

# Environmental Report



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

**Period of: February to July 2019**

## Contents

|   |    |
|---|----|
| 1. Introduction .....                                 | 3  |
| 2. West / Central Area Profiles .....                 | 4  |
| Ward Profile: Castle.....                             | 5  |
| Ward Profile: Market.....                             | 8  |
| Ward Profile: Newnham.....                            | 13 |
| Greater Cambridge Shared Waste Service Update: .....  | 16 |
| S.C.R.A.P Fly Tipping Campaign .....                  | 17 |
| 3. Environmental and Waste Data .....                 | 18 |
| Public Realm [West / Central Area] .....              | 18 |
| Private Realm [West / Central Area].....              | 20 |
| Waste and Recycling Data [Great Cambridge Area] ..... | 21 |
| 4. Key contacts .....                                 | 23 |
| 5. Volunteer schemes .....                            | 24 |
| Time Credits .....                                    | 24 |
| Streets and Open Spaces Volunteers: .....             | 24 |
| Recycling Champions: .....                            | 24 |

# 1. Introduction

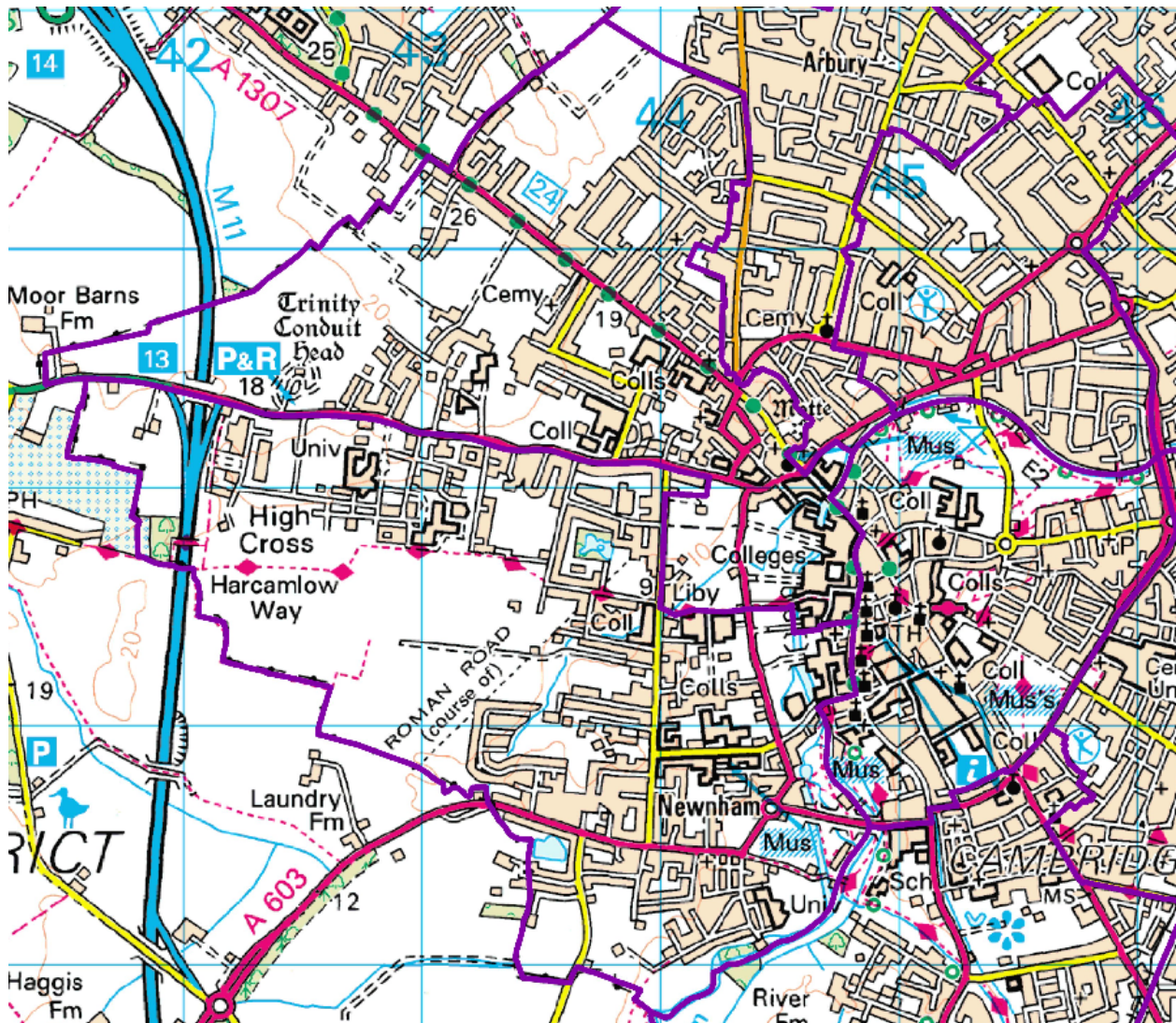
This report provides an overview of the council's Streets and Open Spaces, Environmental Health and Shared Waste service activity in the Area Committee area over the past six months.

