

Environmental Report: Annual Report



Cambridge South 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 South 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 South Area for the quarter of October to December 2015.

Continuing priorities*

Number	Priority details
1	Early morning, <i>daytime and weekend</i> patrols for dog fouling on Bliss Way/Tenby Close, Nightingale Avenue Recreation Ground, Godwin Close, Godwin Way, Gunhild Way and Cherry Hinton Recreation Ground.
2	Enforcement targeted approach to areas where Addenbrookes site joins residential areas such as Hills Road and Red Cross Lane and to work with Addenbrookes to work towards the bus station area being cleaned up.
3	Enforcement to work with the County Council, against utilities and companies that damage the verge on Mowbray and Fendon Road.
4	Enforcement action against nuisance vehicles being repaired at Arran Close.
5	Enforcement joint working and patrols to deal with littering from students of Long Road Sixth Form in the areas of Long Road and Sedley Taylor Road.

New suggested priorities

Number	Priority details
9	Park deep cleanse, to include removal of graffiti, flyposting, litter, dog fouling, vegetation cut back and sweeping Aberdeen Avenue play area, Kathleen Elliott Way play area and Tenby Close play area.

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

* Amendments to continuing priorities are shown in italics

Community intelligence questions

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

3. Routine activity

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

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

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

4. 'Ward Blitz' activity

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

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:

Cherry Hinton – Environmental Report January to March 2015

Queen Edith's – Environmental Report July to September 2015

Upcoming ward blitzes:

Trumpington ward blitz will take place during September 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	Early morning patrols for dog fouling on Bliss Way/Tenby Close, Nightingale Avenue Recreation Ground, Godwin Close, Godwin Way, Gunhild Way and Cherry Hinton Recreation Ground.
Action Taken	Dog Warden patrols have been conducted by the dog wardens to address the issues of dog fouling at the above locations, patrol times totalled 20 hours. Educational advice, verbal warnings and dog bags have been provided to a number of dog walkers seen at these locations during early mornings, daytimes and at weekends. Ongoing work continues in the areas to deal with dog fouling.
Current Situation:	Ongoing
Priority 2	Enforcement targeted approach to areas where Addenbrookes site joins residential areas such as Hills Road and Red Cross Lane and to work with Addenbrookes to work towards the bus station area being cleaned up.
Action Taken	Over 4.5 hours of patrols have been conducted to address the issues of littering, and within this period one individual was witnessed littering at the junction of Dame Mary Archer Way and was issued a fixed penalty notice. Educational work has featured heavily in this period and a large number of pocket ashtrays have been given out and officers continue to patrol this area.
Current Situation:	Ongoing
Priority 3	Enforcement to work with the County Council, against utilities and companies that damage the verge on Mowbray and Fendon Road.
Action Taken	Patrols continue to be conducted by officers to address the issues of verge parking at Mowbray and Fendon Road. Officers have visited on 21 occasions, with total patrol times lasting just over 11 hours. In this period there were 4 vehicles witnessed parking on the grass verge and warning letters have been sent to registered keepers where possible. Officers continue to patrol during the week and at weekends.
Current Situation:	Ongoing
Priority 4	Enforcement action against nuisance vehicles being repaired at Arran Close.
Action Taken	Patrols have been conducted at Arran Close, and to date warning letters have been sent to identify offenders and one untaxed vehicle has been seized on behalf of the DVLA. Officers will continue to monitor the area during the week and at weekends.
Current Situation:	Ongoing

Priority 5	Enforcement work to investigate and enforce fly tipping and illegal waste disposal at the public recycling points in the South Area
Action Taken	Over 17.5 hours of patrols were completed to address the issues of fly tipping at the recycling centres in the South wards. A number of suspects have been identified and the cases are currently ongoing.
Current Situation:	Completed – this priority has been in place since April 2015
Priority 6	Enforcement joint working and patrols to deal with littering from students of Long Road Sixth Form in the areas of Long Road and Sedley Taylor Road.
Action Taken	This work is programmed from mid-September when the new academic year starts and students will be educated and appropriate enforcement action taken.
Current Situation:	Ongoing
Priority 7	Park deep cleanse, to include removal of graffiti, flyposting, litter, dog fouling, vegetation cut back and sweeping at Ainsdale play area, Nightingale Recreation Ground and Kingfisher Way play area.
Action Taken	The whole of Ainsdale play area has been deep cleansed. This involved a team of two operatives to complete during August.
Current Situation:	Completed
Action Taken	The whole of Nightingale Recreation Ground has been deep cleansed. This involved a team of three operatives and took approximately 9 hours to complete during August.
Current Situation:	Completed
Action Taken	The whole of Kingfisher Way play area has been deep cleansed. This involved a team of two operatives to complete during August
Current Situation:	Completed

