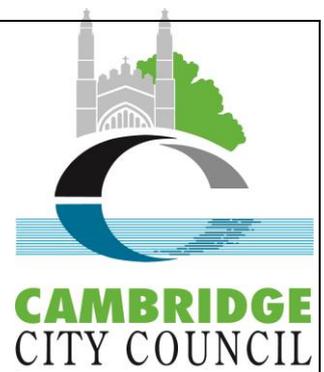


Environmental Report



Cambridge West / Central Area [Covering the wards of Castle, Market and Newnham]

Period of: August 2018 to January 2019

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1. Introduction

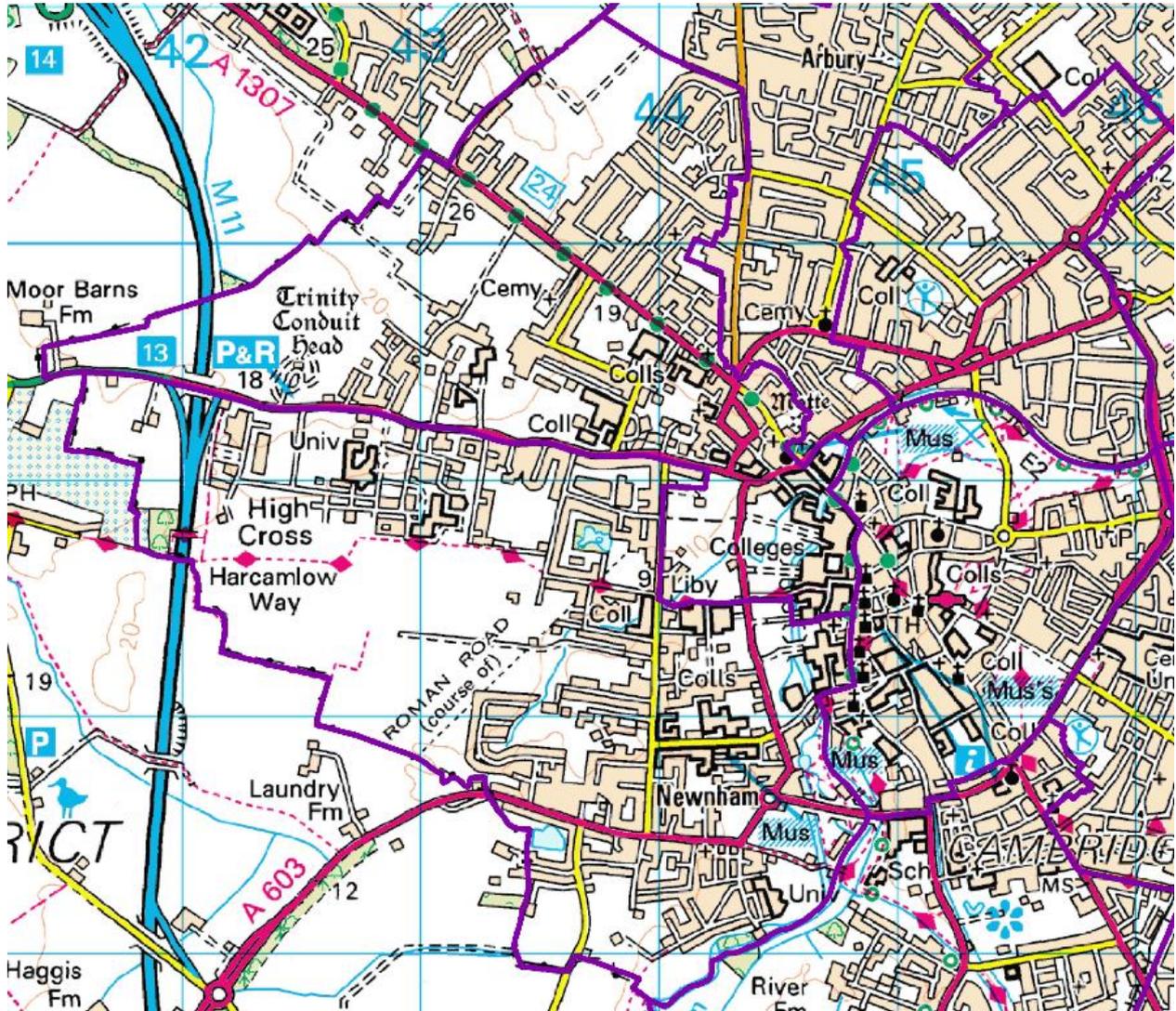
This report provides an overview of the council's Streets and Open Spaces, Environmental Health and Shared Waste service activity in the Area Committee area over the past six months.

