

Environmental Report



Cambridge North Area

[Covering the wards of Arbury, East Chesterton, Kings Hedges and West Chesterton]

Period of: August 2018 to January 2019

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1. Introduction

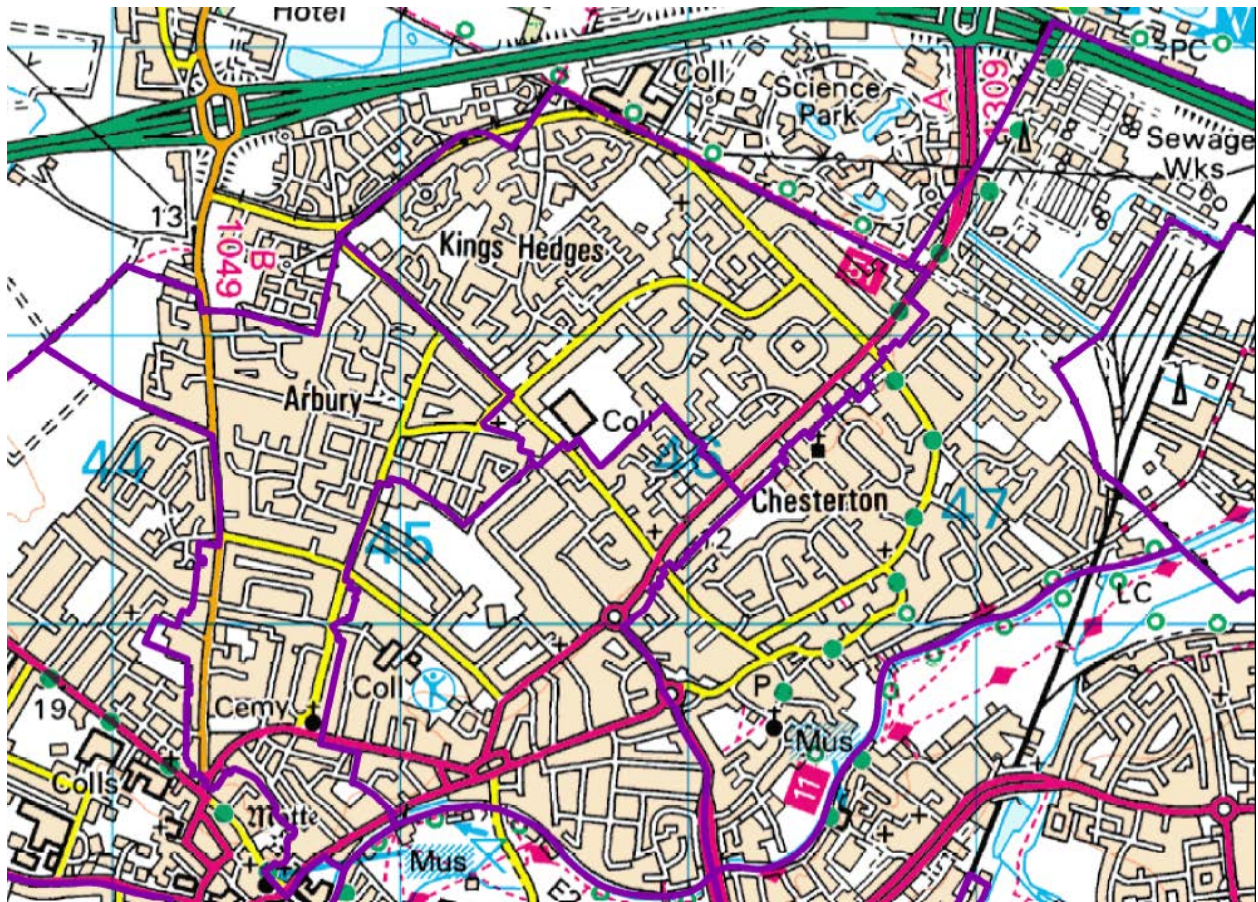
This report provides an overview of the council's Streets and Open Spaces, Environmental Health and Shared Waste service activity in the Area Committee area over the past six months.

