

Environmental Report



Cambridge East 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 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, 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">• Ravensworth Gardens play areas• St Bedes Crescent• <i>Mill Road Cemetery</i>
3	Illegal camping barbeque and green space patrols at Stourbridge Common.
4	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.

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?

* Amendments to continuing priorities are shown in italics

3. Routine activity

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

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

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

4. 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	Eighteen hours of patrols carried out in the area, there was one incident of fly tipping investigated, three nuisances vehicles dealt with, six mooring patrols carried out and one targeted dog fouling patrol with dog warden, no major issues identified.
Current Situation:	Ongoing
Action Taken	Hi-visibility proactive patrols at the location were carried to address and identify any issue of environmental crime. It is recommended that this priority is not carried over to the upcoming quarter.
Current Situation:	Completed
Action Taken	Three hours of patrols were carried out in this area, and one incident of a fly tipped sofa was dealt with. This area continues to attract
Current Situation:	Ongoing
Action Taken	Nine hours of patrols carried out in the area, a number of abandoned trolleys were found and reported, two fly tips were investigated, and one abandoned vehicle.
Current Situation:	Ongoing

Priority 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
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 32 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 several are recommended to continue for the upcoming period.
Current Situation:	Ongoing

Priority 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
Action Taken	A site meeting was held with new store manager, Tesco's are to going to work with the council to clean up the war memorial area. Just over four hours of patrols carried out on the site, the level of litter has reduced due to engagement with Tesco and it is recommended that this priority is not carried over to the next period.
Current Situation:	Completed
	A number of hours of patrols carried out, improvement has been noted around the areas of Wicks and Staples due to installation of litter bins on footpath near entrance to site. It is recommended that this priority is not carried over to the next period.
Current Situation:	Completed

Priority 4	Illegal camping barbeque and green space patrols at Stourbridge Common
Action Taken	Officers have conducted 13 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. A number of incidents of illegal camping/sleeping were investigated. An incident of needles being recovered and disposed of correctly.
Current Situation:	Ongoing

Priority 5	Enforcement patrols to tackle environmental crime at Thorpe Way estate
Action Taken	Officers have conducted 7.50 hrs of patrols carried out in the area investigating issues such as fly tipping, abandoned vehicles/untaxed vehicles and dog fouling. Further work for this area is programmed for the upcoming period.
Current Situation:	Ongoing

Other issues:

Issue	Request for dog fouling signage on St Matthews Piece/St Matthews garden green space and around the entrances/footpaths in Mill Road Cemetery
Action Taken	As part of the Dog Control Order / Public Spaces Protection Order review dog fouling signage in areas would be looked at, and this would be programmed in for the upcoming months.
Current Situation:	Ongoing

Issue	Request for litter bin outside the Bodywork Studio could be replaced
Action Taken	This request is being progressed with the Operations Team and an appropriate receptacle for litter / cigarette waste would be installed if the location was still feasible. This is programmed for the upcoming period.
Current Situation:	Ongoing

5. Environmental Data

Private Realm [East Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Simple Cautions	Legal Proceedings
June to August 2016	Pest control	83	37	NA	NA	NA	N/A
June to August 2016	Noise Complaints	135	N/A	²	16	0	1
June to August 2016	Refuse/ Waste Complaints	14	N/A	²	0	0	0
June to August 2016	Other public health complaints ³	21	N/A	²	0	0	1
June to August 2016	Private Sector housing standards	82	N/A	²	1	1	0

Summary of private realm data:

One prosecution relating to a breach of an abatement notice was undertaken in regards to noise and one works was undertaken in default of owner for a public health complaint.

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
June to August 2015	Abandoned vehicles	37	N/A	N/A	0	0	0
June to August 2016		47			0	0	0
June to August 2015	Nuisance vehicles ⁴	9	8	N/A	0	0	0
June to August 2016		6	4		0	0	0
June to August 2015	Derelict cycles	27	N/A	N/A	N/A	N/A	N/A
June to August 2016		47					
June to August 2015	Domestic waste	71	23	0	0	0	1
June to August 2016		30	0	0	0	0	0
June to August 2015	Trade waste	13	5	0	0	0	0
June to August 2016		8	6	0	0	0	0
June to August 2015	Litter	11	0	0	11	0	0
June to August 2016		6	0	0	4	0	0
June to August 2015	Illegal camping	11	N/A	9	N/A	0	0
June to August 2016		9		7		0	0
June to August 2015	Illegal advertising	18	12	N/A	0	0	0
June to August 2016		12	5		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 47 abandoned vehicles the majority were removed by their owners or claimed within the 7 day notice period. Five untaxed vehicles were seized from Birdwood Road, Cheddars Lane, Thoday Street and Trevone Place, of these four have been destroyed and one is still in storage. Three abandoned vehicles were seized from Howard Road and George Pateman Court. 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 Brooks Road, Coldhams Lane and Meadowlands Road four vehicles were removed from sale within a 7 day period. There are two cases still ongoing.
- Forty seven 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 thirty 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 fifteen cases it was not possible to identify a responsible suspect or there was insufficient evidence to proceed, a number of cases are ongoing.
- Eight cases of trade waste were investigated in the East area, including cases of waste being dumped or bins not being managed. Letters were sent to six businesses who complied with the requests for waste information.
- There were six cases of litter investigated in the East area; four fixed penalties were issued for littering including East Road and Mill Road. Two cases are currently ongoing and the rest of the fixed penalty notices were subsequently paid.
- There were nine cases of illegal camping at Stourbridge Common and at Barnwell Nature Reserves. Statutory notice was served on seven of the sites and subsequently the owner removed the tent within the 24-hour period, only two tents were impounded by the enforcement team.
- Twelve incidents of illegal advertising were identified, five of which were posters and the majority were untraceable. There were also seven estate agents boards identified which were removed by the agents.