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 ,

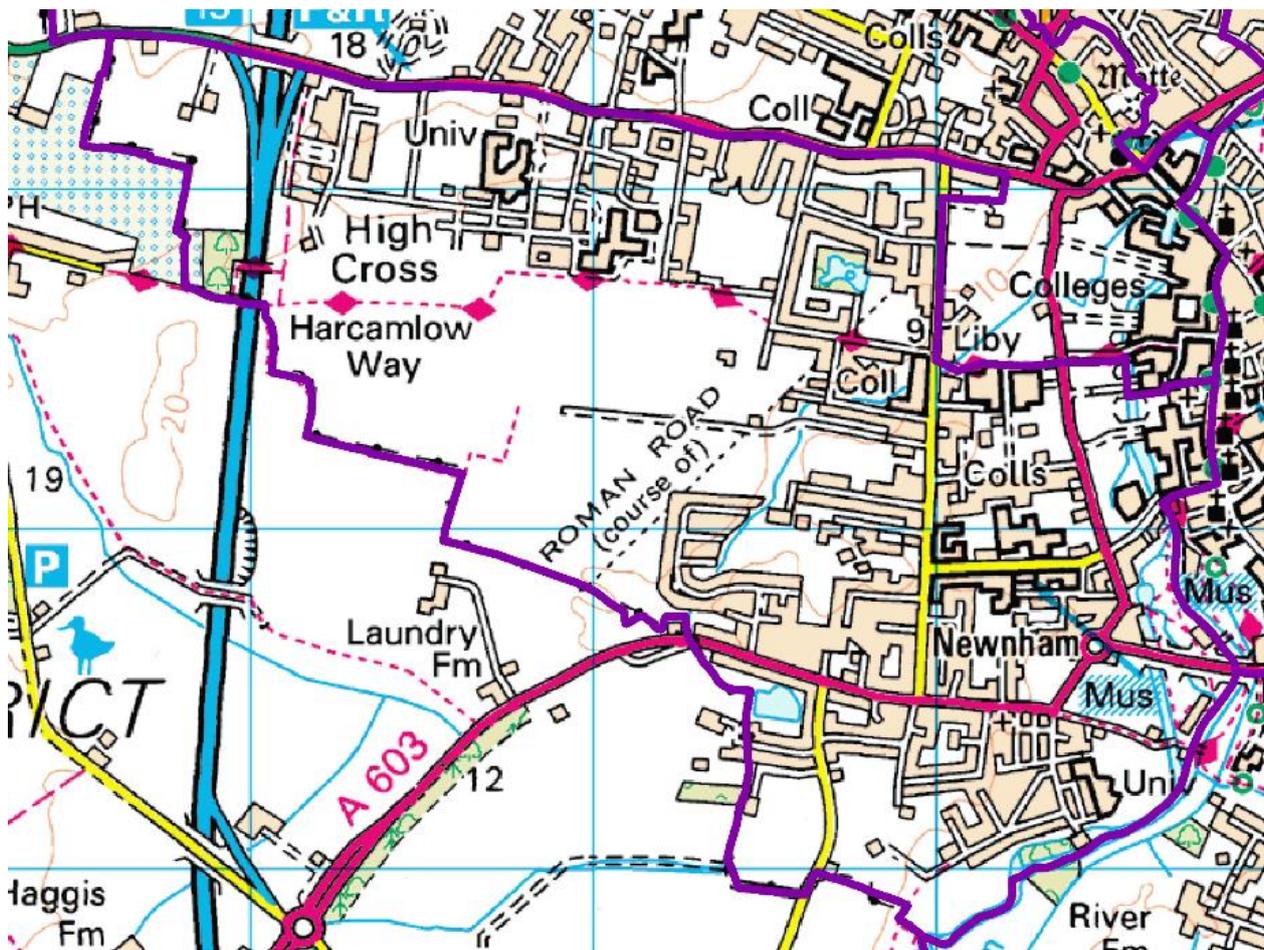
2. West / Central Area Profiles

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



Ward Profile: Castle

Map



Community Engagement team

The Community Engagement Team worked with Community Payback to undertake some works which has also been requested by local people. Carisbrooke Road garage areas were cleared of detritus and made more useable. An overgrown hedge was cut back near the school, and other alleyways cut back making them more accessible and safer.

