

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Performance Meeting held at Laxcon Close

Tuesday 2nd November 2010

No.	Item	Actions
1.	<p><u>Persons Present</u></p> <p>Mark O’Brien (MOB) StreetCare Team Leader Jean-Francois Moreau (JfM) Veolia – Street Cleaning Ops Manager Steve Speller (SS) Veolia – Recycling Environmental Manager</p>	
2.	<p><u>Apologies for Absence</u></p> <p>John Rymer (JR) StreetCare Team Leader Neal St Lewis (NSL) StreetCare Street Environment Manager Mick Minogue (MM) Veolia –Recycling Environmental Manager Eugene Buckley (EB) Veolia - Refuse Environmental Manager Dave Lynas (DL) Veolia – Collections Operations Manager</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the last meeting that was held on Tuesday 26th 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. No reported problems recently.</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. Ongoing.	MOB/JfM
4(e)	86 The Avenue, Barnhill – 17/8/2010 MOB reported that the collection(s) were fine last week but monitoring will continue as the resident complains directly to the Chief Executive.	MOB/DL
4(f)	Chantry Close – 17/8/2010 Consultation ends on 31 st October 2010. MOB reported that a majority of residents are against the parking restrictions and Transportation are trying to find a way around this.	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)	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. JfM reported that the feedback from Keith Evans was that the work was completed.	JR/JfM
4(j)	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. JfM – reported no new problems.	JR/JfM
4(k)	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.	Completed
4(l)	277 Ealing Road, Wembley - 12/10/2010 MOB reported no problems reported last week; monitoring should continue at this site.	MOB/DL
4(m)	Saltcroft Close, Barnhill – 12/10/2010 EB reported that there were access problems making collections troublesome at this location. MOB reports that bollards have been installed by BHP and residents are parking opposite these blocking access. MOB to speak to BHP.	MOB/DL
4(n)	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. No new problems reported.	MOB/DL

4(o)		Winter Maintenance Rota – 19/10/2010 JfM still has to forward list of gritters to MOB.	MOB/JfM
4(p)		Wembley Arena and Market problems – 19/10/2010 This matter will be shown as closed until such time as photographic evidence is produced.	Ongoing
4(q)		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. MOB reported that since sweepers bag have been left on street no further complaints have been received from this resident.	MOB/JfM
4(r)		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. JfM meeting with Veolia Commercial Waste on Thursday 4 th November.	Completed
5.		<u>Problems</u> New Problems	
	5(a)	49 Denzil Road JR reported allegation that crew are throwing green box into the front garden and, also, the resident has complained about abuse from the crew	JR/SS
	5(b)	Service Road behind Churchill Avenue, Northwick Park. MOB reported fly tipping not being removed from this area regularly.	MOB/JfM
	5(c)	58 Tintern Avenue SS reported that 2 green bins and the grey bin were full of refuse and emptied by the crew. Afterwards, the resident re-filled the grey bin with refuse and placed behind his gate. Therefore, if the resident reports a missed collection this will be a re-fill. MOB to inform call centre and Darren Kelly (area officer).	MOB/SS
	5(d)	Assault on Veolia Driver – Merley Court/Church Lane/Welsh Harp SS reported that RCV driver assaulted by bailiff angry at being delayed by vehicle. Bailiff reached into cab to take keys and in the struggle he punched the driver in the face. Police called; statements taken; bailiff arrested. MOB to notify Jackie Brown.	Information
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	
		<i>Last Event</i>	
7(a)i		NFL game on 31 st October – MOB reported that KE did well and area cleaned to good standard.	
		<i>Next Event</i>	
7(a)ii		The next two events are: England –v- France friendly football game on 17 th November. Rugby – 26 th December.	
		Special Projects	
7(b)		No special projects at this time.	
		Gritting, Leafing, Bins and Weeds	
		<i>Gritting</i>	
7(c)i		MOB reported some bins are already out. They should all be out and filled with grit by 1 st November which is next Monday. The extra 17 bins should be delivered on Sunday 7 th November. JfM updated that all of the grit bins should have been filled and two loads of approximately 25t have been collected from Harrow salt barn.	
		<i>Leafing</i>	
7(c)ii		No new up-date	
		<i>Weeds</i>	
7(c)iii		No new up-date	
		<i>Bins and Boxes</i>	
7(c)iv		No further up-dates.	
		Missed Collections	
7(d)		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.	
		<i>Domestic Refuse</i>	
7(d)i		No new up-dates	
		<i>Green Box</i>	
7(d)ii		No new up-dates	

7(d)iii		Organic No new up-dates	
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(e)		Rectification Points No new up-date	
7(f)		NI195 Update The 5 target wards for the last tranche from December to March are:- <ul style="list-style-type: none"> • Kensal Green • Welsh Harp • Northwick Park • Sudbury • Tokyngton Suggestion that another meeting between the responsible SC Officers and Veolia Streets managers is held at the end of November. Suggestion was made for 30 th November at 11am if possible at Laxcon Close.	
8.		<u>Any Other Matters</u>	
8(a)		Special Projects No current special projects	
8(b)		Other Matters <i>Bin Counting – 26/10/2010</i> 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. SS reported this was going well and no problems.	
9.		<u>Next Meeting</u> The next meeting of this group will be held on at 10am on Tuesday 9 th November 2010 at 10am at Laxcon Close, NW10.	