

Environmental Report



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

Period of August 2020 to January 2021

Contents

1. Introduction	3
2. West / Central Area Profiles	4
Ward Profile: Castle.....	5
Ward Profile: Market.....	9
Ward Profile: Newnham.....	15
Community Engagement Team Updates	
3. Environmental Data	19
Public Realm [West / Central Area]	19
Private Realm [West / Central Area].....	21
4. Key contacts	23
5. Volunteer schemes	24
Time Credits	24
Streets and Open Spaces Volunteers:	24
Recycling Champions:	24

1. Introduction

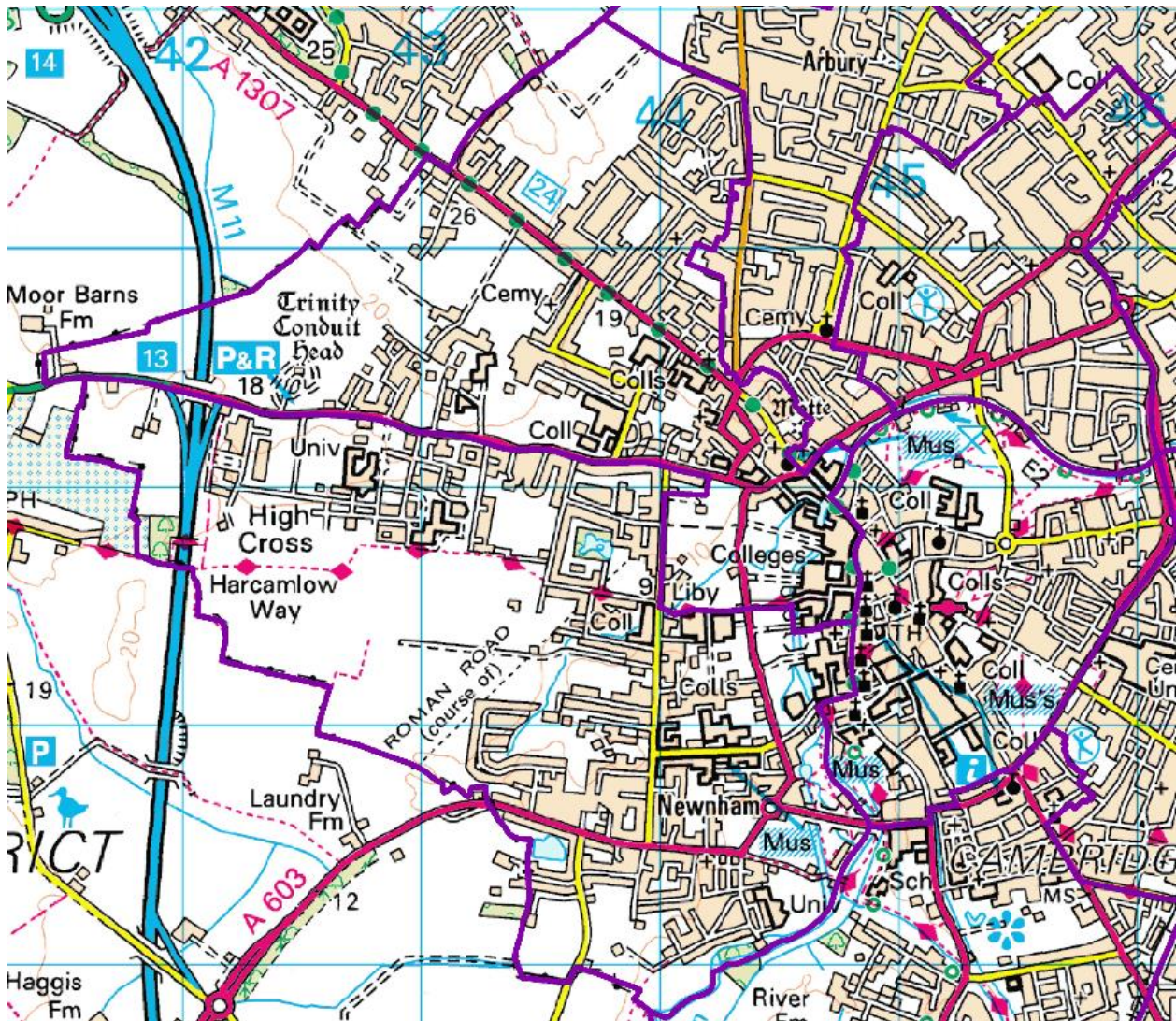
This report provides an overview of the council's Streets and Open Spaces and Environmental Health Service activity in the Area Committee area over the past six months.

