

Environmental Report



Cambridge South 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 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 December 2016 to February 2017.

Continuing priorities¹

Number	Priority details
1	Early morning, daytime and weekend patrols for dog fouling on Bliss Way/Tenby Close, Nightingale Avenue Recreation Ground, Cherry Hinton Recreation Ground 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 and vehicles for sale at Queens Meadow and Fulbourn Road layby.
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, <i>abandoned vehicles</i> 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)

¹ 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.

Priority 1	Early morning, daytime and weekend patrols for dog fouling on Bliss Way/Tenby Close, Nightingale Avenue Recreation Ground, Cherry Hinton Recreation Ground and Cherry Hinton Hall.
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 40 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
Priority 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.
Action Taken	Patrols have been carried out on a regular basis of at least one day a week. Fixed penalty notices have been issued at various locations in and around the site. This area needs to remain a priority due to the large numbers of people using the area and littering around the neighbourhood.
Current Situation:	Ongoing
Priority 3	Enforcement to work with the County Council, against utilities and companies that damage the verge on Mowbray and Fendon Road.
Action Taken	It remains an issue and various vehicles have been seen to be parked on the grass verge. There is a large building site at the top of Mowbray Road and the builders have been spoken to regarding parking on the verge, The builders have agreed to return the verges to the original state when the site is finished, this will be monitored to ensure compliance.
Current Situation:	Ongoing

Priority 4	Enforcement action against nuisance vehicles being repaired at Arran Close and vehicles for sale at Queens Meadow and Fulbourn Road layby.
Action Taken	At Arran Close continued patrols have been conducted and no issues with vehicles have been discovered over the past period. Patrols at Queens Meadow have not identified any vehicles to note over this period. Various cars have been observed for sale in the area at Fulbourn Road. Letters have been sent out to owners. This area is a hot spot for selling cars and needs to remain a priority.
Current Situation:	Ongoing
Priority 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.
Action Taken	Engaging with students is still ongoing, extra bins have been placed along Long Road at and present no complaints have been received regarding littering around the area.
Current Situation:	Ongoing
Priority 6	Enforcement patrols to deal with litter and fly tipping in and around Teversham Drift.
Action Taken	The issues with food waste have stopped and investigations as to who was responsible proved negative. Vehicles have become a slight problem in the area again so the area needs to remain a priority.
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
Sept to Nov 2015	Noise Complaints	30	N/A	2	0	0
Sept to Nov 2016		72			0	0
Sept to Nov 2015	Refuse/ Waste Complaints	0	N/A	2	0	0
Sept to Nov 2016		1			0	0
Sept to Nov 2015	Other public health complaints ³	40	N/A	2	0	0
Sept to Nov 2016		10			0	0
Sept to Nov 2015	Private Sector housing standards	8	N/A	2	0	0
Sept to Nov 2016		32			0	0

Data is from 23 August to 15 November 2016

Pest control data was not available.

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 [South Area]

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
Sept to Nov 2015	Abandoned vehicles	13	N/A	N/A	0	0	0
Sept to Nov 2016		16			0	0	0
Sept to Nov 2015	Nuisance vehicles ⁴	2	2	N/A	0	0	0
Sept to Nov 2016		0	0		0	0	0
Sept to Nov 2015	Verge parking ⁵	15	12	N/A	N/A	0	0
Sept to Nov 2016		0	0			0	0
Sept to Nov 2015	Derelict cycles	35	N/A	N/A	N/A	N/A	N/A
Sept to Nov 2016		18					
Sept to Nov 2015	Domestic waste	55	15	0	15	0	0
Sept to Nov 2016		25	2	0	2	0	0
Sept to Nov 2015	Trade waste	3	3	0	0	0	0
Sept to Nov 2016		4	2	0	1	0	0
Sept to Nov 2015	Litter	6	0	0	4	0	0
Sept to Nov 2016		13	0	0	12	0	0
Sept to Nov 2015	Illegal camping	0	N/A	0	N/A	0	0
Sept to Nov 2016		0		0		0	0
Sept to Nov 2015	Illegal advertising	4	4	N/A	0	0	0
Sept to Nov 2016		1	0		0	0	0