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. Dog Warden Service – works to deal with dog fouling and stray dogs across the city
  - d. Enforcement Team - investigate and take action against instances of environmental crime 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. West / Central Area Profiles

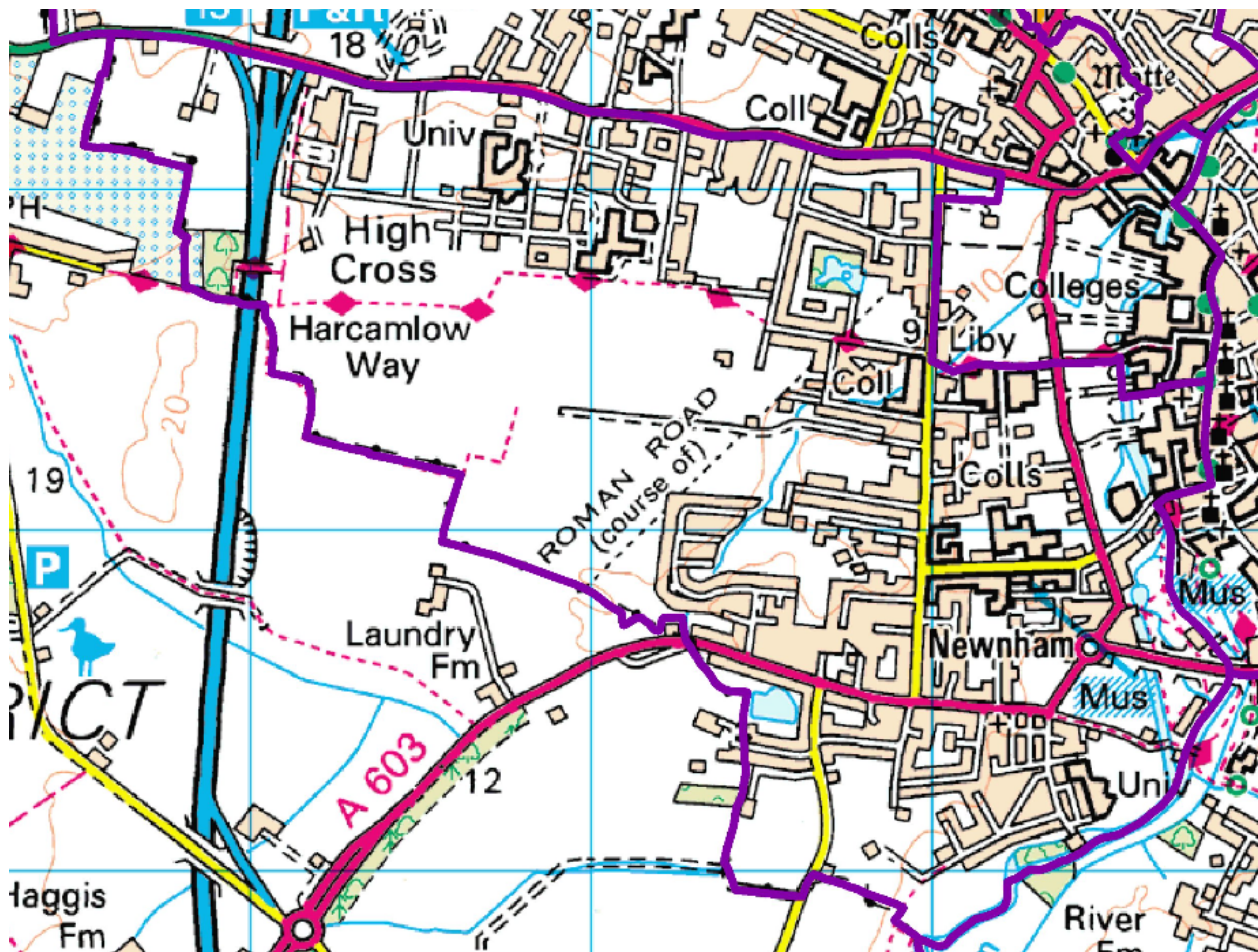
In this section an update of what teams have been doing in the previous six months is detailed.





## Ward Profile: Castle

### Map



### Community Engagement team

Various projects have been undertaken by volunteers, which has included bench renovation at Warwick Road.



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 your Area Ranger, Ian Colley.



## Dog Warden Service

Regular patrols of the open spaces conducted in this area with a particular focus on Histon Road recreation ground and Histon Road Cemetery a dog on leads specified area.

Fouling: No reports from customers received and patrols find the area in good order.

Dog Control: No reports received or issues identified

Stray Dogs: One stray dog found by a member of the public, contained and picked up by the service for this period.

To contact us regarding a dog issue, please contact your dog warden Bree Donovan.

## Enforcement team



The enforcement officer for Castle conducts regular patrols in the area at least once a day, spending approximately 10 to 15 hours a week in the ward. Particular attention given to the recycling centre in the Castle Street car park, Chatsworth Avenue and Badminton Close, which have all had an increase of late in waste being dumped illegally.

Castle Street car park recycling centre has seen an increase recently in the amount of waste being dumped. The majority of this waste is not recyclable, ranging from children's outdoor toys to electricals such as fans. Due to the nature of the fly-tips only a few Fixed Penalty Notices have been issued at this site.

Chatsworth Avenue of late this street has seen a large amount of fly-tips, particularly in the garage area at the bottom of the street. The waste that is being dumped again is hard to trace the suspects as it tends to be large white goods items such as fridge freezers. Due to this no action has been

taken for fly-tipping at this location.

Badminton Close has seen an increase in the amount of waste being dumped. With household waste being dumped on the footpath, in this area a number of suspects have been identified and the investigations are on-going.

There have also been a few incidents of illegal camping in Castle which have been dealt with. Two of which resulted in the tents being removed by the enforcement team.

Eleven suspected abandoned vehicles have been investigated within Castle ward, of which five were declared abandoned and have all now been removed.

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



## **Operations service**

The street cleansing teams are continuing with the removal of litter, small fly tips, graffiti and visiting hotspots for needle removal.

