

Environmental Report



Cambridge East Area March to May 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 East Area Committee. The report identifies the reactive and proactive service actions undertaken in the previous, 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 East Area for the period of June to August.

Continuing priorities*

Number	Priority details
1	Enforcement patrols to tackle fly tipping at Riverside, Ashbury Close, Ditton Fields and St Matthews Street area
2	Early morning , daytime and weekend patrols for dog fouling at the following locations: <ul style="list-style-type: none">• St Thomas's Square and Road• Ravensworth Gardens play areas• Thorpe Way play area• St Bedes Crescent• Coleridge Recreation Ground
3	Enforcement investigation and action to deal with littering problems Newmarket Road from Tesco and around the areas of Wickes and Staples, B&Q and Cambridge Retail Park
4	Illegal camping barbeque and green space patrols at Stourbridge Common.

New suggested priorities

Number	Priority details
5	Enforcement patrols to tackle environmental crime at Thorpe Way estate.

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.

* Amendments to continuing priorities are shown in italics

Community intelligence questions

1. What geographical locations would benefit from targeted work? (including public realm enforcement activity and clean-up work by the community payback)
2. What locations for new and replacement general waste, recycling and dog bins (in line with resources available) should be considered?
3. 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. The teams undertook coordinated public realm maintenance, enforcement and educational action, targeting one ward every month in rotation. Working within existing budgets, this action was 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
Romsey – 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 patrols to tackle fly tipping at Riverside, Ashbury Close Ditton Fields and St Matthews Street area
Action Taken	<p>Between March and May a total of 15 hours of patrols/enforcement work was undertaken in the Riverside area. Riverside has a number of areas requiring regular monitoring including residential and illegal moorings on the river Cam. Increased patrols were also made over the weekends of the Strawberry Fair, The Dragon Boat Festival. High visibility patrols and events have allowed the enforcement team to engage with members of the public including visitors and residents of Cambridge. This has proven to be particularly effective during busy periods over the weekend.</p> <p>The team has been able to offer words of advice, environmental information and provide a visible deterrent to environmental crime particularly incidents of littering and fly tipping. The team has promoted the week of the City Council and given general advice relating to environmental and local authority matters.</p> <p>Incidents dealt with along Riverside during the period of March to May include the following. Four incidents of fly tipping. Two of the incidents are being investigated with evidence retrieved. Two incidents of littering from street life at Elizabeth Way Bridge. Twelve full black refuse sacks dumped by a litter bin.</p> <p>Footfall has increased along Riverside. This is in part due to the better weather and increased visitor numbers. Incidents of littering and fly-tipping have increased. Further patrols especially at weekends and monitoring of the recycling centre are still required. Heading into the summer months and despite poor weather during June it is recommended that this area remains a priority.</p>
Current Situation:	Ongoing
Action Taken	<p>Officers continue to provide hi visibility proactive and reassurance patrols at the location, to address and identify any issue of environmental crime. This location specifically suffers from regular fly tipping issues, as well as abandoned vehicles. During some of these patrols fly tips have been observed and dealt with accordingly, however no evidence found at scene. Door to door enquiries have been made by the enforcement officers to ascertain relevant intelligence regarding these offences, to identify any offenders that may be responsible. Vehicles have had 7 day notices applied accordingly and suspect vehicles have moved from the location as a result. Working intelligence partnership has been developed this quarter with Cambridgeshire police, regarding problem tenants and on-going issues. These patrols will continue.</p>
Current Situation:	Ongoing
Action Taken	<p>Between March and May a total of three hours of patrols have been conducted in the area of Ditton Fields. Officers have also spent time in the area as part of scheduled patrols for abandoned vehicles and nuisances vehicles.</p> <p>One incident of a fly tipped sofa was investigated with a number of residents</p>

