

# Environmental Data Report

**Cambridge West/Central Area**  
**April to June 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 West/Central Area Committee. The report identifies the reactive and proactive service actions undertaken in the previous quarter, including the requested priority targets and reports back on the recommended issues and associated actions to be targeted in the following. It also includes key officer contacts for the reporting of waste and refuse and public realm issues.

## 2. Target setting and recommendations

All those at Committee have an opportunity to suggest issues that they would like to see tackled in the neighbourhood area during the upcoming quarter to help shape the activity to be undertaken within the public realm.

Following suggestions that are received the relevant teams will consider the suggestions, and will prioritise work, responding reactively where appropriate and programming some work for the future. All suggested targets will be reported back on in the following quarter to update members and the public on the status of the issue. Recommendations will also be presented to the committee for consideration and to aid discussion.

### Recommendations

The following are suggestions for members on what action could be considered for priority within the West/Central Area for the quarter of April to June 2015.

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

1. Enforcement and City Ranger patrols in the City Centre to address issues of illegally deposited trade waste *and littering*.  
Justification: There has been a slight decrease in the number of trade waste being illegally deposited in the Market ward. A number of reports have highlighted that there has been an increase in the amount of littering in the city during the summer months, and so this priority has been expanded to include a continuation to balance the high standard of trade waste management already existing in the West/Central area and to undertake litter patrols to address the issues.
2. Keep the Trumpington Street runnels to a standard of cleanliness and keep them switched on during the summer months  
Justification: The runnels are maintained by the County Council as part of the public highway, but the switch on and cleanliness is managed by the City Council Streets and Open Spaces. They have been switched on and are currently running.
3. Early morning dog warden patrols for dog fouling on Grantchester Street and Lammas Land  
Justification: Dog fouling continues to be identified by the Dog Warden and a number of individuals spoken to were not aware of dog control orders, this recommendation remains in order to balance education and enforcement
4. Proactive small scale graffiti and flyposting removal by City Rangers across the West/Central area  
Justification: Work already conducted by the City Rangers has been positive and enhanced the areas where cleared. This recommendation is to continue this work as a priority for the Rangers covering the West/Central areas.
5. Enforcement patrols to address the issue of litter at Garrett Hostel Lane

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

Justification: Recent reports have been received by the Council for enforcement action to be taken against individuals who litter in this area, recent reports have highlighted that this issue continues to be a problem.

Members are recommended to endorse the above recommendations or to make proposed amendments, and in doing so to consider the community intelligence questions below to help shape the public realm work.

#### **Community intelligence questions**

1. What activities should be considered as part of ward blitzes?
2. What geographical locations would benefit from targeted work? (including public realm enforcement activity and clean-up work by the community payback)
3. What locations for new and replacement general waste, recycling and dog bins (in line with resources available) should be considered?
4. Where and when the dog warden service should patrol in order to target dog fouling?

### **3. Routine activity**

Streets and Open Spaces teams work closely with residents, community and campaign groups to keep Cambridge clean, green and safe. Street cleansing works to clear shop fronts and maintain all residential streets to a good standard of cleaning by sweeping them regularly. The team empties litterbins and dog bins across the city parks and open spaces, as well as removing graffiti and clearing needles and fly tipping.

The grounds maintenance team maintains all council housing and highway grass and shrub beds across the city, and carries out the maintenance of the city's cemeteries and crematoriums as well as the maintenance of all parks across the city. The City Rangers team provide a street-level, face-to-face contact point for people to raise any cleanliness and public safety issues that they might have concerning their neighbourhood.

The dog warden patrols within Cambridge to increase people's awareness of the requirement to clear up after their pets, as well as collecting stray dogs within the city and works alongside animal charities to deliver educational roadshows. Investigation of instances of environmental crime in public places across the city is carried out by the public realm enforcement team. As well as undertaking enforcement action where necessary, the team provide advice for residents and businesses on issues including fly tipping, litter, waste, illegal advertising, abandoned shopping trolleys, verge parking and abandoned, untaxed and nuisance vehicles.

### **4. 'Ward Blitz' activity**

The City Council has embarked on a campaign of monthly 'ward blitzes' across the City, involving the Council's City Rangers, Rapid Response, Public Realm Enforcement and Street Cleansing teams. These teams will undertake coordinated public realm maintenance, enforcement and educational action, targeting one ward every month in rotation. Working within existing budgets, this action is additional to the routine, day-to-day, work undertaken by these services.

In the West/Central Area, the ward blitz programme involves the following actions:

- Deep cleansing of gully's
- Cleansing of litter and dog bins
- Cleansing of signage
- Cleansing of recycling centres

- Increased dog warden presence
- Increased public realm enforcement presence
- Joint working with Cambridgeshire Fire and Rescue, and Cambridgeshire Police
- Free dog microchipping event
- Proactive inspections by pest control in known hotspots

Reports on the results of the 'ward blitz' activity will be presented to Area Committees, who will also have the opportunity to recommend specific issues to be considered for targeting in forthcoming 'ward blitzes'.

