

StreetCare (StreetScene) / Veolia

Team Leaders / Managers Performance Meeting held at Laxcon Close

Tuesday 24th 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 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 Jean-Francois Moreau (JfM) Veolia – Senior Cleaning Manager</p>	
3.	<p><u>Minutes of Previous Meeting</u></p> <p>The minutes of the meeting held on Tuesday 17th 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>

	says that there are no finances to complete the task and CB says different. MOB unable to contact CB for further information. Will try again and report back to next meeting.	
4(d)	Grand Parade – 25/5/201 EB reported that not all of the overgrown vegetation was cut back. MOB to report back next meeting.	MOB/EB
4(e)	Windermere Avenue Collections behind shops – 22/6/2010 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 whether this makes it easier for the bin men.	MOB/EB
4(f)	Highcroft Avenue Cleansing – 29/6/2010 MOB reported that that Payback is willing to remove the weeds when requested.	MOB/JfM
4(g)	Grand Parade, Forty Avenue 29/6/2010 MOB reported that parking attendants failed again to attend last week and the crew were delayed. MOB has spoken to Parking over this matter and they will be there next collection day at 11am.	MOB/DL
4(h)	6 Compton Ave, Sudbury - 13/7/2010 MOB reported that there were no problems last week. Monitoring to continue.	MOB/DL
4(i)	106 Clifford Gdns, NW10 - 13/7/2010 JR reported that there were no reported problems since 13 th July. SC and Veolia to continue to monitor.	JR/DL
4(j)	Neeld Court Collections, Tolkyngton – 13/7/2010 MOB reported that AS has contacted Transportation Officer and he agreed to incorporate this into other work planned for Harrow Road in 2 to 3 months time.	MOB/EB
4(k)	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(l)	778 Harrow Road, NW10 – 10/8/2010 JR reported no problems last week. LS monitoring collections from this property.	JR/DL
4(m)	49 Hay Lane, NW9 – 10/8/2010 MOB reported no adverse reports this week. Monitoring to continue.	MOB/DL
4(n)	6 Nash Court, Nash Way – 10/8/2010 MOB reported the problem was OK last week. Monitoring to continue.	MOB/DL

4(o)		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
4(p)		Chantry Close – 17/8/2010 MOB reported that he is awaiting timescale from Transportation when the yellow lines will be installed.	MOB/EB
4(q)		Monks Park – 17/8/2010 MOB reported investigation is ongoing at this time. Will report back to next meeting.	MOB/EB
4(r)		Carnival Clean Up – 17/8/2010 JR reported that NSL had liaised with JfM and confirmed arrangements were OK.	Completed
4(s)		Neasden Subway – 17/8/2010 JR requested if Veolia could clean and disinfect the subway at a cost. Will raise next week upon return of JfM.	JR/JfM
5.		<u>Problems</u>	
5(a)		New Problems	
	5a(i)	21 Hersant Close – 24/8/2010 JR reported that collection Stage One complaint was now a Stage Two complaint. Could this be monitored for next few weeks please as it is highly likely to be escalated to Stage Three as the resident is seeking financial compensation?	JR/DL
	5a(ii)	25 Pinemartin Close – 24/8/2010 JR reported that resident had escalated Stage One to Stage Two within a couple of days of timescale. All present had dealt with resident in past and were aware of history. JR requested monitoring of collections as one mistake will escalate the complaint to a Stage Three.	JR/DL
	5a(iii)	Bulky Collections – 24/8/2010 JR highlighted recent delays to various collections where there had been minimal reason. This issue is to be discussed with CW, NSL on Thursday am. JR or MOB will report back.	Information
	5a(iv)	45A Mowbray Road, NW2 – 24/8/2010 JR reported regular partial collections at this property. Bags are being removed from the bin but the bin isn't being emptied as refuse is still in bottom of bin. He requested that crew be instructed to stop 'skimming' bin at this property and to empty the bin properly.	JR/DL

	<p>5a(v) <i>New Hope Court, NW10 - 24/8/2010</i> EB reported that bins are in place but the residents are just leaving their refuse in sacks on the floor as side waste when the bins are nearly empty. JR agreed to get CM to inform managing agents of the problem.</p> <p>5a(vi) <i>Global House, NW6 – 24/8/2010</i> EB reported only one of the 3 1100L bins are being used and there is side waste that can be avoided. This is because 2 empty bins are locked behind closed doors. JR agreed to get RR to investigate.</p> <p>5a(vii) <i>Blake Court, NW6 – 24/8/2010</i> EB reported that the crew had mislaid the key to the lock keeping the barriers across the car park shut. JR agreed to get RR to try to obtain another key from BHP.</p>	<p>JR/DL</p> <p>JR/DL</p> <p>JR/DL</p>
<p>6.</p> <p>6(a)</p> <p>6(b)</p> <p>6(c)</p> <p>6(d)</p>	<p><u>Corrective Action Plans</u></p> <p>New C.A.P. No new CAPs.</p> <p>On-Going Reviews No CAPs for reviewing</p> <p>End Review No CAPs for end reviews.</p> <p>Failures for Forwarding No CAPs for forwarding.</p>	
<p>7.</p> <p>7(a)</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</p> <p>Last Event Nothing to report.</p> <p>Next Event Saturday 28th August rugby Carnegie Challenge Cup. Then 10th and 11th September for Muse concerts and then 31st October for England football.</p> <p>Special Projects No special projects at this time.</p>	

7(c)	7(c)i	Gritting, Leafing, Bins and Weeds	
		Gritting	
	7(c)ii	No reports	
		Leafing	
7(d)	7(c)iii	No reports	
		Weeds	
		JR reported that there were 21 reports of overgrown weeds last week. There is an increase in weeds due to the recent wet weather. More reports must be expected.	
	7(c)iv	Bins and Boxes	
		No new information.	
		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 58 to 48 last week	
	7(d)ii	Green Box	
7(e)		JR reported that recorded missed green box collections slightly increased from 26 to 28 last week.	
	7(d)iii	Organic	
		JR reported that recorded missed organic collections decreased from 47 to 37 last week.	
	7(d)iv	Estates	
		Next report in September for month of August.	
	7(d)v	Not returning bins properly	
		Next report in September for month of August	
	7(d)vi	Rectification Points	
		JR produced figures and graphical representations for rectification points issued over the past two weeks. There was a reduction from 572 for the previous week to 397 for last week.	
		NI195 Update	
		JR again reminded the meeting that the next 5 target wards are:-	
		<ul style="list-style-type: none"> • Kenton • Wembley Central • Dollis Hill • Willesden Green 	

		<ul style="list-style-type: none"> • 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 reported that no meeting between Village Managers and SC Officers had yet been arranged.</p>	
8.		<u>Any Other Matters</u>	
8(a)		Special Projects No current special projects	
8(b)		Other Matters	
	8(b)i	Carnival Clean Up JR had agreed to chase up approval of the method statement given to CW. See 5a(vii).	JR/JfM
9.		<u>Next Meeting</u> The next meeting of this group will be held on at 10am on Tuesday 31 st August 2010 at Laxcon Close, NW10.	