

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Performance Meeting held at Laxcon Close

Tuesday 14th December 2010

No.	Item	Actions
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 Cleaning Ops Manager Mick Minogue (MM) Veolia –Recycling Environmental Manager</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Neal St Lewis (NSL) StreetCare Street Environment Manager Eugene Buckley (EB) Veolia - Refuse Environmental Manager Dave Lynas (DL) Veolia – Collections Operations Manager Steve Speller (SS) Veolia – Recycling Environmental Manager</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the last meeting that was held on Tuesday 7th December 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. Position remains the same.</p> <p>4(b) 86 The Avenue, Barnhill – 17/8/2010 MOB reported that there were problems reported by PM last week. Evening streets team cleared the refuse. Monitoring must continue if this happens.</p> <p>4(c) Chantry Close – 17/8/2010 MOB reported that he chased up Tim Jackson who still hasn't made a decision. Matter outstanding</p>	<p>JfM/JR</p> <p>MOB/DL</p> <p>MOB/DL</p>

4(d)		277 Ealing Road, Wembley - 12/10/2010 MOB reported no problems reported last week; this matter can now be shown as completed	Completed
4(f)		Saltcroft Close, Barnhill – 12/10/2010 MOB reported that PM had the meeting but is still awaiting feedback from BHP	MOB/DL
4(g)		TTRO's for NCR – 23/11/2010 JfM agreed to send details of this to MOB today.	MOB/JfM
4(h)		Large Brent Map – 23/11/2010 MOB reported that the map had been ordered and was being processed as he spoke.	MOB/DL
4(i)		Ealing Salt Return – 23/11/2010 JfM reported that all had been returned with 500kg interest	MOB/JfM
4(j)		Additional Gritting Requests 7/12/2010 JR reported he had sent an email to SC and Call Centre staff advising them to use Officer on Winter Weather call out and not to call Veolia managers.	Completed
5.		<u>Problems</u>	
	5(a)	114 Oakington Manor Drive – 14/12/2010 MOB reported that a missed collection of clinical waste has highlighted a problem whereby sub-contractors are working outside the contracted hours. This needs to be resolved with CW and FB.	MOB/JR
	5(b)	North Circular Road, NW10 – 14/12/2010 MOB reported that the shrub beds needed litter picking. The crew need to use the extra long litter pickers purchased earlier in the year.	MOB/JfM
	5(c)	17 Hillfield Ave, 14/12/2010 Missed collection due to snow and not collected during catch-up on the Saturday. Crew reported that this work had been completed. Please monitor crew.	MOB/MM
	5(d)	54a Esmond Road, NW6 – 14/12/2010 Spillage by crew not cleared on a regular basis. Stage one complaint by JR as resident has had cut tyres from broken bottles. MM agreed that foreman will monitor this street after collection.	JR/MM
	5(e)	Control Room Problem – 14/12/2010 JfM complained about the report from the control room about him not answering the phone. He took the call when he was driving. He stopped but as it was a Brent phone it came up with 0000 so he couldn't call back. There was no message left. Please advise control	JR/JfM

		room to leave message and he will call back within minutes. JR agreed to inform Control Room.	
6.		<u>Corrective Action Plans</u>	
6(a)		No new information on CAPs.	
7.		<u>Other Specific Events</u>	
7(a)i		Wembley Events Last Event Already reported	
7(a)ii		Next Event The next event is: Rugby – 26 th December. Covered by MOB.	
7(b)		Special Projects No special projects at this time.	
7(c)		Gritting, Leafing, Bins and Weeds	
7(c)i		Gritting Grit Usage JfM reported about 589 tonnes of grit had been used up to 3 rd December 2010. This means there are 1900 tonnes remaining to be used.	Information
		Salt at Alperton JfM reported that he is awaiting evidence from CW regarding salt orders delivered to Westminster dome last year.	MOB/JfM
7(c)ii		Leafing JfM reported a total of 117 tonnes of leaves were collected by streets and composted throughout the leafing season.	Information
7(c)iii		Weeds No current information	Information
7(c)iv		Bins and Boxes Green boxes now in stock	Information
7(d)		Missed Collections JR produced figures for missed collections for the last week. He highlighted the rise in missed domestic refuse collections but also noted the excellent figures for green box and organic collections	Information
7(d)i		Domestic Refuse JR reported 72 missed domestic collections for the last week	Information

7(d)ii	<p>compared to 46 the previous week. This is above target and probably due to catch up after recent snow fall.</p> <p>Green Box JR reported 22 missed green box collections for the last week compared to 21 the previous week. This is well within target.</p>	Information
7(d)iii	<p>Organic JR reported 28 missed organic collections for the last week compared to 13 the previous week. This is just over the target.</p>	Information
7(d)iv	<p>Estates Next up-date will be in January</p>	Information
7(d)v	<p>Not returning bins properly Next up-date will be in January</p>	Information
7(e)	<p>Rectification Points There were a total of 514 rectification points this week, 489 were for street cleaning issues. Mainly due to street cleaning because sweepers were engaged in spreading salt and were working to catch up with their cleaning.</p>	Information
7(f)	<p>NI195 Update JR reported that the feedback for traunche two from KBT took place at Brent House. Some cleaning managers, graffiti crews and SC Officers attended the presentation given by the KBT NI195 Manager for the South of England. The presentation was good although the graffiti crews would have appreciated more pictures.</p>	Information
8.	<u>Any Other Matters</u>	
8(a)	<p>Special Projects No current special projects</p>	
8(b)	<p>Other Matters This week JfM and TD are on gritting for Veolia. GG and MM are on gritting from Friday midnight. JR is on call out this week and MOB next week.</p>	
9.	<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 21st December 2010 at 10.00hrs at Laxcon Close, NW10.</p>	