

Environmental Report: Annual Report



Cambridge East Area
July to September 2015

Contents

1. Introduction	3
2. Target setting and recommendations.....	3
3. Routine activity.....	4
4. 'Ward Blitz' activity	4
5. Specific issues and actions: Previous quarter.....	6
6. Specific issues and actions: Previous year	9
7. Environmental Data	14
Private Realm [East Area].....	14
Public Realm Data	16
Public Realm Enforcement [East Area].....	16
Dog Warden Service [East Area]	18
Operations cleansing data by ward [East Area]	19
Waste and Recycling Data [City wide]	21
8. Proactive and community work: Previous quarter	23
9. Proactive and community work: Previous year	24
10. Proactive and community work: Upcoming	26
11. Key contacts.....	27
Officers.....	27
Issues.....	28
12. Resources	29
13. Appendices	32

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 East 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 East Area for the quarter of October to December.

Continuing priorities*

Number	Priority details
1	Enforcement patrols to tackle fly tipping at Ekin Road <i>and Riverside</i>
2	Early morning , <i>daytime and weekend</i> patrols for dog fouling at the following locations: <ul style="list-style-type: none">• Romsey Recreation Ground• Petersfield Recreation Ground• Cannon Green• St Thomas's Square and Road• Ravensworth Gardens play areas• Coldhams Common• Thorpe Way play area
3	Enforcement patrols to deal with the litter issues at Cambridge Leisure Park at Clifton Road including liaison and educational visits with nearby schools and colleges
4	Enforcement work to tackle bins on streets in the Romsey and Petersfield areas

New suggested priorities

Number	Priority details
5.	Park deep cleanse, to include removal of graffiti, flyposting, litter, dog fouling, vegetation cut back and sweeping at Jack Warren Green play area, Great Eastern play area, Shenstone House play area and Ravensworth Gardens play area

* Amendments to continuing priorities are shown in italics

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

Community intelligence questions

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

3. Routine activity

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

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

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

4. 'Ward Blitz' activity

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

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

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

- Proactive inspections by pest control in known hotspots

The results of the ward blitzes are reported as follows:

Abbey – Environmental Report January to March 2015

Coleridge – Environmental Report April to June 2015

Petersfield – Environmental Report July to September 2015

Upcoming ward blitzes:

Romsey ward blitz will take place during December 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 patrols to tackle fly tipping at The Broadway and at Ekin Road
Action Taken	Work has continued with The Broadway and over the last 6 months there have not been any reports of fly tipping. The enforcement team have continued to make Cheffins aware of any problems that are encountered and now have a good working relationship in place.
Current Situation:	Completed – has been ongoing since October 2014
Action Taken	Regular patrols have been undertaken at Ekin Road to address the issues of fly tipping. Between the periods July to September no fly tips were identified by the enforcement team.
Current Situation:	Ongoing
Priority 2	Early morning patrols for dog fouling at the following locations: <ul style="list-style-type: none"> • Romsey Recreation Ground • Petersfield Recreation Ground • Cannon Green • St Thomas's Square and Road • Ravensworth Gardens play areas • Coldhams Common • Thorpe Way play area
Action Taken	Dog warden patrols have been conducted by both the Dog Warden Service and Enforcement team to address the issues of dog fouling totalling over 34 hours (including activity undertaken as part of the Petersfield ward blitz). Educational advice and dog bags continue to be provided to a number of dog walkers at these locations.
Current Situation:	Ongoing
Priority 3	Enforcement patrols to deal with the litter issues at Cambridge Leisure Park at Clifton Road including liaison and educational visits with nearby schools and colleges
Action Taken	The enforcement team have continued to patrol this area to deal with littering from students and people in the area. Further work is planned during the school term when the surrounding colleges can be worked with to provide educational advice.
Current Situation:	Ongoing
Priority 4	Enforcement work to tackle bins on streets in the Romsey and Petersfield areas