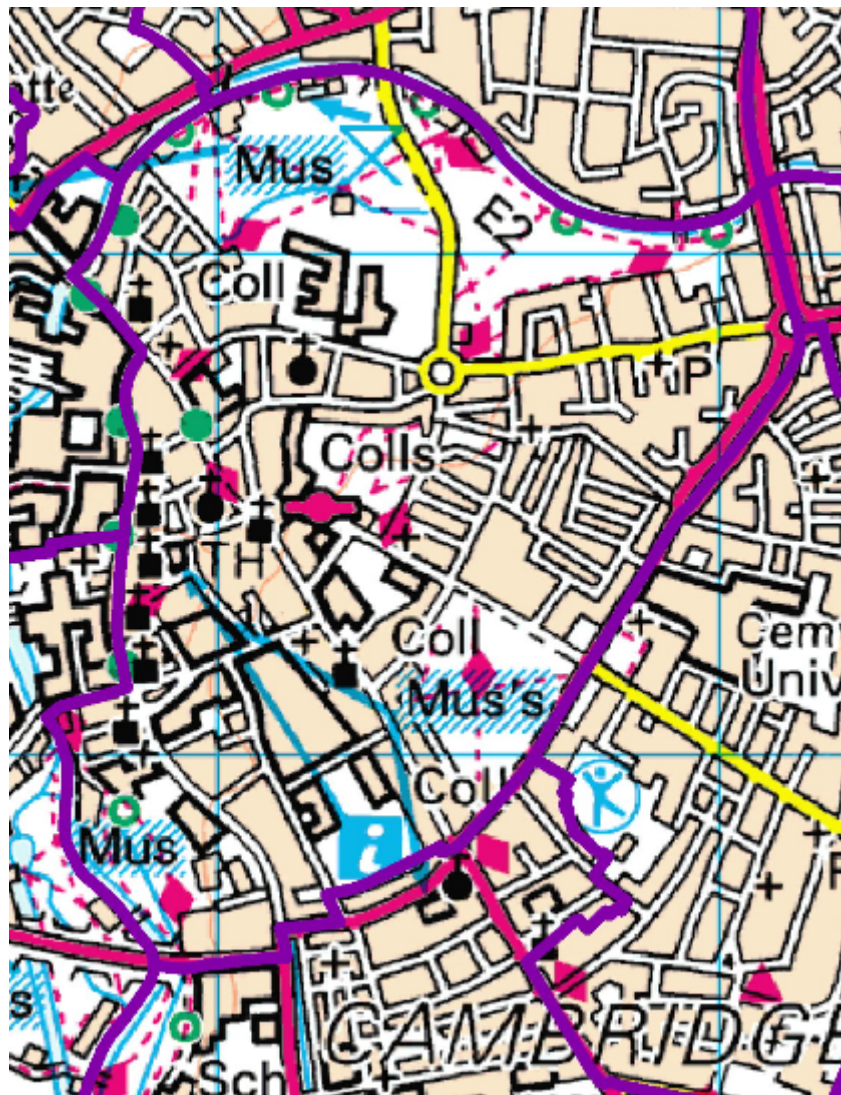
The Ground Maintenance teams have been carrying out the weed removal and pruning back when necessary.

If you would like to report a cleansing or grounds maintenance issue, please contact our Customer Service Centre.



## Ward Profile: Market

### Map



### Community Engagement team

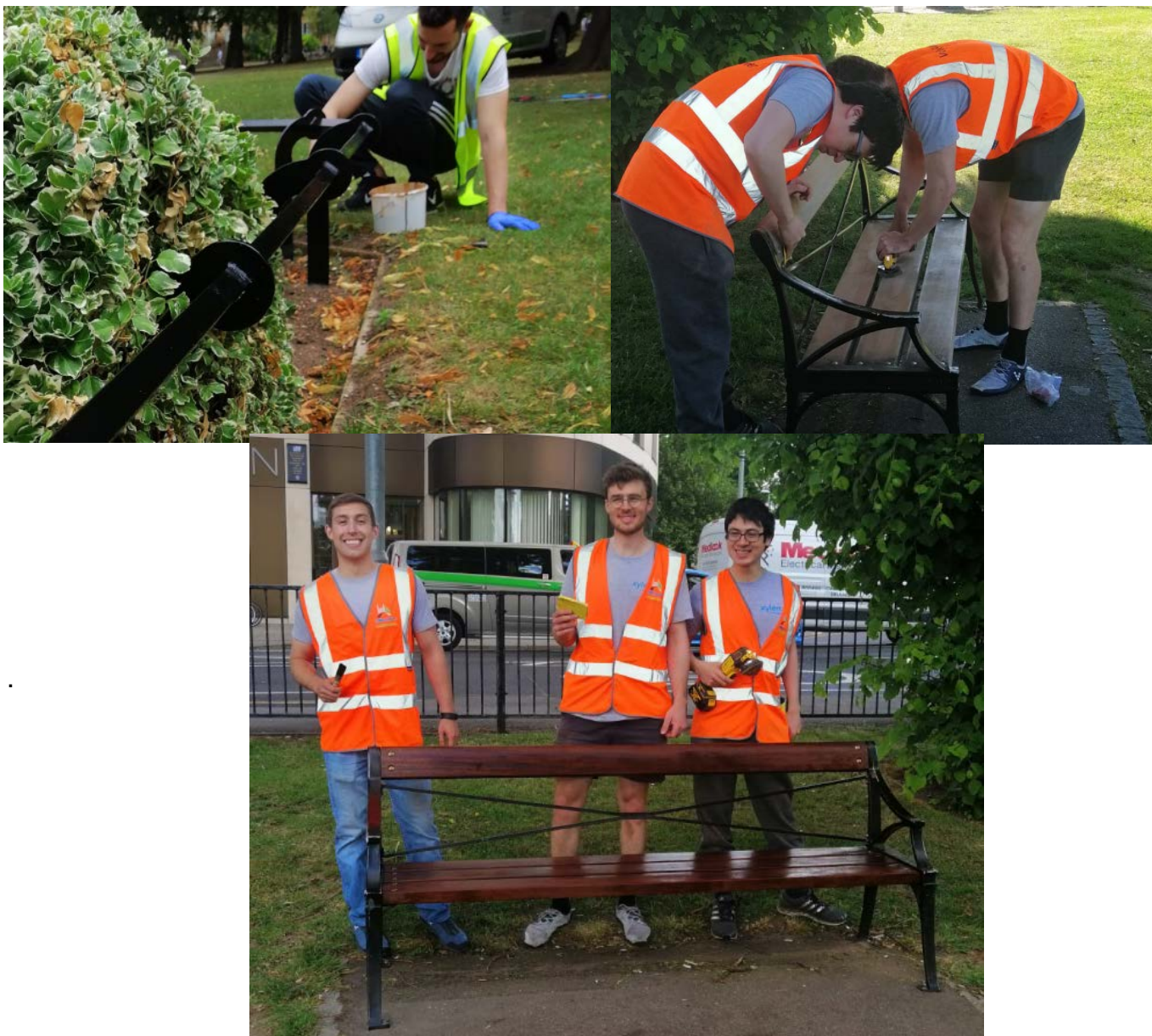
We have completed various projects with the support of Community Payback which has included edging pavements, cleaned down and painted railings and rubbed down and stained benches at Jesus Green, Jubilee Gardens, Midsummer Common, Parkers Piece and Christ Pieces.





