

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 5th January 2010

No	Item	No.
1.	<p><u>Persons Present</u></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><u>Apologies for Absence</u></p> <p>Dan Kelly (DK) Veolia – Street Cleansing Env Manager Michael Minogue (MM) Veolia - Recycling Environmental Manager Eugene Buckley (EB) Veolia - Refuse 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 15th December 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 – no further update.</p> <p>4(b) <i>Meath Court, Buck Lane, Fryent 4(b)</i> MOB – meeting took place and waiting for feedback from BHP. No update yet.</p> <p>4(c) <i>Gibbons 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. JM to send</p>	<p>JfM, JR</p> <p>MOB / EB</p> <p>JR/JfM</p>

	variation to Veolia for cleansing.	
4(d)	Sack Collections in Kenton Road 4(o) 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(e)	Green Box Contamination 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.	JR/MOB/C W/DL
4(f)	Station Grove/More Court – Wembley Central. MOB update – Andy Sampson (StreetCare Officer) has informed Paddington Churches Housing Association that payment is needed for extra bins. Update is that extra bins have been purchased but a suitable area for recycling needs to be provided.	EB/AS
4(g)	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. Crews spoken to and deny any misbehaviour. MOB reported that the resident had contaminated his organic bin with a broken chair. MOB – no problems this week.	MOB/DL/P B
4(h)	Hool Close 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.	JM dealing with this.
4(i)	Master Map for Street Cleansing 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. MOB – no further update.	Ongoing
4(j)	39 Kings Drive, Barnhill 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. MOB – no further problems.	MOB/DL/EB
4(k)	NCR Bags for 884 NCR. MOB – resident requesting extra bags. Discussion between Ian Stewart and MOB has increased the allocated bags to 4 per household. JfM updated that Thomas Paris has not received any information about this and has not spoken to Ian Stewart. PB updated that allocation will stay at 3 bags.	MOB/EB
4(l)	Brent Sweeping Schedule	JfM/MOB

	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.	
4(m)	76 Windermere Avenue – Stage 3 Complaint 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. MOB – no new problems.	MOB/DL/P B
4(n)	43 Riffell Road JR reported missed refuse collection and Stage 1 complaint. JR update is that no reported problems.	Completed
4(o)	106 Olive Road. JR reported refuse and recycling missed collections. JR reported no problems	Completed
4(p)	95 Riffell Road JR reported Stage 1 complaint about recycling. JR reported no problems.	Completed.
4(q)	25 Pinemartin Close JR reported Stage 1 complaint about recycling – Mick Minogue was checking this. DL – resident abusive to crew and PB said he will ask one of his foreman to check collection. JR asked that the bins be put back to the agreed point.	Completed
4(r)	Assisted Collections DL - wants comprehensive and accurate special collection list. DL to ask Nadine to send updated Veolia list. MOB – list sent.	Completed
4(s)	Jubilee Heights Recycling Collection JR – locks repaired and Anna-Marie- Defontaine visited with MM. No further complaints.	JR/DL
4(t)	Riverside Gardens MOB – early collection arrangement working well. DL – no further problems.	MOB/DL
4(u)	Contry Cards DL – need new stock from David Pietropaoli. MOB – update that work had been allocated to recycling team by DP but not completed.	DL/DP
4(v)	Weeds MOB, JR, and JF agreed it was a good idea to convene a Brent/Veolia meeting by the end of January to discuss the implications of reduced sweeping resource and reduced spray effectiveness. JfM wants CW and IS to attend. JR - further report available from Keep Britain Tidy.	MOB/JR/Jf M