Action Taken	Work has been undertaken to deal with issues of bins left on the streets, particularly in areas where they cause an obstruction to passers-by. Recent legislative changes have limited the powers that the enforcement team have to deal with this issue, and it is now only a civil offence for such issues. The new process is more time consuming and likely to result in enforcement action taking longer periods of time to reach a resolution. Officers are working to produce updated guidance on the websites and as part of the standard letters sent to residents.
Current Situation:	Ongoing
Priority 5	Enforcement work to tackle the environmental crime issues on Rope Walk including fly tipping and abandoned vehicles
Action Taken	Regular patrols continue to be undertaken at Rope Walk to address the issues of environmental crime. During the period July to September one fly tip was found, with evidence from a local resident. The resident was issued a formal warning and paid the clear up cost for the waste. There was one other small fly tip identified, no further offences of environmental crime were observed or reported during this period.
Current Situation:	Completed – this priority has been in place since January 2015
Priority 6	Park deep cleanse, to include removal of graffiti, flyposting, litter, dog fouling, vegetation cut back and sweeping at Ditton Fields Recreation Ground, Brooks Road play area, Coleridge Recreation Ground and Flower Street play area
Action Taken	The whole of Ditton Fields play area has been deep cleansed. This involved a team of two operatives and took approximately 3 hours to complete during July.
Current Situation:	Completed
Action Taken	The whole of Coleridge Road Recreation Ground has been deep cleansed. This involved a team of two operatives and took approximately 3 hours to complete during July
Current Situation:	Completed
Action Taken	The whole of Brooks Road play area has been deep cleansed. This involved a team of two operatives and took approximately 3 hours to complete during July
Current Situation:	Completed
Action Taken	The whole of Flower Street play area has been deep cleansed. This involved a team of two operatives and took approximately 2 hours to complete during July
Current Situation:	Completed
Priority 7	Patrols to deal with illegal camping at Barnwell East and West nature reserves
Action Taken	Over 13 hours of patrols were conducted to deal with illegal camping at the two nature reserves. Two illegal campers were served statutory notices and subsequently their belongings were impounded. No campers have been identified in this area since mid-August 2015.
Current Situation:	Completed

Priority 8	Cleansing around bench and surrounding area at Cavendish Road / Mill Road
Action Taken	The area at the junction of Cavendish Road and Mill Road has been deep cleansed which took place during mid July.
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	Enforcement patrols to tackle fly tipping at The Broadway and at Ekin Road and Riverside and Budleigh Close
Action Taken	Work has continued with The Broadway and over the last months there have not been any reports of fly tipping. The enforcement team have continued to make Cheffins aware of any problems that are encountered and now have a good working relationship in place.
Period	October 2014 to September 2015
Current Situation:	Completed
Action Taken	Ekin Road has been monitored by the enforcement team to investigate fly tipping. Work continues in this area for the upcoming period.
Period	July 2015 to current period
Current Situation:	Completed
Action Taken	Patrols were undertaken by the enforcement team between October to March and a number of fly tips were investigated but no suspects were identified, and no evidence was retrieved of responsible persons.
Period	October 2014 to March 2015
Current Situation:	Completed
Action Taken	Fly tipping at Budleigh Close was removed on 24 October by the Rapid Response Team, monitoring identified that it was not one of the East area hotspots and no further action was undertaken in regards to ongoing enforcement action.
Period	October to December 2014
Current Situation:	Completed
Priority	Early morning patrols for dog fouling at the following locations: <ul style="list-style-type: none"> • Romsey Recreation Ground • Petersfield Recreation Ground • Cannon Green • St Thomas's Square and Road • Ravensworth Gardens play areas • Coldhams Common • Thorpe Way play area
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 60 hours of patrols have been undertaken and this continues to be a focus for the dog warden.
Period	October 2014 to current period

