

Environmental Data Report

Cambridge South Area
April to June 2015



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 July to September 2015.

Continuing priorities¹

1. Early morning patrols for dog fouling on Bliss Way/Tenby Close, Nightingale Avenue Recreation Ground, Godwin Close, Godwin Way, Gunhild Way and Cherry Hinton Recreation Ground.
2. 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.
3. Enforcement to work with the County Council, against utilities and companies that damage the verge on Mowbray and Fendon Road.
4. Park deep cleanse, to include removal of graffiti, flyposting, litter, dog fouling, vegetation cut back and sweeping at Cherry Hinton Recreation Ground *and areas surrounding green space*.
5. Enforcement work to investigate and enforce fly tipping and illegal waste disposal at the public recycling points in the South Area
6. Enforcement joint working and patrols to deal with littering from students of Long Road Sixth Form in the areas of Long Road and Sedley Taylor Road.

New suggested priorities

7. Park deep cleanse, to include removal of graffiti, flyposting, litter, dog fouling, vegetation cut back and sweeping at Ainsdale play area, Nightingale Recreation Ground and Kingfisher Way play area.

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.

¹ Amendments to continuing priorities are shown in italics

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

The results of the Cherry Hinton ward blitz completed during January were included in the previous report. The Queen Edith's ward blitz was completed in May 2015 and the results of which will be included in the next report. The ward blitz for Trumpington is scheduled for September 2015.

5. Specific issues and actions

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

Priority 1	Early morning patrols for dog fouling on Bliss Way/Tenby Close, Nightingale Avenue Recreation Ground, Godwin Close, Godwin Way, Gunhild Way and Cherry Hinton Recreation Ground.
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 13 hours. Educational advice and dog bags have been provided to a number of dog walkers seen at these locations during early mornings, during daytime and at weekends. Ongoing work continues in all the areas to deal with dog fouling.
Current Situation:	Ongoing monitoring

Priority 2	Deep cleanse of the Tins bridge to include removal of graffiti
Action Taken	This issue has been referred to Network Rail to address as the footbridge falls within their responsibility. To date no response has been received from Network Rail.
Current Situation:	Ongoing – removed as a priority

Priority 3	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	Over 4 hours of patrols have been conducted to address the issues of littering, and to date four individuals were witnessed littering at the junction of Dame Mary Archer Way and were issued fixed penalty notices for littering, all of which were subsequently paid. Further work is programmed for July to September when enforcement officers can continue to patrol throughout the week and weekend.
Current Situation:	Ongoing

Priority 4	Enforcement to work with the County Council, against utilities and companies that damage the verge on Mowbray and Fendon Road.
Action Taken	Patrols have been conducted to address the issues of verge parking at Mowbray and Fendon Road, and officers have spent over six hours and visited on a number of different dates and times including weekends and early mornings. To date twenty five vehicles have been witnessed parking on the verges, and enforcement action has been taken against the registered keepers of these vehicles. Utility companies including BT have been contacted with regards to the damage being caused to the verges, and further progress with the County Council is planned by the enforcement to move this priority along further
Current Situation:	Ongoing

Priority 5	Park deep cleanse, to include removal of graffiti, flyposting, litter, dog fouling, vegetation cut back and sweeping at Cherry Hinton Recreation Ground, Holbrook Recreation Ground and Trumpington Recreation Ground
Action Taken	The whole of Cherry Hinton Recreation Ground green space has been deep cleansed. This involved a team of three operatives and took approximately 12 hours to complete during April. Further cleansing of this green space is ongoing.
Current Situation:	Ongoing
Action Taken	The whole of Holbrook Recreation Ground green space has been deep cleansed. This involved a team of three operatives and took approximately 6 hours to complete during February.
Current Situation:	Completed
Action Taken	The whole of Trumpington Recreation Ground green space has been deep cleansed. This involved a team of three operatives and took approximately 9 hours to complete during February.
Current Situation:	Completed

Priority 6	Enforcement work to investigate and enforce fly tipping and illegal waste disposal at the public recycling points in the South Area
Action Taken	Over 24 hours of patrols were done to address the issues of fly tipping at the recycling centres in the South wards. Although a large number of fly tips were removed, to date no suspects have been identified. Further work is programmed for July to September when enforcement officers can continue to patrol throughout the week and weekend.
Current Situation:	Ongoing

Priority 7	Enforcement joint working and patrols to deal with littering from students of Long Road Sixth Form in the areas of Long Road and Sedley Taylor Road
Action Taken	Three hours of patrols were completed to address the issues of littering at Long Road and Sedley Taylor Road. To date no suspects have been identified. Further work is programmed for July to September when enforcement officers can continue to patrol throughout the weekdays.
Current Situation:	Ongoing

