



Environmental Report

Cambridge North Area

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

Period of February to July 2021

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1. Introduction

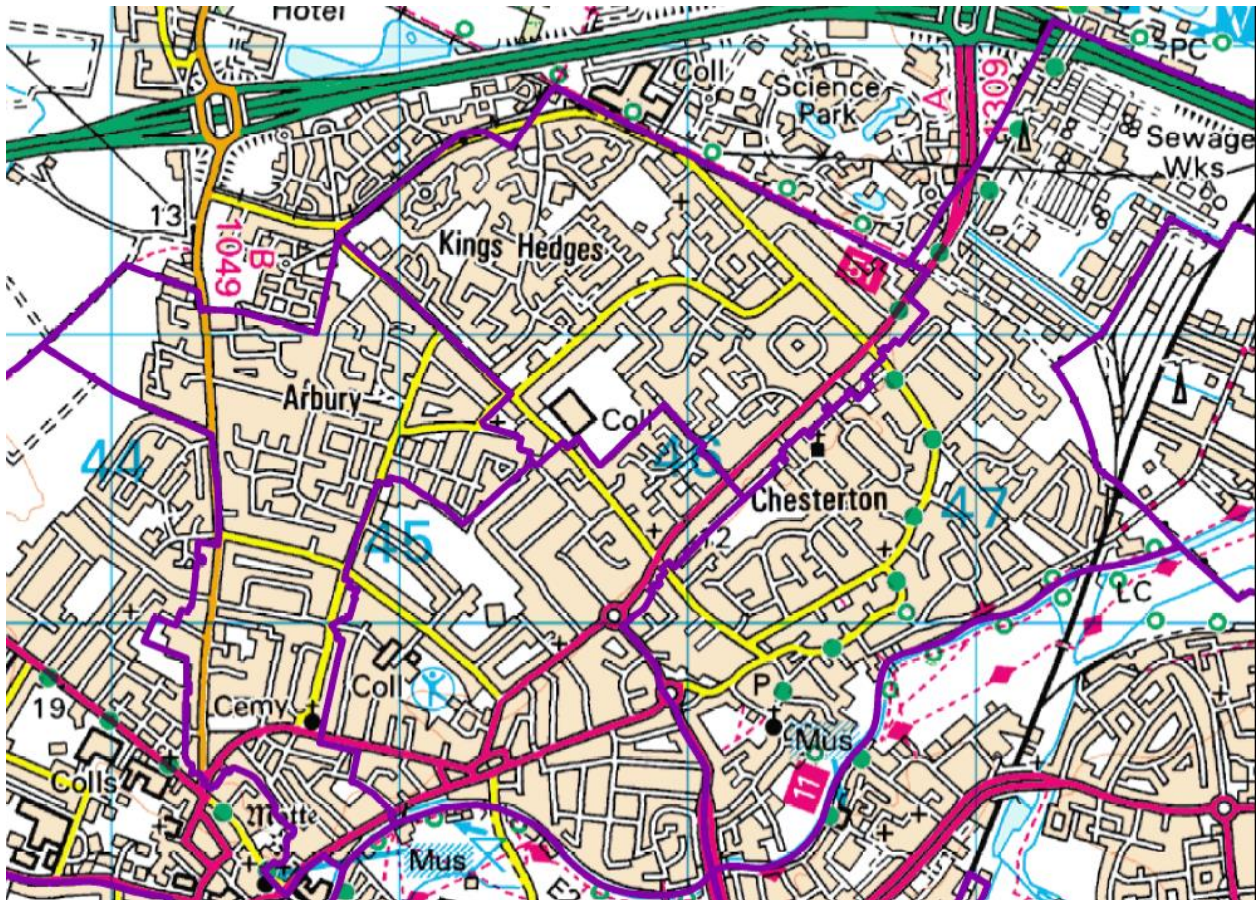
This report provides an overview of the council's Streets and Open Spaces, Environmental Health and Shared Waste service activity in the Area Committee area over the past six months.

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. Enforcement Team - investigate and take action against instances of environmental crime and dog control issues 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. North Area Profiles

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



Ward Profile: Arbury

Map



Community Engagement team

The team will be carrying out a community clean-up day in Arbury at Brackley Close on 18th September which will be supported by the Community Engagement Team, Greater Cambridge Shared Waste, volunteers and as well as local community groups and council officers.

Following suspension of the Community Payback service due to Covid-19, the team will be recommencing work parties with Payback at the end of August 2021.

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.

Enforcement team

The area officer at the time conducted regular patrols in this area, spending approximately 20 to 25 hours per week there. Particular attention is paid to Molewood Close, Hazelwood Close, Brackley Close and Cockerell Road as these have been particularly bad as fly tipping hot spots.

- Molewood Close – This area seems to be a hot spot for fly tipping over the past 6 months. With thirteen incidents of fly tipping being investigated. Due to the nature of the waste being dumped and the lack of evidence no further action has been able to take place. There has also being a report of a dog fouling issue here which we have investigated and giving the owner words of advice. Particular attention will continue to be made in this area, to try and reduce the amount of fly tipping.