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 can 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 Service – works to deal with dog fouling and stray dogs across the city
 - d. Enforcement Team - investigate and act 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. 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.



Map



Enforcement team

Castle Ward –

Despite COVID lockdowns and restrictions members of the public realm enforcement team undertook regular proactive and reactive patrols within the wards.

Proactive patrols still ongoing at the old recycling centres, as of yet no further issues have been reported since the R/Cs were closed for public use.

Given the current national situation officers have had to consider what enforcement action is necessary and proportionate when deciding on the most appropriate course of action to take. This includes taking into consideration current Covid-19 restrictions and what would be in the public interest to pursue.

Officers have also started dealing with untaxed motor vehicles on the highway having been granted devolved powers from the DVLA.

Moving forward officers will begin conducting patrols from 0600 – 1900hrs between April and September. Part of this is due to the increased use of green spaces during the summer.

Castle- 5 vehicles were investigated for being reported as abandoned. All were claimed by their Registered Owners.

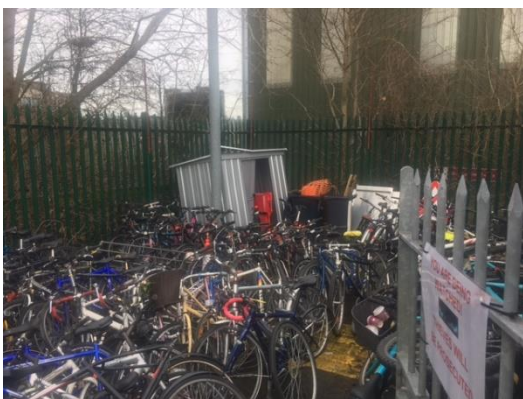


COVID patrols-

During the lockdown and as restrictions were being lifted, general COVID 19 patrols were made within the wards on behalf of the Environmental Health team. This was to ensure companies were not breaking any of the social distancing rules laid down by the Government; any issues were then passed on to the necessary team.

Castle – Abandoned Bikes

Officers approached management seeking permission to remove abandoned bikes within the city, since the city rangers were disbanded and were now the community engagement team. After receiving H/S training from the H/S team we are now the lead officers in the task of removing abandoned bikes. During the month of December 2020 and January 2021 across the area 81 bikes were tagged with the view to remove. During the follow up inspections 12 were no longer on site and 5 had been claimed, 4 need revisiting and 60 were removed and stored at Cowley road.



Castle:

Dog related issues

Regular patrolling of the green open spaces Histon Road Recreation Ground and Histon Road Cemetery (Dogs on leads specified area)

Lexington Close – Warning letter sent to dog owner requesting dogs microchip details be registered on an approved UK database – Warning letter complied with.

Halifax Road – Dog attacked Cat – Dog owner engaged, and advice and education provided.

To contact us regarding a dog issue, please contact Envirocrime@Cambridge.gov.uk.

Community Engagement team

During the month of January 2021, a Clear Shrubbery Ascension Parish Burial ground Huntington Road took place on the 7th 14th and 21st.

All Community Payback works have been suspended since March 2020 and remain so at the present time.

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.

Operations service

Street Cleansing section continue to use Alloy. This system takes reports from online web-forms and turns them into specific jobs for operatives to carry out; using a map-based location to enable operatives to find and complete these tasks a lot quicker than before. The system also allocates the teams daily work meaning less paperwork and a better record of what work has been carried out and when. The Grounds Maintenance side of this system is still being developed.

The Operations teams have been busy during the last few months continuing to carry out scheduled mechanical sweeping all bus routes, main roads and housing footways and carriageways.

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 around the ward.

The Rapid Response and Graffiti Teams have been working closely with the Environmental Crime Team officers for the ward and also washing down the pavements and clearing under/around street furniture within the ward. The areas had become very dirty due to the weather we had and was necessary to wash pavements to remove staining and bring the areas back up to standard.

The cleansing team also remove all cardboard that is left by street life and report to Enforcement any personal belongings within the area, as well as removal of any small volumes of fly tip particularly the items such as pallets and unmarked items where there is no evidence.

They liaise with the then enforcement officers within this area and report evidence we do find within the fly tips so that they can carry out their role in educating the public/residents and prosecuting where necessary.

Our cleansing teams have been removing small fly tips and constantly removing cardboard within the areas.