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 ,

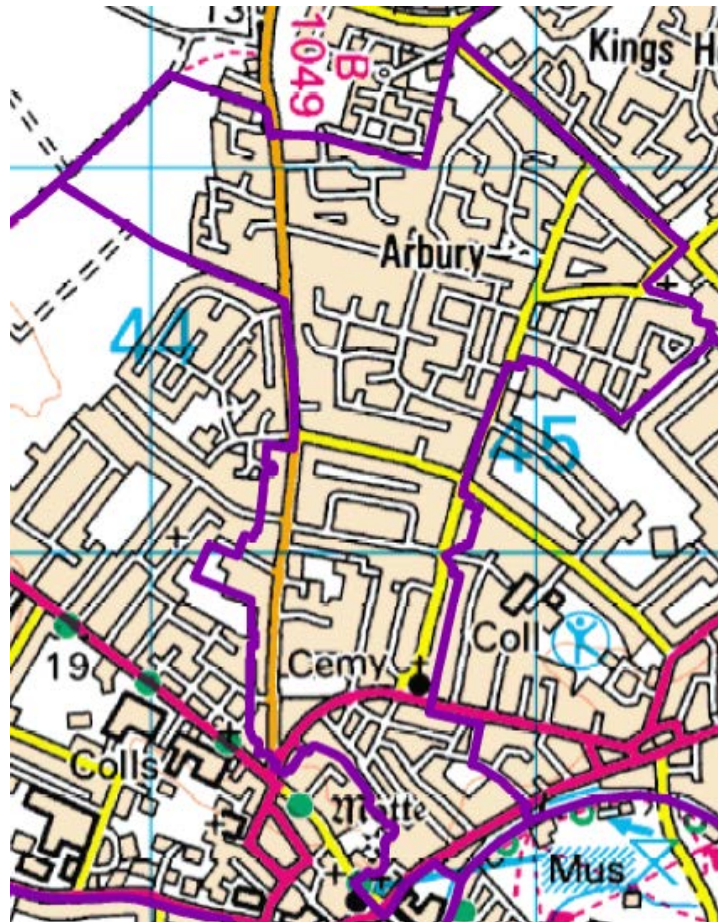
2. North Area Profiles

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



Ward Profile: Arbury

Map



Community Engagement team

The Community Engagement Team worked with Community Payback to undertake some works on the Fortescue Road area. Below and to the side are the before and after pictures of the 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, Joe Obe.



Dog Warden Service

We conduct regular patrols in the area of the green and open spaces with particular attention given to the identified hot spot areas for dog related issues, St Albans Recreation ground, and Aylesborough Close, Perse Way, Carlton Way and Kings Way flats.

Fouling: we have received four reports from the public which we have been fully investigated and where applicable we have put up dog fouling signage and given advice and guidance to local resident. Poo bags issued to dog walkers seen on patrols.

Dog control: We have received five reports from the public reporting issued and following this we have made contact with the owner of the dog and education and advice offered and in some cases we have made referrals to Wood Green Animal Shelter Outreach team who have continued to work with the owners and their dogs to remedy the issues.

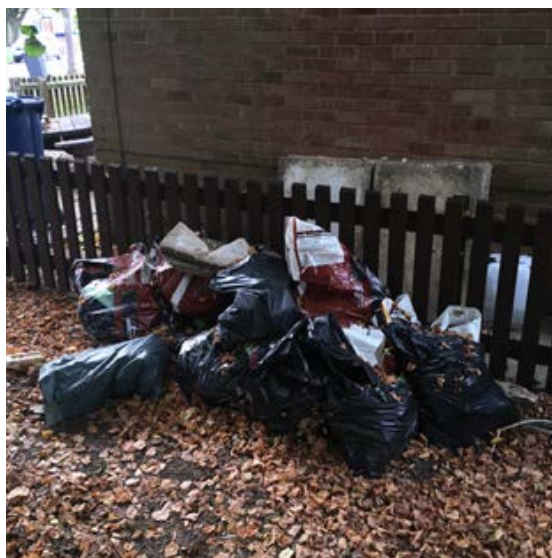
Stray Dogs: There have been nine dogs found by the public, contained and picked up by the services as strays for this period.

To contact us regarding a dog issue, please contact your dog warden Samantha Dewing.

Enforcement team



During this period nine abandoned vehicle investigations were carried out. A number of investigations and patrols have taken place over the previous six months across the



entire North area. Increased patrols to be conducted in the area of Kings Way flats into the summer period. Also pro-active patrols are to be increased on green spaces during the summer.



