



Environmental Report

Cambridge West / Central Area
[Covering the wards of Castle, Market and Newnham]

Period of August 2022 to January 2023

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1. Introduction

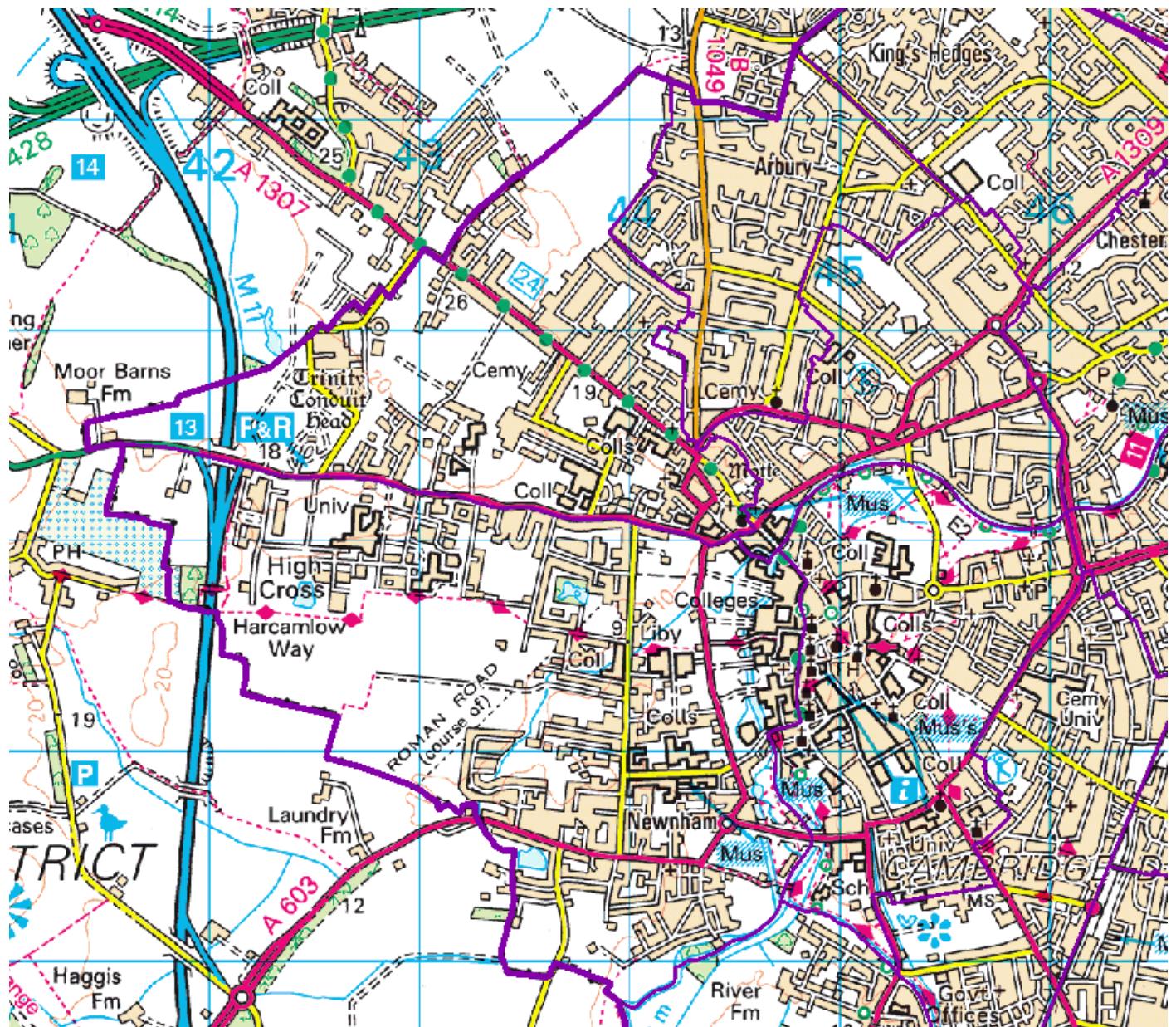
This report provides an overview of the council's Streets and Open Spaces, Environmental Health and Shared Waste service activity in the Area Committee area over the past six months.

This report provides open data on service performance, so that City and County Councillors and their constituents are informed of what service activity is happening in their area; and can engage in and help to shape this activity, including identifying specific local service requests/ issues.

