

# Environmental Report: Annual Report



**Cambridge North Area**  
July to September 2015

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# 1. Introduction

This 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 year, including the requested priority targets and reports back on the recommended issues and associated actions to be targeted in the following quarter. 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 October to December.

#### Continuing priorities\*

Number	Priority details
1	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 businesses to address litter from their premises
2	Enforcement patrols to tackle fly tipping on communal archways and green areas at Minerva Way
3	Enforcement patrols to address issues of littering in and around the Bermuda Terrace area <i>and to follow up on intelligence received as a result of the mail drop to the area</i>
4	Patrols to address fires <i>and illegal camping</i> at Logan's Meadow
5	Patrols to address dog fouling on Kings Hedges "Pulley" Recreation Ground <i>including early mornings, evenings and weekends</i>

#### New suggested priorities

Number	Priority details
7	Joint working patrols to address the issues of illegal camping and dogs being off lead at Histon Road cemetery
8	North area patrols of focus on abandoned, untaxed and nuisance vehicles
9	Park deep cleanse, to include removal of graffiti, flyposting, litter, dog fouling, vegetation cut back and sweeping at Blanford Walk play area, St Albans Recreation Ground, George Nuttall Close/Woodhead Drive play area and Chesterton Recreation Ground

\* Amendments to continuing priorities are shown in italics

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.

Ward blitz activity will have included a combination of the following actions:

- Deep cleansing of channels
- Cleansing of litter and dog bins
- Cleansing of signage
- Cleansing of recycling centres
- Increased dog warden presence
- Increased public realm enforcement presence
- Joint working with Cambridgeshire Fire and Rescue, and Cambridgeshire Police

- Free dog microchipping event
- Proactive inspections by pest control in known hotspots

The results of the ward blitzes are reported as follows:

Arbury – Environmental Report October to December 2014

East Chesterton – Environmental Report April to June 2015

Kind Hedges – Environmental Report July to September 2015

Upcoming ward blitzes:

West Chesterton ward blitz will take place during November 2015 and the report will be included as part of the Environmental Report for the period October to December 2015.

## 5. Specific issues and actions: Previous quarter

The following specific issues were identified for targeted action in the previous 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 at Kingsway Flats and in communal archways and green areas at Minerva Way</b>
Action Taken	Eight patrols lasting just over 4.5 hours were conducted by enforcement during the period July and August, during this time one fly tip was found but no suspect was identified.
Current Situation:	Completed – this priority has been in place since October 2014
Action Taken	Nine patrols lasting just over 5.5 hours were conducted by enforcement during the period July and August, during this time a number of fly tips were found and the enforcement action is ongoing.
Current Situation:	Ongoing
<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 and to work with the local business to address litter from their premises</b>
Action Taken	Over 7 hours of patrols have been conducted by enforcement officers during the June and July period in dealing with littering at Campkin Road, before the end of the school term. A number of students were provided educational advice and free pocket ashtrays.
Current Situation:	Ongoing
<b>Priority 3</b>	<b>Enforcement patrols to address issues of littering in and around the Bermuda Terrace area and to follow up on intelligence received as a result of the mail drop to the area</b>
Action Taken	Seven patrols lasting just over 3.5 hours were conducted by enforcement during the period July and August; during this time no individuals were identified as littering. Recent patrols with the Housing Officer have identified targeted patrols for the upcoming period.
Current Situation:	Ongoing
<b>Priority 4</b>	<b>Enforcement patrols to address issues of fly tipping at public and neighbourhood recycling centres</b>
Action Taken	Over 41 hours of patrols have been conducted by enforcement officers dealing with household and public recycling points and 25 suspects were identified. There have been three fixed penalties issued for leaving litter at recycling sites, nine warning letters and there are currently 13 ongoing cases.
Current Situation:	Completed – this forms part of the monthly ward blitzes and regular visits by enforcement and city rangers
<b>Priority 5</b>	<b>Enforcement patrols to address issues of litter at the area of Green End Road junction with Milton Road (outside the Co-op).</b>

Action Taken	Patrols have been conducted in the area at Milton Road / Green End Road junctions, to date no individuals have been witnessed littering.
Current Situation:	Completed – this priority has been in place since April 2015
<b>Priority 6</b>	<b>Investigate littering in the green space between Cam Causeway and Fen Road</b>
Action Taken	Patrols have been conducted in the area at Cam Causeway and Fen Road, to date no individuals have been witnessed littering
Current Situation:	Completed – this priority has been in place since April 2015
<b>Priority 7</b>	<b>Park deep cleanse, to include removal of graffiti, flyposting, litter, dog fouling, vegetation cut back and sweeping at Cameron Road play area, Hazelwood and Molewood Close play areas, Pearl Close play area and Bateson Road play area.</b>
Action Taken	The whole of Cameron Road play area has been deep cleansed. This involved a team of two operatives and took approximately 3 hours to complete during July.
Current Situation:	Completed
Action Taken	The whole of Hazelwood and Molewood Close play areas has been deep cleansed. This involved a team of two operatives and took approximately 4 hours to complete during July
Current Situation:	Completed
Action Taken	The whole of Pearl Close play area has been deep cleansed. This involved a team of two operatives and took approximately 2 hours to complete during July
Current Situation:	Completed
Action Taken	The whole of Bateson Road play area has been deep cleansed. This involved a team of two operatives and took approximately 2 hours to complete during July
Current Situation:	Completed
<b>Priority 8</b>	<b>Evening patrols to address fires at Logan's Meadow in evenings</b>
Action Taken	Fourteen patrols lasting just over 9 hours were conducted by enforcement during the period July and August; during this time no individuals were identified as being responsible for fires in the area. Recent patrols have identified illegal camping is a problem in the nature reserve.
Current Situation:	Ongoing

