

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 20th October 2009

| No | Item | No. |
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| 1. | <p><u>Persons Present</u></p> <p>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>John Rymer (JR) StreetCare – Team Leader Paul Booth (PB) Veolia – Senior Refuse Manager Michael Minogue (MM) Veolia - Recycling Environmental Manager Steve Speller (SS) Veolia – Recycling Environmental 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 13th October 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 very frustrated with the lack of progress on this and feels the Council (at a corporate level) has let him down. No further feedback.</p> <p>4(b) Meath Court, Buck Lane, Fryent 4(b) MOB reported that that further contact had been made with BHP and this has been passed to their Special Projects Team. EB and MOB agreed further progress is needed from BHP within the next two weeks otherwise additional pressure will be placed on BHP. MOB reported that this is still at the Special Projects Team stage and he is chasing them for further feedback.</p> <p>4(c) 24 Lancelot Crescent, Wembley Central 4(d) MOB reported that the refuse bin was returned to the property curtilage.</p> | <p>JfM, JR</p> <p>MOB / EB</p> <p>MOB/PB</p> |

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| 4(d) | <i>Sweepers Bags, Harlesden 4(h)</i> MOB reported no new feedback. | JR/JfM |
| 4(e) | <i>Jubilee Heights, Mapesbury 4(l)</i> 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. No new feedback from refuse and MM reported that collection was very difficult due to the building site nature of the area. | JR/DL |
| 4(f) | <i>Gibbins Road Footpath, Stonebridge 4(n)</i> JR reported by email to JfM that all alleyways should be treated as Zone 5s unless within 50m of a Zone One. JfM reported that the list sent by JR exactly the same as the existing Veolia list. | JR/JfM |
| 4(g) | <i>Sack Collections in Kenton Road 4(o)</i> IS and TP to discuss. MOB and JfM have no further feedback on this but JfM reported there is a similar collection in Craven Park Road. | MOB/JfM |
| 4(h) | <i>Connaught Road and Greenhill Road, Harlesden 4(r)</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. MOB – no new reports. | JR/PB |
| 4(i) | <i>9 Anson Road, Mapesbury 4(y)</i> JR reported no adverse reports last week. SC530814 and Contender 990317. MOB – no new feedback. | JR/DL |
| 4(j) | <i>Flat 3, 82C Victoria Road, Kilburn 4(z)</i> JR reported no adverse reports last week. Monitoring to continue. Contender 997286. MOB – no new feedback. | JR/DL |
| 4(k) | <i>Townsend Lane and Dunster Drive, Welsh Harp 4(ae)</i> MOB reported that there are no new reports in this area. Monitoring to continue. MOB – no new reports. | MOB/DL |
| 4(l) | <i>128 Walm Lane, Willesden Green 5a(ii)</i> JR reported that all collections were checked and found completed properly. Monitoring to continue. MOB – no new reports. EB reported the problem had been resolved. | JR/PB |
| 4(m) | <i>43 Riffel Road, Dudden Hill 5a(iii)</i> JR reported that there were no adverse reports this week. Monitoring to continue. MOB – no new reports. | JR/DL |
| 4(n) | <i>112 Vivian Avenue, Tokyngton 5a(iv)</i> MOB reported that there were no adverse reports this week. Monitoring to continue. Contender 993183. MOB – no problems here. | MOB/DL |

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| | <p>4(o) 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 previous problems. MOB – reported bin was replaced to the correct position last week.</p> | MOB/PB |
| | <p>4(p) 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. MOB – no new feedback. EB reported that a witness statement had been sent to Veolia.</p> | JR/PB |
| | <p>4(q) 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. MOB – no new missed collections.</p> | JR/DL |
| | <p>4(r) 1 Meyrick Road, Willesden Green JR reported several recent missed collections at 1 Meyrick Road and asked that the service improve. Monitoring to commence. MOB – no new reports of missed collections.</p> | JR/PB |
| | <p>4(s) Green Box Contamination DL said this was a serious issue and would like a major blitz from the Council to educate residents.</p> | JR/MOB/C W/DL |
| | <p>4(t) Refuse Spillage Tony Martin observed a refuse foreman dropping spillage on the road. Photograph taken and passed over. EB reported that this had been dealt with but said poorly presented refuse was a problem and the flaps at the back of RCV's were being repaired. MOB - said that a foreman should be setting an example of best practice and spillage should always be cleared.</p> | Completed |
| | <p>4(u) Recycling Spillage. JfM raised this issue and DL said he needed evidence such as photographs otherwise this could not be resolved.</p> | Completed |
| | <p>4(v) Preston Special Collections MOB passed over three special collections to EB to resolve: 61 Beechcroft Avenue 56 Thirlmere Gardens 14 Logan Road.</p> | MOB/EB |

