

Environmental Report



Cambridge North Area

[Covering the wards of Arbury, East Chesterton, Kings Hedges and West Chesterton]

Period of: February to July 2019

Contents

1. Introduction	3
2. North Area Profiles.....	4
Ward Profile: Arbury	5
Ward Profile: East Chesterton	8
Ward Profile: Kings Hedges	11
Ward Profile: West Chesterton	15
Greater Cambridge Shared Waste Service Update:	17
S.C.R.A.P Fly Tipping Campaign	18
3. Environmental and Waste Data	19
Public Realm [North Area]	19
Private Realm [North Area].....	21
Waste and Recycling Data [Great Cambridge Area]	22
4. Key contacts	24
5. Volunteer schemes	25
Time Credits	25
Streets and Open Spaces Volunteers:	25
Recycling Champions:.....	25

1. Introduction

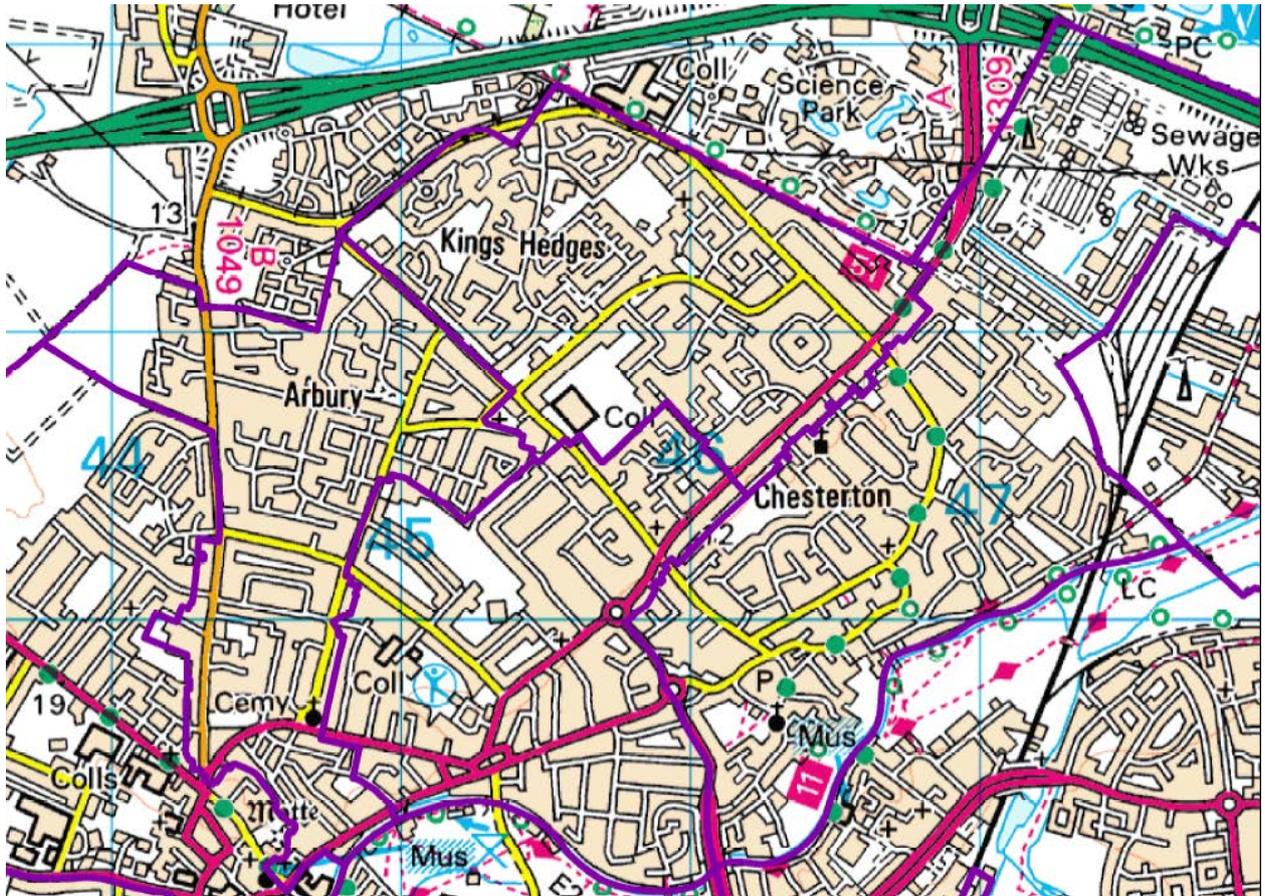
This report provides an overview of the council's Streets and Open Spaces, Environmental Health and Shared Waste service activity in the Area Committee area over the past six months.

