

Environmental Report



Cambridge South Area March to May 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 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 upcoming period of June to November.

Continuing priorities¹

Number	Priority details
1	Early morning, daytime and weekend patrols for dog fouling on Cherry Hinton Recreation Ground, <i>Trumpington Recreation Ground</i> 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 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.
5	Enforcement patrols to deal with litter, abandoned vehicles and fly tipping in and around Teversham Drift
6	Enforcement action to deal with bins left on pavements in Anstey Way.

Number	New Priorities
7	Enforcement patrols to tackle fly tipping at the Anstey Way recycling centre

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 Amendments to continuing priorities are shown in italics

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?

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 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 30 patrols times totalled 28 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. A new dog poo bag dispenser has been installed at Cherry Hinton Hall. Officers recommend that Nightingale Recreation Ground is removed as one of the priority areas to allow work to continue in other hot spot areas. 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. The enforcement officer for this area has recently changed over and the officer has conducted over 20 hours of educational and littering patrols. Officers have handed out pocket ashtrays and ensuring that the smoking areas and bins are kept clear of cigarette butts, and issued fixed penalty notices to those caught littering.
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. Officers have conducted over 15 hours of patrols resulting in is an increase in the number of warning letters being issued. Ongoing investigates for formal action continues in one case.
Current Situation:	Ongoing

Priority 4	Enforcement action against nuisance vehicles being repaired at Arran Close and vehicles for sale at Fulbourn Road layby.
Action Taken	Officers have conducted over 15 hours patrols of the layby and have only identified the sale of one vehicle, the registered keeper was sent a warning letter. Officers recommend that this is no longer a priority due to the low occurrence of vehicles for sale.
Current Situation:	Completed
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. Officers spent 10 hours of education patrols giving out pocket ashtrays.
Current Situation:	Ongoing
Priority 6	Enforcement patrols to deal with litter, abandoned vehicles and fly tipping in and around Teversham Drift.
Action Taken	Over 5 hours of patrols were carried out, one vehicle was found to be being repaired on the road, vehicle repaired by the following day by resident and vehicle now roadworthy, and two estate agents boards were removed from street signs and seized.
Current Situation:	Ongoing
Priority 7	Action to deal with bins left on pavements in Anstey Way.
Action Taken	<p>This issue was related to the leaving of bins on pavements only. The powers for bins left on the street was decriminalised by central government. Due to the bin changeover date this work has been postponed until the next period, and the completion of this area of work. Officers previously suggested it was removed as a priority, but will be undertaken over the coming months.</p> <p>Officers were asked to clarify if social housing tenants were required not to leave bins on pavements, but in designated bin areas, and what the relevant rules for social housing tenants were. In the Environmental Protection Act 1990 rules relating to waste receptacles apply to all householders regardless of whether private or social households.</p> <p>The Housing Services Manager for City Homes was able to confirm the situation for council tenants which was a section in the tenancy agreement that states “<i>You must not leave any rubbish or unwanted items in public or shared areas of your home except in the appropriate bins or bags on collection days</i>” it does not specify the requirement to store bins in designated areas or off of the street.</p> <p>As per the previous update, as the bin collections across the city were still being adjusted due to the bin collection changeover, officers have not undertaken any work in this area.</p> <p>Officers are not undertaking enforcement of bins left on the streets due to the changeover to a civil matter, and in areas where residents do not have</p>

	alternative bin storage locations easily accessible. A letter drop and follow up door knock will be programmed in. Enforcement officers will engage with colleagues from waste services to look at alternative collection arrangements for properties that do not have bin storage facilities and where it is appropriate to do so.
Current Situation:	Ongoing

5. Environmental Data

Private Realm [South Area]

Period	Activity	Investigations	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
March to May 2016	Pest Control	63	NA	NA	NA
March to May 2017		61			
March to May 2016	Noise Complaints	43	2	0	0
March to May 2017		49		1	0
March to May 2016	Refuse/ Waste Complaints	3	2	0	0
March to May 2017		4		0	0
March to May 2016	Other public health complaints ³	3	2	0	0
March to May 2017		9		0	0
March to May 2016	Private Sector housing standards	13	2	0	0
March to May 2017		11		0	0

