

Environmental Report



Cambridge North Area

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

Period of August 2020 to Jan 2021

Contents

1. Introduction	2
2. North Area Profiles.....	3
Ward Profile: Arbury	4
Ward Profile: East Chesterton	Error! Bookmark not defined.
Ward Profile: Kings Hedges	Error! Bookmark not defined.
Ward Profile: West Chesterton	16
Community Engagement Team Updates	19
3. Environmental and Waste Data	20
Public Realm [North Area]	20
Private Realm [North Area]	Error! Bookmark not defined.
4. Key contacts	22
5. Volunteer schemes	23
Time Credits	23
Streets and Open Spaces Volunteers:	23
Recycling Champions:	23

1. Introduction

This report provides an overview of the council's Streets and Open Spaces, 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 have 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 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

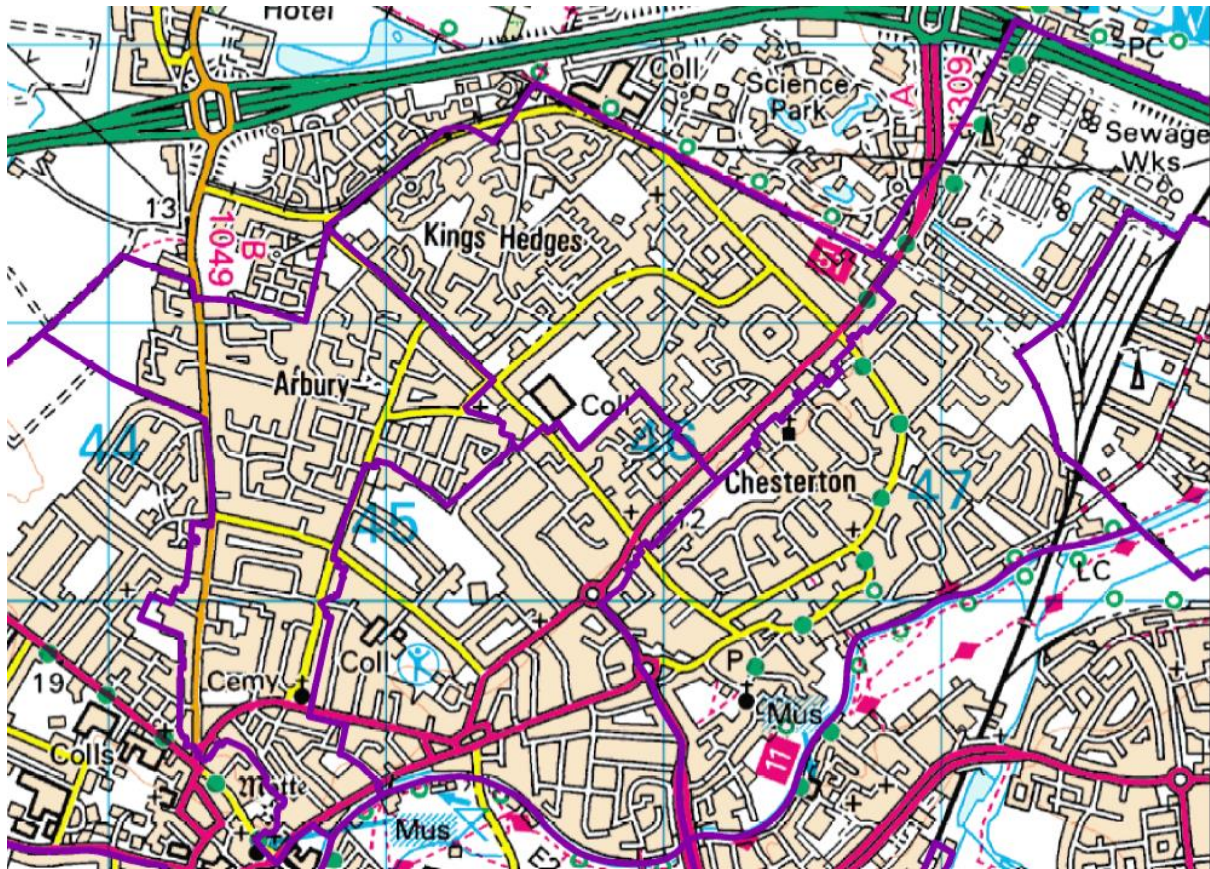
4. The Greater Cambridge Shared Waste Service provide waste and recycling collections from homes and businesses in Cambridge and South Cambridgeshire and empties 32,000 bins each day. It is responsible for setting policy on how this should be done and educating residents and customers on how best to recycle. Unfortunately we have been unable to receive data on waste and recycling for this period