The results of the Castle ward blitz were included in the previous report. Future ward blitzes for the West Area are scheduled for Market in June 2015 and Newnham in October 2015.

## 5. Specific issues and actions

The following specific issues were identified for targeted action in the April to June 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 and City Ranger patrols in the City Centre to address issues of illegally deposited trade waste</b>
Action Taken	Over 72 hours of patrols were undertaken by the public realm teams to address the issues of trade waste illegally deposited during the period of April to June. As part of this process one statutory notice for businesses not managing their waste correctly was breached and a fixed penalty notice issued.
Current Situation:	Ongoing

<b>Priority 2</b>	<b>Keep the Trumpington Street runnels to a standard of cleanliness and keep them switched on during the summer months.</b>
Action Taken	The runnels have been successfully switched on for the summer months, and are planned to be kept running during July and August. They will be switched off for a short period of time for routine repairs which may last for a week or two. The runnels will be kept running till September or a time at which leaves cause an issue.
Current Situation:	Ongoing

<b>Priority 3</b>	<b>Early morning dog warden patrols for dog fouling on Grantchester Street and Lammas Land</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 at the above locations; patrol times were just over 18 hours. Educational advice and dog bags have been provided to a number of early morning dog walkers seen at these locations.
Current Situation:	Completed

<b>Priority 4</b>	<b>Investigate the bin provision at Grantchester Meadows and seek to improve the bins provided for both litter and dog mess in the car park area and approaches to the open space.</b>
Action Taken	Three new litter bins and two new recycling bins have been installed at Grantchester Meadows car park. These bins are located at two different points within the car park. Collection days are being monitored to see if the current arrangements are sufficient.
Current Situation:	Completed

<b>Priority 5</b>	<b>Proactive small scale graffiti and flyposting removal by City Rangers across the West/Central area</b>
Action Taken	The rangers have continued to work in the West and Central wards to remove detrimental graffiti and flyposting on street furniture. Over 25 incidents of graffiti and flyposting have been removed by the rangers during the period April to June and further work is programmed for the period July to September. Photographs of some of the work undertaken are included in the appendices of this report.
Current Situation:	Ongoing

<b>Priority 6</b>	<b>Enforcement patrols to address the issue of litter at Garrett Hostel Lane</b>
Action Taken	Patrols have been conducted to address the issues of litter at Garrett Hostel Lane both during the mornings, evenings and at weekends. No individuals have been identified or witnesses depositing litter. Further action is planned in this area for the summer period July to September.
Current Situation:	Ongoing

## 6. Environmental Data

### Private Realm (West/Central Area)

Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Simple Cautions	Legal Proceedings	Comment
Pest Control	25	25	N/A	N/A	N/A	N/A	.
Noise Complaints (residential)	15	N/A	*	0	0	0	*All complaints will generally have at least one such action.
Refuse/ Waste Complaints	2	N/A	*	0	0	0	*All complaints will generally have at least one such action.
Other public health complaints <sup>2</sup>	2	N/A	*	0	0	0	*All complaints will generally have at least one such action.
Private Sector housing standards	2	N/A	*	0	0	0	*All complaints will generally have at least one such action.

Data is from 18 Mar to 1 June inclusive

<sup>2</sup> Other public health complaints includes odour, smoke, bonfires, filthy and verminous



## Public Realm Data

### Public Realm Enforcement (Castle)

Activity	Investigations	Written Warnings	Statutory Notices Served	Fixed Penalty Notices Issued	Simple Cautions	Legal Proceedings	Comment
Abandoned vehicles	0	n/a	n/a	0	0	0	Includes on untaxed and two abandoned vehicles.
Nuisance vehicles <sup>3</sup>	0	0	n/a	0	0	0	
Derelict cycles	2	n/a	n/a	n/a	n/a	n/a	
Domestic waste	1	1	0	0	0	0	
Trade waste	0	0	0	0	0	0	
Litter	3	0	0	3	0	0	
Dog control orders (including fouling)	0	0	n/a	0	0	0	
Illegal camping	0	n/a	0	n/a	0	0	
Illegal advertising	2	2	n/a	0	0	0	

#### Summary of Castle public realm enforcement data

- Two derelict cycles were removed from across Castle. The number of cycles removed as abandoned in this area varies between 5 to 15 a quarter.
- There was one domestic waste investigation conducted in the area between April and June, which resulted in one warning letter.
- Three fixed penalty were issued for depositing litter from a motor vehicle in Castle, including two on Huntingdon Road and one on Chesterton Road/Chesterton Lane. All three fixed penalties were subsequently paid.
- Two incidents of illegal advertising were identified; both of which were fly posters both individuals were first time offenders and received written warnings about illegal advertising.

