

Environmental Report



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

Period of: August 2019 to January 2020

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1. Introduction

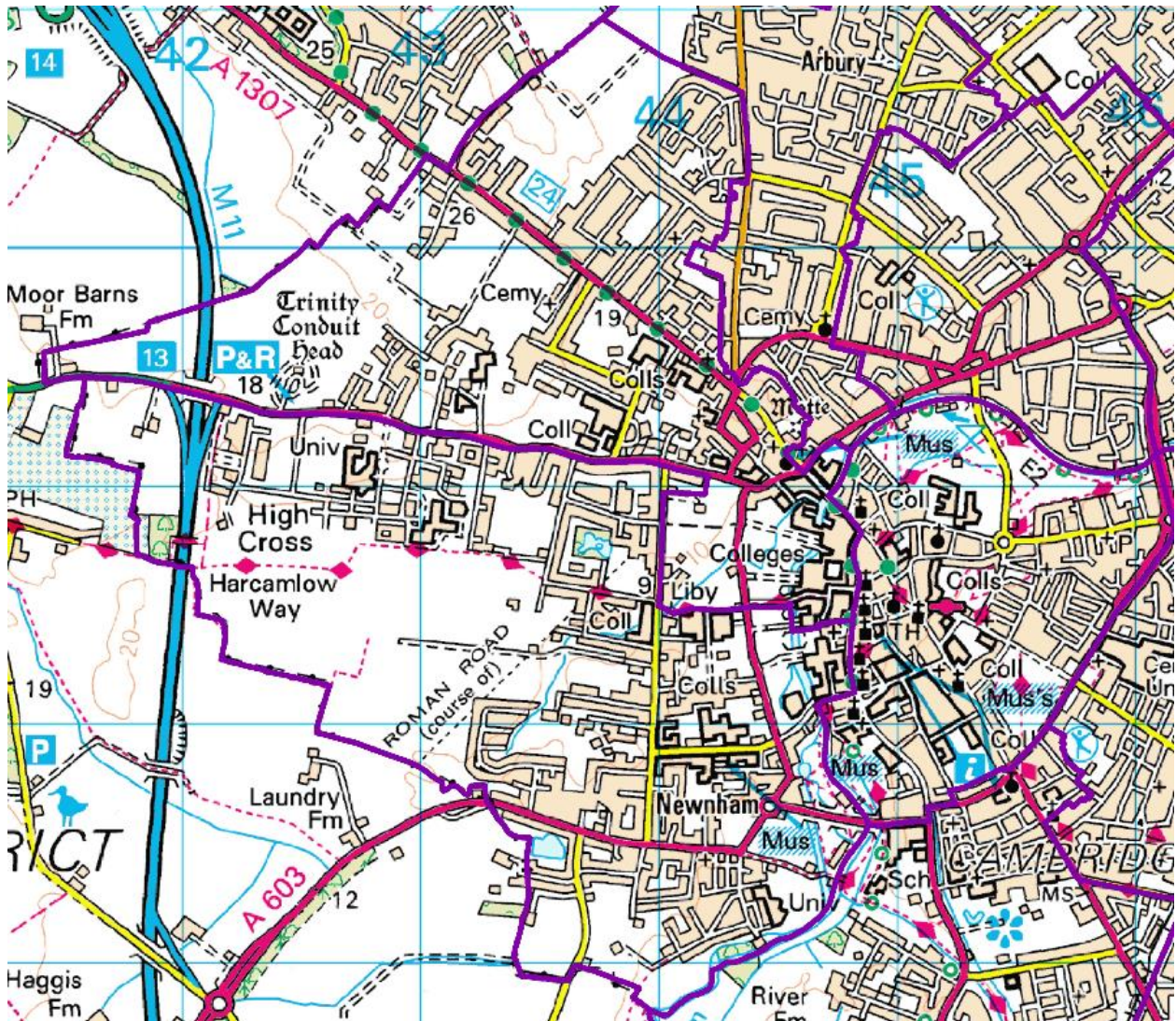
This report provides an overview of the council's Streets and Open Spaces, Environmental Health and Shared Waste service activity in the Area Committee area over the past six months.

