

Environmental Report



Cambridge East 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 East Area Committee. The report identifies the reactive and proactive service actions undertaken in the previous, 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 East Area for the upcoming period.

Continuing priorities*

Number	Priority details
1	Early morning , daytime and weekend patrols for dog fouling at the following locations: <ul style="list-style-type: none">• Ravensworth Gardens play areas• Mill Road Cemetery• <i>Seymour Street / Cromwell Road area</i>
2	Enforcement patrols to tackle environmental crime at Thorpe Way estate <i>and St Matthews Street area</i>
3	Enforcement patrols to tackle fly tipping, litter, side waste and trade waste along in the Petersfield area of Mill Road

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 at Riverside, Ditton Fields and St Matthews Street area
Action Taken	Just over five hours of patrols carried out in the area. No incidents of fly tipping were found. It is not recommended to continue this as a priority for the upcoming period.
Current Situation:	Completed
Action Taken	Over three hours of patrols carried out along with abandoned vehicle patrols and play area inspections. No incidents were identified. It is not recommended to continue this as a priority for the upcoming period.
Current Situation:	Completed
Action Taken	Six hours of patrols carried were out. One untaxed vehicle was reported and one abandoned vehicle notice was issued to a scooter which was later claimed and removed by owner, two fly tips investigated no suspects identified. It is recommended to increase this area to include environmental crime in addition to the fly tipping priority.
Current Situation:	Ongoing

Priority 2	Early morning , daytime and weekend patrols for dog fouling at the following locations: <ul style="list-style-type: none"> • Ravensworth Gardens play areas • Snaky Path area • Mill Road Cemetery
Action Taken	Dog warden patrols have been conducted by both the Dog Warden Service and Enforcement team to address the issues of dog fouling totalling over 13 hours. Educational advice and dog bags continue to be provided to a number of dog walkers at these locations. These areas continue to be problematic for dog fouling and several are recommended to continue for the upcoming period.
Current Situation:	Ongoing

Priority 3	Enforcement patrols to tackle environmental crime at Thorpe Way estate
Action Taken	A total of 13 hours of patrols carried out, four fly tips were investigated and warnings issued. A continual problem with fly tipping in communal bin area of flats has been identified. Two abandoned vehicle notices were attached to vehicles; the vehicles were subsequently claimed and removed by the owners. A joint patrol with dog warden to tackle dog fouling issues was also conducted. It is recommended that this continues as a priority due to the number of fly-tipping incidents.
Current Situation:	Ongoing

Priority 4	Enforcement patrols to tackle fly tipping, litter, side waste and trade waste in the Petersfield area of Mill Road.
Action Taken	Six hours of patrols carried out, regular checks were made on Mill Road cemetery for illegal camping, and an ongoing issue with serial offender. One trade waste issue identified with a café using recycling bin for trade waste, this has been rectified and the café now has its own trade waste recycling bin. It is recommended that this continues as a priority due for the upcoming period.
Current Situation:	Ongoing

5. Environmental Data

Private Realm [East Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
Dec to Feb 2016	Noise Complaints	132	N/A	2	7	1
Dec to Feb 2017		112			4	0
Dec to Feb 2016	Refuse/ Waste Complaints	7	N/A	2	0	0
Dec to Feb 2017		9			0	0
Dec to Feb 2016	Other public health complaints ³	4	N/A	2	1	0
Dec to Feb 2017		10			0	0
Dec to Feb 2016	Private Sector housing standards	81	N/A	2	0	1
Dec to Feb 2017		106			3	1

Data is from 16 November 2016 to 14 February 2017

Summary of private realm data:

Pest control data was not available. Prosecutions undertaken consisted of one prosecution for management regulations (H&S).

