

Environmental Report



Cambridge North Area

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

Period of February to July 2020

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1. Introduction

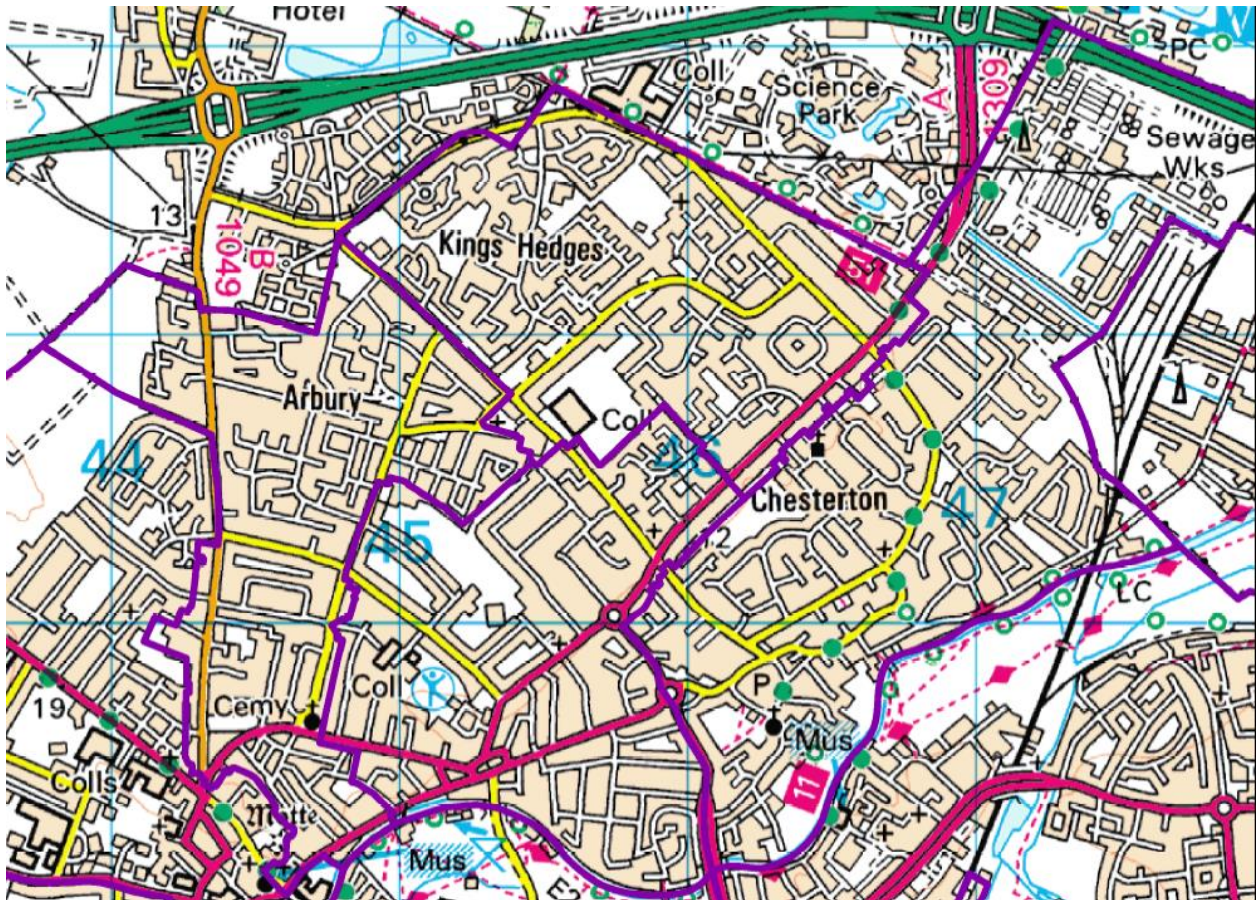
This report provides an overview of the council's Streets and Open Spaces, Environmental Health and Shared Waste service activity in the Area Committee area over the past six months.

