

**StreetCare (StreetScene) / Veolia**

**Team Leaders / Managers Meeting held at Laxcon Close**

**Tuesday 8<sup>th</sup> December 2009**

No	Item	No.
1.	<p><b><u>Persons Present</u></b></p> <p>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            John Rymer (JR) StreetCare – Team Leader</p>	
2.	<p><b><u>Apologies for Absence</u></b></p> <p>Dan Kelly (DK) Veolia – Street Cleansing Env Manager            Michael Minogue (MM) Veolia - Recycling Environmental Manager            Eugene Buckley (EB) Veolia - Refuse Environmental Manager            John Rymer (JR) StreetCare – Team Leader            Steve Speller (SS) Veolia – Recycling Environmental Manager</p>	
3.	<p><b><u>Minutes of Previous Meeting</u></b></p> <p>The minutes of the meeting held on 24th November 2009 were circulated prior to and at the meeting and were agreed as an accurate record.</p>	
4.	<p><b><u>Matters Arising</u></b></p> <p><b>4(a) Unfinished Villages 4(a)</b>            JfM update – planning permission given for Victoria Road and work may be completed by March 2010.            Station Road – BT issued official 6 month notice for Veolia to vacate site and Veolia are contacting Parks Service in Roundwood Park. No further update from JfM.</p> <p><b>4(b) Meath Court, Buck Lane, Fryent 4(b)</b>            MOB – meeting took place and waiting for feedback from BHP.</p> <p><b>4(c) Gibbons Road Footpath, Stonebridge 4(n)</b></p>	<p><b>JfM, JR</b></p> <p><b>MOB / EB</b></p> <p><b>JR/JfM</b></p>

	<p>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.</p>	
<b>4(d)</b>	<p><b>Sack Collections in Kenton Road 4(o)</b></p> <p>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.</p>	<b>MOB/JfM</b>
<b>4(e)</b>	<p><b>Green Box Contamination</b></p> <p>DL said this was a serious issue and would like a major blitz from the Council to educate residents. DL suggested that the worst wards for contamination were Stonebridge; Harlesden; Welsh Harp.</p>	<b>JR/MOB/CW/DL</b>
<b>4(f)</b>	<p><b>Station Grove/More Court – Wembley Central.</b></p> <p>MOB update – Andy Sampson (StreetCare Officer) has informed Paddington Churches Housing Association that payment is needed for extra bins.</p>	<b>EB/AS</b>
<b>4(g)</b>	<p><b>32-34 Lea Gardens, Tokyngton.</b></p> <p>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. Crews spoken to and deny any misbehaviour. MOB reported that no problems this week as Rad Buchanan checked.</p>	<b>MOB/DL/PB</b>
<b>4(h)</b>	<p><b>Stonebridge Remedies</b></p> <p>JfM complained about the number of street cleansing remedies from the Stonebridge officer. IS to send instruction to StreetCare officers.</p>	<b>Completed</b>
<b>4(i)</b>	<p><b>Elms Court Collections.</b></p> <p>MOB asked that crews contact refuse and recycling managers who will in turn contact him if there are any problems. MOB stressed that it was a complaint from the council leader. MOB – collection fine last week.</p>	<b>Completed.</b>
<b>4(j)</b>	<p><b>Kinch Grove, Barnhill</b></p> <p>MOB reported resident (who works from home) complaining that sweeper visits once rather than three times a week. Evangelos Nickola arranged for sweeper to visit later and leave sweepers sacks visible. MOB reported that, so far, this was working.</p>	<b>Completed.</b>
<b>4(k)</b>	<p><b>Hool Close</b></p> <p>MOB - adopted road and needs cleaning regularly. JfM agreed but variation order needs placing on system. MOB reported this had been passed to Jenny Miller and she had been reminded this needs completing both verbally and e-mail.</p>	<b>JM dealing with this.</b>
<b>4(l)</b>	<p><b>Organic Collections</b></p> <p>MOB asked for an update and SS reported Veolia were catching up.</p>	<b>Completed</b>
<b>4(m)</b>	<p><b>Master Map for Street Cleansing</b></p>	<b>Ongoing</b>

