

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 15th 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 Costas Malas (CM) StreetCare – Recycling Dave Lynas (DL) Veolia – Recycling Manager Jean Francois Moreau (JFM) Veolia – Street Cleansing Operational Manager Eugene Buckley (EB) Veolia – Refuse Manager Nadine Furness (NF) Veolia – Control Room Manager</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Varsha Palm (VP) StreetCare – Education Team Barry Haralambous (BH) StreetCare – Call Centre Tony Talman (TT) StreetCare – Snr. Waste & Env. Officer Yvonne Crace (YC) StreetCare – Education Team Dan Green (DG) Veolia – Recycling 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 8th July 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 that the same litter in the hedge had been in place since Wednesday. Photograph passed to JFM. Monitoring to continue.</p> <p>4(b) Carmel Court, Kings Drive 4(b) MOB contacted BHP. MOB and EB to visit after the meeting.</p> <p>4(c) Mandela Close 4(c) DL requested SAR arrange with him to meet crew on site. SAR spoke to BHP.</p> <p>4(d) Clifford Gardens 4(f) Pilot joint collection on Wednesday 9th July. Dennis Lewis and CM visited to see if notices can be placed. CM dubious. EB checked also – takes crew 35 minutes to collect road.</p> <p>4(e)</p> <p>4(f) All Collections 4(g) See comments at item 5(a)</p> <p>4(g) 98 The Avenue 4(h) Resident lives here 6 months a year – bin kept in back garden when away.</p>	<p>MOB/JFM</p> <p>MOB/PB</p> <p>DL/JR</p> <p>DL/PB</p> <p>Completed.</p>

4(h)	<i>Northwick Road, Alperton 4(i)</i> MOB reported that not swept again. Monitoring to continue	MOB/JFM
4(i)	<i>Lambert Walk, Preston 4(l)</i> MOB and EB checked with crew on collection day. Residents blocking bins and access problems. Patricia Ming to letter drop residents at 54-60 and BHP contacted to remove material blocking bin area outside 50 and 52.	MOB/EB
4(j)	<i>13 The Close 4(n)</i> No problems this week. Monitoring to be continued.	MOB/DG
4(k)	<i>Rear of 305a Neasden Lane 4(o)</i> JR reported enforcement team reacted to request. Bins to be kept away from fire escape. Monitoring to continue as this matter has been raised by councillor. No further information.	JR/EB
4(l)	<i>Willesden Cemetery 4(q)</i> Improved slightly. RAD to continue to monitor for 1 more week. No further information.	JR/JFM
4(m)	<i>Warren Way 4(r)</i> DL reported this is a contamination issue for one of the bins. CM to visit and ensure that refuse remove contamination.	Rec/DL
4(n)	<i>Roundtree Estate 4(s)</i> This is a contamination problem. CM to visit and ensure that refuse remove contamination.	Rec/DL
4(o)	<i>First Way, Wembley 4(t)</i> MOB and JFM decided this should be a Zone 3.	Completed.
4(p)	<i>Olympic Way 4(u)</i> Olympic Way wasn't on the original list of adopted roads. Supriya to send VOR and JFM to send further information.	Completed.
4(q)	<i>Park Parade 4(w)</i> Awaiting PB to return to authorise. No new information.	JR/PB
4(r)	<i>Weeds around tree bases 4(z)</i> JFM has received contract documentation and will send instruction to Village Managers to weed around tree bases but not remove metal grids.	Completed.
4(s)	<i>Kings Drive, BHP Properties 5(a)i</i> MOB and EB conducted site visit with BHP and plan of action has been agreed.	Completed.
4(t)	<i>John Perrin Court 5(a)ii</i> Investigation shows that this is a private block behind the BHP homes. MOB has details of managing agents and has asked for new key.	MOB/EB
4(u)	<i>Mallory Junior School, Christchurch Ave 5(a)iii</i> 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. DG suggested removing 1100 and installing green 240Ls to stop reoccurrence of the problem. No feedback on this.	DG/Rec
4(v)	<i>Introduction between Crews and Officers 5(a)iv</i> YC agreed to give refresher training and DG will highlight problems experienced by	