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
March to May 2016	Abandoned vehicles	19	N/A	N/A	0	0	0
March to May 2017		16			1	0	1
March to May 2016	Nuisance vehicles ⁴	0	0	N/A	0	0	0
March to May 2017		2	2		0	0	0
March to May 2016	Verge parking ⁵	2	2	N/A	N/A	0	0
March to May 2017		22	17			0	0
March to May 2016	Derelict cycles	12	N/A	N/A	N/A	N/A	N/A
March to May 2017		20					
March to May 2016	Domestic waste	25	11	0	4	0	0
March to May 2017		16	14	0	1	0	0
March to May 2016	Trade waste	4	2	0	0	0	0
March to May 2017		4	1	0	0	0	0
March to May 2016	Litter	15	0	0	12	0	1
March to May 2017		13	0	0	13	0	2
March to May 2016	Illegal camping	0	N/A	0	N/A	0	0
March to May 2017		0		0		0	0
March to May 2016	Illegal advertising	0	0	N/A	0	0	0
March to May 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

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. One vehicle was removed as abandoned from Hulatt Road and was subsequently destroyed when not claimed.
- There were two nuisance vehicles for sale investigated at Queens Meadow and Fulbourn Road, owners of both cars were sent warning letters and subsequently moved the vehicles.
- Twenty 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 22 cases of verge parking on Mowbray and Fendon Road investigated, seventeen warning letters were sent and a repeat offence is still being investigated.
- There were sixteen cases of domestic waste investigations conducted in the area between March and May, the majority of which was waste littered and fly tipped at recycling centres across the area. Of the investigations conducted there were fourteen warning letters, and one fixed penalty for littering domestic waste. There are currently two ongoing cases awaiting further action.
- Four cases of trade waste were investigated in the South area; waste that was dumped at Wulfstan Way recycling centre and a number of businesses were sent warning letters which they subsequently complied with.
- There were thirteen cases of litter investigated in the South area during March to May period and all resulted in fixed penalties being issued for littering at Dame Mary Archer Way, Red Cross Lane, Wulfstan Way and Mowbray Road.
- One case of illegal advertising was found, and the suspect was sent a warning letter.

Dog Warden Service [South Area]

Stray dogs

Period	Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
March to May 2016	Stray dogs	4	1	0	3	0	Three other stray dog calls were received, but the dogs were collected by their owner before the dog warden attended
March to May 2017		1	0	0	1	0	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
March to May 2016	Dog control orders: Fouling	13	4	0	0	0	0
March to May 2017		3	0	0	1	0	0
March to May 2016	Dog control orders: Exclusion	0	0	0	0	0	0
March to May 2017		0	0	0	0	0	0
March to May 2016	Dog control orders: Leads	0	0	0	0	0	0
March to May 2017		0	0	0	0	0	0
March to May 2016	Other dog complaints ⁶	2	0	0	0	0	0
March to May 2017		2	2	1	0	0	0

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
March to May 2016	Fly tipping	52	31	10	11
March to May 2017		66	22	16	28
March to May 2016	Offensive graffiti ⁷	1	1	1	1
March to May 2017		2	0	1	1
March to May 2016	Detrimental graffiti ⁸	32	2	9	21
March to May 2017		12	1	5	6
March to May 2016	Needles	2	1	1	0
March to May 2017		1 instance (153 needles)	1 instance (153 needles)	0	0
March to May 2016	Shopping trolleys	5	5	0	0
March to May 2017		1	0	0	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 twenty two instances of fly-tipping, consisting of mainly household waste. Repeat incidents of fly tipping were found at Colville Road recycling centre and at Glenmere Close garages. There were no other trends in the ward.
- In Queen Edith's there were sixteen instances of fly-tipping in the ward, repeat incidents were found in Hulatt Road and Nightingale Avenue, there were no other trends in the ward.
- In Trumpington there were twenty eight instances of fly-tipping, repeat incidents were found at Anstey Way recycling centre, Princess / Hanover Court and Hauxton Road recycling centre. There were no other trends in the ward.
- Offensive wording was removed from a fence of a property at Godwin Way in March in Queen Edith's and offensive wording was removed from a bus stop in Anstey Way in Trumpington in May 2017.
- The detrimental graffiti in Cherry Hinton was spray wording was removed from the side of a house in Sunmead Walk in Cherry Hinton in April, the instances in Queen Edith's occurred in Baldock Way, Wulfstan Way, Addenbrookes Road (two occasions) and Hills Road and were general tagging. The instances in Trumpington occurred in Station Road, Trumpington Road, Chaucer Road (two occasions), Bishops Court & The Fen Causeway.
- In Cherry Hinton, there was one instance of needles, where 153 needles were removed from bags of waste from the former recreation area in St Bede's Crescent in March.

