



Environmental Report

Cambridge North Area

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

Period of August 2021 to January 2022

Contents

1. Introduction	3
2. North Area Profiles.....	4
Ward Profile: Arbury	5
Ward Profile: East Chesterton	9
Ward Profile: Kings Hedges	15
Ward Profile: West Chesterton	19
Community Engagement Team Updates	23
3. Environmental and Waste Data	25
Public Realm [North Area]	25
Private Realm [North Area]	27
Waste and Recycling Data [Great Cambridge Area]	28
4. Key contacts	29
5. Volunteer schemes	30
Time Credits	30
Streets and Open Spaces Volunteers:	30
Recycling Champions:	30

1. Introduction

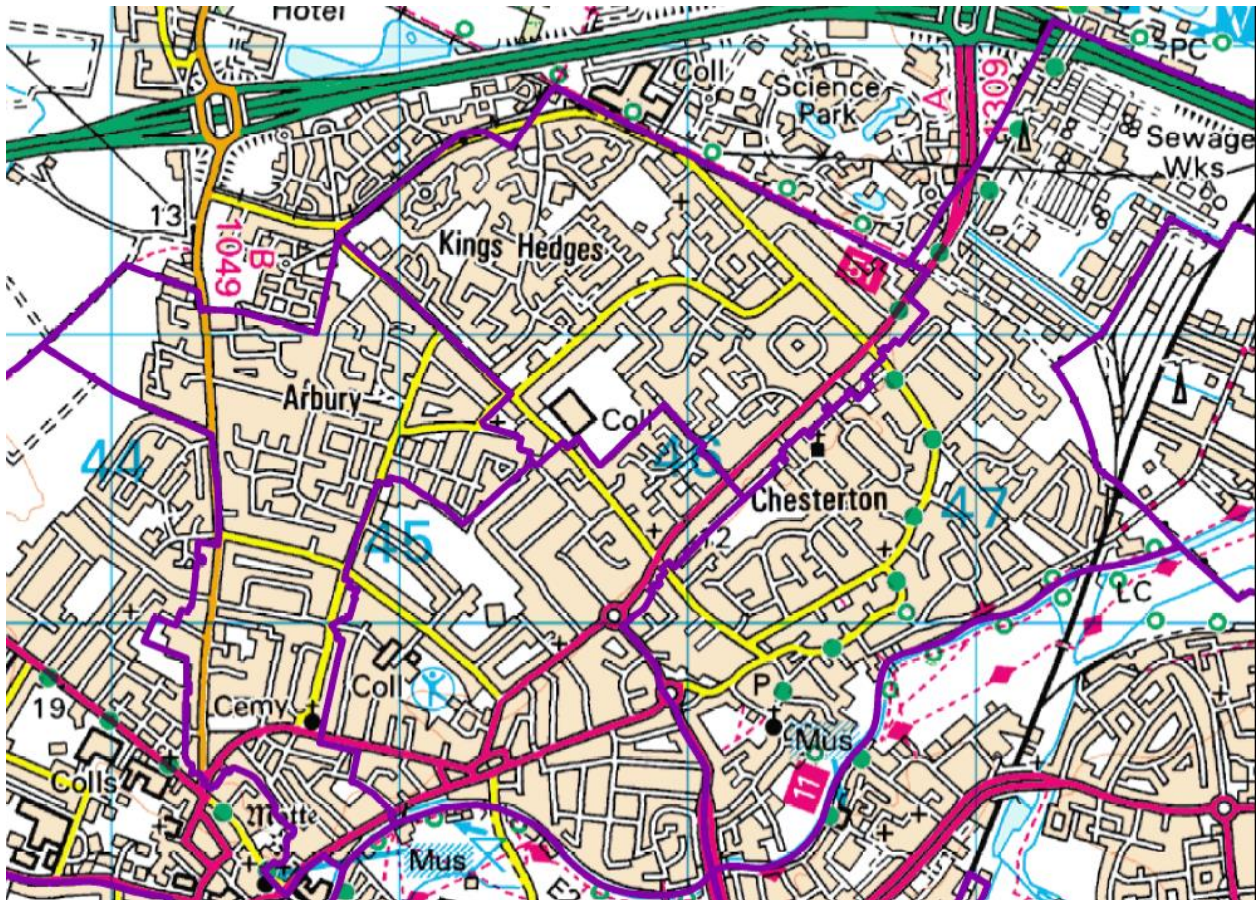
This report provides an overview of the council's Streets and Open Spaces, Environmental Health and Shared Waste service activity in the Area Committee area over the past six months.

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

Two sessions were run at Arbury Court with volunteers where they weeded the hedge line from Arbury Road to Leys Avenue with SOS Volunteers, followed by laying new wood chip.



