

# Environmental Report



## Cambridge East Area

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

Period of: March to August 2019

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# 1. Introduction

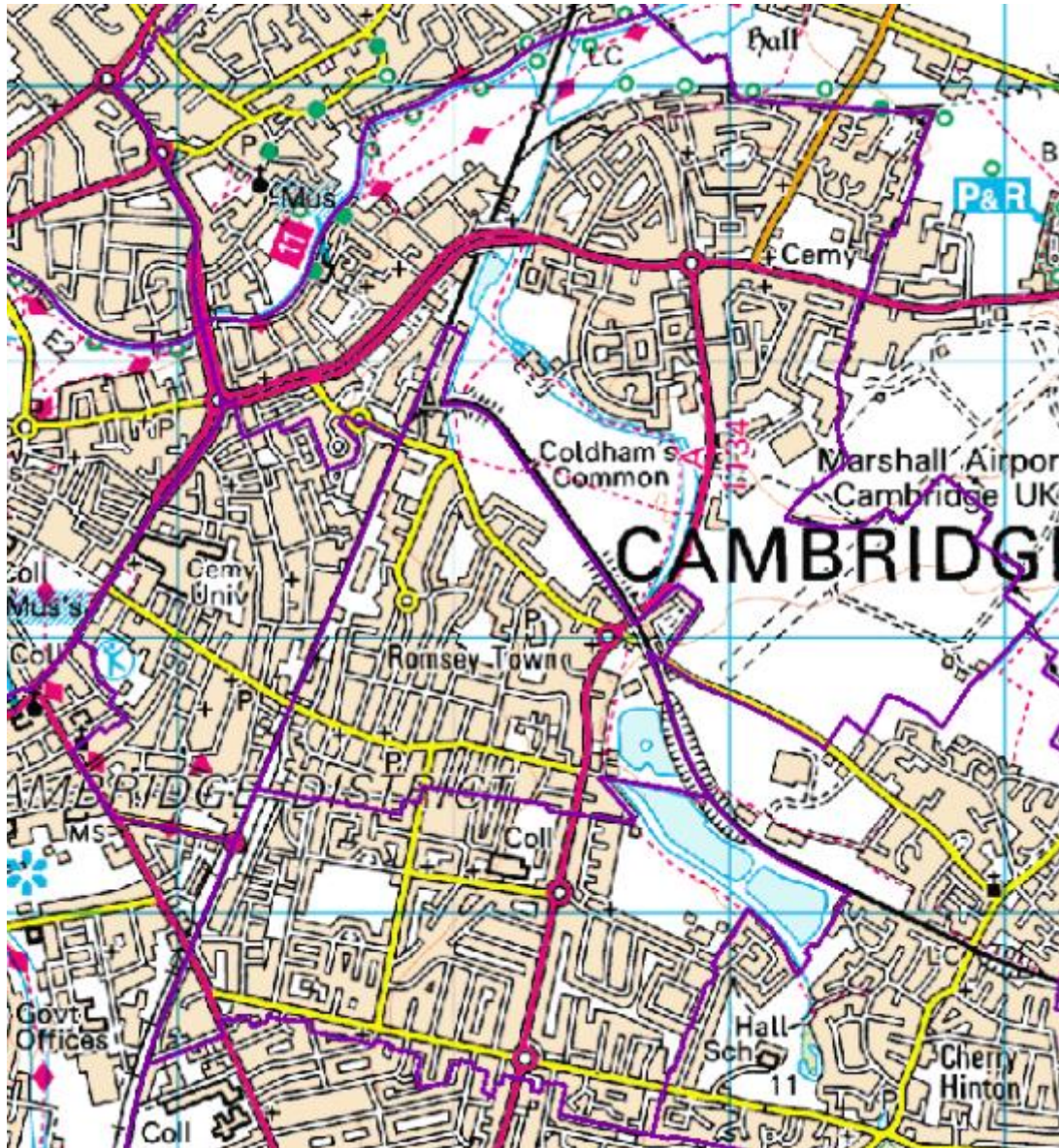
This report provides an overview of the council's Streets and Open Spaces, Environmental Health and Shared Waste service activity in the Area Committee area over the past six months.