**Other issues:**

<b>Issue</b>	<b>Removal of dog bin on Bramblesfield</b>
Action Taken	A dog bin on Bramblesfield nature reserve was reported to be causing issues for the residents in the area. This was removed by the City Rangers during July 2015
Current Situation:	Completed

## 6. Specific issues and actions: Previous year

The following specific priorities were identified for targeted action in the previous 12 months. The following tables summarise the action undertaken and current situation, whether ongoing or completed, for each issue.

<b>Priority</b>	<b>Enforcement patrols to tackle fly tipping at Kingsway Flats</b>
Action Taken	Since October 2014, enforcement officers have patrolled Kingsway flats regular to work towards identifying those responsible for fly tipping in some of the communal areas and by the bin stores. During this time over fifteen hours of patrols have been conducted, a number of suspects have been identified and have received warnings regarding their actions. At present no further work is planned for this area.
Period	January 2015 to September 2015
Current Situation:	Completed
<b>Priority</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 and to work with the local business to address litter from their premises</b>
Action Taken	Since October 2014, enforcement officers have worked to patrol Campkin Road and the surrounding access roads / routes to and from Cambridge Regional College. Education and enforcement are balanced by conducting educational stalls and joint working with the college. Between October 2014 and July 2015 patrols were conducted on a regular basis and 18 hours of work was conducted, mainly during the term time lunch period. A number of juveniles were referred to the college security team for littering. It is proposed to continue with this priority during the upcoming school term and hold a number of educational stalls at the college, and to liaise with the local business regarding their responsibility for litter generated by their customers.
Period	October 2014 to current period
Current Situation:	Ongoing
<b>Priority</b>	<b>Early morning patrols for dog fouling on Kings Hedges (Pulley) Recreation Ground</b>
Action Taken	Educational work has been undertaken since October 2014. The dog wardens continue to patrol this area and have held dog microchipping and educational pop up events during the summer period. Over 40 hours of patrols have been undertaken and this continues to be a focus for the dog warden service during the upcoming quarter.
Period	October 2014 to current period
Current Situation:	Ongoing
<b>Priority</b>	<b>Enforcement patrols to address issues of littering in and around the Bermuda Terrace area and to follow up on intelligence received as a result of the mail drop to the area</b>

Action Taken	Twenty seven patrols lasting just over 14 hours were conducted by enforcement during the period January and August 2015; during this time no individuals were identified as littering. Educational letters were sent to all residents in the area and information provided has been actioned. Recent patrols with the Housing Officer have identified targeted patrols for the upcoming period.
Period	January 2015 to current period
Current Situation:	Ongoing
<b>Priority</b>	<b>Enforcement patrols to address issues of fly tipping at public and neighbourhood recycling centres</b>
Action Taken	Over 80 hours of patrols have been conducted by enforcement officers dealing with household and public recycling points and over 40 suspects were identified. There have been a number of fixed penalties issued for leaving litter at recycling sites, and a large volume of warning letters sent. There are currently a number of ongoing cases
Period	April 2015 to September 2015
Current Situation:	Completed – this forms part of the monthly ward blitzes and regular visits by enforcement and city rangers
<b>Priority</b>	<b>Enforcement patrols to address issues of litter at the area of Green End Road junction with Milton Road (outside the Co-op).</b>
Action Taken	Patrols have been conducted in the area at Milton Road / Green End Road junctions, to date no individuals have been witnessed littering.
Period	April 2015 to September 2015
Current Situation:	Completed
<b>Priority</b>	<b>Investigate littering in the green space between Cam Causeway and Fen Road</b>
Action Taken	Patrols have been conducted in the area at Cam Causeway and Fen Road, to date no individuals have been witnessed littering.
Period	April 2015 to September 2015
Current Situation:	Completed
<b>Priority</b>	<b>Enforcement patrols to tackle fly tipping around St Kilda Avenue</b>
Action Taken	Between the period of October 2014 and March 2015 patrols were undertaken which totalled just over 4.5 hours, during this time no evidence was found in the few fly tips that were removed.
Period	October 2015 to March 2015
Current Situation:	Completed
<b>Priority</b>	<b>Enforcement patrols to tackle fly tipping at Kings Hedges “Pulley” Recreation Ground</b>
Action Taken	Patrols have been conducted in the area at, to date no individuals have been witnessed fly tipping and on the few occasions that a fly tip was removed no suspect was identified.
Period	October 2014 to March 2015