Following suspension of the Community Payback service due to Covid-19, the team recommenced 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 15-20 hours per week there. Over the past six months they have investigated twenty-six jobs within Arbury, eleven of which resulted in fixed penalty notices being issued and three resulted in warning letters being issued. Particular attention has been paid to Hazelwood Close, Harris Road and Cockerell Road as these areas are particularly bad for fly tipping.



Cockerell Road – This area seems to be a hot spot for fly tipping over the past six months. With fifteen incidents of fly tipping being investigated, five of these investigations have resulted in a fixed penalty notices being issued. Two have resulted in warning letters being issued. The main issue with this location seems to be next to the bins. Over the Christmas period this was particularly bad due to excess waste for this time of year. The enforcement officer is working closely with the Education, Engagement and Enforcement Officer for housing to try and tackle these issues. Particular attention will continue to be made in this area, to try and reduce the amount of fly tipping.



Harris Road – This is another area that seems to attract a lot of fly tipping. Over the past six months the area officer has investigated four separate incidences of fly tipping. Two of which resulted in a fixed penalty notices being issued. As with Cockerell Road the issues seem to be with waste being dumped next to the bins. Regular patrols will continue to take place in this area again to stop people fly tipping.



Hazelwood Close – This road is another location that is targeted for fly tipping. There have been two incidents of fly tipping investigated here of the past six months. One resulted in a fixed penalty notice being issued, and one is still on going. The litter bins seem to attract the most waste in this area, along with one of the drying areas where a lot of bulky waste gets dumped. This area will still receive regular patrols to also help with the ongoing fly tipping.

A further five investigations into fly tipping within Arbury have been dealt with over the past six months in other areas: Molewood Close, Albemarle Way and Borrowdale. Three of these investigations led to fixed penalty notices being issued. These areas will continue to be monitored to help prevent them from getting worse.

Abandoned vehicles – nine suspected abandoned vehicles have been investigated within Arbury over the past six months. Five of these vehicles were claimed by the owners, three weren't on site and the other case is still on going.

Untaxed vehicles – Two untaxed vehicles have been investigated within Arbury over the past 6 months. They were both removed for having no tax on the public highway.

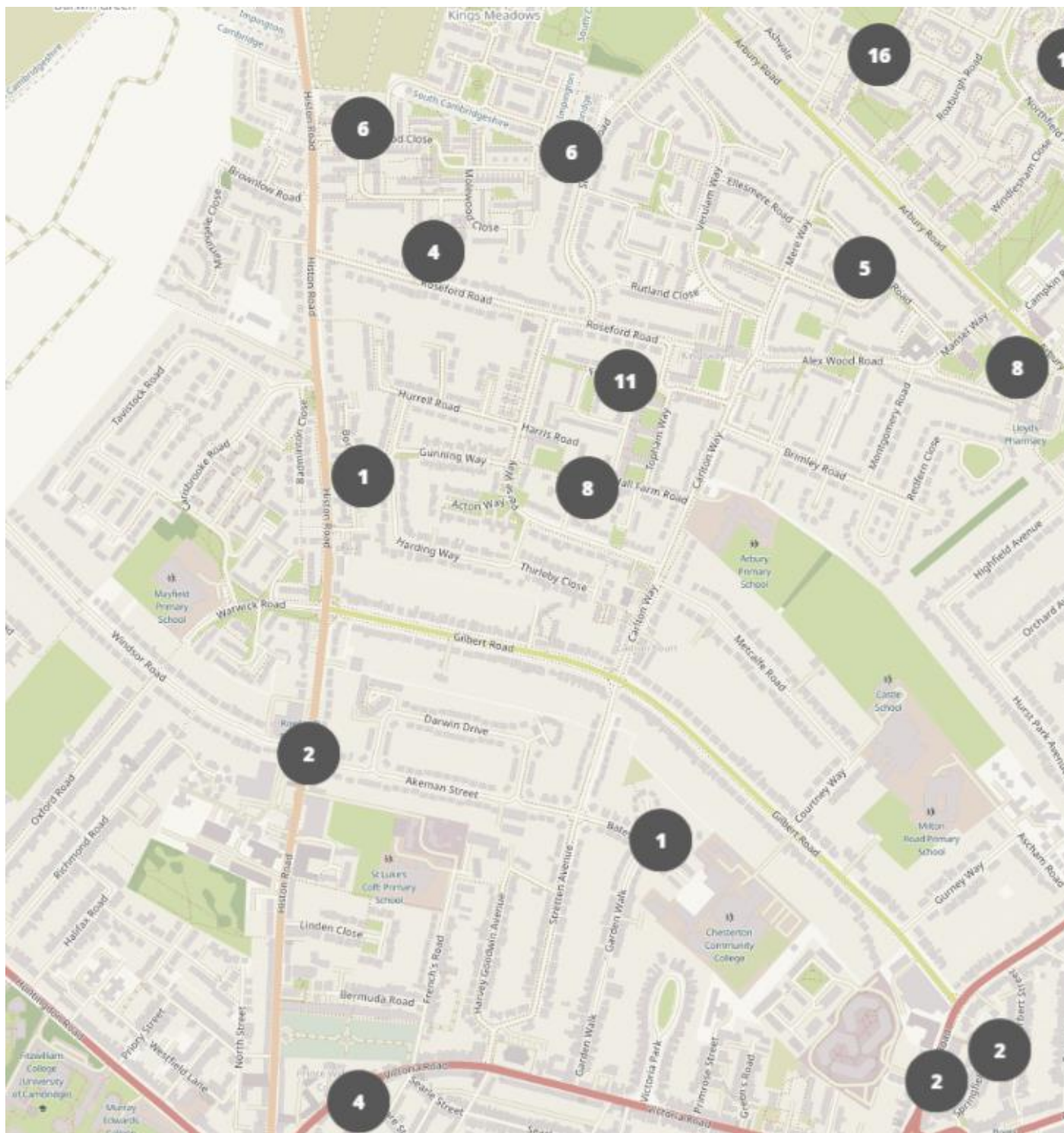
If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Officer, Jess Toombs.