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 ,

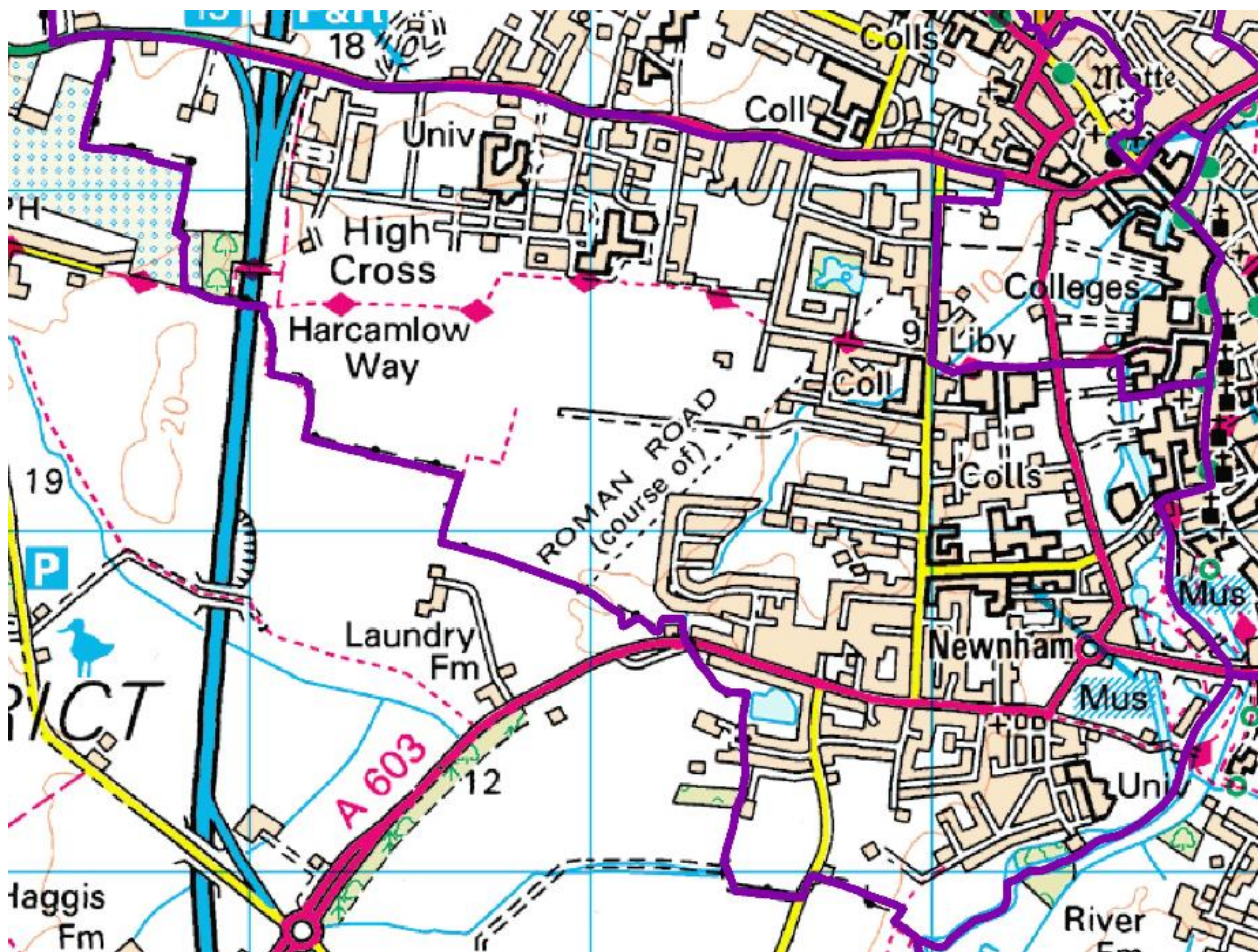
2. West / Central Area Profiles

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 ran several corporate volunteer events in the West including groups from Booking.com who spent the day cutting back overgrown shrubbery and bramble from the play area at Histon Road Recreation Ground in December.



