



## Cambridge City Council South Area Committee

**Date:** Monday, 22 July 2019

**Time:** 7.00 pm

**Venue:** Meeting Room - CHVLC - Cherry Hinton Village Leisure Centre,  
Colville Road, Cherry Hinton, Cambridge, CB1 9EJ

**Contact:** democratic.services@cambridge.gov.uk, tel:01223 457000

### Agenda

- 1 Election of Chair and Vice Chair - SAC
- 2 Welcome, Introduction and Apologies for Absence
- 3 Declarations of Interest
- 4 Minutes (Pages 3 - 18)
- 5 Matters and Actions Arising from the Minutes (Pages 19 - 22)
- 6 Open Forum
- 7 GCP Project Updates
  - (i) City Access/Choices for Better Journeys
  - (ii) Cambridge South East Transport (A1307) - The following link goes to an overview and from there people can navigate through additional information as they wish  
[www.greatercambridge.org.uk/CambridgeSouthEast](http://www.greatercambridge.org.uk/CambridgeSouthEast)
- 8 Pedestrian and Cycle Safety Update From County Council
  - (i) Queen Edith's Way
  - (ii) Fendon Road Roundabout
- 9 Environmental Report- SAC (Pages 23 - 46)

**City Councillors:** McPherson (Chair), Thornburrow (Vice-Chair), Ashton, Dryden, Lord, McGerty, Page-Croft, Pippas and Summerbell

**County Councillors:** Ashwood, Crawford and Taylor

## Information for the public

The public may record (e.g. film, audio, tweet, blog) meetings which are open to the public. For details go to:

[www.cambridge.gov.uk/have-your-say-at-committee-meetings](http://www.cambridge.gov.uk/have-your-say-at-committee-meetings)

For full information about committee meetings, committee reports, councillors and the democratic process:

- Website: <http://democracy.cambridge.gov.uk>
- Email: [democratic.services@cambridge.gov.uk](mailto:democratic.services@cambridge.gov.uk)
- Phone: 01223 457000

**SOUTH AREA COMMITTEE**8 April 2019  
7.00 - 9.45 pm**Present**

**Area Committee Members:** Councillors McPherson (Chair), Thornburrow (Vice-Chair), Ashton, Dryden, McGerty, Pippas, O'Connell, Crawford and Taylor

**Officers:**

Head of Property Services: Dave Prinsep

Community Funding and Development Manager: Jackie Hanson

Committee Manager: James Goddard

**Other Officers in Attendance:**

Anderson Group Representative: Tom Pike

(County Council Cycling Projects) Project Manager: Grant Weller

(County Council Cycling Projects) Senior Project Officer: Vanessa Kelly

Police Sergeant: Kevin Mišik

Police Constable: Collier Harris

**FOR THE INFORMATION OF THE COUNCIL****19/9/SAC Welcome, Introduction and Apologies for Absence**

Apologies were received from Councillors Jones and Page-Croft.

**19/10/SAC Declarations of Interest**

<b>Name</b>	<b>Item</b>	<b>Interest</b>
Councillor O'Connell	19/18/SAC	Personal - Member of Trumpington Residents Association.
Councillors Dryden and McPherson	19/18/SAC	Personal - Committee Member of Cherry Hinton Residents Association.
Councillor Ashton	19/18/SAC	Personal - Chair of Cherry Hinton Residents Association.

**19/11/SAC Minutes**

The minutes of the meeting held on 14 January 2019 were approved as a correct record and signed by the Chair.

**19/12/SAC Matters and Actions Arising from the Minutes**

<b>ACTION</b>	<b>LEAD OFFICER/MEMBER</b>	<b>TIMESCALE</b>	<b>PROGRESS</b>
<u>Open Forum</u>  Councillor Ashton to liaise with Police concerning residents' concern about crime and anti-social behaviour in Cherry Hinton.	Councillor Ashton	08/04/19	Councillor Ashton contacted the Police Inspector. He reported that Cherry Hinton was not seen as a priority as too few people had reported issues. Councillor Ashton asked residents to log issues with the police to build up a database.
<u>Open Forum</u>  Councillor Thornburrow to liaise with City Planning Officer to get a progress report on foot/cycle paths around Clay Farm and alongside the stretch of Hobson's Conduit from Brooklands Avenue to the entrance of Clare College playing fields/eastern end of Bentley Road. Councillor Thornburrow to check if local	Councillor Thornburrow	08/04/19	Councillor Thornburrow is in contact with residents and John Richards to collect information prior to action being taken. This was an on-going issue.

ACTION	LEAD OFFICER/ MEMBER	TIMESCALE	PROGRESS
residents can attend this meeting.			
<u>Open Forum</u>  Councillor Thornburrow to organise a briefing between Ward Councillors and City Planning Officers about the Nightingale Park Pavilion planning application.	Councillor Thornburrow	08/04/19	<u>08/04/19</u> Councillor Thornburrow said she had asked officers to liaise with residents and was informed this would happen on a personal basis (as opposed to a group briefing). <b>Action Point: Councillor Thornburrow undertook to forward an email setting out details to Councillor McGerty in response to his question at SAC.</b>  <u>17/04/19</u> Councillor Thornburrow emailed Councillor McGerty on 08/04/19 to report "The community has been updated at the recent mingle networking lunch organised by the Queen Edith's Forum held on 26th March and was attended by Mac McDonald to update those that attended, on the final design and we were still in the planning

ACTION	LEAD OFFICER/ MEMBER	TIMESCALE	PROGRESS
			process for a decision at committee on the 24th April."
<u>Environmental Report</u>  Operations Manager – Community Engagement and Enforcement to inform Councillor O'Connell if needle find figures (report P10) have increased or decreased in Trumpington.	Wendy Johnston	08/04/19	<b>Action</b> <b>Point:</b> <b>Councillor O'Connell to follow up with Wendy Johnston.</b>

### 19/13/SAC Lakes Management Briefing Note

The Committee noted the briefing paper from the Anderson Group Communications Officer regarding Burnside Lakes (formerly known as Cambridge Lakes).

Councillor Ashton drew people's attention to the change in name for the lakes and suggested residents may wish to respond to Anderson's scoping exercise.

Councillor McPherson said monitoring of security around the Lakes would be particularly important when better weather attracted people to the area.

### 19/14/SAC Open Forum

Members of the public asked a number of questions, as set out below.

1. A member of the public asked if the committee could revisit inviting Netherhall School to host a meeting with councilors now that circumstances had changed:
  - i. A new management team was in place.

- ii. The wider political picture had changed due to Brexit and climate change.

Councillor Thornburrow said she had approached schools in Trumpington to arrange visits and received positive initial responses. Children had also visited the Guildhall.

Councillor McGerty said he and Councillor Taylor were recently invited to Long Road College. Councillor McGerty had visited a neighbouring college with Councillor Scutt, Heidi Allen MP plus UKIP and Green Party representatives to discuss politics with 16 year olds.

Councillor Dryden said he visited Netherhall School in 2018.

2. A member of the public asked if anything had changed in response to councillor discussions with children.

Councillors said there was no quantifiable change as councillors had attended discussions to hear childrens' views.

3. A member of the public said the lack of news about the move of Trumpington Medical Practice to Clay Farm was still a concern to residents. Councillors were asked to keep this issue on the agenda.

Councillor Thornburrow said there were no further details at present to those listed on the (agenda) committee action sheet. She had informed the Head of Community Services that the lack of information was causing a lot of rumours and concern.

