

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting

Tuesday 15th May 2007

No.	Item	Action by
1.	<p>Persons Present</p> <p>John Rymer (JR) StreetCare - Team Leader West Wards Bridie Cahill (BC) StreetCare –Annual Leave Nicola Percival (NP) StreetCare – Team Leader Education Jean Francois Moreau (JFM) Veolia – Street Cleaning Manager Paul Booth (PB) Veolia – Annual Leave David Lynas (DL) Veolia - Recycling Manager Teddy Delimata (TD) Veolia – Village Manager Harlesden</p>	
2.	<p>Apologies for Absence</p> <p>Mark O’Brien (MOB) StreetCare – Meeting elsewhere Dan Green (DG) Veolia – Paternity Leave Tony Talman (TT) Site Meeting at Twyford</p>	
3.	<p>Minutes of Previous Meeting</p> <p>The minutes of the previous meeting held on 8th May were circulated before the meeting and agreed as an accurate record.</p> <p>New Attendees</p> <p>3a JR welcomed TD as Village Manager.</p>	
4.	<p>Matters Arising from Minutes of 8th May 2007</p> <p>(i) Traffic Islands Schedules to be presented next meeting.</p> <p>(ii) Assisted Collections Still outstanding. Ward Officers to check accuracy of current list. List recently circulated by StreetCare Office Manager</p> <p>(iii) New Stickers and Leaflets Everything with Brent design team. Awaiting their design.</p> <p>(iv) Designated Blue Bag Collection Points JFM explained that not all Villages have completed to JFM's satisfaction. Will present all locations in map form next meeting</p> <p>(v) Replacement Bins PB agreed to collect all old bins from BHP that had been replaced. JR explained that BHP contractors will locate all unwanted bins in one location. PB and BHP to</p>	<p>JFM</p> <p>JR/BC/MOB</p> <p>NP</p> <p>JFM</p> <p>Complete</p>

	liaise.	
	<p>(vi) Wembley Village MOB reported patchy cleansing in Wembley Ward. Photos of poor standards were shown and passed to MM. Awaiting report from MOB.</p> <p>(vii) Size of Barrow Beats / Detritus Awaiting report back from Monthly Contract Performance Meeting.</p> <p>Replacement Bins</p> <p>(viii) Meeting was held between SC and BHP on 14th May. Veolia invited but unable to attend. MOB/JR will try to liaise with PB before next meeting. See (v) above</p> <p>(ix) Mechanical Schedules JFM reported these schedules are partially completed. Will be produced in full at next meeting</p> <p>6(a)4 Specific Problems Green Box Collections for 118 Walm Lane on list to be check weekly</p> <p>6(b)4 Specific Problems Organic Collections for 16 and 18 Anson Road will be checked weekly</p> <p>6(b)6 Contender The delay in 'actioning' these reports were brought to attention of Veolia office manager. JR reported great deal of back log up-dated.</p> <p>6(b)7 Contamination Corrective Action Plan issued to NP. To liaise with DL and DG. To be completed by meeting on 29th June 2007.</p> <p>7(a)2 Collection of Fridges and Freezers for Adopted Highway Corrective Action Plan issued to PB. To liaise with JFM. To be completed by meeting on 5th June 2007.</p> <p>8 Other Issues Agenda items.</p>	<p>MOB/JR/PB</p> <p>MCPM</p> <p>Complete</p> <p>JFM</p> <p>Complete</p> <p>Complete</p> <p>Complete</p> <p>o/s 29th June 07 CAP2</p> <p>o/s 7th June 07 CAP4</p>
5.	<p>Refuse Issues</p> <p>5(a) Household Residue Waste</p> <p>5(a)1 Leighton Gardens BC reported missed collections in Leighton Gardens. BC will check and liaise with PB.</p> <p>5(a)2 46 Mount Pleasant Road BC reported bins not returned properly. PB to report back.</p> <p>5(a)3 Fryent Ward Collections Bins</p> <p>5(b) Managers not present Unable to discuss issues as no Veolia Manager present from this section.</p> <p>Bulky Household Waste</p>	<p>BC/PB</p> <p>PB/BC</p> <p>Complete</p>