- Hazelwood Close – This is another area that seems to attract a lot of fly tipping. Over the past 6 months the area officer has investigated seven separate incidences of fly tipping. One of which resulted in a fixed penalty notice being issued. Regular patrols will continue to take place in this area again in the hope to stop people fly tipping.
- Brackley Close – This street is always targeted for fly tipping. There have been fourteen incidents of fly tipping investigated here of the past 6 months. One case resulted in a fixed penalty notice being issued, and one case is still on going. The others resulted in no further action. There is an upcoming community clean-up day which will be the perfect opportunity for us to engage and educate this area on fly tipping. This area will still receive regular patrols to also help with the ongoing fly tipping.
- Cockerell Road – This road is another hot spot for fly tipping within Arbury ward. Six incidents of fly tipping have been investigated here over the past of the six months, of which one resulted in a fixed penalty notice being issued, and one case is still on going and there other resulted in no further action being taken. This area will continue to be monitored with regular patrols to help reduce the fly tipping.



Within Albemarle Way the area officer has investigated three separate incidents of breaches of a Community Protection Notices by Estate Agents illegally displaying their boards. All of these resulted in fixed penalty notices being issued.

A further 36 investigations into fly tipping within Arbury have been dealt with over the past 6 months in other areas; Hall Farm Road, Walker Court, Borrowdale, and Kingsway. No further action has been able to take place however these areas will continue to be monitored in order to help prevent them from getting worse.



Abandoned vehicles – twelve suspected abandoned vehicles have been investigated within Arbury over the past 6 months. Eight of these vehicles were claimed, were removed after being declared abandoned and the other four cases are still on going.

Untaxed vehicles – seven vehicles have been investigated within Arbury over the past 6 months. Three were taxed by the owners before they were removed, and the other four were removed for having no tax on the public highway and have since being destroyed.

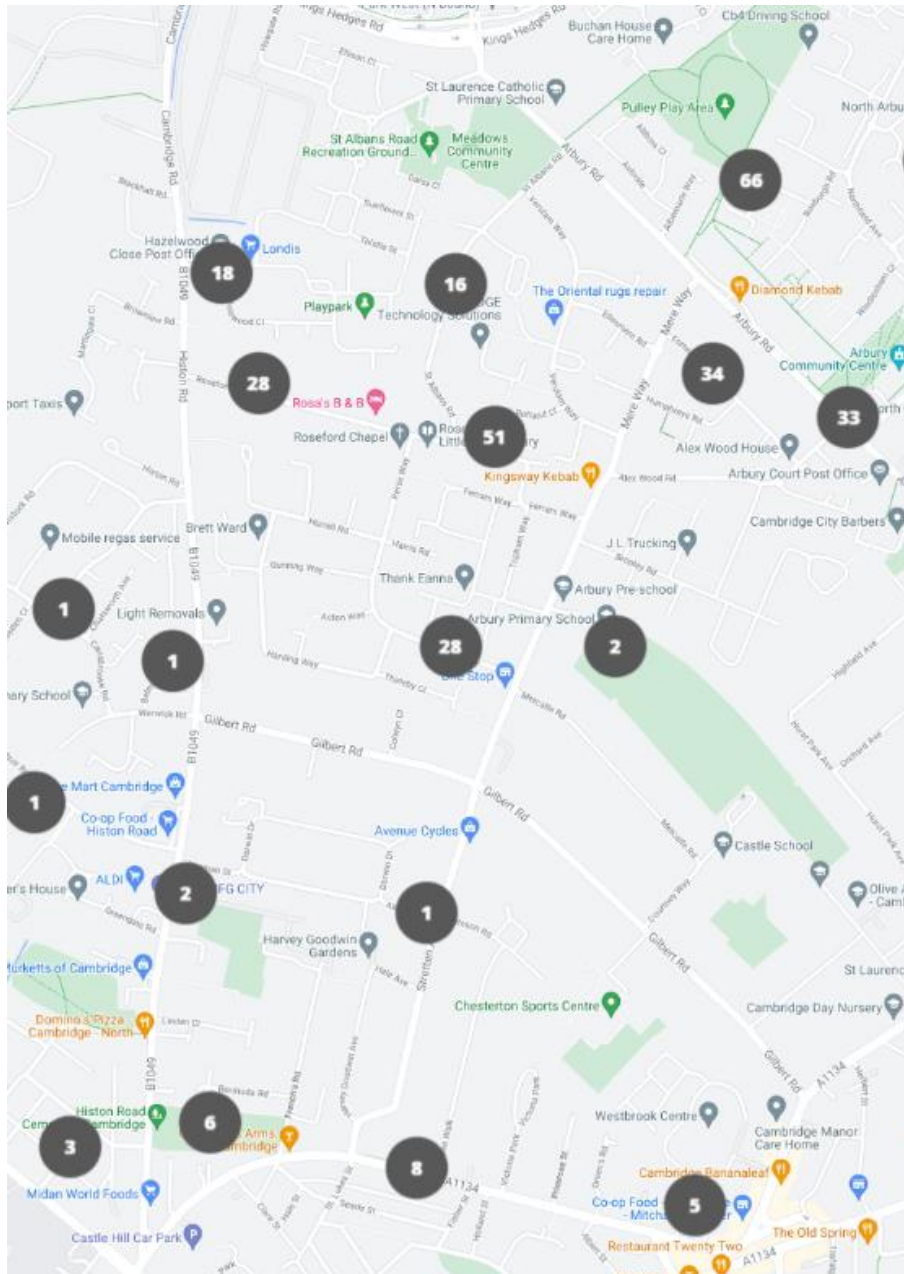
If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Officer, Jess Toombs.

