

Environmental Report



Cambridge North Area February 2018 to July 2018

Contents

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 [North Area].....	7
Public Realm Data	12
Public Realm Enforcement [North Area]	12
Dog Warden Service [North Area].....	14
Operations cleansing data by ward [North Area].....	15
Waste and Recycling Data [City wide]	18
6. Environmental Community and Proactive Works: Previous	20
7. Environmental Volunteers	24
8. Key contacts	25
Officers.....	25
Issues.....	26
9. Resources.....	27
10. Appendices	

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 North Area Committee. The report identifies the reactive and proactive service actions undertaken in the previous year, 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 North Area for the upcoming period commencing September 2017 onwards.

Continuing priorities*

Number	Priority details
1	Enforcement patrols to tackle fly tipping on communal archways and green areas at Minerva Way area (including Augustus Close, Hercules Close, Neptune Close and Apollo Way), Arbury Court, Hazelwood/Molewood Close area, Church Street recycling centre, <i>Crathern Way / Cameron Way, Cockerel Road, Dundee Close and Sackville / Aragon Close recycling areas</i>
2	Patrols to address dog fouling on <i>Chesterton Recreation Ground and Molewood / Hazelwood Close area</i> including early mornings, evenings and weekends

New priorities

Number	Priority details
3	Enforcement patrols to tackle abandoned vehicles across the East Chesterton ward
4	Enforcement patrols to deal with illegal camping at Logan's Meadows

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.

<p>Priority 1</p>	<p>Enforcement patrols to tackle fly tipping on communal archways and green areas at Minerva Way area (including Augustus Close, Hercules Close, Neptune Close and Apollo Way), Arbury Court, Nicholson Way area (including Albemarle Way, Hanson Court and Walker Court) Hazelwood/Molewood Close area, Church Street recycling centre and Edgcombe/ Cadwin field area and Maitland / Mortlock area.</p>
<p>Action Taken</p>	<p>Minerva Way area (including Augustus Close, Hercules Close, Neptune Close and Apollo Way)</p> <ul style="list-style-type: none"> • Approx 5hrs per week spent on patrol time. Several counts of domestic waste with no evidence, 1 case of repeat offender awaiting Magistrates Court hearing <p>Arbury Court:</p> <ul style="list-style-type: none"> • Monitored on a daily basis due to location and recycling point is regularly missused. Bins predominantly contaminated with overflowing waste. Large number of inspections with no suspect identified. One case of repeat offender pending further investigations <p>Crathern Way/Cameron Road</p> <ul style="list-style-type: none"> • Reduction in reports of fly tipping, approx. 3 hrs. per week spent on patrol time. No on-going investigations. <p>Hazelwood/Molewood Close</p> <ul style="list-style-type: none"> • Approx 5hrs per week spent on patrol time. Rarely any waste issues found at Hazelwood Close, mainly at Molewood Close. Several cases investigated but no enforcement action due to lack of evidence. <p>Cockerel Road Flats</p> <ul style="list-style-type: none"> • Approx. 5 hours a week spent on patrol time, 6 counts of fly tipping but no pending investigations. Aware of ongoing ASB issues in the area from housing, would like to look at working further with housing to solve bin issues. Often reports of bin chutes being blocked. <p>Sackville/Aragon Close recycling points</p> <ul style="list-style-type: none"> • Approx 5hrs per week spent on patrol time. Total of 14 investigations, lack of evidence and no pending enforcement actions. Fly tipping mainly occurring at Aragon Close, I have noticed that there appears to be a reduction in the number of fly tips at Sackville Close <p>Dundee Close</p> <ul style="list-style-type: none"> • 1 incident of fly-tipping and 1 x ABV. The fly-tipping was detected and dealt with by way of fixed penalty notice. With the new building works in the area Dundee close appears to have improved and it is recommended this priority is removed. <p>Logan's meadow</p> <ul style="list-style-type: none"> • There have been six incidents relating to camping, in all cases the tents were removed by the owners after intervention from enforcement officers. It is recommended that this priority continues.

