



**Cambridge City Council**  
**East Area Committee**

**Date:** Thursday, 13 October 2022

**Time:** 6.45 pm

**Venue:** Virtual Meeting via Microsoft Teams

**Contact:** [democratic.services@cambridge.gov.uk](mailto:democratic.services@cambridge.gov.uk), tel:01223 457000

**Agenda**

- 1 Welcome, Introduction and Apologies for Absence
- 2 Declarations of Interest
- 3 Minutes (Pages 3 - 6)
- 4 Matters and Actions Arising from the Minutes (Pages 7 - 8)
- 5 Update and feedback on approaches and results of recent housing development engagement activity in the East area of Cambridge  
To receive a verbal update from Claire Flowers, Head of Housing Development Agency.
- 6 Open Forum
- 7 Environmental Report - EAC (Pages 9 - 38)

**City Councillors:** D. Baigent, Bennett, Copley, Davey, Healy, Herbert, Howard, Moore, Pounds (Chair), Robertson, A. Smith and Thornburrow

**County Councillors:** Bulat, Shailer, Howitt, Goodliffe and Beckett

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- Guidance for how to join virtual committees run via Microsoft Teams: <https://www.cambridge.gov.uk/have-your-say-at-committee-meetings>
- Website: <http://democracy.cambridge.gov.uk>
- Email: [democratic.services@cambridge.gov.uk](mailto:democratic.services@cambridge.gov.uk)
- Phone: 01223 457000

**EAST AREA COMMITTEE**

23 June 2022  
6.30 - 7.47 pm

**Present**

**Area Committee Members:** Councillors D. Baigent, Bennett, Copley, Davey, Healy, Herbert, Howard, Moore, Pounds, Robertson, A. Smith, Thornburrow, Bulat, Shailer, Howitt and Goodliffe

**Officers:**

Deputy Chief Executive: Andrew Limb  
Anti-Social Behaviour Officer: Rachel Fairhead  
Committee Manager: Claire Tunnicliffe  
Meeting Producer: Boris Herzog

**Other Officers in Attendance:**

Police Sargeant: Brad Mundy

<b>FOR THE INFORMATION OF THE COUNCIL</b>
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**22/8/EAC Welcome, Introduction and Apologies for Absence**

Apologies were received from County Councillor Beckett.

**22/9/EAC Declarations of Interest**

None were declared.

**22/10/EAC Minutes**

The notes of the meetings held on 17 March 2022 were noted.

**22/11/EAC Matters and Actions Arising from the Minutes**

The Action Sheet was noted and could be viewed at the following link under 'Committee Action Sheet – updated post committee'.

[Agenda for East Area Committee on Thursday, 23rd June, 2022, 6.30 pm - Cambridge Council](#)

## **22/12/EAC Policing and Safer Neighbourhoods**

The Chair welcomed Sargeant Munday (Cambridgeshire Constabulary) and Rachel Fairhead (Anti-Social Behaviour Officer) to the meeting.

The Committee received a report from Sargeant Munday regarding policing and safer neighbourhoods' trends.

It was suggested that anti-social behaviour was included to the drug dealing and the protection of local young people – child criminal exploitation for the consideration of the Police. In particular, to focus on anti-social behaviour in the Burnside area.

The report outlined actions taken since the last reporting period. The current emerging issues/neighbourhood trends for each ward were also highlighted (see report for full details).

[East area neighbourhood profile - Policing and Safer Neighbourhoods \(cambridge.gov.uk\)](https://www.cambridge.gov.uk/east-area-neighbourhood-profile-policing-and-safer-neighbourhoods)

Previous local areas of concern and engagement activity noted in the report were:

- i. Anti-social driving
- ii. Cycle theft
- iii. Drug dealing, and the protection of local young people – child criminal exploitation.

*Committee Manager note: An e-mail had been sent post meeting to request the Police consider the addition of anti-social behaviour to point iii of the local areas of concern.*

### Anti-social driving

Councillors raised the following concerns on anti-social driving regarding public and privately owned e-scooters and those used by food delivery drivers. There was a range of examples of inappropriate use and anti-social driving provided, including an incident involving a pedestrian on Ditton Meadows. Two cases of cyclists being killed by vehicle drivers in the east area was referenced and Police were urged to be vigilant for close passing of drivers and to take immediate action if witnessed.

The issue of parking of all vehicles was discussed particularly on match day when Cambridge United were playing at home and the issues that pedestrians faced, particularly those with disabilities.

The Committee were advised that off road mobility scooters that were being sold which were not fit purpose should be a matter referred to Trading Standards.

The Anti-Social Behaviour Officer stated that residents were encouraged to fill out the online reporting form found on the Council's website or call 101 to report any incidents of anti-social behaviour each time.

[Report an incident of antisocial behaviour \(cambridge.gov.uk\)](https://www.cambridge.gov.uk/report-an-incident-of-antisocial-behaviour)

### Cycle crime

Councillor Pounds reported that the Cycle Prevention Task and Finish Working Group were pleased with the progress that had been made on the arrests of serial offenders. This had improved the statistics of cycle crime considerably.

### Drug dealing and the protection of local young people – child criminal exploitation.

The Committee agreed that this matter was of particular importance to residents, particularly with the influx of county lines drug dealing, alongside the local dealers which impacted a vast array of individuals including young people in the City.

The Anti-Social Behaviour Officer highlighted the Cambs Against County Lines project, raising awareness about child criminal exploitation and County Lines issues. A number of "Train the Facilitator" sessions had been delivered to professionals in the east of the city, so that they are able to deliver the project in their own areas.

[www.cambridge.gov.uk/cambs-against-county-lines](https://www.cambridge.gov.uk/cambs-against-county-lines)

A range of anti-social behaviour was highlighted in the Burnside area and asked what action had been taken on the issues referenced. This led to the discussion of those wards whose boundaries sat with other areas of Cambridge, as a series of incidents had taken place between Cherry Hinton and Queen Edith. It was important to track incidents which crossed the area boundaries and that actions were taken.

The use of CCTV was discussed and how all external agencies working with the City Council needed to work effectively to assist with any crimes that had taken place, particularly mobile CCTV cameras.

The Anti-Social Behaviour Officer advised that decisions regarding the location of mobile CCTV was undertaken by the City Council, the relevant officer could inform all external agencies with an up to date setting of their cameras if required.

The Chair thanked all those who had taken part in the discussion.