Students from St Catherine's College undertook a litter pick on Castle Hill and shared with the team the photos of their efforts and volume of litter that they collected.



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 the Community Engagement Team.

Dog Warden Service

Regular patrolling of the green spaces in this area with a focus on Histon Road recreation ground in the past six months.

Fouling: Lady Margaret Road fouling issue highlighted by a member of the public, and a suspect was identified, education and advice provided in conjunction with a warning letter. Fouling sign put up; no further reports received.

Stray Dogs: One stray dog found by a member of the public and collected by the service. The dog was not microchipped in accordance with The Microchipping of Dogs (England) Regulations 2015. Reunited with owner who was subsequently issued a formal notice requiring the dog to be microchipped and the details registered on an approved database. Formal notice was complied with.

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



Enforcement team

Officers conduct regular patrols in the area, spending approximately 10-15 hours per week there. Particular attention is given to the Castle Park recycling centre and Chatsworth Avenue. These are particularly bad areas for fly tipping.

- Castle Park Recycling Centre - The recycling point seems to be a hot spot area for the dumping of waste outside of the bins. Over the past six months officers have dealt with ten separate fly tips at the recycling centre. This has resulted in two fixed penalty notices for the offence of fly tipping being issued, which have now been paid. There is also one investigation that is ongoing, the suspect has been contacted and officers are awaiting their response.

- Chatsworth Avenue - This is another site that seems to attract a large amount of fly tipping. Within the past six months officers have dealt with three separate fly tips at this location. This has resulted in one fixed penalty notice being issued for the offence of fly tipping, which has now been paid. Officers have also spoke to a suspect in regards to fly tipping a fridge freezer and gave them words of advice and asked them to remove it, which they have now done.
- There have also been a number of other fly tips that have been investigated within Castle however none have resulted in further action being taken due to the nature of the waste. These have been in Sherlock Road, Mount Pleasant and Chesterton Road.



Abandoned vehicles – Eleven suspected abandoned vehicles have been investigated within Castle, however only one of which has been declared abandoned and removed, and has subsequently claimed back by the owner. All the others were either claimed or removed by the owner. These reports seem to be more of a parking issue than an abandoned vehicle issue, however due to our statutory duty officers visit all reported vehicles.

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

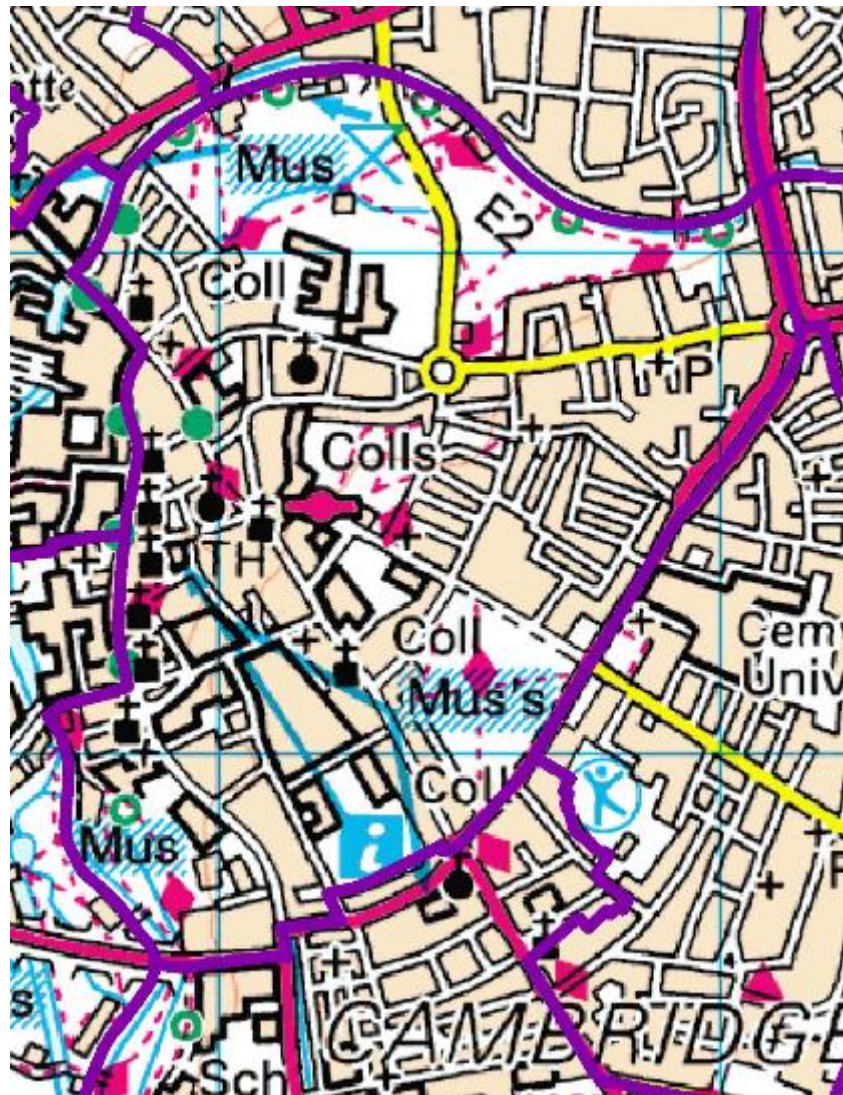
We have been busy clearing all the leaf fall in the area with the grounds maintenance teams and have started are winter pruning ready for the bird nesting season. In the coming months we will be getting ready for grass cutting season.

