

# SouthCambs

Magazine

[www.scambs.gov.uk/coronavirus](http://www.scambs.gov.uk/coronavirus)

Autumn 2020



**Support for residents**

*See page 7*

**New low carbon district**

*See page 20*

**Helping local businesses recover**

*See page 30*

*Cambourne volunteers prepare food parcels - full story on page 43.*

**Plus: Wellbeing | Climate change | Community | Housing | Planning  
Recycling and waste | Support for businesses | Your Council**

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# Hello

## Welcome to the autumn issue of South Cambs Magazine

I am incredibly proud of how our communities have continued to respond to the Coronavirus pandemic. Volunteers, parish councils, local businesses and our staff and councillors have all come together to ensure those who need help, support or food receive it.

In this issue, we highlight the need to keep caring for South Cambridgeshire as we continue to deal with the impacts of Covid-19. From page 36, we look at how we have supported residents and businesses during the past few months. Please, keep caring and looking out for one another – particularly our vulnerable neighbours.

We are determined to ensure South Cambridgeshire's recovery from the pandemic is a green one, and central to this will be our new Zero Carbon Strategy. Since the last issue of this magazine, we adopted our first ever strategy of this type and it details how we'll work with residents, businesses and partners to put the environment at the centre of our work. Find out more on page 10.

As many of us have spent more time at home in recent months, it's been more important than ever to make sure we are contributing to a cleaner environment by putting the right things in the right bin. This is still particularly important, and on page 28 we detail the consequences it has when items that can't be recycled end up in the blue bin.

Finally, our new Business Support Team is now up and running as part of our efforts to do all we can to support our local companies who have done so much to assist us all. Turn to page 30 for details of how they may be able to help your company.

Happy reading,

**Cllr Bridget Smith**

Leader

*South Cambridgeshire District Council*



**The next issue of South Cambs Magazine will be delivered between 23 November and 5 December.**

For all delivery enquiries please contact Smart Distribution on [scdc@smartdistribution.co.uk](mailto:scdc@smartdistribution.co.uk) or 0800 6444 011.

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When you have finished with this magazine, please recycle it in your blue bin.

# Contact us

The best way to find up to date information about how Council services are currently impacted is via our website.

 [www.scambs.gov.uk/coronavirus](http://www.scambs.gov.uk/coronavirus)

## Social media

We also regularly post updates on our social media channels. You can follow us for information or get in touch on:

  South Cambridgeshire   @SouthCambs

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## Email or call

Benefits:	<a href="mailto:benefits@scambs.gov.uk">benefits@scambs.gov.uk</a>	03450 450 061
Building Control:	<a href="mailto:buildingcontrol@3Csharedservices.org">buildingcontrol@3Csharedservices.org</a>	0300 772 9622
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- Call our automated payment line on 03450 455 218

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To request a Direct Debit form or a Post Office payment card, call 03450 450 064.

## Putting residents first

### If you phone us we will

- resolve your enquiry as quickly as possible
- provide voicemail if the person you need is unavailable
- answer your phone message within three working days

### If you write to us we will

- reply to your letter or email within 10 working days

### If we write to you we will

- write in plain language
- arrange for translation, large type, braille or audio tapes upon request

### If we visit you we will

- carry identification that you can check with a phone call to our contact service on 03450 450 500
- arrive at the time we say we will, or give you as much notice as possible if we have to change the time

### If we get it wrong we will

- apologise if we have made a mistake or failed to meet our standards
- acknowledge your written complaint within three working days
- reply in full to your complaint within 10 working days

---

## Tell us how we're doing

We're proud of what we are trying to achieve and recognise we can always do better. To help improve our services, we need your feedback. Whether it's a compliment, a general comment or a complaint, we want to hear from you.

[www.scambs.gov.uk/contact-us](http://www.scambs.gov.uk/contact-us)

# Visiting us in person during the pandemic

With our office closed to visitors until later in September, residents have been doing more online.

**When the UK went into lockdown in March, the Council joined businesses across the country in closing its office to visitors.**

Our Contact Centre Advisors quickly adapted to working from home for the first time, continuing to provide telephone support to our customers from Monday to Friday, 8am to 5.30pm. During April, May and June, we answered 27,064 calls, with an average call waiting time of between just 40 and 50 seconds.

It has been really positive to also see a shift towards more people getting in touch online. Residents and businesses have saved time by contacting us, applying for something or reporting concerns to us via email, our website, or by creating a personal account on our portal – My South Cambs.

So far over 14,000 South Cambridgeshire households have signed up – we encourage more to do the same. By creating an

account on My South Cambs residents are able to self-serve at a convenient time, and track the progress of their e-forms and requests.

**Sign up: [www.scambs.gov.uk](http://www.scambs.gov.uk)**

You can also let us know about other features that would help you by completing our feedback form when you log in.

## Re-opening to visitors

We expect to start welcoming a small number of essential customer visits again from early September. We will start by opening for a limited number of days each week, and with shorter opening hours each day. The best way to find the most up to date information is on our website.

Once we do reopen for visitors we will be following Government guidelines to ensure the building is Covid-secure for visitors too.

## Need to visit us? Please:

- 1 Consider whether you really need to visit in person. If you can contact us online, please continue to do so. If Zoom, Microsoft Teams, or WhatsApp are convenient for you, let us know
- 2 Arrange an appointment in advance to ensure we can limit the number of customers at one time.  
 📞 03450 450 500  
 🖱️ [www.scambs.gov.uk/book-appointment](http://www.scambs.gov.uk/book-appointment)  
 Please wear a face-covering (staff will also wear protective equipment) and keep a 2 metre distance from others.
- 3 Use a separate entrance and exit to the building to allow a controlled flow of customers in and out; and use hand sanitiser which will be provided at the main entrance
- 4 Bring your own pen to use or, if that is not possible, use a pen we provide which you will then be asked to keep
- 5 Consider scanning any documentation rather than bringing it in in person, if possible. Where this is not possible, a deposit box will be provided, and your documents will then be returned by post within safe working practices and timescales.



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# Are you feeling the financial strain of the pandemic?

If you are, and you pay rent or Council Tax to us, we may be able help.



## Help with your Council Tax payments

If you are responsible for paying Council Tax for the property you live in and you are struggling to pay your Council Tax, you could:

- apply for Council Tax Support, to help reduce the amount of Council Tax that you are due to pay. Even if you are working you may still qualify

➔ [www.scambs.gov.uk/apply](http://www.scambs.gov.uk/apply)

- spread your Council Tax payments over 12 months to bring the monthly amount down. If your payments are currently set up to be paid over 10 months (so you do not pay in February and March), you could spread your remaining instalments for 2020/21 over 12 months. You would have to pay in February and March, but your monthly payments would be lower

➔ [www.scambs.gov.uk/apply](http://www.scambs.gov.uk/apply)

- apply for a one-off payment from our new Hardship Fund, which will reduce the amount you would be due to pay for 2020/21

➔ [www.scambs.gov.uk/apply](http://www.scambs.gov.uk/apply)



## Help with your rent

If you are a Council tenant (and do not receive Housing Benefit or the housing element of Universal Credit), you could apply for a one-off payment towards your rent from our new Hardship Fund.

➔ [www.scambs.gov.uk/apply](http://www.scambs.gov.uk/apply)

If you receive Housing Benefit (or the housing element within Universal Credit), and the amount you receive does not cover your full rent, you may be eligible for help through our Discretionary Housing Payment scheme.

➔ [www.scambs.gov.uk/benefits](http://www.scambs.gov.uk/benefits)



## Other support

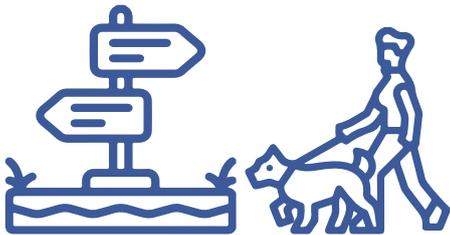
Throughout the pandemic we have continued to add information to our website about financial support for residents. You can find updates such as:

- Government measures to support residents with energy bills
- Supermarket vouchers or other support to access food and emergency supplies
- Information from Anglian Water for residents worried about paying water bills

➔ [www.scambs.gov.uk/financial-support](http://www.scambs.gov.uk/financial-support)

# Step outside and make the most of our open spaces

Just stepping outside improves our physical and mental health. The fresh air, the scenery around us and enjoying nature, alone or with friends, can bring great joy.