Dog Warden Service [East Area]

Stray dogs

Period	Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
June to August 2015	Stray dogs	5	0	0	5	0	One other stray dog calls was received, but the dog was collected by the owner before the dog warden attended
June to August 2016		13	3	0	8	2	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
June to Aug 2015	Dog control orders: Fouling	18	0	0	0	0	0
June to Aug 2016		4	0	0	1	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	1	0	0
June to Aug 2016		1	0	0	0	0	0
June to Aug 2015	Other dog complaints ⁵	1	0	0	0	0	0
June to Aug 2016		4	1	0	0	0	0

Summary of dog warden data

There was one fixed penalty notices issued for dog control orders, which were on Stourbridge Common for failing to clear up dog fouling, the fixed penalty was subsequently paid. Dog fouling was reported to the dog warden in the following locations – Ashley Court, Ross Street and Ekin Road.

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
June to Aug 2015	Fly tipping	113	39	12	37	25
June to Aug 2016		155	58	18	45	34
June to Aug 2015	Offensive graffiti ⁶	1	1	0	0	0
June to Aug 2016		3	1	0	2	0
June to Aug 2015	Detrimental graffiti ⁷	24	7	0	13	4
June to Aug 2016		55	13	0	35	7
June to Aug 2015	Needles	94	20	0	73	1
June to Aug 2016		31	11	2	17	1
June to Aug 2015	Shopping trolleys	113	27	0	69	17
June to Aug 2016		104	28	4	60	12

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 58 reports for fly tip in the Abbey ward, just under a quarter of them were from Ditton Fields. Repeat incidents were also found at Thorpe Way, Abbey Road, and Pool Way. The other fly tip reports for Abbey area were reported from different locations.
- In Coleridge repeat incidents were identified at Birdwood Road and Rustat Road, 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 Emery Road, and St Matthews Street were identified but no patterns of responsibility were found.
- Thirty four fly tips were removed from Romsey including repeat incidents at Catharine Street and Ross Street although no patterns of fly tipping were identified.
- The offensive graffiti in Abbey ward was on the play equipment on Thorpe Way and was of pictures of human anatomy, in Petersfield offensive language was removed from the play equipment on Ainsworth Street in August and pictures of human anatomy were removed from the play area at Ravensworth Gardens in August.
- The volume of detrimental graffiti in the East ward has increased in comparison to the same period, there are no patterns or trends of patterns identified and all instances were general tagging or scribbles.
- In Abbey, needles were removed from Euro car parks in Swann Road in August (1 needle), a car park in Whitehill Road in August (1 needle) and nine needles were removed on Stourbridge common near the bridge over to Ditton Meadow's in June. In Coleridge two needles were removed from near no 133 Cherry Hinton Road in July. In Petersfield one needle was removed from St Matthews Street Garages in August, one needle was removed by an operative whilst on their duties from the litter bins in Petersfield play area in August. In Mill Road Cemetery one used needle was removed in June and fourteen needles were removed in August (twelve new and two used). One needle was removed from the recreation area at Romsey Recreation Ground in August.
- The number of trolleys impounded by Streets and Open Spaces was 36.

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	21.1%
Recycling rate – dry recycling 2015/16	21.4%
Recycling rate – composting 2016/17	23.9%
Recycling rate – composting 2015/16	23.8%
Amount collected for disposal 2016/17	55%
Amount collected for disposal 2015/16	54.8%
No of press releases issued	3
No of 2 nd blue bins delivered	161
No of 2 nd Green bins delivered	46
Number of 3 rd and 4 th 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 ^{§§}	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

^{§§} Excludes caddies given out via council receptions

Summary of Waste and Recycling Data

Total recycling rate for quarter 1 is 45%, 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

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

Task	Community clear up day
Action Taken	Community clear up day in Whitehill Road area. Rangers had the support from Community Payback team.
Current Situation	Completed

Task	Seymour Street
Action Taken	Alleyway between Seymour Street and Brookfields Road cleared of rubbish, rubble fly tip and overgrowth with the help of two teams of Community Payback.
Current Situation	Completed

Task	George Pateman Court
Action Taken	Four vulnerable adults' resident's gardens cut back and cleared. Ranger had help from Community Payback placements.
Current Situation	Completed

Task	New Street Allotment
Action Taken	Overgrown vegetation coming from allotment, growing over the footpath cut back and cleared away with the help of Community Payback team.
Current Situation	Completed

7. 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

8. 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	9	2
Petersfield	8	2
Romsey	10	3

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 (top green area)	August 2015	
Abbey	Tiptree Close pathway	August 2015	
Abbey	Thorpe Way (near 115)	August 2015	
Abbey	Rachel Close (top of green)	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	
Coleridge	Perne Road (in front of Co-op)	July 2016	
Petersfield	Veras Way (top of Rope Walk)	November 2014	
Petersfield	Staffordshire Street (walkway)	December 2014	These two sets of

	between St Matthews Street)		bins have attracted an increase in fly tipping. One set has been removed as it is causing a detrimental effect to the local environment.
Petersfield	Staffordshire Street (between Hollymount and Glenmore)	December 2014	
Petersfield	Hooper Street (at road closure point)	March 2015	
Petersfield	Gwydir Street (at road closure point near Milford Street)	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	
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 (junction with Brampton Road)	September 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	Ravensworth 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).



9. Appendices

New Street allotments before and after work undertaken by City Rangers (August 2016)

