

Environmental Data Report

Cambridge East Area
October – December 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.

Continuing priorities

1. Enforcement patrols to tackle fly-tipping on Riverside and The Broadway
2. Enforcement joint working and patrols to deal with illegal camping on green open spaces, including Stourbridge Common
3. Jet wash Barnwell Road and Adkins Corner shops to remove grime and chewing gum from the shop fronts
4. Early morning patrols for dog fouling at the following locations:
 - Romsey Recreation Ground
 - Petersfield Recreation Ground
 - Cannon Green
 - St Thomas's Square and Road
 - Ravensworth Gardens play areas
 - Coldhams Common
5. Deep cleanse of the Tins bridge to include removal of graffiti (pending ownership confirmation from the County Council)
6. Litter enforcement at Ditton Fields Recreation Ground
7. Enforcement patrols to deal with the ongoing issues at Tesco, Cheddars Lane

New suggested priorities

8. Enforcement patrols to deal with the litter issues at Cambridge Leisure Park at Clifton Road
9. Dog warden patrols to deal with dogs off leads issues at Budleigh Close and Barnwell Road shops

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 took place in Abbey during December 2014 and 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

Results of the Abbey 'ward blitz' activity during December 2014 will be included as part of the next Environmental Data Report to the Area Committee, who have the opportunity to recommend specific issues to be considered for targeting in forthcoming 'ward blitzes'.

Future ward blitzes for the East Area are scheduled for Coleridge in April 2015, Petersfield in August 2015 and Romsey in December 2015.

Ward blitz suggested locations:

Ward	Location
Abbey	Alleyway between Elizabeth Way Bridge and Abbey Road
Abbey	Ditton Fields play area
Petersfield	East Road estate
Petersfield	Rope Walk

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.

Priority 1	Cut back and clean-up of the alleyway between the nering and Newmarket Road
Action Taken	On 3 December, a City Ranger and three volunteers from Wintercomfort undertook a cleanse and cut back of the alleyway. This took approximately 4 hours to complete.
Current Situation	Completed

Priority 2	Enforcement patrols to tackle fly-tipping on Riverside, The Broadway and Budleigh Close
Action Taken	Over 6 hours of patrols have been conducted by enforcement officers during October to December in dealing with fly tipping at Riverside. To date seven fly tips have been removed from the area, although no evidence or CCTV footage has been found to identify the responsible person.
Current Situation:	Ongoing
Action Taken	Work has started to make contact with approximately a third of the Broadway businesses to develop a working programme, the remaining businesses and residents will be contacted during the period January to March.
Current Situation:	Ongoing
Action Taken	Fly tipping at Budleigh Close was removed on 24 October by the Rapid Response Team, monitoring has identified that this is not one of the East area hotspots, however all future reports of fly tipping received by the Council will be removed by the Operations Team.
Current Situation:	Completed

Priority 3	Enforcement joint working and patrols to deal with illegal camping on green open spaces, including Stourbridge Common
Action Taken	Officers visited Stourbridge Common and spent 3.5 hours dealing with illegal camping. During this time four illegal camps were served with statutory notices, and two were seized when they were not removed within the allotted time.
Current Situation:	Ongoing

Priority 4	Investigating the feasibility of further litter and recycling bins to be placed along Thorpe Way and Dunsmore Close
Action Taken	New litter and recycling bins were required at both locations and were installed during November and December:
Current Situation:	Completed

Priority 5	Jet wash Barnwell Road and Adkins Corner shops to remove grime and chewing gum from the shop fronts
Action Taken	This work has not impeded due to the weather, jet washing must be completed when the weather is not at a freezing temperature. Work has been started at Barnwell Road, and completion of this priority is programmed for late December and January.
Current Situation:	Ongoing

Priority 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
Action Taken	The whole of Snakey Path and the Tins from Burnside into the South area has been cleansed. This involved a team of two operatives and took approximately 30 hours over 5 days. One bridge on the Tins remains uncleansed, and is heavily graffitied. The Operations are currently liaising with the County Council to ascertain ownership. If the bridge belongs to the City Council then the work will be completed in January.
Current Situation:	Ongoing

Priority 7	Early morning patrols for dog fouling on: <ul style="list-style-type: none"> • Romsey and Petersfield Recreation Ground • Cannon Green • St Thomas's Square and Road • Ravensworth Gardens play areas • Coldhams Common
Action Taken	Dog warden patrols have been conducted by both the Enforcement team and Dog Warden Service to address the issues of dog fouling. Educational advice and dog bags have been provided to a number of early morning dog walkers seen at these locations.
Current Situation:	Ongoing

Priority 8	Gutter cleaning on Occupation Road and St Phillip's Road
Action Taken	An Operations team were sent to area and cleared / swept by hand the areas between parked cars during October to December
Current Situation:	Completed

Priority 9	Litter enforcement at Ditton Fields Recreation Ground
Action Taken	Patrols have been conducted to address the issues of littering, but to date no individuals have been witnessed littering at the location.
Current Situation:	Ongoing