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

⁵ Applies to Mowbray and Fendon Road only

Summary of public realm enforcement data

- Of the vehicles reported, all were reported as abandoned, the majority of them have been claimed or were removed by the owners and a few cases are still ongoing.
- Eighteen 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 twenty five cases of domestic waste investigations conducted in the area between September and November, the majority of which was waste littered and fly tipped at recycling centres across the area. Of the investigations conducted there were 13 that were untraceable to suspects, two warning letters, one fixed penalty for small scale fly tipping at Rectory Terrace Recycling Centre, as well as one fixed penalty issued for littering at Trumpington Pavilion Recycling Centre. There are currently two ongoing cases awaiting further action.
- Four cases of trade waste was investigated in the South area; waste that was dumped at Waitrose recycling centre was of a business nature and a fixed penalty notice was issued to the business for failing to comply with a request for waste information.
- There were twelve cases of litter investigated in the South area during September to November period and all resulted in fixed penalties being issued for littering on foot at Dame Mary Archer Way and Red Cross Lane.
- One case of illegal advertising was found, but it was not possible to trace the suspect.

Dog Warden Service [South Area]

Stray dogs

Period	Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
Sept to Nov 2015	Stray dogs	6	0	0	6	0	Two other stray dog calls were received, but the dogs were collected by their owner before the dog warden attended
Sept to Nov 2016		6	0	1	5	0	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
Sept to Nov 2015	Dog control orders: Fouling	3	0	0	0	0	0
Sept to Nov 2016		4	1	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	1	0	0	0	0	0
Sept to Nov 2016		1	0	0	0	0	0
Sept to Nov 2015	Other dog complaints ⁶	3	0	0	0	0	0
Sept to Nov 2016		9	3	3	0	0	0

Summary of dog warden data

Dog fouling complaints have been received for incidents on St Bedes Crescent, Reilly Way, George IV Street and Forty Acre Road. Several incidents where owners have failed to comply with microchipping regulations have resulted in formal action.

⁶ 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
Sept to Nov 2015	Fly tipping	61	23	14	24
Sept to Nov 2016		88	40	19	29
Sept to Nov 2015	Offensive graffiti ⁷	4	3	0	1
Sept to Nov 2016		1	0	1	0
Sept to Nov 2015	Detrimental graffiti ⁸	16	3	4	9
Sept to Nov 2016		17	1	11	5
Sept to Nov 2015	Needles	59	51	1	7
Sept to Nov 2016		17	0	8	9
Sept to Nov 2015	Shopping trolleys	3	0	0	3
Sept to Nov 2016		5	1	3	1

⁷ 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.

⁸ 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 forty instances of fly-tipping, consisting of mainly household waste. Repeat incidents of fly tipping were found at Colville Road recycling centre and at Rectory Terrace Recycling Centre. There were no other trends in the ward.
- In Queen Edith's there were nineteen instances of fly-tipping in the ward, repeat incidents were found in Wulfstan Way and Hills Road, there were no other trends in the ward.
- In Trumpington there were twenty nine instances of fly-tipping, repeat incidents were found at Coronation Street 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, pictures of human anatomy were removed from a wall on Hills Road in Queen Edith's ward in September 2016.
- 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.
- Eight needles were removed from a housing property in Mowbray Road in Queen Edith's ward in November, one needle was removed from a bench outside St Faiths School on Trumpington Road in November, and eight needles were removed from the garages at Bentinck Street in October.
- The number of trolleys impounded 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 ⁹	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

⁹ 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: Previous period

During the previous period the following proactive and community work has been undertaken. This sections also details ongoing and upcoming work.

Task	Community Action Event
Action Taken	The Dog wardens and a City Ranger attended the Friends of Cherry Hinton Hall Community Action Day on 1 st October at Cherry Hinton Hall. The dog wardens offered free micro- chipping and the Ranger assisted the organisers.
Current Situation	Completed

Task	Kathleen Elliott Way
Action Taken	South Ranger cleared the footpaths on Kathleen Elliott Way with the help of Community Payback which local residents and commuters were very pleased with the improved access.
Current Situation	Completed

Task	Bench Renovation
Action Taken	With the help of SOS Volunteers the benches on Cherry Hinton High Street were jet washed and due to be sanded down shortly.
Current Situation	Ongoing

Task	Trumpington Community Orchard
Action Taken	With the help of Community Payback the Orchard had a cutback and clearance. The meadow was strimmed and the dead grass raked. With the help of a SOS volunteer we also cut back the native hedgerow to improve wildlife bio-diversity.
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
South Area Ranger: Edward Nugent	City Rangers	01223 458282	cityrangers@cambridge.gov.uk
Public Realm Enforcement (South team):	Steve Phillips		streetenforcement@cambridge.gov.uk
	Andy Hine		
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 South 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
Cherry Hinton	5	3
Queen Edith's	6	3
Trumpington	9	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
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	1
Queen Edith's	0	1
Trumpington	1	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
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



