

Environmental Data Report

Cambridge South 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 South 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 South Area for the quarter of October to December 2014.

1. Enforcement joint working and patrols to deal with illegal camping on green open spaces, including Coe Fen
2. Nuisance vehicles patrols to be carried out at Cherry Hinton High Street and Fulbourn Road layby
3. Jet wash 'local shops' at Wulfstan Way, Anstey Way and Adkins Corner to remove grime and chewing gum from the shop fronts
4. Early morning patrols for dog fouling on Tenby Close, Nightingale Avenue Recreation Ground and Bliss Way.
5. Enforcement patrols for litter and other environmental issues at Cambridge Leisure Park and Hills Road Sixth Form area (recommended at East Area Committee on 15 October 2014)
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 (linked to recommendation of East Area Committee on 15 October 2014)

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 South Area, the first ward blitz programme will take place in Cherry Hinton during January 2015 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 South area, particularly Coe Fen and the surrounding areas. During July to September ten illegal camps were identified and were served with notices to pack up and leave. Of the ten 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 one vehicle were found to be advertised for sale on layby outside Cherry Hinton Hall. All registered keepers were contacted and requested to move their vehicle on within seven days. The vehicles were removed by the owners.
Current Situation:	Ongoing monitoring

6. Environmental Data

Private Realm (South Area)

Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Simple Cautions	Legal Proceedings	Comment
Pest Control	45	43	0	0	0	0	
Noise Complaints	61	n/a	*	1	0		*All complaints will generally have at least one such action.
Refuse/ Waste Complaints	5	n/a	*	0	0	0	*All complaints will generally have at least one such action.
Other public health complaints ¹	14	n/a	*	0	0	0	*All complaints will generally have at least one such action.
Private Sector housing standards	23	n/a	*	0	0	0	*All complaints will generally have at least one such action. Figures include element of proactive work.

¹ Other public health complaints includes odour, smoke, bonfires, filthy and verminous

Public Realm Data

Public Realm Enforcement (South Area)

Activity	Investigations	Written Warnings	Statutory Notices Served	Fixed Penalty Notices Issued	Simple Cautions	Legal Proceedings	Comment
Abandoned vehicles	16	n/a	n/a	1	0	0	Includes 13 abandoned and 3 untaxed vehicles
Nuisance vehicles	2	2	n/a	0	0	0	All reports were for vehicles for sale on the public highway
Verge parking	6	5	n/a	n/a	0	0	Applies to Mowbray and Fendon Road only
Derelict cycles	11	n/a	n/a	n/a	n/a	n/a	
Domestic waste	10	4	0	0	0	0	
Trade waste	2	1	0	0	0	0	
Litter	1	0	0	1	0	0	
Dog control orders (including fouling)	6	0	n/a	0	0	0	
Illegal camping	10	n/a	10	n/a	0	0	
Illegal advertising	7	7	n/a	0	0	0	

Stray dogs (South Area)

Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
Stray dogs	5	1	1	3	0	Seven 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

- Two untaxed vehicles were impounded by the Public Realm Enforcement team following a number of reports, including Cambridgeshire Police. Neither vehicle was claimed and both vehicles were destroyed for being untaxed on the public highway. One abandoned vehicle was seized from Rathmore Road, and a fixed penalty issued for abandoning a vehicle.
- Of the two nuisance vehicles one was located on Cherry Hinton High Street outside the school and this area has been introduced as a regular patrol area to tackle the issue of nuisance vehicles.
- Six cases of verge parking along Mowbray Road and Fendon Road were investigated, owners of five of the cars received written warnings and one case was withdrawn as an incorrect vehicle registration was supplied to officers.
- Eleven derelict cycles were removed from across all three wards. The number of cycles removed as abandoned in the South area varies between 10 to 20 a quarter.
- There were 10 domestic waste investigations conducted in the area between July and September, which resulted in four warning letters. There was one repeat cases of dumping domestic waste on Rialto Close and one at Colville Road Public Recycling point.
- Trade waste from two businesses was found illegally dumped in and around the ward, including one incidents of dumping at a public recycling point. Both 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 Queen Edith's Way.
- 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. Repeat incidents of fouling were reported at Tenby Close, and this area has been introduced as a regular patrol area to tackle the issue of dog fouling.
- Ten illegal camp sites were found within the South area, predominantly on Coe Fen. Statutory notices were served on all sites and subsequently the Council impounded four tents that were not removed within the allotted time period.
- Seven incidents of illegal advertising were identified, including five estate agent boards, the majority of the advertising was removed by those responsible within the specified time period, one banner and two estate agent boards were not and these were impounded by the Council.

