

**StreetCare (StreetScene) / Veolia**

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

**Tuesday 10<sup>th</sup> August 2010**

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  Eugene Buckley (EB) Veolia - Refuse Environmental Manager  Mick Minogue (MM) Veolia –Recycling Environmental Manager  Steve Speller (SS) Veolia – Recycling Environmental Manager</p>	
2.	<p><b><u>Apologies for Absence</u></b></p> <p>Jean-Francois Moreau (JfM) Veolia – Senior Cleaning Manager  Dave Lynas (DL) Veolia – Senior Recycling Manager  Neal St Lewis (NSL) StreetCare Street Environment Manager  Tanya O'Rourke (TOR) StreetCare – Waste Ed and Env Officer</p>	
3.	<p><b><u>Minutes of Previous Meeting</u></b></p> <p>The minutes of the meeting held on Tuesday 3<sup>rd</sup> August 2010 were circulated and were agreed as an accurate record.</p>	
4.	<p><b><u>Matters Arising</u></b></p> <p><b>4(a) Unfinished Villages 4(a)</b></p> <p><b>4(a)i Harlesden/Willesden</b>  This depot is still under review as there is no water or electricity.</p> <p><b>4(b) Riverside Gardens</b>  EB reported that there are still serious problems for collections at this location. The meeting was reminded that yellow lines will not be installed before 31<sup>st</sup> August 2010 at the very earliest.</p> <p><b>4(c) Mallard Court/Mallard Way – Welsh Harp - 16/2/2010</b>  MOB reported that BHP will install hard standings for the 1100L and 370L wheelie bins. Latest update from Christina Byrne (BHP) is trying to get further information from the Housing Officer.</p>	<p><b>JfM/JR</b></p> <p><b>MOB/DL/ EB</b></p> <p><b>MOB/DL</b></p>

<b>4(d)</b>	<p><b>Grand Parade – 25/5/201</b></p> <p>MOB reported that some of the vegetation has been cut back by the owners of the properties responsible. Parks will cut back the remainder and the owners will be invoiced.</p>	<b>MOB/DL</b>
<b>4(e)</b>	<p><b>St Francis Lodge, Harrow Road, Northwick Park – 25/5/2010</b></p> <p>MOB reported that the bins were delivered. No further action necessary. This item is now closed.</p>	<b>Completed</b>
<b>4(f)</b>	<p><b>George Furness House, Grange Road – 25/5/2010</b></p> <p>EB reported that collections at this property are now going well. He asked that KO be thanked for all his hard work to resolve this matter.</p>	<b>Completed</b>
<b>4(g)</b>	<p><b>12b Chevening Road – 1/6/2010</b></p> <p>SS advised that the box was removed at last week's collection. This matter is now resolved and can be closed.</p>	<b>Completed</b>
<b>4(h)</b>	<p><b>Litchfield Gardens, NW10 – 15/6/2010</b></p> <p>JR reported that this road had been cleaned to a satisfactory standard and the weeds removed. This matter is now closed.</p>	<b>Completed</b>
<b>4(i)</b>	<p><b>20 Salehurst Close, Kenton – 15/6/2010</b></p> <p>MOB reported no problems since 29<sup>th</sup> June 2010.</p>	<b>Completed</b>
<b>4(j)</b>	<p><b>Contender Responses by Veolia – 15/6/2010</b></p> <p>This issue cannot be progressed any further until the Contender/Echo up-grades are implicated. This matter can be shown closed and re-opened if further problems arise.</p>	<b>Completed</b>
<b>4(k)</b>	<p><b>Windermere Avenue Collections behind shops – 22/6/2010</b></p> <p>MOB reported that he was awaiting a report from Community Payback when they could complete this work.</p>	<b>MOB/EB</b>
<b>4(l)</b>	<p><b>Tonnage Figures – Two Projects 29/6/2010</b></p> <p>JR reported that CW had forwarded details that he knew to DL by email two weeks ago. This matter is now closed.</p>	<b>Completed</b>
<b>4(m)</b>	<p><b>93 Harlesden Road Collections – 29/6/2010</b></p> <p>JR reported that there were no adverse reports that he was aware of last week. To be monitored for one more week</p>	<b>JR/DL</b>
<b>4(n)</b>	<p><b>Highcroft Avenue Cleansing – 29/6/2010</b></p> <p>MOB had requested JfM to organise spraying of this area. Awaiting feedback from JfM</p>	<b>MOB/JfM</b>
<b>4(o)</b>	<p><b>Grand Parade, Forty Avenue 29/6/2010</b></p> <p>MOB reported that parking attendants will attend location on future Wednesdays at 11am. See also 4(d) above. This matter can be shown as completed.</p>	<b>Completed</b>

