

Environmental Report: Annual Report



Cambridge West 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 West 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 West Area for the quarter of October to December.

Continuing priorities*

Number	Priority details
1	Enforcement and City Ranger patrols in the City Centre to address issues of illegally deposited trade waste <i>and littering</i> . Justification: Littering and illegal deposited waste if left un-investigated can cause ongoing issues and encourage antisocial behaviour. This priority has been included as a continuation to balance the high standard of trade waste management and litter patrols already existing in the West/Central area and to continue to build upon this work further.
2	Early morning, <i>daytime and weekend</i> dog warden patrols for dog fouling on Grantchester Street, Lammas Land <i>and surrounding areas</i> . Justification: Dog fouling continues to be identified by the Dog Warden and a number of individuals spoken to have not been aware of dog control orders; this recommendation remains in order to balance education and enforcement. Further reports have been received that has identified an increase of dog fouling on the routes to and from the local school.
3	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 all the rangers covering the West/Central areas.
4	Regular litter picks and enforcement monitoring in New Square, Drummer Street, Fitzroy Street and Burleigh Street Justification: Foot traffic in these areas continues to be high, particularly at the beginning of the new university term and continued focus on these areas is recommended. .

* Amendments to continuing priorities are shown in italics

5	Ownership and cleansing of Garrett Hostel Lane ditches Justification: Work to identify the ownership of Garrett Hostel Lane ditches is ongoing. Work on maintaining the cleanliness of the ditches is ongoing and remains a focus for the Operations team.
6	Jesus Green ditch cleansing – looking at frequency of activity Justification: Work has already been undertaken in this area since July / August time, however in order to measure the success of this activity it is necessary to examine the effectiveness of weekly cleansing over a lengthy period of time and the period October to December would allow that.

New suggested priorities

Number	Priority details
7	Joint working patrols to address the issues of fly tipping at public recycling points Justification: Fly tipping at Lammas Land and Castle Park recycling centre account for an increase in the fly tipping figures across the West area. Enforcement and ranger work to focus on these areas will balance education and enforcement to deter this 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.

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:

Castle – Environmental Report January to March 2015

Market – Environmental Report July to September 2015

Upcoming ward blitzes:

Newnham 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.

Priority 1	Enforcement and City Ranger patrols in the City Centre to address issues of illegally deposited trade waste <i>and littering</i>.
Action Taken	Over 97 hours of patrols were undertaken by the public realm teams to address the issues of trade waste illegally deposited and littering during the period of July to September. Three fixed penalty notices were issued, two for littering at St Andrews Street and Park Terrace, and one for littering from a motor vehicle on New Square all of which were subsequently paid. Several businesses have been engaged in pledging to the litter voluntary code, which promotes responsible litter management.
Current Situation:	Ongoing
Priority 2	Keep the Trumpington Street runnels to a standard of cleanliness and keep them switched on during the summer months
Action Taken	The runnels have been successfully switched on from the summer month and will remain running till September or at a time which leaves cause an issue. The runnels are planned to be switched back on next year for Easter time, and there are a few minor repairs to be carried out during the 'off period'. Any queries regarding the operations of the runnels can be directed to the council engineer Alan Wingfield.
Current Situation:	Completed - this area may wish to be revisited as a priority early 2016
Priority 3	Early morning dog warden patrols for dog fouling on Grantchester Street and Lammas Land
Action Taken	Dog warden patrols have been conducted by the Dog Wardens in partnership with the Enforcement team and City Rangers to address issues of dog fouling at the above locations. Educational advice and dog bags continue to be provided by the dog wardens to dog walkers in the area.
Current Situation:	Ongoing
Priority 4	Proactive small scale graffiti and flyposting removal by City Rangers across the West/Central area
Action Taken	The rangers have removed over 34 incidents of graffiti and flyposting from street furniture including lampposts, street signs and benches. Further work is programmed for the period October to December. Photographs of some of the work undertaken are included in the appendices of this report. .
Current Situation:	Ongoing

