

Environmental Report



Cambridge West Area December 2015 to February 2016

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1. Introduction

This report provides an overview of City Council Refuse and Environment and Streets and Open Spaces service activity relating to the geographical area served by the West Area Committee. The report identifies the reactive and proactive service actions undertaken in the previous year, including the requested priority targets and reports back on the recommended issues and associated actions to be targeted in the following period. 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 period 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 period to update members and the public on the status of the issue. Recommendations will also be presented to the committee for consideration and to aid discussion.

Recommendations

The following are suggestions for members on what action could be considered for priority within the West Area for the period of March to May 2016.

Continuing priorities*

Number	Priority details
1	Enforcement and City Ranger patrols in the City Centre to address issues of illegally deposited trade waste <i>and littering</i> . Justification: Littering and illegal deposited waste if left un-investigated can cause ongoing issues and encourage antisocial behaviour. This priority has been included as a continuation to balance the high standard of trade waste management and litter patrols already existing in the West/Central area and to continue to build upon this work further.
2	Early morning, daytime and weekend dog warden patrols for dog fouling on Grantchester Street, Lammas Land and surrounding areas. Justification: Dog fouling continues to be identified by the Dog Warden and a number of individuals spoken to have not been aware of dog control orders; this recommendation remains in order to balance education and enforcement. Further reports have been received that has identified an increase of dog fouling on the routes to and from the local school.
3	Proactive small scale graffiti and flyposting removal by City Rangers <i>and Operations Team</i> across the West/Central area. Justification: Work already conducted by the City Rangers has been positive and enhanced the areas where cleared. This recommendation is to continue this work as a priority for all the rangers covering the West/Central areas <i>and to expand it to all of the Operations officers within Streets and Open Spaces</i> .
4	Ownership and cleansing of Garrett Hostel Lane ditches Justification: Work to identify the ownership of Garrett Hostel Lane ditches is ongoing. Work on maintaining the cleanliness of the ditches is ongoing and remains a focus for the Operations team.

* Amendments to continuing priorities are shown in italics

5	Joint working patrols to address the issues of fly tipping at public recycling points Justification: Fly tipping at Lammas Land, Adam and Eve Street, Park Street and Castle Park recycling centre account for an increase in the fly tipping figures across the West area. Enforcement and ranger work to focus on these areas will balance education and enforcement to deter this problem.
6	Enforcement work to tackle the environmental crime issue of littering and trade waste at Histon Road shops, particularly outside the Co-op Justification: Trade waste and litter is problematic in this area and patrols have already identified a large volume of cigarette ends discarded on the floor. Patrols will identify litter and trade waste issues and take appropriate action to remedy the situation.

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 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 undertook coordinated public realm maintenance, enforcement and educational action, targeting one ward every month in rotation. Working within existing budgets, this action as additional to the routine, day-to-day, work undertaken by these services.

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

- Deep cleansing of channels
- Cleansing of litter and dog bins
- Cleansing of signage
- Cleansing of recycling centres
- Increased dog warden presence
- Increased public realm enforcement presence
- Joint working with Cambridgeshire Fire and Rescue, and Cambridgeshire Police
- Free dog microchipping event
- Proactive inspections by pest control in known hotspots

The results of the ward blitzes are reported as follows:

Castle – Environmental Report January to March 2015

Market – Environmental Report July to September 2015

Newnham - Environmental Report October to December 2015

5. Specific issues and actions

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

Priority 1	Enforcement and City Ranger patrols in the City Centre to address issues of illegally deposited trade waste and littering.
Action Taken	Over 375 hours of patrols were undertaken by the public realm team to address the issues of trade waste illegally deposited and littering during the period of December to February. A number of fixed penalty notices were issued, including Fitzroy Street, New Square, Burleigh Street, Bridge Street and Fisher Square. Several businesses have been engaged in pledging to the litter voluntary code, which promotes responsible litter management. Trade waste inspections have been made resulting in warning letters being sent to companies regarding their duty of care towards their commercial waste. This has also resulted in repeat offenders being issued with statutory notices as well as a number of fixed penalties issued.
Current Situation:	Ongoing
Priority 2	Early morning dog warden patrols for dog fouling on Grantchester Street, Lammas Land and surrounding areas
Action Taken	Dog warden patrols have been conducted by the Dog Wardens in partnership with the Enforcement team and City Rangers to address issues of dog fouling at the above locations. Educational advice and dog bags continue to be provided by the dog wardens to dog walkers in the area particularly on dog control orders, which a number of dog walkers are not aware of.
Current Situation:	Ongoing
Priority 3	Proactive small scale graffiti and flyposting removal by City Rangers across the West/Central area
Action Taken	The rangers have removed over 59 incidents of graffiti and flyposting from street furniture including lampposts, street signs and benches. Further work is programmed for the upcoming. Photographs of some of the work undertaken are included in the appendices of this report. .
Current Situation:	Ongoing
Priority 4	Ownership and cleansing of Garrett Hostel Lane ditches
Action Taken	The ownership of the ditches either side of Garrett Hostel Lane has highlighted that there does not appear to be an easily identifiable definitive owner at the current time. Work continues to identify the relevant owner, in the meantime regular visits are made by the Operations team to clear litter from the ditches and to keep them to a standard of cleanliness.
Current Situation:	Ongoing

