



Environmental Report

Cambridge East Area

[Covering the wards of Abbey, Coleridge, Petersfield and Romsey]

Period of: September 2021 to February 2022

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1. Introduction

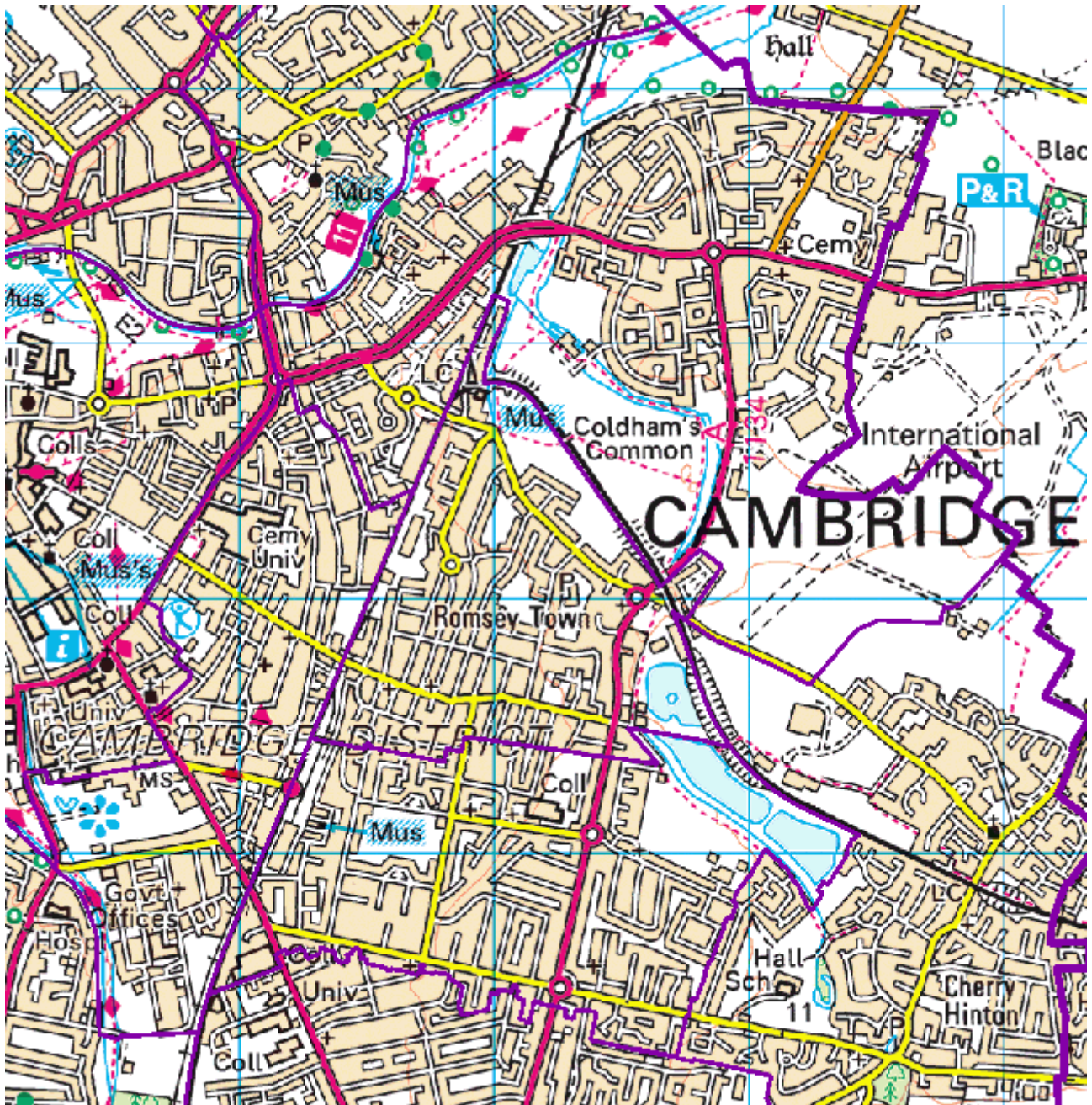
This report provides an overview of the council's Streets and Open Spaces, Environmental Health and Shared Waste service activity in the Area Committee area over the past six months.

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 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 ,