In addition to our villages – which have their own green open spaces with paths suitable to walk, run or cycle (you can find local information on parish council websites and in village magazines) – South Cambridgeshire has some fantastic local beauty spots where you can step outside to enjoy all of these benefits or simply for socialising.

### Coton Country Reserve

Coton Country Reserve is 300 acres of attractive countryside on the west of Cambridge, managed for people, nature and farming.

### Milton Country Park

The country park was created from old gravel pits, and offers a varied natural habitat with woodland, lakes, and attractive pathways suitable for bicycles and wheelchairs.

### RSPB Fowlmere Nature Reserve

A wildlife oasis set within farmland, the reserve's former water-cress beds are now reedbed, fen, chalk grassland and scrub. The area also holds a small example of a chalk stream, one of the UK's rarest habitats.

### RSPB Fen Drayton Lakes

Initially a flooded sand and gravel quarry next to riverside meadows, the lakes have a huge variety of wildlife including otters, dragonflies, ducks, swans and geese.

### Wandlebury Country Park

On the Gog Magog Hills, the Wandlebury estate offers miles of woodland and wildflower meadows, where you can have a picnic or hire a BBQ area, watch wildlife, or stretch your legs with a stroll or strenuous hike.

### Wimpole Estate (National Trust)

Wimpole is a working estate, guided by the seasons, with an impressive mansion, parkland, gardens and Home Farm.

### Step outside and improve your fitness

Our website always has updates on fitness activities that we know are being run in South Cambridgeshire. This includes:

- Walking sports – walking versions of a sport, to enable people to enjoy a sport in a less intense way. Forever Active is running walking netball sessions near you
- Mindfulness – join us at a local park to be guided through restful meditation practice, exploring how the mind works
- Support to help improve existing health conditions with our Active & Healthy 4 Life team.

➔ [www.scambs.gov.uk/sport-health-and-wellbeing](http://www.scambs.gov.uk/sport-health-and-wellbeing)

📞 Helen, 01954 713070

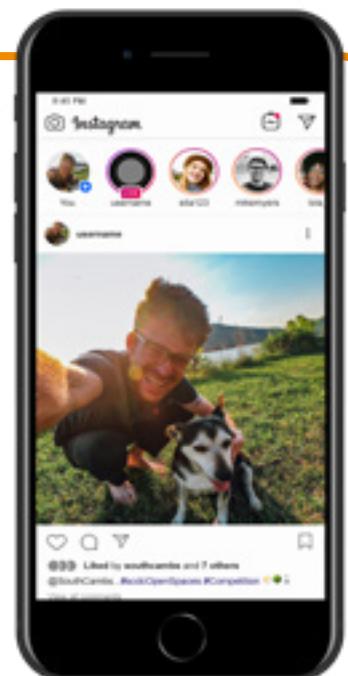
📞 Leah, 07508 020678

## Your chance to win

Show us how you benefit from open spaces in South Cambridgeshire, for a chance to win a year's membership or parking permit at your choice of outdoor space referenced on this page.

Take a photo in your favourite open space, and send it to us by private message - either on Facebook Messenger or Instagram DM.

For Terms and Conditions visit [www.scambs.gov.uk/t-c](http://www.scambs.gov.uk/t-c)



# Zero Carbon Communities Grant Scheme

Apply now for grants of  
between £1,000 and £15,000



Apply by Wednesday 30 September

Eligible local groups can apply for a grant to pay for projects to tackle climate change through cycling, community buildings, tree planting and other 'nature-based solutions'

Find out more  
and apply at  
[www.scambs.gov.uk/zerocarbongrant](http://www.scambs.gov.uk/zerocarbongrant)



# Getting to net zero carbon

Being green to our core was a key priority for the Council before the pandemic and, as we recover, is as urgent as ever.

Back in May we published our first Zero Carbon Strategy, setting out how we will rapidly reduce our contribution to global warming and help residents and businesses to do the same.

Well over 1 million tonnes of carbon dioxide is released into the atmosphere every year from homes, transport, farming and business in South Cambridgeshire. To play our part in avoiding catastrophic climate change, we need to get this down to 'net zero' by 2050. This means avoiding these emissions completely or – where this is not possible – offsetting those emissions by planting additional trees to capture the unavoidable emissions.



### For the Council itself, this means:

- switching from gas to electricity and installing a heat pump to heat and cool our offices
- switching from diesel to electric or hydrogen to power our bin lorries
- generating our own low carbon electricity from solar panels
- planning how to cut emissions from our 5,300 Council homes.

We will cut the Council's carbon footprint by 45 per cent by 2025, and by over 75 per cent by 2030, on 2018-19 levels.

You can read the full strategy: [www.scambs.gov.uk/zero-carbon-strategy](http://www.scambs.gov.uk/zero-carbon-strategy)

However, we control less than 1 per cent of carbon emissions from the district — so our strategy supports households and other organisations (which control the other 99 per cent) to cut your carbon footprint too.

**UK households waste 4.5 million tonnes of food a year — that's £700 for an average family with children!**

### For residents and community groups this could mean:

- Calculating your carbon footprint using an online calculator such as [cambridgecarbonfootprint.org/charter](http://cambridgecarbonfootprint.org/charter). Your carbon footprint shows you which aspects of your life result in the highest carbon emissions, so you know where you can make the biggest changes
- Reducing your food waste. Did you know UK households waste 4.5 million tonnes of food a year, amounting to £700 for an average family with children?

Launching this October, Cambridge Sustainable Food's food waste challenge will offer online cooking workshops, recipes, talks, storytelling, and support from top local chefs to support you and your family to reduce your food waste.

Find out more by emailing: [bea@cambridgesustainablefood.org](mailto:bea@cambridgesustainablefood.org)

Cambridge Carbon Footprint and Cambridge Sustainable Food's work in South Cambridgeshire is funded from the first round of our Zero Carbon Communities grant scheme, which makes approximately £100,000 available to local community groups working against climate change and carbon emissions.

Our Zero Carbon Communities Grants scheme is open again for 2020/21 for projects to engage communities on climate change and reducing carbon emissions. [www.scambs.gov.uk/zero-carbon-grant](http://www.scambs.gov.uk/zero-carbon-grant)



# Solar Together: a bright idea

We're partnering with Cambridgeshire County Council to give residents the opportunity to take part in a group-buying scheme for solar panels.



**Solar panels are an excellent way to save money on energy bills and cut carbon emissions. Reducing local carbon emissions is a key aim in our Business Plan.**

Called Solar Together Cambridgeshire, the scheme's aim is to help homeowners feel confident they are paying the right price for a high-quality installation from a pre-vetted installer which will boost local renewable energy generation. It is free to take part and there is no obligation to install panels.

If you are considering installing solar panels, you will be able to register your interest in the scheme from 1 September. Then, on 6 October a reverse-auction will take place where pre-vetted installers will compete to provide the most competitive price for high-quality panels. From 26 October, registrants will receive a personal recommendation and they will then have until 11 December to make a decision.

Solar Together Cambridgeshire is being run in partnership with iChoosr – independent experts in group-buying. Their dedicated helpdesk is available to answer your questions from 8am to 5.30pm, Monday to Friday on 0800 048 8259.

Find out more and register your interest at [www.scambs.gov.uk/solartogether](http://www.scambs.gov.uk/solartogether)



## Closing your home's performance gap

**Our homes contribute to 20 per cent of all greenhouse gases. As residents we can do our bit to bring this down, but we need to act now to ensure our properties are designed and built, or modified, to do this.**

In addition to considering choosing low carbon energy sources – such as solar panels – homes should be well built.

3C Building Control – our shared Building Control service – can help residents to have well built homes through checking the 'performance gap'. This is the gap between how the designer intended your home to be built, and the finished product.

We also believe people's ambitions to reduce their home's emissions should be considered in any building work you do, whether it be an extension, a thermal upgrade, or building a dream new home. Our independent and impartial advice on all aspects of construction can help you achieve these goals.

We took part in the Future Homes Standard, a recent government consultation on bringing in new standards to make homes more sustainable. Part of this was a requirement to test all new homes for air leakage to help make homes more sustainable, which we expect to come in to force from the autumn. Find out how we can help with this by emailing [buildingcontrol@3csharedservices.org](mailto:buildingcontrol@3csharedservices.org) or calling 0300 7729622.



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# Spotting modern slavery

Did you know that there have been cases of modern slavery in South Cambridgeshire? Would you spot it in your village?

Many of us are familiar with the depictions of slavery that appear in films featuring the Atlantic slave trade from previous centuries. But we may not be so familiar with what modern slavery looks like.