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 [East Area]

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
Dec to Feb 2016	Abandoned vehicles	50	N/A	N/A	1	0	0
Dec to Feb 2017		35			1	0	0
Dec to Feb 2016	Nuisance vehicles ⁴	6	3	N/A	0	0	0
Dec to Feb 2017		1	1		0	0	0
Dec to Feb 2016	Derelict cycles	38	N/A	N/A	N/A	N/A	N/A
Dec to Feb 2017		67					
Dec to Feb 2016	Domestic waste	62	15	0	5	0	1
Dec to Feb 2017		81	13	0	7	0	1
Dec to Feb 2016	Trade waste	12	4	1	0	0	0
Dec to Feb 2017		10	5	1	2	0	1
Dec to Feb 2016	Litter	19	0	0	14	0	1
Dec to Feb 2017		30	0	0	28	0	0
Dec to Feb 2016	Illegal camping	6	N/A	5	N/A	0	0
Dec to Feb 2017		2		2		0	0
Dec to Feb 2016	Illegal advertising	21	8	NA	0	0	21
Dec to Feb 2017		1	1		0	0	0

⁴ 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. The majority of vehicles identified in this period are as part of the proactive work carried out by the enforcement team.
- One nuisance vehicles was found across the East Area. A vehicle was found for sale on Dunsmore Close, following a warning letter the vehicle was were removed from sale within a 7 day period.
- Sixty seven cycles were removed from across all four wards. The number of cycles removed as abandoned in the East area usually varies between 15 to 25 a quarter.
- There were eighty one domestic waste investigations conducted in the East area, the majority of which was waste littered and fly tipped at recycling centres across the area. Of the investigations conducted there were seventeen cases it was not possible to identify a responsible suspect or there was insufficient evidence to proceed, a number of cases are ongoing.
- Ten cases of trade waste were investigated in the East area, including cases of waste being dumped or bins not being managed. Letters were sent to five businesses who complied with the requests for waste information and one statutory notice was issued to a business for not managing their waste correctly. One fixed penalty was issued for failing to provide waste documentation and a further fixed penalty for not complying with a statutory notice regarding the management of trade waste.
- There were thirty cases of litter investigated in the East area; twenty eight fixed penalties were issued for littering including East Road, Argyle Street, Brooks Road, Coldhams Lane, Mackenzie Road, Mill Road, Norfolk Street and Willis Road. Four cases are currently ongoing and the rest of the fixed penalty notices were subsequently paid.
- There were two cases of illegal camping at Stourbridge Common and Coldhams Common. Statutory notice was served on two of the sites and subsequently the owner removed a tent within the 24-hour period, only one tent was impounded by the enforcement team.
- One incident of illegal advertising was identified, which was a banner displayed on Brooks Road. No action was taken.

Dog Warden Service [East Area]

Stray dogs

Period	Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
Dec to Feb 2016	Stray dogs	7	0	0	6	1	One other stray dog calls was received, but the dog was collected by their owner before the dog warden attended
Dec to Feb 2017		4	1	1	2	0	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	9	0	0	2	0	0
Dec to Feb 2017		8	3	0	2	0	0
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	1	0	0	1	0	0
Dec to Feb 2017		1	1	0	0	0	0
Dec to Feb 2016	Other dog complaints ⁵	1	0	0	0	0	0
Dec to Feb 2017		3	1	0	0	0	0

⁵ 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 [East Area]

Period	Activity	Total number of incidents	Ward			
			Abbey	Coleridge	Petersfield	Romsey
Dec to Feb 2016	Fly tipping	157	63	28	29	37
Dec to Feb 2017		98	25	16	25	32
Dec to Feb 2016	Offensive graffiti ⁶	1	0	0	1	0
Dec to Feb 2017		4	3	0	0	1
Dec to Feb 2016	Detrimental graffiti ⁷	54	9	4	40	1
Dec to Feb 2017		22	4	1	17	0
Dec to Feb 2016	Needles	6	0	0	3	3
Dec to Feb 2017		402	16	10	302	74
Dec to Feb 2016	Shopping trolleys	95	18	8	61	8
Dec to Feb 2017		70	17	3	38	12

⁶ 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.

