

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 29th 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 Dave Lynas (DL) Veolia – Senior Recycling Manager Paul Booth (PB) Veolia – Senior Refuse Manager</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Jean Francois Moreau (JfM) Veolia - Street Cleansing Operational Manager Eugene Buckley (EB) Veolia - Refuse Environmental 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 22nd 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) JR reported that discussions are currently on-going regarding the Willesden Lane Cemetery site as the Kilburn depot.</p> <p>4(b) Meath Court, Buck Lane, Fryent 4(b) MOB reported that he should be holding a meeting this week with BHP regarding the work to be completed.</p> <p>4(c) 24 Lancelot Crescent, Wembley Central 4(d) MOB reported that the refuse bin was left on the pavement after last week’s collection. Photo to be forwarded to PB.</p> <p>4(d) Sweepers Bags, Harlesden 4(h) JR reported that there are no pictures this week, however there were two reports from the street watcher regarding bags on the</p>	<p>JfM, JR</p> <p>MOB / EB</p> <p>MOB/PB</p> <p>JR/JfM</p>

4(e)	57, Cranhurst Road, Mapesbury 4(i) JR reported there were no adverse reports last week. Contender 994136 refers. Matter now appears resolved.	Completed
4(f)	2 Riffel Road, Dudden Hill 4(j) JR reported that the collections were checked yesterday and found to be completed properly. Contender 993769 refers to original problem. Matter now appears resolved.	Completed
4(g)	Jubilee Heights, Mapesbury 4(l) There was discussion and until building works are completed all collections will be made from the Exeter Road gate. It was agreed that until there are locks available for the recycling bins the contaminations shouldn't be removed.	JR/DL
4(h)	Disposal of Leaves 4(m) This matter can be discussed under item 7(c) if necessary in future.	Completed
4(i)	Gibbins Road Footpath, Stonebridge 4(n) JR reported by email to JfM that all alleyways should be treated as Zone 5s unless within 50m of a Zone One.	JR/JfM
4(j)	Sack Collections in Kenton Road 4(o) Meeting is awaiting feed back from JfM.	MOB/JfM
4(k)	49 Denzil Road, Dudden Hill 4(p) DL reported that the crew were spoken to and denied the allegation. They stated the resident was swearing at them. There was a note put on their personal files. Discipline completed. Contender 995588 and 996102.	Completed
4(l)	New Crescent Yard, Harlesden 4(q) This matter appears resolved. Contender 997134	Completed
4(m)	Connaught Road and Greenhill Road, Harlesden 4(r) 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(n)	53 to 83 Ealing Road, Alperton 4(t) MOB reported that collections were completed OK last week. Matter now appears to be resolved.	Completed
4(o)	13 Wembley Park Drive, Tokyngton 4(v) MOB reported that the organic collection was completed properly. This matter appears to be resolved.	Completed
4(p)	1 Goldsmith Lane, Queensbury 4(w) MOB reported no missed collections last week. The same day collection is due to commence on 6 th October. Monitoring to	MOB/PB

	continue.	
4(q)	9 Anson Road, Mapesbury 4(y) JR reported no adverse reports last week. SC530814 and Contender 990317	JR/DL
4(r)	Flat 3, 82C Victoria Road, Kilburn 4(z) JR reported no adverse reports last week. Monitoring to continue. Contender 997286.	JR/DL
4(s)	Bouverie Gardens, Kenton 4(aa) MOB reported that an old unused bin was removed. Contender 992632.	Completed
4(t)	74 Vista Way, Kenton 4(ad) MOB reported clinical waste now being collected. Matter appears to be resolved.	Completed
4(u)	Townsend Lane and Dunster Drive, Welsh Harp 4(ae) MOB reported that there are no new reports in this area. Monitoring to continue.	MOB/DL
4(v)	Leafing Tonnages 4(af) Matter transferred to item 7(c).	Completed
4(w)	139 Churchill Road, Willesden Green 5a(i) JR reported that he had advised the crew that the bin should be returned to the property without obstructing access. Monitoring to continue.	JR/PB
4(x)	128 Walm Lane, Willesden Green 5a(ii) JR reported that all collections were checked and found completed properly. Monitoring to continue.	JR/PB
4(y)	43 Riffel Road, Dudden Hill 5a(iii) JR reported that there were no adverse reports this week. Monitoring to continue.	JR/DL
4(z)	112 Vivian Avenue, Tokyngton 5a(iv) MOB reported that there were no adverse reports this week. Monitoring to continue. Contender 993183.	MOB/DL
4(aa)	54 Evelyn Avenue, Queensbury 5a(v) MOB reported that the bin wasn't left out last week. Monitoring to continue. Contender 998478	MOB/PB
4(ab)	16 Manor Drive, Tokyngton 5a(vi) MOB reported missed collection completed. Monitoring to continue.	MOB/DL
4(ac)	28 Chippenham Avenue 5a(vii) MOB reported that the missed collection was completed.	Completed