Current Situation:	Ongoing
Priority	Enforcement patrols to deal with the litter issues at Cambridge Leisure Park at Clifton Road including liaison and educational visits with nearby schools and colleges
Action Taken	Work has been undertaken between January to September, during which time contact was made with the Leisure Park management and joint working patrols were undertaken. The Director of Student Support at Hills Road has also been worked with and the team have undertaken lunchtime patrols and engagement with students.
Period	January 2015 to current period
Current Situation:	Ongoing
Priority	Enforcement work to tackle bins on streets in the Romsey and Petersfield areas
Action Taken	Work has been undertaken to deal with issues of bins left on the streets, particularly in areas where they cause an obstruction to passers-by. Recent legislative changes have limited the powers that the enforcement team have to deal with this issue, and it is now only a civil offence for such issues. The new process is more time consuming and likely to result in enforcement action taking longer periods of time to reach a resolution. Officers are working to produce updated guidance on the websites and as part of the standard letters sent to residents.
Period	April 2015 to current period
Current Situation:	Ongoing
Priority	Enforcement work to tackle the environmental crime issues on Rope Walk including fly tipping and abandoned vehicles
Action Taken	Regular patrols continue to be undertaken at Rope Walk to address the issues of environmental crime. Only a few odd occurrences of fly tipping have been found, and no further offences of environmental crime have been observed or reported.
Period	January to September 2015
Current Situation:	Completed
Priority	Patrols to deal with illegal camping at Barnwell East and West nature reserves
Action Taken	Patrols were conducted to deal with illegal camping at the two nature reserves. Two illegal campers were served statutory notices and subsequently their belongings were impounded. No campers have been identified in this area since mid-August 2015.
Period	April to September 2015
Current Situation:	Completed
Priority	Cleansing around bench and surrounding area at Cavendish Road / Mill Road
Action Taken	The area around the junction of Mill Road and Cavendish Road has been deep cleansed.
Period	July to September 2015
Current Situation:	Completed

Priority	Deep cleanse of Snakey Path and the Tins from Burnside to include the 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 uncleansed 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	Dog warden patrols to deal with dogs off leads issues at Budleigh Close and Barnwell Road shops
Action Taken	Patrols were undertaken by the dog wardens to address the issues of dog control at the sites. No suspects were identified during the period of January to June and no reports were received by the service.
Period	January to June 2015
Current Situation:	Completed
Priority	Enforcement joint working and patrols to deal with illegal camping on green open spaces, including Stourbridge Common
Action Taken	Officers spent over 14 hours patrolling the green space for illegal camps. During the time four illegal camps were served with statutory notices and two were seized when they were not removed within the allotted time.
Period	October 2014 to March 2015
Current Situation:	Completed
Priority	Jet wash Barnwell Road and Adkins Corner shops to remove grime and chewing gum from the shop fronts
Action Taken	The shop areas were cleansed, which involved a team of two operatives and took approximately 14 hours to complete.
Period	October 2014 to March 2015
Current Situation:	Completed
Priority	Litter enforcement at Ditton Fields Recreation Ground
Action Taken	Between October and March a number of patrols were undertaken to the recreation ground. No individuals were witnessed littering at the location.
Period	October 2014 to March 2015
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"> • Romsey Recreation Ground: involved a team of operatives and took 4 hours to complete during May 2015 • St Thomas's Square green space: involved a team of operatives and

	<p>took 4 hours to complete during May 2015</p> <ul style="list-style-type: none"> • Petersfield Recreation Ground: involved a team of operatives and took 4 hours to complete during May 2015 • Dudley Road green space: involved a team of operatives and took 4 hours to complete during May 2015 • St Matthews Piece: involved a team of two operatives and took 6 hours to complete during February. • Ditton Fields Recreation Ground: took a team of 2 operatives 3 hours to complete during July 2015 • Coleridge Recreation Ground: took a team of 2 operatives 3 hours to complete during July 2015 • Brooks Road play area: took a team of 2 operatives 3 hours to complete during July 2015 • Flower Street play area: took a team of 2 operatives 2 hours to complete during July 2015
Period	January 2015 to current period
Current Situation:	Ongoing
Priority	Enforcement patrols to deal with the ongoing issues at Tesco, Cheddars Lane
Action Taken	Patrols were undertaken between October to March to continue to monitor the litter cleansing by the business. The cleansing standard between January and March was of a high standard that no further action was considered necessary at that time.
Period	October 2014 to March 2015
Current Situation:	Completed
Priority	Cut back and clean-up of the alleyway between The Westering and Newmarket Road
Action Taken	On 3 December 2014 a City Ranger and volunteers from Wintercomfort undertook cleansing and cut back of the alleyway. This took approximately 4 hours to complete.
Period	October to December 2014
Current Situation:	Completed
Priority	Investigating the feasibility of further litter and recycling bins to be placed along Thorpe Way and Dunsmore Close
Action Taken	New litter and recycling bins were installed between November and December.
Period	October to December 2014
Current Situation:	Completed
Priority	Gutter clearing on Occupation Road and St Phillips Road
Action Taken	An Operations team visited the area between October to December and cleared / swept by hand the areas between parked cars.
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	Educational session at Abbey Meadows Primary School
Action Taken	A number of invites were sent to Abbey Meadows Primary School to arrange for them to receive educational talks on litter and dog fouling. No responses were received to any of the invitations sent.
Current Situation:	Completed
Issue	Pocket ashtray distribution in the East Area, for businesses and other relevant organisations
Action Taken	Since October 2014 the enforcement team have distributed pocket ashtrays to businesses in the East area, including a large number in Mill Road. This work is ongoing and supplies are provided where needed.
Current Situation:	Ongoing
Issue	Dog mess disposal stickers
Action Taken	New stickers were produced during 2015 that are being used on litter bins to advise that dog mess can be disposed of in litter bins as well as dog bins. These stickers are being used on litter bins at sites where dog bins cannot be located, such as areas of high density housing. An example of the stickers used is included in the appendix of this report.
Current Situation:	Completed
Issue	Hope Street - fly tipping
Action Taken	Working relationships were developed with the local shops to report cases of fly tipping, and signage was put up in the area to reduce cases of illegal waste dumping.
Current Situation:	Completed
Issue	Dog signage at Budleigh Close, and St Thomas's Square and Road
Action Taken	Approximately twelve new dog signs were placed on the lampposts in Budleigh Close, St Thomas's Square and Road area to deal with the issue of dog fouling.
Current Situation:	Completed