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 ,

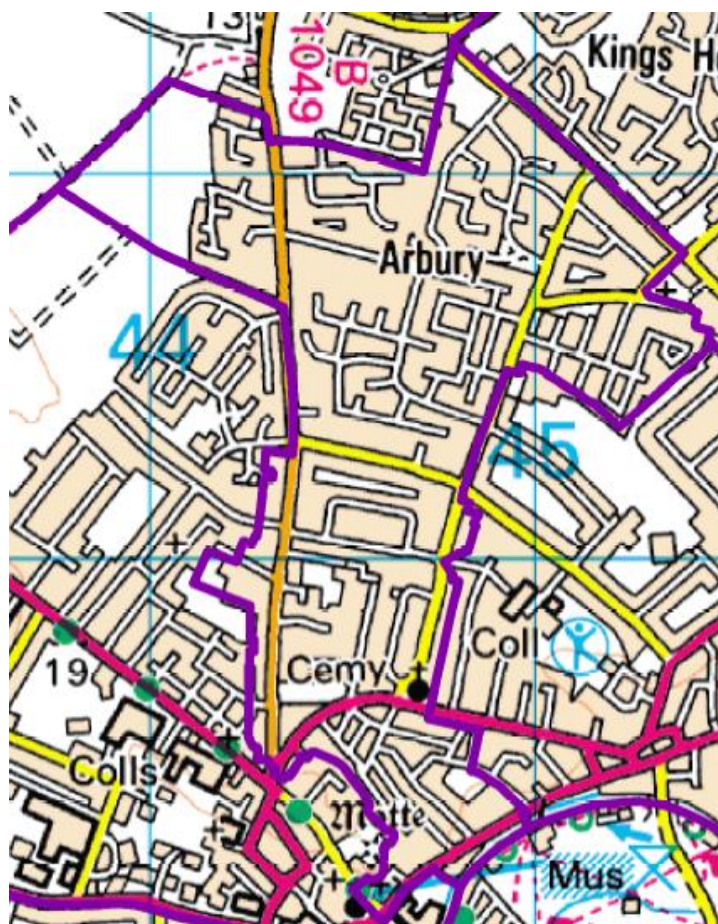
2. North Area Profiles

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 starting to clear out the drying areas in Hazelwood and Molewood Close (which started in February). All Community Payback works have been suspended since March 2020 and remain so at the present time.

The team undertook a community clean-up day in Arbury at Borrowdale / Gilbert Close on 11th March which was supported by the Community Engagement Team, Greater Cambridge Shared Waste, volunteers and Community Payback as well as local community groups and council officers.

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.

**WEDNESDAY 11TH MARCH
GILBERT CLOSE**

Skips will be available from 9.30am to 1pm for you to bring along your household rubbish. You will be able to get rid of large household items and to recycle.*

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 within this area.

- Brackley Close – Problem with fouling reported. Suspect identified and warning letter issued.
- Alexandra Gardens – Reports received regarding an intimidating dog being walked at the play area. Patrols of the area increased but unfortunately no suspect identified.
- Kingsway, Carlton Way – Reports of a dog off lead not under control and intimidating residents. Dog owner identified and warning letter sent.
- St Albans Recreation Ground – Dog being walked off lead not under control intimidating other dogs and walkers. Dog and owner identified, and a Community Protection Warning letter issued.

Stray Dogs: Seven dogs found straying by members of the public and collected by the service. Three dogs returned to their owners by the officers, which were reunited through the dog being correctly microchipped with up to date keeper details held on an approved database. Out of the other four stray dogs three were not microchipped and one did not have up to date keeper details, so they were subsequently taken to Wood Green Animal Shelter for kennelling. Two of the dogs were claimed later by their owners and two were rehomed by Wood Green.

Microchipping: Following on from the stray dogs that were claimed by their owners, three microchipping warning letters have been sent requiring the owners to have the dogs microchipped or to have the details held on the database updated with the correct details.

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. All the abandoned vehicles were either claimed or not on site at the time of inspection. An abandoned moped frame was found and disposed of.

A total of 30 investigations and patrols have taken place over the previous six months across Arbury into domestic waste and fly tipping. Fly tipping figures and details on fixed penalty notices are listed in detail below.



- Harris Road / Perse Way: This area has seen a rise in offences over the last couple of months. Five investigations have been conducted in the area. One has resulted in a fixed penalty for littering domestic waste being issued. Three enquires are on-going. A letter drop is going to be conducted at the flats in Harris Road to remind residents of householder responsibilities regarding their duty of care. Warning signs are also due to be put up in the areas of most concern.