	spoken with regarding the matter. Problems with abandoned vehicles continue with two incidents of abandoned vehicles investigated by the team. Continue monitoring through next period especially in regards to vehicles. Then consideration to the question of this remaining a priority can be made depending on any other environmental crime offences.
Current Situation:	Ongoing
Action Taken	<p>During the period between March and May the enforcement team of spent a total of 15 hours patrolling the area of Staffordshire Street and the St Matthews Estate.</p> <p>Five incidents of fly tipping were investigated over this period. The area of Staffordshire Street and the St Matthews Estate had a number of environmental offences requiring investigation over this period. The area as a whole includes green spaces, play areas, community shops and schools. Patrols have also been conducted in relation to abandoned vehicles and nuisance vehicles. Work has also been conducted in the area by the Dog Warden Service.</p> <p>Footfall is heavy during peak periods especially the areas surrounding St Matthews Piece, Norfolk Street and New Street. Continued monitoring and foot patrols are still required due to deal with the variety of offences that occur in this area.</p>
Current Situation:	Ongoing

Priority 2	<p>Early morning , daytime and weekend patrols for dog fouling at the following locations:</p> <ul style="list-style-type: none"> • St Thomas's Square and Road • Ravensworth Gardens play areas • Thorpe Way play area • St Bedes Crescent • Coleridge Recreation Ground
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 26 hours. Educational advice and dog bags continue to be provided to a number of dog walkers at these locations. These areas continue to be problematic for dog fouling and are recommended to continue for the upcoming period.
Current Situation:	Ongoing

Priority 3	<p>Enforcement investigation and action to deal with littering problems Newmarket Road from Tesco and around the areas of Wickes and Staples, B&Q and Cambridge Retail Park</p>
Action Taken	<p>The enforcement team have conducted 12 patrols totalling 6 hours at Tesco Incidents investigated include four incidents of fly tipping. Two incidents relating to the public recycling centre. The team continued to monitor the area of the war memorial where one incident involved human faeces in the bushes nearby.</p> <p>To continue as a team priority. The site is an area regularly patrolled by officers as part of the route for Riverside, Logan's Meadow, Pyes Pitch and the industrial estates along Newmarket Road.</p> <p>Issues relating specifically to the store over this period have decreased.</p>

	However issues at the public recycling centre and the war memorial have increased.
Current Situation:	Ongoing
	<p>Six patrols have been conducted in the B&Q, the retail park and Wickes/Staples areas totalling five hours. Patrols have identified improvements but issues with trade waste and business related litter continue.</p> <p>Further patrols continue especially in the area of the Retail Park which is a relatively new priority. All the areas form part of a route regularly patrolled by the enforcement team that links Riverside, Newmarket Road and Stourbridge Common.</p> <p>All the business (retail) sites should continue as a priority. The enforcement team are continuing to monitor all the sites and work with business in order to resolve issues.</p>
Current Situation:	Ongoing

Priority 4	Enforcement patrols to undertake enforcement action against abandoned, untaxed and nuisance vehicles in the East area.
Action Taken	<p>Patrols have been conducted at numerous locations within the wards, over 91 hours dedicated abandoned vehicle patrols have been conducted between March and May. The total hours conducted patrolling by the enforcement team is across the whole area. Including St Mathews, Riverside, etc.</p> <p>Vehicle checks made on suspect vehicles at the location with details recorded, and dealt with accordingly. Vehicles had 7 day notices applied for them to be removed by the registered owners.</p> <p>Officers continue to monitor this issue as part of their routine work, and it is recommended to remove this as a priority at this time.</p>
Current Situation:	Completed
Action Taken	<p>Patrols have been conducted at numerous locations within the ward. These patrols consisted of proactive patrols as well as reactive, acting on intelligence received. Vehicle checks made on suspect vehicles at the location with details recorded, and dealt with accordingly. Vehicles were lifted by the designated enforcement team for this area. Officers continue to monitor this issue as part of their routine work, and it is recommended to remove this as a priority at this time.</p>
Current Situation:	Completed
Action Taken	<p>Patrols have been conducted at numerous locations within the ward. Vehicle checks made on suspect vehicles at the location with details recorded, Officers continue to monitor this issue as part of their routine work, and it is recommended to remove this as a priority at this time.</p>
Current Situation:	Completed