Operations service

The Operations team have been busy sweeping all housing areas and main roads and deep cleaning the ward.

The grounds maintenance operatives have been busy with their maintenance work, carrying out hedge cutting since the birds nesting season has now finished. They have also treated all the ivy that was growing on the hedge that runs down Arbury Road, so it has a very good chance of surviving.

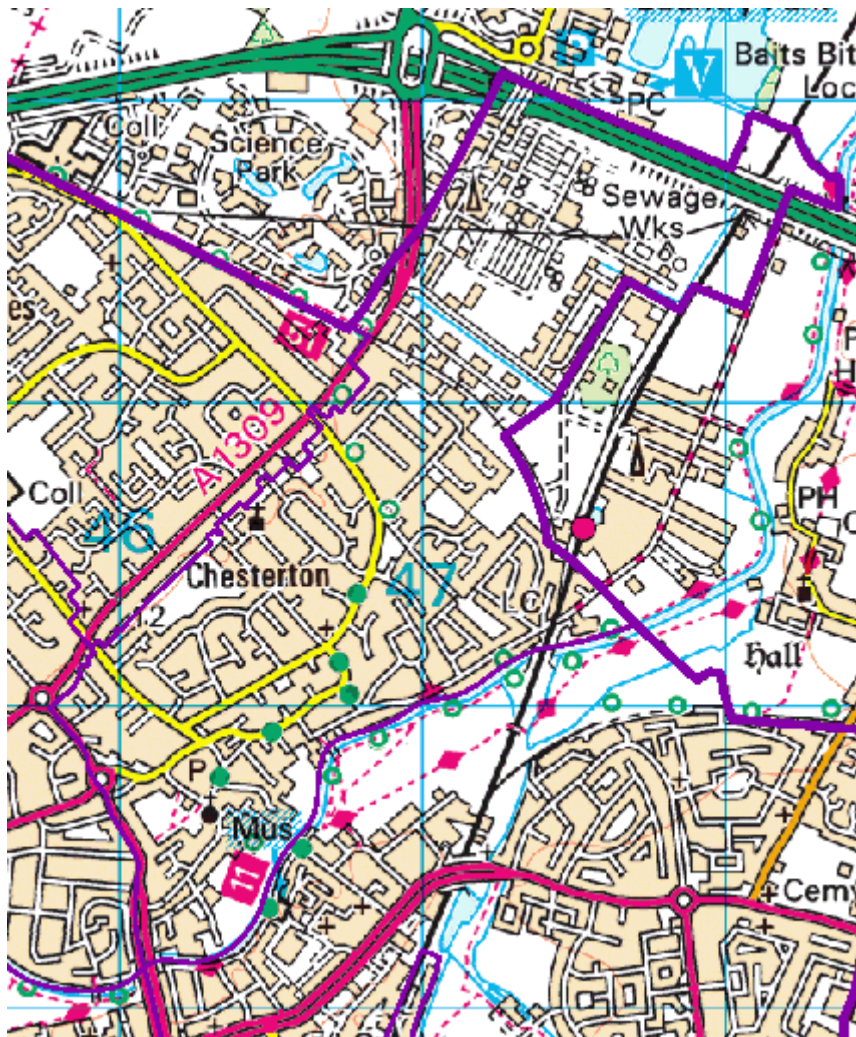
The hot spot map shows the numbers and locations of the flytips cleared within the last six-month period.



If you would like to report a cleansing or grounds maintenance issue, please visit our website and complete the relevant webform (found at <https://www.cambridge.gov.uk/street-and-park-maintenance>) or contact our Customer Service Centre.

Ward Profile: East Chesterton

Map



Community Engagement team

A new project has started to transform an area of derelict land/grass with the support of volunteers, and work started in early August with the first four volunteer days a real success. Work continues at this site in the coming weeks and months.



Following suspension of the Community Payback service due to Covid-19, the team will be recommencing work parties with Payback at the end of August 2021.

The Community Engagement team have been working at Five Trees (off Cheney Way) and have run six sessions in April and May to cut back overgrowth, creating footpaths, and removing ivy from the trees and to open up access to the site.



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.