Priority 5	Enforcement patrols to address the issue of litter at Garrett Hostel Lane
Action Taken	Patrols have been conducted to address the issues of litter, including mornings, evenings and at weekends. No individuals have been identified or witnessed depositing litter.
Current Situation:	Completed – further visits will be conducted, and this area may wish to be revisited as a priority early 2016
Priority 6	Regular litter picks and enforcement monitoring in New Square, Drummer Street, Fitzroy Street and Burleigh Street
Action Taken	Patrols have been conducted in the area by the enforcement team and one individual was witnessed littering from a motor vehicle, resulting in a fixed penalty issued. The frequency of litter picking has increased; Operations Supervisors are regularly monitoring the sites and taking action when required.
Current Situation:	Ongoing
Priority 7	Ownership and cleansing of Garrett Hostel Lane ditches
Action Taken	The ownership of the ditches either side of Garrett Hostel Lane has highlighted that there does not appear to be an easily identifiable definitive owner at the current time. Work continues to identify the relevant owner, in the meantime regular visits are made by the Operations team to clear litter from the ditches and to keep them to a standard of cleanliness.
Current Situation:	Ongoing
Priority 8	Jesus Green ditch cleansing – looking at frequency of activity
Action Taken	This area of work has been added as a weekly task for the Operations team, in addition responding where there is an additional need. Operatives have been to site and cleared the ditch of all litter.
Current Situation:	Ongoing

Other issues:

Issue	Bin repair at Jesus Green Lock
Action Taken	The broken ashtray on the bin has now been fixed; the repair was carried out by Rapid Response Team during August.
Current Situation:	Completed
Issue	Lammas Land: Request for additional cleansing
Action Taken	The Operations team currently visit the area in the summer months during both morning and afternoon, and in the winter months visit in the morning only. Operations Supervisors are regularly monitoring the sites and taking action when required.
Current Situation:	Completed

Issue	Drummer Street/Christ's Pieces cleansing behind bowling green
Action Taken	Operations Supervisors have relayed the requirement to the team that visits the area on a daily basis to clear the area around the bowling green. Operations Supervisors are regularly monitoring the sites and taking action when required.
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.

Priority	Illegal camping
Action Taken	During the period October to December regular patrols were undertaken in the green spaces in the West area, and three illegal camps were identified and were served with notices to remove their belongings. Of the three camps that were served notice, one was not cleared up within the 24 hour notice period and was impounded and cleared by enforcement officers.
Period	October to December 2014
Current Situation:	Completed
Priority	Enforcement and City Ranger patrols in the City Centre to address issues of illegally deposited trade waste and littering
Action Taken	Focus on the city centre for illegally deposited waste has been a priority for the West and Central area since January 2015. During this time over 239 hours of patrols were conducted, resulting in 12 statutory notices for businesses not managing their waste correctly being reissued and educational advice provided to owners, management and staff of these businesses. One of these statutory notices was breached for not managing their waste correctly and a fixed penalty notice issued. A number of businesses have been engaged in pledging to the litter voluntary code, which promotes responsible litter management.
Period	January 2015 to current period
Current Situation:	Ongoing
Priority	Pressure wash and cleanse of public recycling points at Castle Park, Park Street, Adam and Eve Street and Lammas Land, Histon Road and the shops around Windsor Road and the runnels on Trumpington Street
Action Taken	The following park cleanses have been completed between January to March 2015: <ul style="list-style-type: none"> • Castle Park, Adam and Eve Street, Park Street and Lammas Land recycling centre: took a team of two operatives 8 hours to complete • Cleansing of city runnels was carried out at the beginning of the year and is regularly scheduled for each year before they are switched on annually
Period	January to March 2015
Current Situation:	Completed
Priority	Deep cleanse of Garrett Hostel Lane from Queens Road to Trinity Lane, including Burrell's Walk area to include the removal of graffiti, illegal flyposting, dog fouling, vegetation cut back and sweeping
Action Taken	The whole of the area of this area was cleansed. This took a team of operatives and took approximately 7 hours to complete.
Period	January to March 2015
Current Situation:	Completed