Current Situation:	Completed
<b>Priority</b>	<b>Investigating the feasibility of litter/recycling bins along Kings Hedges Road, as well as litter bins on Scotland Road and dog bins on Nicholson Way and Haviland Way</b>
Action Taken	All requested litter bins for this area were investigated between the period October to December 2014 and installed between October 2014 and March 2015.
Period	October 2014
Current Situation:	Completed
<b>Priority</b>	<b>Jet wash Milton Road, Arbury Road and Green End Road shops to remove grime and chewing gum from the shop fronts</b>
Action Taken	The shop areas within the North wards were cleansed, which involved a team of two operatives and took approximately 5 hours to complete.
Period	October 2014
Current Situation:	Completed
<b>Priority</b>	<b>Cleanse of area of Scotland Road and Green End Road junction to remove litter and grime and to investigate the suitability of litter bins in the area</b>
Action Taken	This area within East Chesterton has been cleansed. This involved a team of two operatives and took approximately 2 hours to complete. Two new sets of litter bins were installed at this junction.
Period	October 2014
Current Situation:	Completed
<b>Priority</b>	<b>Park deep cleanse, to include removal of graffiti, flyposting, litter, dog fouling, vegetation cut back and sweeping</b>
Action Taken	<p>The following park cleanses have been completed between January and September 2015:</p> <ul style="list-style-type: none"> <li>• Alexandra Gardens: took a team of four operative 24 hours to complete during March/April 2015</li> <li>• Green End Road Recreation Ground: took a team of two operatives 12 hours to complete during March/April 2015</li> <li>• Humphries Road play area: took a team of 3 operatives 9 hours to complete during May 2015</li> <li>• Scotland Road Recreation ground: took a team of three operatives 6 hours to complete during May 2015</li> <li>• Arbury Town Park: took a team of 3 operatives 9 hours to complete during May 2015</li> <li>• Chestnut Grove play area: took a team of 3 operatives 6 hours to complete during May 2015</li> <li>• Cameron Road play area: took a team of 2 operatives 3 hours to complete during July 2015</li> <li>• Hazelwood and Molewood Close play areas: took a team of 2 operatives 4 hours to complete during July 2015</li> <li>• Pearl Close play area: took a team of 2 operatives 2 hours to complete during July 2015</li> <li>• Bateson Road play area: took a team of 2 operatives 2 hours to complete during July 2015</li> </ul>

Period	January 2015 to current period
Current Situation:	Ongoing
<b>Priority</b>	<b>Evening patrols to address fires at Logan's Meadow in evenings</b>
Action Taken	Fourteen patrols lasting just over 9 hours were conducted by enforcement during the period July and August; during this time no individuals were identified as being responsible for fires in the area. Recent patrols have identified illegal camping is a problem in the nature reserve
Period	July 2015 to current period
Current Situation:	Ongoing

### Other issues:

The following issues were identified for action in the previous 12 months. The following tables summarise the action undertaken and current situation, whether ongoing or completed, for each issue:

<b>Issue</b>	<b>Cam Causeway – Broken Poles / Fencing</b>
Action Taken	Broken fencing and poles were removed from the site and remaining fencing was repaired by the Development team within Streets and Open Spaces.
Current Situation:	Completed
<b>Issue</b>	<b>Dundee Close – Overgrown hedge</b>
Action Taken	An overgrown bush and tree at Dundee close was trimmed back following work by the City Ranger between the period October and December 2014.
Current Situation:	Completed
<b>Issue</b>	<b>Dog mess disposal stickers</b>
Action Taken	New stickers were produced during 2015 that are being used on litter bins to advise that dog mess can be disposed of in litter bins as well as dog bins. These stickers are being used on litter bins at sites where dog bins cannot be located, such as areas of high density housing. An example of the stickers used is included in the appendix of this report.
Current Situation:	Completed
<b>Issue</b>	<b>Downhams Lane – investigation of littering issues</b>
Action Taken	Nine patrols lasting just over 5 hours were conducted to address the issues of littering, between October 2014 and March 2015. No individuals were identified littering at the location during the patrols.
Current Situation:	Completed

## 7. Environmental Data

### Private Realm [North Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Simple Cautions	Legal Proceedings
Quarter 2: 2014/15	Pest Control	46	40	N/A	N/A	N/A	N/A
Quarter 2: 2015/16		33	33				
Quarter 2: 2015/16	Proactive Pest Interventions <sup>2</sup>	3	0	N/A	N/A	N/A	N/A
Quarter 2: 2014/15	Noise Complaints	98	N/A	3	4	0	1
Quarter 2: 2015/16		147			3	0	1
Quarter 2: 2014/15	Refuse/ Waste Complaints	8	N/33A	†	0	0	0
Quarter 2: 2015/16		3			0	0	
Quarter 2: 2014/15	Other public health complaints <sup>4</sup>	18	N/A	†	0	0	0
Quarter 2: 2015/16		6			0	0	
Quarter 2: 2014/15	Private Sector housing standards	29	N/A	†	4	0	1
Quarter 2: 2015/16		23			7	0	2