Enforcement team

Officers conduct regular patrols in this area and spend approximately 20 to 25 hours per week in the ward. Particular attention has been paid to hotspot areas of Maitland Avenue, Mortlock Avenue, Church Street and Tuscan Court.



- Maitland Avenue – twenty-three separate incidents of fly tipping have been investigated within the area over the past 6 months. One of which is still ongoing the others resulted in no further action due to lack of evidence. This area will continue to be patrolled regularly to help reduce fly tipping.
- Mortlock Avenue – six incidents of fly tipping have been investigated in this area over the past 6 months. All of these resulted in no further action due to the nature of the waste being

dumped and lack of evidence. This area will continue to get regular patrol in the hope of deterring people from dumping here.

- Church Street – Although the recycling centre was removed a while ago the site where the bins use to be is still a hot spot for people to dump their waste. Eleven separate incidences for fly tipping have been investigated here over the last 6 months. All of these resulted in no further action due to lack of evidence. This site again will continue to get patrolled regularly.
- Tuscan Court – This area continues to be an issue; the bin store area is continuously being dumped in often resulting in people not being able to get to the bins or even in the bin store. Seven investigations have taken place however they have all resulted in no further action. This area continues to need regular patrols to try and keep on top of the waste being dumped and hopefully prevent any further dumping.



Abandoned vehicles – fourteen suspected abandoned vehicles have been investigated within East Chesterton over the past 6 months. Twelve of these vehicles have either been claimed or removed by the owner. The other two have been removed by the council after being declared as abandoned and are currently waiting in storage.

Untaxed Vehicles – two untaxed vehicles have been investigated within East Chesterton over the past 6 months. Both have both now been destroyed.

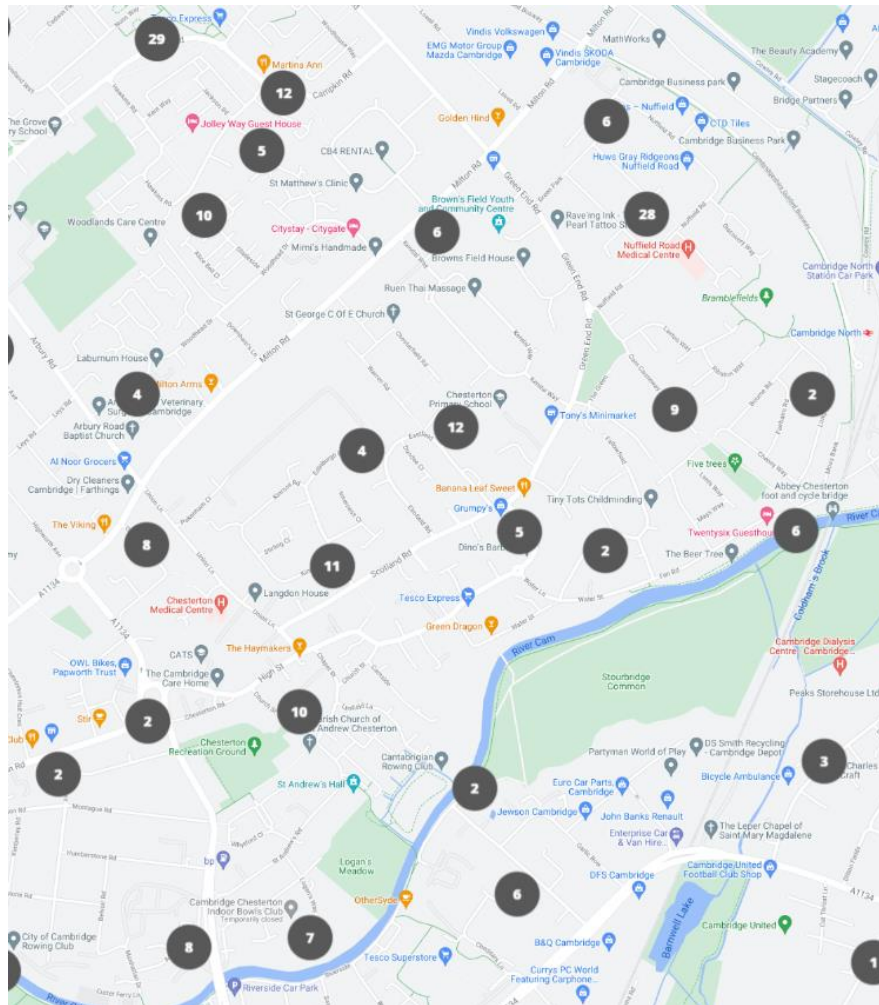
If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Officer, Bree Donovan.

Operations service

The Operations Team have been working throughout East Chesterton, sweeping main roads and housing areas and busy litter picking the hot spots in this period which were Chesterton Recreation Ground, Dundee Close and Scotland Road.

Our grounds maintenance teams are now busy cutting hedges as bird nesting season has come to an end.

The hot spot map shows the numbers and locations of the flytips cleared within the last six-month period.