Various projects and corporate events have been undertaken by volunteers from local businesses and organisations in the city centre:

Christ Pieces: The Princess Diana Memorial was rubbed down and painted, benches renovated, and the railings painted:



#### Litter Picks:

There have been numerous litter picks on weekdays, weekends and bank holidays throughout the West and city centre. Which have been completed by individuals, volunteers, local corporate volunteers, community groups and students. We also joined the Great British Spring Clean 2019 with various picks throughout the city centre.



In June, the team also completed a series of education talks at Kings College School on environmental issues as littering, graffiti and dog fouling and further visits are planned for September 2019.

#### Upcoming works:

St Clements Church: They have a grassed area which is to be a space for people to relax and enjoy the piece of the churchyard, with some of the existing overgrown shrubs cutback in order to extend the lawn. To the rear the main focus is habitat enhancement and we are exploring the option to include a wildflower area.

Following an assessment we have scheduled for a Community Payback team to start the initial cutting back and clearance of the shrubs and other vegetation in September. Following these works we aim to then encourage and recruit local volunteers to form a community group to assist with establishing the churchyard and to maintain it in the future.

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 your Area Ranger, Ian Colley

#### **Dog Warden Service**

Regular patrols of the city centre and the open spaces conducted in this area with particular attention given to Burleigh Street, Jesus Green, Midsummer Common and Parkers Piece.

Fouling: No reports received from customers. On Parkers Piece, two fixed penalty notices were issued for failing to comply with the Public Spaces Protection Order (PSPO) whereby the dog owners / handlers failed to pick up dog faeces immediately, and on Midsummer Common one fixed penalty notice was issued for also failing to comply with the PSPO, and not picking up dog faeces immediately.

#### **Dog Control:**

- Sidney Street – Report received from the Police regarding a dog not under control. Suspect already identified and has been issued a Community Protection Warning. Incident investigated and consideration given to issuing a Community Protection Notice however it was deemed that there was not enough evidence to proceed at this time.
- Jesus Green – One incident of dog on dog attack reported. On-going investigations continue, but the suspect has not yet been identified.
- Burleigh and Fitzroy Street - Reports received from concerned members of the public regarding the dogs kept by street life individuals. The Dog Warden service continues to work in partnership with Wintercomfort for the Homeless and the Street Outreach team to give advice and assistance where possible to street life with dogs in the city.

Stray Dogs: Three stray dogs were found by members of the public, contained and picked up by the service for this period.

To contact us regarding a dog issue, please contact your dog warden Bree Donovan.



## Enforcement team

### DINNING OUTSIDE

PLEASE USE THE BINS OR  
ASHTRAYS PROVIDED.

Leaving litter is a criminal offence under the Environmental Protection Act 1990. Cambridge City Council has a zero tolerance approach to littering, and failure to use the bins and/or ashtrays provided means that you could be issued with a fixed penalty notice of £150.



Visits have been made to local businesses such as cafes and restaurants that provide outside seating areas for customers in relation to smoking, the purposes of these visits was to remind them of their duty of care in keeping the area clean of litter. Following the visits, posters have been developed and officers are in the process of handing them out to the businesses that provide the outside eating areas reminding customers not to litter and that FPNS will be issued to them if seen to litter.

If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Offices, Andy Hine and Steve Phillips.

## Operations service

Our Grounds Maintenance teams continue to carry out grass cutting, stripping and replanting our beds and keeping the open spaces maintained as well as assisting the cleansing team with the weed removal around the town centre.

The Rapid Response and Graffiti Team continue to wash down the pavements within the city centre particularly around food stalls and outdoor seating areas that serve food and drink due to the staining, along with the clearing of graffiti and the many stickers we have been getting on all of our street furniture.

The Street Cleansing teams are continuing to remove any cardboard that is left by street life and will report to enforcement any personal belongings they find in the area, as well as removal of any small volumes of fly-tip.

During the period between February 2019 and July 2019 officers continued to undertake proactive litter patrols within the city targeting hot spot areas such as the entrances to the Grand Arcade, Fisher Square, Lion Yard, Fitzroy and Burleigh Street whereby a number of fixed penalty notices (FPNs) were issued for littering.

The officers have also been dealing with companies within the city with regards to breaches of statutory notices for the collection and disposal of trade waste (Section 47) whereby FPNs have been issued. The officers continue to make educational visits to remind businesses of their duty of care in relation to the management and storage of their trade waste.





The electric pedestrian sweeper is proving to be a valuable piece of equipment; it is noticeable where this has been as it really does help with the cigarette ends in specific areas as other sweepers are unable to access.

If you would like to report a cleansing or grounds maintenance issue, please contact our Customer Service Centre.