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 ,

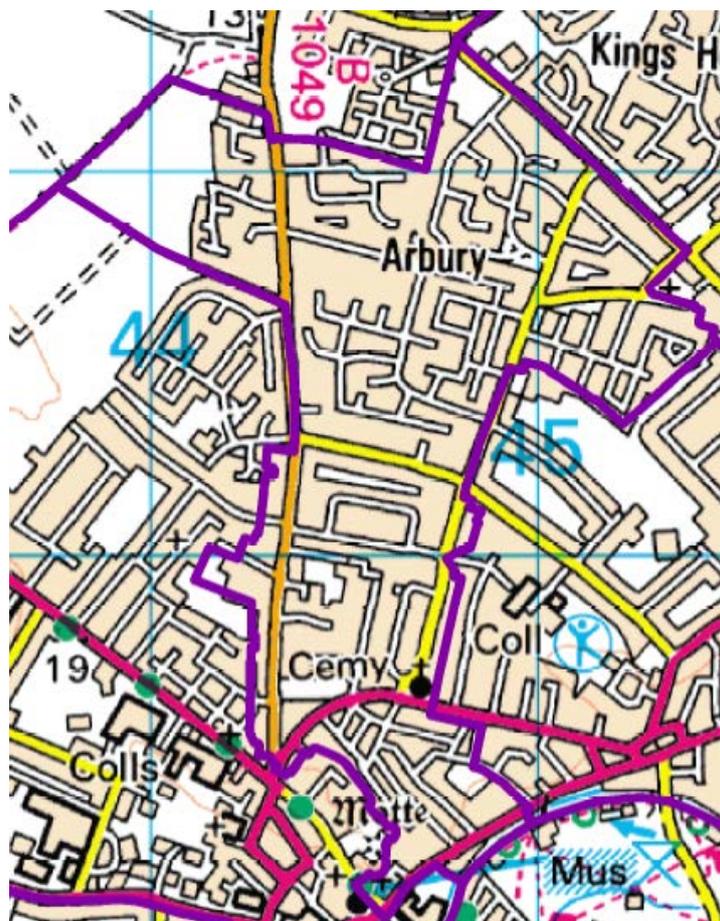
2. North Area Profiles

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



Ward Profile: Arbury

Map



Community Engagement team

The Community Engagement Team worked with Community Payback to undertake some works in Arbury, including edging pavements on St Albans Recreation Ground, a garden clearance on a property in Verulam Way and supported clean up days at Hazelwood Close in June and Bermuda Terrace in July.

We attended the Arbury Carnival and the Meadows Centre Summer festival where we spoke to local residents regarding environmental issues as well as running a free 'Design a reusable bag' table.

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, Joe Obe.



Dog Warden Service

We conduct regular patrols in the area of the green and open spaces with particular attention given to the identified hot spot areas for dog related issues, St Albans Recreation ground, and Aylesborough Close, Perse Way, Carlton Way and Kings Way flats.

Fouling: we have received eight reports from the public which we have been fully investigated and where applicable we have put up dog fouling signage and given advice and guidance to local resident. Poo bags issued to dog walkers seen on patrols.

Dog control: We have received three reports from the public reporting issued and following this we have made contact with the owner of the dog and education and advice offered and in some cases we have made referrals to Wood Green Animal Shelter Outreach team who have continued to work with the owners and their dogs to remedy the issues.

