

# StreetCare (StreetScene) / Veolia

## Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 22<sup>nd</sup> July 2008

No.	Item	Action by
1.	<p><b><u>Persons Present</u></b></p> <p>John Rymer (JR) StreetCare – Team Leader  Mark O'Brien (MOB) StreetCare – Team Leader  Yvonne Crace (YC) StreetCare – Education Team  Jean Francois Moreau (JFM) Veolia – Street Cleansing Operational Manager  Nadine Ashton (NF) Veolia – Control Room Manager  Dan Green (DG) Veolia – Recycling Manager  Paul Booth (PB) Veolia – Refuse Manager  Gary Gregory (GG) Veolia – Bin and box delivery Manager</p>	
2.	<p><b><u>Apologies for Absence</u></b></p> <p>Tony Talman (TT) StreetCare – Snr. Waste &amp; Env. Officer  Costas Malas (CM) StreetCare – Recycling  Dave Lynas (DL) Veolia – Recycling Manager  Eugene Buckley (EB) Veolia – Refuse Manager</p>	
3.	<p><b><u>Minutes of Previous Meeting</u></b></p> <p>The minutes of the meeting held on 15<sup>th</sup> July 2008 were circulated and agreed as an accurate record.</p>	
4.	<p><b><u>Matters Arising</u></b></p> <p><b>4(a) Station Grove, Alperton 4(a)</b>  TonyM and MickM will continue to monitor. Completed as far as this meeting is concerned</p> <p><b>4(b) Carmel Court, Kings Drive 4(b)</b>  MOB reported managing agents told to supply more bins.</p> <p><b>4(c) Mandela Close 4(c)</b>  SAR spoke to BHP. DG reported no further incidents. Matter now closed</p> <p><b>4(d) Clifford Gardens 4(d)</b>  Joint collections are operating well. No further problems</p> <p><b>4(e) Northwick Road, Alperton 4(h)</b>  No negative reports this week. Local monitoring. Matter completed</p> <p><b>4(f) Lambert Walk, Preston 4(i)</b>  MOB and EB reported problem resolved. Matter completed</p> <p><b>4(g) 13 The Close 4(j)</b>  No problems last week. Monitoring to be continued for one more week</p>	<p><b>Completed</b></p> <p><b>Completed</b></p> <p><b>Completed</b></p> <p><b>Completed</b></p> <p><b>Completed.</b></p> <p><b>Completed</b></p> <p><b>MOB/EB/DG</b></p>

<b>4(h)</b>	<b><i>Rear of 305a Neasden Lane 4(k)</i></b> JR meeting complainant on 23/7/8 at 3pm. Evidence of trade dumping in bins given to JR by PB for Enforcement	<b>JR/EB</b>
<b>4(i)</b>	<b><i>Willesden Cemetery 4(l)</i></b> Improved. JR and JFM inspected separately and found both roads OK. Matter appears resolved.	<b>Completed</b>
<b>4(j)</b>	<b><i>Warren Way 4(m)</i></b> GG reported bins now delivered. DG to liaise with DarrenK	<b>Completed</b>
<b>4(k)</b>	<b><i>Roundtree Estate 4(n)</i></b> This is a contamination problem. Awaiting inspection report from CM	<b>CM/DL</b>
<b>4(l)</b>	<b><i>Park Parade 4(q)</i></b> PB agreed to liaise with RR over start date for this collection	<b>Completed.</b>
<b>4(m)</b>	<b><i>John Perrin Court 4(t)</i></b> MOB reported he was awaiting delivery of entry key. Due to new gates refuse unable to access bin area for collections. Matter resolved when keys arrive	<b>Completed.</b>
<b>4(n)</b>	<b><i>Mallory Junior School, Christchurch Ave 4(u)</i></b> 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 to date.	<b>RS/YC/DG</b>
<b>4(o)</b>	<b><i>Introduction between Crews and Officers 4(v)</i></b> Brief refresher training for SC officers to be given by YC and arranged by JR. YC will arrange a leaflet for crews and liaise with DG for training of Veolia crews.	<b>JR/YC/DG</b>
<b>4(p)</b>	<b><i>169 – 183 Harrow Road, Wembley 4(w)</i></b> No reported recent problems. MOB requested PB thanked the crew for their efforts in resolving this matter. Matter now closed	<b>Completed.</b>
<b>4(q)</b>	<b><i>Woodlands Court, Harrow Road 4(x)</i></b> No recent negative reports. Local monitoring to continue	<b>Completed</b>
<b>4(r)</b>	<b><i>BIO Sacks 4(y)</i></b> DG reported that more BIO sacks were required. Suggested two pallets. JR reported TT was advised. YC to chase up TT.	<b>YC</b>
<b>4(s)</b>	<b><i>Organic Contamination Stickers 5(a)ii</i></b> DG requested additional organic contamination stickers. JR reported Radhika was advised. YC to chase up Radhika	<b>YC</b>
<b>4(t)</b>	<b><i>Estate Bin Labels 5(a)iii</i></b> DG requested more new labels for estate bins. JR reported Radhika advised. YC to chase up Radhika.	<b>YC</b>
<b>4(u)</b>	<b><i>New Property List 5(a)iv</i></b> NA had emailed most of the property list for the North to JR and MOB. List for the South to follow asap. Ward officers to check for accuracy as far as possible,	<b>NAMOB/JR</b>
<b>4(v)</b>	<b><i>Manor House Drive 5(a)v</i></b> EB reported two or three houses in this road have up to 7 grey bins. AndyS to be asked to check and report back.	<b>JR</b>

