

Environmental Report



Cambridge West 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 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 June to August 2016.

Continuing priorities*

Number	Priority details
1	Enforcement and City Ranger patrols in the City Centre to address issues of illegally deposited trade waste and littering. 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	Proactive small scale graffiti and flyposting removal by City Rangers and Operations Team across the West/Central area. Justification: Work already conducted by the City Rangers and Operations Team 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.
3	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.
4	Joint working patrols to address the issues of fly tipping at public recycling points Justification: Fly tipping at Lammas Land and Adam and Eve Street recycling centres 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.

* Amendments to continuing priorities are shown in italics

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

Community intelligence questions

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

3. Routine activity

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

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

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

4. 'Ward Blitz' activity

The City Council 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 337 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 March - May. Numerous fixed penalty notices were issued, including Fitzroy Street, New Square, Burleigh St, Bridge Street and Fisher Square. Several businesses within the city have been engaged with and have pledged to the litter voluntary code, which promotes responsible litter management. There have been numerous, successful prosecutions taken against suspects in relation to non-payment of fixed penalty notices regarding littering offences. Trade waste inspection made, have resulted 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 notices.
Current Situation:	Ongoing
Priority 2	Early morning, daytime and weekend dog warden patrols for dog fouling on Grantchester Street, Lammas Land, Lammas Field 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. Officers have replaced signage at the areas where required and have recommended that the issues with fouling have been resolved at the present time.
Current Situation:	Completed
Priority 3	Proactive small scale graffiti and flyposting removal by City Rangers and Operations Team across the West/Central area.
Action Taken	The rangers removed over 60 incidents of graffiti and flyposting from street furniture including lampposts, street signs and benches. Further work is programmed for the upcoming period. 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	Joint working patrols to address the issues of fly tipping at public recycling points
Action Taken	Adam and Eve Street and Park Street: Regular inspections made at the recycle centre. This is becoming a problematic issue with fly tips at the location. A number of which have been reported and cleared with investigations carried out. Suspects have been identified and action has been and is being taken.
Current Situation:	Ongoing
	Castle Park: A total of three hours spent inspecting recycling point. No issues other than two occasions of cardboard left by the blue recycling bin. Repeat offender although no further action being taken on this occasion. Officers suggest removing as priority but inspect when in area.
Current Situation:	Completed
	Lammas Land: A total of ten hours were spent at Lammas Land covering green space and recycling point. No issues at recycling point other than one occasion of a small scale fly tip identified by the enforcement team. Officers recommend regular monitoring of recycling centre to be carried out along with green space/dog control order patrols
Current Situation:	Ongoing
Priority 6	Enforcement work to tackle the environmental crime issue of littering and trade waste at Histon Road shops, particularly outside the Co-op.
Action Taken	Inspections have been made whilst in the area and walking to other areas in the North. No litter issues with other shops, small amounts of cigarette ends outside the Co-op on a couple of occasions but not a regular issue. Officers suggest removing as a priority but visiting when in the area and seek to work with Co-op and other businesses.
Current Situation:	Completed

Other issues:

Issue	Skips in Hardwick Street and Derby Street. Building Control Officers had been asked to monitor cleanliness issues.
Action Taken	Referrals were made to the County Council team that deal with skip permitting and management following the last area committee, and asked that action be taken to look into the issue.
Current Situation:	Completed
Issue	A deep clean around Newnham Croft Street, particularly around the Co-op
Action Taken	This has been completed in June 2016.
Current Situation:	Resolved

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, however further data has been added into the waste and refuse report on this occasion.
Current Situation:	Completed
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 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
March – May 2015	Noise Complaints	22	N/A	†	0	0	0
March – May 2016		29			0	0	0
March – May 2015	Refuse/ Waste Complaints	2	N/A	†	0	0	0
March – May 2016		2			0	0	0
March – May 2015	Other public health complaints‡	6	N/A	†	0	0	0
March – May 2016		5			0	0	0
March – May 2015	Private Sector housing standards	20	N/A	†	0	0	0
March – May 2016		17			0	0	0

[Pest control data was not available.]

