

**StreetCare (StreetScene) / Veolia**

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

**Tuesday 13<sup>th</sup> July 2010**

No.	Item	Actions
1.	<p><b><u>Persons Present</u></b></p> <p>John Rymer (JR) StreetCare Team Leader  Jean-Francois Moreau (JfM) Veolia – Senior Cleaning Manager  Eugene Buckley (EB) Veolia - Refuse Environmental Manager  Dave Lynas (DL) Veolia – Senior Recycling Manager</p>	
2.	<p><b><u>Apologies for Absence</u></b></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  Steve Speller (SS) Veolia – Recycling Environmental Manager  Mark O'Brien (MOB) StreetCare Team Leader</p>	
3.	<p><b><u>Minutes of Previous Meeting</u></b></p> <p>The minutes of the meeting held on Tuesday 29<sup>th</sup> June 2010 were circulated 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 the village depot was opened last week.</p> <p><b><i>4(a)ii Harlesden/Willesden</i></b>  JfM reported that this location is still under review as there is no water or electricity.</p> <p><b><i>4(b) Riverside Gardens</i></b>  EB reported that the crew are pulling out the bins at weekends with no assistance from the residents. Some bins are left at the rear of the properties. The meeting was reminded that yellow lines will not be installed before 31<sup>st</sup> August 2010 at the very earliest.</p>	<p><b>Completed</b></p> <p><b>JfM/JR</b></p> <p><b>MOB/DL/ EB</b></p>

<b>4(c)</b>	<p><b>Mallard Court/Mallard Way – Welsh Harp - 16/2/2010</b></p> <p>MOB reported that BHP will install hard standings for the 1100L and 370L wheelie bins. No completion date given. Still outstanding. DL and EB asked that BHP be reminded and chased up by StreetCare.</p>	<b>MOB/DL</b>
<b>4(d)</b>	<p><b>116 Preston Road - 11/5/2010</b></p> <p>JR reported that there were no reported problems last week. Monitoring to continue.</p>	<b>MOB/DL</b>
<b>4(e)</b>	<p><b>Grand Parade – 25/5/2010</b></p> <p>EB reported that the problem still exists. He asked if AB could move along the enforcement process as the 14 day Notice should have expired by now.</p>	<b>MOB/DL</b>
<b>4(f)</b>	<p><b>St Francis Lodge, Harrow Road, Northwick Park – 25/5/2010</b></p> <p>MOB reported Veolia cleared the excess. PM is to check and monitor. PCHA are buying bins and a letter is being sent to them to remind them of their duties. This problem is still on-going</p>	<b>MOB/DL</b>
<b>4(g)</b>	<p><b>George Furness House, Grange Road – 25/5/2010</b></p> <p>EB reported that this problem had slightly improved thanks to the efforts and work and liaison being put in by KO with Veolia and the Housing Association.</p>	<b>JR/EB</b>
<b>4(h)</b>	<p><b>93a Ivy Road - 1/6/2010</b></p> <p>JR reported that this was checked and found to be OK on 7<sup>th</sup> July. Records show problems on 16<sup>th</sup> and 23<sup>rd</sup> June. Monitoring to continue.</p>	<b>JR/DL</b>
<b>4(i)</b>	<p><b>12b Chevening Road – 1/6/2010</b></p> <p>As there was no information whether the green bin had been removed JR requested that it be removed at the time of the next collection. JR agreed to write to the resident explaining that property isn't suitable for a GB collection due to there being nowhere safe to leave the box for collection without causing a trip hazard etc.</p>	<b>JR/DL</b>
<b>4(j)</b>	<p><b>103B Anson Road, NW2 – 8/6/2010</b></p> <p>JR reported no adverse reports this week. This matter is now completed.</p>	<b>Completed</b>
<b>4(k)</b>	<p><b>5a Wrotesley Road, NW10 – 8/6/2010</b></p> <p>JR reported no adverse reports this week. This matter can now be shown as completed although SC will continue to monitor for the next few weeks.</p>	<b>JR/DL</b>
<b>4(l)</b>	<p><b>39 Kings Drive, Barnhill – 8/6/2010</b></p> <p>MOB previously 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>	<b>MOB/JfM</b>