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 before the birds nesting season starts.

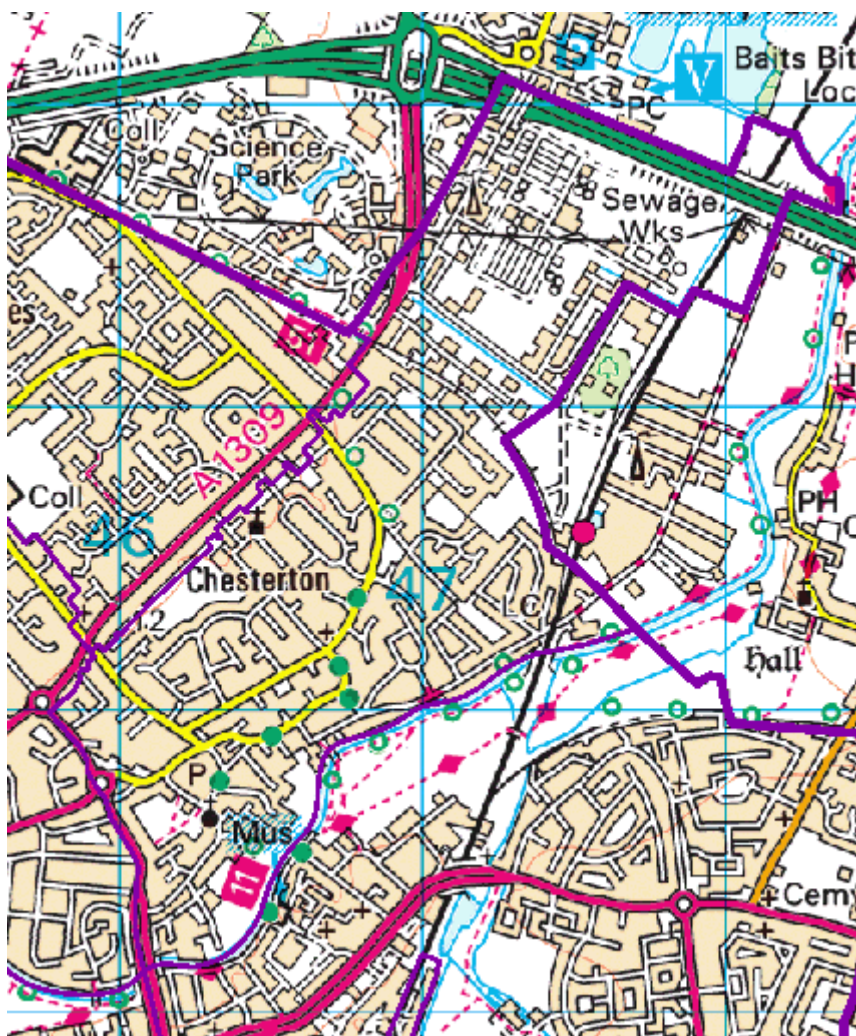
The hot spot map shows the numbers and locations of the flytips cleared within the last six-month period.



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

Initial preparations at the Water Lane new mini garden site began. With the help of residents, volunteers, and council officers we were able to transform the unused piece of land that was being driven over as a short cut. The area has now been planted with drought tolerant plants which will also attract pollinators. A raised bed has been installed and volunteers built a bee and bug hotel. This area is no longer an eyesore and is much safer for the public.