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

1. Streets and Open Spaces Operations Team:
  - a. Street cleansing and Grounds Maintenance – cleans all residential streets and public land and maintains all grass and shrub beds across the city.
  - b. Community Engagement Team - works with Community Payback and Streets and Open Spaces volunteers to deliver community nominated improvement projects.
  - c. 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 ,

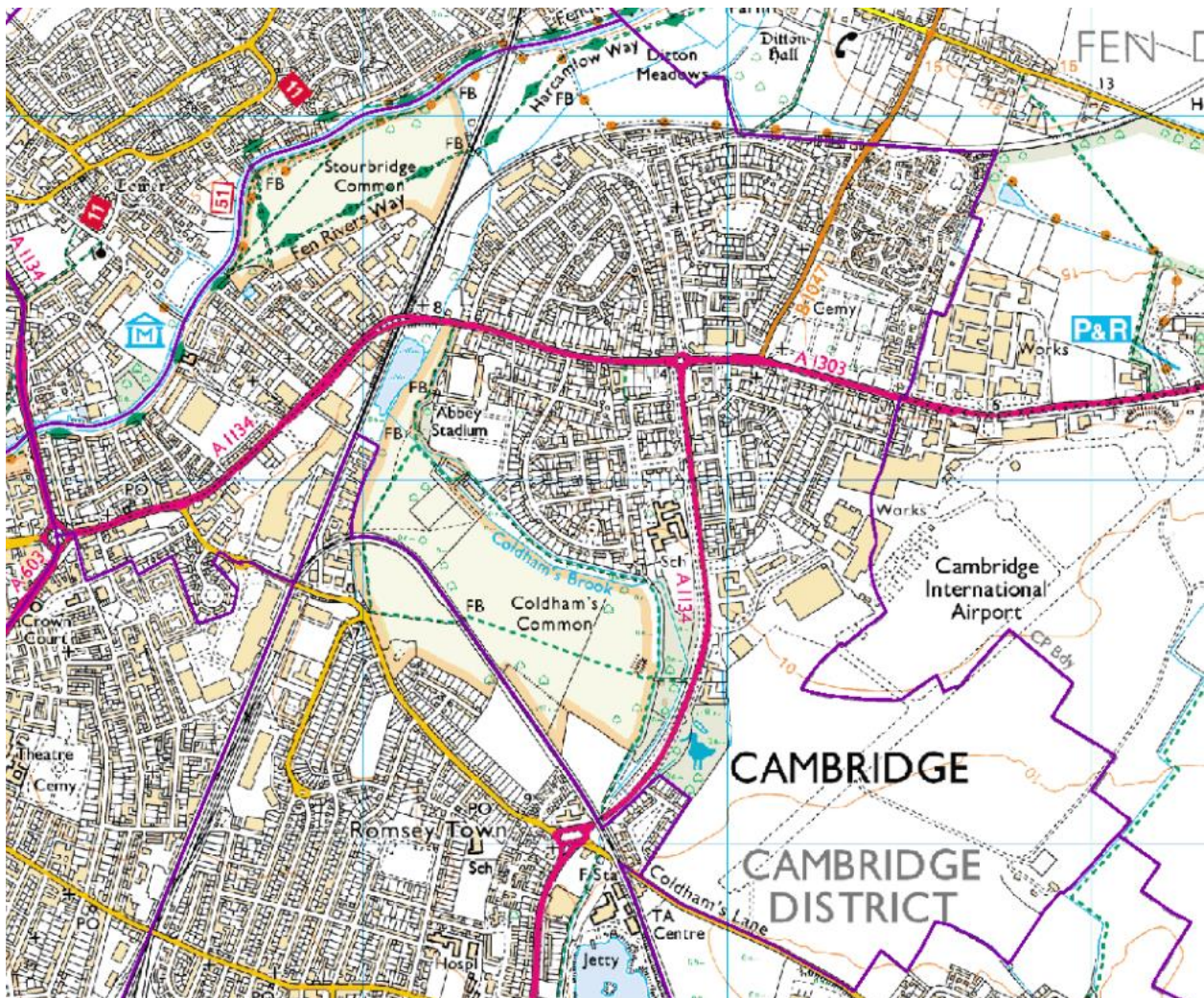
## 2. East Area Profiles

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



## Ward Profile: Abbey

### Map



### Community Engagement team

The Community Engagement Team worked with Community Payback to undertake some works on the Wadloes Road area and edged a number of pavements in Dennis Road area.

Work was completed on cutting back overgrowing vegetation and clearing a garden for an elderly resident.



We will be attending a community clean-up day in Ditton Fields on Saturday 12<sup>th</sup> October 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. We also supported clean up days at Ekin Road and Thorpe Way. In 2020 we will be helping to deliver an event at Jack Warren Green.

As part of the Great British Spring Clean, in March and April we organised a litter pick on Stourbridge Common to support the 2019 campaign.

With support of volunteers and groups we have started to help renovate the overgrown and unused communal school garden at the Galfrid Road School, work is continuing in the October half term.