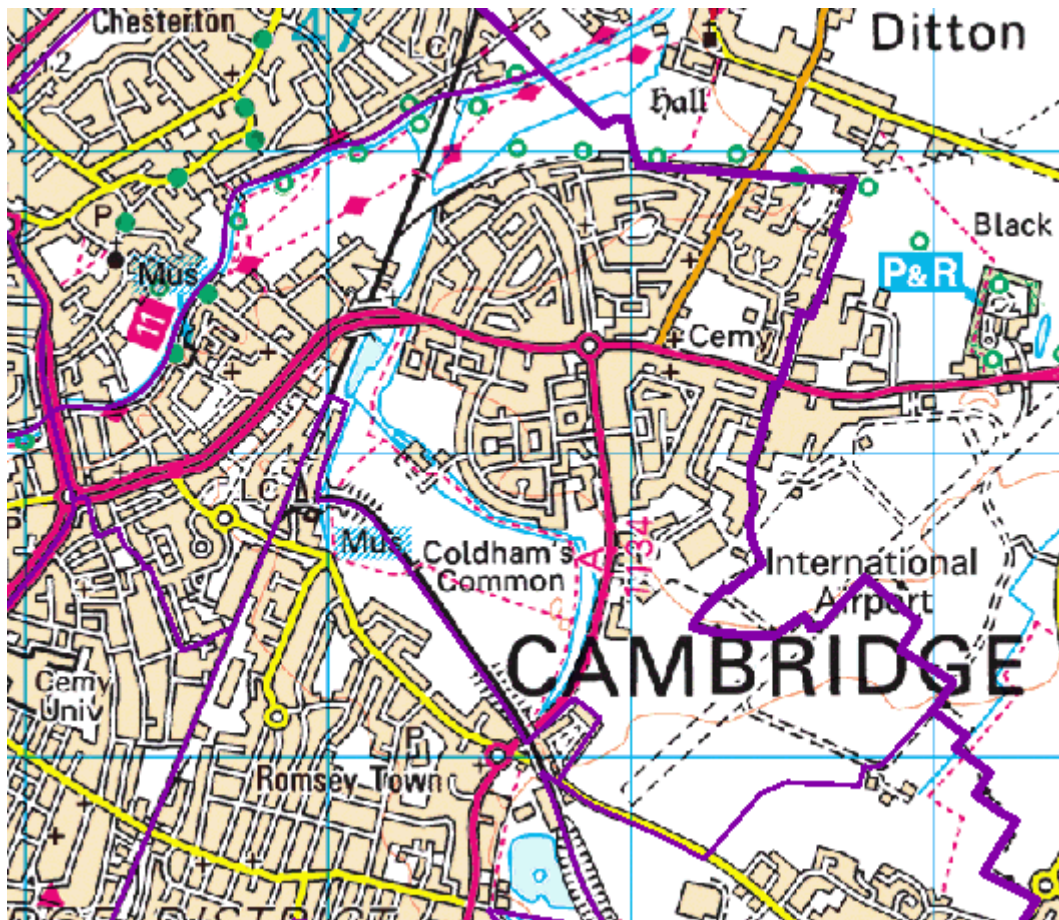
2. East Area Profiles

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



Ward Profile: Abbey

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.

No further information available at time of the report.

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

Littering – There were three cases of littering from a motor vehicle investigated in the period, all occurred on Newmarket Road. Two cases resulted in fixed penalty notices being issued for littering and one case is still ongoing.

Dog Control - One case of dog control was reported on Stourbridge Common, at the current time officers have been unable to locate the owner of the dogs so no action has been taken. Another issue was reported in Ditton Meadows in September which is being monitored as part of regular patrols. In January, a resident in the Thorpe Way area was issued a Community Protection Notice requiring immediate clearance of dog fouling – monitoring for this case is ongoing.

Abandoned vehicle – thirteen abandoned vehicles were investigated in Thorpe Way, Hadleigh Court, Cheddars Lane, Peverel Road, Wadloes Road, Oyster Row, Dennis Road, Stanley Court and Ferndale Rise and the vehicles were either claimed or moved at the time of officer visits. Four further abandoned vehicles at Ditton Lane, Barnwell Road (x2) and Rachel Close were declared abandoned by enforcement officers and impounded, none of the vehicles were claimed and were therefore destroyed fixed penalty notices were issued to the registered keepers of the vehicles.



Domestic waste – twenty cases of domestic waste were investigated in the period including at Stanley Road, Thorpe Way, Jack Warren Green, Peverel Road, Anns Road, Ditton Fields, Oyster Row, Dudley Road, Whitehill Road, Rawlyn Road, Dennis Road and Rachel Close. Eight cases are still ongoing, two have been sent warning letters and in the ten other cases no further action was possible.



Commercial waste – two cases of commercial waste were investigated, one case of waste left at Barnwell Drive is still ongoing and in the other case of waste at Barnwell Road, the business complied with the requests made by the enforcement officer.

Illegal advertising – one case of illegal advertising at Whitehill Road was found in January 2022 and a warning email was sent.

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

Operations service

The Operations team have continued with the high level of focus to remove litter from the fast food and retail outlet hot spots across this area.