People who are enslaved today can be severely exploited and have their freedom restricted, either for someone else's personal benefit, or for commercial gain.

Modern slavery could see people trafficked, sexually or criminally exploited, or forced into labour or domestic servitude. Year on year, reports of modern slavery are on the rise, including on our doorstep in the East of England.



## Spotting the signs

The most common form of modern slavery is human trafficking. People can become entrapped in (for example) making our clothes, serving our food or picking our crops — making very little money (if any) and unable to leave.

This can happen when people take a work opportunity – to try to improve their lives or escape poverty or insecurity – only to realise the opportunity is not what was promised and they are then unable to leave.

Some indicators of modern slavery may include:



People showing signs of physical or psychological abuse, looking malnourished or with untreated injuries, or appearing unkempt



Individuals appearing anxious and withdrawn, not interacting with others and appearing unfamiliar with their neighbourhood, or not being allowed to travel alone



Living conditions that are dirty, cramped or overcrowded



People having no ID, few personal possessions and little opportunity to move freely.

## Can it happen here?

Yes! In 2018 eight people were rescued from an agricultural nursery in South Cambridgeshire after being found living on site in cramped and poor conditions and being paid little if any money.

Council staff regularly work with vulnerable residents in South Cambridgeshire communities, so they are often in a good position to look out for the signs of modern slavery and report any potential cases for further investigation.

To support staff in this, our recently published Modern Slavery Statement sets out what we will do to combat modern slavery and human trafficking in the Council and in its supply chain, as well as how we will tackle exploitation within South Cambridgeshire. The statement is available on our website: [www.scambs.gov.uk/modernslavery](http://www.scambs.gov.uk/modernslavery)

## Cambridgeshire Police's campaign

If you drive along the old A14 between St Ives and Cambridge you might have spotted a billboard on the topic of modern slavery. In the summer Cambridgeshire Police posted a sign to encourage drivers to consider speaking up if something doesn't feel quite right, no matter how small or insignificant it may seem:

[www.cambs.police.uk/report](http://www.cambs.police.uk/report)

For more information on spotting the signs:  
[www.modernslaveryhelpline.org/about/spot-the-signs](http://www.modernslaveryhelpline.org/about/spot-the-signs)

# Allotments open for Northstowe residents

The first of 125 new allotments have opened in Northstowe for residents of the new town.



Cllrs Sarah Cheung-Johnson and Bill Handley with David Evans and Maria Harrison from Northstowe Horticultural Association

**The allotments are for residents who have moved in as part of the first phase of the new town. They can now sign up for one of the allotments through the Northstowe Horticultural Association.**

The first phase of the building of the new town is made up of 1,500 homes, over a third of which are now occupied. The first families arrived in May 2017 and the last occupants will move in during 2025.

Every resident who moves in to these first 1,500 homes will have a chance to have one of the new allotments. A percentage of the plots will be allocated on a permanent basis according to how many houses have been purchased, with the remaining plots only allocated on a temporary basis. As more residents move in, the percentage of permanent plots will increase to give new residents an equal chance to apply. Currently only a third of the plots are available on a permanent basis.

With allotments and community gardens able to offer residents a number of mental and physical health benefits, the Council wanted to engage the Northstowe community in designing spaces that would be well used and enjoyed.

The community, including children at the local primary school, heavily influenced the design of the allotments, providing suggestions such as including wildlife ponds and beehives as well as having a community garden. The local community can help bring these features forward by getting in touch with the Northstowe Horticultural Association.

Our Lead Cabinet Member for Health and Wellbeing, Cllr Bill Handley, said: "It is absolutely fantastic to see these allotments becoming available to Northstowe residents. I'm an allotment-holder myself in another village and I really value the space to grow my own vegetables.

**"It's a great way to keep fit, both mentally and physically. The social side mustn't be forgotten either; swapping tips and ideas with neighbouring allotment-holders and comparing the fruits of your labours (good, or not-so good!) is all part of the appeal."**

The Northstowe Horticultural Association is keen to hear from local residents interested in getting involved with the community garden and orchard on the same site as the allotments.

To register your interest in an allotment plot or to get involved in the community garden and orchard please email [northstoweallotments@gmail.com](mailto:northstoweallotments@gmail.com)



## Electric bike scheme

Northstowe also has a new electric bike scheme on the horizon. For more information keep an eye on the Northstowe Community Facebook page.



# WHAT A DIFFERENCE A DAY MAKES



"It's the best home improvement we have ever made. Our conservatory is now our dining room in the garden."  
Mike Millis,  
Middleton On Sea

**SUBSIDIES AVAILABLE**  
\*Quote Ref SCB0920

LATER THAT DAY



BEFORE

There are many reasons to change your conservatory roof with Green Space UK

### INSTALLED IN 1 DAY

"What a difference a day makes as the saying goes, and yes, that's all it took to install."

Mr & Mrs Barber, Wells

### WARMER IN WINTER

"There is no doubt that the conservatory is much warmer than previously, and no, the room is not darker either!"

David Birch, Chichester

### USABLE ALL YEAR ROUND

"The conservatory is now used throughout all seasons of the year and is far more comfortable to sit in whatever the weather outside."

Mr & Mrs Gibson, Portishead

### MOULD & CONDENSATION

"This is the best thing we have done in this house. Used to run with condensation and now zero."

Karen Thomas, Chippenham

### COOLER IN SUMMER

"You could have fried an egg on the table in there in the summer, I now look upon the conservatory as a new room. It is quiet, restful and cosy."

Carol Doyle, Surrey

### REDUCES ENERGY BILLS

"I've already turned the underfloor heating down. Lovely job guys, thank you!"

Anne Bird, Bristol

### QUIETER IN BAD WEATHER

"For the first time in 10 years we do not have to close the door to the conservatory when it rains, as the noise is minimal and before I found it difficult to hear the TV over the loudness of the rain on the old roof."

Mr & Mrs Bailey-Webb, Warsash

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\*Finance subject to status, T&C's apply. Subsidies are limited by area and not guaranteed. Putting off your enquiry could reduce the potential subsidy available to you

# More new Council homes

In February eight properties in Great Abington were handed over from the housebuilder to us.

The properties are part of our commitment to build homes that are truly affordable to live in. Four of the homes are shared ownership, the other four are for Affordable Rent and were occupied by four very happy families within a week.

In June, we took on a further six apartments, three Affordable Rent houses, and a shared ownership house in Great Abington. The new homes benefit from high levels of insulation and are constructed to be energy efficient, and collections like this all add to the Council's wider portfolio of affordable homes.

During lockdown, most new build housing sites were closed, but all our new build housing sites are now back up and running, albeit with rigorous health and safety measures.

Over the next year we plan to complete almost 100 new homes, in Hardwick, Foxton, West Wickham, Impington, Toft, Great Abington and Teversham. If you are interested in any of these properties, please find out more online.



Properties allocated for shared ownership will be advertised through Domovo: [www.domovohomes.co.uk](http://www.domovohomes.co.uk)

Properties allocated for Affordable Rent will be advertised through Homelink – registration is required: [www.home-link.org.uk](http://www.home-link.org.uk)

## Shire Homes celebrates third anniversary

Shire Homes Lettings is a team within the Council that manages private homes in order to provide secure, affordable, good quality accommodation for local people. The team has just celebrated its third anniversary, helping us fulfil our commitment to provide homes that are truly affordable for residents to live in.

The benefit to landlords is that, by listing a spare home through Shire Homes, they have a guaranteed monthly rental income, and are provided with a full management service at no additional cost.

In the first three years the Private Sector Leasing Scheme has worked with 86 households, and currently has 46 self-contained properties plus three Houses of Multiple Occupation (HMO). The team is always looking for more properties to list, so any individual with a spare

home is encouraged to enquire via the Shire Homes Lettings page on the Council's website.

➤ [www.scambs.gov.uk/shirehomes](http://www.scambs.gov.uk/shirehomes)

Rev Claire Wilkinson, the first landlord to work with Shire Homes, said:

**“I waited over a decade to be able to buy a beautiful two-bedroom terraced house in a South Cambridgeshire village but, little did I know when I moved in, within three years I would be offered an amazing opportunity to train at a residential college to be ordained in the Church of England. Unsure what to do with my new home, I became the first landlord in the new pilot scheme that was Shire Homes Lettings.**

“My house is still leased through Shire Homes as, having now completed training, I live in the parish where I have been posted. It is a blessing to know my house is being well maintained, the lease closely monitored, and that people in real housing need are able to benefit from the scheme.”