At Oyster Row we have started to paint the barriers / gate at the entrance of Stourbridge Common and will be continuing with the works later in the year with the help of volunteers.



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, Chris Clements.

### **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, Helen Close, Coldhams Common and Thorley Road.

**Fouling:** we have received five 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 residents. Three of the reported cases are still ongoing and patrols are being conducted. Poo bags issued to dog walkers seen on patrols. One fixed penalty notice was issued for failing to comply with the Public Spaces Protection Order and clear up dog fouling on Stourbridge Common, the FPN was subsequently paid.

**Dog control:** We have received four reports from the public and following this we have made contact with the owners of the dogs 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. One case of repeated straying is being dealt with by a Community Protection Notice being issued.

**Stray Dogs:** There have been seven dogs found by the public, contained and picked up by the services as strays for this period. Repeat strays were found in Barnwell Road and Ditton Walk. Of the strays collected five were claimed by the owners and two were rehomed. There were also three further reports of strays where the dogs were reunited with their owners before the dog warden attended. Two dogs picked up as strays did not have correct microchip details on, one set of details has been updated, and one further case is ongoing.

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

### **Enforcement team**

**Abandoned Vehicles:** During this period a total of 25 inspections were carried out, this resulted in 17 seven day notices being issued, of which two resulted in the vehicles being removed by the council contractor at Beche Road and Wadloes Road. Vehicles were investigated at locations across the ward included Stansfield Road, Ekin Road, Galfrid Road, Ditton Fields and Rawlyn Road.

**Domestic Waste:** A large number of inspections were carried out during this period for issues relating to domestic waste, this resulted in warning letters sent out and fixed



penalty notices being issued for the offence of fly tipping and for domestic littering. Fly tip hot spots areas in this period were Abbey Road recycling centre and Helen Close recycling centre.

**Illegal camping:** The team have also responded to five cases of illegal camping on Stourbridge Common, three on Coldhams Common and one on Barnwell West Nature Reserve.

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**

We have continued with our high level of focus to remove litter from the fast food and retail outlet hot spots across the area. The street cleansing team have been sweeping all the main roads and residential areas of detritus as per the ward schedule. Our team have been targeting areas that require deep cleaning and in need of attention by exception.

The whole team have been working with the City Council Enforcement Officers to reduce the amount of fly-tipping across the ward with Ditton Fields and Abbey Leisure complex being identified as particular hot spots.

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

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

## **Local Nature Reserves**

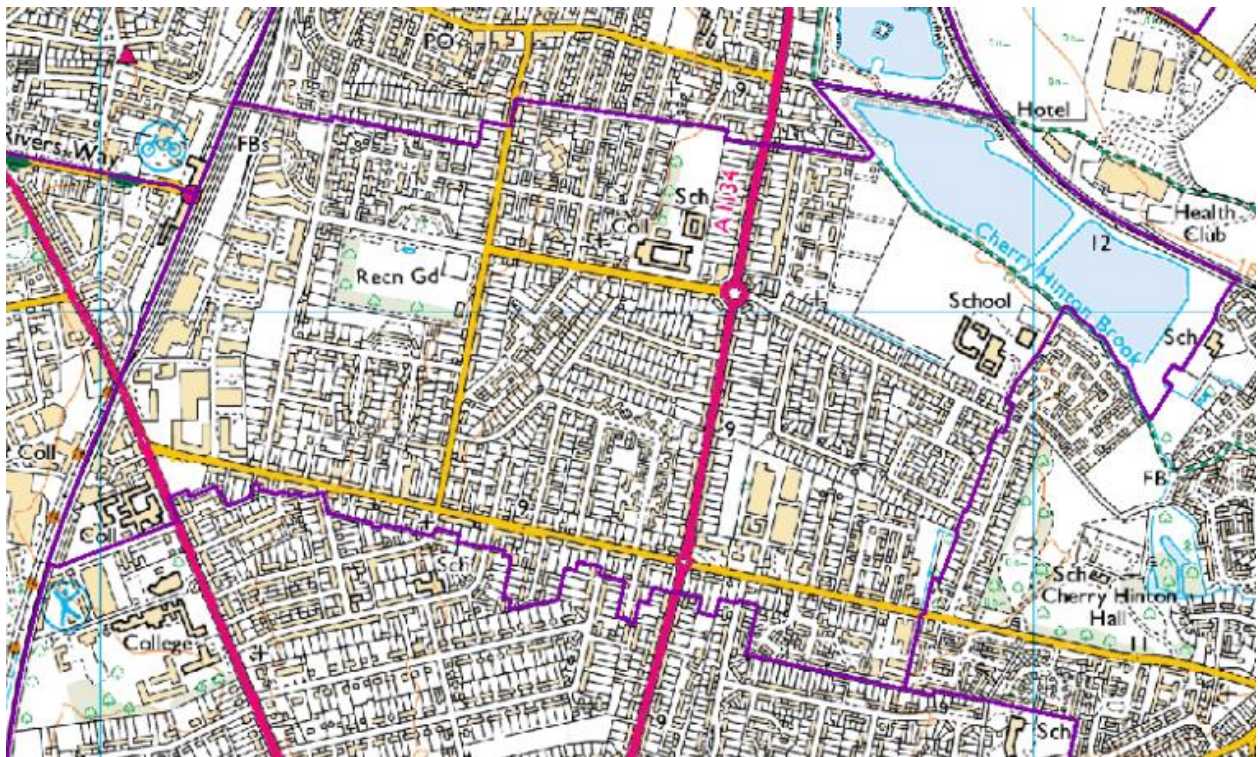
Butterfly surveys have been completed on Logan's meadow, Bramblefields and Coldhams common.

