

Environmental Report



Cambridge North Area

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

Period of: August 2019 to January 2020

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1. Introduction

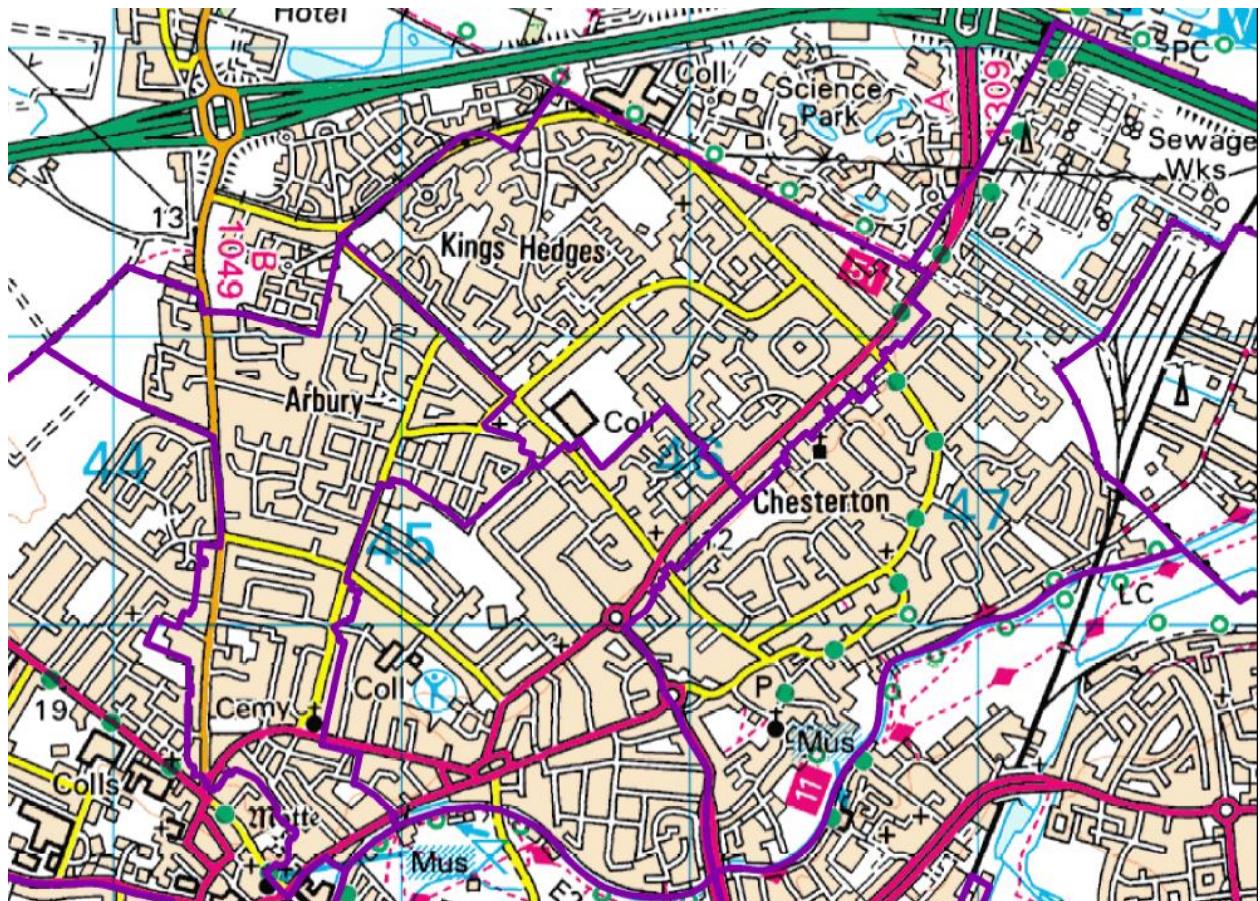
This report provides an overview of the council's Streets and Open Spaces, Environmental Health and Shared Waste service activity in the Area Committee area over the past six months.

