

Environmental Report



Cambridge South Area June 2018 to November 2018

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1. Introduction

This report provides an overview of City Council Refuse and Environment and Streets and Open Spaces service activity relating to the geographical area served by the South Area Committee. The report identifies the reactive and proactive service actions undertaken in the previous year, including the requested priority targets and reports back on the recommended issues and associated actions to be targeted in the following period. It also includes key officer contacts for the reporting of waste and refuse and public realm issues.

2. Target setting and recommendations

All those at Committee have an opportunity to suggest issues that they would like to see tackled in the neighbourhood area during the upcoming period to help shape the activity to be undertaken within the public realm. Following suggestions that are received the relevant teams will consider the suggestions, and will prioritise work, responding reactively where appropriate and programming some work for the future. All suggested targets will be reported back on in the following period to update members and the public on the status of the issue. Recommendations will also be presented to the committee for consideration and to aid discussion.

Recommendations

The following are suggestions for members on what action could be considered for priority within the South Area for the upcoming period.

Continuing priorities¹

Number	Priority details
1	Early morning, daytime and weekend patrols for dog fouling on Cherry Hinton Recreation Ground, Trumpington Recreation Ground and Cherry Hinton Hall.
2	Enforcement targeted approach to areas where Addenbrookes site joins residential areas such as Hills Road and Red Cross Lane and to work with Addenbrookes to work towards the bus station area being cleaned up.
3	Enforcement to work with the County Council, against utilities and companies that damage the verge on Mowbray and Fendon Road.
4	Enforcement joint working and patrols to deal with littering from students of Long Road Sixth Form in the areas of Long Road and Sedley Taylor Road.
5	Enforcement patrols to deal with litter, abandoned vehicles and fly tipping in and around Teversham Drift
6	Enforcement action to deal with bins left on pavements in Anstey Way.
7	Enforcement patrols to tackle fly tipping at the Anstey Way recycling centre

Members are recommended to endorse the above recommendations or to make proposed amendments, and in doing so to consider the following community intelligence questions to help shape the public realm work.

Community intelligence questions

1. 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?

¹ Amendments to continuing priorities are shown in italics

3. Routine activity

Streets and Open Spaces teams work closely with residents, community and campaign groups to keep Cambridge clean, green and safe. Street cleansing works to clear shop fronts and maintain all residential streets to a good standard of cleaning by sweeping them regularly. The team empties litterbins and dog bins across the city parks and open spaces, as well as removing graffiti and clearing needles and fly tipping.

The grounds maintenance team maintains all council housing and highway grass and shrub beds across the city, and carries out the maintenance of the city's cemeteries and crematoriums as well as the maintenance of all parks across the city. The City Rangers team provide a street-level, face-to-face contact point for people to raise any cleanliness and public safety issues that they might have concerning their neighbourhood.

The dog warden patrols within Cambridge to increase people's awareness of the requirement to clear up after their pets, as well as collecting stray dogs within the city and works alongside animal charities to deliver educational roadshows. Investigation of instances of environmental crime in public places across the city is carried out by the public realm enforcement team. As well as undertaking enforcement action where necessary, the team provide advice for residents and businesses on issues including fly tipping, litter, waste, illegal advertising, abandoned shopping trolleys, verge parking and abandoned, untaxed and nuisance vehicles.

4. Specific issues and actions: Previous period

The following specific issues were identified for targeted action in the previous period. The following tables summarise the action undertaken and current situation, whether ongoing or completed, for each issue.

Priority 1	Early morning, daytime and weekend patrols for dog fouling on Nightingale Avenue Recreation Ground, Cherry Hinton Recreation Ground and Cherry Hinton Hall.
Action Taken	No routine work carried out during this period
Current Situation:	Ongoing
Priority 2	Enforcement targeted approach to areas where Addenbrookes site joins residential areas such as Hills Road and Red Cross Lane and to work with Addenbrookes to work towards the bus station area being cleaned up.
Action Taken	No routine work carried out during this period
Current Situation:	Ongoing
Priority 3	Enforcement to work with the County Council, against utilities and companies that damage the verge on Mowbray and Fendon Road.
Action Taken	No routine work carried out during this period
Current Situation:	Ongoing

Priority 4	Trumping Rec
Action Taken	No routine work carried out during this period
Current Situation:	Ongoing
Priority 5	Enforcement joint working and patrols to deal with littering from students of Long Road Sixth Form in the areas of Long Road and Sedley Taylor Road.
Action Taken	No routine work carried out during this period
Current Situation:	Ongoing
Priority 6	Enforcement patrols to deal with litter, abandoned vehicles and fly tipping in and around Teversham Drift.
Action Taken	No routine work carried out during this period
Current Situation:	Ongoing
Priority 7	Action to deal with bins left on pavements in Anstey Way & recycling centre
Action Taken	No routine work carried out during this period
Current Situation:	

