

# Environmental Report



## Cambridge South Area June to August 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 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 September to November 2016.

#### Continuing priorities<sup>1</sup>

Number	Priority details
1	Early morning, daytime and weekend patrols for dog fouling on Bliss Way/Tenby Close, Nightingale Avenue Recreation Ground, <i>Cherry Hinton Recreation Ground</i> and Cherry Hinton Hall.
2	Enforcement targeted approach to areas where Addenbrookes site joins residential areas such as Hills Road and Red Cross Lane and to work with Addenbrookes to work towards the bus station area being cleaned up.
3	Enforcement to work with the County Council, against utilities and companies that damage the verge on Mowbray and Fendon Road.
4	Enforcement action against nuisance vehicles being repaired at Arran Close <i>and vehicles for sale at Queens Meadow.</i>
5	Enforcement joint working and patrols to deal with littering from students of Long Road Sixth Form in the areas of Long Road and Sedley Taylor Road.
6	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)

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<sup>1</sup> Amendments to continuing priorities are shown in italics

3. What locations for new and replacement general waste, recycling and dog bins (in line with resources available) should be considered?
4. Where and when the dog warden service should patrol in order to target dog fouling?

### **3. Routine activity**

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

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

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

## 4. 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.

<b>Priority 1</b>	<b>Early morning patrols for dog fouling on Bliss Way/Tenby Close, Nightingale Avenue Recreation Ground, and Cherry Hinton Hall.</b>
Action Taken	Dog Warden patrols have been conducted by the dog wardens to address the issues of dog fouling at the above locations, over 50 patrols times totalled 34 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
<b>Priority 2</b>	<b>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.</b>
Action Taken	Over 20 hours and 22 patrols have been conducted to address the issues of littering, between the June and August 2016. Education advice has been given to people smoking in the area and pocket ashtrays handed out to smokers at the location. Ten fixed penalties have been issued to offenders littering at the said locations, as well as successful prosecution's for non-payment of FPNs.
Current Situation:	Ongoing
<b>Priority 3</b>	<b>Enforcement to work with the County Council, against utilities and companies that damage the verge on Mowbray and Fendon Road.</b>
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

<b>Priority 4</b>	<b>Enforcement action against nuisance vehicles being repaired at Arran Close.</b>
Action Taken	Patrols have been conducted at Arran Close, with 10 patrols having been undertaken lasting a total of 9 hours. Vehicle checks made on suspect vehicles at the location 7 day notices applied to vehicles and the odd fly tip cleared. Officers continue to monitor the area during the week and at weekends.
Current Situation:	Ongoing
<b>Priority 5</b>	<b>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.</b>
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 quarter. 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. This quarter has been quiet due to school holidays.
Current Situation:	Ongoing
<b>Priority 6</b>	<b>Enforcement patrols to deal with litter and fly tipping in and around Teversham Drift.</b>
Action Taken	Patrols are still being undertaken at the location, to try and tackle the issues of fly tipping abandoned and untaxed vehicles and dog fouling patrols. Suspected abandoned vehicles have been dealt with accordingly. Fly tips have been cleared and investigated, however no evidence found at scene, door to door enquiries made. At present fly tipping seems to be reduced, the reports of these incidents have been reduced at this location.
Current Situation:	Ongoing

## 5. Environmental Data

### Private Realm [South Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
June to August: 2016	Pest Control	60	27	NA	NA	NA
June to August: 2016	Noise Complaints	70	N/A	<sup>2</sup>	1	0
June to August: 2016	Refuse/ Waste Complaints	5	N/A	<sup>2</sup>	0	0
June to August: 2016	Other public health complaints <sup>3</sup>	10	N/A	<sup>2</sup>	0	0
June to August: 2016	Private Sector housing standards	22	N/A	<sup>2</sup>	0	0

Data is from 1 June to 22 August.

