

Environmental Data Report

Cambridge South Area
October to 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	6
6. Private realm environmental data	10
Public realm environmental data	11
7. Proactive and community work	14
8. Key contacts	15
9. Resources	16
10. Appendices	19

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 January to March 2015.

Continuing priorities

1. Early morning patrols for dog fouling on Bliss Way/Tenby Close, Nightingale Avenue Recreation Ground and Cherry Hinton Recreation Ground.
2. Installation of litter and recycling bins to be placed within the South Area, and removal of old litter bin on Cherry Hinton High Street
3. Deep cleanse of the Tins bridge to include removal of graffiti (pending ownership confirmation from the County Council)
4. Investigation of abandoned kebab trailer on Hulatt Road
5. Enforcement targeted approach to areas where Addenbrooke's site joins residential areas such as Hills Road and Red Cross Lane and to work with Addenbrookes to work towards the bus station area being cleaned up

New suggested priorities

6. Enforcement patrols for illegal advertising and to contact estate agents regarding their legal responsibility
7. Enforcement to work with the County Council, against utilities and companies that damage the verge on Mowbray and Fendon Road
8. Park deep cleanse, to include removal of graffiti, flyposting, litter, dog fouling, vegetation cut back and sweeping at Cherry Hinton Hall and Nightingale Avenue 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 South Area, the first ward blitz programme took place in Cherry Hinton during January 2015 and will have included a combination of 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 Cherry Hinton 'ward blitz' activity during January 2015 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 South Area are scheduled for Queen Edith's in May 2015 and Trumpington in September 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.

Priority 1	Enforcement joint working and patrols to deal with illegal camping on green open spaces, including Coe Fen
Action Taken	Officers visited Coe Fen and spent 2 hours dealing with illegal camping. During this time no illegal camps were identified.
Current Situation	Completed

Priority 2	Nuisance vehicles patrols to be carried out at Cherry Hinton High Street and Fulbourn Road layby
Action Taken	Regular checks have been made on the locations where vehicles have been advertised for sale, officers visited known hotspots on over ten occasions. During October to December no vehicles were found to be advertised for sale within the South Area.
Current Situation:	Completed

Priority 3	Jet wash 'local shops' at Wulfstan Way, Anstey Way and Cherry Hinton High Street to remove grime and chewing gum from the shop fronts
Action Taken	The shop areas within the South wards have been cleansed. This involved a team of two operatives and took approximately 6 hours over 2 days.
Current Situation:	Completed

Priority 4	Early morning patrols for dog fouling on Tenby Close, Nightingale Avenue Recreation Ground, Cherry Hinton Recreation Ground and Bliss Way
Action Taken	Dog warden patrols have been conducted by both the Enforcement team and Dog Warden Service to address the issues of dog fouling at the above locations, patrol times totalled 11 hours. Educational advice and dog bags have been provided to a number of early morning dog walkers seen at these locations. A verbal warning has been provided to the owner of a dog at Tenby Close and this case is ongoing.
Current Situation:	Ongoing monitoring

Priority 5	<p>a. Requested litter bins for the following areas: Trumpington Ward outside Pavilion and Hall, Mowbray Road outside Acacia Guest House, Shelford/Hauxton Road outside cemetery, Long Road junction with Sedley Taylor and Luard Road junction with Sedley Taylor Road.</p> <p>b. Removal of old litter bin in Cherry Hinton High Street as newer one is nearby. Old bin is cemented in place</p>
Action Taken	A number of the new litter and recycling bins were installed during January; the outstanding work is programmed for January to March 2015.
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 (linked to recommendation of East Area Committee on 15 October 2014)
Action Taken	<p>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.</p> <p>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.</p>
Current Situation:	Ongoing

Priority 7	Investigation of possible abandoned kebab trailer parked outside 71 Hulatt Road, which is an obstruction and has remained in place for some time.
Action Taken	Regular checks have been made on kebab trailer on Hulatt Road, which appears to be the abandoned vehicle. A 7-day notice has been served on the vehicle, and contact will be made with a registered keeper if the DVLA hold details of the owner. An officer will continue to seek removal of this trailer as an abandoned vehicle.
Current Situation:	Ongoing

Priority 8	Deep cleanse of areas around (including passageways between): Godwin Way and Gunhild Close, Hulatt Road and Wulfstan Way, Holbrook Road and Glebe Road and Holbrook Road and Glebe Road.
Action Taken	The alleyways specified above have been cleansed, which involved removal of graffiti, flyposting, litter, dog fouling, vegetation cut back and sweeping. This involved a team of two operatives and took approximately 6 hours over 2 days.
Current Situation:	Completed

Priority 9	Enforcement targeted approach to areas where Addenbrookes site joins residential areas such as Hills Road and Red Cross Lane and to work with Addenbrookes to work towards the bus station area being cleaned up
Action Taken	Patrols have been conducted to address the issues of littering, but to date no individuals have been witnessed littering at the location. Further work is programmed for January to March when enforcement officers can patrol throughout the week and weekend.
Current Situation:	Ongoing monitoring

