



CAMBRIDGE
CITY COUNCIL

Environmental Report

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

Period of February to July 2023

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1. Introduction

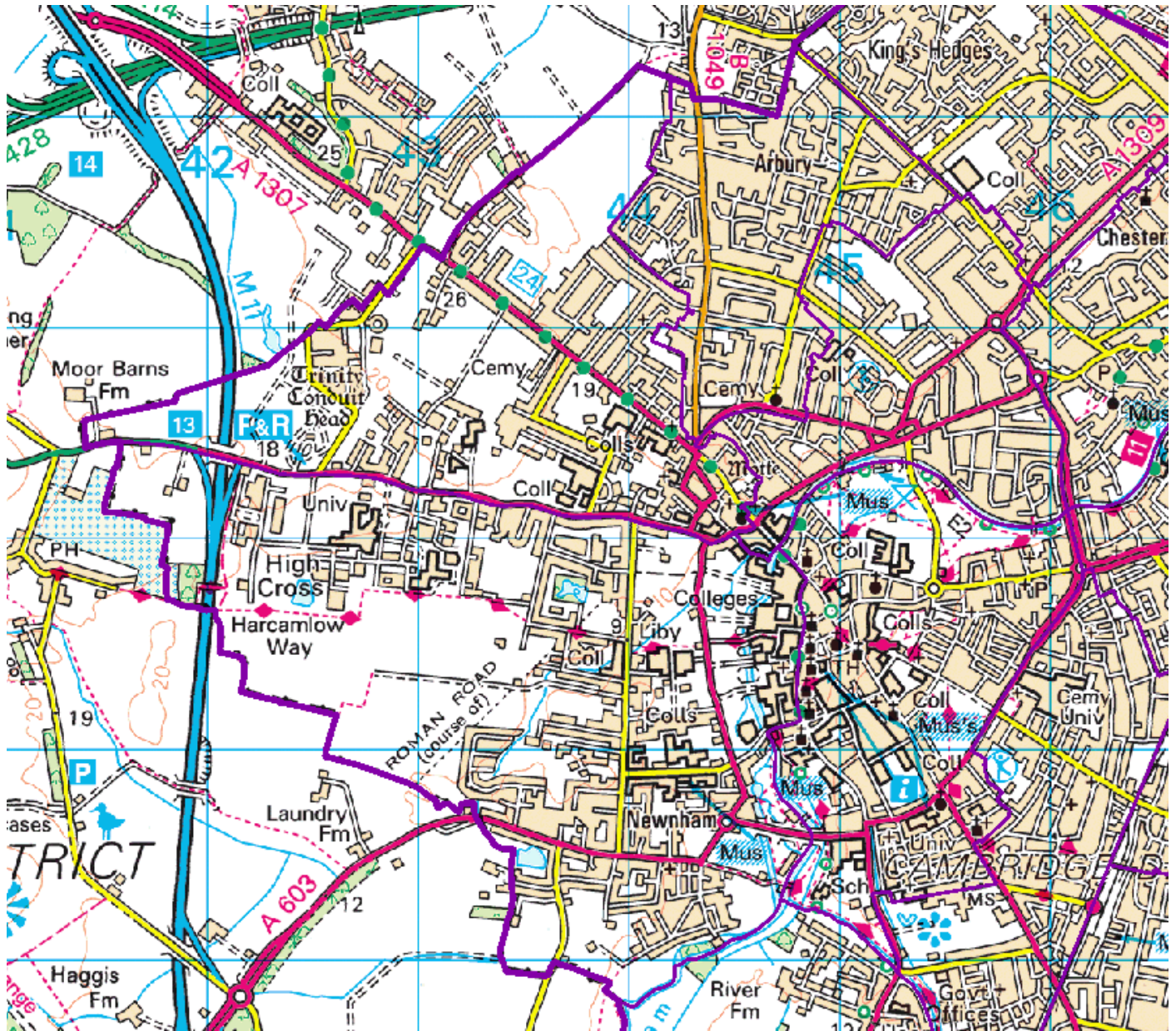
This report provides an overview of the council's Streets and Open Spaces, Environmental Health, and Shared Waste service activity in the Area Committee area over the past six months.