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.

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

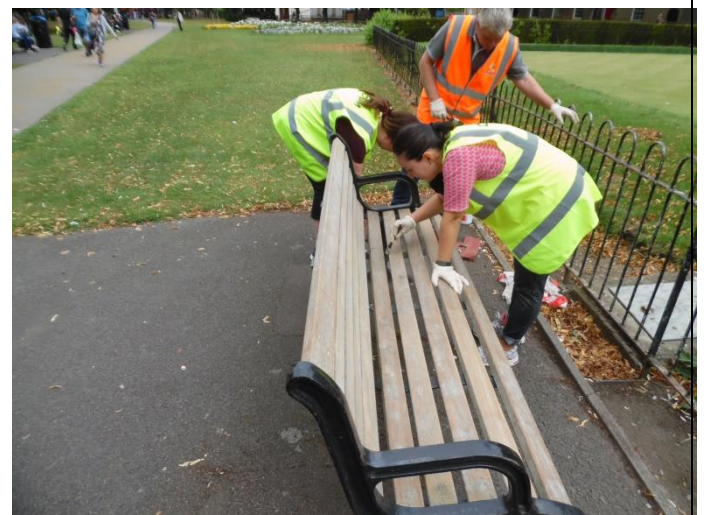
Ward Profile: Market

Map



Community Engagement team

In August the Community Engagement Team supported over forty volunteers who came from AECOM and the volunteers undertook a day of activities painting the railings, renovating the benches and litter picking on Christ's Pieces.



The Community Engagement Team has started a regular monthly volunteer group with Wintercomfort customers. In January we replanted two raised flower beds by the Jesus Green outdoor lido.



The Community Engagement Team also supported and organised many litter picks across city centre including Parkers Pieces, Jesus Green, Mill Pond and Christs Pieces.

We undertook a large project to cut back and clear the overgrowth within the grounds of St Clements Church following the renovation of the church with Community Payback.

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 the Community Engagement Team.

Dog Warden Service

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

Reports received from members of the public regarding dogs kept by the homeless, predominately in Sidney Street, Sussex Street, Burleigh Street and Fitzroy Street. Concerns were raised by the public about the dog's welfare and being unaccompanied or not under a person's charge.

Fouling:

- James Street fouling issued highlighted by a member of the public. Suspect identified, education and advice provided in conjunction with a warning letter. Fouling sign put up; no further reports received.
- Little St Marys Churchyard – fouling report received which is currently being investigated.

