Environmental Report



Cambridge South Area March to May 2016

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 period	5
6.	Environmental Data	7
F	Private Realm [South Area]	7
F	Public Realm Data	8
	Public Realm Enforcement [South Area]	8
	Dog Warden Service [South Area]	10
	Operations cleansing data by ward [South Area]	11
	Waste and Recycling Data [City wide]	13
7.	Proactive and community work: Previous period	15
8.	Key contacts	16
(Officers	16
ŀ	ssues	17
9.	Resources	18

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 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 South Area for the period of June to August 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.
	Enforcement targeted approach to areas where Addenbrookes site joins residential
2	areas such as Hills Road and Red Cross Lane and to work with Addenbrookes to
	work towards the bus station area being cleaned up.
2	Enforcement to work with the County Council, against utilities and companies that
3	damage the verge on Mowbray and Fendon Road.
4	Enforcement action against nuisance vehicles being repaired at Arran Close.
E	Enforcement joint working and patrols to deal with littering from students of Long
5	Road Sixth Form in the areas of Long Road and Sedley Taylor Road.
6	Enforcement patrols to deal with litter and fly tipping in and around Teversham Drift.

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)
- 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?

¹ Amendments to continuing priorities are shown in italics

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 period

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	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 22.5 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 14 hours and 19 patrols have been conducted to address the issues of littering, between March and May. Education advice has been given to people smoking in the area and pocket ashtrays handed out to smokers at the location. Nine Fixed Penalties have been issued to offenders littering at the said locations. Ongoing work continues in this area.
Current Situation:	Ongoing
Priority 3	Enforcement to work with the County Council, against utilities and companies that damage the verge on Mowbray and Fendon Road.
Action Taken	Patrols continue to be conducted by officers to address the issues of verge parking at Mowbray and Fendon Road. In this period 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 11 patrols having been undertaken lasting a total of 6.5 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	Patrols continue to be undertaken at the location, students have been spoken to about littering. Work for this area continues during the academic year and further work is anticipated during the next period. Links have now been made with the student liaison officers at Long Road Sixth Form, we are planning to undertake joint patrols with theta help educate and tackle issues regarding cigarette littering from students.
Current Situation:	Ongoing
Priority 6	Enforcement patrols to deal with litter and fly tipping in and around Teversham Drift.
Action Taken	Patrols are still being undertaken at the location, to try and tackle the issues of fly tipping, abandoned vehicles, untaxed vehicles and dog fouling patrols. Suspected abandoned vehicles have been dealt with accordingly. At present fly tipping seems to be reduced, the reports of these incidents have been reduced at this location.
Current Situation:	Ongoing

6. Environmental Data

Private Realm [South Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
March to May: 2015	Noise	67	NI/A	2	3	0
March to May: 2016	Complaints	51	N/A		0	0
March to May: 2015	Refuse/ Waste Complaints	6	N/A	2	0	0
March to May: 2016		0			0	0
March to May: 2015	Other public	6	N/A	2	0	0
March to May: 2016	health complaints ³	5			0	0
March to May: 2015	Private Sector	22	N/A	2	2	0
March to May: 2016	housing standards	19			0	0

Data is from 1 March to 18 May 2016

[Pest control data was not available]

² All complaints will generally have at least one such action ³ Other public health complaints includes odour, smoke, bonfires, filthy and verminous

Public Realm Data

Public Realm Enforcement [South Area]

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
March to May: 2015	Abandoned	19	N/A	N/A	0	0	0
March to May: 2016	vehicles	19	N/A	IN/A	0	0	0
March to May: 2015	Nuisance	3	2	NI/A	0	0	0
March to May: 2016	vehicles ⁴	0	0	N/A	0	0	0
March to May: 2015	Verge	31	28	NI/A	N1/A	0	0
March to May: 2016	parking⁵	2	2	N/A	N/A	0	0
March to May: 2015	Derelict	22	N/A	N/A	N/A	N/A	NI/A
March to May: 2016	cycles	12	IN/A	IN/A	N/A	IN/A	N/A
March to May: 2015	Domestic	17	0	0	1	0	0
March to May: 2016	waste	25	11	0	4	0	0
March to May: 2015	Trade waste	1	1	0	0	0	0
March to May: 2016	Trade waste	4	2	0	0	0	0
March to May: 2015	Littor	11	0	0	8	0	0
March to May: 2016	Litter	15	0	0	12	0	0
March to May: 2015	Illegal	0	NI/A	0	N1/A	0	0
March to May: 2016	camping	0	N/A	0	N/A	0	0
March to May: 2015	Illegal	4	1	NI/A	0	0	0
March to May: 2016	advertising	0	0	N/A	0	0	0

