

# StreetCare (StreetScene) / Veolia

## Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 5<sup>th</sup> August 2008

No.	Item	Action by
1.	<p><b><u>Persons Present</u></b></p> <p>Mark O'Brien (MOB) StreetCare – Team Leader  Nadine Ashton (NF) Veolia – Control Room Manager  Dave Lynas (DL) Veolia – Recycling Manager  Costas Malas (CM) StreetCare – Recycling  Eugene Buckley (EB) Veolia – Refuse Manager</p>	
2.	<p><b><u>Apologies for Absence</u></b></p> <p>Tony Talman (TT) StreetCare – Snr. Waste &amp; Env. Officer  John Rymer (JR) StreetCare – Team Leader  Yvonne Crace (YC) StreetCare – Education Team  Jean Francois Moreau (JFM) Veolia – Street Cleansing Operational Manager  Dan Green (DG) Veolia – Recycling Manager  Paul Booth (PB) Veolia – Refuse Manager  Gary Gregory (GG) Veolia – Bin and box delivery Manager</p>	
3.	<p><b><u>Minutes of Previous Meeting</u></b></p> <p>The minutes of the meeting held on 22nd July 2008 were circulated and agreed as an accurate record.</p>	
4.	<p><b><u>Matters Arising</u></b></p> <p>4(a) <b>13 The Close 4(j)</b>  No problems last week. This will go to Stage 3 and needs to be retained.</p> <p>4(b) <b>Rear of 305a Neasden Lane 4(k))</b>  JR meeting complainant on 23/7/8 at 3pm. Evidence of trade dumping in bins given to JR by PB for Enforcement. EB reported that cars parking at side of stairs is the reason for bin being placed in front of white door.</p> <p>4(c) <b>Roundtree Estate 4(n)</b>  This is a contamination problem. Awaiting inspection report from CM</p> <p>4(d) <b>Mallory Junior School, Christchurch Ave 4(u)</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 at meeting. Further feedback after the meeting from Radhika Silvapula is that the school caretaker should have resolved this</p> <p>4(e) <b>Introduction between Crews and Officers 4(v)</b>  Brief refresher training for SC officers to be given by YC and arranged by JR. YC</p>	<p><b>EB/DG/MO B</b></p> <p><b>JR/EB</b></p> <p><b>CM/DL</b></p> <p><b>Completed</b></p>

	will arrange a leaflet for crews and liaise with DG for training of Veolia crews. DL says that training will take place after recycling crews have “bedded” down after the recent massive increase in recycling.	<b>Completed</b>
<b>BIO Sacks 4(y)</b>		
<b>4(f)</b>	DG reported that more BIO sacks were required. Suggested two pallets. JR reported TT was advised. YC to chase up TT. Problem with Call Centre giving incorrect information to residents in saying that bio sacks will be delivered in 2 weeks. As our normal supplier’s factory is closed for August, there will be a delay before bio sacks arrive. E-mail to be sent to Call Centre Managers.	<b>YC/CM/MOB</b>
<b>4(g)</b>	<b>Organic Contamination Stickers 5(a)ii</b> DG requested additional organic contamination stickers. JR reported Radhika was advised. YC to chase up Radhika. No feedback from recycling.	<b>YC</b>
<b>4(h)</b>	<b>Estate Bin Labels 5(a)iii</b> DG requested more new labels for estate bins. JR reported Radhika advised. YC to chase up Radhika. No feedback from recycling. NA wants smaller labels as big bins have been stickered up.	<b>YC</b>
<b>4(i)</b>	<b>New Property List 5(a)iv</b> StreetCare Ward Officers to be chased up to finish lists.	<b>NA/MOB/JR</b>
<b>4(j)</b>	<b>Manor House Drive 5(a)v</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. EB reported he was not aware of any future problems.	<b>JR</b>
<b>4(k)</b>	<b>Eastleigh Close 5(a)viii</b> MOB spoke to Chris Whyte and Nick Patterson before the meeting. They agreed that bags would be used for bins (Nick Patterson attempting to source bags and cannot use bio sacks as out of stock). They also agreed that organic crew will pull out bins to empty if access problems occur. DL not happy at this and cited Health and Safety concerns. Issue to be resolved by Nick Patterson.	<b>JR/DL/NP</b>
<b>4(l)</b>	<b>50m Headers of Wembley Hill Road 5(a)x</b> MOB requested that monitoring continue for at least another week	<b>Completed.</b>
<b>4(m)</b>	<b>Weeds in Queensbury 5(a)xii</b> MOB reported all weeds cleared except Holmstall Road. JFM reported this is being done today.	<b>Completed</b>
<b>4(n)</b>	<b>Freeman Centre, Longstone Ave</b> Long term non-collection. PNB will liaise direct with RichardR. No feedback on this from Richard R.	<b>JR/PB</b>
<b>4(o)</b>	<b>72A The Avenue, Wembley</b> Problems with assisted collection. No problems for the last two weeks.	<b>Completed</b>
<b>4(p)</b>	<b>Queensbury Ward</b> MOB reported seven streets require weeding. All streets weeded.	<b>Completed</b>
<b>4(q)</b>	<b>Welsh Harp Ward</b> MOB reported Kingsmere Park needed weeding. Weeds removed.	<b>Completed</b>
<b>4(r)</b>	<b>Wembley Litter Bin Keys</b>	