1. Streets and Open Spaces Operations Team:
 - a. Street cleansing and Grounds Maintenance – cleans all residential streets and public land and maintains all grass and shrub beds across the city.
 - b. Community Engagement Team - works with Community Payback and Streets and Open Spaces volunteers to deliver community nominated improvement projects.
 - c. Enforcement Team - investigate and take action against instances of environmental crime and dog control issues in public places across the city.
2. Streets and Open Spaces Assets Development Team:
3. Streets and Open Spaces Projects Team
 - a. Projects
 - b. Parks
 - c. Trees
4. The Greater Cambridge Shared Waste Service provide rubbish and recycling collections from homes and business Cambridge and South Cambridgeshire and empties 32,000 bins each day. It is responsible for setting policy on how this should be done and educating residents and customers on how best to recycle.
5. Environmental Health:
 - a. Pest control – free treatments for rats, mice, cockroaches, bedbugs and pharaohs ants
 - b. Private sector Housing interventions – complaints and investigations regarding condition of properties
 - c. Other public health interventions – refuse, hoarding, bonfires
 - d. Noise complaints – day time and night time noise complaints ,

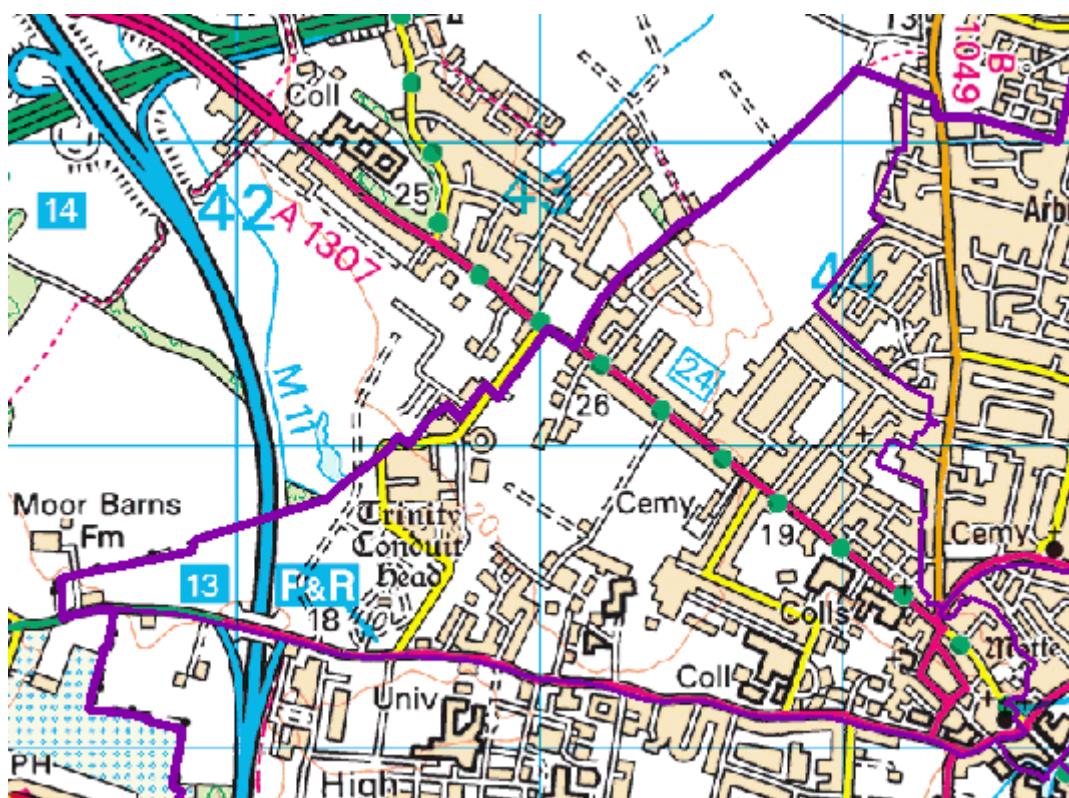
2. West / Central Area Profiles

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



Ward Profile: Castle

Map



Community Engagement team

The Community Engagement Team have spent several sessions at Ascension Burial Ground, undertaking the clearing of graves, renovating benches, creating bug hotels, cutting, and raking meadows to encourage wildflowers.

At Histon Road Recreation Ground volunteers completed a deep litter pick of the heavy wooded area.

Sunday volunteer litter pick groups are run in the wards where community engagement coordinate monthly litter pick locations.

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 officers respond to calls for service in this area. Over the past six months they have investigated fourteen jobs within Castle, five of which resulted in fixed penalty notices being issued. Areas where investigations were conducted include St Peters Street and Castle Park.



