

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 26th May 2009

No.	Item	Action by
1.	<p><u>Persons Present</u></p> <p>John Rymer (JR) StreetCare – Team Leader Eugene Buckley (EB) Veolia – Refuse Environmental Manager Steve Speller (SS) Veolia – Recycling Environmental Manager</p>	
2.	<p><u>Apologies for Absence</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 Michael Minogue (MM) Veolia – Recycling Environmental Manager</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on 18th May 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 no up-date. No up-date available.</p> <p>4(b) 38a Craven Park, Harlesden 4(b) JR reported no new reports. Monitoring to continue.</p> <p>4(c) Meath Court, Buck Lane, Fryent 4(c) Meeting between MOB and EB still outstanding.</p> <p>4(d) Westmoreland Road Bring Banks, Queensbury 4(f) It was agreed that until such time as a possible alternative site is identified that this matter shall be shown as closed.</p> <p>4(e) Limesdale Gardens, Queensbury 4(g) As PB is on leave awaiting result of disciplinary hearing on 19th May.</p> <p>4(f) Woodlands Court, Tolkyngton 4(h) EB reported that MOB and AMD agreed that BHP should pull out the bins. This should resolve the matter.</p> <p>4(g) Dukes Way, Elm Road, Wembley Central 4(i) EB reported that he is awaiting up-date from TM.</p>	<p>JfM, JR</p> <p>JR PB/DL</p> <p>MOB / EB</p> <p>Completed</p> <p>MOB/PB</p> <p>MOB/PB</p> <p>MOB/PB</p>

4(h)	<i>Elliot Close, Preston 4(j)</i> EB reported that he is awaiting feed-back from PM	MOB/PB
4(i)	<i>Ashford Court, Mapesbury 4(k)</i> EB reported the problem now appears to be resolved after warning letters re obstruction by residents was sent.	Completed
4(j)	<i>Revised Statistics 4(l)</i> JR is still working on adding the 2007/8 statistics so a three year graphical overview can be seen.	JR/JfM
4(k)	<i>The Avenue, Bridge Cleaning, Barnhill 4(m)</i> Liaison in place between JfM and MOB	Completed
4(l)	<i>Spillage from all three services, South of Borough 4(o)</i> SS and EB reported that crews had been advised of the problem and instructed to clean up after any spillages.	Completed
4(m)	<i>Victoria Mews, Kilburn 4(p)</i> JR reported back from AS that this collection has been ongoing since ECT started collections. It is now unreasonable to tell the residents that their collections will cease. Collections to continue as normal.	Completed
4(n)	<i>Griffin Close, Willesden Green 4(q)</i> JR reported one bin missed last week. EB reported that crew have been spoken to again; he reports that the tracker system should have some effect on future missed collections. To continue monitoring	JR/PB
4(o)	<i>28D Stonebridge Park, Stonebridge 4(r)</i> JR reported no reported problems last week. Monitoring to continue for one more week to ensure regular proper assisted collections are sustained.	JR/PB
4(p)	<i>Bio-Sack Delivery 4(s)</i> JR reported still awaiting delivery of bio-sacks. Should be in this or early next week.	Information
4(q)	<i>Email 5(a)i</i> JR reported he had emailed the address to Veolia Recycling Team.	Completed
4(r)	<i>New Bring Sites 5(a)ii</i> JR reported he had sent the email and cc'd Veolia Recycling Team.	Completed
4(s)	<i>Delivery of Bins or Boxes by Ward Officers 5(a)v</i> JR reported he had sent email advising StreetCare Officers.	Completed
4(t)	<i>Oman Road recycling bank 5(a)vi</i> JR reported that instructions were now issued on Contender 965056.	Completed
4(u)	<i>Mitchelbrook and Brentfield Road, 5(a)viii</i> EB reported that the crews had been spoken to and advised.	Completed
4(v)	<i>Veolia Managers Weekend Rota, 5(a)ix</i> JR reported that this was sent by JfM.	Completed

