Environmental Report



Cambridge West Area September to November 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 December 2016 to February 2017.

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 | Joint working patrols to address the issues of fly tipping at Adam and Eve Street recycling point Justification: Fly tipping at Adam and Eve Street recycling centre continues to be a problem for 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. |

New suggested priorities

3

Number **Priority details** Dog warden patrols to target irresponsible dog owners on Midsummer Common Justification: In November there were three reports of intimidating or uncontrolled dogs on Midsummer Common. Dog warden patrols are planned to focus on this area at key times and to gather intelligence / speak to dog owners about the issues in the area.

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. 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 | Patrols were undertaken by the public realm team to address the issues of trade waste illegally deposited and littering during the period of September 2016 – November 2016. 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 has been numerous FPNs issued to business regarding their breach of section 47 notices (notices which set out how waste must be stored and presented for collection), a number of business in the city have been issued with notices regarding their duty of care. Officers are currently are working closely with charity shops in the city regarding fly tipping, and a number of prosecutions for dumping waste are being processed. | | | | | |
| Current Situation: | Ongoing | | | | | |
| Priority 2 | Joint working patrols to address the issues of fly tipping at Adam and Eve Street recycling points | | | | | |
| Action Taken | Regular inspections made at the recycling 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, some fixed penalty notices have been issued to suspects. | | | | | |
| Current Situation: | Ongoing | | | | | |
| Priority 3 | Pressure wash and cleanse of the public recycling points at Castle Park, Park Street, Adam and Eve Street and Lammas Land. | | | | | |
| Action Taken | This work is programmed in with all the other recycling points across the city and will be completed by the end of the period of November 2016. | | | | | |
| Current Situation: Completed | | | | | | |

Other issues:

| 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, and was started during August and September. This work is being undertaken in phases and the next section to be painted is near to the children's play area. | | | | | |
| Current Situation: | Ongoing | | | | | |

5. Environmental Data

Private Realm [West Central Area]

| Period | Activity | Investigations | Treatments Carried out | Informal Action / Written Warnings | Statutory Notices Served | Simple Cautions | Legal Proceedings |
|------------------|-----------------------------------|----------------|---------------------------|---|--------------------------------|--------------------|----------------------|
| Sept to Nov 2015 | Noise | 25 | N/A | Error! | 0 | 0 | 0 |
| Sept to Nov 2016 | Complaints | 5 | IN/A | Bookmark not defined. | 1 | 0 | 0 |
| Sept to Nov 2015 | Refuse/ Waste | 0 | N/A | Error! Bookmark not defined. | 0 | 0 | 0 |
| Sept to Nov 2016 | Complaints | 2 | IN/A | | 0 | 0 | 0 |
| Sept to Nov 2015 | Other public | 5 | N1/A | N/A Error! Bookmark not defined. | 0 | 0 | 0 |
| Sept to Nov 2016 | health complaints [†] | 5 | IN/A | | 0 | 0 | 0 |
| Sept to Nov 2015 | Private Sector | 7 | N1/A | Error! | 0 | 0 | 0 |
| Sept to Nov 2016 | housing standards | 8 | N/A Bookmark not defined. | 0 | 0 | 0 | |

Data is up to 21 November 2016

Pest control data was not available.

