

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Performance Meeting held at Laxcon Close

Tuesday 17th August 2010

No.	Item	Actions
1.	<p><u>Persons Present</u></p> <p>John Rymer (JR) StreetCare Team Leader Mark O'Brien (MOB) StreetCare Team Leader Jean-Francois Moreau (JfM) Veolia – Senior Cleaning 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>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 Mick Minogue (MM) Veolia –Recycling Environmental Manager</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on Tuesday 10th August 2010 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 This depot is still under review as there is no water or electricity.</p> <p>4(b) Riverside Gardens EB reported that there are still serious problems for collections at this location. The collections were completed last Friday by pulling out the bins and containers. The meeting was reminded that yellow lines will not be installed before 31st August 2010 at the very earliest.</p> <p>4(c) Mallard Court/Mallard Way – Welsh Harp - 16/2/2010 There was confusion about the progress of this issue. One residents</p>	<p>JfM/JR</p> <p>MOB/DL/ EB</p> <p>MOB/DL</p>

	<p>says that there are no finances to complete the task and CB says different. MOB will contact CB on her return from holiday to confirm the position. JB is now responsible for this area so the matter comes under JR.</p>	
4(d)	<p>Grand Parade – 25/5/201</p> <p>EB agreed to check whether the vegetation is cut back sufficiently and will report back to the meeting next week.</p>	MOB/EB
4(e)	<p>Windermere Avenue Collections behind shops – 22/6/2010</p> <p>MOB reported that Community Payback had finished their project at the rear of the premises and received publicity in the local news paper. EB will check to make sure collections are accessible now and report back to the next meeting.</p>	MOB/EB
4(f)	<p>93 Harlesden Road Collections – 29/6/2010</p> <p>JR reported that there were no adverse reports that he was aware of last week. This matter has been monitored for several weeks and the matter appears to be resolved. This issue can be shown as completed.</p>	Completed
4(g)	<p>Highcroft Avenue Cleansing – 29/6/2010</p> <p>MOB reported that he is waiting for the area to be sprayed when Veolia are engaged with the August spraying. He will then ask Community Payback to pull and dig out the weeds.</p>	MOB/JfM
4(h)	<p>Grand Parade, Forty Avenue 29/6/2010</p> <p>MOB reported that parking attendants failed to attend last week and the crew were delayed for over an hour. MOB has spoken to Parking over this matter and they will be there next collection day at 11am.</p>	MOB/DL
4(i)	<p>6 Compton Ave, Sudbury - 13/7/2010</p> <p>MOB reported that there were no containers out for collection last week. Monitoring to continue.</p>	MOB/DL
4(j)	<p>106 Clifford Gdns, NW10 - 13/7/2010</p> <p>JR reported that there were no reported problems since 13th July. Checked and reported as collected properly on 27th July. SC and Veolia to continue to monitor.</p>	JR/DL
4(k)	<p>Neeld Court Collections, Tolkyngton – 13/7/2010</p> <p>MOB reported that he had spoken to ZG of Transportation and there was no real progress. It was suggested that as Transportation made the mistake that any damaged bins be re-charged to them.</p>	MOB/EB
4(l)	<p>Disciplinary Hearing Evidence – 13/7/2010</p> <p>The disciplinary of the driver is outstanding because he is currently on sick leave. DL to report back when this matter is concluded. At this time this issue can be shown as completed by this meeting.</p>	Completed

4(m)		60 Hiley Road, NE10 – 20/6/2010 JR reported that there have been no adverse reports since 7 th July. Monitoring to continue.	JR/DL
4(n)		Rear of Bridge Road Shops – 20/6/2010 MOB reported that the StreetCare enforcement team had completed their initial enquiries. There is no further action necessary for this meeting. MOB to advise the meeting of any developments in this matter	Completed
4(o)		778 Harrow Road, NW10 – 10/8/2010 JR reported no problems last week. LS is monitoring collections from this property.	JR/DL
4(p)		49 Hay Lane, NW9 – 10/8/2010 MOB reported no adverse reports this week. Monitoring to continue.	MOB/DL
4(q)		6 Nash Court, Nash Way – 10/8/2010 MOB reported the problem was OK last week. Monitoring to continue.	MOB/DL
5.		<u>Problems</u>	
5(a)		New Problems	
	5a(i)	Movement of Veolia Staff – 17/8/2010 JR enquired if the foreman from Gladstone was moved to Harlesden recently. JfM reported that the driver of a Gladstone Village pick up was temporarily used to cover the mechanical sweeper in Harlesden because of leave. Jf believed the driver was now back working in Gladstone village.	Information
	5a(ii)	Honiton Road, NW6 – 17/8/2010 JR reported for information that he had received a complaint from a resident in Honiton Road that she had been woken on Saturday at 7am by the sweepers removing weeds. JR asked if noisy operations like scrapping weeds be kept away from residential areas until 8am, especially at weekends.	Completed
	5a(iii)	86 The Avenue, Barnhill – 17/8/2010 MOB reported a Stage one complaint had been made for missed collections at the above complaint. Monitoring agreed to take place to ensure improved service.	MOB/DL
	5a(iv)	North Circular Road o/s Bestways, Stonebridge – 17/8/2010 MOB reported that PM and Dank had an inspection at this location and found an excessive amount of litter. This was cleared but needs to be swept regularly. This is for information only.	Information