5. Environmental Health:

- a. Pest control – free treatments for rats,
- 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

1. North Area Profiles.

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



Ward Profile : Arbury



Enforcement Team

Members of the public realm enforcement team covering the north of the city have attended a total of 331 incidents/investigations in the North over this reporting period. 59 abandoned vehicle enquires/investigations have also been conducted.

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 assisted environmental health over this reporting period with covid-19 compliance checks in relation to business premises.

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

Issues in relation to dogs is now covered by all members of the public realm enforcement team on a rotational basis.

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.

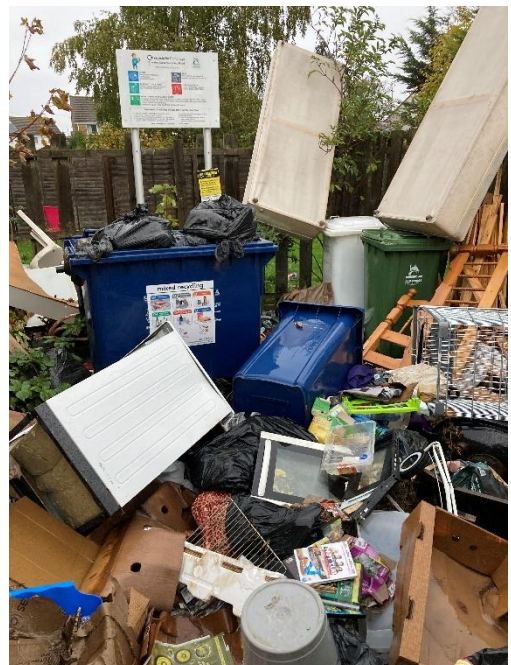
Officers conduct regular patrols in the area spending approximately 10 to 15 hours per week in the area of Arbury. Fly-tipping in the area of Brackley Close remains a concern and patrols have increased in this area.

Fly tipping: Officers have attended and investigated 75 incidents of fly-tipping over the reporting period. One fly-tip of note took place in the area of Minerva Way. Several black refuse sacks were dumped along with items of furniture. Enquires identified the suspect who was later issued a fixed penalty notice for fly-tipping.

Hot spots for fly-tipping are as follows.

Brackley Close 15 incidents recorded/investigated resulting in two fixed penalty notices being issued for fly-tipping. One fixed penalty notice was issued for the offence of littering. A contributing factor in all the offences was misuse of the flats bin storages areas. Warning signs have been put in place to prevent and deter offences taking place. Wooden fencing in the area has been removed to improve visibility and aid crime prevention.

Hazelwood Close 7 incidents recorded/investigated resulting in one fixed penalty notice being issued for fly-tipping. As with Brackley Close misuse of the bins stores has been identified as a contributing factor.



Stretten Avenue 4 incidents recorded investigated resulting in one fixed penalty notice being issued for fly-tipping. People continue to dump waste at the site of the old recycling centre. A number of warning signs have been put in place to prevent and deter offences. The fencing in the area has been removed to improve visibility and aid crime prevention.

Misuse of bin stores and recycling centres has been identified as a contributing factor in some of these areas.

Work is ongoing with both housing, waste services and public realm enforcement to educate residents regarding dealing with household waste responsibly. This includes continued promotion of the SCRAP fly-tipping campaign.



