



Environmental Report

Cambridge West / Central Area

[Covering the wards of Castle, Market and Newnham]

Period of August 2021 to January 2022

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1. Introduction

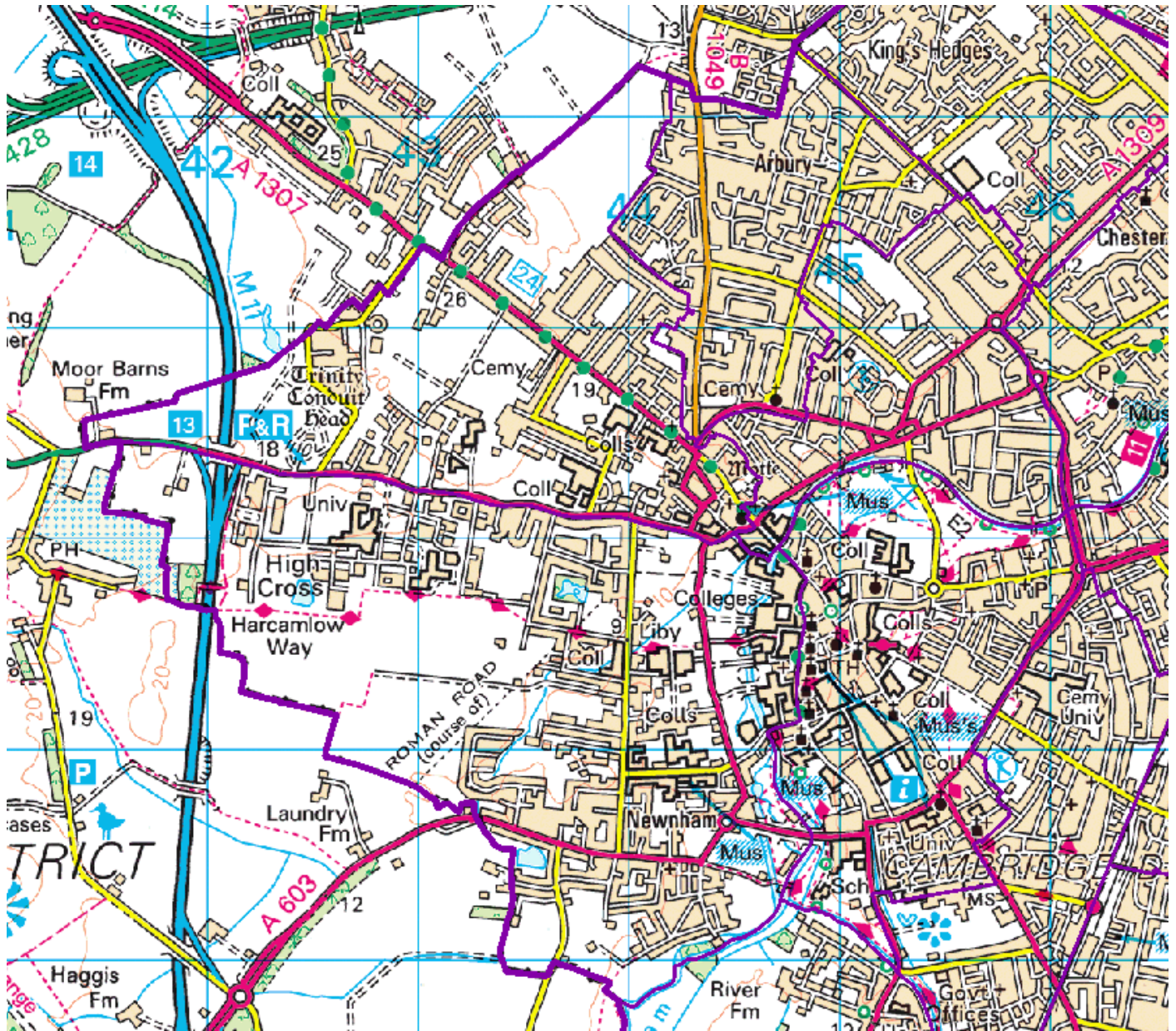
This report provides an overview of the council's Streets and Open Spaces, Environmental Health and Shared Waste service activity in the Area Committee area over the past six months.