- Stretten Avenue: This area continues to be an issue and a total of nine fly tips have been investigated.

- Brackley Close: A total of four flytips and domestic waste concerns have been investigated in this 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

In January the Street Cleansing section 'went live' with a new electronic system called Alloy. This system takes reports from online web-forms and turns them into specific jobs for operatives to carry out; using a map-based location to enable operatives to find and complete these tasks a lot quicker than before. The system also allocates the teams daily work meaning less paperwork and a better record of what work has been carried out and when. The Grounds Maintenance side of this system is still being developed.

The Operations teams have been busy during the last few months continuing to carry out scheduled mechanical sweeping all bus routes, main roads and housing footways and carriageways, we also continue to carry out deep cleaning the Arbury ward.

Our Grounds Maintenance teams have been busy with their programmed work and are currently carrying out hedge cutting in the ward now the birds nesting season has finished.

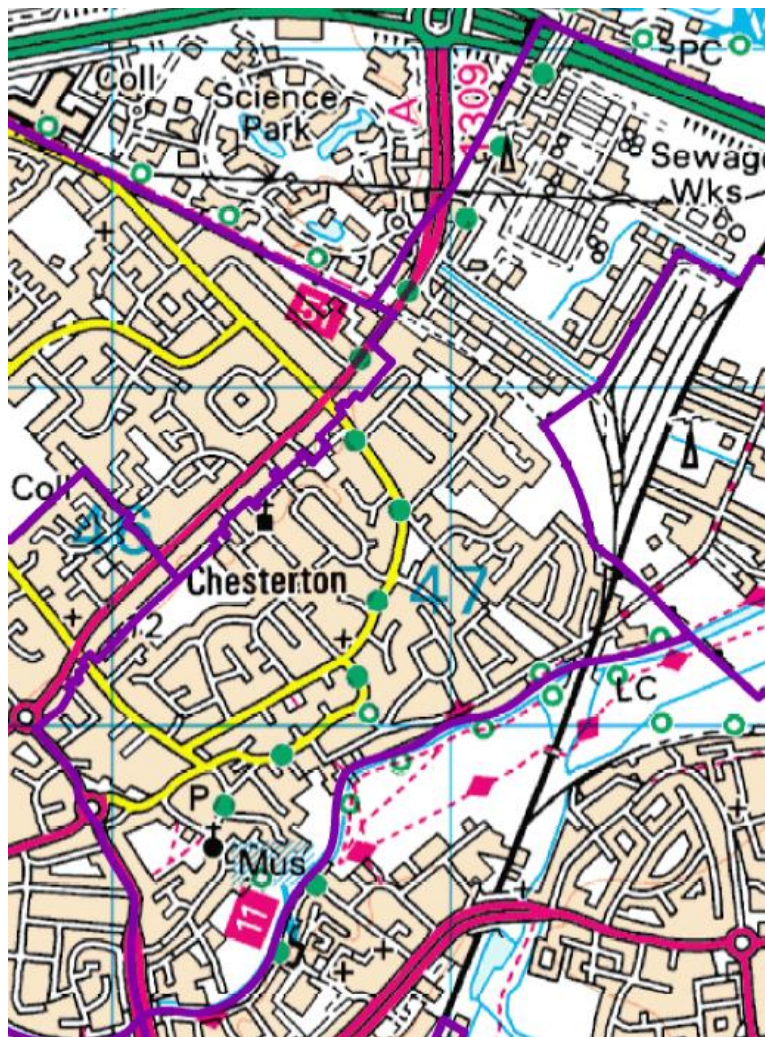
We have also carried out maintenance work on the new planted hedge that runs along Arbury Road on behalf of Cambridge shire County Council's Highways department, the work has been carried out to assist cyclists to be able to use the route without any obstructions.

During the COVID 19 pandemic we have seen an increase in litter and fly tipping our teams in the area are continuing to keep the area clear and have been working during the lockdown as business as usual

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 Community Engagement team supported a community litter pick at Cam Causeway on 14th March when a large volume of waste was collected by volunteers and was in excess of 40 bags of waste.



The Community Engagement Team work with Community Payback to undertake small scale works nominated by the public or the team, at the present time all Community Payback works have been suspended since March 2020 and remain so at the present time.

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.