Abandoned vehicles: Abandoned motor vehicles are reported as a result of a call to the Customer Service Centre or an email from a resident/member of the public, however, general patrols are also undertaken regarding ABV's . The majority of vehicles reported have been claimed by the owners. One vehicle has been dealt with for having not having a current vehicle exercise licence. A total of 13 investigations have been conducted in Arbury relating to abandoned vehicles.

Illegal camping: Officers have investigated two reports of illegal camping. One incident was reported in the area of Histon Road Cemetery and the other within the area of Arbury Court.

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

Dog Service

Humphreys Road Play Area – A Dog Exclusion Area – reported dogs being exercised. On inspection a large amount of faeces found inside the play area! Further Dog exclusion signage installed. Continued monitoring of the area with regular patrols being conducted.

Brackley Close - Fouling problem on communal grass area. Suspected identified and contact made in conjunction with Housing department.

Mitchams Corner - Stray dog collected by this service. Unable to trace owner. Dog kennelled at WGAS and subsequently rehomed.

Aylesborough Close - Dog fouling area problem. New fouling signage installed.

Perse Way - Dog fouling area problem. New fouling signage installed.

Operations Service

The Street Cleansing Section have now been using Alloy for around a year. Reports are now received via online web-forms and generate specific jobs for operatives.

Street Cleansing have been busy clearing all the leaf fall in the area, and we have started winter pruning ready for the bird nesting season. We have been sweeping all the main roads and residential areas of detritus and carrying out deep cleaning as we go about the ward.

St Albans rec football pitches have been marked out and are being used regularly by the local community. In the coming months we will be getting ready for grass cutting season.

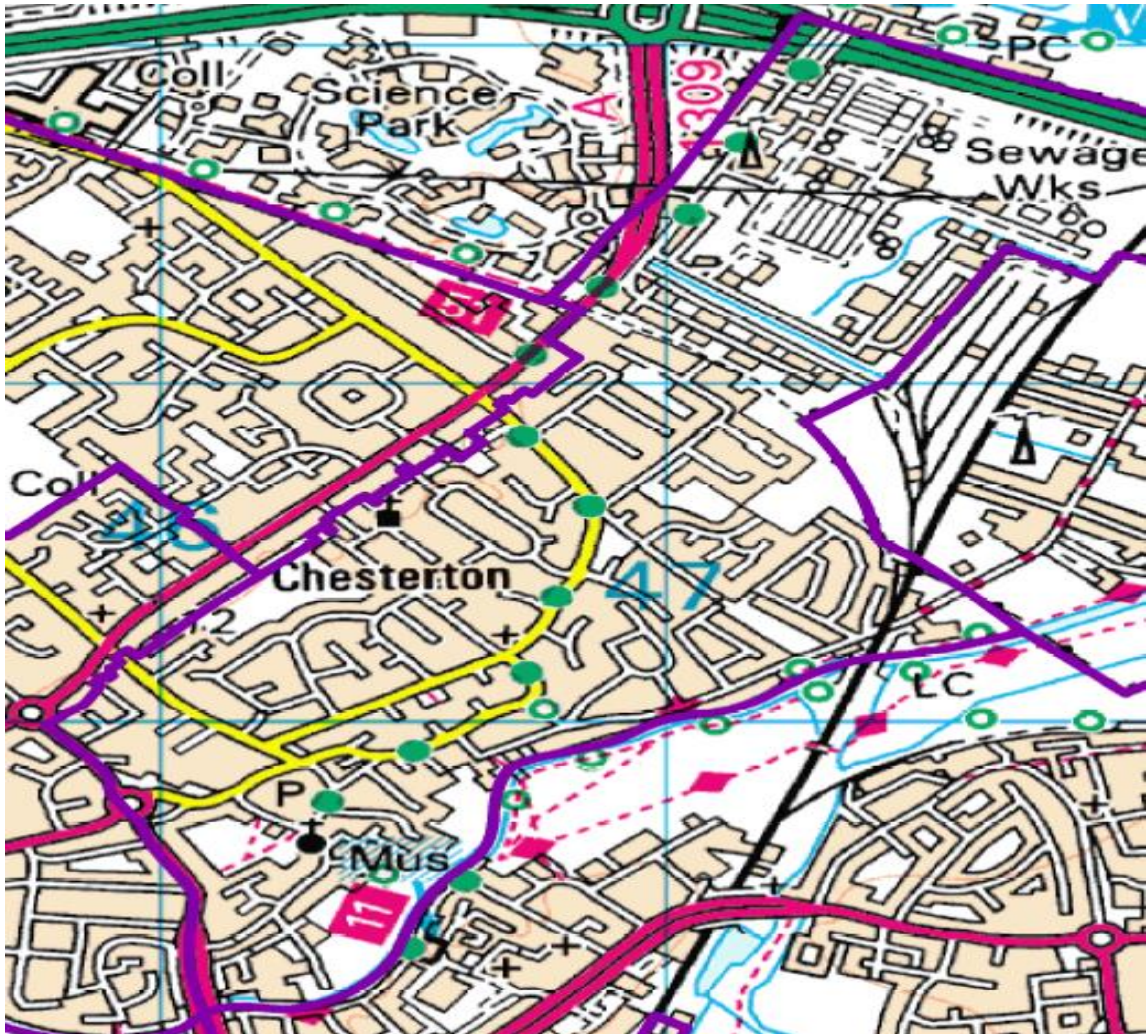
We have carried out 17 void property clearance's in the ward in the last 6 months.