The bee and bug hotel were constructed by completing the frame and painting it to make it resistant to the weather. We then filled it with drilled logs and other materials and covered it in wire mesh to prevent vandalism. The volunteers were taught the principles of building such hotels in their own gardens. Streets and Open Spaces volunteers helped erect the fencing and tidy the garden beds as the final phase of completing this community garden.



Following suspension of the Community Payback service due to Covid-19, the team recommenced 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 20 to 25 hours per week in the ward.

- Church Street / Recreation Ground clothing recycling point – in September general household waste dumped next to the clothing recycling bins. Suspects identified and investigated, resulting in fixed penalty notices being issued. A cigarette end was thrown from a vehicle investigated and resulting in a fixed penalty notice issued for littering.
- Milton Road – in September a cigarette end thrown from a vehicle was investigated, resulting in a fixed penalty notice issued for littering. In January incidents of bins on streets and mismanagement of waste identified. Education and advice were provided along with on-going monitoring for compliance. Large black bags were found dumped next to a litter bin, the suspect was identified and investigated, resulting in a fixed penalty notice issued.
- Longworth Avenue – In January a Community Protection Warning was issued to tenants of an HMO for mismanagement of waste, subsequently the warning has been complied with.
- High Street, East Chesterton – In November recyclable waste found on pavement, suspect was identified, and waste education provided by Shared Waste service.
- Sherbourne Close – In November bagged waste was found dumped on pavement next to street bin. Suspect identified and investigated, resulting in a fixed penalty notice issued.



- Scotland Road – In November a case of dog repeated straying was received. The dog owner identified and sent a warning letter.
- St Andrews Church grounds – In October a dog fouling issue in the church yard reported. New fouling signage installed at entrance at the request of the church.
- Edinburgh Road – In October an intimidating dog was reported. Working in conjunction with the housing officer, the dog owner was contacted, and advice provided.
- Anglers Way – In October fly tipped building waste reported. Site inspected and it was found that building work was underway. Site monitored and left clear at completion of the works.
- Elizabeth Way – In September a cigarette end thrown from a vehicle investigation was done, resulting in a fixed penalty notice issued for littering.
- Chesterton Road – In September a cigarette end thrown from a vehicle investigation was done, resulting in a fixed penalty notice issued for littering.
- Tuscan Court – In August a dog fouling in the communal area was reported. Dog owner identified and issued a warning letter.
- Elmfield Road – In August waste dumped outside Freeman House, it was inspected but unable to trace suspect.
- Logans Meadow – In August a case of illegal camping in a tent was investigated. A 24-hour notice to leave the land was issued. Tent present at re-inspection, it seized and removed from the land.



Abandoned vehicles – fifteen suspected abandoned vehicles have been investigated within East Chesterton over the past 6 months. Three of these vehicles have either been claimed or removed by the owner. Nine were not on site at the time the officer revisited and three were deemed not to be abandoned by the enforcement officer.

Untaxed Vehicles – two untaxed vehicles have been investigated within East Chesterton over the past 6 months. Both have both now been destroyed – they were removed from Chapel Street and Moss Bank in August.