Priority	Early morning dog warden patrols for dog fouling on Grantchester Street and Lammas Land
Action Taken	Over 50 hours of patrols have been conducted by the enforcement and dog warden teams to deal with dog fouling at Lammas Land and Grantchester Street and one fixed penalty was issued to an individual failing to clear up dog fouling on Lammas Land.
Period	January 2015 to current period
Current Situation:	Ongoing
Priority	Enforcement and City Ranger monitoring of Milton's Walk for domestic waste and fly tipping issues
Action Taken	Patrols were conducted to address the issues of domestic waste illegally dumped at Milton's Walk. Two individuals were identified and received warning letters. No further instances of fly tipping were found at the location.
Period	January to March 2015
Current Situation:	Completed
Priority	Keep the Trumpington Street runnels to a standard of cleanliness and keep them switched on during the summer months
Action Taken	The runnels have been successfully switched on from the summer months and will remain running till September or at a time which leaves cause an issue. The runnels are planned to be switched back on next year for Easter time, and there are a few minor repairs to be carried out during the 'off period'. Any queries regarding the operations of the runnels can be directed to the council engineer Alan Wingfield.
Period	April 2015 to September 2015
Current Situation:	Completed
Priority	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 approach to the open space
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 and have been labelled up to highlight them as alternative avenues for disposing of dog mess. An example of the stickers used on the bins is included in the appendix of this report.
Period	April to June 2015
Current Situation:	Completed
Priority	Proactive small scale graffiti and flyposting removal by City Rangers across the West/Central area
Action Taken	Since April 2015 over 59 incidents of detrimental graffiti and flyposting have been removed from street furniture. The types of removals have included old stickers and poster remains left on street furniture for a number of years.
Period	April 2015 to current period
Current Situation:	Ongoing

Priority	Enforcement patrols to address the issue of litter at Garrett Hostel Lane
Action Taken	Patrols have been conducted to address the issues of litter, including mornings, evenings and at weekends. No individuals have been identified or witnessed depositing litter.
Period	July 2015 to September 2015
Current Situation:	Completed
Priority	Regular litter picks and enforcement monitoring in New Square, Drummer Street, Fitzroy Street and Burleigh Street
Action Taken	Patrols have been conducted in the area by the enforcement team and one individual was witnessed littering from a motor vehicle, resulting in a fixed penalty issued. The frequency of litter picking has increased; Operations Supervisors are regularly monitoring the sites and taking action when required.
Period	July 2015 to current period
Current Situation:	Ongoing
Priority	Ownership and cleansing of Garrett Hostel Lane
Action Taken	The ownership of the ditches either side of Garrett Hostel Lane has highlighted that there does not appear to be an easily identifiable definitive owner at the current time. Work continues to identify the relevant owner, in the meantime regular visits are made by the Operations team to clear litter from the ditches and to keep them to a standard of cleanliness.
Period	April 2015 to current period
Current Situation:	Ongoing
Priority	Jesus Green ditch cleansing – looking at frequency of activity
Action Taken	This area of work has been added as a weekly task for the Operations team, in addition responding where there is an additional need. Operatives have been to site and cleared the ditch of all litter.
Period	July 2015 to current period
Current Situation:	Ongoing
Priority	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
Action Taken	Three new litter bins and two new recycling bins have been installed at the Grantchester Meadows car park. These bins are located at two different points within the car park.
Period	April to June 2015
Current Situation:	Completed

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:

Issue	Fitzroy Street and Paradise Street: Cleansing Frequency
Action Taken	The frequency at which this location is cleansed was increased from twice a week to three times a week.
Period:	January to March 2015
Current Situation:	Completed

7. Environmental Data

Private Realm [West Central Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Simple Cautions	Legal Proceedings
Quarter 2: 2015/16	Pest Control [†]	33	31	N/A	N/A	N/A	N/A
Quarter 2: 2015/16	Noise Complaints	17	N/A	‡	0	0	0
Quarter 2: 2015/16	Refuse/ Waste Complaints	1	N/33A	‡	0	0	0
Quarter 2: 2015/16	Other public health complaints [§]	6	N/A	‡	0	0	0
Quarter 2: 2015/16	Private Sector housing standards	24	N/A	‡	0	0	1

Data is from 1 July to 26 August 2015

Summary of public realm enforcement data

[†] This data is from the period 1 July to 17 September 2015

[‡] All complaints will generally have at least one such action

[§] Other public health complaints includes odour, smoke, bonfires, filthy and verminous

- One prosecution was been brought for housing standards for management regulation offences resulting in £8000 fines and costs.