## Cambs HIA (Home Improvement Agency) can adapt homes for disabled children and adults, or older people who want to be able to live independently for longer.

We can also support people to move to homes that will be more suitable.

- Do you need a level access shower or over bath shower?  
In 2019/20 this was our most popular adaptation
- Do you need a ramp, or a door to be widened? We improved access to 16 homes in South Cambridgeshire last year
- Do you need an adapted kitchen or WC, or a stairlift or hoist?  
You could be eligible for a grant for this work
- Do you need to move to a home in a better location for your needs? Last year, we helped eight families relocate to homes that work better for them

### Self-funding work

We support customers needing adaptations who aren't eligible for grants. You could benefit from our new staggered payment plan plus the same trusted support to book and coordinate the work for you that our grant customers receive.

### Are you eligible for a grant?

It's more likely than you might think!

Homeowners, renters, people with savings and without, people on benefits and those who aren't could all be eligible for funding to make adaptations to the home.

Pam, 70s, lives with partner Mick in their own home:

**“We get £310 per week from our pensions, and have £25,500 in savings. We only had to pay £1,837 towards a Disabled Facilities Grant from the Council to pay for an adapted kitchen.”**

June, 60s, lives in a housing association home:

**“I have £222 per week from my pensions, and have £12,906 in savings - but I qualified for a Disabled Facilities Grant from the Council to pay for a ramp.”**

Mina, 30s, lives in her own home with her daughter:

**“Because I have a household income under £15,050 a year and get Child Tax Credits, I qualified for a Disabled Facilities Grant from the Council to pay for access to a ground floor toilet.”**



Find out  
how we can help  
adapt your home  
[www.cambshia.org](http://www.cambshia.org)

Food Hall Fresh Fruit & Vegetables Delicatessen Butchery Fishmongers		
	Café Gift Hall Garden Shop Fresh Flowers incl Home Grown	
Large Free Car Park Independent and Family Run Open 7 Days a Week		Children's Fun Barn and Summer Beach Seasonal Home Grown Asparagus & Strawberries Christmas Shop (Oct-Dec)
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# What's planned for North East Cambridge?

8,000 new homes, 40% to be affordable, meaning council rented, social rented, and shared ownership homes

3 new schools, a library, community and arts facilities, shops and other services

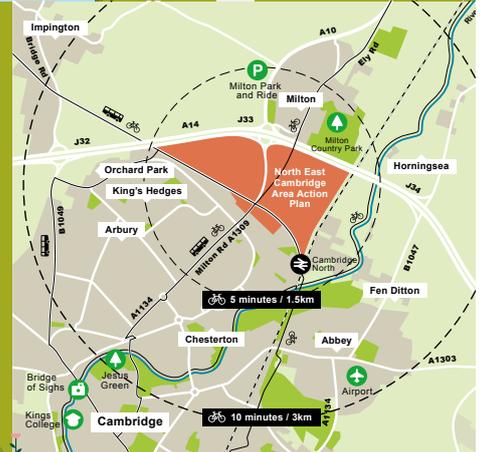
Space for businesses to start-up and grow affordably

A new park that stretches from Milton Country Park to Nuffield Road



Sound good to you?  
Tell us what you think by 5 October  
[www.greatercambridgeplanning.org/nec](http://www.greatercambridgeplanning.org/nec)

@southcambs @camcitco  
#NorthEastCambridge



# North East Cambridge Area Action Plan

## Last chance to comment on our plans for North East Cambridge

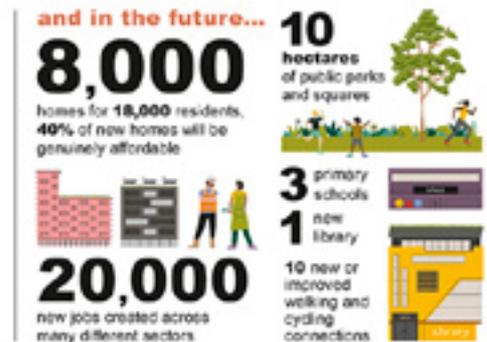
You might have spotted our ads around Cambridgeshire over the last few weeks. We want to draw your attention to a consultation that is currently live, about the plans we have for a new city district in North East Cambridge, close to the Science Parks and Cambridge North station.

The consultation closes soon so make sure you let us know what you think before the deadline! The proposed plan for the 182 hectare area between the Guided Busway and the A14/Milton roundabout sets new ambitions for a new low-carbon, healthy city district where everything is on your doorstep.

The vision, developed jointly with Cambridge City Council, is for an inclusive, walkable and lively mix of homes, workplaces, services, and social spaces, fully integrated with surrounding neighbourhoods. The proposals include about 8,000 new homes (including 40 per cent affordable rent and shared ownership homes), business space to support around 20,000 new jobs, shops, restaurants, community and cultural facilities, and three new primary schools.

10 new and improved walking/cycling crossings are also planned, around current barriers to people getting around safely and quickly, like the A14 and the railway line, plus there will be a network of green spaces linking Milton Country Park to Chesterton Fen and down to Nuffield Road.

Let us know what you think by 5pm on 5 October.



## Greater Cambridge Local Plan

**Back in January we ran our consultation on the new joint Greater Cambridge Local Plan – the plan for development across Cambridge and South Cambridgeshire.**

We will soon be releasing the full results of that ‘First conversation’ consultation, and a ‘Call for Sites’ process that also took place earlier this year.

Over 7,000 comments and submissions were received, so it’s taken the Planning Policy team quite some time to sort through them and present them in a format that everyone can understand, but we’re nearly there.

The Call for Sites process asked people to tell us about any land they think is suitable for development in the future, but that doesn’t mean that we will choose this land in the new Plan.

Our next step is to see whether any of these sites match up with where we think we should be

building, based on the feedback you gave in the consultation and other important factors such as what access there is to public transport and the impact on climate change. We will also be looking for other sites ourselves.

Developing the new Greater Cambridge Local Plan – the first joint Local Plan with Cambridge City Council – is a huge undertaking, and will take a number of years.

As part of this, we will hold several consultations and work closely with a whole range of partners and organisations across the area.

We also commission lots of specialist studies about the local area, to form an evidence base for the Plan, on topics including climate change, water, housing and much more.

We will publish this evidence as it is developed so that you can read it – and we will be holding more consultations with you next year. Explore all of this and more at any time online.

[www.greatercambridgeplanning.org/localplan](http://www.greatercambridgeplanning.org/localplan)

[www.greatercambridgeplanning.org/nec](http://www.greatercambridgeplanning.org/nec)



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working together to end homelessness

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After a busy day of bargain hunting you can relax in our newly renovated Joan's Coffee Shop, where we sell delicious cakes, hot food and coffee. Don't forget our community and coffee shop are dog-friendly, with beautiful gardens perfect for walking your four-legged friends.

### How to find us:

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**Telephone:** 01223 863657

For Donations use extension 225

### Opening times:

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## Bin collection calendar

Bins must be put out by 6am on your collection day. Close lids fully. Please report missed collections between 3.30pm on collection day and 3.30pm the next working day. For advice on how to leave out extra recycling for collection and other policies, see [www.scambs.gov.uk/bins](http://www.scambs.gov.uk/bins)

Household Recycling Centres are now open and recycling points are available to use again.

 Green bin  Black bin  Blue bin

### MONDAY A -

Balsham, Carlton, Cherry Hinton, Fulbourn, Great Wilbraham, Horseheath, Little Wilbraham, Six Mile Bottom, Stow-cum-Quy, Teversham, West Wickham, West Wrating, Weston Colville

#### October

5 12 19 26  
12 26

#### November

2 9 16 23 30  
9 23 30

#### December

7 14  
7 14

### MONDAY B -

Babraham, Bartlow, Castle Camps, Great Abington, Hildersham, Linton, Little Abington, Pampisford, Sawston, Shudy Camps, Whittlesford

#### October

5 12 19 26  
5 19 26

#### November

2 9 16 23 30  
2 16 30

#### December

7 14  
7 14

### TUESDAY A -

Duxford, Fowlmere, Great Chishill, Great Shelford, Harston, Hauxton, Heydon, Hinxton, Ickleton, Little Chishill, Little Shelford, Newton, South Trimpington, Stapleford, Thriplow & Heathfield

#### October

6 13 20 27  
13 27

#### November

3 10 17 24  
10 24

#### December

1 8 15  
8 15

### TUESDAY B -

Barrington, Foxton, Melbourn, Meldreth, Shepreth

#### October

6 13 20 27  
6 20 27

#### November

3 10 17 24  
3 17 24

#### December

1 8 15  
1 8 15

### WEDNESDAY A -

Abington Pigotts, Barton, Bassingbourn, Grantchester, Guilden Morden, Harlton, Haslingfield, Litlington, Orwell, Shingay-Cum-Wendy, Steeple Morden, Whaddon, Wimpole

