

Environmental Report



Cambridge North Area
December 2016 to February 2017

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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 upcoming period commencing March 2017.

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), Arbury Court, Nicholson Way area (including Albemarle Way, Hanson Court and Walker Court) <i>Hazelwood/Molewood Close area, Church Street recycling centre and Edgcombe/ Cadwin field area.</i>
2	Patrols to address dog fouling on <i>Perse Way area</i> including early mornings, evenings and weekends

New priorities

Number	Priority details
3	Enforcement patrols to tackle littering outside shops on Chesterton High Street

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 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"> • Approximately 15 hours of patrol time carried out in the Minerva Way area, area also included as part of the fly tip campaign. Four on-going investigations pending further enquiries. Lots of furniture items being dumped often with no evidence • Approximately 9 hours of patrol time carried out in the Campkin Road area, and one fly tipping fixed penalty notice was issued for dumped household waste • Approximately 15 hours of patrol time were spent patrolling Arbury Court, issues also at Arbury Court shops behind butchers so this area has also been included as a hotspot and one fly tipping FPN issued for a resident. One litter FPN issued for domestic litter. One prosecution is currently pending. • Nicholson Way recycling point and Albemarle Way are often fly tipped, approximately 10 hours of patrol time but no on-going investigations, recycling points often fly tipped with furniture items. • At Maitland / Mortlock area, during the period there was one incident of fly tipping in garage block, and reports of vehicles being repaired in garage block, but nothing seen on patrols.
Current Situation:	Ongoing
Priority 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
Action Taken	Forty nine patrols lasting just over 29 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. Officers have recommended that new areas of priority should be selected and have recommended the Perse Way area for the upcoming period. .
Current Situation:	Completed
Priority 3	Deep cleanse of area at Ashfield Road
Action Taken	A deep cleanse of Ashfield Road has been completed by the Rapid Response team and included litter picking, sweeping and a clearance of the area.
Current Situation:	Completed

Other issues:

Issue	Litter bin on Millennium bridge
Action Taken	<p>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. Following the most recent area committee these bins were vandalised and set on fire, and subsequently removed.</p> <p>Discussions are ongoing with the county council to look at an alternative bin for the location.</p>
Current Situation:	Ongoing
Issue	Aylestone Road regarding appropriate signage to advertise the 'recycling' shelf.
Action Taken	<p>Officers have been undertaking work in this area to monitor the situation, plans are in place for the upcoming period to look at what suitable signage is available and make arrangements to follow up with the owner of the recycling area.</p>
Current Situation:	Ongoing
Issue	To provide details of follow up action taken after multiple needles dumped in Kings Hedges.
Action Taken	<p>In response to the last report, when 38 needles were removed from Kings Hedges, officers were asked to provide an update on what happens when large volumes of needles are found.</p> <p>In the particular case reported, 38 needles removed from a garden at Campkin Road by a city ranger, which was as part of the proactive work of the ranger and was not a response from residents' enquiries. All data on needles removed by the Streets and Open Spaces Operations teams is reported to the County Council Drug and Alcohol Awareness team.</p> <p>The Drug and Alcohol Awareness team work closely with service users for encouraging appropriate disposal. They also work with doctor surgeries and pharmacies for ensuring adequate provision for disposal are available. In addition to this they also look at trends in data and hotspots to see if it is caused by certain users and if they can put provisions in place for needle disposal shoots (like public toilets).</p>
Current Situation:	Completed
Issue	Primary Court/Scotland Road litter bins
Action Taken	<p>The old bin previously sited at the Primary Court / High Street junction has been removed and replaced with a new bin, and a new recycling bin.</p>
Current Situation:	Completed

5. Environmental Data

Private Realm [North Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
Dec 2015 to Feb: 2016	Noise Complaints	112	N/A	†	5	0
Dec 2016 to Feb: 2017		109			0	0
Dec 2015 to Feb: 2016	Refuse/ Waste Complaints	10	N/A	†	0	0
Dec 2016 to Feb: 2017		6			0	0
Dec 2015 to Feb: 2016	Other public health complaints‡	9	N/A	†	0	0
Dec 2016 to Feb: 2017		6			0	0
Dec 2015 to Feb: 2016	Private Sector housing standards	50	N/A	†	4	0
Dec 2016 to Feb: 2017		46			2	0

