



## NORTH AREA COMMITTEE



### AGENDA

**To: City Councillors:** Todd-Jones (Chair), Bird (Vice-Chair), Abbott, Austin, Gawthrope, O'Reilly, Perry, Price, Sarris, Sargeant, Smart and Tunnacliffe

**County Councillors:** Manning, Onasanya, Sales and Scutt

*Dispatched: Wednesday, 1 June 2016*

**Date:** Thursday, 9 June 2016

**Time:** 6.30 pm

**Venue:** North Cambridge Academy, Arbury Road, Cambridge CB4 2JF.

**Contact:** Toni Birkin

**Direct Dial:** 01223 457013

#### Restaurant Area Display (from 6.00pm)

#### Fen Road Traffic Calming

Final proposals will be on display for the Fen Road traffic calming project, due to be implemented later this year. County Council officers will be present to answer any questions about the scheme, which includes significant changes to the Water St/Fallowfield junction and the parking bays close to the site of the old Penny Ferry public house.

**Timings are included for guidance only and cannot be guaranteed**

- |          |  |               |
|----------|--|---------------|
| <b>1</b> | <b>Election of Chair and Vice Chair - NAC</b>                        | <b>6.30PM</b> |
| <b>2</b> | <b>Apologies for Absence</b>   |               |
| <b>3</b> | <b>Welcome and Introduction (including Declarations of Interest)</b> |               |

**'YOU SAID, WE DID, YOU WANT TO KNOW'**

- |          |  |               |
|----------|--|---------------|
| <b>4</b> | <b>To Confirm What was Said (Minutes) at the Last Meeting and What we Have Done (Action List)</b>  |               |
| <b>5</b> | <b>'This is Arbury' Short Film followed by Q&amp;A</b><br>Jane Rich, Director of Cambridge Community Arts will bring along some of the young people involved in making this short film about Arbury. | <b>6.45PM</b> |
| <b>6</b> | <b>You Want to Know (Open Forum)</b>   | <b>7.30PM</b> |

### COMMUNITY FORUM – JOIN IN THE DISCUSSION ABOUT THESE ITEMS

- |          |                                   |               |
|----------|-----------------------------------|---------------|
| <b>7</b> | <b>Stagecoach - Andy Campbell</b> | <b>8.00PM</b> |
|----------|-----------------------------------|---------------|

**INTERMISSION - We will take a ten minute refreshment break.  
Please visit the Fen Road Display in the Restaurant.**

### ITEMS FOR DECISION

- |           |  |               |
|-----------|--|---------------|
| <b>8</b>  | <b>NAC Policing &amp; Safer Neighbourhoods</b> <i>(Pages 5 - 12)</i> | <b>9.10PM</b> |
| <b>9</b>  | <b>Environmental Reports - NAC</b> <i>(Pages 13 - 34)</i>            | <b>9.40PM</b> |
| <b>10</b> | <b>Community Events</b> <i>(Pages 35 - 38)</i>                       | <b>N/A</b>    |

# Meeting Information

<b>Open Forum</b>	Members of the public are invited to ask any question, or make a statement on any matter related to their local area covered by the City Council Wards for this Area Committee. The Forum will last up to 30 minutes, but may be extended at the Chair's discretion. The Chair may also time limit speakers to ensure as many are accommodated as practicable.
<b>Filming, recording and photography</b>	The Council is committed to being open and transparent in the way it conducts its decision making. The public may record (e.g. film, audio, tweet, blog) meetings which are open to the public.
<b>Facilities for disabled people</b>	<p>Level access is available at all Area Committee Venues.</p> <p>A loop system is available on request.</p> <p>Meeting papers are available in large print and other formats on request prior to the meeting.</p> <p>For further assistance please contact Democratic Services on 01223 457013 or <a href="mailto:democratic.services@cambridge.gov.uk">democratic.services@cambridge.gov.uk</a>.</p>
<b>Queries on reports</b>	If you have a question or query regarding a committee report please contact the officer listed at the end of relevant report or Democratic Services on 01223 457013 or <a href="mailto:democratic.services@cambridge.gov.uk">democratic.services@cambridge.gov.uk</a> .
<b>General Information</b>	Information regarding committees, councilors and the democratic process is available at <a href="http://democracy.cambridge.gov.uk/">http://democracy.cambridge.gov.uk/</a>
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# Neighbourhood profile update Cambridge City North Neighbourhood

June 2016



**Matt Johnson, Safer  
Neighbourhoods  
Inspector**

**Lynda KilKelly, Safer  
Communities Manager,  
Cambridge City Council**

<b>1</b>	<b>INTRODUCTION</b>	<b>2</b>
	Aim	
	Methodology	
<b>2</b>	<b>CURRENT PRIORITIES</b>	<b>3</b>
<b>3</b>	<b>PRO-ACTIVE WORK &amp; EMERGING ISSUES</b>	<b>6</b>
<b>4</b>	<b>ADDITIONAL INFORMATION</b>	<b>8</b>
	Current Crime & ASB Incident Levels by Ward	
<b>5</b>	<b>RECOMMENDATIONS</b>	<b>9</b>

## **1 INTRODUCTION**

### **Aim**

The aim of the Neighbourhood profile update is to provide an overview of action taken since the last reporting period, identify ongoing and emerging crime and disorder issues, and provide recommendations for future priorities and activity in order to facilitate effective policing and partnership working in the area.

The document should be used to inform multi-agency neighbourhood panel meetings and neighbourhood policing teams, so that issues can be identified, effectively prioritised and partnership problem solving activity undertaken.