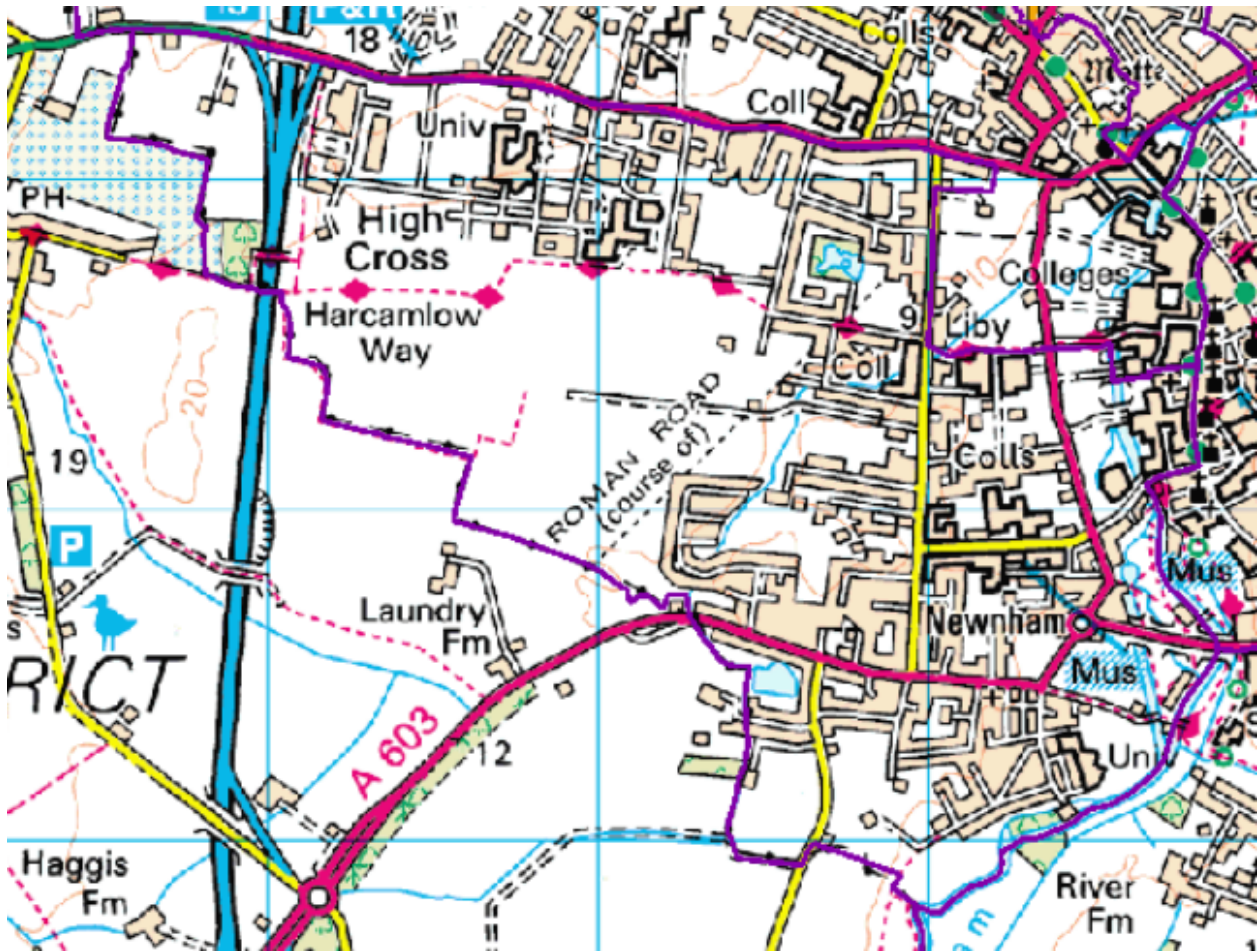
### **Local Nature Reserves**

Since May we have had a bat survey happening at Sheep's Green and Coe Fen.

Walking transects with bat detectors and leaving out an Anabat recorder are the techniques that have been used with the help of volunteers. The results of this survey will be processed by September. One of the aims is to see if the new lighting on Sheep's Green cycle path has any effect on the distribution of bat species. This helps with future management of the site.

## Ward Profile: Newnham

### Map



### Community Engagement team

We have completed various projects with the support of Community Payback which has included edging pavements, cleaned and painted railings and rubbed down and stained benches at Lammas Land and Queens Green.

Lammas Land benches and railings:





## Queens Green:



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 your Area Ranger, Ian Colley.

### Dog Warden Service

Regular patrols of the open spaces conducted in this area with particular focus on Lammas Land, Paradise Nature Reserve and Sheep's Green.

Fouling: Two reports of fouling issues received from customers.

- Marlowe Road - patrols of the area increased and fouling signage put up.
- Kings Road – area patrolled and fouling signage put up.

Dog Control: Clarkson Road - report received of a dog on dog attack. Investigated but unfortunately the dog and its owner have not been identified.

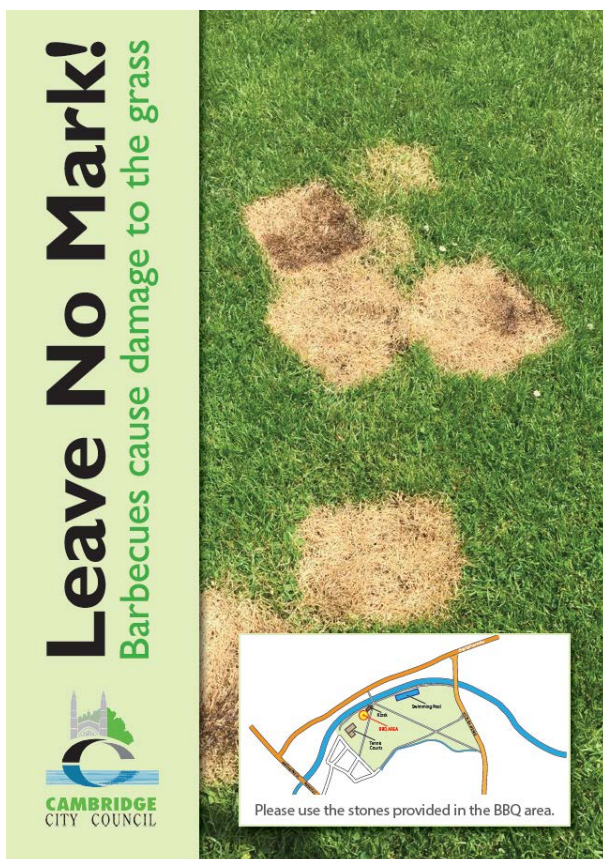
Stray Dogs: One stray dog found by a member of the public, contained and picked up by the service for this period

