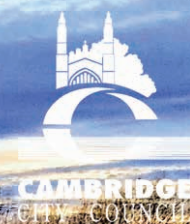


WINTER 2023

Cambridge Matters

Cambridge City Council's magazine for residents



**Climate
emergency**
What we're
doing to reduce
emissions in
Cambridge

**Building for
the future**
We're ranked 2nd
in UK for new
council homes

**Inside: Your guide to Christmas waste including how
to recycle your real tree!**

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Front cover: The River Cam at Midsummer Common

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Request an audio version of Cambridge Matters on CD for visually impaired people using the contact details below.

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Christmas festivities galore... at Cambridge Corn Exchange

What better time to plan a night out than during that extra special season of Christmas, and where better than the Corn Exchange where an array of festive flavoured shows are on offer this year?

As a great way of getting into the festive spirit, two critically acclaimed folk acts will be taking audiences on a nostalgic and wintry journey to bygone times. **Kate Rusby**, one of Britain's most popular female folk singers, rounds off 2023 in celebratory style on 10 December with a Christmas show full of warmth, sparkle and festive music from her Christmas albums. Then on 19 December, north-east folk stars **The Unthanks** perform their dream-like winter fantasia, capturing the magic and wonder of the turn of the year.

A few days before that, on 16 December is a completely different festive treat... a spectacular all-star festive comedy night. **Live At Christmas** presents Ed Gamble, Fern Brady, Jen Brister, Josh Pugh and Kyrah Gray.



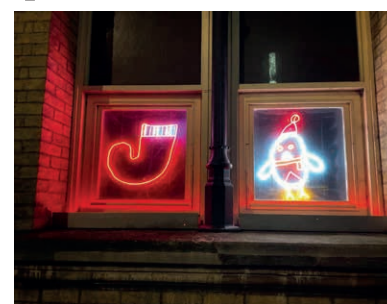
Festivities conclude when ballet comes to the city with one of the season's highlights, **The Nutcracker**. One of the most magical outings at Christmas time for adults and children alike, the story of little Clara, the Sugar Plum Fairy and a host of colourful characters never fails to mesmerise and create lifelong memories. Tchaikovsky's delightful score, performed by a live orchestra, completes this magical experience. The show runs from 27-30 December and includes matinees.

Tickets and details for all shows available at cornex.co.uk

Kidsmas displays set to light up the city once more

For the last two years we've invited local schoolchildren to send us their creative ideas for Christmas light displays, and have turned the two best designs into real – and amazing – festive lights!

This year two brand new winning Kidsmas Lights creations will join the other four lights created from 2022 and 2021, in a growing collection sponsored by Cambridge BID, which in time will form a festive light trail throughout the city.



For details of where to see the lights displayed go to cambridgelive.org.uk

How to contact Cambridge City Council

It's often easier to contact us online, at a time that suits you. You can complete a short form to report things like flytipping – cambridge.gov.uk/report-flytipping, a missed bin collection – cambridge.gov.uk/report-a-missed-household-bin-collection, or a change in your circumstances affecting your benefits or Council Tax – cambridge.gov.uk/online-accounts.

✉ cambridge.gov.uk

☎ 01223 457000, Monday to Friday, 9am to 5.15pm
☎ 0300 3038 389, for emergencies outside of office hours

† Appointments are available for customers who have queries which cannot be resolved by telephone or online. Call us for help.

Appointments are available 9am to 5.15pm, Wednesday to Friday, at our Customer Service Centre at Mandela House, 4 Regent Street, Cambridge, CB2 1BY.

Please note that we no longer operate customer services from the Guildhall.

How to save energy – and reduce bills – at home

Increasing the energy efficiency in your home can lower energy bills, increase comfort, and help protect your health, including by reducing the risk of condensation, damp and mould. This can be done by installing retrofit measures which increase the insulation of your home and changing your main heating source to a more environmentally friendly and efficient option.

The council-backed **Action on Energy** website has lots of advice for Cambridgeshire residents on energy efficiency, retrofit measures, funding opportunities, installation, and other practical guidance. You can find out more by visiting actiononenergycambs.org or phoning 01223 457340.

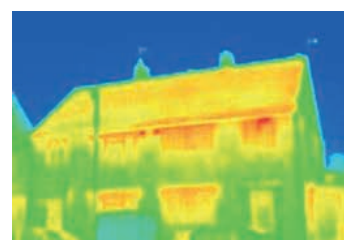
We have also created our own **Retrofit Guide** to give practical advice for homeowners, landlords, and renters on how to retrofit your home. From low and no-cost measures such as draught-proofing by blocking up unwanted gaps that let cold air in and warm air out, through to a more fundamental deep retrofit involving installing insulation in the walls, floors and roofs, guidance for the most common types of houses found in Cambridge is available here: cambridge.gov.uk/improve-energy-efficiency

Is your home losing heat?

Identify where your home is losing heat by signing up with Cambridge Carbon Footprint for a free training session and to borrow a thermal imaging camera.



From November to March, the use of thermal imaging cameras can help to reveal where your home is leaking heat. This can show problems with insulation, draughts, damp and more. Some of the problems shown are easy for householders to fix, like draught-proofing, and some, like faulty insulation, may need professional help.



For more information visit: cambridgecarbonfootprint.org/thermal-imaging/

Bin it to win it! Help keep Cambridge tidy by playing LitterLotto

You've got to
Bin It To Win It

Get rewarded for
binning litter with
prizes and huge
jackpots!

litterlotto



We have partnered with LitterLotto to give you a chance to win a monthly jackpot to celebrate your help keeping Cambridge tidy.

Every month there's a chance to win £100 or a £50 Love Cambridge gift card (courtesy of Cambridge BID). As well as entering the local prize draw, you will be entered into the national draw which includes a £1000 weekly jackpot and up to £52,000 worth of existing redeemable prizes on offer.

