

# StreetCare (StreetScene) / Veolia

## Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 23rd September 2008

No.	Item	Action by
1.	<p><b><u>Persons Present</u></b></p> <p>Mark O'Brien (MOB) StreetCare – Team Leader  Costas Malas (CM) StreetCare – Education Team.  Dave Lynas (DL) Veolia – Recycling Manager  Jean Francois Moreau (JFM) Veolia – Street Cleansing Operational Manager  Paul Booth (PB) Veolia – Refuse Manager</p>	
2.	<p><b><u>Apologies for Absence</u></b></p> <p>John Rymer (JR) StreetCare – Team Leader  Tony Talman (TT) StreetCare – Snr. Waste &amp; Env. Officer.  Tanya O'Rourke (TOR) StreetCare – Education Team  Yvonne Crace (YC) StreetCare – Education Team  Raj Chavda (RC) StreetCare – Call Centre Team Leader.  Gary Gregory (GG) Veolia – Bin and box delivery Manager  Eugene Buckley (EB) Veolia – Refuse Manager.  Nadine Ashton (NF) Veolia – Control Room Manager.</p>	
3.	<p><b><u>Minutes of Previous Meeting</u></b></p> <p>The minutes of the meeting held on 16<sup>th</sup> September 2008 were previously circulated and agreed as an accurate record.</p>	
4.	<p><b><u>Matters Arising</u></b></p> <p><b>4(a) 13 The Close 4(a)</b>  MOB to feed back at next meeting.</p> <p><b>4(b) New Property List 4(d)</b>  MOB and Nadine to feed back at the next meeting.</p> <p><b>Kings Drive, Barnhill 4(f)</b>  Awaiting installation of new bin areas with no access problems. This work is to be carried out by BHP. MOB and PB/EB to discuss to ensure arranged locations are suitable for storage and collections. Need further effort from BHP to pull bins out earlier. MOB to contact BHP again.</p> <p><b>4(c)</b></p> <p><b>4(d) Kynch Grove, Barnhill 4(n)</b>  JR reported this was clean this morning at 07.30am. MOB reported that sweeping had improved</p> <p><b>4(e) Extra Keys 8(b)</b>  The requested FB keys are on order. MOB reports that still waiting for delivery.</p>	<p><b>Completed</b></p> <p><b>MOB&amp;NA</b></p> <p><b>MOB PB&amp;EB</b></p> <p><b>Completed</b></p> <p><b>MOB PB &amp; EB</b></p>

	<p><b>4(f) 6a Ashburnham Road 5(a)i</b> 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 a problem to notify her. DL has no new information.</p> <p><b>4(g) Ealing Road Mosque 5(a)v</b> GG reported now labelled correctly and monitoring twice weekly collections.</p> <p><b>4(h) Sacks for Park Parade</b> JR asked that PB liaise with RR regarding the problem with delivery of the orange sacks for sack deliveries at this location. PB stated there may be difficulty with delivery and collection. JR asked that PB contact RR who will arrange delivery of sacks for a trial period. PB update that Lee Haynes delivering this week.</p> <p><b>4(i) Pick Up Vehicles at Twyford.</b> JFM reported problems with the following vehicles tipping street cleansing arisings at Twyford.  MK520LX and MK520LW. These are sometimes used as Zone One/Two pick up vehicles when there are breakdowns. JFM said this matter had been raised with IS.</p> <p><b>4(j) Weed Spraying</b> 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. JFM updated that Tokyngton and Dollis Hill finished; Dudden Hill will be finished Wednesday; and Willesden Green starting today.</p>	<p><b>Completed</b></p> <p><b>Completed</b></p> <p><b>JR/PB</b></p> <p><b>Completed.</b></p> <p><b>Ongoing.</b></p>
	<p><b>5. Problems</b></p> <p><b>5(a) New Problems</b></p> <p><b>5(a)i Mount Stewart Avenue</b> MOB asked that attention be given to street cleansing on this road due to repeated residents complaints. JFM to investigate.</p> <p><b>5(a)ii Schools Dry Recycling</b> Recycling team reported problems with this service and wanted feedback. DL reported that crew could not collect Claremont School due to access problems.</p> <p><b>5(a)iii Fryent Park Open Day</b> TOR and YC reported general feedback from residents:  -Crews not taking all recyclates -Crews throwing green boxes  TOR and YC could not provide specific details as requested by DL.</p>	<p><b>MOB &amp; JFM</b></p> <p><b>TOR &amp; YC &amp; DL</b></p> <p><b>Completed.</b></p>