Other issues:

Issue	Grass cutting at Gunhild Recreation Ground doesn't appear to have been done
Action Taken	A vehicle belonging to one of the local residents has been reported to be causing an obstruction to the park, preventing Council vehicles from accessing the park; officers will work with the local PCSO to address this problem.
Current Situation:	Ongoing

Issue	Enforcement against utilities and companies that damage the verge on Mowbray and Fendon Road
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	Trial of dog fouling dispenser at entrance to Nightingale Recreation Ground
Action Taken	A dog bag dispenser is being purchased, and will be placed at the Recreation Ground for trial during the period January to March 2015.
Current Situation:	Ongoing

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	36	38	0	0	0	0	
Noise Complaints	76	na	*	2	0	1 commenced	*All complaints will generally have at least one such action.
Refuse/ Waste Complaints	3	0	*	0	0	0	*All complaints will generally have at least one such action.
Other public health complaints ¹	2	0	*	0	0	0	*All complaints will generally have at least one such action.
Private Sector housing standards	22	0	*	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	8	n/a	n/a	1	0	0	Includes 7 abandoned and 1 untaxed vehicle
Nuisance vehicles ²	0	0	n/a	0	0	0	
Verge parking	7	5	n/a	n/a	0	0	Applies to Mowbray and Fendon Road only
Derelict cycles	14	n/a	n/a	n/a	n/a	n/a	
Domestic waste	6	1	0	0	0	0	
Trade waste	0	0	0	0	0	0	
Litter	2	0	0	1	0	0	
Dog control orders (including fouling)	5	0	n/a	0	0	0	
Illegal camping	0	n/a	0	n/a	0	0	
Illegal advertising	6	6	n/a	0	0	0	

Stray dogs (South Area)

Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
Stray dogs	5	1	2	1	1	Two other stray dog calls were received, but the dogs were collected by their owners before the dog warden attended

² Nuisance vehicles includes vehicles displayed for sale or being repaired (other than in an emergency) on the public highway

Summary of public realm enforcement data

- One untaxed vehicles were impounded by the Public Realm Enforcement team from Rutherford Road, to date the vehicle has not been claimed. One abandoned vehicle was seized from Godwin Way, and a fixed penalty issued for abandoning a vehicle.
- Seven cases of verge parking along Mowbray Road and Fendon Road were investigated, owners of five of the cars received written warnings and two cases were withdrawn as incorrect vehicle registrations were supplied to officers.
- Fourteen derelict cycles were removed from across all three wards. Two of the abandoned cycles were removed from Stansgate Avenue. The number of cycles removed as abandoned in the South area varies between 10 to 20 a quarter.
- There were 6 domestic waste investigations conducted in the area between October to December, which resulted in one warning letter. There were no repeat patterns and a few cases are still ongoing.
- One fixed penalty was issued and subsequently paid for littering from a motor vehicle on Brooklands Avenue.
- Five 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/Bliss Way, and this area has been introduced as a regular patrol area to tackle the issue of dog fouling.
- Six incidents of illegal advertising were identified, including five estate agent boards, the majority of the advertising was not removed by those responsible within the specified time period, 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	27	16	4	7	
Offensive graffiti ³	2	0	0	2	
Detrimental graffiti ⁴	5	2	2	1	
Needles	1	0	0	1	
Shopping trolleys	8	2	0	6	Number of impounded trolleys was 3

Summary of fly-tipping reports:

- Of the 27 instances of fly-tipping there were three incidents in St Bedes Crescent, two on Worts Causeway and three on Anstey No particular area / pattern. Highlighted in the report
- The incidents of offensive graffiti were a swastika (at George IV Street garages) and sexual reference (Station Road) sprayed which were referred onto the Council's Community Safety Team.
- Of the cases of detrimental graffiti no patterns or trends were found.
- One used needle was found in Coronation Street.

³ 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 1 working day.

⁴ 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	Dog fouling campaign
Action Taken	As part of a Keep Britain Tidy 'We're Watching You' dog fouling campaign, Bliss Way and Tenby Close was monitored for dog fouling during a 4 week period, during which time glow in the dark posters were put up to encourage owners to dispose of dog mess correctly.
Current Situation	Completed

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
South Ranger	John McAspurn	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 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: 8 (2 bins used, 1 programmed for below site)

Trumpington: 7 (3 bins used)

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 bin sites:

Ward	Location	Installation Date	Comments
Trumpington	Outside pavillion	January 2015	
Trumpington	Outside village hall	January 2015	
Trumpington	Shelford / Hauxton Road outside cemetery	January 2015	
Queen Edith's	Long Road junction with Sedley Taylor Road	January 2015	
Queen Edith's	Sedley Taylor Road junction with Luard Road	January 2015	
Queen Edith's	Mowbray Road o/s Acacia Guest House	N/A	Programmed for January to March 2015
Cherry Hinton	Removal of old litter bin in Cherry Hinton High Street as newer one is nearby. Old bin is cemented in place		

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):



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.

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 Kelsey Crescent: Before and after ranger educational visit to property

