



CAMBRIDGE
CITY COUNCIL

Environmental Report

Cambridge North Area

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

Period of February to July 2022

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1. Introduction

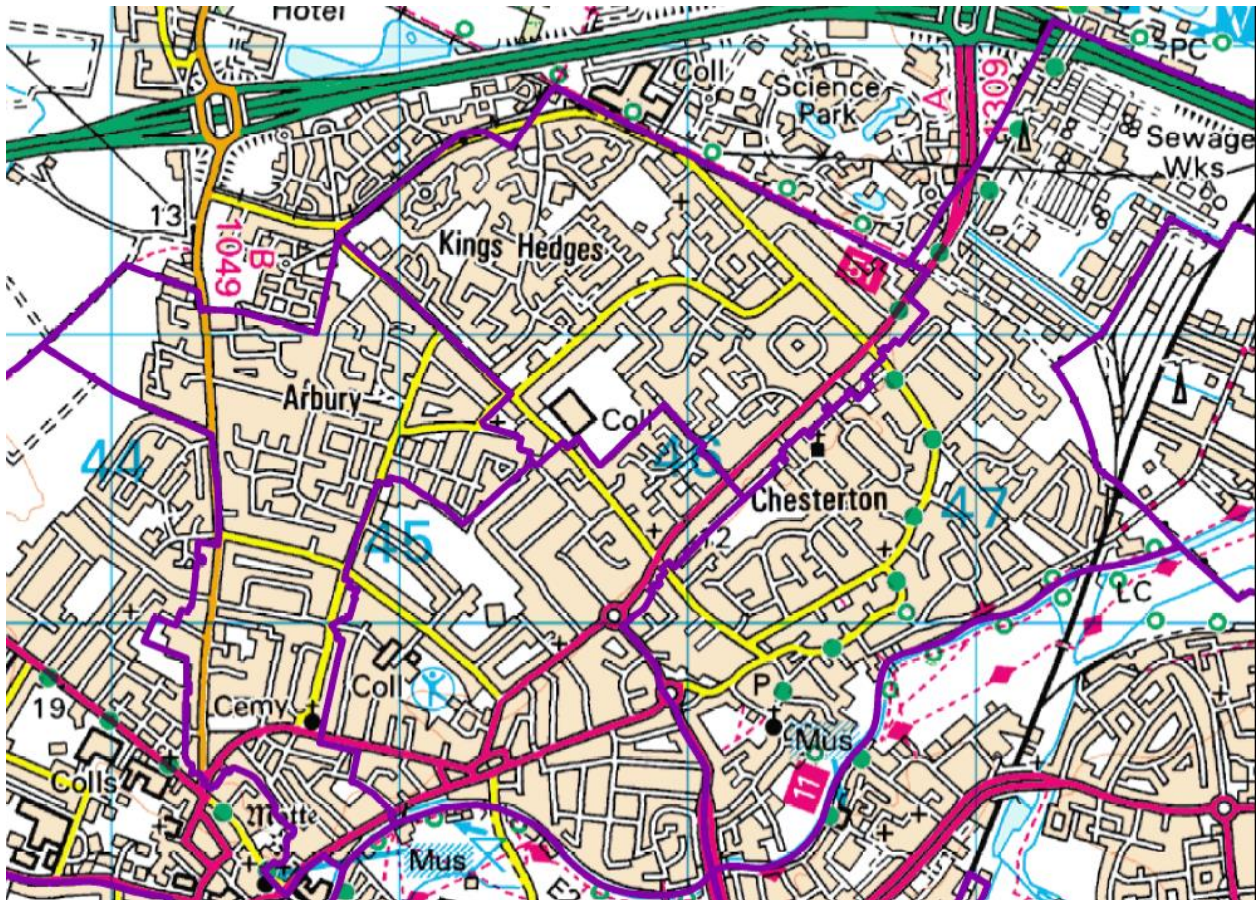
This report provides an overview of the council's Streets and Open Spaces, Environmental Health and Shared Waste service activity in the Area Committee area over the past six months.

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 – daytime and night-time noise complaints,

2. North Area Profiles

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



Ward Profile: Arbury

Map



Community Engagement team

The team carried out a community clean-up day in Arbury at Brackley Close on 9th July, which was supported by the Community Engagement Team, Greater Cambridge Shared Waste, volunteers and as well as local community groups and council officers.

At Arbury Court seventeen trees were planted with the help of volunteers and local residents.



In the same area, work has been undertaken for hedge cutting, weeding, laying bark paths. We have also held a tree watering session for the new trees.

Volunteers have a litter picking group that meets in either Arbury or Kings Hedges on a monthly basis.

