

**StreetCare (StreetScene) / Veolia**

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

**Tuesday 27<sup>th</sup> April 2010**

No.	Item	Actions
1.	<p><b><u>Persons Present</u></b></p> <p>John Rymer (JR) StreetCare Team Leader  Dave Lynas (DL) Veolia – Senior Recycling Manager  Jean-Francois Moreau (JfM) Veolia – Senior Cleaning Manager</p>	
2.	<p><b><u>Apologies for Absence</u></b></p> <p>Mark O'Brien (MOB) StreetCare – Team Leader  Eugene Buckley (EB) Veolia- Refuse Environmental Manager  Dan Kelly (DK) Veolia – Street Cleansing Env Manager  Paul Booth (PB) Veolia – Senior Refuse Manager  Mick Minogue (MM) Veolia –Recycling Manager  Steve Speller (SS) Veolia – Recycling Manager</p>	
3.	<p><b><u>Minutes of Previous Meeting</u></b></p> <p>The minutes of the meeting held on Tuesday 20th April 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><i>Unfinished Villages 4(a)</i></b></p> <p><b><i>4(a)i Kilburn</i></b>  JfM reported that this depot is now nearly completed. There is a problem with electrical supply.</p> <p><b><i>4(a)ii Harlesden/Willesden</i></b>  JfM reported that the lease has been secured and the first task is to install security fencing. Veolia have until 10<sup>th</sup> May to vacate Station Road depot.</p> <p><b><i>4(b) Meath Court, Buck Lane, Fryent 4(b)</i></b>  No reported problems.</p>	<p><b>JfM/JR</b></p> <p><b>JfM/JR</b></p> <p><b>MOB / EB</b></p>

<b>4(c)</b>	<b>Green Box Contamination</b> DL to provide list of worst 5 streets for contaminated green box collections and JR will organise advice and education for any needy residents.	<b>JR/MOB/ CW/DL</b>
<b>4(d)</b>	<b>Brent Sweeping Schedule</b> This will be completed when a decision is made on the savings that must be made.	<b>Completed</b>
<b>4(e)</b>	<b>Riverside Gardens</b> DL reported some problems this week with access.	<b>MOB/DL/ EB</b>
<b>4(f)</b>	<b>Weeds</b> JR reported that there were on-going discussion between CW and TP to decide on the best way to tackle the weeds. Either JfM or JR to report next week on any up-date they may have.	<b>JR/JfM</b>
<b>4(g)</b>	<b>Atlas Road/Flats Opposite Alperton Station</b> EB requires assistance with these collections. To contact TM.	<b>EB/MOB</b>
<b>4(h)</b>	<b>Extra Meeting for Veolia Managers and StreetCare officers. 16/2/2010</b> JR to arrange with JfM for one day next week at Laxcon Close for the NI195 Officers and Village managers.	<b>JR/MOB/ JfM</b>
<b>4(i)</b>	<b>Mallard Court/Mallard Way – Welsh Harp - 16/2/2010</b> Still awaiting response from Christina Byrne (BHP) re refuse problem.	<b>MOB/DL</b>
<b>4(j)</b>	<b>Ticket for Mechanical Sweeper in Bus Lane - 23/2/2010</b> JR reported that he had requested intervention from KB to make those issuing PCNs more aware of the work of the mechanical sweepers. Awaiting outcome.	<b>JR/JfM</b>
<b>4(k)</b>	<b>Blenheim Gardens, Preston – 2/3/2010</b> Kerbs being moved to improve access on-going.	<b>MOB/EB</b>
<b>4(l)</b>	<b>34 Shaftesbury Avenue, Preston – 2/3/2010</b> JR reported that the bins have been returned properly over the past two weeks	<b>MOB/DL</b>
<b>4(m)</b>	<b>42 Woodhill Crescent, Kenton – 2/3/2010</b> Monitoring to continue for another week.	<b>MOB/DL</b>
<b>4(n)</b>	<b>Windermere Avenue – 9/3/2010</b> 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. Outstanding issues.	<b>MOB/EB</b>
<b>4(o)</b>	<b>Footpath between Northwick Park Hospital and University of Westminster. 6/4/2010</b>	<b>MOB/JfM</b>

