

# Environmental Report



## Cambridge West Area February to July 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.<br>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<br>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, dog fouling continues to be an issue in this area and officers recommend further works are done on the open space. .                               |

#### New priorities

| Number | Priority details                                                                                                                                                                                                                                                                                                                    |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3      | Enforcement patrols to address abandoned vehicles in the Castle Ward.<br>Justification: Officers have received an increase of abandoned vehicles for the Castle ward over the past year (written and verbal) and this priority has been included to tackle the issue and undertake proactive patrols to some of the hot spot areas. |

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\* Amendments to continuing priorities are shown in italics

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?

## **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         | <b>Enforcement and City Ranger patrols in the City Centre to address issues of illegally deposited trade waste and littering.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Action Taken       | <p>Regular proactive and reactive patrols undertaken to address the issues of trade waste illegally deposited and littering.</p> <p>During this period numerous 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 making educational visits, and have pledged to the litter voluntary code, which promotes responsible litter management; this also includes schools and colleges within the cities geographical area.</p> <p>There have been numerous fines issued to business regarding their breach of statutory waste notices, as well as business being issued notices regarding their waste duty of care. The enforcement team are working closely with charity shops in the city regarding fly tipping. Some business within the city has been issued with the higher range fixed penalties for fly tipping commercial waste where there have been large quantities of waste dumped by the business.</p> |
| Current Situation: | Ongoing                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Priority 2         | <b>Dog warden patrols to target irresponsible dog owners on Midsummer Common</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Action Taken       | <p>Over 35 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 area. 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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Current Situation: | Ongoing                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

## 5. Environmental Data

### Private Realm [West Central Area]

| Period                | Activity                         | Investigations | Informal Action / Written Warnings  | Statutory Notices Served | Simple Cautions | Legal Proceedings |
|-----------------------|----------------------------------|----------------|-------------------------------------|--------------------------|-----------------|-------------------|
| Feb 2017 to July 2017 | Pest Control                     | 83             | N/A                                 | N/A                      | N/A             | N/A               |
| Feb to Jul 2016       | Noise Complaints                 | 36             | †                                   | 0                        | 0               | 0                 |
| Feb to Jul 2017       |                                  | 47             |                                     | 1                        | 0               | 0                 |
| Feb to Jul 2016       | Refuse/ Waste Complaints         | 4              | <b>Error! Bookmark not defined.</b> | 0                        | 0               | 0                 |
| Feb to Jul 2017       |                                  | 5              |                                     | 0                        | 0               | 0                 |
| Feb to Jul 2016       | Other public health complaints‡  | 6              | <b>Error! Bookmark not defined.</b> | 0                        | 0               | 0                 |
| Feb to Jul 2017       |                                  | 4              |                                     | 0                        | 0               | 0                 |
| Feb to Jul 2016       | Private Sector housing standards | 22             | <b>Error! Bookmark not defined.</b> | 0                        | 0               | 0                 |
| Feb to Jul 2017       |                                  | 20             |                                     | 0                        | 0               | 0                 |

