

Environmental Report



Cambridge North 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 North 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 North Area for the period of December to February.

Continuing priorities*

Number	Priority details
1	Enforcement patrols to tackle fly tipping on communal archways and green areas at Minerva Way area (including Augustus Close, Hercules Close, Neptune Close and Apollo Way), Campkin Road, Arbury Court, Nicholson Way area (including Albemarle Way, Hanson Court and Walker Court) and Maitland Avenue/ Mortlock Road area.
2	Patrols to address dog fouling on Kings Hedges "Pulley" Recreation Ground, Nuns Way Recreation Ground and the areas of Blackberry Way and Lawrence Way including early mornings, evenings and weekends

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 joint working and patrols to deal with littering from students of Cambridge Regional College in the areas of Campkin Road and Nuns Way Recreation Ground and to work with the local businesses to address litter from their premises
Action Taken	A total of ten hours of patrols have been undertaken in the areas where students walk to and from CRC to the shops on Campkin Road. There has been one fixed penalty notice issued for littering and on each patrol guidance and advice and verbal warnings have been issued. During the winter months there is considerably less footfall and officers recommend this priority is removed for the period December to February.
Current Situation:	Completed
Priority 2	Enforcement patrols to tackle fly tipping on communal archways and green areas at Minerva Way area (including Augustus Close, Hercules Close, Neptune Close and Apollo Way), Campkin Road, Arbury Court, Nicholson Way area (including Albemarle Way, Hanson Court and Walker Court) and Maitland Avenue/ Mortlock Road area.
Action Taken	<ul style="list-style-type: none"> • A total of 13 hours have been spent patrolling the Minerva Way area. A number of fly tipping incidents have been investigated and a fixed penalty notice for fly tipping has been issued and a prosecution file is currently with the legal team. A community protection warning has been issued to a resident who was persistently littering. The problem has now stopped due to the intervention. • A total of 8 hours of patrols have been undertaken in the Nuns Way area. Guidance and advice has been issued to waste carriers and intel has been passed to other organisations for follow up in relation to suspected nuisance and abandoned vehicles. • A total of 7.5 hours have been spent patrolling the Campkin Road area. This has included CRC patrols and patrols at the shops at Campkin Road. • A total of 14.5 hours have been spent at Arbury Court Recycling Centre and Arbury Court flats / shop area. Two untaxed vehicles have been removed and a number of fly tipping incidents have been investigated. Four suspects have been invited to interview and one trade waste fly tip is currently under investigation. A number of fly tips were investigated where no evidence was located. • A total of 15.5 hours have been spent in the Nicholson Way area. Two fixed penalty notices were issued for littering at the recycling points during their renovation. A number of fly tips were investigated where no evidence was located. • Patrols of the Pulley Rec area included the Nicholson Way area where fly tipping from the Aragon Close, Sackville Close, Woburn Close and Albemarle Way flat blocks were investigated. Open Space patrols were also conducted and guidance and advice was provided to dog walkers.
Current Situation:	Ongoing

Priority 3	Patrols to address dog fouling on Kings Hedges “Pulley” Recreation Ground, Nuns Way Recreation Ground and the areas of Blackberry Way and Lawrence Way including early mornings, evenings and weekends
Action Taken	Fifty four patrols lasting just over 47 hours were conducted by the dog wardens and enforcement team during the period; during this time no individuals were witnessed failing to clear up after their dog on the priority areas Educational advice was provided to dog walkers and individuals that the dog wardens came across on their patrols.
Current Situation:	Ongoing
Priority 4	Enforcement patrols to tackle littering issues from shops at Carlton Terrace, and deal with waste management issues
Action Taken	A total of 5 hours have been spent in patrolling the Carlton Terrace area. Since intervention with the current manager of One Stop no littering incidents have been reported and during routine inspections litter has reduced in the garage area at the rear of the shop. This should be removed as a priority area and readdressed if the problem arises again.
Current Situation:	Completed
Priority 5	Enforcement patrols to deal with illegal camping at Logan’s Meadow, Pye’s Pitch and the Vie.
Action Taken	Officers have patrolled the areas for illegal camping, but have not found any cases of illegal camping. It is recommended that this area of work is not carried forward to the upcoming quarter.
Current Situation:	Completed