Data is from 1 March to 23 May 2016

⁴ Nuisance vehicles includes vehicles displayed for sale or being repaired (other than in an emergency) on the public highway ⁵ Applies to Mowbray and Fendon Road only

Summary of public realm enforcement data

- Of the vehicles reported, four were untaxed vehicles, two of which were impounded from Wenvoe Close and Fulbourn Road, one vehicle is in storage and the other has been destroyed after not being claimed. One abandoned vehicle was removed from Wulfstan Way and a number of cases are still ongoing.
- There were two cases of verge parking identified on Mowbray Road and Fendon Road. Two warning letters were sent to the registered keepers.
- Twelve derelict cycles were removed from across all four wards. The number of cycles removed as abandoned in the South area usually varies between 15 to 25 a period.
- There were twenty five cases of domestic waste investigations conducted in the area between March and May, the majority of which was waste littered and fly tipped at recycling centres across the area. Of the investigations conducted there were 11 warning letters, as well as four fixed penalties issued for littering at Colville Road recycling centre, and Waitrose Recycling Centre. There are currently 2 ongoing cases awaiting further action.
- Four cases of trade waste were investigated in the South area; waste that was dumped has been traced to business in two cases. One business complied with the requests for information and was issued a warning letter; the second case is currently ongoing.
- There were fifteen cases of litter investigated in the South area during March to May period and resulted in twelve fixed penalties being issued for littering at Dame Mary Archer Way, Red Cross Lane and Hills Road. Subsequently eleven fixed penalties were paid and one other case of littering is currently ongoing.

Dog Warden Service [South Area]

Stray dogs

Period	Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
March to May: 2015	Stray dogs	1	0	1	0	0	One other stray dog calls was received, but the dogs was collected by their owner before the dog warden attended
March to May: 2016		2	0	0	2	0	One other stray dog calls was received, but the dog was collected by their owner before the dog warden attended

Data is from 1 March to 23 May 2016

Dog Control Orders

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
March to May: 2015	Dog control	2	0	0	0	0	0
March to May: 2016	orders: Fouling	11	0	0	0	0	0
March to May: 2015	Dog control	0	0	0	0	0	0
March to May: 2016	orders: Exclusion	0	0	0	0	0	0
March to May: 2015	Dog control orders: Leads	0	0	0	0	0	0
March to May: 2016		0	0	0	0	0	0
March to May: 2015	Other dog	1	0	0	0	0	0
March to May: 2016	complaints ⁶	0	0	0	0	0	0

Data is from 1 March to 23 May 2016

Summary of dog warden data

Dog fouling complaints have been received for repeat incidents on Bliss Way and this continues to be one of the priority areas for the service. Other dog fouling complaints were received for Addenbrookes Road, Drayton Road, Mallets' Road and Sunmead Walk.

⁶ Includes issues such as barking, welfare, signage requests and educational advice as well as joint working with Environmental Health, RSPCA and Housing Associations'

Operations cleansing data by ward [South Area]

Posito d	A attack.	Total number of	Ward				
Period	Activity	incidents	Cherry Hinton	Queen Edith's	Trumpington		
March to May: 2015	Elections in a	44	18	9	17		
March to May: 2016	Fly tipping	52	31	10	11		
March to May: 2015	Offensive graffiti ⁷	2	1	0	1		
March to May: 2016	Offensive graffiti ⁷	1	1	0	0		
March to May: 2015	Detrimental graffiti ⁸	7	1	4	2		
March to May: 2016		32	2	9	21		
March to May: 2015	Nacdica	8	0	0	8		
March to May: 2016	Needles	2	1	1	0		
March to May: 2015		7	4	0	3		
March to May: 2016	Shopping trolleys	5	5	0	0		

Data is from 1 March to 23 May 2016

⁷ 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.

⁸ 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:

- In Cherry Hinton there were thirty one instances of fly-tipping, consisting of mainly household waste. Repeat incidents of fly tipping were found at St Bedes Crescent, Teversham Drift and Bosworth Road. There were no other trends in the ward.
- In Queen Edith's there were ten instances of fly-tipping in the ward, repeat incidents were found in Glebe Road there were no other trends in the ward.
- In Trumpington there were eleven instances of fly-tipping, repeat incidents were found at Paget Road and Foster Road. There were no other trends in the ward.
- The one offensive graffiti in the south during March to May 2016 was in Cherry Hinton in April where highly offensive language was written on the skate ramp on Cherry Hinton Recreation Ground on the High Street. This graffiti made reference to an individual and was of a threatening nature and sexual. The police were informed.
- Six of the nine instances of detrimental graffiti in Queen Edith's were general tagging in the Hills Road area and happened over a six week period.
- Nine of the 21 instances of detrimental graffiti in in Trumpington were on Gonville Place and were general tagging, the majority occurred during May. Repeat incidents were also located in Trumpington Road.
- One needle was removed from shrubbery at Highdene Road in Cherry Hinton, this was reported by a member of the public to the Customer Service Centre, and one needle was identified and removed by an operative near the pavilion on Nightingale Avenue Recreation Ground in Queen Edith's.
- The number of trolleys impounded was 2.

