

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Performance Meeting held at Laxcon Close

Tuesday 18th May 2010

No.	Item	Actions
1.	<p><u>Persons Present</u></p> <p>Mark O'Brien (MOB) StreetCare Team Leader Jean-Francois Moreau (JfM) Veolia – Senior Cleaning Manager Mick Minogue (MM) Veolia –Recycling Manager Steve Speller (SS) Veolia – Recycling Manager</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Paul Booth (PB) Veolia – Senior Refuse Manager Neal St Lewis (NSL) StreetCare Street Environment Manager Dave Lynas (DL) Veolia – Senior Recycling Manager John Rymer (JR) StreetCare Team Leader Eugene Buckley (EB) Veolia - Refuse Environmental Manager</p> <p>JR reported that NSL has requested to attend once every 2 or 3 weeks until he has settled down in his new position.</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on Tuesday 11th May 2010 were circulated and were agreed as an accurate record.</p>	
4.	<p><u>Matters Arising</u></p> <p><i>Unfinished Villages 4(a)</i></p> <p><i>4(a)i Kilburn</i> JfM reported that this depot is now nearly completed. The problem with the electrical supply is still unresolved.</p> <p><i>4(a)ii Harlesden/Willesden</i> JfM reported that a new porta cabin is being delivered to Willesden Green Sports Centre and all systems are go.</p>	<p>JfM/JR</p> <p>JfM/JR</p>

4(b)	Green Box Contamination MM reported that SS is still sorting the information.	JR/MOB/ CW/DL
4(c)	Riverside Gardens This problem hasn't been properly resolved yet. To remain as an outstanding issue.	MOB/DL/ EB
4(d)	Atlas Road/Flats Opposite Alperton Station MOB reported that TM and EB are meeting on Friday 21 st May.	EB/MOB
4(e)	Extra Meeting for Veolia Managers and StreetCare officers. 16/2/2010 The meeting took place on Thursday 6 th at 10am at Laxcon Close depot. Good communication with much information exchanged.	JR/MOB/ JfM
4(f)	Mallard Court/Mallard Way – Welsh Harp - 16/2/2010 MOB reported that CB from BHP had informed him that measuring had taken place but was not sure when work would start. MOB reported that CB said that a team will be in the area on Friday door knocking the flats.	MOB/DL
4(g)	Ticket for Mechanical Sweeper in Bus Lane - 23/2/2010 Awaiting up-date from NSL's agreed discussion with Parking (ML).	NSL/JfM
4(h)	Blenheim Gardens, Preston – 2/3/2010 MOB reported that this is ongoing, hopefully work starts in late May 2010.	MOB/EB
4(i)	Windermere Avenue – 9/3/2010 MOB again reported that we are awaiting the installation of yellow lines at this location to resolve the problem.	MOB/EB
4(j)	24 Lancelot Crescent - 6/4/2010 MOB reported problems for the last two weeks. MM reported that this is on the foreman's check list and being monitored by SS.	MOB/DL
4(k)	Marley Walk, Willesden Green 20/4/2010 MM had no up-date. JR reported that JB had been asked to check overhanging vegetation and take appropriate action.	JR/DL
4(l)	10 Brondesbury Villas – 27/4/2010 MM reported that this is on the foreman's check list. MM reported no problems this week. Monitoring to continue.	JR/DL
4(m)	2C Furness Road – 27/4/2010 MM reported this was checked and found emptied. Supervisor will monitor for next 4 weeks. MM reported no problems this week.	JR/DL
4(n)	Newland Court, Forty Avenue – 27/4/2010	Completed

