



# **Environmental Report**

## **Cambridge East Area**

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

**Period of: September 2022 to February 2023**

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# 1. Introduction

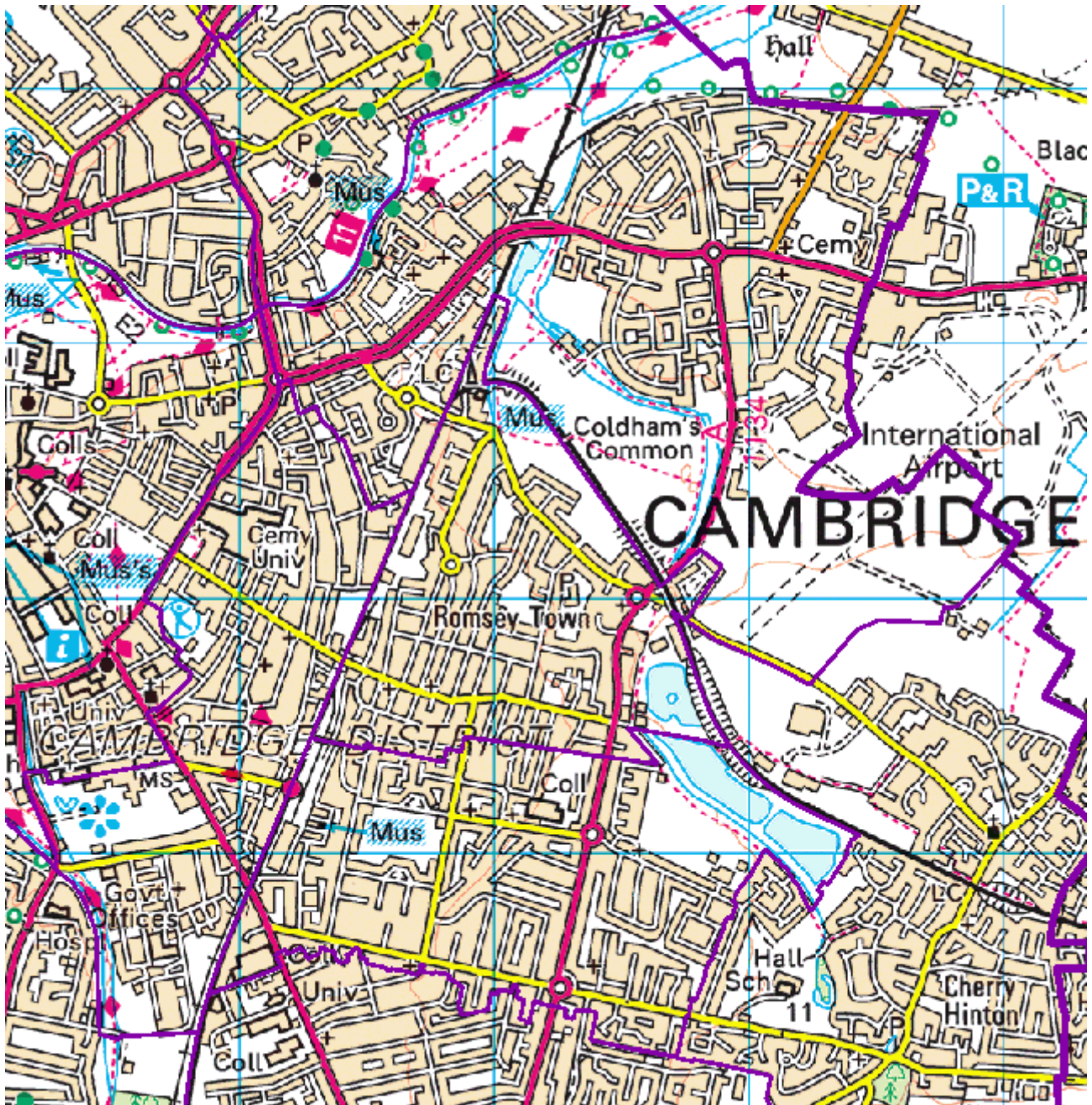
This report provides an overview of the council's Streets and Open Spaces, Environmental Health and Shared Waste service activity in the Area Committee area over the past six months.

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. Enforcement Team - investigate and take action against instances of environmental crime and dog control issues 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

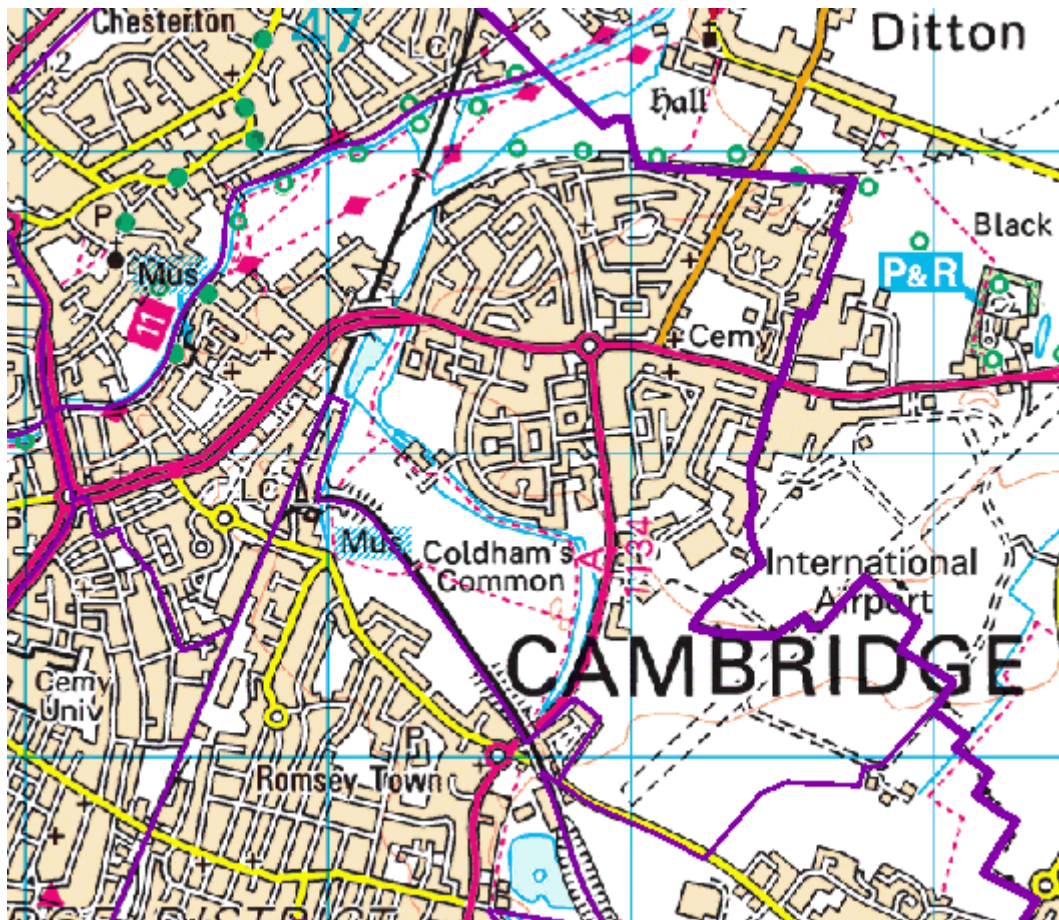
In this section an update of what teams have been doing in the previous six months is detailed.