### **Methodology**

This document was produced using the following data sources:

- ❑ Cambridgeshire Constabulary crime and anti-social behaviour (ASB) incident data for December 2015 to April 2016, compared to a previous like reporting period (July 2015 to November 2015) and this same 5 month reporting period in 2014/15 and;
- ❑ Information provided by the Safer Neighbourhood Policing team and the City Council's Safer Communities team.

## 2 CURRENT PRIORITIES

At the North Area Committee meeting of 20 January 2016, the committee recommended adopting the following priorities:

- ❑ Continue the safeguarding / enforcement work around the supply of Class A Drugs (Op Hexham);
- ❑ Speeding in the Chesterton High Street and Green End Road area.

The Neighbourhood Action Group assigned the actions to be taken and the lead officers for each of the priorities. The tables below summarise the action taken and the current situation.

<b>Continue the safeguarding / enforcement work around the supply of Class A Drugs (Op Hexham)</b>	
<b>Objective</b>	Combat drug dealing in the North Area.
<b>Action Taken</b>	<p>Operation Hexham has developed to include a more hard-edged approach, whereby a small team has been set up to specifically address a recent proliferation of dealers in the city and move our policy forward toward a sanction. The operation focussed on supporting “vulnerable” occupants in the face of putting-up drug gangs. Now, the situation has shifted to addressing cooperation with such groups, in conjunction with Housing Officers and other partners.</p> <p>The North Team has continued gathering evidence, disrupting and arresting individuals involved in Class A supply. Each case requires a great deal of administrative work to support its progress through the criminal justice system.</p> <p>During this period, we have arrested 7 persons related to London-based organised crime groups (drug gangs). One of these was armed with a samurai sword and another two with knives. Quantities of drugs, money and other evidence were also recovered.</p> <p>With our local knowledge, we have been able to assist other teams with information and searches, relating to the same.</p>
<b>Current Situation</b>	The above bespoke team is currently a temporary response to an upsurge in criminality, surrounding the supply of class A drugs by out of town gangs. There have been marked successes over the last few weeks, with more than twenty arrests. Clearly this indicates the persistence of those behind

	the problem, albeit we have clearly wrested back the initiative, with indications that Class A drugs have become much harder to come by.
<b>Lead Officer</b>	Sergeant Jason Wragg, Cambridgeshire Constabulary

<b>Speeding in the Chesterton High Street and Green End Road area</b>	
<b>Objective</b>	Address speeding issues in the Chesterton High Street and Green End Road area
<b>Action Taken</b>	<p>Speedwatch is now up and running with several events, throughout the North. This undoubtedly assists in changing driving culture in Cambridge.</p> <ul style="list-style-type: none"> <li>□ Gilbert Road - 9 vehicles reported for speeding</li> <li>□ Arbury Road - 24 vehicles reported for speeding.</li> </ul> <p>In the area of Fen Road, Chesterton High Street and Green End Road, more than 30 vehicles have been stopped with 5 Traffic Offence Reports submitted, 5 stop/searches and 1 vehicle seized.</p>
<b>Current Situation</b>	This matter has been discussed at numerous meetings, over the last few years. Problems identified have been high population density in certain areas, poor road design and ineffective traffic calming measures. Whilst police action can have short term impact, our understanding is that there will be work to address the above issues, in the near future.
<b>Lead Officer</b>	Sergeant Jason Wragg, Cambridgeshire Constabulary

### **3 PRO-ACTIVE WORK & EMERGING ISSUES**

#### **Cambridge City Council**

Anti-Social Behaviour (ASB) Officers in the Safer Communities team worked with colleagues in the police and 4 young people in the north of the city and asked them to sign up to Acceptable Behaviour Contracts (ABC) because of persistent nuisance and ASB. Another existing ABC was reviewed and the young person has made satisfactory progress.

The Safer Communities team continued to work to tackle nuisance and anti-social behaviour across the north of the city and one resident in the north signed a tenancy undertaking promising to abide by their tenancy conditions.



The team also applied to the court for possession of a property where there was persistent and serious anti-social behaviour, a judge granted an outright possession order.

ASB Officers from the team attended community sessions of "Chelsea's Choice". This is a play looking at issues around child sexual exploitation funded by the Cambridge Community Safety Partnership which were delivered to all Year 9 students in Cambridge and South Cambridgeshire. There were also a number of community performances put on as well, two of which took place in the North. ASB Officers were on hand to talk to residents about any community safety concerns that the play raised for them.

### **Cambridgeshire Constabulary**

A very busy period for the team with much abstraction of our staff and support for other policing activities in Cambridge.

- A On-going neighbourhood issues have attracted much of our effort, particularly surrounding individuals with mental health problems. Our efforts have been aimed at ensuring the right services are sign-posted, in order to achieve a safe and happy living environment for all.
- B North team officers took the lead in enquiries, which led to the successful resolution of a double stabbing case, which occurred in West Chesterton.
- C We dealt with three juveniles seen on social media with "guns". These, it transpired, were BB guns. All three are now currently on bail for theft, handling and possession of cannabis, in addition to the replica firearms.
- D Currently much work is being done to support local schools. Individual officers have specific commitments to each local secondary school. The North Area Academy is being supported with a "new" Police Cadets Scheme and we have plans to start joint team-building/sports activity at TBAP (Ascham Road School).
- E Arrest of a "spree" shoplifter, who had been evading arrest for several weeks.