Fly-tipping figures and details on fixed penalty notices are listed in detail below. During this reporting period a number of Community Protection Warnings have also been issued in relation to illegal adverts.

The team will be attending the Arbury Carnival later in the year to offer advice and environmental protection information and education.

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

Operations service

We have been busy clearing all the leaf fall in the area with the grounds maintenance teams and dropping the leafs off at local allotments for them to use and we have started are winter pruning ready for the bird nesting season, we have been sweeping all the main roads and residential areas of detritus and carrying out deep cleaning as we go round the ward.

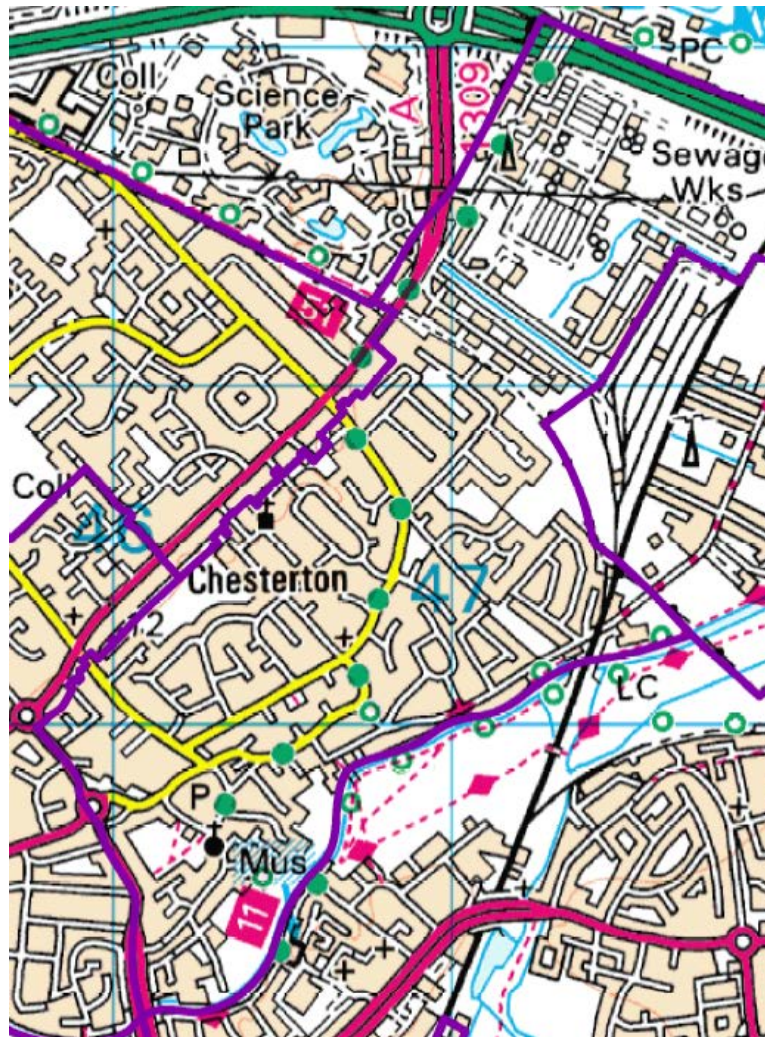
We have attended twenty two offensive reports of graffiti from Kingsway flats; Topham Way and Perse Way area all have now been removed. Needles have become less frequent within the ward and the number removed is detailed in the Environmental Data section. St Albans Recreation

Football pitches have been marked out and are being used regularly by the local community. We have carried out fifteen void property clearances in the ward in the last 6 months. In the coming months we will be getting ready for grass cutting season.