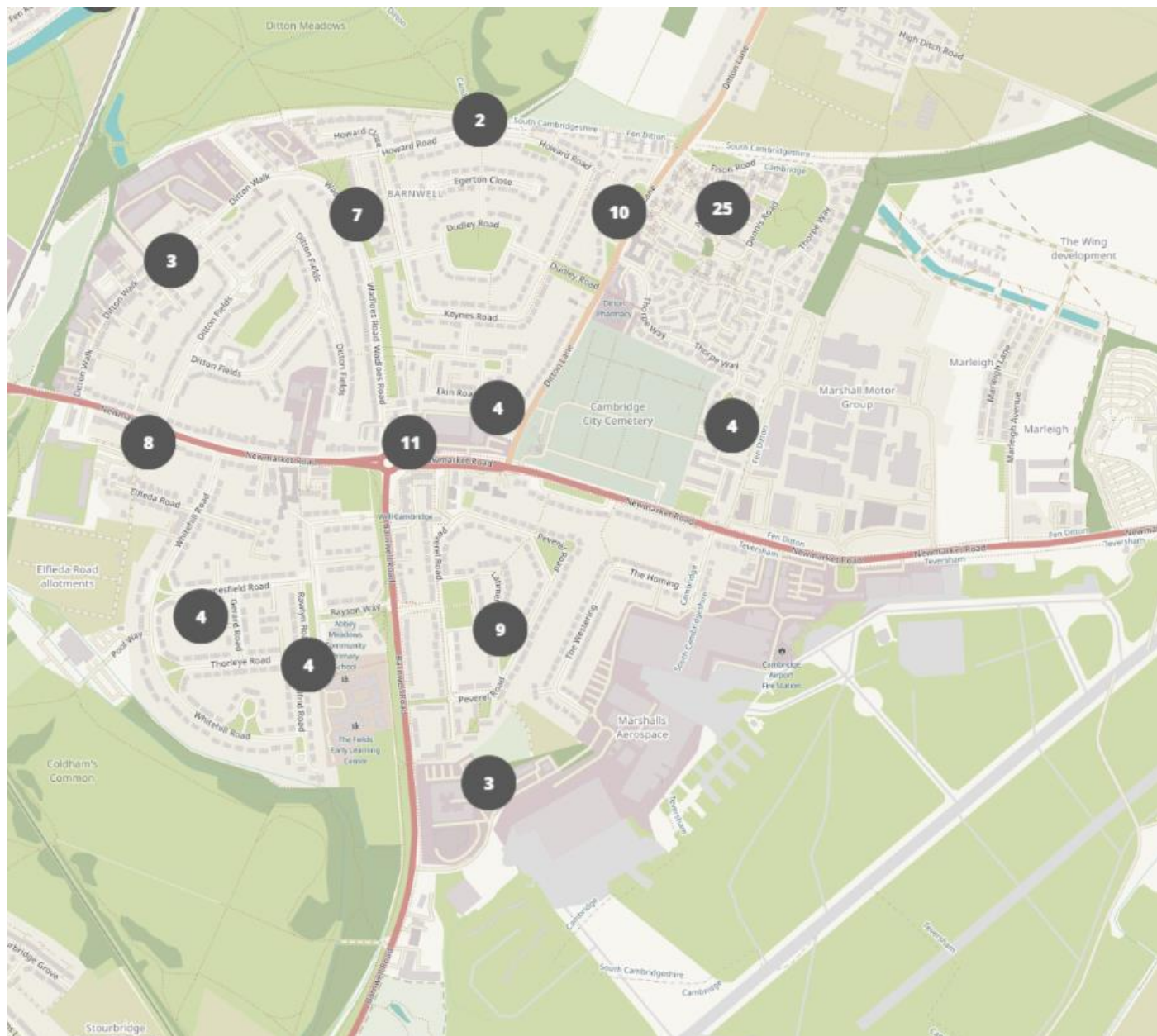
The street cleansing team have been sweeping all the main roads and residential areas of detritus as per the ward schedule. The team have been targeting areas that require deep cleaning and in need of attention by exception.

The whole team have been working with the City Council Enforcement Officers to reduce the amount of fly-tipping across the ward with the Thorpe Way / Fison Road estate being identified as particular hot spots.

The team have been busy clearing all leaf fall in the area with the ground's maintenance team. The team have completed the winter pruning and maintenance of shrub beds across the highways and parks, ready for the bird nesting season. Over the course of March, the ground's maintenance team will start preparing for and commencing the grass cutting season.



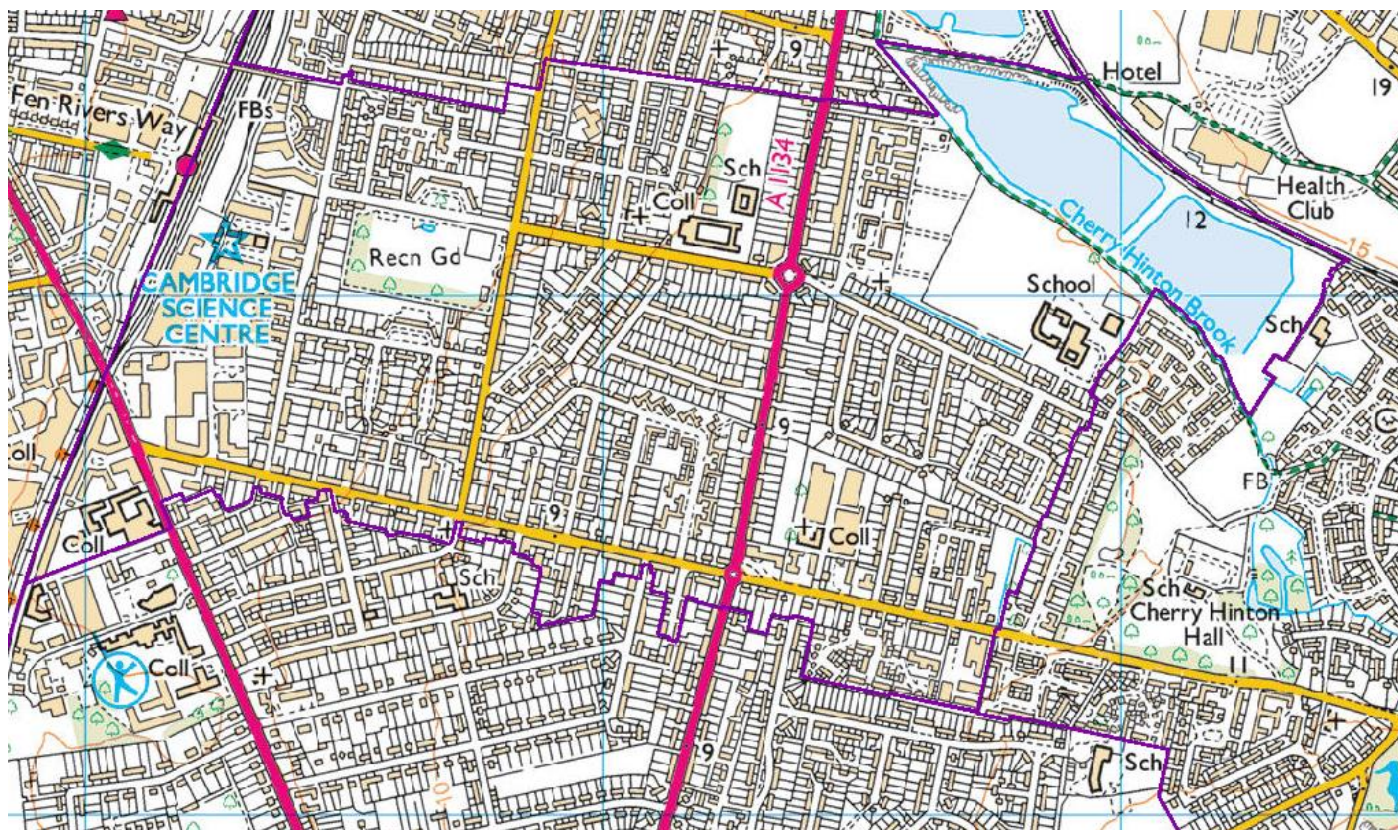
The hot spot map shows the numbers and locations of the flytipping cleared within the last six-month period.



