

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 24th March 2009

No.	Item	Action by
1.	<p><u>Persons Present</u></p> <p>John Rymer (JR) StreetCare – Team Leader Jean Francois Moreau (JfM) Veolia – Street Cleansing Operational Manager Dave Lynas (DL) Veolia – Senior Recycling Manager</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Mark O’Brien (MOB) StreetCare – Team Leader Eugene Buckley (EB) Veolia – Refuse Manager Gary Gregory (GG) Veolia – Recycling Manager Paul Booth (PB) Veolia – Refuse Manager Steve Speller (SS) Veolia – Recycling Manager</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on 17th March 2009 were circulated prior to and at the meeting and were agreed as an accurate record. Up to date statistical information regarding missed collections and rectification points was also circulated.</p>	
4.	<p><u>Matters Arising</u></p> <p>4(a) Unfinished Villages 4(a) JR spoke to AB after the meeting and was informed that a lease for the Victoria Road public toilets had now been agreed. AB will advise of the timescale of the commencement and completion schedules as soon as possible.</p> <p>4(b) Alperton Lane Bring Site, Alperton 4(c) DL reported that contrary to previous information he believes this is still outstanding. JR agreed to get TM to investigate so the meeting can be up-dated.</p> <p>4(c) 19 Bacon Lane, Queensbury 4(e) No new information. Awaiting up-date from MOB.</p> <p>4(d) 39 Kings Drive, Barnhill 4(f) No new information. Awaiting up-date from MOB.</p> <p>4(e) 38a Craven Park, Harlesden 4(g) JR reported no problems this week. However subsequent info that the green box wasn’t returned the previous week. It was subsequently agreed that monitoring will continue.</p>	<p>JfM, JR</p> <p>MOB/DL</p> <p>MOB DL/PB</p> <p>MOB DL/PB</p> <p>JR PB/DL</p>

	<p>4(f) Meath Court, Buck Lane, Fryent 4(h) Awaiting feedback from site meeting between MOB and EB.</p> <p>4(g) High Road litter bins, Wembley 4(j) JfM informed the meeting that he had been given an extra key and was awaiting some more when delivered to TM.</p> <p>4(h) Bring Banks and Estate Contamination (Paper) 5(a)i Passed to IS and CW to discuss at weekly contract meeting with TP.</p> <p>4(i) Recycling Crew Behaviour at 7 Ardley Close, Welsh Harp 5(a)ii Awaiting feedback from SS to MOB.</p> <p>4(j) Brent Information 5(a)iii JR was unaware of this matter. Requires feedback from MOB whether this problem was reported to JES to resolve.</p>	<p>MOB / EB</p> <p>MOB/JfM</p> <p>Completed</p> <p>MOB/SS</p> <p>MOB</p>
5.	<p><u>Problems</u></p> <p>5(a) New Problems</p> <p>5(a)i 2 Bacon Lane, Queensbury JR reported a problem at 2 Bacon Lane when the crew failed to empty the organic bin. A Veolia supervisor did check and decided there wasn't enough food/green waste to warrant a re-visit and had informed JR. JR visited that day and cleared a measurable amount of food waste from the bin that he gave to DL in a bio sack to compost. JR reminded the meeting that all food/green waste should be removed on the scheduled day and that it wasn't the decision of the crew/supervisor to decide whether there was enough. DL will advise staff.</p> <p>5(a)ii 5 Calcott Road, Kilburn JR reported the problem of the organic bin hidden from view by a tall hedge at this address that the organic crew weren't removing although they were aware of the bin being there. JR asked DL to instruct crew to ensure collection is completed on the scheduled day of collection. JR informed the meeting that this will be monitored by AS.</p> <p>5(a)iii Mapes House, 43 Winchester Avenue, Queens Park JR reported crew of refuse freighter are urinating in the car park of these flats. As PB wasn't at the meeting full details were handed to him after the meeting for a full investigation.</p> <p>5(a)iv Churchill Road, Willesden Green This is a shared bio-sack and green bin collection road. One resident who uses bio-sacks expects collections the day after the sacks are put out. DL suggests that this resident should be informed that the sacks will be collected when the green bins are emptied on the specific day to save additional trips, fuel and fuel emissions. JR agreed to seek confirmation of this from IS and DP.</p> <p>5(a)v Taylor's Lane Railway Bridge, Stonebridge JfM reported that SAR had requested washing under the railway bridge. JR reported that this was a complaint by a resident and that JR and the resident were putting pressure on Network Rail to get the bridge netted. There was ongoing communication with an engineer who was investigating pigeon proofing</p>	<p>JR/DL</p> <p>JR/DL</p> <p>JR/PB</p> <p>JR/DL</p>