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 act 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 ,

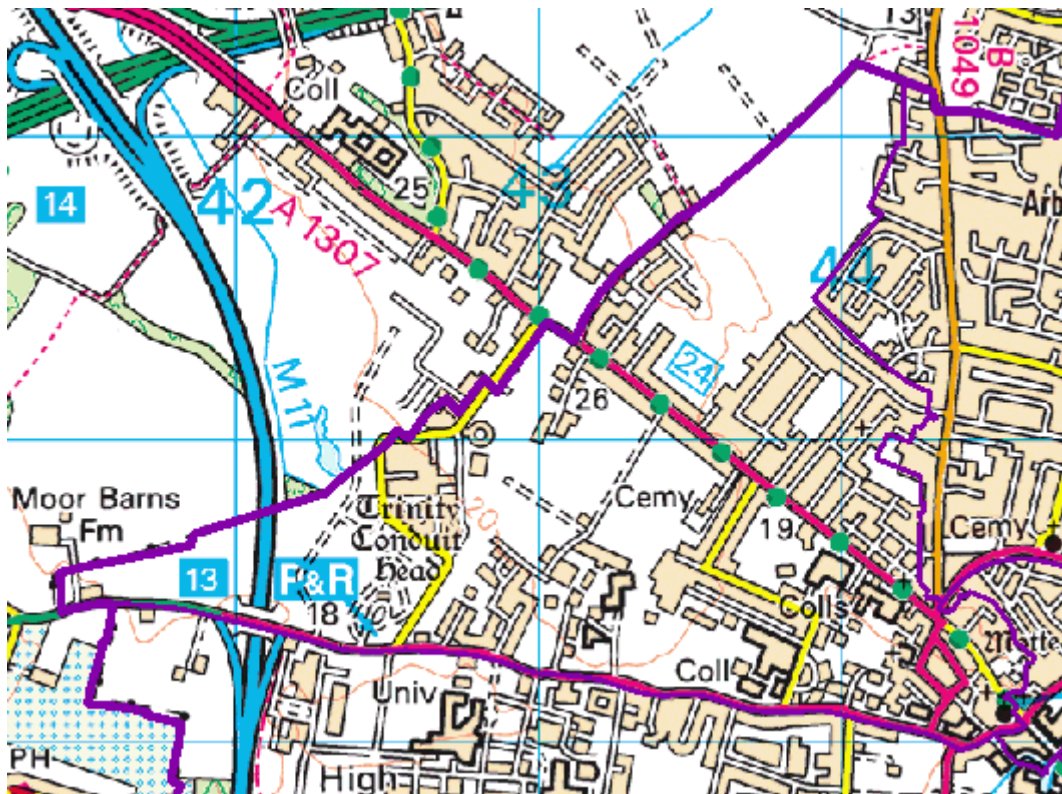
2. West / Central Area Profiles

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

In both February and May volunteers worked at Histon Road recreation ground and undertook a group litter pick was

In June at Ascension Burial Ground volunteers spent a session undertaking works to ensure a balance of plants, tackling invasive species and promoting rare species. This was further supported by corporate volunteers from Horizon Discovery in April, and PEM in July. In April, the corporate volunteers spent an afternoon, tidying, cutting back, removing spoil, and creating insect habitat at the church grounds. In July, the corporate group completed a full day of works including weeding, maintaining the wildflower meadow, clearing graves, creating new habitats for amphibians, birds, and insects.



If you would like to nominate some work for the Community Payback to undertake or to get involved with volunteering, please get in contact with the Community Engagement Team.

Enforcement team

Officers conduct regular proactive patrols in the area, spending approximately five hours per week there.

Officers continued to undertake proactive patrols within the city targeting hot spot areas and investigate cases of littering from a motor vehicle. Fixed penalty notices are issued for littering as an alternative to prosecution. Hot spot areas in the period have included Victoria Road and Huntingdon Road.

