

# StreetCare (StreetScene) / Veolia

## Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 16<sup>th</sup> December 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  Dave Lynas (DL) Veolia – Recycling Manager  Eugene Buckley (EB) Veolia – Refuse Manager.</p>	
2.	<p><b><u>Apologies for Absence</u></b></p> <p>Tony Talman (TT) StreetCare – Snr. Waste &amp; Env. Officer.  Tanya O'Rourke (TOR) StreetCare – Education Team  Costas Malas (CM) StreetCare – Education Team (Compulsory recycle)  Gary Gregory (GG) Veolia – Recycling Manager  Paul Booth (PB) Veolia – Refuse Manager  Nadine Ashton (NA) Veolia – Control Room Manager.</p>	
3.	<p><b><u>Minutes of Previous Meeting</u></b></p> <p>The minutes of the meeting held on 9<sup>th</sup> December 2008 were circulated at the meeting and agreed as an accurate record.</p>	
4.	<p><b><u>Matters Arising</u></b></p> <p><b>4(a) Extra Keys 4(a)</b>  The requested FB keys are on order. MOB reports that TM is currently on Annual Leave.</p> <p><b>4(b) 13, The Close, Barnhill 4(c)</b>  MOB reported no further problems but the complainant is likely to go to the ombudsman now. MOB requested monitoring to continue.</p> <p><b>4(c) 25 Barn Way, Barnhill 4(d)</b>  MOB reported that there have been no problems. Issue is now completed unless problems come to light in the future.</p> <p><b>4(d) 39 Kings Drive, Barnhill 4(e)</b>  No reports of problems since 27<sup>th</sup> November. Matter now complete.</p> <p><b>4(e) Unfinished Villages 4(f)</b>  JR reported that he had been informed that Veolia Property Management had a meeting this morning with Brent Property Management regarding the Victoria Road Toilets being used as a village depot.  AB had agreed to liaise with AS over this village depot regularly.</p>	<p><b>MOB/DL</b></p> <p><b>MOB/PB</b></p> <p><b>Completed</b></p> <p><b>Completed</b></p> <p><b>JfM, JR &amp; MOB</b></p>

	<p><b>4(f) Princess Road, Kilburn - Varied Collection Days 4(g)</b> EB reported that the refuse collections were now back to the same day as recycling and organic, i.e. Tuesdays.</p> <p><b>4(g) 54 Evelyn Avenue, Queensbury 5(a)i</b> EB reported that the matter had been resolved. It was agreed to check for one more week.</p> <p><b>4(h) Oakington Manor School, Tokyngton 5(a)ii</b> DL will liaise with YC to find out why cardboard not collected.</p> <p><b>4(i) 1d Leopold Road, Harlesden 5(a)iii</b> RR to check if bin yet delivered.</p> <p><b>4(j) Problems with Call Centre 5(a)iv</b> BH and RC in Call Centre informed. Matter now complete.</p> <p><b>4(k) Leafing Tonnages 5(a)v</b> Matter reported to CW and IS</p> <p><b>4(l) Vehicles Off Road 5(a)vi</b> JfM reported that a report was being compiled for daily distribution.</p>	<p><b>Completed</b></p> <p><b>MOB/EB</b></p> <p><b>DL</b></p> <p><b>JR/EB</b></p> <p><b>Completed</b></p> <p><b>Completed</b></p> <p><b>JfM</b></p>
	<p><b><u>Problems</u></b></p> <p><b>5(a) New Problems</b></p> <p><b>5(a)i 7 Ardleigh Close, Welsh Harp</b> MOB reported bins are being left on pavement. EB and DL agreed to check and report back.</p> <p><b>5(a)ii 55 Mortimer Road, Queens Park</b> JR reported problems with special collection where SC Officers could find no access problems.</p> <p><b>5(a)iii Alperton Lane Bring Site, Alperton</b> DL reported that the uneven floor needs making safe.</p> <p><b>5(a)iv Chaplin Road Hospital, Wembley Central</b> DL reported that two paper bins are missing. MOB will liaise with TM to investigate</p> <p><b>5(a)v Mead Court, Buck Lane, Kingsbury</b> EB reported that the surplus wasn't being presented properly.</p> <p><b>5(b) On-going Problems</b> See items 4(a) to 4(l) above.</p> <p><b>5(c) For Further Action</b> See 4(a), (b), (e), (g), (h), (i) and (l)</p>	<p><b>MOB/EB</b></p> <p><b>JR/EB</b></p> <p><b>DL/MOB</b></p> <p><b>MOB/DL</b></p> <p><b>EB/MOB</b></p>
<b>6.</b>	<p><b><u>Corrective Action Plans</u></b></p> <p><b>6(a) New C.A.P.s</b> No new CAPs</p>	

