

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Performance Meeting held at Laxcon Close

Tuesday 18th January 2011

No.	Item	Actions
1.	<p><u>Persons Present</u></p> <p>Mark O'Brien (MOB) StreetCare Team Leader Dave Lynas (DL) Veolia – Collections Operations Manager Eugene Buckley (EB) Veolia - Refuse Environmental Manager Steve Speller (SS) Veolia – Recycling Environmental Manager</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Jean-Francois Moreau (JfM) Veolia – Street Cleaning Ops Manager John Rymer (JR) StreetCare Team Leader Neal St Lewis (NSL) StreetCare Street Environment 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 4th January 2011 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) 86 The Avenue, Barnhill – 17/8/2010 MOB reported that there were no recent adverse reports. As this is believed to be a Stage 3 he stated that monitoring must continue.</p> <p>4(c) Chantry Close – 17/8/2010 MOB reported that a single yellow line was being installed as Tim Jackson (Head of Highways) had overruled resident rejection of this scheme. Completion date was April/May.</p>	<p>JfM/JR</p> <p>MOB/DL</p> <p>Completed</p>

4(d)		<i>Saltcroft Close, Barnhill – 12/10/2010</i> MOB reported that there was no useful information from BHP regarding the bollards. DL suggested that collections are stopped on health and safety grounds (due to pull length) unless BHP take responsibility for the bollards.	MOB/DL
4(e)		<i>TTRO's for NCR – 23/11/2010</i> MOB gave an up-date and informed the meeting that there is a continuous order from 1 st January 2011. DP is liaising with TFL	MOB/JfM
4(f)		<i>Large Brent Map – 23/11/2010</i> MOB reported that the map was at Brent House and will be delivered later this week.	Completed
4(g)		<i>Ealing Salt Return – 23/11/2010</i> MOB and JfM reported that this matter should be resolved this week. As JfM not present, no update could be given.	MOB/JfM
4(h)		<i>North Circular Road, NW10 – 14/12/2010</i> JfM reported that as the severe weather has abated the cleaning of this area has resumed.	Completed
4(i)		<i>54a Esmond Road, NW6 – 14/12/2010</i> Spillage by crew not cleared on a regular basis. SS updated that the crew had cleared the spillage and the problem was resolved.	JR/MM
4(j)		<i>77 Buchanan Gardens, NW10 – 4/1/2011</i> JR reported three weeks missed collections cleared this morning but there was a great deal of mess left behind. MM agreed outside the meeting that he will investigate further.	JR/DL
4(k)		<i>2 Bacon Lane, NW9 – 4/1/2011</i> MOB reported problems with collections at this location over holiday period. DL reported that this was checked by foreman and found to be completed. MOB requested weekly monitoring.	MOB/DL
5.	<i>5(a)</i>	<u>Problems</u> <i>54 Sudbury Drive</i> MOB – repeated non-return of assisted green box collection. Crew need to leave green box to the right of the door and not leave it on the pavement or throw it on the drive. SS replied that the driver had the responsibility to ensure this was completed correctly and action would be taken if further problems occurred.	MOB/SS
	<i>5(b)</i>	<i>14 Douglas Avenue</i> MOB – resident complained that refuse crew do not close lid on bin, rainwater accumulates inside, and she cannot tip the bin over to empty.	MOB/SS

	<p>MOB asked Veolia to speak to the crew; Tony Martin will check on Friday; and the resident has a responsibility to close the lid on her bin if it was left open for whatever reason. SS said he would visit and speak to her after the meeting.</p> <p>5(c) Hayes Court EB – reported that the crew could not gain access; discovered the gate is damaged; and then gained access. TM to contact managing agents.</p> <p>5(d) Craven Park Development DL – no bins for this new development and crew had to remove a large volume of bagged waste. MOB to speak to Selvin Rodney.</p> <p>5(e) Excess Waste/Side Waste from Flats DL- said this was a big problem in blocks of flats as many managing agents had bought insufficient bins. The excess which is cleared now will not be cleared once the no side waste policy starts. He suggested action is taken now.</p> <p>MOB agreed and said that tackling this is a threefold process: StreetCare is now consulted by Planning on new developments so this will help for the future; education of managing agents; section 46 notices served if all else fails. While the aim is to divert landfill to recycling, this is always difficult in blocks of flats as bring sites are invariably contaminated by residents.</p> <p>5(f) North Circular Road Cleansing MOB – update from Tony Martin is that NCR is not being cleaned to an acceptable standard. Photographs to follow.</p>	<p>MOB/EB</p> <p>JR/DL</p> <p>MOB/JR/DL</p> <p>MOB/JfM</p>
<p>6.</p> <p>6(a)</p>	<p><u>Corrective Action Plans</u></p> <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><u>Other Specific Events</u></p> <p>Wembley Events Last Event Saracen's Rugby on 26th December passed with no reported problems.</p> <p>Next Event The next event is: Carling Cup Final on 27th February 2011.</p> <p>Special Projects No special projects at this time.</p>	<p>MOB/JfM</p> <p>Information</p>

7(c)	Gritting, Leafing, Bins and Weeds	
7(c)i	<p>Gritting</p> <p>Grit Usage MOB reported that about 1100 tonnes of salt/grit at Harrow.</p> <p>Salt at Alperton JfM estimated 331 tonnes of Brent salt was in the Westminster salt dome. He will report exact figures in 3 weeks after checking all weighbridge and delivery notes. MOB has provided all delivery invoices from Salt Union.</p>	<p>MOB/JfM</p> <p>MOB/JfM</p>
7(c)ii	<p>Leafing End of leafing season. No new information.</p>	Information
7(c)iii	<p>Weeds No current information</p>	Information
7(c)iv	<p>Bins and Boxes No new information</p>	Information
7(d)	<p>Missed Collections MOB had received numerous e-mails from residents and Cllrs praising the performance of the refuse and recycling crews (especially compared to other local authorities like Birmingham).</p>	Information
7(d)i	<p>Domestic Refuse See 7(d).</p>	Information
7(d)ii	<p>Green Box See 7(d).</p>	Information
7(d)iii	<p>Organic See 7(d).</p>	Information
7(d)iv	<p>Estates Next up-date will be in January</p>	Information
7(d)v	<p>Not returning bins properly Next up-date will be in January</p>	Information
7(e)	<p>Rectification Points Street cleaning performance will be produced at next weeks meeting.</p>	Information
7(f)	<p>NI195 Update JR reminded the meeting that the five target wards for the next tranche that will probably be completed sometime between January and March are:-</p>	Information

		Northwick Park, Tokyngton, Welsh Harp, Sudbury and Kensal Green.	
8.		<u>Any Other Matters</u>	
8(a)		Special Projects No current special projects	
8(b)		Other Matters This week DL are on gritting for Veolia, NSL is on for Brent. Next week GG is on gritting for Veolia, JR is on for Brent.	
9.		<u>Next Meeting</u> The next meeting of this group will be held on at 10am on Tuesday 25 th January 2010 at 10.00hrs at Laxcon Close, NW10.	