† 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 |
|-----------------|--------------------------------|----------------|------------------|-------------------|-----------------------|-----------------|-------------------|
| Feb to Jul 2016 | Abandoned vehicles             | 10             | N/A              | N/A               | 0                     | 0               | 0                 |
| Feb to Jul 2017 |                                | 10             |                  |                   | 0                     | 0               | 0                 |
| Feb to Jul 2016 | Nuisance vehicles <sup>§</sup> | 0              | 0                | N/A               | 0                     | 0               | 0                 |
| Feb to Jul 2017 |                                | 0              | 0                |                   | 0                     | 0               | 0                 |
| Feb to Jul 2016 | Derelict cycles                | 39             | N/A              | N/A               | N/A                   | N/A             | N/A               |
| Feb to Jul 2017 |                                | 29             |                  |                   |                       |                 |                   |
| Feb to Jul 2016 | Domestic waste                 | 3              | 1                | 0                 | 0                     | 0               | 0                 |
| Feb to Jul 2017 |                                | 5              | 0                | 0                 | 0                     | 0               | 0                 |
| Feb to Jul 2016 | Trade waste                    | 7              | 3                | 0                 | 1                     | 0               | 0                 |
| Feb to Jul 2017 |                                | 1              | 0                | 0                 | 0                     | 0               | 0                 |
| Feb to Jul 2016 | Litter                         | 8              | 0                | 0                 | 6                     | 0               | 0                 |
| Feb to Jul 2017 |                                | 0              | 0                | 0                 | 0                     | 0               | 0                 |
| Feb to Jul 2016 | Illegal camping                | 1              | N/A              | 1                 | N/A                   | 0               | 0                 |
| Feb to Jul 2017 |                                | 0              |                  | 0                 |                       | 0               | 0                 |
| Feb to Jul 2016 | Illegal advertising            | 13             | 8                | NA                | 0                     | 0               | 0                 |
| Feb to Jul 2017 |                                | 0              | 0                |                   | 0                     | 0               | 0                 |

<sup>§</sup> 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**

- Ten abandoned vehicles were investigated and one vehicle was found to be abandoned on Yeoman Drive and was subsequently removed.
- Twenty nine derelict cycles were removed from across Castle. The number of cycles removed as abandoned in the area usually varies between 15 and 30 bi-annually.
- There were five cases of dumped domestic waste investigated, but no evidence was found for the person responsible in the majority of cases.
- There was one case of trade waste investigated, and the case is still ongoing.
- There have been no significant changes in the enforcement investigations and outcomes compared to the same period in 2016.



**Public Realm Enforcement [Market]**

| Period          | Activity             | Investigations | Written Warnings | Statutory Notices | Fixed Penalty Notices | Simple Cautions | Legal Proceedings |
|-----------------|----------------------|----------------|------------------|-------------------|-----------------------|-----------------|-------------------|
| Feb to Jul 2016 | Abandoned vehicles   | 4              | N/A              | N/A               | 0                     | 0               | 0                 |
| Feb to Jul 2017 |                      | 2              |                  |                   | 0                     | 0               | 0                 |
| Feb to Jul 2016 | Nuisance vehicles ** | 0              | 0                | N/A               | 0                     | 0               | 0                 |
| Feb to Jul 2017 |                      | 0              | 0                |                   | 0                     | 0               | 0                 |
| Feb to Jul 2016 | Derelict cycles      | 292            | N/A              | N/A               | N/A                   | N/A             | N/A               |
| Feb to Jul 2017 |                      | 247            |                  |                   |                       |                 |                   |
| Feb to Jul 2016 | Domestic waste       | 20             | 4                | 0                 | 3                     | 0               | 0                 |
| Feb to Jul 2017 |                      | 31             | 0                | 0                 | 3                     | 0               | 0                 |
| Feb to Jul 2016 | Trade waste          | 31             | 13               | 0                 | 3                     | 0               | 0                 |
| Feb to Jul 2017 |                      | 77             | 15               | 15                | 36                    | 0               | 0                 |
| Feb to Jul 2016 | Litter               | 109            | 0                | 0                 | 93                    | 0               | 7                 |
| Feb to Jul 2017 |                      | 145            | 0                | 0                 | 143                   | 0               | 6                 |
| Feb to Jul 2016 | Illegal camping      | 6              | N/A              | 6                 | N/A                   | 0               | 0                 |
| Feb to Jul 2017 |                      | 4              |                  | 4                 |                       | 0               | 0                 |
| Feb to Jul 2016 | Illegal advertising  | 7              | 1                | N/A               | 0                     | 0               | 0                 |
| Feb to Jul 2017 |                      | 2              | 0                |                   | 1                     | 0               | 0                 |

