

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 6th April 2010

No	Item	No.
1.	<u>Persons Present</u> Mark O'Brien (MOB) StreetCare – Team Leader John Rymer (JR) StreetCare – Team Leader Jean Francois Moreau (JfM) Veolia - Street Cleansing Operational Manager Dave Lynas (DL) Veolia – Senior Recycling Manager	
2.	<u>Apologies for Absence</u> Dan Kelly (DK) Veolia – Street Cleansing Env Manager Paul Booth (PB) Veolia – Senior Refuse Manager Steve Speller (SS) Veolia – Recycling Environmental Manager Michael Minogue (MM) Veolia - Recycling Environmental Manager Eugene Buckley (EB) Veolia - Refuse Environmental Manager	
3.	<u>Minutes of Previous Meeting</u> The minutes of the meeting held on Tuesday 9th March 2010 were circulated prior to and at the meeting and were agreed as an accurate record.	

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. JfM updated that it should be finished this week.</p> <p>JR– AB has spoken to Willesden Sports Centre. Negotiations continue JfM – no new information.</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. MOB reports that Kings Drive has been fine for the past 1.5 years as the caretakers are moving the bins. MOB – no new problems.</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. DL – no list provided.</p> <p>4(d) Station Grove/More Court – Wembley Central. Veolia now clearing once a week. Andy Sampson has placed deadline of 28th February for extra recycling to be put in place before collections cease as Paddington Churches have dragged their heels for 6 months. MOB – collection reduced to once a week and Andy Sampson is monitoring – no new problems.</p> <p>4(e) NCR Bags for 884 NCR. MOB – Passed to NSL..</p> <p>4(f) Brent Sweeping Schedule JfM reported this is missing from the Brent website. MOB reported that this is still outstanding. JfM – to be completed in the future.</p> <p>4(g) 76 Windermere Avenue – Stage 3 Complaint MOB reported that this Stage 1 complaint (organic bin) had escalated to Stage 3. MOB -no reported problems this week but asked DL speak to the crew again and remind them to clear the containers.</p> <p>4(h) 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 and Tony Martin has the new police team on board who agreed to issue penalty notices for obstruction. MOB – Police team have moved into new sector house today.</p>	<p>JfM, JR</p> <p>MOB / EB</p> <p>JR/MOB/ CW/DL</p> <p>EB/AS</p> <p>MOB/EB</p> <p>JfM/MOB</p> <p>Completed</p> <p>MOB/DL/ EB</p>
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4(i)	Weeds Meeting held last week – plans in place for Roundup supplies – and CW and TP to decide by the end of the month.	MOB/JR/JfM
4(j)	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 – No update.	JR/DL
4(k)	Alexandra Mansions – Chichelle Road MM – problem with resident moving bins – to be checked again today. No problems last week.	Completed .
4(l)	41-49 Priory Park Road EB – no problems this week.	Completed
4(m)	New Block near Bruce/Alric Road, Stonebridge. EB reported new block. MOB – Patricia Ming is dealing with this.	EB/MOB .
4(n)	Atlas Road/Flats Opposite Alperton Station EB update – working with Tony Martin on this.	EB/MOB
4(o)	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 – resident reported that she was so upset at the crew collecting on the wrong day for 6 weeks she did not put her bin out for collection. This will be placed out on Monday next week.	Completed .
4(p)	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 April.	JR/MOB/JfM
4(q)	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 has spoken to Jenny Miller who says that bins in good condition should be returned to Hatfield. MOB suggested that, as Focus Hemel deliver bins every Sunday, there is no reason why they cannot take unwanted eurobins on their return journey. JfM – to look into where Veolia can store bins for upto a week before Focus Hemel return them to storage.	MOB/JfM.
4(r)	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.	Completed

4(s)	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. DL – believes that if nothing sorted out by the end of the month, collections should cease. MOB – update from BHP Team Leader that the problem is being assessed and Christina Byrne is dealing with this.	MOB/DL
4(t)	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. MOB – no problems this week.	Completed
4(u)	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. MOB – no problems this week.	Completed
4(v)	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. DL – further tickets issued to refuse and recycling vehicles on Harrow road when collecting in the bus lane.	JR/JfM
4(w)	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
4(x)	29 Tynsdale Road, Harlesden – 2/3/2010 MOB reported bins and boxes not being returned properly. MOB – no problem this week.	Completed
4(y)	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. DL – will be completed by Friday.	Completed
4(z)	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 – Trevor Hulin contacted.	Completed
4(aa)	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.	Completed