One suspected abandoned vehicle has been investigated within Castle over the past 6 months, which was claimed by the owner.

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

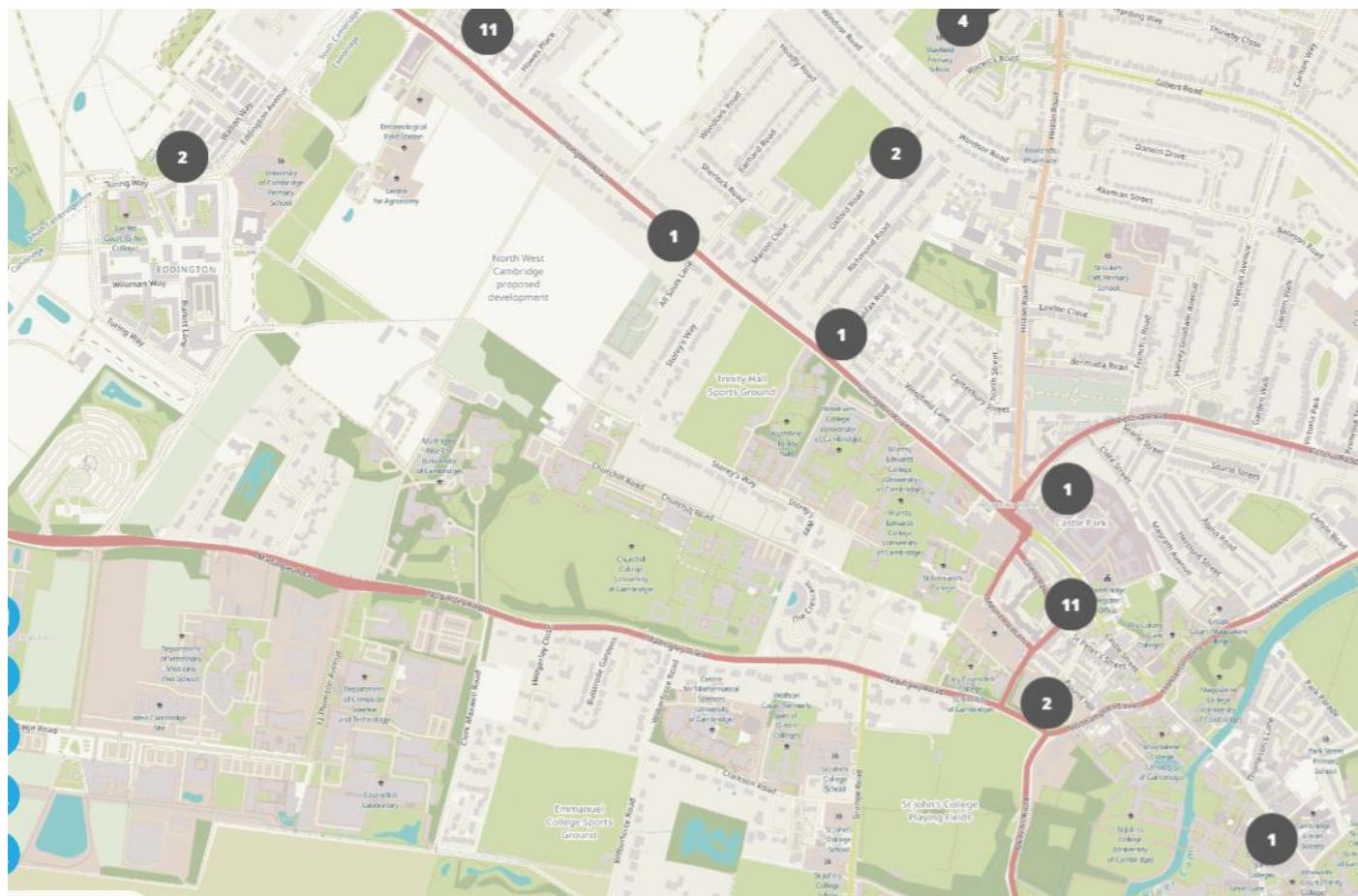
Operations service

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 cleansing teams for this area continue with the removal of litter, small fly tips and graffiti along with visiting hotspots for needle removal.

The ground maintenance operatives have been pruning back when necessary and tidying up after the Autumn / Winter.



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

At St Clements Church, Community Payback groups spent four weeks renovating the railings of the church.