	<p><b>6(b) On-Going Reviews</b></p> <p><b>6(b)i CAP 35 - 124 Monks Park, Tokyngton – assisted collection</b> MOB reported that collections were reported properly last week. The last reported problem was on 27<sup>th</sup> November</p> <p><b>6(c) End Review</b> No end reviews</p> <p><b>6(d) Failures for Forwarding</b> No failures for forwarding.</p>	<p><b>CAP 35</b> <b>31/01/2009</b> <b>MOB</b></p>
7.	<p><b><u>Other Specific Issues</u></b></p> <p><b>7(a) Wembley Events</b></p> <p><b>7(a)i Race of Champions</b> The Race of Champions held on Sunday 14<sup>th</sup> December went off very well with attendance of about 45,000</p> <p><b>7(a)ii Next Event</b> The next event is believed not to be until March.</p> <p><b>7(b) Special Projects</b></p> <p><b>7(b)i NI 195 Surveys.</b> A separate meeting arranged between all client officers and Veolia managers for the target wards was held prior to this meeting. JR, MOB and JfM all said that it was a good meeting with. Immediately after the meeting it was discovered that the Capital Standards surveying team was already in Brent.</p> <p><b>7(c) Gritting, Leafing and Bins</b></p> <p><b>7(c)i Gritting</b> JR reported that NSL and JB were on out of hour's duty this week and that MOB &amp; PM would start next Monday. The week commencing 29<sup>th</sup> December would be JR and KO.</p> <p><b>7(c)ii Leafing</b> JfM reported that the leafing crews were working in the five target wards until 19<sup>th</sup> December.</p> <p><b>7(c)iii Grey Bins</b> On going deliveries of grey refuse bins.</p> <p><b>7(c)iv Weeds</b> JR reported that there were no reports of weeds on contender last week. SC officers were working closely with Village managers.</p> <p><b>7(d) Missed Collections</b></p> <p><b>7(d)i Domestic Refuse</b> 79 reported missed collections for last week compared to 49 the previous week.</p> <p><b>7(d)ii Green Box</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>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p>

	<p>26 reported missed collections for last week compared to 32 the previous week.</p> <p><b>7(d)iii Organic</b> 33 reported missed collections for last week compared to 30 the previous week.</p> <p><b>7(d)iv Estate Collections.</b> December report due in January.</p> <p><b>7(d)v Rectification Points</b> Rectification points for last week were 877 compared to 1057 the previous week.</p> <p><b>7(d)vi WEEE Collections</b> JR reported that TT was aware the meeting was awaiting WEE tonnages.</p> <p><b>7(e) IT Up-dates</b> Nothing new to add.</p> <p><b>7(f) NI195 Information</b> There was a separate meeting discussing NI195 issues prior to this meeting. See item 7(b)I above.</p>	
<b>8.</b>	<p><b><u>Any Other Matters</u></b></p> <p><b>8(a) Special Collections over Christmas</b> In answer to what was happening with Special Collections over Christmas JR reported he would ask RC to liaise a</p> <p><b>8(b) New Special Collections Veolia Procedure</b> EB reported that Veolia introduced a new system whenever the bulky crews came across access problems.</p> <ul style="list-style-type: none"> <li>• Crew comes across access problem.</li> <li>• Problem reported to Veolia Control Room by Crew who must stay on site.</li> <li>• Control Room notify Veolia Manager or foreman who will attend site</li> <li>• Veolia Manager or foreman assesses problem then</li> <li>• Either the crew clear bulky waste or StreetCare Ward Officer informed of the access problem.</li> </ul> <p>It is hoped that this will reduce collections missed due to reports of access problems by crews.</p>	<b>EB</b>
<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 23<sup>rd</sup> December 2008 at Laxcon Close, NW10.</p>	