Current Situation:	Ongoing
Priority 2	Patrols to address dog fouling on Perse Way area including early mornings, evenings and weekends
Action Taken	<ul style="list-style-type: none"> Continued monitoring over this period by dog warden and enforcement team. <u>Recommend that this priority continues.</u> 1 x FPN issued for dog fouling and one incident of fly tipping over this period.
Current Situation:	Ongoing

Other issues:

5. Environmental Data

Private Realm [North Area]

North
(Arbury, Kings Hedges,
East and West
Chesterton)

Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Simple Cautions	Legal Proceedings	Comment
Noise Complaints	248**	na	1	3	0	1	*All complaints will generally have at least one such action.
Refuse/Waste Complaints	6	na	0	0	0		*All complaints will generally have at least one such action.
Other public health complaints	19	na	0	1	0	0	*All complaints will generally have at least one such action.
Private Sector housing interventions	67	na	0	0	0	0	*All complaints will generally have at least one such action.
Pest Treatments		137	na	na	na	na	

**
Where multiple complaints
have been received from
one person these have
only be counted as one
complaint



No.	Details / Type of Noise	Please note due to how we record details we cannot get an exact count for types of noise
-----	-------------------------	---

Alarm

alarm

Alarm Noise

Audible Alarm

banging

Banging and drilling.

Banging and loud music

Banging noise.

barking dog

building works

fire alarm

Car alarm

cars engine

cockerel noise

Banging/stamping.

banging

construction noise

demolition and
construction work carried
out on Sunday

DIY Noise

Dog barking

dog barking

dog barking

dogs barking

Early morning deliveries

extractor / chiller noise

extractor fan

fire alarm at property

Full details of your complaint:

Full details of your complaint: Loud Voices

Full details of your complaint: People Noise

Full details of your complaint: Loud voices and door
slamming.

Full details of your complaint: Noisy
Vehicle

loud banging and loud voices

Loud Banging and Voices

Loud drilling construction
works

loud music

Loud music

loud music / delivery noise

loud music and banging

loud music and loud voices

loud music and voices

loud music loud voices
and banging

Loud music.

loud noise

Loud Parties

Loud shouting and
banging

Loud TV

loud voices

loud voices and banging

loud voices and dog barking

loud voices and shouting

Loud voices

noise from generator

noisy cooling unit

noisy generator

Residential Noise Complaints

screaming and shouting

shouting

shouting, loud voices and dog barking

Stomping, banging and loud voices

swearing and shouting

Public Realm Data

Public Realm Enforcement [North Area]

Period	Activity	Investigations	Written Warnings	Statutory Notices	Fixed Penalty Notices	Simple Cautions	Legal Proceedings
Feb 2018 to July 2018	Abandoned vehicles	51	N/A	N/A	0	0	1
Aug 2017 to Jan 2018		71			2	0	0
Feb 2018 to July 2018	Nuisance vehicles [†]	0	0	N/A	0	0	0
Aug 2017 to Jan 2018		0	0		0	0	0
Feb 2018 to July 2018	Derelict cycles	31	N/A	N/A	N/A	N/A	N/A
Aug 2017 to Jan 2018		31					
Feb 2018 to July 2018	Domestic waste	111	3	0	5	0	2
Aug 2017 to Jan 2018		71		0		0	
Feb 2018 to July 2018	Trade waste	3	3	0	0	0	0
Aug 2017 to Jan 2018		5	4	0	0	0	0
Feb 2018 to July 2018	Litter	2	0	0	2	0	0
Aug 2017 to Jan 2018		3	0	0	1	0	0
Feb 2018 to July 2018	Illegal camping	8	N/A	4	N/A	0	0
Aug 2017 to Jan 2018		2		2		0	0
Feb 2018 to July 2018	Illegal advertising	1	1	N/A	0	0	0
Aug 2017 to Jan 2018		5	5		0	0	0

[†] 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 51 abandoned vehicles reported, the majority were removed by their owners, or claimed within 7 days, 26 7day notices were issued and warning letters were sent to registered keepers of vehicles, of the remaining vehicles, 4 were seized, of these 3 were claimed and 1 was destroyed
- 31 derelict cycles were removed from across all four wards. The number of cycles removed as abandoned in the North area usually varies between 30 to 50 annually.
- There were 91 domestic waste investigations conducted in the area, the majority of which was waste littered and fly tipped at recycling centres, bin stores and communal land across the area. Of the investigations conducted, three fixed penalties were issued for littering and fly tipping and one prosecution case.
- There were six cases of trade waste investigated in the North area; in three cases a written warning was issued.
- There was four cases of illegal advertising, of which all were illegally placed estate agents boards, which were subsequently removed by the council, the estate agents responsible have been issued with fixed penalty notices
- There were eight cases of illegal camping investigated at Logan's Way. four camps were served with a notice and were removed by the owner within the 24 hour notice period.