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 ,

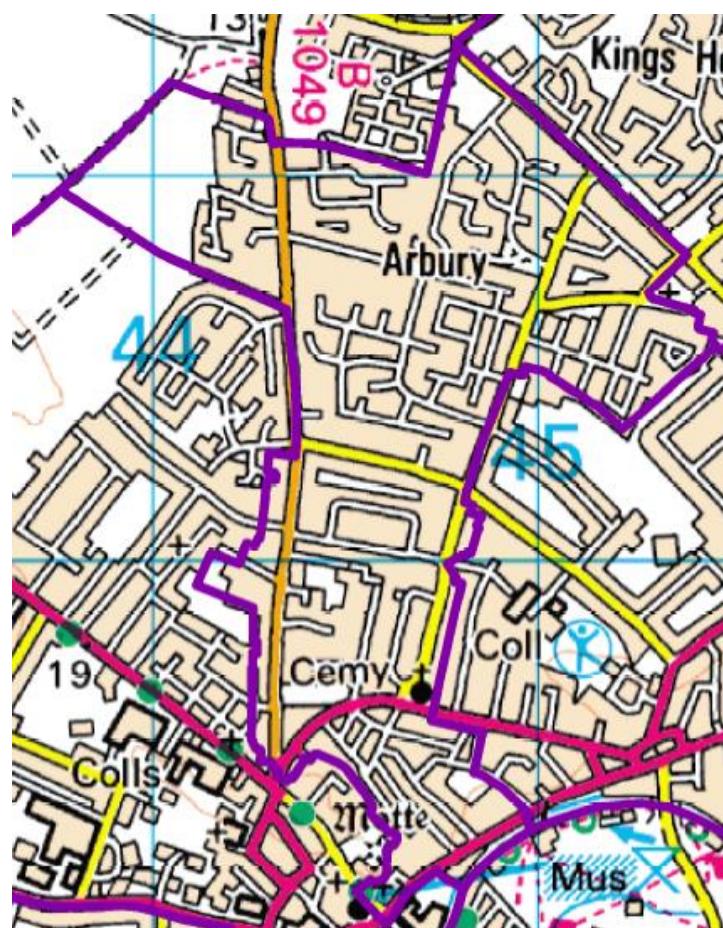
2. North Area Profiles

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 Arbury Town Park and Nicholson Way.



The Community Engagement Team went to St Laurence Primary School in December where they visited St Albans Recreation Ground with some of the children and completed community litter picks.

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

Dog Warden Service

Regular patrolling of all the green and open spaces is conducted within this area, along with targeted patrols of identified fouling and dog control issues hot spots.

- Redfern Close – Resident highlighted the need for fouling signage. New fouling sign was put up at the Close.
- Alexandra Gardens – fouling issued reported. Extra patrols conducted, spoke with dog walkers and dog poo bags given out.
- Finch Road – Fouling issue on grass area reported. Suspect identified and sent warning letter. New fouling sign put up.
- St Albans Recreation Ground – Dog control report received and an on-going fouling problem at the recreation ground. Regular patrols of the area conducted with poo bags handed out to dog walkers. Suspect identified in dog on dog attack, education and advice provided.
- Harding Way – Reports from resident of a dog control problem. Suspect identified, education and advice provided and the situation resolved.
- Hall Farm Road – Fouling issue reported by residents, extra patrols conducted in the area.
- Fortescue Road – Fouling problem reported, suspect identified and sent warning letter.
- Fordwich Close – Fouling issue reported, suspect identified but not substantiated, education and advice provided.
- Kingsway flats (Humps) – On-going fouling problem, regular patrols conducted in the area.
- Perse Way – Fouling problem identified, on-going area patrols being conducted.
- Brackley Close – Fouling problem identified, on-going area patrols being conducted.

Stray Dogs: Five dogs found straying and contained by the public during this period. Three dogs collected by the dog warden service and two taken directly to Wood Green by the finder.

Microchipping: Dogs from St Albans Road and Searle Street were identified as not being microchipped in accordance with the Microchipping Regulations 2015. In one case a warning letter was sent and the keeper updated the details held on an authorised database. In the other case a formal notice was served requiring the keeper have the dog microchipped in accordance with the regulations, and the notice was complied with.

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

Enforcement team

During this period twelve 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.

During the end of 2019 the enforcement team and community engagement team took part in an educational campaign relating to fly tipping and household duty of care. Educational visits, door knocks and leaflets drops were made at numerous properties across Arbury and Kings Hedges



Fly tipping figures and details on fixed penalty notices are listed in detail below.

- Stretton Avenue: This area continues to be an issue despite the recycling point being recently removed. A total of seven fly tips have been investigated resulting in two person(s) receiving fixed penalty notices.
- Histon Road Cemetery: The cemetery continues to be at hot spot for illegal camping and rough sleepers. A total of 13 incidents of illegal campsite have been dealt with by the team. The area is regularly visited by the enforcement team and dog warden service. Any information of note is shared with both the Street Outreach team and Police.



- Fordwich Close: This area has become a concern over the last six months. Only three fly tips have been reported but the amount of waste being left has increased. Three people have been interviewed in relation to offences. The investigations to date have resulted in a community protection warning being issued. Further enquires are on-going in relation to further suspects. Liaison is being made with both housing and waste services in order to reduce the amount of waste being dumped, educate local residents and ensure that suitable bins and collections are in place.

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 and the operatives have been busy with the gardening winter maintenance work, and carrying out hedge cutting outside of the bird nesting period.