4. A member of the public said there was general concern that the levels along Cherry Hinton Brook had fallen. He queried if Cam Water had increased its extraction.

Councillor Dryden said there were various reasons why water levels were dropping in the wider area.

**Action Point: Ward Councillors to respond to local resident about concerns over worryingly low water levels in Cherry Hinton Brook.**

5. A member of the public said that Cherry Hinton Brook and Hobson's Conduit were not meeting the standards required for watercourses

according to Cam Water. Councillors were asked to help residents find out what was happening.

6. A member of the public said draining Cherry Hinton Lake to remove plants led to problems (eg silt) and asked what was being done to address issues.

A representative of Cherry Hinton Hall said:

- i. Foliage had been cleared twice as it was choking the water around the Hall and nearby area.
- ii. Fine mesh nets were put across the water to let it flow but trap weeds and other detritus. This appeared to be working.
- iii. Silt had not come from the Hall.

7. A member of the public raised the following issues:

- i. Expressed concern that 'Cambridge Lakes' had been renamed 'Burnside Lakes' without prior notification to residents.
- ii. Asked why the name had been selected.
- iii. Residents expected lake visitors to mistakenly come to the Burnside area of Cambridge (thinking this was where the lakes were) due to the name change. Traffic numbers in the area would therefore increase.

The Anderson Group representative said the lakes had been renamed at the request of the local golf club who had trademarked the name 'Cambridge Lakes'. A temporary name of 'Burnside Lakes' had been chosen by the developer and city council, which could be changed later. A scoping exercise was currently being undertaken and residents were encouraged to respond. The Anderson Group representative would attend a future Cherry Hinton Residents Association meeting to give a presentation on the lakes. He apologised if residents were unaware of this.

8. A member of the public suggested Burnside Lakes could be named after famous local people. Another person asked for details on how the lakes would be named.

Councillor Dryden said permission had to be sought from the families of famous people before buildings/lakes could be named after them.



**Action Point: Councillor McPherson to find out details of how Burnside Lakes (formerly known as Cambridge Lakes) could be named after (locally) well known / influential people.**

9. A member of the public raised the following issues:

- i. Expressed concern about cycling in Queen Edith's Way.
- ii. Cycle lanes were pending.
- iii. People did not adhere to the 20mph speed limit.

Councillor Taylor said cycle lanes were proposed some years ago. Two consultation exercises had been undertaken, including with Queen Edith's School. Cycle lanes were expected after the roundabout project had been completed.

The County Council had applied for speed activated cameras. Funding had been obtained to install one outside Queen Edith's School. The County Council were waiting for the City Council to install the camera.

Councillor McGerty said councillors expected officers to give them further details on cycleway projects after the roundabout was completed. The city needed a joined up cycleway network to address safety issues as collisions had occurred between cyclists and drivers/pedestrians. Cycleways needed to join roundabouts in an appropriate way, not just "dump bikes" straight onto the road.

**Action Point: Councillor McGerty to seek update report on Queen Edith's Way cycleway.**

### **19/15/SAC Roundabout Update Report**

The Committee received a presentation from the Cambridgeshire County Council Cycling Projects Team about roundabout projects.

#### Fendon Road/Queen Edith's Way Roundabout Project

The Committee and members of the public made the following comments in response to the report:

- i. Expressed concern the design was bad, unintuitive and would lead to accidents.
- ii. The roundabout was implemented so people could access local schools and Addenbrooke's Hospital. The design gives priority to cyclists over pedestrians. This was the wrong order of priority, it should be pedestrians, cyclists then drivers.

- iii. Queried if pedestrians would be safe on the roundabout if they were meant to have priority over drivers and cyclists. Would others stop to give way to pedestrians?
- iv. The roundabout was located near the local hospital. Queried if the impact on emergency vehicles through the deliberate slowing of traffic (due to the new roundabout layout) had been considered.
- v. Queried how officers would measure if the design was successful or not.
- vi. Roundabouts were more dangerous to cyclists than intersections. The overall number of accidents had declined, but segmenting the statistical data showed the number of cycling accidents had increased.
- vii. The Perne Road roundabout was not fit for purpose as it did not have a clearly marked cycle lane. If the Fendon Road roundabout had one, would the Perne Road roundabout be upgraded?
- viii. The Perne Road roundabout did not work in practice as it caused gridlock with cars in the cycle lane.
- ix. Residents had been told that Dutch style roundabouts were being removed in Holland due to safety concerns ie not fit for purpose. Was this true or false?
- x. A new roundabout was not enough to address issues. Cycling and bus services also needed to be reviewed in the area.

The Project Manager and Senior Project Officer said the following in response to Members' questions:

- i. The Dutch style roundabout would be the first of its kind in this country. A publicity campaign on how to use it would begin once the project start date was known. National news interest was expected.
- ii. The Highway Code would be updated and should include details on how to approach a Dutch style roundabout.
- iii. Various design elements were already in place in Cambridge eg the parallel crossing on Huntingdon Road. These were being monitored.
- iv. Vehicles would be forced to slow down by the layout of the roundabout. Warning/instruction signs would be erected.
- v. Officers were engaging with different bodies such as the Ambulance Service and Road Haulage Association to get comments on the roundabout.
- vi. Once the Dutch style roundabout was completed, it would be monitored to see if it was working as planned. The data on this would be released. Officers would seek feedback from the community.
- vii. Cycleways would link onto the road or shared pavement(s) in an appropriate way.
- viii. Officers were aware that prioritising pedestrians over cyclists (right of way) was building as an issue. The design of floating bus stops had been

incorporated into the Dutch style roundabout as they had a good safety record. Zebra crossings were also planned if pedestrian/cyclist conflict issues arose.

- ix. Dutch style roundabouts were not being removed from Holland. This was a false rumour. In fact more are being installed. The number of accidents at junctions with signals is higher than at roundabouts in Holland.
- x. Cyclists in Holland are given priority over motorists at these roundabouts in urban areas where speeds were lower. Motorists had priority outside of urban areas where they could travel faster.
- xi. The Perne Road roundabout had been in place since 2014. It had improved safety and there had only been one recorded accident. Roundabout designs had evolved since then.
- xii. The roundabout project was part of the options package to improve transport in the area.

#### Fulbourn Road, Robin Hood and Cherry Hinton Road Projects

The Committee and members of the public made the following comments in response to the report:

- i. Ward Councillors met engineers after two schemes had been rejected. Ward Councillors expected a further update before the design was finalised but had found out this occurred without Ward Councillor input.
- ii. Queried if projects could be sequenced to cause minimum disruption to traffic flow.
- iii. Cyclists were forced off the road and onto the pavement at the Robin Hood junction.
- iv. People did not want to lose verges near the Robin Hood junction.

The Senior Project Officer said the following in response to Members' questions:

- i. There was a stark choice between keeping trees and verges near the Robin Hood junction or losing a lane of traffic. Consultation responses may give a steer on which option was preferred.
- ii. Officers were modelling the impact of work at the junction so they could report back to councillors.
- iii. Work was expected to start on the Fendon Road roundabout in September. The timetable needed to be finalised with the contractor and County Council Street Works Team. Exhibitions would also be set up for residents.
- iv. The intention was not to implement two major projects at once.
- v. Officers were modelling the impact of the Fendon Road roundabout. A report was expected mid-April 2019 so the scheme could start in September.

- vi. Designated lanes for cars and bikes were desirable to prevent bikes being forced onto pavements.
- vii. A public consultation on the Sawston Greenway was expected sometime after May. A report would be presented to the Greater Cambridge Partnership Board in December 2019 once all the Greenways schemes had been consulted upon. The Board would then consider whether or not to take forward those schemes prioritized in the report.