At Midsummer Common volunteers met at the Fort St George and completed a litter pick in the surrounding area. We also had a corporate group from Illumina undertake a litter pick on the common as well.

Sunday volunteer litter pick groups are run in the wards where community engagement coordinate monthly litter pick locations.

At Jesus Green during the warmer months' volunteers renovated most of the benches on the green and moved to Midsummer Common and Parkers Piece to continue the work. In Burleigh Street we worked with volunteers to give benches a clean down.



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 enforcement team coverage has been changed for the Market ward from September 2022. Since then, two teams have covered the ward (one team covering the Grafton Centre, Midsummer Common and Parker's Piece side and the other the remainder of the ward). The below shows the work that both teams have undertaken in the last six months.

Over the past 6 months particular attention is paid to Regent Street, Hobsons Passage, Burleigh/Fitzroy Street, Green Street and Kings Parade as this is particularly bad for waste being dumped and littering.

- Regent Street –the past six months eighteen investigations have taken place with eleven resulting in a fixed penalty notice being issued. One of the other cases resulted in the business being issued with a Section 47 Notice. The other cases are currently still on going.
- Hobsons Passage – This is another area that attracts a lot of fly tipping, especially around the commercial bins. There have been six separate investigations into fly tipping and trade waste issues in this area. Two resulted in fixed penalty notices being issued. All the other incidences are still being investigated.



- Green Street – Over the past six months four investigations into fly tipping and trade waste issues have taken place with all of them resulting in a fixed penalty notice being issued.
- Kings Parade – There were four investigations taking place here over the last six months. All resulted in a fixed penalty notice being issued.



- Further investigations have taken place within Market over the past six months in other area; including Round Church Street, Wellington Street, Rose Crescent, Adam and Eve Street and St Andrews Street.

There has also been five incidents of illegal camping within Market. These were dealt with and have since moved on.

One suspected abandoned vehicle has been investigated within Market over the past 6 months which was claimed by the owner.

We have also been dealing with businesses within the city with regards to breaches of section 47 notices whereby fixed penalty notices have been issued. Officers undertake educational visits to remind business of their duty of care in relation to the management and storage of their trade waste. We work closely with the staff, owners, and managers. Businesses are also offered support in getting their commercial bin locks repaired.



Currently we are experiencing a lot of littering offences from smokers at Burleigh Street, and Fitzroy Street. This is due to the heavy footfall in those areas. Visits have been made to local businesses such as cafes and restaurants that provide outside seating areas for customers in relation to smoking, this was to remind them of their duty of care in keeping the area clean of litter from smokers.

If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Offices, Andy Hine, Jess Toombs (Grafton area area Jordan Hine and Tony Durman).

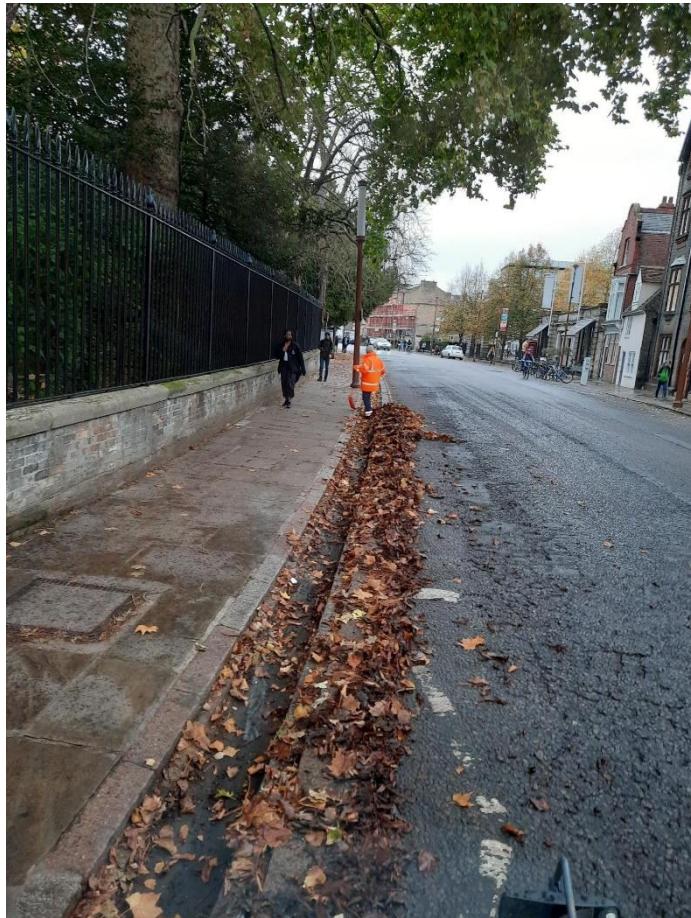
Operations service

The Operations teams have been busy during the last few months continuing to carry out scheduled mechanical sweeping all bus routes, main roads and housing footways and carriageways.