	<p>crews. It was felt that this could be an ideal opportunity to explain the benefits of the various crews meeting the StreetCare Ward Officers on site. Initial contacts to be made with DG by Officers. Training details to be arranged by JR. No feedback on this.</p> <p>4(w) 169 – 183 Harrow Road, Wembley 5(a)vi MOB reported that the above refuse collection was OK this week. Monitoring to continue.</p> <p>4(x) Woodlands Court, Harrow Road 5(a)vii EB reported that bins were inaccessible due to indiscriminate parking on the pavement by residents. Anna-Marie-Defontaine has visited twice and contacted responsible parties.</p> <p>4(y) Kinch Grove, Barnhill 5(a)viii MOB reported cleaning partially completed. Alleyway to Ravenscroft Ave not to be over looked. JF reported this was complete.</p>	<p>JR/Rec/DG</p> <p>MOB/EB</p> <p>MOB/EB</p> <p>Completed.</p>
5.	<p><u>Problems</u></p> <p>5(a) New Problems</p> <p>5(a)i BIO Sacks DG reported that more BIO sacks were required. Suggested two pallets. JR to advise TT. No new feedback.</p> <p>5(a)ii Organic Contamination Stickers DG requested additional organic contamination stickers. JR will advise Radhika. No new feedback.</p> <p>5(a)iii Estate Bin Labels DG requested more new labels for estate bins. JR will advise Radhika. No new feedback.</p> <p>5(a)iv New Property List NA reported that the property list was 99.9% completed and needs checking for accuracy. Any roads that aren't on the list then a variation order is required. It was suggested that the most appropriate persons to check for accuracy would be the Ward Officers. It is intended to role this out to all Ward Officers for checking after the initial pilot. Darren Kelly completed Queensbury.</p> <p>5(a)v Manor House Drive EB reported two or three houses in this road have up to 7 grey bins. Suggested that investigations be made to see if there is potential for recycling. No new feedback.</p> <p>5(a)vi Lambert Walk/Clarendon Gardens Refuse MOB and EB conducted joint visit and monitoring to continue.</p> <p>5(a)vii Compton Avenue, Sudbury MOB reported that there was a complaint about overgrown weeds from a resident. JFM reported finished on Friday.</p> <p>5(a)viii Eastleigh Close DG requested this problem collection problem be raised as he wished to suggest Bio sacks for this small road. The sacks to be stored in the green bins and collected weekly by the smaller vehicle that would reduce risks. JR agreed to put the</p>	<p>TT</p> <p>Rec/DG</p> <p>Rec/DG</p> <p>NA/MOB</p> <p>JR/EB</p> <p>MOB/EB</p> <p>Completed</p> <p>JR/DG</p>

