

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 12th May 2009

| No. | Item | Action by |
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| 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 Gary Gregory (GG) Veolia – Recycling Environmental Manager Paul Booth (PB) Veolia – Senior Refuse Manager</p> | |
| 2. | <p><u>Apologies for Absence</u></p> <p>Steve Speller (SS) Veolia – Recycling Environmental Manager Eugene Buckley (EB) Veolia – Refuse Environmental Manager Dave Lynas (DL) Veolia – Senior Recycling Manager</p> | |
| 3. | <p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on 28th 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 reported that due to the length of time taken to acquire the Victoria Rd property Veolia are researching another location.</p> <p>4(b) 38a Craven Park, Harlesden 4(b) JR reported a problem with both refuse bins being left out last week. PB reported that this was a new crew who have since been advised. No problems with green boxes. Monitoring to continue.</p> <p>4(c) Meath Court, Buck Lane, Fryent 4(c) MOB will arrange meeting with EB for later this week</p> <p>4(d) High Road litter bins, Wembley 4(d) MOB reported keys should be delivered within 2 days</p> <p>4(e) 27/27a Princess Road, Kilburn 4(f) No missed collections reported last week. Monitoring to continue.</p> <p>4(f) Westmoreland Road Bring Banks, Queensbury 4(h) MOB reported that DK is searching for a new site in the locality. CW spoken to and sees removal as a last resort.</p> | <p>JfM, JR</p> <p>JR PB/DL</p> <p>MOB / EB</p> <p>MOB/JfM</p> <p>JR/PB</p> <p>MOB/DL</p> |

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| 4(g) | <i>Limesdale Gardens, Queensbury 4(j)</i> MOB reported statement completed by DK. MOB will deliver to PB within next couple of days | MOB/PB |
| 4(h) | <i>Woodlands Court, Tolkyngton 4(l)</i> EB reported the pathway at this property is too narrow to wheel the bins down and causing removal problems. Liaison between AMD and BHP continues. | MOB/PB |
| 4(i) | <i>Dukes Way, Elm Road, Wembley Central 4(m)</i> EB reported the refuse shoot needs repairing. MOB reports that TM will liaise with EB. | MOB/PB |
| 4(j) | <i>Elliot Close, Preston 4(n)</i> EB reported a problem that bins from 2 of the 6 blocks have to be pulled across grass. MOB reported PM has sent letter to the managing agent for some action. | MOB/PB |
| 4(k) | <i>Ashford Court, Mapesbury 4(o)</i> EB reported obstruction by parked vehicles causing access problems. JR reported that no numbers of offending vehicles has been received. | JR/PB |
| 4(l) | <i>Revised Statistics 4(s)</i> JR reported he will try to get statistical graphics for 2007/8, 2008/9 and 2009/10 together for comparison. | JR/JfM |
| 4(m) | <i>Stonebridge Map, Stonebridge 4(t)</i> JR reported there is no up-dated map for the Stonebridge area available within the Council at this time. As soon as one is available it will be supplied. | Completed |
| 4(n) | <i>10C Exton Road, Stonebridge 4(y)</i> No new problems. Matter resolved | Completed |
| 4(o) | <i>1 Finch Close, Stonebridge 4(z)</i> NA is investigating how best to resolve this matter under the new procedures set up by CW, IS and TP. If there is a need NA will contact Ward Officer for assistance. | Completed |
| 4(p) | <i>The Avenue, Bridge Cleaning, Barnhill 5(a)i</i> Two weekly bridge cleaning arranged, JfM to inform MOB of the cleaning day. | MOB/JfM |
| 4(q) | <i>Sunningdale Gardens, Fryent 5(a)ii</i> It was agreed that as this site produced no tonnages, only contaminations that the green bins will be removed. GG agreed to arrange removal. | Completed |
| 4(r) | <i>13 Grasmere Avenue, Preston 5(a)iii</i> MOB – 13 Grasmere Avenue, Preston. Problem not yet resolved. Monitoring to continue. | MOB/PB |
| 4(s) | <i>Orange Bags, distribution 5(a)iv</i> This matter is now completed. | Completed |
| 4(t) | <i>Eskdale Close, Preston 5(a)v</i> Matter resolved. Now complete. | Completed |
| 4(u) | <i>Longstone Avenue refuse, Kensal Green 5(a)vi</i> PB reported that all three crew were dismissed | Completed |
| 4(v) | <i>Spillage from all three services, South of Borough 5(a)vii</i> JR and MOB both confirmed there were regular spillages from dry recycling crew | JR& MOB DL/PB |