During the Covid-19 pandemic and lockdown we have seen an increase in littering. The team are working hard to keep the area clear and for the last six months including lockdown it has been business as usual.

The team have cleared a total of 136 fly-tips. This is a considerable increase from 44 fly-tips over the last period. A total of 13 needles have been cleared in the Arbury area from 10 reported incidents.

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

Ward Profile : East Chesterton



Enforcement Team

I conduct regular patrol in the area every day spending approximately 20-25hrs per week there. The past 6 months I have investigated 52 jobs within East Chesterton, giving particular attention to Maitland Avenue, Mortlock Avenue, Church Street and Dundee Close as these are particularly bad areas for fly-tipping.

Maitland Avenue – This street continues to be a hot spot for fly tipping especially next to the flats and in the garage area. Within the past 6 months I have investigated 11 separate fly tips within this street. However as in previous times due to the nature of the waste that is being dumped, I have been unable to take any further action as there isn't the evidence. One of these investigations did lead to a warning letter being issued to the suspect, hopefully deterring them and their neighbours fly tipping in the future. I will continue to patrol this area regularly and hope that this helps to deter further dumping of waste.



Mortlock Avenue – This is another street that continues to be a hot spot for fly tipping again especially within the garage area. Within the past 6 months I have investigated 7 separate fly tips within this street. Again, due to the nature of the waste being dumped I have been unable to take any further action as there hasn't been enough evidence. I will continue to patrol this street regularly and hope this deters people.

Church Street – The area where the recycling centre use to be, seem to be attracting more and more waste being dumped there. Over the past 6 months I have investigated 7 separate fly tips at this location. However, there is no evidence left meaning that I cannot take any further action. I will again continue to prioritise this area in the hope to deter people from dumping there in the future.

Dundee Close – This is another hot spot area in East Chesterton for fly tipping. I have investigated 6 separate incidents of fly tipping in this street. One of which lead to a Fixed Penalty Notice being issued. This has subsequently been paid. I am hoping that this being the case it will help to deter others from dumping waste at this location. I will continue to patrol this area on a regular basis and hopefully this and the issuing of the FPN will start to deter people for dumping here.

Milton Road – 3 littering from vehicle offences have been witnessed over the past 6 months. 2 of these offences were dealt with by way of Fixed Penalty Notices and have both now been paid. The other offence is still on-going.

