

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 8th September 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 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 Paul Booth (PB) Veolia – Senior Refuse Manager Helder Branco (HB) Veolia – Laxcon Close Village 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 2nd September 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 a meeting with the residents association tonight that JR was attending with AB and JfM.</p> <p>4(b) Meath Court, Buck Lane, Fryent 4(b) MOB reported that there was no feed back from BHP housing officer to date.</p> <p>4(c) North Circular Road, Whole length 4(d) JR awaiting response from TfL for future dates of nearside lane closures.</p>	<p>JfM, JR</p> <p>MOB / EB</p> <p>JR/JfM</p>

4(d)	24 Lancelot Crescent, Wembley Central 4(e) MOB reported that the last two weeks problems were with domestic refuse and not green box or organic	MOB/PB
4(e)	Speak Easy Pub, Harrow Rd, Tokyngton 4(f) JfM reported that this matter has now been resolved. MOB happy with outcome	Completed
4(f)	38a Craven Park, Stonebridge 4(g) JR reported that there were no adverse reports last week.	JR/PB
4(g)	21A Chandos Road, Dudden Hill 4(h) Awaiting report back from PB.	JR/PB
4(h)	One Tree Park Entrances, Alperton 4(j) MOB reported that the cleaning continues to be to a satisfactory standard. Matter can be shown as completed	Completed
4(i)	Griffin Close, Dudden Hill 4(k) JR reported that there were no adverse reports last week. Monitoring to continue	JR/PB
4(j)	Maybank Avenue, Sudbury 4(l) MOB reported things are to a satisfactory standard when last inspected. Monitoring to continue	MOB/JfM
4(k)	34 Brownlow Road, Harlesden 4(n) JR reported abuse by crew to female resident and child. Email sent to PB for investigation and awaiting report from PB. Awaiting feedback from PB. Contender 988625	JR/PB
4(l)	20B Rainham Road, Queens Park 4(o) JR reported that there were no adverse reports last week. Monitoring to continue.	JR/PB
4(m)	Stonebridge Park, Stonebridge 4(p) JR reported no adverse reports last week. Monitoring to continue.	JR/PB
4(n)	19a Larch Road, Mapesbury 4(q) DL reported that the crew were spoken to and MM met with the resident. There was insufficient evidence to indicate which service was responsible. Unfortunately the investigation came to the conclusion that those responsible couldn't be identified.	Completed
4(o)	Sweepers Bags, Harlesden 5a(i) JR reported that there was no report from RR this week due to annual leave. Meeting will be up-dated on his return.	JfM/RR
4(p)	57, Cranhurst Road, Mapesbury 5a(ii) JR reported there were no adverse reports last week.	JR/DL

4(q)	2 Riffel Road, Dudden Hill 5a(iii) JR reported that behind the gate for 2B are bins for 2 separate properties at the location. There are 2 x grey bins, 2 x boxes but one shared organic bin. JR will try to speak to the resident and report back to DL his findings during the week. DL was reminded that the collection was an assisted one. Until informed otherwise the bins and boxes should be collected from behind the gate and returned to the same place.	JR/DL
4(r)	114 Oakington Manor Drive, Tokyngton 5a(iv) MOB reported that there were no adverse reports however Monitoring will continue.	MOB NA/AB
4(s)	Bin for NCRd Collections, Welsh Harp 5a(v) MOB reported that he had inspected the site and found the location suitable. Matter now closed.	Completed
4(t)	Jubilee Heights, Mapesbury 5a(vi) DL reported contaminated bins and access problems with construction work. JR reported that PH was dealing with this matter but was having problems contacting the builders. Investigation continues.	JR/DL
4(u)	Disposal of Leaves 5a(vii) JR reported that WLC would not take the leaves due to possible oil, petrol etc contaminations. JR will ask TT to ask Twyford if they can issue weighbridge tickets to drivers so an accurate record can be kept for comparison and management information.	JR/JfM
4(v)	Gibbins Road Footpath, Stonebridge 5a(viii) JfM reported that until such time as this and other footpaths are on listed in the contract he has instructed his managers not to sweep them unless they are in the contract. JfM agreed to send JR a list of the 7 footways/alleyways that are on the contract. JR said that this will be passed to IS and CW to resolve with TP.	JR/JfM
4(w)	New Village Managers 5a(ix) JR reported that the officers had been informed. JfM reported that as from 14 th September the Managers will be responsible for the Villages as shown below:- <ul style="list-style-type: none"> • Dave Claxton East Lane • Nicola Evangelos Roe Green • Edward Delimata Gladstone Park • Helda Branco Laxcon Close • Dan Kelly Marsh Road • Keith Evans Victoria Rd and Station Rd 	Information
4(x)	Sack Collections in Kenton Road 5a(x) JfM reported that he required an input from Nadine on this issue and asked that the matter remain open until she returns from holiday.	MOB/JfM