Stray Dogs: There have been five dogs found by the public, contained and picked up by the services as strays for this period.

To contact us regarding a dog issue, please contact your dog warden Samantha Dewing.

Enforcement team



During this period nine abandoned vehicle investigations were carried out. A number of investigations and patrols have taken place over the previous six months across the entire North area. Also pro-active patrols are to be increased on green spaces during the summer.

Fly-tipping figures and details on fixed penalty notices are listed in detail below. During this reporting period a number of Community Protection Warnings have also been issued in relation to illegal adverts.

The team attended Arbury Carnival in June, with the Community Engagement Team to offer advice and environmental protection information and education.

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



Operations service

The team continue to maintain all council housing and highway grass and shrub beds across the ward, the grass cutting programme started at the beginning of April.

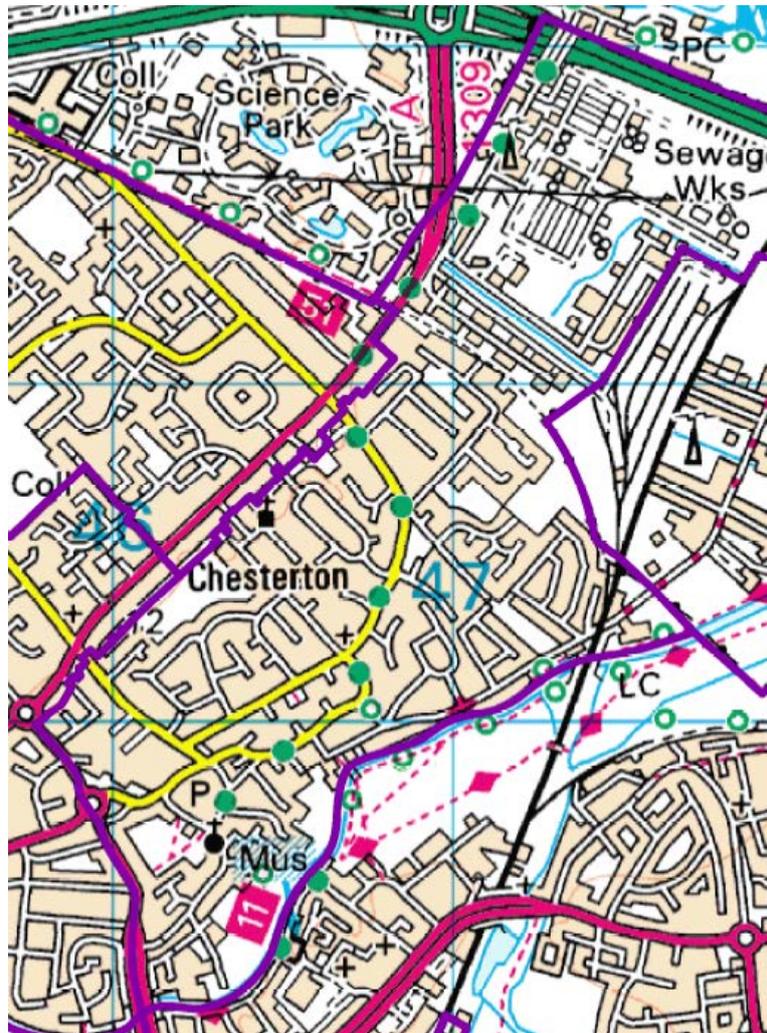
Routine deep cleaning of detritus on footways and carriageways in the Arbury Ward is continuing across the ward.

The football pitches have been marked out in readiness of the new football season.

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

Ward Profile: East Chesterton

Map



Community Engagement team

The Area Ranger worked with Community Payback to undertake a number of works of East Chesterton, which included cutting back overgrown vegetation in Anglers Way, Pippin Drive and Discovery Way, and we also undertook some clearance work with community payback at St Andrews Churchyard.

As part of the Great British Spring Clean we organised a litter pick in Bramblefields Local Nature Reserve to support the 2019 campaign. In June we attended Chesterton Festival where we spoke to local residents regarding environmental issues as well as running a free 'Design a reusable bag' table.

