

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 1st July 2008

No.	Item	Action by
1.	<p><u>Persons Present</u></p> <p>John Rymer (JR) StreetCare – Team Leader Mark O'Brien (MOB) StreetCare – Team Leader Tony Talman (TT) StreetCare – Snr. Waste & Env. Officer Yvonne Crace (YC) StreetCare – Education Team Costas Malas (CM) StreetCare – Recycling Dave Lynas (DL) Veolia – Recycling Manager Eugene Buckley (EB) Veolia – Refuse Manager</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Varsha Palm (VP) StreetCare – Education Team Raj Chavda (RC) StreetCare – Call Centre Barry Haralambous (BH) StreetCare – Call Centre Dan Green (DG) Veolia – Recycling Manager Jean Francois Moreau (JFM) Veolia – Street Cleansing Operational Manager Paul Booth (PB) Veolia – Refuse Manager</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on 24th June 2008 were circulated and agreed as an accurate record.</p>	
4.	<p><u>Matters Arising</u></p> <p>4(a) Station Grove, Alperton 4(a) MOB reported the alleyway as fine. Some problem with Station Grove. Monitoring to continue. MOB/JFM</p> <p>4(b) Carmel Court, Kings Drive 4(c) MOB to arrange meeting with BHP, Veolia and StreetCare. Continue monitoring. MOB/PB</p> <p>4(c) Douglas Avenue Car Park 4(d) MOB reports VO completed and car park is clean. Completed</p> <p>4(d) Temple Road Sweeper 4(f) Workforce re-organised. Temple Road sweeper moved to another area. PH is monitoring. Completed</p> <p>4(e) Mandela Close 4(g) JR to ask SAR to liaise with DL and BHP. DL/JR</p> <p>4(f) Clifford Gardens 4(h) DL, CM & D Lewis to liaise at this week's collection. Possibility of erecting warning sign to be investigated. DL/PB</p>	

4(g)	<i>All Collections 4(i)</i> YC is liaising with Nadine. Work in progress and to be completed before start of compulsory recycling.	YC
4(h)	<i>98 The Avenue 4(q)</i> CM agreed to visit resident to try to resolve problem.	CM/DL
4(i)	<i>Northwick Road, Alperton 4(k)</i> MOB handed photos to EB to give to JFM. Monitoring to continue	MOB/JFM
4(j)	<i>Clifford Road, Wembley 4(l)</i> JR reported rectification points credited.	Completed
4(k)	<i>Burgess Avenue, Fryent 4(m)</i> MOB reported the weeds are removed.	Completed
4(l)	<i>Lambert Walk, Preston 4(n)</i> MOB reported collections are OK now.	Completed
4(m)	<i>51 Berkhamstead Road 4(o)</i> MOB reported now OK	Completed
4(n)	<i>13 The Close 4(p)</i> MOB reports monitoring to continue.	MOB/DG
4(o)	<i>Rear of 305a Neasden Lane 4(q)</i> JR suggested the issuing of a CAP due to persistence of this problem. See 6(a)i below. EB requested that Enforcement Team check TW Agreement for Off Licence	Completed
4(p)	<i>Kempe Road, Queens Park 4(r)</i> Advice given to crew	Completed
4(q)	<i>Willesden Cemetery 4(u)</i> Improved slightly. RAD to continue to monitor.	JR/JFM
4(r)	<i>Warren Way 4(v)</i> DL reported this is a contamination issue for one of the bins	CM/DL
4(q)	<i>Roundtree Estate 4(w)</i> This is a contamination problem. CM to liaise with DL.	CM/DL
4(s)	<i>First Way, Wembley 4(y)</i> JFM to liaise with MOB over this issue and to report back next meeting	MOB/JFM
4(t)	<i>Olympic Way 4(z)</i> MOB reported that Olympic Way is on the list of adopted roads. He will inform JFM.	Completed
4(u)	<i>Harrod Court, Church Gardens 4(aa)</i> MOB researched this issue and explained that there was a DEFRA circular that stipulates that this isn't trade waste and should be treated as domestic.	Completed
4(v)	<i>Park Parade 5(a)i</i> RR and PB to liaise re start of changing to bag collections.	JR/PB
4(w)	<i>Rutland Park Mansions 5(a)ii</i> JR reported that surplus was cleared. No problems last collection.	Completed

