

# Environmental Data Report

**Cambridge North Area**  
**January to March 2015**



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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 April to June 2015.

#### Continuing priorities<sup>1</sup>

1. Enforcement patrols to tackle fly-tipping at Kingsway Flats
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 *and to work with the local business to address litter from their premises*
3. Early morning patrols for dog fouling on Kings Hedges (Pulley) Recreation Ground.
4. Enforcement patrols to address issues of littering in and around the Bermuda Terrace area *and to write to all residents regarding their responsibilities for disposing of litter*

#### New suggested priorities

5. Park deep cleanse, to include removal of graffiti, flyposting, litter, dog fouling, vegetation cut back and sweeping at Humphries Road play area, Scotland Road Recreation Ground, Arbury Town Park and Chestnut Grove Recreation Ground.
6. Enforcement patrols to address issues of fly tipping at public and neighbourhood recycling centres.

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)

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<sup>1</sup> Amendments to continuing priorities are shown in italics

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 took place in Arbury during October 2014, and the second in East Chesterton during March 2015 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

The results of the Arbury ward blitz were included in the October to December 2014 report. Results of the East Chesterton ward blitz will be included in the next Environmental Data Report. Future ward blitzes for the North Area are scheduled for Kings Hedges in July 2015 and West Chesterton in November 2015.

## 5. Specific issues and actions

The following specific issues were identified for targeted action in the January to March 2015 quarter. The following tables summarise the action undertaken and current situation, whether ongoing or completed, for each issue.

<b>Priority 1</b>	<b>Enforcement patrols to tackle fly-tipping in the alleyways and footpaths around Kings Hedges (Pulley) Recreation Ground, Kingsway Flats, Arbury Court and St Kilda Avenue</b>
Action Taken	Over 4 hours of patrols have been conducted by enforcement officers during January to March in dealing with fly tipping at the Pulley Recreation Ground. During this period no fly tips were found.
Current Situation	Completed
Action Taken	Over 2.5 hours of patrols were conducted by the enforcement officers during January to March, during this time two fly tips were found, but no suspects have been identified.
Current Situation	Ongoing
Action Taken	Over 6 hours of visits were conducted by enforcement during this period and the major problem that was identified was contaminated recycling bins. No evidence was recovered of who was responsible. It is proposed to combine this priority with a new priority for recycling centres during the period April to June.
Current Situation	Ongoing
Action Taken	Over 2.5 hours have been conducted by enforcement during January to March, during this time no fly tipping was identified.
Current Situation	Completed

<b>Priority 2</b>	<b>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</b>
Action Taken	Over 3 hours of patrols have been conducted by enforcement officers during April to June in dealing with littering at Campkin Road. To date educational advice has been provided to a number of students, and plans continue to be in place attend Cambridge Regional College for an educational session are planned for the upcoming term.
Current Situation:	Ongoing

<b>Priority 3</b>	<b>Investigating the feasibility of litter/recycling bins on Scotland Road at the junction with Green End Road</b>
Action Taken	It was not possible to locate bins directly outside the Grumpys due to impeding vehicular access. New bins have been sited across the road at two locations as near as possible to the junction.
Current Situation:	Completed

<b>Priority 4</b>	<b>Early morning patrols for dog fouling on Kings Hedges (Pulley) Recreation Ground</b>
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

<b>Priority 5</b>	<b>Park deep cleanse, to include removal of graffiti, flyposting, litter, dog fouling, vegetation cut back and sweeping at Alexandra Gardens and Green End Road Recreation Ground</b>
Action Taken	The whole of Alexandra Gardens green space has been deep cleansed. This involved a team of four operatives and took approximately 24 hours to complete during March and April
Current Situation:	Completed
Action Taken	The whole of Green End Road Recreation green space has been deep cleansed. This involved a team of two operatives and took approximately 12 hours to complete during March and April.
Current Situation:	Completed

<b>Priority 6</b>	<b>Enforcement patrols to address issues of littering in and around the Bermuda Terrace area</b>
Action Taken	Eleven patrols lasting just over six hours have been conducted at the Bermuda Terrace area, to date no individuals have been witnessed littering. Work in this area is continuing into the April to June period.
Current Situation:	Ongoing

