



CAMBRIDGE
CITY COUNCIL

Environmental Report

Cambridge West / Central Area

[Covering the wards of Castle, Market and Newnham]

Period of February to July 2021

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1. Introduction

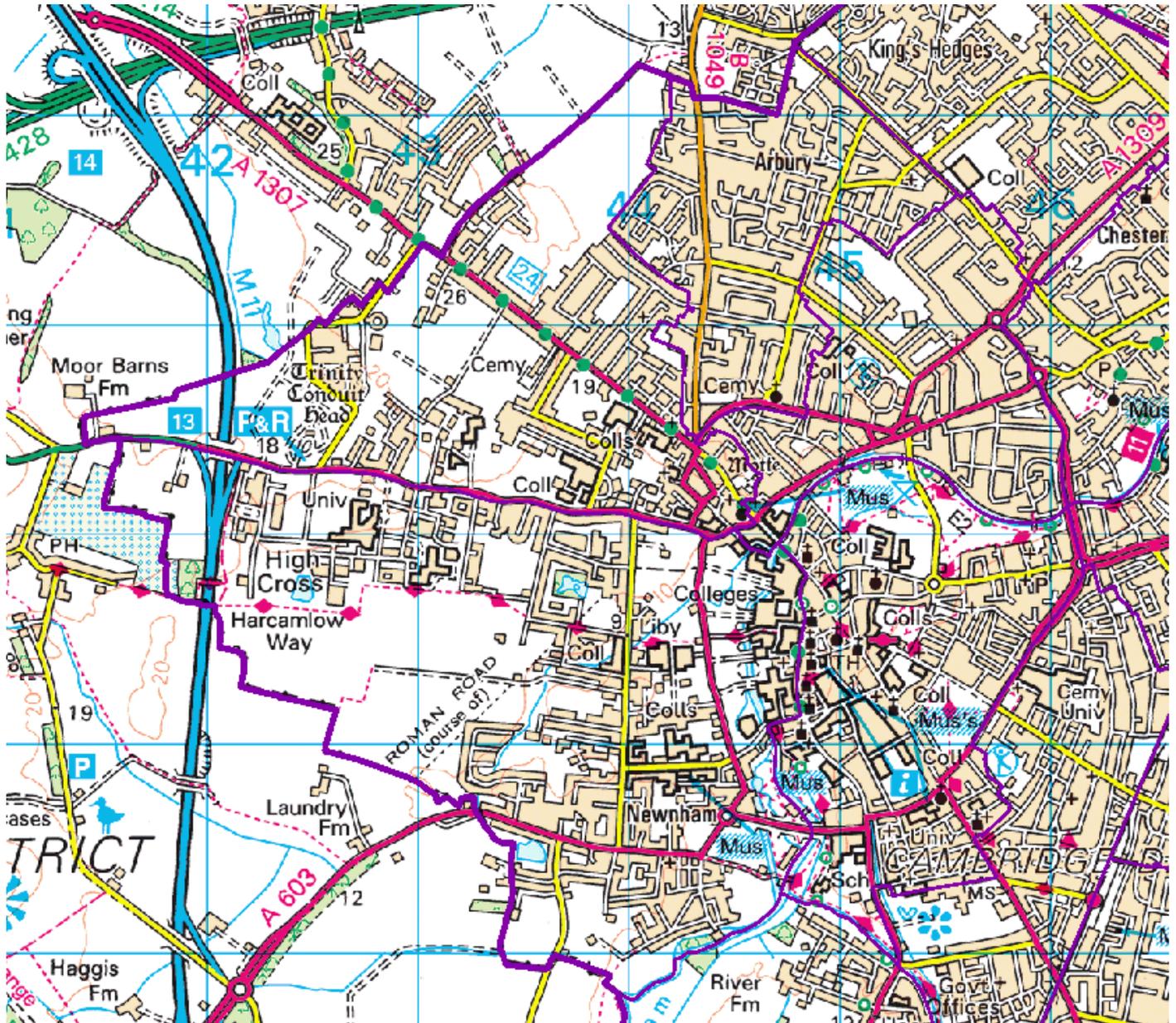
This report provides an overview of the council's Streets and Open Spaces, Environmental Health and Shared Waste service activity in the Area Committee area over the past six months.