Other issues:

Issue	Possibility of grass cutting causing hazards by mowing over cans/bottles on verges and what processes are in place to overcome the issue.
Action Taken	Operatives are expected to site survey any locations before grass cutting occurs, and to remove obvious obstructions including bottles and cans. Where possible mowing activities will follow litter picking operations to streamline the work. Where litter and other obstructions cause a danger to mowing, operatives will return at a later time once the area has been cleansed.
Current Situation:	Completed

Issue	Question regarding use on whether mobile CCTV cameras can be placed on street lights to monitor dog fouling and other environmental issues in/near recreation areas given current lamppost replacement scheme
Action Taken	Information from the CCTV manager has highlighted that there is a group of members and council officers that are continuing discussions with the Leader of the County Council, the Head of Street Lighting and Balfour Beatty regarding this issue. It is ongoing and they are collating a large amount of information together. The discussions are much wider than RCCTV (re-deployable CCTV) and are linked to the switch off of street lighting. Advice from the CCTV manager is that if Councillors have any questions that they are directed to the Leader of the Council who is fully aware of the issues with RCCTV cameras. Any request for CCTV must be made on an application form but in the current climate with lamppost restrictions a deployment cannot be guaranteed.
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	Early morning patrols for dog fouling on Bliss Way/Tenby Close, Nightingale Avenue Recreation Ground, Godwin Close, Godwin Way, Gunhild Way and Cherry Hinton Recreation Ground
Action Taken	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
Priority	Enforcement targeted approach to areas where Addenbrookes site joins residential areas such as Hills Road and Red Cross Lane and to work with Addenbrookes to work towards the bus station area being cleaned up.
Action Taken	Since October 2014, enforcement officers have worked to patrol Addenbrookes and the surrounding access roads / routes to and from local residential areas. Education and enforcement are balanced by conducting educational advice and enforcement action in the form of fixed penalty notices. Since October 2014 over 20 hours of patrols have been conducted on a regular basis and resulted in 5 fixed penalty notices issued for littering. Work continues at this site to deal with the litter on the public highway.
Period	October 2014 to current period
Current Situation:	Ongoing
Priority	Enforcement to work with the County Council, against utilities and companies that damage the verge on Mowbray and Fendon Road.
Action Taken	Since January just over 25 hours of patrols have been conducted by enforcement; during this time around 40 vehicles have been identified as breaching the byelaw. Work continues in this area to deal with businesses and utility companies causing criminal damage.
Period	January 2015 to current period
Current Situation:	Ongoing
Priority	Enforcement joint working and patrols to deal with littering from students of Long Road Sixth Form in the areas of Long Road and Sedley Taylor Road.
Action Taken	Patrols have been conducted by the enforcement team to identify those responsible for littering in the area. Further bins were installed at identified locations where litter was causing an issue and educational work is planned with the college for the new academic year to identify suitable educational methods and partnership working with the college.
Period	April 2015 to current period
Current Situation:	Ongoing