### **22/13/EAC A New Road Classification for Cambridge (Greater Cambridge Partnership)**

This item was not presented to Members and no questions from the Committee were put forward.

### **22/14/EAC Open Forum**

Councillor Healy had observed how many excellent street parties had been held throughout the East Area ward celebrating the Queen's Platinum Jubilee and congratulated residents on their hard work and success.

The meeting ended at 7.47 pm

**CHAIR**

<b>Committee</b>	<b>East Area Committee Action Sheet</b>
<b>Meeting Date</b>	<b>23/06/22</b>

ACTION	LEAD OFFICER/ MEMBER	ACTION	PROGRESS
<p><b>21/52/EAC (Meeting 16/09/21)</b>                      To discuss with the Combined Authority Mayor, Dr Nick Johnson and to investigate further with County Council Officers a separate adult education centre in Cambridge as part of the emerging Greater Cambridge Local Plan</p>	Councillor Bulat	14/11/21	Not yet managed to meet with Dr Johnson but would provide a verbal update when possible.
<p><b>21/57/EAC (Meeting 01/21/22)</b>                      Cambridge City Council were working with external partners on a Cycle Prevention Task and Finish Working Group examining cycle parking at the train station. Suggested a report could be brought to a future meeting on the work was being undertaken.</p>	Councillor Thornburrow		

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# Environmental Report

## Cambridge East Area

[Covering the wards of Abbey, Coleridge, Petersfield, and Romsey]

Period of: March to August 2022

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# 1. Introduction

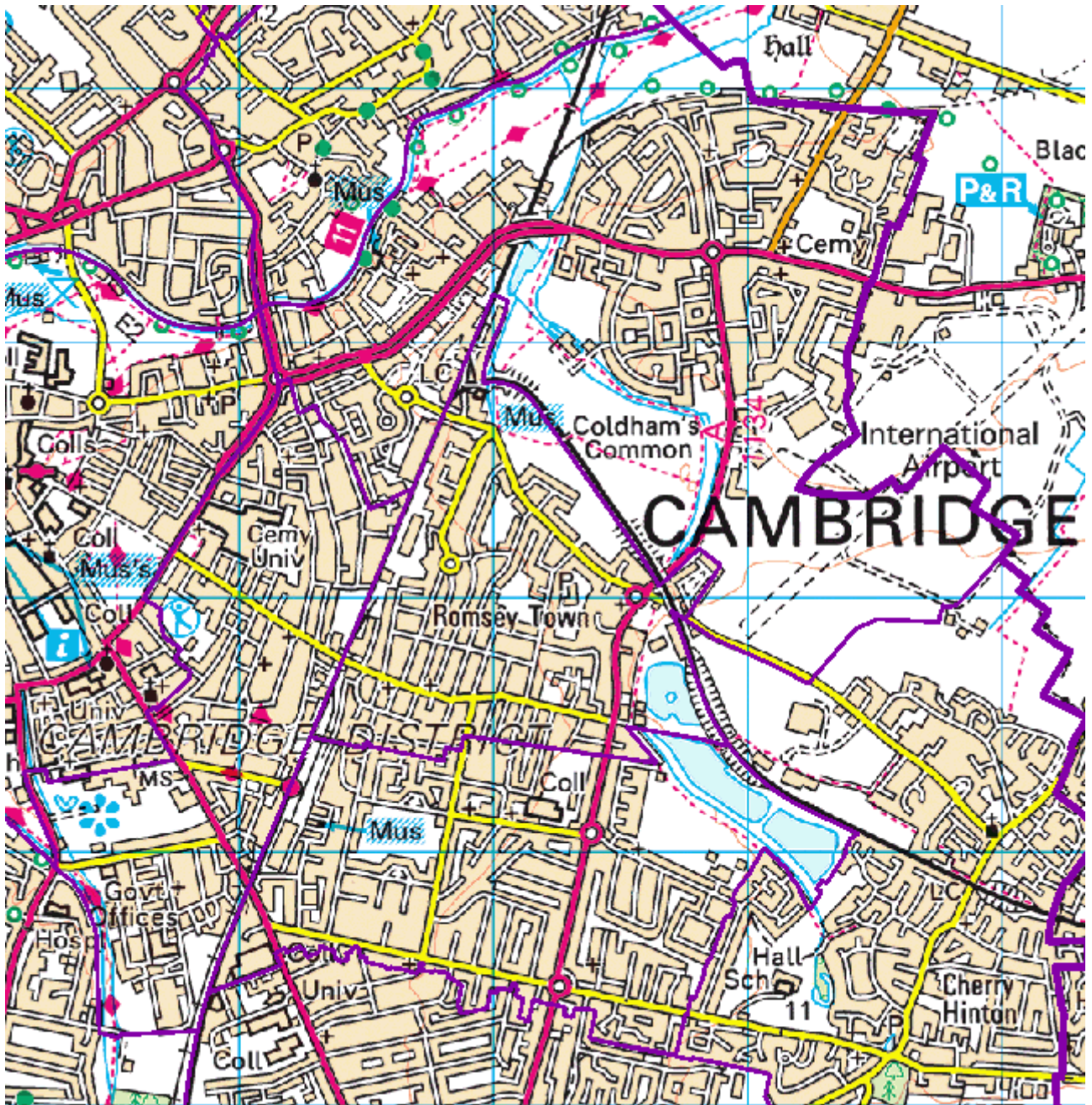
This report provides an overview of the council's Streets and Open Spaces, Environmental Health and Shared Waste service activity in the Area Committee area over the past six months.