Data is from 1 July to 26 August 2015

<sup>2</sup> New data set for period July to September 2015

<sup>3</sup> All complaints will generally have at least one such action

<sup>4</sup> Other public health complaints includes odour, smoke, bonfires, filthy and verminous

## Summary of public realm enforcement data

- Proactive pest intervention areas in the last quarter have included Alexandra Gardens, Jubilee Gardens, and Chestnut Grove Recreation Ground, as well as Nuffield Road and Discovery Way areas and Pakenham Close allotments.
- One prosecution has been brought for failing to comply with a noise abatement notice and resulted in a £1900 fine including costs
- Two prosecutions have been brought for housing standards, one for failure to license a HMO, management regulation breaches and failing to comply with a prohibition order resulting in £7000 fine including costs, and a second prosecution for failure to licence a HMO and management regulation breaches resulting in £4500 fine including costs.

## Public Realm Data

### Public Realm Enforcement [North Area]

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
Quarter 2: 2014/15	Abandoned vehicles	27	N/A	N/A	0	0	0
Quarter 2: 2015/16		16			0	0	0
Quarter 2: 2014/15	Nuisance vehicles <sup>5</sup>	5	4	N/A	0	0	0
Quarter 2: 2015/16		10	8		0	0	0
Quarter 2: 2014/15	Derelict cycles	16	N/A	N/A	N/A	N/A	N/A
Quarter 2: 2015/16		7					
Quarter 2: 2014/15	Domestic waste	19	7	0	0	0	0
Quarter 2: 2015/16		55	18	0	3	0	1
Quarter 2: 2014/15	Trade waste	1	1	0	0	0	0
Quarter 2: 2015/16		3	1	0	0	0	0
Quarter 2: 2014/15	Litter	2	0	0	1	0	0
Quarter 2: 2015/16		2	0	0	1	0	0
Quarter 2: 2014/15	Illegal camping	3	N/A	3	N/A	0	0
Quarter 2: 2015/16		3		3		0	0
Quarter 2: 2014/15	Illegal advertising	0	0	N/A	0	0	0
Quarter 2: 2015/16		5	1		0	0	0

Data is from 1 July to 27 August 2015

<sup>5</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

- Of the 16 abandoned vehicles the majority were removed by their owners or claimed within the 7 day notice period. One abandoned vehicle was seized from Humphreys Road, which was the remains of a scooter frame. A fixed penalty notice was issued for a vehicle that was abandoned on Cam Causeway and the case is currently ongoing. Three untaxed vehicles were seized one each from Moss Bank, Armitage Way and Nuns Way, one of the three vehicles has been destroyed and two are currently in storage.
- Ten nuisance vehicles were found across the North Area. Two vehicles were found for sale on Green End Road and four on Campkin Road, all three vehicles were removed from sale within a 7 day period. There has been an increase of 100% in vehicles for sale between July and September 2014 and the same period in 2015. The majority of these vehicles were identified during the Kings Hedges July ward blitz.
- Seven 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 fifty five domestic waste investigations conducted in the area during July and August, the majority of which was waste littered and fly tipped at recycling centres across the area and were identified during the Kings Hedges ward blitz in July. Of the investigations conducted there were 18 warning letters. Three fixed penalties were issued for littering at a recycling centre. One prosecution was brought about for littering domestic waste on Hawkins Road. There are currently 15 ongoing cases awaiting further action.
- Three cases of trade waste were investigated in the North area, waste that was dumped was traced to a business, who complied with requests for their waste transfer information and were issued a warning letter.
- There were two cases of litter investigated in the North area during July and August period and a fixed penalty was issued for littering from a motor vehicle on Elizabeth Way which was subsequently paid.
- There were three cases of illegal camping, two at Logans Meadow and one at Discovery Way. All three camps were removed by the owner within the 24 hour notice period.
- Five incidents of illegal advertising were identified four of which were estate agent boards. Of this all estate boards were removed by the agent.

## Dog Warden Service [North Area]

### Stray dogs

Period	Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
Quarter 2: 2014/15	Stray dogs	8	0	2	5	1	Five other stray dog calls were received, but the dogs were collected by their owner before the dog warden attended
Quarter 2: 2015/16		5	0	0	3	2	Two other stray dog calls were received, but the dogs were collected by their owner before the dog warden attended

Data is from 1 July to 27 August 2015

### Dog Control Orders

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
Quarter 2: 2014/15	Dog control orders: Fouling	7	0	0	0	0	0
Quarter 2: 2015/16		11	0	0	0	0	0
Quarter 2: 2015/16 <sup>6</sup>	Dog control orders: Exclusion	0	0	0	0	0	0
Quarter 2: 2015/16 <sup>5</sup>	Dog control orders: Leads	0	0	0	0	0	0
Quarter 2: 2015/16 <sup>5</sup>	Other dog complaints <sup>7</sup>	1	0	0	0	0	0