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 to 20 hours per week there. Particular attention is paid to Hazelwood Close, Cockerell Road and Arbury Court as these have been particularly bad as fly tipping hot spots.

- Cockerell Road – This area is one of the worst in Arbury for fly tipping over the past six months, with twelve incidents of fly tipping being investigated. Three of these investigations have resulted in a fixed penalty notice being issued and four cases are currently still ongoing. The main issue with this location seems to be next to the bins. There is always excess waste dumped next to the bins despite many residents being spoken to and written to regarding the issues. Officers continue to work closely with the Education, Engagement and Enforcement officer from City Homes to try and tackle these issues.



- Arbury Court – This area is another hot spot for fly tipping. Over the past six months the area officer has investigated eleven separate incidences of fly tipping. Seven of which resulted in a fixed penalty notice being issued. As with Cockerell Road the issues seem to be with waste being dumped next to the bins for the flats, but also the litter bins and clothing banks at the entrance to Arbury Court. Regular patrols will continue to take place in this area again in the hope to stop people fly tipping.
- Hazelwood Close – This road is another location that is targeted for fly tipping. There have been ten incidents of fly tipping investigated here of the past six months. One case resulted

in a fixed penalty notice being issued, and three cases are 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 thirty-three investigations into fly tipping within Arbury have been dealt with over the past six months in other areas: Molewood Close, Bermuda Road, Harris Road and Brackley Close.. These areas will continue to be monitored in order to help prevent them from getting worse.

Abandoned vehicles – twenty suspected abandoned vehicles have been investigated within Arbury over the past six months. Nineteen of these vehicles were claimed, and the other one was removed as abandoned by the council.