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: Coleridge

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.

No further information available at time of the report.

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

Domestic waste – one case of domestic waste was investigated at Teynham Close in December 2021. No further action was taken, and one flytip investigation at Fanshawe Road is still ongoing.



Dog control – one case of dog fouling in Davy Road communal area was investigated and passed to City Homes in January 2022. A case of a dog-on-dog attack was reported at Coleridge Recreation Ground in November 2021, but officers were unable to identify the dog owner.

Abandoned vehicles – fourteen vehicles were investigated in Rustat Road, Cowper Road (x3), Davy Road, Radegund Road, Clifton Road, Perne Close, Tiverton Way (x2), Golding Road, Lichfield Road and Suez Road. Two of the vehicles at Cowper Road were declared abandoned by enforcement officers and seized, both vehicles were subsequently reclaimed by the owners. The vehicles at other locations were either claimed or not on site.

Commercial waste – one case of commercial waste on Cherry Hinton Road was investigated and words of advice were provided to business and a waste transfer notice was provided by the business to show compliance.

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

Operations Service

During this period, the Operations Team have been busy clearing all leaf fall in the area with the ground's maintenance team. The team have completed the winter pruning and maintenance of shrub beds across the highways and parks ready for the bird nesting season.

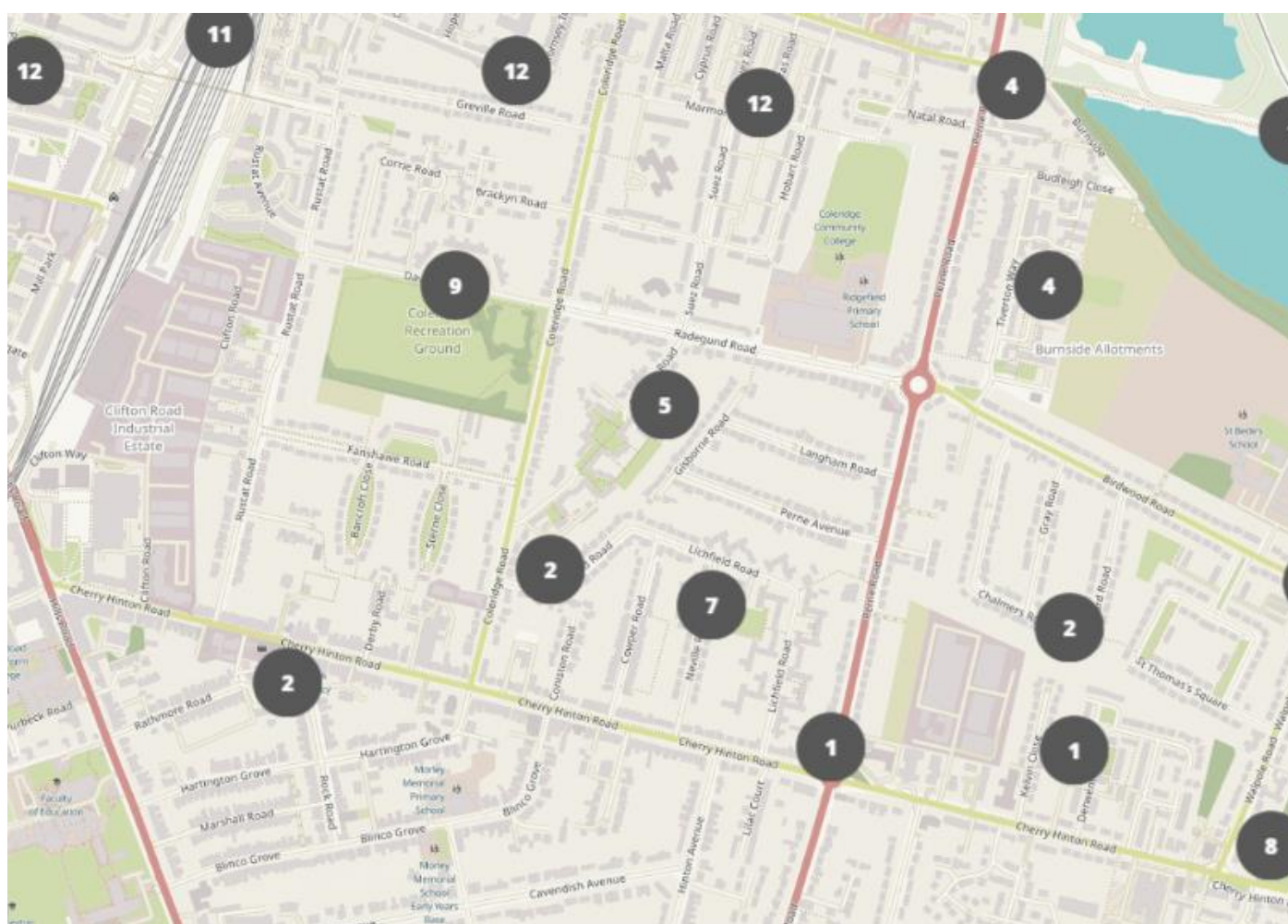
The street cleansing team have been sweeping all the main roads and residential areas of detritus as per the ward schedule. The team have been targeting areas that require deep cleaning and in need of attention by exception.