## 4 ADDITIONAL INFORMATION

### CURRENT CRIME & ASB INCIDENT LEVELS BY WARD

Page 10

AREA			Dwelling Burglary	Other Burglary	Violent Crime	Robbery	Theft of Vehicle	Theft from Vehicle	Cycle Theft	Theft from Shop	Criminal Damage	Other Crime	TOTAL CRIME	TOTAL ASB
WARDS	<b>City North</b>	Dec 15 – Apr 16	59	29	249	11	11	57	79	59	133	267	954	387
		Jul 15 – Nov 15	100	31	279	14	10	108	93	50	111	233	1,029	512
		Dec 14 – Apr 15	73	53	218	11	19	60	101	47	146	241	969	399
	<b>Arbury</b>	Dec 15 – Apr 16	15	8	57	2	1	14	16	19	34	58	224	92
		Jul 15 – Nov 15	30	5	65	5	3	44	25	16	33	60	286	153
		Dec 14 – Apr 15	11	9	61	2	7	12	20	11	36	61	230	105
	<b>East Chesterton</b>	Dec 15 – Apr 16	20	11	49	4	3	16	27	2	34	53	219	87
		Jul 15 – Nov 15	14	8	78	1	3	22	15	4	26	55	226	126
		Dec 14 – Apr 15	11	15	60	2	7	10	24	4	43	50	226	102
	<b>King's Hedges</b>	Dec 15 – Apr 16	13	3	98	3	6	14	7	30	43	70	287	125
		Jul 15 – Nov 15	22	4	103	5	2	26	18	26	29	59	294	149
		Dec 14 – Apr 15	21	20	56	3	3	29	25	22	48	63	290	105
	<b>West Chesterton</b>	Dec 15 – Apr 16	11	7	45	2	1	13	29	8	22	86	224	83
		Jul 15 – Nov 15	34	14	33	3	2	16	35	4	23	59	223	84
		Dec 14 – Apr 15	30	9	41	4	2	9	32	10	19	67	223	87

## **5 RECOMMENDATIONS**

Continue with Class A drug work – this underpins much criminality and also impacts on community safety.

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# Environmental Report



## Cambridge North Area March to May 2016

## Contents

1. Introduction .....	3
2. Target setting and recommendations.....	3
3. Routine activity.....	4
4. 'Ward Blitz' activity .....	4
5. Specific issues and actions .....	5
6. Environmental Data .....	7
Private Realm [North Area] .....	7
Public Realm Data .....	8
Public Realm Enforcement [North Area] .....	8
Dog Warden Service [North Area].....	10
Operations cleansing data by ward [North Area].....	11
Waste and Recycling Data [City wide] .....	13
7. Proactive and community work .....	15
8. Key contacts .....	16
Officers.....	16
Issues.....	17
9. Resources.....	18
10. Appendices .....	21

# 1. Introduction

This report provides an overview of City Council Refuse and Environment and Streets and Open Spaces service activity relating to the geographical area served by the North Area Committee. The report identifies the reactive and proactive service actions undertaken in the previous year, including the requested priority targets and reports back on the recommended issues and associated actions to be targeted in the following period. It also includes key officer contacts for the reporting of waste and refuse and public realm issues.

## 2. Target setting and recommendations

All those at Committee have an opportunity to suggest issues that they would like to see tackled in the neighbourhood area during the upcoming period to help shape the activity to be undertaken within the public realm. Following suggestions that are received the relevant teams will consider the suggestions, and will prioritise work, responding reactively where appropriate and programming some work for the future. All suggested targets will be reported back on in the following period to update members and the public on the status of the issue. Recommendations will also be presented to the committee for consideration and to aid discussion.

### Recommendations

The following are suggestions for members on what action could be considered for priority within the North Area for the period of June to August.

#### Continuing priorities\*

Number	Priority details
1	Enforcement joint working and patrols to deal with littering from students of Cambridge Regional College in the areas of Campkin Road and Nuns Way Recreation Ground and to work with the local businesses to address litter from their premises
2	Enforcement patrols to tackle fly tipping on communal archways and green areas at Minerva Way, <i>Nuns Way, Campkin Road, Arbury Court, Nicholson Way and Maitland Avenue area.</i>
3	Patrols to address dog fouling on Kings Hedges "Pulley" Recreation Ground, Nuns Way Recreation Ground and Arbury Town Park including early mornings, evenings and weekends
4	Enforcement patrols to tackle littering issues from shops at Carlton Terrace, and deal with waste management issues
5	Enforcement patrols to tackle fly tipping and litter in the alleyway between Kinross Road to Pakenham Close

Members are recommended to endorse the above recommendations or to make proposed amendments, and in doing so to consider the community intelligence questions below to help shape the public realm work.

### Community intelligence questions

1. What geographical locations would benefit from targeted work? (including public realm enforcement activity and clean-up work by the community payback)
2. What locations for new and replacement general waste, recycling and dog bins (in line with resources available) should be considered?

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\* Amendments to continuing priorities are shown in italics

3. Where and when the dog warden service should patrol in order to target dog fouling?

### **3. Routine activity**

Streets and Open Spaces teams work closely with residents, community and campaign groups to keep Cambridge clean, green and safe. Street cleansing works to clear shop fronts and maintain all residential streets to a good standard of cleaning by sweeping them regularly. The team empties litterbins and dog bins across the city parks and open spaces, as well as removing graffiti and clearing needles and fly tipping.