Logan's Meadow – There have been 3 incidents of illegal camping on Logan's Meadow in the past 6 months. 2 of these resulted in the camps being removed by Cambridge City Council and as they were not claimed subsequently, they were destroyed. There is 1 incident that is on-going on Logan's Meadow and I am liaising with both ASB and the Police to try and resolve this matter.



I have dealt with a further 21 investigations within East Chesterton over the past 6 months in other areas; including Edinburgh Road garages, Bramley Court and Tuscan Court. Due to lack of evidence in these investigations I have been unable to take any further action. However, I will continue to monitor these locations, in the hope that this will prevent them from getting worse.

ABVS – 13 suspected abandoned vehicles have been investigated within East Chesterton over the past 6 months. 11 of these vehicles have either been claimed or removed by the owner. The other 2 were not on site when I visited the location.

Dog Service

Cowley Road – Stray dog collected from the Station by this service and reunited with owner.

Fen Road - During August 2020 Two stray dogs contained by members of the public and taken straight to WGAS. One dog has been rehomed and the second remains at WGAS. In December 2020 a stray dog found at Fen Road was collected by this service and taken to kennels. The dog was subsequently claimed by its owner. January 2021 Two stray dogs contained by a member of the public and taken to WGAS. Both dogs have since been claimed by their owners.

Fallowfield – Dog on human attack. Investigation lead by the Police and a referral to WGAS made to provided education and training for the dog.

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

Operations Service

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

The grounds maintenance teams have been carrying out pruning works on Green End Road Rec and carrying out there winter pruning work before the birds nesting season starts, we are currently working through the area.

We have also been busy litter picking the area. The hot spots in this period have been Fen Road and Dundee Close and Logan's Way. All these areas are checked on a regular basis.

Our sports marking operative has been busy marking out all 3 football pitches on Chesterton rec and we soon will be getting ready for grass cutting season.

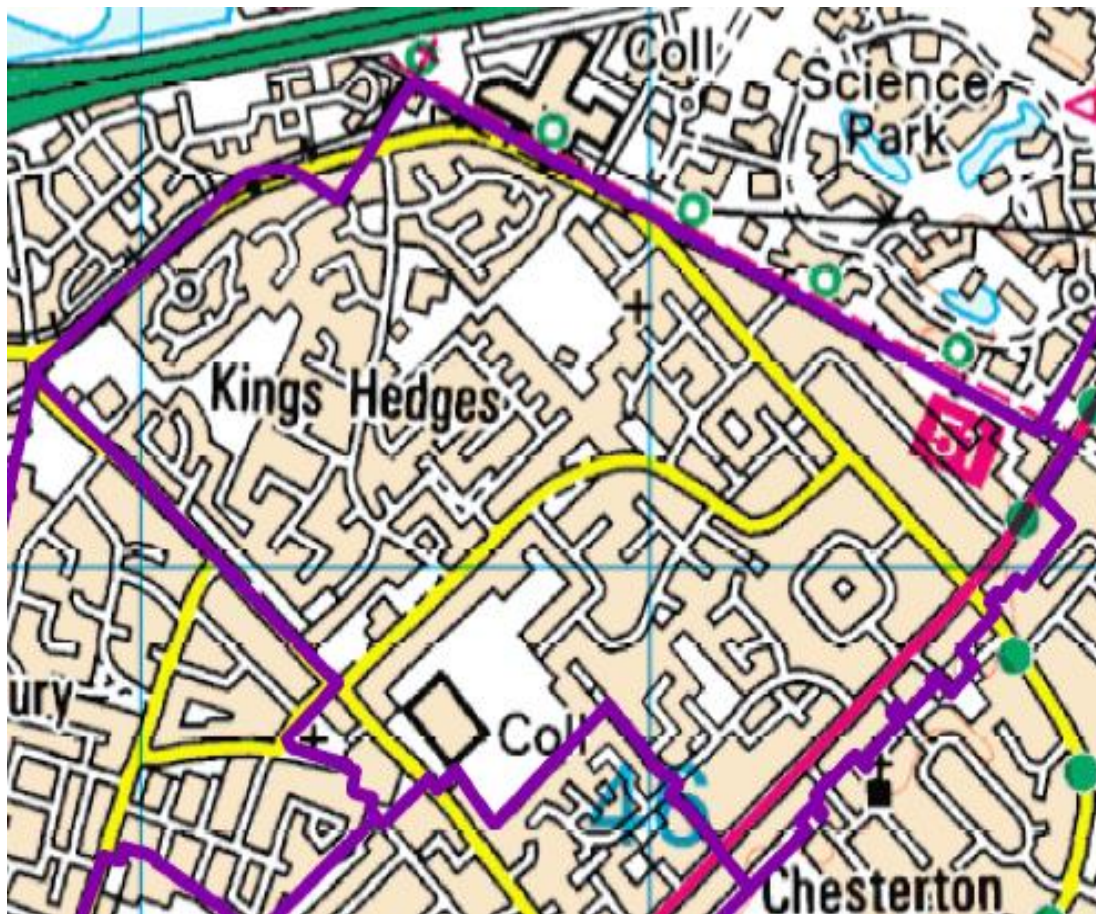
Fly tipping has increased in the area for this period but we are still having issue with Mortlock and Maitland recycling areas with dumping of fly tip.