7. Environmental Data

Private Realm [East Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Simple Cautions	Legal Proceedings
Quarter 2: 2014/15	Pest Control	46	40	N/A	N/A	N/A	N/A
Quarter 2: 2015/16		47	44				
Quarter 2: 2015/16	Proactive Pest Interventions ²	5	3	N/A	N/A	N/A	N/A
Quarter 2: 2014/15	Noise Complaints	108	N/A	3	6	0	4
Quarter 2: 2015/16 ⁴		142			6	0	1
Quarter 2: 2014/15	Refuse/ Waste Complaints	10	N/A	3	0	0	0
Quarter 2: 2015/16 ⁴		4			0	0	0
Quarter 2: 2014/15	Other public health complaints ⁵	14	N/A	3	0	0	0
Quarter 2: 2015/16 ⁴		11			0	0	0
Quarter 2: 2014/15	Private Sector housing standards	28	N/A	3	2	0	0
Quarter 2: 2015/16 ⁴		70			2	0	0

² New data set for period July to September 2015

³ All complaints will generally have at least one such action

⁴ Data is from 1 July to 26 August 2015

⁵ Other public health complaints includes odour, smoke, bonfires, filthy and verminous

Summary of private realm enforcement data

- Proactive pest intervention areas in the last quarter have included Burnside, Mill Road Depot, Fairfax Road Allotments, Brooks Road Recycling Centre and Stourbridge Grove.
- One prosecution has been brought for failing to comply with a noise abatement notice and resulted in a £1500 fine including costs

Public Realm Data

Public Realm Enforcement [East 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	0	0	0
Quarter 2: 2015/16		36			2	0	0
Quarter 2: 2014/15	Nuisance vehicles ⁶	14	13	N/A	0	0	0
Quarter 2: 2015/16		8	7		0	0	0
Quarter 2: 2014/15	Derelict cycles	27	N/A	N/A	N/A	N/A	N/A
Quarter 2: 2015/16		22					
Quarter 2: 2014/15	Domestic waste	22	7	3	0	0	0
Quarter 2: 2015/16		63	16	0	0	0	1
Quarter 2: 2014/15	Trade waste	3	3	0	0	0	0
Quarter 2: 2015/16		1	4	0	0	0	0
Quarter 2: 2014/15	Litter	2	0	0	1	0	0
Quarter 2: 2015/16		16	0	0	11	0	0
Quarter 2: 2014/15	Illegal camping	5	N/A	5	N/A	0	0
Quarter 2: 2015/16		8		7		0	0
Quarter 2: 2014/15	Illegal advertising	6	5	N/A	0	0	0
Quarter 2: 2015/16		19	10		0	0	0