	AK and TOR are investigating this matter. MOB to keep the meeting up-dated. MOB being dealt with by AK and TOR.	
4(o)	Woodgrange Ave j/w Kenton Rd Recycling Bank – 27/4/2010 MOB reported that StreetCare have no padlocks. Passed to NSL.	JR/DL
4(p)	Kingsbury Road j/w Pipers Green Recycling Bank – 27/4/2010 MOB reported that DK will deal with this matter, however RK is covering as DK is on leave so he is currently investigating. MOB – in hand.	JR/DL
4(q)	36 Newton Road – 4/5/2010 MM reported that DL had the photos and will send them by email later today. MOB – monitoring is taking place.	DL/MOB
4(r)	87 Dollis Hill Ave, NW2 – 11/5/2010 JR reported that the resident had complained about the crew leaving contaminated items from her and neighbours boxes in front of her property. MM reported that this will be on the foreman's check list for the next 4 weeks. JB has spoken to and educated the resident re recycling. MM reported no new problems.	JR/MM
4(s)	Unjustified Reports – 11/5/2010 JR highlighted three separate reports that had been 'unjustified' by the Veolia Control room. (1048596, 1048587 and 1048571). Two were for fly tipping reports that had been cleared by a crew on their scheduled visit by the time the crew arrived and the other was a dirty street that was cleaned after the report by the sweeper as per his schedule. JR said that to 'unjustify' these and other reports wasn't within the spirit of the contract and could be construed that Veolia were taking the reports as false when in fact this wasn't the case. The reports should be shown as actioned, even if the action wasn't as a result of the report; hence showing that the street had been cleaned and the fly tips had been cleared albeit on scheduled patrols and sweepings. JfM agreed to ask Nadine to up-date similar reports as cleared so long as the crew had checked and found the work already completed.	JR/JfM
4(t)	Contaminated Banks and Organic bins – 11/5/2010 MM asked that JR and MOB feed back to the client officers that contaminated bins are cleared on Saturdays. He asked that officers be reminder to enter their requests onto Contender so that a full list can be printed and given to the crew for collection. MM reported that he has had several emails and has to reply every time requesting that the instructions be placed on Contender to ensure the work is completed. MOB e-mailed officers.	Completed
4(u)	Grab Lorry – 11/5/2010 JfM reported that the grab lorry is in for a major service before its MOT. It is hoped to have it back in use by next Monday. MOB e-mailed officers.	Completed

4(v)		Grass Cuttings in Barnhill – 11/5/2010 JfM reported that the verges in Barnhill had been cut and the grass cuttings were all over the roads and pavements. JR agreed to ask NSL to report the matter to Parks department who cut the grass.	Completed.
4(w)		North Circular Road Waste Collections – 11/5/2010 JfM asked that the StreetCare Officers covering the NCRd could be informed that the collection of waste occurs once a day. These collections are normally completed before midday. Any reports of waste out or fly tips will be cleared during the collection the following day. JfM said that as this was in agreement with the arrangement made between TP, CW and IS as this is a red route with special collection problems. JR agreed to forward this to the Officers who cover the NCRd.	Completed
4(x)		116 Preston Road - 11/5/2010 MOB reported that he is dealing with a Stage One complaint concerning spillage. He added that he had checked and collections had been OK for the past two weeks. MM reported that he will get the foreman to check for the next 4 weeks. SS and MM reported no new problems.	MOB/MM
5.		<u>Problems</u>	
5(a)		On Going Problems	
	5a(i)	Vivian Gardens Cllr complaint that recycling crews are throwing boxes and bins and smoking in vehicle. E-mail (including vehicle registration number) sent to DL.	MOB/MM
	5a(ii)	Recycling Fob for Hillrise Court, Kenton. MOB passed over new access fob to SS but requested old fob back.	MOB/SS
	5(a)iii	Northwick Park Paper Bin MOB reported that this needs emptying. SS updated that the lock is broken, Veolia cannot gain access and empty the bin, and the liner is missing. MOB to pass to TM who installed the bins – get Linpac to repair (if possible).	TM/SS
6.		<u>Corrective Action Plans</u>	
6(a)		New C.A.P. No new CAPs.	

