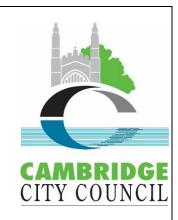
Environmental Report



Cambridge South Area

[Covering the wards of Cherry Hinton, Queen Edith's and Trumpington]

Period of June 2023to November 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.

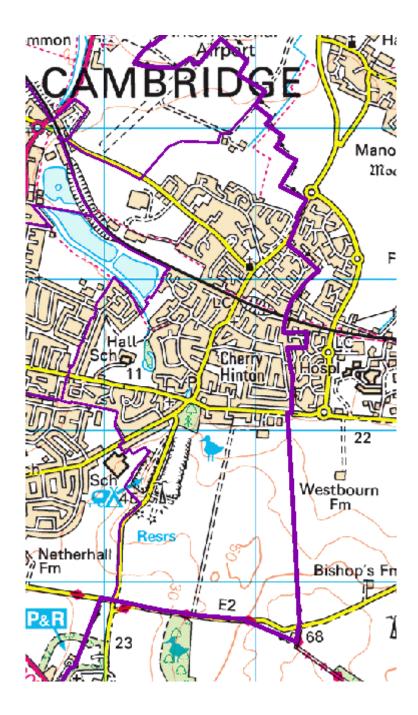
This report provides open data on service performance, so that City and County Councillors and their constituents are informed of what service activity is happening in their area; and has the opportunity to engage in and help to shape this activity, including identifying specific local service requests/ 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
 - 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. South Area Profiles				
In this section an update of what teams have been doing in the previous six months is detailed.				
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Ward Profile: Cherry Hinton

Map



Community Engagement team

In June, a corporate group from Benevolent AI completed various green works and bench renovation followed by a litter pick at Cherry Hinton Hall. In the same month, the team supported the 17th Cambridge Guides to complete a biodiversity evening and litter pick at Cherry Hinton Hall.

The Community Engagement Team also led a group of Streets and Open Spaces volunteers to complete bench renovations and green works at Cherry Hinton Hall in both July and August.

In August, a corporate group of volunteers from Birkett's LLP completed a day of works at Cherry Hinton Hall including bench renovations.



In September, a corporate group of volunteers from Bidwell's spent a day on Cherry Hinton Recreation Ground where they renovated benches, painted railings, strimmed pathways, cut back shrubs and hedges and created habitat piles. In October, another corporate group of volunteers from The Department of Education spent a day on Cherry Hinton Recreation Ground, cutting back overgrown hedge blocking the pathways, litter picking and undertaking bench renovations.

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 five to ten hours per week there.

Littering:

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 Cherry Hinton Road and Cherry Hinton Highstreet, there have been six cases of litter from vehicles witnessed in the area in the past 6 months by enforcement officers, three of which have led to FPN's being issued, all have been paid and one case is still ongoing.

Domestic waste:

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 ten investigations completed which resulted in

- Three fixed penalty notices being issued: and.
- Enforcement officers undertook educational visits to residents reiterating their responsibilities as householders to prevent further breaches of household duty of care and fly tipping in the area.

The hot spot areas have been:

- Walpole Road / St Bedes Crescent There have been a number of fly tips at this location with two fixed penalty notices being issued and these have now been paid.
- Chelwood Road, Next to clothing banks Officers have investigated several fly tips in this area however have been unable to trace the suspects involved due to lack of evidence.
- Teversham Drift there is a steady number of fly tipping / littering cases within the area, however due to lack of evidence officers have been unable to trace suspects.



Commercial 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 six businesses within the ward on section 47 notices. In this period, an additional business has been issued with a section 47 notice relating to the poor management of their trade waste, all of which have been complied with in the last 6 months.

Abandoned vehicles:

Twelve suspected abandoned vehicles have been investigated in the period. All 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 Church End and Welstead Road

Dog control:

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 case of dog control at Cherry Hinton Hall a dog was witnessed to be off lead in a dog on leads area by enforcement officers. The owner was issued an FPN for the offence.

