

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 21st July 2009

| No . | Item | No. |
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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 Eugene Buckley (EB) Veolia - Refuse Environmental Manager Dave Lynas (DL) Veolia – Senior Recycling Manager</p> | |
| 2. | <p><u>Apologies for Absence</u></p> <p>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 14th July 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 there was progress. Hopefully this will be fully functional by autumn. No up-date available.</p> <p>4(b) Meath Court, Buck Lane, Fryent 4(b) MOB and EB are awaiting feed back from BHP. They are dealing with the Manager Christina Byrne</p> <p>4(c) Dukes Way, Elm Road, Wembley Central 4(c) There is a site meeting arranged for Thursday 23rd July with TM, EB and managing agents to discuss this issue</p> <p>4(d) Church Road Market, Harlesden 4(d) JfM reported that the weekend manager was unable to take photos after the market was closed on Saturday night. Arranging for photos to be taken next Saturday after market closes.</p> | <p align="center">JfM, JR</p> <p align="center">MOB / EB</p> <p align="center">MOB/EB</p> <p align="center">JfM/JR</p> |

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| 4(e) | <i>Notting Hill Carnival Clean Up 4(g)</i> JfM reported that he is waiting for confirmation from TP before agree the procedures for the clean ups. | JR/JfM |
| 4(f) | <i>Bruce Road refuse, Stonebridge 5a(ii)</i> No reports last week. This matter is now completed | Completed |
| 4(g) | <i>New Crescent Yard, Harlesden 5a(iii)</i> EB again requested that workable fobs be issued by the managing agents. It is unacceptable due to the heavy traffic to expect crew to wait for resident to open gates. JR agreed to ask RR to try to obtain more durable fob from the residents | JR/EB |
| 4(h) | <i>23 Hillside, Stonebridge 5a(iv)</i> JR reported that this appears to be a one off problem at a new site. Matter can be shown as completed | JR/EB |
| 4(i) | <i>Gladstone Park Recycling site, Dollis Hill 5a(v)</i> No report back from MM. DL will check and report back next meeting | JR/DL |
| 4(j) | <i>Riverside Gardens, Alperton 5a(vi)</i> MOB agreed that TM will check the parking problem on this street and then feed back through MOB and liaise with JfM. | MOB/JfM |
| 4(k) | <i>North Circular Road, Whole length 5a(vii)</i> JR agreed to raise the matter of a nearest lane closure with Ian for discussion with TP. This matter is still outstanding. | JR/JfM |
| 4(l) | <i>StreetCare Officers List 5a(xi)</i> JR reported list sent to JfM after last weeks meeting | Completed |
| 4(m) | <i>Plympton Road Pick Up Problem, Kilburn 5a(i)</i> JfM reported that there was insufficient evidence to go to disciplinary procedure. Record of incident filed at Veolia | Completed |
| 4(n) | <i>Harlesden Road, Kensal Green 5a(ii)</i> No adverse reports from Street Watcher or Village matter. This matter is resolved until any further evidence comes to light | Completed |
| 4(o) | <i>Carmel Court, Kings Drive, Barnhill 5a(iii)</i> This problem is on-going. There is liaison between EB, AK, MOB and new managing agents. This problem should be resolved by next week. | MOB/EB |
| 4(p) | <i>The Broadway, Preston Rd/East Lane, Preston 5a(iv)</i> MOB reported letter was sent to all residents by PM advising them of the danger of unprotected sharps in waste sacks. | Completed |
| 4(q) | <i>WEEE Tonnages 5a(v)</i> | Completed |

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| | | WEEE tonnages for 2009 produced by JR | |
| | 4(r) | <i>Missed Collections, throughout Brent 5a(vi)</i> JR explained current procedures and suggested that this would best be dealt with in the joint training to be arranged by AB and RC. This to be dealt with after the re-scheduling of the rounds | Completed |
| | 4(s) | <i>Contrary Cards 5a(vii)</i> JR agreed to chase up DP. Matter now left between DL and DP to resolve. | Completed |
| 5. | | <u>Problems</u> | |
| | 5(a) | New Problems | |
| | 5a(i) | <i>101 Harrow Road, Wembley Central</i> MOB reported the Stage One about crew throwing boxes has now gone to Stage Two and MOB needs feedback from DL for the response for Malik to sign, | MOB/DL |
| | 5a(ii) | <i>37 Clifford Road, Alperton</i> MOB reported refuse crew commencing work at 06.40hrs. Requests EB or PB remind crew no collections before 7am | MOB/EB |
| | 5a(iii) | <i>24 Wood Lane, Fryent</i> There has been no more problems but this is now being investigated as a Stage Two complaint. MOB requested that EB informed crew to ensure good service. | MOB/EB |
| | 5a(iv) | <i>Elliot Close, Preston</i> EB requested urgent up-date from managing agents. MOB agreed to liaise with PM and report back next week. | MOB/EB |
| | 5a(v) | <i>New Veolia Managers</i> JfM reported that two StreetCare Officers refused to meet the two new Environmental Managers when asked. JR/MOB reported that this matter is sensitive will be dealt with outside this meeting and JfM will be personally up-dated. | Completed at this meeting |
| | 5a(vi) | <i>Remedies from StreetCare Ward Officer</i> JfM handed some documentation to MOB and JR regarding disputed rectification notices issued by three StreetCare Ward Officers. From the photographs and documentation it appears that some of the disputes may be justified. It was agreed that these will be dealt with outside the meeting and JfM will be personally up-dated by JR and MOB. | Completed at this meeting |
| | 5(b) | On-going Problems See items 4(a) to 4(s) above. | |

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| | 7(c)iv | Bins No new reports | Information |
| | 7(d) | Missed Collections JR supplied statistical data with graphical representation. | |
| | 7(d)i | Domestic Refuse There were 122 reported missed collections compared to 57 the previous week. | Information |
| | 7(d)ii | Green Box There were 39 reported missed collections compared to 45 the previous week. | Information |
| | 7(d)iii | Organic There were 75 reported missed collections compared to 61 the previous week | Information |
| | 7(d)iv | Estates Next report in August for July's missed estate collections | Information |
| | 7(e) | Rectification Points There was a total of 1498 points issued compared to 1024 the previous week. This was a 46% increase over last week and an 81% increase over the previous week. | Information |
| | 7(f) | WEEE Collections JR produced records showing WEEE figures of 32.76, 26.76 and 28.04 tonnes of recyclable waste electrical and electronic equipment collected during the first three months of this financial year. | Information |
| | 7(g) | IT Up-Dates Nothing to report | Information |
| 8 | | <u>Any Other Matters</u> | |
| | 8(a) | Special Projects JR asked JfM to thank ED for the weed Dudden Hill before the walkabout with the Councillor. Residents and Councillors were pleased with the cleanliness of the streets in this small area inspected. | Information |
| | 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. | |

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| 9. | | <p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 28th July 2009 at Laxcon Close, NW10.</p> | |
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