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

Ward Profile: East Chesterton

Map



Community Engagement team

The Area Ranger worked with Community Payback to undertake a number of works of East Chesterton, which included:

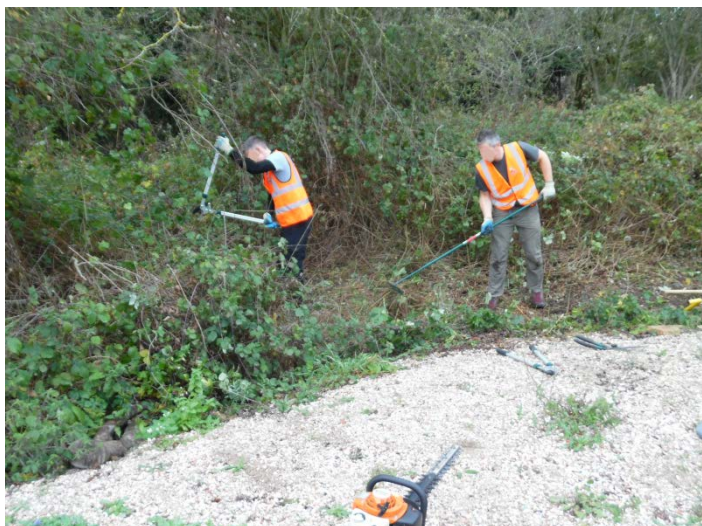
Hedge cut backs on Laxton Way:



Leaf clearance at Dundee Close:



Work at Bramblefields Nature Reserves:



In January 2019 the Community Engagement Team undertook leaf blowing training with some of the Streets and Open Spaces volunteers on Orwell Furlong.

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, Joe Obe.



Dog Warden Service

We conduct regular patrols in the area of the green and open spaces with particular attention given to the identified hot spot areas for dog related issues, St Andrew Road, Chesterton Recreation ground and Fallow fields area.

Fouling: Reports of fouling received from the public for St Andrews Road leading to Logan's Meadow, dog fouling signage put up along the road and patrols increased.

Dog Control: Four dog owners have made contact for advice and assistance relating to their dogs behaviour and I made referrals to the Outreach Team at Wood green who continue to work with them.

Stay Dogs: There have been nine dogs found by the public, contained and picked up by the services as strays for this period. After two of the dogs were claimed by their owners a request letter was sent requiring the microchip details be updated with the current owner details and the request have been complied with.

We plan to do a free microchipping event on the 20th March 2019, 10.00 - 12.00 at Chesterton Recreation ground.

To contact us regarding a dog issue, please contact your dog warden Samantha Dewing.

Enforcement team

Regular patrols carried out in the area, one fixed penalty issued for littering along with 15 abandoned vehicle investigations.

Increased patrols for littering and fly-tipping are planned to be carried out in the area of Tesco and Church Street recycling centre. Mortlock Avenue and Maitland Avenue garages continue to attract fly-tipped rubbish. Enforcement patrols in these areas to be increased over the next reporting period.



Further pro-active patrols are to be undertaken in relation to abandoned vehicles. Patrols are to be increased in relation to green spaces and illegal camping on Logan's Meadow. Individual littering and fly-tipping figures are detailed in the section below. Education events to be attended by the team over the summer including Chesterton Festival.

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

Operations service

We are currently working through East Chesterton sweeping the main roads and also the residential areas, we have been clearing the leaf fall from the streets and parks across the ward.

The grounds maintenance teams have been carrying out pruning works on Green End Road Recreation Ground and carrying out their winter pruning work before the birds nesting season starts. The teams are currently working in the Mortlock and Maitland Avenue areas.