Priority 5	Jesus Green ditch cleansing – looking at frequency of activity
Action Taken	This area of work has been added as a weekly task for the Operations team, in addition responding where there is an additional need. Operatives have been to site and cleared the ditch of all litter. This work has been monitored over the last period and has found that the weekly task now keeps the litter level to a minimum.
Current Situation:	Completed
Priority 6	Joint working patrols to address the issues of fly tipping at public recycling points
Action Taken	Adam and Eve Street and Park Street: A number of patrols were undertaken by the public realm teams to address the issues of waste illegally dumped during the period of December to February. No evidence was found to identify those responsible, and these sites continue to attract fly tipping.
Current Situation:	Ongoing
	Castle Park: Foot patrols have been carried out at this site and only one issue found on one occasion which was a large cardboard box beside one of the bins blocking use of the bin.
Current Situation:	Ongoing
	Lammas Land: A total of 6.5 hours were spent patrolling and evidence from fly tipped waste was seized for three suspects, each issued a warning letter. Two further fly tips were reported where no evidence for a suspect was found.
Current Situation:	Ongoing
Priority 7	Enforcement work to tackle the environmental crime issue of littering and trade waste at Histon Road shops, particularly outside the Co-op
Action Taken	Patrols have been conducted in the area, cigarette related litter mainly outside the Co-op and in parking area has been found. Officers recommend that this area requires further work and that in the next period on-going litter monitoring and grading to be continued and plan of action will be developed.
Current Situation:	Ongoing

Other issues:

Issue	Lammas land – request to remove yellow camping signs
Action Taken	This action was completed by the city ranger in February 2016.
Current Situation:	Completed
Issue	Graffiti at Radcliffe Court flats remains on site
Action Taken	The city rangers spoke to the management company and have now confirmed that the graffiti was removed by the property management company.
Current Situation:	Completed

Issue	Report that in certain parts of the city centre that litter picking is not late enough in the day
Action Taken	The Senior Operations Manager has confirmed that the Operations team currently litter pick from 06.00 – 19.00 hours in the historic part of the city centre and that the department are currently reviewing the way they carry out our street cleansing activities which includes hours of work, the review is ongoing.
Current Situation:	Resolved
Issue	Sweeping streets with parking cars – question on how this can be resolved
Action Taken	The Senior Operations Manager confirmed that Street Cleansing Supervisors are on site to support the teams during the deep cleansings of the footways and carriageways, supervisors look to inform residents that a deep cleansing programme is / will be in operation in that area and please could they remove their vehicles during this time, we have tried in the past not very successfully, supervisors to also be on site to make sure team carry out a manual sweep of the gutters where they can near parked vehicles.
Current Situation:	Resolved
Issue	Side streets around Fitzroy and Grafton Street have a build-up of litter on them from the city
Action Taken	Following the ward walkabout in March this issue was looked at by residents and members, two sets of litter bins are being trialled in the area to see if they help to resolve the situation. If they prove successful they will be replaced with city centre style bins. This trial is due to finish at the end of April.
Current Situation:	Ongoing
Issue	Request for recycling rates for different wards and more detail of planned events
Action Taken	Officers from waste have confirmed it is not possible to break the waste data for the city down into ward level. In terms of what is being done to promote recycling, the current details in the report list the numbers of events, press releases, champions recruited and feedback from specific events etc. all of which help to improve our recycling. Officers have recommend that if members would like to know what larger projects overall Waste are working on then it would be best to wait for the new year to begin reporting on this and are proposing that it would be presented in the report for March to May.
Current Situation:	Ongoing
Issue	Request for Christ's Pieces railings to be painted
Action Taken	This project has been agreed with the Development Team and added to the program of work for Community Payback. It is planned to undertake this work over several months during the Spring/Summer of 2016.
Current Situation:	Ongoing