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

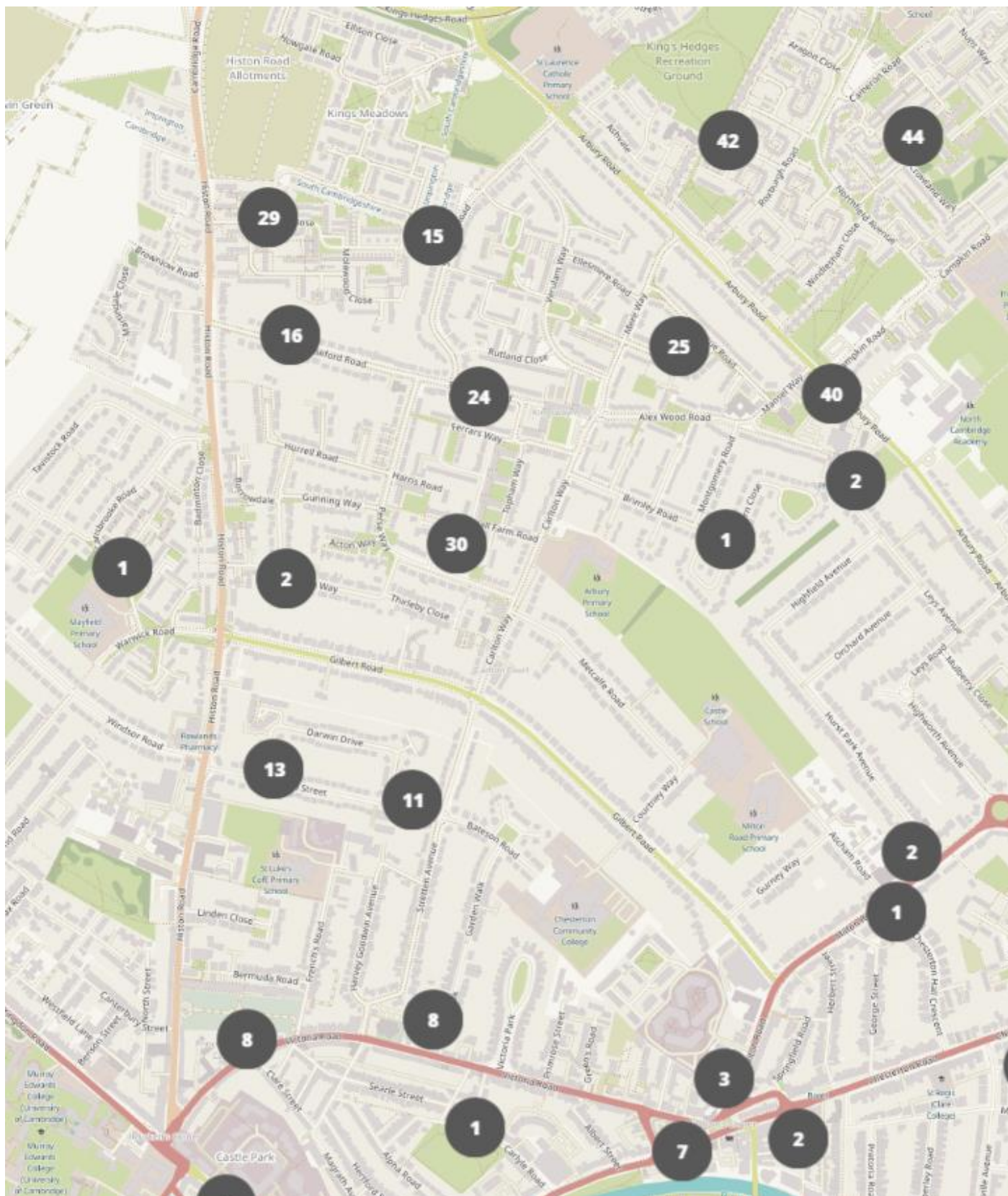
Operations service

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

Operatives have been busy clearing all the leaf fall in the area and have been doing winter pruning ready for the bird nesting season. Operatives have been sweeping all the main roads and residential areas of detritus and carrying out deep cleaning as around the ward.

St Albans recreation ground football pitches have been re-laid and will be ready for use in the coming months.

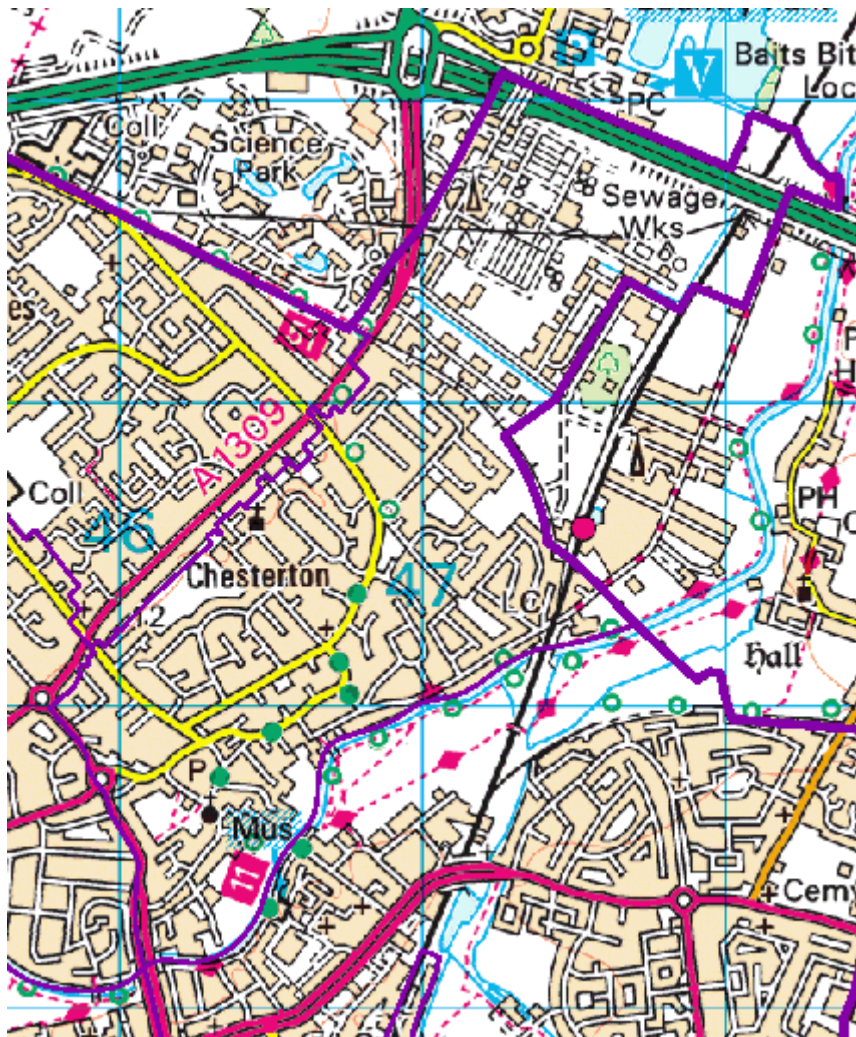
The hot spot map shows the numbers and locations of the flytips cleared within the last six-month period.



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

Volunteers have a litter picking group that meets in either East or West Chesterton on a monthly basis.

At Green End Road, a group litter picking event was held and several bags of waste cleared from the undergrowth.



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

Within the past six months the following investigations have taken place:

- Public Recycling Point, Chesterton Recreation Ground, Church Street – this area is a fly-tipping hot spot. Regular illegal dumping of waste at the site, for example cardboard, general household waste, TV's, commercial and garden waste all investigated where evidence found. Fly-tipping signage installed.



