

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 28th October 2008

No.	Item	Action by
1.	<p><u>Persons Present</u></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><u>Apologies for Absence</u></p> <p>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. Yvonne Crace (YC) StreetCare – Education Team</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on 21st October 2008 were circulated at the meeting and agreed as an accurate record.</p>	
4.	<p><u>Matters Arising</u></p> <p>4(a) New Property List 4(a) On going. Sudbury still out standing.</p> <p>4(b) Kings Drive, Barnhill 4(b) PB reports that we are still getting reports for missed collections when in fact this is due to the bins not being pulled out in time for the collections. MOB has requested the Call Centre do not report these as missed collections as they are shown against the contractor and StreetCare when in fact the problem lies with BHP.</p> <p>4(c) Extra Keys 4(c) The requested FB keys are on order. MOB reports that still waiting for delivery.</p> <p>4(d) Overgrown Vegetation on Drury Way/Great Central Way/Lynton Close 4(d) Rail Track is aware of their responsibilities and work in progress. SAR is contacting the businesses in Great Central Way to get them to do their individual sections.</p> <p>4(e) 8 Uxendon Crescent, Barnhill 4(e) MOB reported grey and organic bins left blocking the drive. Please leave on path. See CAP 34 at 6(a) i.</p>	<p>MOB&NA</p> <p>MOB PB&EB</p> <p>MOB</p> <p>MOB &JFM</p> <p>MOB &PB</p>

	<p>4(f) 267 Harrow Road, Wembley Central Assisted Collection 4(f) MOB reported resident has moved away. Now complete.</p> <p>4(g) 8 Aylesbury Street – Green Box Crew 4(i) MOB reported no useful info obtained – also investigated by DL</p> <p>4(h) 138 Dollis Hill Lane – Organic Crew 4(j) MOB and DL reported no problems reported this week. Completed</p> <p>4(i) Estates Contamination List 4(k) MOB spoke to JES concerning putting contaminations onto Contender. No agreement reached. MOB to approach JES again.</p> <p>4(j) Finch Close 4(l) Awaiting response from CW re this and rest of N C Rd collections.</p> <p>4(k) 3 Mornington Crescent 5(a)i MOB reported collections were OK last week. Monitoring for 1 more week.</p> <p>4(l) Lynton Close – Fly tip 5(a)ii SAR requested police assistance. He is awaiting Safer Neighbourhood team to contact him. There are also several vans that are untaxed etc.</p> <p>4(m) Metro Bins – Need Variation Orders 5(a)v NA reported that all variation orders now completed.</p> <p>4(n) Grab Lorry and Flusher 5(a)vi Grab lorry is back on road. The flusher is still in the workshop. JFM could give no time scale for repair.</p> <p>4(o) Princes Road, NW6 – Refuse Crew Complaint 5(a)vii PB reported that the disciplinary investigation is still on-going. JR asked for him to keep AS up-dated with any developments.</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>MOB/DL</p> <p>JR/DL</p> <p>MOB & DL</p> <p>JR</p> <p>Completed</p> <p>JFM</p> <p>JR & PB</p>
5.	<p><u>Problems</u></p> <p>5(a) New Problems</p> <p>5(a)i 3B Tavistock Road, NW10 Contender 907888 handed to PB. There was damage to a down pipe allegedly caused by the refuse crew. Believed accidental. PB will liaise with Insurance Clerk to try to resolve matter.</p> <p>5(a)ii 124 Monks Park, Tokyngton – assisted collection DL stated that this was often a late collection by recycling crew. Could AMD check premises for compliance later in the day (suggest 2pm) to ensure all collections have been completed.</p> <p>5(a)iii Woodcock Dell, Kenton Seasonal problem of fallen crab apples on the pavement. JFM and NA request that Call Centre record this as a code C10 (Leaf/Blossom on pavement). This is the correct code.</p> <p>5(a)iv Contender 905883 JFM was disappointed that an officer chose to add inappropriate and sarcastic text to a report. He felt this was unprofessional and not helping with joint working. JR</p>	<p>JR & PB</p> <p>MOB & DL</p> <p>MOB & JFM</p> <p>JFM & JR</p>