Dog Warden Service [North Area]

Stray dogs

Period	Activity	Number of cases	Rehomed	Destroyed	Claimed	In Kennels	Comment
Feb 2018 to July 2018	Stray dogs	28	6	0	6	0	16 other stray dog calls were received, but the dogs were collected by their owner before the dog warden attended
Aug 2017 to Jan 2018		22	4	1	12	5	Seven 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
Feb 2017 to July 2017	Dog control orders: Fouling	3		0	0	0	0
Aug 2017 to Jan 2018		7	0	0	0	0	
Feb 2017 to July 2017	Dog control orders: Exclusion	0	0	0	0	0	0
Aug 2017 to Jan 2018		0	0	0	0	0	0
Feb 2017 to July 2017	Dog control orders: Leads	0	0	0	0	0	0
Aug 2017 to Jan 2018		0	0	0	0	0	0
Feb 2017 to July 2017	Other dog complaints [‡]	9	0	0	0	0	0
Aug 2017 to Jan 2018		11	0	0	0	0	0

[‡] 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 (North Area)

Activity	Period	Total number of incidents	Ward				Comments
			Arbury	East Chesterton	Kings Hedges	West Chesterton	
Fly-tipping	Current period		69	43	105	35	
	Previous year		53	32	207	16	
Offensive graffiti [§]	Current period		0	1	3	2	
	Previous year		1	0	1	0	
Detrimental graffiti ^{**}	Current period		18	4	11	19	
	Previous year		4	12	22	18	
Needles	Current period		10 instances – 98 needles	3 instances – 328 needles	3 instances – 1525 needles	6 instances – 200 needles	
	Previous year						

Summary of cleansing data:

Summary of fly-tipping reports:

- There were 105 instances of Fly tipping in August 2017 to January 2018 in Kings Hedges ward in comparison to 207 in August 2016 to January 2017.
- There were 35 instances of fly tipping in West Chesterton ward in August 2017 to January 2018 compared to 16 in August 2016 to January 2017.
- 58 of the 105 instances in Kings Hedges ward were on Council land.
- 77 of the 105 instances in Kings Hedges ward were general Household waste.

Summary of Graffiti reports:-

[§] 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.

^{**} 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.

Offensive Graffiti:

- A mixture of swear words & offensive symbols were removed from a wall on Church Street in East Chesterton ward in October 2017.
- Offensive wording was removed from a wall on Hawkins Road in Kings Hedges ward in November 2017.
- Various pieces of Offensive wording graffiti were removed from a wall on Nuns Way Pavilion that referred to an individual in October 2017.
- Offensive pictures & wording were removed from Nuns way recreation ground in Kings Hedges ward in September 2017.
- Large offensive wording was removed from a wall on Victoria Avenue in West Chesterton ward in December 2017.
- Offensive wording was removed from the recreation area in Woodhead Drive in West Chesterton ward in August 2017.

Detrimental Graffiti:

- The volume of detrimental graffiti in Arbury ward in August 2017 to January 2018 was 18 instances compared to 4 in August 2016 to January 2017.
- 7 of the 18 instances in Arbury ward were in Cockerel Road.
- 3 of the 19 instances in West Chesterton ward occurred in Elizabeth Way.
- 11 of the 19 instances in West Chesterton ward occurred in Victoria Avenue.

Summary of needle reports:-**Arbury**

- 2 needles were removed from a passageway in Rutland Close in Arbury ward in January 2018
- 2 needles were removed from at rear of St Giles church on Chesterton Lane in Arbury ward in November 2017.
- 2 needles were removed from the communal garden at Francis Darwin Court in Arbury ward in October 2017.
- 3 needles were removed from a wall near the co-op on Histon Road in Arbury ward in September 2017. -
- 70 needles were removed in two instances (35 in each) from to the rear of Chesterton Mill in French's Road in Arbury ward in July & September 2017
- 2 needles were removed from near the play area in Histon Road in Arbury ward in August 2017.
- 1 needle was removed from a bin store at Richard Newcombe Court in Rackham Close in Arbury ward in August 2017.
- 12 needles were removed from a flower bed in Bateson Road in Arbury ward in August 2017.
- 4 needles were removed from a bin on Histon Road recreation ground in Arbury ward in August 2017.

East Chesterton

- 7 needles were removed from a bin store in Fitzgerald Place in East Chesterton ward in January 2018.
- 320 needles were removed from the rear of Manfield Court in Church Street in East Chesterton ward in January 2018.
- 1 needle was removed from the recreation area at Church street in East Chesterton ward in August 2017

Kings Hedges

- 1000 needles (an estimated figure) were removed from a property clear (void property) at Campkin Road in Kings Hedges ward in January 2018.
- 25 needles were removed from a property clear (void property) at Minerva Way in Kings Hedges ward in October 2017.
- 500 needles were removed from a property clear at Larkin Close in Kings Hedges ward in September 2017.