[†] 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 |
|------------------|-----------------------|----------------|---------------------|----------------------|--------------------------|--------------------|----------------------|
| Sept to Nov 2015 | Abandoned | 2 | N/A | N/A | 0 | 0 | 0 |
| Sept to Nov 2016 | vehicles | 3 | IN/A | IN/A | 0 | 0 | 0 |
| Sept to Nov 2015 | Nuisance | 0 | 0 | NI/A | 0 | 0 | 0 |
| Sept to Nov 2016 | vehicles [‡] | 0 | 0 | N/A | 0 | 0 | 0 |
| Sept to Nov 2015 | Derelict | 11 | N1/A | N1/A | N1/A | N1/A | N1/A |
| Sept to Nov 2016 | cycles | 15 | N/A | N/A N/A | N/A | N/A | N/A |
| Sept to Nov 2015 | Domestic | 3 | 1 | 0 | 0 | 0 | 0 |
| Sept to Nov 2016 | waste | 1 | 0 | 0 | 0 | 0 | 0 |
| Sept to Nov 2015 | Trade weets | 6 | 2 | 0 | 0 | 0 | 0 |
| Sept to Nov 2016 | Trade waste | 0 | 0 | 0 | 0 | 0 | 0 |
| Sept to Nov 2015 | Littor | 2 | 0 | 0 | 2 | 0 | 0 |
| Sept to Nov 2016 | Litter | 3 | 0 | 0 | 2 | 0 | 0 |
| Sept to Nov 2015 | Illegal | 0 | N1/A | 0 | N1/A | 0 | 0 |
| Sept to Nov 2016 | camping | 0 | N/A | 0 | N/A | 0 | 0 |
| Sept to Nov 2015 | Illegal | 1 | 1 | 0 | 0 | 0 | 0 |
| Sept to Nov 2016 | advertising | 0 | 0 | 0 | 0 | 0 | 0 |

Data from 1 Sept to 18 Nov 2016

[‡] 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

- Three abandoned vehicles were investigated none of the vehicles were found to be abandoned.
- Fifteen 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 dumped domestic waste investigated, but no evidence was found for the person responsible.
- There were two cases of littering in Castle, which were on the corner of St John's Street and Bridge Street, a fixed penalty notice was issued in both cases. One case is still ongoing.
- 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 |
|------------------|-----------------------|----------------|---------------------|----------------------|--------------------------|--------------------|----------------------|
| Sept to Nov 2015 | Abandoned | 1 | N/A | N/A | 0 | 0 | 0 |
| Sept to Nov 2016 | vehicles | 2 | IN/A | IN/A | 0 | 0 | 0 |
| Sept to Nov 2015 | Nuisance | 0 | 0 | NI/A | 0 | 0 | 0 |
| Sept to Nov 2016 | vehicles [§] | 0 | 0 | N/A | 0 | 0 | 0 |
| Sept to Nov 2015 | Derelict | 61 | N1/A | NI/A | N/A | N1/A | N1/A |
| Sept to Nov 2016 | cycles | 119 | N/A N/A | N/A | IN/A | N/A | N/A |
| Sept to Nov 2015 | Domestic | 6 | 1 | 0 | 1 | 0 | 0 |
| Sept to Nov 2016 | waste | 17 | 0 | 0 | 1 | 0 | 0 |
| Sept to Nov 2015 | Trade weets | 8 | 7 | 0 | 1 | 0 | 0 |
| Sept to Nov 2016 | Trade waste | 23 | 12 | 0 | 7 | 0 | 0 |
| Sept to Nov 2015 | Litter | 37 | 0 | 0 | 36 | 0 | 1 |
| Sept to Nov 2016 | Litter | 54 | 0 | 0 | 51 | 0 | 3 |
| Sept to Nov 2015 | Illegal | 4 | N/A | 4 | NI/A | 0 | 0 |
| Sept to Nov 2016 | camping | 5 | N/A | 5 | N/A | 0 | 0 |
| Sept to Nov 2015 | Illegal | 4 | 4 | NI/A | 0 | 0 | 0 |
| Sept to Nov 2016 | advertising | 0 | 0 | N/A | 0 | 0 | 0 |