	<p><b>4(w) Lambert Walk/Clarendon Gardens Refuse 5(a)vi</b> MOB reported no negative reports. Matter now resolved</p> <p><b>4(x) Eastleigh Close 5(a)viii</b> 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 suggested that this matter should be resolved between CW and NP. No further action possible at this meeting.</p> <p><b>4(y) 50m Headers of Wembley Hill Road 5(a)x</b> MOB requested that monitoring continue for at least another week</p> <p><b>4(z) Green Box Crew – Stage 1 Complaint – 1 Lodore Gardens 5(a)xi</b> This matter is now resolved</p> <p><b>4(aa) Weeds in Queensbury 5(a)xii</b> MOB reported all weeds cleared except Holmstall Road. JFM reported this is being done today.</p> <p><b>4(ab) Churchill Road, Willesden Green 5(a)xiii</b> DG reported that this was a ‘bin upon request’ street. Matter resolved.</p>	<p><b>Completed</b></p> <p><b>Completed</b></p> <p><b>MOB/JFM</b></p> <p><b>Completed</b></p> <p><b>MOB/JFM</b></p> <p><b>Completed</b></p>
<b>5.</b>	<p><b><u>Problems</u></b></p> <p><b>5(a) New Problems</b></p> <p><b>5(a)i Freeman Centre, Longstone Ave</b> Long term non-collection. PNB will liaise direct with RichardR.</p> <p><b>5(a)ii 72A The Avenue, Wembley</b> Problems with assisted collection. MOB will arrange monitoring and report back.</p> <p><b>5(a)iii Queensbury Ward</b> MOB reported seven streets require weeding</p> <p><b>5(a)iv Welsh Harp Ward</b> MOB reported Kingsmere Park needed weeding</p> <p><b>5(a)v Wembley Litter Bin Keys</b> JFM requested spare keys for Wembley Town Centre litter bins. MOB will liaise with TonyM.</p> <p><b>5(b) On-going Problems</b></p> <p><b>5(b)i 240L Grey Bins</b> No further up-date on next delivery. Over 600 bins ordered. GG reported rumours of 160 bins arriving end of July.</p> <p><b>5(c) For Further Action</b> Nothing for discussion this week</p>	<p><b>JR/PB</b></p> <p><b>MOB/PB/DG</b></p> <p><b>MOB/JFM</b></p> <p><b>MOB/JFM</b></p> <p><b>MOB/JFM</b></p>
<b>6.</b>	<p><b><u>Corrective Action Plans</u></b></p> <p><b>6(a) New C.A.P.s</b></p>	