	<p>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. To be raised at next meeting</p>	
<b>4(p)</b>	<p><b>24 Lancelot Crescent - 6/4/2010</b>  MOB – containers not being returned for 24 Lancelot Crescent (Stage 1 Complaint). Monitoring to continue</p>	<b>MOB/DL</b>
<b>4(q)</b>	<p><b>60 Jesmond Avenue – 6/4/2010</b>  MOB – no contrary card left for green box collection at 60 Jesmond Avenue.</p>	<b>MOB/DL</b>
<b>4(r)</b>	<p><b>NCR Banks Cleansing – 6/4/2010</b>  JR reported MOB had forwarded details to JfM. JfM has outstanding risk assessments for two particular areas.</p>	<b>MOB/JfM</b>
<b>4(s)</b>	<p><b>Neald Court Bin Access – 13/4/2010</b>  EB reported no meeting with RAD to date to resolve collection problems. EB to contact RAD for site meeting.</p>	<b>EB/Rad</b>
<b>4(t)</b>	<p><b>Windermere Avenue, Preston – 13/4/2010</b>  EB has asked that Rad Buchanan look at possible re-location of 2 x 1100 bins. MOB advised that Rad can ask the owners/landlords but we have no legal powers over bin placement on private land. JR reported no further information.</p>	<b>EB/Rad</b>
<b>4(u)</b>	<p><b>Commercial Waste Dumping on Bridge Road/Junction with Chalkhill Road – Service Road behind Shops – 13/4/2010</b>  EB reported one bin containing asbestos that cannot be emptied. JR to get location checked and asbestos removed by specialist company.</p>	<b>MOB/EB</b>
<b>4(v)</b>	<p><b>Contrary Cards – 13/4/2010</b>  JR reported that DP had been informed about contrary cards running out. They are already on order.</p>	<b>Completed</b>
<b>4(w)</b>	<p><b>16 Chippenham Avenue 20/4/2010</b>  JR handed DL a letter appreciating the good work provided by the refuse crew at this premises. They also requested an assisted collection that will be dealt with by RAD.</p>	<b>Completed</b>
<b>4(x)</b>	<p><b>Marley Walk, Willesden Green 20/4/2010</b>  JR has asked JB to get overgrown hedge cut back.</p>	<b>JR/DL</b>
<b>4(y)</b>	<p><b>58A Harrow Road, Tolkyngton - 20/4/2010</b>  DL reported that the bins are inaccessible at this location due to large quantities of dumped rubbish. JR confirmed that this problem was reported to Environmental Health Improvement Team for Clearing</p>	<b>DL/RAD</b>

<p>5.</p> <p>5(a)</p>		<p><b><u>Problems</u></b></p> <p><b>On Going Problems</b></p> <p><b>5a(i) Recycling Stickers – 27/4/2010</b> JfM requested that stickers stored at Laxcon were taking up space needed for weed spraying liquid and equipment. JR will pass onto CW and DP.</p> <p><b>5a(ii) 3 Rainham Road – 27/4/2010</b> JR reported complaint concerning green box not being returned properly at time of collection. To be monitored please.</p> <p><b>5(a)iii 10 Brondesbury Villas – 27/4/2010</b> JR reported non collection of textiles properly presented from Councillor. JR also reported that MB had checked the green bins and found one contaminated with no contamination card affixed. Crew returned and emptied bin after contamination had been removed. There are also problems of green boxes not being returned properly and Cornel had been asked to monitor.</p> <p><b>5(a)iv 2C Furness Road – 27/4/2010</b> JR reported missed green box collections for three weeks.</p> <p><b>5(a)v Newland Court, Forty Avenue – 27/4/2010</b> DL reported the 240L estate recycling bin for flats 1/6 to 7/12 is missing. This is causing contaminations in plastic and cans.</p> <p><b>5(a)vi Woodgrange Ave j/w Kenton Rd Recycling Bank – 27/4/2010</b> DL reported glass 1100 recycling bin needs a replacement padlock.</p> <p><b>5(a)vii Kingsbury Road j/w Pipers Green Recycling Bank – 27/4/2010</b> DL reported broken lock for the glass bin and black bags filled with glass. DL reported plastic 1100 bin damaged and contaminated</p>	<p>JfM/JR</p> <p>JR/DL</p> <p>JR/DL</p> <p>JR/DL</p> <p>DL/MOB</p> <p>DL/MOB</p> <p>DL/MOB</p>
<p>6.</p> <p>6(a)</p> <p>6(b)</p>	<p></p> <p></p> <p>6(b)i</p>	<p><b><u>Corrective Action Plans</u></b></p> <p><b>New C.A.P.</b> No new CAPs.</p> <p><b>On-Going Reviews</b></p> <p><b>6(b)i Harrow Road, Queens Park section CAP 38</b> StreetCare and Veolia supervisors to monitor that all refuse and recycling containers are emptied and returned properly to the appropriate properties. SAR had reported that one green box went missing during collection, however all bins emptied and returned properly.</p>	<p><b>CAP 38 4/4/2010 to 18/5/2010</b></p>

