

Tuesday 31st July 2007

No.	Item	Action by
1.	<p>Persons Present</p> <p>Mark O'Brien (MOB) StreetCare – Team Leader Central Team Jean Francois Moreau (JFM) Veolia – Street Cleaning Manager Dan Green (DG) Veolia – Recycling Manager Paul Booth (PB) Veolia - Refuse Manager</p>	
2.	<p>Apologies for Absence</p> <p>Nicola Percival (NP) StreetCare – Annual Leave John Rymer (JR) StreetCare – Recycling Audit Bridie Cahill (BC) StreetCare – Annual Leave</p>	
3.	<p>Minutes of Previous Meeting</p> <p>The minutes of the previous meeting held on Tuesday 24th July 2007 were previously circulated and agreed as an accurate record.</p>	
4.	<p>Matters Arising from Minutes of 24th July 2007</p> <p>(i) Wembley Village MOB reported a sustained improvement with good feedback. Monitoring to continue until next meeting</p> <p>(ii) Welsh Harp Problems Noticeable improvement. To continue monitoring</p> <p>(iii) Neasden Lane Waste Transfer Station MOB reported cleaning is not as good as last week and he thinks this is due to mechanical breakdowns. The standard has dropped due to the breakdown of the PowerFlex. JF reported that the PowerFlex had broken down yesterday and said that if any further breakdowns occurred the Euromec AC 2000 will be used as a replacement.</p> <p>(iv)</p> <p>(v) Cygnat Court, Kingfisher Way (5(a)4) MOB mentioned that problems had occurred with bins left outside refuse storage areas and spillage. He reiterated the need for robust monitoring from Veolia to ensure that these problems do not re-occur as we do not want a further complaint about this.</p> <p>(vi) Contrary Cards JR delivered a box to Dan Green yesterday.</p>	<p>MOB</p> <p>MOB/JFM</p> <p>24th July 07 CAP13 MOB/JFM</p> <p>CAP12 MOB/PB</p> <p>NP/DG</p>

	<p>Rectifications: Water Road – needs more regular work (vii) Queensbury Road – needs more regular work MOB stated that this has improved but is still not upto the required standard. JFM stated that this area had been cleansed regularly recently and the Veolia team went into the area between 10am and 14.00. Monitoring will continue.</p>	MOB/JFM
	<p>(viii) Beechworth Monitoring to continue</p>	BC/PB
	<p>(ix) Landau House Monitoring to continue</p>	BC/PB
	<p>(x) Car Parks JF said he had received the information about Salusbury Road Car Park and he understood that it should be cleansed every day.</p>	Complete.
	<p>St Andrews Collections 4(xi) MOB to meet up with Eugene Buckley to see exact location where yellow lines can help refuse collection crew.</p>	MOB/EB
	<p>Bin and Box Deliveries Time Scale 4(xii) MOB asked Paul Booth to confirm that refuse container deliveries were in line with the 48hr stipulation in the contract. PB replied that the 48 hour delivery time was in place and the only area where there is a backlog is grey bins as a delivery of 700 bins are expected this week. Also, 600 organic bins are expected on Friday. Furthermore, Dan Green asked about green organic bins and whether we should send new bins out rather than the old (confiscated) ones as they were looking tatty. MOB replied that, as long as these older bins were washed, the intention was that they be sent out to residents.</p>	
	<p>4(xiii) WEEE Collections MOB stated that this issue was to be addressed at a meeting today at 13.30.</p>	TT
	<p>4(xiv) Kenmere Gardens (service road) JF reported that the flytip had been removed.</p>	Complete
	<p>4(xv) Old North Circular Road (Harrow Road to Ealing boundary) Looks better. Monitoring to continue.</p>	MOB/JFM
	<p>4(xvi) Market Way, Wembley Improving. Monitoring to continue.</p>	MOB/JFM
	<p>4(xvii) Station Grove, Wembley (end furthest from steps)) Improved slightly but needs more work. Monitoring to continue.</p>	MOB/JFM
	<p>Storage of Barrow at Brent House 4(xvii) JFM requested permission to store an extra barrow at Brent House. MOB still awaiting call from Lee Bicknell. i)</p>	MOB/JFM

5.	<p>Refuse Issues</p> <p>Household Residue Waste</p> <p><i>Brondesbury Park Ward</i></p> <p>5(a) No further information passed over from BC. PB said he'd received no complaints and wasn't aware of any problems since the last meeting. He further stated that</p> <p>5(a)1 Chambers Lane has always been a problem area.</p> <p>5(b)2 Masons House - Replacement of Refuse Container PB said that this issue had been rectified on Monday 30th July 2007.</p> <p>5(b)3 Oakington Manor Drive – in front of steps. PB mentioned access problems where vehicles park in front of steps.</p> <p>5(c)1 Bin, Box & Compost Delivery and Fridge Collections</p> <p><i>Delivery Times</i> PB gave assurances that everything was ok apart from waiting for a large delivery of grey 240L bins.</p> <p>5(d)1</p> <p>WEEE Collections This issue to be raised at today's 13.30 meeting.</p>	<p>BC/PB</p> <p>MOB</p> <p>PB</p> <p>TT</p>
6.	<p>Recycling Issues</p> <p>- DG mentioned drop off points for recycling. He wants to explore the option of dropping off bulk sacks at pre-arranged points.</p>	NP/TT