- Chesterton Recreation Ground – In May 2022 there was a case of illegal camping, and a green tent was found, notice was served, and the tent was found not on site at re-inspection. New PSPO dog exclusion signage installed at children's play area.
- Bramblefields LNR – In February 2022, dog control issues were reported. Dogs off lead, not under control and fouling not being cleaned up. Foot patrols increased; dog walkers engaged. Fouling signage reviewed/updated.
- Mortlock Avenue garage area – this area is a fly tipping hot spot. Waste found dumped in February was investigated, and waste was found dumped in July – this investigation is on-going.



- Laxton Way – In April, domestic waste was found dumped next to public litter bins investigated, and a Community Protection Warning letter was served to the person responsible.
- Water Street - In March, suspected abandoned vehicle investigated and a notice was issued. Vehicle claimed by owner. In April, a further suspected abandoned vehicle was investigated and the vehicle was no longer at the site at time of re-inspection.
- Fitzgerald Place - In April, a suspected abandoned vehicle blocking access for essential works by Cambridge Water was reported. Investigation conducted, vehicle deemed abandoned and removed from the site and disposed of by the council



- Milton Road – In April, bags of household waste found dumped investigated. Resulting in a fixed penalty notice issued for the fly-tipping offence. In May and July littering from motor vehicle incidents were witnessed/investigated. Both occasions resulting in a fixed penalty notice served for the offence of littering.

- Cam Causeway – in June a case of fly-tipping was investigated, and a Community Protection Warning served.
- Logans Meadow LNR – this is an illegal camping hotspot, with incidents in April, May, June, and July. All tents were inspected, and notices served. If tents were still present at time of re-inspections, all property was removed to storage and the site cleared of waste.



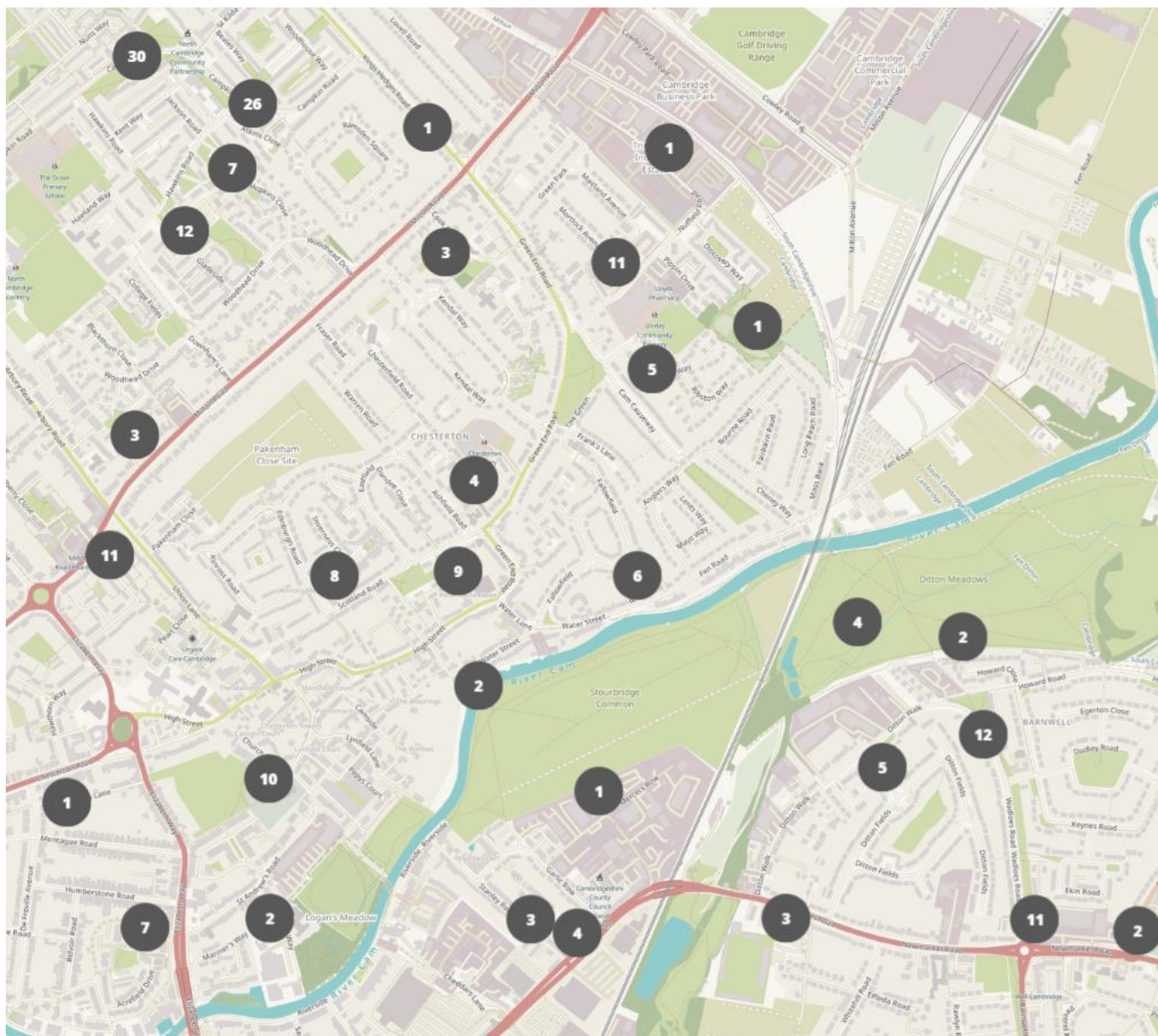
If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Officers, Bree Donovan, and Adrian Bastiani.