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 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. 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 ,

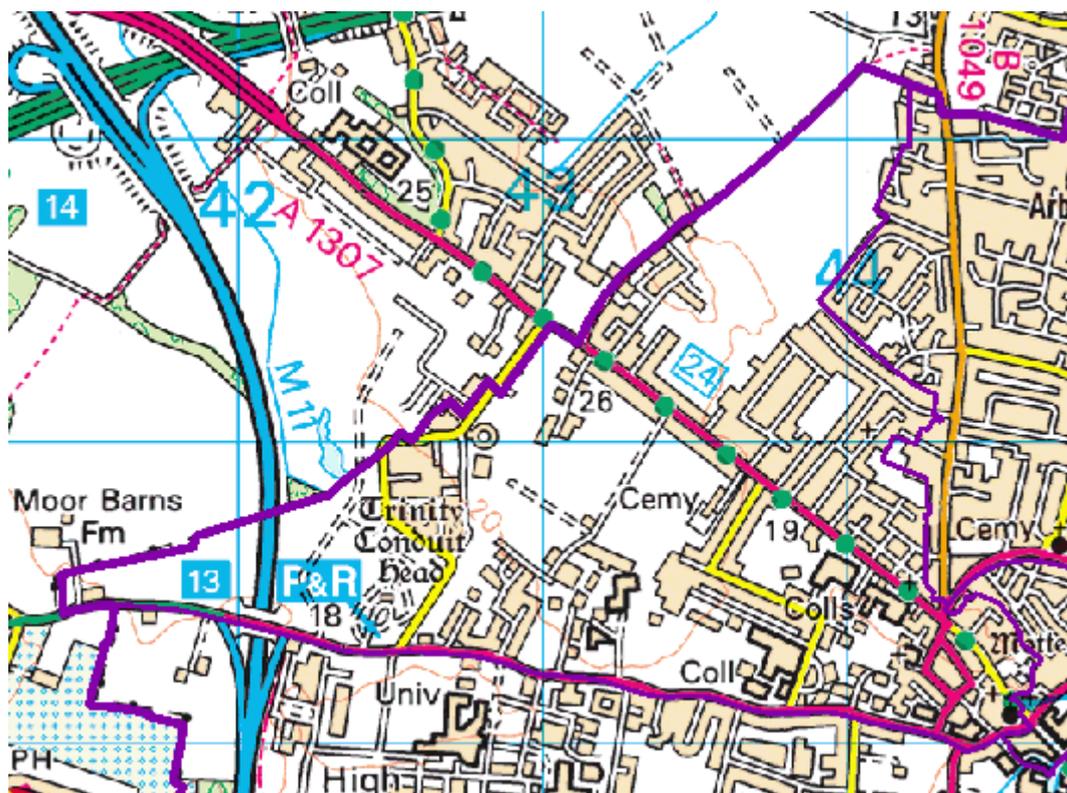
2. West / Central Area Profiles

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



Ward Profile: Castle

Map



Community Engagement team

The Community Engagement team held litter picks in this period and undertook a litter pick for the Great British Spring Clean in May at Histon Road Recreation Ground, and in June undertook a litter pick at Castle Hill.

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

During the period between February and July 2021 officers continued to undertake proactive and reactive patrols on the open spaces' patrols. This includes illegal campers, and littering patrols.

There have been several other fly-tips that have been investigated within the Castle ward. However, none have resulted in any further action being taken due to the nature of the waste having been dumped.

There were several abandoned vehicles dealt with throughout the ward, which consisted of six abandoned vehicles and one untaxed vehicle. Two abandoned vehicles that were removed, were subsequently destroyed.