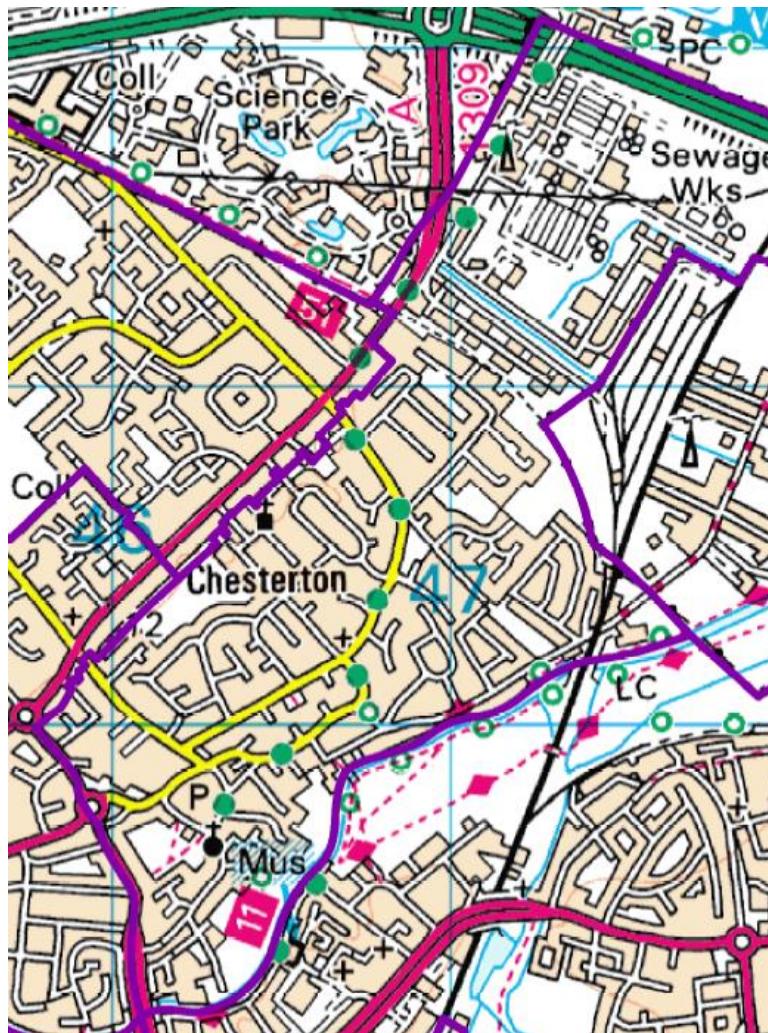
Routine deep cleaning of detritus on footways and carriageways in the Arbury ward is continuing across the ward along with leaf sweeping.

Operatives have trimmed the new hedge along Arbury Road removing obstructions from the cycle path, and removed the ivy on it so it has a good chance of survival. Operatives have also laid wildflower turf on the corner of Arbury Road and Campkin Road, and a new bin has been installed along Arbury Road near the bus stop (Mere Way) as a litter problem had been highlighted in that area.

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 Rangers worked with Community Payback to undertake a number of works of East Chesterton, which included cutting back overgrown vegetation at Brownsfield Community Centre on Green End Road, and the removal of fly tipping and vegetation at Pippin Drive.

The team also undertook the clearance and cutback of overgrown vegetation over three days at Moss Bank after liaising with the local residents who are planning on maintaining the area themselves.



The team undertook a community clean-up day in East Chesterton at Ashfield Road / Scotland Road on Saturday 21st September which was supported by the 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 the Community Engagement Team.

Dog Warden Service

Regular patrolling of all green and open spaces in the area. All reported fouling problems and dog control issues received fully investigated and where applicable fouling signage put up and education and advice given advice. Poo bags issued to dog walkers seen on patrols.

- Kinross Road – Fouling problem reported. On-going patrols being conducted in the area.
- Bramblefields and Laxton Way – Fouling problem identified, and increased patrols and fouling signage put up.
- Elizabeth Way – Dog on dog attack. Suspect identified education and advice given.
- Green Dragon Bridge – Dog not under control. Suspect identified, education and advice provided. On-going monitoring.
- Logan's Meadow – Identified as a fouling hot spot. Targeted patrols conducted. One fixed penalty issued for failure to comply with Public Spaces Protection Order, issued to a member of the public for failing to immediately clear up after dog. New fouling signs put up at the site.



Stray Dogs: Six dogs found straying and contained by the public during this period. Three dogs collected by the dog warden service and three taken directly to Wood Green by the finder.