	<p>4(x) 3a St Paul's Avenue 5(a)iii JR reported that surplus was cleared. No problems last collection.</p> <p>4(y) Weeds around tree bases 5(a)vii JR asked EB to leave a report for JFM from the contract specification stating that tree pits should be weeded.</p>	<p>Completed</p> <p>Completed</p>
5.	<p><u>Problems</u></p> <p>5(a) New Problems</p> <p>5(a)i Kings Drive, BHP Properties EB produced a risk assessment completed by N Patterson and A Beaney for the refuse collections at BHP properties. MOB agreed to organise meeting with BHP Estates Officer, Veolia and StreetCare to resolve the problem.</p> <p>5(a)ii John Perrin Court EB reported that the fob key no longer works. MOB agreed to contact Housing Officer to arrange replacement</p> <p>5(a)iii Mallory Junior School, Christchurch Ave Due to access problems the 1100L bin is full with organic food waste and is too heavy for the crew to empty. YC agreed to liaise with Radhika and the school to resolve the problem.</p> <p>5(a)iv Introduction between Crews and Officers DL requested that all Ward Officers should meet and spend time with the Organic and Green Box collection crews. After discussion it was decided that brief refresher training may benefit Officers before the start of compulsory recycling. YC agreed to arrange the training and DL/DG will attend to high-light problems faced by the crews that Ward Officers could help solve.</p> <p>5(a)v Sharps Boxes YC was advised to contact N Patterson after she requested sharps boxes for emergencies.</p> <p>5(a)vi 169 – 183 Harrow Road, Wembley MOB reported that the above refuse collections are becoming haphazard again. He requested that they be checked weekly until problem is resolved.</p> <p>5(a)vii Woodlands Court, Harrow Road EB reported that bins were inaccessible due to indiscriminate parking on the pavement by residents.</p> <p>5(a)viii Kinch Grove, Barnhill MOB reported cleaning issue on this cul-de-sac. To be passed to SS for action.</p> <p>5(a)ix 1 St Albans Road, Harlesden JR reported that the metal Chamberlain bin needs to be exchanged with a metal 1100L as this is what the residents purchased. EB requested that this be referred to GG who now deals with all container deliveries. JR agreed to inform RR.</p> <p>5(a)x Green Box Crews JR reported that there were several complaints/reports recently concerning the actions of the green box crews. The main concerns are:</p> <ul style="list-style-type: none"> • Crews emptying contents into refuse bins, sometimes this is contamination (cardboard/plastics) and other times everything in the box is dumped if there 	<p>MOB/EB</p> <p>MOB/EB</p> <p>YC/DL</p> <p>YC/DL</p> <p>YC</p> <p>MOB/EB</p> <p>MOB/JFM</p> <p>Completed</p> <p>JR/DL</p>

