

Environmental Report



Cambridge East Area

Contents

Contents.....	2
1. Introduction	3
2. Target setting and recommendations.....	3
3. Routine activity.....	4
4. Specific issues and actions	5
5. Environmental Data	7
Private Realm [East Area].....	7
Public Realm Data	8
Public Realm Enforcement [East Area].....	9
Dog Warden Service [East Area]	11
Summary of dog warden work:	11
Operations cleansing data by ward [East Area]	12
Waste and Recycling Data [City wide]	17
6. Proactive and community work	19
7. Environmental Volunteers	24
8. Key contacts	25
Officers.....	25
Issues.....	26
9. Resources.....	27

1. Introduction

This report provides an overview of City Council Refuse and Environment and Streets and Open Spaces service activity relating to the geographical area served by the East Area Committee. The report identifies the reactive and proactive service actions undertaken in the previous, including the requested priority targets and reports back on the recommended issues and associated actions to be targeted in the following period. It also includes key officer contacts for the reporting of waste and refuse and public realm issues.

2. Target setting and recommendations

All those at Committee have an opportunity to suggest issues that they would like to see tackled in the neighbourhood area during the upcoming period to help shape the activity to be undertaken within the public realm. Following suggestions that are received the relevant teams will consider the suggestions, and will prioritise work, responding reactively where appropriate and programming some work for the future. All suggested targets will be reported back on in the following period to update members and the public on the status of the issue. Recommendations will also be presented to the committee for consideration and to aid discussion.

Recommendations

The following are suggestions for members on what action could be considered for priority within the East Area for the upcoming period.

Continuing priorities*

Number	Priority details
1	Early morning, daytime and weekend patrols for dog fouling Mill Road Cemetery.
2	Enforcement patrols to tackle environmental crime at Thorpe Way estate and St Matthews Street area
3	Enforcement patrols to tackle fly tipping, litter, side waste and trade waste along in the Petersfield area of Mill Road

Members are recommended to endorse the above recommendations or to make proposed amendments, and in doing so to consider the community intelligence questions below to help shape the public realm work.

Community intelligence questions

1. What geographical locations would benefit from targeted work? (including public realm enforcement activity and clean-up work by the community payback)
2. What locations for new and replacement general waste, recycling and dog bins (in line with resources available) should be considered?
3. Where and when the dog warden service should patrol in order to target dog fouling?

* Amendments to continuing priorities are shown in italics

3. Routine activity

Streets and Open Spaces teams work closely with residents, community and campaign groups to keep Cambridge clean, green and safe. Street cleansing works to clear shop fronts and maintain all residential streets to a good standard of cleaning by sweeping them regularly. The team empties litterbins and dog bins across the city parks and open spaces, as well as removing graffiti and clearing needles and fly tipping.

The grounds maintenance team maintains all council housing and highway grass and shrub beds across the city, and carries out the maintenance of the city's cemeteries and crematoriums as well as the maintenance of all parks across the city. The City Rangers team provide a street-level, face-to-face contact point for people to raise any cleanliness and public safety issues that they might have concerning their neighbourhood.

The dog warden patrols within Cambridge to increase people's awareness of the requirement to clear up after their pets, as well as collecting stray dogs within the city and works alongside animal charities to deliver educational roadshows. Investigation of instances of environmental crime in public places across the city is carried out by the public realm enforcement team. As well as undertaking enforcement action where necessary, the team provide advice for residents and businesses on issues including fly tipping, litter, waste, illegal advertising, abandoned shopping trolleys, verge parking and abandoned, untaxed and nuisance vehicles.

4. Specific issues and actions

The following specific issues were identified for targeted action in the previous period. The following tables summarise the action undertaken and current situation, whether ongoing or completed, for each issue.