Priority 5	Illegal camping barbeque and green space patrols at Stourbridge Common
Action Taken	Officers have conducted 14 hours' worth of patrol in the area of Stourbridge Common. These hours do not include when officers have conducted moorings checks on Stourbridge Common. The area is regularly patrolled in conjunction with the Newmarket Road priority areas and Riverside. Incidents investigated include when tree guards and fence posts have been removed to make a bonfire. Two incidents of illegal camping/sleeping. An incident of needles being recovered and disposed of correctly.
Current Situation:	Ongoing

Other issues:

Issue	Litter on Carter Bridge and in the Rustat Road area
Action Taken	Officers have patrolled and monitored the littering issues that arose around the area, Enforcement officers to continue with patrols at the location and deal with any issues that should arise in the future. Seven hours of patrols from March to May. Continuing to patrol and monitor the littering issues that arose around the area as part of routine patrols.
Current Situation:	Completed

Issue	Painting of road closure sections at Gwydir Street, Hooper Street and Greville Road
Action Taken	Permission received from County Council Highways officers to undertake painting. Work has been completed with Community Payback on the Gwydir Street bollards and further work is planned during the summer.
Current Situation:	Ongoing

Issue	Dog poo bag dispenser at Ravensworth Gardens
Action Taken	A new dog poo bag dispenser has been installed at Ravensworth Gardens upper play area, and is being monitored for its usage and success.
Current Situation:	Completed

6. Environmental Data

Private Realm [East Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
March to May 2016	Pest control	73	57	0	0	N/A
March to May 2015	Noise Complaints	124	N/A	2	3	1
March to May 2016		148			3	2
March to May 2015	Refuse/ Waste Complaints	8	N/A	2	0	0
March to May 2016		11			0	0
March to May 2015	Other public health complaints ³	13	N/A	2	0	0
March to May 2016		18			0	0
March to May 2015	Private Sector housing standards	68	N/A	2	3	0
March to May 2016		85			5	1

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 [East Area]

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
Mar-May 2015	Abandoned vehicles	29	N/A	N/A	0	0	0
Mar-May 2016		33			1	0	0
Mar-May 2015	Nuisance vehicles ⁴	8	6	N/A	0	0	0
Mar-May 2016		4	4		0	0	0
Mar-May 2015	Derelict cycles	27	N/A	N/A	N/A	N/A	N/A
Mar-May 2016		29					
Mar-May 2015	Domestic waste	83	21	0	0	0	0
Mar-May 2016		15	8	0	0	0	0
Mar-May 2015	Trade waste	2	2	0	0	0	0
Mar-May 2016		3	3	0	0	0	0
Mar-May 2015	Litter	15	0	0	11	0	1
Mar-May 2016		25	0	0	23	0	0
Mar-May 2015	Illegal camping	0	N/A	0	N/A	0	0
Mar-May 2016		1		1		0	0
Mar-May 2015	Illegal advertising	38	11	N/A	0	0	0
Mar-May 2016		12	2		0	0	0

⁴ 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 33 abandoned vehicles the majority were removed by their owners or claimed within the 7 day notice period. Two abandoned vehicles were seized from Ross Street and Stourbridge Common. One fixed penalty notice has been issued, the case is currently ongoing. One untaxed vehicles was removed from Cromwell Road. The majority of vehicles identified in this period are as part of the proactive work carried out by the enforcement team.
- Four nuisance vehicles were found across the East Area. One vehicle was found for sale on Coldhams Lane, Barnwell Road, Cromwell Road and Vinery Road all vehicles were removed from sale within a 7 day period.
- Twenty nine 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 fifteen domestic waste investigations conducted in the East area, the majority of which was waste littered and fly tipped at recycling centres across the area. Of the investigations conducted there were eight warning letters, and in the remaining cases it was not possible to identify a responsible suspect or there was insufficient evidence to proceed.
- Three cases of trade waste were investigated in the East area, including cases of waste being dumped or bins not being managed. Educational advice was provided to three businesses.
- There were twenty five cases of litter investigated in the East area; twenty three fixed penalties were issued for littering including four on East Road and ten on Mill Road. All fixed penalties were subsequently paid.
- There was one case of illegal camping at Stourbridge Common. A statutory notice was served on the site and subsequently the owner removed the tent within the 24-hour period.
- Twelve incidents of illegal advertising were identified, nine of which were posters and the majority were untraceable. There was also two estate agent boards identified which were removed by the agents, and advice was given regarding an illegally placed banner.