6(b)	6(b)i	On-Going Reviews Harrow Road, Queens Park section CAP 38 StreetCare and Veolia supervisors to monitor that all refuse and recycling containers are emptied and returned properly to the appropriate properties. JR again reported collections were completed properly last week and recorded as such by SAR. MM reported no new problems and LH, foreman, checks this weekly.	CAP 38 4/4/2010 to 18/5/2010
6(c)		End Review No CAP end reviews.	
6(d)		Failures for Forwarding No CAPs for forwarding.	
7.		<u>Other Specific Events</u>	
7(a)		Wembley Events	
	7(a)i	Last Event MOB reported cleansing went well on Saturday and Sunday.	Information
	7(a)ii	Next Event Saturday the 22nd May the Championship Play off Final with a large crowd expected. To be covered by MM and MOB working on this. Monday 24 th May – England v Mexico – 20.00 kick off. Sat 29 th May – League 1 Play off final Sunday 30 th May – League 2 Play off final.	Information
7(b)		Special Projects No special projects at this time.	
7(c)		Gritting, Leafing, Bins and Weeds	
	7(c)i	Gritting JfM reported that there may be a delay in getting the grit bins into the new Village at Roundwood Park	
	7(c)ii	Leafing No reports	
	7(c)iii	Weeds JfM reported that the back pack spraying of weeds started yesterday and will be completed by the end of May. The new mechanical motorised weeding system will start on the eight Wards on 25 th May and the whole of Brent should be completed by the end of May. The weeds need to be left for a minimum of 10 days after spraying before removal so the chemical has time to kill the roots. JR reported that he had asked the SC Officers to place Contender weeds reports on hold and to inform the respective Village Manager by phone, text or email of the locations. JfM updated that Preston was being sprayed by Veolia. MOB said he was sceptical that the	

7(d)		Veolia resource could weed spray all of the roads in each ward within the available time.	
	7(c)iv	Bins and Boxes 240L green bins have been ordered. No delivery time given.	
		Missed Collections Missed collection figures were distributed at the meeting. JR reminded the meeting that these were reported by residents and may possibly contain some contaminations. JR produced rectifications figures from 1 st April with comparison graphs.	
	7(d)i	Domestic Refuse JR reported that recorded missed refuse collections dropped from 31 to 22 last week. This is within the nation collection target of 40 every 100,000 and for the second week running one of the best reports since the start of recording missed collections in Brent.	
	7(d)ii	Green Box JR reported that recorded missed green box collections stayed the same at 24. This is within the national collection target of 35.	
	7(d)iii	Organic JR reported that recorded missed organic collections increased from 36 to 42. This figure will undoubtedly contain some bins that were deliberately left because of contamination	
	7(d)iv	Estates JR produced the missed collection figures for estates up until the end of April. The average annual monthly figure for missed collections is 19 but for the last 6 months is 13½ showing a 30% improvement.	
7(e)	7(d)v	Rectification Points JR presented rectification figures from 1 st April to last week along with a bar graph showing comparable figures since the start of the contract. This graph shows a continual improvement since 2007 particularly for the street cleansing part of the contract.	
		NI195 Update JR reported that he had information that suggested the first tranche of the NI195 survey will take place between 14 th and 25 th June. The surveying team had offered to give a presentation of their findings to StreetCare. Numbers attending will be dictated by the size of the room used for the presentation. This presentation will probably take place towards the end of the week commencing on 5 th July. JR invited JfM and the Veolia Managers responsible for the target wards to the presentation along with SC Managers and the SC Officers responsible for the target Wards.	
8.		<u>Any Other Matters</u>	

8(a)		Special Projects No current special projects	
8(b)	8(b)i	Other Matters <i>New Builds</i> JR reported that he was in discussion to find out all the new builds in Brent. There maybe some problem splitting the domestic and the business properties.	DL/JR
9.		<u>Next Meeting</u> The next meeting of this group will be held on at 10am on Tuesday 25 th May 2010 at Laxcon Close, NW10.	