Priority 10	Litter from Tesco on Cheddars Lane
Action Taken	Patrols have been conducted to continue to address the issues of littering, at the site. During the period October to December it was noted that the site was the cleanest it had been in for at least two years.
Current Situation:	Ongoing

Other issues:

Issue	Dog signage at Budleigh Close, and St Thomas's Square and Road
Action Taken	Approximately twelve new dog signs have been placed on the lampposts in Budleigh Close, St Thomas's Square and Road area to deal with the issue of dog fouling.
Current Situation:	Completed

Issue	Carter bridge cleansing schedule
Action Taken	The bridge cleansing is the responsibility of the City Council, and is litter picked by operatives on Tuesday, Thursday and Saturday; a mechanical sweeper also cleans the bridge on a weekly basis. There are litter bins at both ends of bridge that are well used.
Current Situation:	Completed

Issue	Educational session at Abbey Meadows Primary School
Action Taken	Three separate invitations and information have been sent to Abbey Meadows Primary School during the period July to October. No responses have been received in regards to the invitations sent. A further invite will be sent in January for the new academic term.
Current Situation:	Ongoing

Issue	Dogs off leads issues at Budleigh Close and Barnwell Road shops
Action Taken	This work has not yet been actioned, and is programmed January to March when enforcement officers can assist with weekend monitoring.
Current Situation:	Ongoing

Issue	Pocket ashtray distribution on Mill Road
Action Taken	Enforcement officers have identified a number of locations where pocket ashtrays can be distributed from businesses in Mill Road and have spent 2 hours liaising. This work will be continued during the period January to March.
Current Situation:	Ongoing

6. Environmental Data

Private realm (East Area)

Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Simple Cautions	Legal Proceedings	Comment
Pest Control	62	54	0	0	0	0	
Noise Complaints (residential)	125	NA	*	11	0	0	*All complaints will generally have at least one such action.
Refuse/ Waste Complaints	8	NA	*	0	0	0	*All complaints will generally have at least one such action.
Other public health complaints ¹	12	NA	*	0	0	0	*All complaints will generally have at least one such action.
Private Sector housing standards	55	NA	*	0	0	5	*All complaints will generally have at least one such action.

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

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	14	n/a	n/a	0	0	0	
Nuisance vehicles	1	1	n/a	0	0	0	The report was for a vehicle for sale on the public highway
Derelict cycles	24	n/a	n/a	n/a	n/a	n/a	
Domestic waste	14	11	1	0	0	0	
Trade waste	4	3	0	0	0	0	
Litter	3	0	0	1	0	0	
Dog control orders (including fouling)	11	0	n/a	0	0	0	
Illegal camping	5	n/a	5	n/a	0	0	
Illegal advertising	5	4	n/a	0	0	0	

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

Stray dogs (East Area)

Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
Stray dogs	6	0	0	4	2	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

- Fourteen abandoned vehicles inspections were carried out in the October to December period, including two vehicles on Harvest Road, and two on Riverside but no vehicles were seized as abandoned and were either removed from the location or claimed by their owners.
- One vehicle for sale was located on the Barnwell Road roundabout outside the Bowling Green, and a written warning was issued to the registered keeper of the vehicle. This area has been introduced as a regular patrol area to tackle the issue of nuisance vehicles.
- Twenty four 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 14 domestic waste investigations conducted in the area between October and December, which resulted in eleven warning letters and there is one case ongoing. The owner of waste which was stored illegally on the highway was served a statutory notice to remove the waste within seven days; the incident of waste was dealt with by the owner and removed from the highway.
- Trade waste from four businesses was found illegally dumped in and around the ward, including two incidents of dumping in litterbins. Three businesses complied with the requests from enforcement regarding their compliance for waste duty of care and no further action was taken, and one business had closed with no forwarding address and was untraceable.
- One fixed penalty was issued for leaving cigarette litter on East Road; and two cases involving littering from a motor vehicle are ongoing.
- Eleven 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 cases of dog fouling were reported on Romsey Recreation Ground.
- Five illegal camp sites were found within the East area, including four on Stourbridge Common and one in Mill Road Cemetery. Statutory notices were served on all sites and subsequently the Council impounded three tents that were not removed within the allotted time period.
- Five incidents of illegal advertising were identified, including one estate agent board and one A-board. Of these three posters and an estate board were not removed within the allotted time and these were impounded by the Council.