**Other issues:**

Issue	Dog mess disposal information stickers
Action Taken	New stickers have been produced that will be displayed on litter bins to advise the public that dog mess can be disposed of in litter bins as well as dog mess. These stickers are now being used on litter bins at sites where dog bins cannot be located, such as areas of high density housing.
Current Situation:	Completed

Issue	Downhams Lane – investigation of littering issues
Action Taken	Over 3.5 hours of patrols have been conducted to address the issues of littering, but to date no individuals have been witnessed littering at the location.
Current Situation:	Completed

## 6. Environmental Data

### Private realm

Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Simple Cautions	Legal Proceedings	Comment
Pest Control	48	48	0	0	0	N/A	
Noise Complaints	70	na	*	1	0		*All complaints will generally have at least one such action.
Refuse/ Waste Complaints	4	na	*	0	0		*All complaints will generally have at least one such action.
Other public health complaints <sup>2</sup>	8	na	*	0	0		
Private Sector housing standards	39	na	*	7	0	1 being prepared	*All complaints will generally have at least one such action.

Data is from 1 January to 17 March 2015 (inclusive)

### Summary of private realm data

There has been no proactive work undertaken in the North of the City. Proactive work has been carried out in the West/Central (Newnham) and East (Romsey). Both of these areas were proactively inspected following positive rodent complaints associated with the open spaces, and have highlighted definite rodent activity in these areas prior to what currently appears to be controlled infestation. As these treatments appear to have been successful, new areas will be targeted to assess level of proactive treatments. It is proposed to target at least one area within each of the area committee locations.

<sup>2</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	20	n/a	n/a	0	0	0	Includes 19 abandoned and 1 untaxed vehicle
Nuisance vehicles <sup>3</sup>	4	3	n/a	0	0	0	All reports were for vehicles for sale on the public highway
Derelict cycles	13	n/a	n/a	n/a	n/a	n/a	
Domestic waste	81	39	0	2	0	0	
Trade waste	6	2	0	1	0	0	
Litter	7	0	0	4	0	0	
Dog control orders (including fouling)	10	0	n/a	0	0	0	
Illegal camping	0	n/a	0	n/a	0	0	
Illegal advertising	12	11	n/a	0	0	0	

### Stray dogs (North Area)

Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
Stray dogs	6	0	0	0	5	Two other stray dog calls were received, but the dogs were collected by their owners before the dog warden attended

Data is from 1 January to 24 March 2015 (inclusive)

<sup>3</sup> 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 on Nuns Way, and the vehicle has been destroyed when the owners signed their vehicle over to the DVLA. Abandoned vehicles were removed from Kilmaine Close, Cam Causeway and Cadwin Field.
- Four nuisance vehicles were found across the North Area. One repeat offender has been identified in East Chesterton and this case is currently ongoing.
- Thirteen derelict cycles were removed from across all four wards. The number of cycles removed as abandoned in the North area usually varies between 15 to 25 a quarter.
- There were 81 domestic waste investigations conducted in the area between January and March, the majority of which was waste littered and fly tipped at recycling centres across the area. Of the investigations conducted there were 39 warning letters. Two people responsible for littering at a recycling centre was issued and subsequently paid a fixed penalty notice. There are currently 6 ongoing cases awaiting formal action.
- Trade waste from six businesses was found illegally dumped at the recycling centre in on Church Street and at recycling centres across Kings Hedges. Requests for two businesses regarding their compliance for waste duty of care was received and no further action was taken, two cases are currently ongoing and one business was issued a fixed penalty for littering at a household recycling centre.
- There were seven cases of litter investigated in the North area during the January to March period. Two fixed penalties were issued for littering on foot, and one from a vehicle on Chesterton High Street. Three cases are still pending further investigation.
- Ten 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.
- Twelve incidents of illegal advertising were identified, including four estate agent boards at Hazelwood Close and two banners at Milton Road. Of this five estate boards and three banners were not removed within the allotted time and was impounded by the Council.

