

Cambridge Civic Quarter Phase 3 Engagement Report

August 2025
Prepared by ECF



Table of Contents

| | |
|--|----|
| 1.0 Executive Summary | 4 |
| 2.0 Introduction | 12 |
| 3.0 Main Findings | 13 |
| 3.1 Guildhall | 13 |
| 3.2 Corn Exchange | 14 |
| 3.3 Market Square | 15 |
| 3.4 Seating | 16 |
| 3.5 Public Art and Story Telling | 17 |
| 3.6 Inclusivity and Accessibility | 17 |
| 3.7 Transport and Movement | 18 |
| 3.8 Market Traders Feedback | 18 |
| 3.9 In Conclusion | 20 |
| 4.0 Engagement Approach | 22 |
| 4.1 Project webpages | 22 |
| 4.2 Engagement and Consultation Platform | 22 |
| 4.3 Survey | 22 |
| 4.4 Formal Written Responses | 23 |
| 4.5 Community Workshops | 23 |
| 4.6 Pop-Ups | 23 |
| 4.7 Market Traders Engagement | 23 |
| 4.8 1-2-1 Meetings | 24 |
| 4.9 Raising Awareness | 24 |
| 4.10 Civic Quarter Liaison Group | 25 |
| 4.11 Youth Engagement | 25 |
| 5.0 Participants - Survey | 28 |
| 5.1 Postcode | 28 |
| 5.2 Age | 29 |
| 5.3 Gender | 30 |
| 5.4 Disability | 30 |
| 5.5 Ethnicity grouping | 31 |
| 6.0 Engagement Findings (By Activity) | 32 |
| 6.1 Survey (Online and Paper) | 32 |
| 6.2 Feedback from Market Traders | 61 |
| 6.3 Feedback from Community Workshops | 67 |
| 6.4 Feedback from 1-2-1 Stakeholder Meetings | 70 |

| | |
|--|-----|
| 6.5 Feedback from Pop-Ups | 75 |
| 6.6 Written Feedback from Representatives of Organisations | 76 |
| 6.7 Feedback from Emails | 82 |
| 6.8 Feedback from Youth Engagement | 89 |
| 7.0 Conclusion and Next Steps | 91 |
| 8.0 Appendices | 93 |
| 8.1 Surveys | 93 |
| 8.2 Materials | 106 |
| 8.3 Digital Engagement | 119 |
| 8.4 Press Release | 132 |
| 8.5 Survey Theme Tables | 135 |
| 8.6 Youth Engagement Service YES Engagement Report | 153 |
| 8.7 Wider Engagement with traders throughout the process | 182 |

1.0 Executive Summary

1.1 Context

- 1.1.1 Following a public engagement programme in summer 2024, approval was granted at the Strategy and Resources Committee in November 2024 to complete RIBA Stage 3 designs to enable a planning application to be submitted (due in autumn 2025).
- 1.1.2 The Cambridge Civic Quarter is an area consisting of the Guildhall, Corn Exchange, Market Square and surrounding public spaces.
- 1.1.3 The ambition of the Civic Quarter project is to reimagine the area around Cambridge Market, Corn Exchange and Guildhall to improve the experience of everyone visiting the city centre. This involves creating more inclusive and accessible buildings, and better public spaces with increased biodiversity where people can meet and enjoy cultural events. The Civic Quarter aims to become a new focal point at the heart of the city, an accessible, attractive, welcoming, vibrant and safe place for both residents and visitors.
- 1.1.4 The project is also aimed at investing in the care of these heritage sites while targeting water neutrality and reducing carbon emissions, and associated running costs, and creating opportunities to generate income to support frontline council services.
- 1.1.5 A subsequent public engagement programme was delivered between 12 May and 22 June 2025, inviting feedback on updated designs for the Civic Quarter, which had been developed building on feedback from 2024 and early 2025.
- 1.1.6 This report summarises the engagement carried out in May/June 2025 regarding the updated designs for the new Cambridge Civic Quarter. It provides an overview of the feedback received leading up to (Youth engagement section 4.11 and market traders' meetings in 6.2.1) and during the engagement period and the conclusions which can be drawn.

1.2 Overview of the Engagement Process

- 1.2.1 Prior to the engagement launch, ECF worked with Cambridge City Council to update the detailed stakeholder mapping that was done in 2024 and designed a robust engagement strategy that aligned with relevant guidance.
- 1.2.2 In addition, ECF held meetings with high-priority stakeholder groups to understand their aspirations around the forthcoming engagement, and how they could help build awareness and encourage involvement.

- 1.2.3 Awareness was raised and the engagement programme was promoted through media relations, social media (organic and paid), posters and postcards, e-newsletters and more. See full list in section 4.9.

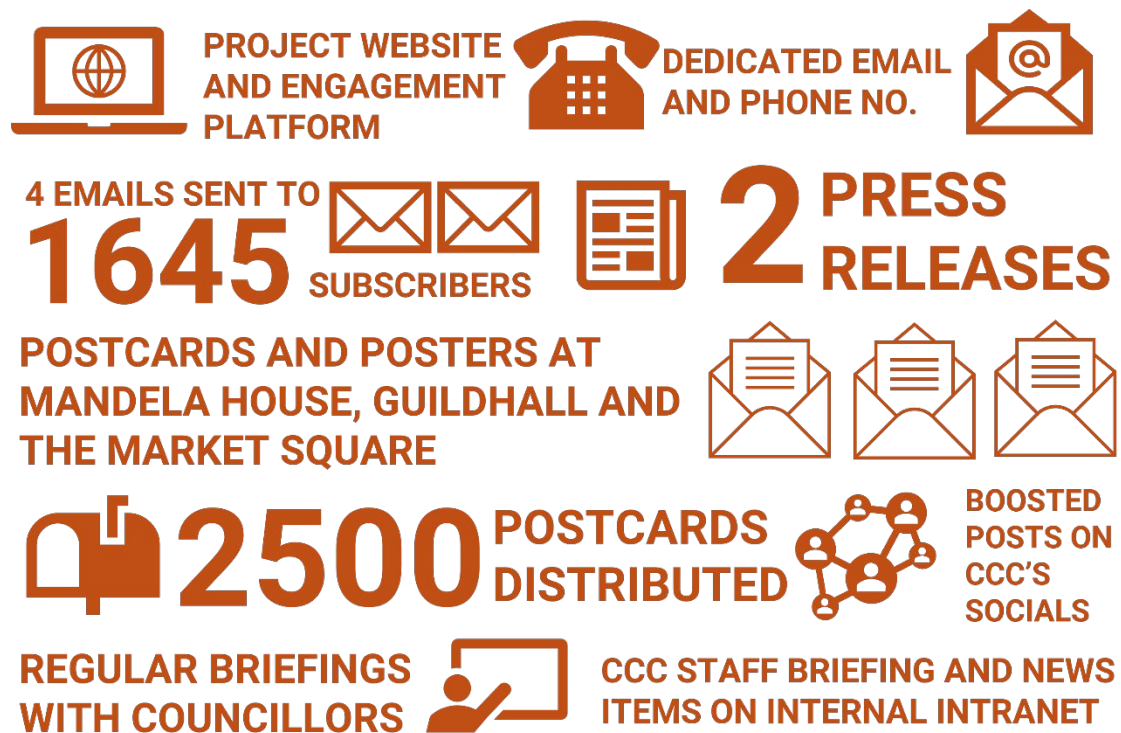


Fig. List of ways in which the engagement programme has been promoted.

