

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Meeting

Tuesday 12th June 2007

No.	Item	Action by
1.	Persons Present <div> <div>John Rymer (JR)</div> <div>StreetCare - Team Leader West Wards</div> </div> <div> <div>Mark O'Brien (MOB)</div> <div>StreetCare – Team Leader Central Team</div> </div> <div> <div>Nicola Percival (NP)</div> <div>StreetCare – Team Leader Education</div> </div> <div> <div>Jean Francois Moreau (JFM)</div> <div>Veolia – Street Cleaning Manager</div> </div> <div> <div>Paul Booth (EB)</div> <div>Veolia –Manager Refuse</div> </div> <div> <div>Dan Green (DL)</div> <div>Veolia –Recycling Manager</div> </div>	
2.	Apologies for Absence <div> <div>Bridie Cahill (BC)</div> <div>StreetCare – Annual Leave</div> </div> <div> <div>Tony Talman (TT)</div> <div>Site Meeting at Twyford</div> </div>	
3.	Minutes of Previous Meeting The minutes of the previous meeting held on 5 th June 2007 were circulated and agreed as an accurate record.	
4.	Matters Arising from Minutes of 15th May 2007 <div> <div>(i) <i>Traffic Islands</i></div> <div>Lists and maps for all villages handed to meeting by KFM with the exception of Kilburn. This will be handed in prior to the next meeting</div> </div> <div> <div>(ii) <i>Assisted Collections</i></div> <div>JES forwarded a list to Nadine of assisted collection.</div> </div> <div> <div>(iii) <i>New Stickers and Leaflets</i></div> <div>Everything with printers. Awaiting delivery. Delay with Leaflets due to new corporate design required. DG suggested these could be distributed with any information concerning the re-beating of the collection rounds</div> </div> <div> <div>(iv) <i>Designated Blue Bag Collection Points</i></div> <div>All maps given to meeting by JFM</div> </div> <div> <div><i>Wembley Village</i></div> <div>(v) MOB met with LB. Monitoring to continue</div> </div> <div> <div><i>Size of Barrow Beats / Detritus</i></div> <div>(vi) Awaiting report back from Monthly Contract Performance Meeting. Still waiting.</div> </div> <div> <div><i>Mechanical Schedules</i></div> <div>(vii) Maps handed over by JFM</div> </div>	<div>Complete</div> <div>Complete</div> <div>NP</div> <div>Complete</div> <div>MOB/JFM</div> <div>MCPM</div> <div>Complete</div>

	<p>Contamination</p> <p>(viii) Corrective Action Plan issued to NP. To liaise with DL and DG. To be completed by meeting on 29th June 2007. Meeting arranged after this meeting next week on 19th June from 12noon to 2pm.</p> <p>(ix) Collection of Fridges and Freezers for Adopted Highway PB explained that fridges are now being collected daily. One vehicle to North and one to South of borough. Impossible to arrange collections within time-scales for Zone until vehicles are fitted with radios. PB requested extension of CAP for 4 weeks which was agreed.</p> <p>(x) Leighton Gardens No further reports</p> <p>(xi) 46 Mount Pleasant Road No further reports</p> <p>(xii) Incorrect Entries on Contender Advice given. Complete at this time</p> <p>(xiii) Stage One Complaints Information passed to crews and Veolia admin team.</p> <p>(xiv) Delivery of Missing Green Boxes Boxes delivered to Veolia. 400 o/s deliveries to residents last Saturday mainly in the North. Rest should be completed by next Saturday week. PB to report back.</p> <p>Delivery of All Bins and Boxes</p> <p>(xv) Corrective Action Plan issued to PB to arrange procedures and processes for delivery of all boxes and bins within 2 days of the request. CAP not produced.</p> <p>(xvi) 392 to 436 Neasden Lane North It was agreed that these boxes will be delivered after the back log is completed</p> <p>(xvii) Map for Veolia Final design of required ward map given to MP. Should be ready by the end of this week.</p> <p>5(c)1 Green Boxes Green boxes were in by end of last week. Back log of deliveries being dealt with.</p> <p>6(a)3 Kenwyn Drive To continue monitoring Organic waste collections as there are still some missed collections.</p> <p>6(b)1 Aylestone Avenue Problem resolved</p> <p>6(b)2 21 Larch Road Problem resolved</p> <p>6(b)3 31 Dundonald Road Resolved. Crew will report any further problems. Thanks to Ward Officers for assistance</p> <p>6(c)1 Glass Banks Resolved. Stickers being placed on empty banks only.</p>	<p>29th June 07 CAP2</p> <p>10th July 07 CAP4</p> <p>Cancelled</p> <p>Cancelled</p> <p>Complete</p> <p>Complete</p> <p>PB</p> <p>To MMPM</p> <p>PB</p> <p>NP</p> <p>Complete</p> <p>MOB/DG</p> <p>Complete</p> <p>Complete</p> <p>Complete</p> <p>Complete</p>
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	<p>6(e)1 Schools Resolved and working OK</p> <p>7(b)1 Leafing/Blossom Leafing programme to be completed by end of August at latest</p> <p>7(c)1 Checking Grit Bins Awaiting BC to return</p> <p>8(d)2 Rectification Points JR reported that request for more detailed report now with Data Pro. Should be provided by next week.</p>	<p>Complete</p> <p>Complete</p> <p>BC</p> <p>JR</p>
5.	<p>Refuse Issues</p> <p>5(a) Household Residue Waste</p> <p>5(a)1 Bags for NCRd Residents MOB raised issue that refuse bags weren't being delivered to all NCR properties. Number 642 was high lighted. PB agreed to investigate increasing number of bags issued.</p> <p>5(b) Bulky Household Waste No specific issues raised</p> <p>5(c) Bin Delivery</p> <p>5(c)1 Green Box Deliveries See 5(c)1 above</p>	<p>PB</p> <p>Complete</p>
6.	<p>Recycling Issues</p> <p>6(a) Green Box</p> <p>6(a)1 152 Doyle Gardens MB liaising with DG.</p> <p>6(b) Organic Bin Collections</p> <p>6(b)1 Collection at Station Road DG reported about 20 unofficial 'bio-degradable' sacks being used for organic collection. These are not accepted by Harefield and any load containing these will be condemned. The crew emptied the sacks into the freighter and disposed of the sacks in landfill. DG asked that Ward Officers are made aware of the above.</p> <p>6(c) Bring Banks Nothing new to report</p> <p>6(e) Estate Banks Nothing new to report</p> <p>6(f) Schools Nothing new to report</p>	<p>DG</p> <p>Information</p>
7.	Street Cleaning Issues	