#### October

7 14 21 28  
14 28

#### November

4 11 18 25  
11 25

#### December

2 9 16  
9 16

### WEDNESDAY B -

Arrington, Caldecote, Comberton, Coton, Croydon, Gamlingay, Great Eversden, Hardwick, Hatley, Kingston, Little Eversden, Little Gransden, Longstowe, Madingley, Tadlow, Toft

#### October

7 14 21 28  
7 21 28

#### November

4 11 18 25  
4 18 25

#### December

2 9 16  
2 9 16

### THURSDAY A -

Bourn, Boxworth, Cambourne, Caxton, Childerley, Conington, Croxton, Elsworth, Eltisle, Graveley, Knapwell, Papworth Everard, Papworth St Agnes

#### October

1 8 15 22 29  
1 8 15 22 29

#### November

5 12 19 26  
5 12 19 26

#### December

3 10 17  
3 10 17

### THURSDAY B -

Bar Hill, Dry Drayton, Fen Drayton, Girton, Lolworth, Longstanton, Northstowe, Oakington, Over, Swavesey, Westwick

#### October

1 8 15 22 29  
1 8 15 22 29

#### November

5 12 19 26  
5 12 19 26

#### December

3 10 17  
3 10 17

### FRIDAY A -

Cottenham, Histon, Impington, Landbeach, Orchard Park, Rampton, Willingham

#### October

2 9 16 23 30  
2 9 16 23 30

#### November

6 13 20 27  
6 13 20 27

#### December

4 11 18  
4 11 18

### FRIDAY B -

Chesterton Fen, Chittering, Fen Ditton, Homingsea, Milton, Waterbeach

#### October

2 9 16 23 30  
2 9 16 23 30

#### November

6 13 20 27  
6 13 20 27

#### December

4 11 18  
4 11 18



### Safe disposal of waste during the Coronavirus pandemic

If you have symptoms, all personal waste such as used tissues and disposable cleaning cloths must be:

1. Placed in a plastic bag and tied when full, and then placed in another plastic rubbish sack and tied
2. Stored securely, separate from other waste and communal areas, for three days
3. After three days, placed in your black bin

There are no changes to scheduled collection dates between October and 18 December. All residents will receive the winter issue of the magazine by 5 December. This will include any changes to collection dates over the Christmas period, including the return of the monthly green bin collection.

## What goes in your blue bin?

Yes

### Recycle ✓ Clean ✓ Empty ✓ Don't bag it



Cardboard



Paper & magazines



Tins, cans & foil



Aerosol cans



Glass bottles & jars



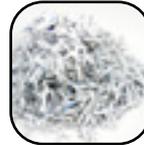
Cartons



Plastic pots, tubs, trays & bags



Plastic bottles



Shredded paper (in envelope or clear sack)

#### Occasional extra recycling

One clear sack and/or a bundle of cardboard that would fit in an empty blue bin can be left next to your bin for collection, providing the crew has sufficient space on the round. Or order an additional blue bin for free via our website.

No

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

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



## What goes in your green bin?

Yes

### Compostables



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



Untreated wood and sawdust



Garden waste

No

- ✗ 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
- ✗ Used paper tissues and kitchen paper (during the pandemic)



## What goes in your black bin?

Yes

### Reduce

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



**General rubbish** including nappies, wipes, sanitary waste, polystyrene, broken crockery or glassware (wrapped), tissues and kitchen paper

No

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

Store these items to take to Household Recycling Centres at Milton or Thriplow.



# Recycling: why it's never a waste of time

The Council's waste service collected 24,078 tonnes of recycling from blue bins in the last financial year. That's the weight of over 1,900 double decker buses!

### Where does it all go, and does it all get recycled?

Once the recycling has been taken away, it goes to a Materials Recycling Facility (MRF) in Waterbeach where the materials are separated using magnets, infra-red scanners, and other machinery.



### Most of what we collect is recycled in the UK

Of the 24,078 tonnes of recyclable material collected last year, over 80 per cent was recycled in the UK. The remainder was recycled overseas, and tracked in accordance with strict guidance from the Government to make sure it reached fully permitted, reliable facilities.

Take plastic as an example. In the 2019/20 financial year, 97.9 per cent of plastic we collected was recycled in the UK – some as close as Huntingdonshire. Councils and contractors work with local plastic recyclers and packaging manufacturers to use plastic bottles, pots, tubs and trays collected from South Cambridgeshire residents to make new plastic snack tubs which are sold locally, creating a 'closed loop' recycling system. The remaining fraction was sent to specialist recyclers in France and Germany.



### Recycling has real benefits to the planet

Mainly by avoiding the extraction and transportation of raw materials to make products, recycling saves a huge amount of valuable natural resources and energy. Recycling aluminium cans uses 95 per cent less energy than making them from new materials; steel and tin cans save up to 74 per cent; and paper saves up to 50 per cent. The more we recycle, the less we depend on the raw materials.

### Most of what we collect in blue bins is recycled

There is always a portion of blue bin contents that we can't recycle – which shouldn't have been put in the blue bin. But 90.5 per cent of the contents will be reprocessed. The remaining 9.5 per cent will go to landfill, or be used to fuel cement kilns in the UK. Sending waste to landfill is very expensive, whereas recyclable materials can have high values when sold on for reprocessing, so it also costs councils more to send waste to landfill.



### Do you have too much recycling?

If you occasionally have extra recycling, this can be put in a clear plastic bag or, if it's cardboard, tied up in a bundle and put out next to your blue bin on your collection day. Make sure the extra bundle isn't too big and would fit in the bin if it was empty. Although it's not guaranteed to be collected, the crews will collect if there is space in the lorry. If you regularly have extra recycling, you can order an additional blue recycling bin, free of charge: [www.scambs.gov.uk/bins/request-a-bin](http://www.scambs.gov.uk/bins/request-a-bin)

# Green bin collections: what happens to your waste?

We're back to collecting green bins fortnightly again.

Once the garden and food waste has been collected, it goes to a composting plant in Waterbeach where it starts its eight week journey to become compost.

1. The garden and food waste is shredded down to less than 40cm to increase the surface area and allow bacteria to grow.
2. It is then placed into large 'clamps' which allow it to heat up.
3. It is left in the clamp for one week and must reach a temperature of 60°C for at least two days.
4. This process is repeated in a different clamp. The high temperature ensures that any harmful bacteria have been killed.
5. The material is then placed on a concrete pad and turned regularly to keep it aerated and, after six weeks, the compost is ready.
6. It is screened to remove plastic and separated into different sizes before being tested to make sure it reaches the standard required.

Remember, you can collect this compost free of charge from the Waste Management Site just off the A10 at Waterbeach for use in your garden.

## Do you have too much garden and food waste?

Unlike with your recycling, you cannot put additional green bin waste next to your green bin – this won't be collected. If you need any additional green bins, you can order these for a cost of £35 per year per bin (with a maximum of three additional bins).

The bin(s) will be delivered at no cost and each year you will have to pay for the permit which you then stick to the bin. The scheme runs annually from October to September so please wait until October to apply for the next year.

Request additional green bins:  
[www.scams.gov.uk/bins/request-a-bin](http://www.scams.gov.uk/bins/request-a-bin)



Cllr Brian Milnes, Lead Cabinet Member for Recycling and Waste, said: "Our crews did such a fantastic job during the early months of the pandemic, and are still working hard to ensure a regular fortnightly collection.

"So remember to put your green bin out every fortnight with your blue bin, and to put as much of your garden and food waste into your green bin as possible."



# What happens when recycling goes wrong?

It costs our waste service £10,000 a month to remove and dispose of things that have been wrongly put in blue bins.

### The worst offenders

Are you recycling right? Here's a list of our worst offenders when it comes to things that wrongly end up in the blue recycling bins.

#### Polystyrene

New TV packaging, takeaway clam-shell boxes, food delivery insulation – we can't recycle this. Please put it in your black bins.

#### Black sacks

Most black sacks contain mixed general waste, but even if they contain recycling, we don't want them in the recycling bin please. Black sacks should only go in the black bin. Keep your recycling loose instead.

#### Clothes or textiles

These CAN be recycled, but NOT in your blue bin. Pass on those still in a good condition to charities or friends. Even worn-out clothes can be donated via clothing banks at recycling points, and will be recycled.