Environmental Crime Team Officer
124 Richmond Rd, Cambridge CB4 3PT, UK
52°13'12", 0°6'31", 47.0m, 156
1 Jul 2021 12:18:17

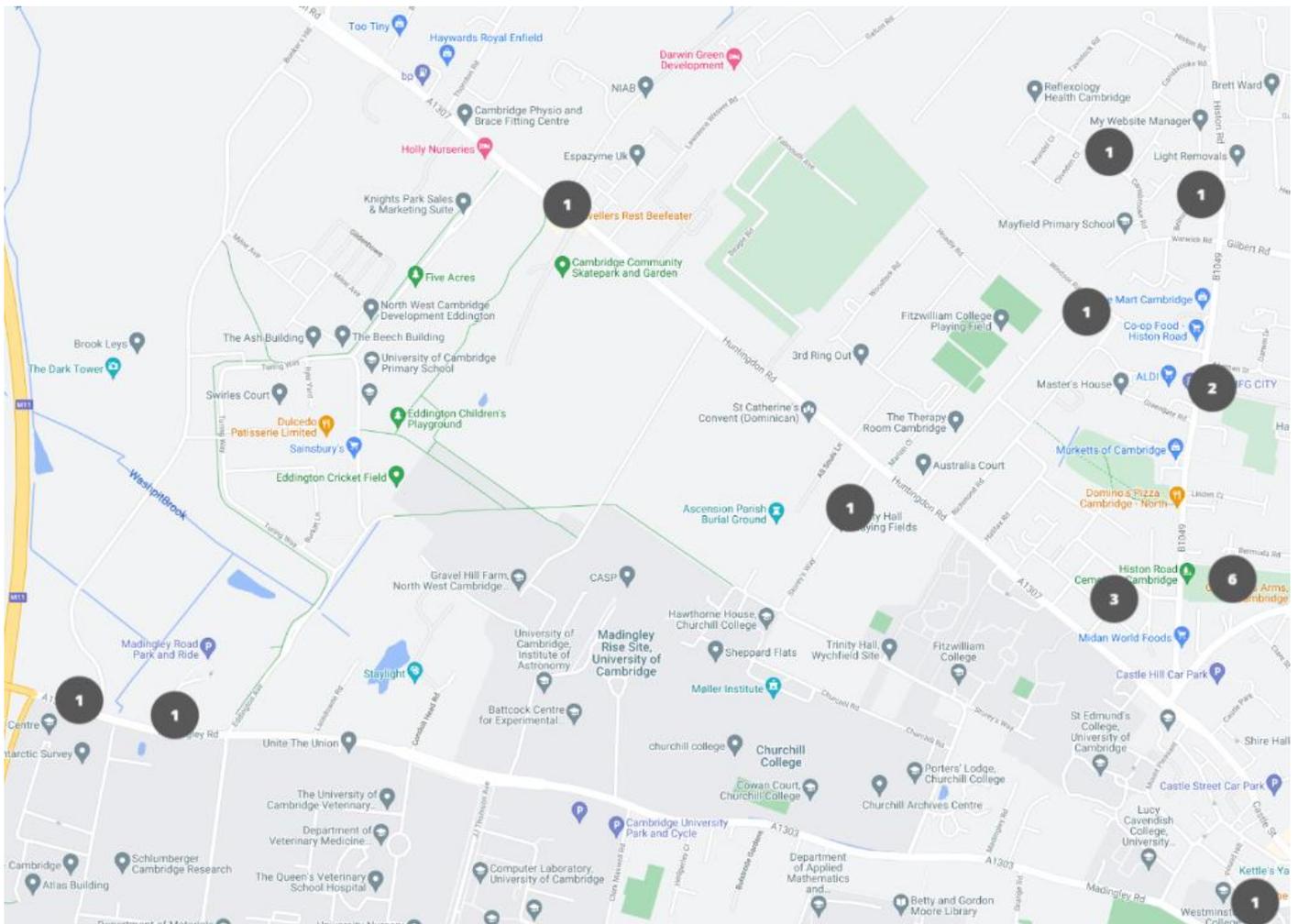
One littering offence has been dealt with by way of issuing a fixed penalty notice to the suspect, the offence in question happened on Victoria Road.