	<p>5(b) On-going Problems See items 4(a) to 4(h) above.</p> <p>5(c) For Further Action See 4(a), 4(f)</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 No end reviews</p> <p>6(d) Failures for Forwarding No failures for forwarding.</p>	
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 28th March when England play Slovakia in a friendly. On 1st April England plays Ukraine in a World Cup qualifier. On Sunday 5th April there is the Johnstone's Paint Trophy final.</p> <p>7(b) Special Projects Capital Standards have a Capital Clean Up running between 27th April and 5th June. One of the projects is volunteers cleaning the sides of the Grand Union Canal. This is a joint borough project with Camden and Islington. JR agreed to provide more details nearer the date and thought that there will be opportunities to enhance the work of Brent, Veolia and other partners.</p> <p>7(c) Gritting, Leafing, Bins and Weeds</p> <p>7(c)i Gritting This week out of hours officers are JR and KO; from Veolia it is TP, MM and RP. Next week it is NSL and PM; from Veolia it is AB, SS and DC.</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 spraying started yesterday and produced a spreadsheet of the roads completed yesterday. This will be sent to IS, JR and MOB on a daily basis whenever spraying takes place. JfM asked that the SC Ward Officers be informed that weeds shouldn't be removed until at least 2 weeks after spraying. This way all roots should be dead and slabs shouldn't be dislodged etc.</p>	<p>Information</p> <p>Information</p> <p>Information</p>

	<p>7(e) Missed Collections</p> <p>7(e)i Domestic Refuse 70 missed collections reported last week. This is above the target of 44.</p> <p>7(e)ii Green Box 46 missed collections reported last week. This is above the target of 35</p> <p>7(e)iii Organic 57 missed collections reported last week. This is above the target of 24</p> <p>7(e)iv Estate Collections. Due to problems with reporting items mistakenly by SC Support missed estate collections are unreliable. MOB is sorting this out with JES and MT. See item 4(j) above.</p> <p>7(e)v Rectification Points There were a total of 684 rectification points issued last week and 501 the previous week. JR complimented all services on the improvement on the performance framework.</p> <p>7(e)vi WEEE Collections Awaiting report from TT</p> <p>7(f) IT Up-dates Nothing new to add.</p> <p>7(g) NI195 Information</p> <p>7(g)i Next Traunch The next NI 195 traunche will run between 1st April and 31st July.</p>	
8.	<p><u>Any Other Matters</u></p> <p>8(a) Special Projects</p> <p>8(a)i Willesden Green Clean Up on Saturday 21st March JR re-iterated his thanks to MM and staff and RP and staff who did a great job deep cleaning around Sainsburys and the collection of clean up bags and items from the 6 designated roads and several others that were not supposed to be involved.</p> <p>8(a)ii Deep Cleaning, Kensal Green JR passed on thanks from MB and RR for deep cleaning work organised in conjunction with Harlesden Veolia depot. The work was to a very high standard and many residents offered their thanks. Some gullies probably hadn't been cleaned for several years due to parked cars, in fact number plates from stolen cars were found down one of the drains in Tubbs Road. JR informed the meeting that AS was working with T</p>	<p>Information</p> <p>Information</p>
9.	<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 31st March 2009 at Laxcon Close, NW10.</p>	

