

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 7th October 2008

No.	Item	Action by
1.	<p><u>Persons Present</u></p> <p>Mark O'Brien (MOB) StreetCare – Team Leader Yvonne Crace (YC) StreetCare – Education Team Jean Francois Moreau (JFM) Veolia – Street Cleansing Operational Manager Paul Booth (PB) Veolia – Refuse Manager Dave Lynas (DL) Veolia – Recycling Manager Nadine Ashton (NA) Veolia – Control Room Manager.</p>	
2.	<p><u>Apologies for Absence</u></p> <p>John Rymer (JR) StreetCare – Team Leader Tony Talman (TT) StreetCare – Snr. Waste & Env. Officer. Costas Malas (CM) StreetCare – Education Team Tanya O'Rourke (TOR) 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.</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on 7th October 2008 were previously circulated and agreed as an accurate record.</p>	
4.	<p><u>Matters Arising</u></p> <p>4(a) New Property List 4(d) MOB and Nadine to feed back at the next meeting. MOB reported that all done apart from Sudbury Ward.</p> <p>4(b) Kings Drive, Barnhill 4(f) Need further effort from BHP to pull bins out earlier. MOB to contact BHP again</p> <p>4(c) Extra Keys 8(b) The requested FB keys are on order. MOB reports that still waiting for delivery.</p> <p>4(d) Tokyngton Sweeping JFM wants decision on sweeping beat.</p> <p>4(e) Estate Bin Locks NA reported that TOR had sent video to suppliers and said that until these locks are improved, we will not accept further deliveries.</p>	<p>MOB&NA</p> <p>MOB PB&EB</p> <p>MOB</p> <p>Completed</p> <p>TOR &DL &NA</p>

	<p>4(f) Gladstone Park JFM concerned about flytips on Linacre and Ellis Close. MOB informed him that, without evidence in bags or CCTV or the Ward Officer observing offenders, all we can do is clear this material. MOB spoke to Ward Officer, Rad Buchanan, and he reported that he was aware of the problem and checked this location regularly. He has not found any evidence among the fly tips and there are no CCTV cameras nearby which can be accessed. Unless he is physically present when the fly tipping occurs, he is doing all he can.</p> <p>4(g) Overgrown Vegetation on Drury Way/Great Central Way/Lynton Close MOB reported that Anna-Marie-Defontaine has passed the Tokyngton section to Railtrack and Selvin Rodney is investigating land ownership.</p>	<p>JFM & MOB</p> <p>JFM & MOB.</p>
5.	<p><u>Problems</u></p> <p>5(a) New Problems</p> <p>5(a)i Information Flow from Client Side to Veolia MOB asked for a step by step explanation of how contender information is sent across to Veolia and what information is sent to the Veolia operational staff. This is because information which officers place on contender, especially text updates, are not reaching managers and operational crews as contender printed hard copies stopped over a month ago. As Veolia Managers for Street Cleansing, Recycling, and Refuse do not have access for contender, and ECHO is not operational, this is a problem.</p> <p>Contender information is sent to the Control Room, interpreted by the control room staff, and then bare bones information is sent to Recycling and Refuse – this information consists of an address and problem, say, “Missed Green Box”. No text from contender is included.</p> <p>Street cleansing has space for a small amount of text but there is still a risk that client side information is not getting through to Veolia staff.</p> <p>NA said it was possible that extra text could be incorporated but PB and DL argued that crews would be confused, the system works well, and there was no need to change the system.</p> <p>5(a)ii 8 Uxendon Crescent, Barnhill. MOB reported that Refuse Crew still returning grey bin to drive and blocking access. This is a Stage 1 complaint and a C.A.P will be placed on this if no improvement seen. Passed to PB.</p> <p>5(a)iii 267 Harrow Road, Wembley Central Assisted Collection. MOB reported that Green Organic bin not returned to top of steps. This is another Stage 1 complaint and C.A.P will be placed on this if no improvement seen.</p> <p>5(a)iv Tokyngton Weeding MOB passed roads that need weed spraying to JFM. Roads already been passed to Lee Bicknell and sent via e-mail to JFM.</p> <p>5(b) On-going Problems See items 4(a) to 4(g) above.</p>	<p>NA/MOB</p> <p>PB/MOB</p> <p>DL/MOB</p> <p>JFM/MOB</p>