	informed the meeting that he had already spotted the entry and given the officer words of advice. Should it happen again JFM was asked to contact JR or MOB.	
5(a)v	Monday Rectifications JFM informed the meeting that it appears that particular officer issue around 20 rectifications on Mondays without any contact with the Village Manager. There appears to be very few issued during the week. There appears to be no follow up by officer to clear or check these reports. JFM and JR to monitor.	JFM & JR
5(a)vi	White Horse Bridge JFM reported that White Horse Bridge isn't on the specification list and needs a VO and pricing. MOB to follow up. MOB reported that the same applies to Olympic Way but Quintain is keeping this clean at the moment.	MOB & JFM
5(a)vii	Fly Tip Workshop, Brent House JFM reported that he has a previous engagement so is unable to attend the workshop. He will try to send a Village manager along.	JR
5(a)viii	Wasted Journeys by Recycling Crews DL reported that many of his crews are being sent back to missed collections when in fact they are contaminated and they find the same contaminations when they return. Also the Call Centre automatically re-default any missed collections even when they ring back on the loop and get no answer. Often the boxes/bins have been cleared and once again a wasted journey. If residents say they have cleared the contamination they should be told that the crew will collect next week on their scheduled collection day. There was a long discussion and it was thought that a training day, particularly for the Call Centre on the consequence of some of their actions and promises to general statistics, time and resources of the contractor, time and resources of Ward Officers and statistics which eventually will affect our C P A rating.	JR, MOB, DL & NA
5(a)ix	Estate Collections DL reported that 107 extra estate collections have recently been added. This is and will continue to stretch resources. JR agreed to email CW and IS.	JR & DL
5(a)x	Lockier Walk Estate DL reported that this estate is mainly low rise flats and maisonettes interspersed with a small number of houses. DL feels that all properties should be treated as estate collection with the houses receiving the same facilities as the communal blocks. An in depth review of collections on this estate could save resources without any loss of composting or recyclables.	All
5(a)xi	92 Buck Lane, Fryent MOB reported that this is an assisted collection. The VO was completed recently and this information is just to make Managers aware.	Information
5(a)xii	Bin Storage After JR and MOB stated that they were unaware NA reported the new system introduced two weeks ago for bin storage by CW and IS. Veolia hold a small quantity of normal containers (grey bins, boxes, green bins when available) at Laxcon Close depot. All other containers are stored elsewhere and brought to the depot once a week. On Fridays a computer report is run to assess how many containers have been ordered and the storage company is then sent an order to deliver the appropriate number of bins to be delivered. This means that any urgent deliveries cannot now be entertained and that when customers request bins and boxes and composters they must be informed that there	JR, MOB, PB & NA

	<p>will be up to a 2 week delivery time-scale. This information needs to be relayed to the Call Centre, StreetCare Support Team and StreetCare Ward Officers.</p> <p>5(a)xiii Contender Codes It was decided that there is probably a need for all Contender Codes and descriptions to be reviewed and properly organised. NA agreed to arrange a meeting and to invite Raj from the Call Centre. This is a follow up meeting to one held with Thomas a few weeks ago. Nadine will provide a list of codes and meanings. Organising the codes will be the only topic.</p> <p>5(b) On-going Problems See items 4(a) to 4(o) above.</p> <p>5(c) For Further Action See 4(k) to 4(o) above.</p>	
6.	<p><u>Corrective Action Plans</u></p> <p>6(a) New C.A.P.s <i>One new CAP proposed.</i></p> <p>6(a)i CAP 34 – 8 Uxendon Crescent, HA9 9TN To ensure that refuse and recycling containers are not left on the drive blocking vehicle access. Refuse and recycling containers to be placed on the path.</p> <p>6(b) On-Going Reviews</p> <p>6(b)i CAP 33 – Satellite Depots Regular Update 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>6(c) End Review No CAPS for completion</p> <p>6(d) Failures for Forwarding No failures for forwarding.</p>	<p>CAP 34 11/11/2008 MOB</p> <p>CAP 33 01/11/2008 JR</p>
7.	<p><u>Other Specific Issues</u></p> <p>7(a) Wembley Events MOB reported clean up went well. Slight problem with NE.</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 MOB and JR to inspect 5 gritters immediately after meeting at Marsh Road.</p> <p>7(c)ii Leafing JFM reported that Gladstone Park was used last week. Queens Park will be used from today thanks to DL. Roe Green will be used from next week.</p>	<p>Information</p> <p>MOB/JFM</p> <p>JR/JFM</p>

	<p>7(c)iii Grey Bins On going deliveries of grey refuse bins. Back log reducing.</p> <p>7(d) Missed Collections</p> <p>7(d)i Domestic Refuse 55 missed collections increased to 59 last week.</p> <p>7(d)ii Green Box 108 missed collections increased to 123last week.</p> <p>7(d)iii Organic 75 missed collections increased to 77 last week.</p> <p>7(d)iv Estate Collections. Monthly information to be supplied at meeting on 4th November.</p> <p>7(d)v Rectification Points Rectification points for the last 4 weeks, starting on week commencing 29th September 2008 are 1495, 1120, 1679, and 1800.</p> <p>7(d)vi WEEE Collections Awaiting WEE tonnages from TT</p> <p>7(e) IT Up-dates Nothing to report.</p>	Information
8.	<p><u>Any Other Matters</u></p> <p>No other matters discussed</p>	
9.	<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 4th November 2008 at 10am at Laxcon Close.</p>	