

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Performance Meeting held at Laxcon Close

Tuesday 1st June 2010

No.	Item	Actions
1.	<p><u>Persons Present</u></p> <p>John Rymer (JR) StreetCare Team Leader Mark O'Brien (MOB) StreetCare Team Leader Neal St Lewis (NSL) StreetCare Street Environment Manager Jean-Francois Moreau (JfM) Veolia – Senior Cleaning 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>Paul Booth (PB) Veolia – Senior Refuse Manager Mick Minogue (MM) Veolia –Recycling Environmental Manager Steve Speller (SS) Veolia – Recycling Environmental Manager</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on Tuesday 25th 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 there appear to be serious problems with water supply and that the extra costs may put this project outside of the budget available.</p> <p><i>4(b) Green Box Contamination</i> MM reported that SS is still sorting the information.</p>	<p>JfM/JR</p> <p>JfM/JR</p> <p>JR/MOB/ CW/DL</p>

4(c)	Riverside Gardens EB reported Still problematic. Last week the crew couldn't clear the refuse until Bank Holiday Monday.	MOB/DL/ EB
4(d)	Atlas Road/Flats Opposite Alperton Station EB reported that there are about 600 flats under construction here and there is a need for storage facilities for refuse and recycling to be investigated and arranged. TM/MOB will liaise with developer to arrange this. This issue is now completed.	Completed
4(e)	Mallard Court/Mallard Way – Welsh Harp - 16/2/2010 DL reported that one of the residents reported there was talk of installing 360L bins. Ongoing progress is slow.	MOB/DL
4(f)	Ticket for Mechanical Sweeper in Bus Lane - 23/2/2010 NSL is in liaison with Parking over this matter.	NSL/JfM
4(g)	Blenheim Gardens, Preston – 2/3/2010 Awaiting start of works. There is nothing more this meeting can do to progress this issue.	Completed
4(h)	Windermere Avenue – 9/3/2010 Awaiting the installation of yellow lines at this location to resolve the problem. There is nothing more this meeting can do to progress this issue.	Completed
4(i)	24 Lancelot Crescent - 6/4/2010 All recent checks show collections are being collected properly. MOB suggested checks should remain for one more week.	MOB/DL
4(j)	10 Brondesbury Villas – 27/4/2010 DL reported that this is on the foreman's check list. JR reported no problems last week. This matter can now be closed.	Completed
4(k)	2C Furness Road – 27/4/2010 JR reported no problems with collections last week. This matter can now be closed.	Completed
4(l)	Woodgrange Ave j/w Kenton Rd Recycling Bank – 27/4/2010 MOB been on AL. Awaiting feedback from MOB next week.	MOB/DL
4(m)	Kingsbury Road j/w Pipers Green Recycling Bank – 27/4/2010 Awaiting feedback from DK via MOB	MOB/DL
4(n)	87 Dollis Hill Ave, NW2 – 11/5/2010 JR reported no problems last week.	JR/DL
4(o)	Unjustified Reports – 11/5/2010 This meeting was held. JR also spoke to Chatan and Nadine is to be invited to the new Contender meetings where this issue should really be resolved	Completed

4(p)		116 Preston Road - 11/5/2010 This is Stage One complaint concerning spillage. MOB and DL reported no problems last collection.	MOB/MM
4(q)		Northwick Park Paper Bin – 18/5/2010 MOB will check with TM to make sure repair was completed.	MOB/DL
4(r)		Grand Parade – 25/5/2010 JR reported that this is being investigated with sect 154 notices to be issued for cutting back overgrown vegetation.	MOB/DL
4(s)		St Francis Lodge, Harrow Road, Sudbury – 25/5/2010 MOB will liaise with TM over the replacement of bins not fit for purpose.	MOB/DL
4(t)		George Furness House, Grange Road – 25/5/2010 JR reported that KO has spoken and written to the managing agents regarding the issue of only one bin being used by residents and the rest placed on floor as surplice. If this doesn't work further action will be taken.	JR/EB
5.		<u>Problems</u>	
5(a)		On Going Problems	
	5a(i)	35/36 Shakespeare Road – 1/6/2010 This issue concerns an allegation of racist remarks and abuse by green box crew that is now a Stage One complaint. DL reported that MM is conducting a full investigation and MOB will be advised of the outcome.	MOB/DL
	5a(ii)	7 Hayden Close – 1/6/2010 MOB reported that this issue concerns a reported abuse by crew to resident. DL reported this will be investigated.	MOB/DL
	5(a)iii	North Circular Road – 1/6/2010 MOB showed photographs of cleaning issues on NCRd from Ealing Road to Park Royal to JfM. JfM agreed to investigate and report back at the next meeting.	MOB/JfM
	5(a)iv	33 Glengall Road – 1/6/2010 JR reported a Stage One complaint (SC 620841) concerning a delay in the collection of bio-sacks from this location. DL reported that the garden waste is in the wrong sacks. JR agreed to get MB to investigate.	JR/DL
	5(a)v	93a Ivy Road - 1/6/2010 JR reported Stage One complaint (SC620827) concerning spillage left in garden by green box crew; wheelie bins not being returned	JR/DL