Dog Control:

- Christs Pieces – Failure to comply with the Public Spaces Protection Order (Dog Exclusion). Reports of dogs being exercised in the fenced tennis court area. Targeted patrolling and new exclusion signs put up. On-going investigation.
- Sussex Street – Report received regarding a dog left unaccompanied. Site visited and the keeper of the dog identified rough sleeping several meters away. Advice and education given regarding dog control and a lead provided.
- Petty Cury – Dog belong to homeless individual left unaccompanied outside Boots the dog was taken by unknown person but subsequently reunited with its keeper.

Stray Dogs: Three stray dogs found by a member of the public, contained and picked up by the service for this period.

The Dog Warden Service works in partnership with Winter Comfort for the Homeless, Street Outreach Team (CLG) and Wood Green Animal Shelter Outreach team to identify individuals who live on the streets and whom have dogs. Education, advice and free help is given in relation to neutering, free microchipping, worming, flea and tick treatment and equipment such as muzzles and coats are provided along with free poo bags.

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

Enforcement team

During the period between August 2019 and January 2020 officers continued to undertake proactive litter patrols within the city targeting hot spot areas, whereby numerous fixed penalty notices were issued for littering. This also includes Fitzroy Street and Burleigh Street. A number of fixed penalty notices were not paid, and subsequently suspects have been summonsed to court for littering.

Officers have also been dealing with companies within the city with regards to breaches of stator notices (section 47s) relating to commercial waste whereby fixed penalty notices have been issued. Officers continue to make educational visits to remind businesses of their duty of care in relation to the management and storage of their trade waste.

At present there are sixty six companies within the ward on section 47 notices. In this period, an additional five companies have been placed on section 47 notices relating to the poor management of their trade waste, with an additional ten being considered.

Officers have dealt with numerous fly tipping issues within the ward from householders and businesses, whereby fixed penalty notices have been issued and all paid.

Officers continue to liaise with local businesses such as cafes and restaurants that provide outside seating areas for customers in relation to smoking, reminding them of their duty of care in keeping the area clean of litter.

Officers continue to be members of the City Centre working group working in partnership with the Police, Universities, Colleges and other council teams dealing with environmental crime issues within the city. This has proven very effective and has been good for intelligence sharing.

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.

Our Grounds Maintenance team have been out pruning, hoeing, removing leaves and general preparation works to keep our city centre parks maintained throughout the year. From October, operatives started cutting hedges back and some have been reduced in size. At present they are removing moss from our pools areas, parks, bowling greens and tennis courts.

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 Lammas Land 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. The team have edged pavements on Madingley Road (Newnham side) making them more accessible and also removed overhang and nettles.



The Community Engagement Team has worked with volunteers, corporate groups and Community Payback over the last couple of months to add woodchip to the paths at Paradise Nature Reserve.



In April 2020 the team will be undertaking an Eco-Day with Kings College School and working on a variety of biodiversity projects, including hedgehog habitats, bee and insect hotels and litter picking the local community areas.

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 the Community Engagement Team.

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: Nil dog control reports received.

Stray Dogs - Nil stray dogs in this area for this period.

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



Enforcement team

During the period between August 2019 and January 2020 officers still continued to undertake proactive and reactive patrols on the open spaces patrols. This includes illegal campers, and dog fouling patrols.

Fly tipping issues were found to be prevalent at Lammas Land recycling centre from householders and businesses. In some cases evidence was found and the suspects dealt with accordingly, by way of fixed penalty notices. One of the businesses being dealt with is an ongoing case that is currently awaiting a court date for numerous offences relating to the management of their commercial waste.



A number of abandoned vehicles were investigated within the ward, these were inspected and seven day notices were applied accordingly. The registered owners were written to and vehicles were then removed by their owners without us having to take formal enforcement action.

Acting on complaints from local residents regarding domestic bins being left on the street blocking the public highway, inspections were undertaken and words of advice were given to the householders concerned, no further reports of any issues have arisen since.

Words of advice were given to a local business in the ward relating to their A-boards after issues were raised by the public whereby they were blocking the public highway. After discussions with the business owners regarding the issues that the A boards were causing, they were moved back to the businesses curtilage. There have been no further reports of any issues.