Public Realm Data

Public Realm Enforcement [Castle]

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
Quarter 2: 2014/15	Abandoned vehicles	2	N/A	N/A	0	0	0
Quarter 2: 2015/16		2			0	0	0
Quarter 2: 2014/15	Nuisance vehicles**	0	0	N/A	0	0	0
Quarter 2: 2015/16		0	0		0	0	0
Quarter 2: 2014/15	Derelict cycles	3	N/A	N/A	N/A	N/A	N/A
Quarter 2: 2015/16		11					
Quarter 2: 2014/15	Domestic waste	1	0	0	0	0	0
Quarter 2: 2015/16		1	1	0	0	0	0
Quarter 2: 2014/15	Trade waste	0	0	0	0	0	0
Quarter 2: 2015/16		0	0	0	0	0	0
Quarter 2: 2014/15	Litter	1	0	0	1	0	0
Quarter 2: 2015/16		0	0	0	0	0	0
Quarter 2: 2014/15	Illegal camping	0	N/A	0	N/A	0	0
Quarter 2: 2015/16		0		0		0	
Quarter 2: 2014/15	Illegal advertising	0	0	0	0	0	0
Quarter 2: 2015/16		0	0		0	0	

Data is from 1 July to 10 September 2015

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

Summary of Castle public realm enforcement data

- Two abandoned vehicles were investigated during the July to September period, but no vehicles were seized as abandoned.
- Eleven derelict cycles were removed from across Castle. The number of cycles removed as abandoned in the area usually varies between 5 to 10 a quarter.
- There was one case of dumped domestic waste investigated in the area during July to September, which was found on Castle Street, the suspect was issued a warning letter.
- There have been no significant changes in the enforcement investigations and outcomes compared to the same period in 2014.

Public Realm Enforcement [Market]

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
Quarter 2: 2014/15	Abandoned vehicles	4	N/A	N/A	0	0	0
Quarter 2: 2015/16		0			0	0	
Quarter 2: 2014/15	Nuisance vehicles ^{††}	0	0	N/A	0	0	0
Quarter 2: 2015/16		0	0		0	0	
Quarter 2: 2014/15	Derelict cycles	16	N/A	N/A	N/A	N/A	N/A
Quarter 2: 2015/16		35					
Quarter 2: 2014/15	Domestic waste	2	1	0	0	0	0
Quarter 2: 2015/16		3	0	0	0	0	
Quarter 2: 2014/15	Trade waste	13	3	1	0	0	0
Quarter 2: 2015/16		15	10	0	0	0	
Quarter 2: 2014/15	Litter	1	1	0	0	0	0
Quarter 2: 2015/16		6	0	0	3	0	
Quarter 2: 2014/15	Illegal camping	2	N/A	1	N/A	0	0
Quarter 2: 2015/16		1		1		0	
Quarter 2: 2014/15	Illegal advertising	5	2	N/A	0	0	0
Quarter 2: 2015/16		6	4		0	0	

Data is from 1 July to 10 September 2015

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

Summary of Market public realm enforcement data

- Thirty five derelict cycles were removed from across Market. The number of cycles removed as abandoned in the area usually varies between 10 to 75 a quarter.
- There were three cases of domestic waste investigations conducted in the area during July to September, none of which had traceable suspects.
- Fifteen cases of trade waste were investigated in the West area, which involved a number of proactive patrols around the Burleigh /Fitzroy Street area. Ten businesses were written to and complied with requests for their waste transfer information and were issued a warning letter. A further two businesses were issued verbal warnings.
- There were six cases of litter investigated in the West area during July to September period and three fixed penalty notices was issued, two for littering on foot at St Andrews Street and Park Terrace, and one for littering from a motor vehicle on New Square all of which were subsequently paid. Several businesses have been engaged in pledging to the litter voluntary code, which promotes responsible litter management.
- There was one case of illegal camping at Christ's Pieces, the occupier of the tent received a warning notice from an officer and removed their belongings.
- Six incidents of illegal advertising were identified all of which were posters, where it was possible to identify suspects warnings were issued.
- There has been an increase in the number of litter cases compared to the same period in 2014, which is due to more engagement with local businesses; there are no other significant changes in the enforcement investigations and outcomes compared to the same period in 2014.

Public Realm Enforcement [Newnham]

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
Quarter 2: 2014/15	Abandoned vehicles	2	N/A	N/A	0	0	0
Quarter 2: 2015/16		5			0	0	0
Quarter 2: 2014/15	Nuisance vehicles ^{‡‡}	1	1	N/A	0	0	0
Quarter 2: 2015/16		1	1		0	0	0
Quarter 2: 2014/15	Derelict cycles	3	N/A	N/A	N/A	N/A	N/A
Quarter 2: 2015/16		6					
Quarter 2: 2014/15	Domestic waste	0	0	0	0	0	0
Quarter 2: 2015/16		3	1	0	0	0	0
Quarter 2: 2014/15	Trade waste	0	0	0	0	0	0
Quarter 2: 2015/16		0	0	0	0	0	0
Quarter 2: 2014/15	Litter	0	0	0	0	0	0
Quarter 2: 2015/16		0	0	0	0	0	0
Quarter 2: 2014/15	Illegal camping	8	N/A	8	N/A	0	0
Quarter 2: 2015/16		3		2		0	0
Quarter 2: 2014/15	Illegal advertising	5	5	N/A	0	0	0
Quarter 2: 2015/16		6	1		0	0	0

