

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Performance Meeting held at Laxcon Close

Tuesday 15th 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 Jean-Francois Moreau (JfM) Veolia – Senior Cleaning Manager Eugene Buckley (EB) Veolia - Refuse Environmental Manager Steve Speller (SS) Veolia – Recycling 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 Neal St Lewis (NSL) StreetCare Street Environment Manager Dave Lynas (DL) Veolia – Senior Recycling Manager Tanya O'Rourke (TOR) StreetCare – Waste Ed and Env Officer</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on Tuesday 8th June 2010 were circulated and were agreed as an accurate record.</p>	
4.	<p><u>Matters Arising</u></p> <p>4(a) Unfinished Villages 4(a)</p> <p>4(a)i Kilburn JfM reported that the depot will be opened next Monday although the problem with electrical supply hasn't yet been resolved.</p> <p>4(a)ii Harlesden/Willesden JfM reported that this location is under review as there is no water nor electricity</p> <p>4(b) Riverside Gardens MOB reported on-going problems. Problems last week. Mostly collected on Friday, remainder collected on Saturday.</p>	<p>JfM/JR</p> <p>JfM/JR</p> <p>MOB/DL/ EB</p>

4(c)	<p>Mallard Court/Mallard Way – Welsh Harp - 16/2/2010 MOB reported that BHP will install hard standings for the 1100L and 370L wheelie bins. No completion date given. Still outstanding.</p>	MOB/DL
4(d)	<p>Ticket for Mechanical Sweeper in Bus Lane - 23/2/2010 JR reported that NSL has liaised with ML who has issued instructions for no PCN to be issued unless the mechanicals aren't sweeping. JfM stated that they had to drive into the bus lanes then turn on their sweepers. JR said that he felt this wouldn't be a problem; the problem would be if the vehicle stopped and the driver/crew went into a shop or café. JR to confirm this with NSL.</p>	NSL/JfM
4(e)	<p>Woodgrange Ave j/w Kenton Rd Recycling Bank – 27/4/2010 MOB reported that this matter is now completed</p>	Completed
4(f)	<p>Kingsbury Road j/w Pipers Green Recycling Bank – 27/4/2010 MOB reported that this matter is now completed</p>	Completed
4(g)	<p>116 Preston Road - 11/5/2010 MOB reported that there was a problem last week with this collection. Monitoring to continue. It was suggested that the residents maybe refilling etc in order to gain compensation that MOB had refused at Stage One.</p>	MOB/DL
4(h)		
4(i)	<p>Northwick Park Paper Bin – 18/5/2010 MOB reported the inner bin is still outstanding.</p>	MOB/DL
4(j)	<p>Grand Parade – 25/5/2010 EB reported that the problem still exists. MOB awaiting further feedback from AK.</p>	MOB/DL
4(k)	<p>St Francis Lodge, Harrow Road, Northwick Park – 25/5/2010 MOB reported that PCHA were awaiting delivery of new bins. This should resolve this issue.</p>	MOB/DL
4(l)	<p>George Furness House, Grange Road – 25/5/2010 JR reported that KO had instructed crew not to collect last week. JR also reported that he had visited the site and completely agreed with KO's actions as the bins were inaccessible due to waste dumped in front of the wheels inside the bin shed. KO is in contact with the managing agents who have been told about the problem once again. Monitoring to continue.</p>	JR/EB
4(m)	<p>35/36 Shakespeare Road – 1/6/2010 SS liaised with MOB and the Stage One has been sent. Described as 6 of one and half a dozen of the other.</p>	Completed
4(n)	<p>93a Ivy Road - 1/6/2010 JR reported once again no adverse reports last week and monitoring by Veolia and SC to continue.</p>	JR/DL

4(o)		12b Chevening Road – 1/6/2010 JR reported that this is a flat above shops. He still needs to discuss this issue with CW before removing the GB service	JR/DL
4(p)		103B Anson Road, NW2 – 8/6/2010 JR reported no adverse reports this week. AMD had checked and box was out on Thursday at 8am with no contaminations. Monitoring to continue	JR/DL
4(q)		5a Wrotesley Road, NW10 – 8/6/2010 JR reported no adverse reports this week. CM checked and the collection was one of the last to be completed on Wednesday. Monitoring to continue	JR/DL
4(r)		39 Kings Drive, Barnhill – 8/6/2010 EB reported the problem is where to leave the bin after collection. MOB reported problems again last week. He agreed to check this week and report back to the next meeting.	MOB/DL
4(s)		61 Edison Drive, Preston – 8/6/2010 SS reported no useful information obtained from the crew as they had no idea what had happened to the trainers.	MOB/DL
4(t)		Extending Litter Pickers – 8/6/2010 JfM reported that this matter is still being investigated.	MOB/JfM
4(u)		Bio Sacks Stock – 8/6/2010 JR reported that NSL had ordered another 20k bio-sacks. There is no time scale for delivery although the supplier reported there are sufficient in stock.	NSL/DL
5.		<u>Problems</u>	
5(a)		On Going Problems	
	5a(i)	Litchfield Gardens, NW10 – 15/6/2010 JR handed over photographs showing street with litter and weeds. JfM will discuss with Village manager and get actioned.	JR/JfM
	5a(ii)	Chaplin Road, NW2 – 15/6/2010 JR handed over photographs showing street with litter at Grade D and leaf fall. JfM will discuss with Village manager and get actioned.	JR/JfM
	5(a)iii	Glebe Road, NW10 – 15/6/2010 JR handed over photographs showing street with litter and plastic bottle. JfM will discuss with Village manager and get actioned.	JR/JfM
	5(a)iv	Park Avenue, NW2 – 15/6/2010 JR handed over photographs showing street with litter and leaf fall.	JR/JfM