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 ,

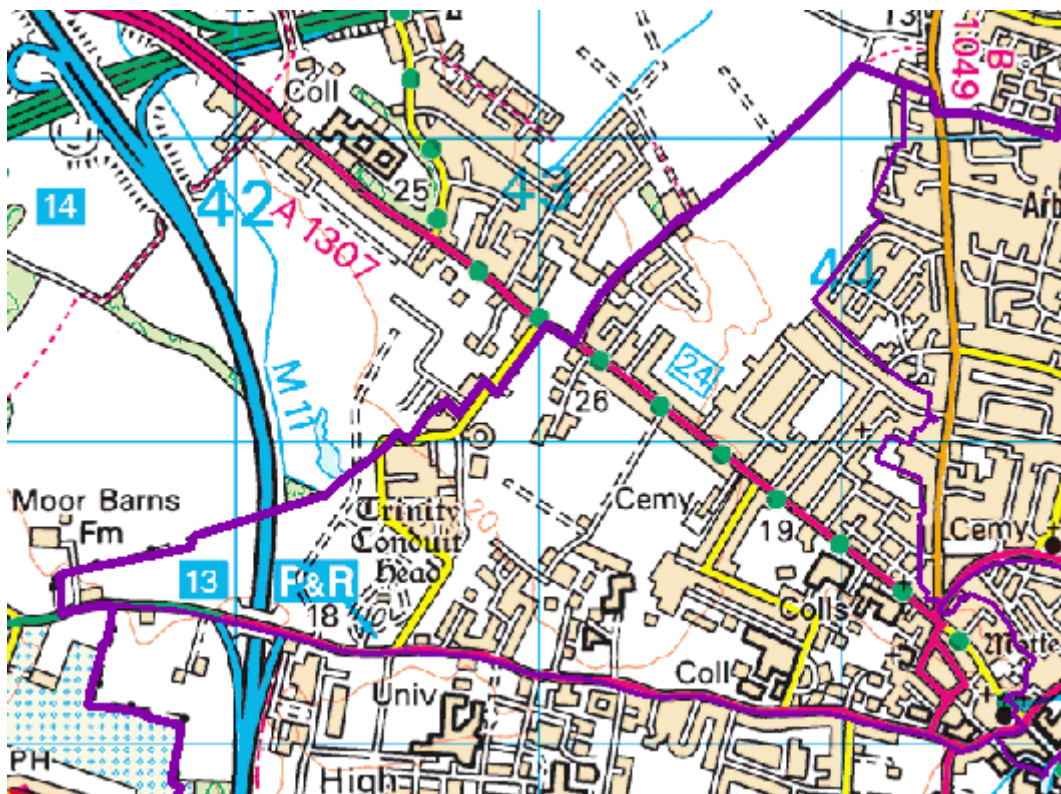
2. West / Central Area Profiles

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



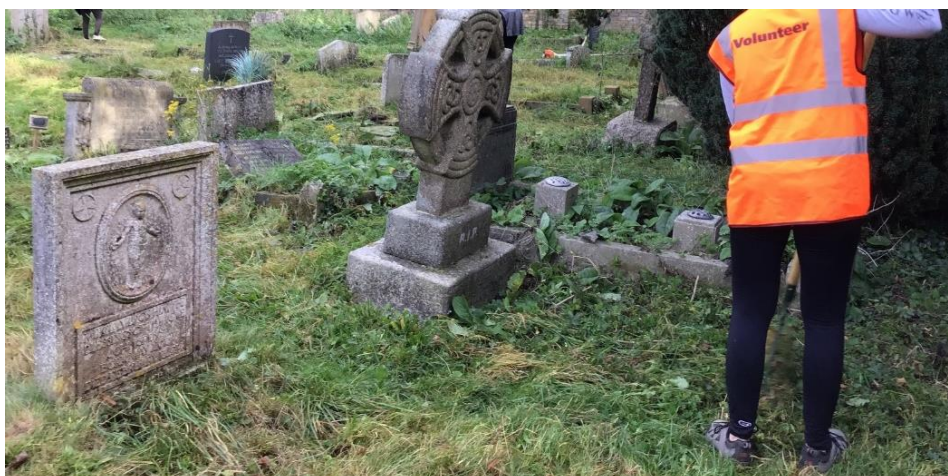
Ward Profile: Castle

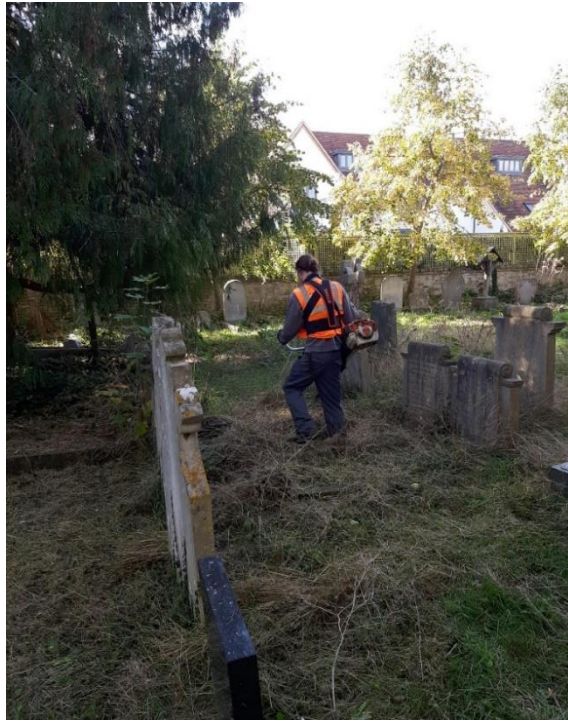
Map



Community Engagement team

The team carried out essential maintenance works at Ascension Burial Ground, strimming and raking plots 3 and 5 not only to ensure the cemetery is kept neat but also that the soil is not too fertile. This will help to prevent the grass and nettles growing as much and allowing the wildflowers to thrive.