Officers undertake investigations into dumped waste on all public land across the ward, including parks, open spaces, footpaths, and recycling centres, and investigate cases where there is a breach of the household duty of care of waste produced by a householder.

As part of an investigation the suspect will be contacted and invited to provide a response as to how their waste came to be found at the location – this will be done either via letter or a formal interview under caution. Based on their response, or non-response appropriate action can be taken, and this could include a Community Protection Warning, fixed penalty notice or prosecution.

In the last six months there have been twelve investigations completed which resulted in three fixed penalty notices.

The hot spot areas have been:

- Huntingdon Road – There have been a number of fly tips at this location with two fixed penalty notices being issued and these have now been paid.
- Victoria Road – Officers have investigated several fly tips in this area resulting in one fixed penalty notice being issued.

Nine suspected abandoned vehicles have been investigated in the period:

- One vehicle have been declared abandoned and were destroyed by the council, this then resulted in a fixed penalty being issued for the offence and
- Eight vehicles have been claimed by the owner or were no longer on site when officers revisited the locations.

Hot spots for abandoned vehicles in the period were Whitehouse Lane

No dogs were found straying and seized by the council during the last six months.

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

Operations service

The Operations teams have been busy during the last few months continuing to conduct scheduled mechanical sweeping all bus routes, main roads and housing footways and carriageways. Outside of the bird nesting season, the Ground Maintenance operatives have been continuing with pruning cutting back.

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

In February at All Saints Church volunteers attended a green team session and undertook tasks including weeding the flower and shrub beds and creating a path.

At Parkers Piece, in February volunteers spent a session completing tree care by weeding the tree pits, and a second session was held to remove water bags from twenty new trees and lay new bark. In the same month, a low-level graffiti removal training session for volunteers was run. In March and April litter picks were completed by volunteers and residents as part of the annual Great British Spring Clean. In June, the Community Engagement team had a group of corporate volunteers from Gardiner & Theobald LLP who spent a day painting the café/toilet block and painting railings.



At Jesus Green in March and April litter picks were completed by volunteers and residents as part of the annual Great British Spring Clean. In April Community Payback had a work party that spent a day painting the lido exterior in preparation for the 100-year anniversary. In May a litter pick was organised for volunteers as part of 'The Big Help Out' national campaign for the Kings coronation in the same month volunteers completed a group litter pick in preparation for the 100-year anniversary of the lido. In June volunteers also undertook a group litter pick around the area. Alongside the Park Parade site of Jesus Green a corporate group of volunteers from Dassault Systemes and Bidwell's completed bench renovations, tree care, cutting back suckers and maintaining saplings.

In May at Christ's Pieces the Community Engagement Team had a group of corporate volunteers from Stobbs who completed tasks including tree care, bench renovations, painting railings and a litter pick. In July, another corporate group from Charles River and AMGEN attended and completed a day of activities including, pruning the trees, painting the railings, renovating benches and litter picking.



In March and April at Midsummer Common litter picks were completed by volunteers and residents as part of the annual Great British Spring Clean.

If you would like to nominate some work for the Community Payback to undertake or to get involved with volunteering, please get in contact with the Community Engagement Team.

Enforcement team

Officers conduct regular proactive patrols in the area, spending approximately five to ten hours per week there.

Officers continued to undertake proactive patrols within the city targeting hot spot areas and investigate cases of littering from a motor vehicle. Fixed penalty notices are issued for littering as an alternative to prosecution. Hot spot areas in the period have included Gonville Place and Lensfield Road.

Officers undertake investigations into dumped waste on all public land across the ward, including parks, open spaces, footpaths, and recycling centres, and investigate cases where there is a breach of the household duty of care of waste produced by a householder.

As part of an investigation the suspect will be contacted and invited to provide a response as to how their waste came to be found at the location – this will be done either via letter or a formal interview under caution. Based on their response, or non-response appropriate action can be taken, and this could include a Community Protection Warning, fixed penalty notice or prosecution.