\*\* 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.
- Two hundred and forty seven derelict cycles were removed from across Market. The number of cycles removed as abandoned in the area usually varies between 100 and 250 bi-annually.
- There were thirty one cases of domestic waste investigations conducted in the area; sixteen 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.
- Seventy seven cases of trade waste were investigated in the Market area. In fifteen cases businesses were written to and complied with requests for their waste transfer information and were issued a warning letter. Twenty three businesses were fined for failing to comply with a statutory notice and control their waste and thirteen businesses were fined for littering or fly tipping.
- There were one hundred and forty three cases of litter investigated in the Market area and one hundred and forty three fixed penalty notices was issued, which included littering on foot at Burleigh Street, Drummer Street, Green Street, Petty Cury, Regent Street, Sidney Street and St Andrews Street, six cases have not been paid and the matter referred to the council's legal team.
- There were four cases of illegal camping, on Jesus Green and Jubilee Gardens, notices were issued to the suspects and the tents were removed by the owner within the 24 hour period.
- There were two cases of illegal advertising; one repeat offender was issued with a formal notice and in the other case the suspect was issued a verbal warning and collected their impounded banner.
- There are has been a focus on trade and domestic waste, as well as litter within the city centre and there has been an increase in the enforcement investigations and outcomes compared to the same period in 2016.

## Public Realm Enforcement [Newnham]

| Period          | Activity                        | Investigations | Written Warnings | Statutory Notices | Fixed Penalty Notices | Simple Cautions | Legal Proceedings |
|-----------------|---------------------------------|----------------|------------------|-------------------|-----------------------|-----------------|-------------------|
| Feb to Jul 2016 | Abandoned vehicles              | 10             | N/A              | N/A               | 0                     | 0               | 0                 |
| Feb to Jul 2017 |                                 | 10             |                  |                   | 0                     | 0               | 0                 |
| Feb to Jul 2016 | Nuisance vehicles <sup>††</sup> | 0              | 0                | N/A               | 0                     | 0               | 0                 |
| Feb to Jul 2017 |                                 | 0              | 0                |                   | 0                     | 0               | 0                 |
| Feb to Jul 2016 | Derelict cycles                 | 27             | N/A              | N/A               | N/A                   | N/A             | N/A               |
| Feb to Jul 2017 |                                 | 25             |                  |                   |                       |                 |                   |
| Feb to Jul 2016 | Domestic waste                  | 4              | 1                | 0                 | 0                     | 0               | 0                 |
| Feb to Jul 2017 |                                 | 7              | 0                | 0                 | 2                     | 0               | 0                 |
| Feb to Jul 2016 | Trade waste                     | 3              | 1                | 0                 | 1                     | 0               | 0                 |
| Feb to Jul 2017 |                                 | 4              | 1                | 0                 | 1                     | 0               | 0                 |
| Feb to Jul 2016 | Litter                          | 3              | 0                | 0                 | 2                     | 0               | 0                 |
| Feb to Jul 2017 |                                 | 4              | 0                | 0                 | 4                     | 0               | 0                 |
| Feb to Jul 2016 | Illegal camping                 | 3              | N/A              | 3                 | N/A                   | 0               | 0                 |
| Feb to Jul 2017 |                                 | 6              |                  | 4                 |                       | 0               | 0                 |
| Feb to Jul 2016 | Illegal advertising             | 0              | 0                | N/A               | 0                     | 0               | 0                 |
| Feb to Jul 2017 |                                 | 0              | 0                |                   | 0                     | 0               | 0                 |

<sup>††</sup> 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

- Ten abandoned vehicle inspections were conducted, and one vehicle was subsequently found to be abandoned on Champneys Walk and was removed.
- Twenty five derelict cycles were removed from across Newnham. The number of cycles removed as abandoned in the area usually varies between 20 and 30 bi-annually.
- There were seven cases of domestic waste investigated in the ward, in four cases no suspects could be identified, two cases resulted in fixed penalty notices for fly tipping at the Lammas Land Recycling Centre, both of which were subsequently paid and another case is still ongoing.
- There were four cases of trade waste investigated in the period, in two cases warnings were issued to the businesses (one written and one verbal), in one case a business was fined for breaching a statutory Section 47 / waste receptacles notice and one case is still ongoing.
- Four cases of littering were investigated and individual was issued a fixed penalty notice for littering on foot; all of the fixed penalty notices were subsequently paid.
- There were six cases of illegal camping near to the Fen Causeway and Lammas Land area; in four cases it was necessary to serve a warning notice and the owners of the camps removed their belongings within 24 hours.
- There are no other significant changes in the enforcement investigations and outcomes compared to the same period in 2016.