We will be undertaking a community clean up day in East Chesterton at Ashfield Road / Scotland Road on Saturday 21st September which will be supported by the

HERE TODAY!

COMMUNITY CLEAN-UP

Free Take It or Leave It stall!

**VOLUNTEERS
NEEDED!**
for clean-up day
Get involved and
earn Time Credits



*Items that can be recycled or disposed of vary at each event, please speak to a council officer to find out the restrictions. We reserve the right to turn away commercial vehicles or large loads. Events may finish before 1pm in the event that the skips are full.

**SATURDAY 21ST SEPTEMBER
EAST CHESTERTON: ASHFIELD ROAD / SCOTLAND ROAD**

Skips will be available from 9am to 1pm for you to bring along your household rubbish. You will be able to get rid of large household items and to recycle.*

Community Engagement Team, Greater Cambridge Shared Waste, The Methodist Church, Hundred Housing Society, volunteers and Community Payback as well as local community groups and council officers.

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, Joe Obe.

Dog Warden Service

We conduct regular patrols in the area of the green and open spaces with particular attention given to the identified hot spot areas for dog related issues, St Andrew Road, Chesterton Recreation ground and Fallowfields area.

Fouling: We have received two reports from the public which we have been fully investigated and where applicable we have put up dog fouling signage and given advice and guidance to local resident. Poo bags issued to dog walkers seen on patrols.

Dog Control: No issues were reported in this period.

Stay Dogs: There have been six dogs found by the public, contained and picked up by the services as strays for this period. After two of the dogs were claimed by their owners a request letter was sent requiring the microchip details be updated with the current owner details and the request have been complied with.

To contact us regarding a dog issue, please contact your dog warden Samantha Dewing.

Enforcement team

Regular patrols carried out in the area, four fixed penalty notices issued for littering, one fixed penalty for abandoned vehicle and one for fly tipping along with 18 abandoned vehicle investigations.



Increased patrols for littering and fly-tipping are planned to be carried out in the area of Tesco and Church Street recycling centre. Mortlock Avenue and Maitland Avenue garages continue to attract fly-tipped rubbish. Enforcement patrols in these areas to be increased over the next reporting period.

Further pro-active patrols are to be undertaken in relation to abandoned vehicles. Patrols are to be increased in relation to green spaces and illegal camping on Logan's Meadow.

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

Operations service

The team continue to maintain all council housing and highway grass and shrub beds across the ward, the grass cutting programme started at the beginning of April.

Routine deep cleaning of detritus on footways and carriageways in East Chesterton is continuing across the ward.

The football pitches have been marked out in readiness of the new football season

The teams continue to monitor the litter hot spots in the ward, Dundee Close, Logan's Way and Green End Road clearing litter as and when required.