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

Summary of public realm enforcement data

- Of the 36 abandoned vehicles the majority were removed by their owners or claimed within the 7 day notice period. One abandoned vehicle was seized from Howard Road which was the remains of a scooter frame. A fixed penalty notice was issued for a vehicle that was abandoned on Corrie Road and the case is currently ongoing. A further fixed penalty was issued for abandoning a vehicle on Hope Street, which was subsequently paid. The majority of vehicles identified in this period are as part of the proactive work carried out by the enforcement team.
- Eight nuisance vehicles were found across the East Area. Three vehicles were found for sale on Barnwell Road and two on Dunsmore Close, all vehicles were removed from sale within a 7 day period.
- Twenty two derelict cycles were removed from across all four wards. The number of cycles removed as abandoned in the East area usually varies between 15 to 25 a quarter.
- There were sixty five 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 and a large proportion were identified during the Petersfield ward blitz in August. Of the investigations conducted there were 16 warning letters, one set of legal proceedings is being produced for a repeat fly tipper, and in 23 cases it was not possible to identify a responsible suspect. There are currently 17 ongoing cases awaiting further action.
- Eight cases of trade waste were investigated in the East area, waste that was dumped was traced to businesses, which complied with requests for their waste transfer information and were issued either a warning letter or received a verbal warning.
- There were sixteen cases of litter investigated in the East area during July to September; nine fixed penalties were issued for littering from a motor vehicle including five on Mill Road and two for littering on foot including two on Mill Road. All fixed penalties were subsequently paid.
- There were eight cases of illegal camping, five at Stourbridge Common two at Barnwell nature reserves and one at Coldhams Common. Statutory notices were served on the sites and subsequently the council impounded three tents that were not remove within the allotted time period.
- Nineteen incidents of illegal advertising were identified, six of which were estate agent boards. The majority of the posters (52%) were identified as part of the proactive work undertaken during the Petersfield ward blitz.

Dog Warden Service [East Area]

Stray dogs

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

Dog Control Orders

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
Quarter 2: 2014/15	Dog control orders:	3	0	0	0	0	0
Quarter 2: 2015/16	Fouling	11	0	0	0	0	0
Quarter 2: 2015/16 ⁷	Dog control orders: Exclusion	0	0	0	0	0	0
Quarter 2: 2015/16 ⁷	Dog control orders: Leads	0	0	0	0	0	0
Quarter 2: 2015/16 ⁷	Other dog complaints ⁸	1	0	0	0	0	0

⁷ New data set for period July to September 2015

⁸ 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 [East Area]

Period	Activity	Total number of incidents	Ward			
			Abbey	Coleridge	Petersfield	Romsey
Quarter 2: 2014/15	Fly tipping	105	39	18	24	24
Quarter 2: 2015/16		132	42	14	48	28
Quarter 2: 2014/15	Offensive graffiti ⁹	3	1	1	1	0
Quarter 2: 2015/16		0	0	0	0	0
Quarter 2: 2014/15	Detrimental graffiti ¹⁰	15	1	1	8	5
Quarter 2: 2015/16		26	7	1	14	4
Quarter 2: 2014/15	Needles	22	14	1	5	2
Quarter 2: 2015/16		63	23	0	37	3
Quarter 2: 2014/15	Shopping trolleys	84	11	4	56	11
Quarter 2: 2015/16		101	17	3	65	16

⁹ 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.

¹⁰ 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 42 reports for fly tip in the Abbey ward, just over a quarter of them were from the neighbourhood and public recycling points, including Ann's Road, Dennis Road, Helen Close, Headford Close and Rachel Close. The other fly tip reports for Abbey area were reported from different locations.
- In Coleridge there were three fly tips from Fanshawe Road, the rest of the incidents were single locations and there were no patterns identified.
- In August the ward blitz for Petersfield took place and 45% of the reported fly tips were cleared during this time. The majority of these were household waste (58%) from the neighbourhood recycling areas, and resulted in a large amount of evidence where enforcement action was taken.
- Twenty eight fly tips were removed from Romsey including four incidents on Stourbridge Grove, three on Vinery Road and three on Barnwell Road. No other incidents of fly tipping were identified.
- There were two cases of detrimental graffiti at the underpass of Elizabeth Way, this is an ongoing issue and the majority of graffiti has been painted over with the authorisation from County Council Highways. There were also nine incidents of general tagging on Mill Road no other patterns were identified.
- Fifteen used needles were removed from wooded area at Stourbridge Grove adjacent to Garlic Row and were found by an Enforcement Officer while dealing with an illegal encampment, a further six needles were found removed in the same area by cleansing operatives. Twenty used needles were removed from outside Petersfield Mansions by gardeners and were removed disposed of, six needles were removed from gulley's at East Road garage block which were reported by maintenance operatives and a further 6 needles were removed in Mill Road Cemetery on three separate occasions over the period July to September.
- The number of trolleys impounded by Streets and Open Spaces was 51.