#### Food and liquid

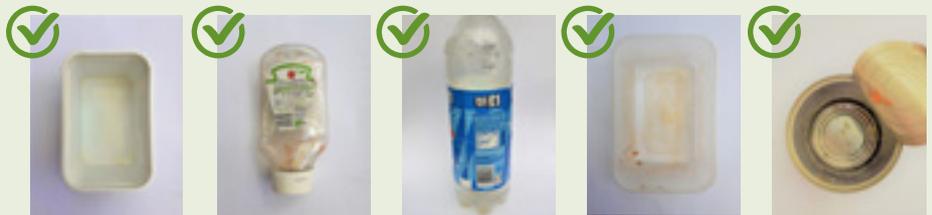
Recycling doesn't have to be sparkling clean, but it does have to be emptied and rinsed. Half-full bottles can't be sorted correctly due to their weight, and food left in containers is unhygienic and spoils paper and card, leaving it unrecyclable.

### How clean does my recycling need to be?

#### Not clean enough



#### Clean enough



**USED MASKS AND GLOVES? DON'T RECYCLE**

**PUT IN YOUR GENERAL WASTE BIN**

### Not sure whether it can be recycled?

We list what to do with hundreds of items on our 'What Goes In Which Bin?' guide on our website: [www.scams.gov.uk/bins/what-goes-in-which-bin/](http://www.scams.gov.uk/bins/what-goes-in-which-bin/)

# PEST PROBLEM?

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Growing local businesses and economies is one of the top priorities in our ambitious business plan, and as we all continue to deal with the Coronavirus pandemic, we realise that it is more important than ever.

Recovery is now the primary focus of our recently established business support team.

This team aims to be a single point of contact for local businesses within the Council, as well as representing the district's economic needs as part of Greater Cambridge initiatives and the Cambridgeshire and Peterborough Combined Authority.

It can often be confusing and time-consuming for many businesses when they are seeking to apply for something or get advice from local government.



Cllr Peter McDonald

In South Cambridgeshire, a key success factor for the business support team will be to partner and guide local companies through the red tape – be that applying for planning permission for an extension to a site, applying for grants, discussing queries over business rates, setting up shop, scaling, finding business space, skills training, Brexit-related assistance and general advice and support.

The key place to start is to email **[openforbusiness@scamb.gov.uk](mailto:openforbusiness@scamb.gov.uk)**.

There is real, local, tangible business experience within this new team. Three officers are led by our new business support team leader, Adele Gritten.

Adele is a seasoned board level business leader who has been chief executive officer, country/ European managing director, and commercial director, for a range of



Team leader Adele Gritten

professional services companies operating in the market research, data intelligence and marketing strategy space.

Adele's general management, business skills and academic background are already being utilised to support our local businesses in a very boots on the ground, practical way. Adele holds an MA in social and political science from Peterhouse, University of Cambridge.

Liz Davy is the first of two business support officers. Liz has worked for the Council for several years.

Her previous roles were in health and environmental services where she supported projects to increase recycling and reduce waste sent to landfill, including the introduction of the blue bin recycling scheme.

More recently as a development officer in the sustainable communities and wellbeing team, she has worked closely with local parishes to support both the new and existing communities in development areas such as Northstowe.

She also administered the Council's Community Chest grant scheme. Liz started her career in the aerospace industry where she trained as part of an apprenticeship scheme gaining a HND in business and finance.



# The new team helping South Cambridgeshire's businesses to recover

**“This is a top priority for South Cambridgeshire District Council. I would urge any local business, especially those needing urgent advice, to contact this team.”**

*Cllr Peter McDonald, Lead Cabinet Member for Business Recovery*

Tracey Brockman is the Council's second business support officer. Tracey brings a wealth of commercial knowledge and customer service skills to South Cambridgeshire District Council, having worked in senior sales management roles within the media and marketing industry for publishers in and around Suffolk, Cambridgeshire and Hertfordshire.

From decades of managing diverse sales teams and through key account ownership, she has experience in analysing business needs, and data, and finding strategic solutions to help businesses with growth. While really enjoying networking and meeting people, she also enjoys delivering training and managing seminars and workshops. Tracey is passionate about the success of the businesses within South Cambridgeshire and looks forward to helping sustain and grow our vibrant communities.

The final member of the team is assistant business development officer Paul Jenkins-Green. Paul has nearly 20 years' experience of working on a range of B2B events. While working for Guardian News and Media, and later for the Society of IT Management, he was responsible for conferences, seminars and workshops for a predominantly public sector audience, researching and delivering relevant content and sourcing high level expert speakers including senior civil servants, business leaders, MPs and secretaries of state. This is his first role in the public sector and he is excited to join this new, vibrant team and support businesses across the South Cambridgeshire economy.

This newly-formed unit works closely with teams across the Council, from the Greater Cambridge Shared Planning Service to the authority's customer contact centre. As a result, it is uniquely placed to help local companies find the fastest and most efficient path to their goal.

South Cambridgeshire District Council's Lead Cabinet Member for Business Recovery is Cllr Peter McDonald, who works for one of the UK's leading agricultural advisory businesses.

He said: “We face significant challenges in recovering economically from the Coronavirus pandemic and our new business support team will enable us to respond effectively to these unprecedented times.

“Make no mistake – this is a top priority for South Cambridgeshire District Council. I would urge any local business, large or small, and especially those needing urgent advice, to contact this team as soon as possible. We have established this service to be a one-stop shop for local companies because we know and appreciate how precious their time is.

“We're already reaching out to offer our support and guidance to local companies – but any business based in South Cambridgeshire is welcome to use this free service.”

Get in touch to find out more.

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# Keeping everyone connected

The pandemic has made everyone more reliant on phone networks and internet services to keep connected. We're spending more time being entertained at home, working remotely, or keeping in touch with family and friends.

**But not everyone will have enjoyed fast, reliable internet access – particularly at peak times when everyone wants to be online at the same time.**

The Connecting Cambridgeshire programme, led by Cambridgeshire County Council, is working to improve broadband and mobile coverage so that businesses and communities across the county can keep connected.

Most homes and businesses across Cambridgeshire can now upgrade to superfast broadband of at least 24Mbps (and often much faster). Yet there are some areas where there are gaps in coverage. The fibre broadband rollout is working to fill some of these gaps, but there are also a range of options that can help people to cope with poor broadband connections.



### Check whether you could have a faster connection

Visit Connecting Cambridgeshire's 'Getting Superfast' webpage to check whether you could have a faster connection. Follow the steps to upgrade, or find out about the options available.

➔ [www.connectingcambridgeshire.co.uk](http://www.connectingcambridgeshire.co.uk)

You could also check the FAQs and Resources pages, where you'll find a Home Broadband Networks guide with advice on optimising your connection. You'll also find useful tips on improving mobile coverage and a Quick Guide to help available from mobile networks during the pandemic.

South Cambridgeshire MP Anthony Browne is currently inviting everyone to respond to a survey about any gaps in mobile coverage in the district, which residents may wish to complete.

➔ [www.anthonybrowne.org/form/mobile-phone-coverage-survey](http://www.anthonybrowne.org/form/mobile-phone-coverage-survey)



### Help for businesses

Businesses have had to adapt rapidly to working in very different ways with increasing reliance on digital technology; so they need fast, reliable connectivity.

Groups of rural premises are being urged to apply for Rural Gigabit Vouchers. These can be worth up to £3,500 for businesses (and £1,500 for households) to support the cost of installing new gigabit-capable connections that more than double broadband speeds.

➔ [www.gigabitvoucher.culture.gov.uk/rural](http://www.gigabitvoucher.culture.gov.uk/rural)



### Faster fibre broadband a 'godsend'

Getting high speed fibre broadband just before the Covid-19 outbreak began was 'a godsend' for an Ickleton family.

Derek Risk was only one week into his new job as the IT Director for a motor retail company when the lockdown started and he had to begin to work from home.

Luckily, the household had recently upgraded to the latest Fibre to the Premise (FTTP) technology with broadband speeds of up to 300Mbps. Now the whole family can access the internet at the same time for video calls, streaming movies, shopping and gaming.

Derek said: "It's been a godsend and quite life changing to be honest. Working from home on video calls all day wouldn't have been possible pre Covid-19. My stepson is back from university and is a keen gamer so we need lots of capacity! The Covid-19 situation has been a trigger for us all to use technology to work more flexibly."

# Help to reopen the High Street

South Cambridgeshire businesses have been working incredibly hard to welcome customers through their doors with all the right safety measures in place.