1.3 Key Figures and Activities Undertaken

- **543** survey responses received on the Council's online engagement and consultation platform (GoVocal).
- **506** survey responses were from individuals, **16** responses from representatives of organisations, and 21 didn't want to provide an answer.
- **15** feedback emails received from individuals.
- **4** formal written responses from groups.
- **3** themed 1-2-1 stakeholder meetings were also held.
- **Approximately 70+** market trader interactions engaged through pop-ups, surveying and online engagement. This included seven meetings, four pop-ups, three surveys and demountable stall trials.
- **9** pop-ups organised across Cambridge, and **100+ people** engaged.
- **2** drop-ins with a workshop element.
- Several workshops, prior to the engagement, were held with council staff to review the emerging plans and layouts for the Guildhall with the design team. As part of the engagement launch, a staff briefing was held on 14 May to take them through the proposals and to advise how they could feedback their views. A news item was also placed on CCC's internal intranet.
- Prior to the launch of the engagement programme, a series of youth workshop sessions, in conjunction with the Council's Planning Youth Engagement Service, were held with three schools. In total, 111 children aged 9 to 16 took part in the workshop sessions.



Fig. Key figures and activities undertaken during the engagement programme.

1.4 Overview of the Engagement Findings

MARKET SQUARE FEEDBACK

The survey included five questions relating to the Market Square; a detailed breakdown of responses can be found on pages 47 to 52. In addition to this, targeted market trader pop-ups, leafletting, meetings and market traders' surveys were conducted. Feedback from all these activities is summarised below:



STALLS AND CANOPIES

- Strong attachment to the market and desire to retain current stall numbers.
- Support by most for a lightweight canopy covering a seating area, with careful consideration needed regarding ongoing maintenance and the importance of designing the space to discourage any potential misuse or anti-social behaviour and ensure it does not interfere with the wider market.
- There were calls to ensure a continuous operation of the market with a wide variety of traders.
- Support for a cleaner and tidy market with bins being less visible.



IMPROVEMENTS

- Improved seating and shelter, cleanliness, and accessibility improvements widely supported, including better surfacing and improved wheelchair access.
- Strong support for an entertainment zone but also concerns coming through that it isn't needed.
- 70.9% want the fountain to be restored.



FEEDBACK FROM MARKET TRADERS

- Several traders preferred for construction to be phased to allow some traders to continue operating in the market. Others were willing to be decanted if the process was well managed and clearly communicated.
- Preference expressed to have more permanent stalls than the 36 proposed during the consultation.
- Traders who trialled demountable stalls had mixed opinions with some raising concerns over the ability of demountable stalls to be weather-resistant and the logistics required to set them up. Some traders welcomed the increased flexibility and felt the trial had worked well.
- More detail required on daily setup, cleaning, storage, and stall allocation.
- Support for enhanced promotion of the market through social media and the council's platforms.
- Calls for improved water access, waste management, and level surfaces for easier cleaning and access.
- Some traders emphasised the importance of maintaining a balanced mix of stalls and avoiding an over-concentration of hot food offerings at the expense of other types of trade.
- Concerns around anti-social behaviour and how it will be addressed as well as preserving the market's existing mix of stalls and preventing an over-concentration of food stalls.
- Building on all the meetings and direct trader activity, there were calls for continued transparency, collaborative planning, and the inclusion of trader voices in shaping proposals.

GUILDHALL FEEDBACK

The survey consisted of six questions about the Guildhall. Additionally, this topic was discussed across other activities.



SPACE UTILISATION

- Strong support for transforming the Guildhall into a more open, inclusive civic space.
- Participants want a brighter, more welcoming interior with a café and improved reception.
- More affordable and/or discounted pricing at the café was also a popular choice.
- 54.7% support for flexible layouts for the Chamber with up-to-date technology and better accessibility.



COMMUNITY USE

There were several suggestions to encourage community use such as:

- Community group hire, that is low cost.
- Public events (lectures, concerts, exhibitions).
- Flexible co-working areas with hot desks and informal seating.



AFFORDABILITY AND ACCESSIBILITY

- Affordability is key, especially for voluntary groups; community use should not be displaced by commercial events.
- Accessibility is a priority: step-free access preferred, with support for platform lifts; and accessible toilets.

CORN EXCHANGE FEEDBACK

Two questions about the Corn Exchange were asked as part of the survey. Additionally, the Corn Exchange was discussed in all workshops. The findings have been summarised from all the feedback collected.



ACCESSIBILITY

- Strong support for proposed improvements to comfort, accessibility, and visitor experience.
- Some suggestions include improved signage, accessible toilets, more inclusive seating, raised viewing platforms for wheelchair users, and sensory-friendly lighting.
- Some suggestions mention that accessibility improvements should not drive-up ticket prices or reduce community access.



CONCERNS

- Some concerns about venue's comfort and accessibility.
- Local businesses raised concerns about event-related disruption and requested clarity on nearby space improvements.
- Some participants prioritised events and performers over venue condition; ticket prices seen as a key barrier.

OVERALL ACCESSIBILITY AND INCLUSIVITY



ACCESSIBILITY AND INCLUSIVITY

- Strong calls for wider, smoother, wheelchair-friendly pavements and improved, accessible public toilets across the Civic Quarter.
- Consistent support for varied seating with wheelchair spaces, armrests, and space for mobility aids.
- Some feedback suggested that Blue Badge parking is seen as inadequate; and that protection and expansion of accessible parking is essential.
- Broad support for a platform lift at the Guildhall although many unsure.
- Market Square's cobbled surface is seen as a barrier to accessibility, though some wish to retain cobbles for heritage reasons.
- Improved internal accessibility at the Guildhall and Corn Exchange strongly supported, including step-free access, improved signage, and accessible seating.

OVERALL TRANSPORT AND MOVEMENT



TRANSPORT AND MOVEMENT

- Strong support for pedestrianisation, particularly in Market Square, Bene't Street, Wheeler Street, and Peas Hill.
- Support for restricting vehicle access to certain times (63%) to allow essential deliveries but prioritise pedestrians.
- Mixed views on cycling: some want dedicated cycle lanes, others want restrictions on bikes and e-scooters due to safety concerns.
- Strong calls for more secure cycle parking and improved surfacing.
- Public transport improvements and better Blue Badge parking requested; essential vehicle access needed for traders and community transport.
- Some called for stronger traffic enforcement.

PUBLIC REALM

The survey included five questions regarding seating and public art and storytelling in the Civic Quarter area. Additionally, it was discussed across other engagement activities.



PUBLIC ART AND STORY TELLING

- Guildhall seen as a key venue for cultural programming, public talks, and exhibitions.
- Some concerns about public art costs, potential low-quality installations, and overlap with existing cultural venues.
- Some suggested that sculptures, murals, mosaics, projection art, digital storytelling, and rotating exhibitions should be used in the Civic Quarter area.
- Interest in outdoor cultural performances and community-driven story-telling that enhance but do not detract from the Civic Quarter's core functions.