The grounds maintenance team maintains all council housing and highway grass and shrub beds across the city, and carries out the maintenance of the city's cemeteries and crematoriums as well as the maintenance of all parks across the city. The City Rangers team provide a street-level, face-to-face contact point for people to raise any cleanliness and public safety issues that they might have concerning their neighbourhood.

The dog warden patrols within Cambridge to increase people's awareness of the requirement to clear up after their pets, as well as collecting stray dogs within the city and works alongside animal charities to deliver educational roadshows. Investigation of instances of environmental crime in public places across the city is carried out by the public realm enforcement team. As well as undertaking enforcement action where necessary, the team provide advice for residents and businesses on issues including fly tipping, litter, waste, illegal advertising, abandoned shopping trolleys, verge parking and abandoned, untaxed and nuisance vehicles.

### **4. 'Ward Blitz' activity**

The City Council embarked on a campaign of monthly 'ward blitzes' across the City, involving the Council's City Rangers, Rapid Response, Public Realm Enforcement and Street Cleansing teams. These teams will undertake coordinated public realm maintenance, enforcement and educational action, targeting one ward every month in rotation. Working within existing budgets, the action was additional to the routine, day-to-day, work undertaken by these services.

Ward blitz activity will have included a combination of the following actions:

- Deep cleansing of channels
- Cleansing of litter and dog bins
- Cleansing of signage
- Cleansing of recycling centres
- Increased dog warden presence
- Increased public realm enforcement presence
- Joint working with Cambridgeshire Fire and Rescue, and Cambridgeshire Police
- Free dog microchipping event
- Proactive inspections by pest control in known hotspots

The results of the ward blitzes were reported as follows:

Arbury – Environmental Report October to December 2014

East Chesterton – Environmental Report April to June 2015

King Hedges – Environmental Report July to September 2015

West Chesterton - Environmental Report October to December 2015

A review is currently ongoing with regards to the ward blitz and further updates will be provided as the review is completed.



## 5. Specific issues and actions

The following specific issues were identified for targeted action in the previous period. The following tables summarise the action undertaken and current situation, whether ongoing or completed, for each issue.

<b>Priority 1</b>	<b>Enforcement joint working and patrols to deal with littering from students of Cambridge Regional College in the areas of Campkin Road and Nuns Way Recreation Ground and to work with the local business to address litter from their premises</b>
Action Taken	Total time spent in area was 9 hours. No litter fines were issued, and no students or members of public were seen littering but words of advice were given to students in the area eating picnics. Lots of litter is still being found around the swings and seating area outside Tesco. Educational stand is to be arranged as a priority and again in September/October when new term starts. Agreements between take away and Tesco are to be reviewed to ensure litter picks are being carried out. Officers recommend that this priority is continued.
Current Situation:	Ongoing
<b>Priority 2</b>	<b>Enforcement patrols to tackle fly tipping on communal archways and green areas at Minerva Way</b>
Action Taken	Total time spent in area was 6.5 hours. One black bag was found with no evidence. Fly tipping was found under the arches at the entrance to recreation ground and evidence was seized, this case is ongoing. Bed bases were found by Ashcroft Court and further investigations for further fly tip found in the drying area of Neptune Close. Officers recommend that this priority is continued.
Current Situation:	Ongoing
<b>Priority 3</b>	<b>Patrols to address dog fouling on Kings Hedges "Pulley" Recreation Ground, Nuns Way Recreation Ground, Arbury Town Park and Chesterton Recreation Ground including early mornings, evenings and weekends.</b>
Action Taken	Forty patrols lasting just over 27 hours were conducted by the dog wardens and enforcement team during the period; during this time no individuals were witnessed failing to clear up after their dog on the priority areas. Educational advice was provided to dog walkers and individuals that the dog wardens came across on their patrols.
Current Situation:	Ongoing

<b>Priority 4</b>	<b>Enforcement patrols to tackle littering issues from shops at Carlton Terrace, and Co-op on Chesterton Road and deal with waste management issues.</b>
Action Taken	Total time spent in area is 8.5 hours. Photos taken at each visit. Some improvements have made then issue arises again. Letter sent to store manager requesting that the previous agreement between the Council and the store be looked again and that the agreed steps are actioned immediately. Some improvements made but weekend work shows that the problem continues. Officers recommend that this priority is continued.
Current Situation:	Ongoing
	Total time spent in area was 1.5 hours. Very little litter in area, no obvious problems found. Litter Voluntary Code pack to be sent to the store. Officers recommend that this priority is removed.
Current Situation:	Completed
<b>Priority 5</b>	<b>Enforcement patrols to tackle fly tipping and litter in the alleyway between Kinross Road to Pakenham Close</b>
Action Taken	Total time spent in area was 6 hours. Very little litter in area and fly tipping area. Officers recommend that this priority is continued.
Current Situation:	Ongoing

#### Other issues:

<b>Issue</b>	<b>Litter bin on Millennium Bridge</b>
Action Taken	Suitability of location being looked into, to ensure that there is no impediment to pedestrian or cycling access and that the bin can be serviced. Currently being reviewed by Operations staff.
Current Situation:	Ongoing
<b>Issue</b>	<b>Litter bins on Gilbert Road</b>
Action Taken	Request for the bins to be relocated at the junction of Milton Road, after being moved by builders. Bins relocated by Operations team in April.
Current Situation:	Completed.

