

**StreetCare (StreetScene) / Veolia**

**Team Leaders / Managers Meeting held at Laxcon Close**

**Tuesday 23rd June 2009**

No.	Item	No.
1.	<p><b><u>Persons Present</u></b></p> <p>Mark O'Brien (MOB) StreetCare – Team Leader  Dave Lynas (DL) Veolia – Senior Recycling Manager</p>	
2.	<p><b><u>Apologies for Absence</u></b></p> <p>John Rymer (JR) StreetCare – Team Leader  Jean Francois Moreau (JfM) Veolia - Street Cleansing Operational Manager  Paul Booth (PB) Veolia – Senior Refuse Manager  Eugene Buckley (EB) Veolia - Refuse Environmental Manager  Michael Minogue (MM) Veolia - Recycling Environmental Manager  Steve Speller (SS) Veolia – Recycling Environmental Manager</p>	
3.	<p><b><u>Minutes of Previous Meeting</u></b></p> <p>The minutes of the meeting held on 23<sup>rd</sup> June 2009 were circulated prior to and at the meeting and were agreed as an accurate record.</p>	
4.	<p><b><u>Matters Arising</u></b></p> <p><b>4(a) Unfinished Villages 4(a)</b>  JfM reported no up-date although it was hoped that a depot would be ready very soon. No further up-date this day.</p> <p><b>4(b) Meath Court, Buck Lane, Fryent 4(b)</b>  PB reported that EB was awaiting a call from MOB. Meeting took place on Friday 19<sup>th</sup> June with MOB and EB. MOB e-mailed BHP and arranging meeting.</p> <p><b>4(c) Dukes Way, Elm Road, Wembley Central 4(d)</b>  JR reported that TM is still chasing up the managing agents. TM update: dispute between managing agents and Galliford Try (Builders). Builders refusing to change chutes as say the work was to the correct specification. Managing agents looking at different costings for work.</p> <p><b>4(d) Church Road Market, Harlesden 4(g)</b>  JfM will get photographs for next meeting.</p>	<p><b>JfM, JR</b></p> <p><b>MOB / EB</b></p> <p><b>MOB/EB</b></p> <p><b>JfM/JR</b></p>

	<p><b>4(e)</b> <b>124 Monks Park, Tokyngton 4(i)</b> MOB reported that this is an assisted collection and the organic bin wasn't returned. MOB – no further reported problems.</p> <p><b>4(f)</b> <b>Borrowed Winter Salt 4(k)</b> JfM and TP dealing with the outstanding salt for Ealing. MOB raised this again and DL to pass to JfM.</p> <p><b>4(g)</b> <b>Notting Hill Carnival Clean Up 4(l)</b> JfM agreed to have a basic operation plan for discussion next meeting. Nothing produced.</p> <p><b>4(h)</b> <b>10 The Ridgeway, Northwick Park 4(n)</b> MOB reported a complaint for a missed organic collection. MOB reported no new problems.</p> <p><b>4(i)</b> <b>25 Barn Hill, Barnhill 4(o)</b> No reported problems this week. MOB reported no new problems.</p> <p><b>4(j)</b> <b>Rectification Points Problems 4(p)</b> JfM reported excessive number of BV failure reports by one officer entered on 8<sup>th</sup> June at about 12.30pm. JfM produced pictures of the respective locations. Some were not satisfactory but there were no BVD grades as submitted by the officer. MOB informed that officer had been spoken to; had not taken any photographs; and had been instructed to take photographs where gradings are C or D. This applies to all StreetCare Ward Officers.</p>	<p>MOB/DL</p> <p>MOB/JFM</p> <p>JR/MOB/JFM</p> <p>MOB/DL</p> <p>MOB/DL</p> <p>Completed</p>
5.	<p><b><u>Problems</u></b></p> <p><b>5(a) New Problems</b></p> <p><b>5a(i) Emptying Overweight Paper/Glass Recycling Bins</b> MOB reported problems of bins being left for weeks. DL replied that bin lifts will lift a maximum of 500kg and, if they are heavier, the only option is for a StreetCare Ward Officer, to request a grab lorry via contender. MOB concerned about cost implication (as StreetCare are charged per grab lorry use) and passed to IS and CW.</p> <p><b>5a(ii) Special Collection – 7 Springfield Gardens, Fryent.</b> Crew did not collect all items even though items presented for collection were same as booking. Passed to DL.</p> <p><b>5a(iii) Holmstall Parade and 536a Kingsbury Road</b> Residents complaining that crew throwing refuse bags from balconies. This issue has previously been brought to the meeting. Passed over print offs of e-mails and contender reports to DL.</p>	<p>MOB/DL</p> <p>MOB/PB</p> <p>MOB/PB.</p>