Data from 1 Sept to 18 Nov 2016

[§] 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

- Two abandoned vehicles were investigated but neither of the vehicles was found to be abandoned.
- One hundred and nineteen 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 seventeen cases of domestic waste investigations conducted in the area; seven cases had no suspects or evidence in them and in one case a fixed penalty notices were issued and subsequently paid.
- Twenty three cases of trade waste were investigated in the West area. In twelve cases businesses were written to and complied with requests for their waste transfer information and were issued a warning letter. One business was fined for failure to comply with a request for waste transfer information and six further businesses were fined for failing to comply with a statutory notice and control their waste.
- There were fifty four cases of litter investigated in the West area and fifty one fixed penalty notices was issued, which included littering on foot at Market Passage, Burleigh Street, Regent Street and St Andrews Street.
- There were five cases of illegal camping, on Jesus Green and Midsummer Common, in all five 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 |
|------------------|-------------------|----------------|---------------------|----------------------|--------------------------|--------------------|----------------------|
| Sept to Nov 2015 | Abandoned | 8 | N/A | N/A | 0 | 0 | 0 |
| Sept to Nov 2016 | vehicles | 2 | IN/A | IN/A | 0 | 0 | 0 |
| Sept to Nov 2015 | Nuisance | 0 | 0 | N/A | 0 | 0 | 0 |
| Sept to Nov 2016 | vehicles** | 0 | 0 | IN/A | 0 | 0 | 0 |
| Sept to Nov 2015 | Derelict | 1 | N/A | NI/A | N/A | N/A | N/A |
| Sept to Nov 2016 | cycles | 4 | IN/A | N/A | N/A | IN/A | IN/A |
| Sept to Nov 2015 | Domestic waste | 4 | 1 | 0 | 1 | 0 | 0 |
| Sept to Nov 2016 | | 3 | 0 | 0 | 0 | 0 | 0 |
| Sept to Nov 2015 | Trade waste | 1 | 1 | 0 | 0 | 0 | 0 |
| Sept to Nov 2016 | Trade waste | 0 | 0 | 0 | 0 | 0 | 0 |
| Sept to Nov 2015 | Litter | 5 | 0 | 0 | 5 | 0 | 0 |
| Sept to Nov 2016 | Littei | 1 | 0 | 0 | 1 | 0 | 0 |
| Sept to Nov 2015 | Illegal | 1 | N/A | 1 | N/A | 0 | 0 |
| Sept to Nov 2016 | camping | 0 | IV/A | 0 | IN/A | 0 | 0 |
| Sept to Nov 2015 | Illegal | 2 | 2 | N/A | 0 | 0 | 0 |
| Sept to Nov 2016 | advertising | 1 | 1 | IN/A | 0 | 0 | 0 |

Data from 1 Sept to 18 Nov 2016

[&]quot;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

- Two abandoned vehicle inspections were conducted, but none of the vehicles were deemed to be abandoned.
- Four 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 were three case of domestic waste investigated in the ward, but no suspects were identified.
- One case of littering was investigated and one individual was issued a fixed penalty notice for littering on Kings Parade, the fixed penalty was subsequently paid.
- There was one case of illegal advertising and the suspect was sent a warning email.
- 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 |
|---------------------|------------|-----------------|---------|-----------|---------|------------|--|
| Sept to Nov 2015 | 01.00 | 6 | 0 | 1 | 5 | 0 | One other stray dog call was received, but the dog was collected by their owner before the dog warden attended |
| Sept to Nov 2016 | Stray dogs | 8 | 1 | 0 | 6 | 1 | One other stray dog call 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 |
|------------------|--------------------------|----------------|---------------------|----------------------|--------------------------|--------------------|----------------------|
| Sept to Nov 2015 | Dog control | 5 | 0 | 0 | 4 | 0 | 0 |
| Sept to Nov 2016 | orders: Fouling | 0 | 0 | 0 | 0 | 0 | 0 |
| Sept to Nov 2015 | Dog control | 1 | 0 | 0 | 1 | 0 | 0 |
| Sept to Nov 2016 | orders: Exclusion | 0 | 0 | 0 | 0 | 0 | 0 |
| Sept to Nov 2015 | Dog control | 0 | 0 | 0 | 0 | 0 | 0 |
| Sept to Nov 2016 | orders: Leads | 0 | 0 | 0 | 0 | 0 | 0 |
| Sept to Nov 2015 | Other dog | 2 | 0 | 0 | 0 | 0 | 0 |
| Sept to Nov 2016 | complaints ^{††} | 4 | 0 | 0 | 0 | 0 | 0 |