During the COVID 19 pandemic we have seen an increase in litter and fly tipping our teams in the area are continuing to keep the area clear and have been working during the lockdown as business as usual.



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

Ward Profile: Market

Map



Enforcement team

Despite COVID lockdowns and restrictions members of the public realm enforcement team undertook regular proactive and reactive patrols within the wards.

Given the current national situation officers have had to consider what enforcement action is necessary and proportionate when deciding on the most appropriate course of action to take. This includes taking into consideration current Covid-19 restrictions and what would be in the public interest to pursue.

Officers have also started dealing with untaxed motor vehicles on the highway having been granted devolved powers from the DVLA.

Moving forward officers will begin conducting patrols from 0600 – 1900hrs between April and September. Part of this is due to the increased use of green spaces during the summer.

Market- Abandoned Vehicles – Two vehicles within the Market ward were either reported abandoned or found during proactive patrols, all have been investigated both were claimed by their registered keepers after they were also contacted via a letter asking them to claim it



At present there are sixty-six companies within the ward on section 47 notices for failing to manage their business waste correctly. In this period there were breaches of section 47 notices relating to six separate companies where FPNs were issued and paid in full.



Lion Yard, New Square, Park Terrace, Regent Street, St Andrews Street, Fitzroy street and Burleigh street have had officers foot patrolling the locations and this has culminated in 32 Fixed Penalty Notices being issued for littering of cigarettes,

One prosecution was successfully heard at court for the offence of littering the suspect was found guilty.

Market Hill, Petty Cury, Sidney Street Fitzroy street and Burleigh street have been subjected to rough sleepers whereby items have been discarded, in total 15. All items have been cleared and where items have been deemed personal, they have been stored for the required 28 days, which to date none have been claimed and all have either been destroyed or recycled.



During the period between August 2020 and January 2021 officers continued to undertake proactive and reactive patrols on the open space's patrols. This includes illegal campers, and dog fouling patrols.

Fly tipping issues were found to be prevalent throughout the ward including recycling centres from householders and businesses. In some cases, evidence was found and the suspects dealt with accordingly, by way of fixed penalty notices.

Domestic household waste found littered at numerous locations within the ward, these have been investigated. FPNs were issued to suspects for domestic waste littering and an additional FPN19s were issued for fly tipping domestic waste.1 prosecution file was completed for an unpaid FPN in relation to the offences mentioned.

Bins on Streets- Acting on complaints from local residents regarding domestic bins being left on the street blocking the public highway, inspections were under taken and warning letters were sent to the householders concerned, no further reports of any issues have arisen since.

Domestic bins were removed from a problematic street within the ward and taken to Cowley road for storage.



COVID patrols-

During the lockdown and as restrictions were being lifted, general COVID 19 patrols were made within the wards on behalf of the Environmental Health team. This was to ensure companies were not breaking any of the social distancing rules laid down by the Government; any issues were then passed on to the necessary team.

General Patrols additional work-

Numerous inspections made throughout the ward into waste found, however those with no evidence were forwarded to the streets and open spaces operatives for clearance.

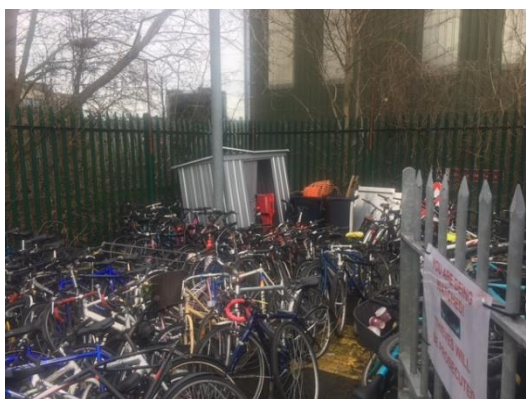
We continue to work alongside our partners within the ward, mainly Cambs Police in assisting them with known people of interest, as well as any intel that might be useful to both parties. Ongoing working partnerships continue with the colleges and Universities in and other council teams dealing with environmental crime issues within the city. This has proven very effective and has been good for intelligence sharing.

Market- Liaising with COVID marshals within the market ward dispersing Deliveroo drivers that were breaching social distancing rules at the location of Market street.WOA given to disperse. This assistance ongoing.