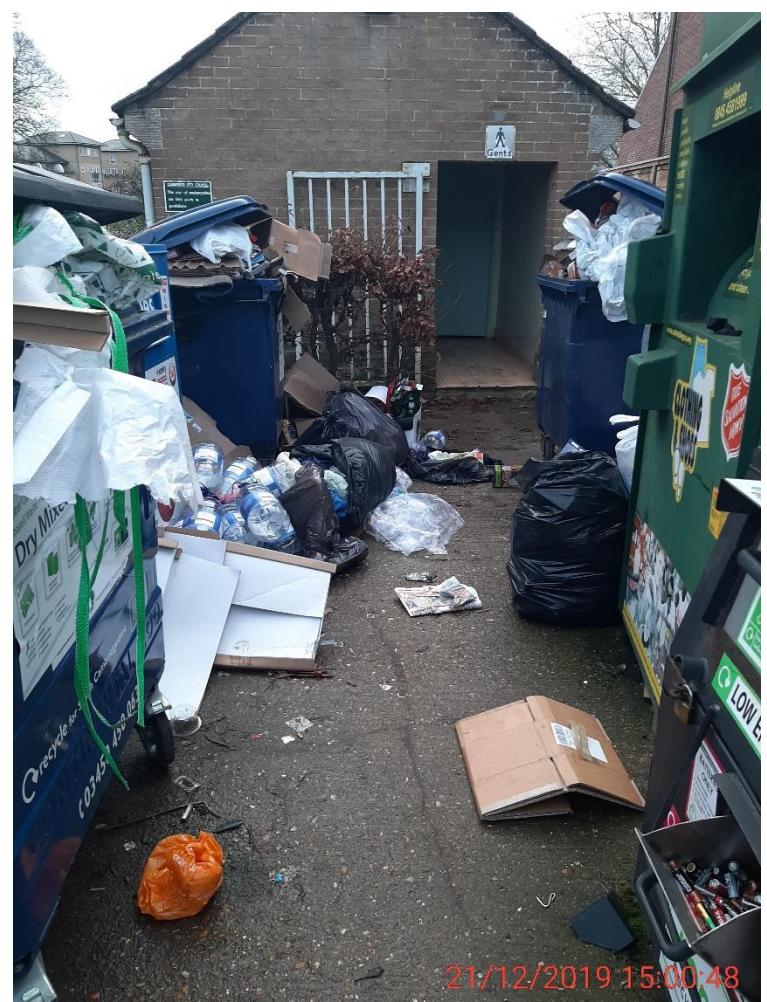
To contact us regarding a dog issue, please contact your dog warden Samantha Dewing.



Enforcement team

Regular patrols are conducted in the area every day spending approximately 20 to 25 hours per week there. Over the past six months officers have investigated 42 fly tips within East Chesterton. Particular attention has been given to the Church Street recycling centre, Mortlock Avenue garages, Maitland Avenue and Dundee Close. These areas have been particularly bad for fly tipping.

- **Church Street Recycling Centre –** The recycling point seems to be a hot spot area for the dumping of waste outside of the bins. Due to the continuous misuse of this recycling centre, it has now been closed. However, over the past six months officers have dealt with fifteen separate fly tips at the recycling centre. This has resulted in two fixed penalty notices for fly tipping being issued, which have been paid. Also five warning letters have been issued to suspects with a view to educate suspects and change their behaviour.
- **Mortlock Avenue garages –** This is another site that seems to attract a large amount of fly tipping. Within the past six months officers have dealt with five separate fly tips at this location, however due to the nature of the waste being dumped have been unable to take any further action as there has been no evidence.
- **Maitland Avenue –** This area seems to have seen an increase in the amount of waste being dumped, with three cases of fly tipping having been investigated in this street. Again due to the nature of the waste being dumped officers have been unable to take any further action. However due to the rise in the amount of waste being dumped officers have stepped up patrols in this area, to try and deter people from fly tipping their waste



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- Dundee Close – This area also seems to be a hot spot for the use of and dumping of the silver gas canisters and officers have dealt with several cases. Due to the lack of evidence officers have been unable to take any further action, however, they have been liaising with the residents in the area, to try and help catch the culprits because it seems as though it is not people from the area committing the offences. This close has also benefited from being door knocked for the fly tip campaign with all residents being spoken to or leafleted in regards to fly tipping and their duty of care.
- Logan's Meadow has also caused some issues. With six incidents of illegal camping being investigated, all of these incidents have now been resolved with either the owner of the camp removing it or by the council seizing it. There have also been reports of bonfires taking place in the meadow; however we have been unable to catch the suspects.

Officers have also recently received a report of vehicles being repaired on the public highway in the East Chesterton ward. Officers have investigated this case and on several separate visits found no evidence to support the report. However, the team have written to the suspected garage, to remind them that it is an offence to repair vehicles on the road. Officers will continue to make regular visits to the location, to make sure the business isn't repairing any vehicles on the road.

Abandoned vehicles - Eight suspected abandoned vehicles have been investigated within East Chesterton. Only one of which has been declared abandoned and removed, the vehicle was subsequently destroyed when it wasn't claimed. All the other vehicles were either claimed or removed by the owner.



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 team continue to maintain all council housing and highway grass and shrub beds across the ward and the operatives have been busy with the gardening winter maintenance work, and carrying out hedge cutting outside of the bird nesting period.

Routine deep cleaning of detritus on footways and carriageways in East Chesterton is continuing across the ward. The teams continue to monitor the litter hot spots in the ward, Dundee Close, Logan's Way and Meadow and Church Street 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

We supported a corporate volunteer day for the civil servants from the Education Department at Bramblefields Nature Reserve. They helped clear out the pond and a large area of overgrown scrub.