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

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

## 2. East Area Profiles

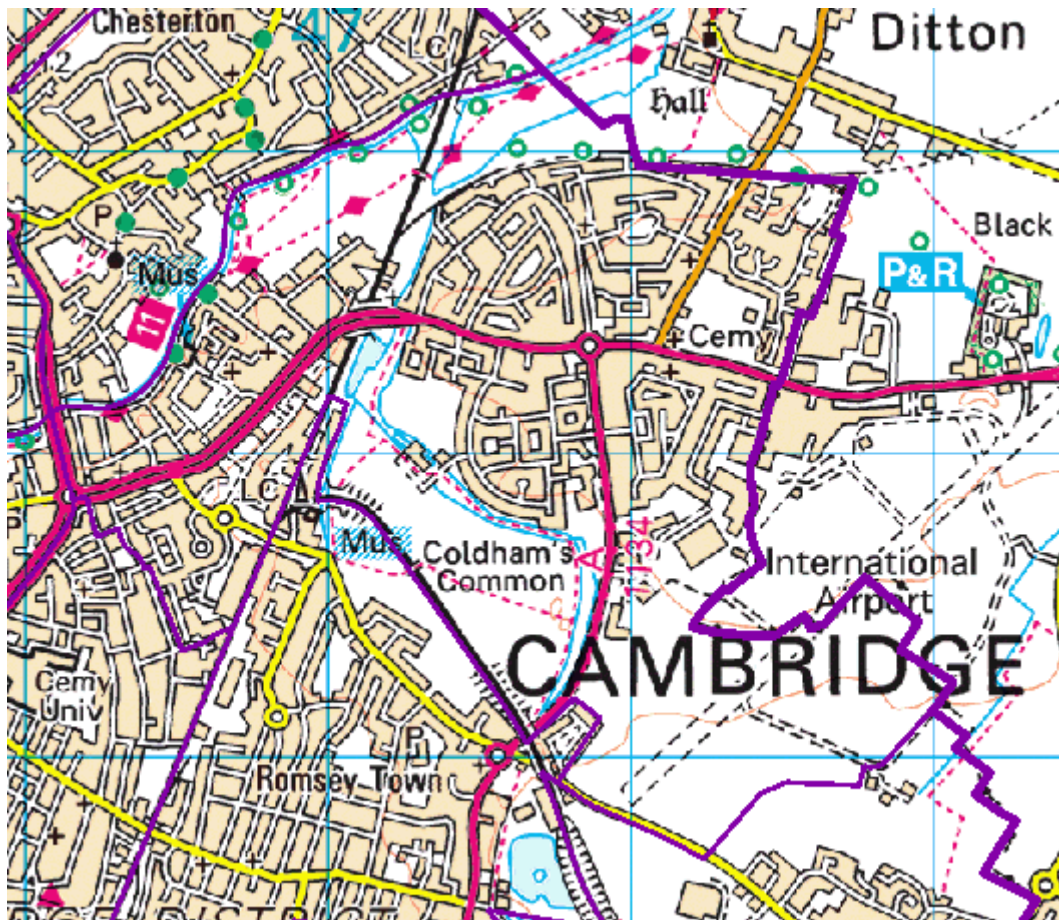
In this section an update of what teams have been doing in the previous six months is detailed.





## Ward Profile: Abbey

### Map



### Community Engagement team

Officers from the Community Engagement Team have undertaken various litter picks across the Abbey ward – including a litter pick at Abbey Pool / Coldhams Common and on Stourbridge Common as part of the Great British Spring Clean.

At Barnwell nature reserves the Community Engagement Team have organised a series of sessions to lay bark on the footpaths to improve their quality.

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

### Enforcement team

The area officer over the past six months has conducted regular patrols in this area, spending approximately 10 to 15 hours per week there. Over the past 6 months attention has been paid to Dennis Road, Ann's Road, Rachel Close and Helen Close as these areas are hot spot areas.





Officers have investigated twenty-two flytips in the ward, which resulted in five fixed penalty notices being issued and six cases are still ongoing. Two Community Protection Warnings have also been issued for waste management issues.

Abandoned vehicles – there have been eight reports of abandoned vehicles in the ward, one of which was removed by the council and subsequently destroyed.



There have been five cases of littering from a motor vehicle, with three cases issued a fixed penalty notice for littering and two cases are ongoing.

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



## Operations service

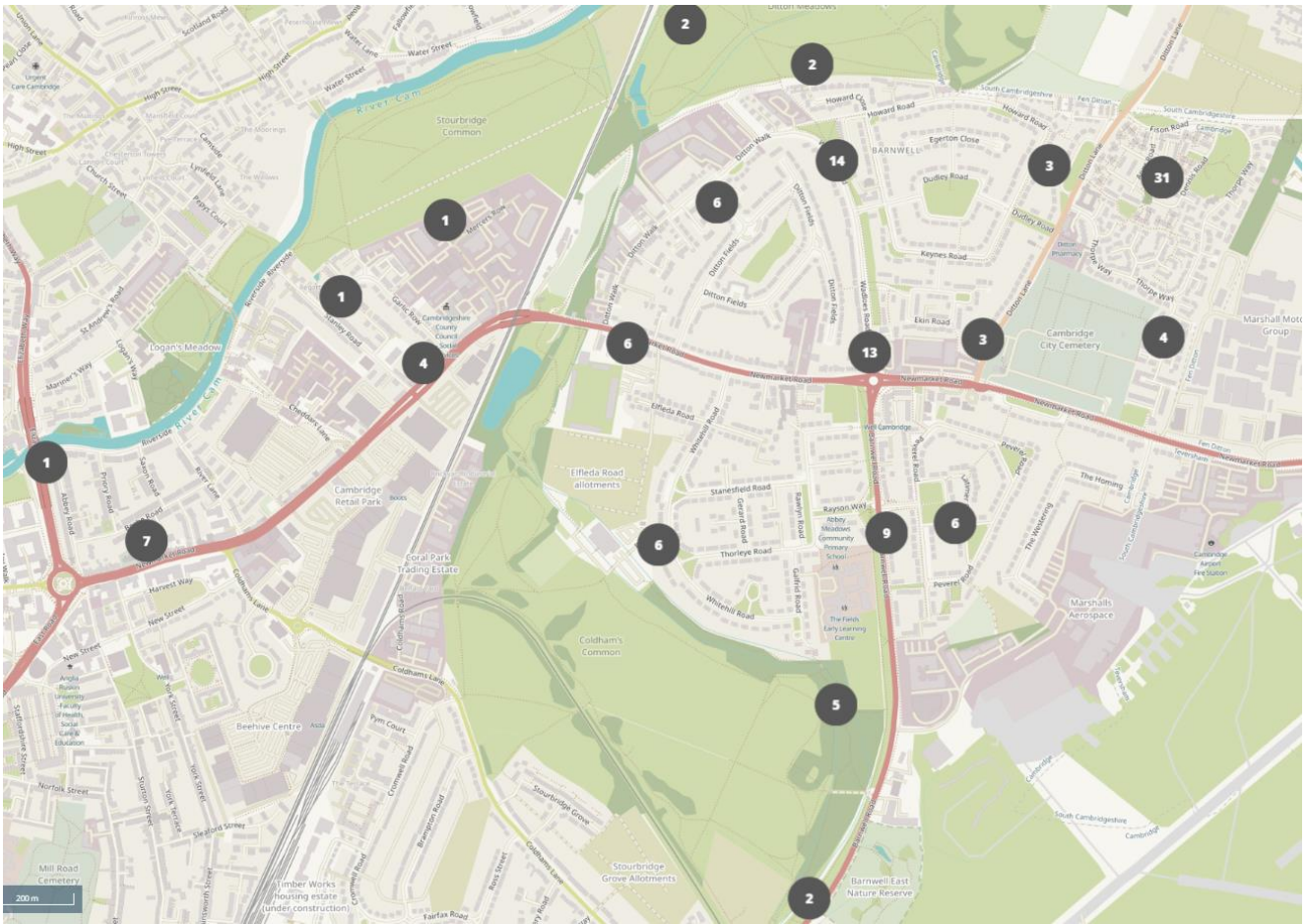
Operations have continued with the high level of focus to remove litter from the fast food and retail outlet hot spots across this area. The street cleansing team have been sweeping the main roads and residential areas of detritus, as per the ward schedule.