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

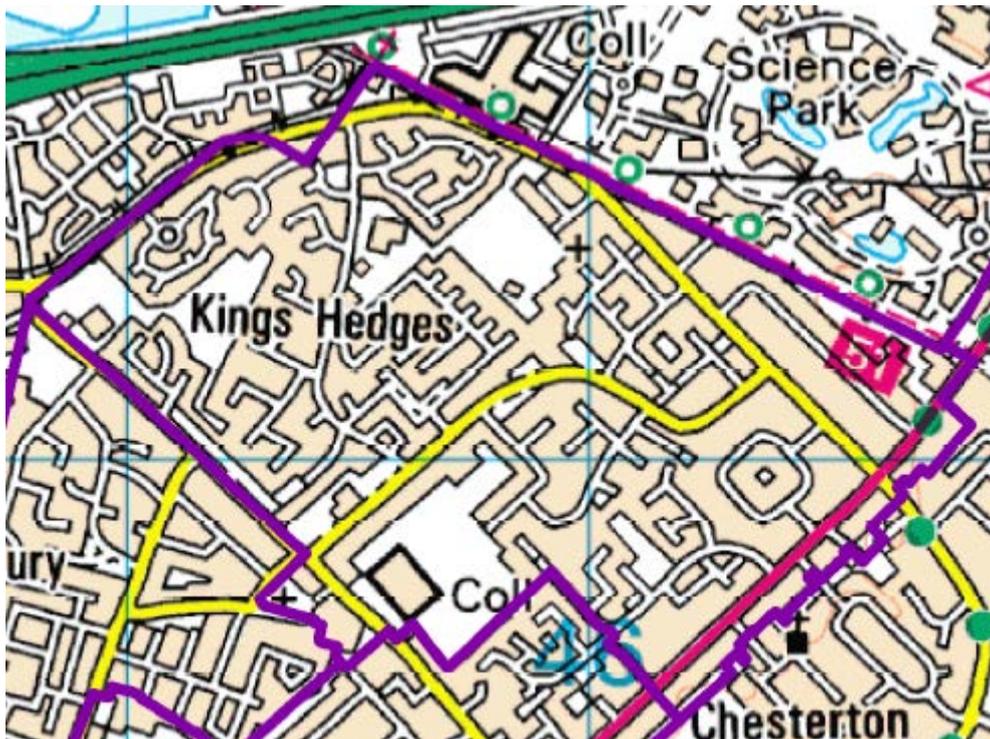
Local Nature Reserves

Work continued at Bramblefields Local Nature Reserve creating four big sections of new wild flower meadows. One is an area which has been covered in recycled and crushed up sinks and baths, providing the perfect substrate for some of our more rare and specialised wildflowers. The volunteers covered and then seeded the area.



Ward Profile: Kings Hedges

Map



Community Engagement team

Work has been completed by the Community Engagement Team and Community Payback across the ward. Work that has been done includes cutting back overgrown vegetation in Minerva Way, undertaking garden clearances at Northfield Avenue and Edgecombe and edging pavements at Walker Court, Hanson Court, Nicholson Way and Northfield Avenue. We also supported clean up days at Edgecombe in July and Atkins Close in July with the support of community payback teams.



As part of the Great British Spring Clean, we organised a litter pick on Nuns Way Recreation Ground to support the 2019 campaign.



We had volunteers from a local business help clean up and paint the skate ramp on Nuns Way Recreation Ground, below are some before and after photos of the work they completed during a morning session.



We will be supporting a community clean-up day in Kings Hedges on Saturday 28th September which will be supported by City Homes, Community Engagement Team, Greater Cambridge Shared Waste, volunteers and Community Payback as well as local community groups and council officers.

The Community Engagement Team have also recently visited St Laurence School in June and given talks to several different assemblies on litter, graffiti and dog fouling and completed a community litter pick with some of the students.

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, Joe Obe.

Dog Warden Service

We conduct regular patrols in the area of the green and open spaces with particular attention given to the identified hot spot areas for dog related issues, Kings Hedges Recreation ground, Molewood Close, Hazelwood Close and Campkin Road.

Fouling: We have received five reports from the public which have been investigated and signage put up in the areas. While patrolling the areas I have given out poo bags to dog walkers.

Dog control: We have received five reports from the public regarding dog control issues and a number of referrals have been made to Wood Green Outreach team who have made contact and continue to give training and advice for both dogs and owners.