## Ward Profile: Abbey

Map



### Community Engagement team

At Abbey Pool a group litter pick took place with streets and open spaces volunteers and residents. At Stourbridge Common a corporate group of volunteers' litter picked the common. At Barnwell Road our Community Engagement Team worked with volunteers to lay bark on the pathways.



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.

## Enforcement team

### Illegally Dumped Waste:

- September:
  - Galfrid Road - mismanagement of household waste – Community Protection Warning served.
  - Anns Road - recycling point household items and non-recyclable waste illegally dumped on ground next to bins, multiple suspects identified, and fixed penalty notices issued for littering offences
  - Dennis Road - broken furniture, garden, general waste, and electrical items dumped fixed penalty notices issued for fly-tipping and for littering offences.
- October:
  - Dennis Road – mismanagement of household waste investigated in conjunction with Housing Officer.
  - Ekin Road – waste dumped in communal area fixed penalty notices issued for littering offence
  - Rachel Close – recycling point domestic and non-recyclable waste dumped fixed penalty notices issued for littering offences
  - Rayson Way – skip bag containing garden waste dumped – suspect untraceable
  - Stourbridge Common waste dumped next to public bins fixed penalty notice issued for littering offence.
- November:
  - Thorpe Way – dumped fridge investigated in conjunction with housing officer
  - Anns Road - bag of general waste including food items dumped on ground at recycling point fixed penalty notice issued for littering offence
  - Dennis Road - cardboard dumped on the ground at recycling point Community Protection Warning served mismanagement of waste.
- December:
  - Wadloes Road - fridge dumped investigated in conjunction with housing officer
  - Rachel Close - sofa dumped at recycling point fixed penalty notice issued for fly-tipping
  - Jack Warren Green - large cardboard box dumped next to communal bins fixed penalty notice issued for littering offence.



- January:
  - New Street – household items dumped community protection warning served mismanagement waste
  - Ditton Fields - waste mismanagement investigations – illegal dumping of waste on the pavement next to bins / litter issues – business required to clear litter and on-going site monitoring
  - Fison Road - illegally dumped household waste in communal areas – investigation on-going.

#### Illegal Camping:

- September:
  - Stourbridge Common 3 x tents
  - Coldhams Common 1 x tent
- October:
  - Stourbridge Common 4 x tents
  - Abbey Road car park 1 x tent
- November:
  - Stourbridge Common 1 x tent
  - Barnwell East LNR 1 x tent
- December:
- Coldhams Common 2 x tent.

Littering from a vehicle - during this period four incidents of cigarette ends thrown from vehicles were witnessed on Newmarket Road and fixed penalty notices issued for littering offence.

If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Officers, Adrian Bastiani, and Bree Donovan.

### **Operations service**

The Operations team have continued with the high level of focus to remove litter from the fast food and retail outlet hot spots across this area.

The 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.

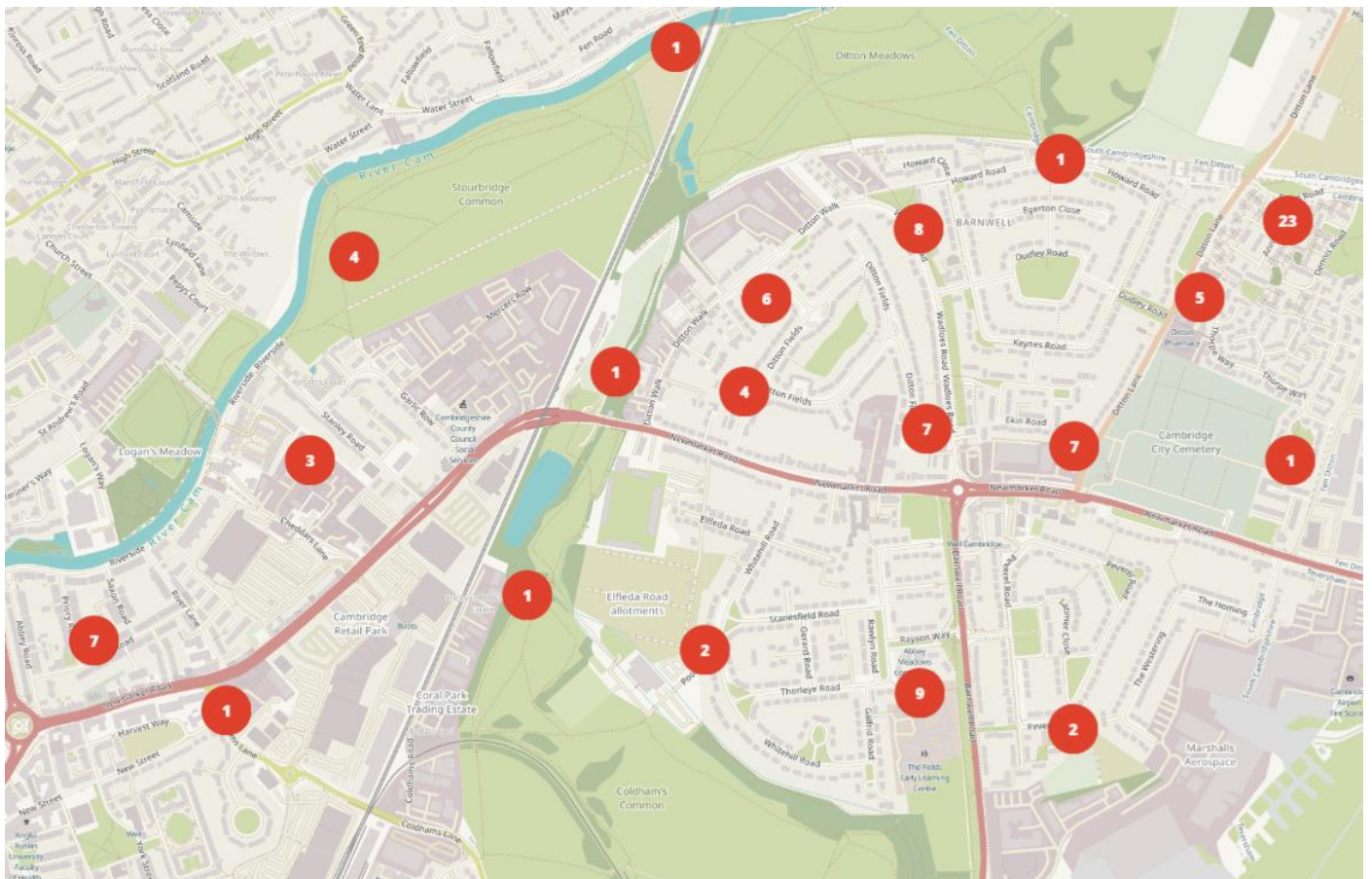
The whole team have been working with the City Council Enforcement Officers to reduce the amount of fly-tipping across the ward with the Thorpe Way / Fison Road estate being identified as particular hot spots.

