

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 21st April 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</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Paul Booth (PB) Veolia – Senior Refuse Manager Steve Speller (SS) 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 7th April 2009 were circulated prior to and at the meeting and were agreed as an accurate record.</p>	
4.	<p><u>Matters Arising</u></p> <p>4(a) <i>Unfinished Villages 4(a)</i> JfM is meeting AB at proposed Victoria Road Village depot this week.</p> <p>4(b) <i>19 Bacon Lane, Queensbury 4(b)</i> MOB reported no recent problems. Matter is now completed.</p> <p>4(c) <i>39 Kings Drive, Barnhill 4(c)</i> MOB reported no recent problems. Matter is now completed</p> <p>4(d) <i>38a Craven Park, Harlesden 4(d)</i> JR reported no problems last week when inspected. Monitoring to continue.</p> <p>4(e) <i>Meath Court, Buck Lane, Fryent 4(e)</i> MOB reported that a new meeting needs to be arranged.</p> <p>4(f) <i>High Road litter bins, Wembley 4(f)</i> MOB reported no keys delivered to date.</p> <p>4(g) <i>6 Bank Buildings, Harlesden 4(i)</i> JR reported that site meeting took place but that the new site wouldn't be serviceable safely.</p> <p>4(h) <i>Refuse Disciplinary Reports 4(k)</i> Rubbish from van to freighter and requesting payment from Working Men's Club.</p>	<p>JfM, JR</p> <p>Complete</p> <p>Complete</p> <p>JR PB/DL</p> <p>MOB / EB</p> <p>MOB/JfM</p> <p>Complete</p> <p>JR/PB</p>

	Awaiting further details from PB.	
4(i)	<i>27/27a Princess Road, Kilburn 4(l)</i> Awaiting report back from PB	JR/PB
4(j)	<i>Verney Street, Welsh Harp 4(m)</i> No report yet about abuse by crew to member of public. Awaiting report back from PB	MOB/PB
4(k)	<i>Westmoreland Road Bring Banks, Queensbury 4(o)</i> MOB reported that DK and he will be searching for a new site in the locality.	MOB/DL
4(l)	<i>Blenheim Gardens, Preston 5(a)i</i> MOB reported problems with missed organic collections. He agreed that Gas Board road works were hindering access. Agreed to monitor for one more week	MOB/DL
4(m)	<i>Holmstall Parade, Queensbury 5(a)ii</i> Refuse are throwing balcony collections from the balcony to the ground apparently in order to save time. Resident was sworn at when their behaviour was questioned. Awaiting report back from PB	MOB/PB
4(n)	<i>Limesdale Gardens, Queensbury 5(a)iii</i> MOB reported van loading into refuse freighter. EB was aware and disciplinary procedure on-going. Awaiting report back from PB	MOB/PB
4(o)	<i>172 Grasmere Avenue, Preston 5(a)iv</i> MOB reported crew were allegedly requesting payment to clear green bin contaminated with soil. Bin now cleared. Awaiting feedback from PB	MOB/PB
4(p)	<i>Woodgrange Close, Preston 5(a)v</i> EB handed photos of vehicles blocking access for collections to MOB. MOB to investigate further. Letters sent to residents	Complete
4(q)	<i>Tring Avenue, Tolkynton 5(a)vi</i> MOB reported meeting held with EB and EH. Solution found. Matter resolved.	Complete
4(r)	<i>Woodlands Court, Tolkynton 5(a)vii</i> EB reported the pathway at this property is too narrow to wheel the bins down and causing removal problems. AMD is currently liaising with BHP. Awaiting report back.	MOB/PB
4(s)	<i>Dukes Way, Elm Road, Wembley Central 5(a)viii</i> EB reported the refuse shoot needs repairing. MOB reported he is awaiting report from PM.	MOB/PB
4(t)	<i>Elliot Close, Preston 5(a)ix</i> EB reported a problem that bins from 2 of the 6 blocks have to be pulled across grass. MOB reported he is awaiting report from PM.	MOB/PB
4(u)	<i>St David's Close, Barnhill 5(a)x</i> MOB reported that letters were sent to residents.	Complete
4(v)	<i>Ashford Court, Mapesbury 5(a)xi</i> EB reported obstruction by parked vehicles causing access problems. JR requested index numbers from the crews so letters can be sent advising owners of offending vehicles. PB will monitor.	JR/PB