<b>4(p)</b>		<b>6 Compton Ave, Sudbury - 13/7/2010</b> MOB reported that there was a report of the organic bin left in the driveway. Monitoring to continue.	<b>MOB/DL</b>
<b>4(q)</b>		<b>106 Clifford Gdns, NW10 - 13/7/2010</b> JR reported that there was a problem on 13 <sup>th</sup> that Les rectified as soon as reported by SAR. SC and Veolia to continue to monitor.	<b>JR/DL</b>
<b>4(r)</b>		<b>Neeld Court Collections, Tolkyngton – 13/7/2010</b> MOB reported that collection day is changed to Tuesday whilst RAD gets feedback from Transportation on changing the new traffic layout. No new feedback.	<b>MOB/EB</b>
<b>4(s)</b>		<b>Disciplinary Hearing Evidence – 13/7/2010</b> One loader resigned, one loader sacked, driver sick and awaiting disciplinary hearing.	<b>JR/DL</b>
<b>4(t)</b>		<b>60 Hiley Road, NE10 – 20/6/2010</b> JR reported various problems with collections reported over the past 5 years and currently being dealt with by CM. Monitoring agreed to continue.	<b>JR/DL</b>
<b>4(u)</b>		<b>Rear of Bridge Road Shops – 20/6/2010</b> MOB reported that the StreetCare enforcement team had visited all shops and served up for trade waste agreements. The elderly people's home is also being re-visited.	<b>MOB/DL</b>
<b>4(v)</b>		<b>King Edward Court, Elms Road, Wembley</b> MOB reported that the problem was resolved. The old crew were discipline (see 4(s) above) and a new crew are covering this round. This matter can now be shown as completed.	<b>Completed</b>
<b>4(w)</b>		<b>Riverside Gardens</b> This collection will be completed on Friday or Saturday whenever access allows. This matter will continue to be monitored at 4(b) above. This item can be shown as completed	<b>Completed</b>
<b>4(x)</b>		<b>The Avenue, Barnhill</b> MOB reported that a site visit had been made. The sensible location for the bins at this time is to remain on the pavement. This matter can be shown as completed.	<b>Completed</b>
<b>5.</b>		<b><u>Problems</u></b>	
<b>5(a)</b>		<b>New Problems</b>	
	<b>5a(i)</b>	<b>778 Harrow Road, NW10 – 10/8/2010</b> JR reports that the local Councillor reported the green box left in centre of driveway and not returned properly. SS reported that the	<b>JR/DL</b>

