

# Environmental Data Report



**Cambridge West/Central Area**  
October – December 2014

# Contents

1. Introduction	3
2. Target setting and recommendations	3
3. Routine activity	4
4. 'Ward Blitz' Update	4
5. Specific issues and actions	5
6. Private realm environmental data	6
Public realm environmental data	7
7. Proactive and community work	10
8. Key contacts	11
9. Resources	12
10. Appendices	15

# 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 West/Central 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 West/Central Area for the quarter of January to March 2015.

1. Enforcement joint working and patrols to deal with illegal camping on green open spaces, including Lammas Land, Sheeps Green, Laundress Green and the Mill Pond
2. Enforcement and City Ranger patrols in the City Centre to address issues of illegally deposited trade waste
3. Pressure wash and cleanse of the public recycling points at Castle Park, Park Street, Adam and Eve Street and Lammas Land.
4. Deep cleanse of Garrett Hostel Lane, from Queens Road to Trinity Lane, to include the removal of graffiti, illegal flyposting, dog fouling, vegetation cut back and sweeping.
5. Early morning dog warden patrols for dog fouling on Grantchester Street and Lammas Land
6. Enforcement and City Ranger monitoring of Milton's Walk for domestic waste and fly tipping issues

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 West/Central Area, the first ward blitz programme will take place in Castle during February 2015 and will involve 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 to Area Committees, who will also have the opportunity to recommend specific issues to be considered for targeting in forthcoming 'ward blitzes'.

Future ward blitzes for the West/Central area are scheduled for Market in June 2015 and Newnham in October 2015.

## 5. Specific issues and actions

The following specific issues were identified for targeted action in the October to December 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 West and Central area, particularly Lammas Land and Sheeps Green, and the surrounding areas. During October to December three illegal camps were identified and were served with statutory notices to remove the camp. Of the three camps that were served notice, one was not cleared up within the 24 hour notice period and was impounded and cleared by enforcement officers.
Current Situation	Ongoing monitoring

## 6. Environmental Data

### Private Realm (West/Central Area)

Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Simple Cautions	Legal Proceedings	Comment
Pest Control	27	27	0	0	0	0	
Noise Complaints (residential)	7	NA	*	1	0	0	*All complaints will generally have at least one such action.
Refuse/ Waste Complaints	0	NA	*	0	0	0	*All complaints will generally have at least one such action.
Other public health complaints <sup>1</sup>	1	NA	*	0	0	0	*All complaints will generally have at least one such action.
Private Sector housing standards	7	NA	*	0	0	0	*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 (West/Central Area)

Activity	Investigations	Written Warnings	Statutory Notices Served	Fixed Penalty Notices Issued	Simple Cautions	Legal Proceedings	Comment
Abandoned vehicles	7	n/a	n/a	0	0	0	
Nuisance vehicles	0	0	n/a	0	0	0	
Derelict cycles	30	n/a	n/a	n/a	n/a	n/a	
Domestic waste	16	8	0	0	0	0	
Trade waste	3	2	0	0	0	0	
Litter	3	0	0	3	0	0	
Dog control orders (including fouling)	2	0	n/a	0	0	0	
Illegal camping	3	n/a	3	n/a	0	0	
Illegal advertising	8	8	n/a	0	0	0	

Data is from 1 October to 15 December 2014 (inclusive)

### Stray dogs (West/Central Area)

Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
Stray dogs	2	0	0	2	0	Two other stray dog calls were received, but the dogs were collected by their owners before the dog warden attended

Data is from 1 October to 15 December 2014 (inclusive)

## Summary of public realm enforcement data

- Seven abandoned vehicles inspections were carried out in the October to December period, including two vehicles on Wilberforce Road, but no vehicles were seized as abandoned and were either removed from the location or claimed by their owners.
- Thirty derelict cycles were removed from across all three wards. The number of cycles removed as abandoned in the West/Central area varies between 20 to 100 a quarter.
- There were 16 domestic waste investigations conducted in the area between October to December, which resulted in eight warning letters, five investigations are also currently ongoing. There was one repeat cases of dumping domestic waste on Miltons Walk and Park Street Public Recycling point.
- Trade waste from three businesses was found illegally dumped in and around the ward, including two incidents of dumping waste on St Andrews Street. Evidence from two businesses was identified, and both businesses complied with the requests from enforcement regarding their compliance for waste duty of care and no further action was taken.
- Three fixed penalty were issued for depositing cigarette related litter in the West/Central area.
- Two 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.
- Three illegal camp sites were found within the West/Central area, predominantly on Sheeps Green. Statutory notices were served on all sites and subsequently the Council impounded one tent that was not removed within the allotted time period.
- Eight incidents of illegal advertising were identified; the majority of the advertising was illegally displayed on the railings of Jesus Green, and were removed by the Council. Those responsible were first time offenders and received written warnings about illegal advertising.