All you have to do is download the LitterLotto app and use it to submit a photo of yourself placing litter into one of our litter bins around the city. Each time you do this will count as a new entry – the more you bin, the more chances you have to win.

This campaign is part of the council's efforts to support the vision for Cambridge to be a city which is free of litter, as outlined in our Litter Strategy.

For more information:
Litterlotto.com
Download the LitterLotto app wherever you download your apps or scan the QR code here.



What we've been doing this year to help tackle climate change

The council's greenhouse gas emissions fell by 10% in the year 2022-23 compared with the previous year, and have reduced by 41.3% since 2014-15.

Approximately half of this year's drop in emissions was the result of action we took to reduce gas usage at our swimming pools, with the remainder made up from changes in activity such as the reduced use of the council's crematorium as well as the continued greening of electricity from the national grid.

Some of the things we've been doing to tackle climate change in 2022-23 include:

- Lowering the emissions of council-owned buildings through projects such as installing air source heat pumps and making energy efficiency upgrades to Parkside and Abbey Pools.
- Investing £2.5 million to retrofit 264 council homes with energy efficiency and low carbon measures and building 537 new council homes (of which 448 are already complete) to high sustainability standards, with a commitment to build 1,000 more homes to Passivhaus standards where feasible. As part of this programme, three Passivhaus pilot schemes are currently being delivered on site.
- Securing funding for a new £6.1m solar farm in Waterbeach to provide renewable electricity to charge up to 20 vehicles at the Greater Cambridge Shared Waste Service depot.
- Commencing the installation of a planned network of more than 600 electric vehicle (EV) charging points in council car parks and on-street residential areas and replacing three refuse collection vehicles with electric vehicles.



- Promoting sustainable food in Cambridge by supporting Cambridge Sustainable Food and working in partnership with local voluntary and community groups like CoFarm.
- Delivering actions to improve the city's resilience to climate change including improving tree canopy cover and biodiversity.

The council has also focused on supporting residents and businesses and other organisations to reduce emissions, including by:

- Funding Cambridge Carbon Footprint to develop and deliver training sessions for residents to make practical and impactful changes to reduce their carbon footprint
- Developing a Retrofit Guide (more details on page 4) to help residents with which carbon reduction measures they can install in their property to reduce energy consumption.
- Supporting Cambridge schools working towards an

- Eco-School Green Flag Award during 2022/23 by funding the schools' application costs using money generated by Fixed Penalty Notices (FPNs).
- Bringing together key partners, including businesses, universities and public sector organisations through the City Leaders Climate Change Group. All participants work together to identify ways to collectively reduce carbon emissions to increase the impact across the city.
- Developing the Green Business Programme (part-funded by the Government) with Huntingdonshire District Council, South Cambridgeshire District Council and Cambridgeshire & Peterborough Growth Hub, so that small to medium sized businesses in Cambridgeshire can access advice and funding to reduce their emissions.

Changes to council opening hours at Christmas

During the festive period, there will be some changes to when you will be able to speak to our Customer Services team, with our opening hours as follows:

- **Friday 22 December**
9am-5.15pm (normal working hours)
- **Monday 25 December**
Closed
- **Tuesday 26 December**
Closed
- **Wednesday 27 December**
9am-5.15pm (normal working hours)
- **Thursday 28 December**
9am-5.15pm (normal working hours)
- **Friday 29 December**
9am-5.15pm (normal working hours)
- **Monday 1 January**
Closed

Outside of these hours, you can contact the council if it is an emergency on 0300 303 8389.

For non-emergency enquiries, you can use our online 'self-serve' where you can report problems such as making a noise complaint or reporting a missed bin collection.

You can also check information without needing to speak to us: cambridge.gov.uk/online-accounts. Can't find the support you need? Complete our general enquiry form at: cambridge.gov.uk/contact-us

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as
Demon Vanity

MATT CROSBY
as
Gertie Goose

CHARLOTTE WAKEFIELD
as
Fairy Virtue

ALICIA BELGARDE
as
Jill Goose

NATHAN TAYLOR
as
Squire Purchase

MOTHER GOOSE

Directed by
Michael Gattrell

Written by
Al Lockhart-Morley

GEORGIA NICHOLSON
as
Priscilla the Goose

GEMMA SUTTON
as
Jack Purchase

STEVEN ROBERTS
as
Sammy Goose



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Christmas rubbish Top 5

Christmas is the most wasteful time of year, with around an extra 400 tonnes of rubbish and recycling collected in the aftermath. We've compiled our Top 5 items that contribute to this festive waste mountain, with some tips for how to tackle them.

1 Cardboard boxes

Online purchases often result in lots of cardboard packaging. So why not support your high street by seeing how many gifts you can find in local shops this year? You can also re-use boxes for wrapping presents that are awkward shapes, or you can of course flatten cardboard and recycle it in your blue bin.



2 Wrapping paper and crackers

There are two kinds of wrapping paper and crackers to avoid – glittery and shiny metallic, as they can't be recycled. Remember to re-use any gift bags or saved wrapping paper from last year, and you could look out for re-usable crackers. Festive fabrics are perfect for wrapping as they create no mess and are a doddle to re-use.



Recycle your Christmas tree!

Arthur Rank Hospice Charity's team of volunteers will collect your tree in January, hassle-free, in return for a donation to the charity. All the trees collected are chipped and used for mulch or are composted.

Residents of postcode areas CB1, CB2, CB3, CB4, CB5, CB21, CB22, CB23, CB24 and CB25 9 can register for a collection at arhc.org.uk/tree-recycling. Collections will be carried out between 11 and 13 January, and you can register from up to 10am on 7 January. Last year the Hospice's volunteers collected 3,500 trees and raised over £62,000 for the charity!