### **19/16/SAC Policing and Safer Neighbourhoods**

The Committee received a report from Sergeant Mišík (on behalf of Sergeant Stevenson) regarding policing and safer neighbourhood trends.

The report outlined actions taken since the last reporting period. The current emerging issues/neighbourhood trends for each ward were also highlighted (see report for full details). Previous priorities and engagement activity noted in the report were:

- i. ASB on Guided Bus Way and public areas in Trumpington village.
- ii. Street begging – Cherry Hinton.
- iii. Cherry Hinton High Street – pavement cycling.

The Committee discussed the following policing issues:

- i. Street begging in Cherry Hinton.
  - a. Queried why footage from CCTV camera installed in High Street (following contributions by residents) was not used as evidence of issues.
- ii. Anti-social behaviour in Queen Edith's area.
  - a. Gunhild Close Recreation Ground
  - b. Needles in Rock Road.
- iii. Anti-social behaviour in Nightingale Park eg damage by cars.
- iv. Anti-social behaviour and drug dealing in Trumpington public areas.
- v. Requested a new Community Liaison Officer be set up in Trumpington like in Orchard Park.
- vi. The wooded area of Teversham Drift was attracting drug dealers.
- vii. General issues in open spaces could be addressed by police patrols. Particularly as open spaces seemed to attract drug dealers.
- viii. Residents were becoming disillusioned that the Police were taking no action when information was reported to them as evidence for their database.
- ix. CORA data missing from reports for some months.

**Action Point: Councillor McPherson to liaise with other Area Committee Chairs and write to City Police Commander to request CORA data in area committee reports.**

Members of the public raised the following policing issues:

- i. Vandalism of new play equipment in Gunhild Way Recreation Ground.
- ii. Drug paraphernalia left in bushes in Gunhild Way Recreation Ground.
- iii. Drug dealing in Coleridge area.

Sergeant Mišík said the following in response to Members' questions:

- i. CORA data was missing from reports for some months due to ICT issues but had now been addressed.
- ii. Three police teams covered the city. They daily reviewed trends and hot spots separately then met jointly every two weeks to look at emerging issues.
- iii. Requested councillors and residents reported issues to the police to build up a database of information on where to focus police resources. This could be through ringing 101 or the live webchat facility available via <https://www.cambs.police.uk/information-and-services/contact/contact> Analysts compiled reports based on details passed to the police.
- iv. Drug dealing was being addressed at various levels locally and nationally.
- v. The Council cleaned up needles, not the Police. Please report details to the Environmental Health Team, who would aim to respond within two hours and pass on information to the police.
- vi. Police in plain clothes monitored junctions and passed information to uniformed officers to follow up and take action against dangerous drivers etc.
- vii. The police needed actionable information in order to put resources into action straight away, otherwise details were considered to be background information.

Constable Harris said the following in response to Members' questions:

- i. The police had tried to obtain Cherry Hinton CCTV data for some time, but had now got access.
- ii. Patrols were occurring in the area of Wulfstan Way and Gunhild Way.
- iii. People with dash cams were encouraged to give footage to the police as evidence when reporting crimes. This was particularly helpful when motion activated cameras could provide evidence of criminal activity (eg vandalism) when cars were parked.

The Committee suggested two local matters could be followed up as items of

interest, but not Area Committee priorities:

- i. Security at Burnside Lakes.
- ii. PCSOs attending Councillors' Ward Surgeries in Cherry Hinton.

The Committee **unanimously nominated** the following three issues for Police Focus over the coming months:

- i. Drug dealing in the South Area, specifically in parks and open spaces.
- ii. Anti-Social Behaviour in public areas in Trumpington village.
- iii. Begging on streets in Cherry Hinton.

### **19/17/SAC Management of Highway Verges**

The Chair ruled that under 100B(4)(b) of the Local Government Act 1972 the late item from the Public Realm Engineering & Project Delivery Team Leader be considered despite not being made publicly available for this committee five clear days prior to the meeting.

The reason that this document could not be deferred was that it was impracticable to defer the decision until the next committee.

The Committee received a report from the Public Realm Engineering & Project Delivery Team Leader. It was introduced by Councillor Thornburrow (Executive Councillor for Streets and Open Spaces).

The report was in response to South Area Committee's request for an update on the Council's investigation work to better manage damage to highways verges, in particular through vehicular parking.

The Committee made the following comments in response to the report:

- i. Suggested that wild flowers would not deter people from parking on verges. Particularly as verges that looked unkempt were more likely to be parked on (as happened in Trumpington some time ago).
- ii. People who parked on verges should be fined, particularly construction companies (due to the frequency of them parking on verges and causing damage).
- iii. Putting boulders on verges would create obstacles to prevent parking, but councillors were advised this was illegal.
- iv. Verges should have something on them that prevented car parking but could also be a wildlife habitat.
- v. Consultation on verge parking led to mix responses. It would be better to focus consultation on those affected by verge parking control issues to understand what they wanted in their area.

- vi. People who parked on verges were also likely to block pavements.
- vii. The Transport Select Committee were starting enquiries into pavement parking. The City Council were encouraged to respond to this.
- viii. Welcomed the stoppage of pesticide use on verges.

Councillor Thornburrow said the following in response to Members' questions:

- i. The council aimed to stop using pesticides on its land in future. Pesticides would only be used on request.
- ii. Verges were owned by the County Council so proposals would be trialled with them to see the effect on verges and if verge parking was stopped through the proposed interventions.
- iii. Various projects were coming to Area Committees in future through the £70,000 s106 funding pot.
- iv. Areas where interventions would be trialled would be identified in future.

Following discussion, Members **resolved (unanimously)** to:

- i. Note the findings from the investigation undertaken, and the potential options available to limit damage to, and improve, verges.
- ii. Consider the value of highways verges as a public realm amenity.
- iii. Note the need for a shared approach working with residents and other organisations with a vested interest.
- iv. Support the proposal to trial further interventions during 2019/20 with a view to establishing a preferred approach.

### **19/18/SAC SAC Area Committee Grants 2019-20**

The Committee received a report from the Community Funding & Development Manager.

The report outlined details of applications received to date for 2019-20 funding of projects in the South area and made recommendations for awards. It also provided information on the eligibility and funding criteria.

The Committee considered the grant applications received, and proposed awards, detailed in Appendix 1 of the Officer's report; in line with the Area Committee Community Grants criteria, detailed in paragraph 3.4 of the Officer's report.