The team have been busy clearing all leaf fall in the area with the ground's maintenance team. The team have completed the winter pruning and maintenance of shrub beds across the highways and parks, ready for the bird nesting season. Over the course of March, the ground's maintenance team will start preparing for and commencing the grass cutting season.





The hot spot map shows the numbers and locations of the flytips cleared within the last six-month period.

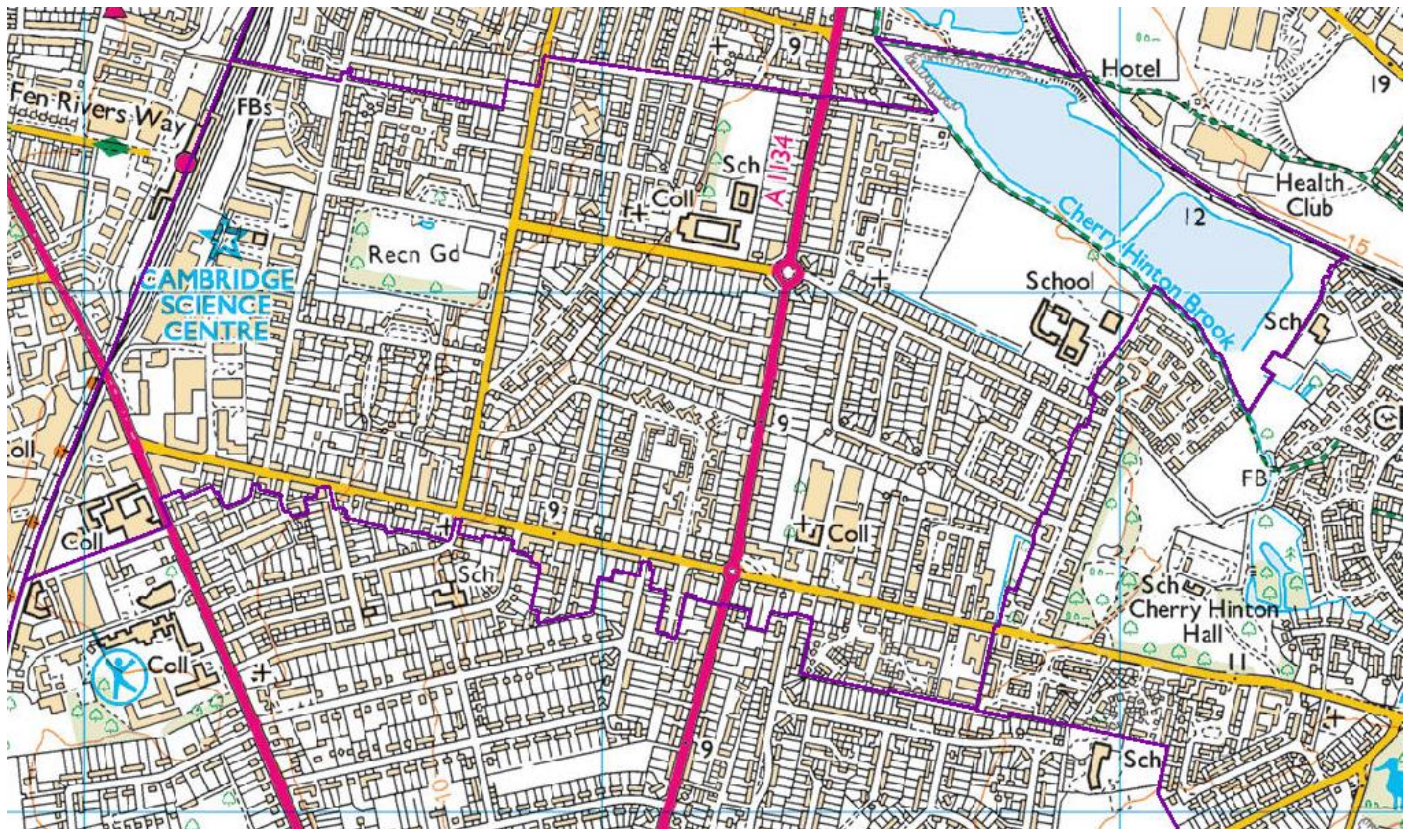


If you would like to report a cleansing or grounds maintenance issue, please visit our website, and complete the relevant webform (found at <https://www.cambridge.gov.uk/street-and-park-maintenance>) or contact our Customer Service Centre.



## Ward Profile: Coleridge

### Map



### Community Engagement team

At Coleridge Recreation Ground volunteers spent the day completing tree works, watering, cutting back and mulching around the trees.

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.

### Enforcement team

Enforcement officers conduct regular patrols in the area spending approximately 7 to 8 hours per week.

During this period, we have had a total of fourteen fly tips in this area. This includes waste ranging from mattresses, cardboard boxes, and black bags containing household waste. As for hotspots Perne Road is still getting targeted with various types of waste. We have issued fixed penalty notices for fly tipping.

We worked closely with various take away businesses in the area. We had a lot of issues with a business in this ward which we are working closely with Environmental Health officers to monitor the business in respect of their controlled waste.

Littering is spasmodic, in total six reported cases during this reporting period that have been investigated. Of which we have issued six fixed penalty notices which have all been paid. Three of which was litter from vehicles which were traveling through this ward.

Also, on numerous occasions we have given educational advice and cigarette ashtrays issued.