Dog Warden Service [East Area]

Stray dogs

Period	Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
Mar-May 2015	Stray dogs	4	2	0	2	0	Nine other stray dog calls were received, but the dogs were collected by their owner before the dog warden attended
Mar-May 2016		7	0	0	6	1	Three 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
Mar-May 2015	Dog control orders: Fouling	6	0	0	0	0	0
Mar-May 2016		10	0	0	3	0	0
Mar-May 2015	Dog control orders: Exclusion	0	0	0	0	0	0
Mar-May 2016		0	0	0	0	0	0
Mar-May 2015	Dog control orders: Leads	0	0	0	1	0	0
Mar-May 2016		1	0	0	0	0	0
Mar-May 2015	Other dog complaints ⁵	1	0	0	0	0	0
Mar-May 2016		3	1	0	0	0	0

Summary of dog warden data

There were three fixed penalty notices issued for dog control orders, which were in Petersfield at Mill Road Cemetery for failing to clear up dog fouling. All fixed penalties were subsequently paid. Dog fouling was reported to the dog warden in the following locations – St Matthews Street. Two stray dogs claimed were followed up for not having microchip registered dogs; the owners subsequently complied without any formal action.

⁵ 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
Mar-May 2015	Fly tipping	78	29	10	21	18
Mar-May 2016		99	36	21	19	23
Mar-May 2015	Offensive graffiti ⁶	9	1	0	6	2
Mar-May 2016		7	2	2	1	2
Mar-May 2015	Detrimental graffiti ⁷	30	0	13	10	7
Mar-May 2016		51	2	8	36	3
Mar-May 2015	Needles	66	35	1	27	3
Mar-May 2016		151	0	7	9	136
Mar-May 2015	Shopping trolleys	75	10	6	42	17
Mar-May 2016		80	2	8	50	20

⁶ 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.

⁷ 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 36 reports for fly tip in the Abbey ward, just under a quarter of them were from Ditton Fields. Repeat incidents were also found at Riverside, Jack Warren Green and Wadloes Road. The other fly tip reports for Abbey area were reported from different locations.
- In Coleridge over a quarter of the fly tips were found at Suez Road the majority of which were identified whilst enforcement officers were on patrols in the area. There were also repeat incidents at Perne Road and Ashbury Close, the rest of the incidents were single locations and there were no patterns identified.
- The majority of fly tips in Petersfield were household waste and were single locations and there were no patterns identified, a few repeat incidents along Mill Road were identified but no patterns of responsibility were found.
- Twenty three fly tips were removed from Romsey including five incidents although no patterns of fly tipping were identified.
- Offensive language was removed from bridge at Riverside and offensive language was removed from under stairwell at block of flats on Dennis Road in Abbey ward. Offensive language and pictures of human anatomy were removed from play equipment on St Thomas's Road and; offensive language was removed from BT box on St Margaret's Square in Coleridge Ward in April 2016. Offensive language was removed from a stairwell at Queen Anne Terrace car park in Petersfield ward in April 2016 and two instances of political graffiti were removed from paths at Wycliffe Road in Romsey ward in April 2016.
- The 2 instances of graffiti in Abbey ward were general tagging in Thorpe Way and Riverside; five of the eight instances in Coleridge ward were general tagging on Cherry Hinton Road and the roads off of it. The instances of detrimental graffiti in Petersfield ward were tagging; and included repeat incidents on Mill Road and St Matthews Street.
- In April 2016 five needles were removed from a dog waste bin by operative on Davy Road Recreation area in Coleridge ward, in March two needles were removed from wooded area near paddling pool on Davy Road in Coleridge ward. A proactive needle sweep of Mill Road Cemetery (Petersfield ward) was conducted in May 2016 which resulted in the removal of one used needle. Three used needles were removed in April 2016 from Mill Road Cemetery at the Norfolk Street entrance where and one used needle was removed from St Matthews Street Garages (Petersfield ward) by operative in March 2016 and in one instance in March 2016 there were two used needles removed from green area outside Petersfield Mansions. One used needle was removed from near a drain on Norfolk Street in March 2016. 136 needles were removed in the period March to May 2016 in Romsey, which included twenty needles found in a bin at Vinery Road, three used needles left on Thoday Street in a needle container. 112 needles were dumped in the front garden of a Coleridge Road property and one needle in Romsey Recreation Ground.
- The number of trolleys impounded by Streets and Open Spaces was 42.