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| | <p>and that refuse spillage was also a problem when the wind picks up. As all collections services are equipped with cleaning up equipment GG and PB were asked to get the crews to clean up after all spillages.</p> <p>4(w) <i>Victoria Mews, Kilburn 5(a)viii</i> GG reported contamination problems at this site. JR will ask AS to monitor.</p> <p>4(x) <i>Contamination Stickers, South of Borough 5(a)ix</i> This should be monitored by Veolia supervisors and Ward Officers. Matter closed at this time but will be raised again if problem isn't rectified.</p> <p>4(y) <i>Pound Lane, Willesden Green 5(a)x</i> IS is discussing this zoning with TP. Any feedback will be noted when it is received.</p> <p>4(z) <i>24 Wood Lane, Welsh Harp. 5(a)xi</i> MOB reported that there have been no reports or sitings of sweeper's bags o/s this property. Matter closed at this time.</p> <p>4(a)(a) <i>Chamberlayne Avenue, Preston 5(a)xii</i> MOB reported no further complaints from resident. Matter closed at this time.</p> | <p>JR/DL</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> |
| | <p><u>Problems</u></p> <p>5(a) New Problems</p> <p>5(a)i <i>Fly Posting</i> JfM asked what the StreetCare Policy was on removing fly posters. JR explained that all fly posters advertising events etc outside Brent should be removed immediately. All commercial fly posters should be removed immediately. Any fly posters advertising specific events in Brent (i.e. Fairs/Circuses in Parks) should only be allowed up to 7 days before the event and removed by the day after the event.</p> <p>5(a)ii <i>Windover Road j/w Edgware Road, Fryent</i> JfM raised an issue about a remedy at this location. MOB agreed to discuss the matter with KO. If there were any problems MOB will bring them back to the meeting</p> <p>5(a)iii <i>Change in Environmental Managers</i> JfM reported the following changes: MM to go to recycling team in the South. GG to go to Transport as he has a 'ticket'. SS to stay in the recycling team in the North. TD will go to Gladstone Park Village and also cover Kilburn until replacement is recruited. Thomas Lechreckiz will assist TD in Gladstone Village</p> <p>JfM reported that the replacement Village Manager should be recruited in 2 weeks to a month.</p> <p>5(a)iv <i>Griffin Close, Willesden Green</i> JR reported a sequence of missed collections at Griffin Close. Not all bins were being emptied on the two days of scheduled collections. PB was asked to advise crew that this estate receives two collections every week.</p> | <p>Completed</p> <p>Completed</p> <p>Information</p> <p>JR/PB</p> |

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| | <p>5(a)v 28D Stonebridge Park, Stonebridge JR reported a report from this resident. The last complaint regarding refuse collections went to the ombudsman. PB was asked to make sure the crew always empty this bin even if there is minimal waste in it. Photograph produced showing 3 plastic bags of refuse left in the bin.</p> <p>5(a)vi Bio-Sack Delivery JR reported delays in delivery of bio-sacks. GG reported that this matter was now resolved. Any problems from next week to be addressed by MM.</p> <p>5(a)vii Bio-Sack Collections JR reported delays in collection of some bio-sacks and produced Contender reports 958699, 957504, 957228 and 957225 to evidence the report. GG reported that the collection problem was due to the back-log from Easter but collections should now be completed by the nearest green bin round on the same day as the nearest green bin collection location. Collections could be up to 7 days after requested.</p> <p>5(a)viii Victoria Mews, Kilburn JR produced a series of Contender reports of recent problems associated with Victoria Mews collections. There were 7 missed refuse collections and one spilt refuse collection not cleaned up. There were 6 missed green box collections. JR asked that PB and DL could arrange monitoring of this street and that if there are any problems then to inform either AS or JR who will assist.</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>JR/PB</p> <p>JR/DL</p> <p>Information</p> |
| | <p>6. <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. MOB reported that everything going fine.</p> <p>6(b)ii C.A.P. 36 – 45 Grasmere Avenue, Preston MOB reported that all collections were completed and returned properly last week.</p> <p>6(c) End Review No end reviews</p> <p>6(d) Failures for Forwarding No failures for forwarding.</p> | <p>MOB</p> <p>PB/DL</p> <p>MOB/PB</p> |
| | <p>7. <u>Other Specific Issues</u></p> <p>7(a) Wembley Events</p> <p>7(a)i Last Events There were two small football events last weekend. The clean up at both events</p> | <p>Information</p> |