The graffiti team have been tasked with the continual removal of affected street furniture, with Rustat Road (Carter Bridge) and Davy Road being identified as specific hot spots. Over the course of

March, the ground's maintenance team will start preparing for and commencing the grass cutting season.



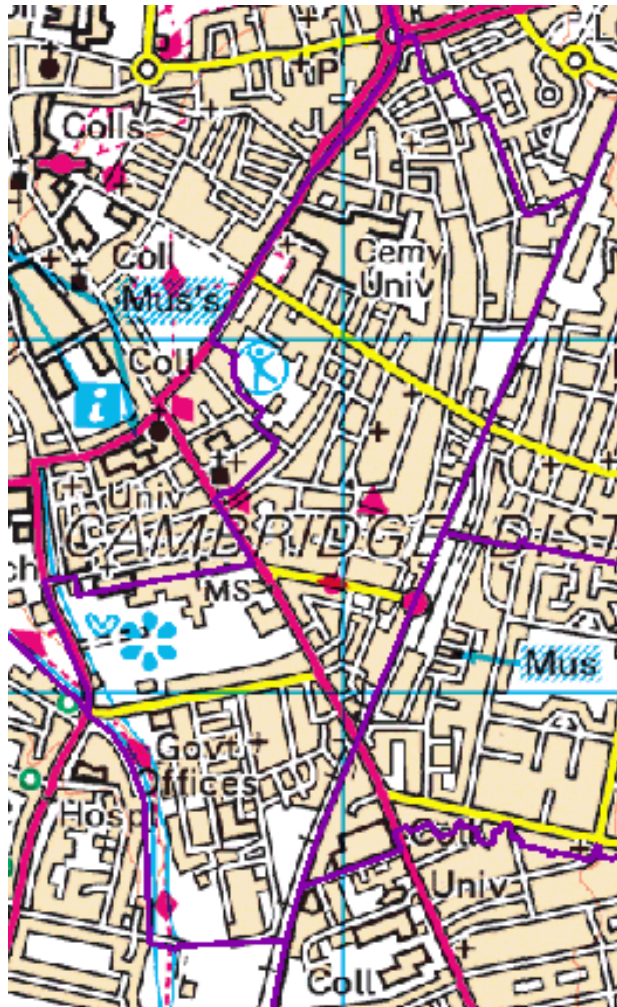
The hot spot map shows the numbers and locations of the flytips cleared within the last six-month period.



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Ward Profile: Petersfield

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.

No further information available at time of the report.

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

Abandoned vehicles – five investigations were completed for vehicles at Ditchburn Place (x2), Tenison Road, Glenalmond Avenue and St Matthews Garden, all the vehicles were subsequently claimed by the owners or not on site at the time of inspection.

Littering – one case of littering from a motor vehicle on East Road is currently ongoing.

Dog control – a case of dog fouling has been investigated at Eagle Street and a Community Protection Warning issued to the person responsible.

Domestic waste – waste mis-management issues for two properties on Devonshire Road, one property on Tenison Road and one on Mill Road have been investigated and resulted in the tenants of the property being issued a Community Protection Warning requiring correct management of their domestic waste. One property on Mill Road has failed to comply with a Community Protection Warning and the tenants have been issued a Community Protection Notice requiring correct management of their domestic waste. A domestic property on Mill Road was issued a fixed penalty when the tenants failed to dispose of their waste incorrectly and fly tipped in on the street. Waste found dumped at Covent Garden, Mill Street, Tenison Road, Wilkin Street, Perowne Street, Devonshire Road and Ditchburn Place and has been investigated. Fixed penalty notices have been issued to several properties for failing to control their waste and/or fly tipping.



Commercial waste – seven cases were investigated, which included three issues with trade waste bins on Tenison Road. A case involving waste fly tipped waste at Gwydir Street car park is ongoing. And further cases on Mawson Road, Mill Road and Covent Garden where monitoring for trade related issues is ongoing. Statutory notices were served on two businesses on Mill Road for failing to control their waste.



Illegal camping – a tent was erected in Gwydir Street car park in December 2021 and a notice was served requiring the occupier to remove it. The tent was subsequently abandoned and seized by officers.

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

Operations service

The Operations Team have been busy clearing all the leaf fall in the area with the ground's maintenance team. The team have completed the winter pruning and maintenance of shrub beds across the highways and green spaces ready for the bird nesting season.