In the last six months there have been seventy-five investigations completed which resulted in fifty-one fixed penalty notices

The hot spot areas have been:

- Regent Street – There have been a number of fly tips at this location with sixteen fixed penalty notices being issued.
- Gonville Place – Officers have investigated several fly tips in this area with five fixed penalty notices being issued.
- Corn Exchange Street - There have been three separate incidents of fly-tipping at this location which resulted in one fixed penalty notice being issued.
- Parsons Court– Next to the bins. This has seen a steady amount of waste being dumped there over the past couple of months. Officers have been unable to take any further action due to not being able to find any evidence of who is responding for dumping the waste.



Officers deal with businesses within the city where there are breaches of the duty of care relating to commercial waste and can issue statutory notices (section 47) setting out how waste is to be managed, stored, and disposed of. Failure to comply with such as notice is an offence for which a fixed penalty notice can be issued. Officers make educational visits to remind businesses of their

duty of care and work with Greater Cambridge Shared Waste Commercial team and other waste carriers operating in the city.

At present there are forty-one businesses within the ward on section 47 notices. In this period, an additional two businesses have been issued section 47 notices relating to the poor management of their trade waste, and seven fixed penalties issued in the period for breach of notices.

Four suspected abandoned vehicles have been investigated in the period. All these vehicles have been claimed by the owner or were no longer on site when officers revisited the locations; and

Officers undertake investigations into cases of reported dog control issues. This can include dogs straying from a property, dogs not being exercised under control or irresponsible dog ownership (such as dog fouling). Officers work closely with Wood Green Outreach Team who work to support dog owners in the community ([Meet Woodgreen's Outreach team | Woodgreen Pets Charity](#)).

In the last six-month officers have investigated the following cases of dog control:

- Burleigh Street: Reported by the owner of the aggressive dog, dog on dog attack. Contact made and a referral to Wood Green Outreach team who are providing education, advice and training for the dog and owner.

One dog was found straying and seized by the council during the last six months. The dog was found straying at St Andrews Street. This dog was claimed by their owners.

Officers respond to reports of illegal camping where a tent is in use. Any campers on site that are visited to be officers will be asked to move on and served a 24-hour notice to vacate. If a tent is abandoned after the 24 hours then it will be seized and stored for 28 days. Occupants of tents will be signposted to the relevant support agencies, and details of the camp passed onto the Street Outreach team who are able to respond. Officers will always seek to provide information to campers on how they can seek access to welfare facilities and support services.

In the period there have been five cases of illegal camping located at Midsummer Common, Jesus Green and Coe Fen.

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, or Tony Durman.