	5a(v)	Chantry Close – 17/8/2010 EB reported access problems at this site. MOB reported that MF is investigating. Transportation is aware and MOB is looking for suitable criteria to apply for yellow lines. Further report from MOB at the next meeting	MOB/EB
	5a(vi)	Monks Park – 17/8/2010 EB reported 1100 bins at rear of shops are being filled with trade waste. MOB agreed to investigate possible enforcement with AS.	MOB/EB
	5a(vii)	Carnival Clean Up – 17/8/2010 JfM asked that CW be asked if the method statement given him can be approved as he is away all next week and needs to make the arrangements by Friday. JR agreed to pass the request onto CW.	JR/JfM
	5a(viii)	Message Received on Veolia Website – 17/8/2010 JfM reported that a street cleaning issue was received on the Veolia website. MOB asked Jf to forward to him by email and he will deal with the report.	Completed
	5a(ix)	Neasden Subway – 17/8/2010 MOB reported that the Neasden subway under the NCRd was in need of sweeping and washing as it was littered and smelt of urine. Jf reported that Veolia no longer had the equipment to wash away the urine although the subway will be swept. JR will try to get help from Highways Operations.	Information
6.		<u>Corrective Action Plans</u>	
6(a)		New C.A.P. No new CAPs.	
6(b)		On-Going Reviews No CAPs for reviewing	
6(c)		End Review No CAPs for end reviews.	
6(d)		Failures for Forwarding No CAPs for forwarding.	
7.		<u>Other Specific Events</u>	
7(a)		Wembley Events	
	7(a)i	Last Event Sunday 11 th August. Already reported	

	7(a)ii	Next Event Saturday 28 th August rugby Carnegie Challenge Cup. Then 10 th and 11 th September for Muse concerts and then 31 st October for England football.	
7(b)		Special Projects No special projects at this time.	
7(c)		Gritting, Leafing, Bins and Weeds	
	7(c)i	Gritting No reports	
	7(c)ii	Leafing No reports	
	7(c)iii	Weeds JR reported that there were 19 reports of overgrown weeds last week.	
	7(c)iv	Bins and Boxes No new information.	
7(d)		Missed Collections 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.	
	7(d)i	Domestic Refuse JR reported that recorded missed refuse collections decreased from 65 to 58 last week	
	7(d)ii	Green Box JR reported that recorded missed green box collections decreased from 33 to 26 last week.	
	7(d)iii	Organic JR reported that recorded missed organic collections decreased from 50 to 47 last week.	
	7(d)iv	Estates JR reported that there were 27 missed estate collections reported in July. There has been a regular increase since the start of the financial year.	
	7(d)v	Not returning bins properly JR reported problems with not returning containers properly reduced last month. He noted that with about 1.000,000 collections every month that the number of problems reported is very low.	

7(e)	7(d)vi	<p>Rectification Points JR produced figures and graphical representations for rectification points issued over the past two weeks. There was a reduction from 586 for the previous week to 572 for last week.</p> <p>NI195 Update JR reminded the meeting that the next 5 target wards are:-</p> <ul style="list-style-type: none"> • Kenton • Wembley Central • Dollis Hill • Willesden Green • Brondesbury Park <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> <p>JR and Jf agreed to fix a date for a meeting between Officers and village managers affected in early September.</p>	
8. 8(a) 8(b)	 8(b)i	<p><u>Any Other Matters</u></p> <p>Special Projects No current special projects</p> <p>Other Matters</p> <p>Carnival Clean Up JR had agreed to chase up approval of the method statement given to CW. See 5a(vii).</p>	JR/JfM
9.		<p><u>Next Meeting</u></p> <p>The next meeting of this group will be held on at 10am on Tuesday 24th August 2010 at Laxcon Close, NW10.</p>	