

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 2nd March 2010

No	Item	No.
1.	<p><u>Persons Present</u></p> <p>John Rymer (JR) StreetCare – Team Leader Eugene Buckley (EB) Veolia - Refuse Environmental Manager Mark O'Brien (MOB) StreetCare – Team Leader Steve Speller (SS) Veolia – Recycling Environmental Manager Michael Minogue (MM) Veolia - Recycling Environmental Manager</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Dan Kelly (DK) Veolia – Street Cleansing Env Manager Paul Booth (PB) Veolia – Senior Refuse Manager Jean Francois Moreau (JfM) Veolia - Street Cleansing Operational Manager Dave Lynas (DL) Veolia – Senior Recycling Manager</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on Tuesday 23rd 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) JR – Asbestos removed from Victoria Rd Toilets. Building works estimated to take 4/5 weeks. JR– AB has spoken to Willesden Sports Centre. Negotiations continue.</p> <p>4(b) Meath Court, Buck Lane, Fryent 4(b) MOB reports awaiting action by BHP who say they have no budget. EB says that there maybe a problem with their crew collecting if there are no plans for improvement.</p> <p>4(c) Green Box Contamination JR reported that list of worst contaminated roads still not produced by crews. When this is produced StreetCare Officers will work in team to check and educate residents.</p>	<p>JfM, JR</p> <p>MOB / EB</p> <p>JR/MOB/ CW/DL</p>

4(d)	Station Grove/More Court – Wembley Central. Veolia now clearing once a week. 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)	NCR Bags for 884 NCR. MOB – Still awaiting result of discussions between IS and TP.	MOB/EB
4(f)	Brent Sweeping Schedule JfM reported this is missing from the Brent website. MOB reported that this is still outstanding.	JfM/MOB
4(g)	76 Windermere Avenue – Stage 3 Complaint MOB reported that this Stage 1 complaint (organic bin) had escalated to Stage 3. MOB reported no reported problems this week.	MOB/DL
4(h)	106 Olive Road. JR reported refuse and recycling missed collections. No reported problems this week	Completed
4(i)	Riverside Gardens MOB – Problems caused by white van parked badly is being investigated by TM. Eventually cleared on Saturday. MOB reported that there is a traffic consultation currently ongoing.	MOB/DL/ EB
4(j)	Weeds IS still away from work. It was decided to come to a decision over this at the next meeting.	MOB/JR/ JfM
4(k)	Church Road, Stonebridge Estate. MOB believes map sent to DL/JfM	Completed
4(l)	34 Oaktree Dell, Fryent - Recycling MOB – no reported problems this week.	Completed
4(m)	220 Preston Hill, Kenton – Organic and Green Box MOB – no reported problems this week.	Completed
4(n)	17 Tunworth Close, Fryent – Green Box MOB – no reported problems this week.	Completed
4(o)	32 Carlton Avenue East - Refuse MOB – no reported problems this week.	Completed
4(p)	10 Gabrielle Close, Preston. MOB – no reported problems this week.	Completed
4(q)	32 Saxon Road, Barnhill MOB – no reported problems this week.	Completed

4(r)	42 Viewfield Close, Kenton MOB – no reported problems this week.	Completed
4(s)	75 The Ridgeway, Kenton. MOB – no problems this week.	Completed
4(t)	The Paddocks, Barnhill MOB – no reported problems this week.	Completed
4(u)	100 West Hill, Barnhill MOB – no reported problems this week.	Completed
4(v)	1 Windsor Crescent, Barnhill MOB – no reported problems this week	Completed
4(w)	102 Norval Road, Northwick Park MOB – no reported problems this week. Requested that this collection still be monitored	MOB/EB/SS
4(x)	8 Carlton Avenue East, Preston Resident complaining about missed refuse collection. MOB – no reported problems this week.	Completed
4(y)	5 St Marks Close, Northwick Park Resident complaining of missed organic and green box. MOB – no reported problems this week.	Completed
4(z)	25 Glendale Gardens, Preston MOB – no reported problems this week.	Completed
4(aa)	24 Wood Lane, Welsh Harp. MOB – no reported problems this week as no bins placed for collection. Requested that this monitoring continues because Resident is known to make false reports and we need more evidence.	MOB/SS
4(ab)	32a Eagle Road, Wembley Central. MOB – no reported problems this week.	Completed
4(ac)	11-12 College Parade JR – no reported problems this week.	Completed
4(ad)	St Marys RC Primary School, Kilburn. MOB – update from DL is that Misty Bryant has visited but no new bins have been delivered yet. Contamination needs removing	JR/DL
4(ae)	Alexandra Mansions – Chichelle Road MM – problem with resident moving bins – to be checked again today. No problems last week.	JR/MM
4(af)	41-49 Priory Park Road EB – awaiting responses from residents	JR/EB