Priority 1	Enforcement patrols to tackle fly tipping at St Matthews Street area
Action Taken	15 Investigations undertaken in regards to Fly-tipping in the areas of East Road, East Road Estate, Norfolk Street and the St Matthews Estate. 3 fixed penalty notices issued for Fly-tipping and 7 Fixed penalty notices issued for littering. Recommend that East Road Estate is added as a priority.
Current Situation:	Ongoing

Priority 2	Early morning , daytime and weekend patrols for dog fouling at the following locations: <ul style="list-style-type: none"> • Mill Road Cemetery
Action Taken	No fixed penalty notices issued for dog fouling over this period. However issues continue within the cemetery with regards to rough sleeping and needle finds. A walk-about is due to take place to discuss a way forward in resolving some of the issues in the cemetery. Three incidents of illegal camping were dealt with over this period. The cemetery continues to be a priority both for the enforcement team and for the area enforcement officer and street life officer. The street life officer for the enforcement team has dealt with 9 incidents of abandoned property from people sleeping in the cemetery over this period. A total of 213 needles have been removed from the cemetery over this reporting period.
Current Situation:	Ongoing

Priority 3	Enforcement patrols to tackle environmental crime at Thorpe Way estate
Action Taken	A total of 15 hrs of patrols were carried out in the area, 5 incidents of flytipping were investigated but no evidence was found as the items dumped were household goods, i.e. fridge, vacuum cleaner, clothes horse etc.
Current Situation:	Ongoing

Priority 4	Enforcement patrols to tackle fly tipping, litter, side waste and trade waste in the Petersfield area of Mill Road.
Action Taken	9 FPNs issued for littering/side waste over this period and 2 FPNs For Fly-tipping. One Fpn has been issued for fly-tipping of commercial waste. A community protection warning has been issued to a house of multiple occupancy due to on-going issues. To be retained as a priority due to ongoing investigations and the amount of trade premises and foot fall on Mill Road. All trade premises were visited during part of the A-board education

	process before implementation of the A-Board Policy. 36 warning letters issued to residents for littering and 2 fixed penalties' issued. 5 Waste Transfer Notes were requested from business's, one section 47 notice was issued to a business, issues with litter bins being used by business's and by residents, Enforcement officers carried out a lot of educational work with both business's and residents and builders working on Mill Road. approximately 80 hrs of patrols carried out
Current Situation:	Ongoing

5. Environmental Data

Private Realm [East Area]

Period	Activity	Investigations	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
Sept 17 to Feb 2018	Pest Control	105	N/A	N/A	N/A
Mar to Aug 2017		141			
Sept 17 to Feb 2018	Noise Complaints	165	3	3	0
Mar to Aug 2017		290		3	0
Sept 17 to Feb 2018	Refuse/ Waste Complaints	12		0	0
Mar to Aug 2017		14		0	0
Sept 17 to Feb 2018	Other public health complaints ²	15	Error! Bookmark not defined.	0	0
Mar to Aug 2017		18		0	0
Sept 17 to Feb 2018	Private Sector housing standards	114	Error! Bookmark not defined.	15	
Mar to Aug 2017		144		1	0

² Other public health complaints includes odour, smoke, bonfires, filthy and verminous

Please note that the types of noise may exceed the number complaints as duplicate complaints from the same person on the same day are counted as one .

Types of Noise

Alarm Count	18	TV / Radio Count	2
Barking Dogs Count	12	Party Count	5
DIY Count	3	People Noise Count	77
Machinery (fixed) Count	4	Plant (mobile) Count	11
Music Count	85	Other / Unidentified Count	7
Vehicle Noise Count	0		

Public Realm Data

Public Realm Enforcement [East Area]

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
Sept 17 to Feb 2018	Abandoned vehicles	56	N/A	N/A	1	0	0
Mar to Aug 2017		65			2	0	0
Sept 17 to Feb 2018	Nuisance vehicles ³	2	5	N/A	0	2	0
Mar to Aug 2017		5			0	0	0
Sept 17 to Feb 2018	Derelict cycles	82	N/A	N/A	N/A	N/A	N/A
Mar to Aug 2017		119					
Sept 17 to Feb 2018	Domestic waste	97	58	0	5	0	0
Mar to Aug 2017		57	2	0	7	0	1
Sept 17 to Feb 2018	Trade waste	20	20	8		0	
Mar to Aug 2017		9	0	4	1	0	0
Sept 17 to Feb 2018	Litter	22	0	0	18	0	
Mar to Aug 2017		51	0	0	46	0	5
Sept 17 to Feb 2018	Illegal camping	8	N/A	6	N/A	0	0
Mar to Aug 2017		12		9		0	0
Sept 17 to Feb 2018	Illegal advertising	7	0	NA	1	1	0
Mar to Aug 2017		0	0		0	0	0