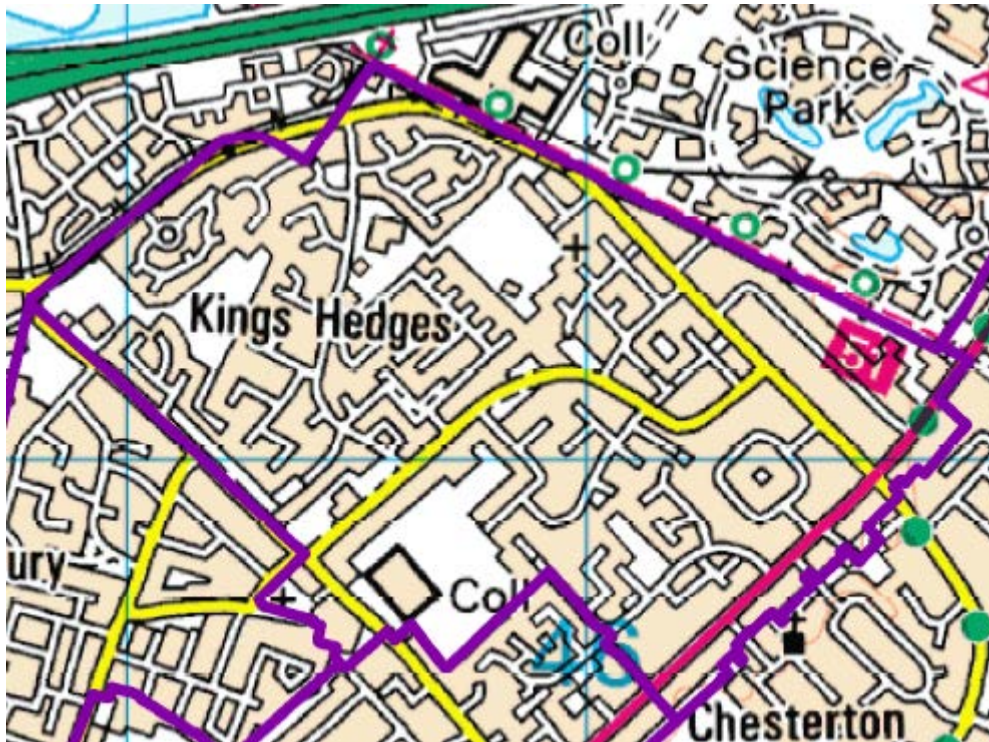
We have been busy litter picking the area the hot spots in this period have been Fen Road and Dundee Close, and Logan's Way which we are checking on a regular basis. Fly tipping has slightly reduced in the area for this period, but we are still having issues with Mortlock and Maitland recycling areas with dumping of fly tipping.

Our sports marking team has been busy marking out all three football pitches on Chesterton Recreation Ground and we soon will be getting ready for grass cutting season.

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

Ward Profile: Kings Hedges

Map



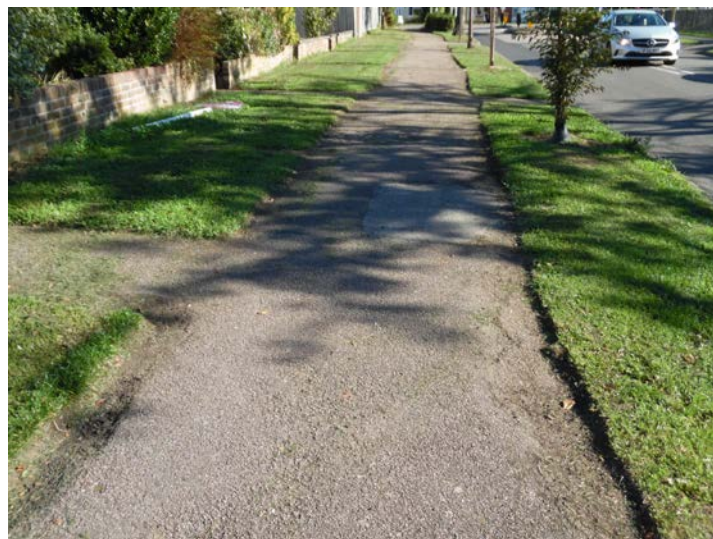
Community Engagement team

Work has been completed by the Community Engagement Team and Community Payback across the ward. Work that has been done includes:

Detritus removal and hedge cutting at Downhams Lane towards Hawkins Road:



Pavement edging at Campkin Road:



Other works completed include pavement edging at Crathern Way, litter picks at Nuns Way Recreation Ground and King Hedges Recreation Ground.

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, Joe Obe.

Dog Warden Service

We conduct regular patrols in the area of the green and open spaces with particular attention given to the identified hot spot areas for dog related issues, Kings Hedges Recreation ground, Molewood Close, Hazelwood Close and Campkin Road.

Fouling: We have received five reports from the public which have been investigated and signage put up in the areas. While patrolling the areas I have given out poo bags to dog walkers. There has been a particular issue of fouling at Molewood Close and Hazelwood Close but unfortunately we were unable to identify the culprit, therefore we did a letter drop to the local residents informing them of the issues relating to fouling in their area urged them to be vigilant and report any information that may assist our investigations.

Dog control: We have received two reports from the public regarding dog on dog attacks at Nuns Way Recreation ground. The dog owners have been identified and contact made and currently there is on-going monitoring happening. At Campkin Road there have been reported issues of dogs off lead and not under control for which warning letters were sent to the owners and a referral made to Woodgreen Outreach team who have made contact and continue to give training and advice for both dog and owner.

