

RECOMMENDATIONS

1. Promote the use of the Contact Centre telephone number to enable calls to be monitored and actioned.
2. That a hotline number be issued on a notice on the litterbins and street furniture. The notice also to show the bin identification number and a dedicated e-mail address be created to the reporting of incidents.
3. Improve Communication amongst the workforce regarding procedures and review the schedules to avoid operatives from passing full bins and failing to collect from them.
4. Use of feedback from the operatives using the work schedule.
5. To encourage the use of the Neighbourhood Officers to report problem areas.
6. To encourage Council Staff and Members of the public to monitor and report on local environmental issues.
7. Developed a bin provision policy in Chorley to identify the suitable size of bin for the location.
8. That the bin location document be made available to all Parish Councils and Borough Councillors to assist with service monitoring and made accessible on the internet. A master copy to be made available in the Members Room.
9. As part of the induction for new Members, they are given the opportunity to go out on a litter collection scheduled route and existing Members providing sufficient notification is given.
10. That a campaign awareness be undertaken with the fast food outlets as to their Community responsibilities.
11. To request all fast food outlets to display a notice reminding people to take their rubbish home and as an example of good practice for takeaway premises in terms of prevention of nuisance.
12. That a programme of education with the community and within schools be initiated to increase awareness and promote pride in the Community and knowledge of environmental issues.
13. The Council liaise with the County Council with regard to keeping the verges on highways tidy and litter-free in order to improve the perception of the Councils Service with the Parishes.
14. That the relevant Officer looks at the cleaning schedules and considers further strategic sweeping of streets and litterbin routes.
15. To investigate the current cost of collecting/emptying of litterbins, particularly around hot spot areas, particularly schools and consider installation of either further bins or larger bins.

16. To seek maximise publicity for the fact that the Council will not tolerate littering, fly tipping and associated anti-social behaviour and a system be introduced whereby any successful prosecution for such offences are automatically notified to the Communication Team and are subject of a Press Release.
17. That in the light of this review all Parish Councils be requested to give consideration to their contribution towards keeping their areas clean and tidy and whether they could do more.
18. To improve partnership working with the County Council and request more frequent sweeping and litter picking in any identified problem areas.
19. Issue periodic reminders of collection days and waste should it be put out when, to assist residents and use of various newsletters.
20. That a mapping exercise be undertaken to identify and target littering 'hotspots' and continually full litterbins to target improvements in those areas of the borough. More detailed mapping and targeting of those areas and target resources more effectively to maximise performance.
21. To support the development of Lengthsmen in the Parishes in the provision of storage and the purchase and use of equipment.
22. To give consideration of a 'hit squad' to respond to problem areas.
23. To continue to pursue the Capital Programme on the mobile work system.