

Environmental Report



Cambridge West 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 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 upcoming period.

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	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.

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?

* 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 and City Ranger patrols in the City Centre to address issues of illegally deposited trade waste and littering.
Action Taken	Daily patrols were undertaken by the public realm team to address the issues of trade waste illegally deposited and littering during the period of December 2016 to February 2017, a number of fixed penalty notices were issued for littering, including Fitzroy Street, New Square, Burleigh Street, 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 have also been a number of fixed penalty notices issued to business regarding their breach of section 47 notices (trade waste notices), as well as business being put on statutory notices regarding their duty of care. The enforcement team are working closely with charity shops in the city regarding fly tipping, with two successful prosecutions made.
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 recycle centre. Due to the recycling centre being problematic it was closed and a new more compacted one put in place. Since then there has been no ongoing issues to report, and therefore it is recommended resources are reallocated.
Current Situation:	Completed
Priority 3	Dog warden patrols to target irresponsible dog owners on Midsummer Common
Action Taken	Over 17 hours of patrols were conducted by the dog wardens and enforcement team during the period; during this time two individuals were witnessed failing to clear up after their dog on the priority areas, and one prosecution was taken. Educational advice was provided to dog walkers and individuals that the dog wardens came across on their patrols. Officers have recommended that this patrol should continue as dog fouling has been highlighted as an issue.
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
Dec to Feb 2016	Noise Complaints	20	N/A	†	0	0	0
Dec to Feb 2017		18			0	0	0
Dec to Feb 2016	Refuse/ Waste Complaints	2	N/A	Error! Bookmark not defined.	0	0	0
Dec to Feb 2017		4			0	0	0
Dec to Feb 2016	Other public health complaints [‡]	3	N/A	Error! Bookmark not defined.	0	0	0
Dec to Feb 2017		5			0	0	0
Dec to Feb 2016	Private Sector housing standards	8	N/A	Error! Bookmark not defined.	0	0	0
Dec to Feb 2017		9			0	0	0

Data is from 22 November to 14 February 2017.

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 [Castle]

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
Dec to Feb 2016	Abandoned vehicles	3	N/A	N/A	0	0	0
Dec to Feb 2017		2			0	0	0
Dec to Feb 2016	Nuisance vehicles [§]	0	0	N/A	0	0	0
Dec to Feb 2017		0	0		0	0	
Dec to Feb 2016	Derelict cycles	7	N/A	N/A	N/A	N/A	N/A
Dec to Feb 2017		14					
Dec to Feb 2016	Domestic waste	0	0	0	0	0	0
Dec to Feb 2017		1	0	0	0	0	0
Dec to Feb 2016	Trade waste	0	0	0	0	0	0
Dec to Feb 2017		1	1	0	0	0	0
Dec to Feb 2016	Litter	2	0	0	2	0	0
Dec to Feb 2017		1	0	0	1	0	0
Dec to Feb 2016	Illegal camping	0	N/A	0	N/A	0	0
Dec to Feb 2017		0		0		0	
Dec to Feb 2016	Illegal advertising	1	0	NA	0	0	0
Dec to Feb 2017		0	0		0	0	

Data from 1 December to 20 February 2017

[§] 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

- Two abandoned vehicles were investigated and one vehicle was found to be abandoned on North Street and was subsequently removed.
- Fourteen 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 was one case of trade waste investigated, the business complied with the requests and was issued a warning.
- There was one case of littering in Castle, which was on Garrett Hostel Lane; a fixed penalty notice was issued and subsequently paid.
- There have been no significant changes in the enforcement investigations and outcomes compared to the same period in 2015/16.