There are no hotspots. However, we have had reports of abandoned motor vehicles at Perne Avenue, Gray Road, Rustat Avenue, Ashbury Close and St Thomas Square. We work closely with estate managers and residents who are very vigilant. We have had a total of six abandoned vehicles in this area. The majority have been claimed by the owners. None of which have been reported abandoned. They were no longer at the location on the follow up visits.

We have had one report of illegal camping at Coleridge Recreation ground that was removed by the owner.



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

### **Operations Service**

During this period, the Operations Team have been busy clearing all leaf fall in the area with the ground's maintenance team. The team have completed the winter pruning and maintenance of shrub beds across the highways and parks ready for the bird nesting season.

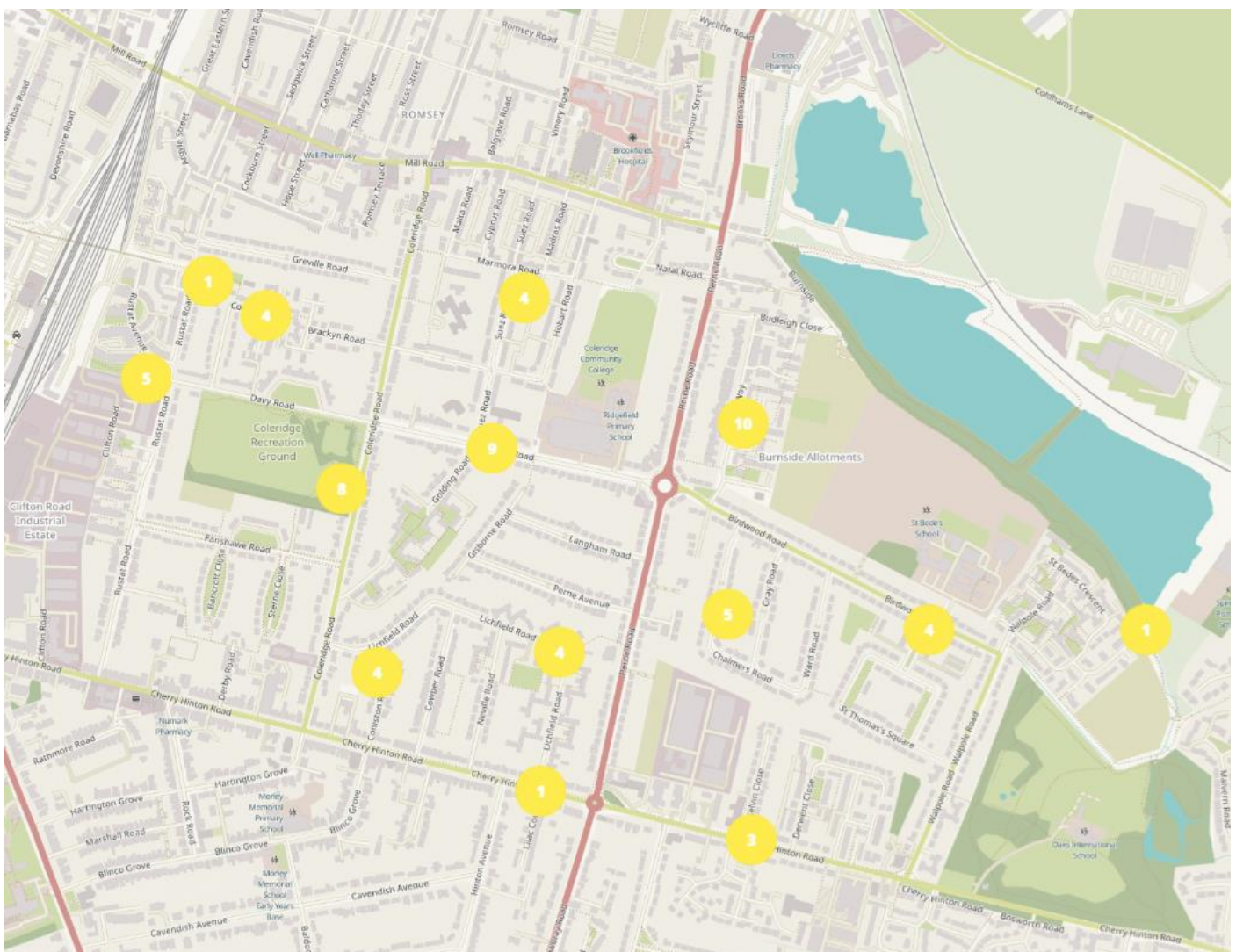
The street cleansing team have been sweeping all the main roads and residential areas of detritus as per the ward schedule. The team have been targeting areas that require deep cleaning and in need of attention by exception.

The graffiti team have been tasked with the continual removal of affected street furniture, with Rustat Road (Carter Bridge) and Davy Road being identified as specific hot spots. Over the course of March, the ground's maintenance team will start preparing for and commencing the grass cutting season.





The hot spot map shows the numbers and locations of the flytips cleared within the last six-month period.

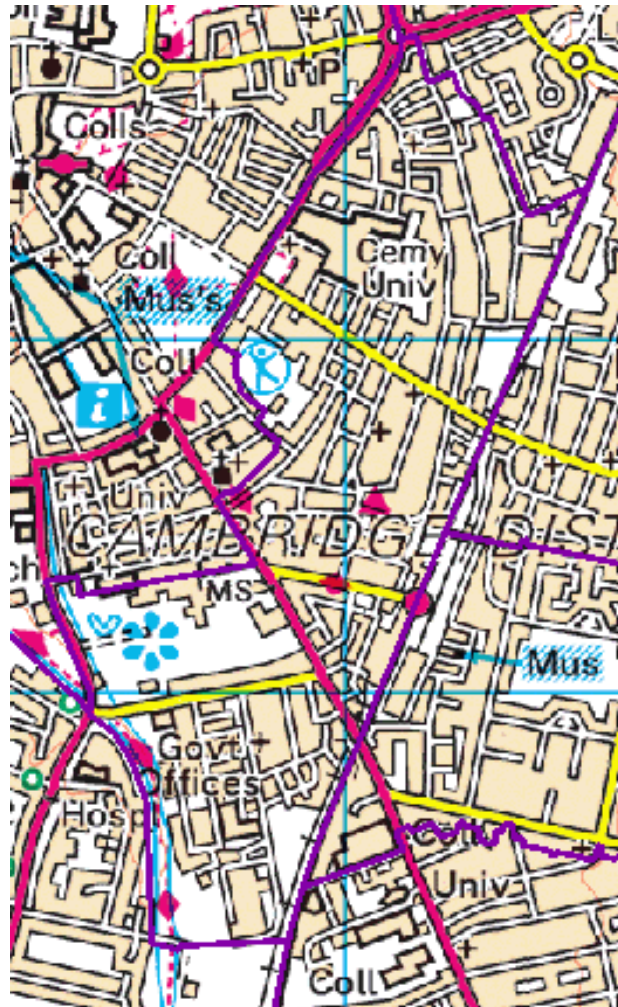


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## Ward Profile: Petersfield

### Map



### Community Engagement team

At Mill Road Cemetery there was a group litter pick, we also had a corporate group of volunteers who undertook works to cutting and racking meadow grass, clearing the listed graves, clearing paths, and renovating benches. In addition, Community Payback spent several weeks helping in the cemetery. Cutting back overgrowth and clearing spoil and edging the pathways. At East Road tree planting with residents took place.