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

During the period between August 2021 to January 2022 officers continued to undertake proactive and reactive patrols on the open spaces' patrols. This includes illegal campers, and littering patrols.

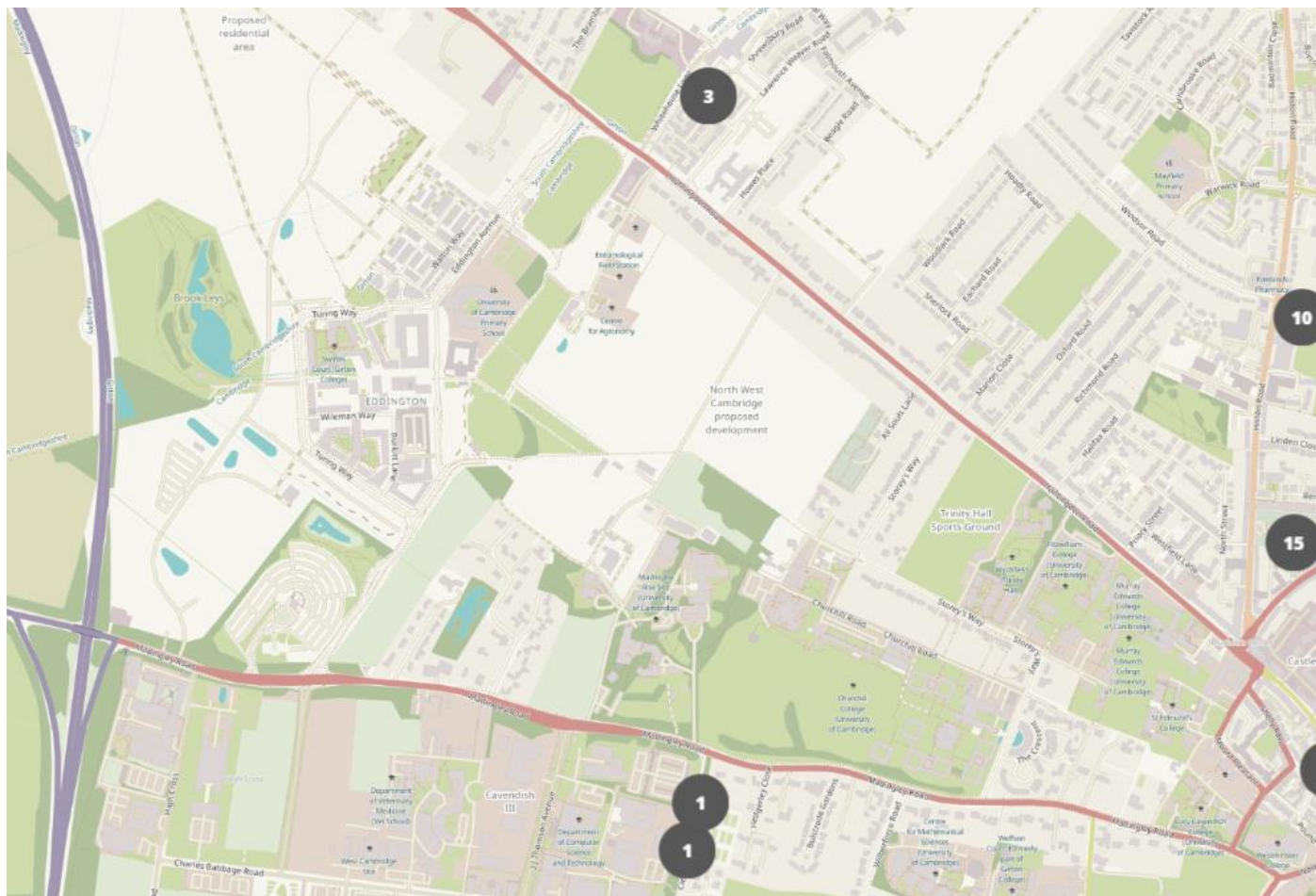
A fixed penalty notice was issued to the driver of a motor vehicle for littering a cigarette end on Huntingdon Road in August, the fixed penalty notice was subsequently paid. A further fixed penalty notice was issued to an individual littering whilst on foot.