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	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Total for 2015-16
Recycling rate – dry recycling 2015/16	21.4%	21%	23%	25.2%	22.6%
Recycling rate – dry recycling 2014/15	21%	22.2%	23.4%	24.5%	23%
Recycling rate – composting 2015/16	23.8%	22.3%	21.3%	15.03%	20.8%
Recycling rate – composting 2014/15	24.9%	23.8%	20%	14.9%	21.1%
Amount collected for disposal 2015/16	54.8%	57.7%	55.8%	59.7%	56.7%
Amount collected for disposal 2014/15	54.2%	54%	56.7%	60.7%	56.23%
No of press releases issued	5	3	5	6	19
No of 2 nd blue bins delivered	93	164	146	190	593
No of 2 nd Green bins delivered	87	46	876 ⁹	13	1033
Number of 3 rd and 4 th green bins registered			77		77
No. of bins changed from standard to small	32	26	22	39	119
No of events attended	15	10	10	5	39
No of people spoken to	800	210	280	253	1543
No of Kitchen Caddies given out at events ¹⁰	473	195	321	58	1047

⁹ Number of people registering under the second year of the scheme ¹⁰ Excludes caddies given out via council receptions

Activity	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Total for 2015-16
No of recycling champions (RC) at events	33	9	17	5	64
No of new RC recruited	8	3	4	2	17
Amount of rubbish/recycling collected at events (tonnes)	Total 35.7 tonnes 24.7 T rubbish 11 T recycled	Total 20.5 tonnes Rubbish: 8.59 recycled	None this quarter	20 Tonnes of electricals of recycling	56.2 tonnes rubbish 39.5 tonnes of recycling
No of community/school visits to AmeyCespa	14	5	17	11	47

Summary of Waste and Recycling Data

The total recycling rate is 43.3% which has changed slightly compared to last year, 43.8%. A rise in rubbish to landfill has been seen, maybe partly due to the new developments in the city and changes to population. It has been a very busy and productive year for the waste and recycling team who have aimed to keep up the momentum of increasing recycling and community engagement alongside the re-location to Waterbeach and merging of teams with South Cambridgeshire District Council. We look forward to reaping the benefit of these changes in 2016-17.

Jan- March events attended

- Hazelwood and Molewood Community Day
- Volunteer for Cambridge, Guildhall
- Accommodation Fair- Anglia Ruskin
- Annual Electrical collection event with University and ERP- Sidgwick Site
- Food Fair-Central Library

7. Proactive and community work: Previous period

During the previous period the following proactive and community work has been undertaken. This sections also details ongoing and upcoming work.

Task	Foster Road, Trumpington
Action Taken	Very large bramble patch cleared, fly tipped waste removed, and roots dug up to level ground in preparation for local South Area apple trees Art Project.
Current Situation	Completed

Task	Teversham Drift area
Action Taken	Cleaned Teversham Drift alleyways; litter picked; cut back overhanging hedges; strimmed with community payback over three days. Cleared overhanging hedge from pensioner's garden. The hedge was blocking an alleyway and also damaging a City Council owned wall.
Current Situation	Completed

Task	Gunhild/Holbrook Road Recreation Grounds, Queen Edith	
Action Taken	Ranger working with Queen Edith Community Forum looking to start a project with a view to approve the appearance, accessibility and condition of these well used local parks with the assistance of Community Payback and SOS volunteers.	
Current Situation	Upcoming	

Task	Byron's Pool
Action Taken	Large cut back of footpath leading along the river. The work was done to assist with public access to this local beauty spot assisted by Community Payback
Current Situation	Completed

8. Key contacts

Officers

Area	Contact	Telephone Number	Email
Environmental Health Manager	Yvonne O'Donnell	01223 457951	vvonne.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 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	5	6
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
Cherry Hinton	Cherry Hinton Hall (in car park)	April 2016
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	4	0
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	May 2015
	path footpath)	
Cherry Hinton	Arran Close (on green at top of	July 2015
	road)	
Cherry Hinton	Teversham Drift	October 2015
Cherry Hinton	Recreation Ground	March 2016
Trumpington	Brooklands Avenue (by Hobsons	June 2015
	Conduit)	

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