Stray Dogs:

Nine dogs were found straying and seized by the council during the last six months. The dogs were found straying at Kelsey Crescent, Cherry Hinton Hall, Highdene Road and St Thomas Square. Seven of the nine dogs were claimed by their owners, and two have been rehomed by Woodgreen. Dog microchipping:

Two warning letters were sent requesting the owners update their dog's details on an approved microchipping database. One of these have been complied with and one case is still ongoing.

Illegal camping

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 two cases of illegal camping located at Cherry Hinton Hall.



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

Operations Team

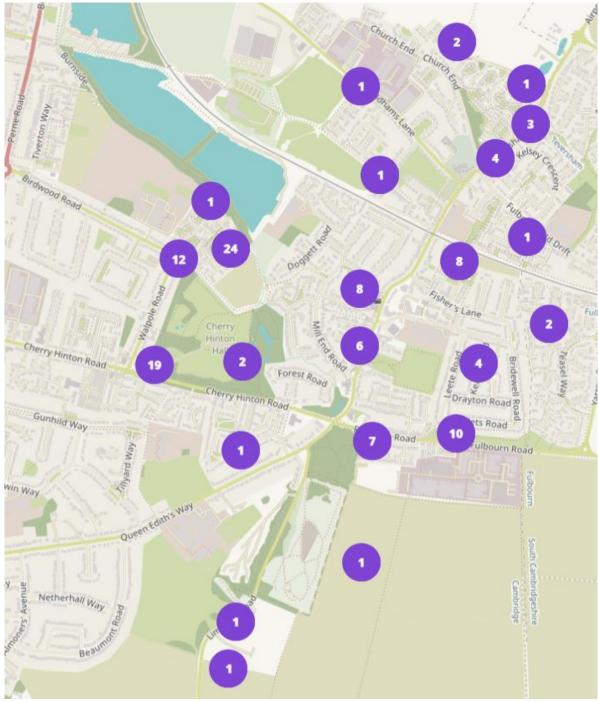
We have been busy clearing all the leaf fall in the area with our grounds maintenance team which started approximately three weeks ago.

Earlier in the year our ground maintenance teams were busy getting Cherry Hinton Hall ready for the Folk Festival (grass cutting, cutting back, erecting fences,) and the event was a great success.

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

The cleansing teams continue to empty bins and litter pick and remove fly tips and graffiti. Also, the streets are regularly swept by mechanical sweepers. Over the course of the coming months the team will continue to clear leaves from our ground maintenance areas.

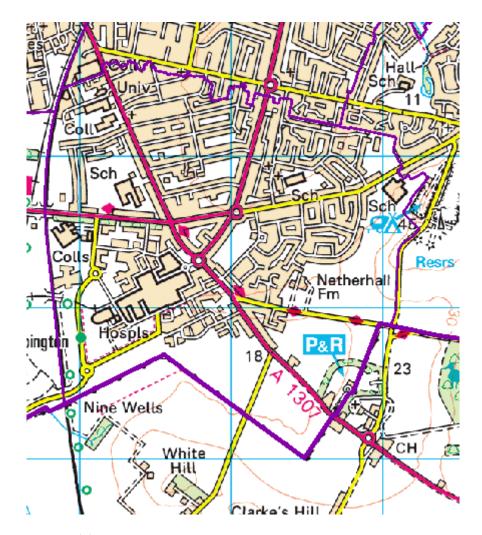
The hot spot map shows the numbers and locations of the flytips cleared within the last six-month period.



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: Queen Edith's

Map



Community Engagement team

The Community Engagement Team supported the clean-up day that was run at Wulfstan Way in September 2023.

Sunday volunteer litter pick groups are run in Cherry Hinton, Trumpington and Queen Edith, 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

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

Littering:

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. The main hotspot area for littering during this time period was Hills Road, where eleven cases of littering from a motor vehicle were witnessed by enforcement officers.

Domestic waste:

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.

The hot spot areas have been:

- Hills Road There has been several fly tips within this area, unfortunately due to lack of evidence officers were unable to trace a suspect.
- Wulfstan Way due to the amount of fly tipping in this area previously, officers have increased patrols and completed educational visits and as a result fly tipping has dramatically decreased at this location.



Commercial 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 two 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, both businesses have been compliant with the notice and there have been no breaches. There are currently two more cases ongoing within the area.

Abandoned vehicles:

Five suspected abandoned vehicles have been investigated in the period.