If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Officers, 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

Two corporate volunteer events were held on Parkers Piece with volunteers from Aveva and Johnson Matthey. Various tree works, including weeding the oak tree halo, and the lime trees had saplings removed.





Over 15 volunteers came and helped clear the front and rear gardens of All Saints Church on Jesus Lane. The church is managed by the Churches Conservation Trust who requested that the garden be cleared to encourage more visitors to this fantastic building. Since we started the project, All Saints have seen an increase in visitor numbers at the weekends. Our volunteers were kindly given access to the church and received a guided tour which they found very informative. Our volunteers will return later in the year to assist with planting.



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Enforcement team

During the period between August 2021 to January 2022 officers continued to undertake proactive litter patrols within the city, whereby fixed penalty notices were issued for littering.

One abandoned vehicle was investigated at Coronation Mews. Following apply a notice to the vehicle it was subsequently claimed and moved by the registered keeper.

There were five breaches of section 47 notices relating to business for mismanagement of the trade waste, fixed penalty notices were issued to all businesses and paid in full.

Lion Yard, New Square, Park Terrace, Regent Street, St Andrews Street, Fitzroy street and Burleigh street have had officers foot patrolling the locations and this has culminated in fixed penalty notices being issued for littering of cigarettes. There has been numerous littering offence investigated in relation to litter thrown from motor vehicles within the ward. Several suspects have been identified and fixed penalty notices issued and paid.



Domestic household waste has been found littered at numerous locations within the ward, these have been investigated. Fixed penalty notices have been issued to suspects of domestic waste littering and additional suspects were issued fixed penalty notices for fly tipping or littering domestic waste, and/or breach of household duty of care.