Data is from the period 16th November to 14th February

[Pest control data was not available]

† 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
Dec 2015 to Feb: 2016	Abandoned vehicles	44	N/A	N/A	1	0	0
Dec 2016 to Feb: 2017		40			0	0	0
Dec 2015 to Feb: 2016	Nuisance vehicles [§]	1	1	N/A	0	0	0
Dec 2016 to Feb: 2017		0	0		0	0	0
Dec 2015 to Feb: 2016	Derelict cycles	16	N/A	N/A	N/A	N/A	N/A
Dec 2016 to Feb: 2017		16					
Dec 2015 to Feb: 2016	Domestic waste	52	21	0	9	0	0
Dec 2016 to Feb: 2017		52	7	0	7	0	0
Dec 2015 to Feb: 2016	Trade waste	4	1	0	0	0	0
Dec 2016 to Feb: 2017		3	1	0	0	0	0
Dec 2015 to Feb: 2016	Litter	12	0	0	7	0	0
Dec 2016 to Feb: 2017		4	0	0	3	0	0
Dec 2015 to Feb: 2016	Illegal camping	2	N/A	1	N/A	0	0
Dec 2016 to Feb: 2017		1		1		0	0
Dec 2015 to Feb: 2016	Illegal advertising	0	0	N/A	0	0	0
Dec 2016 to Feb: 2017		0	0		0	0	0

Data is from 1 December to 16 February 2017.

[§] 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 40 abandoned vehicles the majority were removed by their owners or claimed within the 7 day notice period. Four abandoned vehicles were seized from Topham Close, Jedburgh Close, Blackthorn Close and Hazelwood Close, of these two vehicles were destroyed when they were not claimed.
- Sixteen 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 52 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 six community protection warning letters, seven fixed penalties were issued, two for littering and five for fly tipping. Eighteen investigations resulted in untraceable suspects and there are currently fifteen seven ongoing cases awaiting further action.
- There were three cases of trade waste investigated in the North area, in two of the cases no evidence was found and the other case resulted in a written warning.
- There were four cases of litter investigated in the North area and three fixed penalties were issued for littering on Campkin Road and Arbury Court. Two fixed penalty notices have been paid, and one case is ongoing.
- There was one case of illegal camping at St Andrews Street. The occupier of the camp was served a notice and it was not removed by the owner within the 24 hour notice period, and was therefore impounded by the council.

Dog Warden Service [North Area]

Stray dogs

Period	Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
Dec 2015 to Feb: 2016	Stray dogs	10	0	0	7	3	One other stray dog call was received, but the dog as collected by their owner before the dog warden attended
Dec 2016 to Feb: 2017		8	2	1	2	3	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
Dec 2015 to Feb: 2016	Dog control orders: Fouling	5	0	0	1	0	0
Dec 2016 to Feb: 2017		12	0	0	0	0	0
Dec 2015 to Feb: 2016	Dog control orders: Exclusion	0	0	0	0	0	0
Dec 2016 to Feb: 2017		1	0	0	1	0	0
Dec 2015 to Feb: 2016	Dog control orders: Leads	0	0	0	0	0	0
Dec 2016 to Feb: 2017		0	0	0	0	0	0
Dec 2015 to Feb: 2016	Other dog complaints**	1	0	0	0	0	0
Dec 2016 to Feb: 2017		6	0	0	0	0	0