Operations service

Operatives have been working through East Chesterton sweeping the main roads and the residential areas, as well as clearing the leaf fall from the streets and parks across the ward. The grounds maintenance teams have been carrying out pruning works on housing sites and carrying out their winter pruning work.

Operatives have been busy litter picking the area the hot spots in this period have been Fen Road, Dundee Close and Logans Way which are being checked on a regular basis.

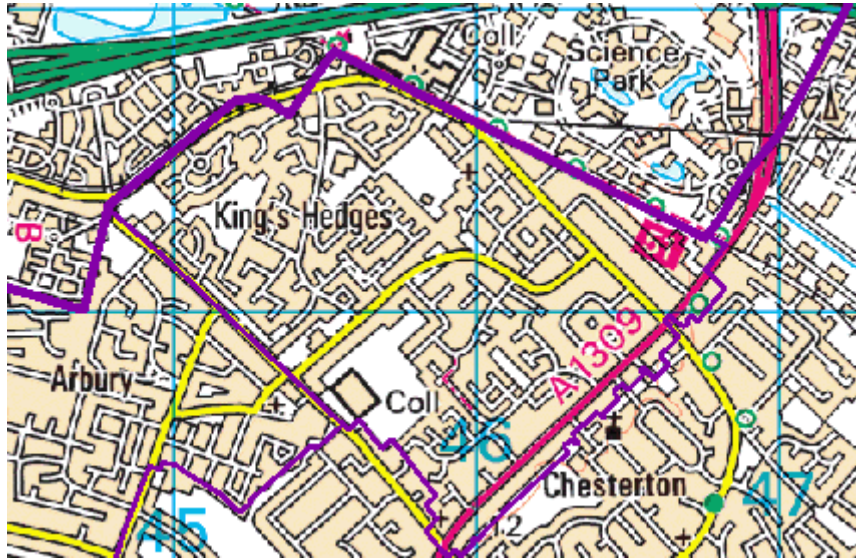
The hot spot map shows the numbers and locations of the flytips cleared within the last six-month period.



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Ward Profile: Kings Hedges

Map



Community Engagement team

Volunteers have a litter picking group that meets in either Arbury or Kings Hedges on a monthly basis.

At Kings Hedges Recreation Ground the team worked with volunteers and local residents to plant 17 new trees.



At Nuns Way recreation ground volunteers have undertaken various tree works including watering and cutting back saplings.

Community Payback completed various tasks over a four-week period which included hedge cutting, litter picking, removing fly tips, edging pavements, making a vast improvement to the area at Sackville Close, Aragon Close and Buchan Street areas.

The team carried out a community clean-up day in Kings Hedges at Crathern Way on 5h March, which was supported by the Community Engagement Team, Greater Cambridge Shared Waste, volunteers and as well as local community groups and council officers.

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 hrs per week there. Over the past six months they have investigated seventy-five jobs within Kings Hedges. Particular attention is paid to Campkin Road, Woburn Close, Atkins Close and Minerva Way as this is particularly bad for fly tipping.

- Campkin Road – This area is a hot spot for fly tipping, namely at the location of the recycling centre. Which has now been removed, this has made a massive different in the number of fly tips reducing at this location. Over the past six months twelve investigations into fly tipping have taken place with two resulting in a fixed penalty notice being issued. The other cases resulted in no further action due to the lack of evidence.
- Woburn Close – This is another area that attracts a lot of fly tipping, especially at the back of the flats and in the walk throughs. There have been thirteen separate investigations into fly tipping in this area. One resulted in a fixed penalty notice being issued. All the other resulted in further action being taken due to the lack of evidence. This area will still be patrolled regularly in the hope to reduce the amount of waste being dumped.