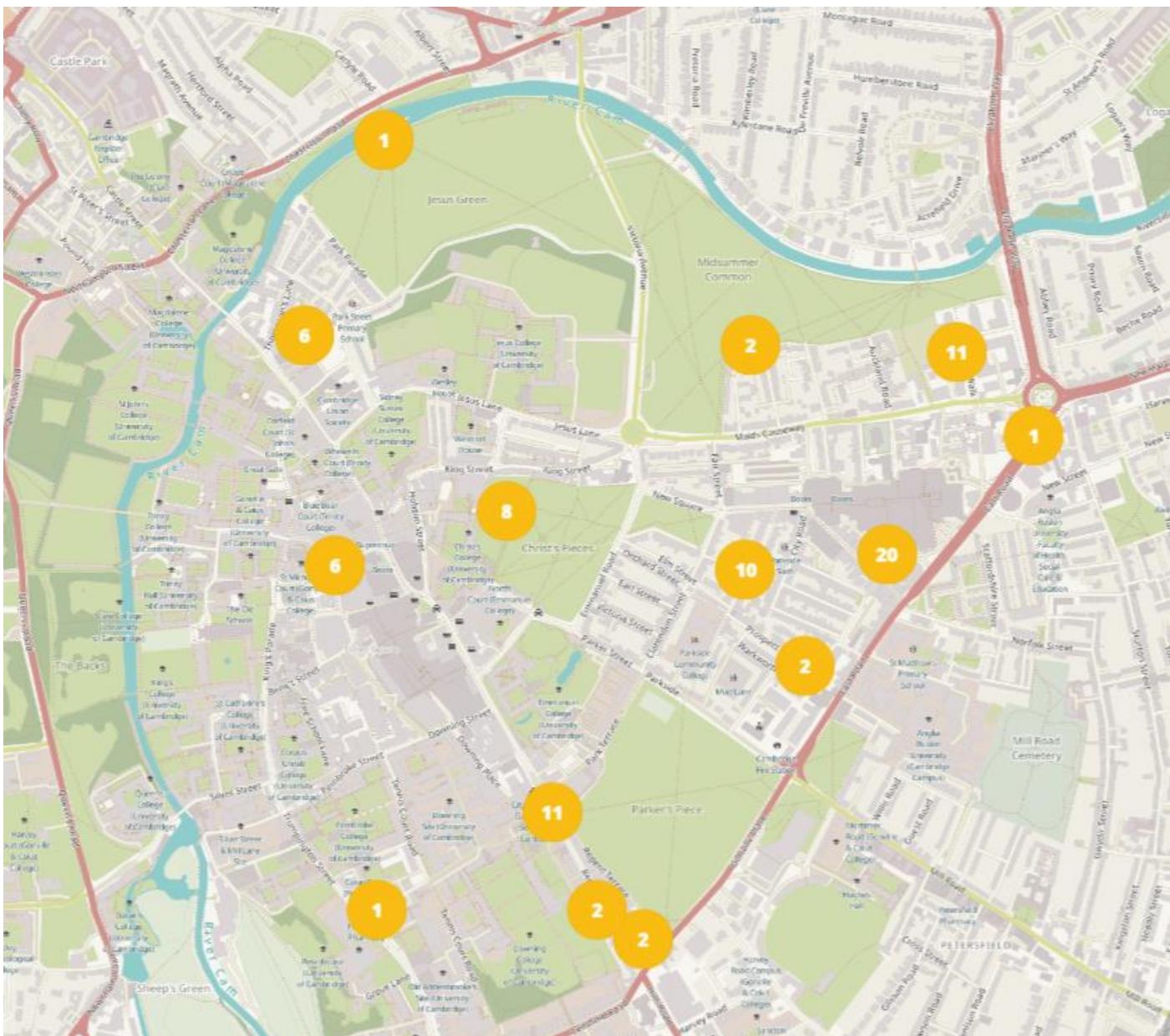
Our Grounds Maintenance have been out hoeing, pruning, and leafing our city centre parks, sheltered housing, church yards. Which is continual general maintenance and preparation work.