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	Petersfield Community Clean Up Day
Date	July 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 1.76 tonnes of rubbish was collected, including 0.42 tonnes of electrical and 0.19 tonnes of metal waste which were recycled.
Current Situation	Completed
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
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"> • Staffordshire Street • Thorpe Way Recreation Ground
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 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 East 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	Staffordshire Street
Date	January to March 2015
Action Taken	Work was undertaken at the area of Staffordshire Street and the surrounding estate areas, which involved removal of fly tipping, litter, graffiti and dog fouling. This involved a team of four operatives and took approximately 16 hours to complete.
Current Situation	Completed
Task / Event	Ravensworth Gardens
Date	January to March 2015
Action Taken	Work was undertaken at the area of Staffordshire Street and the surrounding estate areas, which involved removal of fly tipping, litter, graffiti and dog fouling. This involved a team of two operatives and took approximately 4 hours to complete.
Current Situation	Completed
Task / Event	Riverside dog fouling signage
Date	January to March 2015

Action Taken	New dog fouling signage has been put up along the length of Midsummer Common, Riverside and Stourbridge Common which advises it is an offence not to clear up after your dog and that offenders can face a fixed penalty notice or prosecution.
Current Situation	Completed
Task / Event	Seymour Street
Date	November 2014
Action Taken	The rear access running from number 71 to 95 Seymour Street was attended to by a City Ranger working with the Community Payback team during November. A large volume of overgrown greenery and fly tipping was removed from the area, and the work involved cutting back resident's trees that were overgrown and allowing access to lampposts, fences and gardens that had previously been inaccessible. Photographs of the before and after are included in the appendices.
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
East Area Ranger: Chris Clements	City Rangers	01223 458282	cityrangers@cambridge.gov.uk
Public Realm Enforcement (East team):	Nick Kester	01223 458573 01223 458062	streetenforcement@cambridge.gov.uk
	Andy Hine		
	Steve Phillips		
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 East 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
Abbey	12	0
Coleridge	7	4
Petersfield	6	4
Romsey	10	1

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
Abbey	Newmarket Road (by bus stop near to Jack Warren Green)	November 2014	
Abbey	Velos Walk (top of Helen Close)	February 2015	
Abbey	Stanley Road (junction with Riverside)	December 2014	
Abbey	Saxon Road (junction with Riverside)	December 2014	
Abbey	Riverside (under Millennium bridge)	December 2014	
Abbey	Jack Warren Green	August 2015	
Abbey	Tiptree Close pathway	August 2015	
Abbey	Thorpe Way	August 2015	
Abbey	Rachel Close	August 2015	
Abbey	Fison Road (top of Anns Road)	August 2015	
Abbey	Dennis Road (next to phone box)	August 2015	
Abbey	Ekin Road (footpath to Ditton Lane)	August 2015	
Coleridge	St Thomas's Square	December 2014	
Coleridge	St Thomas's Road (junction with St Thomas's Square)	December 2014	
Coleridge	Birdwood Road (by number 52)	May 2015	
Coleridge	Perne Road (near Radegund Road roundabout)	April 2015	
Coleridge	Ancaster Way (junction with Tiverton Way)	May 2015	
Coleridge	Rustat Road (near to Carter Bridge)	March 2015	
Coleridge	Cherry Hinton Road (by bus stop at Leisure Park)	August 2015	
Petersfield	Veras Way (top of Rope Walk)	November 2014	
Petersfield	Staffordshire Street (walkway between St Matthews Street)	December 2014	These two sets of bins have attracted an increase in fly
Petersfield	Staffordshire Street (between Hollymount and Glenmore)	December 2014	