Data is from 1 July to 27 August 2015

<sup>6</sup> New data set for period July to September 2015

<sup>7</sup> Includes issues such as barking, welfare, signage requests and educational advice as well as joint working with Environmental Health, RSPCA and Housing Associations'

## Operations cleansing data by ward [North Area]

Period	Activity	Total number of incidents	Ward			
			Arbury	East Chesterton	Kings Hedges	West Chesterton
Quarter 2: 2015/16	Fly tipping	97	23	12	53	9
Quarter 2: 2014/15		129	44	25	46	14
Quarter 2: 2015/16	Offensive graffiti <sup>8</sup>	3	1	1	0	1
Quarter 2: 2014/15		4	0	0	4	0
Quarter 2: 2015/16	Detrimental graffiti <sup>9</sup>	7	3	1	3	6
Quarter 2: 2014/15		17	7	4	2	4
Quarter 2: 2015/16	Needles	10	6	4	0	0
Quarter 2: 2014/15		1	0	1	0	0
Quarter 2: 2015/16	Shopping trolleys	9	3	3	2	1
Quarter 2: 2014/15		22	2	8	8	4

Data is from 1 July to 26 August 2015

<sup>8</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>9</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.

## Summary of operations cleansing data:

- Of the 23 reports for fly tip in the Arbury ward, five came from the Albemarle Way Close area, and an additional four reports came from the Darwin Drive area, the other fly tip reports for Arbury area were reported from different locations.
- Cowley Road and Maitland Avenue account for 6 of the total fly tips in East Chesterton, no other particular trends with types of fly tipped material were identified in this period.
- In July the ward blitz for Kings Hedges took place and 79% of the reported fly tips were cleared during this time. The majority of these were from the neighbourhood recycling areas, and resulted in a large amount of evidence where enforcement action was taken. Nine fly tips were removed from West Chesterton, which included three cases of removal of domestic rubbish from the shops by Mitchams corner.
- There were three instances of offensive graffiti located at Akeman Street, Cutter Ferry Path and Scotland Road.
- There were three cases of graffiti on Elizabeth Way, although there was no significant pattern found relating to detrimental graffiti.
- In Arbury 6 needles were removed from behind the pavilion and four needles were removed by an Enforcement officer at Pyes Pitch in East Chesterton.
- The number of trolleys impounded by Streets and Open Spaces was 6.

## Waste and Recycling Data [City wide]

This section includes information about the Waste Policy team's area of responsibility. The team has an Operational Plan that covers the work for the year. This work is generally not area based but it is useful to residents and provides statistics to demonstrate activity and continuous improvement in areas of sustainable waste management.

Activity	Q1 Apr-Jun
Recycling rate – dry recycling 2015/16	21.4%
Recycling rate – dry recycling 2014/15	21%
Recycling rate – composting 2015/16	23.8%
Recycling rate – composting 2014/15	24.9%
No of press releases issued	5
No of 2 <sup>nd</sup> blue bins delivered	93
No of 2 <sup>nd</sup> Green bins delivered	87
No. of black bins changed from standard to small	32
No of events attended	15
No of people spoken to	800
No of Kitchen Caddies given out	473
No of Recycling Champions (RC) at events	33
No of new RC recruited	8
Amount of rubbish/recycling collected at events (tonnes)	Total 35.7 tonnes 24.7 T rubbish (69%) 11 T recycled (31%)
No of community/school visits to AmeyCespa	14

## Summary of Waste and Recycling Data

Composting and recycling figures are high during quarter one but subject to fluctuation over the seasons. Many community events have been attended in the first quarter of the year with support from our volunteer recycling champions. These range from Community Action Days to general recycling promotion for national Recycle Week, to Love Food Hate Waste Campaign events including a very successful launch “punt stunt” event in May in conjunction with Cambridge Sustainable Food. The event was widely covered on the radio and local press (including front page of the Cambridge News) and gained extensive coverage in social media.

### Events attended

April to June 2015

Date	Location	Details
14/04/2015	Recycling Centre	Trip to SATcO
09/04/2015	Thorpe Way Community Day	Thorpe Way
21/05/2015	Tristram Stuart Talk	St Pauls Church
22/05/2015	Punt Stunt	Quayside
23/05/2015	EAT Festival	Corn Exchange
29/05/2015	Beehive Centre	Compost Giveaway
06/06/2015	St Bedes	St Bedes Community Day
13/06/2015	Arbury	Arbury Carnival
20/06/2015	Chesterton Recreation Ground	Chesterton Festival
23/06/2015	Recycling Week Kings Hedges	Caddy hand out and information
24/06/2015	St Pauls Church	Cooking Demonstration with Full Spoon Café
24/06/2015	Trumpington Meadows	Community Afternoon/Environmental day
25/06/2015	Cherry Hinton High Street	Caddy hand out and information session
26/06/2015	Shirley Community Nursery	Caddy hand out and information session
27/06/2015	Arbury Community Centre	Cooking Demo with Sustainable Food

## 8. Proactive and community work: Previous quarter

During the previous quarter the following proactive and community work has been undertaken.

