

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 24th February 2009

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 Dave Lynas (DL) Veolia – Senior Recycling Manager Paul Booth (PB) Veolia – Refuse Manager Steve Speller (SS) Veolia – Recycling Manager</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Gary Gregory (GG) Veolia – Recycling Manager Eugene Buckley (EB) Veolia – Refuse Manager</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on 20th January 2009 were circulated prior to and at the meeting and were agreed as an accurate record.</p> <p>JR apologised for the lack of recent meetings and stated that this was due to operational and training.</p>	
4.	<p><u>Matters Arising</u></p> <p>4(a) Extra Keys 4(a) Keys have been distributed</p> <p>4(b) 13, The Close, Barnhill 4(b) MOB reported that there had been no more reports and the problems appear to now be resolved. This matter is completed</p> <p>4(c) Unfinished Villages 4(c) JfM reported that he believed paper work for Victoria Village was with Brent Property. Gladstone Village depot now has electricity. JfM invited JR in for tea.</p> <p>4(d) Princess Road, Kilburn - Varied Collection Days 4(d) PB reported that he is currently re-beating all the rounds in order to reduce by one vehicle. This re-beat should be ready by 1st April. He apologises but says that this is the first opportunity for the same day collections.</p> <p>4(e) Alperton Lane Bring Site, Alperton 4(e) MOB to liaise with TM and report back</p> <p>4(f) Mead Court, Buck Lane, Kingsbury 4(g) MOB reported no further reports. Matter completed.</p>	<p>Completed</p> <p>Completed</p> <p>JfM, JR & MOB</p> <p>JR/PB</p> <p>MOB/DL</p> <p>Completed</p>

	<p>4(g) 8 Robin Grove, Barnhill 4(h) MOB reported no further reports. Matter completed.</p> <p>4(h) Padlocks 4(j) Completed</p> <p>4(i) Keys Required 4(k) Keys delivered as requested</p> <p>4(j) Padlocks 4(l) JR reported that the padlocks are now with SC. DL reported that TOR was going to organise</p> <p>4(k) 1 Summerfield Avenue, Queens Park 4(0) JR reported no adverse reports for past 4 weeks. Matter now completed.</p> <p>4(l) Westmoreland Road Recycling Banks 5(a)i JR reported that DK had put on new padlocks and DL reported that they had been removed within a couple of days. There was discussion about how best to combat this and MOB will discuss the problem with DK.</p> <p>4(m) Cornwall Gardens, Willesden Green 5(a)ii PB reported that the crews had been advised and supervisors would check for the next few weeks.</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>MOB/DL</p> <p>Completed</p>
	<p><u>Problems</u></p> <p>5(a) New Problems</p> <p>5(a)i 19 Bacon Lane, Queensbury MOB reported that this is an assisted collection and there were several reports lately that bins and boxes weren't being returned properly. All collection services asked to monitor.</p> <p>5(a)ii 39 Kings Drive, Barnhill MOB reported that boxes and bins were being returned to the wrong property. Requested that all services pay more attention and monitor.</p> <p>5(a)iii Manor Drive Complaint DL reported that the crew member admitted urinating and apologised. He was disciplined and given a severe reprimand. DL reported that he felt this action by the crew member was out of character. MOB will report back to the resident</p> <p>5(a)iv Operation Payback Collections JR reported that there had been problems with the collection of the verge edgings left bagged by Operation Payback but this matter was resolved first thing this morning by Glynnis. MOB agreed to put Glynnis in touch with the Payback supervisor to avoid any future confusion.</p> <p>5(b) On-going Problems See items 4(a) to 4(m) above.</p> <p>5(c) For Further Action See 4 (c), (d), (e), and (l) above.</p>	<p>MOB DL/PB</p> <p>MOB DL/PB</p> <p>MOB/DL</p>

6.	<p><u>Corrective Action Plans</u></p> <p>6(a) New C.A.P.s No new CAPs</p> <p>6(b) On-Going Reviews No on-going reviews</p> <p>6(c) End Review</p> <p>6(c)i CAP 35 - 124 Monks Park, Tokyngton – assisted collection MOB reported that there had been no reported problems and that the CAP was completed.</p> <p>6(d) Failures for Forwarding No failures for forwarding.</p>	Completed
7.	<p><u>Other Specific Issues</u></p> <p>7(a) Wembley Events</p> <p>7(a)i Next Event The next event is on 1st March when the Carling Cup Final will be held. A 90,000 crowd is expected when the mighty Tottenham Hotspur take on a team from Manchester.</p> <p>7(b) Special Projects Nothing to report</p> <p>7(c) Gritting, Leafing, Bins and Weeds</p> <p>7(c)i Gritting This week out of hours officers are MOB and PM; from Veolia it is PB. Next week it is JR and IK; from Veolia it is JfM.</p> <p>7(c)ii Leafing Nothing to report</p> <p>7(c)iii Grey Bins Nothing to report</p> <p>7(d) Weeds JfM reported that he will bring along a discussion document for next week's meeting.</p> <p>7(e) Missed Collections</p> <p>7(e)i Domestic Refuse 56 missed collections reported last week. This is just outside the target of 44.</p> <p>7(e)ii Green Box 41 missed collections reported last week. This is just above the target of 35</p> <p>7(e)iii Organic 62 missed collections reported last week. This is above the target of 24</p>	<p>Information</p> <p>Information</p> <p>Information</p>

	<p>7(e)iv Estate Collections. 43 missed estates collections. This was the second highest for this financial year so far.</p> <p>7(e)v Rectification Points 668 rectification points were issued last week. JR not that there was a very obvious overall downward trend and praised the staff of Veolia.</p> <p>7(e)vi WEEE Collections Awaiting report</p> <p>7(f) IT Up-dates Nothing new to add.</p> <p>7(g) NI195 Information</p> <p>7(g)i Next Traunche JR informed the meeting that the next five target wards for traunche one of 2009/2010 were Kenton, Dollis Hill, Brondesbury Park, Wembley Central and Kensal Green. It was decided to hold a separate meeting inviting the SC Ward Officers and Street Cleaning Managers for the respective wards using the success of these meetings prior to the last traunche.</p>	Information
8.	<p><u>Any Other Matters</u></p> <p>8(a) Veolia Staffing Issues</p> <p>8(a)i Recycling Changes JfM and DL explained that SS was now the recycling manager for the North of Brent and GG was the recycling manager for the South. DL requested that all calls and emails first go to these two managers for action.</p> <p>8(a)ii Street Cleaning Changes JfM reported that HB is the manager for Marsh Road and Laxcon Villages. Thomas Blecharyczk (07880 785838) has been moved from recycling and is one of the foremen at Marsh Road. Michal Pulawski is the other foreman for Marsh Road. These foremen will cover Park Royal and Alperton.</p> <p>JfM reported that Nicola Evangelos will be covering the Roe Green Ward for the next week or so as LB will be away from work.</p> <p>8(b) Requests by Veolia</p> <p>8(b)i Maps JfM requested 6 large maps of Brent showing the locations of the 21 wards with street names. JR will try to arrange. JfM requested A3 maps of all 21 wards (one of each). JR agreed to arrange.</p>	<p>Information</p> <p>Information</p> <p>JR/JfM</p> <p>JR/JfM</p>
9.	<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 3rd March 2009 at Laxcon Close, NW10.</p>	