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

Operations service

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 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: Market

Map



Community Engagement team

In May, the Community Engagement Team worked with volunteers at the Community Orchard on Midsummer Common and worked on the construction of a bee hotel. Adding a larger roof to ensure the bug hotels remain dry. Drilling deeper holes to ensure greater variety of species and adding a drilled log pile at the bottom for beetles. Further work on habitat building at the orchard was also completed in June.



In May the team undertook a litter pick on Midsummer Common as part of the Great British Spring Clean. Further litter picks in Market took place in June at Mill Pond, Christs Pieces and Midsummer Common.

As part of the Greater Cambridge Chalk Stream Project, a fish survey was carried out At Vicar's Brook, Coe Fen to establish base line species data before stream improvements were implemented. Volunteers helped to install flow deflectors into the stream as part of the stream improvement works.



In July, volunteers from Aveva helped on Parkers Piece. They removed the saplings from ten lime trees, renovated eight benches and made an insect hotel for the wild flower area at the bottom end of Parkers Piece.



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

During the period between February to July 2021 officers continued to undertake proactive litter patrols within the city, whereby fixed penalty notices were issued for littering.

Officers have dealt with some fly tipping issues within the ward from householders and businesses, whereby fixed penalty notices have been issued and all paid. Most cases were found to be at Adam and Eve Street recycling centre, other hot spot locations included Burleigh Place, Walnut Tree Avenue and Milton's Walk area.



Fixed penalty notices were issued to companies for breaching section 47 notices regarding their business waste. There have also been companies issued Section 47 notices for the continually mismanaging their duty of care in relation to their trade waste. Hot spot areas for these issues included Peas Hill, Free School Lane and Burleigh Street area.



During the summer months, late shift patrols are being carried out on the green spaces and information regarding litter and barbecues are delivered to park users. Regular patrols were conducted throughout the area and to try and minimise litter, and rubbish bags were handed out to the general public to encourage responsible dispose of litter for picnickers. During the early mornings of the summer working pattern officers conducted dog fouling patrols across the green spaces and spoke with many dog walkers regarding the issues surrounding this