	<p>5(c) For Further Action See 4(a) to 4(g) above.</p>	
6.	<p><u>Corrective Action Plans</u></p> <p>6(a) New C.A.P.s <i>No new CAPs proposed.</i></p> <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 new information on this.</p> <p>6(b)ii CAP 33 – Satellite Depots Regular Update JFM reported that he is waiting for information on toilets on Victoria Road depot. Need information from Veolia about Core Properties contact. Once we have this information we can chase up Core Properties. No new information from JFM.</p> <p>6(c) End Review</p> <p>6(d) Failures for Forwarding No failures for forwarding.</p>	<p>CAP32 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 vs Kazakhstan football on the 11th October. JFM reported that 2 teams were allocated.</p> <p>7(b) Special Projects Nothing new to report</p> <p>7(c) Gritting and Leafing and Bins</p> <p>Gritting 7(c)i MOB asked to inspect gritters in advance of Snow Plan. JFM reported that gritters will be available for inspection on the 27th October. Village Managers to have responsibility of placing grit bins on street.</p>	<p>Information</p> <p>MOB/JFM</p>

	<p>7(c)ii Leafing NA reported that they were low on bio sacks and extra stock needed ordering. MOB to check start date with Chris Whyte and inform JFM.</p> <p>Grey Bins Bins in stock.</p> <p>7(c)iii Statistics MOB circulated statistics.</p> <p>7(d) Missed Collections</p> <p>Domestic Refuse No new information.</p> <p>7(d)i Green Box No new information.</p> <p>7(d)ii Organic No new information.</p> <p>7(d)iii Estate Collections. No new information.</p> <p>7(d)iv Rectification Points No new information.</p> <p>7(d)v WEEE Collections Awaiting WEE tonnages from TT</p> <p>7(d)vi IT Up-dates Nothing to report.</p> <p>7(e)</p>	<p>JR/JFM</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p>
8.	<p><u>Any Other Matters</u></p> <p>8(a) Estimate For Cleaning JFM gave JR an estimate for cleaning the adopted section of Olympic Way to pass on to IS.</p> <p>8(a)i Weed Spraying JFM updated that Wembley and Gladstone Park Village's are being finished. Harlesden Village has been started last Saturday and everywhere else finished.</p> <p>8(a)ii Bin Stock NA stated that 200 organic bins ordered while 951 requests on contender. She requested that StreetCare speak to call centre over whether all of these green bins needed.</p>	<p>Information</p> <p>Information</p> <p>Completed</p>

	<p>140L bin stock very low. NA requested that requests to swap 240L for a 140L be put on hold and call centre notified.</p> <p>8(a)iii Organic Crews YC asked if extra crews were being introduced by Veolia. DL replied that 1 extra was in place and no more can be placed out by Veolia at present.</p> <p>8(a)iv Contender Access NA requested that if ward officers cannot get hold of Veolia managers to send an e-mail as managers do not have access to contender. These e-mails to contain full address rather than contender number.</p> <p>NA complained that ward officers are continually calling control room for information when they should be contacting Veolia Managers.</p> <p>MOB replied that some officers are calling the control room because they cannot get hold of Veolia Managers and, because of this frustration, they are seeking answers from the control room.</p> <p>It was agreed that Managers should, as far as possible, answer their phones and if officers cannot get hold of them to send e-mails.</p> <p>8(a)v BVI 199 (NI195) Figures JFM requested that full and updated figures from each tranche are sent to Veolia as this would enable them to solve problems at source. MOB replied that these figures are sent over after Brent council receives them.</p> <p>8(a)vi Incorrect Contender Codes from StreetCare Call Centre. NA produced report showing wrong contender codes. As Veolia have targets for refuse and recycling, these skew operational data. Call centre staff to be re-educated to use correct codes – i.e., before and after 14.00 for refuse and org bin and before and after 16.00 for green box. Spoke to Raj Chavda and E-mail sent to call centre managers and copied into NA.</p>	<p>Completed</p> <p>DL/YC</p> <p>MOB/PB/DL</p> <p>JFM/MOB</p> <p>NA/MOB.</p>
9.	<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 14th October 2008 at 10am at Laxcon Close.</p>	