³ Nuisance vehicles includes vehicles displayed for sale or being repaired (other than in an emergency) on the public highway

Summary of public realm enforcement data

- Of the 56 abandoned vehicles the majority were removed by their owners or claimed within the 7 day notice period. The majority of vehicles identified in this period are as part of the proactive work carried out by the enforcement team. Two abandoned vehicles were removed in the period; both vehicles went unclaimed and were subsequently destroyed. One fixed penalty notice was issued for abandoned vehicles, which was paid and the other case remains ongoing.
- Two nuisance vehicles were found across the East Area. Following warning letters all of the vehicles were removed from sale within a 7 day period.
- Eighty two cycles were removed from across all four wards.
- There were ninety seven domestic waste investigations conducted in the East area, the majority of which was waste littered and fly tipped at recycling centres across the area. Of the investigations conducted there were thirty nine cases it was not possible to identify a responsible suspect or there was insufficient evidence to proceed, fifty eight warning letters were sent out to residents, and five fixed penalties were issued and paid.
- Twenty cases of trade waste were investigated in the East area, including cases of waste being dumped or bins not being managed. Eight statutory notices were issued to businesses for not managing their waste correctly. One fixed penalty was issued for not complying with a statutory notice regarding the management of trade waste and was subsequently paid.
- There were twenty cases of litter investigated in the East area; 18 fixed penalties were issued for littering including East Road, Mill Road. Two cases resulted in prosecutions.
- There were eight cases of illegal camping at Mill Road Cemetery, Petersfield Recreation Ground, Stourbridge Common and Coldhams Common. Statutory notice was served on all of the sites; only five tents were impounded by the enforcement team.
- There were 5 incidents of illegal advertising, these ranged from a van being used as a advertising hoarding in Wadloes Road, a banner attached to railings, plus 3 illegally placed Estate agent boards, all were successfully dealt with

Dog Warden Service [East Area]

Stray dogs

Period	Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
Sept 17 to Feb 2018	Stray dogs	14	1	0	9	4	
Mar to Aug 2017		16	2	2	12	0	Six other stray dog calls were received, but the dogs were collected by their owner before the dog warden attended

Dog Control Orders

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
Sept 17 to Feb 2018	Dog control orders: Fouling	11		0		0	0
Mar to Aug 2017		6	0	0	0	0	0
Sept 17 to Feb 2018	Dog control orders: Exclusion	4	0	0	0	0	0
Mar to Aug 2017		0	0	0	0	0	0
Sept 17 to Feb 2018	Dog control orders: Leads	0	1	0	0	0	0
Mar to Aug 2017		1	1	1	0	0	0
Sept 17 to Feb 2018	Other dog complaints ⁴	12	3	0	0	0	0
Mar to Aug 2017		13	1	0	0	0	0

Summary of dog warden work:

21 hrs have been spent on targeted patrols which included dog fouling and priority areas along with education visits to residents.

⁴ Includes issues such as barking, welfare, signage requests and educational advice as well as joint working with Environmental Health, RSPCA and Housing Associations'

Operations cleansing data by ward [East Area]

Operations cleansing data by ward (East Area) September 2017 to February 2018

Activity	Period	Total number of incidents	Ward				Comments
			Abbey	Coleridge	Petersfield	Romsey	
Fly-tipping	Current period	201	65	43	51	42	
	Previous year	280	111	43	59	67	
Offensive graffiti ⁵	Current period	3	0	1	1	1	
	Previous year	14	4	3	3	4	
Detrimental graffiti ⁶	Current period	42	5	8	22	7	
	Previous year	84	13	17	44	10	
Needles	Current period	35	3 instances – 426 needles	1 instance – 1 needle	25 instances – 337 needles	6 instances – 316 needles	
	Previous year						

Summary of cleansing data:

Fly-tipping:-

- :- The volume of fly-tipping in Abbey ward has gone down from 111 in September 2016 to February 2017 to 65 in September 2017 to February 2018.
- :- There was no change in the volume of instances from September 2016 to February 2017 to September 2017 to February 2018.
- :- There were 4 instances of flytipping at the access road to Stourbridge Common in Abbey ward.
- :- There were 4 instances of flytipping on Ann's Road in Abbey ward.
- :- There were 5 instances of flytipping in Coldhams Lane in Abbey ward.
- :- There were 8 instances of flytipping on Ditton Fields in Abbey ward.
- :- 8 of the 65 instances in Abbey ward were in Ekin Road.
- :- 7 of the 65 instances in Abbey ward were at Headford Close.

