

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 23rd February 2010

| No | Item | No. |
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| 1. | <p><u>Persons Present</u></p> <p>John Rymer (JR) StreetCare – Team Leader Jean Francois Moreau (JfM) Veolia - Street Cleansing Operational Manager Dave Lynas (DL) Veolia – Senior Recycling Manager Eugene Buckley (EB) Veolia - Refuse Environmental Manager</p> | |
| 2. | <p><u>Apologies for Absence</u></p> <p>Mark O’Brien (MOB) StreetCare – Team Leader Steve Speller (SS) Veolia – Recycling Environmental Manager Michael Minogue (MM) Veolia - Recycling Environmental Manager Dan Kelly (DK) Veolia – Street Cleansing Env Manager Paul Booth (PB) Veolia – Senior Refuse Manager</p> | |
| 3. | <p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on Tuesday 16th February 2010 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) Unfinished Villages 4(a) JfM – asbestos to be removed soon (Connaught undertaking this). Once this has been removed, work will take 4/5 weeks. JfM – AB has spoken to Willesden Sports Centre. Site looks good with electricity and running water near by. Negotiations continue.</p> <p>4(b) Meath Court, Buck Lane, Fryent 4(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. DL asks that the issue is raised again with BHP as bins cannot be pulled across grass and this is a Health and Safety issue. EB said there was still a problem with parked cars on the left as the crew go into the estate. MOB – passed to Linda Footer (BHP). MOB – work not taken forward at Kings Drive as project failed to meet 50% resident approval rating. Meath Court – no budget available and</p> | <p align="center">JfM, JR</p> <p align="center">MOB / EB</p> |

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| | awaiting update from Linda Footer. | |
| 4(c) | Green Box Contamination DL is awaiting list of worst contaminations. One street from each crew then Officers will look to educate those contaminating bins | JR/MOB/C W/DL |
| 4(d) | 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 and Paddington Churches have been told to provide extra space for recycling – 95% completed. EB – Andy Sampson has placed deadline of 28 th February for extra recycling to be put in place before collections cease as Paddington Churches have dragged their heels for 6 months. | EB/AS |
| 4(e) | Master Map for Street Cleansing DL reported he had received the map by email from MOB. He agreed to forward this to JfM. | Completed |
| 4(f) | 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(g) | Brent Sweeping Schedule 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. | JfM/MOB |
| 4(h) | 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 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. MOB – inspections are showing that resident is hiding organic bin at the rear of the property and no Veolia problems this week. | MOB - DL/PB |
| 4(i) | 106 Olive Road. JR reported refuse and recycling missed collections. JR – missed organic last week. No problems this week | Ongoing |
| 4(j) | Jubilee Heights Recycling Collection DL/JR both reported OK this week. No further action required. | Completed |
| 4(k) | Riverside Gardens MOB – early collection arrangement working well for recycling. SS – | MOB/DL/EB |

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| | <p>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. DL/EB – reported that bins at no 1-80 are being kept hidden at the rear of properties and need to be visible. EB and DL reported that refuse and recycling could not gain access tomorrow and are exploring the option of using a 3.5 tonne cage vehicle. They proposed that, if the traffic restriction proposals do not go ahead, that residents are given an ultimatum that collections will be suspended. MOB –traffic management proposals sent to DL and Tony Martin has door knocked upto no 26. As there are large amounts of non-English speakers, he is asking Varsha Palm for help.</p> | |
| 4(l) | <p>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. IS returns from leave on the 15th February. JfM – meeting with Camden about weed spraying. All present agreed that meeting will be after 15th February when IS returns. MOB – IS not at work. JR – IS still off work.</p> | MOB/JR/JfM |
| 4(m) | <p>Church Road, Stonebridge Estate. DL wants new map for this estate. MOB – GIS team compiling this.</p> | MOB/DL |
| 4(n) | <p>34 Oaktree Dell, Fryent - Recycling MOB – no reported problems this week.</p> | MOB/SS |
| 4(o) | <p>220 Preston Hill, Kenton – Organic and Green Box MOB – no reported problems this week.</p> | MOB/SS |
| 4(p) | <p>17 Tunworth Close, Fryent – Green Box MOB – no reported problems this week.</p> | MOB/SS |
| 4(q) | <p>32 Carlton Avenue East - Refuse MOB – no reported problems this week.</p> | MOB/EB |
| 4(r) | <p>10 Gabrielle Close, Preston. MOB – no reported problems this week.</p> | MOB/EB |
| 4(s) | <p>32 Saxon Road, Barnhill MOB – no reported problems this week.</p> | MOB/EB |
| 4(t) | <p>42 Viewfield Close, Kenton MOB – no reported problems this week.</p> | MOB/EB |
| 4(u) | <p>75 The Ridgeway, Kenton. Resident complaining that organic bin is continually missed. MOB asked that DL speak to crew(s) and investigate whether there are any further issues here. MOB – no problems this week.</p> | MOB/SS |