The team have been targeting areas that require deep cleaning and in need of attention by exception. The whole team have been working with the City Council Enforcement Officers to reduce the amount of fly-tipping across the ward, with Thorpe Way estate being identified as a particular hot spot.

Operatives have been busy cutting and maintaining grass verges and parklands with the ground's maintenance team. The team have completed pruning and maintenance of shrub beds across the highways and parks. Over the course of August, the ground's maintenance team will start preparing for and commencing hedge cutting.



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.



## Local Nature Reserves

At Barnwell West nature reserve brook improvements were undertaken, and volunteers helped with re-profiling the channel with gravel, creating pools and riffles to add diversity and increase oxygen levels in the brook. Approximately thirty volunteers were involved over a four-day period, and the work was carried out in partnership with Abbey People and Anglia Water.

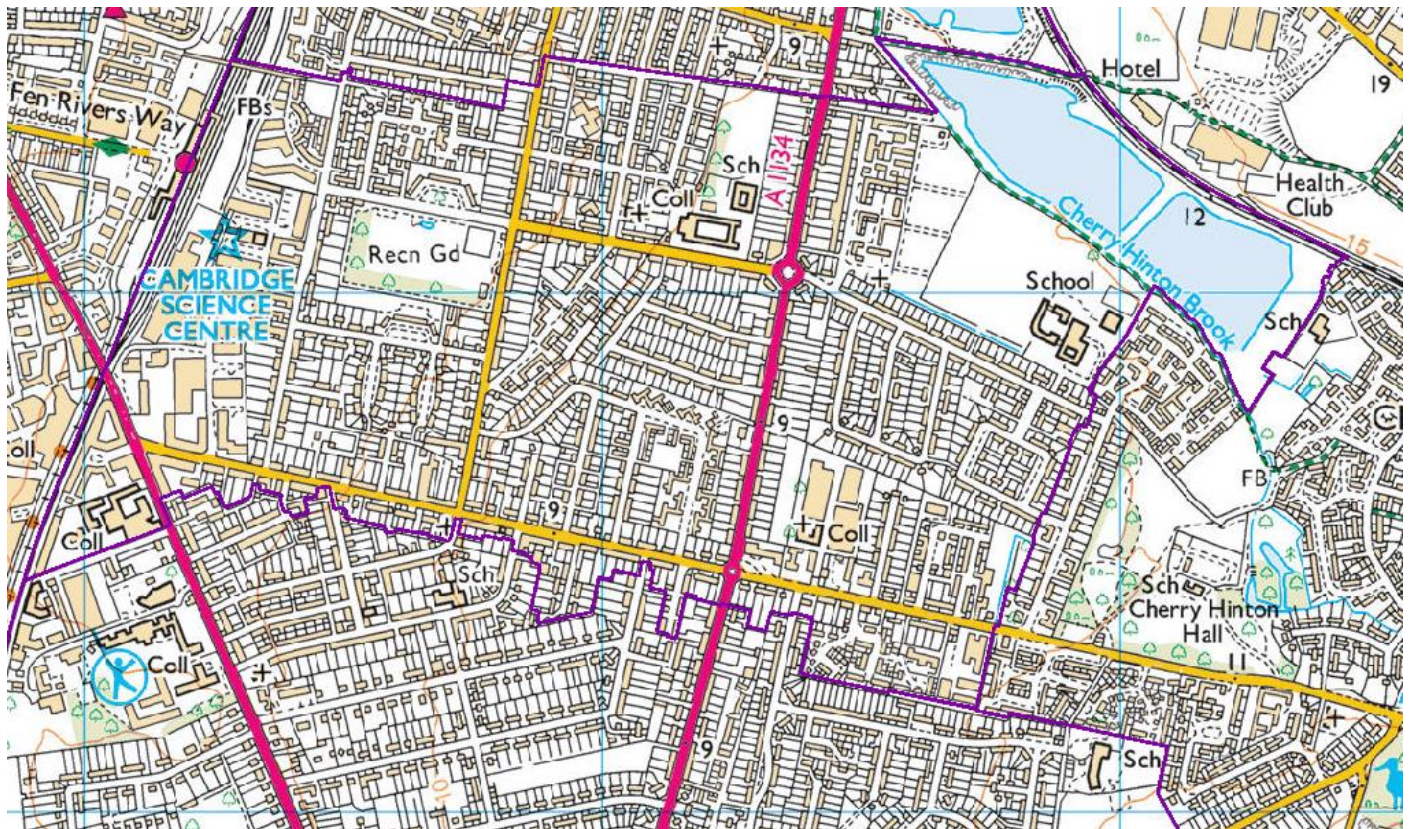


In addition, more than eighty varieties of native scrub were planted in the woodland next to Coldhams Brook to improve diversity and structure of the wood, this took place with ten volunteers over three days. . 10+ volunteers over 3 days.



## Ward Profile: Coleridge

### Map



### Community Engagement team

On Coleridge Recreation Ground several litter picks were completed by volunteers. Volunteers have also attended sessions to water trees over the summer month. A corporate group from Cambridge University also undertook a group litter pick. A corporate group from SOS Children's Villages undertook a day of work, and this included bench renovations and painted railings followed by a group litter pick.



Officers have started a monthly litter pick group for volunteers and local residents to meet on the first Sunday of each month.