Data from 1 September to 18 November

¹¹ 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]

| Portion. | A cat the | Total number of | Ward | | | |
|------------------|------------------------------------|-----------------|--------|--------|---------|--|
| Period | Activity | incidents | Castle | Market | Newnham | |
| Sept to Nov 2015 | Elections in a | 34 | 10 | 21 | 4 | |
| Sept to Nov 2016 | Fly tipping | 49 | 4 | 44 | 1 | |
| Sept to Nov 2015 | Offensive graffiti ^{‡‡} | 9 | 0 | 2 | 0 | |
| Sept to Nov 2016 | | 2 | 0 | 4 | 0 | |
| Sept to Nov 2015 | Detrimental graffiti ^{§§} | 68 | 10 | 47 | 11 | |
| Sept to Nov 2016 | | 36 | 2 | 32 | 2 | |
| Sept to Nov 2015 | Nacdica | 6 | 16 | 4 | 1 | |
| Sept to Nov 2016 | Needles | 476 | 0 | 78 | 0 | |
| Sept to Nov 2015 | Shopping trolleys | 13 | 0 | 13 | 0 | |
| Sept to Nov 2016 | | 12 | 4 | 8 | 0 | |

Data is from 1 September to 21 November 2016

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^{‡‡} 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 four fly tips for the Castle ward, all were singular incidents; no other particular trends with types of fly tipped material were identified in this period.
- There were forty four fly tips cleared from the Market ward, of this repeat incidents were on Adam and Eve Street recycling centre (7), and Botolph Lane (5). Ongoing investigations are being undertaken with this repeat illegal dumping of waste. No other trends were identified in this period.
- Of the one fly tip that was found in the Newnham ward, it was located at Lammas Land recycling centre, no other particular trends with types of fly tipped material were identified in this period.
- Offensive language in the form of swastikas that were removed from a bench on Regents Terrace in October, offensive language was removed from bins on Jesus Green in October, pictures of Human anatomy were removed from a wall on Jesus Lane in September and pictures of human anatomy were removed from outside Giraffe restaurant in Christs Lane in September.
- Market ward has had a decline in the amount of detrimental graffiti instances from 47 in 2015 to 32 in 2016. The council are aware there has been was 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 continues to respond 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. The volume of graffiti has decreased from the previous period.
- In September one needle was removed from under the fire escape to Baptist church at Downing Place and in the grounds of St Edward's church, St Edward's passage 23 used and 37 new needles were removed. In October one needle was removed from St Edwards Passage, ten needles were removed from the side of the road at Willow Walk and one needle was removed from near St Andrews Baptist church. In November one needle was removed from the gully in Beaufort Place garages, one needle was removed from near a bench on Parkers Piece, one needle was removed from the recycling area in Park Street and two used needles were removed from the bench at Adam and Eve Street.
- One trolley was 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.

| improvement in areas or sustainable waste managemen | | |
|--|--|---|
| Activity | Q1 Apr-Jun | Q2 Jul to Sept |
| Recycling rate – dry recycling 2016/17 | 21.1% | 22.4% |
| Recycling rate – dry recycling 2015/16 | 21.4% | 21% |
| Recycling rate – composting 2016/17 | 23.9% | 24.8% |
| Recycling rate – composting 2015/16 | 23.8% | 22.3% |
| Amount collected for disposal 2016/17 | 55% | 52.8% |
| Amount collected for disposal 2015/16 | 54.8% | 56.7% |
| No of press releases issued | 3 | 4 |
| No of 2 nd blue bins delivered | 161 | 50 |
| No of 2 nd Green bins delivered | 46 | N/A |
| Number of 3 rd and 4 th green bins registered | 3 | N/A |
| No. of bins changed from standard to small | 30 | 4 |
| No of events attended | 12 | 8 |
| No of people spoken to | 730 | 352 |
| No of Kitchen Caddies given out at events*** | 460 | 288 |
| No of recycling champions (RC) at events | 8 | 8 |
| No of new RC recruited | 2 | 0 |
| Amount of rubbish/recycling collected at events (tonnes) | Total 36.96 tonnes 27.6 T rubbish 9.2 T recycled | Total 9.72 tonnes Rubbish:8.1 Recycled:1.62 |
| Amount of goods (clothes, books etc.) collected via the British Heart Foundation and college campaign. | N/A | N/A |
| No of community/school visits to AmeyCespa | 11 | 13 |

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

Summary of Waste and Recycling Data

Total Recycling rate for quarter 2 is 47.24% for Cambridge. The combined recycling rate Cambridge and South Cambs waste service is 55%. Second green bin information is not available as time of writing due to IT issues but will be complete by next quarter.