Other issues:

Issue	Litter bin on Millennium bridge
Action Taken	A litter and recycling bin have been positioned at the Church Street / Ransome Close end of the bridge for a trial period, during which time their use will be monitored and permanent bins installed should the location provide suitable.
Current Situation:	Ongoing

5. Environmental Data

Private Realm [North Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
Aug to Nov: 2015	Pest Control	†	59	N/A	N/A	N/A
Aug to Nov: 2016		†	42			
Aug to Nov: 2015	Noise Complaints	144	N/A	‡	7	0
Aug to Nov: 2016		155			8	1
Aug to Nov: 2015	Refuse/ Waste Complaints	8	N/A	‡	0	0
Aug to Nov: 2016		3			0	0
Aug to Nov: 2015	Other public health complaints [§]	3	N/A	‡	0	0
Aug to Nov: 2016		9			0	0
Aug to Nov: 2015	Private Sector housing standards	23	N/A	‡	1	0
Aug to Nov: 2016		35			1	0

Data is from the period August 23rd to November 15th

† Not specified

‡ 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 [North Area]

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
Sept to Nov 2015	Abandoned vehicles	26	N/A	N/A	1	0	0
Sept to Nov 2016		35			1	0	0
Sept to Nov 2015	Nuisance vehicles**	1	1	N/A	0	0	0
Sept to Nov 2016		0	0		0	0	0
Sept to Nov 2015	Derelict cycles	11	N/A	N/A	N/A	N/A	N/A
Sept to Nov 2016		17					
Sept to Nov 2015	Domestic waste	63	27	0	13	0	1
Sept to Nov 2016		53	3	0	6	0	0
Sept to Nov 2015	Trade waste	5	4	0	0	0	0
Sept to Nov 2016		5	0	0	0	0	0
Sept to Nov 2015	Litter	9	0	0	8	0	1
Sept to Nov 2016		2	0	0	2	0	0
Sept to Nov 2015	Illegal camping	1	N/A	1	N/A	0	0
Sept to Nov 2016		1		1		0	0
Sept to Nov 2015	Illegal advertising	4	3	N/A	0	0	0
Sept to Nov 2016		0	0		0	0	0

Data is from 1 September to 28 November 2016.

** 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 35 abandoned vehicles the majority were removed by their owners or claimed within the 7 day notice period. Eight abandoned vehicles were seized from Izzak Walton Way and St Albans Road, of these both vehicles were destroyed when they were not claimed. One fixed penalty notice was also issued for a vehicle seized from Cook Close. Two untaxed vehicles were seized from Arbury Court and have been destroyed after they were not claimed.
- Seventeen derelict cycles were removed from across all four wards. The number of cycles removed as abandoned in the North area usually varies between 15 to 25 a period.
- There were 53 domestic waste investigations conducted in the area, the majority of which was waste littered and fly tipped at recycling centres, bin stores and communal land across the area. Of the investigations conducted there was three community protection warning letters. Six fixed penalties were issued, four for littering and two for fly tipping. Seventeen investigations resulted in untraceable suspects and there are currently twenty seven ongoing cases awaiting further action.
- There were five cases of trade waste investigated in the North area, in two of the cases no evidence was found and three other cases are still ongoing.
- There were two cases of litter investigated in the North area and two fixed penalties were issued for littering on Campkin Road and Church Street. One fixed penalty notice has been paid, and the second case is ongoing.
- There was one case of illegal camping, the majority of which was located on Alexandra Gardens. The occupier of the camp was served a notice and was subsequently removed by the owner within the 24 hour notice period.

