

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Performance Meeting held at Laxcon Close

Tuesday 14th September 2010

No.	Item	Actions
1.	<p><u>Persons Present</u></p> <p>John Rymer (JR) StreetCare Team Leader Mark O'Brien (MOB) StreetCare Team Leader Jean-Francois Moreau (JfM) Veolia – Senior Cleaning Manager Mick Minogue (MM) Veolia –Recycling Environmental Manager Eugene Buckley (EB) Veolia - Refuse Environmental Manager</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Dave Lynas (DL) Veolia – Senior Recycling Manager Neal St Lewis (NSL) StreetCare Street Environment Manager Steve Speller (SS) Veolia – Recycling Environmental Manager Tanya O'Rourke (TOR) StreetCare – Waste Ed and Env Officer</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on Tuesday 7th September 2010 were circulated and were agreed as an accurate record.</p>	
4.	<p><u>Matters Arising</u></p> <p>4(a) <i>Unfinished Villages 4(a)</i></p> <p>4(a)i <i>Harlesden/Willesden</i> This depot is still under review as there is no water or electricity.</p> <p>4(b) <i>Riverside Gardens</i> MOB informed the meeting that these yellow lines are scheduled to be installed on Wednesday 15th September so long as it isn't too wet.</p> <p>4(c) <i>Mallard Court/Mallard Way – Welsh Harp - 16/2/2010</i> MOB reported that he had received no further information from CB although he had left messages for her to contact him.</p>	<p>JfM/JR</p> <p>MOB/DL/ EB</p> <p>MOB/DL</p>

4(d)	<p>Grand Parade – 25/5/201 MOB and EB agreed to have a joint site meeting to establish the current position with the overgrown vegetation</p>	MOB/EB
4(e)	<p>Windermere Avenue Collections behind shops – 22/6/2010 EB reported that parked cars were causing access problems. He suggested that Transportation be asked to re-paint the faded yellow lines to minimise this problem. MOB agreed to speak to Transportation.</p>	MOB/EB
4(f)	<p>Highcroft Avenue Cleansing – 29/6/2010 This work is scheduled to be completed by Community Payback. MOB reported that no timescale had yet been given.</p>	MOB/JfM
4(g)	<p>Grand Parade, Forty Avenue 29/6/2010 MOB reported that there is no problem with getting PAs on site and made EB aware of the phone number to arrange if there are problems. It was agreed to monitor for one more week</p>	MOB/DL
4(h)	<p>6 Compton Ave, Sudbury - 13/7/2010 MOB reported that there was a report of the organic bin obstructive the drive last week. Monitoring to continue.</p>	MOB/DL
4(i)	<p>Neeld Court Collections, Tolkyngton – 13/7/2010 MOB reported that he saw the dropped kerb being installed this morning on his way to the meeting. This should be completed by lunch time today.</p>	MOB/EB
4(j)	<p>49 Hay Lane, NW9 – 10/8/2010 MOB reported that there were no adverse reports last three weeks. It was agreed that this matter is now completed.</p>	Completed
4(k)	<p>6 Nash Court, Nash Way – 10/8/2010 MOB reported no adverse reports for several weeks. It was agreed that this matter is now completed.</p>	Completed
4(l)	<p>86 The Avenue, Barnhill – 17/8/2010 MOB reported no adverse reports for several weeks. It was agreed that monitoring should continue for one more week</p>	MOB/DL
4(m)	<p>Chantry Close – 17/8/2010 MOB reported MF was sick so he will personally take on this problem.</p>	MOB/EB
4(n)	<p>Monks Park – 17/8/2010 MOB reported that AS's site visit and investigation revealed that the area was clean and there was no illegal trade waste. There is planning permission for flats where the garages are located. It was agreed to continue monitoring and MOB reported that AS was always available for joint visits whenever on duty.</p>	MOB/EB

