

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 28th April 2009

No.	Item	Action by
1.	<p><u>Persons Present</u></p> <p>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 – Senior Refuse Manager</p>	
2.	<p><u>Apologies for Absence</u></p> <p>John Rymer (JR) StreetCare – Team Leader 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 21st 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) Unfinished Villages 4(a) JfM is meeting AB at proposed Victoria Road Village depot this week.</p> <p>4(b) 38a Craven Park, Harlesden 4(d) JR reported no problems last week when inspected. Monitoring to continue. No new problems.</p> <p>4(c) Meath Court, Buck Lane, Fryent 4(e) MOB reported that a new meeting needs to be arranged as EB is away. PB and MOB to meet at 10am next Wednesday 6th May.</p> <p>4(d) High Road litter bins, Wembley 4(f) MOB reported no keys delivered to date.</p> <p>4(e) Refuse Disciplinary Reports 4(h) Rubbish from van to freighter and requesting payment from Working Men's Club. PB update: investigation done and disciplinary hearing next week.</p> <p>4(f) 27/27a Princess Road, Kilburn 4(i) Awaiting report back from PB</p> <p>4(g) Verney Street, Welsh Harp 4(j) No report yet about abuse by crew to member of public. PB update: Crew have</p>	<p>JfM, JR</p> <p>JR PB/DL</p> <p>MOB / EB</p> <p>MOB/JfM</p> <p>Completed</p> <p>JR/PB</p> <p>Completed.</p>

	been spoken to and deny this.	
4(h)	<i>Westmoreland Road Bring Banks, Queensbury 4(k)</i> MOB reported that DK and he will be searching for a new site in the locality. CW spoken to and he sees removal as a last resort.	MOB/DL
4(i)	<i>Holmstall Parade, Queensbury 4(m)</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. PB update: crew denied abusive behaviour, alleged that resident threw cat litter over them, but have been told not to throw bags off the balcony.	Completed.
4(j)	<i>Limesdale Gardens, Queensbury 4(n)</i> MOB reported van loading into refuse freighter. EB was aware and disciplinary procedure on-going. PB awaiting witness statement from Darren Kelly.	MOB/PB
4(k)	<i>172 Grasmere Avenue, Preston 4(o)</i> MOB reported crew were allegedly requesting payment to clear green bin contaminated with soil. Bin now cleared. PB update: PB spoken to them and crew deny asking for payment.	Completed.
4(l)	<i>Woodlands Court, Tolkyngton 4(r)</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(m)	<i>Dukes Way, Elm Road, Wembley Central 4(s)</i> EB reported the refuse shoot needs repairing. MOB reported this has been passed to ward officer and awaiting feedback.	MOB/PB
4(n)	<i>Elliot Close, Preston 4(t)</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(o)	<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 reported no new problems.	JR/PB
4(p)	<i>Lynton Close, Stonebridge 4(v)</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	Complete
4(q)	<i>List of Village Resources 4(z)</i> JFM reported he has forwarded the list to JR. Confirmed by JR	Complete
4(r)	<i>Roads not on List for Cleaning 4(aa)</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. JFM updated that both roads are Zone 2 on contender but Zone 5 on the Veolia street list.	Complete
4(s)	<i>Revised Statistics 4(ab)</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. Update: JFM asked for statistics to be sent by e-mail.	JR/JfM

	<p>4(t) Stonebridge Map, Stonebridge 4(ac) JR reported that the Council's maps were not entirely up to date for the Stonebridge Ward. He agreed to make some further enquiries. Update: no new information on this.</p> <p>4(u) Defaults from Call Centre 5(a)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>4(v) Pound Lane, NW10, Willesden Green 5(a)ii 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 investigate and forward the request to IS. JfM will pass on the problem to TP when he returns from holiday. Passed to IS who is discussing with TP.</p> <p>4(w) Tenterden Park car park, Preston 5(a)iii 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 update: bin replaced.</p> <p>4(x) 65B shoot Up Hill, Mapesbury 5(a)iv JR highlighted problems with this collection and DL and JR agreed to discuss the location problems associated with this property outside the meeting. Matter resolved and collections being completed.</p> <p>4(y) 10C Exton Road, Stonebridge 5(a)v JR reported that the refuse crew are only emptying one of the two 1100L bins. The one that wasn't emptied was 2/3rd 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. Update: no new information on this.</p> <p>4(z) 1 Finch Close, Stonebridge 5(a)vi 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. Matter sent to IS for further instruction. JR also spoke to NA who will investigate whether there is anyway this can be completed. Still outstanding.</p>	<p>JR</p> <p>Complete.</p> <p>Complete</p> <p>Completed</p> <p>Completed</p> <p>JR/PB</p> <p>JR/NA</p>
	<p><u>Problems</u></p> <p>5(a) New Problems</p> <p>5(a)i The Avenue, Bridge Cleaning, Barnhill MOB – The Avenue, bridge cleaning. Agreed with JfM that this will be washed every two weeks. Further information on specific day to follow.</p> <p>5(a)ii Sunningdale Gardens, Fryent MOB – organic bins non collection on Sunningdale Gardens, Fryent.</p>	<p>MOB/JfM</p> <p>MOB/DL</p>

