

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 28th 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 Paul Booth (PB) Veolia – Senior Refuse Manager Steve Speller (SS) Veolia – Recycling Environmental Manager</p> | |
| 2. | <p><u>Apologies for Absence</u></p> <p>Michael Minogue (MM) 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 21st July 2009 were circulated prior to and at the meeting and were agreed as an accurate record. JR apologised for sending the email without the minutes attached.</p> | |
| 4. | <p><u>Matters Arising</u></p> <p>4(a) Unfinished Villages 4(a) AB attended for this one item and up-dated the meeting. New planning permission for the Kilburn Square underground car park was submitted but there have been delays. Everyone is awaiting approval from Kilburn Square management committee before any further action can be taken. AB expects no problems. He hopefully anticipates a new depot by mid September at the earliest.</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. MOB agreed to chase up this matter.</p> <p>4(c) Dukes Way, Elm Road, Wembley Central 4(c) MOB reported that the meeting was held and the matter has now been resolved satisfactorily.</p> | <p>JfM, JR</p> <p>MOB / EB</p> <p>Completed</p> |

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| 4(d) | <i>Church Road Market, Harlesden 4(d)</i> 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. Should be available for next meeting | JfM/JR |
| 4(e) | <i>Notting Hill Carnival Clean Up 4(e)</i> JR reported that he had received the details and had forwarded the suggested invoice to IS to discuss with TP. | JR/JfM |
| 4(f) | <i>New Crescent Yard, Harlesden 4(g)</i> JR reported the reluctance or inability of the residents to provide a more robust entry fob. JR asked that with normal reasonable care the fob should operate and there were 2 properties for the crew to ask to open the gate. JR will try again to get residents to provide a more reliable fob or to have the gates opened early on the scheduled collection day. | JR/EB |
| 4(g) | <i>Gladstone Park Recycling site, Dollis Hill 4(i)</i> MM reported that there is only a clothes bank at this site at the moment and that private charity collects in a small van which gets under the height barrier. Veolia have no need to go into this car park at this time. Matter resolved. | Completed |
| 4(h) | <i>Riverside Gardens, Alperton 4(j)</i> TM requested to Transportation that double yellow lines be extended to the garages. There is also the problem of one car regularly obstructing this road and the Alperton snt have been asked to advice the owner about his inconsiderate parking on collection days. This can take up to 6 months but there is very little else that can be done at the moment. To be closed for discussion unless other problems are high lighted. | Completed |
| 4(i) | <i>North Circular Road, Whole length 4(k)</i> This matter was passed to IS to discuss nearside lane closure and whether there are financial resources for this to happen. JR will chase up IS and also enquire when the next nearside lane closures are to see if a pilot cleans can be conducted. | JR/JfM |
| 4(j) | <i>Carmel Court, Kings Drive, Barnhill 4(o)</i> MOB reported that the problem is temporarily resolved and the managing agents are looking at installing double yellow lines to assist access | MOB/EB |
| 4(k) | <i>101 Harrow Road, Wembley Central 5a(i)</i> MOB reported that he had received the report from DL. This issue now closed | Completed |
| 4(l) | <i>37 Clifford Road, Alperton 5(a)ii</i> PB reported that the crew were advised of the 7am start restriction. | Completed |

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| | 4(m) | 24 Wood Lane, Fryent 5(a)iii PB reported that the crew were spoken to. Action completed. | Completed |
| | 4(n) | Elliot Close, Preston 5(a)iv MOB reported that PM had made contact with the managing agents and was awaiting feed-back. | MOB/PB |
| 5. | | <u>Problems</u> | |
| | 5(a) | New Problems | |
| | 5a(i) | Tudor Gardens, Welsh Harp MOB reported that road works are causing access problems for dry recycling collection crews. SS has asked crews to pull to make sure collections are completed. MOB agreed with this action. Any problems to be reported next week | MOB/SS |
| | 5a(ii) | 24 Lancelot Crescent, Wembley Central MOB reported that there is a complaint that bins and boxes aren't being returned properly. Requested all services to remind their respective crews of correct procedures. | MOB PB/SS |
| | 5a(iii) | 27 Fryent Way, Fryent MOB reported that the green box and the grey bin were returned to the wrong property. Requested crews are reminded of correct procedures and to be more careful with future collections | MOB PB/SS |
| | 5a(iv) | Fryent Way, Fryent MOB reported that the service roads in front of the houses at the Queensbury end aren't being swept sufficiently. Litter, detritus and leaves being the main problems. | MOB/JfM |
| | 5a(v) | 72 Elmstead Avenue, Preston MOB reported that the Green Recycling Box is being returned to the wrong property. SS reported that MOB had already made him aware of this and had spoken to the crew. The problem should now be resolved. | MOB/SS |
| | 5a(vi) | 275 East Lane, Northwick Park MOB reported that the collection of the fridge was still outstanding and asked that the collection be completed asap. | MOB/PB |
| | 5a(vii) | Brook Road, Preston MOB reported that complaints had been received that one of the refuse operators was harassing a female by looking at her. PB reported that he had spoken to the crew and advised the operative in question to ignore the lady in future. PB will try to attend at collection time to see if anything untoward is occurring. | MOB/PB |

