

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 14th July 2009

No.	Item	No.
1.	<p><u>Persons Present</u></p> <p>John Rymer (JR) StreetCare – Team Leader Jean Francois Moreau (JfM) Veolia - Street Cleansing Operational Manager Eugene Buckley (EB) Veolia - Refuse Environmental Manager Dave Lynas (DL) Veolia – Senior Recycling Manager</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Mark O'Brien (MOB) StreetCare – Team Leader Paul Booth (PB) Veolia – Senior Refuse Manager Michael Minogue (MM) Veolia - Recycling Environmental Manager Steve Speller (SS) Veolia – Recycling Environmental Manager</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on 30th June 2009 were circulated prior to and at the meeting and were agreed as an accurate record. The scheduled meeting for 7th July had been cancelled by mutual agreement.</p>	
4.	<p><u>Matters Arising</u></p> <p>4(a) Unfinished Villages 4(a) JfM reported that planning permission had been granted for the Village depot to be located in the car park. Hopefully this will be fully functional by autumn. No up-date available.</p> <p>4(b) Meath Court, Buck Lane, Fryent 4(b) EB and MOB had a site meeting where several problems were noticed. MOB to arrange another meeting with BHP estates officer and EB to find a sustainable solution. EB reported he is awaiting feed-back.</p> <p>4(c) Dukes Way, Elm Road, Wembley Central 4(c) MOB reported he is awaiting a report from the managing agents as to when remedial work will be completed. Awaiting feedback from managing agents via MOB.</p>	<p align="center">JfM, JR</p> <p align="center">MOB / EB</p> <p align="center">MOB/EB</p>

4(d)	<i>Church Road Market, Harlesden 4(d)</i> Still awaiting extra photos to show the mess left just after the market has closed. RR reported that there appears to be an improvement.	JfM/JR
4(e)	<i>Borrowed Winter Salt 4(f)</i> This is being resolve between IS and TP. Matter now closed for this group.	Completed
4(f)	<i>Notting Hill Carnival Clean Up 4(g)</i> JfM stated that procedures from last year will be duplicated as far as possible. JR reported that last year things were good so this would be acceptable. JfM to email JR proposals before next meeting	JR/JfM
4(g)	<i>10 The Ridgeway, Northwick Park 4(h)</i> JR reported no problems shown on Contender. This matter can now be closed.	Completed
4(h)	<i>25 Barn Hill, Barnhill 4(i)</i> JR reported no problems shown on Contender. This matter can now be closed.	Completed
4(i)	<i>Holmstall Parade and 536a Kingsbury Road 4(l)</i> EB reported he had spoken to crew but they denied any wrong doing since they were spoken to the first time.	Completed
4(j)	<i>Bruce Road refuse, Stonebridge 5a(ii)</i> The crew were advised regarding these properties. EB thought it just one bin rather than returning to the problems of all bins left out. JR requested this be monitored by Veolia and StreetCare for one more week to ensure matter is resolved	JR/EB
4(k)	<i>New Crescent Yard, Harlesden 5a(iii)</i> JR reported he had sent details of an alternative door to buzz if fob doesn't work to EB and PB. EB requested operational fobs be supplied by residents. JR to pass to RR to contact residents re mew fobs for refuse and recycling.	JR/EB
4(l)	<i>23 Hillside, Stonebridge 5a(iv)</i> EB apologised he had mistakenly gone to wrong location. Crew spoken to and no reported problems this week. To monitor for one more week	JR/EB
4(m)	<i>Gladstone Park Recycling site, Dollis Hill 5a(v)</i> No report back from MM. JR reported JB was off part of last week so contact may not have been possible. MM or DL to report back next week	JR/DL
4(n)	<i>Riverside Gardens, Alperton 5a(vi)</i> JfM reported that the problem derives from cleaning problems associated with pavement parking. He requested assistance form MOB to tackle this problem.	MOB/JfM

	<p>4(o) <i>8 Robin Grove, Barn Hill 5a(vii)</i> EB and DL reported no problems this week. Matter now resolved and can be closed.</p> <p>4(p) <i>North Circular Road, Whole length 5a(vii)</i> JfM reported the result of a recent inspection with SAR along the NCRd. He agreed that the pavements and nearside channels were not at an acceptable level of cleanliness. After discussion it was suggested that the best course of action would be for a nearside lane closure so deep cleansing using mechanical sweepers could take place. The worst places were high-lighted in the underpasses at Park Royal and Harrow Road. JR agreed to raise this matter with Ian for discussion with TP. This matter is still outstanding.</p> <p>4(q) <i>StreetCare Officers List 5a(xi)</i> JR reported that due to MOB being away he has had to prioritise work-load. The list will be sent this week.</p> <p>4(r) <i>Event Day Litter Problem 5a(xii)</i> JfM reported serious littering problems caused by the Kebab shop on the triangle. Packaging and wrappings dropped within locality making area an EPA Grade D within 5 minutes of cleaning. It was thought that a litter control notice would go some way to encouraging the proprietor to provide cleaners outside the shop. JR will relay problem to IS. JR informed the meeting that IS had been informed of this problem on Event days.</p>	<p>Completed</p> <p>JR/JfM</p> <p>JR</p> <p>Completed</p>
5.	<p><u>Problems</u></p> <p>5(a) New Problems</p> <p>5a(i) Plympton Road Pick Up Problem, Kilburn JR handed an email to Jf concerning the apparent illegal activities of the pick up crew taking unauthorised waste from Plympton Road. JfM reported that he would need evidence from the resident to take the matter any further.</p> <p>5a(ii) Harlesden Road, Kensal Green JR reported that a Street Watcher reported Harlesden Road hasn't been swept for the last 3 consecutive Saturdays. JfM asked if the street was dirty and reported that he would keep an eye on the problem.</p> <p>5a(iii) Carmel Court, Kings Drive, Barnhill EB reported that the bins had been moved and it was now a health and safety issue to empty them. One of the loaders was injured last collection from a bin lip snapping. JR requested EB liaise with AK and</p>	<p>JR/JfM</p> <p>JR/JfM</p> <p>MOB/EB</p>