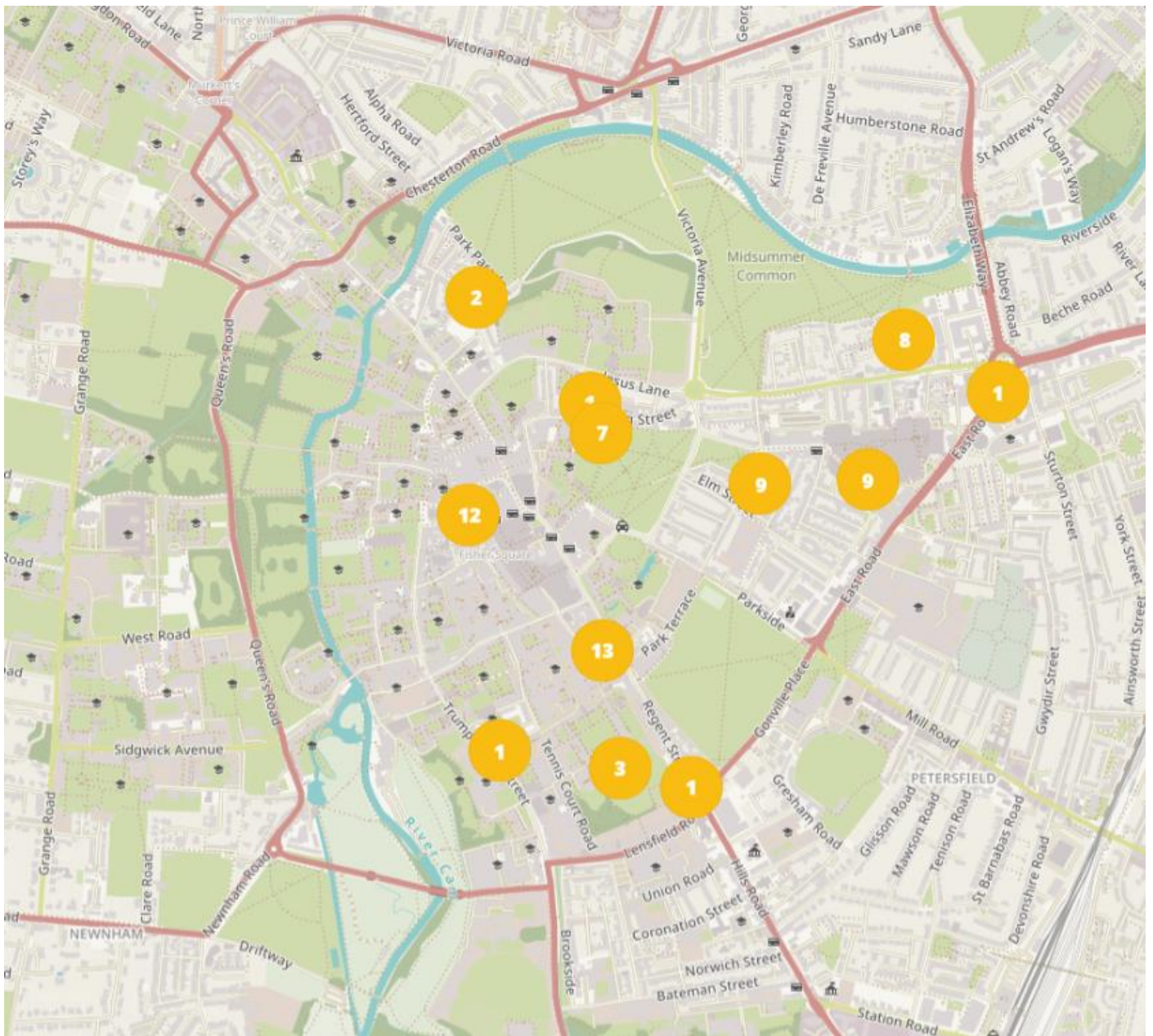
Operations service

The Operations teams have been busy during the last few months continuing to conduct scheduled mechanical sweeping all bus routes, main roads and housing footways and carriageways. The market square is washed down on a Wednesday and Sunday mornings.

Our Grounds Maintenance operatives have been pruning, hoeing, leafing, and undertaking general preparation works to keep our city centre parks maintained.

The Rapid Response and graffiti teams are busy dealing with graffiti tags, stickers, and fly posters. The teams also wash down the pavements as part of Cambridge BID work.