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| | <p>5a(viii) <i>Change in Collection Schedule, All Brent</i> PB reported that when the collection schedules are changed all properties with a change of collection day will have their grey bins 'stickered' with the change of day. PB enquired how best to inform residents using communal collections of the change. JR suggested that CW would be the best person to ask.</p> <p>5a(ix) <i>NI 195 Inspections</i> JR reminded the meeting that Capital Standards inspectors were in Brent at the moment although to date no sitings had been made by officers.</p> <p>5a(x) <i>Officer Leaving StreetCare</i> MOB reported that IK is away from work training and will not be back to Welsh Harp Ward before her departure to H. S. & L. KO will now be managing the ward.</p> <p>5a(xi) <i>Speak Easy Pub, Harrow Rd, Tokyngton</i> MOB reported the regular dumping of domestic refuse near the Speak Easy pub. He will liaise with PB to resolve.</p> <p>5a(xii) <i>North Circular Road</i> In answer to question by MOB PB reported that 5 bags are provided weekly (normally on a Saturday) to all residential premises on the NCRd.</p> <p>5(b) <i>On-going Problems</i> See items 4(a) to 4(n) above.</p> <p>5(c) <i>For Further Action</i> See items 4(a) to 4(n) and 5a (i) to 5a (viii) above.</p> | <p>PB</p> <p>Information</p> <p>Information</p> <p>Completed</p> <p>Information</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> No CAP s to be reviewed.</p> <p>6(c) <i>End Review</i> No CAP end reviews.</p> <p>6(d) <i>Failures for Forwarding</i> No CAPs for forwarding.</p> | |

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| 7. | | <p><u>Other Specific Issues</u></p> <p>7(a) Wembley Events</p> <p>7(a)i <i>Last Events</i> Wembley Football cup went off with no problems on 24th and 26th July.</p> <p>7(a)ii <i>Next Events</i> The next event is on 9th August 2009. IS will liaise with TP re what resources are required.</p> <p>7(b) Special Projects No special projects to report</p> <p>7(c) Gritting, Leafing, Bins and Weeds</p> <p>7(c)i <i>Gritting</i> Nothing to report</p> <p>7(c)ii <i>Blossom</i> JR reported that there was some leaf fall in the Borough, although no special attention was yet needed.</p> <p>7(c)iii <i>Weeds</i> JR reported 46 overgrown weed reports last week in comparison to 72 the previous week from across the Borough. The recent rain and the warm weather will promote growth and the Village Managers needed to be aware.</p> <p>7(c)iv <i>Bins</i> No new reports</p> <p>7(d) <i>Missed Collections</i> JR supplied statistical data with graphical representation.</p> <p>7(d)i <i>Domestic Refuse</i> There were 91 reported missed collections compared to 122 the previous week.</p> <p>7(d)ii <i>Green Box</i> There were 43 reported missed collections compared to 39 the previous week.</p> <p>7(d)iii <i>Organic</i> There were 83 reported missed collections compared to 75 the previous week</p> <p>7(d)iv <i>Estates</i> Next report in August for July's missed estate collections</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>7(e) <i>Rectification Points</i> There was a total of 1294 points issued compared to 1498 the previous week. This was a 14% decrease over last week.</p> <p>7(f) <i>WEEE Collections</i> No further information available. JR agreed to try to provide further information in August for the July tonnages.</p> <p>7(g) <i>IT Up-Dates</i> Nothing to report</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 reported that he had attended a Capital Standards Meeting last week and their manager informed JR that the inspectors will be in last and this week completing the NI195 inspections. It was noted that JfM had been informed by email from JR. Capital Standards have had a staffing problem caused by them having to move away from the Mayors Office managing the finances and changing to KeepBritainTidy as their accountant temporarily for this year. A previous inspector (Clair) is returning to Brent to assist with this tranche.</p> <p>8(b) <i>Other Matters</i></p> <p>8(b)i <i>StreetCare Restructure</i> JR reported that the restructure of the StreetScene Team (Ward Officers) was still ongoing. JR agreed to up-date the meeting of any change in personnel as soon as they are known.</p> | <p>Information</p> <p>Information</p> |
| 9. | <p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 4th August 2009 at Laxcon Close, NW10.</p> | |