

# Environmental Report



**Cambridge West/Central Area**  
August 2017 to January 2018

# Contents

1. Introduction .....	3
2. Target setting and recommendations.....	3
3. Routine activity.....	4
4. Specific issues and actions .....	5
5. Environmental Data .....	6
Private Realm [West Central Area] .....	6
Public Realm Data .....	7
Public Realm Enforcement (West Area) .....	8
Dog Warden Service [West Area] .....	10
Operations cleansing data by ward [West Area] .....	<b>Error! Bookmark not defined.</b>
Waste and Recycling Data [City wide] .....	16
6. Environmental Community and Proactive Works .....	19
7. Environmental Volunteers .....	<b>Error! Bookmark not defined.</b>
8. Key contacts .....	21
Officers.....	21
Issues.....	22
9. Resources.....	23
10. Appendices .....	25

# 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. 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 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.

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.

---

\* Amendments to continuing priorities are shown in italics

### **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.

<b>Priority 1</b>	<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 eleven fixed penalty notices (fpn19) were issued for business and domestic waste being flytipped, a further 61 fixed penalty notices (fpn1) were issued for littering which included business waste. 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 area.</p> <p>28 fixed penalty notices have been issued to business regarding their breach of statutory waste notices. The enforcement team are working closely with charity shops in the city regarding fly tipping, this has resulted in fixed penalty notices being issued along with 2 prosecutions for flytipping outside a charity shop</p>
Current Situation:	Ongoing
<b>Priority 2</b>	<b>Dog warden patrols to target irresponsible dog owners on Midsummer Common</b>
Action Taken	<p>Over 25 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
Aug 2017 to Jan 2018	Pest Control	62	N/A	N/A	N/A	N/A
Feb to Jul 2017		83				
Aug 2017 to Jan 2018	Noise Complaints	45	1	1	0	0
Feb to Jul 2017		47		1	0	0
Aug 2017 to Jan 2018	Refuse/ Waste Complaints	4	†	0	0	0
Feb to Jul 2017		5		0	0	0
Aug 2017 to Jan 2018	Other public health complaints‡	8		0	0	0
Feb to Jul 2017		4		0	0	0
Aug 2017 to Jan 2018	Private Sector housing standards	18		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

<b>air flow noise</b>	1
<b>beer storage condenser</b>	1
<b>bird scarers</b>	1
<b>Building noise.</b>	1
<b>busker</b>	1
<b>construction noise out of hours</b>	1
<b>crane causing noise and dust</b>	1
<b>early AM bin collections</b>	1
<b>Fair noise</b>	1
<b>generator noise</b>	1
<b>high frequency noise</b>	1
<b>hum from beer storage area</b>	1
<b>Humming at Night</b>	1
<b>humming noise and potential planning issues</b>	1
<b>loud music</b>	3
<b>loud music (karaoke)</b>	1
<b>loud voices</b>	1
<b>Loud voices &amp; Banging</b>	1
<b>Loud Voices and Loud Music</b>	1
<b>noise from bin collections</b>	1
<b>noise from deliveries</b>	1
<b>out of hours construction noise</b>	1
<b>out of hours request for working in Burleigh Street</b>	1
<b>Residential Noise Complaint,</b>	2
<b>shouting, loud music , banging doors and loud TV</b>	1
<b>unsilenced leaf blower</b>	1

## Public Realm Data

### Public Realm Enforcement Castle/Market/Newnham

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
Aug 2017 to Jan 2018	Abandoned vehicles	29	N/A	N/A	0	0	0
Feb 17 to July 17		22			0	0	0
Aug 2017 to Jan 2018	Nuisance vehicles <sup>§</sup>	0	0	N/A	0	0	0
Feb 17 to July 17		0	0		0	0	0
Aug 2017 to Jan 2018	Derelict cycles	209	N/A	N/A	N/A	N/A	N/A
Feb 17 to July 17		301					
Aug 2017 to Jan 2018	Domestic waste	22	6	3	0	0	0
Feb 17 to July 17		38	0	0	5	0	0
Aug 2017 to Jan 2018	Trade waste	97	96	42	24	0	0
Feb 17 to July 17		82	16	15	36	0	0
Aug 2017 to Jan 2018	Litter	86	0	0	24	0	7
Feb 17 to July 17		149	0	0	143	0	0
Aug 2017 to Jan 2018	Illegal camping	9	N/A	7	N/A	0	0
Feb 17 to July 17		10		8		0	0
Aug 2017 to Jan 2018	Illegal advertising	1	1	NA	0	0	0
Feb 17 to July 17		2	0		1	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/Market/Newnham public realm enforcement data