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, Ian Colley.

Dog Warden Service

Regular patrols of the open spaces conducted in this area with a particular focus on Histon Road recreation ground and Histon Road Cemetery which is a dog on leads specified area.

Fouling: Two reports of fouling received from customers. Fontwell Avenue - the dog owner was identified and sent a warning letter. Warwick Road leading to Lingholme Close - patrols of the area increased and fouling signage put up. Histon Road recreation ground - one FPN 16 issued for failing to comply with the Public Spaces Protection Order where the dog owner / handler failed to pick up dog faeces immediately.

Dog Control: Cliveden Close - noise complaint received from customer, dog constantly barking. Contact made with the dog owner and the property visited and advice and education given.

Stray Dogs: Nil stray dogs for Castle area for this period.

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

Enforcement team

During this period fourteen abandoned vehicle inspections were carried out, which resulted in three vehicles were declared abandoned and were subsequently removed by the council.



Three warning letters were sent to businesses in the ward along with the issuing of three fixed penalties for leaving rubbish on the public highway; in addition two businesses were issued fixed penalty notices for breaching the section 47 notices which were in force against the companies concerned. One warning letter was sent to a resident regarding the management of their waste and three fixed penalty notices were issued for breaching waste regulations.

There have been three breaches of Community Protection Notices which had been issued to Estate Agents for illegal advertising.

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

Operations service

We have been busy clearing all the leaf fall in the area with the grounds maintenance teams and dropping the leaves off at local allotments across the city for them to use and we have started are winter pruning ready for the bird nesting season. In the coming months we will be getting ready for grass cutting season.

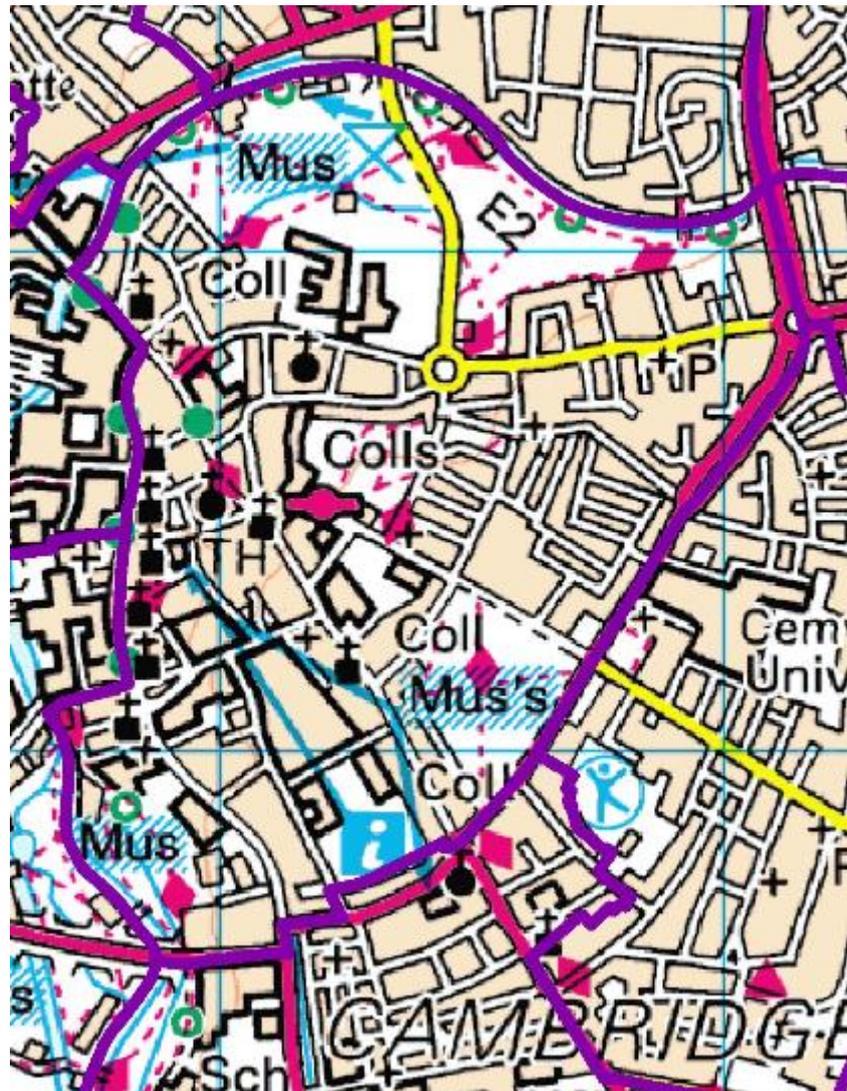
Our cleansing teams have been removing small fly tips and constantly removing cardboard within the areas. We have been sweeping all the main roads and residential areas of detritus and carrying out deep cleaning as we go round the ward.