If you would like to report a cleansing or grounds maintenance issue, please visit our website and complete the relevant webform (found at <https://www.cambridge.gov.uk/street-and-park-maintenance>) or contact our Customer Service Centre.

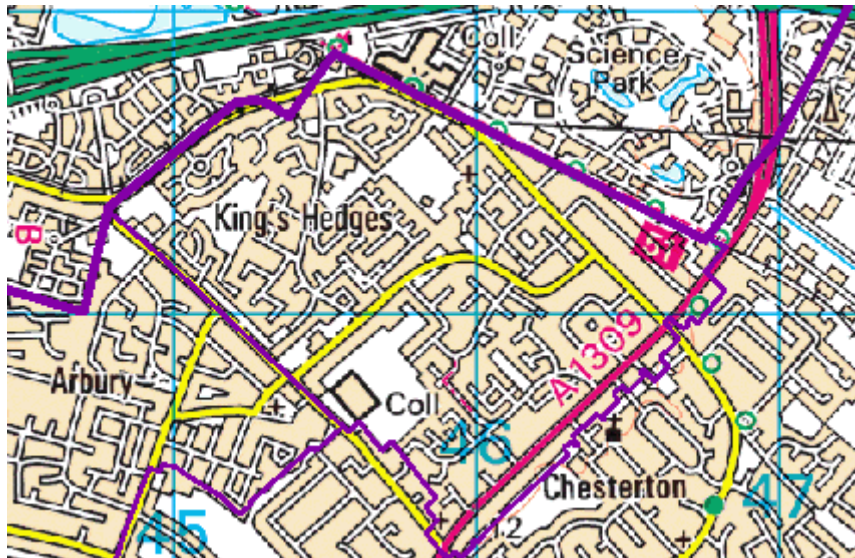
Local Nature Reserves

In April two sessions were held at Bramblefields Local Nature Reserve to undertake woodland understory planting.



Ward Profile: Kings Hedges

Map



Community Engagement team

The Community Engagement team have organised several community litter picks at Nuns Way during May and June when lots of litter was cleared away and many local volunteers got involved

Following suspension of the Community Payback service due to Covid-19, the team will be recommencing work parties with Payback at the end of August 2021.

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.

Enforcement team

The area officer has conducted regular patrols in this area, spending approximately 10 to 15 hours per week there. Particular attention is paid to Atkins Close, Sackville Close, Crowland Way and Crathern Way as these are fly tipping hot spots.

- Atkins Close – This street seems to be a hot spot for fly tipping at the edge of the flats and the recycling centre. Over the past 6 months ten investigations into fly tipping have taken place with one resulting in a fixed penalty notice being issued. The other cases resulted in no further action due to the lack of evidence. This area will continue to be patrolled regularly in the hope that our presence will deter people from dumping.
- Sackville Close – Although the recycling centres have been taken out this area still seems to attract lots of fly tipping especially at the back of the flats and at the old location of the recycling centre. There have been twenty-two separate investigations into fly tipping in this area. None of which resulted in further action being taken due to the lack of evidence. This area will still be patrolled regularly in the hope to reduce the amount of waste being dumped.
- Crowland Way – This is another area that see a lot of fly tipping. With five investigations taking place here over the last 6 months. One of these investigations resulted in a fixed penalty notice being issued. It will remain an area for regular patrols to help reduce the fly tipping.

- Crathern Way – There has been six investigations into fly tipping in this area over the last 6 months. Two of which resulted in fixed penalty notices being issued. This area will continue to be patrolled regularly to help reduce the amount of fly tipping.



Abandoned vehicles – eight suspected abandoned vehicles have been investigated within Kings Hedges over the past 6 months. Seven of which were claimed and the other one was removed however this was then subsequently claimed by the owner.

Untaxed vehicles – six untaxed vehicles have been investigated within Kings Hedges over the past 6 months. All these vehicles have since been destroyed.