⁷ 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 25 reports for fly tip in the Abbey ward, repeat incidents were found in Ekin Road (3), Jack Warren Green (2) and Thorpe Way (2). The other fly tip reports for Abbey area were reported from different locations. 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 were included part of a campaign run to highlight the issues of fly tipping.
- In Coleridge repeat incidents were identified at Birdwood Road and Golding Road, the rest of the incidents were single locations and there were no patterns identified.
- The majority of fly tips in Petersfield were household waste and were single locations and there were no patterns identified, a few repeat incidents along Mill Road and Gwydir Street, were identified but no patterns of responsibility were found. E 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 were included part of a campaign run to highlight the issues of fly tipping.
- Thirty two were removed from Romsey including repeat incidents at Coldhams Lane, Hope Street and Vinery Road although no patterns of fly tipping were identified.
- In Abbey, two swastikas were removed from the underpass at Barnwell Road in December and one in January. In Romsey a swastika was removed from the bridge at Coldhams Lane in December.
- The volume of detrimental graffiti in the East ward has decreased in comparison to the same period the previous year, there are no patterns or trends of patterns identified and all instances were general tagging or scribbles.
- In Petersfield sixteen needles were removed from Bradmore Lane in December, fifty needles were removed from Mill Road Cemetery and a further seventy five needles were removed in a separate needle sweep of Mill Road cemetery in December. In January twenty eight needles were removed from Donkeys Common, and on two occasions one needle was removed from Petersfield, and forty two needles were removed from the shrubbery in Petersfield recreation ground. In February, ten needles were removed from the pathway at Palmers Walk, six needles were removed from inside a bin at the top of Petersfield recreation ground and seventy four needles were removed from the garage block at St Matthews Street. In Coleridge ten needles were removed from the foot bridge at Rustat Road in January. In Abbey seven needles were removed from Abbey pool car park in Pool Way in December and one needle was removed from Howard Road in December. Eight needles were removed from the pathway to the rear of a property in Abbey Road in February. In Romsey, one needle was removed from the top of a bin at Catharine Street in in December, two needles were removed from outside a shop on Mill Road in in January and one needle was removed from the play area at Great Eastern Street in January. Seventy needles were removed from a bin on Coldhams Lane in February 2017.
- The number of trolleys impounded by Streets and Open Spaces was 16.

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

The proactive and community work for the East Area is listed below:

Task	Community Payback projects
Action Taken	Over 10 projects were carried out with the help of Community Payback between December and February. These include regular jobs in the East that were requested such as clearing the alleyways in Tenison Road.
Current Situation	Completed

Task	Abbey Older People Garden project
Action Taken	The local Ranger cleared and cut back 4 gardens in the Abbey area making a total of 20 over the last year. This is with the help of Community Payback Individual Placements and teams.
Current Situation	Completed

Task	Tiverton Way
Action Taken	The paths along Tiverton Way, East Road Estate and Wycliffe Road were trimmed back and tidied with the help of Community Payback
Current Situation	Completed