Data is from 1 July to 10 September 2015

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

Summary of Newnham public realm enforcement data

- Five abandoned vehicle inspections were conducted during the July to September period. One abandoned vehicle was seized from Penarth Place and the other vehicles were either claimed by the owner or deemed not to be abandoned.
- One nuisance vehicles was found advertised for sale on Newnham Croft Street, a warning letter was sent to the owner of the vehicle and it was removed from sale within a 7 day period.
- Six derelict cycles were removed from across Newnham. The number of cycles removed as abandoned in the area usually varies between 5 to 10 a quarter.
- There were three cases of domestic waste investigations conducted in the area during July to September, all of which were found at the Lammas Land recycling centre. One suspect was identified and was issued a warning letter.
- There were three cases of illegal camping, one at Robinson Crusoe Island and the other at Lammas Land. Both camps on council land were removed by the owner within the 24 hour notice period, there was a camp on private land at Skater Meadow and this was referred to the landowners, The Wildlife Trust.
- Six incidents of illegal advertising were identified five were posters advertised on the railings of Lammas Land, and there was also an estate agent board Hedgerley Close. Where it was possible to identify suspects warnings were issued.
- There has been an increase in the number of abandoned vehicles and domestic waste investigations. The increase in the vehicles is the result of residents and local businesses reporting to the council, the dumped domestic waste was found at the Lammas Land recycling centre during summer green space patrols. There has also been a decrease in the number of illegal camps found on council land; these have been displaced to other areas of the city. There are no other significant changes in the enforcement investigations and outcomes compared to the same period in 2014.

Dog Warden Service [West Area]

Stray dogs

Period	Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
Quarter 2: 2014/15	Stray dogs	0	0	0	0	0	3 other stray dog calls were received, but the dogs were collected by their owner before the dog warden attended
Quarter 2: 2015/16		1	0	0	1	0	One 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 10 September 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	0	0	0	0	0	0
Quarter 2: 2015/16		1	0	0	0	0	0
Quarter 2: 2015/16 ^{§§}	Dog control orders: Exclusion	0	0	0	0	0	0
Quarter 2: 2015/16 ^{§§}	Dog control orders: Leads	0	0	0	0	0	0
Quarter 2: 2015/16 ^{§§}	Other dog complaints ^{***}	0	0	0	0	0	0

Data is from 1 July to 10 September 2015

^{§§} New data set for period July to September 2015

^{***} 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 [West Area]

Period	Activity	Total number of incidents	Ward		
			Castle	Market	Newnham
Quarter 2: 2014/15	Fly tipping	14	4	2	8
Quarter 2: 2015/16		19	8	14	5
Quarter 2: 2014/15	Offensive graffiti ^{†††}	6	4	0	2
Quarter 2: 2015/16		5	1	2	2
Quarter 2: 2014/15	Detrimental graffiti ^{‡‡‡}	17	10	2	5
Quarter 2: 2015/16		21	6	15	0
Quarter 2: 2014/15	Needles	14	13	0	1
Quarter 2: 2015/16		13	3	11	0
Quarter 2: 2014/15	Shopping trolleys	1	0	1	0
Quarter 2: 2015/16		6	0	6	0

Data is from 1 July to 17 September 2015

^{†††} 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.

^{‡‡‡} 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 8 fly tips for the Castle ward, two fly tips were removed at Castle Park recycling centre; no other particular trends with types of fly tipped material were identified in this period.
- There were 14 fly tips cleared from the Market period, of this repeat incidents were on Fitzroy Street, Milton's Walk and Regent Terrace, each of which had two fly tips at the location, no other particular trends with types of fly tipped material were identified in this period.
- Of the 5 fly tips that were found in the Newnham ward, three were located at the Lammas Land recycling centre, no other particular trends with types of fly tipped material were identified in this period.
- There were five instances of offensive graffiti located at Bridge Street, Kings Parade Fen Causeway, North Terrace and Regent Street, although there was no significant pattern found relating to offensive graffiti.
- There were no significant pattern found relating to detrimental graffiti and the slight increase on the same period last year relates to the proactive graffiti removal being carried out by the City Rangers.
- In Market there were 11 needles removed, 5 needles were removed from St Edwards Passage and Church on one occasion and isolated incidents of needles were on Jesus Green and in the market.