Following discussion, Members **resolved (unanimously)** to agree the proposed awards detailed in Appendix 1 of the Officer's report (summarised in the table below):

Ref	Organisation	Project	Award £
S1	Branded Rebound	5 x 1:1 trampoline sessions for children and adults with disabilities	0
S2	Cambridge Community Church	7 week Shine empowerment course at Clay Farm Centre	900
S3	Cambridge Pickleball Club	21 sessions of 'Pickle in the Park' at Nightingale Recreation Ground	1,300
S4	Cambridge Royal Albert Benevolent Society	Trip to Brick Lane Christmas show in London	500
S5	Cambridgeshire Older People's Enterprise	Monthly older people's club at Queen Edith's Chapel	650
S6	Cherry Hinton Residents' Association	Extend opening hours of Last Sunday Café at Cherry Hinton Library	600
S7	Cherry Hinton Residents' Association	Weekly craft activity for children and adults at Cherry Hinton Library	100
S8	Cherry Hinton Residents' Association	Community family fun day at Cherry Hinton Rec on 16 August 2019	375
S9	Cherry Hinton Residents' Association	Christmas lights switch-on and Christmas Fair	550
S10	Denis Wilson Court Social Club	Summer coach trip to Sandringham estate for residents	450
S11	Empty Common Community Garden	Opening event, landscaping around meeting space and insurance	300
S12	Families living on Accordia (care of Accordia Residents Association)	Sports and music event for Accordia families on 15 June 2019	
S13	Forever Active Forum Ltd	50 weekly strength and balance exercise classes for older people at Queen Edith Chapel	750
S14	Hanover and Princes Court Residents' Association	Summer seaside outing, September barbecue, Christmas event, monthly craft sessions for residents	900
S15	Home-Start Cambridgeshire	36 weekly Family Connections Support Group families	3,000
S16	Queen Edith's Community Forum	Quarterly newsletter delivered to all households in Queen Edith's	1,000



S17	Queen Edith's Community Forum	Community Family Fun and Sports Day at Gunhild Rec on 29 May 2019	375
S18	Romsey Mill Trust	40 Friday after school sessions for 13-18 years olds at Trumpington Pavilion	2,750
S19	St Paul's Church	Thursday lunch club boat trip and coach trip to Great Yarmouth	400
S20	Trumpington Community Drama Group	40 weekly rehearsals, 2 performances and pantomime trip	700
S21	Trumpington Meadows Community	4 community meetings at Trumpington Meadows School + Christmas event	200
S22	Trumpington Residents' Association	10th anniversary celebration of the Pavilion on 21 September 2019	700
S23	Trumpington Residents' Association	Monthly Saturday and fortnightly Wednesday soft play sessions at Trumpington Pavilion	300
S24	Trumpington Residents' Association	Annual day trip to Hunstanton 20 July 2019	500
<b>Total</b>			<b>£17,670</b>

The meeting ended at 9.45 pm

**CHAIR**

This page is intentionally left blank

# COMMITTEE ACTION SHEET Agenda Item 5

<b>Committee</b>	<b>South Area Committee (SAC)</b>
<b>Date</b>	<b>08/04/19</b>
<b>Updated on</b>	<b>11/07/19</b>

<b>ACTION</b>	<b>LEAD OFFICER/ MEMBER</b>	<b>TIMESCALE</b>	<b>PROGRESS</b>
<p><u>Open Forum 14/01/19</u></p> <p>Councillor Thornburrow to organise a briefing between Ward Councillors and City Planning Officers about the Nightingale Park Pavilion planning application.</p>	Councillor Thornburrow	<p><del>08/04/19</del> 22/07/19</p>	<p>Councillor Thornburrow asked officers to liaise with residents and was informed this would happen on a personal basis (as opposed to a group briefing). Councillor Thornburrow undertook to forward an email setting out details to Councillor McGerty in response to his question at SAC.</p> <p><u>17/04/19</u> Councillor Thornburrow emailed Councillor McGerty on 08/04/19 to report "The community has been updated at the recent mingle networking lunch organised by the Queen Edith's Forum held on 26th March and was attended by Mac McDonald to update those that attended, on the final design and we were still in the planning process for a decision at</p>

ACTION	LEAD OFFICER/ MEMBER	TIMESCALE	PROGRESS
			committee on the 24th April.”  Action is now closed.
<u>Environmental Report 14/01/19</u>  Operations Manager – Community Engagement and Enforcement to inform Councillor O’Connell if needle find figures (report P10) have increased or decreased in Trumpington.	Wendy Johnston	<del>08/04/19</del> 22/07/19	Councillor O’Connell to follow up issue
<u>Open Forum 08/04/19</u>  Ward Councillors to respond to local resident about concerns over worryingly low water levels in Cherry Hinton Brook.	Councillors Ashton, Dryden and McPherson	22/07/19	Councillor McPherson has written to resident. Further letter to be written to water company on behalf of South Area Committee as there appears to be no response to date.
<u>Open Forum</u>  Councillor McPherson to find out details of how Burnside Lakes (formerly known as Cambridge Lakes) could be named after (locally) well known / influential people.	Councillor McPherson	22/07/19	
<u>Open Forum</u>  Councillor McGerty to seek update report on Queen Edith’s Way cycleway.	Councillor McGerty	22/07/19	Officer presentation planned for 22/07/19 agenda.
<u>Policing and Safer Neighbourhoods</u>  Councillor McPherson to liaise with other Area Committee Chairs and write	Councillor McPherson	22/07/19	Committee Manager note: The same query was raised at

ACTION	LEAD OFFICER/ MEMBER	TIMESCALE	PROGRESS
to City Police Commander to request CORA data in area committee reports.			West/Central area 20/06/19.

This page is intentionally left blank

# Environmental Report



## Cambridge South Area

[Covering the wards of Cherry Hinton, Queen Edith's and Trumpington]

Period of: December 2018 to May 2019

## Contents

1. Introduction .....	3
2. South Area Profiles .....	4
Ward Profile: Cherry Hinton.....	5
Ward Profile: Queen Edith's .....	9
Ward Profile: Trumpington.....	12
Streets and Open Spaces Operations Team Update.....	16
Tree Team Update .....	16
Streets and Open Spaces Projects Team Update .....	17
Greater Cambridge Shared Waste Service Update .....	17
3. Environmental and Waste Data .....	18
Public Realm [South Area].....	18
Private Realm [South Area] .....	20
Waste and Recycling Data [Greater Cambridge Area].....	21
4. Key contacts .....	22
5. Volunteer schemes .....	23
Time Credits .....	23
Streets and Open Spaces Volunteers: .....	23
Recycling Champions:.....	23



# 1. Introduction

This report provides an overview of the council's Streets and Open Spaces, Environmental Health and Shared Waste service activity in the Area Committee area over the past six months.

This report provides open data on service performance, so that City and County Councillors and their constituents are informed of what service activity is happening in their area; and has the opportunity to engage in and help to shape this activity, including identifying specific local service requests/ issues.

1. Streets and Open Spaces Operations Team:
  - a. Street cleansing and Grounds Maintenance – cleans all residential streets and public land and maintains all grass and shrub beds across the city.
  - b. Community Engagement Team - works with Community Payback and Streets and Open Spaces volunteers to deliver community nominated improvement projects.
  - c. Dog Warden Service – works to deal with dog fouling and stray dogs across the city
  - d. Enforcement Team - investigate and take action against instances of environmental crime in public places across the city.
2. Streets and Open Spaces Assets Development Team:
3. Streets and Open Spaces Projects Team
  - a. Projects
  - b. Parks
  - c. Trees
4. The Greater Cambridge Shared Waste Service provide rubbish and recycling collections from homes and business Cambridge and South Cambridgeshire and empties 32,000 bins each day. It is responsible for setting policy on how this should be done and educating residents and customers on how best to recycle.
5. Environmental Health:
  - a. Pest control – free treatments for rats, mice, cockroaches, bedbugs and pharaohs ants
  - b. Private sector Housing interventions – complaints and investigations regarding condition of properties
  - c. Other public health interventions – refuse, hoarding, bonfires
  - d. Noise complaints – day time and night time noise complaints ,

## 2. South Area Profiles

In this section an update of what teams have been doing in the previous six months is detailed.