5.		<u>Problems</u>	
	5(a)	New Problems	
	5a(i)	<i>49 Denzil Road, Dudden Hill</i> JR reported that there was a complaint that the crew were throwing the boxes back into this property and had damaged some plants. There was an allegation that a crew member swore at the female resident when she approached him about his unacceptable actions. JR agreed to email a more in depth report to DL after the meeting.	JR/DL
	5a(ii)	<i>New Crescent Yard, Harlesden</i> JR reported that he was pleased that the collections appeared to be happening without too much trouble from the fob but there had been a complaint from a resident that the bins were left obstructing the parked vehicles.	JR/PB
	5a(ii)	<i>Connaught Road and Greenhill Road, Harlesden</i> JR reported that the refuse bins in and around these streets were being left on the footway. Several photographs showing the problem were given to EB. It was agreed to monitor the problem	JR/PB
	5a(iii)	<i>Opal House, Twyford Abbey Road, Stonebridge</i> JR reported that there was a problem with missed estate recycling collections at this location. DL reported that as a result of an earlier communication he had visited the site and found the collection completed. To be checked and monitored.	JR/DL
	5a(iv)	<i>60 Ashford Road, Mapesbury</i> DL reported that due to the excessive number of residents the boxes at this building should be removed and replaced by estate bins. JR pointed out that this is a homeless persons' shelter and will leave the boxes until Waste Education Team can get estate bins installed for recycling.	JR/DL
	5a(v)	<i>842 Harrow Road, Queens Park</i> DL reported that the bio sacks will be collected next scheduled collection day which is Monday.	JR/DL
	5a(vi)	<i>53 to 83 Ealing Road, Alperton</i> Mob reported the non collection of green boxes on the scheduled collection day again. To be monitored.	MOB/DL
	5a(vii)	<i>9 Valley Gardens, Alperton</i> MOB reported that the organic bin has been missed regularly but only reported once by the resident. TM witnessed the last missed collection. To be monitored	MOB/DL
	5a(viii)	<i>13 Wembley Park Drive, Tokyngton</i> MOB reported that the organic collection has been missed for the	MOB/DL

		past two weeks. This is the home of the Mayor of Brent.	
	5a(ix)	1 Goldsmith Lane, Queensbury MOB reported that this is a Stage One complaint of regular missed domestic refuse collections.	MOB/PB
	5a(x)	80 St John's Road, Wembley Central This was a special bulky waste collection that is now a Stage Two complaint. MOB requested any documentary evidence like reports from the crew. DL said that NA may be able to supply this evidence. MOB said that the resident stated he was never informed about catch-up on Fridays but tape was played and resident was mistaken.	MOB/NA
	5(b)	On-going Problems See items 4(a) to 4(x) above	
	5(c)	For Further Action See items 4(a) to 4(d), 4(f), 4(g), 4(i) to 4(m), 4(o) to 4(r), 4(t) to 4(x), and 5a(i) to 5a(x).	
6.		<u>Corrective Action Plans</u>	
	6(a)	New C.A.P. No new CAPs	
	6(b)	On-Going Reviews No CAP s to be reviewed.	
	6(c)	End Review No CAP end reviews.	
	6(d)	Failures for Forwarding No CAPs for forwarding.	
	Extra	JR noted that there had been a reduction in corrective action plans issued this year which was mainly due to individual problems being resolved promptly by the various managers and supervisors working in the various disciplines. For these problems the CAPs were successful. Unfortunately for more general and widespread problems like weed growth on cleaning areas, green boxes being thrown back into properties and both organic and domestic bins being left on the pavement or returned blocking entry to and exit from the property corrective action plans were more difficult to propose and quantify. JR would try to present suggestions for improvements to the next meeting.	