⁵ Offensive graffiti includes but is not limited to that which contains swear words, reference to religion, racist, reference to a person / naming a person, drawings of human body parts, words of reference to human body parts and reference to sexual activity. The service aim is to remove this type of graffiti within 1 working day.

⁶ Detrimental graffiti is graffiti that contains but is not limited to general tags, drawings not falling under the above criteria, and words not classified as offensive. The service aim is to remove this type of graffiti within 5 working days.

- : 5 of the instances in Abbey ward were in Howard Road.
- : 5 of the 65 instances in Abbey ward were in Peverel Road.
- : 7 of the 65 instances in Abbey ward were in Pool way.
- : 7 of the 65 instances in Abbey ward were on Riverside.
- : 6 of the 65 instances in Abbey ward were in Thorpe Way.
- : 9 of the 43 instances in Coleridge ward were in Cherry Hinton Road.
- : The volume of flytipping went down from 59 in September 2016 to February 2017 to 51 in September 2017 to February 2018 in Petersfield ward.
- : 5 of the 51 instances in Petersfield ward were in Gwydir St.
- : 11 of the 51 instances in Petersfield ward were in Mill Road.
- : 4 of the 51 instances in Petersfield ward were in New Street.
- : 7 of the 51 instances in Petersfield ward were in St Matthews Street.
- : 8 of the 42 instances in Romsey ward were in Seymour Street.
- : 8 of the 42 instances in Romsey ward were in Wycliffe Road.

Page 13

Offensive Graffiti:-

Coleridge

- A picture of human anatomy was removed from a wall on Cherry Hinton Road in January 2018

Petersfield

- : Offensive wording was removed from a wall on Mill Road in January 2018.

Romsey

- : Offensive wording & drawings of human anatomy were removed from a recreation area on Coleridge Road in Romsey ward in September 2017.

Detrimental Graffiti:-Abbey

- : Symbols were removed from a wall on Abbey Road in February 2018.
- : A tag was removed from a sign on Riverside in February 2018.
- : Tagging was removed from a comms box on Coldhams Lane in November 2017.
- : Tagging was removed from a comms box in September 2017.
- : Tagging was removed from a Pay & display machine in Riverside in September 2017.

Coleridge

- : White paint was sprayed over a street sign on Chalmers Road in February 2018.
- : Tagging was removed from a wall on Cherry Hinton Road in January 2018.
- : Tagging was removed from a wall on Rustat Road in January 2018.
- : Tagging was removed from a wall on Lichfield Road in November 2017.
- : Tagging was removed from a wall in Lichfield Road in October 2017.
- : Wording was removed from a recreation area on Davy Road In September 2017.
- : Tagging was removed from a wall on Lichfield Road in September 2017.
- : Tagging was removed from a wall in Coniston Road in September 2017

Petersfield

- : 8 of the 22 instances were in December 2017.
- : 5 of the 22 instances were in Mill Road.

Romsey

- : Tagging was removed from Carter Bridge in William Smith Close in February 2018.
- : Tagging was removed from a bus shelter near Coldhams Common in January 2018.
- : Tagging was removed from a shop front in Romsey Terrace in January 2018.
- : Symbols & letters were removed from a sign on Coleridge Road in December 2017.
- : Tagging was removed from a wall at St Phillips Road in November 2017.
- : Tagging was removed from a street sign in Sedgewick Street in November 2017.
- : Tagging was removed from a street sign in September 2017.

Needles:-

Abbey

- : 3 needles removed from signet Court in January 2018 in Abbey Ward.
- : 420 needles (estimated) were removed from a bin at Coldhams Lane in Abbey ward in November 2017.
- : 3 needles were removed from outside Beche Court in Abbey ward in September 2017.

Coleridge

- : 1 needle removed from near the cycle bridge at Corrie Road in Coleridge ward in January 2018.