## Ward Profile: Cherry Hinton

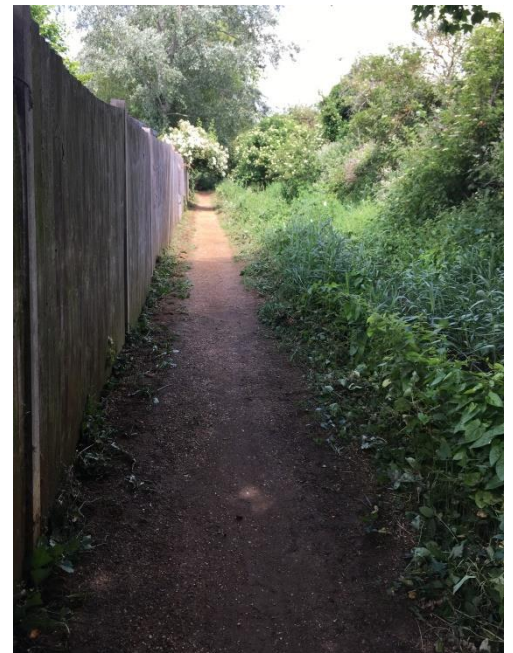
### Map



### Community Engagement team



Between the period of December to May, the footpaths along Snakey path and Burnside have both been cut back to allow for safer access for users.







We would like to thank all who attended a litter pick on Cherry Hinton Recreation Ground as part of the Great British Spring Clean. The event really improved this much used park as we were able to collect litter from behind the bushes and pick up very small pieces of plastic.



Community Payback has also been active in the Recreation Ground and has edged the majority of the paths which both improves appearance and widens access.

Members of the Community Engagement Team gave a talk at Bewick Bridge Community Primary School to discuss littering, dog fouling and graffiti. The children really enjoyed learning about what we do and the importance of keeping their local area free from these problems. After the presentation the children litter picked around the school grounds.

We have been working with the Tree Team in Cherry Hinton Hall to develop a new volunteer project will be rolled out across the summer months. More information will be published when the project is launched later in the summer.

If you would like to nominate some work for the Community Payback to undertake or to get involved with volunteering, please get in contact with your Area Ranger, Ed Nugent.

## **Dog Warden Service**

Regular patrols of the open spaces have been conducted in this area with particular focus on Cherry Hinton Hall, Cherry Hinton Recreation Ground and the grass area alongside Fulbourn Road. Cherry Hinton Hall has a dog poo bag dispenser located near to the toilets which is regularly restocked by the dog wardens.

**Fouling:** At Fulbourn Road a report of fouling on the grass area was received from customer, patrols have been increased and new signage put up, on-going monitoring continues at this area. At Langdale Close fouling in communal area was reported by a resident, and the site visited several times, all of the properties have been carded highlighting the issue with the residents. The suspect was identified and a warning letter sent. At Ainsdale, fouling in the communal area reported by Streets and Open Spaces operative, the site was visited and a suspect identified, and a warning letter sent. A fixed penalty notice for breach of the Public Spaces Protection Order and failure to pick up dog faeces was issued at Cherry Hinton Hall in March.

**Dog Control:** A report was received of a dog on human attack at Talbot House, in conjunction with Independent Living Services the suspect was identified and a warning letter sent. At Cherry Hinton Hall, a report of dog on dog attack was received, both parties were identified and advice and education given. At Cherry Hinton Hall, larger signage for dogs on leads area installed at the

request of volunteers. And at Arran Close, a report was received of dogs off leads was received from a resident and the investigation into this is on-going.

**Stray Dogs:** Three dogs were found by the public, contained and picked up by the service for this period. Of the stray dogs seized, one has been claimed by the owner and two are currently in the process of being rehomed by Wood Green. One microchip warning letter was sent requesting owner details to be updated on a microchip register which has been complied with.

To contact us regarding a dog issue, please contact your dog warden Bree Donovan.

### **Enforcement team**



Regular patrols of the area are conducted spending approximately 10 hours a week in the ward. Particular attention has been given to Cherry Hinton Hall and Colville Road which has seen an increase in incidents of waste illegally dumped next to the recycling bins. Fly-tipping has also been investigated at Daws Lane and Leete Road.

**Cherry Hinton Hall** - The recycling point has become a hot spot for fly-tipping with twenty individual suspects investigated for dumping waste. Fixed Penalty Notices have been issued for fly-tipping and littering at the site.

**Colville Road** – The textile recycling point has had an increase in waste being illegally dumped with five investigations conducted. Fixed Penalty

Notices have been issued for littering.

**Church End** – Five businesses have been sent warning letters in respect to repairing vehicles on the road following a report from a resident. In addition, an estate agent board has been discovered illegally placed, and the company responsible were issued a Fixed Penalty Notice for failing to comply with a Community Protection Notice.

**Abandoned vehicles** – Sixteen suspected abandoned vehicles have been investigated with two vehicles declared abandoned and removed by the service. Fixed Penalty Notices have been issued for abandoning a vehicle.

If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Officer, Bree Donovan.





## Local Nature Reserves and Biodiversity

A new nature area has been created at the Wenvoe Road allotments. A grassland, pond and scrub areas have been cut and created and a management plan has been written for the ongoing care of the site. The idea is that the allotment people and local residents work with Vic Smith, the Local Nature Reserves Ranger to follow this management plan. So far it's going really well with plans to put a bigger pond in a dis-used allotment plot. The area was surveyed last year and will be again soon, to show if species diversity is responding to these measures.

The grassland adjacent to Fulbourn Road which is City Homes land has also been scraped and then seeded with wildflower seeds. A new hedge has been planted down the fence side of the land with a mix of native trees. Also volunteers from the ARM development came for a day to plant twenty five local variety apple trees in the grassland too. This all happened from January to March. The area will be surveyed in June / July 2019 to assess establishment.

West Pit Nature Reserve which is a SSSI site due to its rich chalk grassland has undergone large areas of scrub clearance this winter (December to February) with the aim of increasing this specialised grassland. The cleared area has been closely monitored by Vic and in collaboration with Cambridge Botanic Gardens to see what species colonise first and with what success rates. We also have taken seeds from desirable plants last summer, germinated them over this winter and spring and have now planted them out.