	<p>crew had been spoken to once again about this issue. This is to be monitored by Veolia and SC.</p> <p><b>5a(ii) 11 Hersant Close, NW10 – 10/8/2010</b> JR reported problems with collection of mirror not presented in a safe condition. This has now been wrapped and separate instructions have now been issued. This was a problem caused by lack of information given to resident by OSS advisor. Matter can now be shown as completed.</p> <p><b>5a(iii) 49 Hay Lane, NW9 – 10/8/2010</b> MOB reported that the green box is regularly reported as going missing and other bins are not being returned properly. Collections to be monitored.</p> <p><b>5a(iv) 6 Nash Court, Nash Way – 10/8/2010</b> MOB reported overflowing bin at this location. MM offered to check and take necessary action.</p>	<p><b>Completed</b></p> <p><b>MOB/DL</b></p>
<p><b>6.</b></p> <p><b>6(a)</b></p> <p><b>6(b)</b></p> <p><b>6(c)</b></p> <p><b>6(d)</b></p>	<p><b><u>Corrective Action Plans</u></b></p> <p><b>New C.A.P.</b> No new CAPs.</p> <p><b>On-Going Reviews</b> No CAPs for reviewing</p> <p><b>End Review</b> No CAPs for end reviews.</p> <p><b>Failures for Forwarding</b> No CAPs for forwarding.</p>	
<p><b>7.</b></p> <p><b>7(a)</b></p> <p><b>7(a)i</b></p> <p><b>7(a)ii</b></p> <p><b>7(b)</b></p>	<p><b><u>Other Specific Events</u></b></p> <p><b>Wembley Events</b></p> <p><b>Last Event</b> Sunday 11<sup>th</sup> August England football friendly verses Hungary. All went well with no problems. Covered by AS for SC and NE for Veolia.</p> <p><b>Next Event</b> Saturday 28<sup>th</sup> August rugby Carnegie Challenge Cup.</p> <p><b>Special Projects</b> No special projects at this time.</p>	

7(c)		<p><b>Gritting, Leafing, Bins and Weeds</b></p> <p><b>7(c)i</b>     <i><b>Gritting</b></i> No reports</p> <p><b>7(c)ii</b>    <i><b>Leafing</b></i> No reports</p> <p><b>7(c)iii</b>   <i><b>Weeds</b></i> JR reported that there were 9 reports of overgrown weeds last week and 19 the week before.</p> <p><b>7(c)iv</b>    <i><b>Bins and Boxes</b></i> No new information.</p>	
7(d)		<p><b>Missed Collections</b> 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.</p> <p><b>7(d)i</b>     <i><b>Domestic Refuse</b></i> JR reported that recorded missed refuse collections increased from 58 to 65 last week</p> <p><b>7(d)ii</b>    <i><b>Green Box</b></i> JR reported that recorded missed green box collections increased from 24 to 33 last week.</p> <p><b>7(d)iii</b>   <i><b>Organic</b></i> JR reported that recorded missed organic collections decreased from 61 to 50 last week.</p> <p><b>7(d)iv</b>    <i><b>Estates</b></i> Report for July will be produced next meeting.</p> <p><b>7(d)v</b>     <i><b>Not returning bins properly</b></i> Report for July will be produced next meeting.</p> <p><b>7(d)vi</b>    <i><b>Rectification Points</b></i> JR produced figures and graphical representations for rectification points issued over the past week. These were 566, 723 for the previous week and 586 for last week.</p>	
7(e)		<p><b>NI195 Update</b> JR reminded the meeting that the next 5 target wards are:-</p> <ul style="list-style-type: none"> <li>•    Kenton</li> <li>•    Wembley Central</li> <li>•    Dollis Hill</li> <li>•    Willesden Green</li> </ul>	

		<ul style="list-style-type: none"> <li>• Brondesbury Park</li> </ul> <p>The inspections should take place over a continuous 14 days during August, September, October or November. They are normally completed before the leafing season.</p>	
8.		<b><u>Any Other Matters</u></b>	
8(a)		<b>Special Projects</b> No current special projects	
8(b)		<b>Other Matters</b>	
	<i>8(b)i</i>	<b>Carnival Clean Up</b> The meeting was awaiting comments from CW regarding the proposed method statement for the clean up after carnival 2010.	<b>JR/JfM</b>
9.		<b><u>Next Meeting</u></b> The next meeting of this group will be held on at 10am on Tuesday 17 <sup>th</sup> August 2010 at Laxcon Close, NW10.	