6(c)		<b>End Review</b> No CAP end reviews.	
6(d)		<b>Failures for Forwarding</b> No CAPs for forwarding.	
7.		<b><u>Other Specific Events</u></b>	
7(a)		<b>Wembley Events</b>	
	7(a)i	<b>Last Event</b> Nothing to report	
	7(a)ii	<b>Next Event</b> Saturday the 8 <sup>th</sup> Sunday the 9 <sup>th</sup> May 2010 the FA Trophy Final and the FA Vase Final	
7(b)		<b>Special Projects</b> No special projects at this time.	
7(c)		<b>Gritting, Leafing, Bins and Weeds</b>	
	7(c)i	<b>Gritting</b> Winter snow plan ends on Friday 30/5/2010. No ice or snow expected this week.	
	7(c)ii	<b>Leafing</b> No reports	
	7(c)iii	<b>Weeds</b> JfM reported that he was arranging for contractor to use specialised equipment for spraying the worst 8 wards and other wards will be sprayed as and when required by arrangement through the Village managers. All spraying should be completed by the end of May. JR agreed that JfM had devised an excellent plan however he reported that there may be further complications due to budget constraints and suggested that JfM speaks to TP regarding new financial arrangements agreed with CW and KB.	
	7(c)iv	<b>Bins and Boxes</b> Still no green 240L in stock. Some ordered.	
7(d)		<b>Missed Collections</b> JR apologised that due to work there was no time to prepare reports on rectification points. Missed collection figures were distributed at the meeting. JR reminded the meeting that these were reported by residents and may possibly contain some contaminations.	

7(e)	<b>7(d)i</b>	<b>Domestic Refuse</b> JR reported that for the first three weeks there were 45, 48 and 46 reported missed refuse collections.	
	<b>7(d)ii</b>	<b>Green Box</b> JR reported that for the first three weeks there were 24, 32 and 30 reported missed green box collections.	
	<b>7(d)iii</b>	<b>Organic</b> JR reported that for the first three weeks there were 45, 73 and 40 reported missed organic collections.	
	<b>7(d)iv</b>	<b>Estates</b> JR apologised that he hadn't had sufficient time to put together these figures. He will try to complete them by the end of May.	
		<b>Rectification Points</b> JR apologise to JfM that again there were no figures. This was due to work load. JR will try to get figures up to date by middle of May.	
7(f)		<b>IT Up-Dates</b> No new information.	
8.		<b><u>Any Other Matters</u></b>	DL/JR
8(a)		<b>Special Projects</b> No current special projects	
8(b)		<b>Other Matters</b>	
	<b>8(b)i</b>	<b>New Builds</b> DL requested a list of all new builds with property numbers and locations. JR suggested that these should all appear on variation orders however he will ask if this information can be supplied.	
9.		<b><u>Next Meeting</u></b>  The next meeting of this group will be held on at 10am on Tuesday 4 <sup>th</sup> May 2010 at Laxcon Close, NW10.	