

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Performance Meeting held at Laxcon Close

Tuesday 22nd 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</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Neal St Lewis (NSL) StreetCare Street Environment Manager Tanya O'Rourke (TOR) StreetCare – Waste Ed and Env Officer Mick Minogue (MM) Veolia –Recycling Environmental Manager Dave Lynas (DL) Veolia – Senior Recycling 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 15th June 2010 were circulated and were agreed as an accurate record.</p>	
4.	<p><u>Matters Arising</u></p> <p>4(a) <i>Unfinished Villages 4(a)</i></p> <p>4(a)i <i>Kilburn</i> JfM reported that the village depot will be opened on Monday 28th June.</p> <p>4(a)ii <i>Harlesden/Willesden</i> JfM reported that this location is still under review as there is no water or electricity.</p> <p>4(b) <i>Riverside Gardens</i> MOB reported on-going problems. No access yesterdays although EB reported all cleared this morning. MOB reported that yellow lines will not be installed before 31st August.</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 confirmed with NSL. This matter is now resolved.</p>	Completed
4(e)	<p>116 Preston Road - 11/5/2010 MOB reported that there were no reported problems last week. Monitoring to continue.</p>	MOB/DL
4(f)	<p>Northwick Park Paper Bin – 18/5/2010 MOB reported he was waiting feedback from TM</p>	MOB/DL
4(g)	<p>Grand Parade – 25/5/2010 MOB reported Sect 154 notices were served by AK. There is now 14 days before further action can be taken.</p>	MOB/DL
4(h)	<p>St Francis Lodge, Harrow Road, Northwick Park – 25/5/2010 MOB reported Veolia cleared the excess. PM is to check and monitor.</p>	MOB/DL
4(i)	<p>George Furness House, Grange Road – 25/5/2010 JR reported that KO had instructed crew not to remove carpet from two of the bins. He emailed land lord and this was eventually removed by them at no cost to Brent or Veolia. KO will continue to monitor.</p>	JR/EB
4(j)	<p>93a Ivy Road - 1/6/2010 JR reported that AMD found refuse bin not returned properly last collection. EB apologised as he was unable to check. Monitoring to continue.</p>	JR/DL
4(k)	<p>12b Chevening Road – 1/6/2010 JR reported that CW had agreed for the removal of the green box at the next collection. He asked to be informed so variation order can be submitted.</p>	JR/DL
4(l)	<p>103B Anson Road, NW2 – 8/6/2010 JR reported no adverse reports this week.</p>	JR/DL
4(m)	<p>5a Wrotesley Road, NW10 – 8/6/2010 JR reported no adverse reports this week.</p>	JR/DL
4(n)	<p>39 Kings Drive, Barnhill – 8/6/2010 MOB there was a problem last collection. MOB has visited site and discussed the issued with EB and crew. The bins should be returned as best they can but not to be left on neighbour's driveway. Only location is on path obstructing access.</p>	MOB/DL

4(o)	61 Edison Drive, Preston – 8/6/2010 MOB reported that this matter was now completed.	Completed
4(p)	Extending Litter Pickers – 8/6/2010 JfM reported that this matter is still being investigated.	MOB/JfM
4(q)	Bio Sacks Stock – 8/6/2010 NA had reported that bio-sacks had been delivered to Marsh Road by storage contractor.	Completed
4(r)	Litchfield Gardens, NW10 – 15/6/2010 JfM reported that this road had now been sprayed. Awaiting for spray to take effect before weed removal.	JR/JfM
4(s)	Chaplin Road, NW2 – 15/6/2010 JfM reported that this road had been swept to a Grade A.	Completed
4(t)	Glebe Road, NW10 – 15/6/2010 JfM reported that this road had been swept to a Grade A.	Completed
4(u)	Park Avenue, NW2 – 15/6/2010 JfM reported that this road had been swept to a Grade A.	Completed
4(v)	Tower Road, NW10 – 15/6/2010 JfM reported that this road had been sprayed. Waiting for spray to take effect before weed removal.	JR/JfM
4(w)	Clare Road, NW10 – 15/6/2010 JR reported weeds still present. JfM to check if road has been sprayed.	JR/JfM
4(x)	Villiers Road, NW2 – 15/6/2010 JR reported weeds still present. JfM to check if road has been sprayed.	JR/JfM
4(y)	29 Grasmere Avenue, Preston – 15/6/2010 MOB reported investigation was completed and matter is now completed.	Completed
4(z)	20 Selhurst Close, Kenton – 15/6/2010 MOB reported no adverse reports last week. Requested monitoring to continue.	MOB/DL
4(aa)	17/19 Cooper Road, NW10 – 15/6/2010 JR reported that KO was aware and was liaising with SS. It was agreed that any further incidents should be immediately brought to the attention of meeting. At this time the matter is now closed.	Completed
4(ab)	70? Anson Road, NW2 – 15/6/2010 JR reported that he is awaiting feedback from SS	JR/SS