6. Environmental Data

Private Realm [West Central Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Simple Cautions	Legal Proceedings
Dec-Feb: 2015/16	Pest Control	23	23	N/A	N/A	N/A	N/A
Dec-Feb: 2014/15	Noise Complaints	6	N/A	†	0	0	0
Dec-Feb: 2015/16		20			0	0	0
Dec-Feb: 2014/15	Refuse/ Waste Complaints	0	N/A	†	0	0	0
Dec-Feb: 2015/16		2			0	0	0
Dec-Feb: 2014/15	Other public health complaints‡	1	N/A	†	0	0	0
Dec-Feb: 2015/16		3			0	0	0
Dec-Feb: 2014/15	Private Sector housing standards	10	N/A	†	2	0	0
Dec-Feb: 2015/16		8			0	0	0

† All complaints will generally have at least one such action

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

Public Realm Data

Public Realm Enforcement [Castle]

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
Dec-Feb: 2014/15	Abandoned vehicles	3	N/A	N/A	0	0	0
Dec-Feb: 2015/16		3			0	0	0
Dec-Feb: 2014/15	Nuisance vehicles [§]	0	0	N/A	0	0	0
Dec-Feb: 2015/16		0	0		0	0	0
Dec-Feb: 2014/15	Derelict cycles	10	N/A	N/A	N/A	N/A	N/A
Dec-Feb: 2015/16		7					
Dec-Feb: 2014/15	Domestic waste	1	0	0	1	0	0
Dec-Feb: 2015/16		0	0	0	0	0	0
Dec-Feb: 2014/15	Trade waste	2	2	0	0	0	0
Dec-Feb: 2015/16		0	0	0	0	0	0
Dec-Feb: 2014/15	Litter	2	0	0	2	0	0
Dec-Feb: 2015/16		2	0	0	2	0	0
Dec-Feb: 2014/15	Illegal camping	0	N/A	0	N/A	0	0
Dec-Feb: 2015/16		0		0		0	0
Dec-Feb: 2014/15	Illegal advertising	8	2	0	0	0	0
Dec-Feb: 2015/16		1	0		0	0	0

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

Summary of Castle public realm enforcement data

- Three abandoned vehicles were investigated, one vehicle was removed for having no road tax, the fine was paid and the vehicle was subsequently released.
- Seven derelict cycles were removed from across Castle. The number of cycles removed as abandoned in the area usually varies between 5 to 10 a quarter.
- There were two cases of littering in Castle between December and February, in both cases litter was thrown from vehicles. In both cases fixed penalty notices were issued and subsequently paid, the offences happened on Madingley and Huntingdon Road.
- There was one case of illegal advertising on Chesterton Road, no suspect was found from the evidence and no action was taken.
- There have been no significant changes in the enforcement investigations and outcomes compared to the same period in 2014/15.

Public Realm Enforcement [Market]

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
Dec-Feb: 2014/15	Abandoned vehicles	2	N/A	N/A	0	0	0
Dec-Feb: 2015/16		4			0	0	0
Dec-Feb: 2014/15	Nuisance vehicles **	0	0	N/A	0	0	0
Dec-Feb: 2015/16		0	0		0	0	0
Dec-Feb: 2014/15	Derelict cycles	70	N/A	N/A	N/A	N/A	N/A
Dec-Feb: 2015/16		53					
Dec-Feb: 2014/15	Domestic waste	13	6	0	2	0	0
Dec-Feb: 2015/16		19	6	0	0	0	0
Dec-Feb: 2014/15	Trade waste	5	5	2	0	0	0
Dec-Feb: 2015/16		16	15	0	0	0	0
Dec-Feb: 2014/15	Litter	10	0	0	10	0	1
Dec-Feb: 2015/16		29	0	0	29	0	2
Dec-Feb: 2014/15	Illegal camping	0	N/A	0	N/A	0	0
Dec-Feb: 2015/16		0		0		0	0
Dec-Feb: 2014/15	Illegal advertising	14	12	N/A	0	0	0
Dec-Feb: 2015/16		7	4		0	0	0

