

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Performance Meeting held at Laxcon Close

Tuesday 23rd November 2010

No.	Item	Actions
1.	<p><u>Persons Present</u></p> <p>Mark O’Brien (MOB) StreetCare Team Leader Steve Speller (SS) Veolia – Recycling Environmental Manager Dave Lynas (DL) Veolia – Collections Operations 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 Eugene Buckley (EB) Veolia - Refuse Environmental Manager Jean-Francois Moreau (JfM) Veolia – Street Cleaning Ops Manager Mick Minogue (MM) 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 16th November 2010 were circulated and were agreed as an accurate record.</p>	
4.	<p><u>Matters Arising</u></p> <p><i>4(a) Unfinished Villages 4(a)</i></p> <p><i>4(a)i Harlesden/Willesden</i> JfM reported that all utilities except water had been resourced. Position remains the same.</p> <p><i>4(b) Windermere Avenue Collections behind shops – 22/6/2010</i> 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>

4(c)	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(d)	Chantry Close – 17/8/2010 Consultation ended 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 has sent photographs to Tim Jackson (Head of Transportation).	MOB/DL
4(e)	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(f)	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(g)	277 Ealing Road, Wembley - 12/10/2010 MOB reported no problems reported last week; monitoring should continue at this site.	MOB/DL
4(h)	Saltcroft Close, Barnhill – 12/10/2010 EB reported that there were access problems making collections troublesome at this location. MOB has inspected and the bollards are on the pavement. Patricia Ming and BHP to inspect this week.	MOB/DL
4(i)	Winter Maintenance Rota – 19/10/2010 7.5t vehicle to arrive on 22/11/2010 – MOB received vehicle registration today RX60 EUJ	MOB/JfM
4(j)	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(k)	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. MM has investigated and spoken to the crew.	JR/SS
4(l)	306 Stag Lane Received call from 90 year old resident (nearly in tears). Grey bin from assisted collection not being returned to the front door. This has previously been a Stage 1 complaint and raised at the Tuesday meeting. If this is not corrected by the crew, a CAP will be presented to the meeting. MOB – no further problems recently.	MOB/DL

4(m)	58 Clayton Avenue Stage 1 complaint about recycling containers missed collections. Resident seeking compensation. MOB – no further problems.	MOB/DL
4(n)	147 Granville Road, Kilburn. Stage 1 complaint that resident unhappy that bin is not returned to the collection point and abuse from Veolia employee. Update from MM that the crew reported abuse from the two female residents. He had visited and knocked on the door but no resident came out of the house.	Completed
4(o)	TTRO's for NCR JfM to meet Dean Percival and resolve this. JfM to arrange meeting with Dean Percival. Information from DP is that this is ongoing but nearly completed.	
4(p)	Large Brent Map SS asked for large Brent Map. MOB to chase up Transportation.	
4(q)	Ealing Salt Return JfM is meeting with the account manager to get further information. MOB to send e-mail to Fabrice and JfM. No update from JfM.	
4(r)	Leafing in Willesden Green MOB passed over a contender report where Veolia admin had updated as "unjustified". The officer had inspected the road, it had still not been swept, and Veolia admin should have updated work in progress, will complete tomorrow, etc. Placing "unjustified" in this case is unacceptable.	Completed
4(s)	Veolia Cage removing flytips in Brondesbury Park. Report from Kingsley Onofua (StreetCare officer) that cage vehicle removing large items in the ward but driving past smaller items such as carrier bags and black bags. MOB asked that the crew show greater attention to detail.	Completed
4(t)	2 Falcon Way, Kenton Complaint from resident that Veolia refuse crew are urinating on grass at the side of his property and walking over the grass. No update from Veolia.	MOB/SS
4(u)	Stage 1 Malvern Mews – Green Box and Refuse. Complaint from resident that cardboard wasn't cleared. MM investigated: the crew were sent back promptly to clear this and tidy up. He discovered that the crew had initially left the cardboard because they were nearly overweight.	Completed
4(v)		
5.	<u>Problems</u> New Problems	

	<p>5(a) 78 Regal Way Resident complaining of crew urinating at side of property and creating path in grass. Passed to SS to investigate and speak to crew.</p> <p>5(b) StreetCare Officer Confusion SS reported that a StreetCare officer was ringing him and requesting that fly tips be removed from the public highway. SS explained that he deals with refuse and recycling and it is street cleansing who remove fly tips.</p>	<p>MOB/SS</p> <p>MOB/SS</p>
<p>6.</p> <p>6(a)</p>	<p><u>Corrective Action Plans</u></p> <p>New C.A.P. No new information on CAPs.</p>	
<p>7.</p> <p>7(a)i</p> <p>7(a)ii</p> <p>7(b)</p> <p>7(c)</p> <p>7(c)i</p> <p>7(c)ii</p> <p>7(c)iii</p> <p>7(c)iv</p>	<p><u>Other Specific Events</u></p> <p>Wembley Events Last Event England –v- France friendly football game on 17th November. Covered by Andy Sampson and Mick Minogue.</p> <p>Next Event The next event is: Rugby – 26th December. Covered by MOB.</p> <p>Special Projects No special projects at this time.</p> <p>Gritting, Leafing, Bins and Weeds</p> <p>Gritting MOB - gritters should have been inspected before 1st November. JfM and Gary Gregory to arrange demonstration that calibration is working correctly. MOB to send e-mail. Demonstration arranged for Tuesday 30th November.</p> <p>Leafing JfM reported by e-mail that nearly 100t of leaves collected.</p> <p>Weeds MOB reported that there were 2 reports of overgrown weeds last week.</p> <p>Bins and Boxes</p>	

<p>7(d)</p> <p>7(d)i</p> <p>7(d)ii</p> <p>7(d)iii</p> <p>7(d)iv</p> <p>7(d)v</p> <p>7(e)</p> <p>7(f)</p>		<p>No further up-dates.</p> <p>Missed Collections No new figures.</p> <p>Domestic Refuse No new figures.</p> <p>Green Box No new figures.</p> <p>Organic No new figures.</p> <p>Estates No new figures.</p> <p>Not returning bins properly JR reported that this will be prepared in November as these are monthly reports.</p> <p>Rectification Points No new figures.</p> <p>NI195 Update MOB reported that preliminary NI195 reports had been received and these had been passed to Fabrice Bouchon. JfM confirmed he had a copy. 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>NI195 update meeting to be held on 8th December 2010.</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 <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.</p>	

9.		<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 30th November 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>	