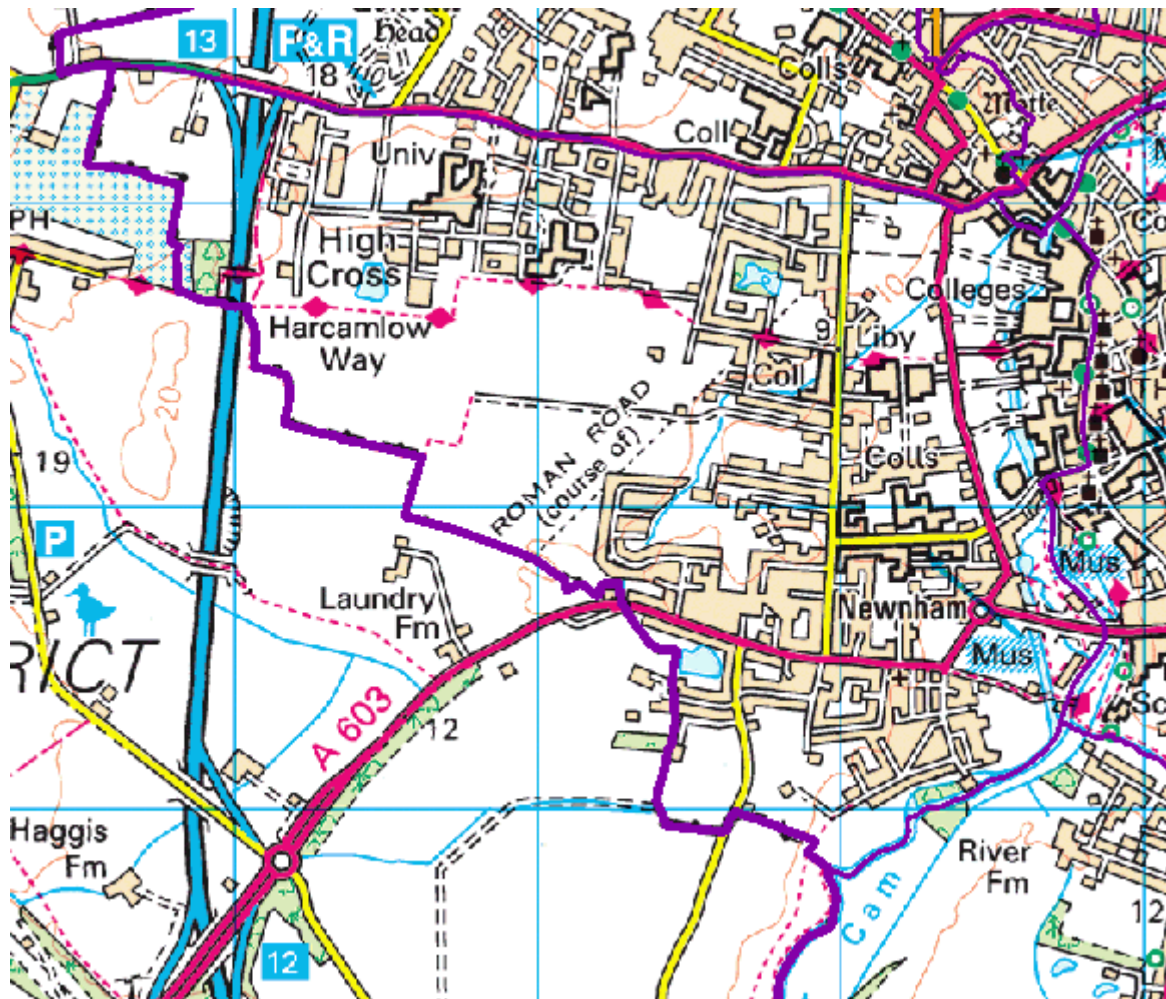
The hot spot map shows the numbers and locations of the flytips cleared within the last six-month period.



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: Newnham

Map



Community Engagement team

In April at Lammas Land the Community Engagement Team had a corporate group of volunteers from Future Tech spent an afternoon tree planting, renovating benches and litter picking.

In April at Queens Green a corporate group with volunteers from MEET took place where they undertook tasks including cutting back overgrowth of saplings from bases of mature trees and litter picking around the green.

In March and April at Mill Pond litter picks were completed by volunteers and residents as part of the annual Great British Spring Clean.

If you would like to nominate some work for the Community Payback to undertake or to get involved with volunteering, please get in contact with the Community Engagement Team.

Enforcement team

Officers conduct regular proactive patrols in the area, spending approximately five hours per week there.

Officers continued to undertake proactive patrols within the city targeting hot spot areas and investigate cases of littering from a motor vehicle. Fixed penalty notices are issued for littering as an alternative to prosecution.