Needles have become less frequent within the ward and the number removed is detailed in the Environmental Data section.

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

Ward Profile: Market

Map



Community Engagement team

Organised by the Community Payback team, there was a large volunteer event in Jubilee Gardens and Jesus Green. Community payback prepared the railings for painting and AEM supplied the workforce of 30 very motivated volunteers to paint the railings and benches on Jesus green. They also provided groups to litter pick Jesus green and Midsummer common.





After the volunteer event community payback also painted the benches on Midsummer Common prolonging the life of the benches

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, Ian Colley.

Dog Warden Service

Regular patrols of the open spaces conducted in this area with particular attention given to Jesus Green, Midsummer Common and Parkers Piece.

Fouling: No reports received from customers and patrols find the area in good order.

Dog Control:

- Melbourne Place - customer reported dogs not under control, not on leads and without collar and tag. Owner identified and a warning letter sent.
- Sidney Street - following a reported dog on dog attack the owner of the aggressor was contacted and issued a Community Protection Warning giving instructions and requiring the dog to be kept on a lead and under control at all times in a public space.
- Jesus Green – Two incidents of dog on human attacks reported to the service and to the Police. Unfortunately the owner was not identified in one of the case. The second case was firstly dealt with by the Police who then referred the case to the service. Contact was made with the owner through a home visit and then a further referral to Wood Green Outreach team who have continue to work with the dog and owner giving training and advice.
- Winter Comfort for the Homeless - working in partnership, street life individuals with dogs have been identified and education and advice on neutering/microchipping given. Referrals have been made to WGAS Outreach team who have provided equipment such as muzzles. Poo bags have been supplied by the service for the Street Life.

Stray Dogs: One stray dog found by the public, contained and picked up by the service for this period. The dog did not have up to date microchip details. The owner was sent a letter requiring the microchip details be updated and this was complied with.

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

Enforcement team

During the period between August 2018 and January 2019 we continued to undertake proactive litter patrols within the city targeting hot spot areas such as, entrances to the Grand Arcade, Fisher Square and Lion yard, whereby numerous Fixed Penalty Notices were issued for littering. This also includes Fitzroy Street and Burleigh Street. Successful prosecutions have been made for littering offences as well as a duty of care prosecution in relation to a company fly tipping their trade waste.

We have also been dealing with companies within the city with regards to breaches of statutory notices in regards to trade waste (section 47s) whereby FPNs have been issued. This also includes additional educational visits as well to remind businesses of their duty of care in relation to the management and storage of their trade waste. Visits have been made to local businesses such as cafes and restaurants that provide outside seating areas for customers in relation to smoking, this was reminding them of their duty of care in keeping the area clean of litter.



We have dealt with numerous fly tipping issues within the ward from householders and businesses, whereby FPNs have been issued and all paid.



Community Protection Warnings have been issued to companies to take a more responsibility and a proactive approach in dealing with street life and beggars sleeping in their doorways, and as a result in one case shutters have been erected at the front of their entrances, namely Halifax at Petty Cury this was a great success.

We as enforcement officers are members of the Market ward working group working in partnership with the Police, Universities, Colleges and the Anti-social Behaviour team dealing with ASB and street life issues within the city. This has proven very effective and has been good for intelligence sharing.

Going forward we will continue to liaise with our partners, proactively and reactively dealing with any issues that arise. We will be putting our own projects in place with regards to dealing with ongoing trade waste issues.

If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Offices, Andy Hine and Steve Phillips.

Operations service

The Rapid Response and Graffiti Teams have been washing down the pavements and clearing under/around street furniture within the city centre. The areas had become very dirty due to the dry weather we had and was necessary to wash pavements to remove staining and bring the areas back up to standard.

Our cleansing teams have been removing small fly tips and constantly removing cardboard within the areas. They have also been trialling a pedestrian sweeper to help with the cleaning of the city which also has assisted with removal of vomit and small food spills which has saved time for the Rapid team as they were then able to concentrate on the larger tasks.

Due to known hotspots for drug paraphernalia it was decided to have foliage removed from Jordan's Yard, Park Street and the area between the rear of Fair Street and Grafton West Car Park to reduce the risk of harm to our staff and the public.