## Operations cleansing data by ward (West/Central Area)

Activity	Total number of incidents	Ward			Comments
		Castle	Market	Newnham	
Fly-tipping	27	5	5	17	
Offensive graffiti <sup>2</sup>	6	2	1	3	
Detrimental graffiti <sup>3</sup>	72	21	6	45	
Needles	0	0	0	0	
Shopping trolleys	3	3	0	0	Number of impounded trolleys was 2

Data is from 1 October to 15 December 2014 (inclusive)

### Summary of cleansing data:

- Of the 27 instances of fly tipping there were four incidents on The Fen Causeway, and three incidents in Milton's Walk. The majority of other locations had singular instances of fly tip. No particular trends with types of fly tipped material were identified in this period.
- Out of the 6 graffiti reported as offensive, there were three cases of swear words and/or sexual references, one graphic sexual drawing, and one racist drawing which was referred onto the Council's Community Safety Team.
- Huntingdon Road has been targeted by one individual over the past few weeks and the offending graffiti is small in size and has been cleared by the City Ranger responsible for that area, Cambridgeshire Police have been made aware of the problem.
- The West/Central area now has a dedicated City Ranger for the area, who has been proactive with the removal of graffiti from lampposts and communication boxes in these wards, in particular the Market and Newnham areas.

<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 October to December 2014 the following proactive and community work has been undertaken.

<b>Task</b>	<b>Dog campaign</b>
Action Taken	As part of a Keep Britain Tidy 'We're Watching You' dog fouling campaign, Grantchester Street and the Grantchester Meadows car park have been monitored for dog fouling and glow in the dark posters have been put up to encourage owners to dispose of dog mess correctly.
Current Situation	Ongoing – due to finish early January

<b>Task</b>	<b>Graffiti removal</b>
Action Taken	The City Ranger for the West/Central area has changed, with one City Centre Ranger for the Market ward and a further City Ranger covering all three wards of the area. The Rangers have been proactive in removing the small scale graffiti in and around the City Centre, and historic parts of the city.
Current Situation	Ongoing – part of a programme of work

## 8. Key contacts

9. 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>
Pest Control	Refuse and Environment	01223 457900	<a href="mailto:env.health@cambridge.gov.uk">env.health@cambridge.gov.uk</a>
Noise			
Cleansing Manager	Don Blair	01223 458575	<a href="mailto:Don.blair@cambridge.gov.uk">Don.blair@cambridge.gov.uk</a>
Dog fouling	Customer Service Centre	01223 458282	<a href="mailto:wasteandstreets@cambridge.gov.uk">wasteandstreets@cambridge.gov.uk</a>
Litter			
Fly tipping (Public land)			
Graffiti			
Needles			
Public Realm Manager	Wendy Young	01223 458578	<a href="mailto:Wendy.young@cambridge.gov.uk">Wendy.young@cambridge.gov.uk</a>
West/Central Ranger	Richard Allen	01223 458282	<a href="mailto:cityrangers@cambridge.gov.uk">cityrangers@cambridge.gov.uk</a>
City Centre Ranger	Chris Lowndes		
Abandoned bicycles	Customer Service Centre		
Public Realm Enforcement	Enforcement Team	01223 458573 01223 458062	<a href="mailto:streetenforcement@cambridge.gov.uk">streetenforcement@cambridge.gov.uk</a>
Abandoned, untaxed and nuisance vehicles	Customer Service Centre	01223 458282	
Illegal camping			
Illegal advertising			
Dog Warden	Samantha Dewing (Mon-Wed)	01223 457883	<a href="mailto:dogwarden@cambridge.gov.uk">dogwarden@cambridge.gov.uk</a>
Stray and lost dogs	Customer Service Centre	01223 457900	
Out of Hours	Emergency calls	0300 3038389	n/a

## 10. Resources

The following are suggestions that members of the West/Central 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:

Castle: 10

Market: 9

Newnham: 8

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.

Requested bins sites:

Ward	Location	Completion date
Newnham	Burrell's Walk (junction with Grange Road)	January to March 2015
Newnham	Coton footpath (junction with Wilberforce Road)	
Castle	Howes Place (junction Huntingdon Road)	
Castle	Storey's Way (pedestrian traffic lights – junction with Huntingdon Road)	

### Example of bins used within the city:

For the outer city centre streets and shopping areas. Bins are installed wherever space allows with a recycling unit alongside:



For outer city shopping areas where space allows and areas on out city parks (for example Cherry Hinton Hall):



For the city centre, Market and Newnham wards:  
Slim line general waste and recycling bins:



General waste and recycling bins:



## Dog bin provision

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

Castle: 3

Market: 3

Newnham: 2

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.

Requested bins sites:

Ward	Location	Completion date
Newnham	Coton footpath (junction with Wilberforce Road)	January to March 2015
Castle	Storey's Way (pedestrian traffic lights – junction with Huntingdon Road)	

Example of dog waste bins used for all sites:



## Pocket ashtray distribution

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

## 11. Appendices

Photographs of Northampton Street: Before and after City Ranger clean up (October 2014)



Photographs of Queens Road: Before and after City Ranger clean up (November 2014)





Photographs of Maids Causeway: Before and after City Ranger clean up (November 2014)



Photographs of Madingley Road Cycle Path: Before and after clean up (December 2014)