	<p>4(w) <i>Lynton Close, Stonebridge 5(a)xii</i> EB reported problems with residents (adults and children) throwing non domestic waste into the rear of the freighter during normal collections. JR reported that this matter was passed to IS who will deal with this matter</p> <p>4(x) <i>WEEE Tonnages 5(a)xiii</i> JR reported CW had been informed about WEEE tonnages.</p> <p>4(y) <i>Remedies on Monday Morning 5(a)xiv</i> JR reported that this matter was discussed with IS. TP had also discussed this with IS. JR reported that the use of 'Blackberries' instead of the pass is being researched for use by SC Ward Officers. Early findings show they are more versatile and officers should be able to enter any 'defaults' or 'works orders' direct from site. JR re-iterated his offer to visit any locations with Village managers and to ask Ward Officers to inform Village managers or foremen at the time they find dirty streets or fly-tips etc so they can get resolved more promptly. JfM reported that reports were still being sent mid-afternoon, too late to be rectified by the Village Manager. He asked if Ward Officers could call Village Managers with the problems from the street and later confirm by Contender when they returned to the office.</p> <p>4(z) <i>List of Village Resources 5(a)xv</i> JfM apologised and said that the list of resources will be available by the next meeting.</p> <p>4(aa) <i>Roads not on List for Cleaning 5(a)xvi</i> JfM reported that Barrs Road and Beech Way were not on the list of roads to be cleaned. JR will discuss with JES and get variation orders sent through if appropriate.</p> <p>4(ab) <i>Revised Statistics 8(a)ii</i> JR reported that there were addition graphs for this meeting and others will be produced at future meetings comparing 2008/9 with 2009/10. JfM and DL asked if 2007/8 could also be included.</p> <p>4(ac) <i>Stonebridge Map, Stonebridge 8(a)iii</i> JR reported that the Council's maps were not entirely up to date for the Stonebridge Ward. He agreed to make some further enquiries.</p>	<p>Complete</p> <p>Complete</p> <p>Complete</p> <p>JR/JfM</p> <p>JR/JfM</p> <p>JR</p> <p>JR</p>
	<p>5. <u>Problems</u></p> <p>5(a) <i>New Problems</i></p> <p>5(a)i <i>Defaults from Call Centre</i> JfM reported recent complaints of dirty roads being placed as defaults on Contender that resulted in rectification points being issued outside the contracted time scale for Zone 5 roads. JR agreed to ask JES if a new code that didn't automatically issue rectification points but would still relay reports to Veolia initiated by residents could be added to stop this problem.</p> <p>5(a)ii <i>Pound Lane, NW10, Willesden Green</i> JfM reported that Pound Lane is being defaulted as dirty nearly every day. It is scheduled to be cleaned 3 times a week in the contract. There was discussion whether this should be changed from a Zone 5 road to a Zone 2. JR agreed to</p>	<p>JR/JfM</p> <p>JR/JfM</p>

	<p>investigate and forward the request to IS. JfM will pass on the problem to TP when he returns from holiday.</p> <p>5(a)iii Tenterden Park car park, Preston MOB highlighted that litter bins that were previously in Tenterden Park car park had gone missing. He will be asking for permission from IS to re-instate them. MOB to up-date next week.</p> <p>5(a)iv 65B shoot Up Hill, Mapesbury JR highlighted problems with this collection and DL and JR agreed to discuss the location problems associated with this property outside the meeting.</p> <p>5(a)v 10C Exton Road, Stonebridge JR reported that the refuse crew are only emptying one of the two 1100L bins. The one that wasn't emptied was ⅓rd full when checked on 16th. JR pointed out Veolia are contracted to empty all domestic bins and not leave refuse behind, especially in warm weather. To be monitored next collection.</p> <p>5(a)vi 1 Finch Close, Stonebridge JR reported the uncollected bulky waste from this address. He agreed with comments stating that collection was impractical as parking on the NCRd was not allowed (Red Route) and the items would need to be carried a minimum of 150m to somewhere safe for the collection vehicle to park. JR will forward this matter to IS for discussion.</p> <p>5(b) On-going Problems See items 4(a) to 4(aa) above.</p> <p>5(c) For Further Action See 5(a)i to 5(a)iii</p>	<p>MOB/JfM</p> <p>JR/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</p> <p>6(b)i C.A.P. 35 – 92 Buck Lane, Fryent No recent reported problems. Everything going fine.</p> <p>6(b)ii C.A.P. 36 – 54 Grasmere Avenue, Preston MOB reported problems continue with refuse operatives failing to return bin properly. MOB informed meeting that Recycling and Organic services were now removed from the original corrective action plan. A report was forwarded to IS for action to discuss liquidated damages at next meeting with TP.</p> <p>6(c) End Review No end reviews</p> <p>6(d) Failures for Forwarding No failures for forwarding.</p>	<p>MOB PB/DL</p> <p>MOB/PB</p>