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	Q3 Oct to Dec	Q4 Jan to Mar	Year End Total
Recycling rate – dry recycling 2016/17	21.4%	22.6%	TBC (Performance figures pending verification)	TBC (Performance figures pending verification)	TBC (Performance figures pending verification)
Recycling rate – dry recycling 2015/16	21.4%	21%			
Recycling rate – composting 2016/17	33%	32.3%			
Recycling rate – composting 2015/16	23.8%	22.3%			
Amount collected for disposal 2016/17	54.4%	54.9%			
Amount collected for disposal 2015/16	54.8%	56.7%			
No of press releases issued	3	4	2	2	11
No of 2 nd blue bins delivered	161	220	97	131	439
No of 2 nd Green bins delivered	46	51	NA	33	NA
Number of 3 rd and 4 th green bins registered	3	1	83	3	89
No. of bins changed from standard to small	30	4	3	2	39
No of events attended	12	8	6	3	29
No of people spoken to	730	352	100	160	1342
No of Kitchen Caddies given out at events ⁹	460	288	176	156	1080
No of recycling champions (RC) at events	8	8	13	5	34
No of new RC recruited	2	0	2	2	6

⁹ Excludes caddies given out via council receptions

Amount of rubbish/recycling collected at events (tonnes)	Total 36.96 tonnes 27.76 T rubbish 9.2 T recycled	Total 9.72 tonnes Rubbish:8.1 Recycled:1.62	TBC	Total 14 tonnes	TBC
Amount of goods (clothes, books etc.) collected via the British Heart Foundation and college campaign.	N/A	N/A	80 tonnes	NA	80 tonnes
No of community/school visits to AmeyCespa	11	13	17	NA	41

Summary of Waste and Recycling Data

Total recycling rate for Q1 is 54.4%, This is combined data for the shared waste service with South Cambs.

April- June events attended

Morley Memorial Primary School talk
Blackthorn Close door knocking
EAT Cambridge
Thorpe Way community day
Colville Road Primary School recycling stall
St Bedes Community day
Whitehill Road community day
Arbury Carnival
Spinney School Cherry Hinton recycling stall
Chesterton Festival
Chesterton Community Day
Ekin Road community day

Total Recycling rate for Q2 is 54.9% for the shared waste service.

Events attended are:

Hanover Community Day
Milton Country Park parklife
Kingsway Community day
Cambridge Folk Festival
Queen Edith Community day
Trumpington, Gilpin Place door knocking

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

Total recycling rate for Q3 is not set yet pending end of year verification.

Events attended are:

Cherry Hinton Hall Friends of Cherry Hinton Hall CAD
Ditton Fields CAD
Newnham College Time Credit talk
Amey Waste Management Park Tour
Wesley Methodist Church Cambridge Carbon Footprint Circular Cambridge Event
Mitcham's and Merrier Christmas Market

Total recycling rate for Q4 is not set yet pending end of year verifications

Events attended are:

Milton Road library talk
Milton School Caddy Handout
ARU Accommodation Fair

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	Nightingale Recreation Ground
Action Taken	Community payback has spent valuable time in the community gardens. They have been edging all the paths, clearing rubbish and assisting with building more wildlife friendly features.
Current Situation	On-going

Task	Community Payback
Action Taken	With the help of Community Payback we completed six jobs/projects in the South which included clearing a blocked path outside Bewick Primary School, digging over community allotments at the Burnside Allotments and Nightingale Rec and the Wulfstan Way shops.
Current Situation	Completed

Task	Accordia
Action Taken	With the help from volunteers and local residents, we planted some new raised beds in the community garden. This involved adding soil conditioner to the beds, planting them with bee friendly plants and mulching with wood chips.
Current Situation	Completed

Task	Trumpington Allotments
Action Taken	The South area ranger has been helping the community orchard install a new gate post after the last one rotted.
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):	Sharron Munro (Queen Edith's and Trumpington)	01223 458581	streetenforcement@cambridge.gov.uk
	Nick Kester (Cherry Hinton)	01223 457095	
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 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	7	1
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	Cherry Hinton Road (opposite BP garage)	February 2017
Cherry Hinton	Bridewell Road (near junction with Drayton Road)	February 2017
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



9. Appendix

Photograph of the work carried out at Accordia with the help of City Rangers

