

**StreetCare (StreetScene) / Veolia**

**Team Leaders / Managers Performance Meeting held at Laxcon Close**

**Tuesday 8th February 2011**

No.	Item	Actions
1.	<p><b><u>Persons Present</u></b></p> <p>Mark O’Brien (MOB) StreetCare Team Leader            John Rymer (JR) StreetCare Team Leader            Jean-Francois Moreau (JfM) Veolia – Street Cleaning Ops Manager            Dave Lynas (DL) Veolia – Collections Operations Manager            Steve Speller (SS) Veolia – Recycling Environmental Manager</p>	
2.	<p><b><u>Apologies for Absence</u></b></p> <p>Eugene Buckley (EB) Veolia - Refuse Environmental Manager            Neal St Lewis (NSL) StreetCare Street Environment Manager            Mick Minogue (MM) Veolia –Recycling Environmental Manager</p>	
3.	<p><b><u>Minutes of Previous Meeting</u></b></p> <p>The minutes of the last meeting that was held on Tuesday 1<sup>st</sup> February 2011 were circulated and were agreed as an accurate record.</p>	
4.	<p><b><u>Matters Arising</u></b></p> <p><b>4(a) <i>Unfinished Villages 4(a)</i></b></p> <p><b>4(a)i <i>Harlesden/Willesden</i></b>            JfM reported that all utilities except water had been resourced. Position remains the same.</p> <p><b>4(b) <i>86 The Avenue, Barnhill – 17/8/2010</i></b>            MOB reported that there were no recent adverse reports. As this is believed to be a Stage 3 he stated that monitoring must continue. EB had asked that resident be given smaller bin or bag collection to make it easier for the crew. MOB replied that, due to the complaints process, we cannot impose this on the resident and he did not think this was a good idea as the resident would probably claim she was being persecuted and the complaints team would uphold her complaint.</p>	<p align="center"><b>JfM/JR</b></p> <p align="center"><b>Completed</b></p>

<b>4(c)</b>	<p><b><i>Saltcroft Close, Barnhill – 12/10/2010</i></b></p> <p>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 held meeting with Christina Byrne (BHP) on Wednesday 26<sup>th</sup> January and she was unaware of any bollards and said that BHP had not installed any – MOB to send further pictures to BHP.</p>	<b>MOB/DL</b>
<b>4(d)</b>	<p><b><i>Ealing Salt Return – 23/11/2010</i></b></p> <p>MOB and JfM reported that this matter should be resolved this week. JfM reported that no information had been received from Peacocks and MOB said that Ealing would not let this go. Peacocks should be able to provide weigh bridge information as vehicles delivering salt have to use a weigh bridge on their way in and out of the Greenford Depot. JfM updated that Peacocks will supply the relevant information in February 2011.</p> <p>JfM reported by email on 11/01/2011 that the person who signed the weigh bridge ticket (13/01/10 – 29.42T &amp; 29.36T) was MJ BARRATT / Greenford Depot.</p>	<b>MOB/JfM</b>
<b>4(e)</b>	<p><b><i>54a Esmond Road, NW6 – 14/12/2010</i></b></p> <p>Spillage by crew not cleared on a regular basis. SS updated that the crew had cleared the spillage and the problem was resolved. JR and Keith Evans visited and further monitoring is needed. JR checking today (1<sup>st</sup> February 2011).</p>	<b>Completed</b>
<b>4(f)</b>	<p><b><i>77 Buchanan Gardens, NW10 – 4/1/2011</i></b></p> <p>JR – no further problems and being checked today.</p>	<b>JR/MM</b>
<b>4(g)</b>	<p><b><i>Hayes Court – 18/1/2011</i></b></p> <p>EB – reported that the crew could not gain access; discovered the gate is damaged; and then gained access. TM to contact managing agents. MOB – TM chasing up managing agents on repair date.</p>	<b>MOB/EB</b>
<b>4(h)</b>	<p><b><i>Craven Park Development – 18/1/2011</i></b></p> <p>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>MOB – this development is not on the property database and is being dealt with by Selvin Rodney (SAR) and Chatan Popat. Issue of bags being thrown out of window – SAR spoken to managing agent.</p> <p>JR – this has been placed on contender recently by the admin team.</p>	<b>DL/JR</b>
<b>4(i)</b>	<p><b><i>Excess Waste/Side Waste from Flats – 18/1/2011</i></b></p> <p>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>	<b>JR/MOB/DL</b>