We also held a well-attended hedgehog survey night in August 2019 at Bramblefields where we used a thermal imaging camera and successfully located a young hedgehog.

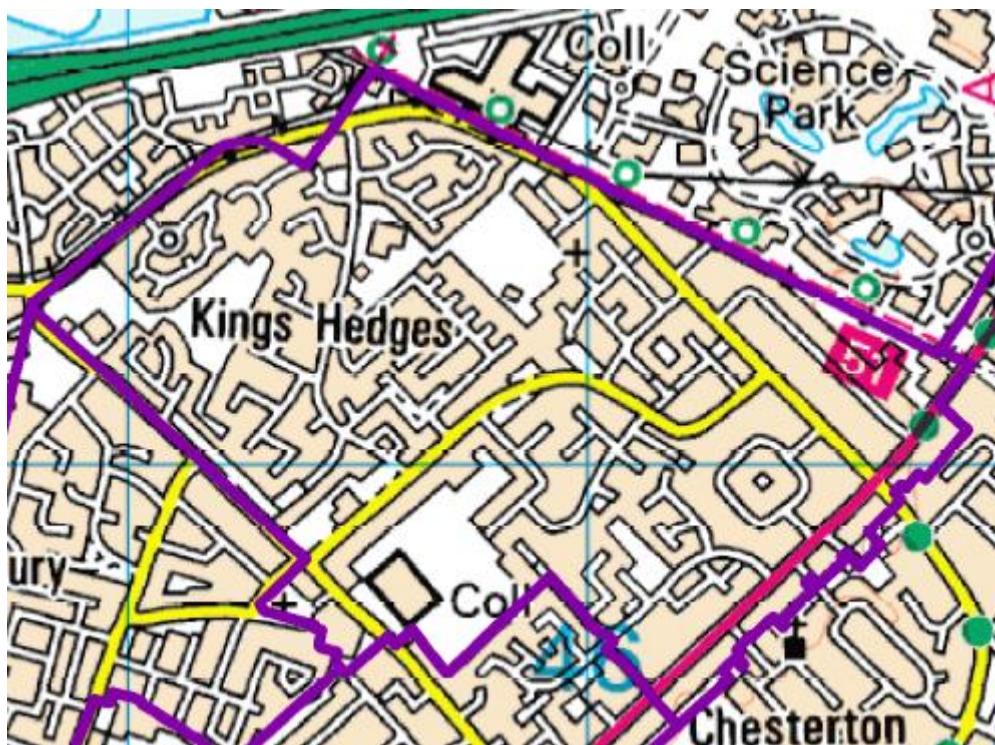


Local company Sentec had a day at Logan's Meadow reserve, with ten volunteers clearing the stream in November 2019, which was much needed as it had been blocked for a while.

We have plans to complete some pond improvements at Bramblefields and to undertake a school art project with Shirley School from March until July at Bramblefields.

Ward Profile: Kings Hedges

Map



Community Engagement team

The Area Rangers worked with Community Payback to undertake a number of works of Kings Hedges, which included cutting back overgrown vegetation at Sackville Close, Aragon Close and Woburn Close.

The Community Engagement Team has had volunteers help with two planting days at Arbury Recreation Ground in November when a new hedge was put in.



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

The Community Engagement Team went to St Laurence Primary School in December; the team visited St Albans Recreation Ground with some of the children and completed community litter picks.

Just outside of the Kings Hedges boundary, the Community Engagement Team attended fresher's week at Cambridge Regional College where we spoke with students about littering and fixed penalty notices and handed out pocket ashtrays:



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

Dog Warden Service

Regular patrols of the green and open spaces conducted with extra attention given to the identified hot spot areas for dog related issues.

- Campkin Road – Case 1 - Repeated straying of dog. Referral made to Wood Green Outreach team for assistance with dog control. Case 2 - Dog on dog attack - Suspect identified, education and advice provided – on-going monitoring.
- Augustus Close – Fouling issued reported. Patrols of the area increased.
- Nuns Way Recreation ground – regular patrols with high volumes of dog walkers seen and poo bags given out.
- Edgecombe Flats – Dog on dog attack. Suspect identified and a referral made to Wood Green Outreach team for help with dog control.
- Kings Hedges Recreation Ground - regular patrols with high volumes of dog walkers seen and poo bags given out.
- Cameron Road - free microchipping was offered by the service at the clean-up day in September and a local resident came along and had their dog microchipped.

Stray Dogs: Three dogs found straying and contained by the public during this period, collected by the dog warden service and taken to Wood Green.

Microchipping: Dog at Crowland Way identified as not being microchipped in accordance with the Microchipping Regulations 2015. A warning letter sent and the keeper updated the details held on an authorised database.

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

Enforcement team



Regular patrols carried out in the area and twenty abandoned vehicle investigations were carried out during this period.