<b>4(m)</b>	EB reported no problems this week. JR reported no reported problems last week.	<b>JR/JfM</b>
<b>4(n)</b>	<b><i>Litchfield Gardens, NW10 – 15/6/2010</i></b> JfM reported that the weeding is now completed	<b>Completed</b>
<b>4(o)</b>	<b><i>Tower Road. NW10 – 15/6/2010</i></b> JfM reported that the weeding is now completed	<b>Completed</b>
<b>4(p)</b>	<b><i>Clare Road, NW10 – 15/6/2010</i></b> JfM reported that the weeding is now completed	<b>Completed</b>
<b>4(q)</b>	<b><i>Villiers Road, NW2 – 15/6/2010</i></b> JfM reported that the weeding is now completed	<b>Completed</b>
<b>4(r)</b>	<b><i>20 Salehurst Close, Kenton – 15/6/2010</i></b> JR reported no adverse reports recorded last week	<b>MOB/DL</b>
<b>4(s)</b>	<b><i>70? Anson Road, NW2 – 15/6/2010</i></b> JR reported that there appears to be no ongoing problem at this address and any problems are now resolved. This problem is now completed.	<b>Completed</b>
<b>4(t)</b>	<b><i>Contender Responses by Veolia – 15/6/2010</i></b> JfM reported that there will be a new facility for entry by managers on the Veolia Echo system. This will be tested in 10 days time and should resolve the problem of ambiguous entries.	<b>JR/JfM</b>
<b>4(u)</b>	<b><i>174 Salmon Street – 22/6/2010</i></b> JR stated that there were no adverse reports last week. Monitoring to continue	<b>MOB/EB</b>
<b>4(v)</b>	<b><i>Empire Way Shops – 22/6/2010</i></b> JfM reported that the matter was investigated and it appears that the bin base was rotten with rust and the crew felt it safer to remove it before someone got hurt. The crew were instructed that they can take initiatives but must always inform their manager which they neglected to do.	<b>MOB/JfM</b>
<b>4(w)</b>	<b><i>Overgrown Vegetation – 22/6/2010</i></b> This matter is now completed	<b>Completed</b>
<b>4(x)</b>	<b><i>Windermere Avenue Collections behind shops – 22/6/2010</i></b> This awaits information from RAD through MOB. JR reported that this area was proposed as a 'clean up' area by the local SNT for Community Payback to complete. There was a question of funding for the waste disposal that was being researched.	<b>MOB/EB</b>
<b>4(y)</b>	<b><i>Weeds – 22/6/2010</i></b> JR reported that overgrown weeds are now being entered onto Contender. Most of the Officers are liaising with the Village	<b>Completed</b>

