

# 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 priorities<sup>1</sup>

Number	Priority details
1	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.
2	Enforcement to work with the County Council, against utilities and companies that damage the verge on Mowbray and Fendon Road.
3	Enforcement action to deal with bins left on pavements in Anstey Way.

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?

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<sup>1</sup> 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.

<b>Priority 1</b>	<b>Early morning, daytime and weekend patrols for dog fouling on Nightingale Avenue Recreation Ground, Cherry Hinton Recreation Ground and Cherry Hinton Hall.</b>
Action Taken	Dog Warden patrols have been conducted by the dog wardens to address the issues of dog fouling at the above locations. Educational advice, verbal warnings and dog bags have been provided to a number of dog walkers seen at these locations during early mornings, daytimes and at weekends. Significant work has been completed at Cherry Hinton Hall with the dogs on leads area by the pond / stream area and additional signage has been put up in response to requests received. Work at these areas has been ongoing for a long period of time, and are now part of the routine weekly patrols conducted by the dog wardens.
Current Situation:	Completed
<b>Priority 2</b>	<b>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.</b>
Action Taken	Patrols have been carried out on a regular basis, and a recent meeting was conducted with Addenbrookes to explore the best way of working for the future. Further meetings are ongoing to explore how partnership working can best be used at this site.
Current Situation:	Ongoing
<b>Priority 3</b>	<b>Enforcement to work with the County Council, against utilities and companies that damage the verge on Mowbray and Fendon Road.</b>
Action Taken	In the period, there were ten investigations completed and nine warning letters sent out. In one case the suspect was untraceable. This area of work continues to be part of the South area enforcement officer and patrols are undertaken on a regular basis.
Current Situation:	Ongoing
<b>Priority 4</b>	<b>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.</b>
Action Taken	Officers did not undertake work during the summer holiday period of this time (July and August). Work on this area has been suspended whilst the Streets and Open Spaces Community Engagement Team develop a new senior school / college education program in conjunction with the Enforcement Team.
Current Situation:	Completed

<b>Priority 5</b>	<b>Enforcement patrols to deal with litter, abandoned vehicles and fly tipping in and around Teversham Drift.</b>
Action Taken	Patrols were conducted in and around Teversham Drift over the period, and only one burnt out moped was found during the six month period. No cases of fly tipping or littering were investigated. Work at this area has been ongoing for a long period of time, and no further issues have arisen.
Current Situation:	Completed
<b>Priority 6</b>	<b>Enforcement action to deal with bins left on pavements in Anstey Way.</b>
Action Taken	Work in this area has not been fully completed in the previous six months due to staff shortages. It is therefore proposed to carry on with this objective for the coming months to allow officers to focus on the issue.
Current Situation:	Ongoing
<b>Priority 7</b>	<b>Enforcement patrols to tackle fly tipping at the Anstey Way recycling centre</b>
Action Taken	No fly tipping was found at Anstey Way Recycling Centre during the period of June to November. Work at this area has been ongoing for a long period of time, and no further issues have arisen
Current Situation:	Completed

## 5. Environmental Data

### Private Realm [South Area]

Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
Noise Complaints	218 <sup>2</sup>	na	5 (one property 5 occupiers)	2	0
Refuse/ Waste Complaints	5	na	*	1	0
Other public health complaints <sup>3</sup>	8	na	4	1	0
Private Sector housing inventions	68	na	4	6	0
Pest Control	NA	99	4	0	0

*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

<sup>2</sup> This figure is investigations not individual complaints

<sup>3</sup> Other public health complaints includes odour, smoke, bonfires, filthy and verminous

<sup>4</sup> All complaints will generally have at least one such action

## 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 <sup>5</sup>	1	1	N/A	0	0	0
June to November 2018		0			0	0	0
December 17 to May 2018	Verge parking <sup>6</sup>	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	0	11	0	0
June to November 2018		24	8	0	3	0	0
December 17 to May 2018	Trade waste	7	3	0	0	0	0
June to November 2018		0	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

**Summary of public realm enforcement data:** In the period there were three fixed penalties issued for fly tipping, one for littering and five for abandoning vehicles. Twenty four inspections were carried out regarding domestic waste issues and of these cases 8 warning letters were sent.

<sup>5</sup> Nuisance vehicles includes vehicles displayed for sale or being repaired (other than in an emergency) on the public highway

<sup>6</sup> Applies to Mowbray and Fendon Road only



## 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	0	
June to November 2018		6	0	0	6	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 <sup>7</sup>	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

<sup>7</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 [South Area]

Activity	Period	Total number of incidents	Ward		
			Cherry Hinton	Queen Edith's	Trumpington
Fly-tipping	December 2017 to May 2018	89	32	23	34
	June to November 2018	79	34	21	24
Offensive graffiti <sup>8</sup>	December 2017 to May 2018	3	0	0	3
	June to November 2018	5	2	0	3
Detrimental graffiti <sup>9</sup>	December 2017 to May 2018	19	0	8	11
	June to November 2018	13	3	2	8
Needles	December 2017 to May 2018	478	2	46	430
	June to November 2018	Data not available at time of report			

<sup>8</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>9</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.