Priority	Deep cleanse of Snakey Path and the Tins from Burnside to include removal of graffiti, flyposting, litter, dog fouling, vegetation cut back and sweeping
Action Taken	The whole of Snakey Path and the Tins from Burnside into the South area has been cleansed. The work involved a team of two operatives and took approximately 30 hours over 5 days to complete. One bridge on the Tins remained uncleaned and was heavily graffitied; it was referred to Network Rail to address at the footbridge falls within their remit. No response was received from Network Rail.
Period	October to December 2014
Current Situation:	Completed
Priority	Enforcement work to investigate and enforce fly tipping and illegal waste disposal at the public recycling points in the South Area
Action Taken	Over 41 hours of patrols were completed to address the issues of fly tipping at the recycling centres in the South wards. A number of suspects were identified and the cases are currently ongoing. Patrolling these areas has been included as part of the ward blitzes to tackle fly tipping and incorrect waste disposal.
Current Situation:	April to September 2015
Current Situation:	Completed
Priority	Porson Road patrols – investigations for needles and litter
Action Taken	A number of patrols were conducted to address litter and needles found in the area during the beginning of 2015. Patrols by officers identified that this appeared to be a one off issue and after three months of patrols no further offences were recorded.
Period	April to June 2015
Current Situation:	Completed
Priority	Enforcement action against nuisance vehicles at a. Cherry Hinton High Street and Fulbourn Road laybys b. Arran Close
Action Taken	Between October and December 2014 officers made regular visits to the Cherry Hinton High Street and Fulbourn Road laybys to inspect for vehicles for sale. No vehicles were found during this time. Since July 2015, officers have been inspecting Arran Close for nuisance vehicles and to date warning letters have been sent to identify offenders and one untaxed vehicle has been seized on behalf of the DVLA.
Period	October 2014 to current period
Current Situation:	Ongoing

Priority	<p>a. Requested litter bins for the following areas: Trumpington outside pavilion and hall, Mowbray Road outside Acacia Guest House, Shelford/Hauxton Road outside cemetery, Long Road junction with Sedley Taylor and Luard Road junction with Sedley Taylor Road</p> <p>b. Removal of old litter bin in Cherry Hinton High Street.</p>
Action Taken	All of the new litter and recycling bins were installed in the period January to March 2015 and the removal of the old litter bin was completed during February 2015.
Period	January to March 2015
Current Situation:	Completed
Priority	Investigation of abandoned kebab trailer on Hulatt Road
Action Taken	The owner of the kebab trailer was completed during November and December 2014 and arranged for the trailer to be removed from its location on Hulatt Road. No further action was taken against the owner of the trailer.
Period	January to March 2015
Current Situation:	Completed
Priority	Enforcement patrols for illegal advertising and to contact estate agents regarding their legal responsibility
Action Taken	<p>Letters were sent to all estate agents that are based in, or have been found to sell/let properties within Cambridge, to remind them of their legal responsibility to ensure that boards are only displayed within the boundary of a property.</p> <p>Patrols were conducted to address the issues of illegal advertising and over ten boards were found to be illegally positioned across the South Area, and approximately half of these were destroyed after they were not claimed by the owners. During these patrols illegally advertised posters and banners were also removed and the organisations were sent warning letters regarding the illegality of flyposting.</p>
Period	January to March 2015
Current Situation:	Completed
Priority	Enforcement joint working and patrols to deal with illegal camping on green open spaces, including Coe Fen
Action Taken	Officers visited Coe Fen and spent a number of hours dealing with illegal camping. Ten illegal camps were identified between July and September and were served notices; three of them were subsequently impounded by the council. During October to December no illegal camps were found.
Period	July to December 2014
Current Situation:	Completed

Priority	Park deep cleanse, to include removal of graffiti, flyposting, litter, dog fouling, vegetation cut back and sweeping
Action Taken	The following park cleanses have been completed between January and September 2015: <ul style="list-style-type: none"> • Cherry Hinton Recreation Ground: took a team of three operatives 12 hours to complete during April 2015 • Holbrook Road Recreation Ground: took a team of three operatives 6 hours to complete during February 2015 • Trumpington Recreation Ground: took a team of three operatives 9 hours to complete during February 2015 • Cherry Hinton Hall: took a team of four operatives 16 hours to complete during February 2015 • Gunhild Recreation Ground: took a team of four operatives 12 hours to complete during February 2015 • Ainsdale play area: took a team of two operatives to complete during August 2015 • Nightingale Recreation Ground: took a team of three operatives nine hours to complete during August 2015. • Kingfisher Way play area: took a team of two operatives to complete during August 2015
Period	January 2015 to current period
Current Situation:	Ongoing
Priority	Jet wash 'local shops' at Wulfstan Way, Anstey Way and Cherry Hinton High Street to remove grime and chewing gum from the shop fronts
Action Taken	The shop areas within the South wards were cleansed and involved a team of two operatives taking approximately 6 hours over a period of 2 days.
Period	October to December 2014
Current Situation:	Completed
Priority	Deep cleanse of areas around (including passageways between) Godwin Way and Gunhild Close, Hulatt Road and Wulfstan Way, Holbrook Road and Glebe Road.
Action Taken	The alleyways were cleansed which involved removal of graffiti, flyposting, litter, dog fouling, vegetation cut back and sweeping. It involved a team of two operatives and took approximately 6 hours over 2 days to complete.
Period	October to December 2014
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	Trial of dog poo bag dispenser at entrance at Nightingale Recreation Ground
Action Taken	A dog bag dispenser has been purchased and will form part of an upcoming dog fouling campaign. The Friends of group have been contacted and we have received a response from them. The trial should take place during October to December 2015 period.
Current Situation:	Ongoing