## Dog Warden Service [West Area]

### Stray dogs

| Period          | Activity   | Number of cases | Rehomed | Destroyed | Claimed | In Kennels | Comment                                                                                                          |
|-----------------|------------|-----------------|---------|-----------|---------|------------|------------------------------------------------------------------------------------------------------------------|
| Feb to Jul 2016 | Stray dogs | 9               | 1       | 0         | 8       | 0          | Four other stray dog call was received, but the dog was collected by their owner before the dog warden attended  |
| Feb to Jul 2017 |            | 9               | 3       | 1         | 5       | 0          | Eight 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 |
|-----------------|------------------------------------|----------------|------------------|-------------------|-----------------------|-----------------|-------------------|
| Feb to Jul 2016 | Dog control orders: Fouling        | 2              | 0                | 0                 | 2                     | 0               | 0                 |
| Feb to Jul 2017 |                                    | 7              | 0                | 0                 | 3                     | 0               | 0                 |
| Feb to Jul 2016 | Dog control orders: Exclusion      | 0              | 0                | 0                 | 0                     | 0               | 0                 |
| Feb to Jul 2017 |                                    | 0              | 0                | 0                 | 0                     | 0               | 0                 |
| Feb to Jul 2016 | Dog control orders: Leads          | 0              | 0                | 0                 | 0                     | 0               | 0                 |
| Feb to Jul 2017 |                                    | 0              | 0                | 0                 | 0                     | 0               | 0                 |
| Feb to Jul 2016 | Other dog complaints <sup>‡‡</sup> | 2              | 0                | 0                 | 0                     | 0               | 0                 |
| Feb to Jul 2017 |                                    | 3              | 0                | 0                 | 0                     | 0               | 0                 |

### Summary of dog warden data:

Two fixed penalty notices were issued for failing to clear up dog fouling on Midsummer Common, and one for Christs Pieces. All three fixed penalties were subsequently paid.

<sup>‡‡</sup> 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                 |
| Feb to Jul 2016 | Fly tipping                         | 74                        | 13                         | 47                         | 14                      |
| Feb to Jul 2017 |                                     | 33                        | 5                          | 25                         | 3                       |
| Feb to Jul 2016 | Offensive graffiti <sup>§§</sup>    | 4                         | 1                          | 3                          | 0                       |
| Feb to Jul 2017 |                                     | 7                         | 0                          | 4                          | 3                       |
| Feb to Jul 2016 | Detrimental graffiti <sup>***</sup> | 310                       | 49                         | 259                        | 2                       |
| Feb to Jul 2017 |                                     | 76                        | 11                         | 60                         | 5                       |
| Feb to Jul 2016 | Needles                             | 583                       | 483 needles (16 instances) | 53 needles (3 instances)   | 3 needles (2 instances) |
| Feb to Jul 2017 |                                     | 442                       | 152 needles (12 occasions) | 290 needles (22 instances) | 0                       |
| Feb to Jul 2016 | Shopping trolleys                   | 25                        | 3                          | 21                         | 1                       |
| Feb to Jul 2017 |                                     | 16                        | 4                          | 11                         | 1                       |

<sup>§§</sup> 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.