West Chesterton

- 1 needle was removed from Cutter Ferry Path in West Chesterton ward in November 2017.
- 180 needles were removed from a Temporary Housing property on Elizabeth Way in West Chesterton ward in October 2017.
- 2 needles were removed from under Victoria Avenue Bridge in West Chesterton ward in October 2017.
- 2 needles were removed from the garage area at Chestnut Grove in West Chesterton ward in August 2017.
- 1 needle was removed from a property at Carlton Way in West Chesterton ward in August 2017.
- 14 needles were removed from under the bridge at Midsummer Common in West Chesterton ward in August 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%				RWW
Recycling rate – composting	32%	32.3%				RWW
No of press releases issued		4				IO/VL
No of 2 nd blue bins delivered	100	152				RWW
No of 2 nd Green bins delivered	1042					RWW
No. of black bins changed from standard to small	25	14				RWW
No of events attended	9	10	4			RWW
No of people spoken to	920	550	400			RWW/BL
No of Kitchen Caddies given out	576	698	200			RWW
No of Recycling Champions (RC) at events	31	22	10			BL
No of new RC recruited	1	3	4			BL
Amount of rubbish/recycling collected at events (tonnes)						RWW
No of community/school visits to AmeyCespa	20	10	11			RWW

Campaign Information (Operational Plan update)
(to cover any note-worthy points from above figures)

Events attended

05/04/2017	16.00-17.30	Hanover and Princess Court Community Rom	Community Safety Surgery Talk on recycling for Cambridge Commonwealth, European & International Trust
05/05/2017	19.30-20.30	53-54 Sidney Street	Strawberry Fair
03/06/2017	12:00-17:00	Midsummer Common	Arbury Carnival
10/06/2017	10:00-17:00	Arbury rec	Chesterton Festival
17/06/2017	13:00-17:00	Pye Rec	Ekin Road CAD
22/06/2017	09:00-14:00	Ekin Road	
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

Summary of Waste and Recycling Data

At Coleville, Lichfield and Ekin Road: **5,520kg** of general waste plus **2,660kg** of wood

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

Thorpe Way residents cleared out **60kg** of green waste. **383kg** of general waste. **660kg** of domestic appliances. **980kg** of metal

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 August 2017 and February 2018:

Community and volunteer works:

A team of SOS volunteers and recycling champions helped at The Ship Community Action Day in September, assisting with the Bring and Take stall and talking to potential volunteers about how they can get involved. We have several volunteers in the area who do regular litter picks and report environmental issues for action.

Community Payback works:

Community Payback have completed around 26 jobs in the North of the city since August 2017.

Some of which include 6 x garden clearances, a regular litter pick of the guided busway and pedestrian walkways at Discovery Way:



Guided busway litter pick:

Clearing debris and overgrowth from the passageways in Kendal Way over several weeks. Example of works carried out:



Kendal Way passageway before :

Kendal Way passageway after:

Payback team completed an amazing job of cutting back overgrown hedges, weeding, edging and cleaning at the Nun's Way Pavilion, following a nomination from the Centre Manager.



Nun's Way Pavilion after images:

Two teams completed a big clearing and cutting back session on the pedestrian walkways at Discovery Way:



Discovery Way before:



Discovery Way after:

Community Action Clean-Up Days

Several clean up days were supported by City Rangers, Community Payback teams and SOS Volunteers, including The Ship, Kingsway, Ekin Road, Buchan Street and Hawkins Road.

Proactive works:

City Rangers have removed the recycling centres from 6 sites in the North area, clearing away fly tips and cleaning the areas after the fencing was removed.

Upcoming works:

We are currently assessing several *garden referrals* in the North, which we hope to schedule in the next few weeks before the bird nesting season starts.

Arbury Community Centre Community Action Day is being supported by a team of Community Payback, SOS Volunteers, Recycling Champions and City Rangers on Saturday 17 February. We have a clothes swap shop, Bring and Take stand, a Repair Café and we have a bulky items collection service for residents unable to remove unwanted items themselves. We have several Skips for local residents to get rid of their unwanted items and waste, which have been donated free of charge by Veolia Services.

www.circularcambridge.org/fix-fest



SAT 17 FEB, 10AM – 2PM **ARBURY BULKY WASTE COLLECTION** **AND WASTE DROP-OFF DAY**

For one day, Arbury Community Centre will be a hub for swapping, repairing, recycling and getting your unwanted items dealt with.

Volunteers

Time Credits, and Open Spaces Volunteers:

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.

We're looking for volunteers to make the streets of Cambridge even cleaner, tidier and more **Streets** 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 call on **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.