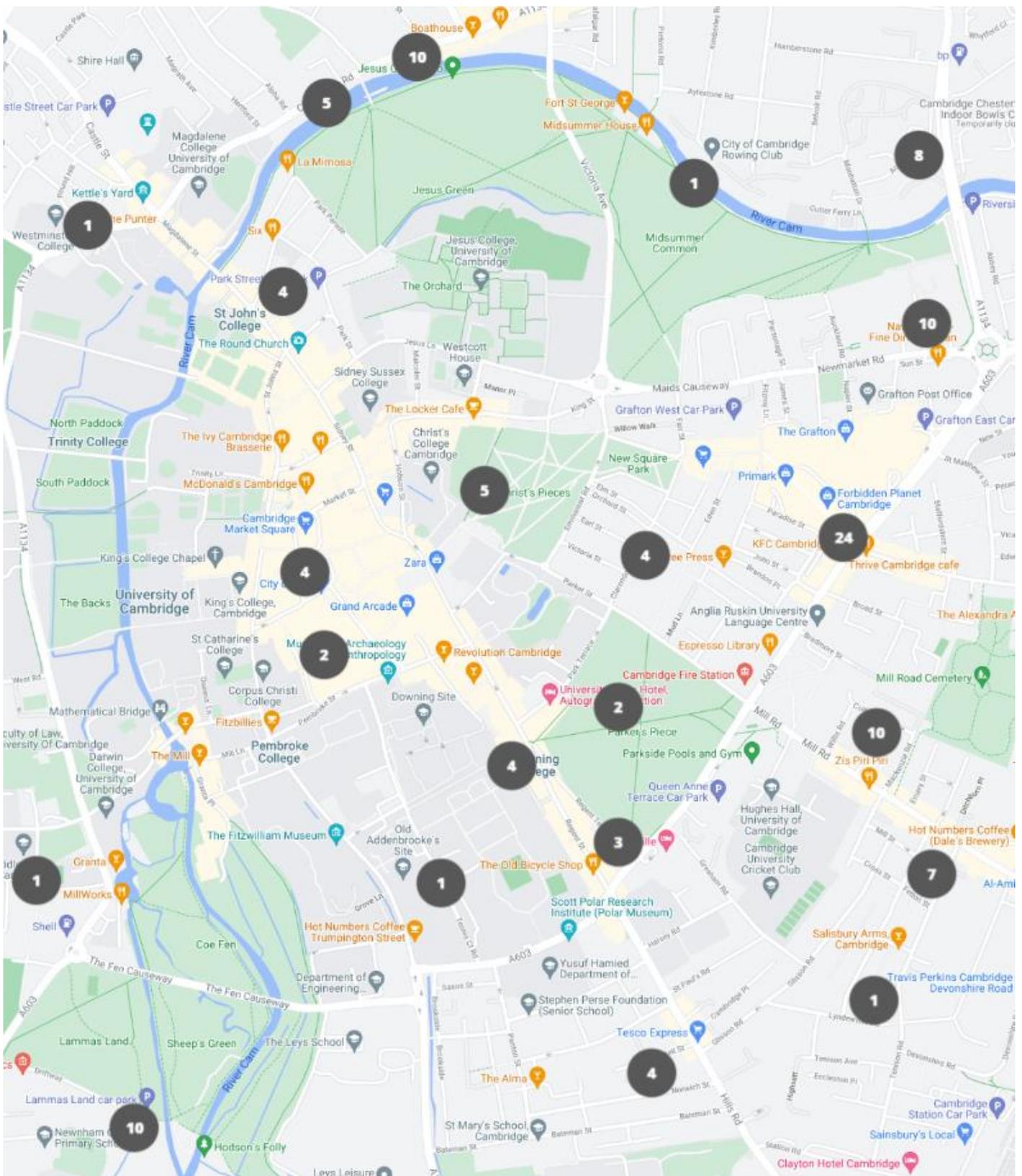
If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Offices, Andy Hine and Steve Phillips.

Operations service

The 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.

Our Grounds Maintenance operatives have been pruning, hoeing, leafing and undertaking general preparation works to keep our city centre parks maintained.