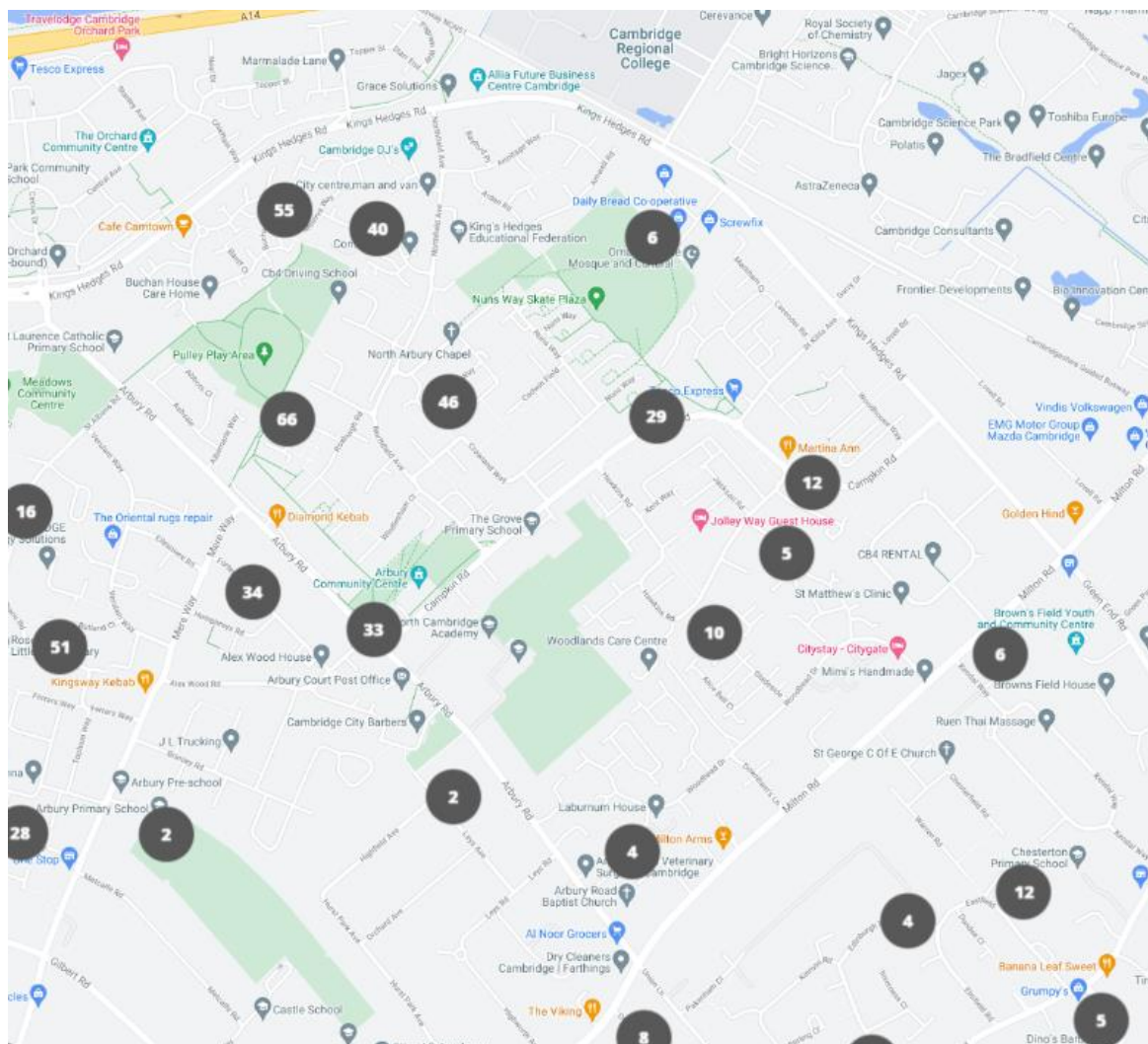
If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Officer, Jess Toombs.

Operations service

The Operations Team have been busy grass cutting across Kings Hedges area along main roads, housing estates and open spaces including Nuns Way Recreation Ground and Kings Hedges Recreation Ground. We continue to carry out our scheduled mechanical sweeping of all the bus routes, main roads and housing areas within the King Hedges ward.

Our grounds maintenance teams are now busy cutting hedges as bird nesting season has come to an end. Finally, our operatives have been busy marking out all the local football pitches in preparation for the local community to use as and when the easing of the lockdown allows.

The hot spot map shows the numbers and locations of the flytips cleared within the last six-month period.



If you would like to report a cleansing or grounds maintenance issue, please visit our website and complete the relevant webform (found at <https://www.cambridge.gov.uk/street-and-park-maintenance>) or contact our Customer Service Centre.

Ward Profile: West Chesterton

Map



Community Engagement team

Following suspension of the Community Payback service due to Covid-19, the team will be recommencing work parties with Payback at the end of August 2021.

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.

Enforcement team

Officers conduct regular patrols in this area and spend approximately 5 to 10 hours per week there.



- Chesterton Road Recycling Centre – This site seems to be a hot spot for fly tipping, there have been seven incidences investigated by the enforcement team over the past 6 months with two resulting in fixed penalty notices being issued. The other cases resulted in no further action due to lack of evidence. Officers will continue to conduct regular patrols in this area to try and reduce the amount of fly tipping.
- Elizabeth Way – This area seems to attract a lot of littering over the past 6 months. There have been three separate incidences,
-



Abandoned vehicles – nine suspected abandoned vehicles have been investigated within West Chesterton over the past 6 months. Two of these vehicles were claimed before they were removed, and one was removed and then subsequently claimed by the owner. Two cases are currently still on going. The over four were removed and then after not being claimed within 21 days they were destroyed.