How to dispose of batteries and vapes safely

Disposing of batteries and vapes in bins causes fires: so please don't do it. Used vapes can be taken back to vape shops or to the large Household Recycling Centres for recycling. Small household batteries are easy to recycle at home – put them in a small plastic bag, tie it shut and leave it on the top of your bin on collection day.

Using black or green bins for this helps crews collect more batteries, as battery containers on blue bin lorries tend to fill up more quickly. You can also drop off batteries for recycling at supermarkets and other large shops. Larger batteries such as e-bike batteries should always be taken to Household Recycling Centres and never put in your household bin.



3 Batteries

New gadgets or electronic toys are no fun if the batteries run out – something you don't have to worry about if you have a stash of rechargeable batteries and a charger. Remember to recycle spent batteries in a bag on top of your bins (see below for more details).



4 Food

Many people buy too much food at Christmas 'just in case', so it's useful to have a plan for any leftovers. Clear some space in your freezer in the run-up to the big day so you can 'hit pause' on any foods you can't use up in time. Find recipes to use up festive favourites, portion planners if you're entertaining and advice on freezing all sorts at lovefoodhatewaste.com



5 Trees

After Christmas the most obvious thing you'll be needing to dispose of is the tree, if you had a real one. You can make sure it gets composted by signing up for a charity collection from Arthur Rank Hospice Charity (see below). You can also take it to a Household Recycling Centre or cut it up and put it in your green bin.



Revised bin collection dates after Christmas

Don't forget that your bins will be collected a day later than usual in the week immediately after Christmas.

Usual collection

Tuesday 26 December
Wednesday 27 December
Thursday 28 December
Friday 29 December
Tuesday 2 January

Revised collection date

Wednesday 27 December
Thursday 28 December
Friday 29 December
Saturday 30 December
Back to normal

Green bin collections start their four-weekly cycle from 12 and 19 December and return to fortnightly on 5 and 12 March. This means there are no green bin collections during the weeks beginning 25 December and 2 January, weeks beginning 22 January and 29 January, and weeks beginning 19 February and 26 February. You can check which date your blue, black and green bins are due to be collected at cambridge.gov.uk/bins





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Recycling and waste

What goes in your blue bin?

Yes

No

Recycle ✓ Clean ✓ Empty ✓ Don't bag it



Cardboard



Paper & magazines



Tins, cans & foil



Large tins



Glass bottles & jars



Cartons



Plastic pots, tubs, trays & bags



Plastic bottles



Cards & wrapping paper (except glittery/plastic/metallic)

Remember to rinse food containers

- ✗ Black bin bags or rubbish
- ✗ Nappies, tissues, kitchen paper, wipes & sanitary waste
- ✗ Polystyrene
- ✗ Glasses, flat glass or glass dishes
- ✗ Mirrors, Pyrex, plates/crockery
- ✗ Glittery, metallic or plastic wrap or cards

The following can be recycled elsewhere - check our website.

- ✗ Clothing and textiles
- ✗ Food, liquid or garden waste
- ✗ Wood, plasterboard & DIY waste
- ✗ Furniture or electricals
- ✗ Scrap metal e.g. pans
- ✗ Hard plastics e.g. bucket
- ✗ Crisp packets



Please put used batteries in a clear plastic bag and NOT in your bin. Place the bag on top of any of your bin lids. Batteries must not be put inside the bin. Small portable household batteries can be put in the clear bag - e.g. AA, AAA, 6v, 9v, D, C, button. Do not include mobile phone or laptop batteries. Search online for 'recycle small electrical items' instead.

What goes in your green bin?

Yes

No

Compost



Cooked/uncooked food waste (including meat, fish and dairy)



Untreated wood and sawdust



Garden waste



Cut-up real Christmas tree

- ✗ Plastic & plastic bags
- ✗ Compostable bags e.g. Biobags
- ✗ Nappies, wipes and sanitary waste
- ✗ Soil or stones
- ✗ Painted or treated wood
- ✗ Cat or dog waste
- ✗ Plant pots and seedling trays

What goes in your black bin?

Yes

No

Reduce Please try to reduce other rubbish that cannot be recycled or composted



General rubbish

including nappies, wipes, sanitary waste, polystyrene, crisp packets, pet food pouches, drinks pouches, broken crockery or glassware (wrapped)

- ✗ Rubble/bricks
- ✗ Soil
- ✗ Very heavy items
- ✗ Electrical items
- ✗ Batteries

Take these items to Household Recycling Centres at Milton or Thriplow

Not sure if it can be recycled? Check the 'What goes in your bins' page on our website cambridge.gov.uk/bins for hundreds more items



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or play work is desirable but not
required. Full training and career
progression opportunities will
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settings based in and around
Cambridge



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info@cambridgekidsclub.com

 **For More Information:**
www.cambridgekidsclub.com

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Combined Actors of Cambridge

SEASON'S GREETINGS

By Alan Ayckbourn

It's just a typical English Christmas at Belinda and Neville's, or is it? An uproarious tale of Holiday dysfunctionality.

TUE 05 - SAT 09 DECEMBER AT 7.45PM
SAT 09 DECEMBER AT 2.30PM

Cambridge Theatre Company

BEAUTY AND THE BEAST

By Anna Ledwich and Richard Taylor

A new adaptation of the classic tale of a foolish prince cursed to a life alone in a castle, and a kind and beautiful girl who asks her father for nothing but a rose.

TUE 13 - SAT 16 DECEMBER AT 7.30PM
SAT 16 DECEMBER AT 2.30PM
SUN 17 DECEMBER AT 1PM & 5:30PM

Festival Players

LUCKY STIFF

By Lynn Ahrens and Stephen Flaherty

Harry Witherspoon, a shoe salesman, must take his long-lost uncle on the holiday of a lifetime to Monte Carlo in order to inherit his wealth. The only problem being that Uncle Tony is already dead... A musical comedy presented by the Festival Players.

