

**StreetCare (StreetScene) / Veolia**

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

**Tuesday 26<sup>th</sup> January 2010**

No	Item	No.
1.	<p><b><u>Persons Present</u></b></p> <p>Mark O'Brien (MOB) StreetCare – Team Leader  John Rymer (JR) StreetCare – Team Leader  Jean Francois Moreau (JfM) Veolia - Street Cleansing Operational Manager  Eugene Buckley (EB) Veolia - Refuse Environmental Manager  Dave Lynas (DL) Veolia – Senior Recycling Manager</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  Paul Booth (PB) Veolia – Senior Refuse Manager  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 Wednesday 20<sup>th</sup> January 2010 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 – Possible move to Kilburn toilet in 2 weeks; talks about moving to Willesden Sports Centre (electricity and water already in place) from Station Road.</p> <p><b>4(b) Meath Court, Buck Lane, Fryent 4(b)</b>  MOB – meeting held with BHP manager and update is that no environmental projects money is available next year as the budget has been removed.</p> <p><b>4(c) Sack Collections in Kenton Road 4(o)</b>  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>	<p><b>JfM, JR</b></p> <p><b>MOB / EB</b></p> <p><b>MOB/JfM</b></p>

<b>4(d)</b>	<b>Green Box Contamination</b> 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.	<b>JR/MOB/C W/DL</b>
<b>4(e)</b>	<b>Station Grove/More Court – Wembley Central.</b> 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 and Paddington Churches have been told to provide extra space for recycling – 95% completed.	<b>EB/AS</b>
<b>4(f)</b>	<b>Hool Close</b> 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.	<b>JM dealing with this.</b>
<b>4(g)</b>	<b>Master Map for Street Cleansing</b> JfM asked for up-to-date street cleansing map and will be happy with a pdf file. MOB – GIS team producing PDF maps.	<b>Ongoing</b>
<b>4(h)</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. 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.	<b>MOB/EB</b>
<b>4(i)</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(j)</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. MOB – no problems from Veolia but inspections have shown that the resident is not presenting his organic bin for collection and then claiming a missed collection has taken place.	<b>MOB/DL/P B</b>
<b>4(k)</b>	<b>43 Riffell Road</b> JR reported missed refuse collection and Stage 1 complaint. JR update is that no reported problems.	<b>Ongoing</b>
<b>4(l)</b>	<b>106 Olive Road.</b> JR reported refuse and recycling missed collections. JR reported no problems	<b>Ongoing</b>

<b>4(m)</b>	<b>95 Riffell Road</b> JR reported Stage 1 complaint about recycling. JR reported no problems.	<b>Ongoing</b>
<b>4(n)</b>	<b>Jubilee Heights Recycling Collection</b> DL – Caretaker causing problems by not presenting bins for collection until 10.30am when the agreement was before 9am.	<b>JR/DL</b>
<b>4(o)</b>	<b>Riverside Gardens</b> MOB – early collection arrangement working well for recycling. SS – fine for recycling as crew entering at 6.30am (special permission granted by Chris Whyte). Chris Whyte granted special permission for refuse to collect before 7am.	<b>MOB/DL/EB</b>
<b>4(p)</b>	<b>Contry Cards</b> DL – need new stock from David Pietropaoli. MOB – update that work had been allocated to recycling team by DP but not completed.	<b>JR/DL</b>
<b>4(q)</b>	<b>Weeds</b> 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. IS returns from leave on the 15 <sup>th</sup> February. JfM – meeting with Camden about weed spraying. All present agreed that meeting will be after 15 <sup>th</sup> February when IS returns.	<b>MOB/JR/JfM</b>
<b>4(r)</b>	<b>Veolia Call Out</b> JfM – new rota to be sent soon.	<b>Completed</b>
<b>4(s)</b>	<b>Church Road, Stonebridge Estate.</b> DL wants new map for this estate. MOB – GIS team compiling this.	<b>MOB/DL</b>
<b>4(t)</b>	<b>Refuse Collections Backlog</b> DL – refuse collections up to date.	
<b>4(u)</b>	<b>34 Oaktree Dell, Fryent - Recycling</b>	<b>MOB/SS</b>
<b>4(v)</b>	<b>220 Preston Hill, Kenton – Organic and Green Box</b>	<b>MOB/SS</b>
<b>4(w)</b>	<b>17 Tunworth Close, Fryent – Green Box</b> Items left by crew.	<b>MOB/SS</b>
<b>4(x)</b>	<b>32 Carlton Avenue East - Refuse</b> Non-Collection of grey bin.	<b>MOB/EB</b>
<b>4(y)</b>	<b>10 Gabrielle Close, Preston.</b> Grey bin not emptied.	<b>MOB/EB</b>
<b>4(y)i</b>	<b>32 Saxon Road, Barnhill</b>	<b>MOB/EB</b>