		JfM asked for up-to-date street cleansing map and will be happy with a pdf file. MOB – passed to Jenny Miller and GIS team.	
	<b>4(n)</b>	<b>39 Kings Drive, Barnhill</b> MOB passed on a complaint from Keith Balmer that the numbered bins from 37 are always left on 39's driveway. The residents of 39 are old and one is disabled. MOB reports that bins were left on the wrong property and Ade Kareem e-mailed refuse and recycling with a picture last week. DL spoke to crew and reports that problem should not re-occur.	<b>MOB/DL/EB</b>
	<b>4(o)</b>	<b>NCR Bags for 884 NCR.</b> MOB – resident requesting extra bags. Discussion between Ian Stewart and MOB has increased the allocated bags to 4 per household.	<b>MOB/EB</b>
	<b>4(p)</b>	<b>Brent Sweeping Schedule</b> JfM reported this is missing from the Brent website. MOB asked when we can receive the latest Veolia sweeping schedule. JfM – will be finished in 1.5 months time.	<b>JfM/MOB</b>
	<b>4(q)</b>	<b>Parking Tickets</b> JfM – Veolia mechanicals receiving parking tickets for sweeping bus lanes. Passed to IS and Michael Lambert, Parking Manager, contacted.	<b>JfM/IS</b>
	<b>4(r)</b>	<b>Racial Abuse of Hay Lane Sweeper by Resident</b> JfM updated that no statement had been made by the sweeper to the police. MOB believes this is unfortunate for both the sweeper and Brent/Veolia.	<b>Completed</b>
	<b>4(s)</b>	<b>Mentmore Close, Kenton and Wycliffe Gardens, Barnhill Recycling</b> MOB – complaints from Deputy Council Leader about recycling collections at these locations. While access can be problematic at Mentmore Close, MOB asked that any problems are communicated to him by SS and DL. MOB reported that collections completed correctly last week.	<b>Completed</b>
	<b>4(t)</b>	<b>NCR Complaint</b> JfM updated that the complaint had been resolved but mentioned that the photographs provided by JR were from June 2008.	<b>Completed</b>
<b>5.</b>		<b><u>Problems</u></b>	
	<b>5(a)</b>	<b>New Problems</b>	
	<b>5a(i)</b>	<b>76 Windermere Avenue – Stage 3 Complaint</b> MOB reported that this Stage 1 complaint (organic bin) had escalated to Stage 3. While there had been no further problems with the collection, MOB asked that the crew(s) make extra effort to clear all three services every week.	<b>MOB/DL/P B</b>

	<p><b>5a(ii) 43 Riffell Road</b> JR reported missed refuse collection and Stage 1 complaint.</p> <p><b>5a(iii) 106 Olive Road.</b> JR reported refuse and recycling missed collections.</p> <p><b>5a(iv) 95 Riffell Road</b> JR reported Stage 1 complaint about recycling.</p> <p><b>5a(v) 25 Pinemartin Close</b> JR reported Stage 1 complaint about recycling – Mick Minogue was checking this.</p> <p><b>5a(vi) Assisted Collections</b> DL - wants comprehensive and accurate special collection list. Agreed that JM will provide list and StreetCare officers will check over time and ask questions of householders, i.e., is there anyone else living in the property.</p> <p><b>5a(vii) Jubilee Heights Recycling Collection</b> DL wants bins removing as agreement was that caretaker would pull bins out by 8am but this is not happening. Foreman checks at (approximately) 9.15am and no bins are out and when he re-checks in the early afternoon, the bins are visible.</p> <p><b>5a(viii) Riverside Gardens</b> MOB and DL reported that the recycling crews are clearing this road at 6.30am following permission from Chris Whyte. Due to inconsiderate parking and inadequate access, this is the only time the crews have a chance to collect from this road.</p> <p><b>5a(ix) Weeds</b> JfM suggests a meeting to discuss weed, weed spraying, and sweeper reductions, in light of the latest EU directive reducing spray effectiveness.</p> <p><b>5a(x) Missing Litter Bins</b> JfM reported three missing litter bins on Willesden Lane and Kilburn High Road – passed to JR.</p> <p><b>5a(xi) Contry Cards</b> DL – need new stock from David Pietropaoli</p> <p><b>5a(xii) On-going Problems</b> See items 4(a) to 5a(xiii)</p>	<p><b>JR/PB</b></p> <p><b>JR/PB/DL</b></p> <p><b>JR/DL</b></p> <p><b>JR/MM</b></p> <p><b>JR/MOB/DL</b></p> <p><b>JR/DL</b></p> <p><b>MOB/DL</b></p> <p><b>MOB/JR/JfM</b></p> <p><b>JfM/JR</b></p> <p><b>DP/DL</b></p>
<b>6.</b>	<p><b><u>Corrective Action Plans</u></b></p>	

