

Environmental Report



Cambridge South Area January to March 2016: Part 1 Priority updates

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.....	5
6. Environmental Data	7
7. Proactive and community work	8
8. Key contacts	9
Officers.....	9
Issues.....	10
9. Resources.....	11

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 March to June 2016.

Continuing priorities¹

Number	Priority details
1	Early morning, daytime and weekend patrols for dog fouling on Bliss Way/Tenby Close, Nightingale Avenue Recreation Ground, and Cherry Hinton Hall.
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.
6	Clearing of leaf mould, litter and general tidy up in Teversham Drift and investigation of food and waste being littered in the 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.

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)

¹ Amendments to continuing priorities are shown in italics

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

Trumpington – Environmental Report 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 Hall.
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 12 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 seven hours of patrols have been conducted to address the issues of littering, with nine patrols undertaken at the location, between the 7 th January and the 15 th February 2016. Education advice has been given to people smoking in the area and pocket ashtrays handed out to smokers at the location.
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 six occasions, with total patrol times lasting just over six hours. In this period there were four 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. Words of advice were given to builders who were working at the location of Mowbray Road with regards to possible damage to the verge. Work is underway to improve the number of verge parking signs on the highway and to develop an improved way of working with local residents. To report vehicles parked on the verges
Current Situation:	Ongoing

Priority 4	Enforcement action against nuisance vehicles being repaired at Arran Close.
Action Taken	Patrols have been conducted at Arran Close, with seven patrols having been undertaken lasting a total of six hours. Vehicle checks made on suspect vehicles at the location with no issues to report as of yet, due to previous enforcement work undertaken where suspect vehicles have been removed from the location. Officers continue to monitor the area during the week and at weekends.
Current Situation:	Ongoing
Priority 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.
Action Taken	Over four hours of patrols have been conducted on four occasions, and students have been spoken to about littering. Work for this area continues during the academic year and further work is anticipated during the next quarter.
Current Situation:	Ongoing
Priority 6	Deep cleanse, to include removal of graffiti, flyposting, litter, dog fouling, vegetation cut back and sweeping at Limekiln Road, Cherry Hinton Hall car park and New Bit.
Action Taken	Due to the nature of Limekiln Road this required specialist risk measures to be in place. This area was litter picked during February and involved a team of four operatives and took approximately four hours to complete. Approximately twenty nine bags of litter were collected from this area.
Current Situation:	Completed
Action Taken	The whole of Cherry Hinton Hall car park has been deep cleansed. This involved a team of two operatives and took approximately 2 hours to complete during February.
Current Situation:	Completed
Action Taken	The whole of New Bit play area has been deep cleansed. This involved a team of four operatives and took approximately 4 hours to complete during February.
Current Situation:	Completed
Priority 7	Clearing of leaf mould, litter and general tidy up in Teversham Drift and investigation of food and waste being littered in the area
Action Taken	The south area city ranger has been working in this vicinity to clean up the alleyways in Teversham Drift and is continuing on with this work in the coming months. In regards to the issue with litter and waste there have been eight patrols totalling totally hours. There have been proactive and reactive patrols with two fly tips removed from the area. Words of advice have been given to residents to prevent possible future offences taking place and for educational reasons. Locations to be identified for "No Fly Tipping" signs to be erected.
Current Situation:	Ongoing

6. Environmental Data

This data will be provided at the area committee on 18 April 2016 for information only. The report will provided a full capture of the period January to March 2016

7. Proactive and community work

This section also details ongoing and upcoming work, as well as work that was undertaken in the previous quarter:

Task	Ward walkabout: Colville Road
Action Taken	<p>On 4 February 2016 an environmental ward walkabout was undertaken in the Colville Road area, where a number of action points were highlighted by residents and members. Some of these have already been actioned or programmed in, and include some additional dog bins on Cherry Hinton Recreation Ground, repairs to a damaged verge on Leete Road and some footpaths being swept.</p> <p>The period for winter walkabouts has come to an end; however summer walkabouts will be available starting from June through to August. Details will be made available on our social media account (@cambstreetscene), the webpage www.cambridge.gov.uk/environmental-ward-walkabouts, and members / local residents groups will be notified.</p>
Current Situation	Ongoing

Task	Clean for the Queen: 5 March 2016
Action Taken	<p>Cambridge City Council is supporting the Clean for the Queen campaign launched by Country Life magazine in partnership with Keep Britain Tidy which is aimed at tidying up the country before celebrations begin ahead of the Queen's big day on 21 April 2016.</p> <p>The council is planning a series of litter picking events on Saturday 5 March as part of the national clean-up weekend; it is thought that millions of people across the country will turn out to support these ventures. In Cambridge there will be four events held on Saturday 5 March, starting at 10am and finishing at 1pm, in the South this will be Cherry Hinton Hall, the meeting point will be entrance car park.</p> <p>Those that volunteer can earn Time Credits; every hour of involvement earns a 1-hour time credit – which can be spent in places like cinemas, gyms, swimming pools or music venues. The more time given the more time credits received.</p>
Current Situation	Ongoing

8. 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: Edward Nugent	City Rangers	01223 458282	cityrangers@cambridge.gov.uk
Public Realm Enforcement (South team):	Steve Phillips		streetenforcement@cambridge.gov.uk
	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

9. 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	7
Queen Edith's	6	5
Trumpington	8	2

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

Installed bin sites:

Ward	Location	Installation Date
Cherry Hinton	Coldhams Lane (Near Norman Way)	May 2015
Cherry Hinton	Fulbourn Road (next to bus stop by technology park)	October 2015
Cherry Hinton	Cherry Hinton High Street (outside school)	October 2015
Cherry Hinton	Colville Road (outside primary school)	October 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
Trumpington	Lensfield Road	October 2015
Trumpington	Hauxton Road (near park and ride)	September 2015
Trumpington	Addenbrookes Road	September 2015
Trumpington	Old Mills 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
Cherry Hinton	3	1
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
Cherry Hinton	Teversham Drift	October 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