- Laxton Way / Bramblefields Local Nature Reserve – Fouling problem at the entrance to the reserve from Laxton Way. No suspect identified. Increased patrols of the area and dog poo bags handed out to dog walkers has seen an improvement.
- Moss Bank – February and June reported fouling problem. Unfortunately, unable to identify a suspect but an increase of patrols at the time of day it is suspected the fouling is happening has both times seen an improvement.

Stray Dogs: Eleven stray dogs found by members of the public. Seven were picked up by the service and four taken straight to Wood Green Animal Shelter by the finder. Two dogs that had been stolen were reunited with their owner after being picked up by officers and being correctly microchipped. Two dogs taken back to their owner by the service after owner reported them lost. Three dogs taken to Wood Green by the service of which two were subsequently claimed by their owners and the third is currently up for re-homing. Out of the four dogs that were taken to Wood Green by the finder, three were claimed by their owners and a terrier that was not microchipped has been re-homed.

Microchipping: Following on from the seized stray dogs that were claimed by their owners. Five of the strays were not microchipped and two did not have up to date keeper details held on the microchipping database. Warning letters sent out to all the owners requiring them to get the dogs microchipped in accordance with The Microchipping of Dogs (England) Regulations 2015.

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

Enforcement team

Officers conduct regular patrol in the area every day spending approximately 20 to 25 hours per week there. Over the past 6 months officers have investigated 22 fly tips within East Chesterton, giving attention to Maitland Avenue, Mortlock Avenue and Dundee Close. These areas have been particularly bad for fly tipping.

- Maitland Avenue – This street continues to be a hot spot for fly tipping especially within the garage area and next to the flats. Within the past 6 months officers have investigated five separate fly tips within this street. However due to the nature of the waste being dumped have been unable to take any further action as there has been no evidence found. Officers continue to patrol this area



regularly and hope their continued presence in the area will deter people from dumping their waste here.

- Mortlock Avenue – This is another site that attracts a large amount of fly tipping again especially within the garage area. Over the past 6 months officers have dealt with five separate fly tips at this location. However again due to the nature of the waste being dumped officers have been unable to take any further action. As with Maitland Avenue officers continue to patrol the area and hope this will deter people from dumping their waste here.
- Dundee Close – This is a hot spot area, in East Chesterton for the dumping of litter and fly-tipping, mainly the silver gas canisters. Officers have dealt with six separate offences in this street over the last 6 months and two of which are still on-going. Officers continue to liaise with the residents in the area, to try and catch the culprits.



- Cowley Road – two littering from vehicle offences have been witnessed over the past 6 months. Both offences were dealt with by way of fixed penalty notices and have both now been paid.

Officers have dealt with a further six fly tipping offences in East Chesterton over the past 6 months in other areas including Edinburgh Road and Church Street, Laxton Way and Oak Tree Avenue. Due to the lack of evidence most of these cases officers have been unable to take any further action. However, a warning letter was issued to a suspect for fly tipping at Fen Road, and two fixed penalty notices were issued for dumping household waste. One fixed penalty notice has been paid and one is still ongoing.

There have been two tents within the past 6 months both located at Logan's Meadow. They have both been removed either by the owner or by us within 24 hours of being reported to the council.

Ten suspected abandoned vehicles have

been investigated within East Chesterton. Nine of these vehicles has been either claimed or removed by the owner. The other vehicle is still an on-going investigation.

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

In January the Street Cleansing section 'went live' with a new electronic system called Alloy. This system takes reports from online web-forms and turns them into specific jobs for operatives to carry out; using a map-based location to enable operatives to find and complete these tasks a lot quicker than before. The system also allocates the teams daily work meaning less paperwork and a better record of what work has been carried out and when. The Grounds Maintenance side of this system is still being developed.

The Operations team continue to carry out scheduled mechanical sweeping of all the bus routes, main roads and housing areas within the East Chesterton ward.

Operatives have regularly visited several areas within the ward that have become areas where fly tip and litter has increased during the COVID 19 pandemic, including Logan's Meadow, Dundee Close, Scotland Road and the recycling site at Chesterton Recreation Ground.

Our grounds maintenance teams are now busy cutting hedges as bird nesting season has come to an end.