Petersfield

- : 11 needles removed from Mill Road cemetery in Petersfield ward in February 2018
- : 1 needle removed from near no 12 Petworth Street in Petersfield ward in February 2018.
- : 25 needles were removed from a parking area to the rear of a day care centre in St Matthews Street in Petersfield ward in February 2018.
- : 20 needles were removed from Mill Road Cemetery in (a separate occurrence to the above) in February 2018.
- : 35 needles were removed from Mill Road Cemetery (in a third instance) in February 2018.
- : 25 needles were removed from near a wall near the junction to St Peter's Road in Petersfield ward.
- : 1 needle was removed from near a shop in Mill Road in Petersfield ward in January 2018.
- : 5 needles were removed from a property in New Street in Petersfield ward in January 2018.
- : 7 needles were removed from outside a property on Vicarage Terrace in Petersfield ward in December 2017.
- : 5 needles were removed from a flower bed at Petersfield Mansions in Petersfield ward in December 2017.
- : 13 needles were removed from outside Newtown Garages in East Road in Petersfield ward in November 2017.
- : 10 needles were removed from Mill Road Cemetery in Petersfield ward in November 2017.
- : 15 needles were removed from green area & hedging at top of Mill Road in Petersfield ward in November 2017.
- : 1 needle was removed from car park to New Street in Petersfield ward in November 2017.
- : 20 needles were removed from the corner of Mill Road Cemetery – near Ditchburn Place in November 2017.
- : 6 needles were removed from a garage on East Road in Petersfield in October 2017.
- : 45 needles were removed from Mill Road Cemetery in Petersfield ward in October 2017.
- : 3 needles were removed from outside a property in Broad Street in Petersfield ward in October 2017.
- : 1 needle was removed from the rear of a property at Petersfield in October 2017.

- : 60 needles were removed (in addition to above) in Mill Road cemetery in October 2017.
- : 12 needles were removed from near the wall to Ditchburn Place in Mill Road Cemetery in Early October 2017.
- : 10 needles were removed from a garage block in East Road in October 2017.
- : 1 needle was removed from near a wall in New Street in October 2017.
- : 4 needles were removed from under the archway at Bradmoore Court in September 2017.
- : 1 needle was removed from the parking area at a day care centre at St Matthews Street.in September 2017.

Romsey

- : 1 needle was removed from near the garages at Wycliffe Road in Romsey ward in February 2018.
- : 1 needle was removed from outside a shop in Vinery Way in Romsey ward in January 2018.
- : 1 needle was removed from in bushes in Budleigh Close in Romsey ward in October 2017.
- : 10 needles were removed from in bushes in Brooks Road in Romsey ward in October 2017.
- : 1 needle removed from pathway near Royal Mail social club / vehicle maintenance centre on Barnwell Road in September 2017.
- : 302 needles were removed from a property clearance on Ross Street in Romsey ward in September 2017.

Environmental Data Report – Waste and Recycling

This section includes information about the Waste Policy team's area of responsibility. The team has an Operational Plan that covers the work for the year. This work is generally not area based but it is hoped that the information contained is useful to residents and provides statistics to demonstrate activity and continuous improvement in areas of sustainable waste management.

Activity	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Comment/Notes that can be removed	Lead Officer
Recycling rate – dry recycling	20.2%	20.2%	22.3%	27.4%		RWW
Recycling rate – composting	32%	32.3%	27.2%	15.5%		RWW
No of press releases issued		4	6	2		IO/VL
No of 2 nd blue bins delivered	100	152	152	107		RWW
No of 2 nd Green bins delivered	1042		24	6		RWW
No. of black bins changed from standard to small	25	14		10		RWW
No of events attended	9	10	4	3		RWW
No of people spoken to	920	550	400	150		RWW/BL
No of Kitchen Caddies given out	576	698	200	0		RWW
No of Recycling Champions (RC) at events	31	22	10	5		BL
No of new RC recruited	1	3	4	1		BL
Amount of rubbish/recycling collected at events (tonnes)						RWW
No of community/school visits to AmeyCespa	20	10	41	11		RWW

Campaign Information (Operational Plan update) Events attended

05/04/2017	16.00-17.30	Hanover and Princess Court Community Rom	Community Safety Surgery
05/05/2017	19.30-20.30	53-54 Sidney Street	Talk on recycling for Cambridge Commonwealth, European & International Trust
03/06/2017	12:00-17:00	Midsummer Common	Strawberry Fair
10/06/2017	10:00-17:00	Arbury rec	Arbury Carnival