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

Summary of Market public realm enforcement data

- Fifty three derelict cycles were removed from across Market. The number of cycles removed as abandoned in the area usually varies between 10 to 75 a quarter.
- Four abandoned vehicles were investigated in the area between December and February, one case is still ongoing and the other three vehicles were found not to be abandoned.
- There were nineteen cases of domestic waste investigations conducted in the area, nine cases had no suspects or evidence in them and there six cases where a warning letter was issued. Four cases are still ongoing.
- Sixteen cases of trade waste were investigated in the West area. All businesses were written to and complied with requests for their waste transfer information and were issued a warning letter. A further business was issued a verbal warning.
- There were twenty nine cases of litter investigated in the West area during December to February and twenty nine fixed penalty notices was issued, which included littering on foot at Bridge Street, Burleigh Street, Christ's Lane, Fisher Square, Fitzroy Street, Hobson Street, Lion Yard, Market Street, Regent Street and St Andrews Street. One fixed penalty was also issued for littering from a motor vehicle on Emmanuel Street which was subsequently paid. Two cases of fixed penalties not being paid have been referred to the legal team.
- Seven incidents of illegal advertising were identified which included one banner and six posters, where it was possible to identify suspects warnings were issued.
- There has been an increase in the number of litter, domestic waste and trade waste cases compared to the same period in 2014/15, which is due to more engagement with local businesses and proactive patrols across the three ward areas; there are no other significant changes in the enforcement investigations and outcomes compared to the same period in 2014/15.

Public Realm Enforcement [Newnham]

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
Dec-Feb: 2014/15	Abandoned vehicles	4	N/A	N/A	0	0	0
Dec-Feb: 2015/16		1			0	0	0
Dec-Feb: 2014/15	Nuisance vehicles ^{††}	0	0	N/A	0	0	0
Dec-Feb: 2015/16		0	0		0	0	0
Dec-Feb: 2014/15	Derelict cycles	14	N/A	N/A	N/A	N/A	N/A
Dec-Feb: 2015/16		5					
Dec-Feb: 2014/15	Domestic waste	0	0	0	0	0	0
Dec-Feb: 2015/16		6	4	0	0	0	0
Dec-Feb: 2014/15	Trade waste	1	1	0	0	0	0
Dec-Feb: 2015/16		0	0	0	0	0	0
Dec-Feb: 2014/15	Litter	1	0	0	1	0	0
Dec-Feb: 2015/16		0	0	0	0	0	0
Dec-Feb: 2014/15	Illegal camping	0	N/A	0	N/A	0	0
Dec-Feb: 2015/16		0		0		0	0
Dec-Feb: 2014/15	Illegal advertising	1	1	N/A	0	0	0
Dec-Feb: 2015/16		1	0		0	0	0

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

Summary of Newnham public realm enforcement data

- One abandoned vehicle inspections was but was deemed not to be abandoned.
- Five derelict cycles were removed from across Newnham. The number of cycles removed as abandoned in the area usually varies between 5 to 10 a quarter.
- There were six cases of domestic waste investigations conducted in the area, all of which were found at the Lammas Land recycling centre. Four suspects were identified and were issued warning letters.
- One incident of illegal advertising were identified which was a poster advertising on the railings of Lammas Land, there was no suspect for the case and therefore no action was taken.
- There has been an increase in the number of domestic waste investigations. The increase in the dumped domestic waste was found at the Lammas Land recycling centre during proactive patrols set as a priority. There are no other significant changes in the enforcement investigations and outcomes compared to the same period in 2014/15.

Dog Warden Service [West Area]

Stray dogs

Period	Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
Dec-Feb: 2014/15	Stray dogs	0	0	0	0	0	
Dec-Feb: 2015/16		2	0	1	1	0	One other stray dog calls was received, but the dog was 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
Dec-Feb: 2014/15	Dog control orders: Fouling	0	0	0	0	0	0
Dec-Feb: 2015/16		2	0	0	0	0	0
Dec-Feb: 2015/16	Dog control orders: Exclusion	0	0	0	0	0	0
Dec-Feb: 2015/16	Dog control orders: Leads	0	0	0	0	0	0
Dec-Feb: 2015/16	Other dog complaints ^{##}	0	0	0	0	0	0

Summary of dog warden data:

Two reports of dog fouling were received between the period December to February at Dane Drive and Barton Road. Residents requested new dog fouling signage at Barton Road which was put up by the city rangers.

