

# Environmental Data Report

**Cambridge North 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 North 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 North Area for the quarter of October to December 2014.

1. Enforcement patrols to tackle fly-tipping in the alleyways and footpaths around Kings Hedges (Pulley) Recreation Ground.
2. 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
3. Investigating the feasibility of litter/recycling and dog bins along Kings Hedges Road, as well as litter bins on Scotland Road and dog bins on Nicholson Way and Haviland Way.
4. Jet wash Milton Road / Green End Road shops to remove grime and chewing gum from the shop fronts
5. Cleanse of area of Scotland Road and Green End Road junction to remove litter and grime and to investigate the suitability of litter bins in the area.
6. Early morning patrols for dog fouling on Kings Hedges (Pulley) 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 North Area, the first ward blitz programme is taking place in Arbury during October 2014 and including the following actions:

- Deep cleansing of gully'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 at the next Area Committee, 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	Community Clean Up Day
Action Taken	On 20 September a multiagency community clean-up day was held at The Ship in Kings Hedges. The event was attended by colleagues from Waste and Refuse and Environment, City Rangers, Public Realm Enforcement, Street Champion, City Homes, Community Development as well as local residents, organisations and businesses. A large volume of waste was collected which included three full roll on skips of general waste, a large skip of metal and green waste and two skips of electrical items.
Current Situation	Completed

Issue	Nuisance vehicles
Action Taken	Regular checks have been made on the locations where vehicles have been advertised for sale. During July to September five vehicles were found to be advertised for sale on the verges at Green End 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

## 6. Environmental Data

### Private realm

Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Simple Cautions	Legal Proceedings	Comment
Pest Control	46	40	0	0	0	0	
Noise Complaints	98	n/a	*	4	0	1 commenced	*All complaints will generally have at least one such action.
Refuse/ Waste Complaints	8	n/a	*	0	0	0	*All complaints will generally have at least one such action.
Other public health complaints <sup>1</sup>	18	n/a	*	0	0	0	
Private Sector housing standards	29	n/a	*	4	0	1 commenced for harassment	*All complaints will generally have at least one such action.

<sup>1</sup> Other public health complaints includes odour, smoke, bonfires, filthy and verminous

## Public Realm Data

### Public Realm Enforcement (North Area)

Activity	Investigations	Written Warnings	Statutory Notices Served	Fixed Penalty Notices Issued	Simple Cautions	Legal Proceedings	Comment
Abandoned vehicles	27	n/a	n/a	0	0	0	Includes 24 abandoned and 3 untaxed vehicles
Nuisance vehicles	5	4	n/a	0	0	0	All reports were for vehicles for sale on the public highway
Derelict cycles	16	n/a	n/a	n/a	n/a	n/a	
Domestic waste	19	7	0	0	0	0	
Trade waste	1	1	0	0	0	0	
Litter	2	0	0	1	0	0	
Dog control orders (including fouling)	7	0	n/a	0	0	0	
Illegal camping	3	n/a	3	n/a	0	0	
Illegal advertising	0	0	n/a	0	0	0	

### Stray dogs (North Area)

Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
Stray dogs	8	0	2	5	1	Five 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 on Hazelwood Close and the vehicle was released to the owner who paid a fine of over £100 for failing to have their vehicle taxed on the public highway. One abandoned moped collected from Martingale Close was destroyed after it was not claimed by the owner, the Enforcement Team were unable to trace the legal owner and no further action was taken.
- Of the five nuisance vehicles all of them were located along Green End Road between Nuffield Road junction and Milton Road junction. This area has been introduced as a regular patrol area to tackle the issue of nuisance vehicles.
- Sixteen derelict cycles were removed from across all four wards. The number of cycles removed as abandoned in the North area varies between 15 to 25 a quarter.
- There were 19 domestic waste investigations conducted in the area between July and September, which resulted in seven warning letters. One person responsible for fly tipping a large volume of green waste paid the costs the Council incurred for clearing the waste and received a written warning.
- Trade waste from one businesses was found illegally dumped at the recycling centre of Chesterton Road, the businesses complied with the request from enforcement regarding their compliance for waste duty of care, arranged a trade waste contract and no further action was taken.
- One fixed penalty was issued and subsequently paid for littering from a motor vehicle on Milton Road.
- Seven 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. Dog signage was requested by residents at Fen Road and Kings Hedges (Pulley) Recreation Ground, a total of eight new signs were put up in the areas.
- Three illegal camp sites were found within the North area, two located on Logans Meadow and one by the Vie. Statutory notices were served on all sites and subsequently the Council impounded one tent that was not removed within the allotted time period.

## Operations cleansing data by ward

Activity	Total number of incidents	Ward				Comments
		Arbury	East Chesterton	Kings Hedges	West Chesterton	
Fly-tipping	129	44	25	46	14	
Offensive graffiti <sup>2</sup>	4	0	0	4	0	
Detrimental graffiti <sup>3</sup>	17	7	4	2	4	No significant pattern or location
Needles	1	0	1	0	0	
Shopping trolleys	9	3	3	2	1	Number of impounded trolleys was 4

### Summary of fly-tipping reports:

- In Arbury ten instances of fly-tipping were found at Molewood and Hazelwood Close, where evidence was found that was passed to enforcement for investigation, but the evidence was not sufficient to take enforcement action.
- In King Hedges there were six instances of fly-tipping removed from the recycling and drying areas of Minerva Way, five instances of fly-tipping were also removed from the recycling and bin cupboards at Woburn Close.
- There were three instances of offensive graffiti in the garage area at Wiles Close which consisted of sexual references written on the garage doors in permanent marker

<sup>2</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>3</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.

<b>Task</b>	<b>Dog microchipping</b>
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 29 July an event was held on Kings Hedges (Pulley) Recreation Ground and on 20 September an event held on Cameron Road recreation ground. The Dog Warden successfully microchipped five dogs at each event.
Current Situation	Ongoing – part of a programme of ongoing work

<b>Task</b>	<b>Clearing footpaths</b>
Action Taken	Work has been conducted with the Community Pay Back to open up footpaths where they have become covered in grass, mud and weeds. The areas that have been completed to date include Arbury Town Park, Nicholson Way and Walker Court.
Current Situation	Ongoing – part of a programme of ongoing work

<b>Task</b>	<b>Litter picking</b>
Action Taken	After the owner of a tent that was illegally camped on Logan's Meadow removed their tent and left site, a large volume of litter was left on the riverbank. The enforcement officer then litter-picked and cleansed the area. Photographs of the before and after can be seen in the appendix.
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	Joe Obe	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 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:

Arbury: 11  
East Chesterton: 11  
Kings Hedges: 11  
West Chesterton: 10

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:

Arbury: 4  
East Chesterton: 4  
Kings Hedges: 4  
West Chesterton: 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.

### Pocket ashtray distribution

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

## 10. Appendices

### Photographs of Logans Meadow: Before and after clean up