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| | was good. | |
| 7(a)ii | Next Events On Sunday 17 th May there is the Conference league promotion play off. On the 23 rd /24 th and 25 th May there are the League Two, League One and Championship play offs. On Saturday 30 th May there is the FA Cup Final. | Information |
| 7(b) | Special Projects JR repeated his request for any suggestions from Veolia for clean-up projects in Brent during the Capital Clean Up campaign. | Information |
| 7(c) | Gritting, Leafing, Bins and Weeds | |
| 7(c)i | Gritting JR confirmed with JfM that IS had authorised the grit bins to be taken into local villages, cleaned and stored. JfM reported that a few were damaged and replacements would be needed. JR asked that numbers be confirmed and passed to IS through TP. | Information |
| 7(c)ii | Blossom JR noted the good work being put in over the removal of blossom from the highway. | Information |
| 7(c)iii | Weeds MOB and JR reported the serious problem with the weeds. They reported that the spraying appears to have had minimal effect especially with short weeds. Some dying off tall weeds had been noted but there was general concern about the effectiveness of the weed spraying. JfM reported that Mapesbury was being sprayed again and should be completed by the end of the week. JR reported that the weeds had already been high lighted to IS and CW and felt a new or different approach was now necessary otherwise we would be in the same position as last year. | IS/TP |
| 7(c)iv | Bins JR reported that more Green organic bins were on order but these were for replacement at this time and no new green bin sites should be allocated until IS asks. | Information |
| 7(d) | Missed Collections JR produced statistical data and graphics relating to missed collects for the three main services. | Information |
| 7(d)i | Domestic Refuse There were 59 reported missed collections compared to 75 the previous week. JR noted and improvement over the last two weeks. | Information |
| 7(d)ii | Green Box There were 32 reported missed collections compared to 51 the previous week. JR noted that this was within the target of 35. | Information |
| 7(d)iii | Organic There were 108 reported missed collections compared to 273 the previous week. JR noted that this was still extremely high but due to the backlog that should be up to date by the end of the week and reflected in the next few weeks figures. | Information |

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| | <p>7(d)iv <i>Estates</i> Report should be prepared for next week's meeting.</p> <p>7(e) <i>Rectification Points</i> There was a total of 840 points issued last week compared with 1138 for the previous week.</p> <p>7(f) <i>WEEE Collections</i> Awaiting report from Waste Education Team.</p> <p>7(g) <i>IT Up-Dates</i> JR reported that StreetCare Officers would soon be issued with 'Blackberry type' communication sets that will allow instant access to Contender and as such more timely reporting of problems on Contender and Echo.</p> | <p>Information</p> <p>Information</p> <p>Information</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. At a recent Capital Standards meeting inspections were due to commence on 18th May, but it wasn't known which boroughs would be completed first.</p> <p>8(a)ii <i>Capital Clean Up Events</i> JR asked his thanks to go on record of the many deep cleansing projects undertaken by DC and TD in Brondesbury Park and Kensal Green. Both these Wards are Target Wards for the next NI195 inspection and these projects should assist greatly with the detritus scores. JR also thanked HB for his efforts and assistance with the clean up of the waste land adjacent to the White Horse Bridge in conjunction with McDonald's staff. An excellent project that has made a big difference. Good publicity for McDonald's and StreetCare are expected.</p> <p>8(b) <i>Green Box Collections</i> JR and MOB both reported several reports from residents of the practice of green boxes being thrown back into or outside properties after collection. Both stated that this was unacceptable and would be raised with IS for discussion with TP.</p> | <p>Information</p> <p>Completed</p> <p>IS/TP</p> |
| 9. | <p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 19th May 2009 at Laxcon Close, NW10.</p> | |