For many businesses, and residents, it's still early days – but we are here to help small to medium sized High Street businesses to reopen.

In early summer we spent time finding out what support businesses need – such as signposting to new guidance, support with checklists or signage, or help to advertise to residents. We also asked what residents need to feel encouraged and safe to support local businesses.

We recruited two new High Street Business Support Officers to visit businesses to provide support, advice and reassurance over the next few months. They are distributing safety posters, leaflets and window and floor stickers to help promote our 'Shop local, Stay safe' message.

We have also launched a website resource dedicated to Reopening the High Street, where you can find the latest guidance and support.



## Owner of Ricky's Barbers, Sawston:

"Meeting with the High Street Business Support Officer has been really good! It's given us an insight into a few ideas we hadn't thought of that we can put into place to keep our staff and customers safe. We're wearing masks, we're cleaning, we're doing all we can to make you feel comfortable when you visit us."



## Owner of The Deli, Great Shelford:

"It's fantastic and reassuring to feel that there's an entire team that's been created to try and help with some fairly challenging and changing regulations. We're making it as secure and safe as we possibly can and we're trying to move quickly to reopen the facilities that customers want, whilst being conscientious about keeping staff and customers safe."



## Owner of The Geographer, Impington:

"The biggest change was to completely reorganise the shop floor to create more space. Alongside the acrylic screens and hand sanitiser at the door, we've restricted customer and staff numbers so that everyone can stay distanced."



## Owner of The Urban Shed @ The Phoenix, Histon:

"We did a practice dining test and the atmosphere was good; the feedback was that with the screens, and the way we are working, our customers feel safe but not isolated. The support team has been excellent; it's nice to know the support is there."

**Shop local**

Support South Cambridgeshire businesses

**Stay safe**

HM Government | South Cambridgeshire District Council | European Union European Regional Development Fund

*We have been provided with funding from the European Regional Development Fund (ERDF) to help small to medium sized High Street businesses as they reopen.*

[www.scambs.gov.uk/reopening-high-street](http://www.scambs.gov.uk/reopening-high-street)

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# Council colleagues adapting to support communities

Council staff have been working hard during the pandemic to support local communities but, like all businesses, we have had to adapt to a different way of working while also keeping our services running. Below are some of the highlights.



**£24 million grant funding**

from Government was paid out in less than 18 weeks to 2,000 local businesses by staff including our Council Tax, Business Rates and Finance teams



**8 colleagues**

joined an on-call rota, covering 125 evening and weekend shifts to provide emergency food supplies to residents



**31,454 pieces of PPE**

were secured by our Facilities team to help us provide services to our communities

**146 pages of information**

were collated to keep businesses updated during lockdown by the Open For Business team. This included details of over 100 funding opportunities for businesses, social enterprises and charities

**Our Housing team called 3,800 tenants**

and made 70 home visits each week to check people were coping in the peak of the crisis

**1,850 calls per week**

Our Contact Centre has received an average of 1,850 calls per week, with all calls being dealt with from operators' homes rather than the office



**170,000 bins**

were collected each week by our waste service, despite lockdown and important safety restrictions limiting the number of crew members per truck so we could maintain social distancing

**1,200 residents supported**

The Benefits team supported 1,200 residents claiming benefits or Council Tax support for the first time – including over £580,000 of support for vulnerable people who have needed extra financial help to pay their bills



**296 locations**

were visited by our Building Control team to put up important planning notices whilst doing their day job. This meant planning applications could continue to be processed

**15 hours per week**

have been spent by our Democratic Services team running online Council and committee meetings for the first time



**Over 350 taxi**

and premises licences were issued by adapting our processes to ensure the stringent checks were still carried out



**22,728 people**

were identified by our Sustainable Communities and data teams as being more vulnerable due to Covid-19 – we could then target support through community groups

**Around 90 planning applications**

continued to be assessed and decided each week – this included planning committee meetings being held virtually for the first time



**Over 1,000 businesses**

were helped to adapt during the lockdown to keep themselves and their customers safe, as well as hundreds more with advice to help them reopen safely

# Community lifeline and visiting support

During lockdown, our visiting support and Lifeline team phoned over 100 former clients for a chat on a weekly basis, and collected prescriptions and food, topped up meter keys, did welfare checks and even helped with the washing.

## Community Lifelines

If you live alone or someone in your family is sometimes left alone and may need to call for assistance, the Council's Lifeline team can help.

In an emergency, pressing a button – worn on your wrist or as a pendant – connects you via a contact centre with family, friends, neighbours, or the emergency services, giving peace of mind and reassurance.

One Lifeline customer in Willingham said: "The lifeline service lets me live independently knowing I can call someone in an emergency."

Find out more

☎ 03450 450 051

✉ lifelines@scams.gov.uk

🖱 [www.scams.gov.uk/lifelines](http://www.scams.gov.uk/lifelines)

## Visiting Support

We also run a home visiting service, which helps people to remain living independently within their community. This service is free to everyone age 65 and over.

Family members, living some distance from one of our visiting support clients, said: "Thank you, your expertise and effort has helped transform their lives. Not sure what we would have done without you."

You or your family in South Cambridgeshire can access our service and make a referral.

☎ 03450 450 051

✉ [visiting.support@scams.gov.uk](mailto:visiting.support@scams.gov.uk)

🖱 [www.scams.gov.uk/visiting-support-service](http://www.scams.gov.uk/visiting-support-service)



Lifeline customer Karen

## Help to improve your home

**94 per cent of people want to stay living independently for longer, yet nationally only 7 per cent of all homes really meet the Accessible Homes Standard to enable them to do this.**

We are a partner in the Cambridgeshire Home Improvement Agency (Cambs HIA), which can help older or disabled people to access Disabled Facilities Grants to help improve their homes.

Lots of people are spending more time at home now. For older or disabled people, this may have identified some alterations that are

needed in the home. A Disabled Facilities Grant could help to:

- Improve access around the home
- Make improvements, or provide a room for sleeping or living in
- Create access to a room with suitable washing and toilet facilities
- Make kitchens more suitable
- Enable better access to and from the garden

Cambs HIA can provide these solutions by installing things like ramps, specialist toilets, level access showers, stairlifts, kitchen alterations and so on.

The Disabled Facilities Grants are financially means tested, and Cambs HIA can help to identify the amount of contribution, if any, clients would need to pay. The criteria for means testing is complicated and takes account of people's circumstances and income. The maximum grant available is £30,000 and there are other grants to help repair properties in poor condition.

Cambs HIA also helps people who are not eligible for a grant to improve their homes.

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# Embracing the community with a cooked meal

In the summer issue of South Cambs Magazine we updated you on a partnership between local caterers and Melbourn Coronavirus Community Response to prepare cooked meals for residents in Melbourn and Meldreth.

**Since this initial scheme was launched during lockdown, two further schemes have been established to similarly provide nutritious food to vulnerable residents, thanks to a £10,000 grant from developer Countryside.**

The idea was to provide a prepared meal for those who are missing out on one regularly. Half of the meal recipients are residents who are unable to attend a day centre or lunch club due to the pandemic, and the other half are vulnerable families.

We established two hubs: one at Over Day Centre, the other at Duxford Community Centre.

## Over Day Centre

The team based at Over Day Centre has been providing meals for residents living in northern villages including Over, Willingham, Cottenham and Bar Hill. Recipients include those who would normally attend day centres in Over and Cottenham, as well as other vulnerable residents and families.



## Duxford Community Centre

A team from C3 Church has been preparing the meals to be distributed out of the Duxford Community Centre hub. The meals are delivered to vulnerable residents and families living in Caldecote, Cambourne, Fulbourn, Gamlingay, Linton, Orwell, Teversham, Waterbeach and Wimpole.

Between the two schemes, over 250 residents are receiving prepared, nutritious meals each week.

One recipient said: "The meals have been fantastic in terms of taste and quality and they allow me as a single parent trying to cover many things at once a little respite and money saving that is immensely appreciated. We thank you for your generosity."

This is in addition to the ongoing work by local chef Liz Young in partnership with the Melbourn Coronavirus Community Response team, which provides an additional 170 weekly meals to vulnerable families.

All three schemes have been made possible thanks to the local chefs, and the community volunteers who have been collecting and delivering the meals to the recipients.

Our Environment Health team has also been working with the local projects to help them with food safety advice while changing their ways of working.