<b>Task / Event</b>	<b>Campkin Road – Tree bases</b>
Date	August 2015
Action Taken	Work has been conducted with the Community Payback team to clear the tree bases at Campkin Road of litter and weeds and replace it with a more suitable base. Photographs of the work undertaken are included in the appendix of this report.
Current Situation	Completed

<b>Task / Event</b>	<b>Free dog microchipping – Kings Hedges (Pulley) Recreation Ground</b>
Date	July 2015
Action Taken	As part of an ongoing programme of dog education throughout the city, a free dog microchipping event was held in conjunction with the Dogs Trust.
Current Situation	Ongoing – part of a programme of ongoing work

<b>Task / Event</b>	<b>Waste and Recycling Events</b>
Date	April to July 2015
Action Taken	Detailed on page 20 of this report.
Current Situation	Ongoing – part of a programme of ongoing work

## 9. Proactive and community work: Previous year

During the previous 12 months the following proactive and community work has been undertaken.

<b>Task / Event</b>	<b>Dog microchipping</b>
Date	July 2014 onwards
Action Taken	As part of an ongoing programme of dog education throughout the city, free dog microchipping events have been held in conjunction with the Dogs Trust. Events have been held at: <ul style="list-style-type: none"> <li>• Kings Hedges (Pulley) Recreation ground (2 events)</li> <li>• Cameron Road</li> <li>• St Albans Road Recreation Ground</li> </ul>
Current Situation	Ongoing – part of a programme of ongoing work
<b>Task / Event</b>	<b>Dog fouling campaign</b>
Date	December 2014
Action Taken	As part of the Keep Britain Tidy ‘We’re Watching You’ dog fouling campaign, Borrowdale 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
<b>Task / Event</b>	<b>Dog poo poster competition</b>
Date	March to May 2015
Action Taken	A dog poo poster competition open to local children, aged 11 years and under, was run between March to May where children 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 and the winners were selected during June 2015. The winners and a number of the runners up were from the North wards. A copy of the newspaper articles with the winners is shown in the appendix of this report.
Current Situation	Completed – posters to be used as part of an educational programme
<b>Task / Event</b>	<b>Vegetation cut back</b>
Date	July 2014 onwards

Action Taken	<p>As part of an ongoing programme of work with the Community Pay Back to clear overgrown vegetation, work has been completed for the last year. The areas that have benefited from this work include:</p> <ul style="list-style-type: none"> <li>• Crawford Close</li> <li>• Car park at Campkin Road</li> <li>• Junction of Fortescue Road / Mansel Way</li> <li>• Laxton Way (rear of Shirley School)</li> <li>• Footpath between Nuns Way and Blackberry Way</li> <li>• Crowland Way footpath</li> <li>• Nuns Way Recreation Ground</li> <li>• Arbury Town Park</li> </ul>
Current Situation	Ongoing – part of a programme of ongoing work
<b>Task / Event</b>	<b>Clearing footpaths</b>
Date	July 2014 onwards
Action Taken	<p>As part of an ongoing programme of work with the Community Pay Back to open up footpaths where they have been covered in grass, mud and weeds. The work has been completed for the last year. The areas that have benefited from this work include:</p> <ul style="list-style-type: none"> <li>• Arbury Town Park</li> <li>• Nicholson Way</li> <li>• Walker Court</li> <li>• Cam Causeway footpath leading to Fen Road</li> </ul>
Current Situation	Ongoing – part of a programme of ongoing work
<b>Task / Event</b>	<b>Litter clearance</b>
Date	July 2014 onwards
Action Taken	<p>As part of an ongoing programme of work with the Community Pay Back to litter pick sites, work has been completed for the last year. The areas that have benefited from this work include:</p> <ul style="list-style-type: none"> <li>• Kings Hedges Recreation Ground</li> <li>• Nuns Way Recreation Ground</li> <li>• Arbury Town Park</li> <li>• Edgecombe</li> </ul>
Current Situation	Ongoing – part of a programme of ongoing work

## 10. Proactive and community work: Upcoming

The following proactive and community work is currently planned to take place:

<b>Task / Event</b>	<b>Free dog microchipping</b>
Event 1	19 September 2015 between 10 am and 1 pm
Location	Cameron Road Recreation Ground
Description	The dog wardens are holding a 'pop-up' event to promote responsible dog ownership and offer free dog microchipping. There is no need to make an appointment; the offer is open to owners of dogs living within Cambridge.
<b>Task / Event</b>	<b>Community Clean Up Day</b>
Event 1	19 September 2015 between 9 am till 2 pm
Location	The Ship car park, Cameron Road
Description	This is a joint event between the council and local organisations for a community clean-up day where people will be able to dispose and recycle household waste, including bulky items for free. There is a 'Take it or Leave it' stall for items suitable for re-use, and recycling information will also be available. Other council departments will also be on site, including the dog warden to provide education and advice.