Public Realm Enforcement [Market]

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
Dec to Feb 2016	Abandoned vehicles	4	N/A	N/A	0	0	0
Dec to Feb 2017		2			0	0	0
Dec to Feb 2016	Nuisance vehicles**	0	0	N/A	0	0	0
Dec to Feb 2017		0	0		0	0	0
Dec to Feb 2016	Derelict cycles	53	N/A	N/A	N/A	N/A	N/A
Dec to Feb 2017		104					
Dec to Feb 2016	Domestic waste	19	6	0	0	0	0
Dec to Feb 2017		18	0	0	3	0	0
Dec to Feb 2016	Trade waste	16	15	0	0	0	0
Dec to Feb 2017		28	14	1	7	0	0
Dec to Feb 2016	Litter	29	0	0	29	0	2
Dec to Feb 2017		69	0	0	69	0	2
Dec to Feb 2016	Illegal camping	0	N/A	0	N/A	0	0
Dec to Feb 2017		1		1		0	0
Dec to Feb 2016	Illegal advertising	7	4	N/A	0	0	0
Dec to Feb 2017		2	2		0	0	0

Data from 1 December to 20 February 2017

** 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 four 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 eighteen cases of domestic waste investigations conducted in the area; four cases had no suspects or evidence in them, three fixed penalties were issued for littering and fly tipping domestic waste and subsequently paid, and a number of cases are still ongoing.
- Twenty eight cases of trade waste were investigated in the West area. In fourteen 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, two businesses were fined for failing to comply with a statutory notice and control their waste and four businesses were fined for littering or fly tipping.
- There were sixty nine cases of litter investigated in the West area and sixty nine fixed penalty notices was issued, which included littering on foot at Market Passage, Burleigh Street, Regent Street and St Andrews Street, two cases have not been paid and the matter referred to the council's legal team.
- There was one case of illegal camping, on Jesus Green, a notice was issued to the suspect and the tent was removed by the owner within the 24 hour period.
- There were two cases of illegal advertising; one repeat offender was issued with a formal warning.
- 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
Dec to Feb 2016	Abandoned vehicles	1	N/A	N/A	0	0	0
Dec to Feb 2017		1			0	0	0
Dec to Feb 2016	Nuisance vehicles ^{††}	0	0	N/A	0	0	0
Dec to Feb 2017		0	0		0	0	
Dec to Feb 2016	Derelict cycles	5	N/A	N/A	N/A	N/A	N/A
Dec to Feb 2017		7					
Dec to Feb 2016	Domestic waste	6	4	0	0	0	0
Dec to Feb 2017		2	1	0	0	0	0
Dec to Feb 2016	Trade waste	0	0	0	0	0	0
Dec to Feb 2017		2	2	0	0	0	0
Dec to Feb 2016	Litter	0	0	0	0	0	0
Dec to Feb 2017		1	0	0	1	0	0
Dec to Feb 2016	Illegal camping	0	N/A	0	N/A	0	0
Dec to Feb 2017		1		1		0	0
Dec to Feb 2016	Illegal advertising	1	0	N/A	0	0	0
Dec to Feb 2017		0	0		0	0	

Data from 1 December to 20 February 2017

^{††} 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

- One abandoned vehicle inspection was conducted, but the vehicle was claimed by the owner.
- Seven 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 two cases of domestic waste investigated in the ward, in one case the suspect was issued a warning and another case is still ongoing.
- There were two cases of trade waste investigated in the period, but in all cases the businesses complied and were issued warnings.
- One case of littering was investigated an individual was issued a fixed penalty notice for littering from a motor vehicle; the fixed penalty was subsequently paid.
- There was one case of illegal camping near to the Fen Causeway; the person was served a warning notice.
- 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
Dec to Feb 2016	Stray dogs	2	0	1	1	0	One other stray dog call was received, but the dog was collected by their owner before the dog warden attended
Dec to Feb 2017		1	0	0	0	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
Dec to Feb 2016	Dog control orders: Fouling	2	0	0	0	0	0
Dec to Feb 2017		5	0	0	2	0	1
Dec to Feb 2016	Dog control orders: Exclusion	0	0	0	0	0	0
Dec to Feb 2017		0	0	0	0	0	0
Dec to Feb 2016	Dog control orders: Leads	0	0	0	0	0	0
Dec to Feb 2017		0	0	0	0	0	0
Dec to Feb 2016	Other dog complaints ^{‡‡}	0	0	0	0	0	0
Dec to Feb 2017		0	0	0	0	0	0

Data from 1 December to 20 February 2017.