- 29 abandoned vehicles were investigated and five vehicles was found to be abandoned three were claimed by the owners, the remaining two were destroyed(4 x Burlton Rd, 3 x Newmarket Rd, 2 x Tavistock Rd, 2 x Richmond Rd and 2 x Grantchester Rd)
- 209 derelict cycles were removed from across the whole area. 168 from Market area, 13 from Newnham and 28 from Castle
- There were 22 cases of dumped domestic waste investigated, 6 warning letters were issued along with 3 Community Protection warnings.
- There were 97 inspections carried out in respect of trade waste issues, 96 warning letters were issued along with 42 section 47 notices, in addition to 24 fixed penalty notices being issued.

## Dog Warden Service [West Area]

### Stray dogs

Period	Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
Aug 2017 to Jan 2018	Stray dogs	6	4	0	2	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
Aug 2017 to Jan 2018	Dog control orders: Fouling	5	0	0		0	0
Feb to Jul 2017		7	0	0	3	0	0
Aug 2017 to Jan 2018	Dog control orders: Exclusion	0	0	0	0	0	0
Feb to Jul 2017		0	0	0	0	0	0
Aug 2017 to Jan 2018	Dog control orders: Leads	0	0	0	0	0	0
Feb to Jul 2017		0	0	0	0	0	0
Aug 2017 to Jan 2018	Other dog complaints**	1	0	0	0	0	0
Feb to Jul 2017		3	0	0	0	0	0

\*\* 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) – August 2017 – January 2018

Activity	Period	Total number of incidents	Ward		
			Castle	Newnham	Market
Fly-tipping	Current period		21	11	81
	Previous year		7	9	28
Offensive graffiti <sup>††</sup>	Current period		0	0	6
	Previous year		0	0	5
Detrimental graffiti <sup>‡‡</sup>	Current period		10	8	163
	Previous year		5	9	75
Needles	Current period		15 instances – 65 needles	6 – 10 needles	67 instances – 595 needles
	Previous year				

### Summary of cleansing data:

#### Flytipping:

- There were 21 instances of flytipping during August 2017 to January 2018 in Castle ward in comparison to 7 in August 2016 to January 2017.
- There were 81 instances of flytipping in August 2017 to January 2018 in Market ward in comparison to 28 in August 2016 to January 2017.
- 5 of the 21 instances in Castle ward were in Bridge Street.
- 26 of the 81 instances in Market ward occurred in August 2017.

<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.

### **Offensive Graffiti:**

- Offensive pictures were removed from a newsagent on Fitzroy Street in Market ward in November 2017.
- Offensive language was removed from the railings at Walnut tree Avenue on Midsummer Common in Market ward in August 2017.
- Pictures of human anatomy were removed from a tree on Christs Pieces in Market ward in August 2017.
- Offensive wording was removed from a pathway on Victoria Avenue in Market ward in August 2017.
- Offensive words were removed from a wall in Christs Lane in Market ward in August 2017.
- Offensive words were removed from a wall at Victoria Avenue in Market ward in August 2017.

### **Detrimental Graffiti:**

- 3 of the 10 instances in Castle ward were on Chesterton Road.
- 23 of the 163 instances in Market ward occurred in January 2018.
- 48 of the 163 instances in Market ward occurred in November 2017.

