

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 11th August 2009

No	Item	No.
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 Dave Lynas (DL) Veolia – Senior Recycling 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 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 4th August 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) No further up-dates. Earliest completion date is mid September.</p> <p>4(b) Meath Court, Buck Lane, Fryent 4(b) MOB reported that the meeting is arranged for Thursday 6th August at 10am. More feedback to be given during the week.</p> <p>4(c) Church Road Market, Harlesden 4(d) JfM reported that ED is managing OK at the moment and there appears no need to change the current position. JfM will raise the matter if problems re-appear</p> <p>4(d) Notting Hill Carnival Clean Up 4(d) JfM reported that he is on holiday from 14th August and will need time to organise extra resources for this event over the August Bank Holiday weekend. JR to chase up IS for agreement with TP.</p>	<p>JfM, JR</p> <p>MOB / EB</p> <p>completed</p> <p>JR/JfM</p>

4(e)	<i>New Crescent Yard, Harlesden 4(e)</i> JR reported that he had received an email from the residents and it appears that they are having similar problems with their own entry fobs. It appears that we won't receive any new designed fobs.	JR EB/DL
4(f)	<i>North Circular Road, Whole length 4(f)</i> Reminder sent on 10 th August to IS re near-side lane closure for cleaning.	JR/JfM
4(g)	<i>Elliot Close, Preston 4(h)</i> PM chased up managing agents and expects feed-back next week.	MOB/PB
4(h)	<i>Tudor Gardens, Welsh Harp 4(i)</i> MOB reported no reports since last meeting. Collection for number 5 was OK.	MOB/DL
4(i)	<i>24 Lancelot Crescent, Wembley Central 4(j)</i> MOB reported that all was OK last week.	MOB PB/DL
4(j)	<i>27 Fryent Way, Fryent 4(k)</i> MOB reported that all was OK last week. Matter appears resolved.	Completed
4(k)	<i>Fryent Way, Fryent 4(l)</i> MOB reported that all was OK last week. Matter appears resolved.	Completed
4(l)	<i>72 Elmstead Avenue, Preston 4(m)</i> MOB reported that all was OK last week. Monitor for one more week.	MOB/DL
4(m)	<i>Brook Road, Preston 4(o)</i> MOB reported that no new reports last week. Monitoring to continue.	MOB/PB
4(n)	<i>Change in Collection Schedule, All Brent 4(p)</i> PB and EB were not at meeting as they were assisting with delivering the change of collection stickers preparing for Monday 17 th .	PB
4(o)	<i>Speak Easy Pub, Harrow Rd, Tokyngton 4(q)</i> JfM will be discussing this matted with HB later today. He will report back to the next meeting after his holiday.	MOB/JfM
4(p)	<i>Ellis Close, Willesden Green 5a(i)</i> JR reported there were inspections on Ellis Close by PH and JR and both were recorded as NI195 Grade B. Monitoring to continue.	JR/JfM
4(q)	<i>195 All Souls Avenue, Brondesbury Park 5a(ii)</i> JR reported that all collections last week were completed properly and that Dennis Lewis was investigating the initial complaint on behalf of JR. This isn't really a collection problem but a mistake by the refuse crew thinking they were clearing side waste and probably	Completed

		not paying sufficient attention to their work. SC 522759 refers	
	4(r)	131 Purves Road, Kensal Green 5a(iii) This was checked and found OK last week. Monitoring to continue. SC 522708 refers	JR/DL
	4(s)	5B Ravensworth Road, Kensal Green 5a(iv) JR reported he found the garden cleared of all the bulky collection and he had responded to the resident saying that he was satisfied that the service providers had acted reasonably. SC 522708 refers	Completed
	4(t)	1 Summerfield Ave, Kilburn 5a(v) JR reported no problems over the last two weeks. Monitoring to continue for two more weeks	JR/DL
	4(u)	189A Melrose Ave, Mapesbury 5a(vi) JR reported that the crew of MX54DLU had demanded cash to remove domestic items. Awaiting feed back from PB about the on-going investigation	JR/PB
	4(v)	38a Craven Park, Stonebridge 5a(vii) JR reported that monitoring at this property will continue as the resident is severely disabled and whenever the bin is left obstructing her entry or exit she can't move it and is housebound or excluded from her home. SC 522140	JR/PB
	4(w)	21A Chandos Road, Dudden Hill 5a(viii) Awaiting report back from PB. No new reports this week.	JR/PB
	4(x)	Holmstall Parade, Queensbury 5a(ix) MOB reported that there were no new reports. Monitoring to continue	MOB/PB
	4(y)	One Tree Park Entrances, Alperton 5a(x) MOB reported that more attention by the contractor was required because when he visited last week he found debris from the fly tips in the park had spilt over and ended up on the public highway. Monitoring to continue.	MOB/JfM
5.		<u>Problems</u>	
	5(a)	New Problems	
	5a(i)	56 Rucklidge Avenue, Kensal Green JR reported domestic refuse collections starting at 4.36am. This is completely unacceptable. JR requested that PB instruct the crew to	JR/PB

