

**StreetCare (StreetScene) / Veolia**

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

**Tuesday 22<sup>nd</sup> February 2011 at 1.00pm**

No.	Item	Actions
1.	<p><b><u>Persons Present</u></b></p> <p>John Rymer (JR) StreetCare Team Leader  Mark O'Brien (MOB) StreetCare Team Leader  Jean-Francois Moreau (JfM) Veolia – Street Cleaning Ops Manager  Keith Evans (KE) Veolia – St Clean Environmental Manager  Helda Branco (HB) Veolia - St Clean Environmental 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 15<sup>th</sup> February 2011 were circulated and were agreed as an accurate record.  MOB/</p>	
4.	<p><b><u>Matters Arising</u></b></p>	
4(a)	<p><b><i>Unfinished Villages 4(a)</i></b></p>	
4(a)i	<p><b><i>Harlesden/Willesden</i></b>  Position remains the same. It was decided that as it has been difficult to progress this it should be shown as completed and removed from the minutes. However if there is any significant change in this situation then the matter can be raised again and minuted.</p>	Completed
4(b)	<p><b><i>Saltcroft Close, Barnhill – 12/10/2010</i></b>  MOB reported that there was no useful information from BHP regarding the bollards. MOB will chase up BHP once again</p>	MOB/DL

<b>4(c)</b>	<p><b>Ealing Salt Return – 23/11/2010</b></p> <p>Weighbridge tickets or a copy signed by the Ealing representative accepting the delivery of the 29.42T and the 29.36T of salt is still required so this matter can be properly resolved.</p>	<b>MOB/JfM</b>
<b>4(d)</b>	<p><b>Hayes Court – 18/1/2011</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 – awaiting up-date from TM.</p>	<b>MOB/EB</b>
<b>4(e)</b>	<p><b>Craven Park Development – 18/1/2011</b></p> <p>This is the development known as Thornberry Court. DL requested keys for the bin area. JR thought that this was already being discussed and was of the opinion that the bin sheds are left unlocked. JR will get SAR to re-check.</p>	<b>DL/JR</b>
<b>4(f)</b>	<p><b>North Circular Road Cleansing – 18/1/2011</b></p> <p>Daily up-dates with photos have been received from KE during February showing a much improved cleanliness of the grassed sloped areas. JR and MOB reported that the grassed areas were now so much cleaner although KE was awaiting risk assessments on some of the grassed areas.</p>	<b>MOB/JR/JfM</b>
<b>4(g)</b>	<p><b>Burton Road and Streatley Road – 25/1/2011</b></p> <p>JR reported that there were no more reports over the last 4 weeks so this matter can be shown as resolved and completed</p>	<b>Completed</b>
<b>4(h)</b>	<p><b>Church Road Street Cleansing – 25/1/2011</b></p> <p>JR reported that Church Road and Neasden Lane have been regularly monitored for the last 4 weeks and no untoward reports have been made. This matter can be shown as completed</p>	<b>Completed</b>
<b>4(i)</b>	<p><b>26 Hamilton Road – 25/1/2011</b></p> <p>JR reported that these collections have been checked weekly by StreetCare and MM confirmed that he had also been checking. Since the initial complaint there had been no re-occurrence of the initial problem. Matter can now be shown as completed</p>	<b>Completed</b>
<b>4(j)</b>	<p><b>Lapis and Coral Close, Stonebridge (Recycling) – 1/2/2011</b></p> <p>JR reported that the barriers are now fixed and the collections are back to normal. This matter can now be shown as completed.</p>	<b>Completed</b>
<b>4(k)</b>	<p><b>Bring Bank Sites Contamination – 1/2/2011</b></p> <p>MOB reported that CW had agreed for the contaminated Bring Banks to be collected as co-mingled. DL suggested that to make the service more integrated that he was willing to arrange for the collections of these sites and to inform SC on a weekly basis where these collections had occurred and the resulting tonnages. Officers finding any contaminated sites should email the Veolia collections team direct and these problems should be resolved during the week of being reported. This method would alleviate duplication and be</p>	<b>Completed</b>