### **Needles:**

#### **Castle**

- 11 needles were removed from the church yard in Bridge Street, Castle ward in January 2018.
- 1 needle was removed from St Giles church year in Castle Street in Castle ward in December 2017.
- 1 needle was removed from outside the main doors of St Peter's church in Kettles yard in Castle ward in December 2017.
- 20 needles were removed from the pavement at Bridge Street in Castle ward in December 2017. -
- 2 needles were removed from the car par to the rear of Cambridgeshire County Council Offices (car park is Cambridge City Council owned) on Castle Street, Castle ward in November 2017.
- 16 needles were removed in 4 instances (4,5,2,3 & 2)from St Giles church yard in Castle street in Castle ward in November 2017
- 1 needle was removed from car park at Castle Street in Castle ward in October 2017.
- 3 needles were removed from Abacus House car park in Castle Park in Castle ward in October 2017.
- 1 needle was removed from the pavement on Mitcham's corner in Castle ward in October 2017.
- 1 needle was removed from the public toilets at Quayside in Castle ward in August 2017.
- 3 needles were removed from the stairs at a block of flats on Chesterton Road in Castle ward in August 2017.
- 5 needles were removed from the passageway at Thompsons Lane in Castle ward in August 2017.

### **Newnham**

- 10 needles were removed from the rear of the Fudge kitchen on Kings Parade in Newnham ward in August 2017.

## Market

- 5 needles were removed from near the Travelodge hotel on Newmarket Road in Market ward in January 2018.
- 1 needle & 2 needle ends were removed from near a tree on Auckland Road in Market ward in January 2018.
- 1 needle was removed from Grande Arcade car park stairwell by Churchill cleaning operatives in Corn Exchange Street in Market ward in January 2018.
- 1 needle was removed from the rear of Bailey Mews (in drying area) on Auckland Road in Market ward in January 2018.
- 1 needle was removed from near a comms box outside Abbey church on Newmarket Road in Market ward in January 2018.
- 8 needles were removed from Paradise Street, car park, fire escape in Market ward in January 2018.
- 1 needle was removed from the doorway of Giraffe restaurant in Christs Lane in Market ward in January 2018.
- 1 needle was removed from a telephone box in St Mary's Street in Market ward in January 2018.
- 7 needles were removed from entrance to Paradise Street in Market ward in January 2018.
- 1 needle was removed from under the stairs at the Baptist church on Downing Place in Market ward in January 2018.
- 2 needles were removed from a parking bay at Bailey Mews at Auckland Road in Market ward in December 2017.
- 2 needles were removed from Epworth Court on King Street (near church), against a wall, in Market ward in December 2017
- 5 needles were removed from Epworth Court in the Courtyard in King Street, in Market ward in December 2017.
- 15 needles were removed from the rear of the Hop Bine pub in Fair Street in Market ward in November 2017.
- 94 needles were removed from the rear of the RSPCA shop in City Road in Market ward in November 2017.
- 2 needles were removed from the orchards at Auckland Road in Market ward in November 2017.
- 5 needles were removed from in the bushes in Paradise Street in Market ward in October 2017.
- 1 needle was removed from a man hole cover in Park Street in Market Street in October 2017.
- 7 needles were removed from the alleyway to the side of the regal pub in Downing Street in Market ward in October 2017.
- 15 needles were removed from Jordan's yard in Market ward in October 2017.
- 1 needle was removed from Hobsons Passage in Market ward in October 2017.
- 2 needles were removed from next to the ticket machine in Park Street in Market ward in October 2017.
- 4 needles were removed from in the bushes in Fitzroy Lane in Market ward in October 2017.
- 55 needles were removed from the floor of the recycling area at Park Street in Market ward in October 2017.
- 50 needles were removed from the recycling area at Park Street in Market ward (separate to above).
- 3 needles were removed from the parking area near no 60 on Paradise Street in Market ward in October 2017.