During the end of 2019 the enforcement team and community engagement team took part in an educational campaign relating to fly tipping and household duty of care. Educational visits, door knocks and leaflets drops were made at numerous properties across Arbury and Kings Hedges

Fly tipping figures and details on fixed penalty notices are listed in detail below.

- **Nicholson Way:** This area continues to be a problem with a number of offences at both the recycling centre and outside of the flats. A total of eight offences have been recorded and investigated in this area.
- **Edgecombe Flats:** A slight reduction in offences has been recorded during this period since the fly tipping and duty of care campaign. A total of five investigations have taken place in this area.
- **The Ship Car Park:** This area has become a hot spot over the last six months with six recorded offences. Two of these offences had suspects identified and were dealt with by way of fixed penalty notice.



- Woburn Close, Sackville Close and Aragon Close: Thirteen offences have been investigated by the team. All the offences relate to the misuse of the recycling centres. Liaison has been made with between waste and local councillors in relation to the misuse of these sites. Two community protection warnings have been issued in relation to fly tipping offences and one fixed penalty notice. One person was interviewed under caution in relation to misuse of the site and business waste.
- Minerva Way and surrounding court yards: This area has seen a number of fly tips and has most abandoned vehicles reported for a single location. Six fly tipping investigations have been conducted and five abandoned vehicles reported.

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

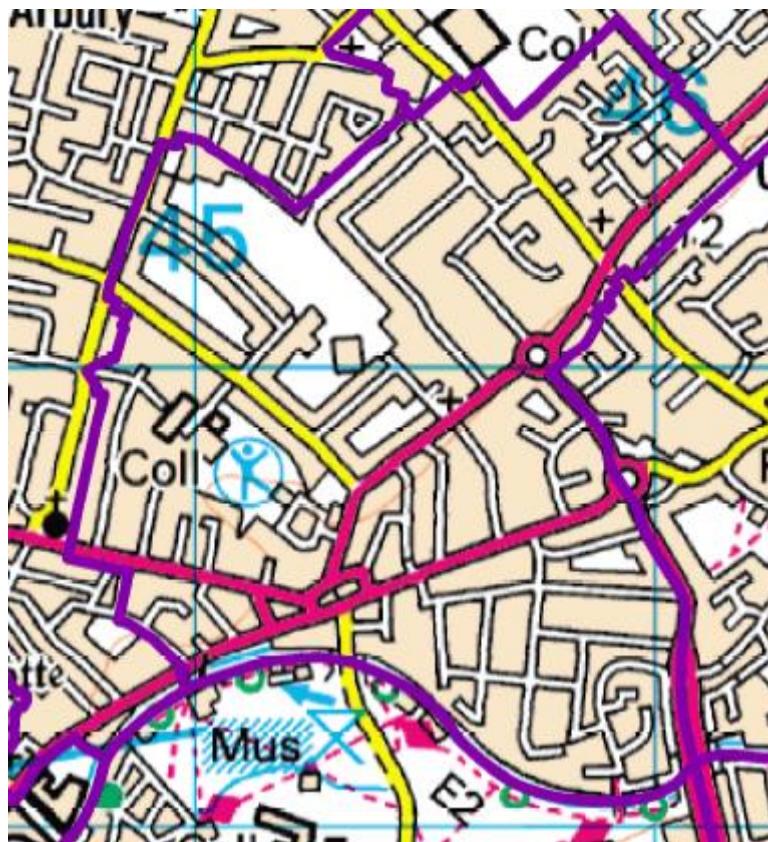
The team continue to maintain all council housing and highway grass and shrub beds across the ward and the operatives have been busy with the gardening winter maintenance work, and carrying out hedge cutting outside of the bird nesting period.

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

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

What you can do...

- Plant flowers that encourage bees and butterflies to feed
 - Foxgloves
 - Clovers
 - Knapweed
 - Honeysuckle
- If you have a garden – have some fun wild bits
 - Butterfly caterpillars feed on nettles
 - Birds nest in brambles



The Community Engagement Team visited Milton Road Primary School in December and gave a whole school talk on biodiversity which included topics such as habitats, pollution and how to help locally.

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

Dog Warden Service

Regular patrols at all the green and open spaces in the area. Poo bags handed out to dog walkers as required. Garden Walk was the only hot spot area in the ward, and on-going fouling problems in the area were reported. Patrolling increased.

Stray Dogs: Two dogs found straying and contained by the public during this period, collected by the dog warden service and taken to Wood Green Animal Shelter.

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

Enforcement team

Officers conduct regular patrols in the area, spending approximately five to ten hours per week there. Officers give particular attention to the Milton Road, Woodhead Drive and Hawthorn Way as these are particularly bad areas for fly tipping.

- Milton Road – There have been a number of fly tips at this location with two fixed penalty notices being issued and these have now been paid. There is also an ongoing investigation into littering from a motor vehicle on Milton Road, the suspect in question has been approached and officers are awaiting their response.
- Woodhead Drive – Officers have investigated several fly tips in this area however have been unable to trace the suspects involved.