Priority 8	Porson Road patrols – investigation for needles and litter
Action Taken	A number of patrols have been conducted in the Porson Road area to investigate for needles and littering. No further reports of needles in this area have been received since March 2015. To date no individuals have been identified as being responsible for littering in the area and the level of cleanliness remains good for this area. No further work is planned in this area for the period July to September.
Current Situation:	Completed

Other issues:

Issue	Cleansing of Coe Fen paths covered in cow muck
Action Taken	This area is regularly monitored by Streets and Open Spaces Operations staff during the spring and summer months and cleansing is undertaken as required in response to service requests or as a response to staff monitoring.
Current Situation:	Ongoing

Issue	Bins at Addenbrookes hospital
Action Taken	Addenbrookes hospital have been approached and offered some of the Council's old stock of litter bins with ashtrays on top, to use on their site. However after an initial response from the hospital no further contact has been received on whether the hospital wishes to take advantage of the bins.
Current Situation:	Completed

Issue	Hanover and Princess Court: dogs off leads
Action Taken	A recent dog micro chipping and education roadshow was undertaken during April to deal with issues of dogs in the area. A number of patrols have also been undertaken in the area, but to date no individuals have been identified as responsible for this behaviour in the area. Patrols are ongoing.
Current Situation:	Ongoing

Issue	Trial of dog fouling dispenser at entrance to Nightingale Recreation Ground
Action Taken	A dog bag dispenser has being purchased, and will be placed at the Recreation Ground during a trial period. The Friends of Nightingale Recreation have been contacted and we are awaiting a response before proceeding with the installation of the bag dispenser. This trial period has now been moved to between July and September.
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	36	N/A	N/A	N/A	N/A	
Noise Complaints	65	N/A	*	2	0	1	*All complaints will generally have at least one such action.
Refuse/ Waste Complaints	6	N/A	*	0	0	0	*All complaints will generally have at least one such action.
Other public health complaints ²	7	N/A	*	1	0	0	*All complaints will generally have at least one such action.
Private Sector housing standards	18	N/A	*	2	0	0	*All complaints will generally have at least one such action.

Data is from 18 March to 1 June 2015 (inclusive)

² 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	20	n/a	n/a	1	0	0	Includes 18 abandoned and 2 untaxed vehicles
Nuisance vehicles ³	2	2	n/a	0	0	0	
Verge parking	24	22	n/a	n/a	0	0	Applies to Mowbray and Fendon Road only
Derelict cycles	19	n/a	n/a	n/a	n/a	n/a	
Domestic waste	14	3	0	1	0	0	
Trade waste	0	0	0	0	0	0	
Litter	8	0	0	8	0	0	
Dog control orders (including fouling)	3	0	n/a	1	0	0	
Illegal camping	0	n/a	0	n/a	0	0	
Illegal advertising	4	2	n/a	0	0	0	

Data is from 1 April to 16 June 2015 (inclusive)

Stray dogs (South Area)

Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
Stray dogs	1	0	0	1	1	One other stray dog calls was received, but the dog was collected by their owner before the dog warden attended

Data is from 1 April to 16 June 2015 (inclusive)

³ 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

- Twenty abandoned and untaxed vehicles were investigated by the public realm enforcement team, following statutory notices served on the vehicles, two of the vehicles were deemed abandoned and impounded, sixteen of the vehicles were either claimed or found not to be abandoned.. Two cases are currently ongoing. One fixed penalty for abandoning a vehicle has been issued, and the case is currently ongoing.
- Two nuisance vehicles were identified in the South area, one at Gunhild Way and one on Coldhams Lane. Warning letters were sent to the owners of the cars and they were subsequently removed from sale, no repeat offenders were identified and no further action was taken.
- Twenty four cases of verge parking along Mowbray Road and Fendon Road were investigated, owners of twenty two of the cars received written warnings as they were first offences, and two suspects could not be traced as the vehicles had no registered keeper.
- Nineteen 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 14 domestic waste investigations conducted in the area between April to June, which resulted in three warning letters and one fixed penalty for littering waste at the Wulfstan Way recycling centre. There were no repeat patterns and one case is still ongoing.
- Eight fixed penalties were issued for littering in the South area. One fixed penalty was issued and paid from littering from a motor vehicle on Puddicombe Way is currently pending, four fixed penalties were issued for littering at Addenbrookes and these were subsequently paid.
- Three cases of dog fouling were reported to the dog warden, following patrols in two of the areas no suspects have been identified and to date no formal enforcement action has been taken. One fixed penalty notice was issued for failing to clear up after a dog at Nightingale Recreation Ground and the fine was subsequently paid.
- Four incidents of illegal advertising were identified, including two estate agent boards and two posters. Both estate agent boards were recovered by those responsible within the specified time period.