	<p><u>Problems</u></p> <p>5(a) New Problems</p> <p>5(a)i <i>1a Lechmere Road, Willesden Green</i> JR handed photographs showing the problem to SS for delivery to DL.</p> <p>5(b) On-going Problems See items 4(a) to (c), (e) to (h), (j) and (n) to (o) above.</p> <p>5(c) For Further Action See 4(a) to (c), (e) to (h), (j) and (n) to (o)</p>	Completed
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 <i>C.A.P. 35 – 92 Buck Lane, Fryent</i> No recent reported problems. JR reported no recent reports on Contender.</p> <p>6(b)ii <i>C.A.P. 36 – 45 Grasmere Avenue, Preston</i> PB requested photographic evidence of the problem reported direct by MOB last week as evidence to investigate discipline against the crew. JR agreed to ask TM to send them by email.</p> <p>6(c) End Review</p> <p>6(c)i <i>C.A.P. 35 – 92 Buck Lane, Fryent</i> End review date was 18th May 2009. There have been no reported problems since corrective action plan was implemented. Satisfactory conclusion. CAP signed off on 26th May 2009.</p> <p>6(c)ii <i>C.A.P. 36 – 45 Grasmere Avenue, Preston</i> Due to current problems forwarded to IS and CW the end review date is extended to 7th July 2009.</p> <p>6(d) Failures for Forwarding C.A.P. 36 forwarded again to IS for discussion with TP.</p>	<p>Completed</p> <p>MOB/PB</p> <p>Information</p> <p>Information</p> <p>IS/CW/TP</p>
7.	<p><u>Other Specific Issues</u></p> <p>7(a) Wembley Events</p> <p>7(a)i <i>Last Events</i> The clean-ups three play offs on Saturday, Sunday Monday went well. JR reported that there was an exceptional amount of litter on Monday for the Burnley –v- Sheffield United game. Also traffic dispersal problems as both sets of fans were using the M1.</p> <p>7(a)ii <i>Next Events</i> On Saturday 30th May there is the FA Cup Final.</p>	<p>Information</p> <p>Information</p>

	<p>7(b) Special Projects No special projects to discuss</p> <p>7(c) Gritting, Leafing, Bins and Weeds</p> <p>7(c)i Gritting Nothing to report</p> <p>7(c)ii Blossom No problems to report</p> <p>7(c)iii Weeds Whenever there is a need for extra man power resources needed to do the weeding then Village Manager and Ward Officers can request some additional staff from JfM.</p> <p>7(c)iv Bins Nothing new to report</p> <p>7(d) Missed Collections JR produced statistical data and graphics relating to missed collects for the three main services.</p> <p>7(d)i Domestic Refuse There were 71 reported missed collections compared to 120 the previous week. JR noted the decrease stating this was an improvement of the previous week but more improvement was needed.</p> <p>7(d)ii Green Box There were 30 reported missed collections compared to 41 the previous week. JR noted that this was only inside the target of 35 and the lowest number of missed collections since early April.</p> <p>7(d)iii Organic There were 75 reported missed collections compared to 122 the previous week. JR noted that this was high but the lowest number of missed collections since 13th April.</p> <p>7(d)iv Estates Next report due on 2nd or 9th June.</p> <p>7(e) Rectification Points There was a total of 1120 points issued last week compared with 1274 for the previous week.</p> <p>7(f) WEEE Collections Awaiting report from Waste Education Team.</p> <p>7(g) IT Up-Dates Nothing to report</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>Information</p> <p>Information</p> <p>Information</p> <p>Information</p>
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<p>8.</p>	<p><u>Any Other Matters</u></p> <p>8(a) Special Projects</p> <p>8(a)i NI195 JR reminded that the first tranche of 2009/10 was due in April to July. He reported the recent deep cleaning work in Brondesbury and Kensal Green is still ongoing.</p> <p>8(a)ii Capital Clean Up Events JR asked that his and TM thanks for the help provided by Thomas at the Grand Union Canal Clean Up last week.</p>	<p>Information</p> <p>Completed</p>
<p>9.</p>	<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 2nd June 2009 at Laxcon Close, NW10.</p>	