Survey Sunday's at the end of every month has been a great success this summer with a great volunteer involvement.



## Ward Profile: Coleridge

### Map



### Community Engagement team

The Area Ranger worked with Community Payback to undertake a number of works in Coleridge, which included path edging and overgrowing vegetation cutbacks on Ashbury Close, Golding Road and Tiverton Way.

In 2020 we will be helping to deliver a Community Clean Up Day at Hobart and Suez Road.

With the support of volunteers we are organising projects to undertake painting railings, staining benches and other works to clean and paint the play areas. Assessments have been completed for the follow areas where for coming months Lichfield Road, Coleridge Recreation Ground, Ashbury Close, St Thomas Square and Robert May Close.

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, Chris Clements.

### Dog Warden Service

Regular patrols of the open spaces conducted in this area with a particular focus on Coleridge Road Recreation Ground, Ashbury Close and Lichfield Road Recreation Ground.

Fouling: we have received three 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 residents. Two of the reported cases are still ongoing and patrols are being conducted. Poo bags issued to dog walkers seen on patrols.

Dog Control: At Lichfield Road, an issue was identified relating to two dogs straying from a property and fouling while doing so. In conjunction with housing officer, a Community Protection

Warning has been issued to owner along with help, support and advice on how to remedy the situation.

**Stray Dogs:** There has been one dog found by the public, contained and picked up by the service as a stray for this period, which was subsequently claimed by the owner. There was also one further report of a stray where the dog was reunited with their owner before the dog warden attended. Two microchip warning letters have been sent requesting owners details to be updated which have been complied with.

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



council's bulky waste service). This in the majority has been dealt with by educational visits by Enforcement Officers.

Rustat Road is suffering from a problem where there are numerous cases of waste left at litter bins. In the main it is the odd black bag or domestic items such as suitcases or household items.

There has also been one case of illegal advertising; seventeen suspected abandoned vehicles have been investigated within and one case of littering dealt within Coleridge.

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

### **Enforcement team**

The enforcement officer for Coleridge conducts regular pro-active patrols in this area for approximately 8 to 15 hours a week. Particularly targeted in this period were the hotspots which were Ashbury Close for fly tipping and littering, as well as Perne Road and Rustat Road for alleged abandoned vehicles.

Ashbury Close (back of garages) in particular seems to get targeted with fly tipping, the team have had successful results in which evidence has been found when inspecting the waste left by the perpetrators, this includes items such as fencing, ironing boards and domestic household waste. A number of fixed penalty notices have also been issued for littering.

At Perne Road, there have been issues with residents leaving items outside their premises waiting for somebody to take them away (rather than taking them to a recycling centre or using the



## **Operations Service**

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

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

Our graffiti team have been tasked with the continual removal of affected street furniture, with Coleridge Road being identified as a specific hot spot.

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

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

## Ward Profile: Petersfield

### 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 painting of the railings at Norfolk Street.





In June, volunteers rubbed down and re-stained wooden bollards on Norfolk Street.

On St Matthews Piece, volunteers cleaned and tidied up benches:



In 2020 we will be helping to deliver a Community Clean Up Day at St Matthews Piece.

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, Chris Clements.

### **Dog Warden Service**

Regular patrols of the open spaces conducted in this area with a particular focus on Petersfield Recreation Ground, Mill Road Cemetery and St Mathew's Piece.

**Fouling:** We have received a single report from the public about Mill Road Cemetery which we have been fully investigated and where applicable we have put up dog fouling signage. Poo bags issued to dog walkers seen on patrols.