SEATING

- Strong support for more comfortable, public seating that is weather protected, shaded, and functional.
- Calls for a variety of seating types such as benches, communal areas and accessible seating.
- Strong support for comfortable seating in the Guildhall to be complimented with tables, and spaces for prams, wheelchairs or bags.
- Some suggestions that seating should not obstruct market operations or pedestrian flow.
- Anti-social behaviour was highlighted by some as an issue, emphasising the need for careful management
- Support for accessible seating in Corn Exchange and Guildhall.

CONCLUSION

- There is strong support for transforming the Guildhall into an accessible, inclusive civic hub with community-friendly spaces, improved facilities, and cultural programming that is affordable. A majority of respondents also prioritised integrating flexible layouts for different uses into the Council Chamber and committee rooms.
- Proposed improvements to comfort, accessibility, and visitor experience at the Corn Exchange are widely welcomed, though some concerns remain around commercialisation and the potential for rising costs of ticket prices.
- Traders expressed mixed views on construction phasing: several preferred a phased approach to allow continued trading, while others were open to temporary relocating if the process was well-managed and clearly communicated. There was a preference for more permanent stalls proposed, and mixed feedback on demountable stalls with some traders welcomed their flexibility, while others raised concerns about weather, setup, and day-to-day operations.
- Traders called for a balanced mix of stalls, stronger promotion of the market, and consideration for tackling anti-social behaviour in the Market Square. There was also a desire for continued transparency, collaborative planning and meaningful involvement in shaping future proposals.
- There is strong and consistent demand for step-free access, smoother pavements, accessible toilets, and additional seating. Some respondents called for an expansion of Blue Badge parking throughout the Civic Quarter, while others highlighted the cobbled surface of Market Square as a barrier to accessibility, although some expressed a desire to retain the cobbles due to their heritage value.
- There is strong support for improved public seating, including benches, communal areas, accessible options, and weather protection. Some feedback suggested that seating should not obstruct market activity, while others raised concerns about anti-social behaviour, highlighting the need for careful management. In both the Guildhall and Corn Exchange, there was consistent support for comfortable seating.
- There is support for culturally relevant public art and storytelling, especially at the Guildhall, a key venue for cultural programming and exhibitions. While some suggested sculptures, murals, and digital storytelling across the Civic Quarter, a slight majority opposed wider inclusion due to cost concerns. Outdoor cultural performances that complement the area's civic functions also received support.
- There is strong support for restricting vehicle access to certain times to prioritise pedestrians, with some suggestions to extend this to Market Square, Bene't Street, Wheeler Street, and Peas Hill. Most respondents supported clearer separation between pedestrian and cycle routes and more secure cycle parking. Requests were also made by some for public transport improvements and better Blue Badge parking.

2.0 Introduction

- 2.1 ECF on behalf of the council undertook community and stakeholder engagement for Phase 3 of the proposed scheme for reimagining the Cambridge Civic Quarter.
- 2.2 ECF (<https://engagecf.co.uk/>), an independent communications and engagement agency, was commissioned by the council to design, deliver and report upon the engagement.
- 2.3 The engagement period began on Monday 12 May and concluded on Sunday 22 June 2025.
- 2.4 This report summarises the engagement carried out by ECF on behalf of the council regarding the proposed Civic Quarter for Cambridge city centre. It provides an overview of the feedback received during the engagement period and the conclusions which can be drawn.

3.0 Main Findings

The following conclusions have been drawn from the responses to the survey, formal written responses by individuals and organisations sent over email, interviews, and workshops. The full findings for each engagement activity can be found in the relevant sections.

3.1 Guildhall

Use of Space - There is strong public support for transforming the Guildhall into a more open, inclusive, and actively used civic space. A large majority of respondents (91.5%) expressed interest in public talks, exhibitions, and community group meetings at the Guildhall. 67.7% supported the introduction of flexible co-working areas, including hot desks and small tables for informal meetings over coffee, while 53.8% favoured soft, communal seating to create a more comfortable and welcoming environment.

Affordability and Attractiveness - Affordability was a recurrent concern, particularly for local voluntary groups, who emphasised that pricing must be low or free to ensure access. Many stressed that community use should not be displaced by commercial events. Suggestions also highlighted the need for improved design and maintenance, with respondents calling for a brighter, more attractive interior and cleaner facilities. There was also support for a café with comfortable seating and a better-looking reception area to make the building more welcoming.

Accessibility and Flexibility - The Council Chamber and committee rooms were another key focus for respondents. A majority (54.7%) supported introducing flexible layouts to accommodate a range of uses, while 49.4% called for updated technology to improve functionality and simplify the booking process as a priority improvement. Accessibility was a major concern, particularly in the Council Chamber where tiered, fixed seating currently excludes wheelchair users. A significant proportion of respondents (41.5%) expressed a strong preference for improvements such as step-free access and the provision of hearing loops as a priority in the council chamber. Feedback also highlighted the need to include accessible toilet facilities in the proposed plans.

Heritage and Culture - The Guildhall's civic and historic significance was widely recognised, with many respondents seeing an opportunity to preserve its heritage while adapting the space for contemporary cultural use. A large majority (89.3%) expressed interest in exhibitions focused on art and culture. Some suggestions included partnering with the Museum of Cambridge to relocate into the Guildhall and bringing the building to life through exhibitions, storytelling, and interpretation that reflect the city's rich and diverse history.

The overarching message for the Guildhall was that it should remain a civic hub; better connected to the public, more flexible in its uses, and designed to be inclusive, accessible, and welcoming for all.

3.2 Corn Exchange

Enhancing the Corn Exchange - The majority of respondents expressed support for the proposed improvements to the Corn Exchange, with 56.4% of respondents stating that the changes would make them more likely to visit. Many welcomed efforts to upgrade the building's comfort, accessibility, and overall experience.

Current Issues and Considerations – For a minority of respondents, the proposed physical improvements were not a deciding factor - their attendance is primarily driven by the events/performers rather than the venue. High ticket prices and the cost of attending events were cited as more significant barriers. Some respondents also questioned whether the renovations would address core concerns, such as cramped seating, poor acoustics, emergency evacuation procedures, and limited parking - particularly for large vehicles associated with touring performances.

Accessibility and Affordability- Concerns about accessibility were prominent. Respondents noted that the current building design can be uncomfortable and unwelcoming, especially for older residents and people with disabilities. There were also calls for the council to ensure improvements did not lead to increased costs for users or ticket holders, and to consider the wider implications for affordability and inclusion. Suggestions included improved signage, more accessible toilets, better seating options—including for wheelchair users—and gradual lighting changes to accommodate people with sensory sensitivities. A redesign of the existing box seating was also encouraged to make it more inclusive, and there was support for raised viewing platforms during standing events to ensure visibility for all (especially those in wheelchairs).

Preserving Character and Community Access - Some community members expressed a desire to retain the venue's existing character and questioned whether the Corn Exchange should attempt to compete with other cultural spaces. There were also worries that proposed enhancements could inadvertently drive up prices.

Practical Considerations - Local business owners raised concerns about logistical disruption from vans unloading equipment near the venue, and others sought greater clarity on how improvements to nearby spaces like Parsons Court would function in practice during events.