## 11. Key contacts

### Officers

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>
Senior Operations Manager	Don Blair	01223 458575	<a href="mailto:Don.blair@cambridge.gov.uk">Don.blair@cambridge.gov.uk</a>
Operations Manager (Grounds Maintenance)	Paul Jones	01223 458215	<a href="mailto:Paul.Jones@cambridge.gov.uk">Paul.Jones@cambridge.gov.uk</a>
Operations Manager (Community Engagement and Enforcement)	Wendy Young	01223 458578	<a href="mailto:Wendy.young@cambridge.gov.uk">Wendy.young@cambridge.gov.uk</a>
North Area Ranger: Joe Obe	City Rangers	01223 458282	<a href="mailto:cityrangers@cambridge.gov.uk">cityrangers@cambridge.gov.uk</a>
Public Realm Enforcement (North team):	Jamie Lambert	01223 458573	<a href="mailto:streetenforcement@cambridge.gov.uk">streetenforcement@cambridge.gov.uk</a>
	Tom Pickover	01223 458062	
Dog Warden	Samantha Dewing (Mon-Wed)	01223 457883	<a href="mailto:dogwarden@cambridge.gov.uk">dogwarden@cambridge.gov.uk</a>
	Sharron Munro (Wed-Fri)		
Volunteer opportunities (Streets, Parks and Open Spaces)	Rina Dunning	01223 458084	<a href="mailto:Caterina.dunning@cambridge.gov.uk">Caterina.dunning@cambridge.gov.uk</a>
Recycling Champions	Co-ordinator	01223 458240	<a href="mailto:recycling.champions@cambridge.gov.uk">recycling.champions@cambridge.gov.uk</a>
Out of Hours	Emergency calls	0300 3038389	N/A

## Issues

Area	Contact	Telephone Number	Email
Dog fouling Litter Fly tipping (public land) Graffiti Needles Abandoned, untaxed and nuisance vehicles Illegal camping Bulky waste collections New blue, green and black bins Replacement blue, green and black bins Repairs to blue, black and green bins	Customer Service Centre	01223 458282	<a href="mailto:wasteandstreets@cambridge.gov.uk">wasteandstreets@cambridge.gov.uk</a>
Abandoned bicycles	Customer Service Centre	01223 458282	<a href="mailto:cityrangers@cambridge.gov.uk">cityrangers@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			
Stray and lost dogs	Customer Service Centre	01223 457900	<a href="mailto:dogwarden@cambridge.gov.uk">dogwarden@cambridge.gov.uk</a>

## 12. 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:

Ward	Bins used	Bins available for installation
Arbury	6	3 (2 allocated pending installation)
East Chesterton	11	0
Kings Hedges	3	0 (8 allocated pending installation)
West Chesterton	4	6

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.

### Installed bin sites:

Ward	Location	Installation Date	Comments
West Chesterton	Bateson Road (near to school)	December 2014	
West Chesterton	De Freville Avenue (Chesterton Road bus stop)	December 2014	
West Chesterton	Chesterton Road (near Old Spring)	December 2014	
West Chesterton	Gilbert Road (junction with Milton Road)	March 2015	
Kings Hedges	Kendal Way	December 2014	
Kings Hedges	St Kilda's Avenue (near new bench)	December 2014	
Kings Hedges	Kings Hedges Road (bus stop near Woodhouse Way)	July 2015	
Arbury	Frenches Road (near school cut through to Harvey Goodwin Avenue)	December 2014	
Arbury	Roseford Road (at Perse Way junction)	December 2014	
Arbury	Acton Road (at Perse Way junction)	December 2014	
Arbury	Chesterton Road (near to Clare Colony)	June 2015	
Arbury	Carlton Way (junction with Hall Farm Road)	June 2015	
Arbury	Chesterton Road (outside Cripps Court)	August 2015	
East Chesterton	Hailing Way	March 2015	
East Chesterton	Evergreens (at the end of the road)	December 2014	
East Chesterton	Echo House	December 2014	
East Chesterton	Kinross Road	December 2014	2 sets of bins
East Chesterton	Edinburgh Road	December 2014	
East Chesterton	Green End Road (near Grumpys)	March 2015	2 sets of bins
East Chesterton	Green End Road (between Sherbourne Close and Co-op)	December 2014	
East Chesterton	Cowley Road (near bridge)	July 2015	
East Chesterton	Sherbourne Close	February 2015	

## Dog bin provision

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

Ward	Bins used	Bins available for installation
Arbury	0	1 (3 allocated pending installation)
East Chesterton	3	1
Kings Hedges	1	3
West Chesterton	0	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.

Installed bin sites:

Ward	Location	Installation Date	Comments
Kings Hedges	Campkin Road (Hawkins Road green area)	December 2014	
East Chesterton	Pyes Pitch	May 2015	
East Chesterton	Union Lane (junction with Milton Road)	December 2014	
East Chesterton	Logans Meadow	December 2014	

## Pocket ashtray distribution

Locations of where pocket ashtrays should be distributed from are welcomed by the Public Realm Enforcement team.