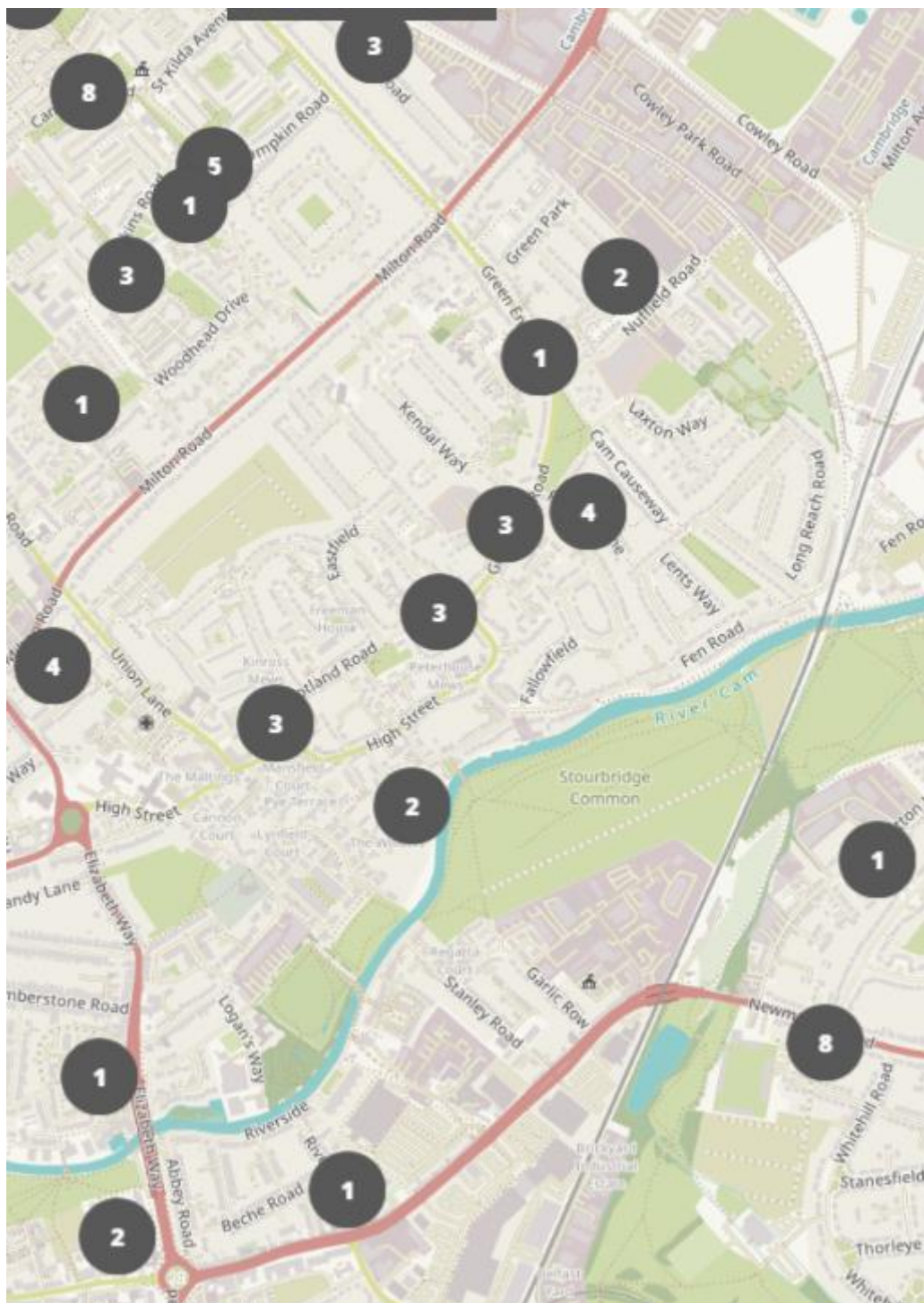
If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Officer, Bree Donovan.

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 Nuffield Road, Church Street Recycling Centre, Dundee Close and Scotland Road.

Our grounds maintenance teams are now busy cutting hedges before the bird nesting season starts.

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

Bramblefields: Removal of invasive aquatic weed from the two ponds/Meadow cuts with the Scythes/Weeding of the Wildflower area was completed.



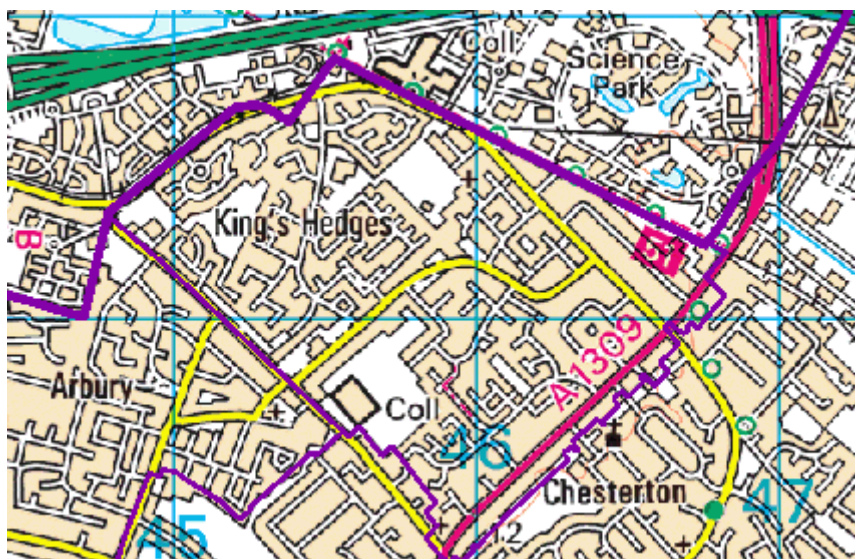
Logan's Meadow Nature reserve: With the help of residents, volunteers, and the Community Engagement Team, over 250 new trees were planted over two weekends as well as ditch clearance works, clearance of over growing bramble and overhanging willow. The clearance work encourages more diversity of plant life in the ditch. The hope is to create another ditch at Logan's Meadow which could provide a suitable habitat for the growing water vole community already there.



More tree planting took place at Logan's Meadow nature reserve, this time with the help of local company Sentec, who planted a whole corner with multi-stemmed willows. They also completed some cutting back along the riverside path.