<p>5.</p> <p>5(a)</p>		<p><u>Problems</u></p> <p>On Going Problems</p> <p>5a(i) <i>Contender Responses by Veolia</i> JR reported that Officers were unhappy with the term ‘Unjustified’ being used. JfM agreed that it was unsatisfactory and he will discuss with TP and NA a suitable alternative. JR agreed to discuss this with CW so that both CW and TP can discuss at their next meeting. NA and CP had agreed to liaise before the introduction of Version8.</p> <p>5a(ii) <i>Airco Close, NW9 – 22/6/2010</i> MOB reported alleged abuse by crew to resident. EB was aware of details and will investigate and report back to this meeting.</p> <p>5(a)iii <i>174 Salmon Street – 22/6/2010</i> MOB reported wheelie bin left on neighbour’s driveway. To be monitored.</p> <p>5(a)iv <i>Empire Way Shops – 22/6/2010</i> MOB reported and handed over CD of CCTV film of crew throwing litter bin into pick up. JfM will investigate.</p> <p>5(a)v <i>Overgrown Vegetation – 22/6/2010</i> JfM reported a request from officer to cut back overgrown vegetation. MOB agreed to investigate and will report back.</p> <p>5(a)vi <i>Windermere Avenue Collections behind shops – 22/6/2010</i> EB reported the difficulty of wheeling 1100L wheelie bins over 80m of unmade surface at this location. Suggested that 1100L be replaced with 240L bins to minimise H&S risk. MOB will investigate with RAD.</p> <p>5(a)vii <i>Weeds – 22/6/2010</i> JfM agreed that at this stage any reports of weeds should be reported on Contender. He asked that Officer continues to inform respective Village manager of the problem by phone, text or email. JR agreed to relay this to the StreetCare Officers.</p> <p>5(a)viii <i>Stock of bins and bio sacks – 22/6/2010</i> It was noted that IS used to monitor sock and was in charge of re-ordering when items became depleted. JR and MOB agreed to discuss this with NSL so that a more systematic approach can be made to maintaining reasonable levels of stock.</p>	<p>JR/JfM</p> <p>MOB/EB</p> <p>MOB/EB</p> <p>MOB/JfM</p> <p>MOB/JfM</p> <p>MOB/EB</p> <p>JR/JfM</p> <p>JR & MOB</p>
<p>6.</p> <p>6(a)</p>		<p><u>Corrective Action Plans</u></p> <p>New C.A.P. No new CAPs.</p>	

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 Saturday 19 th June – Green Day music concert. All reported that everything went well. MOB monitored and TD manager i/c cleaning.	Information
	7(a)ii	Next Event End of August.	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 had made a definite improvement and were due to have completed their work by the end of this week. Please see 5(a) vii above re Contender reports.	Information
	7(c)iv	Bins and Boxes See 5(a) viii above	Information
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 a general decrease in missed collections compared to the previous week.	
	7(d)i	Domestic Refuse	Information

7(e)	7(d)ii	<p>JR reported that recorded missed refuse collections decreased from 86 to 57 last week.</p> <p>Green Box JR reported that recorded missed green box collections increased from 47 to 51 last week. SS reflected this was probably the result of breakdowns</p>	Information
	7(d)iii	<p>Organic JR reported that recorded missed organic collections decreased from 70 to 62 last week.</p>	Information
	7(d)iv	<p>Estates Next report to be provided in July.</p>	Information
	7(d)v	<p>Rectification Points JR produced figures and graphical representations for rectification points issued over the past week. There was an increase from 444 to 682 last week. JR highlighted that some points had been put on mistakenly and these had been manually removed from these figures. Many Grade Cs believed due to sweepers being involved in urgent weed removal</p>	Information
		<p>NI195 Update JR reminded the meeting that Traunche One for 2010/11 commenced last Monday on 14th June 2010 and should be completed by this Friday. JR reminded JfM of the invitation to the presentation of the NI195 results on 8th July at StreetCare. Date to be confirmed. All Village managers welcome.</p>	Information
8.		<u>Any Other Matters</u>	JR/JfM
8(a)		<p>Special Projects No current special projects</p>	
8(b)		Other Matters	
	8(b)i	<p>Carnival Clean Up JfM hoped to present the method statement for Carnival Clean Up 2010 to TP for approval this week and present it to next week's meeting</p>	
9.		<p><u>Next Meeting</u> The next meeting of this group will be held on at 10am on Tuesday 29th June 2010 at Laxcon Close, NW10.</p>	