	<p>suggestion to CW before next meeting. No further feedback on this.</p> <p>5(a)ix Bridgewater Road MOB requested that the street cleaning crews automatically pick up smaller fly tips from the hotspots on this road without a Contender report being made. If they come across any that need payment then the Village Manager or foreman should contact Ward Officer or Team Leader for instructions on Contender.</p> <p>5(a)x 50m Headers of Wembley Hill Road MOB requested the 50m headers be cleaned before 0800hrs. JFM stated that sweepers complete Zone 1s and 2s first by 8am and then return to 50m headers. If a side road is not acceptable for the first 50m then the sweeper will do that asap. There was some discussion and no agreement could be reached. JFM and MOB to request clarification from their separate managers. Differing views again.</p> <p>5(a)xi Green Box Crew – Stage 1 Complaint – 1 Lodore Gardens MOB asked DL to investigate crew behaviour. MOB to ring resident and get description of crew member.</p> <p>5(a)xii Weeds in Queensbury MOB passed over photographs and contender reports on 11 roads that needed weeding. He suggested that if these were not rectified CAPS would be discussed at the next meeting.</p> <p>5(a)xiii Churchill Road, Willesden Green. CM raised the problem of houses having organic bins in a bio-sack area. NF suggested that we collect from current bins but do not allow any more requests for bins. DL disagreed as properties have no gardens and bins will have to be stored on pavement.</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(c) For Further Action Nothing for discussion this week</p>	<p>Completed.</p> <p>MOB/JFM</p> <p>MOB/DL</p> <p>MOB/JFM</p> <p>CM/NF/DL</p>
6.	<p><u>Corrective Action Plans</u></p> <p>6(a) New C.A.P.s No new corrective action plans</p> <p>6(b) On-Going Reviews None</p> <p>6(b)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>EB reported that he and Richard Rope think the bins may have to be moved.</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 Next event is 10th August – Charity Shield – and MOB stated that 3 teams needed.</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, rectification points and WEEE tonnages along with graphical representations for clarity. .</p> <p>7(d)i Missed Collections</p> <p><i>Domestic Refuse</i> JR reported 81 missed refuse collections over the last week. This was an improvement on the previous figure on of 93. The target is 42 missed collections per week.</p> <p><i>Green Box</i> JR reported 74 missed green box collections over the last week. This was an increase on the previous figure of 48. The target is 31 missed collections per week.</p> <p><i>Organic</i> JR reported 40 missed organic collections over the last week. This was an improvement on the previous figure of 58. The target is 42 missed collections per week.</p> <p><i>Estate Collections.</i> Next report due on 5th August meeting</p> <p>7(d)ii Rectification Points JR reported 2500 rectification points for week commencing 7th July. There were 3185 points issued on the previous week. MOB commented that the point's totals continued to be high and still there appeared no incentive for improvement.</p> <p>7(d)iii WEEE Collections WEEE tonnages for April 2008 were 19.54 tonnes and 43.32 for May 2008. June tonnages will be given as soon as available.</p>	Information

<p>8.</p>	<p><u>Any Other Matters</u></p> <p>8(a) Green Box Deliveries CM asked for feedback on this. NF replied that they are on schedule to be delivered even though there is a backlog and gave a figure of 300 boxes delivered per day.</p> <p>8(b) Biosack Collections CM asked for feedback. NF replied that sacks are being delivered within a week but they are behind on contractual delivery times. Saturday collections will take place to reduce backlog.</p> <p>8(c) Organic Contamination – Sweeper Brushes. CM raised issue of mech sweeper brushes in back of organic lorry. As West London Waste should take pictures of contamination, CM to seek further information for next meeting.</p> <p>8(d) Organic Round Tipping CM asked what happens to 2nd organic load if 1st round is tipped at 13.00 as the data is showing. He is concerned that waste could be left in vehicles overnight. DL replied that crews always manage to tip by 17.00.</p> <p>8(e) Emptying of Contaminated Green Box into Grey Bin CM asked for Veolia feedback on this as residents are complaining. DL replied that as crews do not receive feedback on the contaminated lists sent through to Brent, they become disillusioned and see this as a quick way for the resident to resume recycling. CM mentioned that residents should be educated.</p> <p>8(f) Contrary Card CM asked for changes to card to include greater detail. DL saw no need for this as it would confuse crews.</p> <p>8(g) Assisted Collections - Green Box Contaminations NF asked that extra help be given to disabled residents as they would not be able to remove contamination.</p> <p>8(h) Extra Keys DL asked for FB11 and FB14 keys.</p> <p>8(i) Clinical Waste NF outlined changes to clinical waste legislation. More detail to follow. Nadine to provide list of residents with problems to TT. Clinical waste contractors to send list of businesses they collect from.</p>	<p>CM/NF</p> <p>CM/NF</p> <p>CM/DL</p> <p>CM/DL</p> <p>CM/DL</p> <p>CM/DL</p> <p>CM/DL</p> <p>NF/MOB/JR</p> <p>DL/TM</p> <p>NF/TT</p>
<p>9.</p>	<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 22nd July 2008 at 10am at Laxcon Close.</p>	