	<p><b>6(a)</b> <b>New C.A.P.</b> No new CAPs</p> <p><b>6a(i)</b> <b>45 Grasmere Avenue, Preston</b> 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<sup>th</sup> 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.</p> <p><b>6(b)</b> <b>On-Going Reviews</b> No CAP s to be reviewed.</p> <p><b>6(c)</b> <b>End Review</b> No CAP end reviews.</p> <p><b>6(d)</b> <b>Failures for Forwarding</b> No CAPs for forwarding.</p>	<b>MOB/PB</b>
<b>7.</b>	<p><b>7(a)</b> <b><u>Other Specific Events</u></b></p> <p><b>Wembley Events</b></p> <p><b>7(a)i</b> <b>Last Event</b> MOB reported this went well; crowd and vehicles dispersed quickly allowing cleansing to start early and a good job done by team.  MOB reported that ice skating cancelled.</p> <p><b>7(a)ii</b> <b>Next Event</b> Rugby on Saturday 13<sup>th</sup> February 2010 with kick off at 15.00.</p> <p><b>7(b)</b> <b>Special Projects</b></p> <p><b>7(c)</b> <b>Gritting, Leafing, Bins and Weeds</b></p> <p><b>7(c)i</b> <b>Gritting</b> JR mentioned Wsi forecast information and its superior accuracy vis a vis the Met Office “domains” approach. MOB agreed and said that domain forecasting, especially on the borders between domains, could be very inaccurate.</p> <p><b>7(c)ii</b> <b>Leafing</b> JfM reported that 80 tonnes collected and as minimal tonnage collected the previous week he suggested shifting resource to street cleansing. MOB and JR agreed and MOB suggested Barnhill to remove</p>	<p><b>MOB/JfM</b></p> <p><b>Information</b></p> <p><b>JfM/MOB/JR</b></p>

	<p>grass and weeds. MOB updated that the positive Council press release detailing a bumper crop of leaves recycled reflected well on StreetCare and Veolia and said he would send this to JfM.</p> <p><b>7(c)iii Weeds</b> JR reported that unofficial NI195 figures had been released and he would forward these to JfM. JfM asked for the past two years official figures to be supplied by JR.</p> <p><b>7(c)iv Bins and Boxes</b> There were no new reports concerning stock etc.</p> <p><b>7(d) Missed Collections</b> No new information this week.</p> <p><b>7(d)i Domestic Refuse</b> No new information this week.</p> <p><b>7(d)ii Green Box</b> No new information this week.</p> <p><b>7(d)iii Organic</b> No new information this week.</p> <p><b>7(d)iv Estates</b> The next estates report is due in January.</p> <p><b>7(e) Rectification Points</b> No new information this week.</p> <p><b>7(f) Rectification Points</b> No new information this week.</p> <p><b>7(g) IT Up-Dates</b> No new information.</p>	JfM/MOB/JR
8	<p><b><u>Any Other Matters</u></b></p> <p><b>8(a) Special Projects</b></p> <p><b>8(b) Other Matters</b></p> <p><b>8(b)i Joint Training with Call Centre</b> MOB reported again that no contact had been made by either AB or RC with him regarding the joint training.</p> <p><b>8(b)ii Cooper Road Development, Dudden Hill</b> EB reminded the group about this new large development and said it was urgent that visits to assess the refuse and recycling storage areas took place.</p>	<p>Information</p> <p>Information</p>

	<p><b>8(b)iii Green Boxes for Flats above Shops</b> DL raised issue and discussion with MOB and JR. All agreed that historical green box sites would continue to be collected but no further green boxes to be placed above shops.</p> <p><b>8(b)iv Missing Metal Bins</b> EB reported that large numbers of metal BHP bins were being stolen across the Borough. MOB said he was aware that large numbers had gone missing in Stonebridge and BHP had paid thousands of pounds for replacements.</p> <p><b>8(b)v Service Reductions</b> JfM reported that Intensive Cleaning Teams; Bridge Washing; and upto 8 sweepers from depots will go in service reductions stemming from council budget savings.</p> <p><b>8(b)vi Special Collections</b> Problem with contender closing jobs. JfM asked that all information goes to Nadine copying in Dan Kelly to the e-mail.</p> <p><b>8(b)vii Communication between Veolia Managers and StreetCare Officers</b> JfM stated he was very pleased with communication and closer working between Village Managers and StreetCare officers.</p>	<p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p>
9.	<p><b><u>Next Meeting</u></b></p> <p>The next meeting of this group will be held on at 10am on Tuesday 15<sup>th</sup> December 2009 at Laxcon Close, NW10.</p>	