	more efficient than what happens now. MOB and JR both showed concern about SC losing control so agreed a trial operation to see how the arrangements progressed and also any resulting increase in recycling collections.	
<b>4(l)</b>	<b>9 &amp; 10 Kenyngton Place – Stage One Complaint – 08/02/2011</b> MOB reported that as there had been no adverse reports the matter should be shown as completed	<b>Completed</b>
<b>4(m)</b>	<b>86 Lyon Park Avenue – Stage One Complaint – 08/02/2011</b> MOB reported that there were no problems last week. However, it was agreed that monitoring should continue and the crews reminded of their responsibilities when returning the bins/boxes.	<b>MOB/DL</b>
<b>4(n)</b>	<b>Windermere Avenue – Back of Shops – 08/02/2011</b> MOB reported that he was awaiting feedback from RAD because as there was no single managing agent for this group of shops so he will be sending individual notices to the businesses in the block.	<b>MOB/DL</b>
<b>4(o)</b>	<b>Chantry Close, Kenton – 08/02/2011</b> MOB reported that MF sent letters to the registered keepers today.	<b>Completed</b>
<b>4(p)</b>	<b>133 Dudden Hill Lane, NW2 – 15/2/2011</b> JR reported that he was investigating a complaint that the bins were not being returned to the property after collection and that the resident had to search for them. Collections completed properly last Friday. Monitoring to continue.	<b>JR/DL</b>
<b>4(q)</b>	<b>1b Ranelagh Road, NW10 – 15/2/2011</b> JR reported that he was investigating a complaint that refuse from this property was being collected on a Thursday when the scheduled day was Friday. Collection was completed properly on the scheduled day. Monitoring to continue.	<b>JR/DL</b>
<b>4(r)</b>	<b>62A Villiers Road, NW2 – 15/2/2011</b> JR reported that he had checked Villiers, Belton and Deacon Roads several times during the past week and the roads were at an acceptable standard on every visit. Monitoring to continue.	<b>JR/DL</b>
<b>4(s)</b>	<b>116 Brondesbury Road, NW6 – 15/2/2011</b> JR reported CW had written to the Councillor. JR reported that bins were returned properly last Thursday. Monitoring to continue.	<b>JR/MM</b>
<b>4(t)</b>	<b>54 Palermo Road, NW10 – 15/2/2011</b> JR reported that collections were completed properly on Monday. Monitoring to continue.	<b>JR/MM</b>
<b>4(u)</b>	<b>Fly tip in Tunley Road, Harlesden – 15/2/2011</b> JR reported that KE had spoken to SAR and it was felt that this problem will not re-occur again. Matter is now completed.	<b>Completed</b>

4(w)		<b>45 Grasmere Avenue, Preston – 15/2/2011</b> MOB reported that this bin was replaced properly at the last collection. It was agreed to monitor all collections from this property for the next 3 months.	MOB/DL
5.	<b><u>Problems</u></b>		
5(a)	<b>38 Bassing Hill, Barnhill – 22/2/2011</b> MOB reported that he was investigating a Stage One complaint re missed organic collections. It was agreed that collections at this property will be monitored until the problem is resolved.		MOB/DL
5(b)	<b>Crundale Avenue, Fryent – 22/2/2011</b> In answer to a question from MOB it was agreed that Kingsbury Car Park should be cleaned every day and the service road should be treated as a Zone5 which is 3 times every week.		MOB/JfM
5(c)	<b>Oman Road Recycling Banks – 22/2/2011</b> In answer to a question from JR, DL confirmed that these contaminated recycling banks were emptied this morning and although contaminated nothing too untoward was found. It was agreed that in an attempt to stop this problem happening again that twice a week collections should be made at these banks. JR agreed to investigate why the banks weren't locked.		JR/DL
5(d)	<b>Documentation – 22/2/2011</b> JR handed KE a statement from RR relating to disciplinary action against a sweeper. This matter had been resolved.		Completed
5(e)	<b>Vicarage Mews, Welsh Harp – 22/2/2011</b> SS reported bins not fit for service located at Vicarage Mews. There are 4 1100L bins on site and 4 are broken. JR will investigate.		JR/DL
5(f)	<b>Bentham Walk, Stonebridge – 22/2/2011</b> DL reported problems (photos shown) with completing collections from Bentham Walk on St Raphael's Estate because of obstructions by vehicles. JR suggested the crew pass on any index numbers and SC will write to owners. DL suggested that problem may be resolved if crew had a key to the barrier to use whenever other access is blocked. JR agreed to suggest this with BHP through SAR.		JR/DL
6.	<b><u>Corrective Action Plans</u></b>  No new information on CAPs.		