Summary of dog warden data:

Two fixed penalty notices were issued for failing to clear up dog fouling on Midsummer Common, and one prosecution was taken for failing to clear up dog fouling on Midsummer Common.

^{‡‡} 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]

Period	Activity	Total number of incidents	Ward		
			Castle	Market	Newnham
Dec to Feb 2016	Fly tipping	46	5	38	3
Dec to Feb 2017		44	7	28	9
Dec to Feb 2016	Offensive graffiti ^{§§}	6	3	3	0
Dec to Feb 2017		3	0	0	3
Dec to Feb 2016	Detrimental graffiti ^{***}	122	20	98	4
Dec to Feb 2017		35	1	31	3
Dec to Feb 2016	Needles	5	1	4	0
Dec to Feb 2017		2204	16	2179	9
Dec to Feb 2016	Shopping trolleys	19	6	12	1
Dec to Feb 2017		5	0	0	0

Data from 1 December to 20 February 2017

^{§§} 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 seven 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 twenty eight fly tips cleared from the Market ward, of this repeat incidents were on King Street (5), and Regent Street (5). Ongoing investigations are being undertaken with this repeat illegal dumping of waste. No other trends were identified in this period.
- Of the nine fly tips that were found in the Newnham ward, the majority were 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 was removed from a map on Jesus Green in Market ward twice in February, and offensive wording was removed from a shop front in St Andrews Street in January.
- Market ward has had a decline in the amount of detrimental graffiti instances from 98 in 2015/16 to 31 in 2016/17. The council are aware there has been 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 Castle 15 needles were removed from a bag on Castle Street and one needle to the rear of the pub on Whymans Lane. In Market there were 18 instances of needle removal which included repeat incidents of needle finds at the Grafton West (15 and 3 needles), and at Petty Cury (50 and 3 needles). Needle finds in toilets included 970 discarded at Park Street toilets and, one needle in Quayside toilets. Other needle instances in the Market ward were two needles removed from Park Street car park, 15 needles removed from Downing Street near the hotel, one needle removed from St Andrews Street church, 20 needles removed from Christs Lane, one needle removed from the market square, 187 needles removed from Willow Walk area on a needle sweep, one needle removed from St Andrews Street, two needles cleared from Bailey Mews, two needles removed from City Road, two needles cleared at Brunswick House, four needles removed from St Edwards Church and 900 needles cleared from Thompsons Lane / Beaufort Place in two boxes and a bag. In Newnham two needles were removed from Silver Street and eight needles on Mill Lane.
- No trolleys were impounded as abandoned.

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

Task	Parkers Piece
Action Taken	Work completed by City Ranger to remove some old ingrained graffiti from the bins and park benches in the area.
Current Situation	Completed

Task	Sign clearing
Action Taken	Work has been completed by the City Ranger to clear up signs that have been clogged with vegetation, and / or dirty.
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
West Area Ranger: Richard Allen	City Rangers	01223 458282	cityrangers@cambridge.gov.uk
City Centre Ranger: Chris Lowndes			
Public Realm Enforcement (West team):	Castle: Sharron Munro	01223 458581	streetenforcement@cambridge.gov.uk
	Market and Newnham: Andy Hine and Steve Phillips	01223 458579 / 01223 457638	
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 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	7	2
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	
Castle	Histon Road (near to Gilbert Close)	January 2017	
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

Photograph of Cambridge City sign before and after cleansing by City Rangers



Photograph of Regent Terrace before and after cleansing by City Rangers