<sup>\*\*\*</sup> 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 five fly tips cleared from the Market ward, of this the majority were waste left on the street. No other trends were identified in this period.
- Of the three fly tips that were found in the Newnham ward, no particular trends with types of fly tipped material were identified in this period.
- In Newnham, offensive language was graffiti was removed from public toilet walls at Lammas Land in July, and offensive wording and pictures of human anatomy were removed from the public toilets on in June, and reference to Nazi's were removed from a tree trunk on Fen Causeway in June 2017. In Market, pictures of human anatomy were removed from Grand Arcade car park in June, swear words were removed from bus shelter on New Square in June, offensive wording was removed from electrical box on Downing Street in May and offensive wording was removed from a wall on King Street in March 2017.
- Market ward has had a decline in the amount of detrimental graffiti instances from 259 in 2016 to 60 in 2017. 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.
- There were 12 instances of needles in the Castle ward between February and July 2017, the locations of the needle finds are as follows:
  - Seven needles were removed from near a bench at Histon Road recreation area in Castle ward in July.
  - A bag containing an estimated 50 needles was removed from the top of a storage bin in a parking area in Howes Place in in May.
  - Fifteen needles were removed from the front of the old Police station at Cambridgeshire County Council in Castle Street was cleared in March.
  - At St Peters Church needles were removed on multiple occasions: five cleared in March, one cleared in April, eight needles were removed in June (on one occasion two needles, and on another date six needles were cleared). In July there were multiple dates and a total of 66 needles were cleared (on separate dates the clearances were four needles, 25 needles, 2 needles, 10 needles and 25 needles were found by construction workers).
- There were 22 instances of needles in Market ward between February and July 2017, the location of the needle finds are as follows:
  - Two needles were cleared from James Street in July.
  - Five needles from bin store at Beaufort Place in July and on a second occasion a bag containing 25 loose needles were removed from a bin store at Beaufort Place in the same month.
  - Two needles were removed from Jesus Green toilets on two separate dates in July.
  - Two needles were removed from outside St Giles Court, one in June and one in July.
  - Seventy needles were removed from the community Orchard in Midsummer Common in July
  - Seventeen needles were removed from the top of a private bike shelter on Parsonage Street in July.

- One hundred and eighteen needles were removed from Jordan's Yard in June by an Enforcement Officer.
- Two needles cleared from behind Eden Chapel on Fitzroy Street in June, a further two needles were removed from Fitzroy Street in March.
- Twenty one needles were removed from a car park in Mill Lane in June; a further needle was removed from the area in April.
- At Regent Terrace seven needles were removed in May on two separate dates (two needles on one date, and five on a later date).
- One needle was removed from outside Mandela House in May.
- One needle was cleared from Round Church Street in May
- In Brunswick Terrace one needle was cleared in April.
- Ten needles were removed from external stairwell to university building opposite Grand Arcade on Corn Exchange Street in April.
- One needle was removed from Petty Cury in March and two needles cleared from Emmanuel Street in March
- Three trolleys were impounded as abandoned.



## 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 <sup>nd</sup> blue bins delivered                           | 161        | 220            | 97                                             | 131                                            | 439                                            |
| No of 2 <sup>nd</sup> Green bins delivered                          | 46         | 51             | NA                                             | 33                                             | NA                                             |
| Number of 3 <sup>rd</sup> and 4 <sup>th</sup> 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 <sup>†††</sup>            | 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                                              |

<sup>†††</sup> Excludes caddies given out via council receptions

|                                                                                                        |                                                         |                                                   |           |                 |           |
|--------------------------------------------------------------------------------------------------------|---------------------------------------------------------|---------------------------------------------------|-----------|-----------------|-----------|
| Amount of rubbish/recycling collected at events (tonnes)                                               | Total 36.96 tonnes<br>27.76 T rubbish<br>9.2 T recycled | Total 9.72 tonnes<br>Rubbish:8.1<br>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. Environmental Community and Proactive Works

Streets and Open Spaces place a high level of emphasis on community engagement and involvement with local residents and community groups.