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.



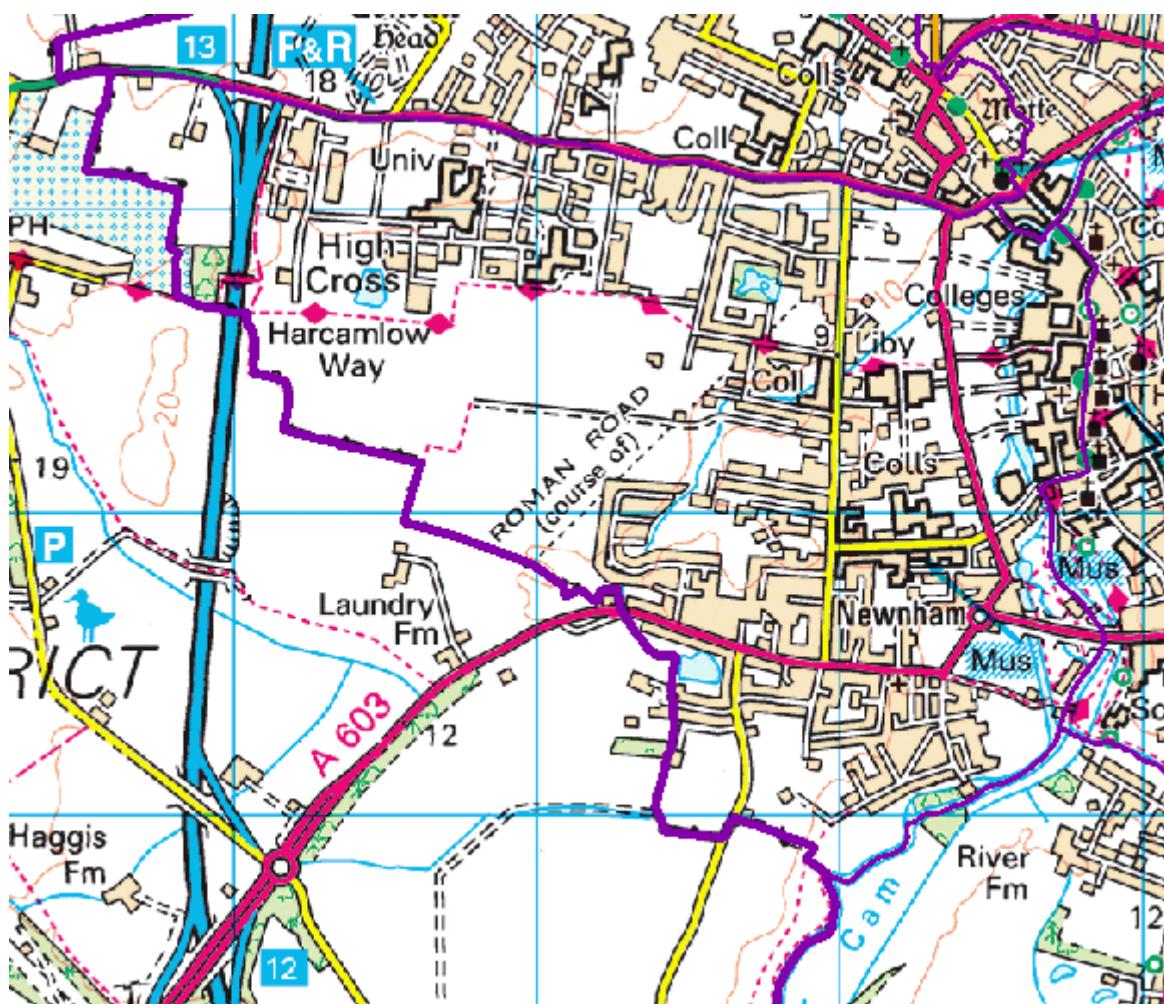
The hot spot map shows the numbers and locations of the flytips cleared within the last six-month period.



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Ward Profile: Newnham

Map



Community Engagement team

Tree maintenance sessions were completed where we removed/cutback saplings growing from the base of old established trees to encourage nutrients to be absorbed by the trees and not saplings.

Sunday volunteer litter pick groups are run in the wards where community engagement coordinate monthly litter pick locations.

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 officers respond to calls for service in this area. Over the past six months they have investigated eight jobs within Newnham, two of which resulted in fixed penalty notices being issued.

- St Johns Street – Over the past six months two investigations into fly tipping have taken place with both resulting in a fixed penalty notice being issued. These areas will continue to be monitored to help prevent them from getting worse.