**Stray Dogs:** Two loose stray dogs were reported by the public, but these were not on site when we attended and no further reports were made.

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



## Enforcement team

During the period between March 2019 and August 2019 officers continued to undertake proactive litter patrols within the ward. Fixed penalty notices have been issued for the offence of littering, and successful Investigations have been made for household littering and fly tipping offences. A businesses has been investigated and action taken in relation to fly tipping their trade waste along Mill Road.

Officers have also been dealing with companies within the ward with regards to breaches of section 47 notices (statutory notice for trade waste) whereby FPNs have

been issued. This also includes additional educational visits as well to remind businesses of their duty of care in relation to the management and storage of their trade waste.

Educational visits have been made to local businesses such as cafes and restaurants that provide outside seating areas for customers in relation to smoking, this was reminding them of their duty of care in keeping the area clean of litter. This was also to advise them that the environmental crime team will issue fixed penalty notices to their customers if seen committing littering offences on the public highway.

Going forward we will continue to liaise with our partners, proactively and reactively dealing with any issues that arise. We will be putting our own projects in place with regards to dealing with ongoing trade waste issues.

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



## Operations service

We have been busy cutting and maintaining grass verges and park areas with our ground's maintenance team. The team have completed our pruning and maintenance of shrub beds across the highways and parks.

Our graffiti team have been tasked with the continual removal of affected street furniture, with Mill Road being identified as a specific hot spot.

The street cleansing team have been sweeping all the main roads and residential areas of detritus as per the ward schedule. Our team have been targeting areas that require deep cleaning and in need of attention after the major road works and closures.

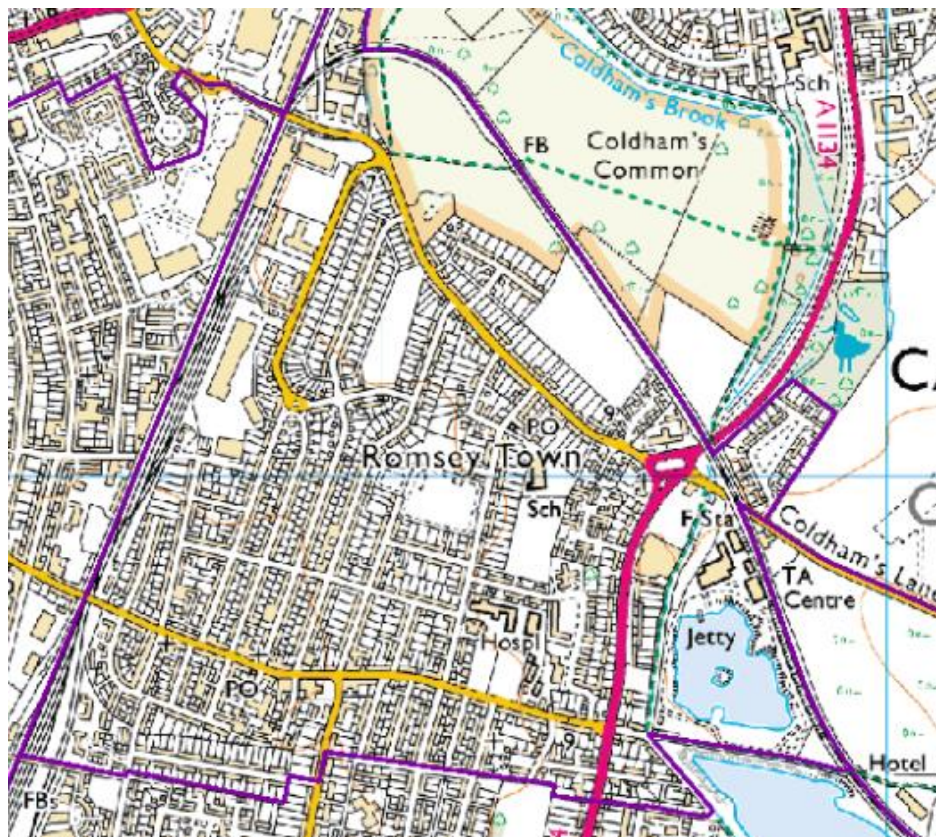
We have continued with our high level of focus to remove litter from the retail hotspots across this ward. The area has seen a significant increase of needles and drug related paraphernalia particularly in Mill Road Cemetery.