TUE 09 - SAT 13 JANUARY AT 7.45PM

European Theatre Group

THE TEMPEST

By William Shakespeare

A fable of power, magic, betrayal, love and redemption, Shakespeare's **The Tempest** is one of his most famous and bewitching comedies.

TUE 16 - SAT 20 JANUARY AT 7.45PM
SAT 20 JANUARY AT 2.30PM

adc theatre

The Welkin, October 2023 (Photo by Paul Ashley)

www.adctheatre.com | 01223 300085

Have your say on how we meet our financial challenges

We recently published a report (our 'Medium Term Financial Strategy') which sets out some of the financial challenges facing the council as we prepare to set a balanced budget for next year.

Latest forecasts suggest we will have to find around £6 million in savings in the next three years and £11.1m by 2029, on top of the £13m we have had to save over the last five years due to government funding cuts and other economic pressures. We've done this in a number of ways, including changing the way we work to create a more modern council through better use of technology and working more closely with other organisations.

We're currently running a

consultation where you can tell us what you think our priorities should be for 2024-25 and for the years ahead. You can tell us which council services you value most, and which you think we should prioritise.

Your responses will help councillors know which services you think the council should be prioritising, and how you think the council should be spending its money to ensure a balanced budget.

The consultation is open until 14 January 2024. You can register and have your say using our online engagement platform (details right) or if you would prefer a copy of the consultation by post, please phone us.



Take part in a council meeting

Most council meetings are held in person at The Guildhall in Cambridge city centre but many can also be watched live online at youtube.com/camcitco.

If residents want to take part in a committee, for example to ask councillors a question they can get in touch with our Democratic Services team in advance using the contact details below.

You can also participate with meetings online, on our Microsoft Teams channel – meaning you can speak to councillors without being present at the meeting. Please email us by midday two days in advance of the meeting with full details of the question you would like to ask. Here are some of the meetings scheduled for the next few months, all at the Guildhall unless stated.

- **Strategy and Resources Scrutiny** – Monday 15 January, 5.30pm
- **Planning and Transport Scrutiny** – Tuesday 16 January, 5.30pm
- **Environment and Community Scrutiny** – Thursday 18 January, 6pm
- **Housing Scrutiny** – Tuesday 23 January, 5.30pm
- **Strategy and Resources Scrutiny** – Monday 29 January, 5.30pm
- **Planning** – Wednesday 7 February, 10am
- **Council Budget Meeting** – Thursday 15 February, 6pm
- **Council** – Thursday 29 February, 6pm

The Council decided in October 2023 to pause area committee meetings for six months from the end of 2023, and to consider whether there may be more engaging ways for councillors to hear community issues. A report back on emerging ideas and options is due in July 2024.



- For the latest information about council meetings and attending them:**
- democracy.cambridge.gov.uk
 - democratic.services@cambridge.gov.uk
 - 01223 457013



Update on Greater Cambridge Partnership travel proposals

In September the Greater Cambridge Partnership Executive Board decided to stop the further development of the Sustainable Travel Zone (STZ) proposals as part of its Making Connections scheme.

They decided that while the aims of Making Connections to make travelling in and around Cambridge simpler and faster by saving time and money, would have eased congestion, and offered better, fairer, and greener travel choices, the STZ is not able to be taken forward progress due to a lack of political consensus.

Officers will now focus on other areas of the GCP's City Access programme looking at issues such as resident parking and freight consolidation. This is in addition to other infrastructure projects currently under way or in the pipeline which include:

- 150km of Greenways for cycling and walking between villages and Cambridge
- Innovative busway schemes from Waterbeach to Cambridge and from Cambourne to Cambridge
- Significant improvements for transport on Milton Road and Newmarket Road.

Council ranked second in the country for building new council homes

A recent report by the national publication *Inside Housing* showed that Cambridge City Council built more council homes in the last year than any other council in the country, apart from Birmingham.

During 2022-23 the council finished 330 new homes through Cambridge Investment Partnership (CIP), its equal partnership with local housebuilders The Hill Group.

CIP was established in 2017 to address the housing shortage across Cambridge by providing high-quality brand new council homes along with market sale homes, commercial and community facilities.

Since then, the partnership has completed more than 800 new build homes across Cambridge at 18 different sites, more than 450 of them new council homes. These include major developments at Ironworks on Mill Road and Timberworks at Cromwell Road.

"I am happier as I feel more secure. It is also a lot cheaper to heat and the flat keeps really warm."

In addition, the council is expecting to complete another 685 council homes in Cambridge in the next five years, including 250 in development which are targeting Passivhaus or equivalent levels of performance for ultra-low carbon emissions.

During this period many council tenants have moved from ageing properties in the city to new homes elsewhere. One such is Elaine Downes, 44, who had been living in a one-bedroom council flat at Hanover Court in Cambridge for five years. With an established community and her sister living close by, she was slightly apprehensive when the council housing team approached residents about proposals for the redevelopment of the flats, along with neighbouring Princess Court.

Elaine takes up the story. "I had been living with my two cats in a one-bedroom flat on the ground floor and before that in one room in a hostel in the city, so I was grateful to have my own home and friendly neighbours around me. When the council initially contacted us to attend an open day about

proposals for the redevelopment, I thought it was important to hear what they had to say, as I was concerned that I may have had to move further away.

"Over the next few months, we were given lots of information and support and then had the opportunity to go and look at the new development, Ironworks. As soon as I walked into one of the apartments, I was completely overwhelmed and immediately fell in love with it. If I could have moved in, there and then... I would have!