There has also been one incident of illegal camping in Newnham that has been dealt with and the camper moved on following a visit by the enforcement team.

One dog control report has been received for Grantchester Meadows area, this incident is currently being investigated and monitored by the area officers.

Seven suspected abandoned vehicles have been investigated within Newnham over the past six months. Six of these vehicles were claimed and the other one was removed as abandoned and disposed of by the council.

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

Paradise nature reserve:

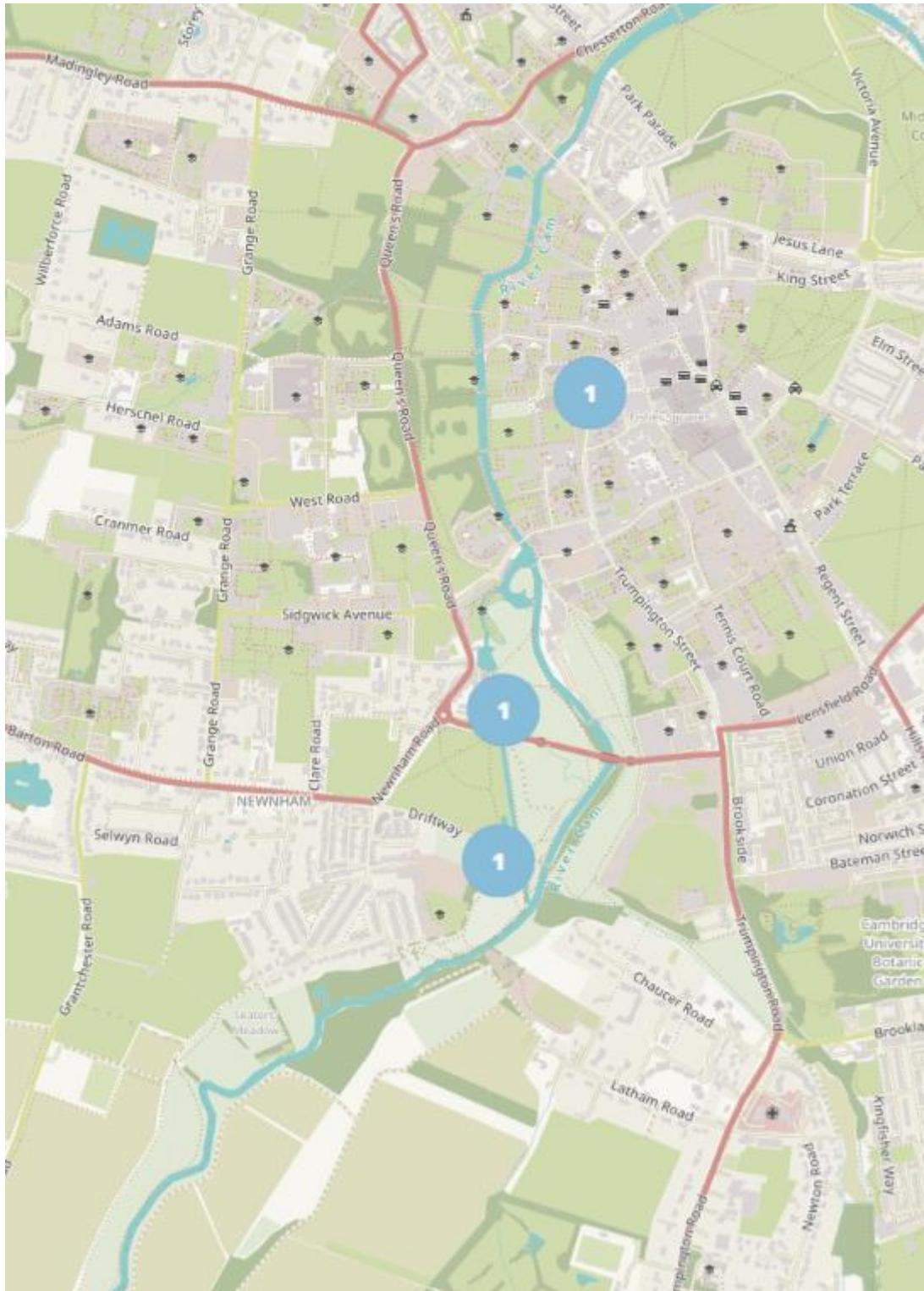
The volunteers put in live willow fencing to protect the recovering wet woodland areas from excessive footfall.



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.