Data is from 1 December to 16 February

** 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
Dec 2015 to Feb: 2016	Fly tipping	147	37	23	70	17
Dec 2016 to Feb: 2017		103	21	14	66	2
Dec 2015 to Feb: 2016	Offensive graffiti ^{††}	3	1	0	1	1
Dec 2016 to Feb: 2017		3	2	0	1	0
Dec 2015 to Feb: 2016	Detrimental graffiti ^{‡‡}	41	9	7	2	23
Dec 2016 to Feb: 2017		6	2	1	1	2
Dec 2015 to Feb: 2016	Needles	2	1	0	1	0
Dec 2016 to Feb: 2017		30	22	4	3	1
Dec 2015 to Feb: 2016	Shopping trolleys	22	6	7	3	6
Dec 2016 to Feb: 2017		7	1	3	2	1

^{††} 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 21 reports for fly tip in the Arbury ward, three each came from Montgomery Avenue and Alex Wood Road; no other particular trends with types of fly tipped material were identified in this period.
- In East Chesterton, there were repeat incidents at Dundee Close 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. Thirteen fly tips were from Minerva Way, 9 from Cadwin Field / Edgecombe recycling areas and 6 each from Arbury Court and Sackville Close. 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.
- Two fly tips were removed from West Chesterton. No patterns of repeat offences have been identified.
- Graffiti of detrimental tagging was removed from Hilda St and Histon Road in Arbury ward in February, black paint marks were removed from Green dragon bridge in Water Street in East Chesterton in February 2017 General tagging was removed from a communication box on Markham Close in Kings Hedges in January and general tagging was removed from a wall on Holland St in February and from Cutter Ferry underpass in December 2016.
- Offensive language / swear words were removed from the garage block at Bermuda Terrace in February 2017, and a picture of human anatomy were removed from a wall in Fisher Street in February 2017. In Kings Hedges, offensive wording was removed from garages at Campkin Road in February.
- In Arbury there were three incidents of needles, in Carlyle Road one needle was removed, one needle was removed from behind One Stop on Carlton Road, and twenty needles were removed from a container at Bermuda Road. At Ashfield Road, four needles were found in the car park in East Chesterton. In Kings Hedges there were two instances of needles, one needle was removed from the toilets at Arbury Court, and two needles were removed from a drying area at Minerva Way. In West Chesterton there was one instance of needles where one needle was removed from Garden Walk.
- The number of trolleys impounded by Streets and Open Spaces was 0.

Waste and Recycling Data [City wide]

Waste and recycling data was not available. A full set of quarter 3 and quarter 4 data will be provided in the next report.

6. Proactive and community work

During the period December 2016 to February 2017 the following proactive and community work has been undertaken.

Task	Garden clearances
Action Taken	Two gardens were cutback and cleared in Borrowdale and Brackley Close. These were completed by City Ranger with the help of two individual placements from community payback.
Current Situation	Completed

Task	Arbury Community Centre
Action Taken	City Rangers were helped by a team of community payback to clean up and cutback the grounds of the Arbury Community Centre.
Current Situation	Completed

Task	Bench renovations
Action Taken	Benches in need of repair and renovation throughout the North are being scheduled with the help of Streets and Open Spaces volunteers.
Current Situation	Scheduled

Task	Northfield Avenue Underpass
Action Taken	The ceiling of the Northfield Avenue underpass is scheduled to be painted following last year's ward walkabout.
Current Situation	Scheduled

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 (Arbury and Kings Hedges)	Lisa Lowndes	01223 458062	streetenforcement@cambridge.gov.uk
Public Realm Enforcement (East and West Chesterton)	Jamie Lambert	01223 457845	
Dog Warden	Samantha Dewing (Mon-Wed)	01223 457883	dogwarden@cambridge.gov.uk
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 is available for each ward, as follows:

Ward	Bins used	Bins available for installation
Arbury	9	1
East Chesterton	13	1
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	
Arbury	Alex Wood Road	January 2017	
Arbury	Roland Close	December 2016	
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	
East Chesterton	Laxton Way (near to school entrance)	December 2016	
East Chesterton	High Street (Water corner next to bus stop)	December 2016	

Dog bin provision

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

Ward	Bins used	Bins available for installation
Arbury	5	0
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	September 2015	

	space)		
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	
Arbury	Fortescue Road	February 2017	

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



