

# StreetCare (StreetScene) / Veolia

## Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 21<sup>st</sup> October 2008

No.	Item	Action by
1.	<p><b><u>Persons Present</u></b></p> <p>John Rymer (JR) StreetCare – Team Leader  Mark O'Brien (MOB) StreetCare – Team Leader  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><b><u>Apologies for Absence</u></b></p> <p>Tony Talman (TT) StreetCare – Snr. Waste &amp; 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.  Yvonne Crace (YC) StreetCare – Education Team</p>	
3.	<p><b><u>Minutes of Previous Meeting</u></b></p> <p>The minutes of the meeting held on 14<sup>th</sup> October 2008 were previously circulated and agreed as an accurate record.</p>	
4.	<p><b><u>Matters Arising</u></b></p> <p><b>4(a) New Property List 4(d)</b>  MOB reported that all done apart from Sudbury Ward. JR Suggested NA start to prepare South streets for checking as Sudbury appears to be taking so long.</p> <p><b>4(b) Kings Drive, Barnhill 4(f)</b>  Need further effort from BHP to pull bins out earlier. Problem with pulling out bins continues.</p> <p><b>4(c) Extra Keys 8(b)</b>  The requested FB keys are on order. MOB reports that still waiting for delivery.</p> <p><b>4(d) Overgrown Vegetation on Drury Way/Great Central Way/Lynton Close</b>  Great Central Way o/s. Rest completed.</p> <p><b>4(e) 8 Uxendon Crescent, Barnhill.</b>  MOB reported collections completed OK last week. MOB to monitor.</p> <p><b>4(f) 267 Harrow Road, Wembley Central Assisted Collection.</b>  MOB and NA to liaise over this matter</p>	<p><b>MOB&amp;NA</b></p> <p><b>MOB PB&amp;EB</b></p> <p><b>MOB</b></p> <p><b>MOB &amp;JFM</b></p> <p><b>MOB &amp;PB</b></p> <p><b>MOB &amp;NA</b></p>

	<p><b>4(g) Information Flow from Client Side to Veolia</b> System explained in previous minutes</p> <p><b>4(h) 19 Salmon Street – Green Box Crew</b> MOB reported that this is now OK.</p> <p><b>4(i) 8 Aylesbury Street – Green Box Crew</b> MOB reported that he had received no response from resident in answer to his email.</p> <p><b>4(j) 138 Dollis Hill Lane – Organic Crew</b> Dave Lynas reported no problems last week. To monitor for 1 more week</p> <p><b>4(k) Estates Contamination List</b> MOB agreed to ask Admin team if they could put requests for emptying on Contender.</p> <p><b>4(l) Finch Close</b> Yes this is a Bio-sack area. Suggested that CW be asked if this can be collected Sunday or removed from the bio-sack list.</p>	<p><b>Completed</b></p> <p><b>Completed</b></p> <p><b>MOB</b></p> <p><b>JR &amp; DL</b></p> <p><b>MOB/DL</b></p> <p><b>JR/DL</b></p>
<b>5.</b>	<p><b><u>Problems</u></b></p> <p><b>5(a) New Problems</b></p> <p><b>5(a)i 3 Mornington Crescent</b> Report from MOB that bins and boxes are left blocking access. This is a Thursday collection</p> <p><b>5(a)ii Lynton Close – Fly tip</b> Need liaison between SAR, Veolia and local SN Police Team. SAR already requested police assistance, awaiting reply.</p> <p><b>5(a)iii Dixon Way, NW10</b> This is new build off Church Road. In answer to question from JR, PB reported that this will be a Thursday collection by D20 (refuse) and a bio-sack area.</p> <p><b>5(a)iv Change of Village Supervisors</b> JFM produced pictorial map of new village postings and list of contact numbers for distribution to Client Officers.</p> <p><b>5(a)v Metro Bins – Need Variation Orders</b> DL requested variation orders for all the Metro Bin sites. JR agreed to pass request onto CW. There are 6 or 7 sites for paper bins not on list. NA agreed to search and supply list; Preston Rd is one such site.</p> <p><b>5(a)vi Grab Lorry</b> JR reported that the grab lorry had been off road for some time and several larger fly tips were outstanding. JFM reported that vehicle should be back on road tomorrow first thing. If not alternative collections should be considered or short term hire of spare grab. JFM reported that the flusher was also off road but had no time scale for repair.</p> <p><b>5(a)vii Princes Road, NW6 – Refuse Crew Complaint</b> JR requested thorough investigation by PB and to pass on findings to AS who is preparing response for Stage One. The complainant informed complaints section</p>	<p><b>DL &amp; MOB</b></p> <p><b>JR &amp; JFM</b></p> <p><b>Information</b></p> <p><b>Information</b></p> <p><b>JR &amp; DL</b></p> <p><b>JR &amp; JFM</b></p> <p><b>JR &amp; PB</b></p>

	<p>that he had involved the police but this hadn't been confirmed. PB confirmed that same crew will not collect the refuse until matter resolved. Refuse will be collected by different crew on the same day. PB reported that the crew comprises of 2 x Bulgarian and 1 x Moroccan.</p> <p><b>5(b) On-going Problems</b> See items 4(a) to 4(i) above.</p> <p><b>5(c) For Further Action</b> See 4(a) to 4(i) above.</p>	
<b>6.</b>	<p><b><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 33 – Satellite Depots Regular Update</b> JFM reported that he is waiting for information on toilets on Victoria Road depot. AS and JFM still in liaison over this matter.</p> <p><b>6(c) End Review</b></p> <p><b>6(c)i CAP 32 – 77a Buchanan Gardens, Kensal Green</b> No problems recently. CAP completed.</p> <p><b>6(d) Failures for Forwarding</b> No failures for forwarding.</p>	<p><b>CAP 33 01/11/2008</b></p> <p><b>Completed</b></p>
<b>7.</b>	<p><b><u>Other Specific Issues</u></b></p> <p><b>7(a) Wembley Events</b> Sunday 26<sup>th</sup> October NFL – New Orleans v San Diego Chargers</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> MOB and JFM to arrange inspection of gritters.</p> <p><b>7(c)ii Leafing</b> MM and JFM will liaise at the end of every day. MOB and JR will be client contacts. JFM will email MOB and JR at end of every day where the crews have been and where they will be. Gladstone Park and Queens Park not yet organised for leafing. Need report for next meeting.</p> <p><b>7(c)iii Grey Bins</b> Back log of deliveries of grey refuse bins now being organised.</p> <p><b>7(d) Missed Collections</b></p>	<p><b>Information</b></p> <p><b>MOB/JFM</b></p> <p><b>JR/JFM</b></p> <p><b>Information</b></p>

	<p><b>7(d)i    <i>Domestic Refuse</i></b> 52 missed collection last week. Further info next meeting</p> <p><b>7(d)ii    <i>Green Box</i></b> 108 missed collection last week. Further info next meeting</p> <p><b>7(d)iii    <i>Organic</i></b> 75 missed collection last week. Further info next meeting</p> <p><b>7(d)iv    <i>Estate Collections.</i></b> Monthly information to be supplied at meeting on 4<sup>th</sup> November.</p> <p><b>7(d)v    <i>Rectification Points</i></b> Figures will be available next meeting</p> <p><b>7(d)vi    <i>WEEE Collections</i></b> Awaiting WEE tonnages from TT</p> <p><b>7(e)    <i>IT Up-dates</i></b> Nothing to report.</p>	
<b>8.</b>	<p><b><u>Any Other Matters</u></b></p> <p>No other matters discussed</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 28th October 2008 at 10am at Laxcon Close.</p>	