## Operations cleansing data by ward

Activity	Total number of incidents	Ward				Comments
		Arbury	East Chesterton	Kings Hedges	West Chesterton	
Fly-tipping	85	23	6	49	7	
Offensive graffiti <sup>4</sup>	5	1	0	2	2	
Detrimental graffiti <sup>5</sup>	21	7	3	7	4	
Needles	22	0	8	12	2	
Shopping trolleys	16	3	8	4	5	Number of impounded trolleys was 8

Data is from 1 January to 17 March 2015 (inclusive)

### Summary of cleansing data:

- Four of the 23 fly tips in the Arbury Ward came from Fordwich Close area, and an additional three areas with repeat incidents were from Carlyle Road, Hurrell Road and Perse Way, the remaining fly tip reports for Arbury were from nine other locations.
- No particular trends with types of fly tipped material were identified in this period for East Chesterton or West Chesterton.
- Five of the 49 cases of fly tipping in the King Hedges Ward came from Aragon Close, four from Cadwin Field and Minerva Way. The remaining fly tipping reports for King Hedge's area were from 11 other locations.
- There were five instances of offensive graffiti across the area, which included swear words and political symbols. No trends were found in the five instances of offensive graffiti and all were cleared within the agreed response times. No significant pattern was found relating to detrimental graffiti.
- In East Chesterton there were eight needles removed from the toilets on Church Street, in Kings Hedges there were nine needles removed from Wilson Close near to the sheds and three at the rear of the block found in a bag. In West Chesterton two needles were removed, one from Woodhead Drive and the other from Carlton Way. All needles were collected within the agreed response times

<sup>4</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 1 working day.

<sup>5</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 January to March 2015 the following proactive and community work has been undertaken.

Task	Vegetation cut back
Action Taken	Work has been conducted with the Community Pay Back to clear overgrown vegetation. The areas that have been completed within the last quarter include Crawford Close, car park at Campkin Road and junction of Fortescue Road and Mansel Way. Photographs of the clearance at Crawford Close are included in the appendices of this report.
Current Situation	Completed

Task	Litter clearance
Action Taken	Work has been conducted with the Community Pay Back to litter pick a number of sites across the Kings Hedges and Arbury wards.
Current Situation	Completed

## 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>
North Ranger	Joe Obe	01223 458282	<a href="mailto:cityrangers@cambridge.gov.uk">cityrangers@cambridge.gov.uk</a>
Abandoned bicycles	Customer Service Centre	01223 458282	
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 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: 8 (3 bins used, 1 allocated pending installation)

East Chesterton: 0 (8 bins used, 2 allocated pending installation)

Kings Hedges: 9 (2 bins used)

West Chesterton: 4 (4 bins used, 2 allocated pending installation)

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
Arbury	<i>Frenchs Road (near school cut through to Harvey Goodwin Avenue)</i>	<i>December</i>	
Arbury	<i>Roseford Road (at Perse Way junction)</i>	<i>December</i>	
Arbury	<i>Acton Way (at Perse Way junction)</i>	<i>December</i>	
Arbury	Chesterton Lane (near to Clare College entrance)		Programmed for April to June
East Chesterton	<i>Green End Road (between Sherbourne Close and Co-op)</i>	<i>December</i>	
East Chesterton	<i>Edinburgh Road</i>	<i>December</i>	
East Chesterton	<i>Kinross Road (near new bench)</i>	<i>December</i>	<i>2 new bins installed</i>
East Chesterton	<i>Echo House</i>	<i>December</i>	
East Chesterton	<i>Evergreens (at the end of the road)</i>	<i>December</i>	
East Chesterton	Sherbourne Close*	February	Replacement for unsuitable dog bin
East Chesterton	Green End Road (outside Grumpy's)	March	It was not possible to locate one outside Grumpy's due to the vehicular access to the site, instead two bins have been placed by the Methodist Church and Ashfield Road to assess if this eases the