Operations cleansing data by ward (South Area)

Activity	Total number of incidents	Ward			Comments
		Cherry Hinton	Queen Edith's	Trumpington	
Fly-tipping	40	20	10	10	
Offensive graffiti ²	2	0	1	1	
Detrimental graffiti ³	3	0	1	2	
Needles	479	475*	0	4	*Relates to one incident
Shopping trolleys	3	1	1	1	Number of impounded trolleys was 1

Summary of fly-tipping reports:

- Of the 40 instances of fly-tipping there were four incidents in Anstey Way, and six other locations recorded two fly tipping incidents each, the remainder were single locations across the South area
- The incidents of offensive graffiti were sexual references sprayed at locations
- In Cherry Hinton 475 needles were found in Daws Lane by a member of the public and were removed by the Rapid Response Team

² 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.

³ 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 28 August an event was held on Cherry Hinton Hall, on 16 September an event was held at Trumpington Pavilion and on 23 September an event was held at Hanover and Princess Court. The Dog Warden successfully microchipped a total of 18 dogs at the events.
Current Situation	Ongoing – part of a programme of ongoing work

Task	Wintercomfort Volunteer Work
Action Taken	The City Ranger for the South Area has undertaken a programme of work with volunteers from Wintercomfort over the period of July to September which included cutting back vegetation, clearing footpaths and opening up access to alleyways on Wulfstan Way, Fulbourn Old Drift, Colville Road, Leete Road, Mallett Road, Anstey Way and Hullatt Road as well as some other local areas.
Current Situation	Ongoing – part of a programme of ongoing work

8. Key contacts

Area	Contact	Telephone Number	Email
Pest Control	Refuse and Environment	01223 457900	env.health@cambridge.gov.uk
Noise			
Private Sector Housing			
Refuse / Waste			
Stray and lost dogs	Customer Service Centre	01223 457900	dogwarden@cambridge.gov.uk
Dog fouling (report of problematic owners)			
Dog fouling (request for clearance)	Customer Service Centre	01223 458282	wasteandstreets@cambridge.gov.uk
Litter			
Fly tipping (Public land)			
Graffiti			
Needles			
Abandoned, untaxed and nuisance vehicles	Customer Service Centre	01223 458282	streetenforcement@cambridge.gov.uk
Illegal camping			
Illegal advertising			
Abandoned bicycles	Customer Service Centre	01223 458282	wasteandstreets@cambridge.gov.uk cityrangers@cambridge.gov.uk
Out of Hours	Emergency calls	0300 3038389	n/a
City Ranger	John McAspurn	01223 458282	cityrangers@cambridge.gov.uk
Public Realm Manager	Wendy Young	01223 458578	Wendy.young@cambridge.gov.uk
Cleansing Manager	Don Blair	01223 458575	Don.blair@cambridge.gov.uk
Environmental Health Manager	Yvonne O'Donnell	01223 457951	yvonne.odonnell@cambridge.gov.uk

9. Resources

The following are suggestions that members of the South 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:

Cherry Hinton: 11
Queen Edith's: 11
Trumpington: 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:

Cherry Hinton: 4
Queen Edith's: 4
Trumpington: 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 Coe Fen camping: Before and after tent removal

