

# StreetCare (StreetScene) / Veolia

## Team Leaders / Managers Meeting held at Laxcon Close

Tuesday 13<sup>th</sup> January 2009

No.	Item	Action by
1.	<p><b><u>Persons Present</u></b></p> <p>John Rymer (JR) StreetCare – Team Leader  Jean Francois Moreau (JfM) Veolia – Street Cleansing Operational Manager  Dave Lynas (DL) Veolia – Recycling Manager  Paul Booth (PB) Veolia – Refuse Manager  Tony Talman (TT) StreetCare – Snr. Waste &amp; Env. Officer.  Costas Malas (CM) StreetCare – Education Team (Compulsory recycle)</p>	
2.	<p><b><u>Apologies for Absence</u></b></p> <p>Mark O'Brien (MOB) StreetCare – Team Leader  Tanya O'Rourke (TOR) StreetCare – Education Team  Gary Gregory (GG) Veolia – Recycling Manager  Nadine Ashton (NA) Veolia – Control Room 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 23<sup>rd</sup> December 2008 were circulated prior to and at meeting and agreed as an accurate record.</p>	
4.	<p><b><u>Matters Arising</u></b></p> <p><b>4(a) Extra Keys 4(a)</b>  Keys should be available from tomorrow.</p> <p><b>4(b) 13, The Close, Barnhill 4(b)</b>  JR reported no reported problems but the complainant is likely to go to the ombudsman now. Request monitoring to continue.</p> <p><b>4(c) Unfinished Villages 4(c)</b>  JR reported that he had been informed by AB that Corporate Property are awaiting committee approval.</p> <p><b>4(d) Princess Road, Kilburn - Varied Collection Days 4(d)</b>  PB reported that Princes Road is collected on a Friday. NP advised AS that the collections will be changed to the same day by the end of January. Still o/s</p> <p><b>4(e) Alperton Lane Bring Site, Alperton 4(g)</b>  MOB to liaise with TM and DL re necessary repair. Still o/s</p> <p><b>4(f) Chaplin Road Hospital, Wembley Central 4(h)</b>  MOB to liaise with TM and DL. Still o/s</p>	<p><b>MOB/DL</b></p> <p><b>MOB/PB</b></p> <p><b>JfM, JR &amp; MOB</b></p> <p><b>JR/PB</b></p> <p><b>MOB/DL</b></p> <p><b>MOB/DL</b></p>

	<p><b>4(g) Mead Court, Buck Lane, Kingsbury 4(m)</b> PB reported that KO appears to have resolved the problem. Please pass thanks to KO.</p> <p><b>4(h) Contaminated Estate Bins 5(a)i</b> JR reported that the contaminated estate bins were cleared at the weekend by Recycling Team after CW spoke to NP. DL reported that contaminated estate bins will be emptied every other weekend in future.</p> <p><b>4(i) Transferring of plastics and cans at Doyle Gardens 5(a)ii</b> DL reported that using the lay-by near Roundwood Park was operating well at the moment.</p> <p><b>4(j) 8 Robin Grove, Barnhill 5(a)iii</b> As MOB was away this assisted collection to continue to be monitored by all services.</p> <p><b>4(k) 100 Kenwood off Forty Avenue 5(a)iv</b> CM agreed to pass this request to TOR who is currently dealing with estates recycling.</p> <p><b>4(l) Padlocks 5(a)v</b> JR to liaise with TM and contractor for extra locks.</p> <p><b>4(m) Victoria Village</b> JR reported that the information had been relayed to the Ward Officers affected.</p>	<p><b>MOB/PB</b></p> <p><b>Completed</b></p> <p><b>Completed</b></p> <p><b>MOB/DL/PB</b></p> <p><b>CM/DL</b></p> <p><b>JR/DL</b></p> <p><b>Completed</b></p>
	<p><b><u>Problems</u></b></p> <p><b>5(a) New Problems</b> No new reported problems discussed</p> <p><b>5(a)i Keys Required</b> There was a request for extra keys from DL (3 of each) and PB (1 of each) as follows. FB14, FB11, FB1, FB2. See <b>4(a)</b> above</p> <p><b>5(a)ii Padlocks</b> DL asked that the old ECT locks should be changed to ASEC locks and he suggested the required number of padlocks required now is probably nearer 500 than 200. JR agreed to liaise with TM and supplier.</p> <p><b>5(a)iii Composting Books</b> DL requested that CM inform YC that there are two boxes of composting books in his office at Marsh Road awaiting collection.</p> <p><b>5(a)iv Waste Education Team</b> TT reported that there was a recent meeting where it was agreed to distance the Waste Education Team from operational issues.</p> <p><b>5(a)v Collection Monitoring</b> CM stated that he and 'Josh' will continue to monitor collections.</p> <p><b>5(a)vi Assault on Late Shift Manager</b> JfM reported that Rudi was assaulted and his mobile was stolen after he took photos</p>	<p><b>JR/PB/DL</b></p> <p><b>JR/DL</b></p> <p><b>CM/YC/DL</b></p> <p><b>Information</b></p> <p><b>Information</b></p>