During the COVID 19 pandemic we have seen an increase in litter and fly tipping our teams in the area are continuing to keep the area clear and have been working during the lockdown as business as usual

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

Local Nature Reserves

At Brownfields Community Centre wildflower meadow, a local company came to help to collect seed, then scythe, then rake the wildflower meadow. Important work to ensure another beautiful show of flowers next year in a socially distanced event.

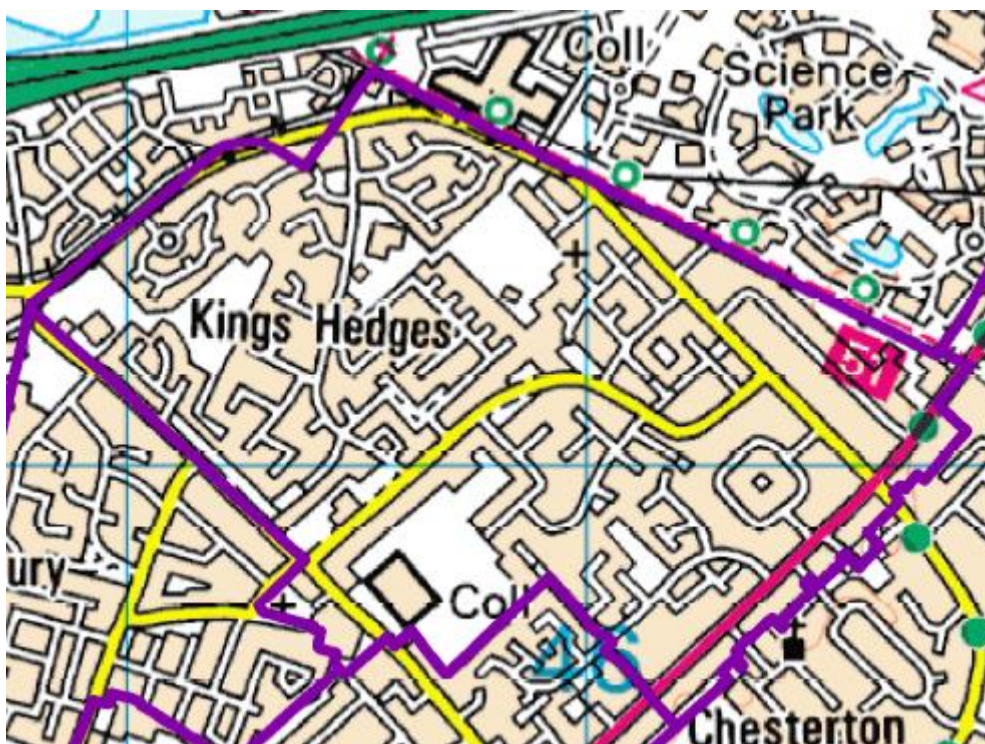
At Chesterton Recreation Ground another local company came and did the same job at this site. They also undertook a litter pick afterwards in a socially distanced event.

Brownfields Community centre:



Ward Profile: Kings Hedges

Map



Community Engagement team



The Area Rangers worked with Community Payback to undertake several works of Kings Hedges, which included supporting the Cambridge Carbon Footprint clean up day on 15th February. All Community Payback works have been suspended since March 2020 and remain so at the present time.

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 the area.

- Nuns Way Recreation Ground – Fouling problem area identified. Patrols increase and poo bags handed out to dog walkers. No suspect identified but improvement in the area seen.
- Caledon Way - Fouling issued reported. New fouling signage put up.

- Woodhead Drive – Fouling problem reported by customer. Suspected dog walker identified and fouling warning letter sent.
- Consul Court – Intimidating dog reported. Dog owner identified and contacted. Working in conjunction with the Housing Officer warning letter sent and door step socially distanced home visit providing advice and education.
- Hanson Court – Fouling problem reported. Suspect identified and sent a warning letter.

Stray Dogs: Three dogs found straying by members of the public. One dog collected by the service and returned to the owner straight away due to the dog being correctly microchipped with up to date keeper details held on an approved database. Two dogs found by members of the public who took them directly to Wood Green Animal Shelter. Both dogs were subsequently claimed by their owners from Wood Green.

Microchipping: Following on from the seized stray dogs that were claimed by their owners at Wood Green, two microchipping warning letters sent requiring the dog owners to have their details held on the microchip database updated with the correct information, in accordance with The Microchipping of Dogs (England) Regulations 2015.