17/06/2017	13:00-17:00	Pyes Rec	Chesterton Festival
22/06/2017	09:00-14:00	Ekin Road	Ekin Road CAD
24/06/2017	10:00-17:00	Cottenham	Fen Edge Festival
25/06/2017	10:00-17:00	Milton Country Park	Parklife
21/07/2017	10:00-11:00	Arbury Court	Leaflet dropping
13/07/2017	09:00-14:00	Colville Road	Community Action Day
27/ 29/07/2017	10:00-17:00	Coldhams Common	Cambridge Folk Festival
02/09/2017	09:00-14:00	Wulfstan Way	Community Action Day
09/09/2017	10:00-12:00	Pheasant Drive	Open Eddington
16/09/2017	13:00-17:00	North Academy Green	Open House Gathering
23/09/2017	09:00-14:00	Kings Hedges Clean-up day The Ship Monkfields Primary School Caddy	
27/09/2017	15:00-16:00	Handout	Caddy Handout
30/09/2017	09:00-14:00	Ditton Fields CAD	
21/10/2017	09:00-16:00	Guildhall	Volunteer for Cambridge Event
25/10/2017	09:00-13:00	Amey Waste Management Park	Composting Capers event
18/11/2017	11:00-13:00	Morrison's Cambourne	Caddy handout
02/12/2017	09:00-16:00	Mill Road Winter Fair	Mill Road Winter Fair

January 2018

ARU Accommodation Fair

Arbury Community Day

Milton Tesco Metal Matters stall

Camborne Primary School Metal Matters stall

At Coleville, Lichfield and Ekin Road:

5,520 general waste **2,660kg** wood

Davy Road residents cleared out **1,700kg** general waste

Thorpe Way residents cleared out

60kg green waste

383kg general waste

660kg of domestic appliances

980kg metal

6. Proactive and community work

Environmental Community and Proactive Works for the North Area: August 2017 – January 2018

Streets and Open Spaces place a high level of emphasis on community engagement and involvement with local residents and community groups.

This section reports on the community and volunteer works, Community Payback work as well as proactive works undertaken between September 2017 and February 2018:

Community and volunteer works:

We have organised several group litter pick events in the East and we held a volunteer day in the Mill Road Cemetery in November.

Community Payback works:

We have undertaken 24 projects with Community Payback in the East of the city. These include edging the pavements on Barnwell Road and Ekin Road, various works within Mill Road Cemetery, various hedge cut backs, planting bulbs in Anstey Way.

Some images of edging works carried out:





We re-defined the pathway on Coldhams Common over several weeks:



The renovation of the Elizabeth way Underpass is on-going and the majority of the works that we agreed to have been completed with some areas that require some additional work before it is completed.



Community Action Clean-Up Days

We have 4 community action clean up days scheduled between April and September in the East, Birdwood & Tiverton, Thorpe Way, Ditton Fields and Ekin Road. These will all be supported by City Rangers, Community Payback and SOS Volunteers.

Upcoming works:

We have scheduled the passageways at Hobart & Suez and a litter pick is being planned for the shrub lines on Coldham's Common.

SOS Volunteers

Time Credits:

You can earn Time Credits for your time as an inspector. 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 council officer and our Open Spaces team 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.
- 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 contact Rina Dunning caterina.dunning@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. Cambridge City Council and South Cambridge District Council are 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.

For more information about how to become a recycling champion please contact the Recycling Coordinator Birgitta Laurent at birgitta.laurent@cambridge.gov.uk
Or telephone 01223 458 240.