In summary, while the Corn Exchange is valued as a central cultural venue, respondents want improvements to focus not only on aesthetic upgrades but

also on practical concerns such as accessibility, comfort, and affordability. The success of any refurbishment will depend on its ability to balance enhanced facilities with inclusive access and programming that appeals to a broad demographic.

3.3 Market Square

Protecting the Market's Character and Viability - Feedback on the proposed changes to Cambridge's Market Square revealed a strong emotional connection to the space, particularly the role of the market and its traders. Some feedback expressed concerns about the potential impact of the plans on the long-term viability of the market (63 mentions). There was a clear sense that the market is a valued part of daily life for residents and that any change should protect its function, atmosphere, and accessibility. While there was support for a partial redesign, concerns were raised about the practicality, durability, and sizing of these proposed stalls.

Market Square Improvements - A majority of respondents (51.6%) supported the creation of an entertainment zone in the Market Square, while a further 10.4% expressed conditional support, provided it would not disrupt the existing Cambridge market. Many also welcomed suggestions to add seating, shelter, and flexible event space, seeing these improvements as a way to make the square more vibrant and welcoming, particularly in the evenings. However, some respondents raised concerns about potential noise, limited space, and the overall suitability of the location

Accessibility - The cobbled surfacing of Cambridge's Market Square emerged as a significant concern from feedback, particularly in relation to accessibility. Several respondents highlighted the difficulty it poses for wheelchair users and others with mobility challenges, citing unevenness and instability as key issues. However, some respondents emphasised the importance of preserving the historic character of the square, including retaining the cobbled surfacing and protecting its architectural heritage.

Canopy and Seating - The proposed canopy and seating area was supported by 54.2% of respondents, many of whom viewed it as a positive step toward encouraging greater use of the square - provided it was well maintained, weather-resistant, and accessible to all. Others questioned whether the canopy was necessary or the best use of public funds. Considerations mentioned regarding the canopy included ensuring the canopy doesn't provide shield for anti-social behaviour and the need for maintenance plans. Feedback suggested that the design of new features should be attractive but unobtrusive, respecting the heritage and operations of the square.

Practical Considerations of Market Traders - Some respondents felt that there were already too many hot food vendors and that further expansion could upset the balance of the market. Others worried about smells, noise, and

grease affecting nearby stalls. Calls were made to separate food and craft traders and to ensure a better mix of offerings throughout the week.

A recurring theme was the importance of further engagement with market traders with trust-building identified as a key priority. Some respondents expressed concern that proposals appeared to favour tourism or events over everyday use by local residents.

Market Square Fountain - The majority of respondents (70.9%) supported restoring the historic Market Square fountain to working order, citing its heritage value and potential to enhance the space. Some feedback suggested incorporating seating, shade, and greenery around it, and noted its current informal use as a place to sit. While some wanted it repurposed - such as for a seating area, public artwork, or drinking fountain - a small minority argued for its removal, seeing it as underused or impractical. Overall, the fountain was widely seen as a key historic feature worth retaining or reimagining sensitively.

3.4 Seating

Support for Public Seating - There was support for more public seating in and around the Civic Quarter area (54.2%), particularly if it is clean and easily maintained by a dedicated budget for ongoing upkeep.

Variety of Seating - Respondents called for a variety of seating types (44 mentions), including benches, communal areas for groups, and accessible options for wheelchair users and those with mobility needs. Suggestions included seating at different heights, with armrests, and tables that accommodate wheelchair users. A mix of fixed and flexible seating was recommended to meet diverse accessibility needs.

Balancing Seating Use and Safety - Some wanted quieter areas for seating, while a smaller number felt it was unnecessary or raised concerns about anti-social behaviour (36 mentions). These mixed views reflect a broader tension between encouraging footfall and preventing misuse without proper management.

Functionality - New seating should be well-designed, visually appealing, and easy to maintain (53 mentions). Suggestions for tables to be included with seating to promote places people can eat and rest was mentioned by 30 respondents.

Supporting Market Activity - Importantly, seating must not interfere with the operation of the market (50 mentions). Placement should support the square's broader function, avoiding obstruction of stalls or pedestrian routes. Specific sites, such as near the fountain and Corn Exchange, were suggested.

Accessibility - Beyond Market Square, respondents called for improved seating in other key locations. The Guildhall was a particular focus, with 66.5% expressing support for enhancements there. Additionally, better-quality seating at the Corn Exchange received 11 mentions. Internal accessibility issues - such as the exclusion of wheelchair users from the Council Chamber due to fixed, tiered seating - were mentioned as areas needing improvement.

3.5 Public Art and Story Telling

Art and Heritage - Views on public art and storytelling in the Civic Quarter were generally supportive, though some respondents expressed mixed opinions. A strong majority (89.3%) showed interest in art and cultural exhibitions within the Guildhall. However, 84 respondents opposed the introduction of public art and storytelling features in the wider Civic Quarter. Others were more supportive, with 66 mentions specifically calling for new sculptures. Suggestions also included a range of storytelling approaches - such as murals, mosaics (37 mentions), and art depicting the history of Cambridge (33 mentions) that reflects Cambridge's identity and rich heritage.

Costs – A few respondents raised concerns about the cost of new artwork and the potential for poor-quality installations. Some felt public art should not compete with existing cultural venues or duplicate their role.

Diverse Art and Storytelling Ideas - Public art and storytelling in the Civic Quarter received support, with some respondents calling for sculptures (66 mentions), murals and mosaics (37 mentions), and artwork reflecting Cambridge's history (33 mentions). A range of creative ideas were suggested, including projection art, digital storytelling via QR codes or augmented reality (25 mentions), and rotating exhibitions (33 mentions).

Outdoor Cultural Performances - Other feedback proposed an outdoor performance space (27 mentions), and several emphasised the importance of community-focused, high-quality, and inclusive storytelling methods that enhance the Civic Quarter without detracting from its function.

3.6 Inclusivity and Accessibility

Improving Civic Quarter Accessibility – The need for enhanced accessibility improvements was frequently raised across the Civic Quarter area. Support was raised for accessible, well-maintained public toilets (43 mentions), as well as inclusive seating with varied heights, armrests, and space for wheelchair users (51 mentions). Feedback from those with accessible needs called for the protection and improvement of Blue Badge parking as currently access to the Civic Quarter area for those with mobility needs is hampered by a lack of blue badge parking spaces.

Market Square Surfacing - The cobbled surfacing in the Market Square was raised as a concern, with 18 respondents stating it was inaccessible for wheelchair users. Suggestions included ensuring footpaths are accessible (15 mentions), though a few favoured retaining the cobbles for heritage reasons (10 mentions).

Corn Exchange and Guildhall - Improving access within key buildings like the Guildhall and Corn Exchange was also highlighted. Respondents pointed to issues such as poor signage, inaccessible seating, and the need for flat kerbs (20 mentions) outside these buildings. For the Guildhall, step-free layouts, especially in the Council Chamber was backed by 41.5% of respondents.