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

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

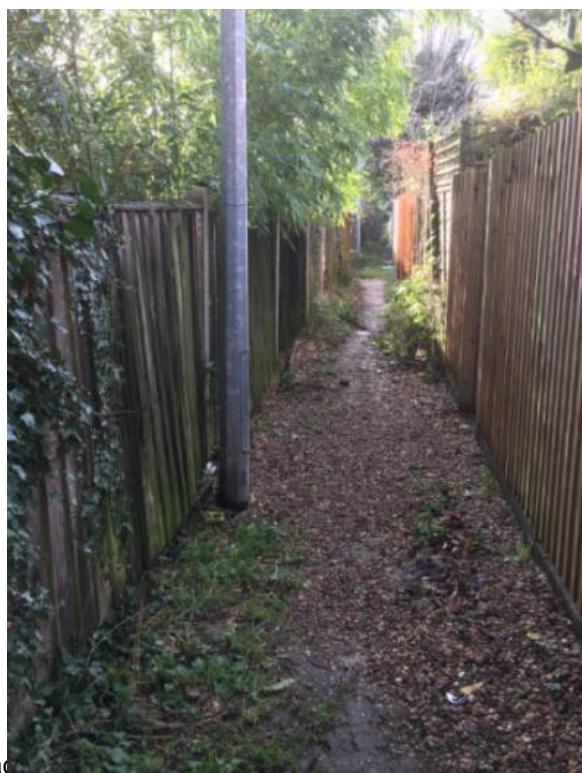
## Ward Profile: Romsey

### Map



### Community Engagement team

In this ward works with the Community Engagement Team and Community Payback work has been completed which included pavement edging at Barnwell Road and a clean-up / tidy up, as well as cutting back of overgrown vegetation of the alleyways in Seymour Street.



We had volunteers from a local business help with tree maintenance, and paint some benches on Romsey Recreation Ground, below are some before and after photos of the work they completed during a volunteering session.



We have organised Hedgehog Nights for volunteers to learn how they can help with the decline of hedgehogs, building hedgehog habitat followed by a walk around the chosen location with the support of our Local Nature Reserves Ranger, and in Romsey this took place on Romsey Recreation Ground on 28<sup>th</sup> August.

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, Chris Clements.



## Dog Warden Service

Regular patrols of the open spaces conducted in this area with a particular focus on Coldhams Common and Romsey Recreation Ground.

Fouling: we have received three 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 residents.

Dog control: We have received one report from the public regarding a dog being out of control and walked off lead. Working with Cambridgeshire Police and providing words of the advice, the dog is now being walked on lead.

Stray Dogs: Three loose stray dogs were reported by the public, but these were not on site when we attended and no further reports were made. One microchip warning letter has been issued to the owner of a dog whose details were not up to date, and the letter has been complied with.

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

## Enforcement team

The enforcement officer for Romsey conducts regular pro-active patrols in this area for approximately 10 to 15 hours a week. Particularly targeted in this period were the hotspots of Wycliffe Road, Mill Road and Seymour Street. Domestic bins left on the street have also posed an issue for residents. Charity shops are also getting targeted in this area.

Wycliffe Road in particular seems to get targeted with residents fly tipping (usually next to the litter bins) at this location and the team have had successful results in which evidence has been found when inspecting the waste left and a number of fixed penalty notices have been issued and paid. This waste that has been left includes electrical items such as fridges and large amounts of packaging. Also some fixed penalty notices have been issued for littering in the area.

Mill Road also is a hotspot again. The team have dealt with numerous offences from black bags to mattresses. Again numerous fixed penalty notices have been issued where evidence has led the team to the perpetrators. Officers have also been dealing with businesses and trade waste, and as a result of missed collections of waste we have issued a statutory notice for waste collection (section 47) to several businesses.

Seymour Street is another hotspot in the area and is regularly patrolled. The team have had numerous cases of littering and fly tipping in this area. In particular, by commercial waste bins and have issued fixed penalty notices for fly tipping where a perpetrator has been identified.





Bins left on the footpath have caused an issue with residents who live on Campbell Street and St Phillips Road, and all of the domestic waste bins have either been removed by the residents or in cases where residents failed to claim and return them to their premises after being emptied they have been removed by the council. In the majority of cases this street is now cleared of domestic waste bins been left out all the time.

Charity shops including Romsey Mill, Cats Protection, and Arthur Rank are getting their commercial waste bins broken into mainly at the weekends. As a

way of resolving this issue and assisting them, we are working to install additional locking mechanisms to deter this behaviour by offenders.

There are also ongoing issues with tents on the Romsey ward area of Coldhams Common, resulting from illegal camping. These tents have been removed and the area cleared of any clothing, drug paraphernalia and belongings.