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

Enforcement team

Regular patrols carried out in the area and eight abandoned vehicle investigations were carried out during this period. Of those investigated, two vehicles were removed, one from Apthorpe Way and one from Armitage Way –of these vehicles one vehicle was subsequently claimed and the other destroyed.



Seventy-three investigations were completed in the period into environmental crime within the ward.

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

- Nicholson Way: This area continues to be a problem with several offences at both the recycling centre and outside of the flats. A total of six offences have been recorded and investigated in this area. One fixed penalty notice was issued for littering domestic waste.

- Campkin Road: This area has become a hot spot for the dumping of waste. The area of the recycling centre has become an issue over recent months. A total of nine investigations have been conducted in this area with one fixed penalty notice issued for littering domestic waste. Officers will continue to monitor the area and take appropriate action when necessary.



- Other areas where fixed penalties were issued for littering and fly tipping waste include Aragon Close, Sackville Close, Atkins Close and Cadwin Field.

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

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Maintenance side of this system is still being developed.

The Operations team have been busy with programmed grass cutting across Kings Hedges area along main roads, housing estates and parks and open spaces, Kings hedges Recreation Ground has a lovely wildflower area that is maintained by our operations staff, and they are due to carry out some routine maintenance of the shrub beds around the splash pad area at the beginning of September.

The team have seen an increase of litter in the King Hedges area during the COVID 19 pandemic but our operatives have managed to stay on top on the increase in litter We have also seen an increase in the amount of fly tips across the King Hedges area, our teams our currently clearing the locations and have been able to keep the area clear.

Our grounds maintenance teams are now busy cutting hedges as bird nesting season has come to an end.

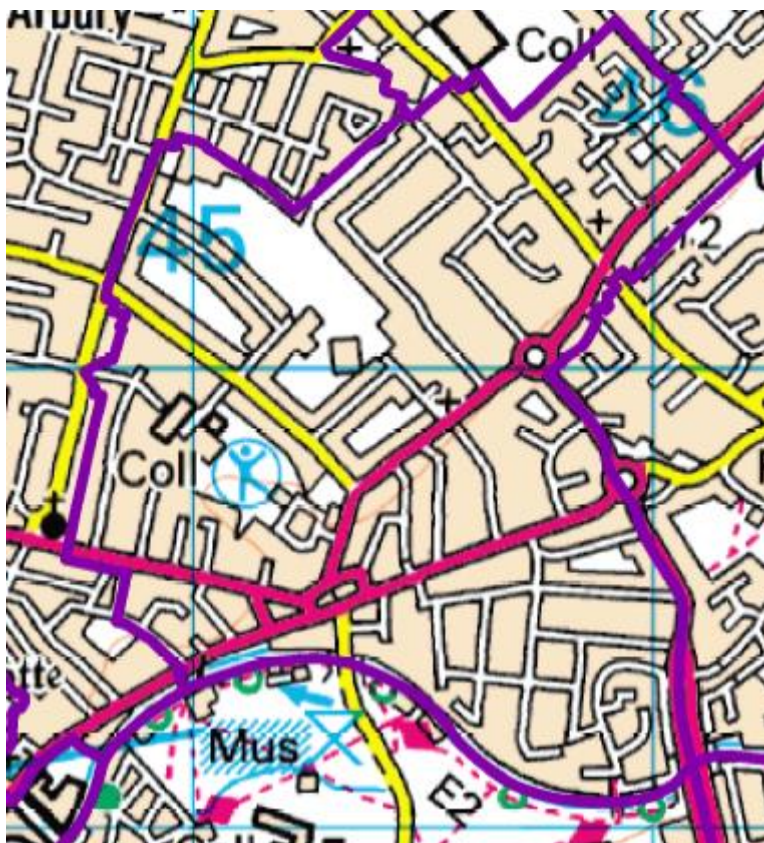
We continue to carry out our scheduled mechanical sweeping of all the bus routes, main roads and housing areas within the King Hedges ward.

Finally, our operatives have been busy marking out all the local football pitches in preparation for the local community to use as and when the easing of the lockdown allows.

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

The Community Engagement Team work with Community Payback to undertake small scale works nominated by the public or the team, at the present time all Community Payback works have been suspended since March 2020 and remain so at the present time.