Events attended are:

Hanover Community Day
Milton Country Park parklife
Kingsway Community day
Cambridge Folk Festival
Queen Edith Community day
Trumpington, Gilping Place doorknocking
Fulbourn Talk to the Women's Group
Community action day at The Ship Pub

6. Proactive and community work

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

| Task | Champneys Walk |
|-------------------|--|
| Action Taken | Work completed by City Ranger with the help of volunteers to cut back area of Champneys Walk (photos included in appendix). Local residents have fed back to the services that they very happy with the outcome. |
| Current Situation | Completed |

| Task | Carisbrooke Road |
|-------------------|---|
| Action Taken | Following ward walkabout a volunteer and local resident helped the City Ranger to clear overgrown shrubs and install plant boxes (photos included in appendix). |
| Current Situation | Completed |

| Task | Eltisley Avenue | |
|-------------------|--|--|
| Action Taken | Volunteers and local residents helped the City Ranger with a tree seat renovation on Eltisley Avenue | |
| Current Situation | Completed | |

| Task | Park Street |
|-------------------|---|
| Action Taken | Seat/planter box renovation on Park Street with the help of volunteers. (photos included in appendix). Local residents have fed back to the services that they very happy with the outcome. |
| Current Situation | Completed |

7. Key contacts

Officers

| Area | Contact | Telephone Number | Email | |
|---|---|------------------------------|--------------------------------------|--|
| Environmental Health Manager | Yvonne O'Donnell | 01223 457951 | vvonne.odonnell@cambridge.gov.uk | |
| Senior Operations Manager | Don Blair | 01223 458575 | Don.blair@cambridge.gov.uk | |
| Operations Manager (Grounds Maintenance) | Paul Jones | 01223 458215 | Paul.Jones@cambridge.gov.uk | |
| Operations Manager (Community Engagement and Enforcement) | Wendy Young | 01223 458578 | Wendy.young@cambridge.gov.uk | |
| West Area Ranger: Richard Allen | City Pangara | 01223 458282 | oiturangara@aamhridga.gay.uk | |
| City Centre Ranger: Chris Lowndes | City Rangers | 01223 456262 | cityrangers@cambridge.gov.uk | |
| 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 | |
| bog warden | Sharron Munro (Wed-Fri) | 01220 437000 | <u>aogwarden e cambridge.gov.uk</u> | |
| Volunteer opportunities (Streets, Parks and Open Spaces) | Rina Dunning | 01223 458084 | Caterina.dunning@cambridge.gov.uk | |
| Recycling Champions | Co-ordinator | 01223 458240 | recycling.champions@cambridge.gov.uk | |
| Out of Hours | Emergency calls | 0300 3038389 | N/A | |

Issues

| Area | Contact | Telephone Number | Email |
|--|-------------------------|------------------|----------------------------------|
| Dog fouling Litter Fly tipping (public land) Graffiti Needles Abandoned, untaxed and nuisance vehicles Illegal camping Bulky waste collections New blue, green and black bins Replacement blue, green and green bins | Customer Service Centre | 01223 458282 | wasteandstreets@cambridge.gov.uk |
| Abandoned bicycles | Customer Service Centre | 01223 458282 | cityrangers@cambridge.gov.uk |
| Pest Control | Refuse and Environment | 01223 457900 | env.health@cambridge.gov.uk. |
| Noise | iveruse and Environment | 01223 437 900 | env.neaitne cambhuge.gov.uk. |
| Stray and lost dogs | Customer Service Centre | 01223 457900 | dogwarden@cambridge.gov.uk |

8. 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:

Remaining bins stocks for the city have been reallocated across all wards to ensure that bins are installed where required.

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 | 3 |
| Market | 7 | 2 |
| Newnham | 2 | 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 |
|---------|--|----------------------|--------------------------|
| 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 | 1 |
| Newnham | 2 | 1 |

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 |



9. Appendices

Before and after photos of cutbacks at Carisbrooke Road completed by City Ranger in October 2016





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Before and after photos of Park Street bench completed by City Ranger in September 2016

















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