Dog Warden Service [North Area]

Stray dogs

Period	Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
Sept to Nov 2015	Stray dogs	20	4	3	13	0	Eleven other stray dog calls were received, but the dogs were collected by their owner before the dog warden attended
Sept to Nov 2016		16	0	2	7	7	Two 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
Sept to Nov 2015	Dog control orders: Fouling	10	1	0	1	0	0
Sept to Nov 2016		13	0	0	0	0	0
Sept to Nov 2015	Dog control orders: Exclusion	0	0	0	0	0	0
Sept to Nov 2016		0	0	0	0	0	0
Sept to Nov 2015	Dog control orders: Leads	0	0	0	0	0	0
Sept to Nov 2016		1	0	0	0	0	0
Sept to Nov 2015	Other dog complaints ^{††}	1	1	0	0	0	0
Sept to Nov 2016		9	0	0	0	0	0

Data is from 1 September to 28 November 2016

^{††} 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 [North Area]

Period	Activity	Total number of incidents	Ward			
			Arbury	East Chesterton	Kings Hedges	West Chesterton
Sept to Nov 2015	Fly tipping	108	32	17	50	9
Sept to Nov 2016		177	29	10	128	10
Sept to Nov 2015	Offensive graffiti ^{‡‡}	1	0	0	1	0
Sept to Nov 2016		1	0	0	1	0
Sept to Nov 2015	Detrimental graffiti ^{§§}	28	6	7	6	9
Sept to Nov 2016		33	4	5	14	10
Sept to Nov 2015	Needles	1	1	4	0	5
Sept to Nov 2016		38	0	0	38	0
Sept to Nov 2015	Shopping trolleys	25	3	13	3	6
Sept to Nov 2016		12	3	8	1	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 37 reports for fly tip in the Arbury ward, four each came from Albemarle Way and Stretten Avenue area; no other particular trends with types of fly tipped material were identified in this period.
- In East Chesterton, there were repeat incidents at Maitland Avenue area and no other trends for fly tipping in this ward were identified.
- In Kings Hedges the majority of waste was fly tipped in and around communal areas and recycling areas of the estates. Nineteen fly tips were from Arbury Court, 14 from Sackville Close recycling areas, 10 from Minerva Way area, 9 from Aragon Close and 6 from Edgecombe/Cadwin Field area. No patterns of repeat offences have been identified but enforcement and ranger patrols have been increased due to a number of these areas being priority areas to address the problems of fly tipping and as part of a campaign that is currently being run to highlight the issues of fly tipping.
- Ten fly tips were removed from West Chesterton, which included repeat offences of dumping at Milton Road.
- Three of the four instances of detrimental graffiti in Arbury were recorded in September with the other in October 2016. Two of the five instances in East Chesterton were in St Andrews Road area and five of the fourteen instances in Kings Hedges were general tagging in Nuns Way recreation area.
- The offensive Graffiti in Kings Hedges ward was offensive wording at Campkin Road found in September 2016.
- In October 2016, 38 needles were removed from a communal garden on Campkin Road.
- The number of trolleys impounded by Streets and Open Spaces was 1.

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 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

*** 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 door knocking
Fulbourn Talk to the Women's Group
Community action day at The Ship Pub

6. Proactive and community work

During the period September 2016 to November 2016 the following proactive and community work has been undertaken.

Task	Fly tip Campaign
Action Taken	As part of the councils 'Report It, Stop It' fly tip campaign, Community Payback worked with the city rangers to clear fly tip hot spots of rubbish and cleaned recycling centres to help deter repeat fly tipping.
Current Situation	Completed

Task	Recycling Centres
Action Taken	The City Rangers worked with Community Payback to remove the old fencing at around 10 recycling areas, ready for their refurbishment with node bins. These areas were also cleared of all rubbish and cleaned in preparation.
Current Situation	Completed

Task	Guided Busway Litter Pick
Action Taken	A team of Community Payback litter picked along the boundary of the guided busway route on Kings Hedges Road (which does not form part of the County council cleansing of the route) and which has been scheduled for every 6 weeks.
Current Situation	Ongoing