To contact us regarding a dog issue, please contact your dog warden Bree Donovan.

### Enforcement team

During the period between February 2019 and July 2019, the team continued to undertake proactive and reactive patrols on the open spaces patrols. This includes illegal campers, and dog fouling patrols.

Fly tipping issues have been occurring at Lammas Land public recycling centre from householders and businesses. On a number of occasions evidence was found and those responsible for dumping waste were dealt with by way of FPNs. One outstanding case regarding a business fly tipping is currently ongoing.







As the summer months are upon us we continue to act on reports of groups with barbecues, posters have been handed out to local shops near to the open spaces that sell disposable barbecues reminding customers of their duty of care when using them on the open spaces.

If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Officers, Steve Phillips and Andy Hine.

### **Operations service**

The street cleansing teams are continuing with the removal of litter, small fly tips, graffiti and visiting hotspots for needle removal.

The Ground Maintenance teams have been carrying out the weed removal and pruning back when necessary.

The parks teams attend these areas on a daily basis to remove litter, empty bins and remove small fly-tips which at times is difficult due to the volume of visitors particularly on Parkers, Lammas and Jesus Green.

If you would like to report a cleansing or grounds maintenance issue, please contact our Customer Service Centre.

### **Local Nature Reserves**

Since May we have had a bat survey happening at Sheep's Green and Coe Fen.

Walking transects with bat detectors and leaving out an Anabat recorder are the techniques that have been used with the help of volunteers. The results of this survey will be processed by September. One of the aims is to see if the new lighting on Sheep's Green cycle path has any effect on the distribution of bat species. This helps with future management of the site.

## Greater Cambridge Shared Waste Service Update:

Greater Cambridge Shared Waste Service Updates for Cambridge (Covers the period of April to June 2019):

- Chelmsford sewage visit 01/04/2019 Chelmsford Sewage plant
- Talk at Park Street Nursery 03/04/2019 Park Street
- Talk for Transition Cambridge 03/04/2019 Jesus Lane Quaker House
- Recycling talk 17/04/2019 Hardwick Womens insitute
- EAT Festival 11/05/2019 The Guildhall
- Staff learning week- recycling talk 13/05/2019 Cambourne SCDC office
- Community Action Day 11/05/2019 Thorpe Way
- Medimmune event, recycling stall 15/05/2019 Milstein building, Granta Park
- Recycling talk for Camsight 16/05/2019 Homefield Close Community Room
- Community Action Day 18/05/2019 Cambourne Community Action Day
- Parklife 2019 19/05/2019 Milton Country Park
- Strawberry Fair 01/06/2019 Midsummer common
- Arbury Carnival 08/06/2019 Campkin Rd
- Community Action Day 15/06/2019 Tiverton and Walpole Road
- Eddington Eco event 15/06/2019 Eddington
- Fen Edge Festival 22/06/2019 Cottenham Green
- CleanTech event recycling stand 24/06/2019 Aurora Innovation Centre, CB3 0ET
- Community Action Day 27/06/2019 Ekin Road
- Talk for residents 28/06/2019 Windmill Lane, Histon

## S.C.R.A.P Fly Tipping Campaign

The council has launched a fly tipping campaign that is running for twelve weeks starting on 19<sup>th</sup> August 2019 and is focused in parts of the city where there have been hot spots of fly tipping over the past 18 months.

The council is one of the partners of Cambridgeshire Fly-tipping Group that is led by The Cambridgeshire and Peterborough Waste Partnership (RECAP), which is using the S.C.R.A.P campaign to fight the blight of fly-tipping and cut the clear up costs.

The campaign will use a mix of community engagement, education and promotion as well as targeted enforcement and utilise various techniques including door knocking and leaflet drops, posters displayed at community centres, social media presence, signage at hot spots and a dedicated webpage. The community will be actively encouraged to report anyone flouting the law and to ensure that they undertake their duty of care in regards to waste that they produce.



### YOUR DUTY OF CARE

- S**uspect ALL waste carriers
- C**heck with the Environment Agency on 03708 506 506 that the provider taking your waste away is registered
- R**efuse unexpected offers to have waste taken away
- A**sk what will happen to your waste
- P**aperwork should be obtained – get a full receipt

Let's **S.C.R.A.P.** fly-tipping  
[www.recap.co.uk/fly-tipping](http://www.recap.co.uk/fly-tipping)

**RECAP**



The council investigates incidents of fly tipping and will seek to take enforcement action against offenders. Anyone found guilty of fly tipping may be given a fixed penalty notice, or prosecuted and face an unlimited fine and/or imprisonment. If fly tipping involves the use of a vehicle, the driver can be prosecuted as can the registered keeper of the vehicle. The police have powers to seize vehicles used for fly tipping.

Householders are required to take reasonable measures to ensure that waste produced on their property is passed on to an authorised person. If a householder does not take all reasonable measures available to meet their duty of care, you could be given a fixed penalty notice or face prosecution.