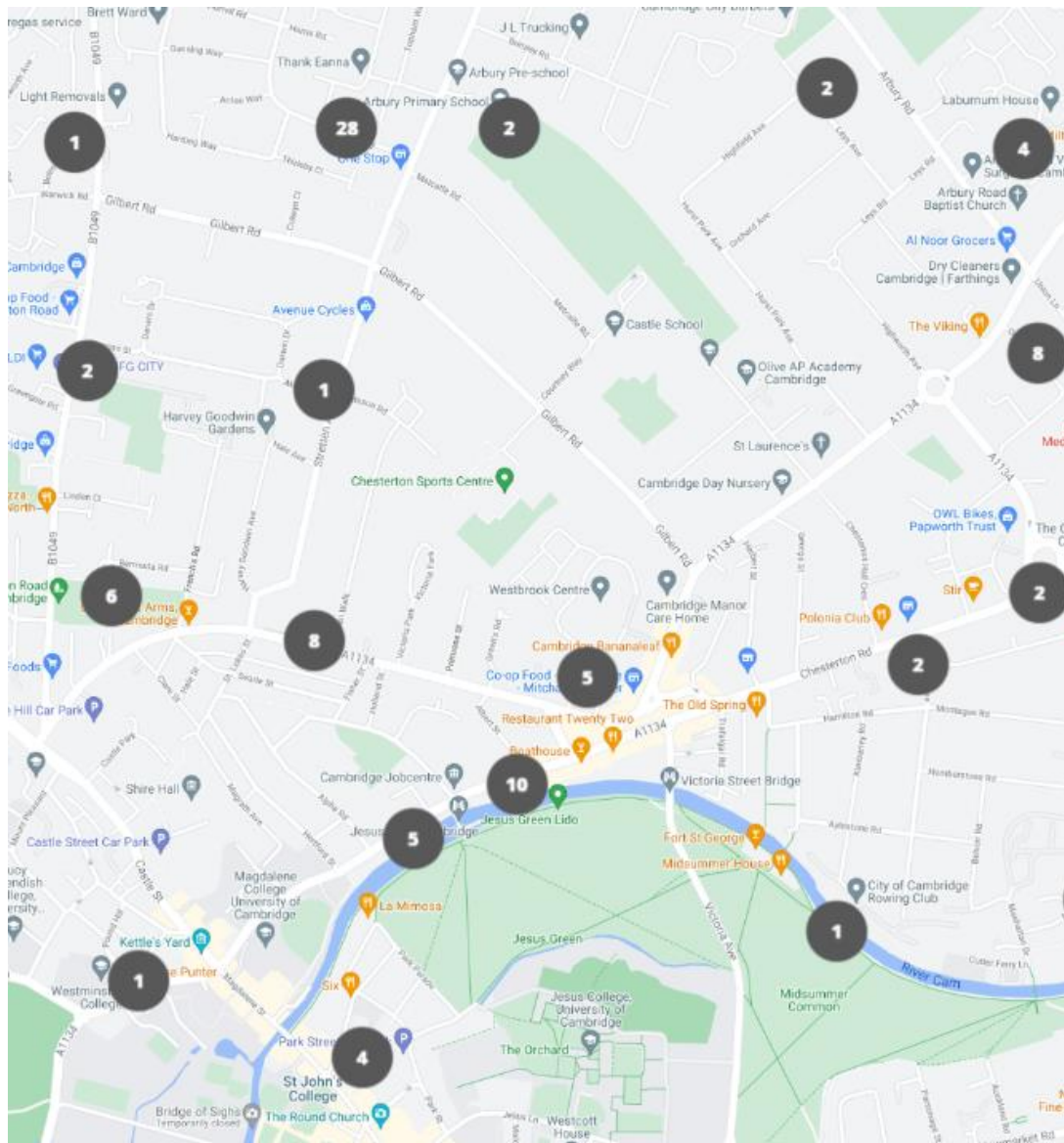
If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Officer, Jess Toombs.

Operations service

The operations team continue to carry out scheduled mechanical sweeping of all the bus routes, main roads and housing areas within the West Chesterton ward.

Our grounds maintenance teams are now busy cutting hedges as bird nesting season has come to an end.

The hot spot map shows the numbers and locations of the flytips cleared within the last six-month period.



If you would like to report a cleansing or grounds maintenance issue, please visit our website and complete the relevant webform (found at <https://www.cambridge.gov.uk/street-and-park-maintenance>) or contact our Customer Service Centre.

Community Engagement Team Updates

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 forty 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.

