

You've said... and we've listened

Feedback to Westhoughton Area Forum on Thursday 5 th March 2015			
No	Issue	Department	Response
1	A grey bin was left unemptied because some shredded garden waste had been placed at the top of the bin.	Environment Services	From the information supplied it appears that the Operative has mistakenly assessed the bin to be full of garden waste and therefore left it for a green waste collection. The issue has been noted and communicated to crews.
2	The contents of partially filled beige bins had been emptied into burgundy bins	Environment Services	From the information supplied it would appear that the beige bins have been emptied and the team have used the empty container as a server bin to collect green boxes. It is then returned back to the point it was collected from and emptied into the Burgundy bin ready for the vehicle to empty. Crews are instructed not to adopt this practice and a reminder has been issued.
3	There was concern over the condition of speed humps in Chew Moor on St John's Road and Tempest Road.	Environment Services	<p>St Johns Road - An officer has visited the site and found the defect(s) to be within the councils agreed tolerance levels and therefore no immediate repairs are necessary. However we will continue to monitor the site on a regular basis via our routine highway safety inspection regime. Please rest assured that in the event of the area deteriorating further and becoming actionable, that appropriate action will be taken. However, no actionable defects at present.</p> <p>Tempest Road - The inspector has assessed the area in question and forwarded their findings onto the asset management team asking them that this defective area be considered alongside other similar locations for a future minor works programme. We now take a programmed, rather than a reactive approach to area maintenance; therefore this will be added to a large bank of work held by asset management, however no timescale can be given for implementation. Of course we will continue to monitor this area via the safety inspection regime to ensure it is kept in a reasonable safe condition.</p>

4	Dog fouling on pavements in Chew Moor had become a problem, can something be done the tackle this?	Environmental Services	<p>The Council has one Enforcement Officer Covering Westhoughton, Blackrod, and Horwich dealing with all litter, fly tipping and dog issues and one Dog Warden for the whole borough.</p> <p>Given this stretched resource members of the public can help by providing the information requested in the “We’re not messing” flyer which can be viewed on the Councils website at; https://selfserve.bolton.gov.uk/CitizenPortal/Form.aspx?form=Dog_Foulingat or, by ringing 01204 336632; the chances of a successful prosecution will be increased and patrols will be given a higher priority. Neighbourhood Services do not offer a reactive service to remove fouling anywhere other than inside fenced off play areas or sports pitches.</p>
5	Can the times for concessions be reviewed for Horwich and Westhoughton Leisure Centres? The facilities were now underutilised before 9.30am and there was congestion in the evenings.	Bolton Council/Bolton Community Leisure Trust	There are no plans to make any changes at the moment. A discounted membership rate is available for those customers who wish to use the facilities before 9.30am.
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