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.

### **Enforcement team**

**Littering** – During the period between September 2022 – February 2023 we continued to undertake proactive litter patrols within the Petersfield area, where fixed penalty notices were issued for littering. In November at Ashley Court litter was thrown from vehicle witnessed by council staff and a fixed penalty notice issued for littering offence and in February on Mill Road a cigarette was thrown from vehicle this investigation is on-going.

**Fly tipping Commercial and Domestic Waste** –

- September:
  - Staffordshire Street - large amount of waste dumped including black sacks, broken furniture and cardboard multiple suspects fixed penalty notices issued for littering offences
  - East Road – domestic waste dumped on pavement outside Mallory House multiple incidents investigated fixed penalty notices issued for littering offences
  - Devonshire Road – Large amount of cardboard and packaging dumped on pavement fixed penalty notice issued for littering offence
  - York Street - mismanagement of household waste/receptacles identified Community Protection Warning served
- October:
  - Staffordshire Street – waste found dumped including mattress and packaging fixed penalty notice issued for littering offence
  - Gwydir Street - public recycling point assorted rubbish dumped including a mattress and white sacks containing soiled nappies and cardboard fixed penalty notices issued for failure to comply with household duty of care for littering offences
  - Mill Road – mismanagement of household waste/receptacles identified (blue bin contaminated with raw chicken and electrical items) – Community Protection Warnings served for mismanagement of waste
  - Guest Road - black bags containing household waste found Community Protection Warning served for mismanagement of household waste
  - Hooper Street - large quantity of cardboard left on pavement after being presented for collection incorrectly fixed penalty notice issued for failure to comply with household duty of care.
- November:



- Staffordshire Street – garden waste placed in communal recycling bin at Hilderstone Flats Community Protection Warning served mismanagement of household and garden waste
- East Road - outside Mallory House two incidents of domestic waste in sacks dumped on pavement – Property management company contacted
- Gwydir Street - public recycling point boxes filled with packaging dumped on the ground next to clothing recycling bin fixed penalty notice issued for littering offence.



- December:
  - East Road – bags of domestic waste in black sacks dumped on the pavement outside Mallory House fixed penalty notices issued for littering offence
  - Mill Road – large cardboard box placed into a public bin making it unusable – suspect traced Community Protection Warning served for mismanagement of household waste.

Section 47 – We have been working closely with the local businesses to ensure they are managing their waste in the correct manner, a total of 3 FPN's have been issued to businesses for breaching their section 47 notices and a total of 5 businesses have been placed on a section 4 in this area.

Abandoned Vehicles – We have dealt with several Abandoned Vehicles with the owner claiming the vehicle after 7 – day notice had been applied. In December at Sleaford Street a vehicle was declared abandoned, removed to storage and subsequently vehicle destroyed, officers have been unable to trace the registered keeper.

If you would like to report an environmental crime issue in your ward, please get in contact your Enforcement Officers, Bree Donovan, Adrian Bastiani, Tony Durman and Jordan Hine.



## Operations service

The Operations Team have been busy clearing all the leaf fall in the area with the ground's maintenance team. The team have completed the winter pruning and maintenance of shrub beds across the highways and green spaces ready for the bird nesting season.

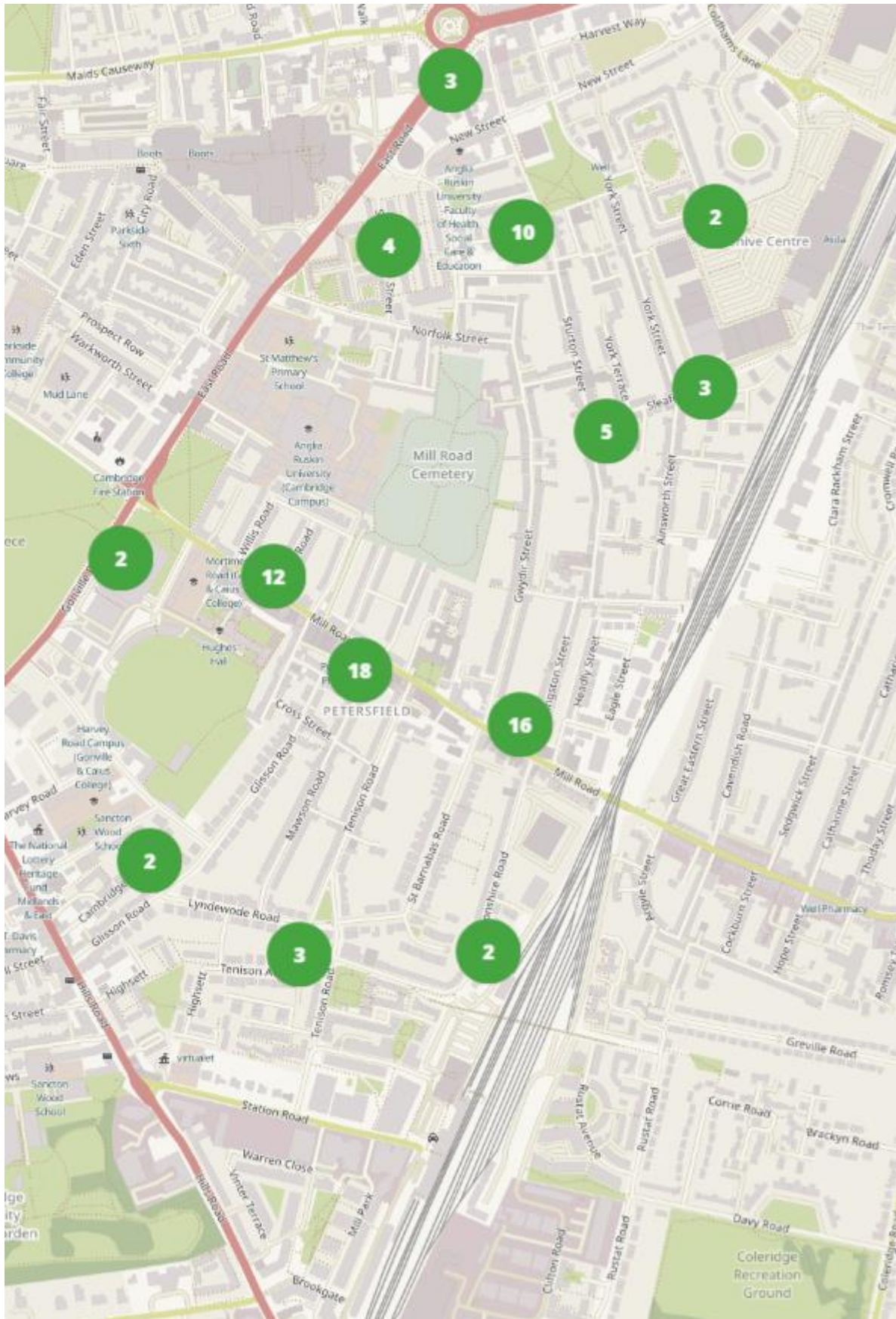
The graffiti team have been tasked with the continual removal of affected street furniture of graffiti and fly-posters. Gwydir Street car park has been identified as a specific hot spot for drug related paraphernalia and needles with the Rapid Response team making regular removals.