	JFM requested spare keys for Wembley Town Centre litter bins. Keys ordered, waiting for delivery.	
<b>5.</b>	<p><b><u>Problems</u></b></p> <p><b>5(a) New Problems</b></p> <p><b>5(a)i Marley Walk, Dudden Hill.</b> EB reported commercial waste dumping in euro bins on Marley Walk, Dudden Hill. Photographs produced. JR to investigate.</p> <p><b>5(a)ii The Avenue, Barn Hill – Church.</b> EB reported large volumes of waste being generated by the Church and believed some of this was commercial waste. Photograph produced. MOB to arrange visit.</p> <p><b>5(a)iii 65 Cambridge Gardens</b> DL reported that organic bin had been delivered in bio sack area and wants the bin removing. CM to investigate and resolve.</p> <p><b>5(a)iv Contender Improvement</b> NA reported that Contender needs fixing as adhoc can be placed on system allowing green box and bin to be delivered anywhere in Borough – especially areas where we do not collect these recycling containers.</p> <p><b>5(a)v Kings Drive Barnhill</b> EB wants further feedback from BHP otherwise collections will cease.</p> <p><b>5(a)vi New Crescent Yard – Harlesden.</b> NA reported that Estates and Special Collection crews need fob key for access. Refuse already have this key.</p> <p><b>5(a)vii Call Centre Information</b> NA stated that Call Centre needs to give correct information. They need to understand that green box crews will only take one waste stream per bag and will not take mixed waste in bags. MOB to send e-mail to call centre managers. NA thinks a meeting with call centre staff would be valuable to educate them on correct practice.</p> <p><b>5(a)viii Blue Bins on Chalkhill Pavement - outside no 7.</b> EB reported that blue bins on pavement at this address. MOB already aware and Anna-Marie-Defontaine checking this. Information is that managing agents for new block of flats bought these bins from a new supplier and they may not fit the RCV.</p> <p><b>5(b) On-going Problems</b></p> <p><b>240L Grey Bins</b> 240 bins arrived on Thursday 31<sup>st</sup> July and all sent out to residents by weekend. NA states that Veolia backlog has been reduced to the beginning of July. Bins being sourced from both Plastic Omnium and Sulo.</p> <p><b>For Further Action</b> Nothing for discussion this week</p>	<p><b>JR/EB</b></p> <p><b>MOB/EB</b></p> <p><b>CM/DL</b></p> <p><b>Jenny Miller/NA</b></p> <p><b>MOB/EB</b></p> <p><b>JR/NA</b></p> <p><b>NA/MOB</b></p> <p><b>MOB/EB</b></p>

<p><b>6.</b></p>	<p><b><u>Corrective Action Plans</u></b></p> <p><b>6(a) New C.A.P.s</b> 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. No feedback from Richard Rope or EB.</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>
<p><b>7.</b></p>	<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> No new statistics this week.</p> <p><b>7(d)i Missed Collections</b></p> <p><b>Domestic Refuse</b> No new statistics this week.</p> <p><b>Green Box</b> No new statistics this week.</p> <p><b>Organic</b> No new statistics this week.</p> <p><b>Estate Collections.</b> Next report due on 5<sup>th</sup> August meeting</p>	<p><b>Information</b></p>

	<p><b><i>Rectification Points</i></b> No new statistics this week.</p> <p><b><i>WEEE Collections</i></b> Awaiting WEE tonnages from TT</p>	
8.	<p><b><u>Any Other Matters</u></b></p> <p><b>8(a) Green Box Deliveries</b> NA reported that had stock of around 24,000 boxes a week ago. 580 – 880 green box requests a day. CM to bear in mind that new boxes will need to be ordered before stocks are depleted.</p> <p><b>8(b) Bio Sack Collection</b> DL asked for permission to take bio sack waste to Twyford. He asked that additional supplies of bio sacks be sourced by the Council, sacks that will be accepted by Twyford, and said Veolia needed an extra 3.5 tonne vehicle and driver to be able to clear backlog and ensure that complaints do not increase.</p> <p><b>Organic Contamination – Sweeper Brushes.</b> <b>8(c)</b> CM raised issue of mechanical sweeper brushes in back of organic lorry. CM received no further information from WLW.</p> <p><b>Organic Second Round Tipping</b> <b>8(d)</b> CM not received data from WLW. DL saying it does occur and wants permission/ability to tip elsewhere as he says that, due to site closing at 17.00, tonnage will be lost due increased recycling and increased pressure on crews.</p> <p><b>8(e) Extra Keys</b> DL asked for FB11 and FB14 keys. Tony Martin providing keys.</p> <p><b>8(f) Clinical Waste</b> Awaiting list of residents on clinical collection from NA. No feedback from NA yet.</p> <p><b>8(g) Recycling</b> DL passed information to CM. Ensure that WRAPP staff are aware that crews are sometimes delayed getting onto their rounds and if they are not there exactly at 7am, they will be there shortly. Any serious problems and they will be notified.</p> <p><b>Recycling Tonnage Increase</b> <b>8(h)</b> DL wanted to stress how effective Brent Council recycling literature had been. Tonnages have increased significantly on plastics and literature has led to a large increase in organic bin orders. Increased from 45 per month (last year) to 450 this month.</p>	<p><b>CM/NA</b></p> <p><b>CM/CW</b></p> <p><b>Completed.</b></p> <p><b>CM</b></p> <p><b>DL/TM</b></p> <p><b>NA</b></p> <p><b>Information</b></p> <p><b>Information</b></p>
9.	<p><b><u>Next Meeting</u></b></p> <p>The next meeting of this group will be held on at 10am on Tuesday 12<sup>th</sup> August 2008 at 10am at Laxcon Close.</p>	