Issue	Cleansing of Coe Fen paths covered in cow muck
Action Taken	This area is regularly monitored by Streets and Open Spaces Operatives staff during the spring and summer months and cleansing is undertaken as required in response to service requesters or as a response to staff monitoring.
Current Situation:	Completed
Issue	Clean up at Kathleen Elliott Way
Action Taken	The area at Kathleen Elliott Way was cleansed by the City Ranger and a team of operatives during February 2015. The work took approximately 24 hours to complete.
Current Situation:	Completed

7. Environmental Data

Private Realm [South Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Simple Cautions	Legal Proceedings
Quarter 2: 2014/15	Pest Control ²	45	43	N/A	N/A	N/A	N/A
Quarter 2: 2015/16		44	39				
Quarter 2: 2015/16	Proactive Pest Interventions ³	4	2	N/A	N/A	N/A	N/A
Quarter 2: 2014/15	Noise Complaints	61	N/A	4	1	0	0
Quarter 2: 2015/16		75			1	0	0
Quarter 2: 2014/15	Refuse/ Waste Complaints	5	N/33A	4	0	0	0
Quarter 2: 2015/16		4			0	0	0
Quarter 2: 2014/15	Other public health complaints ⁵	14	N/A	4	0	0	0
Quarter 2: 2015/16		2			0	0	0
Quarter 2: 2014/15	Private Sector housing standards	23	N/A	4	0	0	0
Quarter 2: 2015/16		18			2	0	0

Data is from 1 July to 26 August 2015

² Data is from 1 July to 21 September 2015

³ Data is from 1 July to 21 September 2015, new data set for period July to September 2015

⁴ All complaints will generally have at least one such action

⁵ 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 Snakey Path, Daws Close, Baldock Way allotments, Brooklands Avenue allotments and open spaces and Foster Road allotments.

Public Realm Data

Public Realm Enforcement [South Area]

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
Quarter 2: 2014/15	Abandoned vehicles	16	N/A	N/A	1	0	0
Quarter 2: 2015/16		20			0	0	0
Quarter 2: 2014/15	Nuisance vehicles ⁶	2	2	N/A	0	0	0
Quarter 2: 2015/16		4	2		0	0	0
Quarter 2: 2014/15	Verge parking ⁷	6	5	N/A	N/A	0	0
Quarter 2: 2015/16		4	2			0	0
Quarter 2: 2014/15	Derelict cycles	11	N/A	N/A	N/A	N/A	N/A
Quarter 2: 2015/16		18					
Quarter 2: 2014/15	Domestic waste	10	4	0	0	0	0
Quarter 2: 2015/16		42	3	0	2	0	0
Quarter 2: 2014/15	Trade waste	2	1	0	0	0	0
Quarter 2: 2015/16		1	1	0	0	0	0
Quarter 2: 2014/15	Litter	1	0	0	1	0	0
Quarter 2: 2015/16		2	0	0	2	0	0
Quarter 2: 2014/15	Illegal camping	10	N/A	10	N/A	0	0
Quarter 2: 2015/16		0		0		0	0
Quarter 2: 2014/15	Illegal advertising	7	7	N/A	0	0	0
Quarter 2: 2015/16		6	5		0	0	0

Data is from 1 July to 22 September 2015

⁶ Nuisance vehicles includes vehicles displayed for sale or being repaired (other than in an emergency) on the public highway