^{##} Includes issues such as barking, welfare, signage requests and educational advice as well as joint working with Environmental Health, RSPCA and Housing Associations'

Operations cleansing data by ward [West Area]

Period	Activity	Total number of incidents	Ward		
			Castle	Market	Newnham
Dec-Feb: 2014/15	Fly tipping	30	4	21	5
Dec-Feb: 2015/16		46	5	38	3
Dec-Feb: 2014/15	Offensive graffiti ^{§§}	9	2	4	3
Dec-Feb: 2015/16		6	3	3	0
Dec-Feb: 2014/15	Detrimental graffiti ^{***}	65	15	49	1
Dec-Feb: 2015/16		122	20	98	4
Dec-Feb: 2014/15	Needles	4	1	1	2
Dec-Feb: 2015/16		5	1	4	0
Dec-Feb: 2014/15	Shopping trolleys	7	1	5	1
Dec-Feb: 2015/16		19	6	12	1

^{§§} Offensive graffiti includes but is not limited to that which contains swear words, reference to religion, racist, reference to a person / naming a person, drawings of human body parts, words of reference to human body parts and reference to sexual activity. The service aim is to remove this type of graffiti within 1 working day.

^{***} Detrimental graffiti is graffiti that contains but is not limited to general tags, drawings not falling under the above criteria, and words not classified as offensive. The service aim is to remove this type of graffiti within 5 working days.

Summary of operations cleansing data:

- Of the five fly tips for the Castle ward, one fly tip was removed at Castle Park recycling centre; no other particular trends with types of fly tipped material were identified in this period.
- There were thirty eight fly tips cleared from the Market ward, of this repeat incidents were on Kings Parade (14), Newmarket Road (2) and Sussex Street (2). There was an increase in fly tipping on Kings Parade, the majority of which was black sacks containing household waste. Ongoing investigations are being undertaken with this repeat illegal dumping of waste. No other trends were identified in this period.
- Of the three fly tips that were found in the Newnham ward, two were located at the Lammas Land recycling centre, no other particular trends with types of fly tipped material were identified in this period.
- In Castle, two of the offensive cases of graffiti were pictures of human anatomy on play equipment at Histon Road Recreation Ground, one during January and one during February, offensive language was also removed from communication boxes on Huntingdon Road during January 2016.
- In Market offensive graffiti consisted of swear words removed from communication boxes on Downing Street in during February, offensive language was removed from a garage door on Mud Lane during January 2016 and offensive language was removed from street bins on Sidney Street during December 2015.
Market ward has witnessed an increase in detrimental graffiti instances from 49 in 2014/15 to 98 in 2015/16 (for the periods of December to February). Repeat incidents were removed from Christ's Pieces (5), Drummer Street (6), Regent Street (10), Sidney Street (7) and St Andrews Street (11).
- The council are aware there has been an increase in anti-social graffiti in some wards, and we are working in partnership with other agencies including Cambridgeshire Police to tackle this problem. The council is responding to all reports of graffiti and undertaking proactive patrols and monitoring of hot spots. In addition within the city centre, the rapid response team is available to Cambridge BID businesses during the usual call out times to tackle issues as graffiti.
- Three instances involving a total of 5 needles were removed from the wards in the west area during December 2015 to February 2016; one needle was removed from church grounds on corner of Castle Street during February, two needles were removed outside Boots on Petty Cury in during February and two needles were removed from a drain to the rear of St Andrews Church on Downing Place.
- Four trolleys were impounded as abandoned.

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 (2015-16)	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec
Recycling rate – dry recycling (last year)	21.4% (21%)	21% (22.2%)	22% (23.4%)
Recycling rate – composting (last year)	23.8% (24.9%)	22.3% (23.8%)	20% (20%)
Amount collected for disposal (last year)	54.8% (54.2%)	57.7% (54%)	(58%) (56.7%)
No of press releases issued	5	3	5
No of 2 nd blue bins delivered	93	164	146
No of 2 nd Green bins delivered	87	57	876 (no. of people registering under the second year of the scheme)
Number of 3 rd and 4 th green bins registered			77
No. of bins changed from standard to small	32	26	22
No of events attended	15	10	10
No of people spoken to	800	210	280
No of Kitchen Caddies given out	473	195	321
No of Recycling Champions (RC) at events	33	9	17
No of new RC recruited	8	3	4
Amount of rubbish/recycling collected at events (tonnes)	Total 35.7 tonnes 24.7 T rubbish 11 T recycled	Total 20.5 tonnes 8.59 T recycled	None this quarter
Amount of goods (clothes, books etc.) collected via the British Heart Foundation and college campaign.			7,490 bags -74 tonnes
No of community/school visits to AmeyCespa	14	5 ^{†††}	17