			tipping. One set has been removed as it is causing a detrimental effect to the local environment.
Petersfield	Hooper Street (at road closure point)	March 2015	
Petersfield	Gwydir Street (at road closure point)	March 2015	
Petersfield	Gwydir Street (outside Bath House play area)	September 2015	
Petersfield	Ainsworth Street (next to children's play area)	September 2015	
Romsey	Mill Road (near to kitchen shop by Vinery Road junction)	July 2015	
Romsey	Coldhams Lane (by Coldhams Common bus shelter)	June 2015	
Romsey	Vinery Road (junction with Coldhams Lane)	June 2015	
Romsey	Fairfax Road (junction with Catharine Street)	June 2015	
Romsey	Devonshire Road (near to Carter Bridge)	March 2015	
Romsey	Montreal Square (alleyway through to Hobart Road)	September 2015	
Romsey	Marmora Road (by junction with Suez Road)	September 2015	
Romsey	Marmora Road (Alleyway to Coleridge Road)	September 2015	
Romsey	Coldhams Lane (opposite the Paddocks)	September 2015	
Romsey	Fairfax Road	September 2015	

Dog bin provision

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

Ward	Bins used	Bins available for installation
Abbey	4	0
Coleridge	2	2
Petersfield	1	2
Romsey	0	4

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
Abbey	Barnwell Road (entrance to Coldhams Common)	December 2014	
Abbey	Egerton Close (junction with	March 2015	

	Egerton Road)		
Abbey	Fison Road / Thorpe Way	January 2015	
Abbey	Leonard Close	June 2015	
Coleridge	St Thomas's Square	December 2014	
Coleridge	Coleridge Recreation Ground (top corner)	August 2015	
Petersfield	Ravenworth Gardens (on green at entrance from Devonshire Road)	December 2014	

Pocket ashtray distribution

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

Dog fouling signs

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

Ward	Signs used	Signs available for installation
Abbey	0	13
Coleridge	0	13
Petersfield	0	13
Romsey	0	13



13. Appendices

Ward Blitz Activity – Petersfield – August 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

Petersfield was the tenth ward area to receive the targeted service during August 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 Norfolk Street.
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 Petersfield 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 Petersfield 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 style="text-align: center;">Increased dog warden presence</p>	<p>The Dog Warden conducted patrols in the green space area of Petersfield to deal with issues of dog fouling and dog control. Patrols included a mixture of early morning, daytime and weekend patrols. The following locations were visited:</p> <ul style="list-style-type: none"> • Mill Road Cemetery • Flower Street play area • Ravensworth Gardens (Upper level) play area • Ravensworth Gardens play area • St Barnabas Court play area • Lyndewode Road green area • Gwydir Street play area • Petersfield Recreation Ground • Sleaford Street / Ainsworth Street play area • St Matthews Piece • Petworth Street green area • Shenstone House play area <p>In total over twenty three 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 style="text-align: center;">Increased public realm enforcement presence</p>	<p>The public realm enforcement team carried out 64 hours of hi-visibility patrols in the ward during August, including the following specific issues:</p> <ul style="list-style-type: none"> • Removal of eight incidents of flyposting including Devonshire Road, Kingston Street and Ravensworth gardens. • 20 hours of foot patrols were conducted to deal with fly tipping, in this time ten incidents of fly tips were located, two of which contained evidence and appropriate enforcement action was taken. • Over 14 abandoned vehicles were investigated, and statutory notices applied to a number of the vehicles.
<p style="text-align: center;">Increased city ranger presence</p>	<p>The city ranger team carried out an amount of hi-visibility work in the ward during August, including the following specific issues:</p> <ul style="list-style-type: none"> • Removal of abandoned bicycles on Collier Road and Mill Road. • Removal of small scale graffiti from street signs • Completed removal of fly tipping at Emery Road and Waitrose recycling centre. • Investigation of fly tipping at Gwydir Street recycling centre.

Example of dog mess disposal sticker



Newspaper article from July 2015 with poster winners



Coldhams Common before and after work undertaken by Enforcement Team for illegal camper (completed August 2015)



Ditton Walk before and after work undertaken by City Ranger on overgrown vegetation (completed August 2015)



Montreal Square before and after work undertaken by City Ranger on graffiti (completed September 2015)



Vinery Road before and after work undertaken by City Ranger on overgrown vegetation (completed September 2015)