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

Operations service

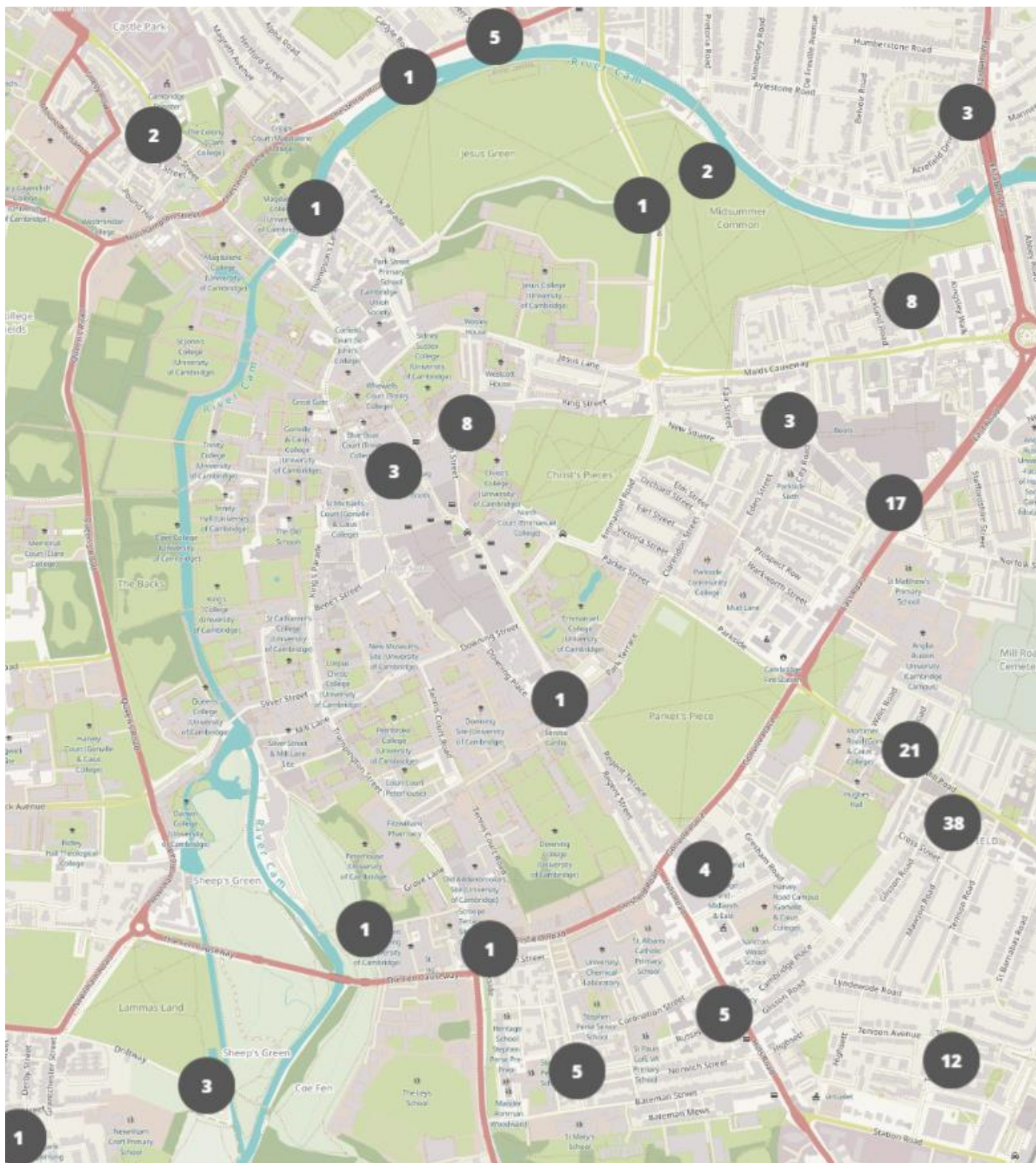
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Our Grounds Maintenance have been out hoeing, pruning, and leafing our city centre parks, sheltered housing, church yards. Which is continual general maintenance and preparation work. The cleansing team are daily keeping the City centre clean. The streets are regularly swept by mechanical sweepers or by hand. The market square is washed twice a week and swept daily.

The Rapid Response/Graffiti Team continue to wash down pavements within the City and outside seating areas. They also wash down after the mess left by night life. There has been an increase in graffiti and fly posting and stickers.



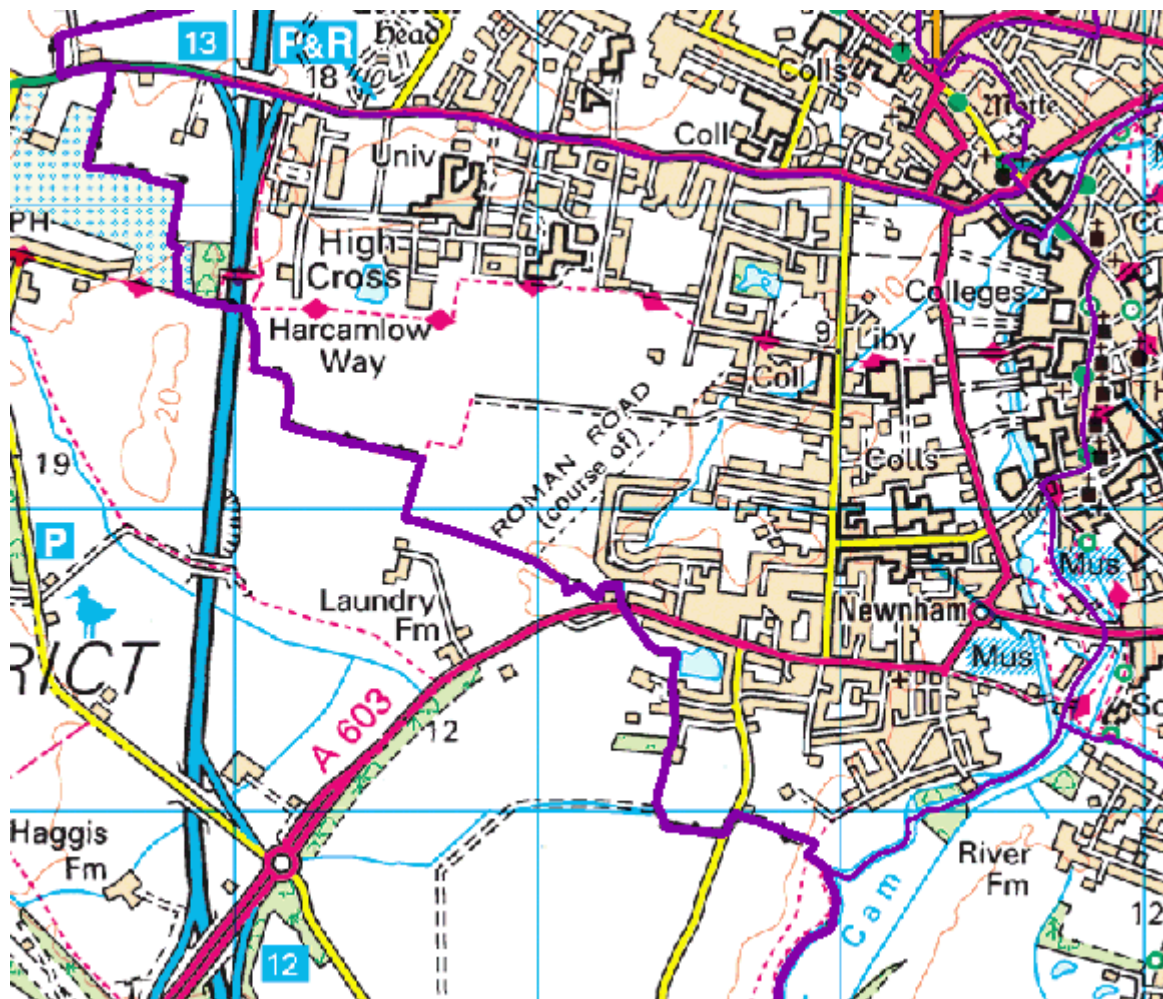
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Ward Profile: Newnham