- Four vehicles have been claimed by the owner or were no longer on site when officers revisited the locations; and
- One case has been referred to police due to being stolen.

Dog control:

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:

- Nightingale Recreational Ground: Dog off lead and not under control, educated owner and advised to keep on lead. No further reports to date.
- Gunhild Way: Dog straying reported. Dog not properly in control, straying in the area and barking at members of the public, reported by customer however no details of the owner were able to be given therefore officers increased patrols in the area to try to identify the dog.

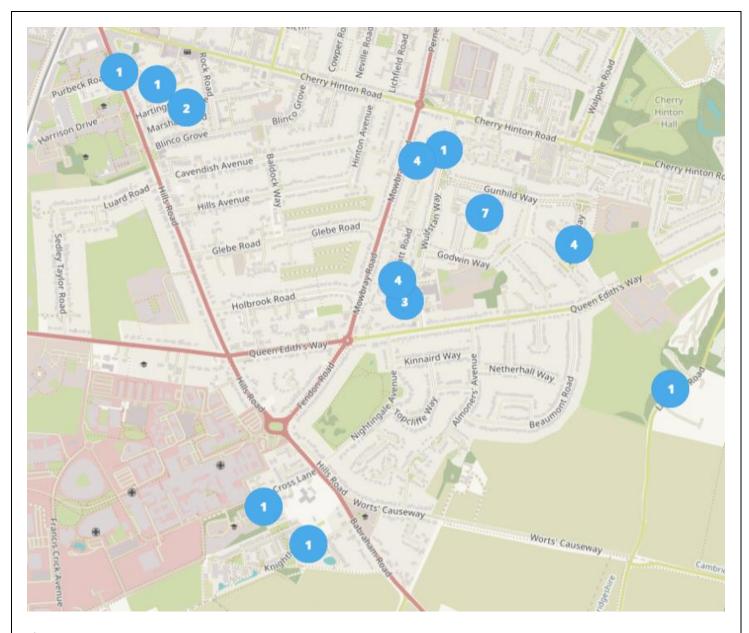
If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Officers, Tony Durman and Jordan Hine.

Operations Team

The whole grounds maintenance team have been busy clearing all leaf fall in the area as per schedule. The team earlier in the year have been working on jobs arising from the supporting living service in all three wards such a grass cutting/pruning/maintenance.

The street cleansing team have been sweeping all the main roads and residential areas of detritus and completing deep cleaning as we go around the ward. Over the course of the coming months the team will continue to clear leaves from are ground maintenance areas.

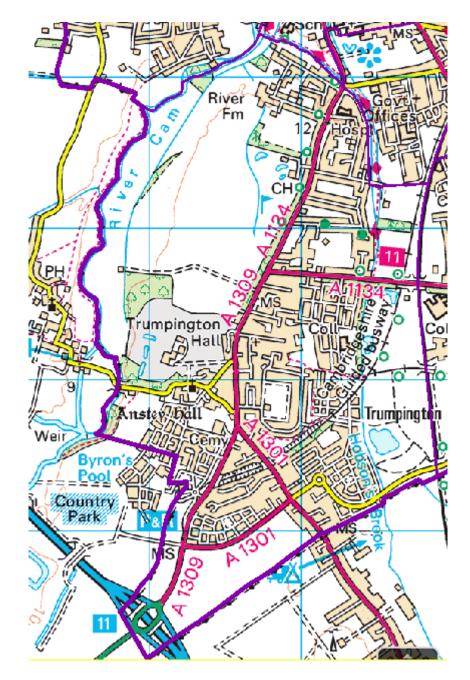
The hot spot map shows the numbers and locations of the flytips cleared within the last six-month period.



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: Trumpington

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Community Engagement team

In August, the Community Engagement Team attended the Community Development Summer Event and brought along their design a reusable bag activity on Trumpington Pavilion where officers talked to young children about littering.

In August, a corporate group of volunteers from Charles River spent a day at the Trumpington Park School where they helped to refurbish the pond in the wildlife area.



