

# StreetCare (StreetScene) / Veolia

## Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 18<sup>th</sup> November 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  Costas Malas (CM) StreetCare – Education Team (Compulsory recycle)  Jean Francois Moreau (JFM) Veolia – Street Cleansing Operational 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.  Raj Chavda (RC) StreetCare – Call Centre Team Leader.  Tanya O'Rourke (TOR) StreetCare – Education Team  Gary Gregory (GG) Veolia – Bin and box delivery Manager  Eugene Buckley (EB) Veolia – Refuse Manager.  Paul Booth (PB) Veolia – Refuse Manager</p>	
3.	<p><b><u>Minutes of Previous Meeting</u></b></p> <p>The minutes of the meeting held on 11<sup>th</sup> October 2008 were circulated prior to and at the meeting and agreed as an accurate record.</p>	
4.	<p><b><u>Matters Arising</u></b></p> <p><b>4(a) New Property List 4(a)</b>  NA reported that AS and DL had spoken to her regarding these reports. JR reported both were going through their respective lists with a fine toothcomb.</p> <p><b>4(b) Extra Keys 4(c)</b>  The requested FB keys are on order. MOB reports that TM is still waiting for delivery.</p> <p><b>4(c) Estates Contamination List 4(f)</b>  JES has agreed that her team will be available to assist with logging the contaminated green bins onto Contender for emptying by refuse. This is available for 4 to 8 weeks whilst she has the staffing resources.</p> <p><b>4(d) 3 Mornington Crescent 4(h)</b>  MOB inspection showed collection was OK last week.</p> <p><b>4(e) Lynton Close – Fly tip 4(i)</b>  JR confirmed Friday 28<sup>th</sup> November when police have agreed to support Council on the localised clean up. We will require Veolia to clear rubbish from vans. Untaxed vehicle enforcement contractor will remove the vans. JFM to advise HB</p>	<p>NA</p> <p>MOB</p> <p>MOB/DL</p> <p>Completed</p> <p>JR/JFM (awaits 28<sup>th</sup>)</p>

	<p><b>4(f) 124 Monks Park, Tokyngton – assisted collection 4(m)</b>          MOB and DL reported continued problems. Monitoring to continue for one more week. MOB reported crew failed to do the job properly but this was immediately rectified by the foreman.</p> <p><b>4(g) Monday Rectifications 4(o)</b>          NA reported not too many this Monday. Monitoring to continue.</p> <p><b>4(h) 13, The Close, Barnhill 5(a)i</b>          MOB requested that this remain as it has been escalated to a Stage Three complaint by the resident.</p> <p><b>4(i) 158 Empire Court, North End Rd, Tokyngton 5(a)ii</b>          MOB reported all now cleared. Lessons learnt by all.</p> <p><b>4(j) 63 Bruce Road, Stonebridge 5(a)iii</b>          DL reported supervised collection completed properly. JR reported no further reports from Officer. Last Contender report was over two weeks ago. JR suggested that this problem remain as item on minutes for one more week</p> <p><b>4(k) 1 Chandos Road, Dudden Hill 5(a)iv</b>          DL reported supervised collection completed properly. JR reported no further reports from Officer or Contender entries. JR suggested that this problem remain as item on minutes for one more week</p> <p><b>4(l) 5 Northview Crescent 5(a)v</b>          DL reported he had received email outlining problem from Marsha. JR reported last Contender was on 6<sup>th</sup> November. JR suggested that this problem remain as item on minutes for one more week</p> <p><b>4(m) New Bins and Boxes Delivered by SC Officers 5(a)vi</b>          JR and MOB informed the meeting that emails were sent to Ward Officers requesting they liaise with Nadine before and if they deliver boxes or bins themselves. This is in order to keep a good stock control system.</p> <p><b>4(n) Kilburn Village – 2<sup>nd</sup> Foreman 5(a)vii</b>          JFM reported that the foreman is still suspended and the disciplinary enquiry is progressing and until this is complete he cannot replace him. JR stated that this was a working foreman so Kilburn Village is currently 1 person down and asked that consideration be given to replacing the suspended person with another. JFM will consider but thought it unlikely.</p> <p><b>4(o) Contamination Cards 5(a)x</b>          CM had delivered today one box of contrary cards to the depot. DL requested more. CM will pass back request to Radhika (RS). JR will also send email.</p>	<p><b>MOB/DL</b></p> <p><b>NA/JR</b></p> <p><b>MOB/PB</b></p> <p><b>Completed</b></p> <p><b>JR/DL</b></p> <p><b>JR/DL</b></p> <p><b>JR/DL</b></p> <p><b>Completed</b></p> <p><b>JR/JFM</b></p> <p><b>CM/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 Northwick Road, Alperton</b>          MOB reported that the barrow beat for this road appears to be not sweeping here at all. Could this be checked and the sweeper advised.</p> <p><b>5(a)ii Quainton Street, Welsh</b>          MOB reported driver for BG collections ignoring no entry signs and drove wrong way down one way street. MOB asked that DL advise the driver. DL agreed.</p>	<p><b>MOB/JFM</b></p> <p><b>MOB/DL</b></p>