- 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 five investigations into fly tipping have taken place with one resulting in a fixed penalty notice being issued. The other cases resulted in no further action due to the lack of evidence. Regular patrols will continue to take place in this area again in the hope to stop people fly tipping.



- Minerva Way – This is another area that see a lot of fly tipping. With six investigations taking place here over the last six months. All resulted in no further action due to lack of evidence.. It will remain an area for regular patrols to help reduce the fly tipping.



A further forty-nine investigations have taken place within Kings Hedges over the past six months in other area; including Aragon Close, Edgecombe, and Hanson Court. Six of these resulted in fixed penalty notices being issued. However, these areas will continue to get monitored in the hope of stopping them getting worse.

Abandoned vehicles – nineteen suspected abandoned vehicles have been investigated within Kings Hedges over the past six months. Eighteen of which were claimed, and the other one was removed as abandoned by the council.

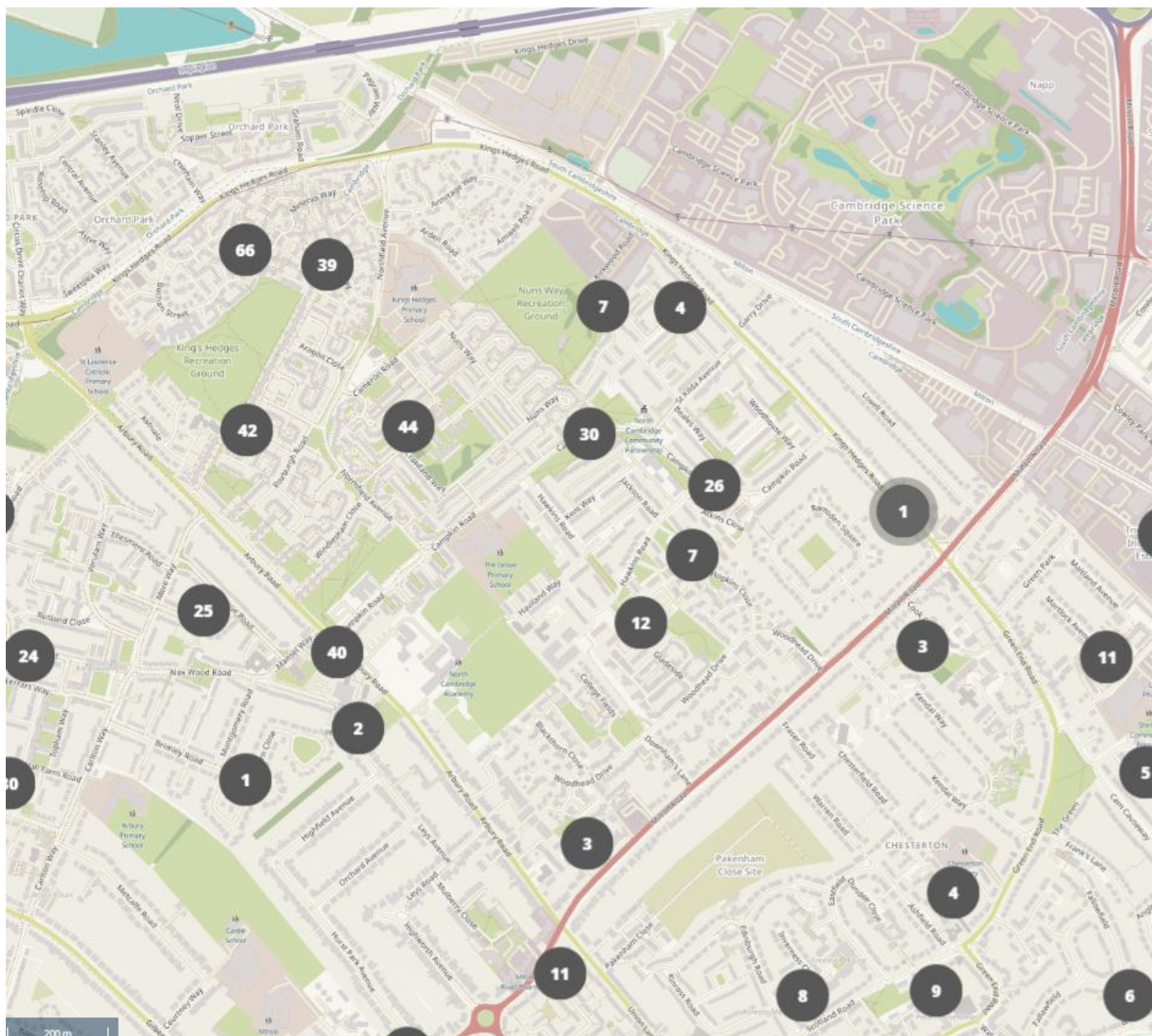
If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Officers, Adrian Bastiani and Bree Donovan.