## 6. Environmental Data

### Private Realm [North Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
March to May: 2016	Pest Control	81	58	N/A	N/A	N/A
March to May: 2015	Noise Complaints	108	N/A	†	1	0
March to May: 2016		134			2	0
March to May: 2015	Refuse/ Waste Complaints	13	N/A	†	0	0
March to May: 2016		8			0	0
March to May: 2015	Other public health complaints‡	7	N/A	†	0	0
March to May: 2016		7			0	0
March to May: 2015	Private Sector housing standards	29	N/A	†	2	0
March to May: 2016		29			1	0

### Summary:

Proactive Areas for pest control include Alexandra Gardens, Jubilee Gardens, Milton Road Recreation Ground, Nuffield and Discovery Way Areas, and Pakenham Allotments

† All complaints will generally have at least one such action

‡ Other public health complaints includes odour, smoke, bonfires, filthy and verminous

## Public Realm Data

### Public Realm Enforcement [North Area]

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
March to May: 2015	Abandoned vehicles	39	N/A	N/A	1	0	0
March to May: 2016		50			2	0	0
March to May: 2015	Nuisance vehicles <sup>§</sup>	4	2	N/A	0	0	0
March to May: 2016		0	0		0	0	0
March to May: 2015	Derelict cycles	20	N/A	N/A	N/A	N/A	N/A
March to May: 2016		17					
March to May: 2015	Domestic waste	34	12	0	1	0	1
March to May: 2016		29	7	0	4	0	0
March to May: 2015	Trade waste	6	4	0	0	0	0
March to May: 2016		2	2	0	0	0	0
March to May: 2015	Litter	7	0	0	3	0	0
March to May: 2016		3	0	0	2	0	0
March to May: 2015	Illegal camping	0	N/A	0	N/A	0	0
March to May: 2016		1		1		0	0
March to May: 2015	Illegal advertising	8	0	N/A	0	0	0
March to May: 2016		5	2		0	0	0

<sup>§</sup> Nuisance vehicles includes vehicles displayed for sale or being repaired (other than in an emergency) on the public highway

## Summary of public realm enforcement data

- Of the 51 abandoned vehicles the majority were removed by their owners or claimed within the 7 day notice period. Ten abandoned vehicles were seized from Linden Close, Fortescue Road, Aragon Close, Hurrell Road, Hazelwood Close, Jedburgh Close, Molewood Close and Verulam Way, of these six vehicles were destroyed when they were not claimed and four are currently in storage. Two fixed penalty notices were also issued for vehicles seized from Fortescue Road and Cook Close which are ongoing. One untaxed vehicle was seized from Fortescue Road and was destroyed after it was not claimed.
- Seventeen derelict cycles were removed from across all four wards. The number of cycles removed as abandoned in the North area usually varies between 15 to 25 a period.
- There were twenty nine domestic waste investigations conducted in the area, the majority of which was waste littered and fly tipped at recycling centres, bin stores and communal land across the area. Of the investigations conducted there were seven warning letters. Four fixed penalties were issued for littering across the area and there are currently eighteen ongoing cases awaiting further action.
- Two cases of trade waste were investigated in the North area; both complied with a request for their waste transfer information and were issued a warning letter.
- There were three cases of litter investigated in the North area and two fixed penalties were issued for littering a motor vehicle on Green End Road. All three cases are currently ongoing.
- There was one case of illegal camping near Chesterton Recreation Ground. The camp was served a notice and was subsequently removed by the owner within the 24 hour notice period.
- There were five cases of illegal advertising investigated, three of them were illegally positioned estate agent boards, one was a poster and one was a banner on display at Nuffield Close area. The owner of the banner was sent a written warning regarding the activity.

## Dog Warden Service [North Area]

### Stray dogs

Period	Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
March to May: 2015	Stray dogs	12	3	1	8	0	Eight other stray dog calls were received, but the dogs were collected by their owner before the dog warden attended
March to May: 2016		7	0	0	1	6	One other stray dog call was received, but the dog as collected by their owner before the dog warden attended

### Dog Control Orders

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
March to May: 2015	Dog control orders: Fouling	8	0	0	0	0	0
March to May: 2016		10	0	0	1	0	0
March to May: 2015	Dog control orders: Exclusion	0	0	0	0	0	0
March to May: 2016		0	0	0	0	0	0
March to May: 2015	Dog control orders: Leads	0	0	0	0	0	0
March to May: 2016		0	0	0	0	0	0
March to May: 2015	Other dog complaints**	2	0	0	0	0	0
March to May: 2016		0	0	0	0	0	0

**Summary** - One fixed penalty was served for failing to clear up dog fouling from Augustus Close, the case is currently ongoing.

\*\* Includes issues such as barking, welfare, signage requests and educational advice as well as joint working with Environmental Health, RSPCA and Housing Associations'

## Operations cleansing data by ward [North Area]

Period	Activity	Total number of incidents	Ward			
			Arbury	East Chesterton	Kings Hedges	West Chesterton
March to May: 2015	Fly tipping	62	12	12	31	7
March to May: 2016		214	45	32	117	20
March to May: 2015	Offensive graffiti <sup>††</sup>	8	2	1	4	1
March to May: 2016		6	3	2	0	1
March to May: 2015	Detrimental graffiti <sup>‡‡</sup>	20	7	2	7	4
March to May: 2016		38	8	9	14	7
March to May: 2015	Needles	0	0	0	0	0
March to May: 2016		99 (in 5 incidents)	1	0	40	58
March to May: 2015	Shopping trolleys	25	6	13	3	3
March to May: 2016		18	4	5	0	9

Data is from 1 March to 25 May 2016

<sup>††</sup> Offensive graffiti includes but is not limited to that which contains swear words, reference to religion, racist, reference to a person / naming a person, drawings of human body parts, words of reference to human body parts and reference to sexual activity. The service aim is to remove this type of graffiti within 1 working day.