Greater Cambridge Shared Waste Service Update:

Greater Cambridge Shared Waste Service Updates for Cambridge (Covers the period of October 2020 to March 2021):

Event	Date	Area
Online recycling talk – Tempo Time Credit Spend Event	05.12.2020	Online
Musical Bins	08.12.2020	Campkin Road, Arbury
Musical Bins	17.12.2020	Ditton Fields, Abbey
Online Recycling Talk	10.01.2021	Chinese women's action group
Online Recycling Talk	02.02.2021	Linton Women's Institute
Online Recycling Talk	24.02.2021	Comberton College

3. Environmental and Waste Data

Public Realm [North Area]

Period	Activity	Total number of incidents	Arbury	East Chesterton	Kings Hedges	West Chesterton
Feb 2020 to Jul 2020	Fly tipping	373	111	54	195	13
Feb 2021 to Jul 2021	Fly tipping	607	167	100	308	32
Feb 2020 to Jul 2020	Needles	38	11 needles (3 instances)	2 needles (2 instances)	4 needles (3 instances)	21 needles (5 instances)
Feb 2021 to Jul 2021	Needles	24	1 needle (1 instance)	6 needles (3 instances)	12 needles (6 instances)	5 needles (4 instances)
Feb 2020 to Jul 2020	Fixed penalty notices	12	0	4	4	4
Feb 2021 to Jul 2021	Fixed penalty notices	14	5	2	5	2

Summary of public realm data:

Fly tipping:

Hot spot maps within each of the ward profiles shows the numbers and locations of the flytips within the last six-month period.

Needles:

- Arbury: In February one needle was removed from Brimley Road.
- East Chesterton: In February one needle was removed from Fitzgerald Place in a bin store, in March one needle was removed from the garages at the end of Kinross Road and in July four needles were found on Elizabeth Way.
- Kings Hedges: In March there were three instances, one needle was removed from Kings Hedges Road / Green End Road / Milton Road junction, one needle from Hanson Court and two needles from Arbury Road. In April four needles were removed from Arbury Road, in May two needles were removed from Nicholson Way and two from Arbury Road.
- West Chesterton: In April one needle was removed from Arbury Road, in June one needle was removed from under Elizabeth Way bridge, and two needles from Chestnut Grove garages. In July one needle was removed from Chestnut Grove garages.

Fixed penalty notices:

Fixed penalty notices issued across the period includes one for littering, three for littering from a motor vehicle, three for breach of a community protection notice (estate agent boards) three for domestic waste littered and four for small scale fly tipping.

Private Realm [North Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
Feb 2020 to Jul 2020	Pest Control	NA	123	NA	NA	NA
Feb 2021 to Jul 2021	Pest Control	NA	119	NA	NA	NA
Feb 2020 to Jul 2020	Refuse and waste complaints	10	NA	¹	0	0
Feb 2021 to Jul 2021	Refuse and waste complaints	0	NA	¹	0	0
Feb 2020 to Jul 2020	Other public health interventions ²	45	NA	¹	0	0
Feb 2021 to Jul 2021	Other public health interventions ²	16	NA	¹	0	0
Feb 2020 to Jul 2020	Noise complaints	288 ³	NA	¹	1	0
Feb 2021 to Jul 2021	Noise complaints	146 ³	NA	¹	1	0
Feb 2020 to Jul 2020	Private Sector Housing interventions	30 ⁴	NA	¹	1	0
Feb 2021 to Jul 2021	Private Sector Housing interventions	54 ⁴	NA	¹	2	0

This periods figures cover the time spent in lockdown and have shown a change in the usual workloads with an increase in certain areas such as public health and noise.

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 20/21	Q2 Jul-Sep 20/21	Q3 Oct-Dec 20/21	Q4 Jan-Mar 20/21	Total for 20/21	Q1 Apr-Jun 21/22
Total recycling rate	51.1%	54.20%	50.12%	47.69%	50.91%	53.56%
Recycling rate – dry recycling	25.53%	22.59%	30.74%	26.53%	26.35%	25.53%
Recycling rate – composting	23.69%	31.50%	25.44%	20.61%	25.31%	32.47%
Amount collected for disposal	50.84%	45.91%	43.81%	52.86%	48.36%	46.70%

Number of collections completed as scheduled:

This shows the number of bin that were collected as scheduled (in number and a % and therefore the amount also missed).

Month	Missed	Possible	Actual	% Missed	% Collected
Apr-20	729	722,169	721,440	0.10%	99.90%
May-20	848	695,687	694,839	0.12%	99.88%
Jun-20	876	695,687	694,811	0.13%	99.87%
Jul-20	720	760,382	759,662	0.09%	99.91%
Aug-20	737	693,365	692,628	0.11%	99.89%
Sept-20	1236	725,033	723,797	0.18%	99.82%
Oct-20	1526	731,857	730,331	0.21%	99.79%
Nov-20	1742	695,495	693,683	0.25%	99.75%
Dec-20	1362	694,856	693,494	0.20%	99.80%
Jan-21	947	722,169	721,222	0.13%	99.87%
Feb-21	1749	661,454	659,705	0.26%	99.74%
Mar-21	1501	756,944	755,443	0.20%	99.80%

4. 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, Kings Hedges and West Chesterton)	Jess Toombs	01223 457730	jess.toombs@cambridge.gov.uk
Enforcement (East Chesterton)	Bree Donovan	01223 457122	bree.donovan@cambridge.gov.uk
Streets and Open Spaces Operations / Commercial	Paul Jones	01223 458282	paul.jones@cambridge.gov.uk
North Area Operations Team Leader	Paul Jones	01223 458282	paul.jones@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@scamsb.gov.uk or telephone 07525 213774.