7.	<p><u>Other Specific Issues</u></p> <p>7(a) Wembley Events</p> <p>7(a)i <i>Last Events</i> 18th/19th April FA Cup semi-finals clean up went well. One problem was the driver of the C30 received injury from Everton fan who stubbed a cigarette out on his cheek</p> <p>7(a)ii <i>Next Events</i> On the weekend of 9th/10th May there are the Carlsberg Trophy and Vase finals. On the 23rd/24th/25th May are the League Play-Off finals On Saturday 30th May is the FA Cup final.</p> <p>7(b) Special Projects JR repeated his request for any suggestions from Veolia for clean-up projects in Brent.</p> <p>7(c) Gritting, Leafing, Bins and Weeds</p> <p>7(c)i <i>Gritting</i> This week out of hours officers are NSL and KO; from Veolia it is DL, GG and TE. Next week it is MOB and PM; from Veolia it is JfM, DC and DT. Gary Pike is on out of hours stand-by from 17/4/9 to 24/4/9 and Les Stevens from 24/4/9 to 1/5/9. There was discussion about returning the grit bins for washing and storage ready for next year. JfM suggested storing the bins in the villages as this would save collection and storage. JR will take this back to IS.</p> <p>7(c)ii <i>Leafing</i> Nothing to report</p> <p>7(c)iii <i>Grey Bins</i> Nothing to report</p> <p>7(c)iv <i>Weeds</i> JfM reported that all wards will have been sprayed by the end of the week including the additional spraying for Dollis Hill Ward where there are issues with the effectiveness of the original weed spraying. JR and Mob both stated that weeds in some wards are now becoming a serious problem and there is very little indication that the spraying has actually been as effective as hoped. This will be passed to IS.</p> <p>7(d) Missed Collections JR produced statistical data relating to missed collections for domestic refuse, green boxes and organic waste. The graphics were slightly different to previously compiled and it was asked if comparable figures for 2006-7 could be added to those comparing 2007-8 and 2008-9. JR will try to arrange for these to be produce monthly.</p> <p><i>Domestic Refuse</i> 76 missed collections reported last week and 35 the previous week. The NI target is 44.</p> <p><i>Green Box</i> 56 missed collections reported last week, and 23 the previous week. The NI target is 35.</p>	<p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p>
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	<p><i>Organic</i> 70 missed collections reported last week, and 41 the previous week. The NI target is 24.</p> <p><i>Estate Collections.</i> 47 missed estate collections reported during March.</p> <p>7(e) <i>Rectification Points</i> There were a total of 403 rectification points issued last week compared with 544 the previous week and 750 the week previous to that. JR complimented street cleaning service on the improvement on the performance framework and pointed out that the increase in missed collections was probably due to the bank holiday collections.</p> <p>7(f) <i>WEEE Collections</i> Awaiting report from TT</p> <p>7(g) <i>IT Up-dates</i> Nothing new to add.</p>	
8.	<p><u>Any Other Matters</u></p> <p>8(a) <i>Special Projects</i></p> <p>8(a)i <i>NI195</i> JR reminded that the first tranche of 2009/10 was due in April to July. JfM suggested another meeting with the Village managers, foremen and the Ward Officers responsible for the target wards. JR agreed to agreed to arrange for Ward Officers to attend Laxcon Close next Tuesday at 11am</p> <p>8(a)ii <i>Stonebridge Map</i> DL requested an updated map of the Stonebridge Ward as there is so much development ongoing at the present time. JR agreed to research and try to find what was required for recycling, refuse and street cleaning teams.</p>	<p>JR</p> <p>JR</p>
9.	<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 28th April 2009 at Laxcon Close, NW10. This will be followed by a meeting of Officers, managers and foremen who have responsibilities for the target Wards for the first tranche of NI195 inspections.</p>	