<b>7.</b>		<b><u>Other Specific Events</u></b>	
<b>7a</b>		<b>Wembley Events</b>	
	<b>7(a)i</b>	<b><i>Last Event</i></b> No recent report	<b>Information</b>
	<b>7(a)ii</b>	<b><i>Next Event</i></b> The next event is: Carling Cup Final on 27 <sup>th</sup> February 2011. KE is i/c from Veolia and AMD from StreetCare.	<b>Information</b>
<b>7(b)</b>		<b>Special Projects</b> This item should be removed from this part of the agenda as it is covered at item 8(a).	<b>Information</b>
<b>7(c)</b>		<b>Gritting, Leafing, Bins and Weeds</b>	
	<b>7(c)i</b>	<b><i>Gritting</i></b> No gritting last week so there is still 1072 tonnes in store at Harrow plus 331 tonnes at Alperton.	<b>Information</b>
	<b>7(c)ii</b>	<b><i>Leafing</i></b> No new information.	<b>Information</b>
	<b>7(c)iii</b>	<b><i>Weeds</i></b> No current information	<b>Information</b>
	<b>7(c)iv</b>	<b><i>Bins and Boxes</i></b> No new information	<b>Information</b>
<b>7(d)</b>		<b>Missed Collections</b> JR had circulated statistics with graphical representations relating to missed collections. All were well within the Brent target and the national target of 40 missed collections for every 100k collections.	
	<b>7(d)i</b>	<b><i>Domestic Refuse</i></b> JR reported 37 missed domestic refuse collections last week. This is an increase from 30 the previous week. The NI target relates to 44 missed collections.	<b>Information</b>
	<b>7(d)ii</b>	<b><i>Green Box</i></b> JR reported 17 missed green box collections last week. This is a decrease from 18 the previous week. The NI target relates to 35 missed green box collections.	<b>Information</b>
	<b>7(d)iii</b>	<b><i>Organic</i></b> JR reported 14 missed organic collections last week. This is a decrease from 19 the previous week. The NI target relates to 24 missed organic collections.	<b>Information</b>

7(e)	7(d)iv	<b><i>Estates</i></b> There were 44 reports of missed estate collections for January 2011.	Information
	7(d)v	<b><i>Not returning bins properly</i></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.	Information
		<b>Rectification Points</b> Street Cleaning rectification points were 71 (125 for all services) last week. This is a decrease from 102 (111 for all services) the previous week.	Information
	7(f)	<b>NI195 Update</b> JR reminded JfM, KE and HB that tranche 3 of the NI195 2010/11 surveys will be completed by KBT before the end of March 2011.	Information
8.		<b><u>Any Other Matters</u></b>	
8(a)		<b>Special Projects</b> See minutes of other meeting re Once a week cleaning.	
8(b)		<b>Other Matters</b> This week JfM is on gritting for Veolia, GG next week; and DP following week. MOB is on for Brent; NSL the following week; and JR the week after.	
9.		<b><u>Next Meeting</u></b>  The next meeting of this group will be held on at 10am on Tuesday 1 <sup>st</sup> March 2011 at Laxcon Close, NW10 at a time to be confirmed.	