The proactive and community work for the East Area is listed below:

	Community Payback projects
--	-----------------------------------

Action Taken	Over 15 projects were carried out with the help of Community Payback between March and August. These include regular jobs in the East that such as clearing the alleyways in Tenison Road and Downhams Lane footpath to Hawkins Road.
Current Situation	Completed

Task	Clean-up day
Action Taken	Ekin Road and Thorpe Way held Community clean-up days, supported by the rangers and Community Payback.
Current Situation	Completed

Task	Edging/Weeding
Action Taken	With the help of Community Payback various areas in the East including St Thomas Square, East Road and Tiverton Way (images attached) were edged and weeded making a vast improvement. Plans to continue edging other parts of the East are underway including Barnwell Road and Fanshawe.
Current situation	Completed/Ongoing

Task	Mill Road Cemetery
Action Taken	SOS Volunteers undertake various regular works in the cemetery (2017/18 work programme attached). We recently had a community payback team help with the clearing of piles of cutbacks created by the volunteers.
Current Situation	Ongoing

7. Environmental Volunteers

Time Credits:

You can earn Time Credits for your time as an inspector. 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. 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 council officer and our Open Spaces team 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.

And many more! 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 find out more contact Rina Dunning on caterina.dunning@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. Cambridge City Council and South Cambridge District Council are 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.

For more information about how to become a recycling champion please contact the Recycling Coordinator Birgitta Laurent at birgitta.laurent@cambridge.gov.uk or telephone 01223 458 240.

8. Key contacts

Officers

Area	Contact	Telephone Number	Email
Environmental Health Manager	Yvonne O'Donnell	01223 457951	yvonne.odonnell@cambridge.gov.uk
Senior Operations Manager	Don Blair	01223 458575	Don.blair@cambridge.gov.uk
Operations Manager (Grounds Maintenance)	Paul Jones	01223 458215	Paul.Jones@cambridge.gov.uk
Operations Manager (Community Engagement and Enforcement)	Wendy Young	01223 458578	Wendy.young@cambridge.gov.uk
East Area Ranger: Ian Colley	City Rangers	01223 458282	cityrangers@cambridge.gov.uk
Public Realm Enforcement (East team):	Nick Kester (Abbey, Coleridge and Romsey)	01223 457095 01223 458062 01223 458581	streetenforcement@cambridge.gov.uk
	Jamie Lambert (Petersfield)		
	Sharron Munro (Romsey)		
Dog Warden	Samantha Dewing (Mon-Wed)	01223 457883	dogwarden@cambridge.gov.uk
Volunteer opportunities (Streets, Parks and Open Spaces)	Rina Dunning	01223 458084	Caterina.dunning@cambridge.gov.uk
Recycling Co-ordinator	Birgitta Laurent	01223 458240	birgitta.laurent@cambridge.gov.uk
Out of Hours	Emergency calls	0300 3038389	N/A

Issues

Area	Contact	Telephone Number	Email
Dog fouling Litter Fly tipping (public land) Graffiti Needles Abandoned, untaxed and nuisance vehicles Illegal camping Bulky waste collections New blue, green and black bins Replacement blue, green and black bins Repairs to blue, black and green bins	Customer Service Centre	01223 458282	wasteandstreets@cambridge.gov.uk
Abandoned bicycles	Customer Service Centre	01223 458282	cityrangers@cambridge.gov.uk
Pest Control	Refuse and Environment	01223 457900	env.health@cambridge.gov.uk .
Noise			
Stray and lost dogs	Customer Service Centre	01223 457900	dogwarden@cambridge.gov.uk

9. Resources

The following are suggestions that members of the East Area Committee and residents and businesses may wish to consider or request for the upcoming period:

Remaining bins stocks for the city have been reallocated across all wards to ensure that bins are installed where required.

Recycling and general street litter bins

A small quantity of recycling and general street litter bins are available for each ward, as follows:

Ward	Bins used	Bins available for installation
Abbey	13	2
Coleridge	9	3
Petersfield	8	3
Romsey	10	3

We would like to receive suggestions for where bins should be installed on the street and will investigate the suitability of all suggested locations. We will also be undertaking a review of where bins are currently installed to see how they are used.