Operations service

The graffiti removal team have attended many offensive graffiti reports from Minerva Way within Kings Hedge. The cleansing team been busy sweeping all the main roads and residential of leaf fall and detritus and deep cleaning as we go they are currently around Edgecombe flats area.

The grounds maintenance teams have been busy cutting back trees and carrying out their winter maintenance. The sports pitches are being marked out monthly on Nuns War recreation ground so that when football returns they can use the pitches.

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

Volunteers have a litter picking group that meets in either East or West Chesterton on a monthly basis.

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

Within the past six months the following investigations have taken place:

- Milton Road/Mitcham's Corner area – In April, bags of household waste were dumped next to public litter bins and were investigated. Suspect was identified and was served a fixed penalty notice for littering offence.



- Chesterton Hall Crescent – In February, a suspected abandoned vehicle was reported, a notice was issued. Vehicle was no longer at the site at time of re-inspection.
- Chesterton Road - One domestic littering offence is being investigated. A large fly-tip at Chesterton Road underground recycling point is still under investigation.

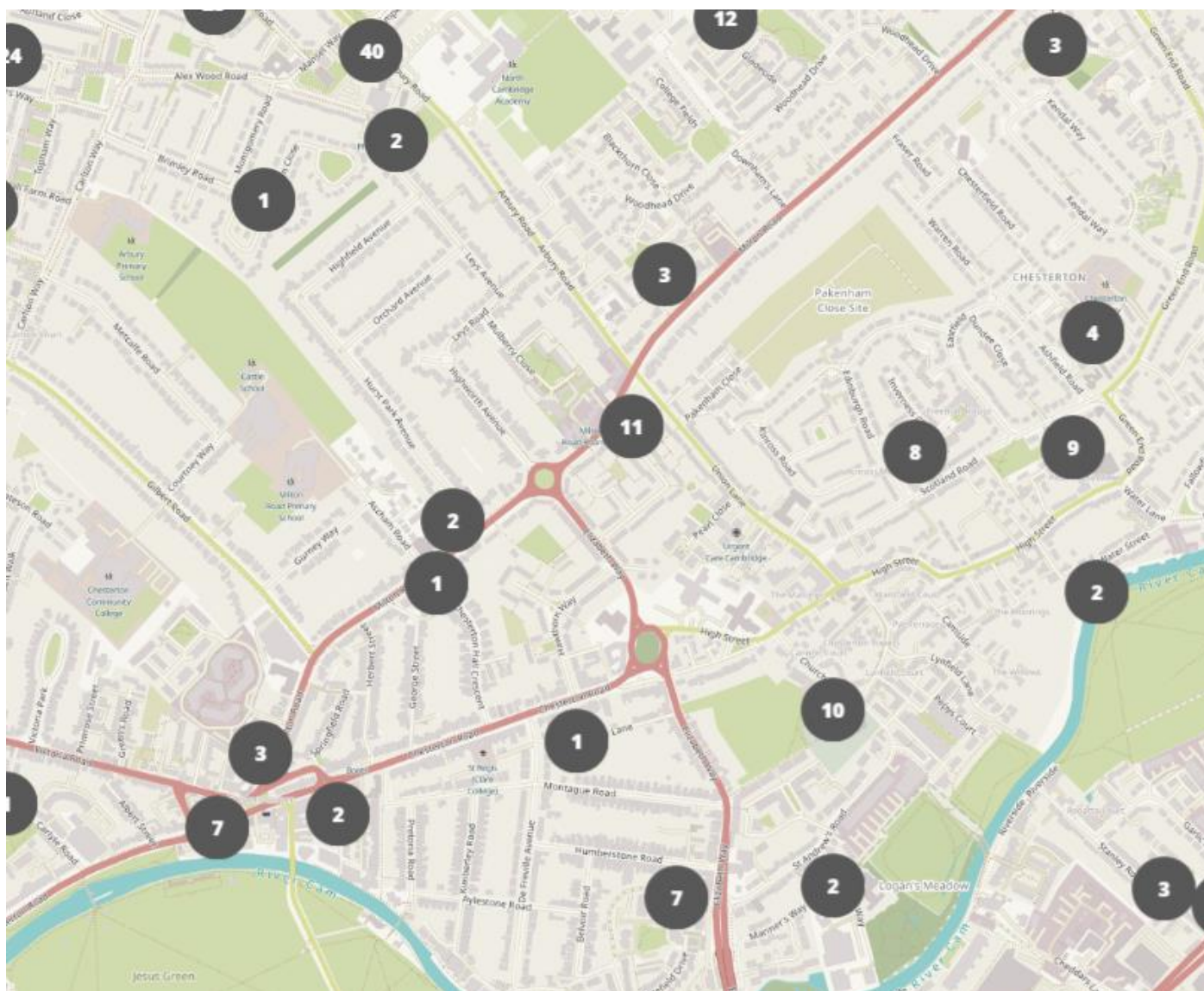


If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Officers, Bree Donovan, and Adrian Bastiani.

Operations service

Our grounds maintenance team have been busy doing their winter pruning and our street cleansing operatives have been sweeping all the mains roads and residential areas from detritus and clearing the leaf fall as they go round the ward. We have had many graffiti reports from the ward this period from across the whole ward and our graffiti team respond promptly to clear the graffiti.

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 to May 2022):

Event	Date
Hobart Suez CAD	23. 4 2022
Newnham Residents association recycling talk	28.04 2022
Cambourne CAD	14.05 2022
Haslingsfield Eco Fest	05.06 2022
Arbury Carnival	11.06 2022
Hobart Suez CAD	23. 4 2022

3. Environmental and Waste Data

Public Realm [North Area]

Period	Activity	Total number of incidents	Arbury	East Chesterton	Kings Hedges	West Chesterton
Feb 2021 to Jul 2021	Fly tipping	607	167	100	308	32
Feb 2022 to Jul 2022	Fly tipping	518	127	59	293	39
Feb 2021 to Jul 2021	Needles	24	1 needle (1 instance)	6 needles (3 instances)	12 needles (6 instances)	5 needles (4 instances)
