

# StreetCare (StreetScene) / Veolia

## Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 31<sup>st</sup> March 2009

No.	Item	Action by
1.	<p><b><u>Persons Present</u></b></p> <p>John Rymer (JR) StreetCare – Team Leader  Jean Francois Moreau (JfM) Veolia – Street Cleansing Operational Manager  Dave Lynas (DL) Veolia – Senior Recycling Manager  Steve Speller (SS) Veolia – Recycling Manager</p>	
2.	<p><b><u>Apologies for Absence</u></b></p> <p>Mark O’Brien (MOB) StreetCare – Team Leader  Eugene Buckley (EB) Veolia – Refuse Manager  Dave Lynas (DL) Veolia – Senior Recycling Manager  Paul Booth (PB) Veolia – Senior Refuse Manager</p>	
3.	<p><b><u>Minutes of Previous Meeting</u></b></p> <p>The minutes of the meeting held on 24<sup>th</sup> 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><b><u>Matters Arising</u></b></p> <p><b>4(a) <i>Unfinished Villages 4(a)</i></b>  Jf mentioned a problem with the current village depot not opening until 6.30am but DL, AB and Teddy had arranged a meeting for 10am this am.</p> <p><b>4(b) <i>Alpertown Lane Bring Site, Alpertown 4(b)</i></b>  JR reported that the site was completed last week and a very good job was done by Transportation.</p> <p><b>4(c) <i>19 Bacon Lane, Queensbury 4(c)</i></b>  JR reported that the green box wasn’t returned properly last week. SS was aware and has spoken to the crew.</p> <p><b>4(d) <i>39 Kings Drive, Barnhill 4(d)</i></b>  No new information. Awaiting up-date from MOB.</p> <p><b>4(e) <i>38a Craven Park, Harlesden 4(e)</i></b>  SAR reported OK last week. GG reported problems this morning. Crews have been spoken to. Monitoring to continue. Possibility of corrective action plan being agreed unless the collections are completed as requested, i.e. as resident of 38a shares the path with 38b JR instructed 38a and 38b to be treated as assisted.</p>	<p><b>JfM, JR</b></p> <p><b>MOB/DL</b></p> <p><b>MOB DL/PB</b></p> <p><b>MOB DL/PB</b></p> <p><b>JR PB/DL</b></p>

	<p><b>4(f) Meath Court, Buck Lane, Fryent 4(f)</b> Awaiting feedback from site meeting between MOB and EB.</p> <p><b>4(g) High Road litter bins, Wembley 4(g)</b> JR reported that TM had ordered extra keys and was chasing up the order today.</p> <p><b>4(h) Recycling Crew Behaviour at 7 Ardley Close, Welsh Harp 4(i)</b> SS has spoken to the crew who deny the allegation. He up-dated MOB last week</p> <p><b>4(i) Brent Information 4(j)</b> Awaiting feedback from MOB whether this problem was reported to JES to resolve.</p> <p><b>4(j) 2 Bacon Lane, Queensbury 5 (a)i</b> SS reported that the crew were advised to empty every bin no matter how little was in it.</p> <p><b>4(k) 5 Callcott Road, Kilburn 5(a)ii</b> JR reported that this was checked on 25<sup>th</sup> March by AS and found collected OK. Monitoring to continue.</p> <p><b>4(l) Mapes House, 43 Winchester Avenue, Queens Park 5(a)iii</b> PB reported that the crew denied the allegation but he advised them as to their future conduct.</p> <p><b>4(m) Churchill Road, Willesden Green 5(a)iv</b> JR advised that IS and DP agreed that all bio sacks should be collected on the scheduled day for the green bin in this road. GG reported that one resident who has a green bin was always requesting bio-sack collections. GG will inform JR of the house number so a letter can be sent advising the resident of the scheduled day of collection.</p> <p><b>4(n) Taylor's Lane Railway Bridge, Stonebridge 5(a)v</b> JR reported that this matter was now with Network Rail for pigeon proofing. Sweeping and weekly washing to continue.</p>	<p><b>MOB / EB</b></p> <p><b>MOB/JfM</b></p> <p><b>MOB/SS</b></p> <p><b>MOB</b></p> <p><b>Completed</b></p> <p><b>JR/DL</b></p> <p><b>Completed</b></p> <p><b>Completed</b></p> <p><b>Completed</b></p>
<b>5.</b>	<p><b><u>Problems</u></b></p> <p><b>5(a) New Problems</b></p> <p><b>5(a)i 6 Bank Buildings, Harlesden</b> JR enquired about the emailed request from RR re the 3 x 240L bins at this address. GG will investigate and call RR direct.</p> <p><b>5(a)ii Southview Avenue, Dudden Hill</b> JR reported bins on pavement at Southview Close and Southview Avenue. PB agreed to advise the crew to return bins to cartilage of the property.</p> <p><b>5(a)iii Refuse Disciplinary Reports</b> JR handed PB two reports of allegations against refuse crews. One from Cllr alleging transfer of rubbish from rear of van to freighter and the other was that the crew asked for money to remove waste from the Harlesden Working Men's Club. PB advised that he hadn't received the photos of the first incident from IS and initial enquiries showed the index number given was probably wrong as the truck wasn't at the location at the time stated. JR will enquire with IS the current state.</p>	<p><b>JR/DL</b></p> <p><b>JR/PB</b></p> <p><b>JR/PB</b></p>