	Grey bin not emptied.	
4(y)ii	<b>1 Darwin House, Kingsgate, Barnhill</b> Excess bags and spillage not cleared – photographs passed to EB.	MOB/EB
4(y)iii	<b>42 Viewfield Close, Kenton</b> Grey bin not emptied.	MOB/EB
4(y)iv	<b>75 The Ridgeway, Kenton.</b> Resident complaining that organic bin is continually missed.	MOB/SS
4(y)v	<b>The Paddocks, Barnhill</b> Resident complaining that refuse bins are continually missed.	MOB/EB
4(y)vi	<b>100 West Hill, Barnhill</b> Resident complaining that refuse bin not emptied. EB updated that Veolia Refuse Foreman, Les Stephens, spoke to resident when emptying bin and explained that snow and ice had delayed collections.	MOB/EB
4(y)vii	<b>1 Windsor Crescent, Barnhill</b> Resident complaining that refuse and recycling not collected.	MOB/EB/SS
4(y)viii	<b>102 Norval Road, Northwick Park</b> Resident complaining of green box missed collection.	MOB/SS
4(y)ix	<b>8 Carlton Avenue East, Preston</b> Resident complaining about missed refuse collection.	MOB/EB
4(y)x	<b>5 St Marks Close, Northwick Park</b> Resident complaining of missed organic and green box.	MOB/EB
4(y)xi	<b>25 Glendale Gardens, Preston</b> Organic and green box missed collections.	MOB/SS
4(y)xii	<b>Wilson Drive, Barnhill</b> BHP complaining that old bin has not been removed.	MOB/DK
4(y)xiii	<b>24 Wood Lane, Welsh Harp.</b> Mr Branley has complained that his refuse and recycling have not been collected and a fly tip was not removed from outside 26/28 Wood Lane.	MOB/SS/Jf M.
4(y)xiv	<b>32a Eagle Road, Wembley Central.</b> Resident complained of missed refuse collection.	MOB/EB
4(y)xv	<b>13 Addison Court,</b> Missed refuse collection.	JR/EB
4(y)xvi	<b>Hamilton Road</b> Green box crew left glass bottle in road which damaged car tyre.	JR/SS

	<p><b>4(y)xvi i</b>      <b>32 Greenhill Park</b> Organic missed collection.</p> <p><b>4(y)xvi ii</b>      <b>8 Bolton Gardens</b> Resident complained of missed refuse collection</p> <p><b>4(y)xix</b>      <b>8b Glengall Road</b> Resident complained of missed refuse collection.</p> <p><b>4(y)xx</b>      <b>24b Dunster Gardens</b> Resident complained of missed refuse collections.</p> <p><b>4(y)xxi</b>      <b>5a Sunny Crescent</b> Resident complained of missed refuse collections.</p> <p><b>4(y)xxi i</b>      <b>24 Brondesbury Court, Brondesbury Road</b> Resident complained of missed refuse collections on estate.</p> <p><b>4(y)xxi ii</b>      <b>Esmond Road</b> Resident complained of missed refuse collections.</p> <p><b>4(y)xxi v</b>      <b>42a Brondesbury Road</b> Resident complained of missed refuse and recycling collections (all).</p> <p><b>4(y)xx v</b>      <b>11-12 College Parade</b> Resident complained of spillage from domestic collection.</p> <p><b>4(y)xx vi</b>      <b>Recycling Development at 135 Kenton Road</b> EB wants e-mail from Tanya O'Rourke giving full details of the location.</p>	<p>JR/SS</p> <p>JR/EB</p> <p>JR/EB</p> <p>JR/EB</p> <p>JR/EB</p> <p>JR/EB</p> <p>JR/EB</p> <p>JR/EB/SS</p> <p>JR/EB</p> <p>EB/TOR</p>
5.	<p><b><u>Problems</u></b></p> <p><b>5(a)</b>      <b><i>On-going Problems</i></b> See items 4(a) to 4(y)xxvi</p> <p><b>5a(i)</b>      <b>St Marys RC Primary School, Kilburn.</b> DL – 2 X 1100 and 4 cardboard bins damaged and crews cannot empty. Crews will empty by hand today but, in future, will not do this again. New bins need delivering.</p>	<p>JR/DL</p>
6.	<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>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>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><i>Last Event</i></b> N/A</p> <p><b>7(a)ii</b> <b><i>Next Event</i></b> Rugby on Saturday 13<sup>th</sup> February 2010 with kick off at 15.00. JfM – 2 x full teams and 1 x mechanical with side hand. MOB on this event.</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><i>Gritting</i></b> MOB reported that salt stocks are still low – 315t collected from Salt Union with a further 75t to follow to be stored at Alperton salt dome. MOB asked that hilly area grit bins be re-filled and any others frugally – only 50%. JfM to provide stocks update by Thursday.</p> <p><b>7(c)ii</b> <b><i>Leafing</i></b> Leafing season finished.</p> <p><b>7(c)iii</b> <b><i>Weeds</i></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</b> <b><i>Bins and Boxes</i></b> There were no new reports concerning stock etc.</p> <p><b>7(d)</b> <b>Missed Collections</b> No new information this week.</p> <p><b>7(d)i</b> <b><i>Domestic Refuse</i></b></p>	<p><b>MOB/JfM</b></p> <p><b>MOB/JfM</b></p> <p><b>MOB/JR/JfM</b></p> <p><b>Completed</b></p> <p><b>JR/JfM</b></p>

	<p>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>	
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><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</p>	<p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p>

		upto 8 sweepers from depots will go in service reductions stemming from council budget savings.	<b>Information</b>
	<b>8(b)vi</b>	<b>Special Collections</b> Problem with contender closing jobs. JfM asked that all information goes to Nadine copying in Dan Kelly to the e-mail.	<b>Information</b>
	<b>8(b)vii</b>	<b>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.	<b>Information</b>
<b>9.</b>		<b><u>Next Meeting</u></b>  The next meeting of this group will be held on at 10am on Tuesday 2 <sup>ND</sup> February 2010 at Laxcon Close, NW10.	