"I put my name down to move to Ironworks. Going back to my flat that evening made me realise how jaded it was. As I have health issues, the council team took the time to make sure the flat allocated to me was adapted to fit my needs. I moved into my ground-floor one-bedroom apartment with a wet room in July 2022 and have never been happier."

Ironworks on Mill Road, Cambridge, is Cambridge Investment Partnerships' flagship development. It features 236 studios, one- and two-bedroom apartments, and two-, three- and four-bedroom homes on the former Mill Road depot site, with half for private sale and half as council-rented homes. There is also a highly sustainable community centre, commercial spaces, and almost 30% public open space, including new parks.

"Since moving, I have noticed a considerable improvement in my asthma from the improved air quality through the mechanical heat recovery system which is in all apartments. The air is recycled twice a day – it's really important to me as I have long Covid – if I was still living at the old flat, I wouldn't be feeling as well as I am.

"I am happier as I feel more secure. It is also a lot cheaper to heat and the flat keeps really warm.

"Being told that your existing house is going to be redeveloped is somewhat daunting, but I couldn't praise the team enough for all the work they put in to make sure I was settled and able to move to my new home as quickly as I could. I would recommend listening and being open-minded about the options, as it's really worked out well for me, and I couldn't be more grateful for all the help they have given me."



For further information about Cambridge Investment Partnership please visit:
www.ip-cambridge.co.uk

Safe, warm and secure accommodation for rough sleepers this winter

For the third year running, local charity It Takes a City (ITAC) have opened Crossways, the winter accommodation project which has been commissioned by the council. The project, which opened in November and continues until the end of March, provides a home for some of the city's most disadvantaged rough sleepers over the coldest months of the year.

The accommodation at Crossways offers 20 people who may otherwise be sleeping rough safe, ensuite rooms plus a communal lounge, dining and kitchen area. It is available to all locally connected rough sleepers who have been verified by the street outreach team.

There is a small staff team on site to manage the project during normal office hours, supported by a team of trained volunteers who will provide day to day practical help, for example with meals, cleaning and laundry.

During their stay, residents will also have access to a range of other support services from volunteers and partner agencies, and are helped to find longer term move-on housing before it closes at the end of the winter.

The project was very successful during the previous two years. In winter 2022-23:

- 20 rough sleepers were supported off the street each night from November to March
- 49 rough sleepers in total were supported during the winter.
- 40 rough sleepers ended their rough sleeping by moving on into suitable longer-term accommodation.

Many of the rough sleepers the council works with have significant physical and mental health challenges, or long-standing

problems with trauma or addiction. Nobody can be compelled to accept or remain in accommodation offered to them, and some people who are used to being part of a street-based community find it very difficult to remain in accommodation off the streets.

However, rough sleepers in Cambridge do not need to beg for money to access a place to sleep, meals or bathroom facilities at any time of year – an offer of support is there for everyone once they have been verified by the local street outreach team and they are ready to access it. Services are available free thanks to the network of organisations who form the Streets to Homes service in the city.

The council also has a service called Team Around A Person, which provides personalised support through individual plans

for people rough sleeping, including for issues like mental ill-health or drug or alcohol dependency.

There are many ways residents can help rough sleepers in Cambridge including:

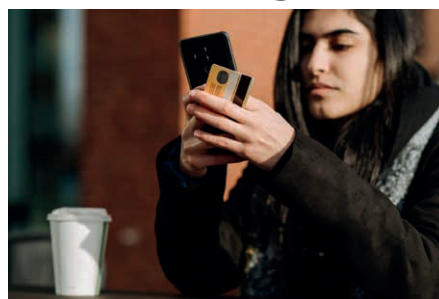
1. Reporting if someone is sleeping rough via Streetlink by calling 0300 500 0914 or visiting streetlink.org.uk
2. Donating to Cambridge Street Aid, the charitable fund helping people to get off, and stay off, the streets. This can be done via one of the many contactless giving points in the city or via the online giving page: justgiving.com/campaigns/charity/cambridgeshirecommunity/csa
3. Visiting the Street Support website for further details of the services operating in the city: streetsupport.net/cambridge/

Stay safe online – avoid being a victim of cybercrime

Most of us use the internet as part of our daily lives – for work, shopping, entertainment and to keep in touch with friends and family. Unfortunately, criminals also use the internet and can commit fraud to try and get hold of people's financial or personal details.

However there are a number of simple steps you can take to reduce the risk of becoming a victim of cybercrime. Here are just a few things to remember:

- **Use strong passwords** – this could be three random words, adding upper case letters, numbers and symbols.
- **Use antivirus software** – viruses and malicious software can infect any device. Most systems have antivirus built in, but



you can install extra, sometimes for free.

- **Update software** – If your device prompts you to update any software, always do it so that it remains safe and secure.
- **Back up data** – Regularly copy all your important information to a separate

external storage, like hard drive, USB or cloud.

- **Two factor authentication** – Passwords can be stolen, so for important accounts you can set it up to ask you for an extra factor for verification like a code sent to your phone by text.
- **Links and attachments** – Always think twice about clicking on unusual links or attachments you receive unexpectedly.
- **Personal information** – Always question requests for personal information if someone contacts you unexpectedly.

Report fraud and cybercrime to the police at actionfraud.police.uk or by phone 0300 123 2040.

How to reduce condensation and prevent mould in your home

When moisture builds up in your home it can cause damp and mould problems, which can be a particular problem during the winter months, and can even affect your health.

Condensation occurs when moist, warm air – for example from baths, showers, tumble driers, cooking or even just from people breathing – meets a cold surface like a window or external wall.

Signs of condensation are drops of water collecting on windows, walls, or other surfaces, damp or wet window frames, peeling wallpaper and a damp smell. Dampness caused by too much condensation can lead to mould growth around the home.

If you notice mould starting to grow, you can treat it with an antimould cleaner or anti-fungal wash.