## Dog fouling signs

Small quantities of 'no dog fouling' signs are available for each ward, as follows:

Ward	Signs used	Signs available for installation
Arbury	0	13
East Chesterton	0	13
Kings Hedges	0	13
West Chesterton	0	13



## 13. Appendices

### Ward Blitz Activity – Kings Hedges – July 2015



The City Council has embarked on a campaign of ‘ward blitzes’ across the City, involving the Council’s City Ranger, Rapid Response, Public Realm Enforcement and Street Cleansing teams. These teams will undertake coordinated public realm maintenance, enforcement and educational action; this is additional to the routine, day-to-day work, undertaken by these services.

Ward blitz activities include:

- Cleansing of channels
- Cleansing of litter and dog bins
- Cleansing of signage
- Cleansing of recycling centres
- Increased dog warden presence
- Increased public realm enforcement presence
- Joint working with Cambridgeshire Fire and Rescue, and Cambridgeshire Police
- Free dog microchipping event

Kings Hedges was the ninth ward area to receive the targeted service during July 2015. A summary of the ward blitz action delivered in the month is detailed below:

<b>Shop fronts deep clean</b>	Shop fronts and associated street furniture pressure washed at Buchan Street, Campkin Road and Arbury Court
<b>Litter clearance</b>	All footways within the ward have been cleared of litter and debris at least once a week during the blitz period.
<b>Cleansing of recycling centres</b>	All recycling sites were visited once in the month and have been pressure washed and also all of the footway surfaces pressure washed at these locations. Operations staff visited all recycling sites at least once a week to clear and dispose of any fly tipped items.
<b>Graffiti removal</b>	The graffiti teams proactively patrolled and cleared all graffiti, both offensive and detrimental.
<b>Sweeping of litter, detritus and leaves</b>	A large mechanical sweeper was deployed to Kings Hedges and swept all carriageway channels (where not obstructed by parked vehicles) at least once in the month, and a mid-size mechanical sweeper with support from operatives swept footways and carriageways (where not obstructed by parked vehicles) at least once in the month with manual clearance of detritus to assist machine where required
<b>Increased dog warden presence</b>	The Enforcement Team conducted patrols in the green space area of Kings Hedges to deal with issues of dog fouling. Patrols included a mixture of early morning, daytime and weekend patrols. The following locations were visited: <ul style="list-style-type: none"> <li>• Arbury Court</li> </ul>

	<ul style="list-style-type: none"> <li>• Nuns Way Recreation Ground</li> <li>• Ramsden Square</li> <li>• Atkins Close</li> <li>• Hawkins Road</li> <li>• Kings Hedges (Pulley) Recreation Ground</li> <li>• Edgecombe</li> <li>• Beales Way</li> <li>• George Nuttall Close</li> </ul> <p>In total seventeen hours were spent patrolling the ward for dog control issues and providing education where required. No fixed penalties were issued for dog control breaches Over a dozen new signs were affixed in the areas subject to dog control orders.</p>
<p style="text-align: center;"><b>Increased public realm enforcement presence</b></p>	<p>The public realm enforcement team carried out 70 hours of hi-visibility patrols in the ward during July, including the following specific issues:</p> <ul style="list-style-type: none"> <li>• Thirteen hours spent investigating vehicle issues including seven vehicles for sale at Campkin Road and Nicholson Way and removal of an untaxed vehicle at Armitage Way.</li> <li>• 17 hours of foot patrols were conducted to deal with fly tipping in the ward, and a further 20.5 hours dealing with the recycling centres. Three warning letters have been sent, one fixed penalty issued for littering at a recycling site and a further four cases are currently ongoing for further enforcement action.</li> <li>• 11 hours of litter patrols were conducted for littering issues and local shops were visited regarding the council's litter voluntary code and the availability of pocket ashtrays.</li> </ul>
<p style="text-align: center;"><b>Increased city ranger presence</b></p>	<p>The city ranger carried out hi-visibility work in the ward during July, including the following specific issues:</p> <ul style="list-style-type: none"> <li>• Worked with the Community Payback Team in cutting back and trimming several over grown hedges on highways, at Kings Hedges Road, Campkin Road, Crowland Way and Edgecome.</li> <li>• Worked with the Community Payback Team in cutting back and clearing the back garden of an elderly resident at Nicholson Way.</li> <li>• Provided waste educational advice to residents</li> <li>• Cleaned up several patches of graffiti on street furniture, including communication boxes and lamp posts</li> <li>• And spent a day a week patrolling around inspecting and litter picking around the housing estates</li> </ul>

## Example of dog mess disposal sticker



## Newspaper article from July 2015 with poster winners



**Campkin Road before and after work undertaken by City Ranger (completed July 2015)**



**Before and after photos of a cutback of overgrown vegetation in  
Campkin Road (completed July 2015)**