	<p><b>5(a)iii Compulsory Recycling Monitoring</b> In answer to a question from CM DL responded that there maybe one or two changes for collections in the South this week and he will inform CM of these in good time. The monitoring will continue in the South for the next three weeks.</p> <p><b>5(a)iv Green Box Requests</b> NA reported that there have been some requests for green boxes originating from the Waste Watchers team for inappropriate addresses. NA has so far been referring the queries to Ward Officers. CM will speak to Waste Watchers team and ask that they be more careful with future ordering.</p> <p><b>5(a)v Organic Collections</b> DL asked that the appropriate managers be informed that there is a need for 9 permanent organic rounds throughout the winter. JR responded that this will be noted in the minutes and these minutes are sent to CW and IS. It was suggested that TP and NP from Veolia be made aware so they can also raise the issue.</p> <p><b>5(a)vi Food Waste Pilot</b> DL asked if the tonnages for organic and food waste collected in the consultancy investigation is being sent for composting and are these figures being added to the composting tonnages? As no-one at the meeting was aware of the answer JR agreed to forward the question to RS and David Pietropaoli (PD) and ask them to liaise direct with him.</p> <p><b>5(a)vii Variation Orders Problems</b> When variation orders are entered NA reported that they need to clearly spell out what the variation is. This needs to go into the text as a blank variation order only shows that there is a variation needed within the contract and doesn't say what that variation is. NA requested sufficient detail be included in the text to explain what the variation is for. JR agreed to forward this to StreetCare Ward and Support Officers.</p> <p><b>5(a)viii Cornmow Drive, Dudden Hill</b> NA requested site maps of where the estate banks should be located in Cornmow Drive as the crew need this before delivery. CM will advise with TOR.</p> <p><b>5(b) On-going Problems</b> See items 4(a) to 4(o) above.</p> <p><b>5(b)i Weeds</b> See item 8(a)</p> <p><b>5(c) For Further Action</b> See 4(a) to 4(o) above.</p>	<p><b>CM/DL</b></p> <p><b>CM/NA</b></p> <p><b>Information</b></p> <p><b>JR/DL</b></p> <p><b>JR/NA</b></p> <p><b>CM/NA</b></p>
	<p><b>6. <u>Corrective Action Plans</u></b></p> <p><b>6(a) New C.A.P.s</b></p> <p><b>6(a)i Victoria Road (Kilburn) Street Cleaning Depot</b> After discussion it was agreed that although CAP 33 was now past its time scale a similar CAP should be agreed to have regular up-dates on the Victoria Road (Kilburn) Village depot.</p> <p><b>6(b) On-Going Reviews</b> No on-going reviews to discuss.</p>	<p><b>CAP 33 01/11/2008 JR</b></p>

