

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Performance Meeting held at Laxcon Close

Tuesday 12th October 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 Eugene Buckley (EB) Veolia - Refuse Environmental Manager</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Neal St Lewis (NSL) StreetCare Street Environment Manager Tanya O'Rourke (TOR) StreetCare – Waste Ed and Env Officer Mick Minogue (MM) Veolia –Recycling Environmental Manager Steve Speller (SS) Veolia – Recycling Environmental Manager Dave Lynas (DL) Veolia – Senior Recycling Manager</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the last meeting that was held on Tuesday 5th October 2010 were circulated and were agreed as an accurate record.</p>	
4.	<p><u>Matters Arising</u></p> <p>4(a) Unfinished Villages 4(a)</p> <p>4(a)i Harlesden/Willesden JfM reported that all utilities except water had been resourced. Position remains the same</p> <p>4(b) Mallard Court/Mallard Way – Welsh Harp - 16/2/2010 JR reported that he visited the site and there were sufficient hard standings by all blocks for the domestic bins to be stored on. This matter is now completed.</p> <p>4(c) Grand Parade – 25/5/201 MOB reported that PM is liaising with Parks department to get this matter resolved.</p>	<p>JfM/JR</p> <p>Completed</p> <p>MOB/EB</p>

4(d)	<i>Windermere Avenue Collections behind shops – 22/6/2010</i> MOB is liaising with Eric Marchers from Transportation over this matter. Meeting to be up-dated when information available.	MOB/EB
4(e)	<i>Highcroft Avenue Cleansing – 29/6/2010</i> MOB reported that this work didn't start on 3 rd October. It is on the Payback list of imminent work.	MOB/JfM
4(f)	<i>86 The Avenue, Barnhill – 17/8/2010</i> MOB reported no adverse reports for several weeks. This looks like refills of some description. Investigation to continue.	MOB/DL
4(g)	<i>Chantry Close – 17/8/2010</i> MOB reported pictures were taken and forwarded to Transportation. MOB is awaiting feed back from Transportation.	MOB/DL
4(h)	<i>Monks Park – 17/8/2010</i> EB is to arrange a site visit with AS next week and discuss problems reported by the crew.	MOB/EB
4(i)	<i>21 Hersant Close – 24/8/2010</i> JR reported that there were no recent adverse reports concerning collections from this property. It was agreed to show this matter as completed	Completed
4(j)	<i>6 Walton Gardens, Preston – 14/9/2010</i> MOB reported that there were no adverse reports. It was agreed that this matter can be shown as completed.	Completed
4(k)	<i>5 Whitby Gardens, Queensbury – 14/9/2010</i> MOB reported no adverse reports since original report. It was agreed that this matter can be shown as completed	Completed
4(l)	<i>Flat 4, 22 Crawford Avenue, Sudbury – 14/9/2010</i> Awaiting report from MM. Monitoring to continue.	MOB/MM
4(m)	<i>34 Shaftesbury Avenue, Preston – 14/9/2010</i> MOB reported collections completed properly except that the GB was left in the middle of the drive. Monitoring to continue.	MOB/DL
4(n)	<i>45 Grasmere Avenue, Preston – 14/9/2010</i> MOB reported that resident reported the bin was left facing the wrong way on 1/10/2010 and 4/10/2010. It was suggested that photographs need to be taken as the resident's reports are different to those of SC and Veolia foreman.	MOB/DL
4(o)	<i>Hillside, Stonebridge – 14/9/2010</i> SAR will check location and contact SS if problem still exists. This is the bin shed on the North West side of Tesco's	JR/DR

4(p)		139 Churchill Road, NW2 - 28/9/2010 JR reported that this was checked by KO last Friday and found OK. Monitoring to continue.	JR/MM
4(q)		Pitfield Way, NW10 - 28/9/2010 JfM reported that he hadn't had time to check. It was agreed to discuss this matter next meeting.	JR/JfM
4(r)		306 Stag Lane, Queensbury - 28/9/2010 MOB reported that collections are ok. It was agreed that this matter can be shown as completed	Completed
4(s)		30 Magnolia Court - 28/9/2010 MOB reported all cleared last week. Monitoring to continue as there have been 3 missed collection reports in last 3 months.	MOB/DL
4(t)		Gladstone Court, NW2 – Estate Bin – 5/10/2010 JR reported that this was completed and MM and AMD did hold a site meeting. This matter is now completed	Completed
4(u)		Veolia Out of Hours Rota – 5/10/2010 JR thanked JfM for forwarding the rota as requested.	Completed
4(v)		Kingsbury School collection problems – 5/10/2010 MOB reported no problems with this collection. It was agreed to show this matter as completed.	Completed
4(w)		35 Uphill Drive, Kingsbury – 5/10/2010 MOB reported that he had visited the premises on 2 occasions but no-one was in. He will try again.	MOB/DL
5.		<u>Problems</u>	
5(a)		New Problems	
	5a(i)	Bridge Road, under bridge – 12/10/2010 JR raised the issue that there was a problem with pigeon mess under the bridge. JfM said that the road was being swept daily instead of 3 times a week and that there was no bridge washing team. It was agreed to monitor to check how big a problem the pigeons were causing.	JR/JfM
	5a(ii)	Grit Bins – 12/10/2010 MOB reported that there were about 30 extra grit bins paid for from Neighbourhood working budget to be placed on the list. JfM will start distributing the grit bins next week so needs a completed list by Friday.	MOB/JfM
	5a(iii)	Wembley Events Vehicle – 12/10/2010	MOB/JfM