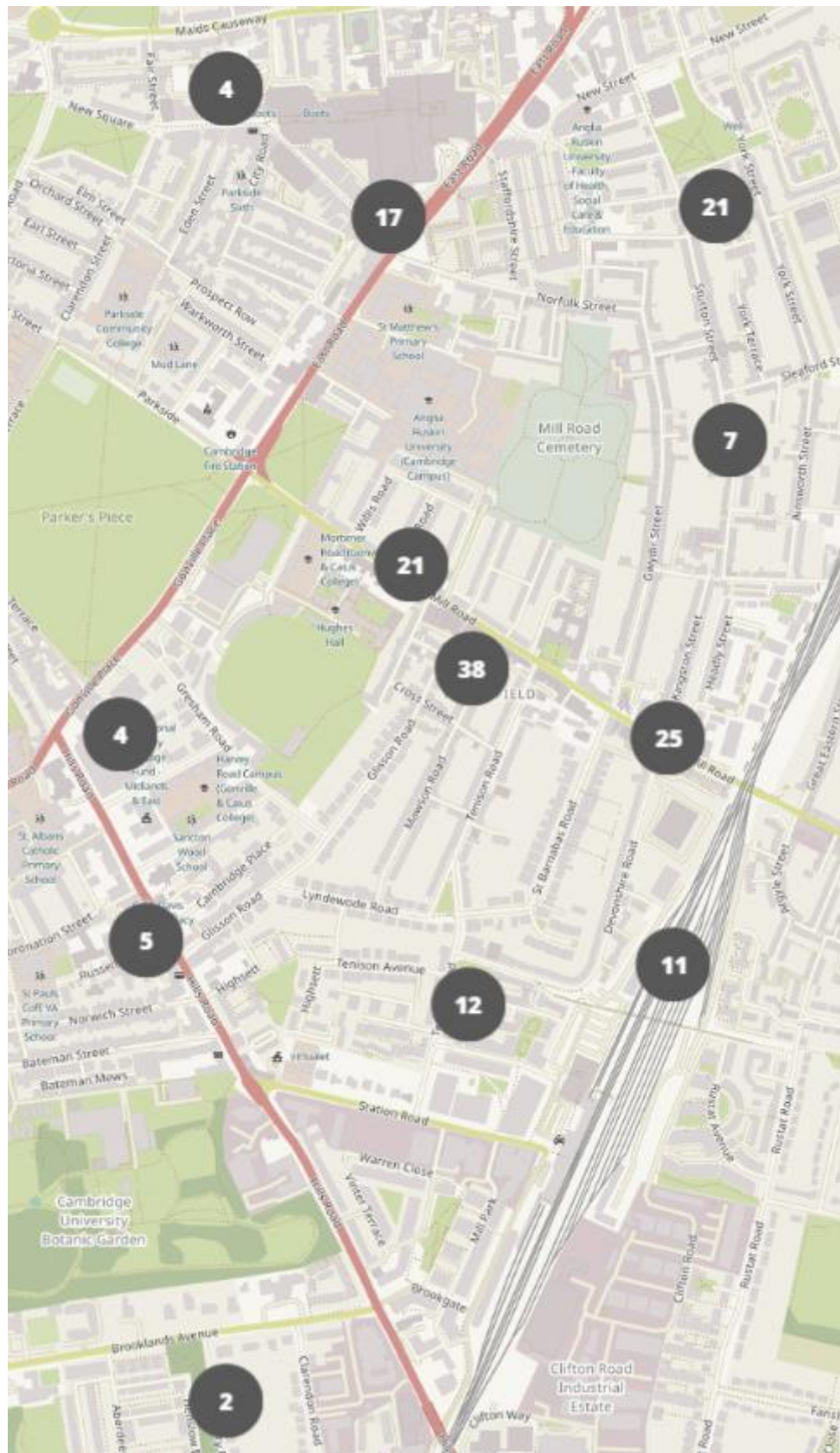
The graffiti team have been tasked with the continual removal of affected street furniture of graffiti and fly-posters. Gwydir Street car park has been identified as a specific hot spot for drug related paraphernalia and needles with the Rapid Response team making regular removals.

The street cleansing team have been sweeping all the main roads and residential areas of detritus as per the ward schedule. The team have been targeting areas that require deep cleaning and in need of attention by exception.

The team have continued with the high level of focus to remove litter from the retail hot spots across this area. Over the course of March, the ground's maintenance team will start preparing for and commencing the grass cutting across Petersfield.



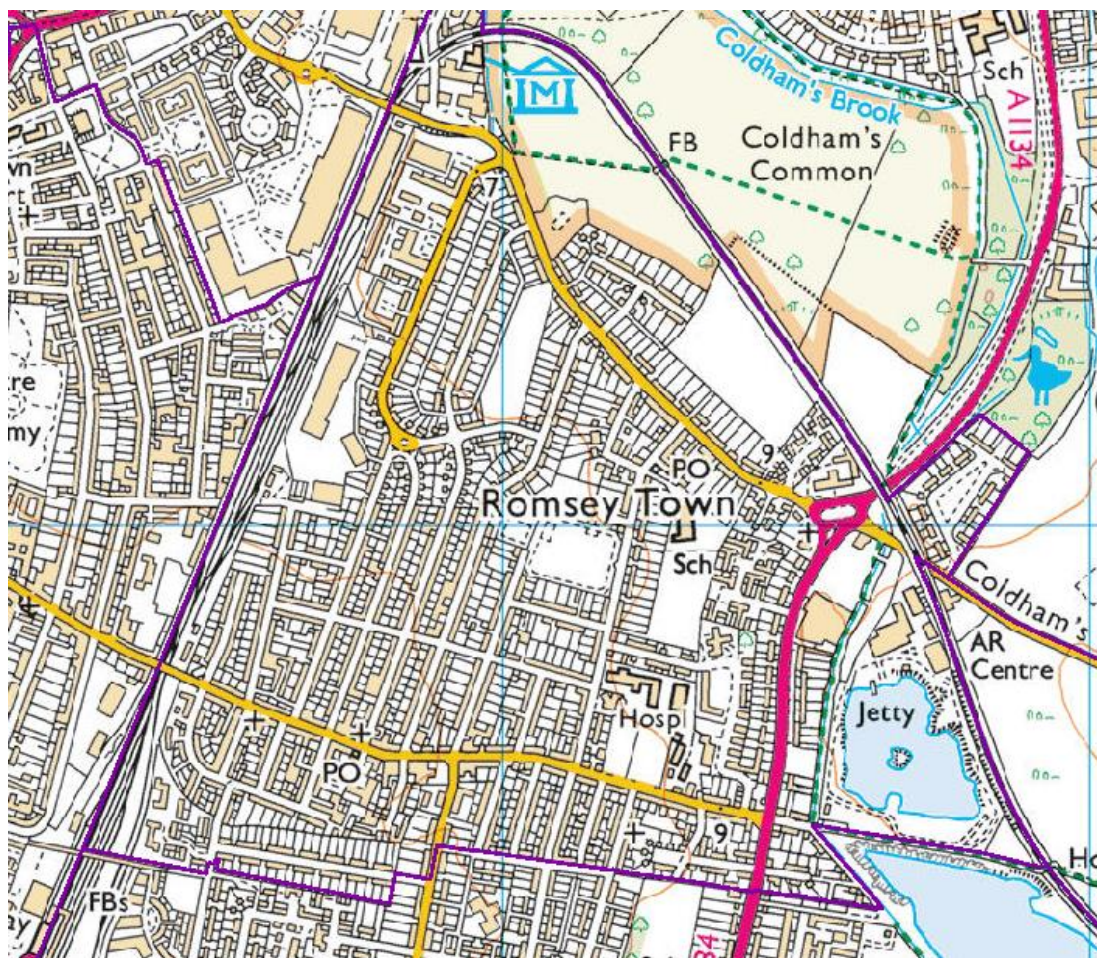
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Ward Profile: Romsey