	stop this practice forthwith.	
5a(ii)	<p>4a Cambridge Gardens, Kilburn</p> <p>JR highlighted a problem with the green box crew who after a reported missed collection informed the control room that the box was contaminated. This was checked by AS and no contaminates were found. JR asked DL to ensure the GB crew were aware of what they could take.</p>	JR/DL
5a(iii)	<p>22 Mulgrave Road, Dudden Hill</p> <p>JR reported a history of missed organic collections from this ‘second’ home of a MP from Walsall. DL offered to put this property on the managers weekly check list.</p>	JR/DL
5a(iv)	<p>34 Harvist Road, Queens Park</p> <p>JR reported that this non organic collection was reported on 5th August. The crew then reported it as contaminated. This was checked by Dennis and found not to be contaminated. Up until 10th the collection still hadn’t been completed. DL reported that the crew found a black bag in the box and were told to ‘f...ing empty it by a resident’. DL agreed to complete the collection tomorrow.</p>	JR/DL
5a(v)	<p>St Hilda’s Close, Brondesbury Park</p> <p>JR reported spillage by crew was reported to the local Cllr. It was believed that this is a wind trap and the spillage was of plastic bottles from boxes. There were also estate banks at the property that were probably more efficient and the boxes should be considered for removal.</p>	Information
5a(vi)	<p>Griffin Close, Dudden Hill</p> <p>JR reported that this is a twice a week collection from several communal points on the estate. He asked that PB remind the crew to collect twice every week and not once as the estate is becoming infested with surplus waste. JR had checked on Monday and found the bins all cleared. Monitoring to continue.</p>	JR/PB
5a(vii)	<p>Lynton Close, Stonebridge</p> <p>JfM reported that he was being defaulted for fly tips outside the Travellers’ site not being cleared. He reported that crews had been troubled by some residents’ actions and would like the presence of the local Officer or the police when making the collections. He asked that the local Ward Officer HB arrange for time to meet. JR will ask SAR to contact HB.</p>	JR/JfM
5a(viii)	<p>Holmstall, Queensbury</p> <p>MOB reported that the fly tipping problems at the alleyway by Holmstall had started up again. MOB reminded JfM that the first part of the alleyway is ours to clean.</p>	MOB/JfM
5a(ix)	<p>Maybank Avenue, Sudbury</p> <p>MOB reported that the local Councillor Wharton had complained</p>	MOB/JfM

	<p>about the weeds in Maybank Avenue</p> <p>5a(x) Shirley Court/Highfield Court, Fryent MOB reported that a dumped mattress still hadn't been removed. He requested action.</p> <p>5a(xi) WEEE Tonnages DL requested up to date WEEE tonnages to be supplied. JR agreed to discuss this with TT now he is back to work after long term absence.</p> <p>5a(xii) BIO SACK collections DL reported that bio sacks will be collected on the day scheduled day of collection for domestic waste. This will hopefully mean that the crew don't go to the same street 3 times a week and there will be more consistency and uniformity for the whole collection services.</p> <p>5a(xiii) 7A Pine Road, Mapesbury JR reported there were two reports of refuse crew starting before 7am. Could the crew be reminded of their starting time. This even means pulling out the bins early. PB had already spoken to crew after receiving email the other day.</p> <p>5(b) On-going Problems See items 4(a) to 4(q) above.</p> <p>5(c) For Further Action See items 4(a) to 4(q) and 5a (i) to 5a (viii) above.</p>	<p>MOB/JfM</p> <p>JR/DL</p> <p>Information</p>
6.	<p><u>Corrective Action Plans</u></p> <p>6(a) New C.A.P. No new CAPs</p> <p>6(b) On-Going Reviews No CAP s to be reviewed.</p> <p>6(c) End Review No CAP end reviews.</p> <p>6(d) Failures for Forwarding No CAPs for forwarding.</p>	
7.	<p><u>Other Specific Issues</u></p> <p>7(a) Wembley Events</p>	

7(a)i	Last Events JfM reported the last clean up on 9 th August after the Charity Shield Cup went well.	Information
7(a)ii	Next Events The next event is on 14 th and 15th August 2009. IS will liaise with TP re what resources are required.	Information
7(b)	Special Projects No special projects to report	Information
7(c)	Gritting, Leafing, Bins and Weeds	
7(c)i	Gritting Nothing to report	
7(c)ii	Blossom JR reported that most officers were reporting more leaf fall than normal for this time of year. This may mean an early leafing season.	Information
7(c)iii	Weeds JR reported 25 overgrown weed reports last week in comparison to 31 the previous week from across the Borough. The recent rain and the warm weather will promote growth and the Village Managers need to be aware. JfM reported that he was supplying a 'strimmer' to every Village to assist with weeding.	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 79 reported missed collections compared to 60 the previous week.	Information
7(d)ii	Green Box There were 34 reported missed collections compared to 37 the previous week. This is the lowest for the last 6 weeks.	Information
7(d)iii	Organic There were 83 reported missed collections compared to 80 the previous week	Information
7(d)iv	Estates This is a monthly report. Next report due on 1 st or 8 th of September.	Information
7(e)	Rectification Points There was a total of 860 points issued compared to 898 the previous week. This was a decrease for the second week running	Information

	<p>7(f) <i>WEEE Collections</i> JR agreed to try to provide further information in September for the 2009-10 tonnages.</p> <p>7(g) <i>IT Up-Dates</i> Nothing to report</p>	Information
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 the NI195 Traunche One had been completed. Further details will be given out after checking has been completed and the figures and locations validated by StreetCare.</p> <p>Other Matters</p> <p>8(b) <i>StreetCare Restructure</i> No updates available to date.</p> <p>8(b)i <i>Change in collection schedule from 17th August</i> After a suggestion by DL it was agreed that JR would ask that after the start of the new collection schedule on 17th August JR would ask Raj to remind his team to check the new schedule before entering any missed collections. Missed collections are expected to go up but it was agreed that all involved will make a concerted effort to make the transition as smoothly as possible</p> <p>8(b)ii <i>Holiday for JfM</i> JfM informed the meeting that he will be on holiday until 3rd September and any urgent problems can be referred to Andy Beaney.</p>	<p>Information</p> <p>Information</p> <p>JR</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 18th August 2009 at Laxcon Close, NW10.</p>	