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 patrols in the area spending approximately 5 to 7 hours per week.

### Fly tipping:

- In Coleridge during this reporting period, officers have had fifteen cases of fly tipping in total.
- Davy Road is a hotspot. The garage areas and the front grass area seem to be where waste is mostly dumped. This area is regularly patrolled and recently it has provided evidence relating to residents which is being investigated by officers. The waste ranging from cardboard, mattresses, and ovens. However, as in previous times due to the nature of the waste that is being dumped, officers have been unable to take any further action as there isn't the any available evidence.
- At the beginning of August, a clear up day was held for residents at Davy Road.
- Golding Road and Lichfield have also been fly tipping and several fixed penalty notices have been issued for various offences which include fly tipping and breach of household duty of care.



Littering is spasmodic, in total officers have had only four cases during this period. There was no pattern to the littering.

Abandoned vehicles: This is mainly because of a call to the Customer Service Centre or an email from a resident/member of the public, however, general patrols are undertaken regarding the issues of abandoned and untaxed vehicles. Officers work closely with estate managers and residents who are very vigilante. Officers have had a total of sixteen abandoned vehicles in this area. The majority have been claimed by the owners.

### Dog control:

- Budleigh Close: Fouling problem on communal grass area has been reported. The suspect was on this occasion identified and contact made in conjunction with Housing department. No further reports have been received.
- Coleridge Recreation Ground Play Area – this is a Dog Exclusion Area and officers received reports that dogs were being exercised inside the play area. The owner and the dog were not identified and continued monitoring of the area with regular patrols being conducted.
- Radekund Road – a stray dog was collected by this service. Taken to Wood Green and kennelled. Subsequently was reunited with owner.
- Davy Road – a stray dog was collected by this service. However, owner turned up at location and the dog and owner were reunited.

Going forward officers will continue to liaise with residents and working partners, proactively and reactively dealing with any issues that arise. Also, to undertake certain projects that hopefully will support the residents with certain environmental issues that occur daily.

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

### Operations Service

During this period, Operations have continued cutting and maintaining grass verges and recreation areas with the ground's maintenance team. The team have completed our pruning and maintenance of shrub beds across the highways and parks.

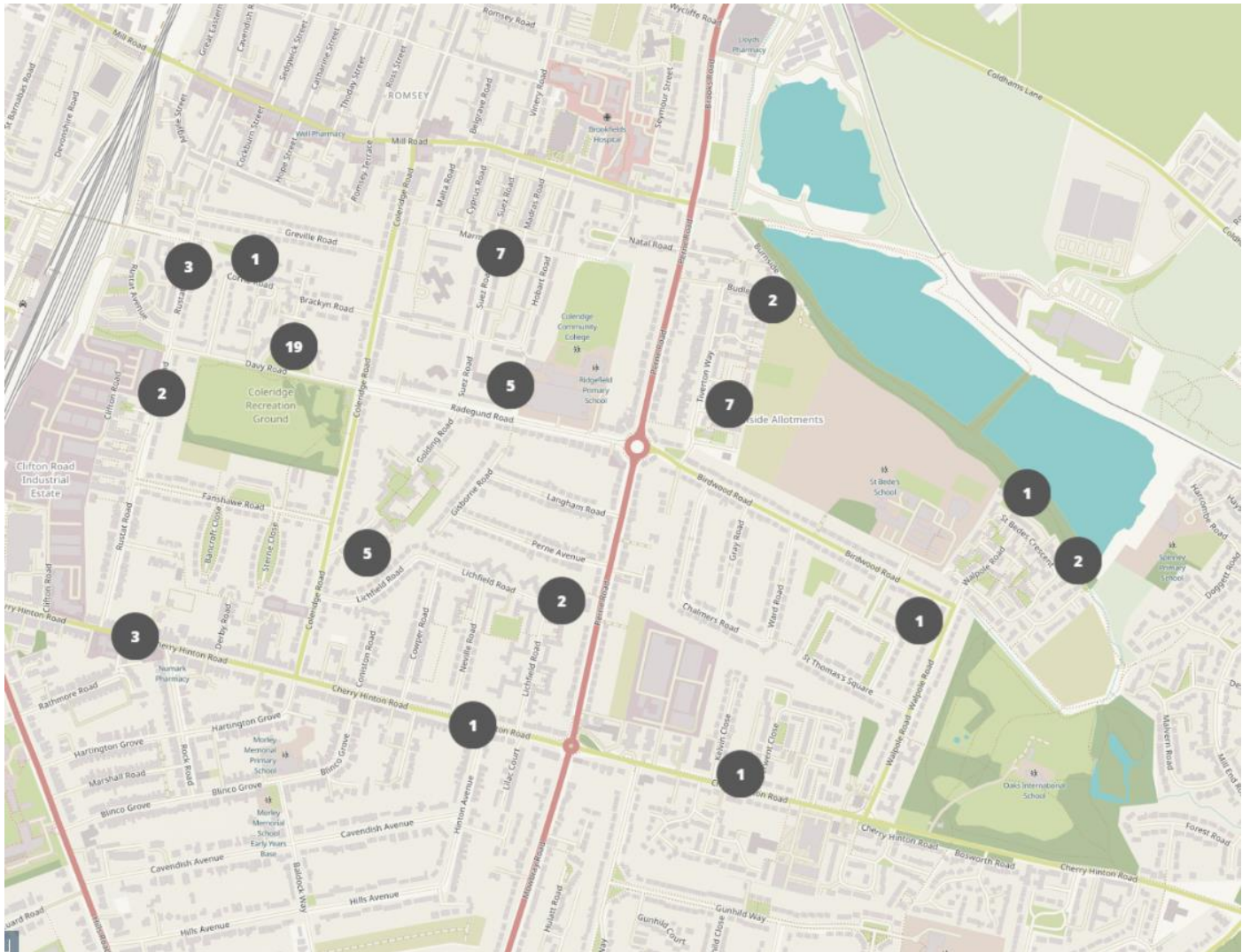
The street cleansing team have been sweeping all the main roads and residential areas of detritus, as per the ward schedule. The team have been targeting areas that require deep cleaning and in need of attention by exception. A high level of focus has been given to litter picking and cleanliness of Coleridge Recreation Ground and surrounding areas during this warm weather period.