3.7 Transport and Movement

Prioritising Active Travel - Most respondents (57.4%) travel to the Civic Quarter using active and sustainable modes like cycling, walking, and public transport, underscoring the need to prioritise active travel in future designs. Restricting access to vehicles to set times of the day was the top suggestion for improving transport and movement in the Civic Quarter area. Some suggestions were made for the pedestrianisation of the Market Square (121 mentions), and for Bene't Street, Wheeler Street, and Peas Hill (46 mentions) to be pedestrianised.

Cycling Infrastructure and Safety Concerns - Views on cycle infrastructure were mixed: some supported dedicated cycle paths separated from pedestrians (62.4% of respondents), while others wanted bans or rerouting of bikes, electric scooters, and delivery scooters due to safety concerns (85 mentions). Many respondents (53.3%) requested more secure cycle parking.

Public Transport and Parking Needs - Public transport improvements, including better connections and shuttle services, were also suggested (18 mentions). Concerns were raised about limited parking, particularly for Blue Badge holders. Maintaining vehicle access for market traders and community transport like Dial-a-Ride was seen as essential.

Traffic Management - There were calls for stronger enforcement of traffic rules and proposals to ban taxis from the area (41 mentions). Overall, respondents want a people-centred Civic Quarter with safe, accessible, and well-managed transport options.

3.8 Market Traders Feedback

The project team has been engaging with traders outside the formal engagement period since January 2025 and will continue to do so until autumn 2025, ahead of the anticipated planning application submission. During the

engagement period, official documented feedback from traders came in via email, feedback collected from pop-ups, two trader meetings and a demountable stall trial survey. A summary of this feedback is detailed below. Additional feedback from outside of the formal engagement period has also been captured. This additional activity can be found in Section 6.2 and Appendix 8.7

Temporary Relocation and Phasing of Works – Several traders expressed a strong preference for construction work to be phased in a way that allowed some continued trading on-site, rather than a full decant, while others expressed willingness to consider temporary relocation if it were well-managed and clearly communicated. Across the conversations, there was a shared desire for early clarity and open dialogue about the process.

Demountable Stall Trial - Opinions on demountable stalls varied. One trader welcomed the increased flexibility and felt the trial had worked well; another found them impractical and was concerned about the logistics required to assemble them each day. Durability, weather protection, and compatibility with different types of goods were raised as potential challenges. One contributor encouraged exploring higher-quality examples from other cities. Several traders expressed a preference for a greater number of permanent stalls than the 36 proposed during the consultation

Stall Sizes and Rental Terms - Views on stall size were mixed. One trader felt the proposed 2x2m size would not accommodate their current display, while another believed it would suit their needs. The offer of reduced rent was welcomed in principle, but opinions differed on whether a 50% discount would be sufficient. Some traders suggested direct support payments or additional flexibility in rental terms during periods of disruption.

Design, Layout and Character - There was no consensus on the proposed redesign. One trader appreciated the effort to improve visual appeal and footfall, while another feared that altering the layout might change the market's unique character. Some expressed concern that introducing more uniform or food-focused stalls could marginalise non-food traders.

Pitch Allocation and Licensing - There were also some concerns about pitch allocation and long-term security for existing traders post-redevelopment, with calls for clearer reassurances on future licensing terms.

Market Identity and Trader Mix - Some traders were concerned about preserving the market's existing mix of stalls and preventing an over-concentration of hot food traders at the expense of other traders.

Safety, Cleanliness and Amenities - Traders consistently highlighted practical issues such as the condition of the ground surface and the need for better waste management. One person noted that uneven paving presented difficulties for older customers; another emphasised the importance of clean and secure toilet facilities. A few traders raised concerns about how anti-social behaviour will be managed, with one suggesting increased lighting and oversight as a possible response.

Communication and Engagement - There were differing experiences of engagement with the Council. Some traders appreciated the opportunity to speak directly and share feedback, while others expressed frustration at the level of detail available in consultation materials. A common theme was the desire for continued regular updates, clear explanations behind key decisions, and more opportunities for ongoing dialogue as proposals develop.

Market Promotion and Visibility - A few traders commented on the importance of promotion, especially if temporary relocation occurs. One suggested greater use of social media and consistent messaging, while another called for more active partnership between traders and the Council to promote the market's profile as a city-centre attraction.

3.9 In Conclusion

The feedback shared throughout the engagement process reflects a deep attachment to the Civic Quarter and a strong appetite for improvements that balance functionality with inclusivity and modernity. Across all three spaces - the Guildhall, Corn Exchange, and Market Square - residents and stakeholders expressed a clear desire to see more welcoming, accessible, and flexible spaces that serve local needs.

At the Guildhall, respondents called for a revival of its civic purpose through affordable community access, co-working spaces, and cultural programming. Accessibility upgrades and better design were seen as essential to unlocking its full potential as a public venue.

Similarly, support for enhancing the Corn Exchange focused on improving visitor experience, comfort and access, particularly for those with disabilities, while ensuring that rising costs or commercialisation do not exclude local audiences.

In Market Square, feedback highlighted the importance of preserving the market's role and character while introducing thoughtful improvements, particularly an entertainment zone, a canopy with seating, and the restoration of the fountain, that serve market traders, local residents, and visitors alike.

Public seating was widely supported, particularly when designed to be inclusive, comfortable, and in harmony with the market's function. Accessible toilets, level surfaces, and varied seating options were recurrent asks. Inclusivity and accessibility emerged as recurring themes across all spaces, with some support for improvements such as Blue Badge parking, step-free access, accessible seating and clearer signage.

On transport and movement, most respondents supported pedestrianisation in the Civic Quarter area. Some suggested pedestrianising the area during specific hours, such as from 9.00 am to 5.00 pm, while others proposed banning vehicle access during market opening times. There was also strong support for safer active travel routes and improved public transport, provided that essential access for traders, disabled users, and community transport is maintained.

Ultimately, the engagement revealed broad support for the council's proposal for a Civic Quarter that is welcoming, vibrant, and accessible - a place that celebrates Cambridge's civic and cultural life while remaining grounded in the everyday needs of its people.

The body of this report provides a comprehensive overview of the varied insights and detailed feedback provided by different stakeholder groups.

Note: All figures mentioned in the main findings sections (percentages and mentions) represent the survey data.

4.0 Engagement Approach

4.1 Project webpages

- 4.1.1 The Civic Quarter project webpages were launched on 12 May 2025 to communicate information about the project and the opportunity to engage (<https://www.cambridge.gov.uk/cambridge-civic-quarter>).
- 4.1.2 People interested in the project have been able to register to stay informed about the project since the engagement programme in 2024. Email updates were sent to website registrants in the lead up to the engagement advising people on how they could get involved and provide feedback.