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.

No further information available at time of the report.

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

Domestic waste - one investigation into domestic waste in Wycliffe Road was completed and resulted in a fixed penalty notice for breach of duty of care being issued. A property in Campbell Street was issued a warning letter around managing their domestic waste after some of it was found littered on the road. Three other cases of domestic waste on Argyle Street and Mill Road were not able to be completed as it was not possible to trace those responsible.

Commercial waste – two investigations were undertaken, in one case a business was dumping waste into their neighbour's bin and were served a notice and required to set up a trade waste contract, they complied with the requirements of the notice. In another investigation a business on

a statutory notice (Section 47) for control of their waste was issued a fixed penalty notice for breaching its requirements.

Abandoned vehicles – twenty-one cases were investigated at Cromwell Road, Coldhams Grove, Cyprus Road (x2), Ross Street (x3), Stockwell Street, Vinery Way, Sedgwick Street (x3) Cavendish Road, Seymour Street, Malta Road, Hobart Road, Hemingford Road, William Smith Close – all were either claimed by the owners or not on site at the time of officer visits. The vehicle down Romsey Terrace, one at Ross Street and one at Sedgwick Street were declared abandoned by officers and impounded as abandoned. The vehicle from Sedgwick Street was subsequently reclaimed by the owner. The other two vehicles were seized and destroyed and fixed penalty notices issued.



Illegal advertising – a case of posters advertising an event within Cambridge were found on Mill Road bridge. The venue was contacted and subsequently arranged for removal of the posters.

Illegal camping – a tent was erected in Romsey recreation ground in November 2021 and a notice was served requiring the occupier to remove it. The tent was subsequently removed by the owners.



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

Operations service

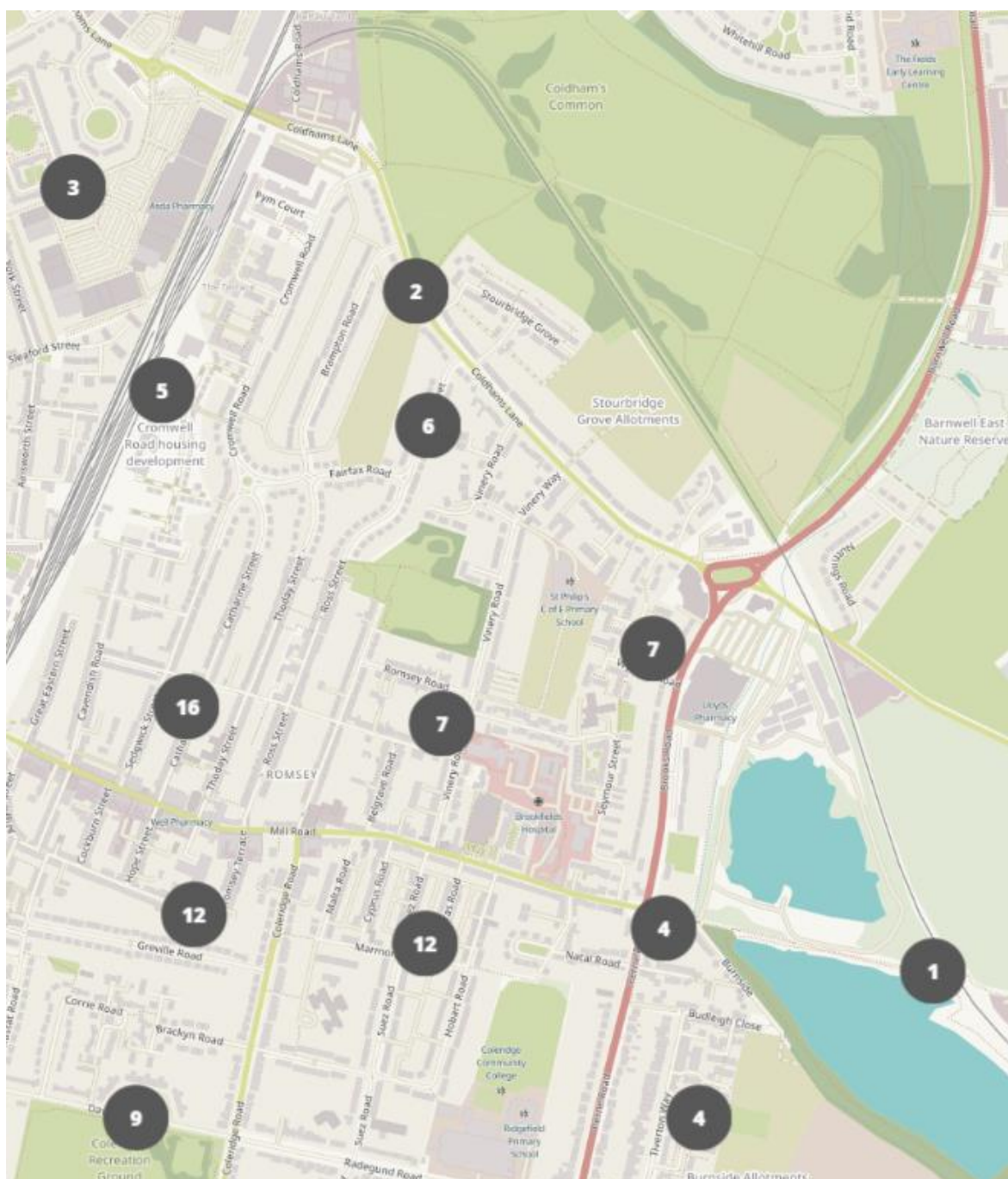
The whole team have been working with the City Council Enforcement Officers to reduce the amount of fly-tipping across Romsey with Thoday Street and Wycliffe Road being identified as particular hot spots.