The 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.

The team have continued with the high level of focus to remove litter from the retail hot spots across this area. Over the course of March, the ground's maintenance team will start preparing for and commencing the grass cutting across Petersfield.



The hot spot map shows the numbers and locations of the flytips cleared within the last six-month period.

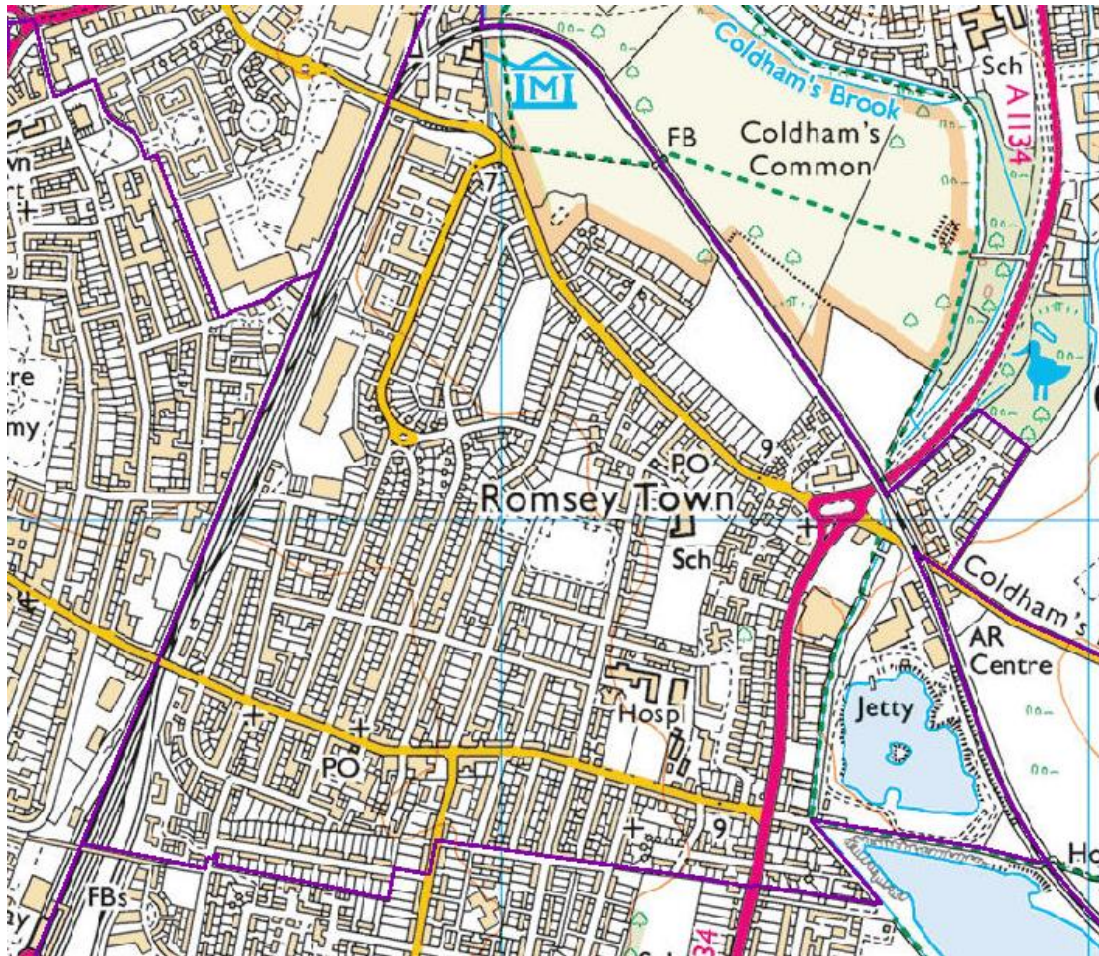


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## Ward Profile: Romsey

### Map



### Community Engagement team

At Romsey Recreation Ground we had a corporate group of volunteers who undertook various works including building a bug hotel, creating a wildflower garden, and weeding the community garden. A second corporate volunteer group of thirty people attended and completed a series of mixed activities to improve the area.





At Coldhams Common off Coldhams Lane, the volunteers from streets and open spaces rubbed down and prepared the railings and have started to paint them, this work is ongoing.



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.

### **Enforcement team**

#### **Illegally Dumped Waste:**

- September:
  - Coldhams Lane – bags of household waste presented incorrectly for collection not returned to property fixed penalty notices issued for littering offence.
- December:
  - Ross Street – black sacks of domestic waste dumped – on-going monitoring
  - Cromwell Road – waste dumped next to public litter bins fixed penalty notices issued for fly-tipping and Waste Transfer documents requested from business



- January:
  - Hemingford Road – waste mismanagement issues – investigation on-going
  - Brooks Road – large cardboard and furniture dumped fixed penalty notices issued for fly-tipping
  - Wycliffe Road – two cardboard boxes dumped in communal area fixed penalty notices issued – further dumped waste in the area is currently under investigation.
- February:
  - Coldhams Lane – large box filled with polystyrene dumped on footpath – investigation on-going.