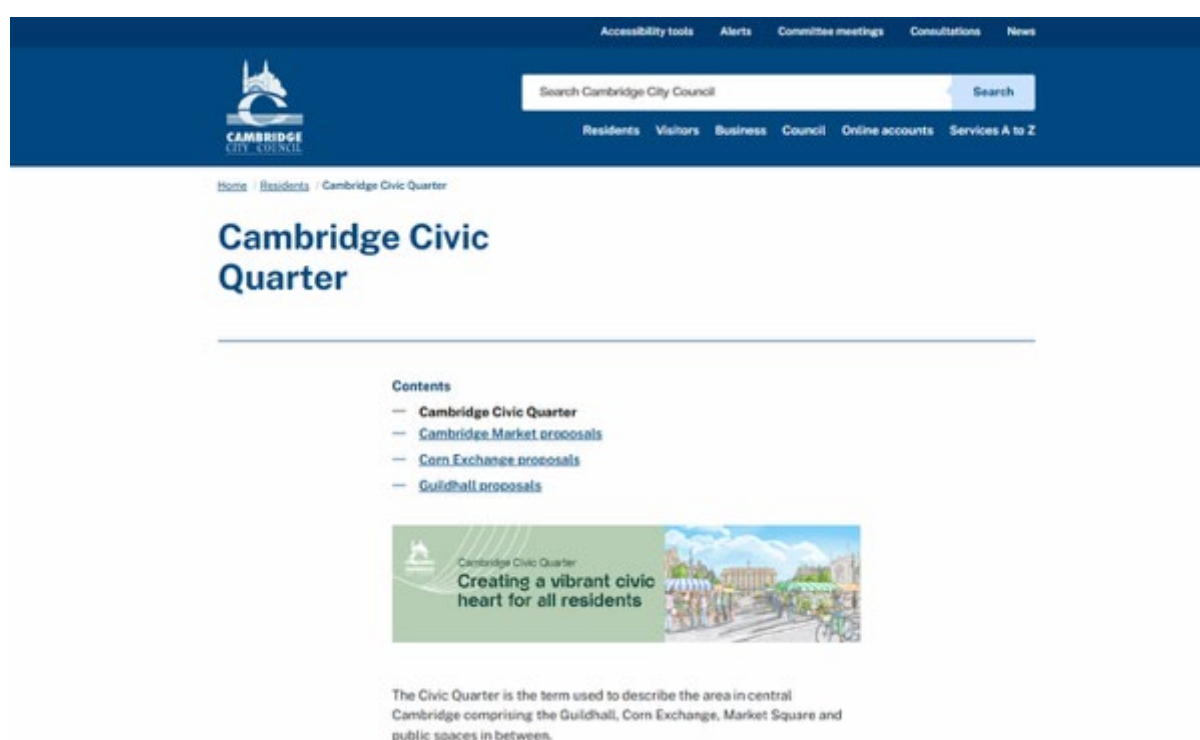


Fig. CCC's website displaying information on the CCQ project

4.2 Engagement and Consultation Platform

- 4.2.1 A project page (<https://engage.cambridge.gov.uk/en-GB/projects/cambridge-civic-quarter>) launched on 12 May 2025 on CCC's engagement and consultation platform to host project information, engagement event details and a detailed survey.
- 4.2.2 The platform page received a total of 5,675 unique visitors.

4.3 Survey

- 4.3.1 There were 543 responses to the engagement survey. The survey was designed to gather a range of quantitative and qualitative feedback regarding

the three sites of the Cambridge Civic Quarter proposal and the areas in between, in addition to any overall ideas and concerns that respondents wanted to add. Open text questions were included throughout that have been coded for themes, and thematic tables (Appendix 8.6) are included within the survey findings section that show the numbers of mentions for each theme. A copy of the paper survey is in Appendix 8.1.1.

4.3.2 The online survey was hosted on GoVocal, the council's engagement and consultation platform.

4.3.3 Printed copies of the survey were also made available at the council's customer service centre Mandela House reception, at workshops and on request from the project team.

4.4 Formal Written Responses

4.4.1 Written responses were received from four groups and organisations who provided qualitative feedback on the proposals: CamCycle, Federation of Cambridge Residents Association (FeCRA), King's College and Connecting Cambridgeshire.

4.5 Community Workshops

4.5.1 ECF organised two community workshops as part of the engagement process, attended by a total of 52 participants. These were held at:

- The Guildhall
- Lichfield Community Hall

4.6 Pop-Ups

4.6.1 ECF conducted nine pop-ups as part of the engagement process. These were held at:

- Four pop-ups in the Market Square (Detail in section 6.2.11)
- Grande Arcade Shopping Centre (Central Cambridge)
- St Matthews Primary School (Petersfield)
- Waitrose (Trumpington)
- North Cambridge Academy (King's Hedges)
- Cambridge Pride event (Jesus Green)

4.7 Market Traders Engagement

4.7.1 Four pop-ups were held in the Market Square to raise awareness of the project by distributing postcards and posters. Members of the project team also individually spoke to market traders to capture their feedback on the proposed plans. An additional fourth visit to the Market Square was made by the project

team to speak to market traders and seek feedback on the demountable stall trial that took place during a fortnight towards the end of the public engagement programme with traders.

4.7.2 **Market Trader Meetings:** Since January 2025, seven meetings have been held with market traders, including two during the engagement period. Additional meetings are planned in the coming months. This has been covered in more detail in section 6.2.1.

4.7.3 **Market Trader Surveys:** Market traders were also engaged through four surveys - the first conducted in October 2024, followed by three more in 2025.

October 2024 –The first survey was conducted to gather feedback from market traders on their preferred options for a potential temporary decant location during the period of any construction works.

March 2025: The first survey gathered feedback on the types of demountable stalls to be trialled and invited traders to indicate their preference among five proposed options.

April 2025: The second survey was conducted to gather feedback from market traders on the proposed layout and the permanent stalls proposed to Cambridge Market.

June 2025: The third survey gathered trader feedback on the demountable stall trials. It sought views on the potential benefits, identified concerns or areas for improvement, and invited additional comments. Traders who did not take part in the trials were also able to share their feedback.

4.7.4 **Written feedback:** Three market traders sent individual written feedback which have been covered in more detail in section 6.2.12.

4.8 1-2-1 Meetings

4.8.1 1-2-1 meetings were organised with the following stakeholders:

- Cambridge Students' Union
- Mark Taylor, Access Officer, Greater Cambridge Planning Service
- Cam Sight
- Museum of Cambridge

4.9 Raising Awareness

4.9.1 The engagement programme was promoted in the following ways:

- 1645 email notifications to existing subscribers on the council's consultation platform alerting them to the new consultation being launched.

- 50+ posters and 2500 postcards distributed to Guildhall, Corn Exchange, the Market Square, Cambridge Central Fire Station and Anglia Ruskin University Library. Additionally, postcards were distributed to approximately 20 businesses around the Cambridge Central Station.
- A press release publicised the engagement programme and information about the updated proposals.
- Information in e-newsletter to market traders and in-person conversations with traders in the Market Square.
- Prominent 'promo items' on the council's website linking to consultation platform.
- Organic social media posts on the council's Facebook, Instagram, X, Bluesky and LinkedIn pages.
- Paid social media posts on the council's Facebook and Instagram pages.
- Banners on posterboards in the Market Square.
- Posters displayed externally at Corn Exchange, Mandela House and Guildhall.
- Artwork displayed on digital screens at Mandela House and Corn Exchange.
- Member briefings.
- Updates for staff via Town Hall briefings and intranet articles.
- Article in the summer issue of Cambridge Matters

4.10 Civic Quarter Liaison Group

4.10.1 The [Civic Quarter Liaison Group](#) is a group made of up of local residents, business representatives and stakeholders with an interest in the Civic Quarter project. The group is open to all and meets at key points in the project.