4(ag)	New Block near Bruce/Alric Road, Stonebridge. EB reported new block. MOB – passed to Patricia Ming to assess.	EB/MOB
4(ah)	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. Out standing.	EB/MOB
4(ai)	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. EB is investigating further	MOB/EB
4(aj)	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 during March.	JR/MOB/ JfM
4(ak)	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 to liaise with SC Admin IT.	MOB/JfM.
4(al)	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 if empty a lot easier. Outstanding.	MOB/JfM
4(am)	Mallard Court/Mallard Way – Welsh Harp - 16/2/2010 One of the residents has made a Stage One complaint to BHP to sort out the bin storage. MOB has also passed his concerns to Linda Footer.	MOB/DL
4(an)	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)
4(ao)	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 4(an) above.	MOB/DL (RAD)

	4(ap)	Ticket for Mechanical Sweeper in Bus Lane - 23/2/2010 This may need intervention by KB to stop these tickets given in the bus lanes. Message to go to CW to discuss with TP first and then raise with KB and Parking dept.	JR/JfM
	4(aq)	Road Works - 23/2/2010 JR reported he had emailed Transportation requesting some intervention on their part with the utility companies and also RR was liaising to try to improve the current situation.	JR/DL
5.		<u>Problems</u>	
	5(a)	<i>On-going Problems</i> See items 4(a) to 4(y)xxvi	
	5a(i)	776 to 780 Harrow Road, Queens Park – 2/3/2010 JR reported a problem with the crew failing to return the refuse bins to the above properties. This report has come from a local Councillor and several local residents. SAR and EB to monitor and investigate the problem.	JR/DL
	5a(ii)	29 Tynsdale Road, Stonebridge – 2/3/2010 MOB reported bins and boxes not being returned properly.	MOB/MM
	5a(iii)	Dundonald Road discipline – 2/3/2010 MM reported that the operative who threw the dry recycling into the refuse freighter has been identified and there is ongoing disciplinary action.	JR/MM
	5a(iv)	Stag Lane Collections, Barnhill & Fryent – 2/3/2010 EB and MM reported collection problems caused by utility company digging up road. MOB to investigate and make NRSWA Officer aware.	MOB/EB/ MM
	5a(v)	Longstone Ave Collections – 2/3/2010 EB reported that this is still a problem. JR/RR will chase up Transportation to try to hurry up these works or to provide better access for collection vehicles.	JR/EB
	5a(vi)	Blenheim Gardens, Preston – 2/3/2010 MOB reported serious access problems with parking and tree requiring pollarding. MOB will investigate with Transportation	MOB/EB
	5a(vii)	34 Shaftesbury Avenue, Preston – 2/3/2010 MOB reported assisted collection and bins/box are not being returned properly. SC Officer and Veolia supervisors to monitor regularly.	MOB/DL
	5a(viii)	42 Woodhill Crescent, Kenton – 2/3/2010 MOB reported recycling bins not cleared regularly. No reports however	MOB/DL

	<p>5a(ix) Over zealous Communications – 2/3/2010 SS reported excessive emails from an Officer regarding problems that had often been resolved. MOB will discuss and advise that it is often best to check rather than take the residents' word that things have gone wrong.</p> <p>5a(x) Bio Sacks – 2/3/2010 MM reported that the correct code is required for BIO sack delivery and BIO sack collections. JR agreed to remind officers and Call Centre.</p>	<p>MOB/SS</p> <p>JR</p>
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 Carling Cup Final on 28th February between Manchester United and Aston Villa. MM and JR covered this. Heavy littering by 90,000 crowd but no problems reported.</p> <p>7(a)ii Next Event England (divorcees) playing Egypt on 3rd March. 90,000 crowd expected. JR and KE covering the event.</p> <p>7(b) Special Projects</p> <p>7(c) Gritting, Leafing, Bins and Weeds</p> <p>7(c)i Gritting MOB covering this week with DL.</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</p>	<p>Completed</p> <p>JR/JfM</p> <p>MOB/JR/JfM</p> <p>Information</p> <p>Information</p>

	<p>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. Statistics improving since the severe weather.</p> <p>7(d)i Domestic Refuse 67 reported missed collections last week reduced to 60 this week. Above target.</p> <p>7(d)ii Green Box 33 reported missed collections last week increased to 42 this week. Very close to target.</p> <p>7(d)iii Organic 49 reported missed collections last week increased to 62 this week. Above target</p> <p>7(d)iv Estates Figures to be produced for February in March.</p> <p>7(e) Rectification Points 187 rectification points last week increased to 276 points this week.</p> <p>7(f) IT Up-Dates No new information.</p>	<p>JR/JfM</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>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 It was suggested that as Nadine is very busy with re-coding etc for new Contender upgrade that this matter be delayed until new version of Contender is up and running. JR will inform Raj. To be shown as temporarily completed and resurrected when new Contender is up and running.</p> <p>8(b)ii Communication between Veolia Managers and StreetCare Officers JR and MOB agreed to liaise with JfM to arrange joint meetings with Village Managers/foremen</p>	<p>Temporarily Completed</p> <p>JR/MOB & JfM</p>

9.		<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 9th March 2010 at Laxcon Close, NW10. JR offered his apologies.</p>	
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