You will then need to address the cause of the dampness that led to the mould growing and to reduce the amount of moisture you add to the air. This could include:

- Wiping down windows and sills daily with a sponge and keeping surfaces in the kitchen and bathroom dry
- Keeping room temperatures above 15 degrees to reduce condensation forming on external walls. In cold weather try and keep temperatures in

main living areas between 18 – 21 degrees

- Hanging your washing outside to dry if possible. Or hang it in the bathroom with the door closed and a window open or extractor fan on. Don't dry clothes on radiators
- Cooking with pan lids on and the extractor fan on. Use only as much water as you need to cover vegetables, and turn down the heat when water has boiled
- Reducing steam when having a bath by running the cold water first
- Making sure your tumble drier has a vent that connects to the outside, if it is not a condenser model.

You can also try to improve ventilation in your home, to let moist air circulate and escape outside by:

- Opening windows and vents whenever possible, especially when cooking or washing up
- Using an extractor fan or opening a bathroom window for about 20 minutes after showering or bathing
- Leaving bedroom windows open at night, even if only slightly.

Warm air holds more moisture than cool air – the warmer it is, the more it can hold, meaning less condensation. It's better to keep a medium temperature throughout your home than



to heat one room to a high temperature.

If you can, improve your home's insulation and draught proofing to keep surfaces warmer. This can also help to reduce your fuel bills. With the cost of living remaining high, you might feel less able to heat your

home properly, but it's important to try and keep your home warm enough to keep you well over the winter. There is support available if you are unable to put the heating on. Please contact us if so, and we will talk to you about what support is available.

For more information, advice and ideas:
cambridge.gov.uk/reduce-condensation
 01223 457060

If you are a council tenant and cannot stop mould in your home please contact us by emailing condensation@cambridge.gov.uk or through our website, so we can visit and help to fix the problem.

Dealing with frozen pipes on gas boilers

If your gas boiler stops working in cold weather, it is likely to be caused by a frozen condensate pipe.

The condensate pipe is usually a white plastic pipe that comes out below the boiler and runs to the outside of your property.

To thaw the pipe and fix the problem, pour lukewarm water over it. Do not use boiling water or the pipe might crack.

You might need to do this several times. Take care when doing this – if the water freezes on the ground it could cause a slip hazard.

To check whether the pipe has thawed, press the reset button on the front of the boiler, or turn it back on if you had turned it off. If it starts, the pipe has thawed. If it does not, try pouring more warm water on the pipe.



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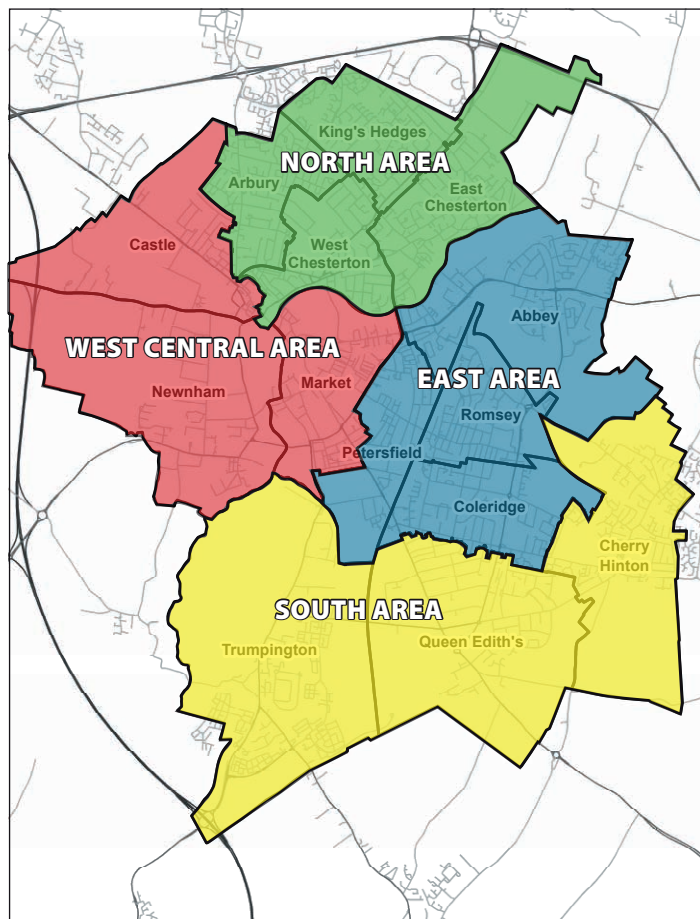
Fund your community project with a city council grant

Do you have an idea for an activity that will take place between April 2024 and March 2025 and help to reduce inequality in Cambridge?

Voluntary or community organisations, or groups of local residents, could be eligible for an Area Committee Grant from the council of up to £5,000 per

area, from a total grant fund of £70,000.

Area committee grants can fund activities to reduce social and economic inequality for disadvantaged residents. Activities should benefit a specific community or people living in one of the four areas of Cambridge on the map attached.



More information including the guidelines and online application form can be found on our website or by emailing the grants team. The application deadline for all areas is 31 January 2024.

www.cambridge.gov.uk/area-committee-funding

grants@cambridge.gov.uk

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How we're working to boost biodiversity in Cambridge

Since we declared a Biodiversity Emergency in 2019 in response to the ongoing threats to our city's animals, birds and plants, we have been working on a wide range of projects to support and boost Cambridge's biodiversity. Here are just a few of them.



Protecting our precious chalk streams

Back in 2021, we commissioned the Wildlife Trust and the Wild Trout Trust to assess the condition of chalk streams in and around Cambridge. Chalk streams are internationally rare and provide habitats for many significant species, but are under pressure from being used as a water source by residents and businesses.