The street cleansing team have been sweeping all the main roads and residential areas of detritus and completing deep cleaning as they go around the ward. The graffiti team have been tasked with the continual removal of affected street furniture, with Mill Road being identified as an area of concern.

The team have been busy clearing all the leaf fall in the area with the ground's maintenance team. The team have completed the winter pruning and maintenance of shrub beds across the highways and parks ready for the bird nesting season. Over the course of March, the ground's maintenance team will start preparing for and commencing the grass cutting season



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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 [East Area]

Period	Activity	Total number of incidents	Abbey	Coleridge	Petersfield	Romsey
Sept 2020 to Feb 2021	Fly tipping	331	141	35	81	74
Sept 2020 to Feb 2021	Fly tipping	364 ¹	111	43	142	68
Sept 2020 to Feb 2021	Needles	226	3 needles (6 instances)	4 needles (4 instances)	47 needles (24 instances)	172 needles (5 instances)
Sept 2020 to Feb 2021	Needles	39	30 needles (5 instances)	2 needles (2 instances)	5 needles (5 instances)	2 needles (2 instances)
Sept 2020 to Feb 2021	Fixed penalty notices	25	7	3	9	6
Sept 2020 to Feb 2021	Fixed penalty notices	27 ¹	11	0	10	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:

- **Abbey:** In September one needle was found on Beche Road, in the same month 12 needles were found on Newmarket Road. In November seven needles were found in Newmarket Road, and in January nine needles were found on Stanley Road. In February one needle was removed from New Street.
- **Coleridge:** In November and December one needle was removed from Clifton Road on each occasion.
- **Petersfield:** In September one needle was removed from Mill Road. In November one needle was removed from Mill Road, and one needle was removed from Petersfield Recreation Ground in December. In February one needle was removed from Vicarage Terrace and one needle from Mill Road Cemetery.
- **Romsey:** In September two needles were found, one at Pym Court and one at Romsey Recreation Ground.

¹ Data is from 1 September 2021 to 24 February 2022.

Fixed penalty notices:

Fixed penalty notices issued across the period includes seven for littering, six for domestic waste littered, one for small scale fly tipping, three for breach of household duty of care, six for abandoned vehicles and four for breach of commercial waste statutory notices.

Private Realm [East Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
Sept 2020 to Feb 2021	Pest Control	NA	93	NA	NA	NA
Sept 2020 to Feb 2021 ²	Pest Control	NA	128	NA	NA	NA
Sept 2020 to Feb 2021	Refuse and waste complaints	6	NA	³	0	0
Sept 2020 to Feb 2021 ²	Refuse and waste complaints	10	NA	³	0	0
Sept 2020 to Feb 2021	Other public health interventions ⁴	16	NA	³	0	0
Sept 2020 to Feb 2021 ²	Other public health interventions ⁴	16	NA	³	1	0
Sept 2020 to Feb 2021	Noise complaints	182 ⁵	NA	³	0	0
Sept 2020 to Feb 2021 ²	Noise complaints	72 ⁵	NA	³	0	0
Sept 2020 to Feb 2021	Private Sector Housing interventions	53 ⁶	NA	³	0	2
Sept 2020 to Feb 2021 ²	Private Sector Housing interventions	64 ⁶	NA	³	2	0

² Figures are from 1 September 2021 to 25 February 2022

³ All complaints will generally have at least one such action.

⁴ Other public health complaints includes odour, smoke, bonfires, filthy and verminous

⁵ Where multiple complaints have been received from one person these have only be counted as one complaint

⁶ 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
Local Nature Reserves Ranger	Vic Smith	01223 458282	Victoria.Smith@cambridge.gov.uk
Enforcement (Coleridge and Romsey)	Tony Durman	01223 458282	Tony.durman@cambridge.gov.uk
Enforcement (Abbey and Petersfield)	Enforcement Team	01223 458282	enviocrime@cambridge.gov.uk
Streets and Open Spaces Operations / Commercial	Paul Jones	01223 458282	paul.jones@cambridge.gov.uk
East Area Operations Team Leader	Richard Woolman	01223 458282	richard.woolman@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 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.