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

The teams have been busy clearing all the leaf fall in the area with the grounds maintenance teams 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.

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

Community Engagement Team Updates

Great British Spring Clean:

As part of the Great British Spring Clean, the Community Engagement Team are organising litter picks across the city to support the 2020 campaign.

You can find out more about the campaign and the events nearby on the Keep Britain Tidy webpage: <https://www.keepbritaintidy.org/get-involved/support-our-campaigns/great-british-spring-clean>



The council organised litter picks are detailed below:

Date	Location	Time
Sunday 22 nd March	Logan's Meadow	10am to 12pm
Wednesday 25 th March	Mill Road Cemetery	11am to 1pm
Thursday 26 th March	Stourbridge Common	10am to 12pm
Sunday 29 th March	Coldhams Common	10.30 am – 12.30 pm
Wednesday 1 st April	Thorpe Way Rec	10am to 12pm
Sunday 5 th April	Cherry Hinton Hall	10am to 12pm
Tuesday 7 th April	Nuns Way Rec	11am to 1pm
Wednesday 8 th April	Pulley Rec	10am to 12pm
Sunday 12 th April (Easter Sunday)	Midsummer Common	11am to 1pm
Monday 13 th April (Easter Monday)	Midsummer Common / Jesus Green	10am to 12pm
Sunday 19 April	Lammas Land	10am to 12pm

In addition should individuals, groups or businesses want to organise their own events for the campaign, then litter picking equipment can be borrowed from the Community Engagement Team by emailing sosvolunteers@cambridge.gov.uk

Hedgehog Holes

The Community Engagement Team continues to work with Cambridge Hedgehogs to promote hedgehog holes and highways. The team is able to assist residents by cutting holes in fences to facilitate hedgehog movement between gardens. To date the team have cut over thirty new hedgehog holes across the city.

Should residents wish to have a hedgehog hole cut they can email the Community Engagement Team at sosvolunteers@cambridge.gov.uk



Greater Cambridge Shared Waste Service Update:

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

Event	Date	Area
SOS Funded Community Action Day	05/10/2019	Tenby/Bliss Way
Recycling talk for sheltered scheme	07/10/2019	Stanton House Christchurch St
Recycling talk at a nursery	11/10/2019	Bar Hill
City Homes Community Action Day	12/10/2019	Ditton Fields
Talk for nursery	14/10/2019	Waterbeach Toddler Group
Talk for staff	15/10/2019	Bradfield Centre
SOS Funded Community Action Day	19/10/2019	Paget St Trumpington
Recycling talk for sheltered scheme	24/10/2019	Whitefriars Chesterton
Recycling talk for sheltered scheme	30/10/2019	Talbot House Fishers Lane
Recycling talk for sheltered scheme	21/11/2019	Brandon Court Prospect Row
Stapleford Xmas fair	24/11/2019	Stapleford School
Over festive fayre	30/11/2019	Over Primary School
Mill Road Winter Fair	07/12/2019	Mill Road
Fen Drayton Village Café	14/12/2019	Fen Drayton
Door knocking	17/12/2019	Trumpington Meadows

3. Environmental and Waste Data

Public Realm [West / Central Area]

Period	Activity	Total number of incidents	Ward		
			Castle	Market	Newnham
Aug 2018 to Jan 2019	Fly tipping	79	9	58	12
Aug 2019 to Jan 2020*		77	15	52	10
Aug 2018 to Jan 2019	Needles	603 (49 instances)	47 needles (6 instances)	552 needles (45 instances)	4 needles (2 instances)
Aug 2019 to Jan 2020*		118 needles (22 instances)	1 needle (1 instance)	114 needles (20 instances)	3 needles (1 instance)
Aug 2018 to Jan 2019	Fixed penalty notices	143	10	116	17
Aug 2019 to Jan 2020		230	12	205	14

*Data only available between 1st August 2019 to 13th January 2020

Summary of public realm data:

Fly tipping:

Of the 15 reports for fly tip in the Castle ward, two came from Castle Street area; no other particular trends with types of fly tipped material were identified in this period. In Market, there were repeat incidents at Portugal Place (5) and Burleigh Street (3) 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 four of the reports were for waste dumped at Lammis Land recycling centre and consisted of non-recyclable household waste.