⁷ Applies to Mowbray and Fendon Road only

Summary of public realm enforcement data

- Of the 20 abandoned vehicles the majority were removed by their owners or claimed within the 7 day notice period. One untaxed vehicle was seized from Arran Close, which remains in storage.
- Four nuisance vehicles were found across the South Area. Two vehicles were found for sale on Fendon Road and Queen Edith's Road; both vehicles were removed from sale within a 7 day period. One vehicle was found to be repaired on Ventress Close and the registered keeper was sent a warning letter regarding the illegal activity.
- There were four cases of verge parking identified on Mowbray Road. Two warning letters were sent and two cases are still ongoing.
- Eighteen derelict cycles were removed from across all four wards. The number of cycles removed as abandoned in the South area usually varies between 15 to 25 a quarter.
- There were forty two domestic waste investigations conducted in the area between July and September, the majority of which was waste littered and fly tipped at recycling centres across the area. Of the investigations conducted there were 3 warning letters and 1 verbal warning, as well as two fixed penalties issued for littering at Colville Road recycling centre. There are currently 14 ongoing cases awaiting further action.
- One case of trade waste was investigated in the South area; waste that was dumped was traced to a business, who complied with the request for their waste transfer information.
- There were two cases of litter investigated in the South area during July to September period and both cases resulted in fixed penalties being issued for littering. One was at Dame Mary Archer Way and the other at Colville Road, both were subsequently paid.
- Six incidents of illegal advertising were identified five of which were estate agent boards and one A-board. Of this all estate boards and the A-board were removed by the agent.

Dog Warden Service [South Area]

Stray dogs

Period	Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
Quarter 2: 2014/15	Stray dogs	5	1	1	3	0	Seven other stray dog calls were received, but the dogs were collected by their owner before the dog warden attended
Quarter 2: 2015/16		4	1	0	2	1	One other stray dog calls was received, but the dog was collected by their owner before the dog warden attended

Data is from 1 July to 22 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	6	0	0	0	0	0
Quarter 2: 2015/16		8	0	0	0	0	0
Quarter 2: 2015/16 ⁸	Dog control orders: Exclusion	0	0	0	0	0	0
Quarter 2: 2015/16 ⁸	Dog control orders: Leads	0	0	0	0	0	0
Quarter 2: 2015/16 ⁸	Other dog complaints ⁹	2	0	0	0	0	0

Data is from 1 July to 22 September 2015

⁸ New data set for period July to September 2015

⁹ 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 [South Area]

Period	Activity	Total number of incidents	Ward		
			Cherry Hinton	Queen Edith's	Trumpington
Quarter 2: 2015/16	Fly tipping	63	35	6	22
Quarter 2: 2014/15		40	20	10	10
Quarter 2: 2015/16	Offensive graffiti ¹⁰	0	0	0	0
Quarter 2: 2014/15		2	0	1	1
Quarter 2: 2015/16	Detrimental graffiti ¹¹	4	1	2	1
Quarter 2: 2014/15		3	0	1	2
Quarter 2: 2015/16	Needles	51	51	0	0
Quarter 2: 2014/15		479	475	0	4
Quarter 2: 2015/16	Shopping trolleys	8	0	0	8
Quarter 2: 2014/15		3	1	1	1

Data is from 1 July to 23 September 2015

¹⁰ 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.

¹¹ 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 35 reports for fly tip in the Cherry Hinton ward, nine came from Colville Road recycling area, seven from St Bedes Crescent and four from Teversham Drift, the other fly tip reports for Arbury area were reported from different locations.
- Worts Causeway accounts for three of the total fly tips in Queen Edith's, no other particular trends with types of fly tipped material were identified in this period.
- In September the ward blitz for Trumpington took place and 50% of the reported fly tips were cleared during this time. The majority of these were from the recycling areas, and resulted in a large amount of evidence where enforcement action was taken.
- In Cherry Hinton, 51 needles were removed from a litter bin in St Bedes Crescent; an investigation is ongoing with the enforcement team and City Homes South.
- The number of trolleys impounded by Streets and Open Spaces was 6, all collected from Brookgate.