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

Ward Profile: Newnham

Map



Community Engagement team

At Sheep's Green a lot of work has been done in the working with community payback groups. These are people who have been given an unpaid work order as a sentence of the court. We edged pavements on Sheep's Green making them more accessible and also removed overhang and nettles.

Another area done with volunteers and community payback was Paradise Island. This area needed opening up. This was done to try and curb anti-social behaviour in the area.



Pavement edging was also completed in Gough Way:



At Fulbrooke Road community allotments, work has been completed to open up some plots, and dug over new areas for new allotments users to enjoy. This is still ongoing 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, Ian Colley.

Dog Warden Service

Regular patrols of the open spaces conducted in this area with particular focus on Lammas Land, Paradise Nature Reserve, Sheep's Green and Gough Way.

Fouling: No reports from customers received and patrols find the area in good order.

Dog Control: Madingley Road - report received of a dog on human attack. The Police also aware but unfortunately the dog and its owner have not been identified.

Stray Dogs: One stray dog found by the public, contained and picked up by the service for this period.

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

Enforcement team

During the period between August 2018 and January 2019 we continued to undertake proactive and reactive patrols on the open spaces patrols. This includes illegal campers, and dog fouling patrols.

Intelligence gathering at Coe Fen in relation to illegal punting in relation to the new injunction has been ongoing. Fly tipping issues at Lammas land recycle centre whereby evidence was found and the suspects dealt with accordingly, by way of FPNs. Abandoned vehicles dealt accordingly with throughout the ward.



Illegally positioned estate agent boards are being monitored within the ward and any enforcement action taken where necessary. Going forward we will continue to liaise with our partners, proactively and reactively dealing with any issues that arise.

If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Officers, Steve Phillips and Andy Hine.



Operations service

We have been busy clearing all the leaf fall in the area with the grounds maintenance teams and dropping the leaves off at local allotments across the city for them to use and we have started are winter pruning ready for the bird nesting season. In the coming months we will be getting ready for grass cutting season.

Our cleansing teams have been removing small fly tips and constantly removing cardboard within the areas. We have been sweeping all the main roads and residential areas of detritus and carrying out deep cleaning as we go round the ward.

Needles have become less frequent within the ward and the number removed is detailed in the Environmental Data section.

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 [West / Central Area]

Period	Activity	Total number of incidents	Ward		
			Castle	Market	Newnham
Aug 2017 to Jan 2018	Fly tipping	252	21	81	11
Aug 2018 to Jan 2019		89	9	58	12
Aug 2017 to Jan 2018	Needles	670	65 needles (15 instances)	595 needles (67 instances)	10 needles (6 instances)
Aug 2018 to Jan 2019		603	47 needles (6 instances)	552 needles (45 instances)	4 needles (2 instances)
Aug 2017 to Jan 2018	Fixed penalty notices	137	9	117	11
Aug 2018 to Jan 2019		143	10	116	17

Summary of public realm data:

Fly tipping:

- There has been a reduction in fly tipping in both Market and Castle. Of the 9 reports for fly tip in the Castle ward, three came from Bridge Street area and were waste left besides the litter bins; no other particular trends with types of fly tipped material were identified in this period. In Market, there were repeat incidents at Adam and Eve Street area (9), James Street (5) and St Andrews Street (4), the majority of waste dumped was either bagged commercial waste or loose commercial waste, and no other trends for fly tipping in this ward were identified. In Newnham over half of the waste dumped was found at Lammas Land recycling centre and consisted of non-recyclable household waste.

Needles:

Castle: Seventeen needles were removed from bushes on Magdalene Street in December, four needles were removed from near bushes in Bridge Street in October, one needle was removed from the entrance to Histon Road recreation ground in September, five needles were removed from outside a property on Castle Street in August, fifteen needles were removed from St Peter's Church yard in Castle Street in August and five needles were removed from St Peter's church yard in August 2018.

Market: At the Grafton West car park, nine needles were removed from a stairwell in January, ten needles were removed from bushes outside Grafton West car park in December, and three needles were removed from a stairwell at Grafton West car park in December. Four needles were removed from Grafton West car park in November; twenty five needles were removed from stairwell of Grafton West car park in Salmon Lane in November. In September ten needles were removed from the bushes at Grafton West car park, and five needles were removed from the stairwell at Grafton West car park. Six needles were removed from a hedge near Grafton West car park in Fitzroy Street in September 2018.