	4(w)	Special Collection MOB reported 294 Beverley Drive – wet mattress. Passed to Jf for resolution.	Completed
	4(x)	Neasden Lane Service Road JR – not enough room for bins here. PB asked for help.	Completed
	4(y)	Church Road Car Park JfM – this not cleaned by Veolia as it is not on the contract specification and he will not have a spare resource for this additional job as he will be losing 4 sweepers from Gladstone Park Village from January 2010. JR – this was on the contract specification.	Completed
	4(z)	Veolia Call Out MOB asked for updated Veolia call out list and JF provided a paper copy of the Winter Call Out upto the 10 th January 2010 (further version to follow) and said he would send an electronic copy of weekend callout and winter callout later today.	Completed
	5(a)	Sports Centre Grit Bins MOB – bins in place at Vale Farm; Bridge Park; and update from Jf that Willesden Green in place also.	Completed
	5(b)	Church Road, Stonebridge Estate. DL wants new map for this estate. MOB to find map.	MOB/DL
	5(c)	Twyford Reuse and Recycle Site. MOB – two tonnes of salt need delivering in advance of the cold weather.	Completed.
5.		<u>Problems</u>	
	5(a)	New Problems	
	5a(i)	Refuse Collections Backlog In response to JR's e-mail asking why there was a large backlog of refuse missed collections, PB said the snow had impacted on the collections.	PB/JR
	5a(ii)	Refuse and Recycling Agreed by everyone that as salt usage has to be reduced due to low stocks, Refuse collections will continue but will be assisted by organic crews due to large refuse backlog.	DL/PBMOB /JR
	5a(iii)	On-going Problems See items 4(a) to 5(c)	

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 – MOB reported this was completed correctly this week and this was signed by MOB and PB.</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>	Completed
7.	<p>7(a)</p> <p>7(a)i</p> <p>7(a)ii</p> <p>7(b)</p> <p>7(c)</p> <p>7(c)i</p>	<p><u>Other Specific Events</u></p> <p>Wembley Events</p> <p>Last Event 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>Next Event Rugby on Saturday 13th February 2010 with kick off at 15.00.</p> <p>Special Projects</p> <p>Gritting, Leafing, Bins and Weeds</p> <p>Gritting MOB reported that salt stocks are very low as 1043 tonnes used upto 6am and there is little chance of delivery from Salt Union as they are overwhelmed by demand. JfM reported that he will try to source salt from other suppliers; 90t already paid for with Peacocks but little chance of delivery; and any extra sourced salt would be at least £70 –</p>	<p>MOB/JfM</p> <p>MOB/JfM</p>

	<p>80 per tonne.</p> <p>PB – on call for winter maintenance until Saturday.</p> <p>7(c)ii <i>Leafing</i> Leafing season finished.</p> <p>7(c)iii <i>Weeds</i> 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>7(c)iv <i>Bins and Boxes</i> There were no new reports concerning stock etc.</p> <p>7(d) <i>Missed Collections</i> No new information this week.</p> <p>7(d)i <i>Domestic Refuse</i> No new information this week.</p> <p>7(d)ii <i>Green Box</i> No new information this week.</p> <p>7(d)iii <i>Organic</i> No new information this week.</p> <p>7(d)iv <i>Estates</i> The next estates report is due in January.</p> <p>7(e) <i>Rectification Points</i> No new information this week.</p> <p>7(f) <i>Rectification Points</i> No new information this week.</p> <p>7(g) <i>IT Up-Dates</i> No new information.</p>	<p>Completed</p> <p>JfM/MOB/JR</p>
8	<p><u>Any Other Matters</u></p> <p>8(a) <i>Special Projects</i></p> <p>8(b) <i>Other Matters</i> 8(b)i <i>Joint Training with Call Centre</i> MOB reported again that no contact had been made by either AB or RC with him regarding the joint training.</p>	<p>Information</p>

	<p>8(b)ii Cooper Road Development, Dudden Hill 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>8(b)iii Green Boxes for Flats above Shops 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>8(b)iv Missing Metal Bins 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>8(b)v Service Reductions 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>8(b)vi Special Collections Problem with contender closing jobs. JfM asked that all information goes to Nadine copying in Dan Kelly to the e-mail.</p> <p>8(b)vii Communication between Veolia Managers and StreetCare Officers JfM stated he was very pleased with communication and closer working between Village Managers and StreetCare officers.</p>	<p>Information</p> <p>Information</p> <p>Information</p> <p>Information</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 12th January 2010 at Laxcon Close, NW10.</p>	