This section reports on the community and Streets and Open Spaces (SOS) volunteer works, Community Payback work as well as proactive works undertaken in the previous period:

| Task              | Paradise Nature Reserve                                                                                                                                                                       |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Action Taken      | Along with the help of six volunteers the ranger moved the route of a path in the nature reserve to avoid some wet low ground and to encourage the growth of a rare plant species, Butterbur. |
| Current Situation | Completed                                                                                                                                                                                     |

| Task              | Ward Walkabouts                                                                                                                                                                                                                                                                                          |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Action Taken      | A ward walkabout with attendance and support from City Ranger, local ward councillors and relevant residents took place in McManus Estate. Public realm management issues were resolved or forwarded to relevant departments and potential areas for environmental improvement projects were identified. |
| Current Situation | Completed                                                                                                                                                                                                                                                                                                |

| Task              | Community Payback                                                                                                                                                                           |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Action Taken      | Various jobs in the West with the help of Community Payback. One of these being the edging and clearance of the path along Richmond Road path and a wood chip path at Lammas Land car park. |
| Current Situation | Completed                                                                                                                                                                                   |

## 7. Environmental Volunteers

### **Time Credits:**

You can earn Time Credits for your time as an inspector. Every hour of involvement with us earns you a 1-hour time credit – which can be spent in places like cinemas, gyms, swimming pools or music venues. The more time you give the more time credits you receive

### **Streets and Open Spaces Volunteers:**

We're looking for volunteers to make the streets of Cambridge even cleaner, tidier and more pleasant. So whether you're already part of an existing local group and want some additional support or you're an individual who feels strongly about these issues, then get in touch to take part. Our volunteers work to improve their local streets by taking action to keep them clean, tidy and looking their best.

With the support of a dedicated council officer and our Open Spaces team you'll be able to:

- Recruit other local people to help you in a project
- Organise events locally to promote cleaner streets: litter picks, ward walks etc.
- Have access to and use specialist equipment for removing graffiti and litter
- Take part in large city wide events for volunteers
- Provide education to other members of the public
- Work with a variety of council departments and other agencies to solve problems that you find on your streets.

And many more! As a volunteer you're free to suggest your own ideas and we will do our best to accommodate them. We don't expect you to give huge amounts of time to our projects, as a volunteer, we just hope you can commit some regular time each month to keep the project active and vibrant in the community

To find out more contact Rina Dunning on [caterina.dunning@cambridge.gov.uk](mailto:caterina.dunning@cambridge.gov.uk) or 01223 458084.

### **Recycling Champions:**

Are you a passionate about recycling? Would you like to meet other people who are also keen to help to promote recycling, minimizing waste and sustainability? Do you enjoy working with the public? If yes, then why not become a recycling champion. Cambridge City Council and South Cambridge District Council are looking for volunteers to help spread the word about recycling within the community. You don't need any experience or previous knowledge, you just need to believe that recycling is important, be friendly and approachable and be willing to convey your enthusiasm about helping the environment to others. Full training will be provided.

Our volunteers do a variety of roles such as:

- Run stalls at various events in the city and south of Cambridge
- Do door knocking around flats, hand out leaflets
- Attend monthly recycling champions meetings
- Do talks to community groups and schools about recycling
- Write articles in newsletters and go on trips to visit various recycling sites to learn about waste management and recycling.

For more information about how to become a recycling champion please contact the Recycling Coordinator Birgitta Laurent at [birgitta.laurent@cambridge.gov.uk](mailto:birgitta.laurent@cambridge.gov.uk) or telephone 01223 458 240.