<sup>2</sup> All complaints will generally have at least one such action

<sup>3</sup> 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
June to August: 2015	Abandoned vehicles	30	N/A	N/A	0	0	0
June to August: 2016		25			0	0	0
June to August: 2015	Nuisance vehicles <sup>4</sup>	3	2	N/A	0	0	0
June to August: 2016		2	2		0	0	0
June to August: 2015	Verge parking <sup>5</sup>	13	10	N/A	N/A	0	0
June to August: 2016		3	3			0	0
June to August: 2015	Derelict cycles	77	N/A	N/A	N/A	N/A	N/A
June to August: 2016		36					
June to August: 2015	Domestic waste	37	3	0	2	0	0
June to August: 2016		36	2	0	9	0	0
June to August: 2015	Trade waste	1	0	0	0	0	0
June to August: 2016		1	0	0	0	0	0
June to August: 2015	Litter	8	0	0	2	0	0
June to August: 2016		15	0	0	14	0	0
June to August: 2015	Illegal camping	1	N/A	0	N/A	0	0
June to August: 2016		1		1		0	0
June to August: 2015	Illegal advertising	6	2	N/A	0	0	0
June to August: 2016		2	2		0	0	0

<sup>4</sup> Nuisance vehicles includes vehicles displayed for sale or being repaired (other than in an emergency) on the public highway

<sup>5</sup> Applies to Mowbray and Fendon Road only

## Summary of public realm enforcement data

- Of the vehicles reported, two were untaxed vehicles and were impounded, one vehicle is in storage and the other has been destroyed after not being claimed. Two abandoned vehicles were removed from Cavendish Avenue and Colville Road and a number of cases are still ongoing.
- There were two vehicles advertised for sale in the period June to August, located on Queens Meadow and Mowbray Road. Both were sent warning letters and the vehicles were removed within 7 days. A number of reports have been received for vehicles being sold at Queens Meadow and a priority recommendation has been added to reflect this and allow officers to focus on the issue in the upcoming period.
- There were three cases of verge parking identified on Mowbray Road and Fendon Road. Three warning letters were sent to the registered keepers.
- Thirty six derelict cycles were removed from across all three wards. The number of cycles removed as abandoned in the South area usually varies between 15 to 25 a period.
- There were thirty six cases of domestic waste investigations conducted in the area between June and August, the majority of which was waste littered and fly tipped at recycling centres across the area. Of the investigations conducted there were ten that were untraceable to suspects, two warning letters, two fixed penalties for small scale fly tipping at Waitrose recycling centre, as well as seven fixed penalties issued for littering at Colville Road recycling centre, and Waitrose Recycling Centre. There are currently fifteen ongoing cases awaiting further action.
- One case of trade waste was investigated in the South area; waste that was dumped at Waitrose recycling centre was of a business nature but it was not possible to trace it to those responsible.
- There were fifteen cases of litter investigated in the South area during June to August period and resulted in fourteen fixed penalties being issued for littering on foot at Dame Mary Archer Way, Red Cross Lane and Hills Road. Subsequently all fixed penalties were paid.
- One case of illegal camping was investigated; the owner of the tent was served notice and removed their belongings within the 24 hour notice period.
- Two cases of illegally positioned estate agent boards were reported in the period, both boards were subsequently removed by the agents.

## Dog Warden Service [South Area]

### Stray dogs

Period	Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
June to Aug: 2015	Stray dogs	7	1	0	6	0	Three other stray dog calls were received, but the dogs were collected by their owner before the dog warden attended
June to Aug: 2016		6	0	0	5	1	One other stray dog calls was received, but the dog was collected by their owner before the dog warden attended

### Dog Control Orders

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
June to Aug: 2015	Dog control orders: Fouling	9	0	0	0	0	0
June to Aug: 2016		7	0	0	0	0	0
June to Aug: 2015	Dog control orders: Exclusion	0	0	0	0	0	0
June to Aug: 2016		0	0	0	0	0	0
June to Aug: 2015	Dog control orders: Leads	0	0	0	0	0	0
June to Aug: 2016		1	0	0	0	0	0
June to Aug: 2015	Other dog complaints <sup>6</sup>	2	0	0	0	0	0
June to Aug: 2016		6	2	0	0	0	0

### Summary of dog warden data

Dog fouling complaints have been received for repeat incidents on Nightingale Recreation Ground and this continues to be one of the priority areas for the service. Other dog fouling complaints were received for Drayton Road, Holbrooke Road and St Bedes Crescent.

