

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 22nd 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 Paul Booth (PB) Veolia – Senior Refuse Manager Michael Minogue (MM) Veolia - Recycling Environmental Manager Steve Speller (SS) Veolia – Recycling Environmental Manager</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Dave Lynas (DL) Veolia – Senior Recycling Manager Eugene Buckley (EB) Veolia - Refuse Environmental Manager</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on 15th 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) <i>Unfinished Villages 4(a)</i> JfM reported that there was a meeting at Willesden Lane cemetery last week to view a possible site for the Kilburn Village depot. Discussions are currently on-going.</p> <p>4(b) <i>Meath Court, Buck Lane, Fryent 4(b)</i> MOB reported that this has now been passed to the BHP projects team. MOB will give an up-date at the next meeting.</p> <p>4(c) <i>North Circular Road, Whole length 4(c)</i> JR will contact JfM when the new nearside lane closure schedule for the North Circular Road is received from Martin Diss of Amey Engineering Consultants</p>	<p>JfM, JR</p> <p>MOB / EB</p> <p>Completed</p>

4(d)	24 Lancelot Crescent, Wembley Central 4(d) MOB reported that all collections were completed properly last week. Monitoring will continue for one more week.	MOB/PB
4(e)	34 Brownlow Road, Harlesden 4(i) PB reported that the driver and the resident knew each other. The disciplinary investigation is now complete and a note has been placed on the drivers file.	Completed
4(f)	20B Rainham Road, Queens Park 4(j) JR reported that there were no adverse reports last week. This matter can now be shown as completed. Contender 989655	Completed
4(g)	Stonebridge Park, Stonebridge 4(k) JR reported no adverse reports last week. This matter can now be shown as completed.	Completed
4(h)	Sweepers Bags, Harlesden 4(i) JR reported that there are no pictures this week, however there were 3 new reports for Harlesden last week; Contender 998077, 998810 and 999089 refer. Previous reports are on Contender 993383, 993377 and 992184.	JR/JfM
4(i)	57, Cranhurst Road, Mapesbury 4(m) JR reported there were no adverse reports last week. Contender 994136 refers.	JR/DL
4(j)	2 Riffel Road, Dudden Hill 4(n) JR reported that the collections were checked yesterday and found to be completed properly. Contender 993769 refers to original problem. Monitoring to continue.	JR/DL
4(k)	114 Oakington Manor Drive, Tokyngton 4(o) MOB reported that everything was OK at this address last week. Matter is now complete.	Completed
4(l)	Jubilee Heights, Mapesbury 4(p) There was discussion and until building works are completed all collections will be made from the Exeter Road gate. MM will contact caretaker and arrange collection time for the estates collection crew. Contamination is a problem and JR reported that IS and TOR is investigating whether replacement lockable recycling bins are available. Until they are the contaminated bins shouldn't be emptied.	JR/DL
4(m)	Disposal of Leaves 4(q) JR reported TT informed him that all that is required is the index numbers of the vehicles bringing in the leaves. This should be made available immediately before the start of the leafing project. MM agreed to check with Queens Park if arrangements as last year are possible.	JR/JfM

4(n)	<i>Gibbins Road Footpath, Stonebridge 4(r)</i> JR reported that NA had forwarded him a list of all alleyways and roads. MOB and JR agreed to go through the list and inform NA of what should be on the contract and what is private.	JR/JfM
4(o)	<i>Sack Collections in Kenton Road 4(s)</i> JfM reported that IS and CW are in discussion with TP over reduction in the deep cleaning team, the bridge cleaning and other services. He said that this Kenton Road collection will have to be re-visited and cannot be agreed at this time as he may not have sufficient staff available to complete these daily collections.	MOB/JfM
4(p)	<i>49 Denzil Road, Dudden Hill 4(t)</i> JR reported that he is awaiting feedback re the investigation from DL. Contender 995588 and 996102.	JR/DL
4(q)	<i>New Crescent Yard, Harlesden 4(u)</i> JR reported that he and Eugene made a site visit during the collection last week. Everything was completed properly and the owner of the car that occasionally causes access problems to the bin store was on site and is now aware of the problem. Contender 997134	JR/PB
4(r)	<i>Connaught Road and Greenhill Road, Harlesden 4(v)</i> JR reported that there were no adverse reports last week of refuse bins in and around these streets being left on the footway. Monitoring to continue.	JR/PB
4(s)	<i>Opal House, Twyford Abbey Road, Stonebridge 4(w)</i> JR reported that there were no reported problems last week regarding estate recycling collections at this location. Matter appears resolved and can now be closed. Contender 988997	Completed
4(t)	<i>53 to 83 Ealing Road, Alperton 4(z)</i> MOB reported that collections were completed OK and requested that monitoring continued for 1 more week.	MOB/DL
4(u)	<i>9 Valley Gardens, Alperton 4(aa)</i> MOB reported that there were no adverse reports of organic collections last week. Matter now resolved	Completed
4(v)	<i>13 Wembley Park Drive, Tokyngton 4(ab)</i> MOB reported that the organic collection was completed properly. Monitoring to continue.	MOB/DL
4(w)	<i>1 Goldsmith Lane, Queensbury 4(ac)</i> MOB reported no missed collections last week. The recycling collections will be completed on Tuesdays for the next 2 weeks and then change to the Wednesday to be on the same day as refuse.	MOB/PB
4(x)	<i>80 St John's Road, Wembley Central 4(ad)</i> MOB reported that documentation was supplied as requested.	Completed