<sup>‡‡</sup> Detrimental graffiti is graffiti that contains but is not limited to general tags, drawings not falling under the above criteria, and words not classified as offensive. The service aim is to remove this type of graffiti within 5 working days.

## Summary of operations cleansing data:

- Of the 45 reports for fly tip in the Arbury ward, six came from Molewood Close, five came from the Hazelwood Close area; four each from Perse Way and Fordwich Close, the other fly tip reports for Arbury area were reported from different locations. Thirty of the 45 incidences in Arbury were general household waste.
- Twelve fly tips were found at Maitland Avenue in East Chesterton, four incidents were also found at Dundee Close, and two each at Mortlock Avenue and Cam Causeway, and no other particular trends with types of fly tipped material were identified in this period.
- In Kings Hedges the majority of waste was fly tipped in and around communal areas of some of the estate. Fourteen fly tips came from Nuns Way, ten each from Campkin Road and Minerva Way and eight each from Arbury Court and Nicholson Way. No patterns of repeat offences have been identified but enforcement and ranger patrols are required in these areas to address the problems.
- Twenty fly tips were removed from West Chesterton, which included repeat offences of dumping at Carlton Way and Milton Road.
- Repeat incidents of detrimental graffiti were found at Fisher Street, Carlyle Road, Alpha Road, Campkin Road, Northfield Avenue and Elizabeth Way. No other patterns of graffiti were found in this period.
- Two of the offensive graffiti incidences in Arbury were of human anatomy and were in Cockerell Road; the third incident was in the recreation area in Humphreys Road and was offensive language. Offensive language and a picture of human anatomy were removed from Chesterton Recreation ground in East Chesterton. A picture of human anatomy was removed from the wall of the community centre on Green End Road in East Chesterton and offensive language was removed from a fence on Garden walk in West Chesterton.
- One needle was found and removed from church yard on Stretten Avenue in Arbury in March 2016. In March 2016 there was an estimated 40 needles removed from the rear of a property on Hawkins Road in Kings Hedges. These were in bags that were dumped to the rear of the property. The resident of the property reported it to the Customer Service Centre. Four needles were removed from near the staircase at Cutter Ferry Close, near the bridge in West Chesterton, 44 needles were removed from the council's Temporary Housing accommodation on Elizabeth Way in April 2016. This task was carried out after an individual moved out of the temporary accommodation and a request was made to do a needle sweep. Ten needles were removed from the rear of the pharmacy on Milton Road (no 123) in West Chesterton in April 2016.
- The number of trolleys impounded by Streets and Open Spaces was 10.



## Waste and Recycling Data [City wide]

This section includes information about the Waste Policy team's area of responsibility. The team has an Operational Plan that covers the work for the year. This work is generally not area based but it is useful to residents and provides statistics to demonstrate activity and continuous improvement in areas of sustainable waste management.

Activity	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Total for 2015-16
Recycling rate – dry recycling 2015/16	21.4%	21%	23%	25.2%	22.6%
Recycling rate – dry recycling 2014/15	21%	22.2%	23.4%	24.5%	23%
Recycling rate – composting 2015/16	23.8%	22.3%	21.3%	15.03%	20.8%
Recycling rate – composting 2014/15	24.9%	23.8%	20%	14.9%	21.1%
Amount collected for disposal 2015/16	54.8%	57.7%	55.8%	59.7%	56.7%
Amount collected for disposal 2014/15	54.2%	54%	56.7%	60.7%	56.23%
No of press releases issued	5	3	5	6	19
No of 2 <sup>nd</sup> blue bins delivered	93	164	146	190	593
No of 2 <sup>nd</sup> Green bins delivered	87	46	876 <sup>§§</sup>	13	1033
Number of 3 <sup>rd</sup> and 4 <sup>th</sup> green bins registered			77		77
No. of bins changed from standard to small	32	26	22	39	119
No of events attended	15	10	10	5	39
No of people spoken to	800	210	280	253	1543
No of Kitchen Caddies given out at events <sup>***</sup>	473	195	321	58	1047

<sup>§§</sup> Number of people registering under the second year of the scheme

<sup>\*\*\*</sup> Excludes caddies given out via council receptions

Activity	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Total for 2015-16
No of recycling champions (RC) at events	33	9	17	5	64
No of new RC recruited	8	3	4	2	17
Amount of rubbish/recycling collected at events (tonnes)	Total 35.7 tonnes 24.7 T rubbish 11 T recycled	Total 20.5 tonnes Rubbish: 8.59 recycled	None this quarter	20 Tonnes of electricals of recycling	56.2 tonnes rubbish 39.5 tonnes of recycling
No of community/school visits to AmeyCespa	14	5	17	11	47

### Summary of Waste and Recycling Data

The total recycling rate is 43.3% which has changed slightly compared to last year, 43.8%. A rise in rubbish to landfill has been seen, maybe partly due to the new developments in the city and changes to population. It has been a very busy and productive year for the waste and recycling team who have aimed to keep up the momentum of increasing recycling and community engagement alongside the re-location to Waterbeach and merging of teams with South Cambridgeshire District Council. We look forward to reaping the benefit of these changes in 2016-17.