- 2 needles were removed from outside Lloyds bank on Regent Street in Market ward in October 2017.
- 1 needle was removed from the car park in the Baptist church in Fitzroy Street in Market ward in October 2017.
- 4 needles were removed from the stairwell at Grande Arcade car park in Corn Exchange Street in Market ward in October 2017.
- 18 needles were removed from the entrance to Park Street car park in Market ward in October 2017. These were in a carrier bag.
- 4 needles were removed from the alleyway to the side of the Regal pub in Downing Street in Market ward in October 2017.
- 2 needles were removed from the Community Orchard in Auckland Road in Market ward in September 2017.
- 5 needles were removed from the alleyway between Brunswick Gardens & Midsummer Common in Market ward in September 2017.
- 7 needles were removed from outside Halifax bank in Petty Cury in Market ward in September 2017.
- 6 needles were removed from the steps at Brunswick Cottages in North Terrace in Market ward in September 2017.
- 1 needle was removed from the path near Tesco in Newmarket Road in Market ward in September 2017. - - -
- 81 needles were removed from in bushes in the subway in Newmarket Road / East Road in Market Ward in September 2017. –
- 1 needle was removed from the stairwell at Auckland Court in Market ward in September 2017.
- 1 needle was removed from on the side of the road at City Road in Market ward in September 2017.
- 10 needles were removed from the side of the Hop Bine pub in Fair Street in Market ward in September 2017.
- 3 needles were removed from the Community Orchard in Midsummer Common in Market ward in September 2017.
- 2 needles were removed from Grande Arcade car park (level 4) in Corn Exchange Street in Market ward in September 2017.
- 5 needles were removed from Park Street car park in the stairwell in Market ward in September 2017.
- 6 needles were removed from a bin at Park Street car park in Market ward in September 2017.
- 1 needle was removed from the Pavement on Auckland Road in Market ward in September 2017.
- 1 needle was removed from the rear of Lloyds bank in Market ward in September 2017.
- 2 needles were removed from North Terrace in Market ward in September 2017.
- 3 needles were removed from Park Street car park in Market ward in September 2017.
- 1 needle was removed from Park Street car park in Market ward in September 2017.
- 1 needle was removed from Grande Arcade car park by Churchill services in Corn Exchange Street in Market ward in September 2017.
- 1 needle was removed from outside shops at Christs Lane in Market ward in September 2017.
- 1 needle was removed from Christs Lane from outside shops in Market ward in September 2017.
- 1 needle was removed from Grande Arcade car park on Corn Exchange Street in Market ward in August 2017.
- 1 needle was removed from Grande Arcade car park on Corn Exchange Street in Market ward in August 2017 – separate to above.
- 1 needle was removed from Grande Arcade car park on Corn Exchange Street in Market ward in August 2017 – separate to above.
- 1 needle was removed from Park Street car park in Market ward in August 2017.
- 13 needles were removed by Churchill’s cleaning services at Park Street public toilets in Market ward in August 2017.

- 1 needle was removed from Grande Arcade car park in Market ward in 29<sup>th</sup> August 2017.
- 1 needle was removed from near gates on Victoria Avenue in Market ward in August 2017.
- 4 needles were removed from outside shops in Christs Lane in Market ward in August 2017.
- 2 needles were removed from outside Lloyds bank on Regents Terrace in Market ward in August 2017.
- 2 needles were removed from Auckland Road, next to Lyme tree in Market ward in August 2017.
- 95 needles were removed from the rear of Abbey church in Newmarket Road in Market ward in August 2017.
- 10 needles were removed from the stairs at the Baptist church on St Andrews Street in Market ward in August 2017.
- 1 needle was removed from outside H&M on St Andrews Street in Market ward in August 2017.
- 6 needles were removed from St Andrews Street Baptist church in Market ward in August 2017
- 2 needles were removed from Cambridge City Council Customer Service Centre which were put in the post box of the Customer Service Centre.

## Environmental Data Report – Waste and Recycling

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 hoped that the information contained 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-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Comment/Notes that can be removed	Lead Officer
Recycling rate – dry recycling	20.2%	20.2%				RWW
Recycling rate – composting	32%	32.3%				RWW
No of press releases issued		4	6			IO/VL
No of 2 <sup>nd</sup> blue bins delivered	100	152				RWW
No of 2 <sup>nd</sup> Green bins delivered	1042					RWW
No. of black bins changed from standard to small	25	14				RWW
No of events attended	9	10	4			RWW
No of people spoken to	920	550	400			RWW/BL
No of Kitchen Caddies given out	576	698	200			RWW
No of Recycling Champions (RC) at events	31	22	10	5		BL
No of new RC recruited	1	3	4	1		BL
Amount of rubbish/recycling collected at events (tonnes)						RWW
No of community/school visits to AmeyCespa	20	10	41	11		RWW