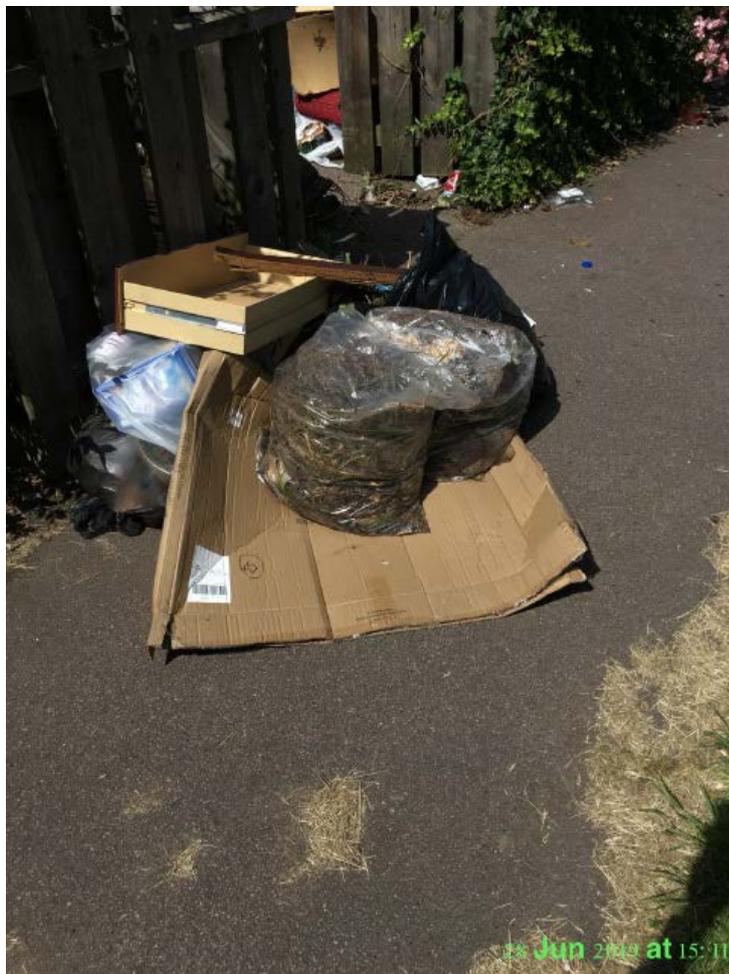
To contact us regarding a dog issue, please contact your dog warden Samantha Dewing.

Enforcement team



Regular patrols carried out in the area, one fixed penalty for littering, five for fly tipping and three for illegal advertising. Ten abandoned vehicle investigations were carried out during this period.

Recycling centres and garage blocks continue to attract incidents of fly-tipping. Patrols are to be increased in these areas. Increased patrols are to be made into the summer on greens spaces including Nuns Way Recreation Ground. A



number of community protection notices have been breached over the previous reporting period. The breaches have been dealt with by way of fixed penalty notice.

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

Operations service

The team continue to maintain all council housing and highway grass and shrub beds across the area, the grass cutting programme started at the beginning of April.

The area has seen two community clear up events at Hazelwood Close / Molewood Close and the second event held at Edgecombe Flats both these events which were well received by the residents of both locations and both events were supported by operational staff from Streets and Open Spaces, assisting our colleagues from Community Engagement and City Homes.

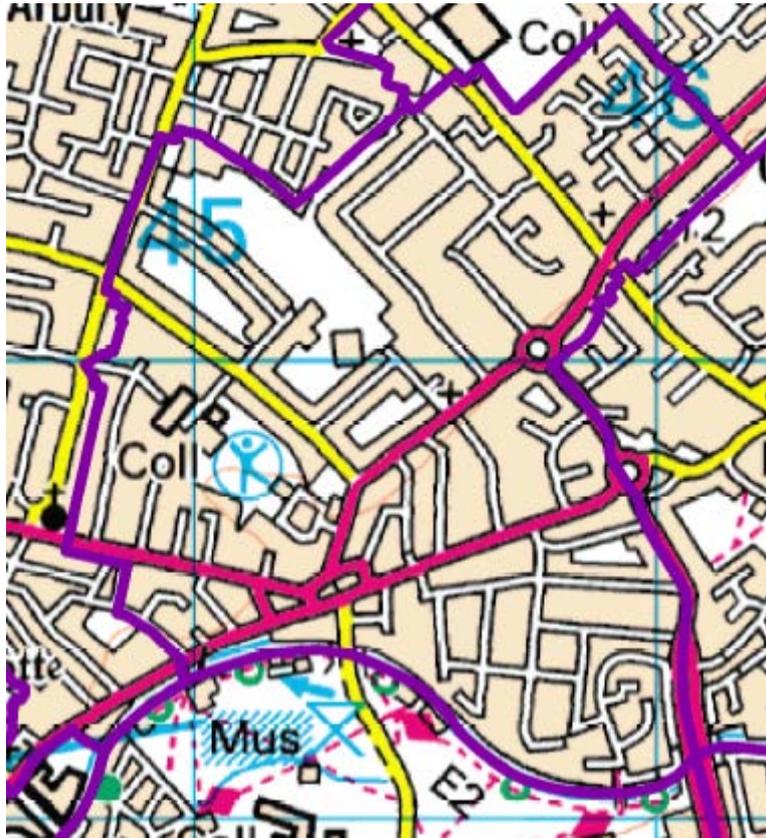
Routine deep cleaning of detritus on footways and carriageways in King Hedges is continuing across the ward.