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 nd blue bins delivered	93
No of 2 nd 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.

Task / Event	Owlstone Croft: Vegetation cutback
Date	July to September 2015
Action Taken	Work was undertaken by the city ranger to cut back overhanging vegetation at Owlstone Croft to allow for pedestrian and vehicle access. Photos are included in the appendices of this report.
Current Situation	Completed
Task / Event	Selwyn Road: tidy up
Date	July to September 2015
Action Taken	Work was undertaken by the city ranger to clean, weed and tidy up a traffic island/bed area at the end of Selwyn Road. The area is now being considered for adoption by local residents.
Current Situation	Completed
Task / Event	Waste and Recycling Events
Date	April to July 2015
Action Taken	Detailed on page 25 of this report.
Current Situation	Ongoing – part of a programme of ongoing work
Task / Event	Waste and Recycling Events
Date	April to July 2015
Action Taken	Detailed on page 24 of this report.
Current Situation	Ongoing – part of a programme of ongoing work
Task / Event	Cobbett's Corner: tidy up
Date	July to September 2015
Action Taken	Work was undertaken by the city ranger to clean, weed and tidy up the woodland area known as Cobbett's Corner.
Current Situation	Completed

9. Proactive and community work: Previous year

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

Task / Event	Graffiti Removal
Date	October to December 2014
Action Taken	The City Rangers have been proactive in removing the small scale graffiti in and around the City Centre, and historic parts of the city particularly in Newnham and Market wards. This area of work was adopted as a priority in January 2015.
Current Situation	Ongoing – part of a programme of ongoing work
Task / Event	Dog fouling campaign
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
Task / Event	Dog poo poster competition
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. 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
Task / Event	Sign cleaning
Date	January 2015 onwards
Action Taken	The city ranger for the West/Central area has been proactive in cleaning traffic signs in and around the areas. This is part of an ongoing programme of work that will be completed across the whole of the West/Central area.
Current Situation	Ongoing – part of a programme of ongoing work
Task / Event	Microchipping days
Date	June 2015
Action Taken	As part of an ongoing programme of dog education throughout the city, a free dog microchipping event has been held in conjunction with the Dogs Trust. During June an event was held at Jesus Green.
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:

Task / Event	Free dog microchipping
Location	City wide
Dates	September 2015 onwards
Description	The dog wardens are offering free dog microchipping to any owners of dogs who are not currently chipped. It becomes law in April 2016 for all dogs to be microchipped. Dog wardens will be available Wednesdays to visit residents and/or events to provide the service.
Details	Contact Dog Warden Service (details on page 29) for further information.

11. Key contacts

Officers

Area	Contact	Telephone Number	Email
Environmental Health Manager	Yvonne O'Donnell	01223 457951	yvonne.odonnell@cambridge.gov.uk
Senior Operations Manager	Don Blair	01223 458575	Don.blair@cambridge.gov.uk
Operations Manager (Grounds Maintenance)	Paul Jones	01223 458215	Paul.Jones@cambridge.gov.uk
Operations Manager (Community Engagement and Enforcement)	Wendy Young	01223 458578	Wendy.young@cambridge.gov.uk
West Area Ranger: Richard Allen	City Rangers	01223 458282	cityrangers@cambridge.gov.uk
City Centre Ranger: Chris Lowndes			
Public Realm Enforcement (West team):	Jamie Lambert	01223 458573 01223 458062	streetenforcement@cambridge.gov.uk
	Tom Pickover		
Dog Warden	Samantha Dewing (Mon-Wed)	01223 457883	dogwarden@cambridge.gov.uk
	Sharron Munro (Wed-Fri)		
Volunteer opportunities (Streets, Parks and Open Spaces)	Rina Dunning	01223 458084	Caterina.dunning@cambridge.gov.uk
Recycling Champions	Co-ordinator	01223 458240	recycling.champions@cambridge.gov.uk
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	wasteandstreets@cambridge.gov.uk
Abandoned bicycles	Customer Service Centre	01223 458282	cityrangers@cambridge.gov.uk
Pest Control	Refuse and Environment	01223 457900	env.health@cambridge.gov.uk
Noise			
Stray and lost dogs	Customer Service Centre	01223 457900	dogwarden@cambridge.gov.uk