In total there were twenty suspected abandoned vehicles dealt with within Romsey Ward, of which three (3) were declared abandoned. There were thirty two (32) cases of fly tipping dealt and eighteen (18) cases of littering in this period. One (1) commercial premise has been issued a Section 47 notice due to them not facilitating the collection of commercial waste.

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

### **Operations service**

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

The street cleansing team have been sweeping all the main roads and residential areas of detritus and completing deep cleaning as we go around the ward.

Our graffiti team have been tasked with the continual removal of affected street furniture, with Coldhams Lane being identified as an area of concern.

We have been busy cutting and maintaining grass areas with our ground's maintenance team. The team have completed our bedding and maintenance of flower and shrub beds across the highways and parks.

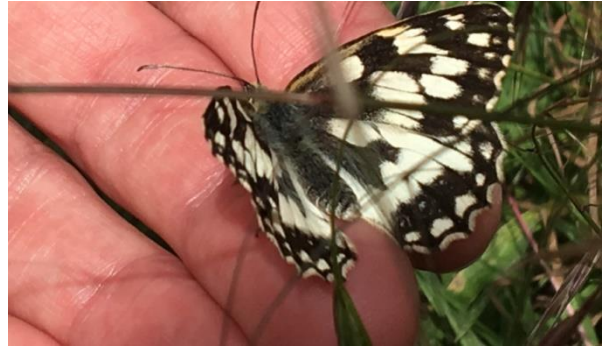
Over the course of August our ground's maintenance team will start preparing for and commencing the hedge cutting season.

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

## Local Nature Reserves

Butterfly surveys have been completed on Logan's meadow, Bramblefields and Coldhams Common.

Survey Sunday's at the end of every month has been a great success this summer with a great volunteer involvement.



## Tree Team Update:

Citywide updates from the Tree team

- Street trees and trees in communal housing lands are to be pruned this winter in Castle, Coleridge, Market, Newnham, Petersfield, Romsey and Trumpington.
- Parks trees currently being pruned in Abbey, Romsey and Cherry Hinton.
- Replanting will occur this winter between December and March 2020.
- The free tree for babies' scheme for 2019 has closed and applications are being processed.
- The Nature Smart Cities EU project and green infrastructure investment, to improve tree cover in Cambridge has been approved.
- The trees web pages have been upgraded with new information and web forms:  
<https://www.cambridge.gov.uk/trees>

## **Greater Cambridge Shared Waste Service Update:**

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

- 10/07/2019 Trinity Centre, Cambridge Science Park - Cambridge Cleantech conference recycling stand
- 06/07/2019 Cambourne Business Park - Go Wild Music festival recycling stand
- 18/07/2019 Sawston Community College - Talk for year 9
- 01/08/2019 Coldhams Common - Cambridge Folk Festival
- 09/08/2019 Fulbourn Tesco - Contamination roadshow
- 15/08/2019 Sainsbury's Coldhams Lane - Contamination roadshow
- 20/08/2019 Wadloes Road Industrial Estate - Bee Bee Wrap factory visit
- 01/09/2019 St Matthews Piece - Community Fun Day
- 07/09/2019 Wulfstan Way - Community Action Day
- 20/09/2019 Hardwick Primary School - Recycling talk
- 21/09/2019 East Chesterton Methodist Church – Community Action Day
- 28/09/2019 The Ship - Community Action Day
- 28/09/2019 Great Shelford Free Church, Sawston - Eco Day

## 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 [East Area]

Period	Activity	Total number of incidents	Ward			
			Abbey	Coleridge	Petersfield	Romsey
March to August 2018	Fly tipping	145	34	19	53	39
March to August 2019		263	84	54	51	74
March to August 2018	Needles	1080	16 needles (5 instances)	24 needles (3 instances)	903 needles (46 instances)	458 needles (5 instances)
March to August 2019		267	11 needles (3 instances)	50 needles (4 instances)	155 needles (15 instances)	51 needles (13 instances)
March to August 2018	Fixed penalty notices	23	5	1	17	0
March to August 2019		65	14	5	38	8

#### Summary of public realm data:

##### Fly tipping:

Of the 84 reports for fly tip in the Abbey ward, eight came from Abbey Road, seven from Thorpe Way and six from Dennis Road; no other particular trends with types of fly tipped material were identified in this period. In Coleridge, there were repeat incidents at Ashbury Close / Golding Road area and Suez Road and no other trends for fly tipping in this ward were identified. In Petersfield the majority of waste was fly tipped in and around the Mill Road area; in particular repeat incidents were found at Gwydir Street (10), Sleaford Street (5), Covent Garden (2) and Mill Road (14). No patterns of repeat offences have been identified. In Romsey high levels of fly tipping were found around the Wycliffe Road (10) and Seymour Street (12) area, and fly tips were found in Marmora Road (4), Thoday Street (4) and Ross Street (5) areas of Romsey. No patterns of repeat offences have been identified.