Since the initial audit that started the Greater Cambridge Chalk Stream Project our knowledge of chalk streams, and the considerable pressures they face, has increased significantly. This has identified the need for an evidence-based approach as being critical for the long-term goals of protecting and enhancing the streams.

In March 23 we appointed an experienced project officer to help shape and steer a programme of projects in both South Cambridgeshire and the city. So far we have collated existing data from multiple organisations and are using this

evidence to build on the original chalk stream audits. Next we will be prioritising individual 'demonstration' projects that will provide case studies tackling the key issues of water shortage, water quality, invasive species and barriers to fish passage, as well as more traditional stream and riverbank habitat enhancements.

In addition to these identified projects there will be technical support, funding advice and a small grant budget to help existing and new groups to deliver local enhancements to their chalk streams. Details on how local groups can apply will be available in Spring 2024.

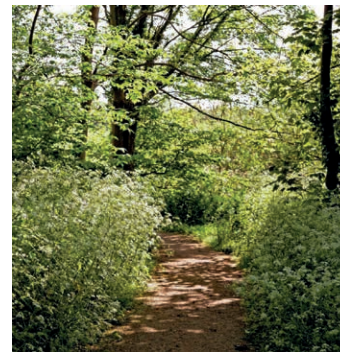
New meadow harvester is a cut above

Look out for our new meadow harvesting machine coming to a park near you. The new vehicle pictured here allows our Streets and Open Spaces team to efficiently cut and collect the new small meadows and long grass areas on parks and road verges around the city, once they



have flowered and set seed. Removing the cuttings in this way helps maintain a more diverse range of flowering plants and the animals they support. These meadows form a key part of our Biodiversity Strategy by creating corridors and stepping stones for nature between our larger local nature reserves, commons and gardens.

Improvements at Byron's Pool local nature reserve



Work to improve the visitors' car park and footpaths at Byron's Pool Local Nature Reserve in Trumpington have recently been completed. Funded by developer contribution, we thank site users for their patience and hope the new facilities improve their visits to this beautiful site on the edge of the city. A woodland management plan has also been developed for the site and a phased programme of work will begin this winter to enhance the woodlands habitats to benefit wildlife.

Boosting wildlife in city neighbourhoods

As part of our Environmental Improvement Programme a number of features have been installed this year to boost biodiversity in different parts of the city. These include:

- Three on-street planters containing wildflower turf in Gilbert Road, West Chesterton ward, with interpretation boards coming soon
- Two meadow strips sown with wildflower meadow seed, plus a new bench at Jack Warren Green, Abbey ward. This winter a new deadwood habitat surrounded by bulbs is being created to attract insects including pollinators, and fungi
- Six new planters installed on small traffic islands in Norwich Street, Market ward to provide stepping stones for pollinators in this urban environment, and deliver colour and interest to an otherwise hardscaped street scene.
- At Carisbrooke Road in Arbury, low mounds called 'bunds' have been created and new wildflower areas have been seeded. Bluebells, celandines and snowdrop bulbs have been planted and a bug hotel has been created in a telegraph pole.



For more on what we're doing to boost biodiversity in Cambridge visit:
cambridge.gov.uk/biodiversity

Funding for local cycling and walking projects

Did you know that we provide grants of up to £5,000 to help local groups fund projects that will do one or more of the following?

- Encourage people to walk, cycle or use other forms of active travel more often
- Promote safer walking or cycling
- Encourage people to cycle, or use other forms of active travel, for the first time

- Reduce cycle theft
- Our Walking, Cycling and Active Travel Promotion Grants can only be used for projects that cost less than £5,000 – but could be used for things like providing secure cycle parking facilities or for groups and activities which encourage people to get out and about on foot or using pedal power.



To find out more or to apply for a grant:
cambridge.gov.uk/walking-cycling
cambridge@email.com
 01223 458504

How we've stepped up a gear to tackle cycle crime in Cambridge

Since 2018, the number of cycle thefts recorded in Cambridge has dropped considerably, by 56%. This is partly due to the work of the Cambridge Community Safety Partnership, which established a task group comprising councils, police, business representatives, universities, and other local organisations, specifically to tackle cycle crime.

Initiatives promoted by the group include the Save Our Cycles campaign led by Camcycle, which encourages cycle owners to keep their bikes safe by locking them correctly and registering details online.

In addition, cycle marking events open to the public have been a success. Cycle marking kits funded by partners and used at the events have contributed to

an overall increase of 2,210 bikes being registered on the national BikeRegister database since April 2022.

Proposals for improvements to the Cycle Point bike park at Cambridge station, and at the city council's Queen Anne Terrace Car Park are also now in the pipeline for 2024.



For more information and advice visit:
cambridge.gov.uk/cycle-security and camcycle.org.uk
 Report cycle crimes to the police by calling 101 or online at:
camb.s.police.uk

Take part in our community forums

Would you like to find out more about some of the areas in and around Cambridge where new housing and community facilities are being built or are planned? We hold quarterly community forums online which are open to everyone interested and include presentations and updates

on plans for the areas. The forums coming up in the early part of 2024 and covering different development areas in Cambridge are as follows:

- Northwest and West Cambridge – 14 February
- Northeast Cambridge – 28 February
- Cambridge East – 6 March



For more information visit:
cambridge.gov.uk/urban-growth

Christmas holiday activities and meals for children



Cambridgeshire County Council is once again running its Christmas Holiday Activities and Food Programme during the Christmas school holidays (excluding bank holidays) from 21 December.

These registered holiday schemes offer up to 16 hours of fully funded attendance for eligible children and young

people at a range of venues in Cambridge, including for families who receive income-related free school meals.