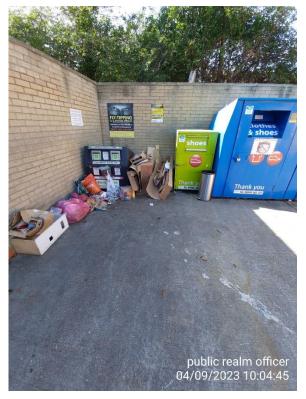
If you would like to nominate some work for the Community Payback to undertake or to get involved with volunteering, please get in contact with the Community Engagement Team.

Enforcement team

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

Littering:

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 Anstey Way, Hauxton Road and Glebe Farm Drive



Domestic waste:

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 twenty-five investigations completed which resulted in

- Fifteen fixed penalty notice
- One Section 46 Notice

The hot spot areas have been:

- Waitrose Recycling Centre, Hauxton Road There have been a number of fly tips at this location with eleven fixed penalty notices being issued and these have now been paid.
- Glebe Farm Drive Next to the recycling bins by the children's park. There have been six separate incidents of fly-tipping at this location.
- Anstey Way Next to the recycling point 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 within the waste.

Commercial 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 is currently one business within the ward on section 47 notices. In this period, an additional business has been issued section 47 notices relating to the poor management of their trade waste.

Abandoned vehicles:

Seventeen suspected abandoned vehicles have been investigated in the period.

- One vehicle has been declared abandoned and were destroyed by the council.
- Fifteen vehicles have been claimed by the owner or were no longer on site when officers revisited the locations; and
- One case is still ongoing.

Hot spots for abandoned vehicles in the period were Clay Farm Drive, Whittle Avenue



Dog control:

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:

- Foster Road dog repeatedly straying in local area. Several reports from various residents, a Community Protection Warning was issued to the owner.
- King George V Memorial Playing Field: Fouling incident witnessed and reported by customer.
 Unfortunately, no suspect was identified. During patrols poo bags have been handed out to dog walkers as required.

Stray Dogs:

One dog was found straying by a member of the public and investigated by the council during the last six months. The dog was found straying at the Trumpington High Street. The owner claimed the dog.

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

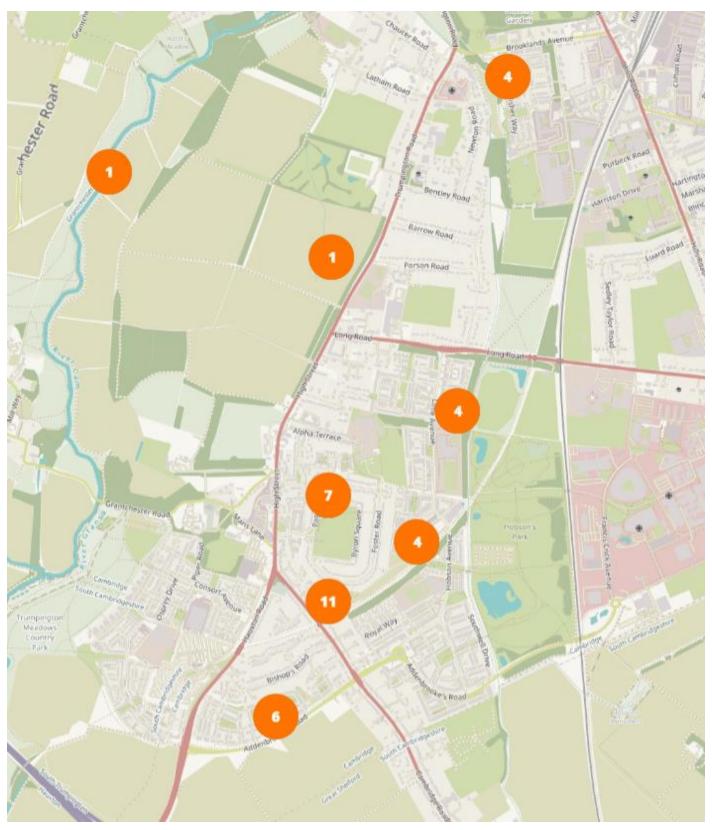
Operations Team

The grounds maintenance team have been cutting back hedges, grass cutting and maintenance of shrub beds across the highways and parks.

The whole team have been working with the Enforcement Officers to reduce the amount of fly-tipping in Trumpington. A hot spot for fly-tipping in the ward is a recycle centre in Trumpington Recreation Ground as well as communal bin stores in new build estates.