Market / – Abandoned Bikes

Officers approached management seeking permission to remove abandoned bikes within the city, since the city rangers were disbanded and were now the community engagement team. After receiving H/S training from the H/S team we are now the lead officers in the task of removing abandoned bikes. During the month

of December 2020 and January 2021 across the area 81 bikes were tagged with the view to remove. During the follow up inspections 12 were no longer on site and 5 had been claimed, 4 need revisiting and 60 were removed and stored at Cowley road.



This operation is ongoing.

Dog related issues

Market:

Jesus Green – Reports from member of the public relating to a dog control issue, female knock off bike by a dog, investigations ongoing.

Amblecote House – Fouling problem in communal garden. Warning letter sent to the suspect dog owner.

Melbourne Place – Dog control issue. Reports received of dog off lead on public highway. Warning letter sent to the dog owner.

Christs Pieces – Stray dog contained and picked up by this service. Dog reunited with its owner through correct microchipping.

Regent Street – Stray dog found by a member of the public and taken straight to WGAS. The dog was subsequently claimed by owner.

Regular patrolling of the green open spaces Lammas Land, Paradise Nature Reserve and Sheep's Green.

To contact us regarding a dog issue, please contact Envirocrime@Cambridge.gov.uk.

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

Community Engagement team



The regular litter picks organised by the Community Engagement team recommenced in August, September, October November and December 2020 and took part on Jesus Green, Midsummer Common and Parkers Pieces.

The team have an ongoing project to renovate the benches at Parkers Piece, during lockdown the work was postponed, but



recommenced in August 2020 and continue through September and October 2020, with social distancing measures in place. This activity is helping to improve the benches and green space.

There were also tree watering days between the months of August 2020.

All Community Payback works have been suspended since March 2020 and remain so at the present time.

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.

Operations service

Street Cleansing section continue to use Alloy. This system takes reports from online web-forms and turns them into specific jobs for operatives to carry out; using a map-based location to enable operatives to find and complete these tasks a lot quicker than before. The system also allocates the teams daily work meaning less paperwork and a better record of what work has been carried out and when. The Grounds Maintenance side of this system is still being developed.

The Operations teams have been busy during the last few months continuing to carry out scheduled mechanical sweeping all bus routes, main roads and housing footways and carriageways.

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 weather we had and was necessary to wash pavements to remove staining and bring the areas back up to standard.

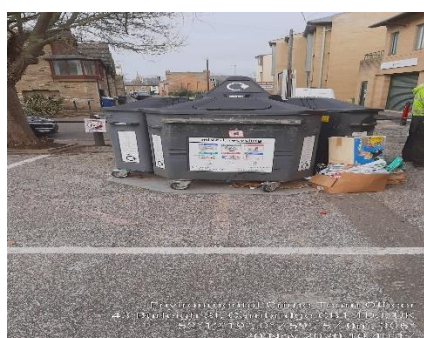
Our cleansing teams have been removing small fly tips and constantly removing cardboard within the areas.

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.

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 around the ward.

During the COVID 19 pandemic we have seen an increase in litter and fly tipping our teams in the area are continuing to keep the area clear and have been working during the lockdown as business as usual.



The cleansing team remove all cardboard that is left by street life and report to Enforcement any personal belongings within the area, as well as removal of any small volumes of fly tip particularly the items such as pallets and unmarked items where there is no evidence.

They liaise with the then enforcement officers within this area and report evidence we do find within the fly tips so that they can carry out their role in educating the public/residents and prosecuting where necessary.

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

All Community Payback works have been suspended since March 2020 and remain so at the present time.

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.

Ward Profile: Newnham

Map



Enforcement team

Despite COVID lockdowns and restrictions members of the public realm enforcement team undertook regular proactive and reactive patrols within the wards. Proactive patrols still ongoing at the old recycling centres, as of yet no further issues have been reported since the R/Cs were closed for public use.

Given the current national situation officers have had to consider what enforcement action is necessary and proportionate when deciding on the most appropriate course of action to take. This includes taking into consideration current Covid-19 restrictions and what would be in the public interest to pursue.

Officers have also started dealing with untaxed motor vehicles on the highway having been granted devolved powers from the DVLA.

Moving forward officers will begin conducting patrols from 0600 – 1900hrs between April and September. Part of this is due to the increased use of green spaces during the summer.

Newnham – Various mobile patrols were carried out through this period which has incorporated the Covid crisis. This has included monitoring businesses in the area on behalf of the Environmental Health Team to ensure they are being COVID compliant, including updating them on changes in rules and reminding them of the queuing systems in relation the social distancing.

Trade waste issues in relation to a business regarding A Boards and the breaches of the policy as well as the management and storage of their trade waste, as not to block the public highway.