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 ^{§§}	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 ^{***}	473	195	321	58	1047

^{§§} Number of people registering under the second year of the scheme

^{***} 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

The proactive and community work for the East Area is listed below:

Task	Rope Walk
Action Taken	A team of Community Payback cleared rubbish and cutback shrubbery on Rope Walk.
Current Situation	Completed

Task	St Matthews Road
Action Taken	The flats on St Matthews Road had the pavements weeded and detritus cleared and the railings painted with the help of Community Payback.
Current Situation	Completed

Task	Repainting traffic bollards
Action Taken	The pedestrian / cycle bollards on Gwydir Street have been repainted with Community Payback; further work is planned on the bollards in the area.
Current Situation	Upcoming

Task	Ditton Fields
Action Taken	Goal posts and teen shelter are to be painted as part of the Ditton Fields Recreational area revamp in conjunction with Community Payback.
Current Situation	Upcoming

Task	Seymour Street
Action Taken	Alleyway on Brookfields Road to be cleared of rubbish, detritus and overgrowth by two teams of Community Payback.
Current Situation	Upcoming

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
East Area Ranger: Ian Colley	City Rangers	01223 458282	cityrangers@cambridge.gov.uk
Public Realm Enforcement (East team):	Nick Kester	01223 458573 01223 458062	streetenforcement@cambridge.gov.uk
	Jamie Lambert		
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 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	8	3
Petersfield	10	0
Romsey	13	0

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	
Coleridge	St Margaret's Road (junction with Cherry Hinton Road)	November 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

Petersfield	Staffordshire Street (between Hollymount and Glenmore)	December 2014	attracted an increase in fly 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	
Petersfield	Abbey Walk (junction with York Street)	November 2015	
Petersfield	Gwydir Street (next to Bath House play area)	November 2015	
Petersfield	Ainsworth Street (next to play area)	November 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	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	
Romsey	Montreal Square	October 2015	
Romsey	Marmora Road (junction with Suez Road)	October 2015	
Romsey	Marmora Road (by alleyway to Coleridge Road)	October 2015	
Romsey	Brooks Road (junction with Wycliffe Road)	February 2016	

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	4	0
Petersfield	1	2
Romsey	1	3

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 Egerton Road)	March 2015	
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	
Coleridge	St Thomas's Road (on recreation ground)	April 2016	
Coleridge	Golding Road (Radegund Road junction)	March 2016	
Petersfield	Ravenworth Gardens (on green at entrance from Devonshire Road)	December 2014	
Romsey	Sedgwick Street (at junction with Fairfax Road)	April 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
Abbey	5	8
Coleridge	0	13
Petersfield	0	13
Romsey	0	13

Abbey area – Thorpe Way Recreation Ground (2 signs) and Ditton Fields Recreation Ground (3 signs).



10. Appendices

St Matthews Street area before and after work undertaken by City Rangers and Community Payback



Gwydir Street bollards before and after work undertaken by City Rangers and Community Payback