Upcoming:

To contact us regarding a dog issue, please contact your dog warden Samantha Dewing.

Enforcement team

Regular patrols carried out in the area, two fixed penalties issued for domestic waste, one for fly tipping and five for illegal advertising. Sixteen abandoned vehicle investigations were carried out during this period.





Recycling centres and garage blocks continue to attract incidents of fly-tipping. Patrols are to be increased in these areas. Increased patrols are to be made into the summer on greens spaces including Nuns Way Recreation Ground. A number of community protection notices have been breached over the previous reporting period. The breaches have been dealt with by way of fixed penalty notice.

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

Operations service

The graffiti removal team have attended eighteen offensive graffiti reports from Minerva Way and Kings Hedges Recreation Ground. Fly tipping in the ward has slightly reduced over the last 6 months and we are still currently checking the hot spot areas on a regular basis.

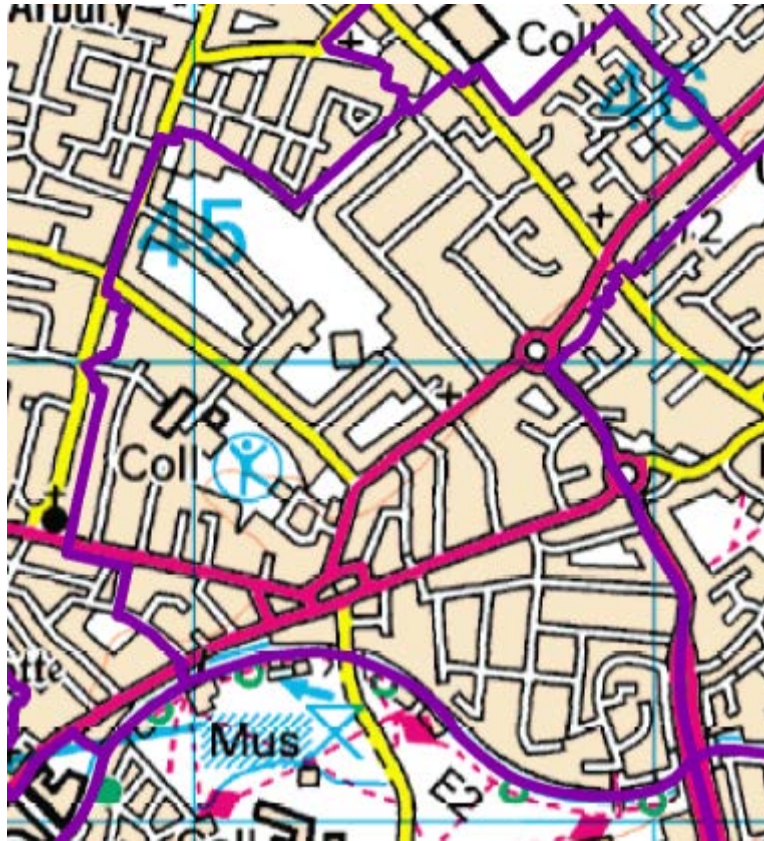
Needles have become less frequent within the ward and the number removed is detailed in the Environmental Data section. Street cleansing has been busy sweeping all the main roads and residential of leaf fall and detritus and deep cleaning as we go.

The grounds maintenance teams have been busy cutting back trees and carrying out there winter maintenance before bird nesting season, the sports pitches are being marked out on a weekly basis on Nuns Way Recreation Ground. In the coming months we will be getting ready for grass cutting season.

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

Ward Profile: West Chesterton

Map



Community Engagement team

In this ward works with the Community Engagement Team and Community Payback included works on Ferry Path and Mariners Way.

Works on Ferry Path was leafling removal:



Works on Mariners Way near Elizabeth Way included clearing the gutters and pavements of grass, and detritus



The Community Engagement Team have also recently visited Milton Road Primary School in January and given talks to several groups on litter, graffiti and dog fouling.

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, Joe Obe.

Dog Warden Service

We conduct regular patrols in the area of the green and open spaces with particular attention given to the identified hot spot areas for dog related issues, Walnut Tree Avenue, Park area, Victoria Road and Garden Walk Park.