	<p>JfM agreed to send MOB details of the vehicle used for Wembley events.</p> <p>5a(iv) 277 Ealing Road, Wembley - 12/10/2010 MOB reported that the organic bin at this property is regularly missed. Collection to be monitored.</p> <p>5a(v) Meeting with Enforcement Team – 12/10/2010 JfM reported that he had met DL from the SC Enforcement Team and discussed ways that could work together to tackle trade waste problems. It was decided that if SC Ward Officers are to be involved a specific meeting should be set up to organise any project.</p> <p>5a(vi) Parking Permits for Veolia Staff – 12/10/2010 JR took parking permit applications from JfM to be delivered to NSL for signing and forwarding to parking team.</p> <p>5a(vii) Free Bulky Household Collections – 12/10/2010 The new free bulky collections were discussed. Collections were operating OK at present. This matter can be raised if problems arise in the future.</p> <p>5a(viii) Saltcroft Close, Barnhill – 12/10/2010 EB reported that there were access problems making collections troublesome at this location.</p> <p>5a(ix) Edgware Road, Queensbury – 12/10/2010 EB reported that for the new PCHA block Veolia needed a key for the bin area. PCHA refuse to use FB keys. DK is awaiting key from PCHA</p> <p>5a(x) St George's Close, Northwick Park – 12/10/2010 EB reported that there was overgrown vegetation causing problems for the collection vehicles. MOB will get TM RAD to investigate.</p>	<p>MOB/DL</p> <p>Information</p> <p>Information</p> <p>Completed</p> <p>MOB/DL</p> <p>MOB/DL</p> <p>MOB/DL</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	<i>Last Event</i> All recent events reported on	
	7(a)ii	<i>Next Event</i> The next event is England in a World Cup qualifying game on 12 th October. Mob from SC and KE from Veolia. Saracens –v- Leinster in Rugby Heineken Cup on Saturday 16 th October. SAR from SC and KE from Veolia. Followed by the annual 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	<i>Gritting</i> See 5(a) ii above.	
	7(c)ii	<i>Leafing</i> JR requested a leaving method statement for this 2010. JfM agreed to produce one by next meeting	
	7(c)iii	<i>Weeds</i> JR reported that there were 12 reports of overgrown weeds last week. This is an increase from 7 the previous week. Spraying is taking place when appropriate. Recent fine weather has helped catch up with the spraying.	
	7(c)iv	<i>Bins and Boxes</i> No further up-dates.	
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	<i>Domestic Refuse</i> JR reported that recorded missed refuse collections increased from 32 to 47 last week.	
	7(d)ii	<i>Green Box</i> JR reported that recorded missed green box collections increased from 17 to 22 last week	

7(e)	7(d)iii	Organic JR reported that recorded missed organic collections increased from 32 to 39 last week.	
	7(d)iv	Estates JR reported that this will be prepared in November as these are monthly reports.	
	7(d)v	Not returning bins properly JR reported that this will be prepared in November as these are monthly reports.	
	7(d)vi	Rectification Points JR reported that recorded rectification points decreased from 450 to 432 last week.	
		NI195 Update JR again reminded the meeting that the next 5 target wards are:- <ul style="list-style-type: none"> • Kenton • Wembley Central • Dollis Hill • Willesden Green • Brondesbury Park No reports of inspections starting yet.	
8.		<u>Any Other Matters</u>	
8(a)		Special Projects No current special projects	
8(b)		Other Matters No other matters discussed.	
9.		<u>Next Meeting</u> The next meeting of this group will be held on at 10am on Tuesday 19 th October 2010 at 10am at Laxcon Close, NW10.	