		Managers or foremen first. Further reports to be shown under agenda item at 7(c).	
<b>4(z)</b>		<b>Stock of bins and bio sacks – 22/6/2010</b> Monitoring of stock was still under discussion at SC.	<b>JR &amp; MOB</b>
<b>4(aa)</b>		<b>Tonnage Figures – Two Projects 29/6/2010</b> 1) Refuse vehicle going to Twyford “mini-mrf” 2) Refuse vehicle going to Powerday. DL asks for tonnage figures as he says there has been no feedback for two months. It was agreed to pass this to CW and JR will follow this up.	<b>CW/DL</b>
<b>4(ab)</b>		<b>93 Harlesden Road Collections – 29/6/2010</b> JR reported that containers were being returned to the wrong address. There were again no adverse reports last week after collections were completed.	<b>JR/DL</b>
<b>4(ac)</b>		<b>Victoria Road Sweeping – 29/6/2010</b> JR reported that there were problems along the first 50m off Kilburn High Road later in the day. JR asked that the late crew pays special attention to this section of the road.	<b>JR/JfM</b>
<b>4(ad)</b>		<b>Control Room – 29/6/2010</b> JR reported that up-dated rota was supplied to control room by MOB. JfM reported that calls had ceased. Problem now resolved.	<b>Completed</b>
<b>4(ae)</b>		<b>Highcroft Avenue Cleansing – 29/6/2010</b> JfM passed over photographs of weed and grass growth in service roads around this location and asked whether these areas are on specification. JR reported that no confirmation had been received from TM to date	<b>MOB/JfM</b>
<b>4(af)</b>		<b>New Hope Court, Harrow Road – 29/6/2010</b> JR agreed to get CM to arrange a meeting with EB and the managing agents to get the bins put in the right locations.	<b>EB/JR</b>
<b>4(ag)</b>		<b>Grand Parade, Forty Avenue 29/6/2010</b> EB asking for help with parking access problems here. Awaits feedback from MOB.	<b>MOB/EB</b>
<b>5.</b>		<b><u>Problems</u></b>	
<b>5(a)</b>		<b>On Going Problems</b>	
	<b>5a(i)</b>	<b>6 Compton Ave, Sudbury - 13/7/2010</b> JR reported on behalf of MOB a problem with the green box being left in the middle of the driveway after collection. Requested that crew be advised and monitoring commence for a few weeks to ensure problem is rectified.	<b>MOB/DL</b>

5a(ii)	<b>106 Clifford Gdns, NW10 - 13/7/2010</b> JR reported bins not being returned properly and being left obstructing the resident's pathway. SC and Veolia to monitor.	JR/DL
5(a)iii	<b>General Returning Bins Problem – 13/7/2010</b> JR reported that some Members had raised the issue at meetings that there was a widespread problem of bins and boxes not being returned properly after collections. JR was providing monthly figures to KB and he agreed to add these to the statistical data already supplied to this meeting. JR stated that he didn't feel that this was a problem for the residents as the latest satisfaction survey showed refuse and recycling collections in the top 5. This matter to be transferred to Item 7(d)v as an agenda item.	Information
5(a)iv	<b>NI195 Data</b> JR agreed to email JfM a copy of the NI195 data be sent to him but instructed that this information mustn't be generally released until agreed by KB.	Information
5(a)v	<b>Nexus Court, Malvern Rd, NW6 – 13/7/2010</b> EB reported an excessive amount of cardboard at Nexus Court where there is no green bin collection. He asked if SC could liaise with managing agents and Twyford to arrange for cardboard to be taken there and recycled as it is domestic waste. JR agreed to ask MB to investigate.	JR/EB
5(a)vi	<b>Neeld Court Collections, Tolkington – 13/7/2010</b> EB reported that the traffic management scheme in Harrow Rd outside Neeld Court had removed the dropped kerb that was used by the crews to push the bins for emptying and returning. EB requested site meeting with RAD and Transportation to resolve this problem.	MOB/EB
5(a)vii	<b>Cricklewood Broadway Trade Waste – 13/7/2010</b> EB reported that he was on last weekend and visited Cricklewood Broadway at about 7.30am. He reported that there was excessive trade waste between Walm Lane and Chichelle Road and Chichelle Road and Ashford Road. EB reported that the waste was predominantly trade although there may have been about 10% domestic from the flats above the shops. JR agreed to forward this to the Enforcement Team.	Information
5(a)viii	<b>Resources to remove weeds – 13/7/2010</b> JfM asked if the SC Officers could be informed that there are no additional resources to remove weeds until middle to end of August as was agreed by TP and CW at a recent meeting. JR agreed to send an email to officers.	JR/JfM
5(a)ix	<b>Disciplinary Hearing Evidence – 13/7/2010</b> MM explained to the meeting the importance of some evidence	JR/MM