Needles:

- Castle: One needle was removed in Bridge Street in November
- Market:
 - At Bailey Mews, two needles were found in shrubs in August, and three in a drain in October. On Midsummer Common four needles were found by Cutter Ferry Bridge in October, one needle was removed by the bench near the Fort St George in November, and five from the common in January. On Newmarket Road in September two needles were removed near the Grafton Centre and three needles removed from outside number 4, and in October a further needle was removed from outside number 4.
 - In August there were three needles removed from Parsonage Street near the cattle grid, one needle was removed from the entrance to Epworth Court, fifteen were removed from Paradise Street and one needle was cleared from the bins at the Wesley Church. In the same month forty needles were removed from St Edwards Church on Peas Hill where a backpack containing drugs paraphernalia was recovered in the grounds.
 - In September needles were found at North Terrace (1), King Street near to the church (6) and Parkside (1) near to the litter bins. In November needles were also removed from Market Hill (15) outside the entrance to Marks and Spencer, Christchurch Street (1) at Stanton House, and from Eden Street Backway (3). In January 2020 six needles were also removed from Wellington Court. .
- Newnham: Three needles were removed from Kings Parade in October.

Fixed penalty notices:

Fixed penalty notices issued across the period includes 164 for littering, 54 for trade related waste (including littering, fly tipping and breaching of a statutory notice), nine for domestic related waste (including littering and fly tipping), two for punting, one for failure to provide authority to transport waste and one for abandoning a vehicle.

Private Realm [West / Central Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
Aug 2018 to Jan 2019	Pest Control	NA	60	NA	NA	NA
Aug 2019 to Jan 2020			42			
Aug 2018 to Jan 2019	Refuse and waste complaints	1	NA	1	0	0
Aug 2019 to Jan 2020		1			0	0
Aug 2018 to Jan 2019	Other public health interventions ²	9	NA	1	0	0
Aug 2019 to Jan 2020		1			0	0
Aug 2018 to Jan 2019	Noise complaints	44 ³	NA	1	0	0
Aug 2019 to Jan 2020		32 ³			0	0
Aug 2018 to Jan 2019	Private Sector Housing interventions	19 ⁴	NA	1	1	0
Aug 2019 to Jan 2020		8 ⁴			0	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 19/20	Q2 Jul-Sep 19/20	Q3 Oct-Dec 19/20	Q4 Jan-Mar 19/20	Total for 2019/20
Recycling rate – dry recycling	55.10%	52.28%	49.08%		
Recycling rate – composting	33.67%	31.16%	25.10%		
Amount collected for disposal	44.89%	46.30%	51.11%		

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
19-20 Q1	3,590	2,027,570	2,023,980	0.18%	99.82%
19-20 Q2	5,237	2,184,226	2,178,989	0.24%	99.76%
19-20 Q3	3,219	2,147,116	2,143,917	0.15%	99.85%

Month	Missed	Possible	Actual	% Missed	% Collected
Apr-19	1,260	653,426	652,166	0.19%	99.81%
May-19	1,152	712,690	711,538	0.16%	99.84%
Jun-19	1,178	661,454	660,276	0.18%	99.82%
Jul-19	1,986	756,944	754,958	0.26%	99.74%
Aug-19	2,172	731,857	729,685	0.30%	99.70%
Sept-19	1,079	695,425	694,346	0.16%	99.84%
Oct-19	1,109	758,064	756,975	0.15%	99.85%
Nov-19	1,391	695,687	694,296	0.20%	99.80%
Dec-19	719	693,365	692,646	0.11%	99.89%

4. Key contacts

Area	Contact	Telephone Number	Email
Community Engagement	Community Engagement Team	01223 458084	sosvolunteers@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	07525 213774	recycling.champions@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
- 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 recycling.champions@scambs.gov.uk or telephone 07525 213774.