The graffiti team have been tasked with the continual removal of affected street furniture, with Carter Bridge being identified as a specific hot spot. Over the course of August, the ground's maintenance team will start preparing for and commencing hedge cutting season.





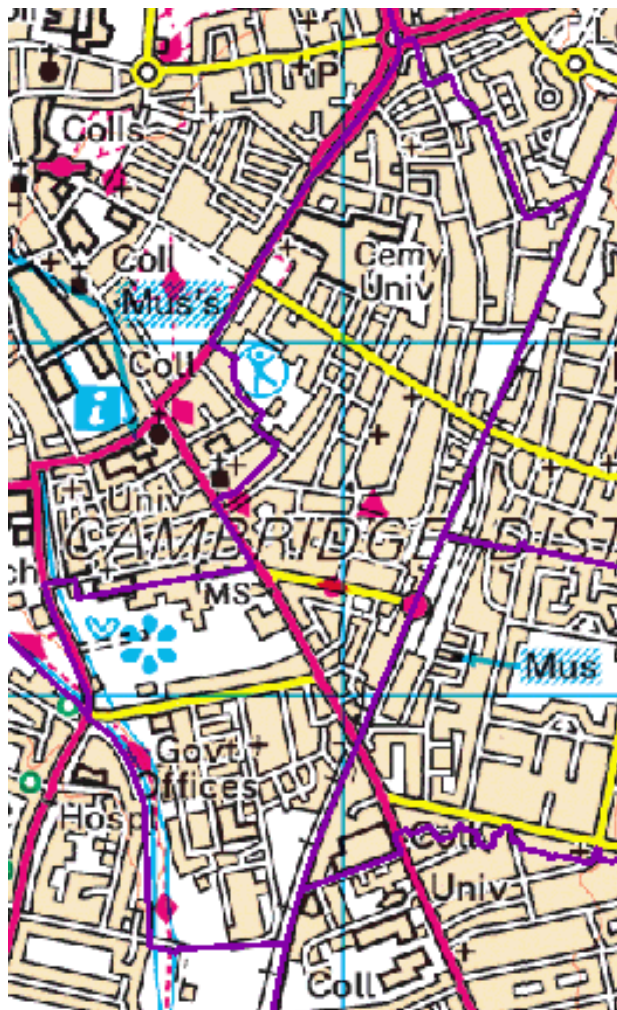
The hot spot map shows the numbers and locations of the flytips cleared within the last six-month period.



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: Petersfield

### Map



### Community Engagement team

In April, Community Engagement Officers and volunteers planted nine streets on the green by St Matthews Street / Road.

Volunteers have spent a day removing saplings from the avenue which were encroaching onto the access for pedestrians and cyclists. A corporate group from Brydell Partners attended a volunteer event in the cemetery, raking the mown grass for removal and undertook a litter pick.





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**

There are ongoing patrols within the ward relating to litter offences; during the period of March to August there were twelve incidents of littering from a motor vehicle, nine of which resulted in fixed penalty notices.

Two abandoned vehicles were investigated within Petersfield; both cases are currently ongoing and relate to vehicles at Devonshire Mews.

Ten investigations into commercial waste were undertaken in the period, which resulted in several different actions. The investigations were undertaken for either fly tipping or mis-managed commercial waste. Several businesses were given fixed penalty notices for breaching section 47 notices served on them.

There were over fifty-one investigations into domestic waste issues in the ward between March and August. Of these twenty-five resulted in fixed penalty notices being issued for littering domestic waste, fly tipping and breach of household duty of care and several cases are ongoing. Hot spots that the enforcement team investigated included Devonshire Road, Gwydir Street, Staffordshire Street, Mill Road and Tenison Road.





There were six cases of illegal advertising within the Mill Road and Gwydir Street area all of which were removed and resulted in warning letters to the suspects.

There were three cases of dog control reported including an attack on another dog in Brooklands Avenue, a request for dog signage at Hooper Street and an issue with dog fouling at Eagle Street that is ongoing.





One case of illegal camping was reported at Petersfield Recreation Ground, the occupants were served a notice and the tent was removed within 24 hours of the notice.

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

### **Operations service**

During this period, Operations have continued cutting and maintaining grass verges and park areas with our ground's maintenance team. The team have completed the pruning and maintenance of shrub beds across the highways and parks.

The graffiti team have been tasked with the continual removal of affected street furniture of graffiti and extinction rebellion fly-posters. Mill Road Cemetery has been identified as a specific hot spot for drug related paraphernalia and needles with the Rapid Response team making regular removals weekly.

The street cleansing team have been sweeping all the main roads and residential areas of detritus as per the ward schedule. The team have been targeting areas that require deep cleaning and in need of attention. Operations have continued with the high level of focus to remove litter from the retail hotspots across this ward.

The area has seen a significant increase of needles and drug related paraphernalia with Mill Road Cemetery and Gwydir Street toilets becoming a real concern.

Over the course of August, the ground's maintenance team will start preparing for and commencing the hedge cutting season of Petersfield.