Two FPNs issued for littering offences within the ward, both paid in full.

Newnham Abandoned Vehicles –Reports of 3 abandoned vehicles came in, all vehicles were inspected and deemed worthy of a seven-day notice informing the owners we believed they may be abandoned, and they were also contacted via a letter asking them to claim it. All vehicles were claimed by the registered keepers.

Lammas Land COVID patrols undertaken in the open spaces to monitor groups of people breaching social distancing rules. Advice given to people found to be breaching the rules.

There have investigated a couple of incidents of waste dumped next to the clothing / shoe recycling bin in the car park – ongoing problem area

Regular patrolling of the green open spaces Lammas Land, Paradise Nature Reserve and Sheep's Green.

COVID patrols-

During the lockdown and as restrictions were being lifted, general COVID 19 patrols were made within the wards on behalf of the Environmental Health team. This was to ensure companies were not breaking any of the social distancing rules laid down by the Government; any issues were then passed on to the necessary team.

To contact us regarding a dog issue, please contact Envirocrime@Cambridge.gov.uk.

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.

Community Engagement team



The regular litter picks organised by the Community Engagement team recommenced in August, September, October November and December 2020 and took part on Coe Fen, Mill Pond and Lammas Land.

All Community Payback works have been suspended since March 2020 and remain so at the present time.

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.

Operations service

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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 around the ward.

The parks team have continued to clear bins, litter and fly tips from our parks and open spaces within the area. Although the paddling pool and swimming pool at Lammas and Sheep's Green were not in use within this period due to Covid-19, the parks have been much busier than usual this time of year. We were finding more picnics, BBQ's and general drinking being held on our open spaces as they are not able to gather at homes or any venues that they may usually frequent. This has also made it difficult for our teams to get around safely to clear all the rubbish that was being left on the ground and emptying overflowing bins.

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

All Community Payback works have been suspended since March 2020 and remain so at the present time.

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.

Hedgehog Holes

The Community Engagement Team continues to work with Cambridge Hedgehogs to promote hedgehog holes and highways. The team can 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 who will make suitable arrangements bearing in mind Covid-19 restrictions.



3. Environmental and Waste Data

Public Realm [West / Central Area]

Period	Activity	Total number of incidents	Ward		
			Castle	Market	Newnham
Aug 2019 to Jan 2020	Fly tipping	77	15	52	10
Aug 2020 to Jan 2021		78	35	37	6
Aug 2019 to Jan 2020	Needles	22	1 needle (1 instances)	114 needles (20 instances)	3 needles (1 instances)
Aug 2020 to Jan 2021		25	9 needles (6 instance)	53 needles (19 instances)	0 needles (0 instance)
Aug 2019 to Jan 2020	Fixed penalty notices	230	12	205	14
Aug 2020 to Jan 2021		57	8	48	1

Summary of public realm data:

Fly tipping:

Due to COVID lockdown the amount of footfall within the wards was significantly reduce the amount of incidents dealt with remained relatively stable.

Needles:

- Castle: 6 needles were removed from Castle ward a slight rise from the same period last year.
- Market: 53 needles were removed from Market ward a large reduction from the same time last year.

- Newnham: No needles were removed from this ward during the same period last year.

Fixed penalty notices:

Due to COVID lockdown the amount of footfall within the wards was significantly reduce as well as businesses closed, this reflects in the figures shown compared to the figures from the same time period last year.

Private Realm [West / Central Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
Feb 2019 to Jul 2020	Pest Control	NA	42	NA	NA	NA
Aug 2020 to Jan 2021			40			
Aug 2019 to Jan 2020	Refuse and waste complaints	1	NA	1	0	0
Aug 2020 to Jan 2021		Figures not available			0	0
Aug 2019 to Jan 2020	Other public health interventions ²	1	NA	1	0	0
Aug 2020 to Jan 2021		9			0	0
Aug 2019 to Jan 2020	Noise complaints	32	NA	1	0	0
Aug 2020 to Jan 2021		41			0	0
Aug 2019 to Jan 2020	Private Sector Housing interventions	8	NA	1	0	0
Aug 2020 to Jan 2021		12			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

4. Key contacts

Area	Contact	Telephone Number	Email
Community Engagement	Community Engagement Team	01223 458084	sosvolunteers@cambridge.gov.uk
Enforcement (Castle)	Andy Hine Steve Phillips	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
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 acting 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@scamsb.gov.uk or telephone 07525 213774.