

Two members of the public living in Abbey Ward presented the committee with a petition regarding McDonalds on Newmarket Road, speaking on behalf of residents (at the time of the meeting there were a total of 1488 signatures).

The main concerns of the petitioners were:

- i. The health and wellbeing of residents.
- ii. The rise of anti-social behaviour including noise (not just from members of the public but staff).
- iii. Pollution and the environmental impact on the area (including the build-up of rubbish around the area).
- iv. Safety of residents (including school children who cross the highway) and the public who used the area.
- v. The volume of traffic which used the highway and roundabout; believed the roundabout to be one of the most dangerous and busiest that a McDonalds was located on.
- vi. Traffic congestion.

The petitioners then stated the following:

Since the reopening of McDonalds following lockdown, deliveries had increased to seven days a week and refuse collection every day. The smell and the noise pollution had become increasingly more noticeable. McDonalds management were contacted on a regular basis regarding these issues, but the response could be negative, rude, argumentative, belittling and accusations the facts being presented were falsified.

After lockdown it was apparent what a detrimental effect McDonalds had on residents in the area as during lockdown there was no visible pollution, congestion and the air smelt fresh.

After lockdown lifted it was then decided that a petition was required to make these issues public and incident logs were also being kept covering Wadloes Road and Nursery Close which had brought the entire community together.

All incidents were reported with the relevant external agencies and McDonalds directly. There had been involvement with the local PCSO (Police Community Special Officer) and on occasion called 111 or 999.

A survey was taken on 29 vehicles using the drive through asking a series of questions including 'if McDonalds was relocated would they

visit', the majority said yes, 'do they think McDonalds was in the right location', the answer was no and 'if the drive through shut down would you visit this McDonalds' and all those drivers said no. Most users were from the CB4 area, including CB1.

In total 114 vehicles counted in 1 hour 45 minutes using the drive through, taking between 17-19 minutes for 1 vehicle to enter the drive through to leaving.

A local councillor has visited the site but there had been little or no engagement since, Abbey People Community Group had also been spoken to on this matter who supported the actions being taken.

Anti-social behaviour had been recorded which included illegal parking, queuing on the highway, deliveries in the early hours of the morning (outside of the agreed planning conditions). Evidence which could be shared with interested parties to take the matter forward.

The formal application for the extension of the double yellow lines outside resident properties stated that residents had been consulted and agreed. Stated that none of the residents were consulted and residents did go to the Joint Area Committee on October 22 to voice objections as the double yellow lines were used as extra car parking spaces and had made no difference.

Would like to see McDonalds relocated to an area which is suited to their needs as they had outgrown the site; were aware that the land was owned by McDonalds. But they could be prosecuted and sanctioned for some of incidents that had been witnessed. The situation had impacted resident's human rights.

Wished to work with representatives from McDonalds to resolve how residents' lives could be made better and have a positive impact on the neighbourhood whether relocation was possible or not these were:

- i. Traffic management of the area could be put in place to ensure a safer environment for residents; traffic regulations were continually breached as witnessed by residents on numerous occasions.
- ii. Possible closure of the drive through leaving just the restaurant; recognised this was the only drive through in Cambridge but the site could no longer facilitate the capacity that was using this service.
- iii. Double yellow lines had no impact, there was a continuous noise of beeping horns as the road was permanently blocked and were

also used by delivery drivers. Questioned if an alternative could be investigated by officers such as no turning. The road was also the main bus route, the route to the dialysis centre and tankers who drove down to the depot at the end of the road.

- iv. Queried if there could be licenced security on site at the weekend as this was when there was an increase in anti-social behaviour.
- v. Queried if there could be enforcement to stop the regular bin collections at 4am and conditions that delivery and refuse vehicles should only be permitted between 7am -11pm.

The committee were informed that the unit was not franchised but owned by McDonalds and had been advised by management they would not consider relocation but the possibility of opening another unit elsewhere to alleviate the issue of congestion.

The lead petitioners thanked the committee for their time and proposed a working party should be formed with residents, McDonalds representatives, environmental officers, highways officers, police, and councillors. Believed a working party would help to improve the neighbourhood and tackle the issues raised such as the anti-social behaviour. Concluded that they would welcome support, assistance, advice and help from the committee.

The Chair of the committee thanked the petitioners for their presentation and asked members of the committee for comment which were as follows:

Councillor Massey said the following:

- i. Welcomed the petition.
- ii. Advised if people were parking on double yellows lines it was a matter for the police but also to keep reporting these matters to herself as the Executive Councillor for Transport and Community Safety, dial 101 and take photographic evidence.
- iii. Anti-social behaviour (that was not a criminal issue) could be reported to the City Council.
- iv. It was not acceptable to have bin collections at 4am and this was an issue that could be investigated and dealt with by the City Council **(ACTION)**.
- v. Had held several meetings with Highways (County Council) as lockdown lifted to discuss the traffic issues on Newmarket Road. The issue was that the traffic had been at normal levels (before lockdown) when officers had visited.