## 8. Key contacts

### Officers

| Area                                                      | Contact                                          | Telephone Number            | Email                                                                                      |
|-----------------------------------------------------------|--------------------------------------------------|-----------------------------|--------------------------------------------------------------------------------------------|
| Environmental Health Manager                              | Yvonne O'Donnell                                 | 01223 457951                | <a href="mailto:yvonne.odonnell@cambridge.gov.uk">yvonne.odonnell@cambridge.gov.uk</a>     |
| Senior Operations Manager                                 | Don Blair                                        | 01223 458575                | <a href="mailto:Don.blair@cambridge.gov.uk">Don.blair@cambridge.gov.uk</a>                 |
| Operations Manager (Grounds Maintenance)                  | Paul Jones                                       | 01223 458215                | <a href="mailto:Paul.Jones@cambridge.gov.uk">Paul.Jones@cambridge.gov.uk</a>               |
| Operations Manager (Community Engagement and Enforcement) | Wendy Young                                      | 01223 458578                | <a href="mailto:Wendy.young@cambridge.gov.uk">Wendy.young@cambridge.gov.uk</a>             |
| West Area Ranger: Richard Allen                           | City Rangers                                     | 01223 458282                | <a href="mailto:cityrangers@cambridge.gov.uk">cityrangers@cambridge.gov.uk</a>             |
| City Centre Ranger: Chris Lowndes                         |                                                  |                             |                                                                                            |
| Public Realm Enforcement (West team):                     | Castle: Sharron Munro                            | 01223 458581                | <a href="mailto:streetenforcement@cambridge.gov.uk">streetenforcement@cambridge.gov.uk</a> |
|                                                           | Market and Newnham: Andy Hine and Steve Phillips | 01223 458579 / 01223 457638 |                                                                                            |
| Dog Warden                                                | Samantha Dewing (Mon-Wed)                        | 01223 457883                | <a href="mailto:dogwarden@cambridge.gov.uk">dogwarden@cambridge.gov.uk</a>                 |
| Volunteer opportunities (Streets, Parks and Open Spaces)  | Rina Dunning                                     | 01223 458084                | <a href="mailto:Caterina.dunning@cambridge.gov.uk">Caterina.dunning@cambridge.gov.uk</a>   |
| Recycling Co-ordinator                                    | Birgitta Laurent                                 | 01223 458240                | <a href="mailto:birgitta.laurent@cambridge.gov.uk">birgitta.laurent@cambridge.gov.uk</a>   |
| Out of Hours                                              | Emergency calls                                  | 0300 3038389                | N/A                                                                                        |

## Issues

| Area                                                                                                                                                                                                                                                                                     | Contact                 | Telephone Number | Email                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|------------------|----------------------------------------------------------------------------------------|
| Dog fouling<br>Litter<br>Fly tipping (public land)<br>Graffiti<br>Needles<br>Abandoned, untaxed and nuisance vehicles<br>Illegal camping<br>Bulky waste collections<br>New blue, green and black bins<br>Replacement blue, green and black bins<br>Repairs to blue, black and green bins | Customer Service Centre | 01223 458282     | <a href="mailto:wasteandstreets@cambridge.gov.uk">wasteandstreets@cambridge.gov.uk</a> |
| Abandoned bicycles                                                                                                                                                                                                                                                                       | Customer Service Centre | 01223 458282     | <a href="mailto:cityrangers@cambridge.gov.uk">cityrangers@cambridge.gov.uk</a>         |
| Pest Control                                                                                                                                                                                                                                                                             | Refuse and Environment  | 01223 457900     | <a href="mailto:env.health@cambridge.gov.uk">env.health@cambridge.gov.uk</a> .         |
| Noise                                                                                                                                                                                                                                                                                    |                         |                  |                                                                                        |
| Stray and lost dogs                                                                                                                                                                                                                                                                      | Customer Service Centre | 01223 457900     | <a href="mailto:dogwarden@cambridge.gov.uk">dogwarden@cambridge.gov.uk</a>             |

## 9. 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  | 9         | 0                               |
| 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  | Northampton Street (opposite Kettles Yard)                               | June 2017         |          |
| 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      |          |
| Castle  | All Souls Lane / Huntingdon Road                                         | August 2018       |          |
| 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        |          |
| Market  | Fitzroy Street (alleyway to side of Next)                                | March 2016        |          |
| Market  | Sussex Street (in central area)                                          | February 2016     |          |
| 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                               |



## 10. Appendices

Photograph of Grafton Street before and after cleansing by City Rangers





## Photograph of Richmond Road before and after cleansing by City Rangers





**Photograph of the works completed at Paradise Nature Reserve before and after**





Photograph of works completed at Lammas Land car park