† 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
March – May 2015	Abandoned vehicles	1	N/A	N/A	0	0	0
March – May 2016		4			0	0	0
March – May 2015	Nuisance vehicles [§]	0	0	N/A	0	0	0
March – May 2016		0	0		0	0	0
March – May 2015	Derelict cycles	7	N/A	N/A	N/A	N/A	N/A
March – May 2016		8					
March – May 2015	Domestic waste	1	1	0	0	0	0
March – May 2016		1	1	0	0	0	0
March – May 2015	Trade waste	0	0	0	0	0	0
March – May 2016		3	2	0	0	0	0
March – May 2015	Litter	4	0	0	4	0	0
March – May 2016		4	0	0	3	0	0
March – May 2015	Illegal camping	0	N/A	0	N/A	0	0
March – May 2016		0		0		0	0
March – May 2015	Illegal advertising	3	2	0	0	0	0
March – May 2016		9	7		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

- Four abandoned vehicles were investigated none of the vehicles were found to be abandoned.
- Eight 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 was one case of domestic waste investigated in Castle and the suspect was issued a warning letter as a result of the investigation.
- There were three cases of trade waste dumped in Castle ward investigated, of these two businesses were identified and complied with requests for information. Both suspects were sent warnings.
- There were four cases of littering in Castle, in one case litter was thrown from a vehicle and in two other the offences were on foot. In three cases fixed penalty notices were issued and subsequently paid.
- There were nine cases of illegal advertising on Chesterton Road, a number of suspects were found from the evidence and warning letters were sent where possible.
- There have been no significant changes in the enforcement investigations and outcomes compared to the same period in 2015.

Public Realm Enforcement [Market]

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
March – May 2015	Abandoned vehicles	2	N/A	N/A	0	0	0
March – May 2016		1			0	0	0
March – May 2015	Nuisance vehicles **	3	3	N/A	0	0	0
March – May 2016		0	0		0	0	0
March – May 2015	Derelict cycles	51	N/A	N/A	N/A	N/A	N/A
March – May 2016		64					
March – May 2015	Domestic waste	10	3	0	0	0	0
March – May 2016		14	3	0	0	0	0
March – May 2015	Trade waste	6	4	0	0	0	0
March – May 2016		6	3	0	1	0	0
March – May 2015	Litter	13	0	0	12	0	0
March – May 2016		46	0	0	44	0	3
March – May 2015	Illegal camping	6	N/A	5	N/A	0	0
March – May 2016		2		2		0	0
March – May 2015	Illegal advertising	6	4	N/A	0	0	0
March – May 2016		0	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 Market public realm enforcement data

- One untaxed vehicle was removed from Market Hill in March that was causing an obstruction to traffic. The vehicle was not claimed and subsequently destroyed.
- Sixty four 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.
- There were fourteen cases of domestic waste investigations conducted in the area; eleven cases had no suspects or evidence in them and three cases where a warning letter was issued.
- Six cases of trade waste were investigated in the West area. In three cases businesses were written to and complied with requests for their waste transfer information and were issued a warning letter. A further business was fined for failing to comply with a statutory notice and control their waste.
- There were forty six cases of litter investigated in the West area and forty four fixed penalty notices was issued, which included littering on foot at Round Church Street, St Andrews Street, Trumpington Street, Fitzroy Street and Burleigh Street. Three cases of fixed penalties not being paid have been referred to the legal team.
- There were two cases of illegal camping, one on Jesus Green and one on Midsummer Common, in both cases notices were issued to the suspects and the tents were removed by their owners within the 24 hour period.
- There are no other significant changes in the enforcement investigations and outcomes compared to the same period in 2015.

Public Realm Enforcement [Newnham]

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
March – May 2015	Abandoned vehicles	3	N/A	N/A	0	0	0
March – May 2016		7			0	0	0
March – May 2015	Nuisance vehicles ^{††}	0	0	N/A	0	0	0
March – May 2016		0	0		0	0	0
March – May 2015	Derelict cycles	4	N/A	N/A	N/A	N/A	N/A
March – May 2016		7					
March – May 2015	Domestic waste	4	3	0	0	0	0
March – May 2016		1	1	0	0	0	0
March – May 2015	Trade waste	0	0	0	0	0	0
March – May 2016		1	1	0	0	0	0
March – May 2015	Litter	5	0	0	5	0	0
March – May 2016		1	0	0	1	0	0
March – May 2015	Illegal camping	0	N/A	0	N/A	0	0
March – May 2016		1		1		0	0
March – May 2015	Illegal advertising	2	2	N/A	0	0	0
March – May 2016		0	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

- Seven abandoned vehicle inspections were conducted, but none of the vehicles were deemed to be abandoned.
- Seven 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 was one case of domestic waste and one of trade waste conducted in the ward, two suspects were identified and were issued warning letters.
- One case of littering was investigated and one individual was issued a fixed penalty notice for littering on Kings Lane, the fixed penalty was subsequently paid.
- There was one case of illegal camping at the Mill Pond, a notice was served and the owner of the tent removed their belongings within the 24 hour period.
- There are no other significant changes in the enforcement investigations and outcomes compared to the same period in 2015.