Map



Community Engagement team

Residents helped cut back and maintain the communal green space in the centre of Barton Close.

Staff from Cambridge University held two group litter picks at JJ Thompson Avenue and Sidgwick/West Road. The employees recorded the types of litter collected and its weight and the data were recorded in collaboration with the Rivers Trust so they can better understand the impact of littering on our waterways.



Benevolent staff held a corporate event at Lammas Land where they litter picked the reserve, as well as Sheep's Green and the surrounding areas, followed by edging the pavements.



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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

During the period between August 2021 and January 2022 officers continued to undertake proactive and reactive patrols on the open spaces' patrols. This includes illegal campers, and littering patrols.

Fly tipping issues at Lammas Land recycling centre which was previously a hot spot have eased since the recycling bins were removed.

Abandoned vehicles have been dealt accordingly with throughout the ward, with one vehicle at Kings Road removed. Abandoned vehicles were also reported at Clarkson Road, Herschel Road and Clerk Maxwell Road but were either claimed by the owners or not on site at the time of inspection.



Officers continue to monitor businesses that had previously had issues with the management of their trade waste. Commercial fly tips have been investigated within the ward and suspect businesses have been issued fixed penalty notices for the offences.



There have also been domestic waste fly tips investigated and cleared, suspects have been issued fixed penalty notices for the offences and all paid.



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

Sheep's Green nature reserve:

The Rush stream and Vicars Brook have been given lots of attention by volunteer groups. Vital tweaking of the flow deflectors, the moving and replanting of aquatic plants, bank renovation and habitat creation all happening on both these important streams.



Paradise nature reserve:

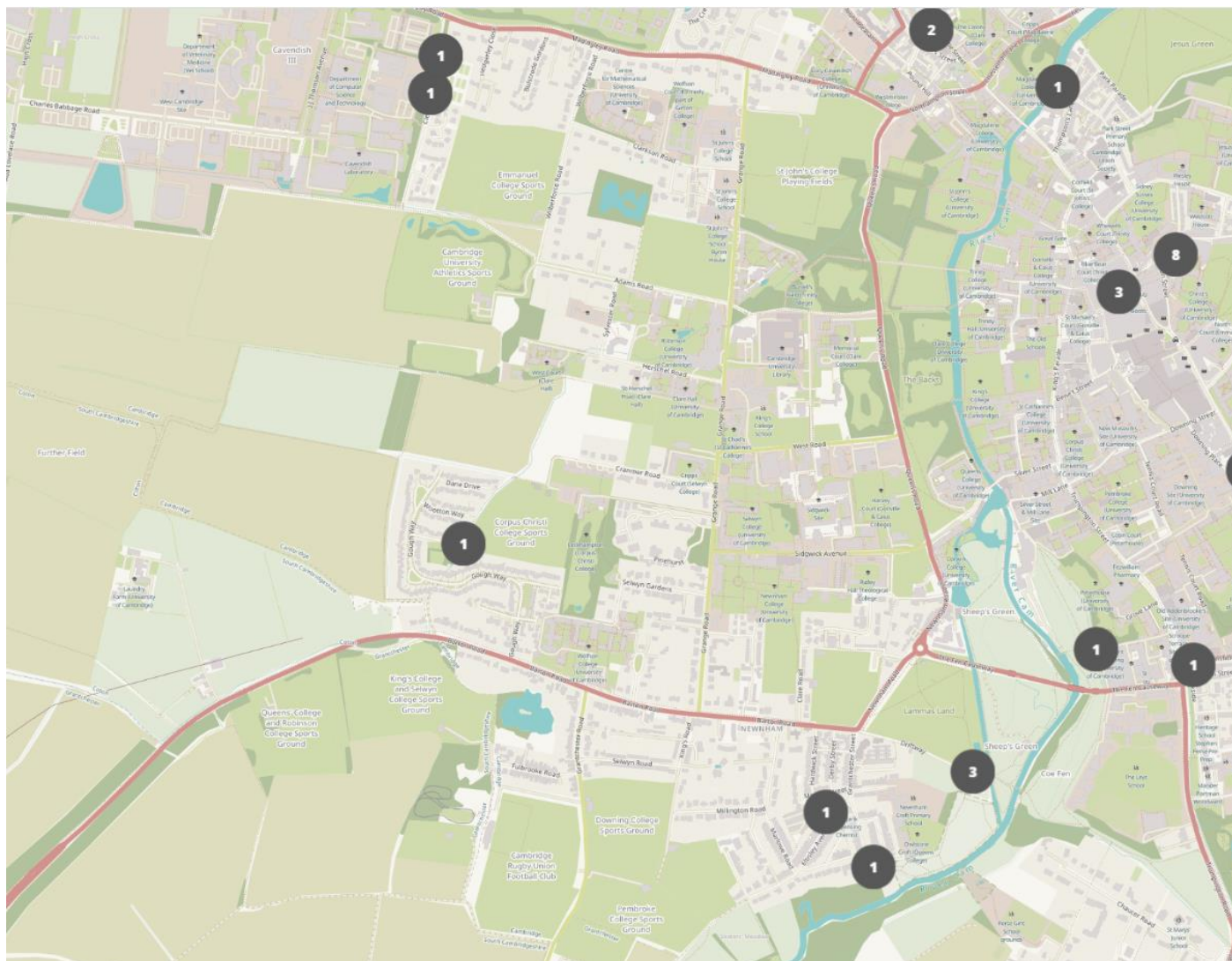
Clearance of the lake to create open water areas and ditch clearance to keep water in the back ditches over the winter.



Operations service

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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 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 [West / Central Area]

Period	Activity	Total number of incidents	Castle	Market	Newnham
Aug 2020 to Jan 2021	Fly tipping	78	35	37	6
Aug 2021 to Jan 2022	Fly tipping	78	9	49	9
Aug 2020 to Jan 2021	Needles	62 needles	9 needles (6 instance)	53 needles (19 instances)	0 needles (0 instance)
Aug 2021 to Jan 2022	Needles	145 needles	2 needles (1 instance)	145 needles (17 instances)	0 needles (0 instance)
Aug 2020 to Jan 2021	Fixed penalty notices	57	8	48	1
Aug 2021 to Jan 2022	Fixed penalty notices	54	2	43	9

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 September there was one instance where two needles were removed from Histon Road.
- Market:
 - At Auckland Road, there were one incident in September where five needles were removed from Midsummer Orchard.
 - At Burleigh Street in December twenty needles were removed.
 - At Granted Place in November a carrier bag of twenty-five needles was removed.
 - At James Street 47 needles were removed in August.
 - Twelve needles were cleared from a bin on Tredgold Lane in August
 - In Wellington Street repeat incidents occurred in September (three instances and a total of eight needles cleared), October (seventeen needles cleared) and January (three needles cleared).
 - In September at Corn Exchange Street one needle was removed, at Bridge Street one needle was removed in August, two needles were cleared from Holy Trinity Church Yard in September, and one in September. One needle was cleared from Paradise Street in January, one needle from Post Office Terrace in August and one needle from Sidney Street in August.