	<p>properly (all collections) and spillage left in street after collections. DL reported that this will be checked by foreman.</p> <p>5(a)vi 12b Chevening Road – 1/6/2010 JR raised the issue of missed green box collections at this address. DL questioned whether this property should have this collection. JR agreed to investigate and report back next meeting.</p> <p>5(a)vii 53 Meadowbank – 1/6/2010 MOB reported that the bins were left obstructing access to this property. There were queries about where the bin was left initially by the resident. MOB will get AK to check and report back to the meeting.</p> <p>5(a)viii Change in Areas for Environmental Foremen for Recycling DL reported that as from 1st June MM will be covering the North of Brent and SS the South.</p> <p>5(a)ix Collection Managers on Leave DL told the meeting that over the next two months there will be a need for collection managers to cover each other's work during periods of annual leave. He agreed to let StreetCare know who is covering what services and when.</p> <p>5(a)x Forty Avenue Synagogue – 1/6/2010 EB reported that although the bins were left out at the above Synagogue and school the gates were locked so the crew couldn't complete the collections. The gates are normally open during term time.</p>	<p>JR/DL</p> <p>MOB/DL</p> <p>Information</p> <p>Information</p> <p>Information</p>
<p>6.</p> <p>6(a)</p> <p>6(b)</p> <p>6(c)</p> <p>6(d)</p>	<p><u>Corrective Action Plans</u></p> <p>New C.A.P. No new CAPs.</p> <p>On-Going Reviews No CAPs for reviewing</p> <p>End Review No CAPs for end reviews.</p> <p>Failures for Forwarding No CAPs for forwarding.</p>	
<p>7.</p> <p>7(a)</p>	<p><u>Other Specific Events</u></p> <p>Wembley Events</p>	

	7(a)i	Last Event Saturday 29 th May – League 1 Play off final. Large crowd with some disturbances but clean up went well. Sunday 30 th May – League 2 Play off final. Small crowd and clean up went very well.	Information
	7(a)ii	Next Event Sunday 6 th June – music event.	Information
	7(b)	Special Projects No special projects at this time.	
	7(c)	Gritting, Leafing, Bins and Weeds	
	7(c)i	Gritting No reports	
	7(c)ii	Leafing No reports	
	7(c)iii	Weeds JfM reported that they weed spraying was now completed across Brent. Digging out will start next week. JR offered the help of a team from Operation Payback on Mondays and Saturdays to assist with the removal of sprayed weeds from the public highway. JfM accepted the offer and agreed that a manager will meet them and explain what is required.	
	7(c)iv	Bins and Boxes NSL had agreed that the bins with no liners were not of the type used now and due to this and their overall condition these were now redundant.	
	7(d)	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.	
	7(d)i	Domestic Refuse JR reported that recorded missed refuse collections rose from 43 to 57 last week.	
	7(d)ii	Green Box JR reported that recorded missed green box collections decreased from 28 to 26 last week. This is within the national collection target of 35 that refers direct to Brent	
	7(d)iii	Organic JR reported that recorded missed organic collections increased from 46 to 81 last week. DL reported that this was probably due to vehicle breakdowns.	

7(e)	7(d)iv	Estates JR reported that the missed estate collections will be produced for next meeting. Provisional interrogation shows 14 missed estate collections for May.	
	7(d)v	Rectification Points JR produced figures and graphical representations for rectification points issued over the past two weeks. There was a decrease from 358 to 95 two weeks ago with an increase from 95 to 262 last week. JR highlighted that some points had been put on mistakenly and these had been manually removed from these figures.	
		NI195 Update JR reminded the meeting that Traunche One for 2010/11 will commence in two weeks time on 14 th June 2010.	
8.		<u>Any Other Matters</u>	
8(a)		Special Projects No current special projects	
8(b)		Other Matters No other matters	
9.		<u>Next Meeting</u> The next meeting of this group will be held on at 10am on Tuesday 8 th June 2010 at Laxcon Close, NW10.	