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 2022 to December 2022):

Date	Event
23. 4 2022	Hobart Suez CAD
28.04 2022	Newnham Residents association recycling talk
14.05 2022	Cambourne CAD
05.06 2022	Haslingsfield Eco Fest
11.06 2022	Arbury Carnival
02.07 2022	Whitehill Road CAD
09.07 2022	Brackley Road CAD
16.07 2022	Tenby Close CAD
18.07 2022	COPE AGM St Luke's Church Recycling Stall
20.07 2022	Hanover Court CAD
23.07 2022	East Chesterton CAD
29.07 2022	Cambridge Folk Festival recycling bag handout and recycling stall
13.08 2022	Cockerell Road CAD
20.08 2022	Jack Warren Green CAD
11.09 2022	Croydon Classic Car show recycling stall
17.09 2022	Thorpe Way CAD
1.10 2022	Teversham Drift CAD
05.10 2022	Wolfson College recycling talk
08.10 2022	Ditton Fields CAD
14.10 2022	The Guildhall Council Zero carbon lunch event
15.10 2022	Ancaster Way CAD
22.10 2022	Cambridge Museum of Technology Recycling stall
05.11 2022	Wulfstan Way CAD
29.10.2022	Grand Arcade Eco recycling stall
03.12 2022	Mill Road Winter Fair recycling stall

3. Environmental and Waste Data

Public Realm [West / Central Area]

Period	Activity	Total number of incidents	Castle	Market	Newnham
Aug 2021 to Jan 2022	Fly tipping	78	9	49	9
Aug 2022 to Jan 2023	Fly tipping	106	31	74	1
Aug 2021 to Jan 2022	Needles	145 needles	2 needles (1 instance)	145 needles (17 instances)	0 needles (0 instance)
Aug 2022 to Jan 2023	Needles	25 needles	0 needles	25 needles (8 instances)	0 needles
Aug 2021 to Jan 2022	Fixed penalty notices	54	2	43	9
Aug 2022 to Jan 2023	Fixed penalty notices	87	6	68	13

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:

- Market:
 - At Auckland Road, there were one incident in August where one needle was removed near to Midsummer Orchard.
 - At James Street there were three instances of needles cleared – two in August, and two in December (two separate incidents).
 - In Manor Place two needles were removed from a stairwell.
 - In Newmarket Road fifteen needles were removed from the rear of 4 and 4A.
 - On Sidney Street there were three needles removed in September (two separate incidents) down the footpath to Marks and Spencer / Holy Trinity.

Fixed penalty notices:

Fixed penalty notices issued across the period includes thirty-eight for littering, six for littering from a motor vehicle, thirty-five for trade related waste (including littering, fly tipping, failure to provide waste transfer information and breaching of a statutory notice), six for domestic related waste (including littering, breach of domestic duty of care and fly tipping), one for abandoning a vehicle and one 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 2021 to Jan 2022	Pest Control	NA	46	NA	NA	NA
Aug 2022 to Jan 2023	Pest Control	NA	44	NA	NA	NA
Aug 2021 to Jan 2022	Refuse and waste complaints	0	NA	1	0	0
Aug 2022 to Jan 2023	Refuse and waste complaints	1	NA	1	0	0
Aug 2021 to Jan 2022	Other public health interventions ²	11	NA	1	0	0
Aug 2022 to Jan 2023	Other public health interventions ²	2	NA	1	0	0
Aug 2021 to Jan 2022	Noise complaints	37 ³	NA	1	0	0
Aug 2022 to Jan 2023	Noise complaints	36 ³	NA	1	0	0
Aug 2021 to Jan 2022	Private Sector Housing interventions	30 ⁴	NA	1	0	0
Aug 2022 to Jan 2023	Private Sector Housing interventions	13 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 seasonal fluctuations.

Activity	Q1 Apr-Jun 22/23	Q2 Jul-Sep 22/23
Total recycling rate	51.71%	49.37%
Recycling rate – dry recycling	20.44%	22.37%
Recycling rate – composting	31.56%	26.97%
Residual waste collected for disposal	48%	50.66%

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 (Castle, Newham, and Market)	Jess Toombs Andy Hine	01223 457730 01223 458579	jess.toombs@cambridge.gov.uk andrew.hine@cambridge.gov.uk
Enforcement (Market – Graton side)	Tony Durman Jordan Hine	01223 458581 01223 457157	Tony.durman@cambridge.gov.uk Jordan.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@scambs.gov.uk or telephone 07525 213774.