	No problems identified	
6.	<p>Recycling Issues</p> <p>6(a) Green Box Collections</p> <p>6(a)2 Organic Bin Collections</p> <p>6(a)3 Specific Problems NP requested the following premises be checked weekly as these were raised as problems at the Mapesbury residents meeting last night.</p> <ul style="list-style-type: none"> • 16 Anson Road – missed regularly • 18 Anson Road – missed regularly <p>6(a)4 Rejected Loads DL reported that there were 30 rejected loads from Harefield in April 2007. He reported that this is due to contaminations. However at this time Harefield have a reduced capacity and may be over-stretched so are probably being ‘picky’ to save face.</p> <p>6(b) Contender JR and MOB reported that many older Contender reports for missed organic and green boxes do not reflect that they have been cleared and are posing a problem for SC Ward Officers because they can’t clear them off their hand held PCs. DL reported that this was an administration process within Veolia that he will try to address.</p> <p>6(b)2 Contamination NP and DL and JR agreed to work together to introduce a system for reporting contaminated organic bins. They will report back to the meeting with suggestions for general approval.</p> <p>6(b)4 Bring Banks No problems high lighted to date.</p> <p>Estate Banks No problems high lighted to date.</p> <p>6(b)5 Schools Nothing to report</p> <p>Home Compost Bins 6(b)6 All requested compost bins have been delivered.</p>	<p>Information</p> <p>Information</p> <p>Information</p> <p>NP & DL</p> <p>Information</p> <p>Information</p> <p>Information</p> <p>NP & DL</p> <p>Information</p>
7.	<p>Street Cleaning Issues</p> <p>7(a) General Street Cleaning</p> <p>7(a)1 Rectifications Photographs provided by JR and MOB were shown to MM and JFM of problems experienced by Ward Officers as follows:</p> <ul style="list-style-type: none"> • Queensbury Litter and detritus • Kilburn Fly tipped fridge left for 5 days • Wembley Litter and detritus • Welsh Harp Litter and detritus 	<p>Information</p>

	<p>7(a)2 Corrective Action Plan Required JR high-lighted the problem with taking more than 5 days to remove the fridge from Willesden Lane (Brent Zone 1). This is a serious problem because the time scale for removal should be 1 hour. With the current procedures within Veolia the earliest that any fly tipped fridge or freezer can be picked up is the next day. Procedures need to be put into place to collect fly tipped fridges and freezers immediately. It is not acceptable for the Veolia administration team to put the report onto a list for the fridge crew (collecting bulky waste fridges) to collect when next in the specific area. The fridge or freezer should be removed within the cleansing timescale for the appropriate Zone where dumped. JR and MOB asked for an urgent review and a corrective action plan to be produced explaining Veolia operational procedures to enable the removal of fly tips within the appropriate time scales.</p> <p>7(b) Leafing / Blossom Fall</p> <p>7(b)1 Blossom Fall Blossom falling is still a problem. Coping fairly well in most areas although some areas are more problematic</p> <p>7(c) Gritting</p> <p>7(c)1 Grit bins MM reported that all grit bins were in storage and cleaned</p>	<p>JFM FOR CAP</p> <p>INFO TO MCPM</p> <p>Information</p> <p>Complete</p>
<p>8.</p>	<p>Other Issues</p> <p>8(a) Wembley Events</p> <p>8(a)1 Events on 12th and 13th May 2007 The events were a success for the StreetCare/Veolia cleaning operation. In particular the performance of the 2 teams working together with the sweepers sweeping out for the mechanical broom to clear. Problems experienced with police on the 12th didn't arise on 13th.</p> <p>8(a)2 Events on 19th and 20th May 2007 The FA Cup Final on Saturday 19th May. Full house of 90,000 will be there. Need 4 teams to clear up during and after match. MM explained that he didn't know who was to be in operational charge as he was shown EPA duty officer over weekend. JR and MOB stated that as MM had performed all previous duties it appeared wrong for him not to be there for the big event. He is aware of the hiccups and problems that occurred during the previous events. It was suggested that if Veolia wanted another manager to learn the event work then it would probably make more sense if a new Manager was deputed to work on the Sunday. JR to request interference from CW or IS to ensure MM deployed on the Cup Final although it is appreciated that it is Veolia's responsibility to deploy who they want.</p> <p>8(b) On Street Recycling There is to be a pilot trial in Wembley area and if satisfactory to be rolled out across all stations later.</p> <p>8(c) Special Projects Ace Café project outstanding. TM has liaised with Veolia Environmental and report back from Veolia is awaited.</p> <p>8(d) Statistics</p>	<p>Complete</p> <p>Information</p> <p>Information</p> <p>FOR ACTION by CW and IS</p> <p>NP</p> <p>MOB</p>