	<p>4(y) <i>9 Anson Road, Mapesbury 5a(i)</i> JR reported no adverse reports last week. SC530814 and Contender 990317</p> <p>4(z) <i>Flat 3, 82C Victoria Road, Kilburn 5a(ii)</i> This collection will be checked this week by Ward Officer. Monitoring to be completed. Contender 997286.</p> <p>4(aa) <i>Bouverie Gardens, Kenton 5a(iv)</i> MOB reported that an old unused bin needs removing. Contender wrongly shows this as already removed. EB agreed to remove at next collection. To be checked. Contender 992632.</p> <p>4(ab) <i>Masons House, Valley Drive, Fryent 5a(v)</i> MOB reported that this matter is now resolved. Matter can be shown as completed. Contender 995583.</p> <p>4(ac) <i>Regent Close, Kenton 5a(vi)</i> MOB reported that this is now completed. Contender 996473 refers.</p> <p>4(ad) <i>74 Vista Way, Kenton 5a(vii)</i> MOB reported clinical waste not collected. Awaiting feedback from NA.</p> <p>4(ae) <i>Townsend Lane and Dunster Drive, Welsh Harp 5a(viii)</i> MOB reported that there are no new reports in this area. Monitoring to take place.</p> <p>4(af) <i>Leafing Tonnages 5a(ix)</i> JR reported that TT would need the index marks of the vehicles a couple of days before the leafing project commences..</p> <p>4(ag) <i>Rectification Notices, Kilburn 5(x)</i> JR reported that AS and KE had met and resolved this matter.</p>	<p>JR/DL</p> <p>JR/PB</p> <p>MOB/PB</p> <p>Completed</p> <p>Completed</p> <p>MOB/NA</p> <p>MOB/DL</p> <p>JR/JfM</p> <p>Completed</p>
5.	<p><u>Problems</u></p> <p>5(a) New Problems</p> <p>5a(i) <i>139 Churchill Road, Willesden Green</i> JR reported that the bin was left obstructing the pathway and when questioned by the resident the crew told her that they could leave the bins where they like. PB agreed to advise the crew.</p> <p>5a(ii) <i>128 Walm Lane, Willesden Green</i> JR reported that the assisted collection at this premises is because the residents have great difficulty seeing, one is blind, and they need to</p>	<p>JR/PB</p> <p>JR/PB</p>

		<p>have the bins in the correct positions so they know where to put their waste. PB agreed to advise the new crew.</p> <p>5a(iii) 43 Riffel Road, Dudden Hill JR reported that all contaminations from the green box collection were scattered over the garden. MM reported that the crew and driver were spoken to about this problem. MM agreed to monitor this collection.</p> <p>5a(iv) 112 Vivian Avenue, Tokyngton MOB reported the crew throwing green boxes back into the property causing damage. SS agreed to monitor this collection. Contender 993183.</p> <p>5a(v) 54 Evelyn Avenue, Queensbury MOB reported that this is an assisted collection and the domestic bin is regularly missed. To be monitored. Contender 998478</p> <p>5a(vi) 16 Manor Drive, Tokyngton MOB reported organic missed collection. To be monitored. Contender</p> <p>5a(vii) 28 Chippenham Avenue, MOB reported missed collection. PB reported that he checked the address and found one bin empty and the other full. PB reported that it will be completed today.</p> <p>5a(viii) 45 Grasmere Avenue, Preston MOB reported that the refuse bin wasn't replaced properly at this assisted collection. Found by MOB and returned to correct position. The meeting was reminded that Veolia did pay the resident compensation for similar problems within the last 12 months. Monitoring to take place.</p> <p>5(b) On-going Problems See items 4(a) to 4(ag) above</p> <p>5(c) For Further Action See items 4(a), 4(b), 4(d) 4(h) to 4(j), 4(l) to 4(r), 4(t), 4(v) to 4(w), 4(y) to 4(aa), 4(ad) to 4(af), 5a(i) to 5a(viii).</p>	<p>JR/DL</p> <p>MOB/DL</p> <p>MOB/PB</p> <p>MOB/DL</p> <p>MOB/PB</p> <p>MOB/PB</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>	