### 3. Environmental and Waste Data

#### Public Realm [West / Central Area]

| Period               | Activity              | Total number of incidents | Ward                      |                            |                          |
|----------------------|-----------------------|---------------------------|---------------------------|----------------------------|--------------------------|
|                      |                       |                           | Castle                    | Market                     | Newnham                  |
| Feb 2018 to Jul 2018 | Fly tipping           | 69                        | 16                        | 44                         | 9                        |
| Feb 2019 to Jul 2019 |                       | *                         | *                         | *                          | *                        |
| Feb 2018 to Jul 2018 | Needles               | 550                       | 66 needles (13 instances) | 405 needles (65 instances) | 79 needles (4 instances) |
| Feb 2019 to Jul 2019 |                       | 603                       | 62 needles (14 instances) | 728 needles (47 instances) | 13 needles (2 instances) |
| Feb 2018 to Jul 2018 | Fixed penalty notices | 137                       | 11                        | 245                        | 18                       |
| Feb 2019 to Jul 2019 |                       | 270                       | 17                        | 240                        | 13                       |

#### Summary of public realm data:

##### Fly tipping:

\*Data not available

##### Needles:

**Castle:** Two needles were removed from Bridge Street and one from Castle Street in February. On three separate instances eleven needles were removed from Kettles Yard. In May eight needles were removed from a location on Chesterton Road, in June there were two occasions where needles were found on Thompsons Lane, a single needle was found on each occasion. There was also one needle removed in Quayside, and twenty-seven needles were cleared from Bridge Street. In July two needles were removed from Victoria Road, five from Castle Street and three from Chesterton Road (there were two separate instances of needles cleared).

**Market:** At the Grafton West car park needles were removed across the period, including six in May, fifteen in April and six in March. In the same area twenty seven needles were removed from a drain in Salmon Lane in May, and in Willow Walk forty needles were removed in May, on a separate instance in the same month a further two needles were removed from the same area. In April a further twelve needles were removed from Willow Walk.

In Fitzroy Street two needles were removed in June (on two separate occasions), in March twelve needles were removed from nearby to Waitrose, in Burleigh Street one needle was removed in April and in March thirty one needles were removed on two separate occasions. On Midsummer Common, one needle was removed from the toilets in July and in the same month one needle was removed from the orchard.

On Newmarket Road, needles were removed across the period including, two instance of needles in April (one needle and two needles), and in June on three separate occasions needles were also cleared (one needle, seven needles and one needle on the three occasions). In Paradise Street two needles were removed in June, six needles were removed in June and in February on two different occasions needles were cleared, one occasion it was 54 needles and another it was three needles.

In the bus station area needles were cleared across the period, which included three needles in July, in March there were two instances of needles, on one occasion a single needle was removed and on second occasion three needles were removed. Nearby one needle was removed from Christs Pieces in March. On Parsonage Street one needle was cleared in April, one needle was removed in March, In Sidney Street, four needles were cleared in April and one was removed from nearby to Marks and Spencer's in March. In Regent Street one needle was cleared from outside Mandela House in April.

In May other needles to be removed included two needles from Midsummer Place gutter, two needles from Downing Place, one needle from Mill Lane and 400 needles in a bag found in the Grand Arcade car park and cleared by Churchill Cleaners. In April further needles found include on needle in Market Street and one needle in Orchard Street. In March one needle was removed from Jesus Green toilets, three needles were removed from Brookside and thirty needles were cleared from the rear of Guildhall Place. In February further needles were cleared, which includes three from Market Street, one from Emmanuel Street, one from Hobson Street, one from Warkworth Street and one from Downing Place.

**Newnham:** Ten needles were removed from the stairwell of a carpark on Park Street in March, and three needles were removed from Queens Road in July.

**Fixed penalty notices:**

Fixed penalty notices issued across the period includes 2 for abandoned vehicles, 209 for littering, 18 for trade related waste (including littering, fly tipping and breaching of a statutory notice), 8 for domestic related waste (including littering and fly tipping) and three for punting one for illegal advertised estate agent boards and three for failing to clear up dog fouling.

## Private Realm [West / Central Area]

| Period               | Activity                                       | Investigations  | Treatments Carried out | Informal Action / Written Warnings | Statutory Notices Served | Legal Proceedings |
|----------------------|--|-----------------|------------------------|------------------------------------|--------------------------|-------------------|
| Feb 2018 to Jul 2018 | Pest Control                                   | NA              | 63                     | NA                                 | NA                       | NA                |
| Feb 2019 to Jul 2019 |  |                 | 59                     |                                    |                          |                   |
| Feb 2018 to Jul 2018 | Refuse and waste complaints                    | 1               | NA                     | 1                                  | 0                        | 0                 |
| Feb 2019 to Jul 2019 |  | 2               |                        |                                    | 0                        | 0                 |
| Feb 2018 to Jul 2018 | Other public health interventions <sup>2</sup> | 3               | NA                     | 1                                  | 0                        | 0                 |
| Feb 2019 to Jul 2019 |  | 4               |                        |                                    | 0                        | 0                 |
| Feb 2018 to Jul 2018 | Noise complaints                               | 64 <sup>3</sup> | NA                     | 1                                  | 1                        | 0                 |
| Feb 2019 to Jul 2019 |  | 74 <sup>3</sup> |                        |                                    | 0                        | 0                 |
| Feb 2018 to Jul 2018 | Private Sector Housing interventions           | 18 <sup>4</sup> | NA                     | 1                                  | 0                        | 0                 |
| Feb 2019 to Jul 2019 |  | 12 <sup>4</sup> |                        |                                    | 3                        | 0                 |