#### Littering from a Vehicle:

- September: Brooks Road – cigarette end thrown from vehicle fixed penalty notices issued for littering offence.
- November: Barnwell Road and Coldhams Lane– cigarette ends thrown from vehicles fixed penalty notices issued for littering offences
- January: Coldhams Lane – four incidents of cigarette littered from vehicle witnessed and fixed penalty notices issued, and in Barnwell Road – cigarette end thrown from vehicle fixed penalty notices issued for littering offence.
- February: Coldhams Lane – littering offence witnessed – investigation on-going.

#### Dog Control reports:

- September: Hampden Gardens - request from residents for extension of dog exclusion area to the whole garden area – suggestion put forward for consideration in the PSPO review.
- October: Wycliffe Road – persistent fouling issue reported – letter sent to dog owner reminding them of their responsibilities to clear up after dogs immediately.
- January: Barnwell Road – reported dog off lead in communal area and fouling not being cleared up – investigation on-going
- February: Fairfax Road – dog straying into gardens investigated

If you would like to report an environmental crime issue in your ward, please get in contact your Enforcement Officers, Bree Donovan, Adrian Bastiani, Tony Durman and Jordan Hine.

### **Operations service**

The whole team have been working with the City Council Enforcement Officers to reduce the amount of fly-tipping across Romsey with Thoday Street and Wycliffe Road being identified as particular hot spots.

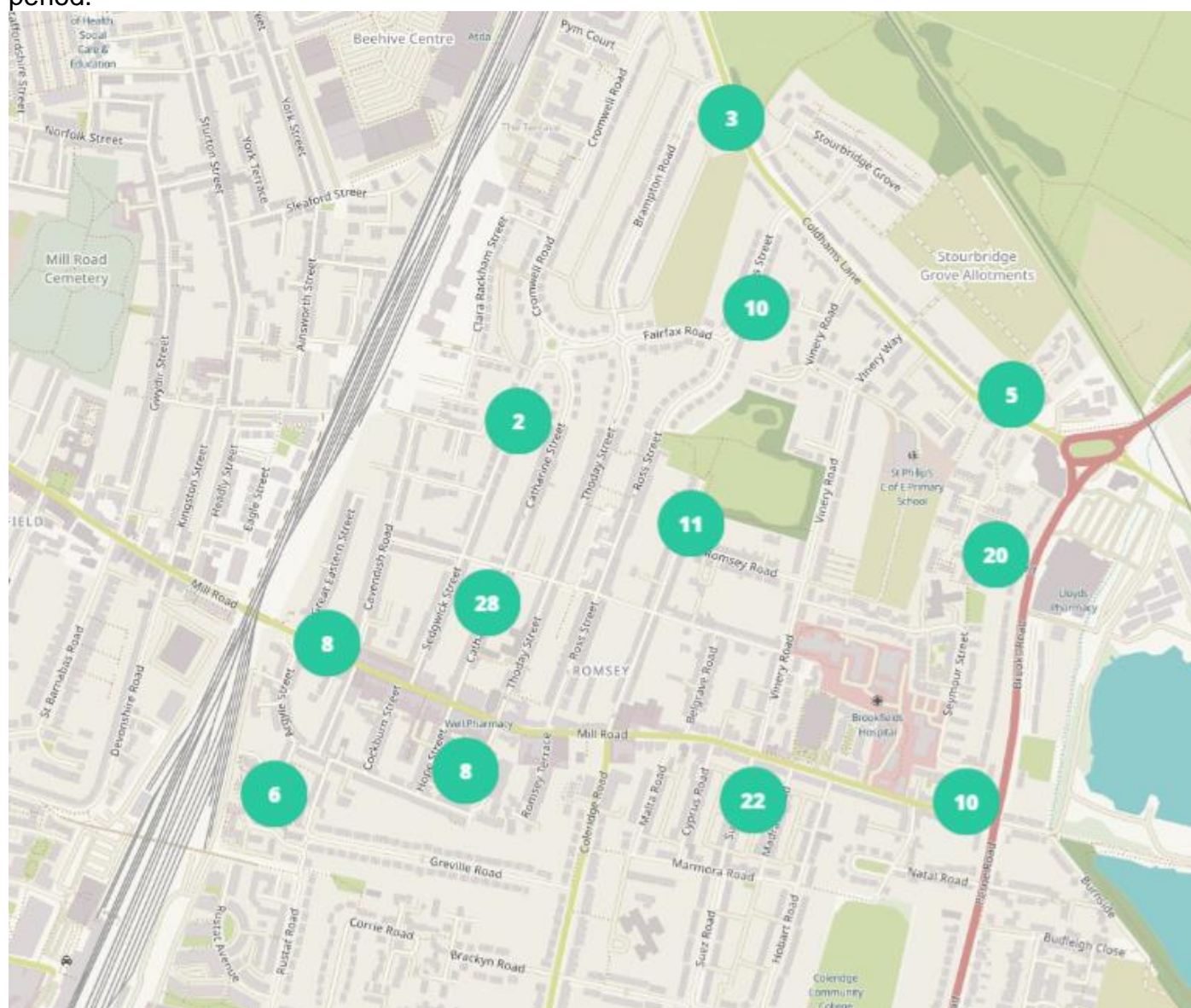
The street cleansing team have been sweeping all the main roads and residential areas of detritus and completing deep cleaning as they go around the ward. The graffiti team have been tasked with the continual removal of affected street furniture, with Mill Road being identified as an area of concern.

The team have been busy clearing all the leaf fall in the area with the ground's maintenance team. The team have completed the winter pruning and maintenance of shrub beds across the highways and parks ready for the bird nesting season. Over the course of March, the ground's maintenance team will start preparing for and commencing the grass cutting season





The hot spot map shows the numbers and locations of the flytips cleared within the last six-month period.



If you would like to report a cleansing or grounds maintenance issue, please visit our website and complete the relevant webform (found at <https://www.cambridge.gov.uk/street-and-park-maintenance>) or contact our Customer Service Centre.



## Community Engagement Team Updates

### 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 forty 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](mailto:sosvolunteers@cambridge.gov.uk) who will make suitable arrangements.