The street cleansing teams have been busy emptying bins and litter picking this summer in our parks and open spaces. Over the course of the coming months the team will continue to clear leaves from our ground maintenance areas.

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



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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.
Byron's Pool nature reserve:
In June Himalayan Balsam (invasive non-native plant) removal was completed with LNR volunteers over two sessions. In July meadow management was undertaken with volunteers who cut paths and created a vertical log pile for beetle larvae and nesting solitary bees and a butterfly count with volunteers. In September, a meadow management cut was completed, and the area raked with volunteers over two sessions.
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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 June to November 2023):

Event	Date
Wolfson College	05.06 23
Cambourne CAD	10.06 23
Northstowe CAD	17.06 23
Wilson Close	24.06 23
Roxburgh Road CAD	01.07 23
Ditton Fields CAD	15.07 23
Victoria Road COPE AGM Recycling Stall	17.07 23
Coldhams Common Rec Cambridge Folk festival recycling bag hand out	27.07-28.07 23
Cherry Hinton Hall Cambridge Folk Festival recycling stand	27.07-28.07 23
Ashfield Road CAD	05.08 2023
Minerva Way CAD	19.08 23
Aragon Close CAD	02.09 23
Recycling Talk for Salvation Army	14.09 23
Wulfstan Way CAD	16.09 23
Rawlyn Road CAD	30.09 23
Hobart/Suez Road CAD	07.10 23
Ancaster Way CAD	14.10 23
Walpole Road CAD	28.10 23
Museum of Technology Eco Day	28.10 23

Environmental and Waste Data

Public Realm [South Area]

Period	Activity	Total number of incidents	Cherry Hinton	Queen Edith's	Trumpington
June 2022 to November 2022	Fly tipping	132	42	16	74
June 2023 to November 2023	Fly tipping	120 ¹	63	12	55
June 2022 to November 2022	Needles	51 needles (2 instances)	50 needles (1 instance)	0 needles	1 needle (1 instance)
June 2023 to November 2023	Needles	0 needles	0 needles	0 needles	0 needles
June 2022 to November 2022	Fixed penalty notices	8	2	0	6
June 2023 to November 2023	Fixed penalty notices	39 ¹	14	8	17

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:

No needles were found in the South area in this period.

Fixed penalty notices:

Fixed penalty notices issued across the period includes six for small scale fly tipping, sixteen for littering from a motor vehicle, seven for littering domestic waste, two for breach of household duty of care, one for abandoning a vehicle, two for breach of a section 47 commercial waste notice, two for littering and two for dogs being off lead in a dog on leads area.

¹Data is from 1st June to 2nd November 2023

Private Realm [South Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
June 2022 to November 2022	Pest Control	NA	101	NA	NA	NA
June 2023 to November 2023	Pest Control	NA	78	NA	NA	NA
June 2022 to November 2022	Refuse and waste complaints	3	NA	2	0	0
June 2023 to November 2023	Refuse and waste complaints	10	NA	2	0	0
June 2022 to November 2022	Other public health interventions ³	7	NA	2	0	0
June 2023 to November 2023	Other public health interventions ³	22	NA	2	0	0
June 2022 to November 2022	Noise complaints	68Error! Bookmark not defined.	NA	2	4	0
June 2023 to November 2023	Noise complaints	83	NA	2	0	0
June 2022 to November 2022	Private Sector Housing interventions	22Error! Bookmark not defined.	NA	2	3	0
June 2023 to November 2023	Private Sector Housing interventions	27	NA	2	1	1

All complaints will generally have at least one such action.
 Other public health complaints includes odour, smoke, bonfires, filthy and verminous Page 23 of 26

Waste and Recycling Data [Greater 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 23/24	Q2 Jul-Sep 23/24	
Recycling rate – dry recycling	19.56%	20.27%	
Recycling rate – composting	35.14%	32.15%	
Amount collected for disposal	54.86%	47.58%	

3. 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 (Cherry Hinton, Queen Ediths and Trumpington)	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
South Area Operations Team Leader	James Maberly	01223 458282	James.maberly@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.

4. 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.
- Work with a variety of council departments and other agencies to solve problems that you find on your streets.

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.