	<p>the residents to resolve the matter. This course of action was agreed</p> <p>5a(iv) <i>The Broadway, Preston Rd/East Lane, Preston</i> This is a balcony collection. EB reported loaded cut his finger badly on a sharp object left unprotected in the bag awaiting collection. JR agreed to get StreetCare Officer to send letter to all residents advising them of the injury and safety measures that they should take.</p> <p>5a(v) <i>WEEE Tonnages</i> DL requested these tonnages. JR will chase up TT now he is back at work.</p> <p>5a(vi) <i>Missed Collections, throughout Brent</i> DL reported that some missed collections were being chased up after the crews had returned and cleared them. DL asked if StreetCare Officers could be asked to check before sending crew on a fruitless journey that does nothing for the environment.</p> <p>5a(vii) <i>Contrary Cards</i> DL reported they were out of stock of contrary cards and needed some urgently. JR suggested that this should have been requested from DP before the shortage became urgent. JR will pass the request onto DP.</p> <p>5(b) <i>On-going Problems</i> See items 4(a) to 4(r) above.</p> <p>5(c) <i>For Further Action</i> See items 4(a) to 4(r) and 5a (i) to 5a (vii) above.</p>	<p>MOB/EB</p> <p>JR/DL</p> <p>JR/DL</p> <p>JR/DL</p>
6.	<p><u>Corrective Action Plans</u></p> <p>6(a) <i>New C.A.P.</i> No new CAPs</p> <p>6(b) <i>On-Going Reviews</i></p> <p>6(b)i <i>C.A.P. 36 – 45 Grasmere Avenue, Preston</i> JR reported that the time scale for this CAP was completed and asked that now we appear to have the matter resolved that it stays that way. Any more problems within the next 6 months and it goes straight to Stage III</p> <p>6(c) <i>End Review</i> CAP 36 reviewed and completed. See comments at 6(b)i above</p> <p>6(d) <i>Failures for Forwarding</i></p>	<p>MOB/PB 07/07/2009</p>

		No CAPs for forwarding.	
7.		<u>Other Specific Issues</u>	
	7(a)	Wembley Events	
	7(a)i	Last Events Oasis concerts. There were problems with cleaning up because most pubs/clubs stayed open until 3am. JR reported that this was a matter for IS but thought that once the crew had cleaned up after the concert then any other litter around the premises was a matter for normal street cleaning. IS or the Officer on duty at the time will make this decision	Information
	7(a)ii	Next Events There is the Wembley Football Cup coming up on Friday 24 th and Sunday 26 th July. IS will advice TP of what resources are required.	Information
	7(b)	Special Projects	
	7(c)	Gritting, Leafing, Bins and Weeds	
	7(c)i	Gritting Nothing to report	Information
	7(c)ii	Blossom No problems to report although JR had noticed quite few leaves have come down during the hot weather followed by the windy spell.	Information
	7(c)iii	Weeds JR reported 42 overgrown weed reports last week from across the Borough. As stated at the last meeting recent rain and the warm weather will promote growth.	Information
	7(c)iv	Bins No new reports	Information
	7(d)	Missed Collections JR supplied statistical data with graphical representation.	Information
	7(d)i	Domestic Refuse There were 57 reported missed collections compared to 84 and 56 the previous two weeks.	Information
	7(d)ii	Green Box There were 45 reported missed collections compared to 35 and 24 the previous two weeks.	Information
	7(d)iii	Organic	Information

	<p>There were 61 reported missed collections compared to 94 and 80 the previous two weeks</p> <p>7(d)iv Estates There were 22 reported missed estate collections during June compared with 28 tonne for June 2008.</p> <p>7(e) Rectification Points There was a total of 1024 points issued compared to 829 the previous week.</p> <p>7(f) WEEE Collections JR will try to organise WEEE collection data for 2009/10 for the next meeting.</p> <p>7(g) IT Up-Dates Nothing to report</p>	<p>Information</p> <p>Information</p> <p>Information</p>
8	<p><u>Any Other Matters</u></p> <p>8(a) Special Projects JR asked JfM to thank ED for the weed removal in Fleetwood and the proposed removal in surrounding streets over the next two days.</p> <p>8(a)i NI195 JR reminded meeting that Traunche One of 2009/10 still hadn't been completed and the inspectors have until the end of July to complete this traunche. JR asked JfM to remind target ward village managers.</p>	Information
9.	<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 21st July 2009 at Laxcon Close, NW10.</p>	