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

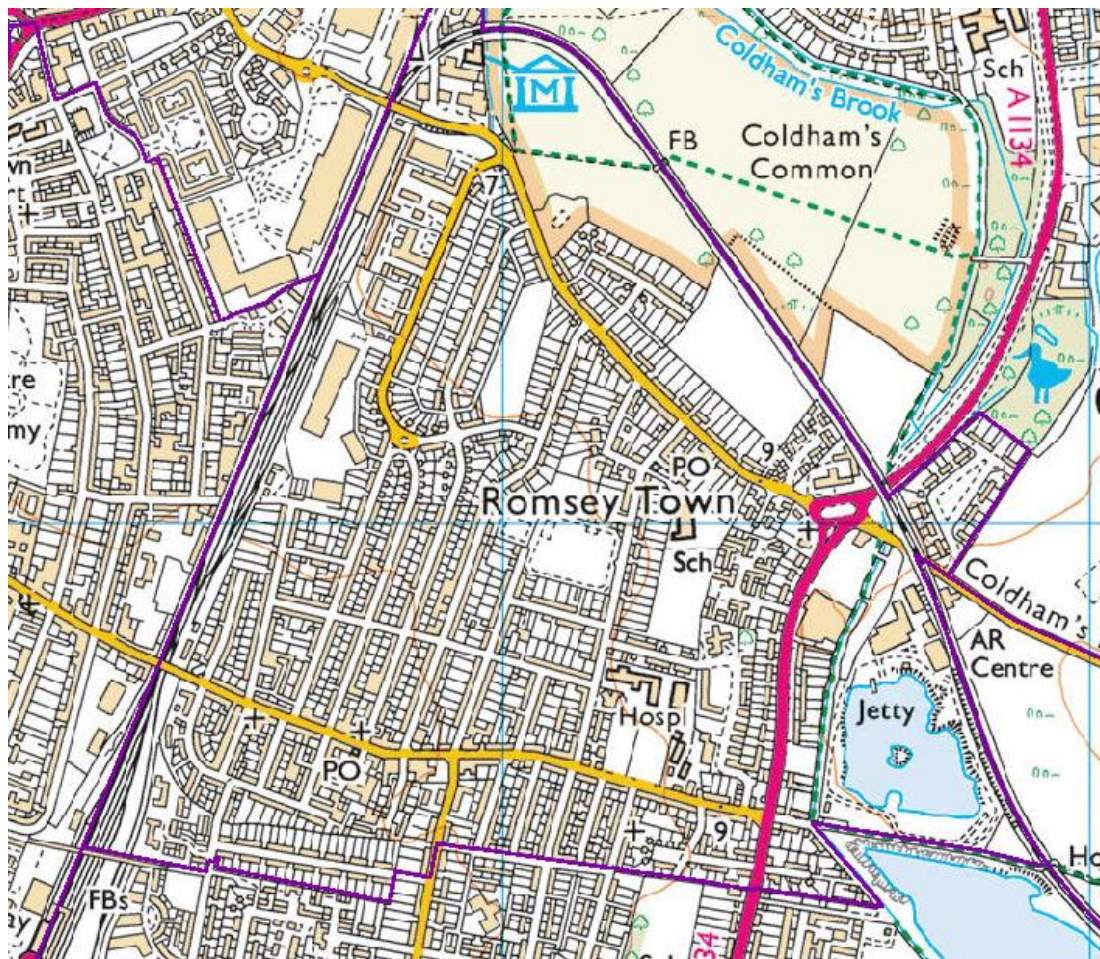


If you would like to report a cleansing or grounds maintenance issue, please visit our website and complete the relevant webform (found at <https://www.cambridge.gov.uk/street-and-park-maintenance>) or contact our Customer Service Centre.



## Ward Profile: Romsey

### Map



### Community Engagement team

The Community Engagement team have run several litter picks on the Romsey side of Coldhams Common. A corporate group from Analysis Mason completed a day of activities on the recreation ground including tree watering and litter picking.





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 patrols in the area spending approximately 8 to 10 hours per week.

Fly tipping: In all, we have had approximately eleven flytips across the ward including Marmora Road, Coldhams Lane, St Philips Road and Mill Road. By far the busiest are Marmora Road and Coldhams Lane. Since the litter bins were removed at Marmora Road, the situation with fly tipping seems to have improved. The same issue is reoccurring at Coldhams Lane by the litter bins. The waste is normally household domestic waste including pots and pans and other kitchen items.



23/08/2022 11:50:26

13/07/2022 06:42:38

Commercial waste: Only two commercial premises have been placed on a statutory notice relating to commercial waste (Section 47) in this area since the last reporting period. Officers are pleased to say that they are managing their commercial waste correctly so far.

Littering: Littering is spasmodic, in several fixed penalty notices were issued during this period. Of which evidence was gathered and fines issued. Two fixed penalty notices were issued for littering from a motor vehicle on Brooks Road. Also, educational advice was also given, and pocket cigarette ashtrays issued.

Abandoned vehicles: This is mainly because of a call to the Customer Service Centre or an email from a resident or a member of the public. However general patrols are undertaken regarding the issues of abandoned and untaxed vehicles. During this reported period there are three hotspots which are Fairfax Road (3), Great Eastern Street (2) and Wycliffe Road (2). In total officers have had twenty-two reports of abandoned vehicles in this ward. One registered keeper was issued with a fixed penalty notice for abandoning their vehicle. Officers constantly work closely with estate managers and residents who are very vigilant. Most of the vehicles have been claimed by the owners or on revisiting the location were no longer at the location on the follow up visits.

Dogs: During this reporting period officers have dealt with a stray dog in Brooks Road whilst on patrol. The dog was taken to Wood Green and kennelled and was subsequently claimed by its owner.

Going forward officers continue to liaise with residents and working partners, proactively and reactively dealing with any issues that arise. O

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

### **Operations service**

The whole team have been working with the City Council Enforcement Officers to reduce the amount of needle reports across Romsey with Vinery Road Recreational Ground being identified as particular hot spot.

The street cleansing team have been sweeping all the main roads and residential areas of detritus and completing deep cleaning as they go around the ward. The graffiti team have been tasked with the continual removal of affected street furniture, with Mill Road being identified as an area of concern.

Operatives have been busy cutting and maintaining grass areas with the ground's maintenance team. The team have completed the maintenance of shrub beds across the highways and parks. Over the course of August, the ground's maintenance team will start preparing for and commencing the hedge cutting season.





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



If you would like to report a cleansing or grounds maintenance issue, please visit our website and complete the relevant webform (found at <https://www.cambridge.gov.uk/street-and-park-maintenance>) or contact our Customer Service Centre.

## Community Engagement Team Updates

### Hedgehog Holes

The Community Engagement Team continues to work with Cambridge Hedgehogs to promote hedgehog holes and highways. The team can assist residents by cutting holes in fences to facilitate hedgehog movement between gardens.



To date the team have cut over forty new hedgehog holes across the city. Should residents wish to have a hedgehog hole cut they can email the Community Engagement Team at [sosvolunteers@cambridge.gov.uk](mailto:sosvolunteers@cambridge.gov.uk) who will make suitable arrangements.