	<p>7(a) General Street Cleaning</p> <p>7(a)1 Rectifications Photographs were provided by StreetCare Team Leaders of a selection of persistent problems experienced by Ward Officers at the following selected locations to evidence some of the rectification points issued during the week:</p> <ul style="list-style-type: none"> • Greenway - sweepers bags • Chapman Crescent – Grade C alleyway • Melbury Road – weeds • Woodcock Dell Ave – weeds • Preston Hill – sweepers bags • Draycott Ave – detritus and weeds • Chapman Road – litter in shrub site • Lindsay Drive - litter in shrub sites <p>7(a)2 Welsh Harp Problems MOB reported that although IK met with SS who promised an intensive cleaning team to resolve specific problems the team were not available and won't be for at least a week.</p> <p>7(a)3 Walk –Out by Temporary Workers MOB asked JFM about the walk-out by some temps. JFM reported that new temps had been recruited the following day.</p> <p>7(a)4 London Rd to Tokynton Footpath MOB reported that this footpath wasn't getting swept and that LB said that it wasn't part of the contract. JFM to follow up.</p> <p>7(a)5 Neasden Lane Waste Transfer Station MOB reported a reduced usage by about 50% due to enforcement action by the EA. This has lead to a reduction in detritus and an excellent opportunity to really clean the area for a sustainable period. Request for Powerflex to sweep pavements every day as agreed with NP.</p> <p>7(a)6 AC2000 Mechanical Sweepers JR requested up-date on driver who sustained serious injuries when cleaning the machine last week. PB reported driver went to hospital and wound was treated with 20 stitches.</p> <p>7(a)7 Roe Green and East Lane Villages JR asked were the AC2000s being used in Roe Green and East Lane villages. They were last week but East Lane driver is sick and Roe Green driver left. New driver is being trained. JR requested up-date next week.</p> <p>7(b) Leafing/Blossom Nothing new to report</p> <p>7(c) Gritting</p> <p>7(c)1 Checking Grit Bins Nothing new to report</p>	<p>Information</p> <p>MOB/JFM</p> <p>Information</p> <p>MOB/JFM</p> <p>MOB/JFM</p> <p>Information</p> <p>JFM</p>
<p>8.</p> <p>8(a) Wembley Events</p>	<p>Other Issues</p>	

	<p>8(a)1 Saturday & Sunday George Michael Concert Two teams coped very successfully although there was a delay before the last clean could take place on Saturday due to grid lock caused by stretch limos, mini buses and cabs and all police had left. Will be raised at Wembley Events Operational Meeting. Cllr Corcoran complimented NP on Saturday night for the good work.</p> <p>8(a)2 Next Saturday and Sunday The Muse will be performing both nights. Two crews each night. On site by 6.30pm.</p> <p>8(b) On Street Recycling</p> <p>8(b)1 Metro Bins TT and TM investigating cost of 240L bins instead of 120L. Everyone agreed that 120L bins would be impracticable due to minimal cans/bottles/paper they could hold.</p> <p>8(c) Special Projects Nothing new to report.</p> <p>8(d) Statistics</p> <p>8(d)1 Missed Collections Reported missed statistics were produced by JR. A continued general downward trend for missed green box and organic collection was noted however there were 115 missed domestic refuse collections.</p> <p>8(d)2 Rectification Points JR produced details of rectification points issued. None were contested. JR reported that last week produced the highest weekly total of points in the first ten weeks.</p>	<p>Information</p> <p>Information</p> <p>TT</p> <p>Information</p> <p>Information</p>
<p>9.</p>	<p>Date of Next Meeting</p> <p>The next meeting will be held at 10am on Tuesday 19th June 2007 in the meeting room in StreetCare on First Floor West, Brent House, and 349 – 357 High Road, Wembley, HA9 6BZ.</p>	