40 needles were cleared in East Chesterton from a total of 15 incidents reported.

81 Fly-tips were cleared by the Street Cleansing Section.

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

Ward Profile : Kings Hedges



Enforcement Team

Officers have conducted around 10 – 15 hours of patrols per week in the area of Kings Hedges. A total of 186 incidents/investigations have been carried out over this reporting period. A total of 9 fines have been issued for fly-tipping offences. 9 fines have been issued for littering offences. 2 fines have been issued for breaches of household duty of care. A total of 26 abandoned vehicle enquires have been conducted over the reporting period.



Fly-tipping. Around 150 Incidents of fly-tipping/littering have been investigated over the reporting period. The investigations conducted have resulted in 9 fly-tipping fixed penalties being issued and 9 littering fixed penalty notices being issued.

Current hot spots for fly-tipping are as follows.

Sackville Close - 31 incidents recorded and investigated. Resulting in 3 fixed penalty notices being issued. The removal of the recycling centre is thought to be a contributing factor in offences. Flats in the area of Walker Court and Sackville Close continue to attract waste being dumped. Particularly in front of the buildings and in the area of Pulley recreation ground. Due to the current issue's officers patrol the area at least twice a week.

Campkin Road - 23 incidents recorded and investigated. 6 fixed penalty notices have been issued for offences detected. Misuse of the recycling centre is a contributing factor in several the incidents. The recycling centre is visited by officers at least twice per week in order to prevent and detect offences. Warning signs have also been put in place.

Atkins Close - 27 incidents recorded and investigated. 4 fixed penalty notices have been issued. Misuse of the bin stores for the flats and misuse of recycling centres is a contributing factor. As with Campkin Road and Sackville Close this site is visited a number of times during the week in order to prevent and detect offences. Since the issuing of the fixed penalty notices recorded incidents have decreased slightly.

Nicholson Way - 19 incidents recorded and investigated. A number of the incidents investigated were due to trade waste being dumped at the recycling centre. A contributing factor was the location of the recycling centre and ease of access off Arbury Road. Unfortunately, due to the misuse of the recycling centre it has now been removed.



Abandoned vehicles - Vehicles are reported as a result of a call to the Customer Service Centre or an email from a resident/member of the public, however, general patrols are undertaken regarding the issues. The majority of vehicles have been claimed by the owners. One vehicle has been destroyed for not having a current vehicle exercise licence. A total of 26 investigations have been conducted in Kings Hedges relating to abandoned vehicles.

Dog Service

Kings Hedges recreation ground – Dog being walked attacked by a loose dog with no visible walker – no suspect identified.

Sackville Close – Dog fouling area problem. New fouling signage installed.

Woburn Close – Dog repeated straying. Dog being allowed out of property on its own to roam the area. Suspect identified and warning letter sent.