Feb 2022 to Jul 2022	Needles	3	2 needles (2 instance)	0 needles	0 needles	1 needle (1 instance)
Feb 2021 to Jul 2021	Fixed penalty notices	14	5	2	5	2
Feb 2022 to Jul 2022	Fixed penalty notices	38	10	8	19	1

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 March one needle was found on Frenches Road, and in May one needle was found at Rackham Close.
- West Chesterton: In February one needle was removed from Mulberry Close.

Fixed penalty notices:

Fixed penalty notices issued across the period includes one for littering, seven for littering from a motor vehicle, seven for domestic waste littered, seventeen for breach of household duty of care for and six for small scale fly tipping.

Private Realm [North Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
Feb 2021 to Jul 2021	Pest Control	NA	119	NA	NA	NA
Feb 2022 to Jul 2022	Pest Control	NA	127	NA	NA	NA
Feb 2021 to Jul 2021	Refuse and waste complaints	11	NA	Error! Bookmark not defined.	0	0
Feb 2022 to Jul 2022	Refuse and waste complaints	11	NA	Error! Bookmark not defined.	0	0
Feb 2021 to Jul 2021	Other public health interventions ¹	16	NA	Error! Bookmark not defined.	0	0
Feb 2022 to Jul 2022	Other public health interventions ¹	12	NA	Error! Bookmark not defined.	12	0
Feb 2021 to Jul 2021	Noise complaints	146Error! Bookmark not defined.	NA	Error! Bookmark not defined.	1	0
Feb 2022 to Jul 2022	Noise complaints	79Error! Bookmark not defined.	NA	Error! Bookmark not defined.	1	0
Feb 2021 to Jul 2021	Private Sector Housing interventions	54Error! Bookmark not defined.	NA	Error! Bookmark not defined.	2	0
Feb 2022 to Jul 2022	Private Sector Housing interventions	55Error! Bookmark not defined.	NA	Error! Bookmark not defined.	2	0

¹ Other public health complaints include odour, smoke, bonfires, filthy and verminous

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 22/23
Total recycling rate	51.71%
Recycling rate – dry recycling	20.44%
Recycling rate – composting	31.56%
Amount collected for disposal	48.00%

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	% Missed	% Collected
Apr-22	1553	0.21%	99.79%
May-22	1939	0.26%	99.74%
Jun-22	2745	0.36%	99.64%
Jul-22	1244	0.17%	99.83%

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)	Jess Toombs Andy Hine	01223 457730 01223 458579	jess.toombs@cambridge.gov.uk andrew.hine@cambridge.gov.uk
Enforcement (East Chesterton, Kings Hedges and West Chesterton)	Bree Donovan Adrian Bastiani	01223 457122 01223 458574	bree.donovan@cambridge.gov.uk adrian.bastiani@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	kieran.gentle@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 several 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.