Fixed penalty notices:

Fixed penalty notices issued across the period includes twenty-six for littering, five for trade related waste (including littering, fly tipping and breaching of a statutory notice), twenty-two for domestic related waste (including littering, breach of domestic duty of care and fly tipping) and 1 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
Aug 2020 to Jan 2021	Pest Control	NA	40	NA	NA	NA
Aug 2021 to Jan 2022	Pest Control	NA	46	NA	NA	NA
Aug 2020 to Jan 2021	Refuse and waste complaints	0	NA	1	0	0
Aug 2021 to Jan 2022	Refuse and waste complaints	0	NA	1	0	0
Aug 2020 to Jan 2021	Other public health interventions ²	9	NA	1	0	0
Aug 2021 to Jan 2022	Other public health interventions ²	11	NA	1	0	0
Aug 2020 to Jan 2021	Noise complaints	41 ³	NA	1	0	0
Aug 2021 to Jan 2022	Noise complaints	37 ³	NA	1	0	0
Aug 2020 to Jan 2021	Private Sector Housing interventions	12 ⁴	NA	1	0	0
Aug 2021 to Jan 2022	Private Sector Housing interventions	30 ⁴	NA	1	0	0

¹ All complaints will generally have at least one such action.

² Other public health complaints includes odour, smoke, bonfires, filthy and verminous

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 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
Enforcement (Castle Market and Newnham)	Andy Hine	01223 458579	andrew.hine@cambridge.gov.uk
Streets and Open Spaces Operations / Commercial	Paul Jones	01223 458282	paul.jones@cambridge.gov.uk
West Area Operations Team Leader	Mark Yeardsley	01223 458282	mark.yeardsley@cambridge.gov.uk
Recycling Champions	Birgitta Laurent	07525 213774	recycling.champions@scambs.gov.uk

If you have a question about one of the council's services, you will be able to find a number of answers on our website www.cambridge.gov.uk. If you can't find what you are looking for, or want to discuss something with us, you can contact us on the details above or call 01223 457000.

5. Volunteer schemes

Time Credits

You can earn Time Credits for your time as volunteer. Every hour of involvement with us earns you a 1-hour time credit – which can be spent in places like cinemas, gyms, swimming pools or music venues. The more time you give the more time credits you receive.

Streets and Open Spaces Volunteers:

We're looking for volunteers to make the streets of Cambridge even cleaner, tidier and more pleasant and to spread our motto 'A greener, cleaner city starts with you'. So, whether you're already part of an existing local group and want some additional support or you're an individual who feels strongly about these issues, then get in touch to take part. Our volunteers work to improve their local streets by acting to keep them clean, tidy and looking their best.

With the support of a dedicated Area Ranger you'll be able to:

- Recruit other local people to help you in a project
- Organise events locally to promote cleaner streets: litter picks, ward walks etc.
- Have access to and use specialist equipment for removing graffiti and litter
- Take part in large city-wide events for volunteers
- Provide education to other members of the public
- Get involved with new volunteer roles/projects

As a volunteer you're free to suggest your own ideas and we will do our best to accommodate them. We don't expect you to give huge amounts of time to our projects, as a volunteer, we just hope you can commit some regular time each month to keep the project active and vibrant in the community.

To sign up or find out more visit our webpage <https://www.cambridge.gov.uk/streets-and-open-spaces-volunteers> or contact our Community Engagement Team on sosvolunteers@cambridge.gov.uk or 01223 458084

Recycling Champions:

Are you a passionate about recycling? Would you like to meet other people who are also keen to help to promote recycling, minimizing waste and sustainability? Do you enjoy working with the public? If yes, then why not become a recycling champion. The Greater Cambridge Shared Waste Service is looking for volunteers to help spread the word about recycling within the community. You don't need any experience or previous knowledge, you just need to believe that recycling is important, be friendly and approachable and be willing to convey your enthusiasm about helping the environment to others. Full training will be provided.

Our volunteers do a variety of roles such as:

- Run stalls at various events in the city and south of Cambridge
- Do door knocking around flats, hand out leaflets
- Attend monthly recycling champions meetings
- Do talks to community groups and schools about recycling
- Write articles in newsletters and go on trips to visit various recycling sites to learn about waste management and recycling.

To become a recycling champion please visit our webpage <https://www.cambridge.gov.uk/become-a-recycling-champion>, or contact recycling.champions@scamsb.gov.uk or telephone 07525 213774.