4(j)	<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><b>North Circular Road Cleansing – 18/1/2011</b>  MOB – Brent need a positive update as these areas need cleaning pro-actively by Veolia on the scheduled 7 day service rather than an ad-hoc response to Brent raising the issue. Veolia should be aware that Keith Balmer (Head of Service) has the option of bringing in another company and billing Veolia if standards do not improve. Veolia have to provide traffic management at their own cost, if necessary.</p> <p>JfM – Dean Percival and Keith Evans conducted another H &amp; S risk assessment after receiving the photographs of a Veolia vehicle parked on the NCR without traffic management. A map was produced showing grassed areas (too steep) that cannot be cleansed at present due to H &amp; S concerns; a review is taking place with Dean Percival; and Veolia are looking at options on how to complete the work safely and to the standard required by Brent (incorporating traffic management)</p> <p>MOB – reminded Veolia again that TfL did make a previous offer of free traffic management for work in the day. Three days notice required and work to be carried out between 9am and 15.30. He will check to see if this is still available.</p>	MOB/JR/JfM
4(k)	<p><b>778 Harrow Road – 25/1/2011</b>  DL – to be checked by foreman permanently. DL and JR to resolve</p>	JR/DL
4(l)	<p><b>Burton Road and Streatley Road – 25/1/2011</b>  Complaint about dog fouling being dealt with by Keith Evans and Richard Rope. JR – this is being swept regularly although dog fouling is still continuing.</p>	JR/JfM
4(m)	<p><b>Church Road Street Cleansing – 25/1/2011</b>  JR received complaint about poor standard of cleansing on Church Road/Neasden Lane/ and roundabout. He asked that special attention be given to these areas. JR checked and cleansing at a good standard and wheel wash being used at Neasden Lane Goods yard. JR is awaiting feedback from Rudi (Neighbourhood Working) as she undertook walkabout. This is being regularly.</p>	JR/JfM
4(n)	<p><b>26 Hamilton Road – 25/1/2011</b>  Claim that blind person tripped on refuse bin left on pavement. Refuse crew to check and ensure that bin is returned to the property. JR – no further problems; no bins out last week. DL – MM checking every week and only one week did crew leave three bins</p>	JR/DL

		out; no further problems	
<b>4(o)</b>		<b>New Sweeping Schedule – 1/2/2011</b> JfM informed the group that twice weekly sweeping starts on 7 <sup>th</sup> March 2010 and he needs a meeting to discuss this – February 15 <sup>th</sup> agreed.	<b>MOB/JR/DL</b>
<b>4(p)</b>		<b>25 Brook Avenue, Preston – 1/2/2011</b> MOB – crew to ensure that all 240l recycling bins are locked at this location after collection; lock is stiff but not broken. MOB – no new problems	<b>Completed</b>
<b>4(q)</b>		<b>Lapis and Coral Close, Stonebridge (Recycling) – 1/2/2011</b> JR – emergency access barrier has been fixed and this is working but only a temporary solution.	<b>JR/DL</b>
<b>4(r)</b>		<b>Bring Bank Sites Contamination – 1/2/2011</b> DL suggested that bring bank recyclates are co-mingled to increase tonnage (up to 2-3t is contaminated per week and sent to landfill).  Gate fee increase would be offset by lower landfill tax and fees and increased recycling tonnage. MOB and JR agreed to pass this to Chris Whyte (CW) for discussion. CW has agreed and will speak to Fabrice	<b>JR/MOB/DL</b>
<b>4(s)</b>		<b>Magnolia Court, Preston – 1/2/2011</b> MOB - elderly residents complaining of 7am collections as previous arrangement in place between former StreetCare officer and Veolia crew to collect from 10.30am (StreetCare and Veolia management unaware of this). Resident informed that Veolia are allowed to collect from 7am.  DL – crew will start at a different location and will arrive later than 7am but cannot guarantee they will arrive later than 10.30 as requested by resident.	<b>MOB/DL</b>
<b>5.</b>		<b><u>Problems</u></b>	
	<b>5(a)</b>	<b>9 &amp; 10 Kenyngton Place – Stage One Complaint – 08/02/2011</b> MOB – Bins not to be left blocking drive.	<b>MOB/DL</b>
	<b>5(b)</b>	<b>86 Lyon Park Avenue – Stage One Complaint – 08/02/2011</b> MOB – Crew to ensure that bins are not left blocking path	<b>MOB/DL</b>
	<b>5(c)</b>	<b>Severn Way – 08/02/2011</b> MOB – Kinsley Onofua reported crew leaving green boxes in road on Monday 7 <sup>th</sup> February – photograph showed two green boxes in road.	<b>JR/DL</b>
	<b>5(d)</b>	<b>Windermere Avenue – Back of Shops – 08/02/2011</b> SS asked that 2 x 1100L bins are moved half way down the private	<b>MOB/DL</b>