5. Environmental Data

Private Realm [South Area]

South (Trumpington, Cherry Hinton and Queen Ediths) June to Nov18

Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Simple Cautions	Legal Proceedings	Comment
Noise Complaints	218 Please note this figure is investigations not individual complaints	na	5 (one property 5 occupiers)	2			*All complaints will generally have at least one such action.
Refuse/ Waste Complaints	5	na	*	1			*All complaints will generally have at least one such action.
Other public health complaints	8	na		1			*All complaints will generally have at least one such action.
Private Sector housing inventions	68	na		6			*All complaints will generally have at least one such action.
Pest Control		99		0			*All complaints will generally have at least one such action.

*Please note this figure varies from the investigations as multiple complaints may be received in the course of a single investigation

Type of Noise	Total Number of Complaints
Music / TV & parties	119
Animal Noise	24
Alarms	24
Banging	14
construction	11
Other	16
People Noise	4

Public Realm Data

Public Realm Enforcement [South Area]

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
December 17 to May 2018	Abandoned vehicles	21	N/A	N/A	2	0	0
June to November 2018		46			5	0	0
December 17 to May 2018	Nuisance vehicles ²	1	1	N/A	0	0	0
June to November 2018		0			0	0	0
December 17 to May 2018	Verge parking ³	17	17	N/A	N/A	0	0
June to November 2018		9	9			0	
December 17 to May 2018	Derelict cycles	31	N/A	N/A	N/A	N/A	N/A
June to November 2018		22					
December 17 to May 2018	Domestic waste	49		14	11	0	0
June to November 2018		24	8	0		0	0
December 17 to May 2018	Trade waste	7	3	0	0	0	0
June to November 2018		0	0	0		0	0
December 17 to May 2018	Litter	5	0	0	4	0	0
June to November 2018		2	0	0	1	0	2
December 17 to May 2018	Illegal camping	0	N/A	0	N/A	0	0
June to November 2018		0		0		0	0
December 17 to May 2018	Illegal advertising	0	0	N/A	0	0	0
June to November 2018		0	0		0	0	0

² Nuisance vehicles includes vehicles displayed for sale or being repaired (other than in an emergency) on the public highway

³ Applies to Mowbray and Fendon Road only

Summary of public realm enforcement data

- 3 x FPN 19 issued for flytipping (all paid)
- 1 x FPN 1 issued for littering (paid)
- 5 x FPN 10 issued for abandoning a vehicle on the public highway
- 24 inspection carried out regarding domestic waste issues plus 8 warning letters

NB: Enforcement officer for the south has been on sick leave since June 2018 and has now left, new enforcement officer assigned to area and has commenced area patrols, during the period June 2018 to November 2018, patrols of South area have been carried out by other members of the enforcement team.

Dog Warden Service [South Area]

Stray dogs

Period	Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
December 17 to May 2018	Stray dogs	8	1	0	7		
June to November 2018		6	0	0			

Dog Control Orders

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
December 17 to May 2018	*Dog control orders: Fouling	12	0	0	0	0	0
June to November 2018		6	0	0	0	0	0
December 17 to May 2018	*Dog control orders: Exclusion	0	0	0	0	0	0
June to November 2018		1	0	0	1	0	0
December 17 to May 2018	*Dog control orders: Leads	0	0	0	0	0	0
June to November 2018		1	0	0	1	0	0
December 17 to May 2018	Other dog complaints ⁴	9	0	0	0	0	0
June to November 2018		5	0	0	0	0	0

* Dog control orders now replaced with Public Spaces Protection Orders

⁴ Includes issues such as barking, welfare, signage requests and educational advice as well as joint working with Environmental Health, RSPCA and Housing Associations'

Operations cleansing data by ward [South Area]

Operations cleansing data by ward (South Area) – June to November 2017

Activity	Period	Total number of incidents	WARDS			
			Cherry Hinton	Queen Edith's	Trumpington	Comments
Fly-tipping	December 17 to May 2018	89	32	23	34	
	June to November 2018	No data				
Offensive graffiti ⁵	December 17 to May 2018	3	0	0	3	
	June to November 2018	No data				
Detrimental graffiti ⁶	December 17 to May 2018	19	0	8	11	
	June to November 2018	No data				
Needles	December 17 to May 2018		2	46	430	
	June to November 2018	No data				

⁵ 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.