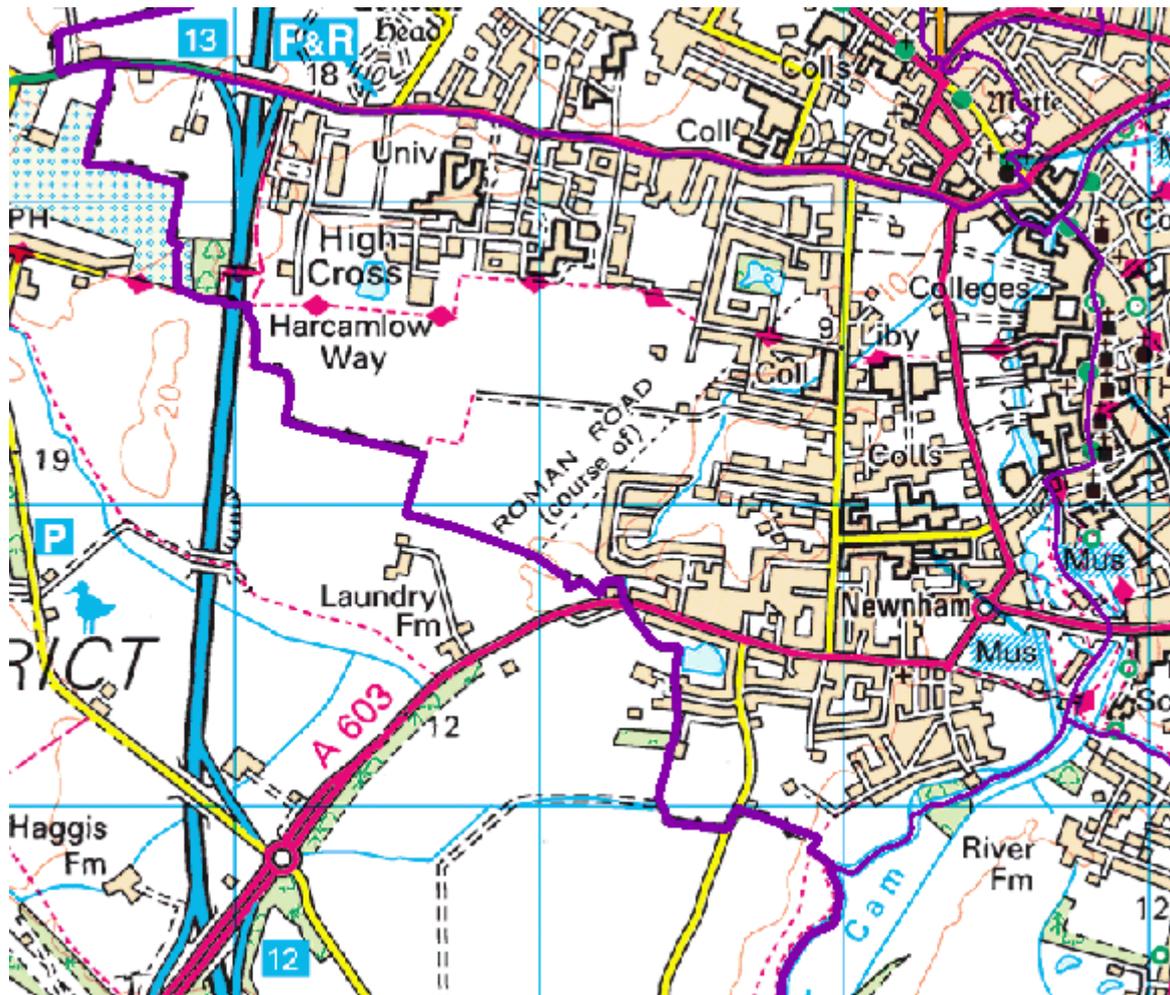
The hot spot map shows the numbers and locations of the flytips cleared within the last six-month period.



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Ward Profile: Newnham

Map



Community Engagement team

In April, the Community Engagement team undertook tree planting at Larchfield on Gough Way, and planted twenty apple and pear trees in the communal gardens with the help of local residents. After several weeks, the trees are now flourishing and bearing fruit.



In May, at Paradise Local Nature Reserve, volunteers worked to re-establish the path edges as a substantial amount of widening has taken place due to increased footfall over lockdown. Willow whips, clumps of reeds and grasses were planted in the widened margins to help regrowth. Temporary fencing was erected. The circle of picnic logs was moved and placed individually at different locations to try and reduce the fires that keep happening at night on the reserve. Also log piles were moved out of sight and easy reach to stop this important habitat being pulled apart and used as fire wood.

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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

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During this period officers have responded to and dealt with five vehicles. One of the vehicles was removed from the Faculty of Engineering Car Park after they reported it the council, all other vehicles where either claimed or removed before officers needed to take any further action.



An incident whereby oil / fat has been found dumped into a drain and consequently leaked into the river causing damage to wildlife was dealt with. The Environment Agency informed and have dealt with the situation. A local business has been found to be using public litter bins to dispose of their waste, A statutory section 47 notice was issued to instruct the business how to deal with their waste management and future behaviour regarding it.

Seven Incidents of domestic waste were reported in and around Lammas Land and the car parking rea. All waste was cleared and fully investigated for suspects.



Three occupants of a vehicle were dealt with for discarding cigarettes from a moving motor vehicle at Newnham Croft and one person dealt with for littering a cigarette whilst walking through the city centre.