Fouling: A report from the public received for Garden Walk, fouling under the trees. Patrols increased and poo bags given out to dog walkers seen at the area.

Dog Control: No reported issues.

Stray dogs: Nil stay dogs for this period. One dog found by a member of the public in this area and through customer services and a report of a lost dog, owner and dog reunited.

To contact us regarding a dog issue, please contact your dog warden Samantha Dewing.

Enforcement team

Regular patrols are carried out in the area, two fixed penalties issued for littering and one for abandoning a vehicle on the public highway along with 12 abandoned vehicle investigations.

Increased patrols are to be mounted in the area of shop fronts and higher footfall areas. This is due to a number of complaints regarding littering offences. Pro-active patrols to be mounted with regards to the amount of abandoned vehicles in the area.



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

Operations service

Our grounds maintenance team have been busy doing there winter pruning of St Luke's churchyard and Alexandra Gardens, and are busy moving through the ward and soon we will be getting ready for grass cutting season.

Our street cleansing operatives have been sweeping all the mains roads and residential areas from detritus and clearing the leaf fall as they go round the ward. We have had eighteen offensive graffiti reports from the ward this period from areas Akeman Street, Batson Road and Holland Street areas.

Needles have become less frequent within the ward and the number removed is detailed in the Environmental Data section but we still check the daily hot spots in the ward. We have carried out ten void properties clearance's and garden clearances in the ward in the last 6 months.

If you would like to report a 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

Greater Cambridge Shared Waste Service Update:

Greater Cambridge Shared Waste Service Updates for Cambridge (Covers the period of October to December 2018):

- Shortlisted for the Community Sweep project at LARAC (The Local Authority Recycling Advisory Committee) on 10th October.
- Visit made to Wiser Recycling 24th October to agree arrangements for them to manage small appliances taken from Greater Cambridge Shared Waste Service underground WEEE banks. Once collections are established the service can look at other locations where banks can be placed.
- Carbon neutral report filmed by ITV at Greater Cambridge Shared Waste Service underground bin site at Aura on 7th December <https://www.itv.com/news/anglia/2019-01-03/aiming-to-be-britains-first-carbon-neutral-council/>
- Implementation of monthly green bin collections in the city from December 2018
- Removal of recycling bins at Waitrose and Tesco's in the city has resulted in no reports of contamination or fly tipping during this period.
- Attended Plastics Oceans event at Grantchester residents forum – talk on recycling focussed on plastic use on 12th October.
- Recycling Talk delivered to Camsight visually impaired group on 19th October.
- Volunteer for Cambridge event 20th October to encourage recruitment of volunteers.
- Plastics training event delivered to Recycling Champions and staff on 31st October.
- Gonville and Caius College – sustainability event – recycling and trade waste talk delivered 2nd November.
- World toilet day – City 2 Sea and Anglian water campaign to reduce plastic pollution in sewages – community engagement event delivered in partnership 19th November
- Winter Fair Mill Road stand in December to promote recycling 1st December.

3. Environmental and Waste Data

Public Realm [North Area]

Period	Activity	Total number of incidents	Ward			
			Arbury	East Chesterton	Kings Hedges	West Chesterton
Aug 2017 to Jan 2018	Fly tipping	252	69	43	105	35
Aug 2018 to Jan 2019		163	23	36	84	20
Aug 2017 to Jan 2018	Needles	2151	98 needles (10 instances)	328 needles (3 instances)	1525 needles (3 instances)	200 needles (6 instances)
Aug 2018 to Jan 2019		116	12 needles (3 instances)	10 needles (1 instances)	30 needles (4 instances)	64 needles (10 instances)
Aug 2017 to Jan 2018	Fixed penalty notices	10	2	3	3	2
Aug 2018 to Jan 2019		13	1	1	8	3

Summary of public realm data:

Fly tipping:

- Of the 23 reports for fly tip in the Arbury ward, three came from Hazelwood Close; no other particular trends with types of fly tipped material were identified in this period. In East Chesterton, there were repeat incidents at Dundee Close area and Cam Causeway and no other trends for fly tipping in this ward were identified. In Kings Hedges the majority of waste was fly tipped in and around communal areas and recycling areas of the estates. Fifteen fly tips were from Nicholson Way, twelve from Campkin Road, nine from Cadwin Field / Edgecombe areas and seven from Minerva Way areas. No patterns of repeat offences have been identified. Repeat fly tips were found in Hawthorn Way and Woodhead Drive areas of West Chesterton. No patterns of repeat offences have been identified.