	<p>is contamination.</p> <ul style="list-style-type: none"> No contrary cards are being left to inform residents of contaminations. Crews are not looking in every property along a road and residents are leaving the boxes on the pavement to avoid them being missed. Specifically in Malvern Road. Boxes are being left on footway and not returned to the property properly. Boxes being thrown onto properties. Boxes being returned to the wrong property. <p>JR requested that these issues be addressed prior to the commencement of compulsory recycling.</p> <p>5(a)xi Veolia Meeting Residents JR raised the issue of Veolia Managers visiting residents without first requesting authorisation from Ward Officer or in their absence the respective Team Leader. He emphasised that there was no intent to hinder Veolia Managers in any work (disciplinary) or obtaining first hand evidence but to make the residents aware and to ensure that they were happy to meet with our contractor. DL reported that he regularly met residents on their doorsteps and this often helped to resolve problems and complaints. YC confirmed DL's observation. DL requested as this appeared to be a change in policy that IS, CW and TP be involved. JR agreed to discuss this issue with IS.</p> <p>5(a)xii Emergency Clearances After the recent problem of Veolia failing to clean up after a spillage on the highway N Patterson issued a memorandum to all Street Managers and Foremen giving them instructions that should prevent further problems. (see hard copy with minutes).</p> <p>5(b) On-going Problems</p> <p>5(b)i 240L Grey Bins No further up-date on next delivery. Over 600 bins ordered</p> <p>5(b)ii Weeds JR reported that the meeting between CW, IS and TP took place and CW informed TP that if necessary weed spraying could take place. All weeds must be removed by end of July. JR was concerned that roads cleared of weeds 2/3 weeks ago are now becoming a problem again and stated his concerns of operating without weed spraying. As JFM was on holiday this matter will be forwarded on his return and also sent to IS to be raised at his next meeting with TP.</p> <p>5(c) For Further Action Nothing for discussion this week</p>	<p>JR</p> <p>Information</p> <p>Information</p> <p>Information to IS</p>
6.	<p><u>Corrective Action Plans</u></p> <p>6(a) New C.A.P.s</p> <p>6(a)i CAP31 - 92a Craven Park Road, Harlesden, NW10 The problem of the refuse bins not being returned to the alleyway was discussed and it was decided that a corrective action plan be issued as this problem hasn't yet been permanently resolved. It was agreed that Veolia and StreetCare will monitor on scheduled day of collection and liaise if either found that the collections weren't completed properly.</p> <p>6(b) On-Going Reviews None</p>	<p>JR/PB CAP31 11/08/08</p>

	<p>6(c) End Review No end reviews</p> <p>6(d) Failures for Forwarding No CAPs for forwarding for SMT</p>	
7.	<p><u>Other Specific Issues</u></p> <p>7(a) Wembley Events None pending</p> <p>7(b) Special Projects Nothing new to report</p> <p>7(c) Gritting and Leafing and Bins</p> <p>7(c)i Gritting No new information</p> <p>7(c)ii Leafing No new information</p> <p>7(c)iii Grey Bins No new reports.</p> <p>7(d) Statistics JR presented statistical figures for missed collections and rectification points along with graphical representations for clarity. There were two weeks of figures as JR had been unable to complete them the previous week due to pressure of work.</p> <p>7(d)i Missed Collections</p> <p><i>Domestic Refuse</i> JR reported 56 and 68 missed refuse collections over the last two weeks. Both results were an improvement on the previous figure on w/c 9th June of 59. The target is 42 missed collections per week.</p> <p><i>Green Box</i> JR reported 54 and 40 missed green box collections over the last two weeks. Both results were an improvement on the previous figure on w/c 9th June of 74. The target is 31 missed collections per week.</p> <p><i>Organic</i> JR reported 65 and 66 missed organic collections over the last two weeks. Both results were an improvement on the previous figure on w/c 9th June of 90. The target is 42 missed collections per week.</p> <p><i>Estate Collections.</i> JR reported that there were 28 reported missed estate collections in June. This was a decrease from April when 37 were reported.</p> <p>7(d)ii Rectification Points JR reported 4400 rectification points for week commencing 16th June and 2968 rectification points for week commencing 23rd June. There were 3099 points issued on the previous week. JR commented that the last 3 weeks point's totals were high and that there appeared no incentive for improvement.</p>	Information

	<p>7(d)iii WEEE Collections To be produced monthly by TT.</p>	
8.	<p><u>Any Other Matters</u> No other matters arising</p>	
9.	<p><u>Next Meeting</u> The next meeting of this group will be held on at 10am on Tuesday 8th July 2008 at 10am at Laxcon Close.</p>	