	<p><b>5(a)iv The Paddocks</b> MOB passed over recycling team concerns about irregular paper bank service to DL.</p> <p><b>5(a)v Christchurch Green, Wembley Central.</b> MOB passed Green box collection problems to DL.</p> <p><b>5(a)vi 1 The Drive, BarnHill – Special Collection.</b> PB agreed to assist this 90yr old lady as the contract states that, at times, contractors will be expected to enter properties to assist elderly residents.</p> <p><b>5(a)vii Merley Court Refuse Collection</b> MOB passed over documentation and history on longstanding problem at this location. PB agreed to collect once a week from this location but said he did not have spare capacity on the refuse vehicles to undertake additional collections.</p> <p><b>5(a)viii Schools Recycling</b> DL requested updated list of schools recycling.</p> <p><b>5(a)ix Tokyngton Sweeping</b> JFM wants decision on sweeping beat. Passed to IS.</p> <p><b>5(b) On-going Problems</b> See items 4(a) to 4(j) above.</p> <p><b>5(c) For Further Action</b> See 4(a) to 4(j) above.</p>	<p><b>TOR&amp;YC&amp;DL.</b></p> <p><b>MOB&amp;DL</b></p> <p><b>MOB &amp; PB</b></p> <p><b>MOB &amp;PB.</b></p> <p><b>YC&amp;TOR&amp;CM</b></p> <p><b>JFM/IS</b></p>
	<p><b>6. <u>Corrective Action Plans</u></b></p> <p><b>6(a) New C.A.P.s</b> <i>No new CAPs proposed.</i></p> <p><b>6(b) On-Going Reviews</b></p> <p><b>6(b)i CAP 32 – 77a Buchanan Gardens, Kensal Green</b> Education leaflets sent to premises by Radhika. No new information on this.</p> <p><b>6(b)ii CAP 33 – Satellite Depots Regular Update</b> JFM reported that he is waiting for information on toilets on Victoria Road depot. Passed to IS.</p> <p><b>6(c) End Review</b></p>	<p><b>CAP32 14/10/2008</b></p> <p><b>CAP 33 01/11/2008</b></p>

	<p><b>6(d) Failures for Forwarding</b> No failures for forwarding.</p>	
7.	<p><b><u>Other Specific Issues</u></b></p> <p><b>7(a) Wembley Events</b> England vs Kazakhstan football on the 11<sup>th</sup> October. Resources to be decided by IS.</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> Ward officers to pass new concerns/updated information to MOB and JR on grit bin locations.</p> <p><b>7(c)ii Leafing</b> JR suggested that there be a special leafing meeting within the next two weeks before he and MM go on leave. JFM and JR agreed to set up a meeting as soon as is possible. JFM finishing leafing report.</p> <p><b>7(c)iii Grey Bins</b> No new reports.</p> <p><b>Statistics</b> MOB circulated statistics.</p> <p><b>7(d) Missed Collections</b></p> <p><b>Domestic Refuse</b> Downward trend in missed collections continues from 94 four weeks ago to 63 last week. MOB reported these are above the target of 42 but there has been a gradual improvement over the past 4 weeks</p> <p><b>7(d)i Green Box</b> Decrease in green box missed collections from 203 two weeks ago to 199 previous week and 165 last week. Figures are very high but it is thought that some contaminations are wrongly being reported as missed collections.</p> <p><b>7(d)ii Organic</b> Decrease in missed organic collections from 283 two weeks ago to 126 the previous week and then an increase to 135 last week. Figures are very 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><b>7(d)iii Estate Collections.</b> There was an increase in missed estate recycling collections from 34 in July to 63 in August.</p> <p><b>7(d)iv Rectification Points</b> Rectification points for the last two weeks were 2484 and 1931, an increase and a decrease respectively.</p> <p><b>7(d)v WEEE Collections</b> Awaiting WEE tonnages from TT</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>Information</b></p>

	<p><b>7(d)vi</b></p> <p><b>IT Up-dates</b> Nothing to report.</p> <p><b>7(e)</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)</b> <i>Estimate For Cleaning</i> JFM gave JR an estimate for cleaning the adopted section of Olympic Way to pass on to IS.</p> <p><b>8(a)i</b> <b>Green Box Recycling Rounds</b> DL stated that two extra green box rounds will be working from Monday 29<sup>th</sup> September 2008. He said this was due to H &amp; S concerns about staff as they have a number of long term sick.</p>	<p><b>Information</b></p> <p><b>Completed</b></p>
<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 30<sup>th</sup> September 2008 at 10am at Laxcon Close.</p>	