Ward Profile: Kings Hedges

Map



Community Engagement team

The Community Engagement team have organised several community litter picks at Nuns Way 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 recommenced 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 15-20 hours per week there. Over the past six months they have investigated sixty-three jobs within Kings Hedges, fifteen of which resulted in fixed penalty notices being issued. Particular attention is paid to Campkin Road, Atkins Close, Sackville Close, Edgecombe and Crathern Way as these are particularly bad for fly tipping.



Campkin Road – This area is a hot spot for fly tipping, namely at the location of the recycling centre. Over the past six months eight investigations into fly tipping have taken place with four cases 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 to deter people from dumping.

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 six months eight investigations into fly tipping have taken place with one case resulting in a fixed penalty notice being issued. The other cases resulted in no further action due to the lack of evidence. Regular patrols will continue to take place to stop people fly tipping.



Sackville Close – Although the recycling centres have been taken out this area still attracts lots of fly tipping especially at the back of the flats and at the old location of the recycling centre. There have been five separate investigations into fly tipping in this area. One resulted in a fixed penalty notice being issued and another one incident resulted in a warning letter being issued. All the other resulted in further action being taken due to the lack of evidence. This area will still be patrolled regularly to reduce the amount of waste being dumped.



Edgecombe – This is another area that see a lot of fly tipping. With five investigations taking place here over the last six months. Two of these investigations resulted in warning letters being issued, the other resulted in no further action due to lack of evidence. It will remain an area for regular patrols to help reduce the fly tipping.

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

A further thirty-two investigations have taken place within Kings Hedges over the past six months in other area; including Minerva Way, Wilson Close, Craister Court and Hawkins Road. Eight of these resulted in fixed penalty notices being issued, due to lack of evidence no further action was taken in the other cases. However, these areas will continue to get monitored.

Abandoned vehicles – eighteen suspected abandoned vehicles have been investigated within Kings Hedges over the past six months. Ten of which were claimed by the owner, seven were not on site and the other one was removed by the council as abandoned.

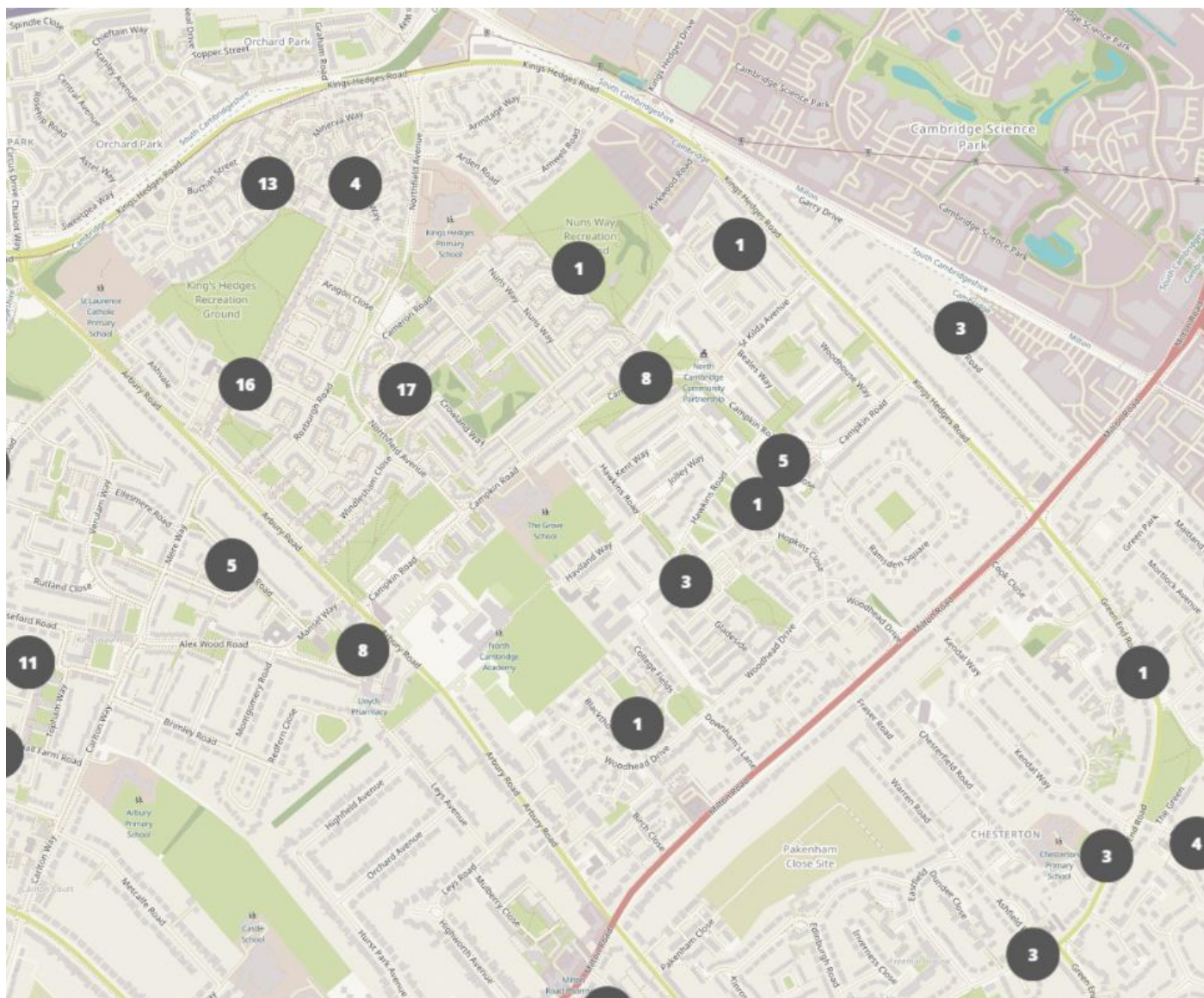
If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Officer, Jess Toombs.