Operations cleansing data by ward (South Area)

Activity	Total number of incidents	Ward			Comments
		Cherry Hinton	Queen Edith's	Trumpington	
Fly-tipping	30	12	6	12	
Offensive graffiti ⁴	2	2	0	0	
Detrimental graffiti ⁵	7	1	4	2	
Needles	0	0	0	0	
Shopping trolleys	2	1	0	1	Number of impounded trolleys was 0

Data is from 1 April to 15 June 2015 (inclusive)

Summary of fly-tipping reports:

- Of the 12 instances of fly-tipping in Cherry Hinton there were four incidents in Colville Road recycling centre and two on St Bedes Crescent, all other fly tipping was single incidents and no trends were identified.
- Of the 6 incidents of fly tipping in Queen Edith's, there were two incidents on Gunhild Way and Wulfstan Way, all other fly tipping was single incidents and no trends were identified.
- Of the 12 incidents of fly tipping in Trumpington, St Pauls Road and the recycling point at Waitrose, Hauxton Road had two instances between them, all other reports were single incidents and no trends were identified.
- The incidents of offensive graffiti were one case of swear words found at St Bedes Gardens and reference to drugs in Desmond Avenue. No trends were found and in both instances the graffiti was cleared within the agreed response times.
- Of the cases of detrimental graffiti no patterns or trends were found.
- No used needles were found in the South area during April to June.

⁴ 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.

⁵ 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 April to June 2015 the following proactive and community work has been undertaken.

Task	Dog poo competition
Action Taken	The dog poo poster competition was open to local children, aged 11 years and under, who were invited to create a 'Bag it, Bin it' campaign poster to promote that dog owners should clear up after their dogs and can use either the dog or litter bins in the city. Over 130 entries were received from the competition which ran during March to May, and entries will be selected during June/July.
Current Situation	Ongoing

Task	Microchipping day – Hanover and Princess Court
Action Taken	As part of an ongoing programme of dog education throughout the city, a free dog micro chipping event has been held in conjunction with the Dogs Trust. On 20 April 2015 an event was held at Hanover and Princess Court, further events are planned for the South area at Cherry Hinton Hall, and at a number of the Community Clean Up days during the summer period.
Current Situation	Ongoing

Task	Bidwells Clean Up
Action Taken	As part of the community work undertaken by Bidwells in the South, during April work was in conjunction with the City Ranger at Trumpington Village Hall. Photographs of some of the work done are included in the appendices of this report.
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	City Rangers	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 is available for each ward, as follows:

Cherry Hinton: 10 (1 bin used)

Queen Edith's: 5 (6 bins used)

Trumpington: 6 (4 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
<i>Trumpington</i>	<i>Outside pavilion</i>	<i>January 2015</i>	
<i>Trumpington</i>	<i>Outside village hall</i>	<i>January 2015</i>	
<i>Trumpington</i>	<i>Shelford / Hauxton Road outside cemetery</i>	<i>January 2015</i>	
<i>Trumpington</i>	<i>Foster Road allotments*</i>	<i>March 2015</i>	
Trumpington	Brooklands Avenue (top of steps to Hobson's Conduit)	June 2015	
<i>Queen Edith's</i>	<i>Long Road junction with Sedley Taylor Road</i>	<i>January 2015</i>	
<i>Queen Edith's</i>	<i>Sedley Taylor Road junction with Luard Road</i>	<i>January 2015</i>	
<i>Queen Edith's</i>	<i>Mowbray Road o/s Acacia Guest House</i>	<i>March 2015</i>	
<i>Queen Edith's</i>	<i>Hills Road on pavement near to hospital</i>	<i>March 2015</i>	
<i>Queen Edith's</i>	<i>Cavendish Avenue outside Lady Jane Court</i>	<i>March 2015</i>	
Queen Edith's	Kathleen Elliott Way (near to Snakey Path entrance)	April/May 2015	
Cherry Hinton	Coldhams Lane (junction with Norman Way)	April/May 2015	
Cherry Hinton	Removal of old litter bin in Cherry Hinton High Street as newer one is nearby.	February 2015	

*Bin installation requests that pre-date ward allocation and are not included in total available for each ward
Bins in italics installed in previous periods

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

Photos from Bidwells work at Trumpington Village Hall during April 2015