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	Queen Edith's Community Clean Up Day
Date	August 2015
Action Taken	This was a joint event between the council and local organisations for a community clean-up day where people were able to dispose and recycle household waste, including bulky items for free. There was a 'Take it or Leave it' stall for items suitable for re-use, and recycling information was also available. Other council departments were also on site, including the dog warden and housing officers to provide education and advice. On the day 6.08 tonnes of rubbish was collected, including 1.12 tonnes of electrical and 1.16 tonnes of metal waste which were recycled.
Current Situation	Completed

Task / Event	Trumpington Community Clean Up Day
Date	August 2015
Action Taken	This was a joint event between the council and local organisations for a community clean-up day where people were able to dispose and recycle household waste, including bulky items for free. There was a 'Take it or Leave it' stall for items suitable for re-use, and recycling information was also available. Other council departments were also on site, including the dog warden and housing officers to provide education and advice. On the day 8.46 tonnes of rubbish was collected, including 1.18 tonnes of electrical and 0.84 tonnes of metal and 0.86 tonnes of green waste which are recycled.
Current Situation	Completed

Task / Event	Free dog microchipping – Kings Hedges (Pulley) Recreation Ground
Date	July 2015
Action Taken	As part of an ongoing programme of dog education throughout the city, free dog microchipping events were held in conjunction with the Dogs Trust at the following locations: <ul style="list-style-type: none"> • Wulfstan Way as part of Queen Edith's Clean Up Day – August • Trumpington Pavilion as part of Clean Up Day - August • Cherry Hinton Hall - July • As part of the Pets in the Park event – June
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 22 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.

Task / Event	Dog microchipping
Date	August 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"> • Wulfstan Way as part of Queen Edith's Clean Up Day – August 2015 • Trumpington Pavilion as part of Clean Up Day – August 2015 • Cherry Hinton Hall – August 2014 and July 2015 • As part of the Pets in the Park event – June 2015 • Hanover and Princess Court – September 2014 and April 2015 • Trumpington Pavilion – September 2014
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. The winners and a number of the runners up were from the South 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
Task / Event	Wintercomfort Volunteer Work
Date	July 2014 onwards
Action Taken	The South Area City Ranger has undertaken a programme of work with volunteers from Wintercomfort over the period of July to September 2014 and included work cutting back vegetation, clearing footpaths and opening up access to alleyways on Wulfstan Way, Fulbourn Old Drift, Colville Road, Leete Road, Mallett Road, Anstey Way and Hulatt Road as well as some other local area.
Current Situation	Ongoing – part of a programme of work with Wintercomfort

Task / Event	Burnside Allotment Project
Date	January to March 2015
Action Taken	In a project run by Cambridge Housing Society (CHS) for people with learning difficulties and vulnerable adults, work was conducted in March 2015 by CHS, City Rangers and volunteers from Wintercomfort at Burnside allotments.
Current Situation	Ongoing
Task / Event	Bidwells Clean Up
Date	April 2015
Action Taken	As part of the community work undertaken by Bidwells in the South, during April work was completed in conjunction with the City Ranger at Trumpington Village Hall.
Current Situation	Completed

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 27) 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
South Area Ranger: Vacant	City Rangers	01223 458282	cityrangers@cambridge.gov.uk
Public Realm Enforcement (South team):	Nick Kester	01223 458573 01223 458062	streetenforcement@cambridge.gov.uk
	Steve Phillips		
	Andy Hine		
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 South Area Committee and residents and businesses may wish to consider or request for the upcoming period:

Recycling and general street litter bins

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

Ward	Bins used	Bins available for installation
Cherry Hinton	4 (plus 3 new bins awaiting installation)	7
Queen Edith's	5	6
Trumpington	4 (plus 3 new bins awaiting installation)	3

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
Cherry Hinton	Coldhams Lane (Near Norman Way)	May 2015
Queen Edith's	Long Road (junction with Sedley Taylor Road)	January 2015
Queen Edith's	Sedley Taylor Road (junction with Luard Road)	January 2015
Queen Edith's	Mowbray Road (outside Acacia Guest House)	March 2015
Queen Edith's	Hills Road (on pavement near hospital)	March 2015
Queen Edith's	Cavendish Avenue (outside Lady Jane Court)	March 2015
Queen Edith's	Long Road (near to number 13)	July 2015
Trumpington	Hills Road (near Harvey Road)	July 2015
Trumpington	Outside pavilion	January 2015
Trumpington	Outside village hall	January 2015
Trumpington	Shelford Road / Hauxton Road (outside cemetery)	January 2015