	Oct-17		Nov-17		Dec-17		Total for Q3	
	%	Tonnage	%	Tonnage	%	Tonnage	%	Tonnage
<b>Bring Bank Recycling</b>	0.5%	43.70	0.2%	14.38	0.5%	34.90	0.4%	92.98
<b>Blue bin recycling rate inc batteries</b>	19.7%	1864.43	21.0%	1770.67	26.2%	1801.98	22.0%	5437.08
<b>Total dry recycling rate (bring &amp; blue)</b>	20.2%	1908.13	21.2%	1785.05	26.7%	1836.88	22.3%	5530.06
<b>Green bin recycling rate</b>	33.6%	3175.14	26.8%	2255.82	18.8%	1291.84	27.2%	6722.80
<b>Total recycling rate</b>	53.7%	6991.40	48.0%	5825.92	45.5%	4965.60	49.5%	17782.92
<b>Household Rubbish</b>	46.3%	3271.35	52.0%	3271.35	54.5%	2842.20	50.5%	9384.90

## Summary of Waste and Recycling Data

(to cover any note-worthy points from above figures)

## Campaign Information

(Operational Plan update)

## Events attended

05/04/2017	16.00-17.30	Hanover and Princess Court Community Rom	Community Safety Surgery
05/05/2017	19.30-20.30	53-54 Sidney Street	Talk on recycling for Cambridge Commonwealth, European & International Trust
03/06/2017	12:00-17:00	Midsummer Common	Strawberry Fair
10/06/2017	10:00-17:00	Arbury rec	Arbury Carnival
17/06/2017	13:00-17:00	Pye Rec	Chesterton Festival
22/06/2017	09:00-14:00	Ekin Road	Ekin Road CAD
24/06/2017	10.00-17:00	Cottenham	Fen Edge Festival
25/06/2017	10.00-17.00	Milton Country Park	Parklife
21/07/2017	10:00-11:00	Arbury Court	Leaflet dropping
13/07/2017	09:00-14:00	Colville Road	Community Action Day
27/ 29/07/2017	10.00-17.00	Coldhams Common	Cambridge Folk Festival

02/09/2017	09:00-14:00	Wulfstan Way	Community Action Day
09/09/2017	10:00-12:00	Pheasant Drive	Open Eddington
16/09/2017	13:00-17:00	North Academy Green	Open House Gathering
23/09/2017	09:00-14:00	Kings Hedges Clean-up day The Ship Monkfields Primary School Caddy	
27/09/2017	15:00-16:00	Handout	Caddy Handout
30/09/2017	09:00-14:00	Ditton Fields CAD	
21/10/2017	09:00-16:00	Guildhall	Volunteer for Cambridge Event
25/10/2017	09:00-13:00	Amey Waste Management Park	Composting Capers event
18/11/2017	11:00-13:00	Morrison's Cambourne	Caddy handout
02/12/2017	09:00-16:00	Mill Road Winter Fair	Mill Road Winter Fair

## 6. Environmental Community and Proactive Works

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

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

Task	Sign clearing
Action Taken	Work has been completed by the City Ranger to clear up signs that have been clogged with vegetation, and / or dirty.
Current Situation	Completed

### **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 and to spread our motto 'A greener, cleaner city starts with you'. 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.
- Get involved with new volunteer roles/projects

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 sign up or find out more contact Rina Dunning [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.

## 7. 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>
Enforcement Team Manager	Nick Kester	01223 457095	<a href="mailto:nicholas.kester@cambridge.gov.uk">nicholas.kester@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 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	<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>

## 8. Resources

The following are suggestions that members of the West Area Committee and residents and businesses may wish to consider or request for the upcoming period:

Remaining bins stocks for the city have been reallocated across all wards to ensure that bins are installed where required.

### Recycling and general street litter bins

A small quantity of recycling and general street litter bins are available for each ward, as follows:

Ward	Bins used	Bins available for installation
Castle	9	1
Market	7	1
Newnham	2	1

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 2017	
Market	Park Street (near car park)	July 2015	
Market	Park Street (near ADC theatre)	July 2015	
Market	King Street (near Pikes Walk)	August 2015	
Market	City Road (near Superdrug)	March 2016	
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	1
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	10
Market	0	10
Newnham	0	10





## 9. Appendices