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| | | <p>JfM updated that these had been cleared.</p> <p>4(w) Noise Complaint – Tokyngton. MOB reported a resident complaint that street cleansing has been occurring from 5.50am on Grand Avenue and Oakington Manor Drive and this is disturbing his sleep. He asked that street cleansing start from the contractual time of 6am. MOB is aware that street cleansing is needed early on this street because of heavy vehicular parking. If it is left until later, the channel work cannot be done.</p> <p>4(x) Station Grove/More Court – Wembley Central. EB unhappy with large amounts of refuse being dumped here by residents and says that managing agents need to buy upto 3 extra bins. He says that the volume of material is so great that the crew is clearing twice a week on Monday and Thursday and if the second collection is to continue, the managing agents will have to pay. MOB reports that Tony Martin has dealt with this with EB.</p> <p>4(y) Riverside Gardens – Alperton. Recycling crew blocked into one way street by resident parking which meant that crew lost collection day. As the vehicle was legally parked, although causing an obstruction, Parking could not take action over this vehicle unless a direct request from received from the police. Police short staffed and no-one available immediately to ticket vehicle for obstruction so Tony Martin (StreetCare officer) collected the available police officer from the station. Poor communication from police to parking led to delays. Once MOB was informed, and correct information from Michael Lambert (Deputy Parking Manager) received, vehicle was moved promptly.</p> <p>MOB has informed police SNT that they have the power to instruct Parking to move vehicles.</p> <p>Photographs have been passed to Transportation to re-look at placing double yellow lines on this street.</p> <p>Tony Martin will check this collection weekly.</p> <p>SS asked that Riverside Gardens waste is commingled and wheeled out.</p> | <p>Completed.</p> <p>MOB/EB</p> <p>Completed.</p> |
| 5. | <p>5(a) <u>Problems</u></p> <p>5a(i) New Problems Commercial Waste Collection. Complaint that refuse crew collecting commercial waste from rear of</p> | | <p>MOB/PB</p> |

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| | | 167 Anson Road, Mapesbury. Already passed to PB. | |
| | 5a(ii) | Princess Avenue Sweeping MOB reported that 109 – 111, going down to the park, is not on the sweepers beat map and this is continually being missed. | MOB/JfM |
| | 5a(ii) | Watford Road Refuse Collection split. MOB – still confusion over days crews collect on as residents report that crew(s) are arriving on different days to the advice given by Paul Booth. | MOB/PB |
| | 5a(iii) | 32-34 Lea Gardens, Tokyngton. Resident complained of abuse – swearing from refuse crew – and bins left blocking drive by organic and refuse crews. Details and photograph forwarded to PB and DL. | MOB/PB/DL |
| | 5a(iv) | Abbeydale Estate Sweeping, Alperton. MOB asked JfM for confirmation of sweeping frequency as he believed it was 6 days. JfM confirmed this was correct. | MOB/JfM |
| | 5a(v) | Mud dragged onto Hannah Close, Stonebridge JfM complained about mud dragged onto road from haulage business and wants help from StreetCare to resolve this. | JR/JfM |
| | 5a(vi) | On-going Problems <i>See items 4(a) to 5a(v)</i> | |
| 6. | | <u>Corrective Action Plans</u> | |
| | 6(a) | New C.A.P. No new CAPs | |
| | 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 24 th November 2009. This CAP was issued because of the previous history of unreliable collections at this location – MOB reported this was completed correctly this week. | MOB/PB |
| | 6(b) | On-Going Reviews No CAP s to be reviewed. | |
| | 6(c) | End Review No CAP end reviews. | |
| | 6(d) | Failures for Forwarding | |