Lead Cabinet Member for Community Resilience, Health and Wellbeing, Cllr Bill Handley, (pictured - bottom left) said:

**"In normal times the Over Day Centre provides great food for its clients. The staff are very dedicated, hard-working people and I am not at all surprised to see them volunteering to help us provide this food service for people in the district who need it. Staff and trustees have really risen to the challenge and we are very grateful. Thanks also to Countryside for their generous donation which has made this scheme possible."**



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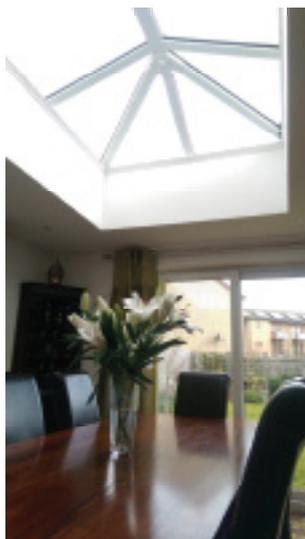
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# Keep caring in South Cambridgeshire



Keep caring for one another because Coronavirus hasn't gone away – that's the message to communities from authorities across Cambridgeshire.

Although many restrictions have eased, Cambridgeshire County Council has launched its #KeepCaring campaign to remind people of the need to continue being mindful about how to avoid spreading the virus.

They explain that caring means:

- Keeping a safe distance – inside and outside
- Self-isolating if you have symptoms or have been close to someone who has
- Covering your face – even without symptoms, as you could still spread the virus
- Washing your hands regularly

So many members of our community have been supporting others during the pandemic. We shared some stories in the last issue of the magazine and, as efforts continue across the district, we wanted to share some more.

We hope this swell of community spirit will continue long after the crisis is over, as people #KeepCaring in South Cambridgeshire.



## Lifeline of Litlington's village shop

Dilshan Johnpillai has been a lifeline for many in his community since lockdown, delivering essential supplies free-of-charge to vulnerable residents from his Litlington Post Office & Stores.

At the height of the pandemic, when his supplier could only deliver a tenth of his regular order, Dilshan drove to a Royston supermarket to get what was needed.

Since then, he has worked closely with local COVID-19 support group volunteers who manage door-to-door deliveries for people who are vulnerable or having to self-isolate.

Their shopping bags often include donated items from Dilshan and others, including hand gel, toilet rolls and gloves. One generous customer spent £30 on essentials in the shop, which she left for others to share.

Dilshan's community spirit hasn't gone unnoticed – there are numerous thank you messages on Facebook as well as handwritten cards in his shop.

Dilshan said: "This is a lovely little village and its residents are like a family. They're very community-minded and look after each other. I'm proud to be part of that and to be able to help with the support of my staff."

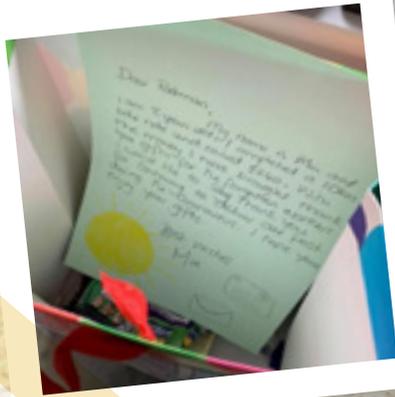
"Thank you from all the over-60s in the village for your kindness."

### Mia's 10km bike ride for key workers

8 year old Duxford resident Mia set herself a fundraising challenge to thank the 'forgotten' key workers who have worked throughout the pandemic.

Raising £340 through her sponsored 10km cycle ride, she bought gifts for her teachers, her sister's pre-school, the local postman and our very own bin crews.

With the help of her mum, who works for the NHS, Mia set up a GoFundMe page back in April and started cycling. Since then she has surpassed her original 10km target, cycling through local villages. The impressive collection of gifts also included personalised notes to each of the recipients.



Dear Mr Postman

My name is Mia and I am 8 years old. I completed a 10km bike ride and raised £340. With the money I have bought thank you gifts for the forgotten workers.

I would like to say thank you for continuing to deliver our post during the Coronavirus.

I hope you enjoy your gifts.  
Best wishes, Mia



### Volunteers provide blanket of support in Cambourne

Hundreds of vulnerable residents have received essential supplies of food and medicines, as well as regular check-ins, thanks to the 75-strong Cambourne Volunteer Taskforce. The group has responded to over 700 requests in the past five months and has ensured that no one in need has been left to fend for themselves.

Set up by Islamic charity Cambourne Crescent, the group comprises volunteers from: the Cambourne Crescent charity, Cambourne Church, Cambourne Town Council, local supermarkets, residents and other community groups.

The volunteers have done shopping and delivered supplies to residents and distributed up to 80 food parcels each week from public donations at Morrisons and the Co-op. Another team delivered over 200 prescriptions, while a special contact group keeps in touch by phone with people who live alone or feel isolated.

Since mid-July, volunteers have also been distributing nutritious prepared meals to vulnerable families (read more about this part of the project on page 39).

Cambourne Crescent trustee, Arshad Siddiqui, said: "People of all ages and from all backgrounds answered our call for help, enabling us to provide an extensive blanket of support, particularly for the elderly and vulnerable. We cannot thank them enough. This pandemic has been challenging for us all and yet it has brought out the best in so many people."

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# Letters from lockdown

Early in 2020 at Care Network, the Community Development Team working in South Cambridgeshire was busy planning intergenerational events with staff and students at Cambourne Village College and Northstowe Secondary College, as well as supporting popular 'Sunday socials' with older people in Cottenham.

## By the end of March, life had changed dramatically.

The team recognised that many people would be unable to meet friends and family, and there would be residents self-isolating and feeling cut off from the community, but who would still have plenty to say. At the same time, the team wanted to connect young people, old people, and everyone in between, sharing their thoughts, concerns, hopes and challenges whilst living through the pandemic.

There was enthusiastic support from staff and Year 7 students at Northstowe Secondary College and a group of Duke of Edinburgh's Award scheme students from Cambourne Village College. The students were keen to make connections across the generations, and the letters from lockdown exchange was launched.

The pen pals were asked to write a short introduction about their hobbies and interests, and then, with the help of the adults involved, they were suitably paired up with one of the older

participants. Everyone granted permission for a record of the exchanges to be kept to document the social history of living through the pandemic.

One participant, Mary, has been shielding due to her health. She wrote to Lottie, 17, about all the social groups she used to enjoy attending, and how she is looking forward to meeting up with her friends again when she feels safe to do so. Mary also described her garden which, with a bit of help from kind friends, has been turned into a fairy dell for her to enjoy.

Another participant, Marjorie, who will soon be 85 years old, was brought up in the horse racing industry and worked her way around the world, giving her a love of travelling. She has been writing to Kate, 18, whose plans for travelling during her gap year have had to be postponed until after university.

Another pair is Tor, 17, and John, who have been writing about a mutual love of languages, poetry and English. They are currently in discussion about the poetry of

Rossetti and Plath and the impact of their word combinations on the reader.

Cara, 12, and Edith, 75, both agree that technology is a great help in the present situation, although not the same as meeting up in person. Edith enjoys online seminars and keeping in touch with family and friends, whilst Cara has lessons online, plus lots of extra-curricular activities using Zoom: dance lessons, singing, piano and acting.

Care Network is hopeful that the exchange can continue for a few months, or even longer – with a view to also organising a tea party for all the pen pals at some point when it is safe to do so.

If you would like to take part in the exchange, please send a few details about yourself and your hobbies to the team who will pair you with a pen pal.

✉ Letters from Lockdown, Sarah Bellow - Community Development, Care Network, 18 Broadway House, 149-151 St Neots Road, Hardwick, Cambridgeshire, CB23 7QJ

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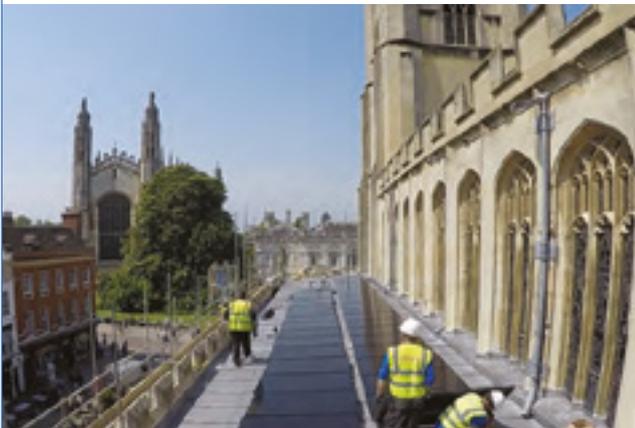
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