	<p>4(ab) Blenheim Gardens, Preston – 2/3/2010 MOB reported serious access problems with parking and tree requiring pollarding. MOB – Transportation undertaking major work in moving kerbs and the work should be completed by the end of May.</p>	MOB/EB
	<p>4(ac) 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 - no problems previous week.</p>	MOB/DL
	<p>4(ad) 42 Woodhill Crescent, Kenton – 2/3/2010 MOB reported recycling bins not cleared regularly. MOB – no new problems.</p>	MOB/DL
	<p>4(ae) 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>	Completed
	<p>4(af) 52a The Avenue Cllr Shaw complaint – MOB reported that, on the basis of the available evidence, the resident was abusive and contaminated his organic bin.</p>	Completed
	<p>4(ag) Windermere Avenue EB suggested Transportation widening road as cab office blocking road. Also, he asked that 2x1100 bins are replaced by 240L to make collections easier for the crew. MOB – Transportation are placing double yellow lines here.</p>	MOB/EB
	<p>4(ah) Fourth Way Pavements MOB – Rad and Helder to hold joint meeting.</p>	MOB/JfM
	<p>4(ai) Harlesden Road Works DL – residents abusing crew and, particularly on Sellons Avenue, the green box crew is receiving lots of abuse. MOB advised the crew to be extra careful.</p>	Completed

5.		<p><u>Problems</u></p> <p>5(a) On-going Problems See items 4(a) to 4(y)xxvi</p> <p>5a(i) Footpath between Northwick Park Hospital and University of Westminster. MOB - Our responsibility to clean, site visit taken place with Dave Claxton, and littering being caused by hospital employees. One option is to place two litterbins at heavy littering locations and the hospital empties them.</p> <p>5a(ii) 24 Lancelot Crescent and 60 Jesmond Avenue MOB – containers not being returned for 24 Lancelot Crescent (Stage 1 Complaint) MOB – no contary card left for green box collection at 60 Jesmond Avenue.</p> <p>5a(iii) NCR Banks Cleansing MOB reported this was not being cleaned on a regular basis, was part of the contract, and wanted to know the reasons why. JfM - thinks this is not part of the contract and has instructed Dan Kelly to not clean this area do to Health and Safety concerns – the crews would have to use a harness as it is so steep.</p> <p>5a(iv) Linacre Road Street Cleansing JR – not being cleaned and contender was updated by Veolia with “unjustified” and “not on spec”.</p> <p>5a(v) 23 Walm Lane Bins JR – Bin marked 23 Walm Lane left on Dean Road and the crew couldn’t find this. All completed.</p> <p>5a(vi) Control Room placing jobs on Contender at 1am JfM – cannot understand this as Veolia do not work nights and cannot respond to the contractual response time.</p> <p>5a(vii) Gratuities DL – wants copy of contract relating to this.</p>	<p>MOB/JfM</p> <p>MOB/DL</p> <p>MOB/JfM</p> <p>JR/JfM</p> <p>JR/DL</p> <p>JR/JfM</p> <p>MOB/DL</p>
6.	6(a)	<p><u>Corrective Action Plans</u></p> <p>New C.A.P. Richard Saunders wants CAP for Queens Park Section of Harrow Road – return of containers to property curtilage. This will run for 6 weeks.</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 Johnstone Paint Trophy on 28th March between Carlisle and Southampton. MM and MOB covered this. Boisterous crowd – poor cleaning by cage vehicle team on Mostyn and Dagmar Avenues. MOB had to drag crew back as they had not cleaned these roads and watch until they had cleaned the road to an acceptable standard.</p> <p>7(a)ii Next Event FA Cup Semi-Finals on Saturday and Sunday 10th /11th April. JR working Saturday and Tony Martin working Sunday.MM and Keith Evans covering this event.</p> <p>7(b) Special Projects</p> <p>7(c) Gritting, Leafing, Bins and Weeds</p> <p>7(c)i Gritting DL covering until Friday and AB from Saturday.</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. JfM – still waiting got 2007 and 2008 figures.</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 No new figures</p>	<p>Completed</p> <p>JR/JfM</p> <p>MOB/JR/JfM</p> <p>Information</p> <p>Information</p> <p>JR/JfM</p> <p>Information</p>

	<p>7(d)ii Green Box No new figures</p> <p>7(d)iii Organic No new figures</p> <p>7(d)iv Estates Figures to be produced for February in March.</p> <p>7(e) Rectification Points No new figures</p> <p>7(f) IT Up-Dates No new information.</p>	<p>n</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>8(b)iii Bank Holiday Organic Collections DL – Crews tipped at Twyford . MOB and JR very happy as this reduces crew downtime and reduces resident complaints due to missed collections. DL – asked for tonnage figures from David Pietropaoli.</p>	<p>Temporarily Completed</p> <p>JR/MOB & JfM</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 13th April 2010 at Laxcon Close, NW10.</p>	