	6(c)	End Review No CAP end reviews.	
	6(d)	Failures for Forwarding No CAPs for forwarding.	
7.		<p><u>Other Specific Events</u></p> <p>7(a) Wembley Events</p> <p>7(a)i Last Event Cold Play concert on Friday and Saturday game went very well with a good clean up. JfM reported a friendly crowd.</p> <p>7(a)ii Next Event This is the England –v- Belarus World Cup qualifier on Wednesday 16th October 2009.</p> <p>7(b) Special Projects There were no special projects to discuss.</p> <p>7(c) Gritting, Leafing, Bins and Weeds</p> <p>7(c)i Gritting Nothing to report at this time</p> <p>7(c)ii Leafing There was a discussion over when the leafing team should start. It was agreed by all present that now was too early but that by October the crews may need to be up and running.</p> <p>7(c)iii Weeds JR reported that weeds are still a problem throughout Brent and that there were 46 reports of overgrown weeds last week.</p> <p>There then was a discussion concerning the weeds in Brent. However it became apparent that JfM was allowing for low weeds to be graded as good whereas MOB and JR explained that no matter how short the weeds were they were an indication of detritus which would give a poor score.</p> <p>JfM explained that the 1st tranche was within the targets set by the StreetCare Operation Plan but this was corrected by MOB and JR explaining that the target within the operational plan and identified in the contract was a BV199 score of 19%. The 1st tranche score was given as a NI195 %age score and when translated to the NI199 score would be about 8% higher. Grade bc in BV199 is scored as 1 failure where in NI195 it is scored as ½ a failure.</p> <p>JfM then stated that if this was the case that he didn't have sufficient</p>	<p>Information</p> <p>MOB/JR & JfM</p>

		<p>resources to completely remove all the weeds and grass so there would be no detritus. JFM stated that he had given instructions to his managers that to keep the weeds and grass to about 1cm was acceptable.</p> <p>It was then agreed to try to meet with TP, IS and CW to resolve this matter on Thursday with our managers and budget holders.</p>	
	7(c)iv	<p>Bins and Boxes</p> <p>There were no new reports concerning stock etc.</p>	
	7(d)	<p>Missed Collections</p> <p>JR supplied statistical data with graphical representations. The improvement in missed organics and green boxes was noted although there was a slight glitch in the domestic collections.</p>	
	7(d)i	<p>Domestic Refuse</p> <p>There were 96 reported missed collections compared to 123 the previous week. This 22% reduction was noted.</p>	
	7(d)ii	<p>Green Box</p> <p>There were 44 missed green box collections compared to 47 the previous week. The 6% reduction was noted.</p>	
	7(d)iii	<p>Organic</p> <p>There were 76 missed organic collections compared to 84 the previous week. The 9½% reduction was noted.</p>	
	7(d)iv	<p>Estates</p> <p>The next estates report is due in October</p>	
	7(e)	<p>Rectification Points</p> <p>There were a total of 1305 rectification points compared to 1158 the previous week. Many of these were overgrown weed problems (470 points).</p>	
	7(f)	<p>WEEE Collections</p> <p>Tonnages for 2009 to 2010 are still being difficult to find out. JR will make enquiries with TT later this week.</p>	
	7(g)	<p>IT Up-Dates</p> <p>JR and MOB told the meeting that there were still problems with the new collection schedules. There is another meeting at StreetCare on Thursday to which both JES and NA were invited to try to understand how the problems originated and then to resolve them.</p> <p>There is a planned second data migration over this coming weekend to try to resolve the problem.</p>	

8		<p><u>Any Other Matters</u></p> <p>8(a) Special Projects</p> <p>8(a)i NI195 JR and JfM agreed that there should be a meeting between ward officers and Village managers involved in the next 5 target wards after next weeks meeting at Laxcon Close. This will be at 11.15am on Tuesday 29th September.</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 See 7(g) above.</p> <p>8(b)iii Joint Training with Call Centre JR reported again that no contact had been made by either AB or RC with him regarding the joint training.</p>	<p>JR/JfM</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 29th September 2009 at Laxcon Close, NW10, to be followed by</p>	