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 before bird nesting season starts. 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 recommenced 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. Seven investigations were conducted between August and January and the following was identified.



- Chesterton Road Recycling Centre – This site seems to be a hot spot for fly tipping, there have been four incidences investigated by the enforcement team over the past six 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.

Other areas where fly tipping has been identified include Gurney Way and Hawthorn Way where investigations continue into fly tipped waste.



Abandoned vehicles – five suspected abandoned vehicles have been investigated within West Chesterton over the past six months. One was claimed by the owner, one was found not to be abandoned, one was not on site, one vehicle is currently awaiting removal by the contractor and a further vehicle was removed and destroyed by the council. One untaxed vehicle was removed from the ward.

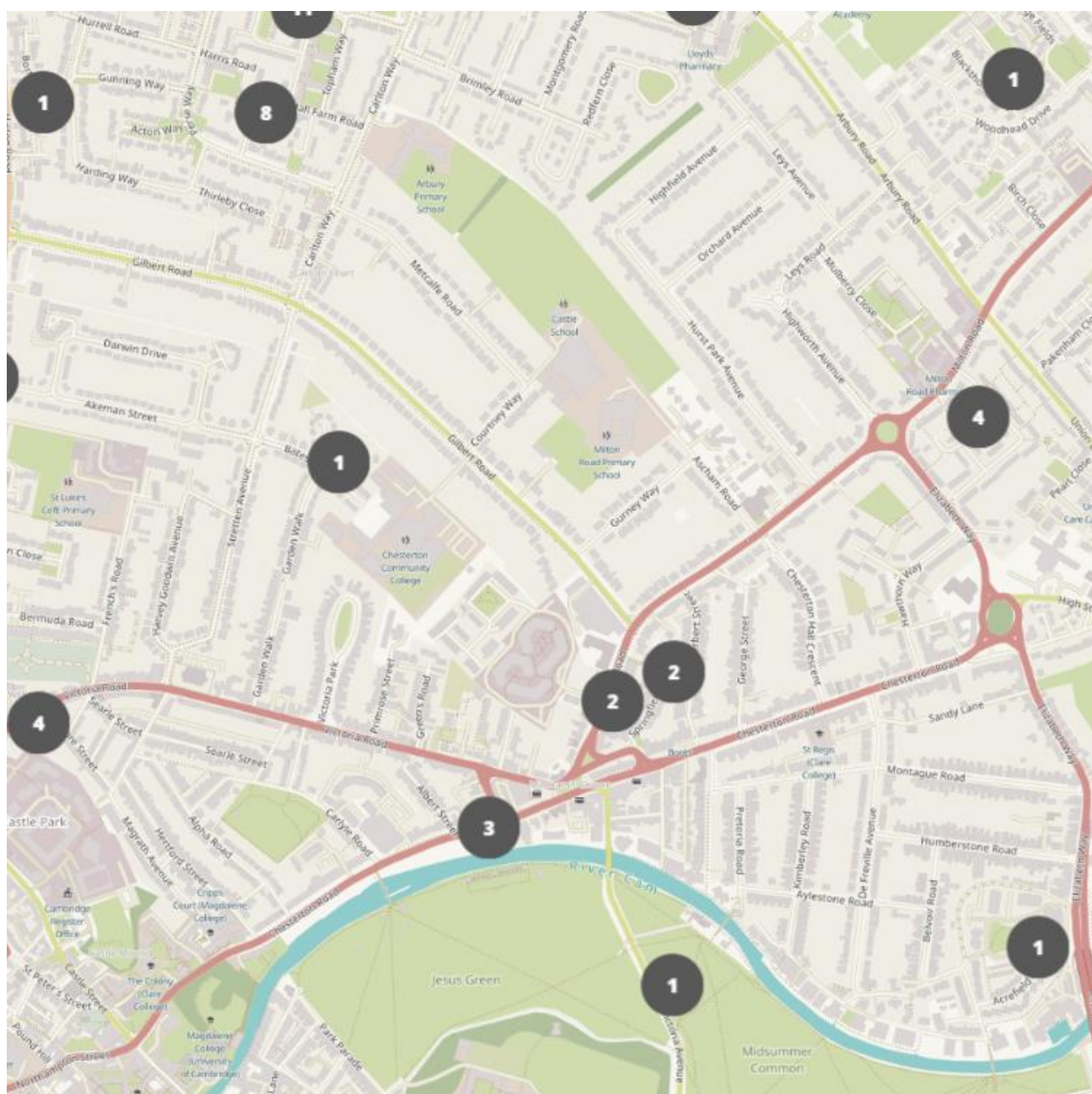
If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Officer, Jess Toombs.