The operations team have spent a number of days preparing the area around the King Hedges Splash Pad in preparation for the opening of the pool for the school holidays.

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

Ward Profile: West Chesterton

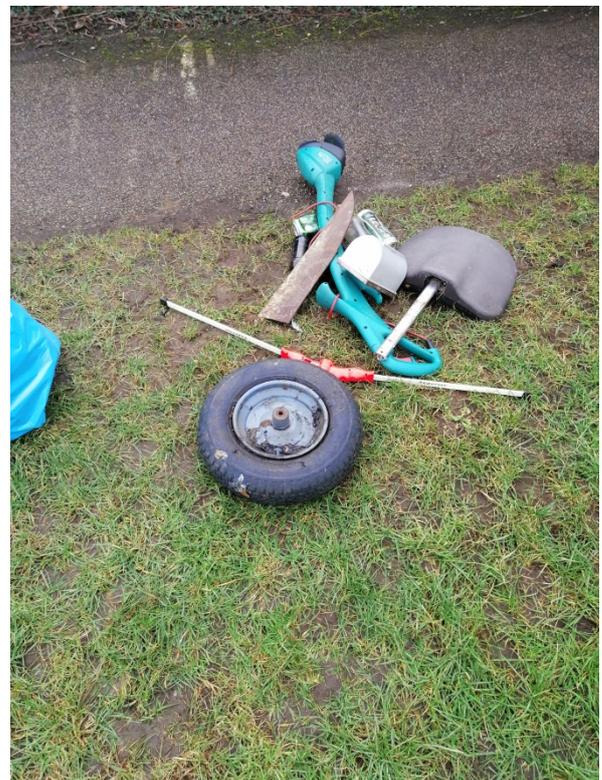
Map



Community Engagement team

Following the visits that the Community Engagement Team did to Milton Road Primary School in January, the team visited Chestnut Recreation Ground with some of the children in February and completed community litter picks. A number of odd items were found on the litter picks shown in the image opposite:

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, Joe Obe.



Dog Warden Service

We conduct regular patrols in the area of the green and open spaces with particular attention given to the identified hot spot areas for dog related issues, Walnut Tree Avenue, Park area, Victoria Road and Garden Walk Park.

Fouling: Three reports of dog fouling issues were reported in this period, and poo bags given out to dog walkers seen at the area.

Dog Control: No reported issues.

Stray dogs: Nil stray dogs for this period.

To contact us regarding a dog issue, please contact your dog warden Samantha Dewing.

Enforcement team



Regular patrols are carried out in the area, seven fixed penalties issued for littering and one for illegal advertising along with 21 abandoned vehicle investigations.

Increased patrols are to be mounted in the area of shop fronts and higher footfall areas. This is due to a number of complaints regarding littering offences. Pro-active patrols to be mounted with regards to the amount of abandoned vehicles in the area.

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

Operations service

The team continue to maintain all council housing and highway grass and shrub beds across the ward, the grass cutting programme started at the beginning of April.

Routine deep cleaning of detritus on footways and carriageways in the West Chesterton is continuing across the ward.

