

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Performance Meeting held at Laxcon Close

Tuesday 5th October 2010

| No. | Item | Actions |
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| 1. | <p><u>Persons Present</u></p> <p>John Rymer (JR) StreetCare Team Leader Mark O'Brien (MOB) StreetCare Team Leader Dave Lynas (DL) Veolia – Senior Recycling Manager Jean-Francois Moreau (JfM) Veolia – Senior Cleaning Manager</p> | |
| 2. | <p><u>Apologies for Absence</u></p> <p>Neal St Lewis (NSL) StreetCare Street Environment Manager Tanya O'Rourke (TOR) StreetCare – Waste Ed and Env Officer Mick Minogue (MM) Veolia –Recycling Environmental Manager Steve Speller (SS) Veolia – Recycling Environmental Manager Eugene Buckley (EB) Veolia - Refuse Environmental Manager</p> | |
| 3. | <p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the last meeting that was held on Tuesday 28th September 2010 were circulated and were agreed as an accurate record.</p> | |
| 4. | <p><u>Matters Arising</u></p> <p>4(a) Unfinished Villages 4(a)</p> <p>4(a)i Harlesden/Willesden JfM reported that all utilities except water had been resourced.</p> <p>4(b) Mallard Court/Mallard Way – Welsh Harp - 16/2/2010 MOB reported that he had received no further information from CB although he had left messages for her to contact him. This matter has been taken over by JR. DL suggested giving BHP until end of year and then stopping collections due to H & S.</p> <p>4(c) Grand Parade – 25/5/201 MOB reported that he needs to get up-date from PM. He reminded meeting that Pas are aware and will attend on request.</p> | <p>JfM/JR</p> <p>JR/DL</p> <p>MOB/EB</p> |

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| 4(d) | Windermere Avenue Collections behind shops – 22/6/2010 MOB is liaising with Eric Marchers from Transportation over this matter. Meeting to be up-dated when information available. | MOB/EB |
| 4(e) | Highcroft Avenue Cleansing – 29/6/2010 MOB reported that this work was started by Community Payback on Sunday 3 rd October. | MOB/JfM |
| 4(f) | 86 The Avenue, Barnhill – 17/8/2010 MOB reported no adverse reports for several weeks. It was agreed that this matter is now closed. | MOB/DL |
| 4(g) | Chantry Close – 17/8/2010 MOB reported pictures were taken and forwarded to Transportation. MOB is awaiting feed back from Transportation. | MOB/DL |
| 4(h) | Monks Park – 17/8/2010 EB is to arrange a site visit with AS next week and discuss problems reported by the crew. | MOB/EB |
| 4(i) | 21 Hersant Close – 24/8/2010 JR reported that there were no recent adverse reports concerning collections from this property. It was agreed to monitor this location for 1 more week. | JR/DL |
| 4(j) | 25 Pinemartin Close – 24/8/2010 JR reported that there were no adverse reports concerning collections from this property since 13/8/2010. It was agreed that this matter can now be closed. | JR/DL |
| 4(k) | 45A Mowbray Road, NW2 – 24/8/2010 JR reported that there were no adverse reports concerning collections from this property since 24/8/2010. It was agreed that this matter can now be closed. | Completed |
| 4(l) | 6 Walton Gardens, Preston – 14/9/2010 MOB reported that the bin lid at this address is often left open and water collects inside. It was agreed to continue to monitor collections at this property. | MOB/EB |
| 4(m) | 5 Whitby Gardens, Queensbury – 14/9/2010 MOB reported no adverse reports since original report. Monitoring to continue. | MOB/EB |
| 4(n) | Flat 4, 22 Crawford Avenue, Sudbury – 14/9/2010 Awaiting report from MM. Monitoring to continue. | MOB/MM |
| 4(o) | 34 Shaftesbury Avenue, Preston – 14/9/2010 No Contender reports since 21/1/2010. Monitoring to continue. | MOB/DL |