		JfM will discuss with Village manager and get actioned.	
	5(a)v	Tower Road, NW10 – 15/6/2010 JR handed over photographs showing street with overgrown weeds. JfM will discuss with Village manager and get actioned.	JR/JfM
	5(a)vi	Clare Road, NW10 – 15/6/2010 JR handed over photographs showing street with weeds. JfM will discuss with Village manager and get actioned.	JR/JfM
	5(a)vii	Villiers Road, NW2 – 15/6/2010 JR handed over photographs showing street with weeds. JfM will discuss with Village manager and get actioned.	JR/JfM
	5(a)viii	Victoria Road, NW6 – 15/6/2010 JR reported Stage One complaint concerning a dirty street. This was investigated by MB and it appears that temp sweeper was nowhere good enough. Normal sweeper is back and good standard has resumed. No further action appears necessary. MB will monitor.	Completed
	5(a)ix	29 Grasmere Avenue, Preston – 15/6/2010 MOB reported an allegation of abuse by the crew (shouting and swearing) that is being investigated by MM. Report when investigation is completed.	MOB/MM
	5(a)x	20 Selhurst Close, Kenton – 15/6/2010 MOB reported a collection problem at this property that needs to be investigated and monitored.	MOB/DL
	5(a)xi	17/19 Cooper Road, NW10 – 15/6/2010 SS reported crew had suffered abuse by the resident although when monitored last Friday there were no untoward incidents. JR will inform KO and ask him to contact SS for joint monitoring.	JR/SS
	5(a)xii	70? Anson Road, NW2 – 15/6/2010 SS reported that threats were made to the crew and the police were called by the resident. SS attended as did the police. No arrests or action against the crew was taken by the police. JR will inform AMD and ask her to monitor.	JR/SS
	5(a)xiii	Collection of Organic Bins, NW6 – 15/6/2010 There was a discussion over an email sent by JR regarding the removal of organic bins from premises in Kilburn Ward. Suffice to say that the matter was resolved.	Completed
6.		<u>Corrective Action Plans</u>	
6(a)		New C.A.P. No new CAPs.	

6(b)		On-Going Reviews No CAPs for reviewing	
6(c)		End Review No CAPs for 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 The last event was reported on last week	Information
	7(a)ii	Next Event Saturday 19 th June – Green Day. TD is managing this clean up. Dean Percival is senior manager next weekend with KE and NE.	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 the addition 13 temporary workers started on Monday and were already making an impression on the removal of weeds. They will concentrate on the target wards for the NI195 and when completed will move on. MOB/JR reported that the weeds where the quad bikes were used seem to have been affected much more than where back pack spraying took place. It was agreed that this may have been because when the quad bikes started the weather was exceedingly warm and dry and as such ideal for spraying weeds.	JfM
	7(c)iv	Bins and Boxes See 8(b)i below	
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 and mistakes. He also	

		noted that there was an increase in missed collections for all services which he believed were due to breakdowns.	
	7(d)i	Domestic Refuse JR reported that recorded missed refuse collections increased from 52 to 86 last week. EB reported that domestic collections were plagued with breakdowns last week	Information
	7(d)ii	Green Box JR reported that recorded missed green box collections increased from 17 to 47 last week. SS reflected this was probably the result of breakdowns	Information
	7(d)iii	Organic JR reported that recorded missed organic collections increased from 58 to 70 last week. SS reported that this was probably due to vehicle breakdowns.	Information
	7(d)iv	Estates Next report to be provided in July.	Information
	7(d)v	Rectification Points JR produced figures and graphical representations for rectification points issued over the past week. There was an increase from 339 to 444 last week. JR highlighted that some points had been put on mistakenly and these had been manually removed from these figures.	Information
7(e)		NI195 Update JR reminded the meeting that Traunche One for 2010/11 commenced yesterday on Monday 14 th June 2010.	Information
8.		<u>Any Other Matters</u>	
8(a)		Special Projects No current special projects	
8(b)		Other Matters	
	8(b)i	Cricklewood Clean Up JR thanked Jf for the loan of the litter pickers for the clean up on Sunday 13 th June in Cricklewood. All streets, verges, flower beds and other accessible areas were litter picked. The area was from Broadway, Temple Road, Gladstone Park and Ashford Road. Thanks also to the late pick up for clearing all the sacks of litter.	Information
	8(b)ii	Carnival Clean Up JR reminded the meeting that the Notting Hill Carnival was about 10 weeks away and the clean up method should be decided soon. JfM	JR/JfM

		<p>agreed to research what happened last year and bring details to the next meeting for discussion.</p> <p>Collection Vehicle Breakdowns</p> <p>There was a discussion around the breakdowns of vehicles that appear to be more regular. MOB reminded EB and SS that any reports of breakdowns should be relayed to StreetCare so the Call Centre can be informed and they can up date any residents that call in to report missed collections.</p> <p>MOB and JR noted that although there were breakdowns some of the crews worked late and by the end of the week all collections were completed.</p>	
9.		<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 22nd June 2010 at Laxcon Close, NW10.</p>	