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

<sup>2</sup> Other public health complaints includes 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<br>18/19 | Q2 Jul-Sep<br>18/19 | Q3 Oct-Dec<br>18/19 | Q4 Jan-Mar<br>18/19 | Total for<br>2018/19 |
|-------------------------------------|---------------------|---------------------|---------------------|---------------------|----------------------|
| Recycling rate –<br>dry recycling   | 56.31%              | 51.52%              | 50.29%              | 45.77%              | 51.07%               |
| Recycling rate –<br>composting      | 35.33%              | 28.29%              | 26.11%              | 19.64%              | 27.78%               |
| Amount<br>collected for<br>disposal | 43.69%              | 48.48%              | 49.71%              | 54.23%              | 48.93%               |

| Activity                            | Q1 Apr-Jun<br>19/20 | Q2 Jul-Sep<br>19/20 | Q3 Oct-Dec<br>19/20 | Q4 Jan-Mar<br>19/20 | Total for<br>2019/20 |
|-------------------------------------|---------------------|---------------------|---------------------|---------------------|----------------------|
| Recycling rate –<br>dry recycling   | 55.10%              |                     |                     |                     |                      |
| Recycling rate –<br>composting      | 33.67%              |                     |                     |                     |                      |
| Amount<br>collected for<br>disposal | 44.89%              |                     |                     |                     |                      |

### Number of collection completed as scheduled:

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

| Quarter  | Missed | Possible  | Actual    | % Missed | % Collected |
|----------|--------|-----------|-----------|----------|-------------|
| 18-19 Q1 | 5,440  | 2,004,009 | 1,998,569 | 0.27%    | 99.73%      |
| 18-19 Q2 | 7,075  | 2,006,140 | 1,999,065 | 0.35%    | 99.65%      |
| 18-19 Q3 | 2,662  | 2,036,182 | 2,033,520 | 0.13%    | 99.87%      |
| 18-19 Q4 | 3,031  | 1,989,835 | 1,986,804 | 0.15%    | 99.85%      |
| 19-20 Q1 | 3,590  | 2,027,570 | 2,023,980 | 0.18%    | 99.82%      |

| <b>Month</b>  | <b>Missed</b> | <b>Possible</b> | <b>Actual</b> | <b>% Missed</b> | <b>% Collected</b> |
|---------------|---------------|-----------------|---------------|-----------------|--------------------|
| <b>Apr-18</b> | 1,519         | 646,394         | 644,875       | 0.23%           | 99.77%             |
| <b>May-18</b> | 1,940         | 675,172         | 673,232       | 0.29%           | 99.71%             |
| <b>Jun-18</b> | 1,981         | 682,443         | 680,462       | 0.29%           | 99.71%             |
| <b>Jul-18</b> | 4,047         | 680,227         | 676,180       | 0.67%           | 99.33%             |
| <b>Aug-18</b> | 2,319         | 708,967         | 706,648       | 0.33%           | 99.67%             |
| <b>Sep-18</b> | 709           | 616,946         | 616,237       | 0.11%           | 99.89%             |
| <b>Oct-18</b> | 1,128         | 704,620         | 703,492       | 0.16%           | 99.84%             |
| <b>Nov-18</b> | 868           | 682,443         | 681,575       | 0.13%           | 99.87%             |
| <b>Dec-18</b> | 666           | 649,119         | 648,453       | 0.10%           | 99.90%             |
| <b>Jan-19</b> | 1,199         | 712,545         | 711,346       | 0.17%           | 99.83%             |
| <b>Feb-19</b> | 892           | 621,360         | 620,468       | 0.14%           | 99.86%             |
| <b>Mar-19</b> | 940           | 655,930         | 654,990       | 0.14%           | 99.86%             |
| <b>Apr-19</b> | 1,260         | 653,426         | 652,166       | 0.19%           | 99.81%             |
| <b>May-19</b> | 1,152         | 712,690         | 711,538       | 0.16%           | 99.84%             |
| <b>Jun-19</b> | 1,178         | 661,454         | 660,276       | 0.18%           | 99.82%             |

## 4. Key contacts

| Area  | Contact                     | Telephone Number             | Email  |
|---|-----------------------------|------------------------------|--|
| Area Ranger                                     | Ian Colley                  | 01223 458282                 | <a href="mailto:ian.colley@cambridge.gov.uk">ian.colley@cambridge.gov.uk</a>   |
| Enforcement (Castle)                            | Jess Toombs                 | 01223 457730                 | <a href="mailto:jess.toombs@cambridge.gov.uk">jess.toombs@cambridge.gov.uk</a>   |
| Enforcement (Market and Newnham)                | Andy Hine<br>Steve Phillips | 01223 458579<br>01223 457638 | <a href="mailto:andrew.hine@cambridge.gov.uk">andrew.hine@cambridge.gov.uk</a><br><a href="mailto:Steve.phillips@cambridge.gov.uk">Steve.phillips@cambridge.gov.uk</a> |
| Dog Warden (West area)                          | Bree Donovan (Wed-Fri)      | 01223 458122                 | <a href="mailto:dogwarden@cambridge.gov.uk">dogwarden@cambridge.gov.uk</a>   |
| Streets and Open Spaces Operations / Commercial | Paul Jones                  | 01223 458282                 | <a href="mailto:paul.jones@cambridge.gov.uk">paul.jones@cambridge.gov.uk</a>   |
| West Area Operations Team Leader                | Sarah Phillips              | 01223 458282                 | <a href="mailto:sarah.phillips@cambridge.gov.uk">sarah.phillips@cambridge.gov.uk</a>   |
| Recycling Champions                             | Birgitta Laurent            | 01954 713614                 | <a href="mailto:birgitta.laurent@scambs.gov.uk">birgitta.laurent@scambs.gov.uk</a>   |

If you have a question about one of the council's services, you will be able to find a number of 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
- 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 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.
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To become a recycling champion please visit our webpage  
<https://www.cambridge.gov.uk/become-a-recycling-champion>, or contact  
[birgitta.laurent@scambs.gov.uk](mailto:birgitta.laurent@scambs.gov.uk) or telephone 01954 713614.