<sup>6</sup> 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]

Period	Activity	Total number of incidents	Ward		
			Cherry Hinton	Queen Edith's	Trumpington
June to August: 2015	Fly tipping	61	39	7	15
June to August: 2016		95	51	7	37
June to August: 2015	Offensive graffiti <sup>7</sup>	1	1	0	0
June to August: 2016		1	1	0	0
June to August: 2015	Detrimental graffiti <sup>8</sup>	3	1	1	1
June to August: 2016		22	1	6	15
June to August: 2015	Needles	0	0	0	0
June to August: 2016		0	0	0	0
June to August: 2015	Shopping trolleys	8	0	0	8
June to August: 2016		2	2	0	0

<sup>7</sup> 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.

<sup>8</sup> 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 fifty one instances of fly-tipping, consisting of mainly household waste. Repeat incidents of fly tipping were found at Colville Road recycling centre. 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 Wulfstan Way there were no other trends in the ward.
- In Trumpington there were thirty seven instances of fly-tipping, repeat incidents were found at Paget Road and Hauxton Road. There were no other trends in the ward.
- There was only one case of offensive graffiti in the south area in the time period June to August 2016. This was on the Cambridge City sign on Fulbourn Road that had offensive language on.
- The detrimental graffiti in Cherry Hinton was on a wall in Glenacre Close and was general tagging; all of the instances in Queen Edith's ward were on Hills Road and were general tagging. Twelve of the fifteen instances in Trumpington were in August 2016.
- The number of trolleys impounded was 0.

## 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
Recycling rate – dry recycling 2016/17	17.8%
Recycling rate – dry recycling 2015/16	21.4%
Recycling rate – composting 2016/17	29.5%
Recycling rate – composting 2015/16	23.8%
Amount collected for disposal 2016/17	52.7%
Amount collected for disposal 2015/16	54.8%
No of press releases issued	3
No of 2 <sup>nd</sup> blue bins delivered	161
No of 2 <sup>nd</sup> Green bins delivered	46
Number of 3 <sup>rd</sup> and 4 <sup>th</sup> green bins registered	3
No. of bins changed from standard to small	30
No of events attended	12
No of people spoken to	730
No of Kitchen Caddies given out at events <sup>9</sup>	460
No of recycling champions (RC) at events	8
No of new RC recruited	2
Amount of rubbish/recycling collected at events (tonnes)	Total 36.96 tonnes 27.6 T rubbish 9.2 T recycled
Amount of goods (clothes, books etc.) collected via the British Heart Foundation and college campaign.	N/A
No of community/school visits to AmeyCespa	11

<sup>9</sup> Excludes caddies given out via council receptions

## **Summary of Waste and Recycling Data**

Total recycling rate for quarter 1 is 47.3%, with an increase in tonnes collected via the green bins, due the start of the growing season.

### **April- June events attended**

- Morley Memorial Primary School talk
- Blackthorn Close door knocking
- EAT Cambridge
- Thorpe Way community day
- Colville Road Primary School recycling stall
- St Bedes Community day
- Whitehill Road community day
- Arbury Carnival
- Spinney School Cherry Hinton recycling stall
- Chesterton Festival
- Chesterton Community Day
- Ekin Road community day

## 6. 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.

<b>Task</b>	<b>Community Action Event</b>
Action Taken	The Dog wardens and a City Ranger will be attending the Friends of Cherry Hinton Hall Community Action Day on 1 <sup>st</sup> October at Cherry Hinton Hall. The dog wardens will be offering free micro-chipping and the Ranger will be assisting the organisers.
Current Situation	Upcoming