- Hawthorn Way – This has also proved to be a hot spot for fly tipping, however again due to the nature of the waste being dumped. Officers have been unable to take any further action as there has been no evidence.

- Officers have also investigated the illegal placement of an Estate Agents Board on street furniture. This resulted in the Estate Agent in question being issued a fixed penalty notice for breaching a Community Protection Notice. This has now been paid.

- Abandoned vehicles - Eight suspected abandoned vehicles have been investigated within West Chesterton. Only one of which has been declared abandoned and removed, and was subsequently destroyed as it wasn't claimed. All the others were either claimed or removed by the owner.

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 and the operatives have been busy with the gardening winter maintenance work, and carrying out hedge cutting outside of the bird nesting period.

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.

Community Engagement Team Updates

Great British Spring Clean:

As part of the Great British Spring Clean, the Community Engagement Team are organising litter picks across the city to support the 2020 campaign.

You can find out more about the campaign and the events nearby on the Keep Britain Tidy webpage: <https://www.keepbritaintidy.org/get-involved/support-our-campaigns/great-british-spring-clean>



The council organised litter picks are detailed below:

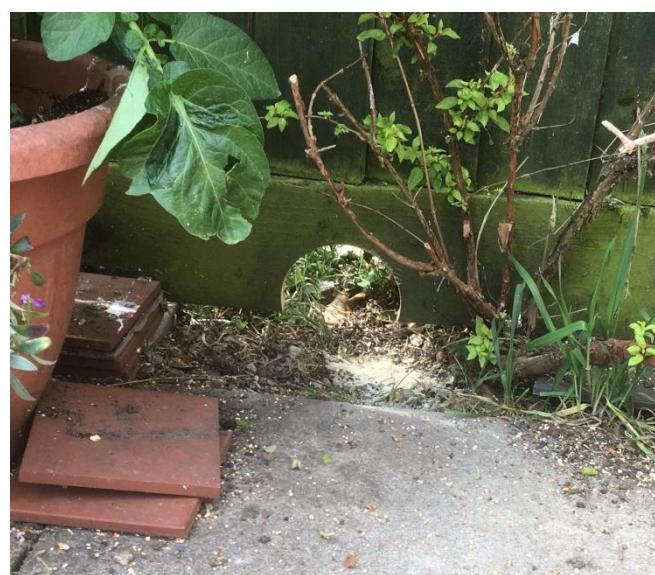
Date	Location	Time
Sunday 22 nd March	Logan's Meadow	10am to 12pm
Wednesday 25 th March	Mill Road Cemetery	11am to 1pm
Thursday 26 th March	Stourbridge Common	10am to 12pm
Sunday 29 th March	Coldhams Common	10.30 am – 12.30 pm
Wednesday 1 st April	Thorpe Way Rec	10am to 12pm
Sunday 5 th April	Cherry Hinton Hall	10am to 12pm
Tuesday 7 th April	Nuns Way Rec	11am to 1pm
Wednesday 8 th April	Pulley Rec	10am to 12pm
Sunday 12 th April (Easter Sunday)	Midsummer Common	11am to 1pm
Monday 13 th April (Easter Monday)	Midsummer Common / Jesus Green	10am to 12pm
Sunday 19 April	Lammas Land	10am to 12pm

In addition should individuals, groups or businesses want to organise their own events for the campaign, then litter picking equipment can be borrowed from the Community Engagement Team by emailing sosvolunteers@cambridge.gov.uk

Hedgehog Holes

The Community Engagement Team continues to work with Cambridge Hedgehogs to promote hedgehog holes and highways. The team is able to assist residents by cutting holes in fences to facilitate hedgehog movement between gardens. To date the team have cut over thirty new hedgehog holes across the city.

Should residents wish to have a hedgehog hole cut they can email the Community Engagement Team at sosvolunteers@cambridge.gov.uk



Greater Cambridge Shared Waste Service Update:

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

Event	Date	Area
SOS Funded Community Action Day	05/10/2019	Tenby/Bliss Way
Recycling talk for sheltered scheme	07/10/2019	Stanton House Christchurch St
Recycling talk at a nursery	11/10/2019	Bar Hill
City Homes Community Action Day	12/10/2019	Ditton Fields
Talk for nursery	14/10/2019	Waterbeach Toddler Group
Talk for staff	15/10/2019	Bradfield Centre
SOS Funded Community Action Day	19/10/2019	Paget St Trumpington
Recycling talk for sheltered scheme	24/10/2019	Whitefriars Chesterton
Recycling talk for sheltered scheme	30/10/2019	Talbot House Fishers Lane
Recycling talk for sheltered scheme	21/11/2019	Brandon Court Prospect Row
Stapleford Xmas fair	24/11/2019	Stapleford School
Over festive fayre	30/11/2019	Over Primary School
Mill Road Winter Fair	07/12/2019	Mill Road
Fen Drayton Village Café	14/12/2019	Fen Drayton
Door knocking	17/12/2019	Trumpington Meadows