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| 4(v) | The Paddocks, Barnhill Resident complaining that refuse bins are continually missed. MOB – no reported problems this week. | MOB/EB |
| 4(w) | 100 West Hill, Barnhill 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 – no reported problems this week. | MOB/EB |
| 4(x) | 1 Windsor Crescent, Barnhill Resident complaining that refuse and recycling not collected. EB and SS reported this was fine. | MOB/EB/SS |
| 4(y) | 102 Norval Road, Northwick Park Resident complaining of green box missed collection. MOB – no reported problems this week. | MOB/SS |
| 4(y)i | 8 Carlton Avenue East, Preston Resident complaining about missed refuse collection. MOB – no reported problems this week. | MOB/EB |
| 4(y)ii | 5 St Marks Close, Northwick Park Resident complaining of missed organic and green box. MOB – no reported problems this week. | MOB/EB |
| 4(y)iii | 25 Glendale Gardens, Preston Organic and green box missed collections. MOB – no reported problems this week. | MOB/SS |
| 4(y)iv | 24 Wood Lane, Welsh Harp. 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 – no reported problems this week as no bins placed for collection. | MOB/SS/Jf M. |
| 4(y)v | 32a Eagle Road, Wembley Central. Resident complained of missed refuse collection. MOB – no reported problems this week. | MOB/EB |
| 4(y)vi | 13 Addison Court, Missed refuse collection. JR – no reported problems this week. | Completed |
| 4(y)vii | 11-12 College Parade Resident complained of spillage from domestic collection. JR – no reported problems this week. | JR/EB |
| 4(y)viii | St Marys RC Primary School, Kilburn. 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. JR – passed to David Pietropaoli as | JR/DL |

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| | food waste been left in bins and bins damaged by vehicles hitting them. MOB – update from DL is that Misty Bryant has visited but no new bins have been delivered yet. | |
| 4(y)ix | Alexandra Mansions – Chichelle Road JR – refuse leaving grey bins blocking path. EB – photograph passed to crew and no further problems. MM – problem with resident moving bins – to be checked today. No problems this week. | JR/DL |
| 4(y)x | 64b Clifford Gardens JR – alleged damage and insurance claim. EB/DL/MM/JR meeting next week to inspect location. JR checked and resident not interested. | Completed |
| 4(y)xi | 41-49 Priory Park Road EB reported steep steps to property and Health and Safety issue. EB and JR to meet. JfM asked for a variation order for any sack collection as Veolia pay for the bags. JR – letters sent to resident and collections stopped on 22 nd February if bin use continues. | JR/EB |
| 4(y)xii | Biosacks It is not feasible to extract this information from the IY systems. No further action | Completed |
| 4(y)xiii | New Block near Bruce/Alric Road, Stonebridge. EB reported new block. MOB – passed to Patricia Ming to assess. | EB/MOB |
| 4(y)xiv | Special Collection – 54 Greenway, Northwick Park. Job completed | Completed |
| 4(y)xv | Atlas Road/Flats Opposite Alperton Station EB – wants to meet with Tony Martin at this new build this week. MOB – Tony Martin to arrange visit with EB. | EB/MOB |
| 4(y)xvi | Uxendon Crescent, Barnhill. 16/2/2010 Resident e-mail forwarded to DL. Resident claiming that the refuse crew are collecting on wrong day. DL reports a denial from the crew. | MOB/DL |
| 4(y)xvi i | Extra Meeting for Veolia Managers and StreetCare officers. 16/2/2010 JR passed on request from Chris Whyte for meeting to improve communication. JfM and MOB thought this was a good idea. To be progressed. | JR/MOB/JfM |
| 4(y)xvi ii | Euro bin Removal. 16/2/2010 JR asked why the two bins that needed minimal attention to return to service were disposed of. DL reported that there is no facility to return bins to store since storage was moved to Hatfield. | MOB/JfM. |
| 4(y)xix | Queens Park Station Site. 16/2/2010 JR reported that this issue was resolved and Veolia would be helping out StreetCare with the Partnership day in Queens Park. | Completed |