	<p>5(a)iii <i>13 Grasmere Avenue, Preston</i> MOB – 13 Grasmere Avenue, Preston. Assisted collection bin not being returned to correct position.</p> <p>5(a)iv <i>Orange Bags, distribution</i> MOB – raised issue of 3 Orange Bags being given to properties for a weeks refuse. PB agreed that extra bags can be given to specific properties if problems emerge.</p> <p>5(a)v <i>Eskdale Close, Preston</i> MOB – 36 Eskdale Close, Preston. Photograph passed to PB of excess refuse to clear from refuse storage area.</p> <p>5(a)vi <i>Longstone Avenue refuse, Kensal Green</i> JR – Longstone Avenue refuse. Crew suspended and disciplinary hearing tomorrow.</p> <p>5(a)vii <i>Spillage from all three services, South of Brorough</i> JR – Spillage from all three services. MOB asked for confirmation that brooms and shovels are on all recycling and refuse vehicles. DL – all recycling vehicles have dustpan and brush. PB – some refuse vehicles have small broom. Checks to be made that all vehicles have broom on vehicle.</p> <p>5(a)viii <i>Victoria Mews, Kilburn</i> PB spoken to crew and says that driver and loader were on holiday. DL thinks that green boxes should be replaced as the carry distance is far too long.</p> <p>5(a)ix <i>Contamination Stickers, South of Borough</i> JR concerned that some crews are not using these correctly. DL reported that Gary Gregory gave all crews stickers and instruction on how to use them yesterday.</p> <p>5(a)x <i>Pound Lane, Willesden Green</i> JR put this forward again.</p> <p>5(a)xi <i>24 Wood Lane, Welsh Harp.</i> MOB – resident complaining of blue sweepers sacks outside his property. E-mailed JFM asking that sweeper to place bags away from this property.</p> <p>5(a)xii <i>Chamberlayne Avenue, Preston</i> MOB – Street Watcher, who works from home, complaining that scheduled sweep of Monday/Wednesday/Friday/ is not taking place. Feedback from Evangelos Nicola is that Mechanical sweeper goes into the street on Thursday also.</p> <p>5(b) On-going Problems See items 4(a) to 4(z) above.</p> <p>5(c) For Further Action See 4(a) to 4(z) and 5(a)i to 5(a)xii</p>	<p>MOB/PB.</p> <p>MOB/PB</p> <p>MOB/PB</p> <p>JR/PB</p> <p>JR/DL/PB.</p> <p>JR/PB/DL</p> <p>JR/DL</p> <p>JR/JfM</p> <p>MOB/JfM</p> <p>MOB/JfM</p>
6.	<p><u>Corrective Action Plans</u></p> <p>New C.A.P.s</p> <p>6(a) 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. MOB reported that everything going fine.</p> <p>6(b)ii C.A.P. 36 – 45 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. Update: MOB reported that the refuse bin was not replaced correctly on Friday 24th April 2009.</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 Last Events No events last week</p> <p>7(a)ii Next Events 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 for Capital Clean Up 40(days).</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 JfM, DC and DT. Les Stevens is on out of hours stand-by 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 has passed this to IS and reply is that grit bins can be stored in Village depots at no extra cost.</p> <p>7(c)ii Leafing Nothing to report</p> <p>7(c)iii Grey Bins Nothing to report</p> <p>7(c)iv Weeds This to be dealt with in a separate NI195 meeting at 11am on Tuesday 27th May 2009.</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</p>	<p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p>

	<p>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> 79 missed collections reported last week and 76 the previous week. The NI target is 44.</p> <p><i>Green Box</i> 45 missed collections reported last week, and 56 the previous week. The NI target is 35.</p> <p><i>Organic</i> 135 missed collections reported last week, and 70 the previous week. The NI target is 24. Service is experiencing catch up problems with Easter collections. IS and TP are in discussion over this matter.</p> <p><i>Estate Collections.</i> Next report due in May.</p> <p>7(e) <i>Rectification Points</i> There were a total of 956 rectification points issued last week compared with 403 the previous week and 544 the week previous to that.</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 traunche of 2009/10 was due in April to July. There is an arranged meeting with appropriate Village Managers and Ward Officers after this meeting. Meeting took place.</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. Update:- Not much success to date</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 5th May 2009 at Laxcon Close, NW10.</p>	