	<p><b>5a(iv) Finch Close, NCR, Stonebridge.</b> Veolia update that crew could not find location. However, NCR crew undertake any (if they can gain access) special collections on the NCR and as they are on this road every day, they could not have missed this location. Passed to DL.</p> <p><b>5a(v) Weeds in Leghorn Road and Drayton Road (Harlesden)</b> Weed and litter issues in these roads – especially weeds dug out but left on the pavement and not removed. Photographs and paperwork passed to DL.</p> <p><b>5a(vi) Weeds and Litter in Tunley Road, Harlesden</b> Weed and litter issue in this road. Photographs and paperwork passed to DL.</p> <p><b>5a(vii) Veolia Recycling Staff P.P.E.</b> DL requested that StreetCare Ward Officers look out for, and report, instances of recycling crews not wearing ppe and is asking for vehicle registration number, road, crew member description, along with time/date to be passed to him. Crews should be wearing:_ Safety boots Gloves Hi-Viz Vest</p> <p><b>5(b) On-going Problems</b> See items 4(a) to 4(j) above.</p> <p><b>5(c) For Further Action</b> See items 4(a) to 4(j) above.</p>	<p><b>JR/PB.</b></p> <p><b>JR/JFM.</b></p> <p><b>Completed</b></p> <p><b>Information</b></p>
<b>6.</b>	<p><b><u>Corrective Action Plans</u></b></p> <p><b>6(a) New C.A.P.s</b> No new CAPs</p> <p><b>6(b) On-Going Reviews</b></p> <p><b>6(b)i C.A.P. 36 – 45 Grasmere Avenue, Preston</b> No problems reported this week</p> <p><b>6(c) End Review</b> No end reviews to discuss.</p> <p><b>6(d) Failures for Forwarding</b> No CAPs for forwarding.</p>	<p><b>MOB/PB</b> <b>07/07/2009</b></p>

7.		<b><u>Other Specific Issues</u></b>	
	<b>7(a)</b>	<b>Wembley Events</b>	
	7(a)i	<b>Last Events</b> England –v- Andora. Due to tube strike this was a very late finish.	Information
	7(a)ii	<b>Next Events</b> Friday 26 <sup>th</sup> June. Concert starring AC/DC	Information
	<b>7(b)</b>	<b>Special Projects</b> No special projects to discuss	Information
	<b>7(c)</b>	<b>Gritting, Leafing, Bins and Weeds</b>	
	7(c)i	<b>Gritting</b> Nothing to report	Information
	7(c)ii	<b>Blossom</b> No problems to report	Information
	7(c)iii	<b>Weeds</b> JR reported warm and wet weather was increasing weed growth. Ward Officers will again be reminded to liaise with their respective Village Managers where problem areas exist. JfM reported that the new spray and new spray gun appear to be more effective than that previously used.	Information
	7(c)iv	<b>Bins</b> No new reports	Information
	<b>7(d)</b>	<b>Missed Collections</b> JR and JfM supplied statistical and graphical representation. PB produced daily reports of what Veolia considered to be genuine missed collections	Information
	7(d)i	<b>Domestic Refuse</b> There were 71 reported missed collections compared to 50 the previous week.	Information
	7(d)ii	<b>Green Box</b> There were 22 reported missed collections compared to 25 the previous week	Information
	7(d)iii	<b>Organic</b> There were 64 reported missed collections compared to 80 the previous week.	Information
	7(d)iv	<b>Estates</b> The next report on missed estate collections will be provided in July.	Information

	<p>7(e) <b><i>Rectification Points</i></b> There was a total of 1165points issued compared to 1151 the previous week.</p> <p>7(f) <b><i>WEEE Collections</i></b> Awaiting report from Waste Policy Team.</p> <p>7(g) <b><i>IT Up-Dates</i></b> Nothing to report</p>	<b>Information</b>
8	<p><b><u>Any Other Matters</u></b></p> <p>8(a) <b>Special Projects</b></p> <p>8(a)i <b><i>NI195</i></b> MOB reminded that the first traunche of 2009/10 was still due in April to July. He asked that all Village Managers be aware of which Wards are the target wards.</p>	<b>Information</b>
9.	<p><b><u>Next Meeting</u></b></p> <p>The next meeting of this group will be held on at 10am on Tuesday 30th June 2009 at Laxcon Close, NW10.</p>	