4.10.2 Two meetings have taken place in 2025 on 8 May and July 16 2025. Meeting minutes and presentations from each meeting are published and can be viewed on [the CCQ website](#). During the meeting, an update on previous engagement and updated proposals was given.

4.11 Youth Engagement

4.11.1 Prior to the launch of the engagement programme, a series of youth workshop sessions were held, in conjunction with the [Council's Planning Youth Engagement Service](#) with three schools in order to provide the local youth with an opportunity to have an input into the design of the Market Square element of the Cambridge Civic Quarter project. The following schools were engaged as part of the youth workshop sessions:

- King's Hedges Educational Federation Primary School
- Bewick Bridge Primary School
- North Cambridge Academy

4.11.2 In total, 111 children aged 9 to 16 took part in the workshop sessions. In addition to council officers and academics, two councillors also took part in the workshop sessions, these were:

- Councillor Katie Thornburrow
- Councillor Dr. Claire Daunton (County Councillor)

4.12 Staff Engagement

4.12.1 Several workshops, prior to the engagement, were held with the Cambridge City Council staff to review the emerging plans and layouts for the Guildhall with the design team. This included refining requirements for:

- A minimum of 150 workspaces and types of work settings
- Meeting room types and capacity
- Customer service centre reception and contact centre office
- Options for maximising the flexibility our larger and democratic meeting spaces
- Refining and confirming Improvements required for the large and small halls to improve the customer experience
- Improvements to the Corn Exchange and Parson's Court

4.12.2 As part of the engagement launch, a staff briefing was held on 14 May to take them through the proposals and to advise how they could feedback their views. A news item was also placed on the council's internal intranet.

4.13 Members Engagement

4.13.1 Regular project meetings, between the Council's project team and design consortia and Councillors, through a cross-party Members Steering group have been held. Several Councillors attended the community workshops and pop-up events, as well as promoting the engagement programme and survey within their wards.

4.14 Social Media

4.14.1 The engagement programme was promoted on the council's social media channels throughout the engagement period, across Facebook, Instagram, X, Bluesky and LinkedIn, and included some paid promotion on Facebook and Instagram. A total of 21 social media posts about the Cambridge Civic Quarter project were published across Instagram, Facebook, LinkedIn, BlueSky and X (formerly known as Twitter), generating a combined reach of 71,146, with 482 reactions, 216 comments and 89,683 impressions.

4.14.2 A detailed summary of all posts can be found in Appendix 8.3.3.

4.14.3 A summary of the feedback collected through social media comments can be found below:

Market Square & Stalls

- Strong support for maintaining the traditional market as it is—seen as a vital part of Cambridge’s identity. There is a level of distrust toward modern stalls and over-commercialisation.
- Some comments suggest that the project is unnecessary, while some support it.
- There are suggestions for minor improvements e.g., public toilets, paving, covered stalls, and restoring the fountain (with a café nearby).

Traffic, Transport & Accessibility

- Comments express pedestrian safety concerns, especially regarding bikes in the town centre. Suggestions to ban bikes and electric scooters and pedestrianise the area.
- Frustration with poor parking access; demands to reduce parking costs and reverse car park closures.
- Disabled access requires improvement.

Community Facilities and Public Amenities

- Repeated calls to reinstall and maintain public toilets.
- Identified need for safe spaces for families and children in central Cambridge.
- Tackle the issue of cycle thefts.

Guildhall & Corn Exchange

- Suggestion to repurpose the Guildhall and Corn Exchange as a conference centre, filling a local gap.
- Strong criticism of the Corn Exchange’s current state - poor acoustics, uncomfortable seating, inadequate design for concerts, lack of air conditioning and insufficient toilets, especially problematic during events.
- A need for major renovations to bring up the Corn Exchange to professional standards.
- Requirement for a community art & theatre space.

5.0 Participants - Survey

The following section presents the demographic information that was collected from respondents to the full survey. The survey recorded key demographic data that aids the project team's understanding of who took part in the engagement exercise. Demographic data was collected in an optional personal information section of the survey.

NOTE: Respondents to our survey were on average (statistically significantly) more likely than the background population to be White, older (65 to 74) and disabled or living with a long-term health condition. This should be considered when interpreting the findings.

This is entirely normal given that survey respondents are self-selecting, and that's why the project team proactively reached out to harder-to-reach groups and conducted community workshops, pop-ups and 1-2-1 meetings.

5.1 Postcode

5.1.1 When completing the questionnaire, respondents were asked to provide their postcode. A total of 543 people answered the survey; however, four respondents did not provide a valid postcode and were therefore excluded. This resulted in 539 valid responses to this question.

5.1.2 Most respondents were from CB postcodes (97.2%); and 2.7% were represented by various postcodes outside of the Cambridge area.

5.1.3 The majority of survey respondents were from CB4 and CB1. These two postcodes represent the following wards:

- CB1 - West Chesterton, Market, Petersfield, Abbey, Romsey, Coleridge, Cherry Hinton, Queen Edith's
- CB4 - West Chesterton, King's Hedges, East Chesterton, Market, Arbury, Castle, Queens Edith's

5.1.4 The table below demonstrates the most common postcodes:

| Postcode | Count | Percentage |
|----------------|-------|------------|
| CB 1 | 169 | 31.4% |
| CB 4 | 146 | 27.1% |
| CB 2 | 61 | 11.3% |
| CB 3 | 45 | 8.3% |
| CB 5 | 31 | 5.8% |
| CB 24 | 20 | 3.7% |
| CB 23 | 19 | 3.5% |
| Other (non-CB) | 15 | 2.7% |
| CB 22 | 9 | 1.7% |

| | | |
|----------------------------------|-----|-------|
| CB 25 | 9 | 1.7% |
| CB 21 | 6 | 1.1% |
| CB 7 | 5 | 0.9% |
| CB 8 | 3 | 0.6% |
| CB 11 | 1 | 0.2% |
| Total number of respondents | 539 | 99.3% |
| Did not respond to this question | 7 | 0.7% |

Fig. Table of postcodes and the number and percentage of survey respondents who live in each.

5.2 Age

5.2.1 The table below demonstrates that survey respondents belonged to a broad range of age groups.

5.2.2 The age groups with the largest number of respondents were people aged between 65-74 (20.6%) and people aged between 45-54 (18.8%). This was closely followed by respondents ages 55-64 (18.6%). 10.7% of respondents were aged between 16-34, demonstrating engagement with a younger demographic group.