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| | | No CAPs for forwarding. | |
| 7. | <p>7(a) <u>Other Specific Events</u></p> <p>Wembley Events</p> <p>7(a)i Last Event JfM reported that this went well although lots of litter was left by the crowd.</p> <p>7(a)ii Next Event This is on Sunday 25th October 2009. Two teams and mech with sidehand. JfM reported that Dan Kelly is working this. Weekend Cover: Gary Gregory is senior manager with Mick Minogue and Rudi.</p> <p>7(b) Special Projects MOB asked for an update of the Diwali festival. JfM reported no problems.</p> <p>7(c) Gritting, Leafing, Bins and Weeds</p> <p>7(c)i Gritting MOB confirmed that gritting vehicle list for 4 owned vehicles had been received from Veolia and registration numbers for two large on hire vehicles will follow shortly. MOB asked who was in charge of gritter maintenance. JfM replied that Dan Kelly and Daniel Tylee have oversight at Marsh Road. JfM asked for contact details and rota for Enterprise Mouchel at the Harrow depot.</p> <p>7(c)ii Leafing Dan Kelly in charge with MM assisting. JfM asked that MOB and JR contact DK with areas of work, not StreetCare officers and asked that grass and weeds are recorded as “overgrown weeds” on contender. DL – does not want officers flagging his crews down to take sacks of leaves as this is not reflected in the leafing tonnage. MOB – 5 of the leafing team to be used to remove grass and weeds until the leafing plan starts. It was agreed that leafing will start on Monday 26th October with, initially, 5 men still weeding in NI195 areas. Once heavy leaf fall occurs, all of the resource will be used for leafing.</p> <p>7(c)iii Weeds MOB – reported slow progress in the North and said the 5 extra men were vital. JfM asked that the correct code for overgrown weeds be used rather than litter grades. MOB reported that the standard of weeding in Welsh Harp was inferior to that in Sudbury.</p> <p>7(c)iv Bins and Boxes There were no new reports concerning stock etc.</p> <p>7(d) Missed Collections</p> | <p>Completed.</p> <p>MOB & JR JfM</p> <p>Information</p> <p>Information</p> | |

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| | <p>No new information this week.</p> <p>7(d)i Domestic Refuse No new information this week.</p> <p>7(d)ii Green Box No new information this week.</p> <p>7(d)iii Organic No new information this week.</p> <p>7(d)iv Estates The next estates report is due in October</p> <p>7(e) Rectification Points No new information this week.</p> <p>7(f) IT Up-Dates 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>DL and JfM reported that contender had crashed last Friday and Veolia were being sent large amounts of raw data. MOB – would remind officers to contact Veolia by phone as well</p> | |
| 8 | <p><u>Any Other Matters</u></p> <p>8(a) Special Projects</p> <p>8(b) Other Matters <i>StreetCare Restructure</i></p> <p>8(b)i No updates available to date.</p> <p>8(b)ii <i>Change in collection schedule from 17th August</i> See 7(g) above.</p> <p>8(b)iii <i>Joint Training with Call Centre</i> JR reported again that no contact had been made by either AB or RC with him regarding the joint training.</p> <p>8(b)iv Golf 9 Organic Round. DL reported that Golf 9 had stopped from 17.30 the previous evening and he believed this was too early as the crews had too much work and grass was still growing. This would have a knock on effect on service delivery with increased missed collections. Furthermore, the</p> | <p>Information</p> <p>Information</p> <p>Information</p> |

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| | | <p>tip closes at 17.00 while the crews work upto 16.00 and Veolia would not be authorising overtime for the crews. MOB agreed this could impact on service delivery for the next month but this was ultimately a budget decision for CW.</p> <p>StreetCare Call Out. JfM asked about the new arrangement. MOB explained that the control room, which is open 24 hours 365 days a year, is now the first point of contact for out of hours calls. For the time being, three StreetCare managers (Mark O'Brien; John Rymer; and Neal St Lewis) will each be on call to offer advice to the control room if needed. Also, gritting decisions will still be made by StreetCare management and not the control room.</p> <p>JfM reported that the control room rang the Veolia out of hours officer at 17.00 on Sunday 18th October. Les Stevens does not start work until 22.00. Luckily, he answered the phone. MOB to speak to control room.</p> <p>MOB update – he told JfM that Veolia staff could ring him if needed.</p> <p>Special Collections and Container Delivery EB and JfM informed the meeting that Special Collection and container delivery will from Monday 19th October fall under Street Cleansing and be the responsibility of Dan Kelly. In his absence, Jf Moreau will take charge.</p> <p>Golf Organic Rounds DL updated that organics are running behind schedule and could be 30-40 roads behind by the end of the week.</p> | <p>Information</p> <p>.</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 27th October 2009 at Laxcon Close, NW10.</p> | |