A variety of fun activities and experiences plus a healthy meal will be available each day that the schemes are running. For further information and to sign up, visit www.cambridgeshire.gov.uk/haf

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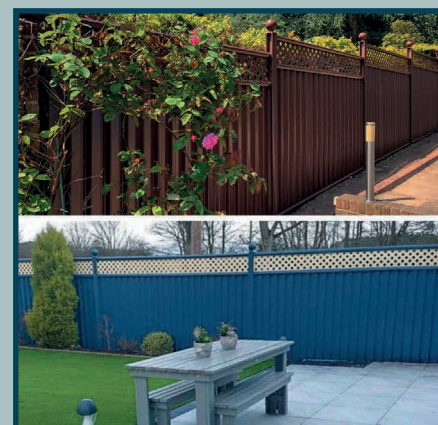
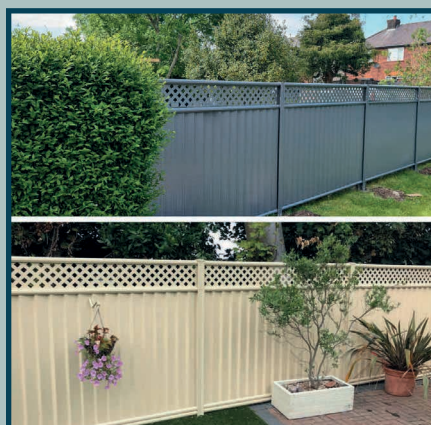
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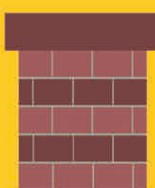
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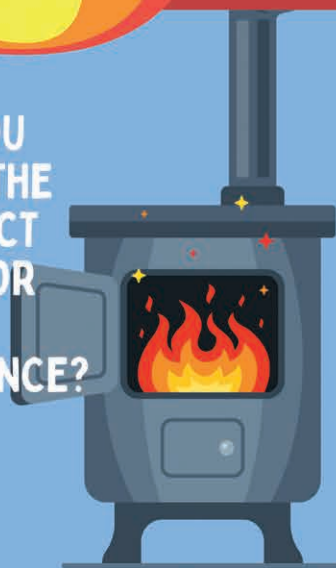
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For more tips visit www.cambridge.gov.uk/smoke-pollution



Smoke Control Areas in Cambridge

Did you know that there are three Smoke Control Areas in Cambridge, covering the west and centre of the city? These were originally introduced in the 1960s to improve air quality by reducing emissions from burning solid fuel.

If you live in these areas, you must either burn smokeless fuel, or install an exempt heating appliance.

If we become aware that unauthorised fuel or appliances are being used in Smoke Control Areas we will initially contact that residence or business, but if it continues we can also issue financial penalties of up to £300.

We are always happy to offer advice to residents and businesses about what they can do to comply with the rules. If you would like to see a map of the current Smoke Control Areas in Cambridge, or would like to report a problem with smoke from a chimney, visit **cambridge.gov.uk/smoke-pollution** or phone 01223 457000.

New Air Quality Strategy – have your say

We're currently developing a new Air Quality Strategy, which will outline the steps we plan to take to continue delivering improved air quality in the city and beyond, and the wider health benefits this offers.

Regular monitoring has shown that the air quality levels in Cambridge now meet the current national legal requirements, however it is

widely accepted that there is no safe level of air pollution. Councillors have agreed that the new strategy will work towards the World Health Organisation's Air Quality Guidelines, which are even stricter than the levels we currently work to. We will seek to have a joint strategy with South Cambridgeshire District Council, to be discussed at a meeting in December, given

the fact that air pollution is not confined to specific areas.

We're holding a public consultation on the new Air Quality Strategy starting in January 2024. You can take part by visiting our online consultation platform at **Cambridge.citizenlab.co** or in person at public libraries in Cambridge. Further details will be published on our website in January.




North Area

Wards: Arbury, East Chesterton, King's Hedges & West Chesterton


Arbury

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iva.divkovic@cambridge.gov.uk


 **Patrick Sheil** Labour ●
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 **Mike Todd-Jones** Labour & Co-operative ●
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mike.todd-jones@cambridge.gov.uk

East Chesterton

 **Gerri Bird** Labour ●
01223 425595
gerri.bird@cambridge.gov.uk


 **Alice Gilderdale** Labour ●
alice.gilderdale@cambridge.gov.uk

 **Baiju Thittala Varkey (Deputy Mayor)** Labour ●
07710 531280
baiju.thittalavarkey@cambridge.gov.uk

King's Hedges


 **Martin Smart** Labour ●
07842 205226
martin.smart@cambridge.gov.uk


 **Jenny Gawthrop Wood (Mayor)** Labour ●
jenny.gawthropewood@cambridge.gov.uk

 **Delowar Hossain** Conservative ●
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West Chesterton

 **Sam Carling** Labour ●
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 **Richard Swift** Labour ●
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 **Rachel Wade** Labour ●
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South Area

Wards: Trumpington, Cherry Hinton & Queen Edith's


Cherry Hinton

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 **Robert Dryden** Labour & Co-operative ●
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robert.dryden@cambridge.gov.uk

 **Russ McPherson** Labour ●
07733 365725
russ.mcpherson@cambridge.gov.uk


Queen Edith's


 **Karen Young** Liberal Democrat ●
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 **Olaf Hauk** Liberal Democrat ●
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East Area

Wards: Abbey, Coleridge, Petersfield & Romsey

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 **Mairéad Healy** Independent ●
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 **Dinah Pounds** Labour ●
01223 240614
dinah.pounds@cambridge.gov.uk


West/Central Area

Wards: Castle, Market & Newnham


Castle

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antoinette.nestor@cambridge.gov.uk

 **Simon Smith** Labour ●
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simon.smith@cambridge.gov.uk

 **Cheney Payne** Liberal Democrat ●
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Newnham

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 **Lucy Nethsingha** Liberal Democrat ●
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lucynethsingha@icloud.com

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