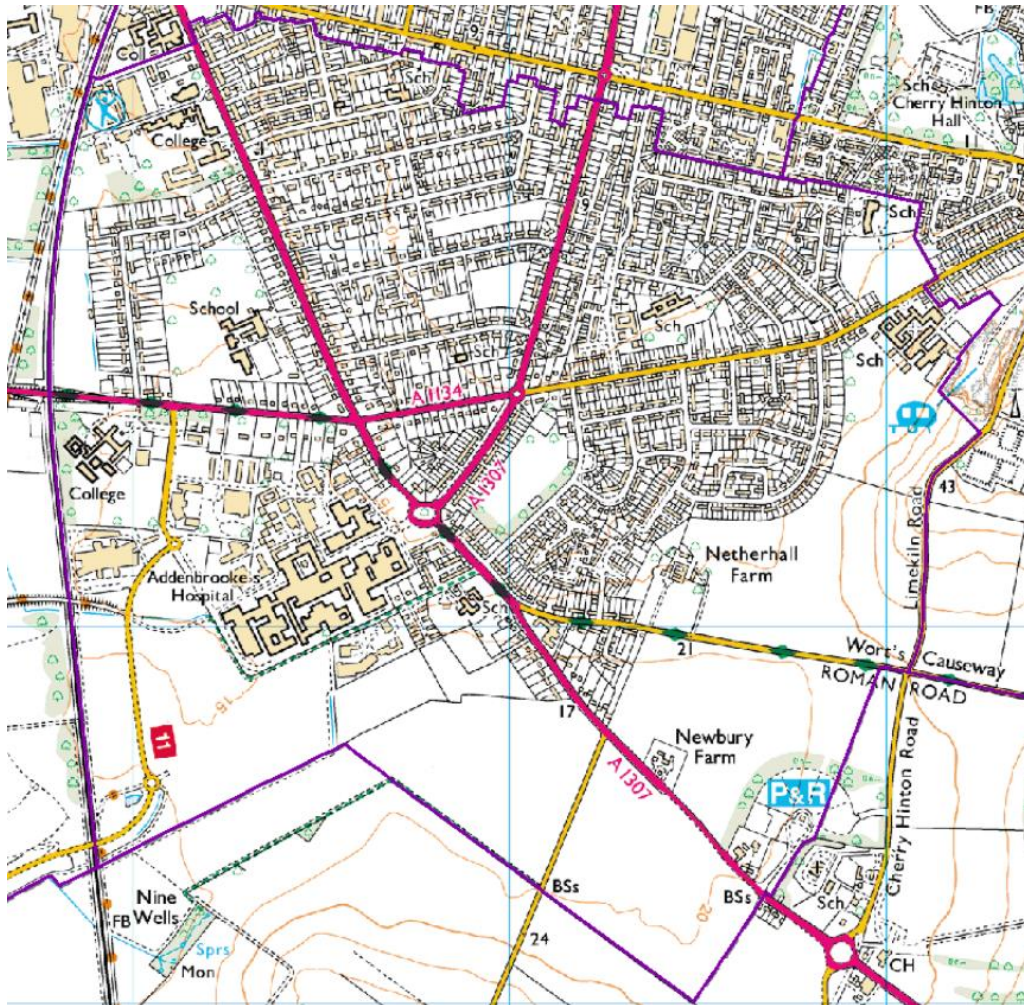
Cherry Hinton Brook: The invasive weed *Crassula* has been surveyed in June 2019, to inform the ongoing control programme. Desilting works planned for the brook downstream of Cherry Hinton Hall in the autumn 2019.

At Cherry Hinton Hall, the perennial meadow at front of hall looking fantastic and we would recommend that people visit the area.

If you would like to get involved with volunteering on the Local Nature Reserves, please get in contact with Vic Smith.

## Ward Profile: Queen Edith's

### Map



### Community Engagement team

The Community Engagement Team has been painting the railing around the carpark of Nightingale Recreation Ground with both volunteers and Community Payback. The work they have achieved is fantastic and has been very warmly received by park users.







With the help of a volunteer the Area Ranger has been able to provide compost from the Botanic Gardens to be used by the community garden in Nightingale Recreation Ground. The team have also cleared away unwanted items from the garden, and Community Payback has dug over an underutilised flower bed which can now be planted with more suitable plants. The Community Engagement Team has been working with volunteers to cut back overhanging bushes around the garages of Hulatt Road and has enabled garage users' better access.

We would like to thank some very dedicated volunteer litter pickers who have been clearing litter from around Long Road, Hills Road, Queen Edith's Way and the surrounding streets. They have made a very positive impact on the quality of our environment.

If you would like to nominate some work for the Community Payback to undertake or to get involved with volunteering, please get in contact with your Area Ranger, Ed Nugent.

### **Dog Warden Service**

Regular patrols of the open spaces have been conducted in this area with particular focus on Nightingale Recreation Ground, Gunhild Close Recreation Ground and Wulfstan Way. Nightingale Recreation Ground has a dog poo bag dispenser which is regularly restocked by the dog wardens.

**Fouling:** An issue at Wulfstan Way with fouling in communal area was reported by a Streets and Open Spaces operative. The suspect was identified and in conjunction with the City Homes education and advice given.

**Dog control:** At Glebe Road, a dog on dog attack reported, but we were unable to identify the second party. At Spalding Way numerous reports were received from customers about dogs not on leads on the public highway, a suspect was identified and a Community Protection Warning was issued. At Wulfstan Way repeated straying occurred, and the owner of the dog was issued a Community Protection Warning. At Gunhild Way repeated cases of dogs straying were reported and the owner of the dogs was issued a Community Protection Warning.

**Stray Dogs:** Two dogs were found by the public, one of which was found by the owner before the council attended and the second was contained and picked up by the service for this period, and was later claimed by the owner.

During May a free dog microchipping event was held on Nightingale Recreation Ground.

To contact us regarding a dog issue, please contact your dog warden Bree Donovan.



## Enforcement team



During this period two fixed penalty notices were issued for people failing to manage their domestic waste properly, and a further twelve fixed penalty notices were issued for people littering in the area.

Eleven abandoned vehicle reports were investigated which resulted in five of the vehicles being removed by the owners and the other six being claimed by the registered keepers.

Two fly-tip investigations were carried out but no evidence was found, along with one incident of illegal advertising which was dealt with by the area enforcement officer.

The registered keepers of twelve vehicles were written to regarding breaching the bylaw relating to parking on the grass verges in Mowbray Road and Fendon Road and this area continues to be monitored. A total of 70 hrs were spent on patrolling the area and dealing with the above issues.

If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Officer, Tony Durman.





## Ward Profile: Trumpington

### Map



### Community Engagement team

With the assistance of Community Payback the team have cut back the footpath along Hobsons Conduit next to Empty Common Allotments. This is a well-used public footpath for dog-walkers, commuters and pedestrians enjoying the brook and local wildlife.



Working with volunteers, hazel trees were coppiced in Accordia to allow more light to fall onto the apple trees to encourage more fruit. Coppicing is a sustainable way of managing woodland as the trees will regenerate.

In April the team completed some litter picking with Trumpington Meadows Primary School on their grounds, which helped to improve the appearance of the large playing fields. This followed a very successful school educational visit with both Key Stages 1 and 2.

The Area Ranger has continued with community engagement work at Hanover Court residents group and the Botanic Gardens. The residents group has created a fantastic community garden which is continually developing. Recently a new vegetable patch has been established which in the coming months should be very productive. The Community Payback Team has been working with the team in removing shrubs and digging over the beds in preparation for the plot to be planted with vegetables. This is an ongoing project and we would recommend for anyone to attend the weekly coffee morning on Tuesdays to meet and see the groups' fantastic work.

If you would like to nominate some work for the Community Payback to undertake or to get involved with volunteering, please get in contact with your Area Ranger, Ed Nugent.

### **Dog Warden Service**

Regular patrols of the open spaces have been conducted in this area with particular focus on King George V Memorial Playing Field, Paget Road, Byron's Pool and Trumpington Allotments/Community Orchard.

**Fouling:** At Clay Farm Drive, a report from a customer was received. The area was patrolled but no suspect was identified and new fouling signage was put up. At Drury Avenue through to the Allotment area onto Foster Road reports of fouling were received from residents. Patrols of the area were increased although no suspects were identified new fouling signage has been put up. At Coronation Street, a report was received from a customer, patrols were increased but no suspect identified. At Bishops Road, a report of fouling was received and patrols were increased and properties carded highlighting the issue with residents. At Lime Avenue, a report of fouling issue was received, and patrols of the area were increased but no suspect has been identified at this time and the area is subject to continued on-going monitoring. A fixed penalty notice for breach of the Public Spaces Protection Order and failure to pick up dog faeces was issued at Byron's Pool in May.