	4(ad)	45 Grasmere Avenue, Preston 5a(viii) MOB reported that the refuse bin was replaced properly after last week's collection. Monitoring to continue. CAP to be issued as a result of	MOB/PB
5.		<u>Problems</u>	
	5(a)	New Problems	
	5a(i)	William Dunbar House, Albert Rd, Kilburn JR handed DL a report concerning abuse by the crew towards a member of the public at Dunbar House. The index mark of the vehicle was reported as DK58GCO. DL reported that crew deny initiating the problem and that the foul language was started by the member of the public. JR reported that AS will investigate further to see if there are any witnesses to the event and liaise with DL.	JR/PB
	5a(ii)	41 Dudden Hill Lane, Willesden Green JR reported that this collection has been missed nearly every week since the start of the new collection schedules. PB explained that the resident bought the bin out as the premises were in a parade of shops and stopping was sometimes difficult. This is a Friday collection and a Stage One complaint. Monitoring to commence.	JR/PB
	5a(iii)	Rainham Road, Queens Park JR handed DL a series of photographs showing recycling materials left littering Rainham Road by the green box crew. DL agreed to speak to the crew regarding this matter	JR/DL
	5a(iv)	Mayo Road, Harlesden JR asked PB for details of collections for the new development at the end of Mayo Road. When these are given RR will send through variation orders. PB said that there hadn't been a site inspection and this had to be completed before collections could commence. JR asked PB to liaise with EB and RR as soon as practicable as some residents have already moved in.	JR/PB
	5a(v)	1 Meyrick Road, Willesden Green JR reported several recent missed collections at 1 Meyrick Road and asked that the service improve. Monitoring to commence.	JR/PB
	5(b)	On-going Problems See items 4(a) to 4(ad) above	
	5(c)	For Further Action See items 4(a) – (d), 4(g), 4(i) - 4(j), 4(m), 4(p) – 4(r), 4(w) - 4(ab), 4(ad), and 5a(i) - 5a(v).	

6.		<p><u>Corrective Action Plans</u></p> <p>6(a) New C.A.P. No new CAPs</p> <p>6a(i) 45 Grasmere Avenue, Preston To ensure that domestic refuse bin is returned properly to the point of collection at this property where there is an assisted collection. This to be checked by Veolia and SC weekly until 24th November 2009. This CAP was issued because of the previous history of unreliable collections at this location.</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 Events</u></p> <p>7(a) Wembley Events</p> <p>7(a)i Last Event Nothing to report</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 The meeting was reminded that a few days before the start of the leafing project TT is to be made aware of the index numbers of vehicles taking the leaves to Twyford for recycling. Also any changes in vehicle must be notified. This will enable calculations to be made showing the correct tonnage of leaves going for composting through Twyford.</p>	<p>MOB & JR JfM</p>

	<p>7(c)iii Weeds JR reported that weeds are still a problem throughout Brent and that there were 44 reports of overgrown weeds last week.</p> <p>JR and MOB reported that the meeting with TP, CW and IS had taken place and that the difference of opinion had been resolved.</p> <p>7(c)iv Bins and Boxes There were no new reports concerning stock etc.</p> <p>7(d) Missed Collections 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> <p>7(d)i Domestic Refuse There were 95 reported missed collections compared to 96 the previous week. This 1% reduction was noted.</p> <p>7(d)ii Green Box There were 48 missed green box collections compared to 44 the previous week. The 9% increase was noted.</p> <p>7(d)iii Organic There were 94 missed organic collections compared to 76 the previous week. The 24% increase was noted.</p> <p>7(d)iv Estates The next estates report is due in October</p> <p>7(e) Rectification Points There were a total of 1222 rectification points compared to 1305 the previous week. Many of these were overgrown weed problems (440 points).</p> <p>7(g) IT Up-Dates JR and MOB told the meeting that the problem of the correct collection schedule being on Contender hasn't been resolved. The problem was to be resolved last weekend but wasn't. CW and IS are aware. This is now becoming a problem.</p>	<p>Information</p> <p>Information</p>
8	<p><u>Any Other Matters</u></p> <p>8(a) Special Projects</p> <p>8(a)i NI195 MOB reported that the meeting between Ward Officers and Veolia Managers supervising the target Wards had been re-arranged for tomorrow afternoon at StreetCare. JR offered his apologies.</p>	MOB/JfM

	8(b)	Other Matters	
	8(b)i	StreetCare Restructure No updates available to date.	Information
	8(b)ii	Change in collection schedule from 17th August See 7(g) above.	Information
	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.	Information
	8(b)iv	Discussion with JfM JfM arrived at the end of the meeting and various street cleaning issues in the minutes were briefly discussed and JfM was up-dated outside the meeting.	Information
9.		<u>Next Meeting</u> The next meeting of this group will be held on at 10am on Tuesday 6 th October 2009 at Laxcon Close, NW10. JR offered his apologies for absence for the next three meetings.	