Consul Court – Issue with dog loose outside property, intimidating neighbours and urinating. Dog owner issued **CPN** Community Protection Notice.

Buchan Street – October 2020 Stay dog collected by this service and reunited with its owner. Follow up warning letter sent requiring the dogs microchip details be updated – warning letter complied with. January 2021 Stray dog contained by a MOP and collected by this service.

The dog was reunited with its owner. Follow up warning letter sent requiring the dogs microchip details be updated – warning letter complied with.

Crowland Way – Dog fouling area problem. New fouling signage installed.

Wynford Way – Dog Fouling witnessed **FPN 16** issued. Dog owner failed to comply with the PSPO. Suspected abandoned vehicle investigated – Vehicle not on site at second inspection.

Pavilion Court – Fouling problem on communal grass area. Suspect identified and PSPO explained. No further issues.

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

Operations Service

The graffiti removal team have attended many offensive graffiti reports from Minerva Way and around the Kings Hedges area.

Fly tipping in the ward has increased over the last 6 months due to Covid-19 and we are still currently checking the hot spot areas on a regular basis.

The cleansing team has been busy sweeping all the main roads and residential areas of leaf fall and detritus. Deep cleaning has taken place by the team as and when required.

The grounds maintenance teams have been busy cutting back trees and carrying out winter maintenance before bird nesting season.

Sports pitches are being marked out on a monthly basis on Nuns Way Rec so that when football returns people can play.

In the coming months we will be getting ready for grass cutting season. If you would like to report a cleansing or grounds maintenance issue, please contact our Customer Service Centre.

Ward Profile: West Chesterton



Enforcement Team

I conduct regular patrol in this area, I spend approximately 5-10hrs per week there. The past 6 months I have investigated 18 jobs within West Chesterton, giving particular attention to Chesterton Road recycling centre and Blackthorn Close. These locations are particularly bad for fly-tipping.

Chesterton Road Recycling Centre – This site seems to be a hot spot for fly tipping with 6 incidents being investigated there over the past 6 months. 1 of these investigations resulted in a Fixed Penalty Notice being issued, this has since been paid. The other cases I was unable to take any further action due to the lack of evidence.

I will continue to patrol this site regularly and hope my presence will deter people from dumping there.



Blackthorn Close – This street seems to have seen an increase in the amount of waste being dumped there, with 4 fly tipping investigations taking place in the past 6 months. 1 investigation resulted in a Fixed Penalty Notice being issued which has now been paid. There other investigations ended up with no further action due to the lack of evidence. As with Chesterton Road recycling I will continue to make regular patrols to this area and hope that my presence will deter people from dumping here.



I have investigated 4 littering from vehicle offences in West Chesterton over the past 6 months in both Elizabeth Way and Victoria Road. 2 of these investigations resulted in Fixed Penalty Notices being issued. Both of which have now being paid.

I have dealt with a further 8 investigations within West Chesterton over the past 6 months in other areas; including Woodhead Drive, Carlton Way and Croft Home Lane. Due to lack of evidence in these investigations I have been unable to take any further action. However, I will continue to monitor these locations, in the hope that this will prevent them from getting worse.

ABVS – 7 suspected abandoned vehicles have been investigated within West Chesterton over the past 6 months. 6 of which were claimed and the other was not of site when I visited the location.

I have also dealt with 1 vehicle for having no valid tax on the public highway. This vehicle was not claimed and so subsequently destroyed by our contractor.



Dog Service

Chesterton Road – Stray dog found by a member of the public near the turning to Hawthorn Way. Dog collected by this service and reunited with his owner.

If you would like to report an environmental crime issue or dog related issues in your ward, please get in contact with your Enforcement Officer, Jess Toombs.

Operations Service

Our grounds maintenance team have been busy doing there winter pruning and are busy moving through the ward. Soon the team will be getting ready for grass cutting season.

Street cleansing operatives have been sweeping all the mains roads and residential areas from detritus and clearing the leaf fall as they go about the ward.