	<p>No new corrective action plans</p> <p><b>6(b) On-Going Reviews</b> None</p> <p><b>6(b)i CAP31 - 92a Craven Park Road, Harlesden, NW10</b> 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><b>6(c) End Review</b> No end reviews</p> <p><b>6(d) Failures for Forwarding</b> CAP31 to be reviewed by RR and PB during the week.</p>	<p><b>JR/PB CAP31 11/08/08</b></p>
7.	<p><b><u>Other Specific Issues</u></b></p> <p><b>7(a) Wembley Events</b> Next event is 10<sup>th</sup> August – Charity Shield – and MOB stated that 3 teams needed.</p> <p><b>7(b) Special Projects</b> Nothing new to report</p> <p><b>7(c) Gritting and Leafing and Bins</b></p> <p><b>7(c)i Gritting</b> No new information</p> <p><b>7(c)ii Leafing</b> No new information</p> <p><b>7(c)iii Grey Bins</b> No new reports.</p> <p><b>7(d) Statistics</b> JR presented statistical figures for missed collections, rectification points and WEEE tonnages along with graphical representations for clarity. .</p> <p><b>7(d)i Missed Collections</b></p> <p><b><i>Domestic Refuse</i></b> JR reported 55 missed refuse collections over the last week. This was an improvement on the previous figure on of 81. The target is 42 missed collections per week.</p> <p><b><i>Green Box</i></b> JR reported 77 missed green box collections over the last week. This was an increase on the previous figure of 74. The target is 31 missed collections per week.</p> <p><b><i>Organic</i></b> JR reported 91 missed organic collections over the last week. This was an increase on the previous figure of 40. The target is 24 missed collections per week.</p>	<p><b>Information</b></p>

	<p><b><i>Estate Collections.</i></b> Next report due on 5<sup>th</sup> August meeting</p> <p><b>7(d)ii Rectification Points</b> JR reported 2359 rectification points for week commencing 7<sup>th</sup> July. There were 2500 points issued on the previous week. It was agreed that there was no incentive for improvement. JR was concerned about the validity and integrity of the overall Performance Framework.</p> <p><b>7(d)iii WEEE Collections</b> Awaiting WEE tonnages from TT</p>	
<b>8.</b>	<p><b><u>Any Other Matters</u></b></p> <p><b>8(a) Green Box Deliveries</b> GG reported delivery time is within one working week</p> <p><b>8(b) Bio sack Delivery</b> GG reported delivery time is within one week</p> <p><b>8(c) Organic Contamination – Sweeper Brushes.</b> CM raised issue of mechanical sweeper brushes in back of organic lorry. As West London Waste should take pictures of contamination, awaiting feedback from CM.</p> <p><b>8(d) Organic Second Round Tipping</b> Awaiting feedback from CM</p> <p><b>8(e) Emptying of Contaminated Green Box into Grey Bin</b> DG reported CW and TP had discussed and agreed that crews will empty one bags containing one source.</p> <p><b>8(f) Extra Keys</b> DL asked for FB11 and FB14 keys.</p> <p><b>8(g) Clinical Waste</b> Awaiting list of residents on clinical collection from NA.</p> <p><b>8(h) NI195 Traunche Two for 2008/9</b> JR advised the meeting that traunche 2 of the NI195 inspections by Capital Standards will take place during 2 weeks of the next 4 months. Historically the inspection takes place in August. The inspections will be mainly conducted in Preston, Alperton, Dudden Hill, Queens Park and Harlesden.</p>	<p><b>GG</b></p> <p><b>GG</b></p> <p><b>CM</b></p> <p><b>CM</b></p> <p><b>Completed</b></p> <p><b>DL/TM</b></p> <p><b>NA</b></p> <p><b>Information</b></p>
<b>9.</b>	<p><b><u>Next Meeting</u></b></p> <p>The next meeting of this group will be held on at 10am on Tuesday 29<sup>th</sup> July 2008 at 10am at Laxcon Close.</p>	