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
North Area Ranger: Joe Obe	City Rangers	01223 458282	cityrangers@cambridge.gov.uk
Public Realm Enforcement (North team – Arbury and Kings Hedges)	Tom Pickover and Lisa Lowndes	01223 458573 01223 458062	streetenforcement@cambridge.gov.uk
Public Realm Enforcement (East team – East and West Chesterton)	Nick Kester and 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 North 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
Arbury	7	3
East Chesterton	11	3
Kings Hedges	11	3
West Chesterton	6	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
West Chesterton	Bateson Road (near to school)	December 2014	
West Chesterton	De Freville Avenue (Chesterton Road bus stop)	December 2014	
West Chesterton	Chesterton Road (near Old Spring)	December 2014	
West Chesterton	Gilbert Road (junction with Milton Road)	March 2015	
West Chesterton	Milton Road (bus stop by Downhams Lane)	December 2015	
West Chesterton	Chesterton Road	December 2015	
Kings Hedges	Kendal Way	December 2014	
Kings Hedges	St Kilda's Avenue (near new bench)	December 2014	
Kings Hedges	Kings Hedges Road (bus stop near Woodhouse Way)	July 2015	
Kings Hedges	Kings Hedges Recreation Ground (by learner pool)	October 2015	
Kings Hedges	Kings Hedges Recreation Ground (near to Woburn Close)	October 2015	
Kings Hedges	Hanson Court	September 2015	2 sets of bins
Kings Hedges	Kings Hedges Road (near to Buchan Street shops)	September 2015	
Kings Hedges	Markham Close (junction of Lavender Road)	September 2015	
Kings Hedges	Hawkins Road (Atkins Road end)	September 2015	
Kings Hedges	Campkin Road (near to bus stop by community centre)	September 2015	
Arbury	Frenches Road (near school cut through to Harvey Goodwin Avenue)	December 2014	
Arbury	Roseford Road (at Perse Way	December 2014	

	junction)		
Arbury	Acton Road (at Perse Way junction)	December 2014	
Arbury	Chesterton Lane (near to Clare Colony)	June 2015	
Arbury	Carlton Way (junction with Hall Farm Road)	June 2015	
Arbury	Chesterton Lane (outside Cripps Court)	August 2015	
Arbury	Verulam Way (through to Aylesborough Close)	September 2015	
East Chesterton	Hailing Way	March 2015	
East Chesterton	Evergreens (at the end of the road)	December 2014	
East Chesterton	Echo House	December 2014	
East Chesterton	Kinross Road	December 2014	2 sets of bins
East Chesterton	Edinburgh Road	December 2014	
East Chesterton	Green End Road (near Grumpys)	March 2015	2 sets of bins
East Chesterton	Green End Road (between Sherbourne Close and Co-op)	December 2014	
East Chesterton	Cowley Road (near bridge)	July 2015	
East Chesterton	Sherbourne Close	February 2015	

Dog bin provision

A number of dog bins are available for each ward, as follows:

Ward	Bins used	Bins available for installation
Arbury	4	1
East Chesterton	3	2
Kings Hedges	4	1
West Chesterton	0	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
Kings Hedges	Campkin Road (Hawkins Road green area)	December 2014	
Kings Hedges	Buchan Street (Callander Close area)	March 2016	
Kings Hedges	Larkin Close	March 2016	
Kings Hedges	Augustus Close	August 2016	
East Chesterton	Pyes Pitch	May 2015	
East Chesterton	Union Lane (junction with Milton Road)	December 2014	
East Chesterton	Logan's Meadow	December 2014	
Arbury	Bateson Road (near green space)	September 2015	
Arbury	Perse Way (footpath through to Ferrars Way)	September 2015	
Arbury	Perse Way (footpath through to Cockerell Road)	September 2015	
Arbury	Hall Farm Road	September 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
Arbury	0	13
East Chesterton	2	11
Kings Hedges	1	12
West Chesterton	0	13



