

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Performance Meeting held at Laxcon Close

Tuesday 26th 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 – Street Cleaning Ops Manager Dave Lynas (DL) Veolia – Collections Operations Manager</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Neal St Lewis (NSL) StreetCare Street Environment Manager Mick Minogue (MM) Veolia –Recycling Environmental Manager Eugene Buckley (EB) Veolia - Refuse Environmental Manager Steve Speller (SS) Veolia – Recycling Environmental Manager</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the last meeting that was held on Tuesday 19th 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) Grand Parade – 25/5/201 MOB reported that PM has liaised with Parks department after CW authorised payment and this overgrowing vegetation will be cut back by Parks this week.</p> <p>4(c) Windermere Avenue Collections behind shops – 22/6/2010 MOB is liaising with Mr Choudry from Transportation this week. RAD is monitoring this problem every week.</p>	<p>JfM/JR</p> <p>MOB/EB</p> <p>MOB/EB</p>

4(d)	Highcroft Avenue Cleansing – 29/6/2010 MOB reported that Community Payback started this work on 10 th October and will continue on Saturdays until completed.	MOB/JfM
4(e)	86 The Avenue, Barnhill – 17/8/2010 MOB reported that the resident had raised a new complaint that is being treated as a Stage One. This complaint is about Brent staff.	MOB/DL
4(f)	Chantry Close – 17/8/2010 Consultation ends on 31 st October 2010.	MOB/DL
4(g)	Monks Park – 17/8/2010 EB is to arrange a site visit with AS next week and discuss problems reported by the crew. This is still out standing.	MOB/EB
4(h)	45 Grasmere Avenue, Preston – 14/9/2010 MOB reported that collection was OK last week. Monitoring to continue.	MOB/DL
4(i)	139 Churchill Road, NW2 - 28/9/2010 JR reported that this was checked by KO last Friday and found OK. It was agreed that this problem is now resolved.	Completed
4(j)	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(k)	Bridge Road, under bridge – 12/10/2010 JR reported that SAR was regularly monitoring this problem with pigeon mess. It was decided that another week of monitoring would probably give a better idea of the problem.	JR/JfM
4(l)	Grit Bins – 12/10/2010 MOB agreed to confirm the list of grit bin sites sent by JfM and to send a separate list of the new 17 sites.	MOB/JfM
4(m)	277 Ealing Road, Wembley - 12/10/2010 MOB reported no problems reported last week; monitoring should continue at this site.	MOB/DL
4(n)	Saltcroft Close, Barnhill – 12/10/2010 EB reported that there were access problems making collections troublesome at this location. Matter remains outstanding	MOB/DL
4(o)	Edgware Road, Queensbury – 12/10/2010 MOB reported that these collections were now being completed properly with no reported problems. This matter is now resolved.	Completed
4(p)	St George's Close, Northwick Park – 12/10/2010 MOB reported that RAD will check this location next week and take appropriate action as required.	MOB/DL

4(q)		51/53 Cavendish Road, Brondesbury Park – 19/10/2010 JR reported that this was contamination by some of the residents. The matter is now resolved.	Completed
4(r)		Winter Maintenance Rota – 19/10/2010 JfM still has to forward list of gritters to MOB.	JfM/MOB
4(s)		Wembley Arena and Market problems – 19/10/2010 This matter will be shown as closed until such time as photographic evidence is produced.	Completed
4(t)		Parking Dispensation Application Forms – 19/10/2010 JR reported that this form had been sent electronically and the other applications signed by NSL and sent to Pyramid House for processing.	Completed
5.		<u>Problems</u> New Problems	
	5(a)	Bin Counting – 26/10/2010 DL reported that foremen and supervisors will be following refuse crews over the next 5 weeks completing a bin count. DL requested that SC officers be informed.	Information
	5(b)	Kinch Grove, Barn Hill – 26/10/2010 Mr McKenzie is complaining unreasonably that Kinch Grove is never swept. MOB has arranged with NE that sweepers' bags will be left in this street for a day so the resident is aware that the sweeper has completed his scheduled work.	Information
	5(c)	Trio, Wembley Hill Road, Tokyngton – 26/10/2010 MOB reported that he saw an employee leave out waste contained in a sweeper's bag. This will be monitored by SC and Veolia.	MOB/JfM
6.		<u>Corrective Action Plans</u>	
	6(a)	New C.A.P. No new information on CAPs.	
7.		<u>Other Specific Events</u>	
		Wembley Events	
	7(a)i	Last Event The last event has been reported on previously	

7(a)ii	<p>Next Event</p> <p>The next two events are: The annual the NFL game on 31st October when MOB and KE are supervising and the England –v- France friendly football game on 17th November.</p>	
7(b)	<p>Special Projects</p> <p>No special projects at this time.</p>	
7(c)	<p>Gritting, Leafing, Bins and Weeds</p>	
7(c)i	<p>Gritting</p> <p>MOB reported some bins are already out. They should all be out and filled with grit by 1st November which is next Monday. The extra 17 bins should be delivered on Sunday or the following Sunday if there is insufficient storage space this Sunday.</p>	
7(c)ii	<p>Leafing</p> <p>JR reported that there had been 17 requests placed on Contender for leafing. It was reported that SC staff were advised that if details were put on Contender to place them on 'hold' and to email request to JR or MOB who will inform ED or KE as appropriate.</p>	
7(c)iii	<p>Weeds</p> <p>JR reported that there were 6 reports of overgrown weeds last week. This is a decrease from 11 the previous week.</p>	
7(c)iv	<p>Bins and Boxes</p> <p>No further up-dates.</p>	
7(d)	<p>Missed Collections</p> <p>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.</p>	
7(d)i	<p>Domestic Refuse</p> <p>JR reported that recorded missed refuse collections decreased from 44 to 36 last week. An excellent improvement.</p>	
7(d)ii	<p>Green Box</p> <p>JR reported that recorded missed green box collections increased from 27 to 25 last week. Excellent work.</p>	
7(d)iii	<p>Organic</p> <p>JR reported that recorded missed organic collections increased from 46 to 27 last week. An excellent improvement.</p>	
7(d)iv	<p>Estates</p> <p>JR reported that this will be prepared in November as these are monthly reports.</p>	

7(d)v		<p><i>Not returning bins properly</i></p> <p>JR reported that this will be prepared in November as these are monthly reports.</p>	
7(e)		<p>Rectification Points</p> <p>JR reported that recorded rectification points increased from 504 to 586 last week. This was mainly due to the leafing and weeding defaults (230 points).</p>	
7(f)		<p>NI195 Update</p> <p>JR reported that no preliminary NI195 reports had been received yet and reminded the meeting that the 5 target wards for the last tranche from December to March are:-</p> <ul style="list-style-type: none"> • Kensal Green • Welsh Harp • Northwick Park • Sudbury • Tokyngton <p>He suggested that another meeting between the responsible SC Officers and Veolia Streets managers is held at the end of November. Suggestion was made for 30th November at 11am if possible at Laxcon Close.</p>	
8.		<p><u>Any Other Matters</u></p>	
8(a)		<p>Special Projects</p> <p>No current special projects</p>	
8(b)		<p>Other Matters</p> <p>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 2nd October 2010 at 10am at Laxcon Close, NW10.</p> <p>JR offered his apologies for the next 4 meetings due to a KBT meeting and annual leave.</p>	