Installed bin sites:

Ward	Location	Installation Date	Comments
Abbey	Newmarket Road (by bus stop near to Jack Warren Green)	November 2014	
Abbey	Velos Walk (top of Helen Close)	February 2015	
Abbey	Stanley Road (junction with Riverside)	December 2014	
Abbey	Saxon Road (junction with Riverside)	December 2014	
Abbey	Riverside (under Millennium bridge)	December 2014	
Abbey	Jack Warren Green (top green area)	August 2015	
Abbey	Tiptree Close pathway	August 2015	
Abbey	Thorpe Way (near 115)	August 2015	
Abbey	Rachel Close (top of green)	August 2015	
Abbey	Fison Road (top of Ann's Road)	August 2015	
Abbey	Dennis Road (next to phone box)	August 2015	
Abbey	Ekin Road (footpath to Ditton Lane)	August 2015	
Abbey	Barnwell Drive	December 2016	
Coleridge	St Thomas's Square	December 2014	
Coleridge	St Thomas's Road (junction with St Thomas's Square)	December 2014	
Coleridge	Birdwood Road (by number 52)	May 2015	
Coleridge	Perne Road (near Radegund Road roundabout)	April 2015	
Coleridge	Ancaster Way (junction with Tiverton Way)	May 2015	
Coleridge	Rustat Road (near to Carter Bridge)	March 2015	
Coleridge	Cherry Hinton Road (by bus stop at Leisure Park)	August 2015	
Coleridge	St Margaret's Road (junction with	November 2015	

	Cherry Hinton Road)		
Coleridge	Perne Road (in front of Co-op)	July 2016	
Petersfield	Vera's Way (top of Rope Walk)	November 2014	
Petersfield	Staffordshire Street (walkway between St Matthews Street)	December 2014	These two sets of bins have attracted an increase in fly tipping. One set has been removed as it is causing a detrimental effect to the local environment.
Petersfield	Staffordshire Street (between Hollymount and Glenmore)	December 2014	
Petersfield	Hooper Street (at road closure point)	March 2015	
Petersfield	Gwydir Street (at road closure point near Milford Street)	March 2015	
Petersfield	Gwydir Street (outside Bath House play area)	September 2015	
Petersfield	Ainsworth Street (next to children's play area)	September 2015	
Petersfield	Abbey Walk (junction with York Street)	November 2015	
Romsey	Mill Road (near to kitchen shop by Vinery Road junction)	July 2015	
Romsey	Coldhams Lane (by Coldhams Common bus shelter)	June 2015	
Romsey	Vinery Road (junction with Coldhams Lane)	June 2015	
Romsey	Fairfax Road (junction with Catharine Street)	June 2015	
Romsey	Montreal Square (alleyway through to Hobart Road)	September 2015	
Romsey	Marmora Road (by junction with Suez Road)	September 2015	
Romsey	Marmora Road (Alleyway to Coleridge Road)	September 2015	
Romsey	Coldhams Lane (opposite the Paddocks)	September 2015	
Romsey	Fairfax Road (junction with Brampton Road)	September 2015	
Romsey	Brooks Road (junction with Wycliffe Road)	February 2016	

Dog bin provision

A number of dog bins are available for each ward, as follows:

Ward	Bins used	Bins available for installation
Abbey	4	2
Coleridge	4	2
Petersfield	1	1
Romsey	1	1

We would like to receive suggestions for where bins should be installed on the parks and open spaces and will investigate the suitability of all suggested locations. We will also be undertaking a review of where bins are currently installed to see how they are used.

Installed bin sites:

Ward	Location	Installation Date	Comments
Abbey	Barnwell Road (entrance to Coldhams Common)	December 2014	
Abbey	Egerton Close (junction with Egerton Road)	March 2015	
Abbey	Fison Road / Thorpe Way	January 2015	
Abbey	Leonard Close	June 2015	
Coleridge	St Thomas's Square	December 2014	
Coleridge	Coleridge Recreation Ground (top corner)	August 2015	
Coleridge	St Thomas's Road (on recreation ground)	April 2016	
Coleridge	Golding Road (Rade Gund Road junction)	March 2016	
Petersfield	Ravensworth Gardens (on green at entrance from Devonshire Road)	December 2014	
Romsey	Sedgwick Street (at junction with Fairfax Road)	April 2015	

Pocket ashtray distribution

Locations of where pocket ashtrays should be distributed from are welcomed by the Public Realm Enforcement team.

Dog fouling signs

Small quantities of 'no dog fouling' signs are available for each ward, as follows:

Ward	Signs used	Signs available for installation
Abbey	5	8
Coleridge	0	13
Petersfield	0	13
Romsey	0	13

Abbey area – Thorpe Way Recreation Ground (2 signs) and Ditton Fields Recreation Ground (3 signs).