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 before bird nesting season starts.

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 April 2021 to December 2021):

Date	Time	Event	Location
21.04 2021	09:15-10:15	Online recycling talk	Hardwick Primary School
12. 05 2021	19:00-21:00	Online recycling talk	Barton Women's Institute
15.06 2021	09:00-10:30	Online recycling talk	Monkfield Primary School
17.06 2021	10:00-12:00	13-51 Carlton Way	Mini skip day with recycling information
03. 07. 2021	12:00-16:00	CCF Info session about how to calculate your carbon footprint and waste minimisation	Market Square
20.07 2021	10:00-14:00	CAD	Ekin Road
24.07 2021	09:00-13:00	CAD	Hanover and Princess Court and Russell Court
25.07. 2021	10:00-15:00	50th Anniversary of the CMT	Cambridge Museum of Technology
16.08 2021	10:00-14:00	COPE AGM	St Luke's Church Victoria Road
11.09 2021	10:00-14:00	Community Action Day	Wulfstan Way
18.09 2021	09:00-13:00	CAD	Brackyn Close
20.09 2021	13:00-14:00	Assembly recycling talk	Queen Edith Primary School
25.09 2021	09:00-13:00	CAD	Red Cross Lane
02.10 2021	09:00-13:00	CAD	Ditton Fields
16.10 2021	09:00-13:00	CAD	Tenby Close
17.10 2021	11:00-12:00	Recycling talk	Wesley Methodist Church
23.10 2021	09:00-13:00	CAD	Teversham Drift
30.10 201	09:00-13:00	CAD	East Chesterton Ashfield Close
13.11 2021	09:00-13:00	CAD	Birdwood Road
16.11 2021	10:00-11:00	Recycling talk	Arthur Rank Hospice
20.11 2021	09:00-13:00	CAD	Rawlyn Close

3. Environmental and Waste Data

Public Realm [North Area]

Period	Activity	Total number of incidents	Arbury	East Chesterton	Kings Hedges	West Chesterton
Aug 2020 to Jan 2021	Fly tipping	567	136	81	326	24
Aug 2021 to Jan 2022	Fly tipping	472	143	63	233	33
Aug 2020 to Jan 2021	Needles	26	12 needles (12 instances)	7 needles (6 instances)	2 needles (2 instances)	5 needles (3 instances)
Aug 2021 to Jan 2022	Needles	10	1 needle (1 instance)	5 needles (3 instances)	4 needles (2 instances)	1 needle (1 instance)
Aug 2020 to Jan 2021	Fixed penalty notices	28	3	3	18	4
Aug 2021 to Jan 2022	Fixed penalty notices	41	10	8	17	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:

- Arbury: In August one needle was removed from Carlton Way.
- East Chesterton: In August four needles were removed from Logans Meadow (two instances of two needles each), and in November one needle was removed from Moss Bank.
- Kings Hedges: In August three needles were removed from Crosfield Court, and in August one needle was removed from Hawkins Road.

Fixed penalty notices:

Fixed penalty notices issued across the period includes four for littering, twelve for domestic waste littered, three for abandoned vehicles, eight for breach of household duty of care and thirteen for small scale fly tipping.

Private Realm [North Area]

Data not available at the time the report was produced.

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 21/22	Q2 Jul-Sep 21/22	Q3 Oct-Dec 21/22
Total recycling rate	53.56%	54.17%	47.26%
Recycling rate – dry recycling	20.83%	21.22%	23.10%
Recycling rate – composting	32.47%	32.87%	23.67%
Residual waste collected for disposal	46.70%	45.91%	53.23%

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	Kieran Gentle	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.