	<p>of someone dumping rubbish near Church Road car park. He was punched on the nose. CW and JMcS were informed.</p> <p><b>5(a)v</b> <i>1 Summerfield Avenue, Queens Park</i> JR reported that there is a Stage One complaint regarding bins and green boxes. JR requested that PB and DL instruct crews to take more care when collecting from this house.</p> <p><b>5(a)vi</b> <i>Spillage by Organic Crews</i> DL reported that in answer to an email from JR Veolia were looking to install new rubber guards at the rear of all of the organic vehicles to stop this spillage problem.</p> <p><b>5(a)vii</b> <i>Woodlands Court</i> PB reported that the crew had denied any knowledge about pulling out early and that he didn't know any driver or loader who was always singing. He agreed to talk to the crew again.</p> <p><b>5(b)</b> <b>On-going Problems</b> See items 4(a) to 4(m) above.</p> <p><b>5(c)</b> <b>For Further Action</b> See 4(a), (b), (c), (d), (e), (f), (g), and (j) – (l).</p>	
<b>6.</b>	<p><b><u>Corrective Action Plans</u></b></p> <p><b>6(a)</b> <b>New C.A.P.s</b> No new CAPs</p> <p><b>6(b)</b> <b>On-Going Reviews</b></p> <p><b>6(b)i</b> <i>CAP 35 - 124 Monks Park, Tokyngton – assisted collection</i> JR reported that collections were reported properly last week.</p> <p><b>6(c)</b> <b>End Review</b> No end reviews</p> <p><b>6(d)</b> <b>Failures for Forwarding</b> No failures for forwarding.</p>	<p><b>CAP 35</b> <b>31/01/2009</b> <b>MOB</b></p>
<b>7.</b>	<p><b><u>Other Specific Issues</u></b></p> <p><b>7(a)</b> <b>Wembley Events</b></p> <p><b>7(a)i</b> <i>Next Event</i> The next event is believed not to be until March.</p> <p><b>7(a)ii</b> <b>Special Projects</b> Nothing to report</p> <p><b>7(b)</b> <b>Gritting, Leafing and Bins</b></p> <p><b>7(b)i</b> <i>Gritting</i> This week out of hours officers are MOB and JB, from Veolia it is PM. Next week it is JR and SAR from Veolia it is JfM..</p>	<p><b>Information</b></p> <p><b>Information</b></p>

	<p><b>7(c) Leafing</b> Nothing to report</p> <p><b>7(c)i Grey Bins</b> Nothing to report</p> <p><b>7(c)ii Weeds</b> Nothing to report</p> <p><b>7(c)iii Missed Collections</b></p> <p><b>7(c)iv Domestic Refuse</b> No reports this week</p> <p><b>7(d) Green Box</b> No reports this week</p> <p><b>7(d)i Organic</b> No reports this week</p> <p><b>7(d)ii Estate Collections.</b> December report due in Next week</p> <p><b>7(d)iii Rectification Points</b> No report this week</p> <p><b>7(d)iv WEEE Collections</b> TT reported</p> <p><b>7(e) IT Up-dates</b> Nothing new to add.</p> <p><b>7(f) NI195 Information</b> No new information other than third tranche had been completed.</p>	<p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p> <p><b>Information</b></p>
.	<p><b><u>Any Other Matters</u></b></p> <p><b>8(a) New Special Collections Veolia Procedure 8(b)</b> PB reported that the new system was going well and very few missed collections were being reported of bulky collections.</p>	<b>EB</b>
<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 20<sup>th</sup> January 2009 at Laxcon Close, NW10.</p>	