One needle was removed from footpath outside Cambridge Jewish society on Thompsons Lane in November, nine needles were removed from outside Porters Lodge at St Catherine's College in Trumpington Street in January and twenty needles were removed from outside Gibson House in Burleigh Street in January. Sixteen needles were removed the path at the corner of King Street and Jesus Lane in December, one needle was removed from outside a shop on Burleigh Street in December, and on a separate date 130 needles were removed from outside another shop in Burleigh Street in December.

Fifteen needles were removed from outside a pub in Willow Place in December, three needles were removed from the rear of a property on Jesus Lane in December, ten needles were removed from the rear of a shop on City Road in December, one needle was removed from outside a property on Mill Lane, eight needles were removed from under a tree at Fitzroy Lane in November and three needles were removed from the bushes outside Grafton East car park in Fitzroy Lane in November.

One needle was removed from outside a bank on City Road in October, one needle was removed from a curb side in Trinity Street in October, one needle was removed from a curb side in Adam & Eve Street next to car park in October, seven needles were removed from outside a pub in Fair Street in October and seven needles were removed from near a pub in Fair Street in August.

Twenty needles were removed from a walkway at Beaufort Place in October, six needles were removed from the bushes near a pub in Fair Street in September, six needles were removed from near a pub in Fitzroy Lane, four needles were removed the rear of a property in Elm Street in September, one needle was removed from a passageway near a shop & church in Sidney Street in September, thirty nine needles (in a bag) were removed from outside a shop on Parkers Piece Pavilion and sixty needles were removed from a bin in Victoria Avenue in August.

One needle was removed from Post Office Terrace in August, one needle was removed from St Edwards church in Peas Hill in August, two needles were removed from under trees in Walnut Tree Avenue in August, five needles were removed from the path at Parsonage Street in

August and nineteen needles were removed from Guildhall Place by an Enforcement Officer in August 2018. The needles were left after an individual had been sleeping at the location.

One needle was removed from outside a fire escape of a building at Paradise Street in August, two needles were removed from outside a building by an Enforcement Officer in Paradise Street in August, one needle was removed from the same location of the above building in Paradise Street in August 2018 by an Enforcement Officer, seventy two needles were removed from Guildhall Place by an Enforcement Officer in August, five needles were removed from Midsummer Common near Walnut Tree Avenue in August and one needle was removed from Kingsley Walk in August .

Newnham: One needle was removed from next to a tree on Fen Causeway in November and three needles were removed from Archway Court in September.

Fixed penalty notices:

Fixed penalty notices issued across the period includes 69 for littering, 55 for trade related waste (including littering, fly tipping and breaching of a statutory notice), 12 for domestic related waste (including littering and fly tipping), five for punting one for illegal advertised estate agent boards and one for failing to clear up dog fouling.

Private Realm [West / Central Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
Aug 2017 to Jan 2018	Pest Control	NA	60	NA	NA	NA
Aug 2018 to Jan 2019			62			
Aug 2017 to Jan 2018	Refuse and waste complaints	4	NA	1	0	0
Aug 2018 to Jan 2019		1			0	0
Aug 2017 to Jan 2018	Other public health interventions ²	8	NA	1	0	0
Aug 2018 to Jan 2019		9			0	0
Aug 2017 to Jan 2018	Noise complaints	45 ³	NA	1	1	0
Aug 2018 to Jan 2019		44 ³			0	0
Aug 2017 to Jan 2018	Private Sector Housing interventions	18 ⁴	NA	1	0	0
Aug 2018 to Jan 2019		19 ⁴			1	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	Ian Colley	01223 458282	ian.colley@cambridge.gov.uk
Enforcement (Castle)	Jess Toombs	01223 457730	jess.toombs@cambridge.gov.uk
Enforcement (Market and Newnham)	Andy Hine Steve Phillips	01223 458579 01223 457638	andrew.hine@cambridge.gov.uk Steve.phillips@cambridge.gov.uk
Dog Warden (West area)	Bree Donovan (Wed-Fri)	01223 458122	dogwarden@cambridge.gov.uk
Streets and Open Spaces Operations / Commercial	Paul Jones	01223 458282	paul.jones@cambridge.gov.uk
West Area Operations Team Leader	Sarah Phillips	01223 458282	sarah.phillips@cambridge.gov.uk
Recycling Champions	Birgitta Laurent	01954 713614	birgitta.laurent@scams.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@scams.gov.uk or telephone 01954 713614.