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| | 4(y)xx | Vale Farm Grit Bin. 16/2/2010 MOB – request from Sports Service Manager to move grit bin from road outside sports centre inside to centre entrance. If bin is full, this is difficult but is empty a lot easier. | MOB/JfM |
| | 4(y)xxi | Mallard Court/Mallard Way – Welsh Harp. 16/2/2010 DL – passed over H & S risk assessment of inadequate refuse storage areas – low ceilings which operatives have to crawl in to; rat urine and risk of Weils disease. MOB – Darren Kelly to visit, take photographs, and pass to BHP. | MOB/DL |
| 5. | | <u>Problems</u> | |
| | 5(a) | <i>On-going Problems</i> See items 4(a) to 4(y)xxvi | |
| | 5a(i) | 45 Grasmere Ave. 23/2/2010 Report received at 10.10am that bins not returned properly at this assisted collection. DL reported that the bins were checked at 1pm by foreman and returned to where they should be stored and as Veolia have until 8pm to complete the collection this is unjustified. JR thought this unacceptable as the disabled resident would be without the use of her bin from 10am to 8pm. To be further discussed when MOB returns from holiday. | MOB/DL (RAD) |
| | 5a(ii) | 13 Grasmere Ave. 23/2/2010 Report received that bins not returned properly at 9.34am. Checked by RK at 3.35pm and found in the correct position. This initial failure by the crew to be discussed when MOB returns from holiday as in 5(a)i above. | MOB/DL (RAD) |
| | 5a(iii) | Ticket for Mechanical Sweeper in Bus Lane. 23/2/2010 All had been cc'd into an email by Rudi P. It appears that the mechanical sweeper received a ticket for being in the bus lane. When this was requested to be waived the response was that the brushes weren't working so the vehicle wasn't cleaning. There were reasons put forward by JfM why the brushes may have been temporarily lifted. JR would raise the matter with CW/IS and JfM should raise the matter with TP to be discussed on Thursday. | JR/JfM |
| | 5a(iv) | Road Works 23/2/2010 DL reported serious problems with all collections due to inconsiderate road works at Longstone Avenue, Sellons Road, Burns Road and Charlton Road. JR will pass these concerns onto Transportation Unit. | JR/DL |
| | 5a(v) | Dating Entries. 23/2/2010 JfM suggested dating entries so the meeting would know how long individual issues remain on the agenda. JR agreed. | Information |

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| 6. | | <p><u>Corrective Action Plans</u></p> <p>6(a) New C.A.P. No new CAPs</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> | |
| 7. | | <p><u>Other Specific Events</u></p> <p>7(a) Wembley Events</p> <p>7(a)i Last Event Reported on last week</p> <p>7(a)ii Next Event 28th February – Carling Cup Final – JR working this. With MM</p> <p>7(b) Special Projects</p> <p>7(c) Gritting, Leafing, Bins and Weeds</p> <p>7(c)i Gritting JR this week then NSL from next Monday on call for StreetCare. AB this week then DL from next Saturday on call for Veolia.</p> <p>7(c)ii Leafing Leafing season finished.</p> <p>7(c)iii Weeds JfM asked for the past two years for NI195 official figures to be supplied. JR agreed</p> <p>7(c)iv Bins and Boxes No green 240L in stock.</p> <p>7(d) Missed Collections JR produced figures and comparison graphs for missed collections since the start of this contract. Clear improvement visible.</p> <p>7(d)i Domestic Refuse Improvement in missed collections over recent weeks going from 102, 81, 59, 50 then 67 (blip) last week.</p> | <p>MOB/JfM</p> <p>MOB/JfM</p> <p>MOB/JR/JfM</p> <p>Information</p> <p>Information</p> <p>JR/JfM</p> |

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| | <p>7(d)ii Green Box Last 5 weeks missed collections were 42, 38, 16, 30 and 33 last week.</p> <p>7(d)iii Organic Last 5 weeks missed collections were 89, 86, 62, 36, 49</p> <p>7(d)iv Estates Due in March</p> <p>7(e) Rectification Points Points for the last 4 weeks were 545, 364, 470 and 187 last week. Comparison graphs were presented to the meeting.</p> <p>7(f) IT Up-Dates No new information.</p> | |
| 8 | <p><u>Any Other Matters</u></p> <p>8(a) Special Projects</p> <p>8(b) Other Matters</p> <p>8(b)i Joint Training with Call Centre JR reported again that no contact had been made by either AB or RC with him regarding the joint training.</p> <p>8(b)ii Cooper Road Development, Dudden Hill JR reported that he and EB had visited this site. One half appeared to be closed maybe due to lack of funds.</p> <p>8(b)iii Service Reductions JfM reported that Intensive Cleaning Teams and Bridge Washing team have all now been removed from the street cleaning service at the request of the Client.</p> <p>8(b)iv Communication between Veolia Managers and StreetCare Officers JfM stated he was very pleased with communication and closer working between Village Managers and StreetCare officers. JR reminded meeting that a joint meeting should be arranged once we are convinced the winter weather has passed. JR suggested first half of March. All agreed</p> | <p>O/standing</p> <p>Completed</p> <p>Completed</p> <p>O/Standing.</p> |
| 9. | <p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 2nd March 2010 at Laxcon Close, NW10.</p> | |