Needles:

- Arbury: One needle was removed from outside a property that the communal area was being cleaned in Molewood Close in January 2019 by Churchill Contract Services, a box of ten needles was removed from a bus stop near Akeman Street on Histon Road in December 2018 and one needle was removed from behind a property on Hilda Street / Victoria Road in September 2018.
- East Chesterton: Ten needles were removed from under a tree at Logan's Meadow in October 2018.
- Kings Hedges: Two needles were removed from the play area behind the shops at Arbury Court in January 2019; four needles were removed from outside a property at Kendal Way in December 2018, twenty needles were removed from outside (the same property as above) a property on Kendal Way in December 2018 and four needles were removed from the pavement on Kings Hedges Road in August 2018.
- West Chesterton: Three needles were removed from outside Fitzwilliam Boathouse on Kimberley Road in January 2019, three needles were removed from the rear of shops on Milton Road in December 2018, six needles were removed from the path near the river at Banham's Close in December 2018 and six needles were removed from steps at Kingsway flats on Carlton Way in November 2018. Thirty needles were removed from under a bridge at Midsummer Common – Cutter Ferry Lane in November 2018, two needles were removed from an alleyway at Union Lane in October 2018, one needle was removed from an alleyway beside a property at Manhattan Drive in September 2018, one needle was removed from Elizabeth Way – Corner of Sandy Lane in September 2018, ten needles were removed from near the garages at Manhattan Drive in August 2018 and two needles were removed from the Green area opposite Garden Walk in August 2018.

Fixed penalty notices:

Fixed penalty notices issued across the period includes three for littering, two for abandoned vehicles, three for domestic waste and five for illegal advertised estate agent boards.

Private Realm [North Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
Aug 2017 to Jan 2018	Pest Control	NA	98	NA	NA	NA
Aug 2018 to Jan 2019			105			
Aug 2017 to Jan 2018	Refuse and waste complaints	20	NA	1	0	0
Aug 2018 to Jan 2019		11			0	0
Aug 2017 to Jan 2018	Other public health interventions ²	30	NA	1	2	0
Aug 2018 to Jan 2019		18			0	0
Aug 2017 to Jan 2018	Noise complaints	146 ³	NA	1	9	1
Aug 2018 to Jan 2019		133 ³			7	0
Aug 2017 to Jan 2018	Private Sector Housing interventions	112 ⁴	NA	1	13	0
Aug 2018 to Jan 2019		79 ⁴			2	0

¹ All complaints will generally have at least one such action.

² Other public health complaints includes odour, smoke, bonfires, filthy and verminous

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

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

Waste and Recycling Data [Great 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
Recycling rate – dry recycling	56.31%	51.52%	50.29%
Recycling rate – composting	35.33%	28.29%	26.11%
Amount collected for disposal	43.69%	48.48%	49.71%

Number of collection completed as scheduled:

This shows the number of bin 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%

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%

4. Key contacts

Area	Contact	Telephone Number	Email
Area Ranger	Joe Obe	01223 458282	joe.godwin@cambridge.gov.uk
Enforcement (Arbury, Kings Hedges and West Chesterton)	Jamie Lambert	01223 457845	jamie.lambert@cambridge.gov.uk
Enforcement (East Chesterton)	Mark Mehaffey	01223 458062	mark.mehaffey@cambridge.gov.uk
Dog Warden (North area)	Samantha Dewing (Mon-Wed)	01223 457883	dogwarden@cambridge.gov.uk
Streets and Open Spaces Operations / Commercial	Paul Jones	01223 458282	paul.jones@cambridge.gov.uk
North Area Operations Team Leader	Kieran Gentle	01223 458282	Kieran.gentle@cambridge.gov.uk
Recycling Champions	Birgitta Laurent	01954 713614	birgitta.laurent@scambs.gov.uk

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. 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.
- 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 visit our webpage <https://www.cambridge.gov.uk/streets-and-open-spaces-volunteers> or contact our Community Engagement Team on 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@scambs.gov.uk or telephone 01954 713614.