	<p><b>5(a)iv 27/27a Princess Road, Kilburn</b> JR reported that refuse collections at these premises are getting missed regularly. PB will speak to crew and arrange monitoring by supervisors.</p> <p><b>5(a)v Verney Street, Welsh Harp</b> Resident complained that crew doing collection in Varney Street gave her the 'V' sign after she tooted them. When she asked why they did that they told her to F### Off. JR gave PB Contender report and requested investigation.</p> <p><b>5(a)vi Crown Green Mews, East Lane</b> GG reported that he was instructed to deliver 13 green bins but there was no room so they were returned to store. There are green boxes for use by residents. GG requested JR inform TOR of this problem.</p> <p><b>5(a)vii Westmoreland Road Bring Banks, Queensbury</b> GG and SS reported that these bring banks are heavily contaminated. The padlocks do not seem to be working and there are now regular fly tips. JR suggested a meeting between recycling, MOB and DK to try to resolve this matter.</p> <p><b>5(a)viii Willesden Green Library Bring Banks, Willesden Green</b> GG reported that since these banks have been returned to the library car park they have become badly contaminated. There was no contamination when they were left in the open at the front of the library in clear view. He reported that they were very easy to collect from the open location. JR agreed to relay this information back to TOR for comment.</p> <p><b>5(b) On-going Problems</b> See items 4(a) to 4(n) above.</p> <p><b>5(c) For Further Action</b> See 4(a) to 4(i) and 4(k) above</p>	<p><b>JR/PB</b></p> <p><b>JR/PB</b></p> <p><b>Information</b></p> <p><b>MOB/DL</b></p> <p><b>TOR/DL</b></p>
	<p><b>6. <u>Corrective Action Plans</u></b></p> <p><b>6(a) New C.A.P.s</b></p> <p><b>6(a)i C.A.P. 35 – 92 Buck Lane, Fryent</b> Problems being experienced with collections at this dwelling that is an assisted collection. It was agreed that the collections will be jointly monitored for 8 weeks until 19<sup>th</sup> May. The locations where the bins should be left is clearly defined in the corrective action plan.</p> <p><b>6(a)ii C.A.P. 36 – 54 Grasmere Avenue, Preston</b> Once again problems are being experienced at this assisted collection. It was agreed that the collections will be jointly monitored for 8 weeks until 19<sup>th</sup> May. The locations where the bins and boxes should be left is clearly defined in the corrective action plan.</p> <p><b>6(b) On-Going Reviews</b> No on-going reviews</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>MOB PB/DL</b></p> <p><b>MOB PB/DL</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 <i>Last Events</i></b> England verses Slovakia went very well with very fast dispersal from Wembley.</p> <p><b>7(a)ii <i>Next Events</i></b> On Wednesday 1<sup>st</sup> April England plays Ukraine in a World Cup qualifier. On Sunday 5<sup>th</sup> April there is the Johnstone's Paint Trophy final. On the weekend of 18<sup>th</sup>/19<sup>th</sup> April there are the FA Cup semi-finals. On the weekend of 9<sup>th</sup>/10<sup>th</sup> May there are the Carlsberg Trophy and Vase finals. On the 23<sup>rd</sup>/24<sup>th</sup>/25<sup>th</sup> May are the League Play-Off finals On Saturday 30<sup>th</sup> May is the FA Cup final.</p> <p><b>7(b) Special Projects</b> Capital Standards have a Capital Clean Up running between 27<sup>th</sup> April and 5<sup>th</sup> 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 asked if Veolia had any suggestions for clean-up projects in Brent.</p> <p><b>7(c) Gritting, Leafing, Bins and Weeds</b></p> <p><b>7(c)i <i>Gritting</i></b> This week out of hours officers are NSL and PM; from Veolia it is AB, SS and DC. Next week it is MOB and DK; from Veolia it is PB, NE and DT (Dan Tylee).</p> <p><b>7(c)ii <i>Leafing</i></b> Nothing to report</p> <p><b>7(c)iii <i>Grey Bins</i></b> Nothing to report</p> <p><b>7(d) Weeds</b> JfM reported additional staff was being trained in weed spraying this morning. JR reported that StreetCare Officers were instructed to put weeding problems onto Contender but not to expect action until at least 10 days after the scheduled spraying in order to give weed roots time to die and minimise problems with damaged paving. JfM hand JR a record of the weeding completed to date.</p> <p><b>7(e) Missed Collections</b></p> <p><b>7(e)i <i>Domestic Refuse</i></b> 71 missed collections reported last week. This is above the target of 44.</p> <p><b>7(e)ii <i>Green Box</i></b> 49 missed collections reported last week. This is above the target of 35</p> <p><b>7(e)iii <i>Organic</i></b> 66 missed collections reported last week. This is above the target of 24</p> <p><b>7(e)iv <i>Estate Collections.</i></b> 42 missed estate collections reported so far during March.</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>
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<b>8.</b>	<p><b><u>Any Other Matters</u></b></p> <p><b>8(a) Special Projects</b></p> <p><b>8(a)i Deep Cleaning, Brondesbury Park &amp; Kensal Green</b> JR informed the meeting that deep cleansing of hard-to-clean streets will take place in Brondesbury Park and Kensal Green hopefully before the NI195 inspections take place.</p> <p><b>8(a)ii Church Road, Harlesden - Land near Car Park</b> JR informed meeting that RR is working on a landscaping improvement scheme for no mans land adjacent to Church Road Car Park prevalent with dumping.</p> <p><b>8(a)iii Kilburn Clean Up</b> JR reported that the Kilburn Clean Up last Saturday was successful.</p>	<p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p>
<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 7<sup>th</sup> April 2009 at Laxcon Close, NW10.</p>	