Officers undertake investigations into dumped waste on all public land across the ward, including parks, open spaces, footpaths, and recycling centres, and investigate cases where there is a breach of the household duty of care of waste produced by a householder.

As part of an investigation the suspect will be contacted and invited to provide a response as to how their waste came to be found at the location – this will be done either via letter or a formal interview under caution. Based on their response, or non-response appropriate action can be taken, and this could include a Community Protection Warning, fixed penalty notice or prosecution.

In the last six months there have been seventeen investigations completed which resulted in

- Four fixed penalty notices and
- Two cases are still ongoing.

The hot spot areas have been:

- Barton Road – There have been a number of fly tips at this location with one fixed penalty notice being issued.
- Queens Road – Officers have investigated several fly tips in this area. These investigations have led to one fixed penalty notice being issued.
- Grange Road - There have been three separate incidents of fly-tipping at this location, and this has resulted in one fixed penalty notice being issued.



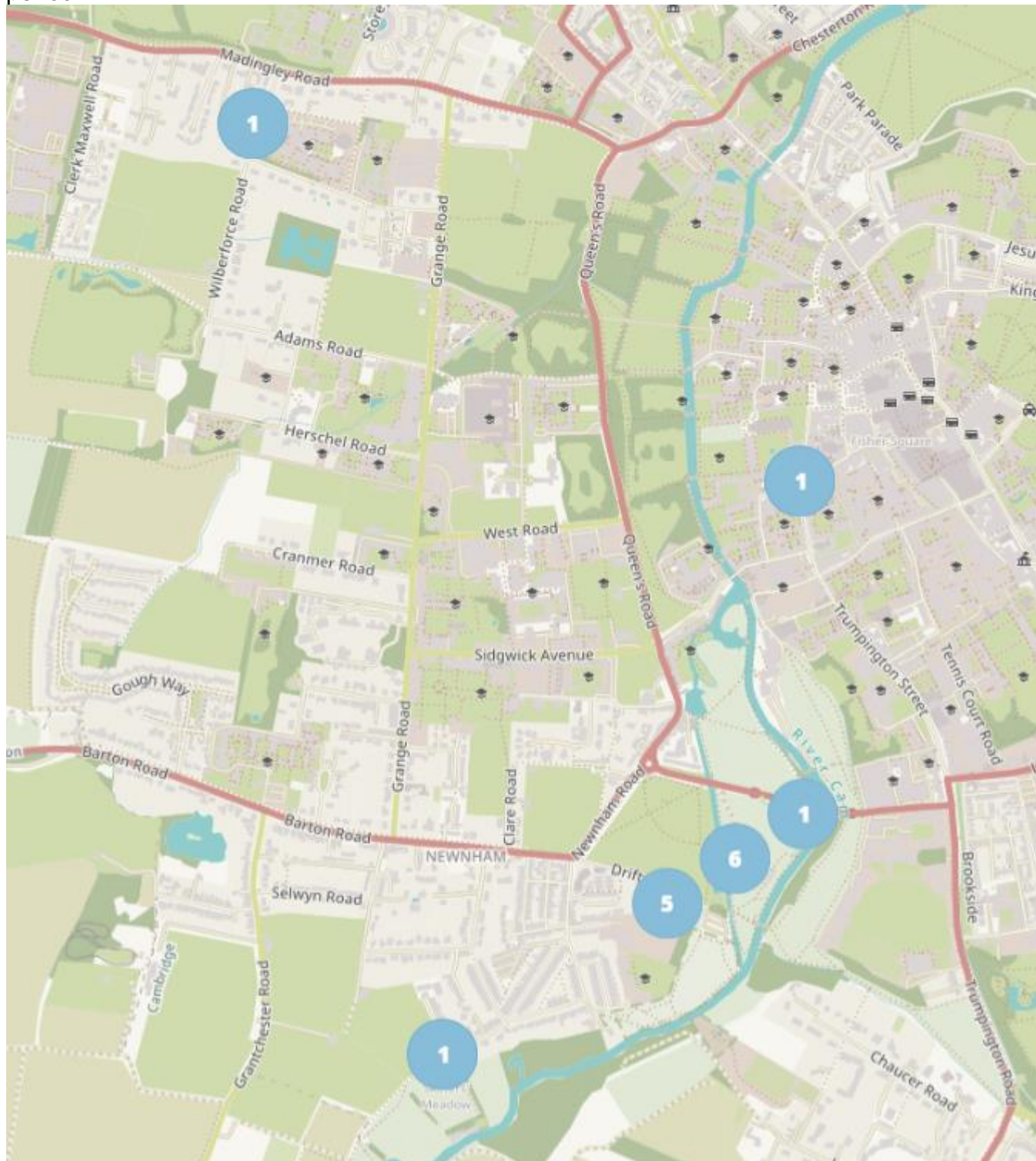
One suspected abandoned vehicle has been investigated in the period and was declared abandoned and were destroyed by the council.