## Greater Cambridge Shared Waste Service Update:

Greater Cambridge Shared Waste Service Updates for Cambridge (Covers the period of April 2022 to December 2022):

Date	Event
23. 4 2022	Hobart Suez CAD
28.04 2022	Newnham Residents association recycling talk
14.05 2022	Cambourne CAD
05.06 2022	Haslingsfield Eco Fest
11.06 2022	Arbury Carnival
02.07 2022	Whitehill Road CAD
09.07 2022	Brackley Road CAD
16.07 2022	Tenby Close CAD
18.07 2022	COPE AGM St Luke's Church Recycling Stall
20.07 2022	Hanover Court CAD
23.07 2022	East Chesterton CAD
29.07 2022	Cambridge Folk Festival recycling bag handout and recycling stall
13.08 2022	Cockerell Road CAD
20.08 2022	Jack Warren Green CAD
11.09 2022	Croydon Classic Car show recycling stall
17.09 2022	Thorpe Way CAD
1.10 2022	Teversham Drift CAD
05.10 2022	Wolfson College recycling talk
08.10 2022	Ditton Fields CAD
14.10 2022	The Guildhall Council Zero carbon lunch event
15.10 2022	Ancaster Way CAD
22.10 2022	Cambridge Museum of Technology Recycling stall
05.11 2022	Wulfstan Way CAD
29.10.2022	Grand Arcade Eco recycling stall
03.12 2022	Mill Road Winter Fair recycling stall



### 3. Environmental and Waste Data

#### Public Realm [East Area]

Period	Activity	Total number of incidents	Abbey	Coleridge	Petersfield	Romsey
Sept 2021 to Feb 2022	Fly tipping	364 <sup>1</sup>	111	43	142	68
Sept 2022 to Feb 2023	Fly tipping	317 <sup>2</sup>	92	62	82	81
Sept 2021 to Feb 2022	Needles	39	30 needles (5 instances)	2 needles (2 instances)	5 needles (5 instances)	2 needles (2 instances)
Sept 2022 to Feb 2023	Needles	25	6 needles (5 instances)	4 needles (2 instances)	12 needles (9 instances)	3 needles (2 instances)
Sept 2021 to Feb 2022	Fixed penalty notices	27Error! Bookmark not defined.	11	0	10	6
Sept 2022 to Feb 2023	Fixed penalty notices	86 <sup>2</sup>	26	4	36	20

#### Summary of public realm data:

##### Fly tipping:

Hot spot maps within each of the ward profiles shows the numbers and locations of the flytips within the last six-month period.

##### Needles:

- **Abbey:** In September two needles were removed from Wadloes Road garages, in October one needle was removed from near to Abbey Leisure, in November two needles were removed from East Barnwell Community Centre (two separate instances) and in January one needle was removed from Galfrid Road.
- **Coleridge:** In September two needles were removed from Hills Road, and in January two needles were cleared from Clifton Court.
- **Petersfield:** In November and December three needles were removed from Caroline Place (two in November and one in December). In September there were three needles removed from Gwydir Street on two occasions, and a further needle cleared in February. In September

<sup>1</sup> Data is from 1 September 2021 to 24 February 2022.

<sup>2</sup> Data is from 1 September 2022 to 22 February 2023

at Petersfield Rec one needle was removed and in the same month another needle was cleared from St Barnabas Road. In February one needle was cleared from Rope Walk and one needle from St Matthews Street.

- **Romsey:** In September two needles were cleared from Ross Street and in November one needle was cleared from Cromwell Road.

**Fixed penalty notices:**

Fixed penalty notices issued across the period includes thirty-four for littering (including littering from a motor vehicle), twenty-nine for domestic waste littered, six for small scale fly tipping, eleven for breach of household duty of care, two for abandoned vehicles, one for breach of a waste receptacles notice and three for breach of commercial waste statutory notices or commercial waste dumping.



## Private Realm [East Area]

Data not available at the time of the report.

## 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 22/23	Q2 Jul-Sep 22/23
Total recycling rate	51.71%	49.37%
Recycling rate – dry recycling	20.44%	22.37%
Recycling rate – composting	31.56%	26.97%
Residual waste collected for disposal	48%	50.66%



## 4. Key contacts

Area	Contact	Telephone Number	Email
<b>Community Engagement</b>	Community Engagement Team	01223 458084	<a href="mailto:sosvolunteers@cambridge.gov.uk">sosvolunteers@cambridge.gov.uk</a>
<b>Local Nature Reserves Ranger</b>	Vic Smith	01223 458282	<a href="mailto:Victoria.Smith@cambridge.gov.uk">Victoria.Smith@cambridge.gov.uk</a>
<b>Enforcement (Coleridge, Petersfield, and Romsey)</b>	Tony Durman Jordan Hine	01223 458581 01223 457157	<a href="mailto:Tony.durman@cambridge.gov.uk">Tony.durman@cambridge.gov.uk</a> <a href="mailto:Jordan.hine@cambridge.gov.uk">Jordan.hine@cambridge.gov.uk</a>
<b>Enforcement (Abbey, Petersfield, and Romsey)</b>	Bree Donovan Adrian Bastiani	01223 457122 01223 458574	<a href="mailto:Bree.donovan@cambridge.gov.uk">Bree.donovan@cambridge.gov.uk</a> <a href="mailto:Adrian.bastiani@cambridge.gov.uk">Adrian.bastiani@cambridge.gov.uk</a>
<b>Streets and Open Spaces Operations / Commercial</b>	Paul Jones	01223 458282	<a href="mailto:paul.jones@cambridge.gov.uk">paul.jones@cambridge.gov.uk</a>
<b>East Area Operations Team Leader</b>	Richard Woolman	01223 458282	<a href="mailto:richard.woolman@cambridge.gov.uk">richard.woolman@cambridge.gov.uk</a>
<b>Recycling Champions</b>	Birgitta Laurent	07525 213774	<a href="mailto:recycling.champions@scambs.gov.uk">recycling.champions@scambs.gov.uk</a>

If you have a question about one of the council's services, you will be able to find a number of answers on our website [www.cambridge.gov.uk](http://www.cambridge.gov.uk). If you can't find what you are looking for, or want to discuss something with us, you can contact us on the details above or call 01223 457000.

## 5. Volunteer schemes

### Time Credits

You can earn Time Credits for your time as volunteer. Every hour of involvement with us earns you a 1-hour time credit – which can be spent in places like cinemas, gyms, swimming pools or music venues. The more time you give the more time credits you receive.

### Streets and Open Spaces Volunteers:

We're looking for volunteers to make the streets of Cambridge even cleaner, tidier and more pleasant and to spread our motto 'A greener, cleaner city starts with you'. So whether you're already part of an existing local group and want some additional support or you're an individual who feels strongly about these issues, then get in touch to take part. Our volunteers work to improve their local streets by taking action to keep them clean, tidy and looking their best.

With the support of a dedicated Area Ranger you'll be able to:

- Recruit other local people to help you in a project
- Organise events locally to promote cleaner streets: litter picks, ward walks etc.
- Have access to and use specialist equipment for removing graffiti and litter
- Take part in large city wide events for volunteers
- Provide education to other members of the public
- 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 [recycling.champions@scamsb.gov.uk](mailto:recycling.champions@scamsb.gov.uk) or telephone 07525 213774.