			problem.
East Chesterton	Logans Meadow*	March	Upgrade to bins on site to include recycling bin
East Chesterton	Green Park*	N/A	Bins are well used; an additional set was placed on the other side of road.
East Chesterton	Mariners Way	N/A	Pending LHI before installation, programmed once complete
East Chesterton	Hailing Way	N/A	2 new bins pending installation during April to June 2015
East Chesterton	Cam Causeway (Franks Lane Alleyway)	N/A	Installation of bins at this alleyway could pose security risk to neighbouring properties and the alleyway is not wide enough to accommodate bins
East Chesterton	Cheney Way	N/A	Specific location required to assess if additional bins are required
East Chesterton	Fallowfields	N/A	Specific location required to assess if additional bins are required
East Chesterton	Union Lane	N/A	Set of bins already at bus stop near this location.
Kings Hedges	Kendal Way	December	
Kings Hedges	Downhams Lane (cut through by Woodhead Drive)	N/A	Existing bins are located at either end of Woodhead Drive which is sufficient for the local area.
Kings Hedges	Kings Hedges Road	N/a	No specific location identified by officers as requiring further bins.
Kings Hedges	St Kilda's Avenue (near new bench)	December	
Kings Hedges	Campkin Road (at the shops area by recycling centre)	N/A	Existing bins are already installed at shopping area, but are not used by the public.
West Chesterton	Bateson Road (near to school)	December	
West Chesterton	Victoria Avenue	December	
West Chesterton	Carlyle Road (near job centre)	N/A	Programmed for April to June 2015
West Chesterton	De Freville Avenue (Chesterton Road bus stop)	December	
West Chesterton	Chesterton Road (near Old Spring)	December	
West Chesterton	Milton Road (opposite number 17)	N/A	Bins already on the side of the road opposite at Tommy Tuckers, additional bins not

			<i>required</i>
<i>West Chesterton</i>	<i>Milton Road (shops at Arbury Road junction)</i>	N/A	<i>Set of bins at either end of shops, sufficient for shop area.</i>
<i>West Chesterton</i>	<i>Milton Road (towards Elizabeth Way shops)</i>	N/A	<i>Set of bins at either end of shops, sufficient for shop area</i>
West Chesterton	Milton Road (corner of Gilbert Road)	N/A	Programmed for January to March 2015

\*Bin installation requests that are not included in total available for each ward

Bins in italics installed in previous period

### 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:

Arbury: 4

East Chesterton: 2 (2 bins used)

Kings Hedges: 3 (1 bin used)

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.

Requested bins sites:

<b>Ward</b>	<b>Location</b>	<b>Installation Date</b>	<b>Comments</b>
<i>Arbury</i>	<i>Borrowdale (at path through to Histon Road)*</i>	<i>December</i>	<i>N/A</i>
<i>Arbury</i>	<i>Harding Way (junction with Gunning Way)*</i>	<i>December</i>	<i>N/A</i>
<i>Arbury</i>	<i>Histon Road Cemetery</i>	<i>N/A</i>	<i>Following discussion with the Friends of Histon Road cemetery this request for a dog bin was withdrawn.</i>
<i>East Chesterton</i>	<i>Sherbourne Close</i>	<i>December</i>	<i>Has now been replaced with a litter bin more applicable to the area.</i>
<i>East Chesterton</i>	<i>Union Lane (junction Union Lane / Milton Road)</i>	<i>December</i>	<i>N/A</i>
<i>East Chesterton</i>	<i>Logans Meadow</i>	<i>February</i>	<i>N/A</i>
<i>East Chesterton</i>	<i>Hailing Way</i>	<i>N/A</i>	<i>Dog bins already installed at either end of footpath, additional bin is not required.</i>
<i>East Chesterton</i>	<i>Havilland Way</i>	<i>N/A</i>	<i>No specific location identified as requiring further bins.</i>
<i>Kings Hedges</i>	<i>Campkin Road (Hawkins Road green area)</i>	<i>December</i>	<i>N/A</i>
<i>Kings Hedges</i>	<i>Kings Hedges Road</i>	<i>N/A</i>	<i>Specific location required to assess if additional bins are required</i>
<i>Kings Hedges</i>	<i>Nicholson Way</i>	<i>N/A</i>	<i>Dog bins already on Arbury Park, no specific location identified as requiring further bins.</i>

\*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.



**Photographs of vegetation cut back on Blackthorn Close: Before and after (January 2015)**





**Photographs of vegetation cut back on Crawford Close: Before and after (January 2015)**