	<p>road towards the gate. MOB replied that we have no powers over placement of bins on private land and all RAD can do is to ask the managing agents.</p> <p><b>5(e) Chantry Close, Kenton – 08/02/2011</b>  SS reported two vehicles blocking access:  Blue VW Golf – LR06XCKD  Black VW Golf – VN56ETJ  MOB – Marsha Frazier to undertake DVLA checks and to send letters to owners.</p> <p><b>5(f) New Veolia Managers' Areas – 08/02/2011</b>  DL reported that cover will be:  EB to cover South  SS to cover North  MM to provide ad-hoc cover holiday/sickness cover.</p>	<p><b>MOB/DL</b></p> <p><b>Information</b></p>
<b>6.</b>	<p><b><u>Corrective Action Plans</u></b></p> <p>No new information on CAPs.</p>	
<p><b>7.</b></p> <p><b>7(a)i</b></p> <p><b>7(a)ii</b></p> <p><b>7(b)</b></p> <p><b>7(c)</b></p> <p><b>7(c)i</b></p> <p><b>7(c)ii</b></p>	<p><b><u>Other Specific Events</u></b></p> <p><b>Wembley Events</b>  <b>Last Event</b>  Saracen's Rugby on 26<sup>th</sup> December passed with no reported problems.</p> <p><b>Next Event</b>  The next event is:  Carling Cup Final on 27<sup>th</sup> February 2011.</p> <p><b>Special Projects</b>  No special projects at this time.</p> <p><b>Gritting, Leafing, Bins and Weeds</b></p> <p><b>Gritting</b></p> <p><b>Grit Usage</b>  MOB reported that about 1072 tonnes of salt/grit at Harrow.</p> <p><b>Salt at Alperton</b>  MOB – Brent salt (ownership) at Veolia salt dome resolved and agreed that 331t is Brent's and any further winter maintenance will use this salt. JfM meeting with Westminster next week to resolve as this dome is exclusively for their use.</p> <p><b>Leafing</b></p>	<p><b>MOB/JfM</b></p> <p><b>Information</b></p> <p><b>MOB/JfM</b></p> <p><b>MOB/JfM</b></p> <p><b>Information</b></p>

<b>7(c)iii</b>	<p>End of leafing season. No new information.</p> <p><b>Weeds</b> No current information</p>	<b>Information</b>
<b>7(c)iv</b>	<p><b>Bins and Boxes</b> No new information</p>	<b>Information</b>
<b>7(d)</b>	<p><b>Missed Collections</b> 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> <p>DL - slight increase in missed collections due to higher use of agency staff ahead of recycling service changes.</p>	<b>Information</b>
<b>7(d)i</b>	<p><b>Domestic Refuse</b> JR reported 47 missed domestic refuse collections last week. This is an increase from 74 the previous week. The NI target is 44.</p>	<b>Information</b>
<b>7(d)ii</b>	<p><b>Green Box</b> JR reported 22 missed green box collections last week. This is well within the NI targets of 35</p>	<b>Information</b>
<b>7(d)iii</b>	<p><b>Organic</b> JR reported 29 missed organic collections last week. The NI target is 24.</p>	<b>Information</b>
<b>7(d)iv</b>	<p><b>Estates</b> There were 44 reports of missed estate collections for January 2011.</p>	<b>Information</b>
<b>7(d)v</b>	<p><b>Not returning bins properly</b> There were 47 reports during January 2011 of bins and boxes not being returned properly. This is an improvement over the same period for last year.</p>	<b>Information</b>
<b>7(e)</b>	<p><b>Rectification Points</b> Street Cleaning rectification points were 122 (148 for all services) a last week. This is a decrease from 124 (220 for all services) the previous week.</p>	<b>Information</b>
<b>7(f)</b>	<p><b>NI195 Update</b> JR reminded the meeting that the five target wards for the next tranche that will probably be completed sometime between January and March are:- Northwick Park, Tokyngton, Welsh Harp, Sudbury and Kensal Green.</p>	<b>Information</b>
<b>8.</b>	<b><u>Any Other Matters</u></b>	

<b>8(a)</b>		<b>Special Projects</b> No current special projects	
<b>8(b)</b>		<b>Other Matters</b> This week DP is on gritting for Veolia, AB next week; and DL following. MOB is on for Brent; NSL the following week; and JR afterwards.	
<b>9.</b>		<b><u>Next Meeting</u></b>  The next meeting of this group will be held on at 10am on Tuesday 15 <sup>th</sup> February 2010 at 10.00hrs at Laxcon Close, NW10.	