- vi. Football matches would be an added pressure to the highway and see an increase in the use of McDonalds when they returned.
- vii. Would continue to push for something to be done with the roundabout and would carry on speaking to the Greater Cambridge Partnership on this issue and better active travel. **(ACTION)**
- viii. Would be happy to meet with the lead petitioners to discuss the matter further. **(ACTION)**

Councillor Moore said the following:

- i. It was clear that there was an impact on resident's lives.
- ii. She had experienced the congestion problem when visiting the Abbey Ward Food Hub and witnessed anti-social driving.
- iii. She would speak with officers to see what could be done regarding noise, smell, and pollution as these came under her portfolio as the Executive Councillor for Climate Change, Environment and City Centre. **(ACTION)**
- iv. She would be happy to meet with petitioners outside of the meeting. **(ACTION)**

DS Mazur said the following:

- i. Was aware of the issues raised and agreed these seemed to have increased since lockdown.
- ii. Clarified the double yellow line enforcement in Cambridge was not a police matter because it was in a special enforcement area and was a county council matter who had delegated powers.
- iii. The police had identified the barrier had not been secured after closing time allowing entry into the carpark. Police had visited the site to advise Managers what action would be taken if not rectified. Had been assured this had been resolved which should have an impact on reducing anti-social behaviour. Asked if the petitioners could advise if this was still the case, if not further sanctions could be taken.
- iv. Would be happy for a police representative to join a working party to contribute to problem solving in the area and compliment the work of other external agencies. **(ACTION)**

County Councillor Jones said the following:

- i. Advised that she would contact County Councillor Whitehead to take further action where required. **(ACTION)**
- ii. Queried if there could be no left turn into McDonalds and the yellow box could be raised with the senior traffic managers. **(ACTION)**

- iii. Congestion problems should be looked at by the County Council regardless of the petition. **(ACTION)**

Committee Manager note: County Councillor Whitehead spoke to County Council Officers, the Traffic Manager responded with the following

We did work with the police and MacDonald's prior to them reopening after lockdown to ensure that the traffic was not backing up and causing problems at the roundabout. MacDonald's did take some initial action at the time to address the concerns. They are now largely back to business as usual now so it is a concern to hear from you that there is an ongoing traffic problem being caused by the restaurant. I have now asked our Highways traffic monitoring centre to have a look back the historic data we have to see if there is any marked difference from pre Covid levels to now and to monitor the issue over the next couple of weeks. If we do see evidence of this issue on a regular basis, we will approach the restaurant to highlight this safety risk on the highway and ask them to take some action to mitigate the risk.

Councillor Johnson said the following:

- i. Supported the petition and expressed concern at the behaviour of some McDonald representatives.
- ii. Had been advised the day before this meeting the works at the drive through started at 5am and not 8am as contracted. The City Council had tried to contact McDonalds to inform them of this breach, but as the works were due to last only a few days enforcement may not be possible. There appeared to be a lack of concern regarding the impact this had on residents.
- iii. Happy to support the working party.
- iv. Had arranged additional city council litter patrols and if there was continued issues with litter it would be brought to the attention of McDonalds.
- v. Colleagues had written to McDonalds and suggested they should consider relocating to a different site such as Newmarket Road retail park.
- vi. McDonalds should recognise the site was probably one of the few, if not the only unit in a residential area. Questioned if planning permission would be given today as policies had changed in the last twenty years when the application was first considered.

Committee Manager note: Letter from City Council Abbey Ward (Councillors Johnson, Massey and Davies) has been sent to external agencies inviting them to a working party in November 2020.

Councillor Davies said the following:

- i. Thanked the petitioners and advised Abbey Ward Councillors had discussed the issues regularly as these were perennial issues which had been exacerbated through lockdown.
- ii. Health and wellbeing of residents and the impact of air pollution were just as important as anti-social behaviour and littering. The congestion in the area, particularly the roundabout was due to the drive through had been raised with the County Council and McDonalds directly as it impacted on residents.
- iii. City council ward councillors had contacted city council environmental health officers regarding the litter since lockdown had been lifted as the amount of litter had increased. Would continue to raise these issues with officers. **(ACTION)**

Councillor Baigent said the following:

- i. Believed that planning application 14/0507/s73 (McDonalds) stated deliveries were not permitted between hours 2300 and 0700.

MOP: McDonalds does not just effect Wadloes Road it effects all Abbey residents and the drive thru needs to go.

MOP: The council have just signed up to the objective in climate change which states it will reduce traffic congestion so how will this go forward?

Councillor Moore: The city council had agreed to sign up to the climate change objective with an aim to improve air quality to enhance the living standards in the city. As the City Council were not the highways authority this could only be achieved by working with external agencies such as the County Council, the Combined Authority and Stagecoach. There had been some changes and would continue to work with these agencies to ensure that the city was as healthy as possible.

The Enforcement Team Leader confirmed that there had been additional litter patrols; the area was inspected daily to monitor the situation. McDonalds had sent through the litter picking frequency and the area which was covered from the restaurant. The biggest issue was litter being thrown from vehicles and the volume of the vehicles which used

the site. Confirmed that Environmental Health were aware of the situation and this was being looked at.

Councillor Barnett asked if ward councillors would bring an update to the next East Area Committee on this matter (**ACTION all Abbey Ward Councillors**).