<sup>3</sup> Nuisance vehicles includes vehicles displayed for sale or being repaired (other than in an emergency) on the public highway

## Public Realm Enforcement (Market)

Activity	Investigations	Written Warnings	Statutory Notices Served	Fixed Penalty Notices Issued	Simple Cautions	Legal Proceedings	Comment
Abandoned vehicles	2	n/a	n/a	0	0	0	
Nuisance vehicles	0	0	n/a	0	0	0	
Derelict cycles	72	n/a	n/a	n/a	n/a	n/a	
Domestic waste	8	4	0	0	0	0	
Trade waste	5	4	0	1	0	0	
Litter	13	0	0	13	0	1	
Dog control orders (including fouling)	0	0	n/a	0	0	0	
Illegal camping	6	n/a	6	n/a	0	0	
Illegal advertising	6	6	n/a	0	0	0	

### Summary of Market public realm enforcement data

- Two abandoned vehicle inspections were carried out in the April to June period, but no vehicles were seized as abandoned.
- Seventy two derelict cycles were removed from across the Market Ward. The number of cycles removed as abandoned in this area varies between 10 to 75 a quarter.
- There were eight domestic waste investigations conducted in the area between April to June, which resulted in four warning letters and in several cases no evidence was recovered.
- Trade waste from four businesses was found illegally dumped in and around the ward, including two incidents of dumping waste Jesus Lane. All businesses complied with the requests from enforcement regarding their compliance for waste duty of care and four written were issued. One statutory notice for business waste storage was breached and was issued a fixed penalty notice, which was paid.
- Thirteen fixed penalty notices were issued for depositing litter, which included five incidents at Fisher Square and two on Parkside and Burleigh Street. There are currently four cases ongoing, and one case has legal proceedings being instigated for non-payment.
- Six cases of illegal camping were investigated during April to June, including two on Jesus Green and three on Christ's Pieces. All six cases resulted in notices being served and in three cases the camps were not removed and the belongings impounded.
- Six incidents of illegal advertising were identified; the majority of the advertising was illegally displayed on the railings of Jesus Green Parkers Pieces and Christ Pieces, and were removed by the Council. Those responsible were first time offenders and received written warnings about illegal advertising.

## Public Realm Enforcement (Newnham)

Activity	Investigations	Written Warnings	Statutory Notices Served	Fixed Penalty Notices Issued	Simple Cautions	Legal Proceedings	Comment
Abandoned vehicles	3	n/a	n/a	0	0	0	Includes one untaxed and four abandoned vehicles.
Nuisance vehicles	0	0	n/a	0	0	0	
Derelict cycles	2	n/a	n/a	n/a	n/a	n/a	
Domestic waste	2	2	0	0	0	0	
Trade waste	0	0	0	0	0	0	
Litter	2	0	0	2	0	0	
Dog control orders (including fouling)	0	0	n/a	0	0	0	
Illegal camping	3	n/a	3	n/a	0	0	
Illegal advertising	1	1	n/a	0	0	0	

### Summary of Newnham public realm enforcement data

- Three abandoned vehicles inspections were carried out in the April to June period, one case is currently ongoing and the second two were claimed by their owners.
- Two derelict cycles were removed from across Newnham. The number of cycles removed as abandoned in this area varies between 5 to 15 a quarter.
- Two cases of waste illegal dumped at the Lammas Land recycling centre, which resulted in two warning letters being issued.
- Two fixed penalty notices were issued for littering from a motor vehicle on Barton Road and Queens Road. Both fines were subsequently paid.
- Three illegal camp sites were identified, which was one each on Lammas Land, Sheep's Green and Paradise Nature Reserve. Notices were served on all three camps, and one was seized when the owner did not remove within the time period.
- One incident of illegal advertising was identified; on the railings of Lammas Land, and was removed by the Council. Those responsible were first time offenders and received a written warning about illegal advertising.