## Greater Cambridge Shared Waste Service Update:

Greater Cambridge Shared Waste Service Updates for Cambridge (Covers the period of April to May 2022):

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

### 3. Environmental and Waste Data

#### Public Realm [East Area]

Period	Activity	Total number of incidents	Abbey	Coleridge	Petersfield	Romsey
March to Aug 2021	Fly tipping	309	126	58	56	69
March to Aug 2022	Fly tipping	415	126	62	125	102
March to Aug 2021	Needles	31	2 needles (2 instances)	2 needles (2 instances)	25 needles (7 instances)	2 needles (2 instances)
March to Aug 2022	Needles	9	3 needles (3 instances)	0 needles	4 needles (4 instances)	2 needles (2 instances)
March to Aug 2021	Fixed penalty notices	27	16	3	6	2
March to Aug 2022	Fixed penalty notices	80	14	4	53	9

#### 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:

- **Abbey:** In June one needle was found at Beche Road and one needle was found at Stourbridge Common. In July one needle was found in the toilets at Abbey Leisure, Pool Way.
- **Petersfield:** In April one needle was removed from East Road at the edge of St Matthews school. In May one needle was removed from Mackenzie Road, and in August one needle was removed from a bike basket on Guest Road and one needle from Queen Anne car park.
- **Romsey:** In March one needle was removed from Ross Street and in July one needle was removed from Seymour Street.

##### Fixed penalty notices:

Fixed penalty notices issued across the period includes six for littering, nineteen for domestic waste littered, fourteen for breach of household duty of care, two for business failing to provide waste transfer notice, two for dog control issues, five for breach of community protection notices, four for small scale fly tipping, eight for breach of commercial waste notice, five for abandoned vehicles and fifteen for littering from a motor vehicle.

**Private Realm [East Area]**

<b>Period</b>	<b>Activity</b>	<b>Investigations</b>	<b>Treatments Carried out</b>	<b>Informal Action / Written Warnings</b>	<b>Statutory Notices Served</b>	<b>Legal Proceedings</b>
<b>March to Aug 2021</b>	Pest Control	NA	136	NA	NA	NA
<b>March to Aug 2022</b>	Pest Control	NA	116	NA	NA	NA
<b>March to Aug 2021</b>	Refuse and waste complaints	5	NA	1	0	0
<b>March to Aug 2022</b>	Refuse and waste complaints	4	NA	1	0	0
<b>March to Aug 2020</b>	Other public health interventions <sup>2</sup>	21	NA	1	0	0
<b>March to Aug 2021</b>	Other public health interventions <sup>2</sup>	14	NA	1	0	0
<b>March to Aug 2022</b>	Noise complaints	143 <sup>3</sup>	NA	1	3	0
<b>March to Aug 2021</b>	Noise complaints	95	NA	1	2	2
<b>March to Aug 2021</b>	Private Sector Housing interventions	49 <sup>4</sup>	NA	1	3	1
<b>March to Aug 2022</b>	Private Sector Housing interventions	46	NA	1	1	0

<sup>1</sup> All complaints will generally have at least one such action.

<sup>2</sup> Other public health complaints include odour, smoke, bonfires, filthy and verminous

<sup>3</sup> Where multiple complaints have been received from one person these have only be counted as one complaint

<sup>4</sup> Please note this figure relates to investigation of reactive service request and does not include proactive inspections.

## Waste and Recycling Data [Great Cambridge Area]

### Recycling rate:

This is based total amount of recycling collected in blue and green bins. Waste is subject to seasonable fluctuations.

Activity	Q1 Apr-Jun 22/23
Total recycling rate	51.71%
Recycling rate – dry recycling	20.44%
Recycling rate – composting	31.56%
Amount collected for disposal	48.00%

### Number of collections completed as scheduled:

This shows the number of bins that were collected as scheduled (in number and a % and therefore the amount also missed).

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

## 4. Key contacts

Area	Contact	Telephone Number	Email
<b>Community Engagement</b>	Community Engagement Team	01223 458084	<a href="mailto:sosvolunteers@cambridge.gov.uk">sosvolunteers@cambridge.gov.uk</a>
<b>Local Nature Reserves Ranger</b>	Vic Smith	01223 458282	<a href="mailto:Victoria.Smith@cambridge.gov.uk">Victoria.Smith@cambridge.gov.uk</a>
<b>Enforcement (Coleridge, Petersfield, and Romsey)</b>	Tony Durman Bree Donovan Adrian Bastiani	01223 458282	<a href="mailto:enviocrime@cambridge.gov.uk">enviocrime@cambridge.gov.uk</a>
<b>Enforcement (Abbey)</b>	Bree Donovan Adrian Bastiani	01223 458282	<a href="mailto:enviocrime@cambridge.gov.uk">enviocrime@cambridge.gov.uk</a>
<b>Streets and Open Spaces Operations / Commercial</b>	Paul Jones	01223 458282	<a href="mailto:paul.jones@cambridge.gov.uk">paul.jones@cambridge.gov.uk</a>
<b>East Area Operations Team Leader</b>	Richard Woolman	01223 458282	<a href="mailto:richard.woolman@cambridge.gov.uk">richard.woolman@cambridge.gov.uk</a>
<b>Recycling Champions</b>	Birgitta Laurent	07525 213774	<a href="mailto:recycling.champions@scambs.gov.uk">recycling.champions@scambs.gov.uk</a>

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](http://www.cambridge.gov.uk). If you can't find what you are looking for, or want to discuss something with us, you can contact us on the details above or call 01223 457000.

## 5. Volunteer schemes

### Time Credits

You can earn Time Credits for your time as volunteer. Every hour of involvement with us earns you a 1-hour time credit – which can be spent in places like cinemas, gyms, swimming pools or music venues. The more time you give the more time credits you receive.

### Streets and Open Spaces Volunteers:

We're looking for volunteers to make the streets of Cambridge even cleaner, tidier, and more pleasant and to spread our motto 'A greener, cleaner city starts with you'. So, whether you're already part of an existing local group and want some additional support or you're an individual who feels strongly about these issues, then get in touch to take part. Our volunteers work to improve their local streets by taking action to keep them clean, tidy, and looking their best.

With the support of a dedicated Area Ranger, you'll be able to:

- Recruit other local people to help you in a project
- Organise events locally to promote cleaner streets: litter picks, ward walks etc.
- Have access to and use specialist equipment for removing graffiti and litter
- Take part in large city-wide events for volunteers
- Provide education to other members of the public
- Get involved with new volunteer roles/projects

As a volunteer you're free to suggest your own ideas and we will do our best to accommodate them. We don't expect you to give huge amounts of time to our projects, as a volunteer, we just hope you can commit some regular time each month to keep the project active and vibrant in the community.

To sign up or find out more visit our webpage <https://www.cambridge.gov.uk/streets-and-open-spaces-volunteers> or contact our Community Engagement Team on [sosvolunteers@cambridge.gov.uk](mailto: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@scamps.gov.uk](mailto:recycling.champions@scamps.gov.uk) or telephone 07525 213774.