#### Jan- March events attended

- Hazelwood and Molewood Community Day
- Volunteer for Cambridge, Guildhall
- Accommodation Fair- Anglia Ruskin
- Annual Electrical collection event with University and ERP- Sidgwick Site
- Food Fair-Central Library

## 7. Proactive and community work

During the previous period the following proactive and community work has been undertaken.

Task	Sherbourne Court
Action Taken	A team of Community Payback cleared a car park of vegetation, trimmed and cutback conifers and a general clear up to reveal a previously unused car park.
Current Situation	Completed

Task	George Pateman Court
Action Taken	Garden clearance by Community Payback for resident in George Pateman Court was completed, following a nomination received from Cambridge Housing Society.
Current Situation	Completed

Task	Guided Busway
Action Taken	A regular team litter pick with Community Payback is scheduled along the guided busway in Kings Hedges Business Centre region.
Current Situation	Upcoming

## 8. Key contacts

### Officers

Area	Contact	Telephone Number	Email
Environmental Health Manager	Yvonne O'Donnell	01223 457951	<a href="mailto:yvonne.odonnell@cambridge.gov.uk">yvonne.odonnell@cambridge.gov.uk</a>
Senior Operations Manager	Don Blair	01223 458575	<a href="mailto:Don.blair@cambridge.gov.uk">Don.blair@cambridge.gov.uk</a>
Operations Manager (Grounds Maintenance)	Paul Jones	01223 458215	<a href="mailto:Paul.Jones@cambridge.gov.uk">Paul.Jones@cambridge.gov.uk</a>
Operations Manager (Community Engagement and Enforcement)	Wendy Young	01223 458578	<a href="mailto:Wendy.young@cambridge.gov.uk">Wendy.young@cambridge.gov.uk</a>
North Area Ranger: Joe Obe	City Rangers	01223 458282	<a href="mailto:cityrangers@cambridge.gov.uk">cityrangers@cambridge.gov.uk</a>
Public Realm Enforcement (North team – Arbury and Kings Hedges)	Tom Pickover and Lisa Lowndes	01223 458573 01223 458062	<a href="mailto:streetenforcement@cambridge.gov.uk">streetenforcement@cambridge.gov.uk</a>
Public Realm Enforcement (East team – East and West Chesterton)	Nick Kester and Jamie Lambert		
Dog Warden	Samantha Dewing (Mon-Wed)	01223 457883	<a href="mailto:dogwarden@cambridge.gov.uk">dogwarden@cambridge.gov.uk</a>
	Sharron Munro (Wed-Fri)		
Volunteer opportunities (Streets, Parks and Open Spaces)	Rina Dunning	01223 458084	<a href="mailto:Caterina.dunning@cambridge.gov.uk">Caterina.dunning@cambridge.gov.uk</a>
Recycling Champions	Co-ordinator	01223 458240	<a href="mailto:recycling.champions@cambridge.gov.uk">recycling.champions@cambridge.gov.uk</a>
Out of Hours	Emergency calls	0300 3038389	N/A

## Issues

Area	Contact	Telephone Number	Email
Dog fouling Litter Fly tipping (public land) Graffiti Needles Abandoned, untaxed and nuisance vehicles Illegal camping Bulky waste collections New blue, green and black bins Replacement blue, green and black bins Repairs to blue, black and green bins	Customer Service Centre	01223 458282	<a href="mailto:wasteandstreets@cambridge.gov.uk">wasteandstreets@cambridge.gov.uk</a>
Abandoned bicycles	Customer Service Centre	01223 458282	<a href="mailto:cityrangers@cambridge.gov.uk">cityrangers@cambridge.gov.uk</a>
Pest Control	Refuse and Environment	01223 457900	<a href="mailto:env.health@cambridge.gov.uk">env.health@cambridge.gov.uk</a>
Noise			
Stray and lost dogs	Customer Service Centre	01223 457900	<a href="mailto:dogwarden@cambridge.gov.uk">dogwarden@cambridge.gov.uk</a>

## 9. Resources

The following are suggestions that members of the North Area Committee and residents and businesses may wish to consider or request for the upcoming period:

### Recycling and general street litter bins

A small quantity of recycling and general street litter bins are available for each ward, as follows:

Ward	Bins used	Bins available for installation
Arbury	7	4
East Chesterton	11	0
Kings Hedges	11	0
West Chesterton	6	4

We would like to receive suggestions for where bins should be installed on the street and will investigate the suitability of all suggested locations. We will also be undertaking a review of where bins are currently installed to see how they are used.

### Installed bin sites:

Ward	Location	Installation Date	Comments
West Chesterton	Bateson Road (near to school)	December 2014	
West Chesterton	De Freville Avenue (Chesterton Road bus stop)	December 2014	
West Chesterton	Chesterton Road (near Old Spring)	December 2014	
West Chesterton	Gilbert Road (junction with Milton Road)	March 2015	
West Chesterton	Milton Road (bus stop by Downhams Lane)	December 2015	
West Chesterton	Chesterton Road	December 2015	
Kings Hedges	Kendal Way	December 2014	
Kings Hedges	St Kilda's Avenue (near new bench)	December 2014	
Kings Hedges	Kings Hedges Road (bus stop near Woodhouse Way)	July 2015	
Kings Hedges	Kings Hedges Recreation Ground (by learner pool)	October 2015	
Kings Hedges	Kings Hedges Recreation Ground (near to Woburn Close)	October 2015	
Kings Hedges	Hanson Court	September 2015	2 sets of bins
Kings Hedges	Kings Hedges Road (near to Buchan Street shops)	September 2015	
Kings Hedges	Markham Close (junction of Lavender Road)	September 2015	
Kings Hedges	Hawkins Road (Atkins Road end)	September 2015	
Kings Hedges	Campkin Road (near to bus stop by community centre)	September 2015	
Arbury	Frenches Road (near school cut through to Harvey Goodwin Avenue)	December 2014	
Arbury	Roseford Road (at Perse Way junction)	December 2014	
Arbury	Acton Road (at Perse Way junction)	December 2014	
Arbury	Chesterton Lane (near to Clare	June 2015	