### Stray dogs (West/Central Area)

Area	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
Castle	0	0	0	0	0	
Market	3	0	0	2	1	
Newnham	0	0	0	0	0	One stray dog call was received, but the dog was collected by the owner before the dog warden attended

Data is from 1 April to 24 June inclusive

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

Activity	Total number of incidents	Ward			Comments
		Castle	Market	Newnham	
Fly-tipping	25	6	14	5	
Offensive graffiti <sup>4</sup>	9	1	8	0	
Detrimental graffiti <sup>5</sup>	78	19	53	6	
Needles	2	0	2	0	
Shopping trolleys	9	0	9	0	Number of impounded trolleys was 3

### Summary of cleansing data:

- Within the Market ward, there were sixteen singular instances of fly tipping and no trends or patterns. Of the five cases of fly tips within Newnham, there were two instances at The Fen Causeway and two at Kings Road the other reported fly tips were singular locations. No patterns of fly tipping were identified in Castle.
- Out of the 9 cases of graffiti reported as offensive all were cleared within the agreed response time and those with racist references were referred onto the Council's Community Safety Team.
- The West/Central area dedicated City Ranger continues to be proactive with the removal of detrimental graffiti from lampposts and communication boxes in these wards, in particular the Market and Newnham areas. All tags reported to the Council were cleared within the agreed time scales and no trends were identified.
- There were two used needles removed from the junction of Adam and Eve Street within the Market ward.

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

Task	Sign cleaning
Action Taken	The City Ranger for the West/Central area has been proactive cleaning traffic signs in and around the West/Central area. This is part of an ongoing programme of work that will be completed across the whole of the West/Central area some photographs of the work undertaken are included in the appendices of this report.
Current Situation	Ongoing – part of a programme of work

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 – Jesus Green
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. During June an event was held at Jesus Green, further events are planned across the city during the summer period.
Current Situation	Ongoing

## 8. Key contacts

9. Area	Contact	Telephone Number	Email
Environmental Health Manager	Yvonne O'Donnell	01223 457951	<a href="mailto:yvonne.odonnell@cambridge.gov.uk">yvonne.odonnell@cambridge.gov.uk</a>
Pest Control	Refuse and Environment	01223 457900	<a href="mailto:env.health@cambridge.gov.uk">env.health@cambridge.gov.uk</a> .
Noise			
Cleansing Manager	Don Blair	01223 458575	<a href="mailto:Don.blair@cambridge.gov.uk">Don.blair@cambridge.gov.uk</a>
Dog fouling	Customer Service Centre	01223 458282	<a href="mailto:wasteandstreets@cambridge.gov.uk">wasteandstreets@cambridge.gov.uk</a>
Litter			
Fly tipping (Public land)			
Graffiti			
Needles			
Public Realm Manager	Wendy Young	01223 458578	<a href="mailto:Wendy.young@cambridge.gov.uk">Wendy.young@cambridge.gov.uk</a>
West/Central Ranger	Richard Allen	01223 458282	<a href="mailto:cityrangers@cambridge.gov.uk">cityrangers@cambridge.gov.uk</a>
City Centre Ranger	Chris Lowndes		
Abandoned bicycles	Customer Service Centre	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 West/Central Area Committee and residents and businesses may wish to consider or request for the upcoming period:

### Recycling and general street litter bins

A small quantity of recycling and general street litter bins are available for each ward, as follows:

Castle: 5 (5 bins used)

Market: 9

Newnham: 6 (2 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 bins sites:

Ward	Location	Completion date
Newnham	Burrell's Walk (junction with Grange Road)	May 2015
<i>Newnham</i>	<i>Coton footpath (junction with Wilberforce Road)</i>	<i>March 2015</i>
Newnham	Grantchester Meadows car park*	May 2015
<i>Castle</i>	<i>Howes Place (junction Huntingdon Road)</i>	<i>March 2015</i>
<i>Castle</i>	<i>Storey's Way (pedestrian traffic lights – junction with Huntingdon Road)</i>	<i>March 2015</i>
<i>Castle</i>	<i>Warwick Road (near Windsor Road alleyway)</i>	<i>March 2015</i>
<i>Castle</i>	<i>Carisbrooke Road (junction with Histon Road)</i>	<i>March 2015</i>
<i>Castle</i>	<i>Carisbrooke Road – near Mayfield School</i>	<i>March 2015</i>

\*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):



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



General waste and recycling bins:



### Dog bin provision

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

Castle: 2 (1 bin used)

Market: 3

Newnham: 0 (2 bins used)

We would like to receive suggestions for where bins should be installed on the parks and open spaces and will investigate the suitability of all suggested locations. We will also be undertaking a review of where bins are currently installed to see how they are used.

Requested bins sites:

Ward	Location	Completion date
Newnham	Coton footpath (junction with Wilberforce Road)	March 2015
Newnham	Gough Way (near to Penarth Place)	March 2015
Castle	Storey's Way (pedestrian traffic lights – junction with Huntingdon Road)	Not a suitable location
Castle	Carisbrooke Road (near Histon Road junction)	March 2015

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 Garrett Hostel Lane: Before and after City Ranger clean up (April 2015)





Photographs of Emmanuel Street: Before and after City Ranger clean up (May 2015)





**Photographs of Maids Causeway: Before and after City Ranger clean up (April 2015)**





**Photographs of Dane Drive: Before and after City Ranger clean up (April 2015)**