3. Environmental and Waste Data

Public Realm [North Area]

Period	Activity	Total number of incidents	Ward			
			Arbury	East Chesterton	Kings Hedges	West Chesterton
Aug 2018 to Jan 2019	Fly tipping	163	23	36	84	20
Aug 2019 to Jan 2020*		191	44	36	94	17
Aug 2018 to Jan 2019	Needles	116	12 needles (3 instances)	10 needles (1 instances)	30 needles (4 instances)	64 needles (10 instances)
Aug 2019 to Jan 2020*		89	1 needle (1 instance)	76 needles (7 instances)	0 needles	12 needles (3 instances)
Aug 2018 to Jan 2019	Fixed penalty notices	13	1	1	8	3
Aug 2019 to Jan 2020		29	4	6	10	9

*Data only available between 1st August 2019 to 13th January 2020

Summary of public realm data:

Fly tipping:

Of the 44 reports for fly tip in the Arbury ward, four came from Akeman Street; six at Molewood Close and five at Stretton Avenue recycling centre, no other particular trends with types of fly tipped material were identified in this period. In East Chesterton, there were ten incidents of fly tipping at Church Street recycling centre which is a hot spot that the enforcement team are currently monitoring, no other trends for fly tipping in this ward were identified. In Kings Hedges the majority of waste was fly tipped in and around communal areas and recycling areas of the estates. Thirteen fly tips were from Nicholson Way, eight from Aragon Close and seven from Minerva Way. No patterns of repeat offences have been identified. Repeat fly tips were found in Hawthorn Way and Woodhead Drive areas of West Chesterton. No patterns of repeat offences have been identified.

Needles:

- Arbury: In January 2020 one needle was removed from Carlyle Road near the Alpha Road junction. ,
- East Chesterton: In August there were three instances of needles, one needle was removed from Scotland Road, and on two separate instances 57 and four needles were removed from St Andrews Churchyard on Church Street. In October five needles were removed from Logan's Meadow Local Nature Reserves, in January three needles were removed from Pym County near the play area, three needles were removed from Church Street and one needle from Elizabeth Way.
- Kings Hedges: No needles were found between August 2019 and January 2020.
- West Chesterton: In August four needles were removed from Hawthorn Way, in November seven needles were removed from near to Cutter Ferry Bridge and in December one needle was removed from Mitcham's Corner.

Fixed penalty notices:

Fixed penalty notices issued across the period includes seven for littering, one for abandoning a vehicle, seventeen for domestic waste (including littering and fly tipping), three for illegal advertised estate agent boards and one for failing to clear up dog fouling.

Private Realm [North Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
Aug 2018 to Jan 2019	Pest Control	NA	105	NA	NA	NA
Aug 2019 to Jan 2020			102			
Aug 2018 to Jan 2019	Refuse and waste complaints	11	NA	1	0	0
Aug 2019 to Jan 2020		8			0	0
Aug 2018 to Jan 2019	Other public health interventions ²	18	NA	1	0	0
Aug 2019 to Jan 2020		7			0	0
Aug 2018 to Jan 2019	Noise complaints	133 ³	NA	1	7	0
Aug 2019 to Jan 2020		195 ³			5 ⁴	1
Aug 2018 to Jan 2019	Private Sector Housing interventions	79 ⁵	NA	1	2	0
Aug 2019 to Jan 2020		64 ⁵			2	0

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 Four statutory notices have been served at the same property

⁵ 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 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%	52.28%	49.08%		
Recycling rate – composting	33.67%	31.16%	25.10%		
Amount collected for disposal	44.89%	46.30%	51.11%		

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
19-20 Q1	3,590	2,027,570	2,023,980	0.18%	99.82%
19-20 Q2	5,237	2,184,226	2,178,989	0.24%	99.76%
19-20 Q3	3,219	2,147,116	2,143,917	0.15%	99.85%

Month	Missed	Possible	Actual	% Missed	% Collected
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%
Jul-19	1,986	756,944	754,958	0.26%	99.74%
Aug-19	2,172	731,857	729,685	0.30%	99.70%
Sept-19	1,079	695,425	694,346	0.16%	99.84%
Oct-19	1,109	758,064	756,975	0.15%	99.85%
Nov-19	1,391	695,687	694,296	0.20%	99.80%
Dec-19	719	693,365	692,646	0.11%	99.89%

4. Key contacts

Area	Contact	Telephone Number	Email
Community Engagement	Community Engagement Team	01223 458084	sosvolunteers@cambridge.gov.uk
Enforcement (Arbury, Kings Hedges and West Chesterton)	Jamie Lambert	01223 457845	jamie.lambert@cambridge.gov.uk
Enforcement (East Chesterton)	Jess Toombs	01223 457730	jess.toombs@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	07525 213774.	recycling.champions@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
- 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 recycling.champions@scambs.gov.uk or telephone 07525 213774.