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

Operations service

The Operations teams have been busy during the last few months continuing to conduct 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.



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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 to July 2023):

Event	Date
Byron Square, Trumpington	01.04 23
Crathern Way	08.04 23
Queens College	26.04 23
Hills Road	27.04 23
Over Youth Centre	02.05 23
Mortlock Avenue CAD	13.05 23
Linton St Marys Church	31.05 23
Wolfson College	05.6 23
Cambourne CAD	10.06 23
Northstowe CAD	17.06 23
Wilson Close	24.06 23
Roxburgh Road CAD	15.07 23
Ditton Fields CAD	17.07 23
Victoria Road COPE AGM Recycling Stall	27.07-28.07 23
Coldhams Common Rec Cambridge Folk festival recycling bag hand out	27.07-28.07 23

3. Environmental and Waste Data

Public Realm [West / Central Area]

Period	Activity	Total number of incidents	Castle	Market	Newnham
Feb 2022 to Jul 2022	Fly tipping	37	13	18	6
Feb 2023 to Jul 2023	Fly tipping	86	14	63	9
Feb 2022 to Jul 2022	Needles	26 needles (6 instances)	1 needle (1 instance)	5 needles (4 instances)	20 needles (1 instance)
Feb 2023 to Jul 2023	Needles	48 needles (13 instances)	28 needles (3 instances)	20 needles (10 instances)	0
Feb 2022 to Jul 2022	Fixed penalty notices	61	1	51	9
Feb 2023 to Jul 2023	Fixed penalty notices	72	4	56	12

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 June one needle was removed from Castle Court, and in July there were two instances of needles (one needle and 25 needles).
- Market: In February three needles were removed from Willow Walk and one needle from Eden Street. In April one needle was removed from Midsummer Place, and there were two instances of needle removal at James Street (each containing three needles). In May one needle was cleared from James Street. In June three needles were cleared from Holy Trinity on Sidney Street, and in July four needles were removed from Midsummer Common (two instances) and one needle from Trinity Street.

Fixed penalty notices:

Fixed penalty notices issued across the period includes 21 for littering, 26 for trade related waste (including littering, fly tipping and breaching of a statutory notice), 6 for domestic related waste (including littering, breach of domestic duty of care and fly tipping), 18 for littering from a motor vehicle and one for an abandoned vehicle.

Private Realm [West / Central Area]

Data not available at the time of the report.

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	54.81%
Recycling rate – dry recycling	25.50%
Recycling rate – composting	19.57%
Amount collected for disposal	54.86%

4. Key contacts

Area	Contact	Telephone Number	Email
Community Engagement	Community Engagement Team	01223 458084	sosvolunteers@cambridge.gov.uk
Enforcement	Andy Hine Jess Toombs Tony Durman Jordan Hine	01223 458282	enviocrime@cambridge.gov.uk
Streets and Open Spaces Operations / Commercial	Paul Jones	01223 458282	paul.jones@cambridge.gov.uk
West Area Operations Team Leader	Mark Yeadsley	01223 458282	mark.yeadsley@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 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 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@scams.gov.uk or telephone 07525 213774.