	Colony)		
Arbury	Carlton Way (junction with Hall Farm Road)	June 2015	
Arbury	Chesterton Lane (outside Cripps Court)	August 2015	
Arbury	Verulam Way (through to Aylesborough Close)	September 2015	
East Chesterton	Hailing Way	March 2015	
East Chesterton	Evergreens (at the end of the road)	December 2014	
East Chesterton	Echo House	December 2014	
East Chesterton	Kinross Road	December 2014	2 sets of bins
East Chesterton	Edinburgh Road	December 2014	
East Chesterton	Green End Road (near Grumpys)	March 2015	2 sets of bins
East Chesterton	Green End Road (between Sherbourne Close and Co-op)	December 2014	
East Chesterton	Cowley Road (near bridge)	July 2015	
East Chesterton	Sherbourne Close	February 2015	

### Dog bin provision

A number of dog bins are available for each ward, as follows:

Ward	Bins used	Bins available for installation
Arbury	4	0
East Chesterton	3	1
Kings Hedges	3	1
West Chesterton	0	3

We would like to receive suggestions for where bins should be installed on the parks and open spaces and will investigate the suitability of all suggested locations. We will also be undertaking a review of where bins are currently installed to see how they are used.

Installed bin sites:

Ward	Location	Installation Date	Comments
Kings Hedges	Campkin Road (Hawkins Road green area)	December 2014	
Kings Hedges	Buchan Street (Callander Close area)	March 2016	
Kings Hedges	Larkin Close	March 2016	
East Chesterton	Pyes Pitch	May 2015	
East Chesterton	Union Lane (junction with Milton Road)	December 2014	
East Chesterton	Logan's Meadow	December 2014	
Arbury	Bateson Road (near green space)	September 2015	
Arbury	Perse Way (footpath through to Ferrars Way)	September 2015	
Arbury	Perse Way (footpath through to Cockerell Road)	September 2015	
Arbury	Hall Farm Road	September 2015	

### Pocket ashtray distribution

Locations of where pocket ashtrays should be distributed from are welcomed by the Public Realm Enforcement team.

### Dog fouling signs

Small quantities of 'no dog fouling' signs are available for each ward, as follows:

Ward	Signs used	Signs available for installation
Arbury	0	13
East Chesterton	2	11
Kings Hedges	1	12
West Chesterton	0	13





## 10. Appendices

Sherbourne Court after work undertaken by City Ranger and Community Payback (completed March 2016)





**Millennium Bridge before and after work undertaken by City Ranger and Community Payback (completed March 2016)**



# Fathers Day Family Sports Day



**Come and join us to celebrate our dads with a FREE fun family sports day run by Kinnerz. There will be traditional sports day races, a rounders tournament and other fun activities with**

**ChYpPS.**

## **Saturday 18th June 2016**

### **2pm to 4pm**

### **Nuns Way Rec**

Please note, this is not a childcare facility, children and young people are free to come and go as they please, under 6's must be supervised by an adult.

For more information please contact Georgina Manning on 01223 508197 or email [admin@khnp.org.uk](mailto:admin@khnp.org.uk) (please note the office is open on Wednesday's Thursday's and Friday's.)



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# Messy Fingers

**Kings Hedges Gardening Club**  
**The last Saturday of the month**  
**11am to 1pm**  
**37 Lawrence Way**



**If you are interested in Gardening and growing vegetables, would like to meet people with a similar interest, learn more or share the knowledge you have, then please come along and join in. NO EXPERIENCE NECESSARY! Just a willingness to get involved! Hot drinks and biscuits provided!**

**Saturday 30th April** We will be joined by Cambridge Growing Spaces who are kindly donating the content of our new planters to be installed in the front garden of 37 Lawrence Way to grow fruit and veg for the community to enjoy!

**Saturday 28th May** we will be preparing the garden for our new planters (Made kindly by the YMCA woodwork group at Nuns Way) clearing space, laying weed membrane, setting up the green house and planting seeds.

**Saturday 25th June** laying down gravel and beginning to make use of the new planters to plant our veg beds and making nature art!

**Saturday 30th July** mushroom logs and bug hotels!

**Saturday 27th August** Closed for bank holiday

**Saturday 24th September** Macmillan coffee morning and outdoor cooking with produce from the garden!

**Saturday 29th October** hedge hog hotels bird feeders

**Saturday 26th November** preparing the garden for the winter.

For more information please visit our Facebook page: Kings Hedges Gardening Club (messy fingers), email : [kingshedgesgardeningclub@gmail.com](mailto:kingshedgesgardeningclub@gmail.com) call Georgina Manning on 01223 508197 or pop into 37 Lawrence Way during Usual opening hours (Wednesday and Thursday 9.30am to 4.30pm, Friday 9.30am –12pm). Please note children under the age of 16 must be accompanied and supervised by an adult.

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