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.

Stray Dogs: One stray dog found by a member of the public and collected by the service. As the dog was correctly microchipped, he swiftly returned to his owner.

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 attention to the Chesterton Road Recycling Centre as this has been a particularly bad area for fly tipping.



- Chesterton Road Recycling Centre - This site seems to have seen an increase in the amount of waste being dumped, with 21 cases of fly-tipping having been investigated at this site. Five of these investigations have resulted in fixed penalty notices being issued and all have now been paid and closed. In eleven cases there was no evidence to take any further action, there was also five warning letters issued. This site will continue to be a priority in patrols of West Chesterton.

- Milton Road – Trade waste was reported dumped. This investigation resulted in the offending business being issued with a statutory notice regarding their commercial waste (known as a Section 47 notice) directing them to how to control and manage their waste.

Nine suspected abandoned vehicles have been investigated within West Chesterton over the last 6 months. Six have been either claimed or removed by the owner. Two were found not to be abandoned and one vehicle was removed and is currently in storage.

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

In January the Street Cleansing section 'went live' with a new electronic system called Alloy. This system takes reports from online web-forms and turns them into specific jobs for operatives to carry out; using a map-based location to enable operatives to find and complete these tasks a lot quicker than before. The system also allocates the teams daily work meaning less paperwork and a better record of what work has been carried out and when. The Grounds Maintenance side of this system is still being developed.

The operations team continue to carry out scheduled mechanical sweeping of all the bus routes, main roads and housing areas within the West Chesterton ward.

Our grounds maintenance teams are now busy cutting hedges as bird nesting season has come to an end.

During the COVID 19 pandemic we have seen an increase in litter and fly tipping our teams in the area are continuing to keep the area clear and have been working during the lockdown as business as usual

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 will be organising litter picks across the city to support the rescheduled 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 of pick	Meeting location	Time
Friday 11 th September	Kings Hedges (Pulley Rec) Recreation Ground	By the play area	11am to 12pm
Saturday 12 th September	Coldham's Common	Barnwell Road entrance	11am to 12pm
Sunday 13 th September	Cherry Hinton Hall	Main car park	11am to 12pm
Monday 14 th September	Logan's Meadow	Entrance off Logan's Way	11am to 12pm
Wednesday 16 th September	Stourbridge Common	By playground	11am to 12pm
Thursday 17 th September	Lammas Land	By paddling pool	11am to 12pm
Saturday 19 th September	Jesus Green	Public toilets	11am to 12pm
Sunday 20 th September	Mill Road Cemetery	Mill Road entrance	11am to 12pm
Tuesday 22 nd September	Parkers Piece / Christs Pieces	By the pavilion (PP)	11am to 12pm
Thursday 24 th September	Nuns Way Recreation Ground	Outside pavilion	11am to 12pm
Saturday 26 th September	Romsey Recreation Ground	Vinery Road main entrance	11am to 12pm
Sunday 27 th September	Midsummer Common	By Fort St George	11am to 12pm

Hedgehog Holes

The Community Engagement Team continues to work with Cambridge Hedgehogs to promote hedgehog holes and highways. The team can 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 who will make suitable arrangements bearing in mind Covid-19 restrictions.



Greater Cambridge Shared Waste Service Update:

Greater Cambridge Shared Waste Service Updates for Cambridge (Covers the period of January to March 2020):

Event	Date	Area
Abbeyfield recycling seminar	29.01.2020	Girton Green
SOS Funded Community Action Day	08.02 2020	Hobart Road
Fix it Fest with champions recycling table	15.02 2020	Arbury Community Centre
Get Ready to Rent ARU Accommodation Fair	17.2 2020	Kelsey Kerridge Sports Centre
Rampton sustainable future event	29.02.2020	Rampton
SOS Funded CAD	29.2 2020	Jack Warren Green
SOS Funded CAD	07.03 2020	Walpole Road
Gilbert Close SOS Funded CAD	11.03 2020	Gilbert Close
Recycling talk at Assembly	09.03 2020	Swavesey Primary School
Recycling talk for Nursery	12.03 2020	Over Nursery

3. Environmental and Waste Data

Public Realm [North Area]