**Needles:**

- **Abbey:** One needle was removed from Stourbridge Common in April, four needles were removed from Ditton Lane in July and six needles were cleared from Signet Court in August.
- **Coleridge:** In April two needles were removed from Rock Road, in May twenty needles were removed from the stairwell at Neville Road (the needles were in sharps containers), in June twenty seven needles were removed from Perne Road and in August one needle was removed from Regency Square development on Rustat Road.
- **Petersfield:** In Mill Road during the period, the following needles were removed; two needles in April, one needle in May, three needles in June (two different instances). In other areas across the ward, two needles were removed from Dales Brewery in March, and three needles from the rear of St Matthews School on Norfolk Street and one needle was removed from Mackenzie Road. In April 121 needles were removed from Mawson Road which had been found by a local business, and in May one needle was removed from Petersfield. In July there were repeat instances of needles removed from Gwydir Street (five needles and six needles), and needles were also removed from St Matthews Piece (2) and Abbey Street (4). In August three needles were removed from St Barnabas Road and one from Devonshire Mews.
- **Romsey:** In Romsey Recreation Ground during the period needles were removed; two needles in March, two needles in May, four needles in June, nine needles in July and four needles in August. Across the ward needles were also found in Greville Road (1) and Brooks Road flats (12) in March. In April there were repeat instances in Thoday Street (four needles and five needles) and five needles were removed from William Smith Close. In May one needle was removed from Cyprus Road, and in July one needle was removed from William Smith Close. In August one needle was removed from Ross Street.

**Fixed penalty notices:**

Fixed penalty notices issued across the period includes eighteen for littering, two for abandoned vehicles, nineteen for domestic waste, three for small scale fly tipping, one for breach of a statutory notice for waste (business), seven for commercial litter, one for dog fouling, and two for failing to provide documentation for a waste carrier licence and waste transfer documentation and eleven for illegal advertised estate agent boards.

## Private Realm [East Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
March to August 2018	Pest Control	NA	150	NA	NA	NA
March to August 2019			137			
March to August 2018	Refuse and waste complaints	12	NA	1	0	0
March to August 2019		13			0	0
March to August 2018	Other public health interventions <sup>2</sup>	14	NA	1	0	0
March to August 2019		16			0	0
March to August 2018	Noise complaints	177 <sup>3</sup>	NA	1	4	0
March to August 2019		186 <sup>3</sup>			2	0
March to August 2018	Private Sector Housing interventions	48 <sup>4</sup>	NA	1	4	1 <sup>5</sup>
March to August 2019		69 <sup>4</sup>			2	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.

<sup>5</sup> Fixed penalty notice

## 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%
19-20 Q2	4,158	1,488,801	1,484,643	0.28%	99.72%

<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%
<b>Jul-19</b>	1,986	756,944	754,958	0.26%	99.74%
<b>Aug-19</b>	2,172	731,857	729,685	0.30%	99.70%

## 4. Key contacts

Area	Contact	Telephone Number	Email
Area Ranger	Chris Clements	01223 458282	<a href="mailto:chris.clements@cambridge.gov.uk">chris.clements@cambridge.gov.uk</a>
Enforcement (Coleridge and Romsey)	Tony Durman	01223 458282	<a href="mailto:Tony.durman@cambridge.gov.uk">Tony.durman@cambridge.gov.uk</a>
Enforcement (Abbey)	Mark Mehaffey	01223 458062	<a href="mailto:mark.mehaffey@cambridge.gov.uk">mark.mehaffey@cambridge.gov.uk</a>
Enforcement (Petersfield)	Andy Hine Steve Phillips	01223 458579 01223 457638	<a href="mailto:andrew.hine@cambridge.gov.uk">andrew.hine@cambridge.gov.uk</a> <a href="mailto:Steve.phillips@cambridge.gov.uk">Steve.phillips@cambridge.gov.uk</a>
Dog Warden (East area)	Samantha Dewing (Mon-Wed)	01223 457883	<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>
East Area Operations Team Leader	Richard Woolman	01223 458282	<a href="mailto:richard.woolman@cambridge.gov.uk">richard.woolman@cambridge.gov.uk</a>
Recycling Champions	Birgitta Laurent	01954 713614	<a href="mailto:birgitta.laurent@scams.gov.uk">birgitta.laurent@scams.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.

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](mailto:birgitta.laurent@scams.gov.uk) or telephone 01954 713614.