4(o)		Neasden Subway – 17/8/2010 JfM agreed to send JR a quote for washing the Neasden underpass as there was now sufficient hose to complete the job.	JR/JfM
4(p)		21 Hersant Close – 24/8/2010 JR reported that there were no recent adverse reports concerning collections from this property. It was agreed to continue monitoring collections from this property.	JR/DL
4(q)		25 Pinemartin Close – 24/8/2010 JR reported that there were no recent adverse reports concerning collections from this property. There was concern about the resident at this property and it was agreed to scale down the monitoring.	JR/DL
4(r)		45A Mowbray Road, NW2 – 24/8/2010 JR reported that there were no adverse reports concerning collections from this property since 24/8/2010. Monitoring to continue.	JR/DL
4(s)		New Hope Court, NW10 - 24/8/2010 EB reported that there was still one gate denying access. JR agreed to chase up CM to liaise with EB later this week to resolve the problem.	JR/DL
4(t)		31 Century House, Forty Ave – 31/8/2010 MOB reported that the managing agents have now cleared the bin store and the problems with access are now resolved. It was agreed that this matter is now closed.	MOB/DL
4(u)		Mulgrave Road Recycling Banks – 7/9/2010 JR thanked MM and reported that the contaminations were now cleared. It was agreed that this matter is now closed	Completed
4(v)		Clarendon Gardens, Preston – 7/9/2010 EB reported that he had questioned all three crews and that he needed more evidence to take the matter further. All crews were informed that this was inappropriate behaviour.	MOB/DL
4(w)		13A Holmstall Parade, Queensbury – 7/9/2010 EB reported that the crew had been spoken to and that proper operational procedures will be adhered to during future collections.	Completed
5.		<u>Problems</u>	
5(a)		New Problems	
	5a(i)	Gladstone Village Supervision – 14/9/2010 JR reported whilst the Manager was off and the two foremen were weed spraying yesterday several scheduled roads in Mapesbury	Information

		weren't cleaned and they were at a Grade C. JR was concerned that the lack of supervision may have caused the sweeper to be missing. JFM apologised and reported that ED was back at work and the missed roads are being cleaned this morning.	
	5a(ii)	43 Eagle Road, Wembley – 14/9/2010 MOB reported that there was a report that the organic collection crew were rude to the father of this property. MM agreed to carry out an investigation.	MOB/MM
	5a(iii)	6 Walton Gardens, Preston – 14/9/2010 MOB reported that the bin lid at this address is often left open and water collects inside. It was agreed to monitor collections at this property.	MOB/EB
	5a(iv)	5 Whitby Gardens, Queensbury – 14/9/2010 MOB reported missed refuse collection at this property. This was not a one off and all services had been reported previously for missing this property. EB agreed to investigate and report back to the next meeting.	MOB/EB
	5a(v)	Flat 4, 22 Crawford Avenue, Sudbury – 14/9/2010 MOB reported that the green box crew were not clearing the spillages they make during collections. As SS was of MM agreed to investigate. It was agreed to monitor collections at this property.	MOB/MM
	5a(vi)	34 Shaftesbury Avenue, Preston – 14/9/2010 MOB reported that this was an assisted collection and the green box wasn't being returned properly. It was agreed to monitor collections at this property.	MOB/DL
	5a(vii)	45 Grasmere Avenue, Preston – 14/9/2010 MOB reported that the bins weren't returned properly in that the organic bin was replaced the wrong way round making it impossible for her to open the lid. This is an assisted collection. It was agreed that this should be investigated further and future collections should be monitored. It was noted that Mrs Sharkey had escalated her previous complaint to Stage Three.	MOB/DL
	5a(viii)	St John's Road, Wembley – 14/9/2010 MOB reported that he had received a report of excessive noise being made during green box collections. He explained that the crew placed cans and plastics in the builders' sacks and dragged them along the pavement to the vehicle. MM reported that this is standard practice particularly in this and other roads where access can be a problem. He stated that the noise is no worse than loading the vehicle from the boxes and in fact may be slightly quieter. MOB and the meeting agreed to continue this practice and to monitor public perception.	Information
	5a(ix)	NCRd Footbridge next to Bestways, Stonebridge – 14/9/2010	JR/JfM