⁶ 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:

Fly-tipping:-

Cherry Hinton

Data not available at present

Queen Edith's:-

Data not available at present

Trumpington:-

Data not available at present

Offensive Graffiti:-

Trumpington –

Data not available at present

Detrimental Graffiti:-

Queen Edith's

Data not available at present

Trumpington

Data not available at present

Needles:-

Cherry Hinton

Data not available at present

Queen Edith's

Data not available at present

Trumpington

Data not available at present

Environmental Data Report – Waste and Recycling 2018

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	Total for 2018	Comment/Notes that can be removed	Lead Officer
Recycling rate – dry recycling	56.31%	51.52%					RWW
Recycling rate – composting	35.33%	28.29%					RWW
Amount collected for disposal	43.69%	48.48%					RWW
No of press releases issued	5	4					IO/VL
No of 2 nd blue bins delivered Cambridge						Data not available	BL
No of 2 nd Green bins						Data not available	BL
Number of 3 rd and 4 th green bins registered						Data not available	BL
No. of bins changed from standard to small						Data not available	BL
No of events attended	12	12					BL
No of people spoken to	855	1117					RWW/BL
No of Kitchen Caddies given out at events	404	364				Excludes caddies given out via council receptions	BL
No of Recycling Champions (RC) at events	24	27					BL
No of new RC recruited	3	4					BL

Amount of rubbish/recycling collected at events (tonnes)	Birdwood CAD 480kg metal, Thorpe Way CAD 1100kg metal Cambourne CAD 780kg metal Arbury CAD 300kg metal	Wulfstan Way CAD: 1430kg metal Gamlingay CAD:350kg Ship/Nuns Way CAD: 670kg metal Ditton Fields CAD:580kg metal					BL Housing officers
Amount of goods (clothes, books etc) collected via the British Heart Foundation and college campaign.	N/A	N/A	N/A	N/A			EW
No of community/school visits to/ from Amey						Amey data	IO/VL

Summary of Waste and Recycling Data

Events attended are:

Q1

23/04/2018	13:00-14:00	1 Hills Road Birchwood and Tiverton	Cambridge Assessment talk
28/04/2018	09:00-14:00	Estate Cherry Hinton Village	CAD
30/04/2018	14:00-15:00	Centre	Old Boys club talk
05/05/2018	09:00-13:00	Cottenham Village Green	Cottenham Fun Run
12/05/2018	09:00-14:00	Thorpe Way	CAD Metal matters campaign for students
14/05/2018	13:00-15:00	Eddington School	Cambourne CAD
19/05/2018	09:00-13:00	Cambourne HUB	EAT Cambridge
19/05/2018	09:00-17:00	Corn Exchange	Strawberry Fair
02/06/2018	10:00-15:00	Midsummer Common	Arbury Carnival
09/06/2018	10:00-16:00	Campkin Road, Arbury	Chesterton Festival
23/06/2018	13:00-17:00	Pye's Rec Chesterton	

Campaign Information**(Operational Plan update)****Events attended**

01/07/2018	9h	09:00-17:00	Milton Country Park	Parklife
14/07/2018	3h	12:00-15:00	Morley Memorial primary School	Summer Fete
25/07/2018		14:30-15:30	Tesco Bar Hill	Talk for Camsight
02/08/2018	3h	09:00-15:00	Coldhams Common	Cambridge Folk Festival
05/09/2018		14:00-15:00	Melbourn	Talk for Camsight
08/09/2018	6h	09:00-14:00	Wulfstan Way	CAD
15/09/2018	3h	12:00-15:00	Jack Warren Green Community day	Community Day
15/09/2018		09:00-15:00	Eddington Development	NW Eco day
16/09/2018	4h	09:00-14:00	Gamlingay Parish Council	CAD
19/09/2018		11:00-12:00	Bourn	Talk for Camsight
22/09/2018	7h	09:00-15:00	Lion yard	ECO Day Shaheera
26/09/2018		14:00-15:00	Great Shelford Library	Talk
29/09/2018	5h	09:00-14:00	Ditton Fields	CAD
29/09/2018	4h	09:00-14:00	The Ship	CAD
30/09/2018	3h	10:00-13:00	Orchard Park	CAD

6. Key contacts

Officers

Area	Contact	Telephone Number	Email
Environmental Health Manager	Yvonne O'Donnell	01223 457951	yvonne.odonnell@cambridge.gov.uk
Senior Operations Manager	Don Blair	01223 458575	Don.blair@cambridge.gov.uk
Operations Manager (Grounds Maintenance)	Paul Jones	01223 458215	Paul.Jones@cambridge.gov.uk
Operations Manager (Community Engagement and Enforcement)	Wendy Young	01223 458578	Wendy.young@cambridge.gov.uk
South Area Ranger: Edward Nugent	City Rangers	01223 458282	cityrangers@cambridge.gov.uk
Public Realm Enforcement (South team):	Sharron Munro (Queen Edith's and Trumpington)	01223 458581	streetenforcement@cambridge.gov.uk
	Nick Kester (Cherry Hinton)	01223 457095	
Dog Warden	Samantha Dewing (Mon-Wed)	01223 457883	dogwarden@cambridge.gov.uk
Volunteer opportunities (Streets, Parks and Open Spaces)	Rina Dunning	01223 458084	Caterina.dunning@cambridge.gov.uk
Recycling Champions	Co-ordinator	01223 458240	recycling.champions@cambridge.gov.uk
Out of Hours	Emergency calls	0300 3038389	N/A