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| 4(p) | | 45 Grasmere Avenue, Preston – 14/9/2010 MOB reported that resident reported the bin was left facing the wrong way. DL stated that this is monitored by the foreman and there were no reported problems. MOB to get earlier checks by RAD. | MOB/DL |
| 4(q) | | Hillside, Stonebridge – 14/9/2010 SAR will check location and contact SS if problem still exists. | JR/DR |
| 4(r) | | 139 Churchill Road, NW2 - 28/9/2010 JR reported that this was checked by KO last Friday and found OK. Monitoring to continue. | JR/MM |
| 4(s) | | Pitfield Way, NW10 - 28/9/2010 JR reported that Contender 1072221 reporting a weed problem in Pitfield Way on 23/8/2010. The first entry by Veolia on 25/8/2010 says “Unjustified, crew advice not on spec.” The next entry by Veolia on 7/9/2010 says “Crew advice: work in progress.” The next entry by Veolia on 9/9/2010 say “crew advice: cleared as requested”. The area was inspected and found not to be completed. For JfM to check. JfM to check and report back. | JR/JfM |
| 4(t) | | 306 Stag Lane, Queensbury - 28/9/2010 MOB reported a complaint regarding non collection of the green box. MOB reported that DK is monitoring this matter as he feels that the elderly resident’s son caused the problem when visiting his father | MOB/DL |
| 4(u) | | 30 Magnolia Court - 28/9/2010 MOB reported all cleared last week. Monitoring to continue as there have been 3 missed collection reports in last 3 months. | MOB/DL |
| 4(v) | | Grey/Green Bin Issues - 28/9/2010 MOB reported that he had emailed Call Centre Team Leaders and asked them to instruct the advisors to take more care when deciding whether it was a green bin or a grey bin problem. | Completed |
| 5. | | <u>Problems</u> | |
| 5(a) | | New Problems | |
| | 5a(i) | Gladstone Court, NW2 – Estate Bin – 5/10/2010 JR noted that AMD and MM were completing a joint visit today. JR passed on TOR’s question as to why this never appeared on the contaminated list and why it wasn’t emptied at the weekend. DL advised the meeting that when he completed the EST01 list Gladstone Court never appeared. | JR/DL |
| | 5a(ii) | Veolia Out of Hours Rota – 5/10/2010 JfM is to forward up to date rota to JR and MOB later today. | JfM |

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| | <p>5a(iii) <i>Kenton Sweepers Up-Date – 5/10/2010</i> JfM agreed to liaise with MOB over the request for Kenton sweepers list. No further up-date required.</p> <p>5a(iv) <i>Kingsbury School collection problems – 5/10/2010</i> MOB reported problems with this collection. DL agreed to investigate and to report back to next meeting.</p> <p>5a(v) <i>35 Uphill Drive, Kingsbury – 5/10/2010</i> DL reported verbal abuse from resident to the crew. MOB to investigate and take appropriate action.</p> | <p>Information</p> <p>MOB/DL</p> <p>MOB/DL</p> |
| <p>6.</p> <p>6(a)</p> <p>6(b)</p> <p>6(c)</p> <p>6(d)</p> | <p><u>Corrective Action Plans</u></p> <p>New C.A.P. No new CAPs.</p> <p>On-Going Reviews No CAPs for reviewing</p> <p>End Review No CAPs for end reviews.</p> <p>Failures for Forwarding No CAPs for forwarding.</p> | |
| <p>7.</p> <p>7(a)</p> <p>7(a)i</p> <p>7(a)ii</p> <p>7(b)</p> <p>7(c)</p> <p>7(c)i</p> | <p><u>Other Specific Events</u></p> <p>Wembley Events</p> <p>Last Event All recent events reported on</p> <p>Next Event The next event is England in a World Cup qualifying game on 12th October. Mob from SC and KE from Veolia. Saracens –v- Wasps Rugby on Saturday 16th October. Followed by the annual the NFL game on 31st October.</p> <p>Special Projects No special projects at this time.</p> <p>Gritting, Leafing, Bins and Weeds</p> <p>Gritting No reports</p> | |

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| 7(d) | 7(c)ii | Leafing JR requested a leaving method statement for this 2010. JfM agreed to produce one by next meeting | |
| | 7(c)iii | Weeds JR reported that there were 7 reports of overgrown weeds last week. This is an decrease from 14 the previous week. Spraying is taking place when appropriate. Delays are still being caused by the changes in weather patterns. | |
| | 7(c)iv | Bins and Boxes No further up-dates. | |
| | | Missed Collections Missed collection figures were distributed at the meeting. JR reminded the meeting that these were reported by residents and may possibly contain some contaminated bins and boxes deliberately left by the crew under instructions. He complimented Veolia on their best ever overall figures. | |
| | 7(d)i | Domestic Refuse JR reported that recorded missed refuse collections decreased from 42 to 32 the week. | |
| | 7(d)ii | Green Box JR reported that recorded missed green box collections for the last two weeks were 16 and 17. | |
| | 7(d)iii | Organic JR reported that recorded missed organic collections decreased from 41 to 32 for last week. | |
| | 7(d)iv | Estates JR reported 28 missed estates collections for September. Graphical representation was circulated. | |
| | 7(d)v | Not returning bins properly JR reported a total of 28 reports of not returning containers properly. Graphical representation was circulated. | |
| | 7(d)vi | Rectification Points JR produced figures and graphical representations for rectification points issued over the last week. There was a decrease from 484 for the previous week to 450 for last week. | |
| 7(e) | | NI195 Update JR again reminded the meeting that the next 5 target wards are:- <ul style="list-style-type: none"> • Kenton • Wembley Central • Dollis Hill • Willesden Green | |

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| | | <ul style="list-style-type: none"> • Brondesbury Park No reports of inspections starting yet. | |
| 8. | | <u>Any Other Matters</u> | |
| 8(a) | | Special Projects No current special projects | |
| 8(b) | | Other Matters No other matters discussed. | |
| 9. | | <u>Next Meeting</u> The next meeting of this group will be held on at 10am on Tuesday 12 th October 2010 at 10am at Laxcon Close, NW10. | |