumped fridge o/s for 2 days in Wembley Hill Road</li> <li>• Elm Way litter and detritus</li> <li>• Dumped fridge in Jackman Mews</li> <li>• Littered shrub site at Cecil Ave/Rosemead Ave</li> <li>• Littered shrub site at Montrose Ave</li> </ul> <p><b>7(a)2 Operation Pay Back</b> MOB reported Operation Pay Back cleared all the litter and detritus under the North Circular foot bridge next to Woodhey Road where it is fenced off above the canal area. They will schedule this work for every six months or more quickly if requested.</p> <p><b>7(b) Leafing/Blossom</b></p> <p><b>7(b)1 Leafing Season</b> There was discussion surrounding the leafing programme for the leafing season next autumn. It was suggested that JFM liaise with NP or JR for last years schedule and reproduce a new schedule for this year. Ward officers and team leaders will offer historical knowledge and assistance before acceptance of</p> <p><b>7(c) Gritting</b></p> <p><b>7(c)1 Checking Grit Bins</b> BC to visit and check grit bins are cleaned and properly stored is outstanding.</p>	<p><b>Information</b></p> <p><b>Information</b></p> <p><b>JFM</b></p> <p><b>BC</b></p>
<b>8.</b>	<p><b>Other Issues</b></p> <p><b>8(a) Wembley Events</b></p> <p><b>8(a)1 Friday England Friendly against Brazil</b> Three teams from Veolia with three client officers. No problems. Full house of 90,000 spectators in attendance. Kick off at 8pm. Went well for first</p> <p><b>8(a)2 Saturday &amp; Sunday George Michael Concert</b> Suggested three teams with three client officers. 85,000 spectators expected. MOB to advise JFM of start times.</p>	<p><b>Complete</b></p> <p><b>Information</b></p>

	<p><b>8(b) On Street Recycling</b></p> <p><b>8(b)1 Metro Bins</b> It was suggested that the 240L bins would be better than any smaller due to the problems with emptying frequencies.</p> <p><b>8(c) Special Projects</b></p> <p><b>8(c)1 Ace Café</b> TT reported he is still awaiting response from Veolia Environmental Trust</p> <p><b>8(d) Statistics</b></p> <p><b>8(d)1 Missed Collections</b> Reported missed statistics were produced by JR. A continued general downward trend was noted.</p> <p><b>8(d)2 Rectification Points</b> JR produced details of rectification points issued. None were contested but DL asked for them to be split down into smaller groups so that different sections of Veolia could be more responsible. JR agreed to talk to StreetCare IT to see what could be completed.</p>	<p><b>TT</b></p> <p><b>Information</b></p> <p><b>Information</b></p> <p><b>JR</b></p>
<p><b>9.</b></p>	<p><b>Date of Next Meeting</b></p> <p>The next meeting will be held at 10am on Tuesday 12<sup>th</sup> June 2007 in the meeting room in StreetCare on First Floor West, Brent House, and 349 – 357 High Road, Wembley, HA9 6BZ.</p>	