

# Environmental Data Report

**Cambridge East Area**  
**July – September 2014**



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# 1. Introduction

This quarterly 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 East Area Committee. The report identifies the reactive and proactive service actions undertaken in the previous quarter, including the requested priority targets and reports back on the recommended issues and associated actions to be targeted in the following. 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 quarter 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 quarter 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 East Area for the quarter of October to December 2014.

1. Cut back and clean-up of the alleyway between the Westering and Newmarket Road
2. Enforcement patrols to tackle fly-tipping on Riverside
3. Enforcement joint working and patrols to deal with illegal camping on green open spaces, including Stourbridge Common
4. Investigating the feasibility of further litter and recycling bins to be placed along Thorpe Way and Dunsmore Close
5. Jet wash Barnwell Road and Adkins Corner shops to remove grime and chewing gum from the shop fronts
6. Deep cleanse of Snakey Path and the Tins from Burnside to include removal of graffiti, flyposting, litter, dog fouling, vegetation cut back and sweeping
7. Early morning patrols for dog fouling on Romsey and Petersfield Recreation Ground.

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 activities should be considered as part of ward blitzes?
2. What geographical locations would benefit from targeted work? (including public realm enforcement activity and clean-up work by the community payback)
3. What locations for new and replacement general waste, recycling and dog bins (in line with resources available) should be considered?
4. 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 has 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, this action is additional to the routine, day-to-day, work undertaken by these services.

In the East Area, the first ward blitz programme will take place in Abbey during December 2014 and will involve the following actions:

- Deep cleansing of gulley's
- 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

Reports on the results of the 'ward blitz' activity will be presented to Area Committees, who will also have the opportunity to recommend specific issues to be considered for targeting in forthcoming 'ward blitzes'.

## 5. Specific issues and actions

The following specific issues were identified for targeted action in the July-September 2014 quarter. The following tables summarise the action undertaken and current situation, whether ongoing or completed, for each issue.

Issue	Illegal camping
Action Taken	Regular patrols have been undertaken across the green open spaces within the East area. During July to September five illegal camps were identified and were served with notices to pack up and leave. Of the five camps that were served notice, three were not cleared up within the 24 hour notice period and were impounded and cleared by enforcement officers.
Current Situation	Ongoing monitoring

Issue	Nuisance vehicles
Action Taken	Regular checks have been made on the locations where vehicles have been advertised for sale. During July to September fifteen vehicles were found to be advertised for sale on the grass verges at Dunsmore Close, Coleridge Road and Barnwell Road. All registered keepers were contacted and requested to move their vehicle on within seven days. All vehicles were removed by the owners.
Current Situation:	Ongoing monitoring

Issue	Rope Walk environment
Action Taken	A request was received from a resident to address environmental issues in Rope Walk. Three abandoned vehicles have been identified and the registered keepers spoken to, of which two vehicles have been removed. Fly-tipped waste that was dumped has been removed by the City Rangers and abandoned trolleys have been impounded. Operations have arranged for the area to be periodically litter picked. The Beehive Centre have also cut back the vegetation that overhangs into Rope Walk and a request for Community Pay Back to hand sweep the road has been submitted. Photographs of the before and after can be seen in the appendix.
Current Situation:	Ongoing issue

Issue	Overgrown vegetation at Howard and Headford Close
Action Taken	A request was received to address the overgrown vegetation from a number of gardens in Howard Close and Headford Close. The City Ranger attended and provided educational advice on vegetation maintenance to the properties. The City Rangers then worked with the Community Pay Back to cut back all of the vegetation and removing the obstruction to pedestrians and cyclists.
Current Situation:	Completed

## 6. Environmental Data

### Private realm

Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Simple Cautions	Legal Proceedings	Comment
Pest Control	67	62	0	0	0	0	
Noise Complaints	108 (188 separate complaints)	n/a	*	6	0	4 files opened, 2 successful prosecutions	*All complaints will generally have at least one such action.
Refuse/ Waste Complaints	10	n/a	*	0	0	0	*All complaints will generally have at least one such action.
Other public health complaints	14	n/a	*	0	0	0	
Private Sector housing standards	28	n/a	*	2	0	0	*All complaints will generally have at least one such action.