<p>- DG asked for advance information of roadworks to help refuse crews.</p>	<p>MOB</p>
<p>6(a) Green Box</p>	
<p>6(a)1 21 Barn Rise Dave Lynas spoke to the crew and ongoing monitoring is needed.</p>	<p>JR/DL</p>
<p>6(a)2 20 Linthorpe Avenue. MOB stated continuous problems with this assisted collection – regular missed collections. DG stated that the crew were apprehensive about collecting this as the box had to be cleared from a conservatory. MOB stated that assisted collections must be completed.</p>	<p>JR/DG</p>
<p>7 Drayton Road 6(a)3 DG queried the imposition of 1,000 rectification points due to non-collection from this property. MOB replied that the contract states that, if a Stage 3 complaint is upheld, 1,000 points can be awarded.</p>	<p>DG/BC</p>
<p>Organic Bin Collections</p>	
<p>6(b) DG said that the re-zoning will be complete by the 17th September 2007.</p>	
<p>West London Composting DG said that Harefield rejecting “wet” loads of organic waste is a serious problem and 60 tonnes of refuse were rejected last week. MOB agreed that this is a serious problem and we need to explore the possibility of spot checks at Harefield as there is nothing that we, or Veolia, can do about this operationally on the ground.</p>	<p>TT</p>
<p>6(b)2 Contamination Stickers DG said Veolia were nearly out of stock.</p>	<p>NP</p>
<p>6(c) Bring Banks No new information</p>	<p>Information</p>
<p>6(d) Estate Banks No new information</p>	
<p>6(e) Schools No new information</p>	
<p>6(f)1 Enforcement Pilot Organic Enforcement Scheme MOB informed Dan Green of yesterdays totals of organic bins found contaminated and organic bins removed.</p>	

7.	<p>Street Cleaning Issues</p> <p>7(a) General Street Cleaning</p> <p>7(a)1 Ilex Road JFM produced photographs showing clean street. This was completed yesterday.</p> <p>7(a)2 Willesden Green Ward No new information on this problem.</p> <p>Dudden Hill</p> <p>7(a)3 JFM has agreed that two small mechanicals will be used in this village – if one small mechanical breaks down then the Euromec AC2000 will sweep Neasden Lane.</p> <p>7(a)4 RTA Photos MOB has found no logged report in Council databases of this incident; on call officer not notified; and control room has no information on this. Furthermore, nothing is logged in contender. MOB asked for further information from Veolia.</p> <p>7(a)5 Britain in Bloom Route JFM requested feedback on this. This will be given by next weeks meeting.</p> <p>7(a)6 Car Park(s) in Dudden Hill MOB – Church Road Car Park and Neasden Shopping Area Car Park are being not being cleaned to the contractual standard. Handed JF a copy of the “Car Park” section of the contract and said that cleansing should take place before 6am and 7.30am.</p> <p>7(b) Leafing No new information</p> <p>7(c) Gritting</p> <p>7(c)1 Checking of Grit Bins MOB requested that feedback on the stacking of grit bins be given by the next meeting.</p>	<p>Completed</p> <p>BC/JFM</p> <p>MOB/JFM</p> <p>JFM</p> <p>MOB</p> <p>BC</p>
8.	<p>Other Issues</p> <p>8(a) Wembley Events</p>	

	<p>8(a)1 Recent Events No events since last meeting</p> <p>8(a)2 Next Events Next large event is the FA Charity Shield on 5th August. This is the one off game between the FA Cup winners (Chelsea) and the Premiership winners (Manchester United). Anticipated football crowd of 90,000 with all the added waste problems. MOB already sent resource levels to JFM and everything is in place. Three Veolia teams will be working from 15.00 and a cage vehicle will be on street from 10am.</p> <p>8(b) On Street Recycling</p> <p>8(b)1 On Street Recycling DG reported that initial tranche of metro-bins already in place in high profile locations – front of tube stations - and are receiving three collections per week. As of yet, public use is minimal but tonnage will definitely increase.</p> <p>8(c) Special Projects</p> <p>8(c)1 Ace Café Project No new information.</p> <p>8(d) Statistics</p> <p>8(d)1 Missed Collections No new figures produced this week.</p> <p>8(d)2 Rectification Points No new figures produced this week.</p> <p>8(d)3 Performance Framework No new information this week.</p>	<p>Information</p> <p>TT</p> <p>MOB</p> <p>Information</p> <p>Information</p>
9.	Date of Next Meeting	

	The next meeting will be held at 10am on Tuesday 7 TH August 2007 in the meeting room in StreetCare on First Floor West, Brent House, and 349 – 357 High Road, Wembley, HA9 6BZ.	
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