Operations cleansing data by ward (East Area)

Activity	Total number of incidents	Ward				Comments
		Abbey	Coleridge	Petersfield	Romsey	
Fly-tipping	80	29	9	24	18	
Offensive graffiti ²	2	2	0	0	0	
Detrimental graffiti ³	12	2	0	7	3	
Needles	45	15	1	29	0	
Shopping trolleys	55	5	3	40	7	Number of impounded trolleys was 25

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

Summary of cleansing data:

- Eleven out of the 29 reports for fly tips in the Abbey Ward came from Riverside and 13 instances of fly tipping were found in the Thorpe Way area. Petersfield had a repeat number of fly tipping at St Matthews Street, Occupation Road and the Rope Walk area. No particular trends with types of fly tipped material were identified in this period for Coleridge and Romsey.
- Both instances of offending graffiti in Abbey related to swear words / sexual references.
- No trends or individuals identified were identified in regards to the detrimental graffiti across the East area.
- Two proactive needle sweeps were carried out in the East area, the City Ranger cleared 15 needles from Stourbridge Common and the Rapid Response Team went to Mill Road Cemetery to carry out a needle sweep before primary school children visited.

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

Task	Seymour Street
Action Taken	The rear access running from number 71 to 95 Seymour Street was attended to by a City Ranger working with the Community Payback team during November. A large volume of overgrown greenery and fly tipping, was removed from the area, and the work involved cutting back residents trees that were overgrown and allowing access to lampposts, fences and gardens that had previously been inaccessible. Photographs of the before and after are included in the appendices.
Current Situation	Completed

Task	Dog fouling campaign
Action Taken	As part of a Keep Britain Tidy 'We're Watching You' dog fouling campaign, Riverside between the Millenium Bridge and Stourbridge Common has 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

8. Key contacts

9. Area	Contact	Telephone Number	Email
Environmental Health Manager	Yvonne O'Donnell	01223 457951	yvonne.odonnell@cambridge.gov.uk
Pest Control	Refuse and Environment	01223 457900	env.health@cambridge.gov.uk .
Noise			
Cleansing Manager	Don Blair	01223 458575	Don.blair@cambridge.gov.uk
Dog fouling	Customer Service Centre	01223 458282	wasteandstreets@cambridge.gov.uk
Litter			
Fly tipping (Public land)			
Graffiti			
Needles			
Public Realm Manager	Wendy Young	01223 458578	Wendy.young@cambridge.gov.uk
East Ranger	Chris Clements	01223 458282	cityrangers@cambridge.gov.uk
Abandoned bicycles	Customer Service Centre	01223 458282	
Public Realm Enforcement	Enforcement Team	01223 458573 01223 458062	streetenforcement@cambridge.gov.uk
Abandoned, untaxed and nuisance vehicles	Customer Service Centre	01223 458282	
Illegal camping			
Illegal advertising			
Dog Warden	Samantha Dewing (Mon-Wed)	01223 457883	dogwarden@cambridge.gov.uk
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 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: 8 (4 bins used)

Coleridge: 9 (2 bins used)

Petersfield: 7 (3 bins used)

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.

Requested bins sites:

Ward	Location	Installation Date	Comments
Abbey	Newmarket Road (by bus stop near to Jack Warren Green)	November	
Abbey	Thorpe Way (by bus stop near numbers 84 to 86)*	November	
Abbey	Dunsmore Close (near pedestrian crossing)*	December	
Abbey	Whitehill Road (by Abbey pool play area)	N/A	New bins will be installed as part of the area refurbishment due to be completed shortly
Abbey	Stanley Road (junction with Riverside)	December	
Abbey	Saxon Road (junction with Riverside)	December	
Abbey	Riverside (under Millennium bridge)	December	
Coleridge	St Thomas's Square	December	
Coleridge	St Thomas's Road (junction with St Thomas's Square)	December	
Petersfield	Veras Way (top of Rope Walk)	November	
Petersfield	Staffordshire Street (walkway between St Matthews Street)	December	
Petersfield	Staffordshire Street (between Hollymount and Glenmore)	December	
Romsey	Mill Road (near to kitchen shop by Vinery Road junction)	N/A	This bin request has not been deemed necessary by the Operations team as there are litter bins within 50m and the convenience shop provides bins for its customers

*Bin installation requests that pre-date ward allocation and are not included in total available for each ward

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 Mill Road - 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:

Abbey: 3 (1 bin used)

Coleridge: 3 (1 bin used)

Petersfield: 2 (1 bin used)

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.

Requested bins sites:

Ward	Location	Installation Date	Comments
Abbey	Barnwell Road (entrance to Coldhams Common)	December	
Abbey	Ditton Fields Play Area*	December	
Abbey	Gerrard Close (junction with Stanesfield Road)*	December	
Coleridge	St Thomas's Square	December	
Petersfield	Ravensworth Gardens (on green at entrance from Devonshire Road)	December	

*Bin installation requests that pre-date ward allocation and are not included in total available for each ward

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 before clean up at Seymour Street (November 2014)



Photographs of after clean up at Seymour Street (November 2014)



Photographs of Mill Road Cemetery: Before and after clean up (October 2014)



Photographs of Jack Warren Green flytipping: Before and after clean up (November 2014)



Photographs of Clifton Road graffiti clearance: Before and after clean up (December 2014)



Photographs of new litter and recycling bins at Dunsmore Close and Veras Way (November and December 2014)



Photographs of new dog bins at Gerard Close, Ravensworth Gardens and St Thomas's Square (November and December 2014)