12. Resources

The following are suggestions that members of the West 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
Castle	5	5
Market	3	6
Newnham	6	2

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
Castle	Storey's Way (pedestrian traffic lights – junction with Huntingdon Road)	March 2015	
Castle	Howes Place (junction Huntingdon Road)	March 2015	
Castle	Carisbrooke Road – near Mayfield School	March 2015	
Castle	Carisbrooke Road (junction with Histon Road)	March 2015	
Castle	Warwick Road (near Windsor Road alleyway)	March 2015	
Market	Park Street (near car park)	July 2015	
Market	Park Street (near ADC theatre)	July 2015	
Market	King Street (near Pikes Walk)	August 2015	
Newnham	Coton footpath (junction with Wilberforce Road)	March 2015	
Newnham	Burrell's Walk (junction with Grange Road)	May 2015	

Dog bin provision

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

Ward	Bins used	Bins available for installation
Castle	1	2
Market	0	3
Newnham	2	0

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
Newnham	Carisbrooke Road (near Histon Road junction)	March 2015	
Newnham	Gough Way (near to Penarth Place)	March 2015	
Castle	Carisbrooke Road (near Histon Road junction)	March 2015	

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
Castle	0	13
Market	0	13
Newnham	0	13



13. Appendices

Ward Blitz Activity – Market – June 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

Market was the eighth ward area to receive the targeted service during June 2015. A summary of the ward blitz action delivered in the month is detailed below:

Litter clearance	All footways within the ward have been cleared of litter and debris at least once a week during the blitz period. Over and above the daily litter picks in the City Centre
Cleansing of recycling centres	Park Street recycling centre was visited by operations staff at least once a week to clear and dispose of any fly tipped items, the site has also been pressure washed and all of the footway surfaces pressure washed at this locations.
Graffiti removal	The graffiti teams and city rangers proactively patrolled and cleared all graffiti, both offensive and detrimental.
Sweeping of litter, detritus and leaves	A large mechanical sweeper was deployed to Market 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. This was undertaken over and above the daily work undertaken in the City Centre

<p>Increased dog warden presence</p>	<p>The Dog Warden and Enforcement team conducted patrols in the green space areas of Market to deal with issues of dog fouling. Patrols included a mixture of early morning, daytime and weekend patrols. The following locations were visited:</p> <ul style="list-style-type: none"> • Parkers Piece • Christ's Pieces • Jesus Green • Midsummer Common • Mill Pond <p>In total over fifteen hours were spent patrolling the ward for dog control issues and providing education where required. No fixed penalties were issued for dog control breaches.</p>
<p>Increased public realm enforcement presence</p>	<p>The public realm enforcement team carried out 200 hours of hi-visibility patrols in the ward during June, including dealing with the following specific issues:</p> <ul style="list-style-type: none"> • Illegal tents and campsites set up at Coe Fen, Jesus Green and the Mill Pond. • Engaged with a number of businesses, to promote free giveaways of pocket ashtrays. • Litter patrols were conducted and this resulted in eight fixed penalties for littering, five at Fisher Square, and one each at Regent Street, Market Street and Trinity Street.
<p>Increased city ranger presence</p>	<p>The city rangers carried out an amount of hi-visibility work in the ward during June, including the following specific issues:</p> <ul style="list-style-type: none"> • Removing over 200 abandoned bike locks across the whole of the ward, across two dates (at the beginning and the end of the month), resulting in over a wheelie bin and a half of unused locks being recycled. • Removal of 12 incidents of detrimental graffiti, including New Square, Hobson Street and Regent Street. • Investigation and removal of over 30 potential abandoned bicycles across the whole ward.

Example of dog mess disposal sticker



Newspaper article from July 2015 with poster winners



Before and after photos of a cutback of overgrown vegetation in Owlstone Croft (completed August 2015)



Before and after photos of flyposting removal on Green Street (completed September 2015)



Before and after photos of a tidy up of traffic island in Selwyn Road (completed September 2015)



Before and after photos of graffiti removal on Trumpington Street (completed September 2015)



Before and after photos of a cutback of overgrown vegetation in Cobbett's Corner (completed September 2015)