To become a recycling champion please contact the Recycling Coordinator Birgitta Laurent at birgitta.laurent@cambride.gov.uk or telephone 01223 458 240.

6. 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)	Nick Kester (acting manager)	01223 457095	nicholas.kester@cambridge.gov.uk
North Area Ranger: Joe Obe	City Rangers	01223 458282	cityrangers@cambridge.gov.uk
Public Realm Enforcement (Arbury and Kings Hedges)	Lisa Lowndes	01223 458062	streetenforcement@cambridge.gov.uk
Public Realm Enforcement (East and West Chesterton)	Jamie Lambert	01223 457845	
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

7. Resources

The following are suggestions that members of the North 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 is available for each ward, as follows:

Ward	Bins used	Bins available for installation
Arbury	9	1
East Chesterton	13	1
Kings Hedges	11	1
West Chesterton	6	1

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
West Chesterton	Bateson Road (near to school)	December 2014	
West Chesterton	De Freville Avenue (Chesterton Road bus stop)	December 2014	
West Chesterton	Chesterton Road (near Old Spring)	December 2014	
West Chesterton	Gilbert Road (junction with Milton Road)	March 2015	
West Chesterton	Milton Road (bus stop by Downhams Lane)	December 2015	
West Chesterton	Chesterton Road	December 2015	
Kings Hedges	Kendal Way	December 2014	
Kings Hedges	St Kilda's Avenue (near new bench)	December 2014	
Kings Hedges	Kings Hedges Road (bus stop near Woodhouse Way)	July 2015	
Kings Hedges	Kings Hedges Recreation Ground (by learner pool)	October 2015	
Kings Hedges	Kings Hedges Recreation Ground (near to Woburn Close)	October 2015	
Kings Hedges	Hanson Court	September 2015	2 sets of bins
Kings Hedges	Kings Hedges Road (near to Buchan Street shops)	September 2015	
Kings Hedges	Markham Close (junction of Lavender Road)	September 2015	
Kings Hedges	Hawkins Road (Atkins Road end)	September 2015	
Kings Hedges	Campkin Road (near to bus stop by community centre)	September 2015	
Arbury	Frenches Road (near school cut through to Harvey Goodwin Avenue)	December 2014	
Arbury	Roseford Road (at Perse Way junction)	December 2014	

Arbury	Acton Road (at Perse Way junction)	December 2014	
Arbury	Chesterton Lane (near to Clare Colony)	June 2015	
Arbury	Carlton Way (junction with Hall Farm Road)	June 2015	
Arbury	Chesterton Lane (outside Cripps Court)	August 2015	
Arbury	Verulam Way (through to Aylesborough Close)	September 2015	
Arbury	Alex Wood Road	January 2017	
Arbury	Roland Close	December 2016	
East Chesterton	Hailing Way	March 2015	
East Chesterton	Evergreens (at the end of the road)	December 2014	
East Chesterton	Echo House	December 2014	
East Chesterton	Kinross Road	December 2014	2 sets of bins
East Chesterton	Edinburgh Road	December 2014	
East Chesterton	Green End Road (near Grumpys)	March 2015	2 sets of bins
East Chesterton	Green End Road (between Sherbourne Close and Co-op)	December 2014	
East Chesterton	Cowley Road (near bridge)	July 2015	
East Chesterton	Sherbourne Close	February 2015	
East Chesterton	Laxton Way (near to school entrance)	December 2016	
East Chesterton	High Street (Water corner next to bus stop)	December 2016	

Dog bin provision

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

Ward	Bins used	Bins available for installation
Arbury	5	1
East Chesterton	3	1
Kings Hedges	4	1
West Chesterton	0	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
Kings Hedges	Campkin Road (Hawkins Road green area)	December 2014	
Kings Hedges	Buchan Street (Callander Close area)	March 2016	
Kings Hedges	Larkin Close	March 2016	
Kings Hedges	Augustus Close	August 2016	
East Chesterton	Pyes Pitch	May 2015	
East Chesterton	Union Lane (junction with Milton Road)	December 2014	
East Chesterton	Logan's Meadow	December 2014	
Arbury	Bateson Road (near green space)	September 2015	
Arbury	Perse Way (footpath through to	September 2015	

	Ferrars Way)		
Arbury	Perse Way (footpath through to Cockerel Road)	September 2015	
Arbury	Hall Farm Road	September 2015	
Arbury	Fortescue Road	February 2017	

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
Arbury	0	10
East Chesterton	2	10
Kings Hedges	1	10
West Chesterton	0	10