	<p><b>6(c) End Review</b></p> <p><b>6(c)i CAP 34 – 8 Uxendon Crescent, HA9 9TN</b> Time scale is complete. Meeting agreed that corrective active plan was complete.</p> <p><b>6(c)ii CAP 33 – Satellite Depots Regular Update</b> Time scale is complete. Meeting agreed that corrective active plan was complete in its current form. It was agreed there was a need to continue this plan for the Victoria Road (Kilburn) depot. New CAP to be documented next meeting if necessary.</p> <p><b>6(d) Failures for Forwarding</b> No failures for forwarding.</p>	<p><b>Completed</b></p> <p><b>Completed</b></p>
7.	<p><b><u>Other Specific Issues</u></b></p> <p><b>7(a) Wembley Events</b> Next event scheduled for 3<sup>rd</sup> December</p> <p><b>7(b) Special Projects</b> See item 8(b)</p> <p><b>7(c) Gritting and Leafing and Bins</b></p> <p><b>7(c)i Gritting</b> JR confirmed that IS had ordered 30 new grit bins as requested. JFM stated that they would be put on the streets and filled as soon as practicable after delivery. Most of the missing 20 bins were at sites in Queensbury. MOB agreed to visit Marsh Road to inspect gritters. JR reported that forecast for Friday and Saturday nights was currently showing minus 2. TP is on gritting Friday and NP on Saturday and Sunday.</p> <p><b>7(c)ii Leafing</b> JR reported that the leafing reports were being regularly received and asked that StreetCare's appreciation be passed to the crews through MM. There was one problem when the crew were diverted to another area at the end of the day and a few piles of leaves remained on the footway. This did cause some concern at the time; however subsequent inspection showed the leaves were collected first thing the following morning. 40 tonnes of street leaves recycled to date. An excellent result to date.</p> <p><b>7(c)iii Grey Bins</b> On going deliveries of grey refuse bins. Back log reducing.</p> <p><b>7(d) Missed Collections</b></p> <p><b>7(d)i Domestic Refuse</b> 58 reported missed collections for last week compared to 57 the previous week.</p> <p><b>7(d)ii Green Box</b> 57 reported missed collections for last week compared to 88 the previous week.</p> <p><b>7(d)iii Organic</b> 50 reported missed collections for last week compared to 54 the previous week.</p>	<p><b>Information</b></p> <p><b>Information</b></p>

	<p><b>7(d)iv Estate Collections.</b> Monthly information to be supplied at meeting on 2<sup>nd</sup> December</p> <p><b>7(d)v Rectification Points</b> Rectification points for last week were 2037 compared to 1480 the previous week.</p> <p><b>7(d)vi WEEE Collections</b> Awaiting WEE tonnages from TT. JR reported that TT has been away for some time and is trying to catch up on work accumulated during his absence.</p> <p><b>7(e) IT Up-dates</b> Nothing new to add.</p>	
<b>8.</b>	<p><b><u>Any Other Matters</u></b></p> <p><b>8(a) Weeds</b> JR reported that there were reports from Officers and recorded on Contender that weeds are still a problem. Although not growing quickly there are quite a few weeds on pavements, back-lines and channels. In conjunction with Item 8(b) JR asked that weeds in the five targeted wards for NI195 Traunche 3 can be sprayed and removed to minimise detritus. TR also suggested that a similar spraying exercise be conducted for Traunche One of 2009/10 from February/March if the weather is suitable.</p> <p><b>8(b) Immediate and Future NI195 Inspections</b> JR distributed a spreadsheet showing target wards for future NI 195 inspections by Capital Standards. This was from 2008/9 to 2011/12. JR showed spreadsheets of roads inspected by Capital Standards and told the meeting that he hoped from historical data he will be able to estimate many of the roads that will be inspected on traunche 3. He has more data to interrogate which should be completed by next week and asked if a joint meeting between the Village Managers responsible for the 5 target Wards for the next traunche could meet with the Ward Officers to brain storm and come up with a strategy to ensure the overall 2008/9 score. JFM agreed. JR will email JFM for suggested date and time.</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 2<sup>nd</sup> December 2008 at 10am at Laxcon Close.</p>	