7.		<p><u>Other Specific Issues</u></p> <p>7(a) Wembley Events</p> <p>7(a)i Last Events JfM reported that the friendly football game between England and Slovakia went very well.</p> <p>7(a)ii Next Events The next event is a World Cup Qualifier against Croatia on Wednesday 9th September. JR for StreetCare and Dan Kelly for Veolia.</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 Gritting Nothing to report</p> <p>7(c)ii Leafing The leaf fall continues to be higher than in normal years and the extra work by the barrow beats to keep the streets clean is noted by MOB and JR. Depending on leaf fall the Leafing Programme may need to start at the end of September or very early October.</p> <p>7(c)iii Weeds JR reported 45 overgrown weed reports last week in comparison to 48 the previous week from across the Borough. MOB reported that the Ward Officers in the North have been receiving emails from Village Managers what roads have been completed. He reported that it was a slow process. JR asked about weed spraying of target wards and after discussion it was decided that the 10/12 identified roads in Kilburn would be sprayed and that Dan Kelly would inform AS what roads he would be spraying and on what day and time as agreed in their documented meeting on 7th September. JfM asked MOB if the management of the weeds (North Brent) was an improvement on last year and MOB responded, "No". JfM noted his surprise at this comment and that in his opinion weed spraying this year probably wasn't a good idea as StreetCare haven't noticed a difference. MOB informed JfM that due the amount of weeds that it would be</p>	<p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>Information & Discussion</p>
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	7(c)iv	<p>Bins</p> <p>No new reports</p>	
	7(d)	<p>Missed Collections</p> <p>JR supplied statistical data with graphical representation. The improvement in all missed collections was noted and to target another 50% would bring about the improvement needed to reach Government targets.</p>	
	7(d)i	<p>Domestic Refuse</p> <p>There were 99 reported missed collections compared to 143 the previous week. The 30% reduction was noted and MOB and JR asked EB to praise all the crews and supervisors for their good work in getting to grips with the new schedules.</p>	
	7(d)ii	<p>Green Box</p> <p>There were 55 reported missed collections compared to 91 the previous week. The 40% reduction was noted and MOB and JR asked DL to praise all the crews and supervisors for their good work in managing the new schedules.</p>	
	7(d)iii	<p>Organic</p> <p>There were 96 reported missed collections compared to 163 the previous week. The 41% reduction was noted and MOB and JR asked DL to praise all the crews and supervisors for their good work in</p>	

	<p>managing the new schedules.</p> <p>7(d)iv Estates There were 12 missed estate collections during August compared to 21 the previous month. There were 63 missed estate collections for the same period last year. This shows an excellent improvement that should be maintained.</p> <p>7(e) Rectification Points There was a total of 1232 rectification points issued compared to 1179 the previous week. This was a slight increase to the previous week. The comparison with the same period over the last two years shows an improvement.</p> <p>7(f) WEEE Collections JR still trying to provide further information in September for the 2009-10 tonnages.</p> <p>7(g) IT Up-Dates Nothing to report</p>	
8	<p><u>Any Other Matters</u></p> <p>8(a) Special Projects</p> <p>8(a)i NI195 JR asked that the proposed meeting between managers, supervisors and Ward Officers from the 5 target wards for traunche two takes place as soon as possible. JR will contact JfM later this week to try to make arrangements.</p> <p>8(b) Other Matters</p> <p>8(b)i StreetCare Restructure No updates available to date.</p> <p>8(b)ii Change in collection schedule from 17th August All at the meeting noted the improved statistics for the missed collections in all three services. It was agreed that another 50% reduction was possible as the crews became better acquainted with their new rounds.</p> <p>8(b)iii Joint Training with Call Centre JR reported that no contact had been made by either AB or RC regarding the joint training.</p> <p>8(b)iv Bio Sack Rounds JR reported that due to the poor quality of the maps provided not all streets designated as bio-sack areas could be checked. He reported that most of the information in the South of the Borough was correct.</p>	<p>JR/JfM</p> <p>Information</p> <p>Discussion</p> <p>Information</p> <p>JR/DL</p>

	8(b)v	<p><i>Final Destination of Contaminated Estate Bins and Banks</i></p> <p>There was a discussion surrounding the disposal of contaminated banks and estate bins between DL, MOB and JR.</p> <p>Points believed worthy of note were:-</p> <ul style="list-style-type: none"> • There was an estimation of up to 3 tonnes of contaminated waste going to landfill every week from estate bins and banks. DL agreed to try to get accurate figures. • The vast majority of items in the contaminated banks/bins could be treated as co-mingled for recycling purposes. • This could be up to 95% (DL estimation) of 156 tonnes not being added annually (148 tonnes) to our recycling figures if it went through a MERF. • Brent would still retain our clean paper, glass, cans and plastic collections. • The expected transfer and gate fee on the MERF (if shared with Camden/Westminster) may make a small saving on landfill. • With some re-organisation and co-operation with other Veolia clients Brent could increase their recycling at no extra cost (maybe a small decrease in costs and landfill tax is increasing) and still maintain their 'clean' kerbside recycling until the time is right for co-mingled collections across the Borough. <p>DL agreed to find out more tonnages and costings and a more in depth discussion could be had with an accurate business plan being the output for presentation to StreetCare and Veolia senior management.</p>	JR/MOB/DL
9.		<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 15th September 2009 at Laxcon Close, NW10.</p>	