		<p>MOB reported that this was badly littered on Monday morning. It was appreciate that this was because there had been a large event at the Ace Café on the Sunday. It was suggested that some liaison with the owner of the Ace Café to obtain dates of these special events would be helpful so weekend crews would be aware and could take earlier action to clean up. JR agreed to ask SAR to liaise with the Café.</p> <p>5a(x) NCRd Problems, Dollis Hill – 14/9/2010 JfM reported that due to the lateness of refuse bags being placed out for collection between Staples Corner and Eastleigh Close some weren't collected. He asked for clarification over this issue as he couldn't keep sending his operatives back to collect backs placed out late. JfM also asked whether cleaning the first 50m off the NCRd was the same as the first 50m off a Zone One. It was agreed that JfM would discuss these problems with the Officer at the meeting organised to follow this meeting and if not resolved he would inform JR who would investigate further.</p> <p>5a(xi) NCRd Central Reservation cleaning – 14/9/2010 JfM also reported that the cleaning of the NCRd central reservation started last night and would continue for the next two nights. He showed concern about cleaning by the road works. JR agreed that the safety of the operatives was paramount and if risks couldn't be reduced sufficiently then this part would have to be completed on the next scheduled clean.</p> <p>5a(xii) Weed Spraying JfM reported that weed spraying started yesterday. The 5 target wards would be completed first and if the weather was kind then the Borough should all be sprayed in 2½ weeks.</p> <p>Hillside, Stonebridge – 14/9/2010 EB requested some assistance for his refuse crew with the vast amounts of cardboard in the bin area at the rear of the Tesco Metro in Hillside. MM reported that due to high tonnages it had been requested that no extra organic collections be made if possible until capacity became available. JR agreed to ask SAR to investigate this problem and to see if he could find some method to get cardboard removed and if possible recycled.</p>	<p>JR/JfM</p> <p>JR/JFM</p> <p>Information</p> <p>JR/EB</p>
6.		<u>Corrective Action Plans</u>	
6(a)		New C.A.P. No new CAPs.	
6(b)		On-Going Reviews No CAPs for reviewing	

6(c)		End Review No CAPs for end reviews.	
6(d)		Failures for Forwarding No CAPs for forwarding.	
7.		<u>Other Specific Events</u>	
7(a)		Wembley Events	
	7(a)i	Last Event Clear up after The Muse concerts on Friday and Saturday went well. There was a very late finish on Saturday.	
	7(a)ii	Next Event The next event is England in a World Cup qualifying game on 12 th October. The event after that is the NFL game on 31 st October.	
7(b)		Special Projects No special projects at this time.	
7(c)		Gritting, Leafing, Bins and Weeds	
	7(c)i	Gritting No reports	
	7(c)ii	Leafing No reports	
	7(c)iii	Weeds JR reported that there were 13 reports of overgrown weeds last week. There is a decrease from 23 the previous week to 13 last week. See item 5a(xi) re spraying.	
	7(c)iv	Bins and Boxes 300 green 240L bins are expected by end of September.	
7(d)		Missed Collections Missed collection figures were distributed at the meeting. JR reminded the meeting that these were reported by residents and may possibly contain some contaminated bins and boxes deliberately left by the crew under instructions.	
	7(d)i	Domestic Refuse JR reported that recorded missed refuse collections increased from	

7(e)		<p>39 to 69 last week</p> <p>7(d)ii Green Box JR reported that recorded missed green box collections decreased from 30 to 26 last week.</p> <p>7(d)iii Organic JR reported that recorded missed organic collections increased from 28 to 46 last week.</p> <p>7(d)iv Estates The next missed estates collections are due in October.</p> <p>7(d)v Not returning bins properly The next report of crews not returning the containers properly is due in October</p> <p>7(d)vi Rectification Points JR produced figures and graphical representations for rectification points issued over the past two weeks. There was an increase from 426 for the previous week to 459 for last week.</p> <p>NI195 Update JR again reminded the meeting that the next 5 target wards are:-</p> <ul style="list-style-type: none"> • Kenton • Wembley Central • Dollis Hill • Willesden Green • Brondesbury Park <p>There is a meeting between Veolia Managers and SC Officers after this meeting to discuss ways to improve on the scores.</p>	
<p>8.</p> <p>8(a)</p> <p>8(b)</p>		<p><u>Any Other Matters</u></p> <p>Special Projects No current special projects</p> <p>Other Matters No other matters discussed.</p>	
9.		<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 21st September 2010 at Laxcon Close, NW10.</p>	