## 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
Recycling rate – dry recycling	56.31%	51.52%			
Recycling rate – composting	35.33%	28.29%			
Amount collected for disposal	43.69%	48.48%			
No of press releases issued	5	4			
No of events attended	12	12			
No of people spoken to	855	1117			
No of Kitchen Caddies given out at events	404	364			
No of Recycling Champions (RC) at events	24	27			
No of new RC recruited	3	4			
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			

## 6. 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 / Commercial)	Paul Jones	01223 458215	<a href="mailto:Paul.Jones@cambridge.gov.uk">Paul.Jones@cambridge.gov.uk</a>
Community Engagement and Operations Manager	Wendy Johnston	01223 458578	<a href="mailto:Wendy.johnston@cambridge.gov.uk">Wendy.johnston@cambridge.gov.uk</a>
Community Engagement Team Leader	Rina Dunning	01223 458084	<a href="mailto:Caterina.dunning@cambridge.gov.uk">Caterina.dunning@cambridge.gov.uk</a>
Streets and Open Spaces Community Engagement Team	Ed Nugent	01223 458282	<a href="mailto:sosvolunteers@cambridge.gov.uk">sosvolunteers@cambridge.gov.uk</a>
Enforcement Team Leader	Nick Kester	01223 457095	<a href="mailto:Nicholas.kester@cambridge.gov.uk">Nicholas.kester@cambridge.gov.uk</a>
Public Realm Enforcement (South team)	Jess Toombs	01223 458581	<a href="mailto:streetenforcement@cambridge.gov.uk">streetenforcement@cambridge.gov.uk</a>
Dog Warden	Bree Donovan (Wed-Fri)	01223 457122	<a href="mailto:dogwarden@cambridge.gov.uk">dogwarden@cambridge.gov.uk</a>
Recycling Champions	Birgitta Laurent	01223 458240	<a href="mailto:recycling.champions@cambridge.gov.uk">recycling.champions@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:sosvolunteers@cambridge.gov.uk">sosvolunteers@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>

## 7. Proactive and community work

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 engagement and volunteer works, Community Payback work as well as proactive works undertaken between February and July 2018 in the South of the city:

### Community and volunteer works:

The Community Engagement Team attended various community events throughout the summer including the *Wulfstan Way shops Community Action Day* and the *Cherry Hinton Festival* where we promoted the Streets & Open Spaces service and encouraged new volunteers to join our volunteer scheme.



This is also a great opportunity to discuss residents' concerns and an opportunity for them to report issues in the area to CCC staff direct.

Local children created bag designs on the free 'Create a bag' table, giving us an opportunity to educate them on littering and recycling etc.

### Cherry Hinton Hall Nature Conservation Volunteer Day

The Community Engagement team coordinated a group of volunteers from a local international accountancy company, who held their annual volunteer day at Cherry Hinton Hall. They helped clear brambles from around trees planted a few years ago and we cleared a contained nature area that will be used by local groups such as the Scouts and Woodcraft Folk.



A local volunteer has been volunteering weekly with the Area Ranger on tackling a steep increase in graffiti in the south. He has cleared low level graffiti from street furniture at various locations.

We run monthly training sessions to teach volunteers how to remove low level graffiti, health & safety guidance and the volunteers are provided with their own removal kit to take home.



### **Community Payback works:**

With the support of Community Payback we have completed around 30 projects throughout the South including: Cutting back the footpath on Daws lane, Cutting back overgrowth on Snakey Path, gardening project at Hanover Court, cutting back willow from swales at Accordia, weeding and cutback the cycle and footpaths on Empty Common, cleared footpaths and edged pavements at Fulbourn Old Drift, cleared and cut back Hulatt Road passages, thorough litter pick and cut back at Cherry Hinton Rec, edged pavements at Anstey way.



They have also been supporting the street cleansing team with autumn leaf fall clearance.



On the request of residents and local Cllrs we cleared several passages of overgrowth. This enabled resident's greater access for parking cars and gaining access to the rear of their Properties.



### **Community Action Clean-Up Days**

The annual skip day at Wulfstan Way shops in September was another great success with volunteers and Recycling Champions helping run the 'Bring and Take' stall, manning the SOS Volunteer information table as well as assisting customers with disposing of their waste at the skips.



### **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.

### **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](http://www.wearetempo.org))

### **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.