<b>Task</b>	<b>Cherry Hinton Hall</b>
Action Taken	Following the Cambridge Folk Festival a team of Community Payback and Streets and Open Spaces Volunteers helped clean up Cherry Hinton Hall over a couple of days.
Current Situation	Completed

<b>Task</b>	<b>Cherry Hinton Brook</b>
Action Taken	With the help of Ranger support volunteers the Ranger has been clearing the brook of debris, fallen branches and clearing unauthorised wood being used as bridges.
Current Situation	Ongoing

<b>Task</b>	<b>Trumpington</b>
Action Taken	The Ranger has been cleaning the road signs in Trumpington. Images attached.
Current Situation	Ongoing

## 7. Key contacts

### Officers

Area	Contact	Telephone Number	Email
Environmental Health Manager	Yvonne O'Donnell	01223 457951	<a href="mailto:yvonne.odonnell@cambridge.gov.uk">yvonne.odonnell@cambridge.gov.uk</a>
Senior Operations Manager	Don Blair	01223 458575	<a href="mailto:Don.blair@cambridge.gov.uk">Don.blair@cambridge.gov.uk</a>
Operations Manager (Grounds Maintenance)	Paul Jones	01223 458215	<a href="mailto:Paul.Jones@cambridge.gov.uk">Paul.Jones@cambridge.gov.uk</a>
Operations Manager (Community Engagement and Enforcement)	Wendy Young	01223 458578	<a href="mailto:Wendy.young@cambridge.gov.uk">Wendy.young@cambridge.gov.uk</a>
South Area Ranger: Edward Nugent	City Rangers	01223 458282	<a href="mailto:cityrangers@cambridge.gov.uk">cityrangers@cambridge.gov.uk</a>
Public Realm Enforcement (South team):	Steve Phillips		<a href="mailto:streetenforcement@cambridge.gov.uk">streetenforcement@cambridge.gov.uk</a>
	Andy Hine		
Dog Warden	Samantha Dewing (Mon-Wed)	01223 457883	<a href="mailto:dogwarden@cambridge.gov.uk">dogwarden@cambridge.gov.uk</a>
	Sharron Munro (Wed-Fri)		
Volunteer opportunities (Streets, Parks and Open Spaces)	Rina Dunning	01223 458084	<a href="mailto:Caterina.dunning@cambridge.gov.uk">Caterina.dunning@cambridge.gov.uk</a>
Recycling Champions	Co-ordinator	01223 458240	<a href="mailto:recycling.champions@cambridge.gov.uk">recycling.champions@cambridge.gov.uk</a>
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	<a href="mailto:wasteandstreets@cambridge.gov.uk">wasteandstreets@cambridge.gov.uk</a>
Abandoned bicycles	Customer Service Centre	01223 458282	<a href="mailto:cityrangers@cambridge.gov.uk">cityrangers@cambridge.gov.uk</a>
Pest Control	Refuse and Environment	01223 457900	<a href="mailto:env.health@cambridge.gov.uk">env.health@cambridge.gov.uk</a>
Noise			
Stray and lost dogs	Customer Service Centre	01223 457900	<a href="mailto:dogwarden@cambridge.gov.uk">dogwarden@cambridge.gov.uk</a>

## 8. 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	9	1

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
Trumpington	Shelford Road (near garage)	June 2016

### 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 path footpath)	May 2015
Cherry Hinton	Arran Close (on green at top of road)	July 2015
Cherry Hinton	Teversham Drift	October 2015
Cherry Hinton	Recreation Ground	March 2016
Trumpington	Brooklands Avenue (by Hobsons Conduit)	June 2015

**Pocket ashtray distribution**

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

**Dog fouling signs**

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

Ward	Signs used	Signs available for installation
Cherry Hinton	0	13
Queen Edith's	0	13
Trumpington	0	13