An incident arose whereby commercial bins were causing the local housing estate some concern. After some consultation between all parties a resolution was found, and the bins have found a new home and do not cause any more issues with the residents.

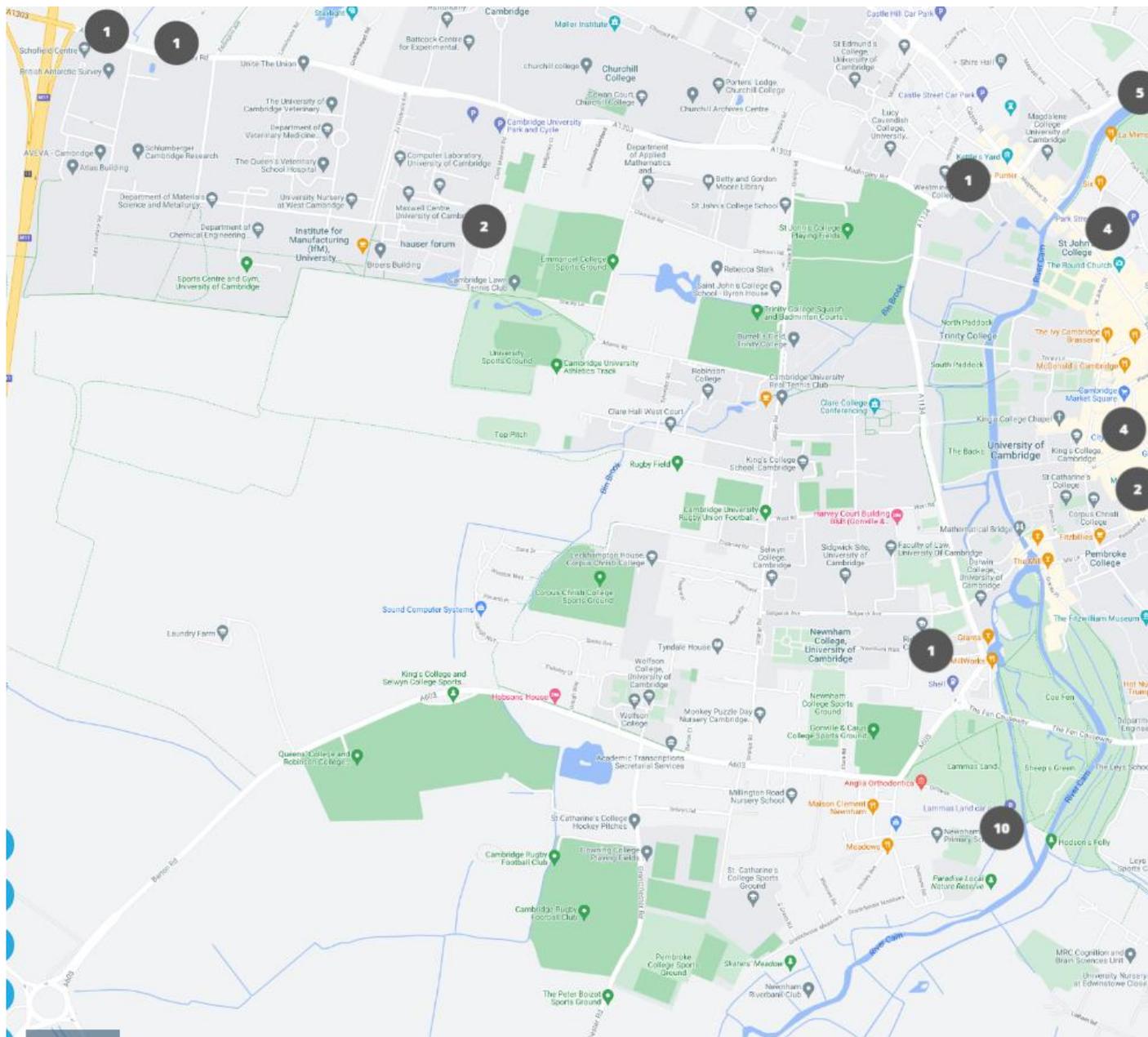
During the summer months, late shift patrols are being carried out on the green spaces and information regarding litter and barbecues are delivered to park users. Regular patrols were conducted throughout the area and to try and minimise litter, and rubbish bags were handed out to the general public to encourage responsible dispose of litter for picnickers. During the early mornings of the summer working pattern officers conducted dog fouling patrols across the green spaces and spoke with many dog walkers regarding the issues surrounding this.