The service has received many offensive graffiti reports from the ward. The locations reported for graffiti have been at varied locations across the ward this period.

The team check hot spots daily in the ward especially where we know needles might be left.

We have carried 16 void property clearance's and garden clearances in the ward in the last 6 months.

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

Community Engagement Team

The community engagement team has undertaken numerous and varied activities over this reporting period. Despite the restrictions in place the team has been busy in other areas. Due to Covid-19 restrictions the team have been redeployed into assisting Operations Services with various tasks. These tasks have included litter picking green spaces and residential areas. The team have helped clear fly-tipping and void properties within the north area.

The team continues to assist in dealing with bins on streets issues and clearing abandoned shopping trolleys.

Members of the team have assisted the canopy project and trees for babies during November 2020. Several types of trees were delivered to residents who applied to be part of the scheme.

The community engagement team have also supported local food hubs twice a week in getting food to the vulnerable and isolated during the pandemic.



One of the tasks undertaken by the team was placing a number of hedgehog holes in Hertford Street, Arbury.

This entails ensuring that garden fences have a suitable hedgehog sized hole in it thus allowing free movement of hedgehogs around their street and gardens (a hedgehog friendly sized hole is 13cm x 13cm)

If you would like to try and make your street a Hedgehog Highway, please get in touch at: parks@cambridge.gov.uk

During September 2020 Nuns Way, Kings Hedges Rec and Logan's Meadow all had volunteers assist with litter picking. In October 2020 Warren Road, Ramsden Square and St Albans Road had volunteers assist with fruit clearances. Volunteers also helped litter pick Pulley Recreation Ground.

2. Environmental and Waste Data

Period	Activity	Total number of incidents	Ward			
			Arbury	East Chesterton	Kings Hedges	West Chesterton
Aug 2019 to Jan 2020	Fly tipping	191	44	36	94	17
Aug 2020 to Jan 2021*		567	136	81	326	24
Aug 2019 to Jan 2020	Needles	89	1 needle (1 instances)	76 needles (7 instances)	0 needles	12 needles (3 instances)
Aug 2020 to Jan 2021*		185	13 needles (10 instance)	40 needles (15 instances)	105 needles (6 instances)	27 needles (5 instances)
Aug 2019 to Jan 2020	Fixed penalty notices	29	4	6	10	9
Aug 2020 to Jan 2021		28	3	3	18	4

North (Arbury, Kings Hedges, East and West Chesterton)

August 2020 to January 2021

Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Simple Cautions	Legal Proceedings	Comment
Noise Complaints	182	Na	0	3	0	0	*All complaints will generally have at least one such action.
Refuse/ Waste Complaints	8	Na	0	0	0	0	*All complaints will generally have at least one such action.
Other public health complaints	23	Na	0	0	0	0	*All complaints will generally have at least one such action.
Private Sector housing interventions	48	Na	0	0	0	0	*All complaints will generally have at least one such action. Please note this figure relates to investigation of reactive service request and does not include proactive inspections.
Pest Treatments		70	Na	Na	0	0	

3. Key Contacts

Area	Contact	Telephone Number	Email
Community Engagement	Community Engagement Team	01223 458084	sosvolunteers@cambridge.gov.uk
Local Nature Reserves Ranger	Vic Smith	01223 458282	Victoria.Smith@cambridge.gov.uk
Enforcement (Arbury and Kings Hedges)	Jamie Lambert	07725478404	Jamie.Lambert@cambridge.gov.uk
Enforcement (East and West Chesterton)	Jess Toombs	01223 457730	Jess.Toombs@cambridge.gov.uk
Streets and Open Spaces Operations / Commercial	Paul Jones	01223 458282	Paul.Jones@cambridge.gov.uk
North Area Operations Team Leader	Kieran Gentle	01223 458282	Kieran.Gentle@cambridge.gov.uk
Recycling Champions	Birgitta Laurent	07525213774	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.

4. 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](tel:07525213774)