## Public Realm Data

### Public Realm Enforcement (East Area)

Activity	Investigations	Written Warnings	Statutory Notices Served	Fixed Penalty Notices Issued	Simple Cautions	Legal Proceedings	Comment
Abandoned vehicles	16	n/a	n/a	0	0	0	Includes 8 abandoned and 10 untaxed vehicles
Nuisance vehicles	14	13	n/a	0	0	0	All reports were for vehicles for sale on the public highway
Derelict cycles	27	n/a	n/a	n/a	n/a	n/a	
Domestic waste	22	7	3	0	0	0	
Trade waste	3	3	0	0	0	0	
Litter	2	0	0	1	0	0	
Dog control orders (including fouling)	3	0	n/a	0	0	0	
Illegal camping	5	n/a	5	n/a	0	0	
Illegal advertising	6	5	n/a	0	0	0	

### Stray dogs (East Area)

Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
Stray dogs	1	0	0	1	0	Two other stray dog calls were received, but the dogs were collected by their owners before the dog warden attended

## Summary of public realm enforcement data

- One untaxed vehicle was impounded by the Public Realm Enforcement team following a number of reports, including Cambridgeshire Police. The vehicle was released to the owner who paid a fine of over £400 for failing to have their vehicle taxed on the public highway.
- Of the fourteen nuisance vehicles the majority of them were located on the Barnwell Road roundabout outside the Bowling Green and parked along Coldhams Lane between Cromwell Road and Brooks Road. This area has been introduced as a regular patrol area to tackle the issue of nuisance vehicles.
- Twenty seven derelict cycles were removed from across all four wards. The number of cycles removed as abandoned in the East area varies between 20 to 30 a quarter.
- There were 22 domestic waste investigations conducted in the area between July and September, which resulted in seven warning letters and one verbal warning. Three owners of waste which was stored illegally on the highway were served statutory notices to remove the waste within seven days; all three incidents of waste have been dealt with by the owners.
- Trade waste from three businesses was found illegally dumped in and around the ward, including two incidents of dumping in litterbins. All businesses complied with the requests from enforcement regarding their compliance for waste duty of care and no further action was taken.
- One fixed penalty was issued and subsequently paid for littering from a motor vehicle on East Road.
- Three cases of dog fouling were reported to the dog warden, following patrols in the areas no suspects have been identified and to date no formal enforcement action has been taken.
- Five illegal camp sites were found within the East area, including two on Stourbridge Common. Statutory notices were served on all sites and subsequently the Council impounded four tents that were not removed within the allotted time period.
- Six incidents of illegal advertising were identified, including three banners, the majority of the advertising was removed by those responsible within the specified time period, two banners were not and these were impounded by the Council.

## Operations cleansing data by ward

Activity	Total number of incidents	Ward				Comments
		Abbey	Coleridge	Petersfield	Romsey	
Fly-tipping	105	39	18	24	24	<ul style="list-style-type: none"> <li>12 of the 39 reports received in Abbey were from recycling centres.</li> <li>Coleridge had no reported hotspots.</li> <li>Petersfield household waste at bins areas was the prominent reported issue.</li> <li>Romsey has seen an increase in white goods with nine being found at one location.</li> </ul>
Offensive graffiti <sup>1</sup>	3	1	1	1	0	
Detrimental graffiti <sup>2</sup>	15	1	1	8	5	
Needles	22	14	1	5	2	The 14 needles collected in Abbey were found at an illegal camp on Stourbridge Common
Shopping trolleys	84	11	4	56	11	Number of impounded trolleys was 38

### Summary of fly-tipping reports:

- 12 of 39 reports in Abbey were in the Thorpe Way estate, and were predominantly at recycling areas.
- There were no obvious hot spots at Coleridge the reports were mostly with regard to furniture and white goods.
- Petersfield reports were predominately household waste found in bin areas particularly in the East Road area.
- Streets and Open Spaces Operations will liaise with Refuse to try and reduce the problems.
- Romsey reports included two large scale commercial tips, one of white goods and one of four large bags of builders waste.
- Evidence retrieved from the white goods tip was investigated but evidence was not sufficient to take enforcement action.