		<p>obtained by a resident that was required to complete a disciplinary investigation. JR agreed to chase up the witness as AS and MOB were both on holiday. JR will liaise with MM when evidence is secured.</p> <p><b>5(a)x Enquiry by DL – 13/7/2010</b> DL handed JR some sensitive documents and asked that the matter be investigated as senior Veolia Managers were of some of the contents. JR agreed to pass the documents to CW.</p> <p><b>5(a)xi EB on Holiday</b> EB asked that JR inform SC Officers that he is away from work from this Thursday for 2 weeks. JR agreed to send email.</p> <p><b>5(a)xii Solidarity House, Chapter Rd – 13/7/2010</b> DL reported that the recycling bins are permanently contaminated. He requested education by SC to all residents. JR agreed to pass this onto the Waste Education Team.</p> <p><b>5(a)xiii Information Request</b> DL requested a list of all residents associations and housing associations in Brent. JR agreed to try to find out.</p>	<p><b>JR/DL</b></p> <p><b>JR/EB</b></p> <p><b>JR/DL</b></p> <p><b>JR/DL</b></p>
<p><b>6.</b></p> <p><b>6(a)</b></p> <p><b>6(b)</b></p> <p><b>6(c)</b></p> <p><b>6(d)</b></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> No CAPs for reviewing</p> <p><b>End Review</b> No CAPs for end reviews.</p> <p><b>Failures for Forwarding</b> No CAPs for forwarding.</p>	
<p><b>7.</b></p> <p><b>7(a)</b></p> <p><b>7(a)i</b></p> <p><b>7(a)ii</b></p>		<p><b><u>Other Specific Events</u></b></p> <p><b>Wembley Events</b></p> <p><b>Last Event</b> Already reported</p> <p><b>Next Event</b> Sunday 8<sup>th</sup> August for the Rugby League Carnegie Cup. Full house expected.</p>	<p><b>Information</b></p> <p><b>Information</b></p>

<b>7(b)</b>		<b>Special Projects</b> No special projects at this time.	
<b>7(c)</b>		<b>Gritting, Leafing, Bins and Weeds</b>	
	<b>7(c)i</b>	<b>Gritting</b> No reports	
	<b>7(c)ii</b>	<b>Leafing</b> No reports	
	<b>7(c)iii</b>	<b>Weeds</b> See item 4(y) above.	
	<b>7(c)iv</b>	<b>Bins and Boxes</b> See item 4(z) and 5(a)viii above	
<b>7(d)</b>		<b>Missed Collections</b> Missed collection figures were distributed at the meeting. JR reminded the meeting that these were reported by residents and may possibly contain some contaminated bins and boxes deliberately left by the crew under instructions. JR reported that these figures were lower than previous years but could still be improved on. DL was asked to pass on the thanks to all crews for the latest statistical results.	<b>Information</b>
	<b>7(d)i</b>	<b>Domestic Refuse</b> JR reported that recorded missed refuse collections decreased from 54 to 52 to 52 last week at 52.	<b>Information</b>
	<b>7(d)ii</b>	<b>Green Box</b> JR reported that recorded missed green box collections varied from 31 to 49 to 23 last week.	<b>Information</b>
	<b>7(d)iii</b>	<b>Organic</b> JR reported that recorded missed organic collections decreased from 55 to 53 to 50 last week.	<b>Information</b>
	<b>7(d)iv</b>	<b>Estates</b> JR reported 23 missed estate recycling collections during June which was an increase from May.	<b>Information</b>
	<b>7(d)v</b>	<b>Rectification Points</b> JR produced figures and graphical representations for rectification points issued over the past week. This was 708 and slightly higher than the previous week..	<b>Information</b>
<b>7(e)</b>		<b>NI195 Update</b> JR reported scores from Traunche One as:- Litter                      7%	<b>Information</b>