Period	Activity	Total number of incidents	Ward			
			Arbury	East Chesterton	Kings Hedges	West Chesterton
Feb 2019 to Jul 2019	Fly tipping	202	51	34	102	15
Feb 2020 to Jul 2020		373	111	54	195	13
Feb 2019 to Jul 2019	Needles	69	17 needles (5 instances)	30 needles (1 instances)	0 needles	22 needles (6 instances)
Feb 2020 to Jul 2020		38	11 needles (3 instances)	2 needles (2 instances)	4 needles (3 instances)	21 needles (5 instances)
Feb 2019 to Jul 2019	Fixed penalty notices	25	4	6	9	6
Feb 2020 to Jul 2020		12	0	4	4	4

Summary of public realm data:

Fly tipping:

Of the 111 reports for fly tip in the Arbury ward, eight came from Cockerell Road and eight from Molewood Close; seven at Rutland Close; six at Gilbert Close and six from Bermuda Road, no other trends with types of fly tipped material were identified in this period. In East Chesterton, there were seven incidents of fly tipping at Maitland Avenue, five at Logan's Way and four at Dundee Close, no 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. Seventeen fly tips were from Nicholson Way and Sackville Close, eleven from Campkin Road, Aragon Close and Atkins Close, and ten from Buchan Street. No patterns of repeat offences have been identified. Repeat fly tips were found in Chesterton Road and Milton Road areas of West Chesterton. No patterns of repeat offences have been identified.

Needles:

- Arbury: In February 2020 one needle was removed from Walnut Tree Way and in July there were two instances of needles at Histon Road Cemetery (7 needles and 3 needles removed).
- East Chesterton: In June one needle was removed from St Andrews Road and in July one needle was removed from Eastfield.
- Kings Hedges: Four needles were removed in this period; in February one needle was removed from Arbury Court area, two needles were removed in March from Apollo Way and in April one needle was removed from Caledon Way.
- West Chesterton: In May four needles were removed from Chesterton Road, in June one needle was removed from Elizabeth Way and one from Herbert Street. In July four needles were removed from Chestnut Grove and eleven needles from Ferry Path.

Fixed penalty notices:

Fixed penalty notices issued across the period includes ten for littering and two for fly tipping.

Private Realm [North Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
Feb 2019 to Jul 2019	Pest Control	NA	120	NA	NA	NA
Feb 2020 to Jul 2020			123			
Feb 2019 to Jul 2019	Refuse and waste complaints	14	NA	1	0	1 (financial penalty)
Feb 2020 to Jul 2020		10			0	0
Feb 2019 to Jul 2019	Other public health interventions ²	12	NA	1	0	1
Feb 2020 to Jul 2020		45			0	0
Feb 2019 to Jul 2019	Noise complaints	170 ³	NA	1	10	1
Feb 2020 to Jul 2020		288 ³			1	0
Feb 2019 to Jul 2019	Private Sector Housing interventions	71 ⁴	NA	1	0	0
Feb 2020 to Jul 2020		30 ⁴			1	0

This periods figures cover the time spent in lockdown and have shown a change in the usual workloads with an increase in certain areas such as public health and noise.

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 19/20	Q2 Jul-Sep 19/20	Q3 Oct-Dec 19/20	Q4 Jan-Mar 19/20	Total for 2019/20	Q1 Apr-Jun 20/21
Recycling rate – dry recycling	55.10%	52.28%	49.08%	45.36%	50.99%	51.17%
Recycling rate – composting	33.67%	31.16%	25.10%	17.97%	26.95%	23.69%
Amount collected for disposal	44.89%	46.30%	51.11%	54.7%	49.37%	50.84%

Number of collections 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%
19-20 Q4	2,985	2,185,717	2,182,732	0.14%	99.86%

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%
Jan-20	1,540	795,436	793,896	0.19%	99.81%
Feb-20	545	661,454	660,909	0.08%	99.92%
Mar-20	900	728,827	727,927	0.12%	99.88%
Apr-20	729	722,169	721,440	0.10%	99.90%
May-20	848	695,687	694,839	0.12%	99.88%
Jun-20	876	695,687	694,811	0.13%	99.87%

4. Key contacts

Area	Contact	Telephone Number	Email
Community Engagement	Community Engagement Team	01223 458084	sosvolunteers@cambridge.gov.uk
Local Nature Reserves Ranger	Vic Smith	01223 458282	Victoria.Smith@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.