Task	Volunteers Bench Renovation Project
Action Taken	As part of a new Volunteer project we are going to be renovating benches throughout the City. We will be improving the appearance of benches which require cleaning, rubbing down varnishing etc. with the help of our SOS volunteers.
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
East Area Ranger: Ian Colley	City Rangers	01223 458282	cityrangers@cambridge.gov.uk
Public Realm Enforcement (East team):	Nick Kester (Abbey, Coleridge and Romsey)	01223 458573 01223 458062 01223 458581	streetenforcement@cambridge.gov.uk
	Jamie Lambert (Petersfield)		
	Sharron Munro (Romsey)		
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 East 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
Abbey	13	2
Coleridge	9	3
Petersfield	8	3
Romsey	10	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
Abbey	Newmarket Road (by bus stop near to Jack Warren Green)	November 2014	
Abbey	Velos Walk (top of Helen Close)	February 2015	
Abbey	Stanley Road (junction with Riverside)	December 2014	
Abbey	Saxon Road (junction with Riverside)	December 2014	
Abbey	Riverside (under Millennium bridge)	December 2014	
Abbey	Jack Warren Green (top green area)	August 2015	
Abbey	Tiptree Close pathway	August 2015	
Abbey	Thorpe Way (near 115)	August 2015	
Abbey	Rachel Close (top of green)	August 2015	
Abbey	Fison Road (top of Anns Road)	August 2015	
Abbey	Dennis Road (next to phone box)	August 2015	
Abbey	Ekin Road (footpath to Ditton Lane)	August 2015	
Abbey	Barnwell Drive	December 2016	
Coleridge	St Thomas's Square	December 2014	
Coleridge	St Thomas's Road (junction with St Thomas's Square)	December 2014	
Coleridge	Birdwood Road (by number 52)	May 2015	
Coleridge	Perne Road (near Radegund Road roundabout)	April 2015	
Coleridge	Ancaster Way (junction with Tiverton Way)	May 2015	
Coleridge	Rustat Road (near to Carter Bridge)	March 2015	
Coleridge	Cherry Hinton Road (by bus stop at Leisure Park)	August 2015	
Coleridge	St Margaret's Road (junction with	November 2015	

	Cherry Hinton Road)		
Coleridge	Perne Road (in front of Co-op)	July 2016	
Petersfield	Veras Way (top of Rope Walk)	November 2014	
Petersfield	Staffordshire Street (walkway between St Matthews Street)	December 2014	These two sets of bins have attracted an increase in fly tipping. One set has been removed as it is causing a detrimental effect to the local environment.
Petersfield	Staffordshire Street (between Hollymount and Glenmore)	December 2014	
Petersfield	Hooper Street (at road closure point)	March 2015	
Petersfield	Gwydir Street (at road closure point near Milford Street)	March 2015	
Petersfield	Gwydir Street (outside Bath House play area)	September 2015	
Petersfield	Ainsworth Street (next to children's play area)	September 2015	
Petersfield	Abbey Walk (junction with York Street)	November 2015	
Romsey	Mill Road (near to kitchen shop by Vinery Road junction)	July 2015	
Romsey	Coldhams Lane (by Coldhams Common bus shelter)	June 2015	
Romsey	Vinery Road (junction with Coldhams Lane)	June 2015	
Romsey	Fairfax Road (junction with Catharine Street)	June 2015	
Romsey	Montreal Square (alleyway through to Hobart Road)	September 2015	
Romsey	Marmora Road (by junction with Suez Road)	September 2015	
Romsey	Marmora Road (Alleyway to Coleridge Road)	September 2015	
Romsey	Coldhams Lane (opposite the Paddocks)	September 2015	
Romsey	Fairfax Road (junction with Brampton Road)	September 2015	
Romsey	Brooks Road (junction with Wycliffe Road)	February 2016	

Dog bin provision

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

Ward	Bins used	Bins available for installation
Abbey	4	2
Coleridge	4	2
Petersfield	1	1
Romsey	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	Comments
Abbey	Barnwell Road (entrance to Coldhams Common)	December 2014	
Abbey	Egerton Close (junction with Egerton Road)	March 2015	
Abbey	Fison Road / Thorpe Way	January 2015	
Abbey	Leonard Close	June 2015	
Coleridge	St Thomas's Square	December 2014	
Coleridge	Coleridge Recreation Ground (top corner)	August 2015	
Coleridge	St Thomas's Road (on recreation ground)	April 2016	
Coleridge	Golding Road (Radegund Road junction)	March 2016	
Petersfield	Ravensworth Gardens (on green at entrance from Devonshire Road)	December 2014	
Romsey	Sedgwick Street (at junction with Fairfax Road)	April 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
Abbey	5	8
Coleridge	0	13
Petersfield	0	13
Romsey	0	13

Abbey area – Thorpe Way Recreation Ground (2 signs) and Ditton Fields Recreation Ground (3 signs).