^{†††} Schools visits during July and September only

7. Proactive and community work

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

Task	Clean for The Queen
Action Taken	Cambridge City Council supported the Clean for the Queen campaign run by Country Life magazine in partnership with Keep Britain Tidy which was aimed at tidying up the country before celebrations begin ahead of the Queen's big day on 21 April 2016. Volunteers took part in the event on Mill Pond on Saturday 5 March 2016 with support from the City Ranger.
Current Situation	Completed
Task	Environmental Ward Walkabouts
Action Taken	Ward walkabouts are an 'on the ground' project to deal with local environmental issues; residents can discuss any local environmental issues, but items on the agenda are likely to include dog fouling, fly-tipping, graffiti and environmental crimes. Ward walkabout completed include: <ul style="list-style-type: none"> • Castle (MacManus area): 1 February 2016 • Castle (Windsor Road area): 11 February 2016 • Castle (Mount Pleasant): 8 February 2016 • Market (City Centre): 2 February 2016 • Market (Kite area): 7 March 2016 • Newnham: 23 January 2016 The next batch of walkabouts will be arranged for June to August time.
Current Situation	Ongoing
Task / Event	Windsor Road area
Action Taken	Following an issue highlighted on a ward walkabout improvements were made to Windsor Road. Clearing overhanging shrubbery and pathway was completed by the City Ranger in partnership with Community Payback.
Current Situation	Completed

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
West Area Ranger: Richard Allen	City Rangers	01223 458282	cityrangers@cambridge.gov.uk
City Centre Ranger: Chris Lowndes			
Public Realm Enforcement (West team):	Castle / Newnham: Lisa Lowndes and Tom Pickover	01223 458573 01223 458062	streetenforcement@cambridge.gov.uk
	Market: Andy Hine and 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

9. Resources

The following are suggestions that members of the West Area Committee and residents and businesses may wish to consider or request for the upcoming period:

Recycling and general street litter bins

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

Ward	Bins used	Bins available for installation
Castle	6	5
Market	6	3
Newnham	2	6

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

Installed bin sites:

Ward	Location	Installation Date	Comments
Castle	Storey's Way (pedestrian traffic lights – junction with Huntingdon Road)	March 2015	
Castle	Howes Place (junction Huntingdon Road)	March 2015	
Castle	Carisbrooke Road – near Mayfield School	March 2015	
Castle	Carisbrooke Road (junction with Histon Road)	March 2015	
Castle	Warwick Road (near Windsor Road alleyway)	March 2015	
Castle	Carisbrooke Road (green triangle behind Mayfield School)	March 2016	
Market	Park Street (near car park)	July 2015	
Market	Park Street (near ADC theatre)	July 2015	
Market	King Street (near Pikes Walk)	August 2015	
Market	City Road (near Superdrug)	March 2016	Currently being trialled
Market	Fitzroy Street (alleyway to side of Next)	March 2016	Currently being trialled
Market	Sussex Street (in central area)	February 2016	Currently being trialled
Newnham	Coton footpath (junction with Wilberforce Road)	March 2015	
Newnham	Burrell's Walk (junction with Grange Road)	May 2015	

Dog bin provision

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

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

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

Installed bin sites:

Ward	Location	Installation Date	Comments
Newnham	Carisbrooke Road (near Histon Road junction)	March 2015	
Newnham	Gough Way (near to Penarth Place)	March 2015	
Castle	Carisbrooke Road (near Histon Road junction)	March 2015	

Pocket ashtray distribution

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

Dog fouling signs

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

Ward	Signs used	Signs available for installation
Castle	0	13
Market	0	13
Newnham	0	13



10. Appendices

Before and after photos of a clearance at Mount Pleasant completed by City Rangers (completed January 2016)



Before and after photos of graffiti clearance at Parsonage Street completed by City Rangers (completed February 2016)



Before and after photos of vegetation clearance at Tavistock Road completed by City Rangers (completed February 2016)