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

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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 19th 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

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 [North Area]

Period	Activity	Total number of incidents	Ward			
			Arbury	East Chesterton	Kings Hedges	West Chesterton
Feb 2018 to Jul 2018	Fly tipping	252	69	43	105	35
Feb 2019 to Jul 2019		*	*	*	*	20
Feb 2018 to Jul 2018	Needles	2151	98 needles (10 instances)	328 needles (3 instances)	1525 needles (3 instances)	200 needles (6 instances)
Feb 2019 to Jul 2019		69	17 needles (5 instances)	30 needles (1 instance)	0 needles	22 needles (6 instances)
Feb 2018 to Jul 2018	Fixed penalty notices	13	3	1	4	5
Feb 2019 to Jul 2019		25	4	6	9	6

Summary of public realm data:

Fly tipping:

*Data not available

Needles:

- Arbury: In February one needle was removed from Histon Road Recreation Ground, in March one needle was removed from Akeman Street, in May five needles were removed from a passageway in Carlyle Road, in July there were two instances where two needles were removed from the verge on Alex Wood Road and eight needles removed from a sharps container on the grass verge at Hazelwood Close.
- East Chesterton: Thirty needles were removed from under the bridge at Logan's Meadow / Pye Recreation Ground in June following a needle sweep.
- Kings Hedges: No needles were found between February and July 2019.
- West Chesterton: In March there were three instances, six needles were removed from the garage at Pentlands Close, one needle was removed from Cutter Ferry Lane and four needles were cleared from Hawthorn Way. In May six needles were removed from Milton Road. In July there were two instances and one needle was removed from Milton Road and four needles were removed from Elizabeth Way.

Fixed penalty notices:

Fixed penalty notices issued across the period includes eight for littering, two for abandoned vehicles, nine for domestic waste and six for illegal advertised estate agent boards.

Private Realm [North Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
Feb 2018 to Jul 2018	Pest Control	NA	137	NA	NA	NA
Feb 2019 to Jul 2019			120			
Feb 2018 to Jul 2018	Refuse and waste complaints	6	NA	1	0	0
Feb 2019 to Jul 2019		14			0	1 (financial penalty)
Feb 2018 to Jul 2018	Other public health interventions ²	19	NA	1	1	0
Feb 2019 to Jul 2019		12			0	1
Feb 2018 to Jul 2018	Noise complaints	248 ³	NA	1	3	1
Feb 2019 to Jul 2019		170 ³			10	1
Feb 2018 to Jul 2018	Private Sector Housing interventions	67 ⁴	NA	1	0	0
Feb 2019 to Jul 2019		71 ⁴			2	2 (simple cautions)

¹ All complaints will generally have at least one such action.

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

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

⁴ 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 18/19	Q2 Jul-Sep 18/19	Q3 Oct-Dec 18/19	Q4 Jan-Mar 18/19	Total for 2018/19
Recycling rate – dry recycling	56.31%	51.52%	50.29%	45.77%	51.07%
Recycling rate – composting	35.33%	28.29%	26.11%	19.64%	27.78%
Amount collected for disposal	43.69%	48.48%	49.71%	54.23%	48.93%

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

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

4. Key contacts

Area	Contact	Telephone Number	Email
Area Ranger	Joe Obe	01223 458282	joe.godwin@cambridge.gov.uk
Enforcement (Arbury, Kings Hedges and West Chesterton)	Jamie Lambert	01223 457845	jamie.lambert@cambridge.gov.uk
Enforcement (East Chesterton)	Mark Mehaffey	01223 458062	mark.mehaffey@cambridge.gov.uk
Dog Warden (North area)	Samantha Dewing (Mon-Wed)	01223 457883	dogwarden@cambridge.gov.uk
Streets and Open Spaces Operations / Commercial	Paul Jones	01223 458282	paul.jones@cambridge.gov.uk
North Area Operations Team Leader	Kieran Gentle	01223 458282	Kieran.gentle@cambridge.gov.uk
Recycling Champions	Birgitta Laurent	01954 713614	birgitta.laurent@scambs.gov.uk

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. 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 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 birgitta.laurent@scams.gov.uk or telephone 01954 713614.