<sup>1</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 5 working days.

<sup>2</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.

## 7. Proactive and community work

During the period July to September the following proactive and community work has been undertaken.

Task	Dog microchipping
Action Taken	As part of an ongoing programme of dog education throughout the city, free dog microchipping events have been held in conjunction with the Dogs Trust. On 12 August the Dog Warden successfully microchipped five dogs at an event held on Thorpe Way recreation ground.
Current Situation	Ongoing

Task	Swann Road
Action Taken	Illegal advertising was identified by officers on lampposts and sign in and around the Swann Road and Mercers Row area. Following intervention by enforcement a number of advertisements were removed and businesses directed to apply for planning consent to display the advertisements legally.
Current Situation	Completed

Task	Litter picking
Action Taken	Community litter picks were carried out by the street champions at the Beehive Centre and at Cheddars Lane during July and August to tidy up the local area.
Current Situation	Completed

Task	Graffiti clearance
Action Taken	Graffiti was cleared from the Millennium Bridge by the street champions at during August to tidy up the local area.
Current Situation	Completed

## 8. Key contacts

Area	Contact	Telephone Number	Email
Pest Control	Refuse and Environment	01223 457900	<a href="mailto:env.health@cambridge.gov.uk">env.health@cambridge.gov.uk</a>
Noise			
Private Sector Housing			
Refuse / Waste			
Recycling points			
Stray and lost dogs	Customer Service Centre	01223 457900	<a href="mailto:dogwarden@cambridge.gov.uk">dogwarden@cambridge.gov.uk</a>
Dog fouling (report of problematic owners)			
Dog fouling (request for clearance)	Customer Service Centre	01223 458282	<a href="mailto:wasteandstreets@cambridge.gov.uk">wasteandstreets@cambridge.gov.uk</a>
Litter			
Fly tipping (Public land)			
Graffiti			
Needles			
Abandoned, untaxed and nuisance vehicles	Customer Service Centre	01223 458282	<a href="mailto:streetenforcement@cambridge.gov.uk">streetenforcement@cambridge.gov.uk</a>
Illegal camping			
Illegal advertising			
Abandoned bicycles	Customer Service Centre	01223 458282	<a href="mailto:wasteandstreets@cambridge.gov.uk">wasteandstreets@cambridge.gov.uk</a> <a href="mailto:cityrangers@cambridge.gov.uk">cityrangers@cambridge.gov.uk</a>
Out of Hours	Emergency calls	0300 3038389	n/a
City Ranger	Chris Clements	01223 458282	<a href="mailto:cityrangers@cambridge.gov.uk">cityrangers@cambridge.gov.uk</a>
Public Realm Manager	Wendy Young	01223 458578	<a href="mailto:Wendy.young@cambridge.gov.uk">Wendy.young@cambridge.gov.uk</a>
Cleansing Manager	Don Blair	01223 458575	<a href="mailto:Don.blair@cambridge.gov.uk">Don.blair@cambridge.gov.uk</a>

## 9. Resources

The following are suggestions that members of the East 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:

Abbey: 12  
Coleridge: 11  
Petersfield: 10  
Romsey: 11

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.

At present we are in the second year of a three year replacement project for new and replacement bins on the city's streets and open spaces, and once the second phase is finished we will then run a similar scheme for new bins on the city's parks and open spaces.

### Dog bin provision

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

Abbey: 4  
Coleridge: 4  
Petersfield: 3  
Romsey: 4

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.

### Pocket ashtray distribution

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

## 10. Appendices

### Photographs of Rope Walk: Before clean up



## Rope Walk after



## The Westering to Newmarket Road Alleyway