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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 February 2021 to July 2021):

Event	Date	Area
Online Recycling Talk	02.02.2021	Linton Women's Institute
Online Recycling Talk	24.02.2021	Comberton College
Online Recycling Talk	21.04.2021	Hardwick Primary School
Online Recycling Talk	12.05.2021	Barton Women's Institute
Online Recycling Talk	15.06.2021	Monkfield Primary School
Mini skip day with recycling information	17.06.2021	Carlton Way (numbers 13-51)

3. Environmental and Waste Data

Public Realm [West / Central Area]

Period	Activity	Total number of incidents	Castle	Market	Newnham
Feb 2020 to Jul 2020	Fly tipping	40	7	17	18
Feb 2021 to Jul 2021	Fly tipping	78	13	52	13
Feb 2020 to Jul 2020	Needles	33 needles	7 needles (1 instance)	19 needles (8 instances)	9 needles (2 instance)
Feb 2021 to Jul 2021	Needles	25 needles	10 needles (5 instances)	14 needles (8 instances)	1 needle (1 instance)
Feb 2020 to Jul 2020	Fixed penalty notices	73	7	60	6
Feb 2021 to Jul 2021	Fixed penalty notices	45	2	37	6

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:

- Castle: In February there were three instances, two needles was removed from Westfield Lane (on two separate occasions) and two needles were removed from Castle Park. In March four needles were removed from St Giles Church yard, and in April two needles were removed from Shelly Gardens.
- Market:
 - At Jesus Green, four needles were found in February and one needle in March
 - At Auckland Road, there were two incidents in July – the first incident was one needle and the second instance was two needles removed.
 - In February one needle was removed from Bailey Mews, in March one needle was removed from Thompsons Lane, in April two needles were removed from Salmon Lane near to the Grafton West car park and in Newmarket Road one needle was cleared in July.
- Newnham: One needle was removed from the road in March at the junction of Queens Road and West Road.

Fixed penalty notices:

Fixed penalty notices issued across the period includes 9 for littering, 5 for trade related waste (including littering, fly tipping and breaching of a statutory notice), 16 for domestic related waste (including littering, breach of domestic duty of care and fly tipping), 9 for littering from a motor vehicle and 6 for breach of touting public space protection order.

Private Realm [West / Central Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
Feb 2020 to Jul 2020	Pest Control	NA	35	NA	NA	NA
Feb 2021 to Jul 2021	Pest Control	NA	45	NA	NA	NA
Feb 2020 to Jul 2020	Refuse and waste complaints	0	NA	1	0	0
Feb 2021 to Jul 2021	Refuse and waste complaints	5	NA	1	0	0
Feb 2020 to Jul 2020	Other public health interventions ²	3	NA	1	0	0
Feb 2021 to Jul 2021	Other public health interventions ²	1	NA	1	0	0
Feb 2020 to Jul 2020	Noise complaints	73 ³	NA	1	0	0
Feb 2021 to Jul 2021	Noise complaints	89 ³	NA	1	0	0
Feb 2020 to Jul 2020	Private Sector Housing interventions	6 ⁴	NA	1	0	0
Feb 2021 to Jul 2021	Private Sector Housing interventions	12 ⁴	NA	1	0	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%	20.83%
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 bins 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
Enforcement (Castle 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	Kieran Gentle	01223 458282	kieran.gentle@cambridge.gov.uk
Recycling Champions	Birgitta Laurent	07525 213774	recycling.champions@scams.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@scams.gov.uk or telephone 07525 213774.