**Dog control:** At Foster Road, a customer reported that a dog off lead knocked a cyclist off their bike, no suspect has been identified at this time. At Lime Avenue, a dog on dog attack was reported by a customer, the dog that attacked was straying at time of attack and the owner was identified and a warning letter sent. At King George V Playing Field a customer reported a dog not under control, but we were unable to identify suspect at this time and so no action was taken.

**Stray Dogs:** Four dogs were found by the public, one of which was found by the owner before the dog warden attended. The other three were contained and picked up by the service for this period. Of those three dogs, one was claimed by the owner, one is still at Wood Green Animal Shelter and the other was put to sleep due to behavioural issues.

To contact us regarding a dog issue, please contact your dog warden Bree Donovan.



## Enforcement team

The enforcement team conduct regular patrols in the area at least once a day spending approximately 15 to 20 hours a week in the area. Particular attention is given to Anstey Way and Monkswell which has had an increase of late in waste being dumped illegally, both at the recycling centre and at the side of the road.



**Anstey Way Recycling centre** – This recycling point has seen an increase recently in the amount of waste being dumped including but not limited to motor vehicle parts. Due to the nature in the fly-tips and lack of evidence it has only been possible to take enforcement action against a few offenders, and Fixed Penalty Notices have been issued.

**Monkswell** – Of late this street has seen again an increase in the amount of waste being dumped, particularly on the first turning left. A number of suspects have been investigated and Fixed Penalty Notices have been issued for littering and fly-tipping.

**Byron Square Recycling Centre** – Again this recycling point has had a large amount of waste dumped outside of the recycling bins. Again a number of individual suspects have been investigated and Fixed Penalty Notices have been issued for both littering and fly-tipping.

Twenty six suspected abandoned vehicles have been investigated within Trumpington with one vehicle declared abandoned and which is currently in the process of being removed.

If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Officer, Jess Toombs.





## Local Nature Reserves and Biodiversity

At Byron's Pool Nature Reserve a new pond was dug (mitigation from a historical pond which was covered in at the Park and Ride Trumpington), the digging was carried out by a contractor but the after work was done by volunteers, this involved clearance around the pond with subsequent tree planting and seeding with appropriate wetland and marginal species.



Also at Byron's a wildflower meadow has been created. This involved scraping off the top layer of soil from a section of the meadow land; this was undertaken by the Operations team. Then volunteers seeded the area with a wildflower mix. Subsequent cutting with the scythes has been happening to reduce the annual weeds which then allow the flowery plants to establish. This began in January and is ongoing.

The fish pass has been cleared out and bank side trees have been coppiced all by the volunteers. This was February to May work.

Officers helped with the June 2019 Hobson's Bioblitz, organised by the

Hobson's Conduit Trust at Clare College sports ground and Bentley Road paddocks was a success despite poor weather. One hundred participants recorded 205 species, of which 86 were plants, 77 were invertebrates (56 moths), 34 birds, seven mammals (three bats) and one fish.

If you would like to get involved with volunteering on the Local Nature Reserves, please get in contact with Vic Smith.

## Streets and Open Spaces Operations Team Update

South area update from the Operations Team covering the wards of Cherry Hinton, Queen Edith's and Trumpington:

The Operations Team have been busy cutting back overgrown hedges and shrubs in the winter time and maintaining the shrubs and borders through the spring. We pulled out the bedding plants on some of our roundabouts and open areas, ready for re-planting in June. We have also been cutting grass since March. We mark out all the football pitches in our public areas, and maintain the pitches so that they can be continually played on.

We have been sweeping all main roads and deep cleaning areas where the detritus has built up, especially from all the tree blossom and new dry leaves.

We have attended to reports of graffiti;

- 8 Cherry Hinton
- 5 Queen Edith's
- 5 Trumpington

We also have had eleven reported incidents of needles (see page 18 for further details):

- Cherry Hinton – 2 needles (2 instances)
- Queen Edith's – 18 needles (6 instances)
- Trumpington – 9 needles (3 instances)

We also cleared around 500 reports of fly tipped waste, and emptied about 80 void properties, across all wards within the city.

In the coming months we will start cutting hedges after the birds have finished nesting and preparing our parks for all the events planned through the summer. We have also taken on new areas in Trumpington on the Glebe Farm/Novo development, where we are maintaining the park areas.

If you would like to report a street cleansing or grounds maintenance issue, please contact our Customer Service Centre.

## Tree Team Update

Citywide updates from the Tree team

### 1. Tree Protection:

- Improvements to statutory tree protection service
  - Quality review of digitized TPOs in process
  - Proforma tree work application communications redrafted
- On-going statutory tree protection
- 45 TPOs served in 2018

### 2. Tree Management:

- Proactive inspection of parks trees in Market, Trumpington, Queen Edith's and Coleridge of city complete – maintenance underway
- Street trees maintenance in Arbury complete, Kings Hedges – complete, East Chesterton – to be completed in the New Year.
- Byron's Pool woodland inventory completed.
- Trees already planned for planting this year – 291. Hills Rd planting scheme (43 trees) complete
- Baby trees awarded this year 295 (to be collected in Feb)

- Planting establish rate of 83% demonstrating success of public watering scheme.

### 3. **Enhancement:**

- Interactive tree trail at Cherry Hinton Hall underway, new scheme being developed at Accordia
- Final phase of 'Free Trees for Babies' scheme upgrade complete and working
- Partnership with Trees 4 Cities to deliver school planting and engagement programme at The Spinney in progress.
- Trees web pages under redevelopment

## **Streets and Open Spaces Projects Team Update**

Three new tree pits and street trees in Bateman Street have been completed via EIP with the last few months ago.

## **Greater Cambridge Shared Waste Service Update**

Greater Cambridge Shared Waste Service Updates for Cambridge (Covers the period of January to March 2019):

- 5<sup>th</sup> January Staffordshire Street Community Action Day
- 19<sup>th</sup> January Hanover and Princess Court Community Action Day
- 2<sup>nd</sup> February Lichfield Road mini skip day
- 7<sup>th</sup> February Stapleford Camsight talk for members
- 16<sup>th</sup> February Brown Fields community centre Community Action Day
- 18<sup>th</sup> February ARU Accommodation Fair at Kelsey Kerridge Sports Centre
- 25<sup>th</sup> February Amey Waste park trip for volunteers and staff
- 14<sup>th</sup> March Milton Primary School visit. Recycling talk
- 16<sup>th</sup> March Cottenham Community Centre ECO day
- 20<sup>th</sup> March Recycling talk for mums group at Espresso Library.
- 27<sup>th</sup> March Save our World Day at ARU.
- 28<sup>th</sup> March ECO day at Oaks school, Cherry Hinton Hall.

### 3. Environmental and Waste Data

#### Public Realm [South Area]

Period	Activity	Total number of incidents	Ward		
			Cherry Hinton	Queen Edith's	Trumpington
Dec 2017 to May 2018	Fly tipping	91	32	24	35
Dec 2018 to May 2019		97	46	21	30
Dec 2017 to May 2018	Needles	544 needles (18 instances)	3 needles (3 instances)	104 needles (6 instances)	437 needles (9 instances)
Dec 2018 to May 2019		29 needles (11 instances)	2 needles (2 instances)	18 needles (6 instances)	9 needles (3 instances)
Dec 2017 to May 2018	Fixed penalty notices	22	1	5	16
Dec 2018 to May 2019		32	6	11	15

#### Summary of public realm data:

##### Fly tipping:

- Of the 46 reports for fly tip in the Cherry Hinton ward, thirteen came from the recycling centre at Cherry Hinton Hall and this area is being investigated by the enforcement team; no other particular trends with types of fly tipped material were identified in this period. In Queen Edith's, there were seven incidents at Wulftsan Way area and no other trends for fly tipping in this ward were identified. In Trumpington repeat incidents were found at Byron Square and Anstey Way.



