

## **StreetCare (StreetScene)**

**NI195 Improvement Meeting (Traunche One) of 2009/10**

**StreetCare and Veolia**

**Laxcon Close Depot Meeting Room at 11am on 28<sup>th</sup> April 2008**

	<b>Item</b>		<b>Action by</b>
<b>1.</b>	<b><u>Persons Present</u></b>		
	Mark O'Brien (MOB)	Team Leader North	
	Patricia Ming (PM)	Kenton Ward	
	Misty Bryant (MB)	Kensal Green Ward	
	Dennis Lewis (DL)	Queensbury Ward	
	Jackie Brown (JB)	Fryent Ward	
	Tony Martin (TM)	Alperton Ward	
	Jf Moreau (JF)	Veolia Street Cleansing Manager	
	Dave Claxton (DC)	Veolia Village Manager	
	Eduard Delimata (ED)	Veolia Village Manager	
	Helder Branco (HB)	Veolia Village Manager	
	Mick Minogue (MM)	Veolia Village Manager	
	Evangelos Nicola (EN)	Veolia Village Manager	
<b>2.</b>	<b><u>Apologies for Absence</u></b>		
	John Rymer (JR)	Team Leader South	
<b>3.</b>	<b><u>Discussions and Reports</u></b>		
<b>3(a)</b>	<b><i>Local Meetings</i></b>		
	Everyone agreed that communication between Ward Officers and Village Managers was vital and MB, DL, and JB said communication and meetings were excellent.		
<b>3(b)</b>	<b><i>Weed Spraying</i></b>		
	MOB asked for feedback from the Ward Officers:		
	MB – Little evidence of weed spraying in Kensal Green. Minor treatment (browning) of weeds around tree bases.		
	DL – Kilburn Village performed well. Queens Park Village – minimal browning of weeds and weeds “coming up to my ankles”. Spraying finished last Monday and lots of weeds to remove.		
	PM – No major problems in Kenton. Area been weeded but not sprayed. Elmstead Avenue, Preston, poor for weeds. EN suggested that PM go for a road suspension. DL and MB advised it takes 2-3 weeks to arrange. MOB advised officers to try this as it allows complete cleansing and flushing of road(s).		
	JB – Dollis Hill very poor with extensive weed growth. Browned weeds visible but new growth appearing. Veolia started digging out last Saturday.		

	<p>JFM – agreed to use 3 extra men to tackle this area.</p> <p>TM – No brown weeds. Very bad for weeds. Working with HB to dig weeds out.</p> <p>JFM – said that <i>only back lines are being sprayed and authorisation is needed to spray the pavement from backline to channel.</i></p> <p>MOB – <i>said this was not his understanding – this would lead to problems – and a wider area from backline to channel needs spraying. StreetCare Ward Officers agreed that they thought a wider area was being sprayed. Speak to Ian Stewart (IS) for clarification</i></p> <p>MOB – stressed that the weed removal program must work and Veolia must dig out weeds.</p> <p>JFM – agreed.</p> <p>ED – said that the initial spray solution was too weak and the strength was increased from 20% to 35%.</p> <p><b>3(c) <i>Deadlines for Weed Removal:</i></b></p> <p>MB – asked about Kensal Green second spray as not on schedule and DC agreed that first spray did not work and extra spray needed.</p> <p>MOB – asked when second spray would take place.</p> <p>JFM and DC agreed to dig weeds out by the end of next week (2 weeks) and, if not done, JMF agreed to re-spray the area.</p> <p>DL – Brondesbury Park – agreed with JFM that weeds to be dug out by end of this week.</p> <p>JB – Dollis Hill – agreed with JFM that weeds to be dug out by end of next week and 3 extra men employed.</p> <p><b>3(d) <i>Refuse and Recycling Problems</i></b></p> <p>StreetCare and Veolia agreed there is a problem with spillage from refuse and recycling rounds.</p> <p>JFM – given instruction to Village Managers (if spillage spotted) to flag down refuse and recycling crews and ensure they remove spillage.</p> <p>DL – said he always calls Village Manager to meet him on site.</p> <p>MOB – always inform Village Managers and flag crew down to ensure offenders remove spillage. Note time, date, place, and take photographs. This problem discussed with Recycling and Refuse Managers at 10am meeting and checks are being made to ensure that crews have brooms/shovels/dustpan and brush.</p> <p><b>3(e) <i>Alleyways</i></b></p> <p>TM - big improvement.</p> <p>PM – Montpellier Rise needs attention. Passed to EN.</p>	
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	<p>JB - Very good – praised Lucas (foreman).</p> <p><b>3(f) <i>Mechanical Sweepers</i></b>          MOB - reliability better with a marked improvement in a fall of VOR's.</p> <p>HB – very happy with mechanical reliability and repairs. Fitter on site dealing with problems.</p> <p>DL – Happy- says that ED is excellent.</p> <p><b>3(g) <i>Intensive Cleaning Teams</i></b>          MOB – asked for resource in these.</p> <p>JFM – 16 men used.</p> <p>DL – raised Bridge Cleaning schedules.</p> <p>MOB – replied that this service was ad hoc in the contract, no schedules laid down, but this had been discussed in the 10am contract meeting. Ward Officers to contact Village Managers and agree reasonable schedule for works – within available resource – and this would give increased clarity and customer service to residents. For example, had arranged for The Avenue, Barnhill, bridge to be cleaned every two weeks.</p> <p>JFM – agreed, as long as the service is not being asked for daily.</p>	
<b>4.</b>	<p><b>Next Meeting</b></p> <p>All present felt that the meeting was valuable and suggested a further meeting in 4 weeks time and one after the NI195 inspection results are known.</p>	