Dog Warden Service [West Area]

Stray dogs

Period	Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
March – May 2015	Stray dogs	3	0	0	3	0	One other stray dog calls was received, but the dog was collected by their owner before the dog warden attended
March – May 2016		0	0	0	0	0	Four 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
March – May 2015	Dog control orders: Fouling	0	0	0	0	0	0
March – May 2016		2	0	0	2	0	0
March – May 2015	Dog control orders: Exclusion	0	0	0	0	0	0
March – May 2016		0	0	0	0	0	0
March – May 2015	Dog control orders: Leads	0	0	0	0	0	0
March – May 2016		0	0	0	0	0	0
March – May 2015	Other dog complaints ^{‡‡}	0	0	0	0	0	0
March – May 2016		0	0	0	0	0	0

Summary of dog warden data:

Two incidents of failure to clear up dog fouling were witnessed on Jesus Green and fixed penalty notices were issued, these were subsequently paid.

^{‡‡} 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
March – May 2015	Fly tipping	25	5	12	8
March – May 2016		58	8	43	7
March – May 2015	Offensive graffiti ^{§§}	9	1	7	1
March – May 2016		8	0	7	1
March – May 2015	Detrimental graffiti ^{***}	90	23	61	6
March – May 2016		219	27	190	2
March – May 2015	Needles	24	3	3	18
March – May 2016		19	0	19	0
March – May 2015	Shopping trolleys	12	1	10	1
March – May 2016		11	1	10	0

^{§§} 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 eight 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 forty seven fly tips cleared from the Market ward, of this repeat incidents were on Adam and Eve Street recycling centre (7), Corn Exchange Street (4) and Milton's Walk (4). Ongoing investigations are being undertaken with this repeat illegal dumping of waste. No other trends were identified in this period.
- Of the seven fly tips that were found in the Newnham ward, three were located at the Lammas Land recycling centre, no other particular trends with types of fly tipped material were identified in this period.
- Offensive language was removed from recreation area on Lammas Land, Fen Causeway in Newnham ward in May 2016. In Market offensive graffiti included threatening language that was removed from wall on Evening Court in May, threatening language was removed from a communication box on Manor Street in March, an offensive picture was removed from public toilets at Jesus Green, a political sign was removed from door on Downing Street, offensive wording was removed from a wall on Fitzroy Street, offensive letters and names were removed from walls on Christchurch Street and a political sign was removed from the entrance to Columbus Church on Downing Street.
- Market ward has witnessed an increase in detrimental graffiti instances from 61 in 2015 to 190 in 2016 (for the periods of March to May. 89 of the 190 instances in Market ward were in April 2016). 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.
- In March, one needle was removed from St Edwards Passage, four needles were removed from under Cutter Ferry Bridge on Midsummer Common and ten needles were removed from an alleyway near Nanna Mexico in Petty Curry. In April four needles were removed from under Elizabeth Way Bridge.
- Two 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	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

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

Task	School Litter pick
Action Taken	Pupils from Newnham Croft Primary school took part in the Clean for the Queen campaign on Grantchester Meadows with support from City Rangers.
Current Situation	Completed

Task	Sign cleaning in West Area
Action Taken	Rangers completed sign cleaning in the West with the help of Community Payback. Photos are included in the appendices.
Current Situation	Completed

Task	Drummer Street Toilets
Action Taken	External walls of Drummer Street toilets to be pressure washed and painted with help from a 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
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	7	2
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
Market	East Road (outside the County Court)	May 2016	
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 sign clearance at Mount Pleasant and Queens Road completed by City Rangers and Community Payback



Before and after photos of vegetation cut back on Madingley Road cycle path (completed June 2016)



Before after photos of graffiti removal on Manor Street (completed May 2016)