Issues

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

7. Resources

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

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

Recycling and general street litter bins

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

Ward	Bins used	Bins available for installation
Cherry Hinton	7	1
Queen Edith's	6	1
Trumpington	9	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
Cherry Hinton	Coldhams Lane (Near Norman Way)	May 2015
Cherry Hinton	Cherry Hinton Road (opposite BP garage)	February 2017
Cherry Hinton	Bridewell Road (near junction with Drayton Road)	February 2017
Cherry Hinton	Fulbourn Road (next to bus stop by technology park)	October 2015
Cherry Hinton	Cherry Hinton High Street (outside school)	October 2015
Cherry Hinton	Colville Road (outside primary school)	October 2015
Cherry Hinton	Cherry Hinton Hall (in car park)	April 2016
Queen Edith's	Long Road (junction with Sedley Taylor Road)	January 2015
Queen Edith's	Sedley Taylor Road (junction with Luard Road)	January 2015
Queen Edith's	Mowbray Road (outside Acacia Guest House)	March 2015
Queen Edith's	Hills Road (on pavement near hospital)	March 2015
Queen Edith's	Cavendish Avenue (outside Lady Jane Court)	March 2015
Queen Edith's	Long Road (near to number 13)	July 2015
Trumpington	Hills Road (near Harvey Road)	July 2015
Trumpington	Outside pavilion	January 2015
Trumpington	Outside village hall	January 2015
Trumpington	Shelford Road / Hauxton Road (outside cemetery)	January 2015
Trumpington	Lensfield Road	October 2015
Trumpington	Hauxton Road (near park and ride)	September 2015
Trumpington	Addenbrookes Road	September 2015
Trumpington	Old Mills Road	September 2015
Trumpington	Shelford Road (near garage)	June 2016

Dog Bin Provision

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

Ward	Bins used	Bins available for installation
Cherry Hinton	4	1
Queen Edith's	0	1
Trumpington	1	1

We would like to receive suggestions for where bins should be installed on the parks and open spaces and will investigate the suitability of all suggested locations. We will also be undertaking a review of where bins are currently installed to see how they are used.

Installed bin sites:

Ward	Location	Installation Date
Cherry Hinton	Kathleen Elliott Way (near Snakey path footpath)	May 2015
Cherry Hinton	Arran Close (on green at top of road)	July 2015
Cherry Hinton	Teversham Drift	October 2015
Cherry Hinton	Recreation Ground	March 2016
Trumpington	Brooklands Avenue (by Hobsons Conduit)	June 2015

Pocket ashtray distribution

Locations of where pocket ashtrays should be distributed from are welcomed by the Public Realm Enforcement team.

Dog fouling signs

Small quantities of 'no dog fouling' signs are available for each ward, as follows:

Ward	Signs used	Signs available for installation
Cherry Hinton	0	13
Queen Edith's	0	13
Trumpington	0	13

Proactive and community work

Upcoming works:

Spinney Woods: There is mini-woodland at the back of Spinney School in cherry Hinton, which is used by the school as an outdoor classroom.

There are some large scale tree works being tackled by the tree team over the Christmas holidays and we are going to be clearing some of the bramble and scrub in preparation.

We have scheduled Community Payback teams to tackle the initial overgrowth and then we will be organising volunteer days with involvement from pupils, parents and teachers of the school to help with planting as well as creating habitat piles and structures using the timber left from the tree works.

Volunteering

Streets and Open Spaces Volunteer Scheme:

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 Area Ranger from the Community Engagement Team and our Open Spaces teams 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 please email: sosvolunteers@cambridge.gov.uk or call 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@scambs.gov.uk or call 01223 458 240.

Time Credits:

Volunteers who sign up to the Streets & open Spaces Volunteer Scheme are eligible to earn Time Credits. Every hour you volunteer you earn 1 time credit – which can be spent throughout the UK in places such as the cinema, gyms, swimming pools or music venues. Locally they can be spent at the Light Cinema, The Corn Exchange, adult education classes, CRC Beauty Salon and lots more. (Spend opportunities can be found on the Tempo website: www.wearetempo.org)