### **Needles:**

- Cherry Hinton: One needle was removed from the sand pit at Cherry Hinton Hall in February, and one needle was removed from Cherry Hinton Hall by a bench in March 2019.
- Queen Edith's: Seven needles in a sharps box were removed from outside a property in Hills Avenue, and one needle was removed from the pavement outside the language school on Hills Road in February 2019. One needle was found in car park down Hills Road Street in April, two needles were found at a property in Hills Road in April and in May five needles were found in a car park in Hills Road and two needles on the street at Hills Road.
- Trumpington: Five needles were found in Russell Street in a carpark in December 2018, three needles were found in Mill Park in March 2019 and one needle was found in George IV Street in the same month.
- The Needle Exchange programme is delivered by Change Grow Live (CGL) either directly from their CGL service bases or in partnership with community pharmacies (who have opted into providing the scheme). In essence, the needle exchange service provides access to clean injecting equipment and advice on safe usage and harm reduction. The ready made up packs distributed by the needle exchange pharmacy include a small pocket size sharps bin. The CGL services provide a more 'pick and mix' service for users, where certain needle sizes and associated injecting equipment can be selected. Sharps bins are given out at the same time as clean equipment. On every needle exchange contact a conversation is expected to be had with the service user in regard to where they return their used equipment with a view to encourage high return rates.

### **Fixed penalty notices:**

Fixed penalty notices issued across the period includes twenty two for littering, two for abandoned vehicles, six for domestic waste and two for failure to clear up dog fouling.

## Private Realm [South Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
Dec 2017 to May 2018	Pest Control	NA	76	NA	NA	NA
Dec 2018 to May 2019			70			
Dec 2017 to May 2018	Refuse and waste complaints	5	NA	1	0	0
Dec 2018 to May 2019		5			0	0
Dec 2017 to May 2018	Other public health interventions <sup>2</sup>	4	NA	1	2	0
Dec 2018 to May 2019		8			0	0
Dec 2017 to May 2018	Noise complaints	134 <sup>3</sup>	NA	1	1	0
Dec 2018 to May 2019		139 <sup>3</sup>			6	1
Dec 2017 to May 2018	Private Sector Housing interventions	46 <sup>4</sup>	NA	1	1	0
Dec 2018 to May 2019		39 <sup>4</sup>			3	0

<sup>1</sup> All complaints will generally have at least one such action.

<sup>2</sup> Other public health complaints includes odour, smoke, bonfires, filthy and verminous

<sup>3</sup> Where multiple complaints have been received from one person these have only be counted as one complaint

<sup>4</sup> Please note this figure relates to investigation of reactive service request and does not include proactive inspections.

## Waste and Recycling Data [Greater Cambridge Area]

### Recycling rate:

This is based total amount of recycling collected in blue and green bins. Waste is subject to seasonable fluctuations.

Activity	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Total for 2018
Recycling rate – dry recycling	56.31%	51.52%	50.29%	45.77%	51.07%
Recycling rate – composting	35.33%	28.29%	26.11%	19.64%	27.78%
Amount collected for disposal	43.69%	48.48%	49.71%	54.23%	48.93%

### Number of collection completed as scheduled:

This shows the number of bins that were collected as scheduled (in number and a % and therefore the amount also missed).

Quarter	Missed	Possible	Actual	% Missed	% Collected
18-19 Q1	5,440	2,004,009	1,998,569	0.27%	99.73%
18-19 Q2	7,075	2,006,140	1,999,065	0.35%	99.65%
18-19 Q3	2,662	2,036,182	2,033,520	0.13%	99.87%
18-19 Q4	3,031	1,989,835	1,986,804	0.15%	99.85%

Month	Missed	Possible	Actual	% Missed	% Collected
Apr-18	1,519	646,394	644,875	0.23%	99.77%
May-18	1,940	675,172	673,232	0.29%	99.71%
Jun-18	1,981	682,443	680,462	0.29%	99.71%
Jul-18	4,047	680,227	676,180	0.67%	99.33%
Aug-18	2,319	708,967	706,648	0.33%	99.67%
Sep-18	709	616,946	616,237	0.11%	99.89%
Oct-18	1,128	704,620	703,492	0.16%	99.84%
Nov-18	868	682,443	681,575	0.13%	99.87%
Dec-18	666	649,119	648,453	0.10%	99.90%
Jan-19	1,199	712,545	711,346.00	0.17%	99.83%
Feb-19	892	621,360	620,468.00	0.14%	99.86%
Mar-19	940	655,930	654,990.00	0.14%	99.86%

## 4. Key contacts

Area	Contact	Telephone Number	Email
Area Ranger	Ed Nugent	01223 458282	<a href="mailto:Edward.nugent@cambridge.gov.uk">Edward.nugent@cambridge.gov.uk</a>
Local Nature Reserves Ranger	Vic Smith	01223 458282	<a href="mailto:Victoria.Smith@cambridge.gov.uk">Victoria.Smith@cambridge.gov.uk</a>
Enforcement (Cherry Hinton)	Bree Donovan	01223 457122	<a href="mailto:bree.donovan@cambridge.gov.uk">bree.donovan@cambridge.gov.uk</a>
Enforcement (Queen Edith's)	Tony Durman	01223 458581	<a href="mailto:Tony.durman@cambridge.gov.uk">Tony.durman@cambridge.gov.uk</a>
Enforcement (Trumpington)	Jess Toombs	01223 457730	<a href="mailto:Jess.toombs@cambridge.gov.uk">Jess.toombs@cambridge.gov.uk</a>
Dog Warden (South area)	Bree Donovan (Wed-Fri)	01223 457122	<a href="mailto:dogwarden@cambridge.gov.uk">dogwarden@cambridge.gov.uk</a>
Streets and Open Spaces Operations / Commercial	Paul Jones	01223 458282	<a href="mailto:paul.jones@cambridge.gov.uk">paul.jones@cambridge.gov.uk</a>
South Area Operations Team Leader	Grant Bishop	01223 458282	<a href="mailto:Grant.bishop@cambridge.gov.uk">Grant.bishop@cambridge.gov.uk</a>
Recycling Champions	Birgitta Laurent	01954 713614	<a href="mailto:birgitta.laurent@scambs.gov.uk">birgitta.laurent@scambs.gov.uk</a>

If you have a question about one of the council's services, you will be able to find a number of answers on our website [www.cambridge.gov.uk](http://www.cambridge.gov.uk). If you can't find what you are looking for, or want to discuss something with us, you can contact us on the details above or call 01223 457000.

## 5. Volunteer schemes

### Time Credits

You can earn Time Credits for your time as volunteer. 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 Area Ranger 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.

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 visit our webpage <https://www.cambridge.gov.uk/streets-and-open-spaces-volunteers> or contact our Community Engagement Team on [sosvolunteers@cambridge.gov.uk](mailto:sosvolunteers@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. The Greater Cambridge Shared Waste Service is 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.

To become a recycling champion please visit our webpage <https://www.cambridge.gov.uk/become-a-recycling-champion>, or contact [birgitta.laurent@scamsb.gov.uk](mailto:birgitta.laurent@scamsb.gov.uk) or telephone 01954 713614.

This page is intentionally left blank