Dog bin provision

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

Ward	Bins used	Bins available for installation
Cherry Hinton	2	2
Queen Edith's	0	4
Trumpington	1	2

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
Cherry Hinton	Kathleen Elliott Way (near Snakey path footpath)	May 2015
Cherry Hinton	Arran Close (on green at top of road)	July 2015
Trumpington	Brooklands Avenue (by Hobsons Conduit)	June 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
Cherry Hinton	0	13
Queen Edith's	0	13
Trumpington	0	13



13. Appendices

Ward Blitz Activity – Queen Edith’s – May 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 gully’s
- Cleansing of litter and dog bins
- Cleansing of signage
- Cleansing of recycling centres
- Increased dog warden presence
- Increased public realm enforcement presence
- Joint working with Cambridgeshire Fire and Rescue, and Cambridgeshire Police
- Free dog microchipping event

Queen Edith’s was the seventh ward area to receive the targeted service during May 2015. A summary of the ward blitz action delivered in the month is detailed below:

Shop fronts deep clean	Shop fronts and associated street furniture pressure washed at Wulfstan Way Shops
Litter clearance	All footways within the ward have been cleared of litter and debris at least once a week during the blitz period.
Cleansing of recycling centres	All recycling sites within Queen Edith’s 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.
Graffiti removal	The graffiti teams proactively patrolled and cleared all graffiti, both offensive and detrimental.
Sweeping of litter, detritus and leaves	A large mechanical sweeper was deployed to Queen Edith’s 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

<p>Increased dog warden presence</p>	<p>The Enforcement Team conducted patrols in the green space area of Queen Edith's 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"> • Nightingale Avenue Recreation Ground • Holbrook Road • Gunhild Way • Gunhild Way play park <p>In total eighteen 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 61 hours of hi-visibility patrols in the ward during May, including the following specific issues:</p> <ul style="list-style-type: none"> • Seven hours spent investigating littering issues at Wulfstan Way shop area, distributing pocket ashtrays the Council's litter voluntary code scheme. In total six of the businesses signed up to the voluntary code of practice. • 13.5 hours of foot patrols were conducted on Mowbray and Fendon Road where there is a byelaw prohibiting vehicles parking on the grass verges and causing damage. Seven warning letters issued • Wulfstan Way Recycling Point had two incidences of dumped waste, one lawnmower and one shopping basket. No enforcement action taken. • 17 hours of litter patrols were conducted and this resulted in two fixed penalties for littering, both for littering cigarettes, one on the Holbrook Road and the other on Puddicombe Way.
<p>Increased city ranger presence</p>	<p>The city ranger team carried out an amount of hi-visibility work in the ward during May, including the following specific issues:</p> <ul style="list-style-type: none"> • Provided waste educational advice to residents on Long Road. • Completed removal of abandoned bicycles at Robinson Way and Baldock Way. • Completed removal of fly tipping at Wulfstan Way recycling centre and Waitrose recycling centre.

Example of dog mess disposal sticker



Newspaper article from July 2015 with poster winners

Dog poo posters get the votes

SOME artistic Cambridge school children have turned their talents to tackling the city's problems with dog mess.

Two youngsters from Shirley Primary School in Chesterton claimed top prize in the poster designing competition run by Cambridge City Council in conjunction with the News.

Three shortlisted entries in each category – for children aged 6 and under, and 7 to 11 – were put to the test in an online poll on our website.

More than 100 votes were cast – with Dorota Jedryszczak, 11, and Sammy Garfoot, 5, winning their respective categories. The posters will now be put-up around the city.

BAG IT BIN IT: Mayor Rob Dryden presents awards to the winners. Back row, from left are Sam Dewing, dog warden, Joe Obe, city ranger, Cllr Rob Dryden; Dorota Jedryszczak, 11, Grace Timbers, 11, and front, Alex Hollis, 5 and Sammy Garfoot, 5. Picture: David Johnson