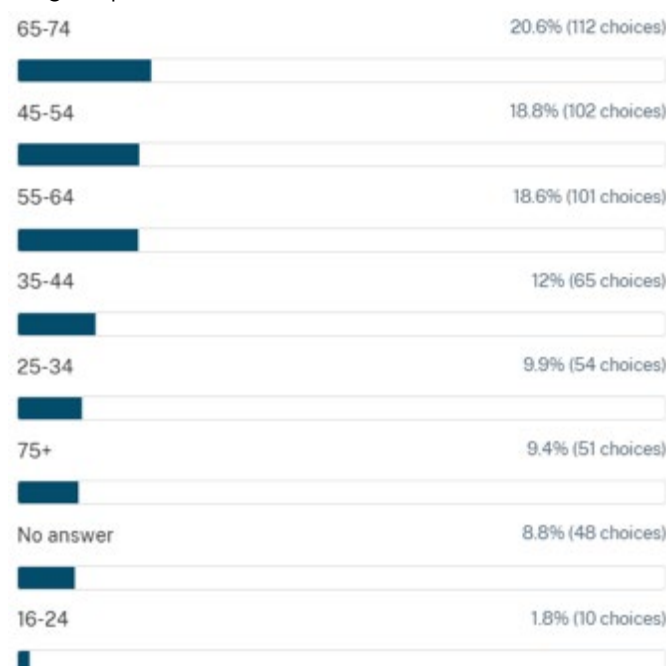


Fig. Table of age ranges and the number and percentage of survey respondents in each age range.

| Age | Count | Percentage |
|----------|-------|------------|
| 65 to 74 | 112 | 20.6% |
| 45 to 54 | 102 | 18.8% |
| 55 to 64 | 101 | 18.6% |
| 35 to 44 | 65 | 12% |

| Age | Count | Percentage |
|----------------------------------|-------|------------|
| 25 to 34 | 54 | 9.9% |
| 75+ | 51 | 9.4% |
| 16 to 24 | 10 | 1.8% |
| Total number of respondents | 495 | 91.16% |
| Did not respond to this question | 48 | 8.8% |

Fig. Table of age ranges and the number and percentage of survey respondents in each age range.

5.3 Gender

5.3.1 The table below demonstrates the number of respondents by gender. The number of survey respondents for this question was 216.

5.3.2 50.9% of the respondents were female whilst 44.4% stated they were male. In addition, eight people stated that they prefer not to say, and two people said they were non-binary.

| Sex | Count | Percentage |
|----------------------------------|-------|------------|
| Female | 110 | 50.9% |
| Male | 96 | 44.4% |
| Prefer not to say | 8 | 3.7% |
| Non-binary | 2 | 0.93% |
| Total number of respondents | 216 | 39.78% |
| Did not respond to this question | 327 | 60.22% |

Fig. Table of genders and the number and percentage of survey respondents who identify with each gender.

5.4 Disability

5.4.1 The table below demonstrates the number of respondents by disability. The number of survey respondents for this question was 179.

5.4.2 Most survey respondents didn't have any disabilities or long-term health conditions (71.5%); 18.4% selected yes; and 10.1% of those who responded to this question selected 'prefer not to say'.

| Do you consider yourself to have a disability or long-term health condition? | Count | Percentage |
|--|-------|------------|
| No | 128 | 71.5% |
| Yes | 33 | 18.4% |
| Prefer not to say | 18 | 10.1% |
| Total number of respondents | 179 | 33% |
| Did not respond to this question | 364 | 67% |

Fig. Table of disabilities statuses and the number and percentage of survey respondents who fall into each category.

5.5 Ethnicity grouping

5.5.1 The table below demonstrates the number of respondents by ethnicity group. The survey collected demographic information by the groupings outlined in the chart. The number of survey respondents for this question was 98. There were six responses received which did not answer the question and their responses have not been included

5.5.2 Maximum number of survey respondents identified as 'White: English/ Welsh/ Scottish/ Northern Irish/ British' (76 respondents); 10 respondents identified as 'White'; and 4 respondents selected 'mixed'.

5.5.3 However, only 18% of total survey respondents responded to this question.

| Ethnic group or background | Count | Percentage |
|--|-------|------------|
| White: English/ Welsh/ Scottish/ Northern Irish/ British | 76 | 77.5% |
| White: Any other White background | 10 | 10.2% |
| Mixed | 4 | 4.1% |
| Indian | 2 | 2% |
| Asian or British Asian | 2 | 2% |
| Mixed: Asian and White | 1 | 1% |
| Mixed: African, Caribbean, British and White | 1 | 1% |
| African | 1 | 1% |
| Prefer not to say | 1 | 1% |
| Total number respondents | 98 | 18% |
| Did not respond to this question | 445 | 82% |

Fig. Table of ethnic groups/backgrounds and the number and percentage of survey respondents who identify with each.

6.0 Engagement Findings (By Activity)

6.1 Survey (Online and Paper)

6.1.1 The total number of responses to the full survey by close on 22 June 2025 was 543. Out of these, four surveys were hardcopy which were inputted into GoVocal. The following section sets out the full analysis with further data sets available in the appendices.

6.1.2 Responses in this section include feedback received from the online and paper survey.

6.1.3 Q1 of the survey was related to the participants' postcodes and has been covered in section 5.1 of the report.

Q2. Who are you responding on behalf of? (Required – tick only one)

6.1.4 Out of 543 survey respondents, 93% responded on behalf of 'myself, as an individual'.

6.1.5 There was a total of eight responses on behalf of organisations, and nine from both individuals and organisations. These have been listed below (point 6.1.6).

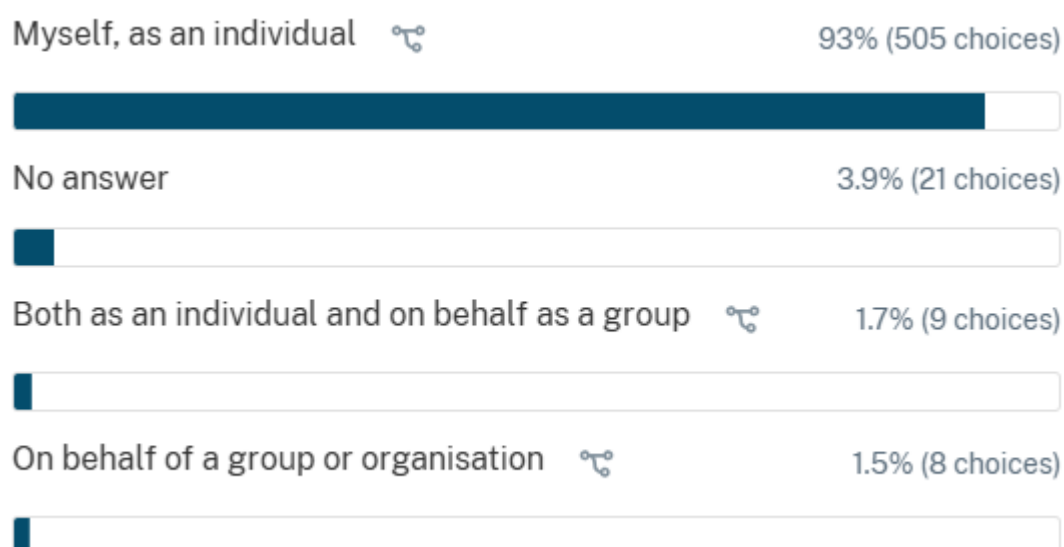


Fig. Graph indicating whether people responded to the survey on behalf of themselves or an organisation.

Q3. If you are responding on behalf of a group or organisation, what is the name of it?

6.1.6 There was a total of 18 responses on behalf of organisations which have been summarised in the table below. Three responses were excluded as they stated either “No” or “N/A”

| |
|--|
| Cambridge Antiquarian Society |
| Cambridge Arts Theatre |
| Cambridge BID Ltd |
| Cambridge Living Streets |
| Cambridge Past, Present and Future |
| Cambridge University Press Bookshop |
| Fitzbillies |
| Friends of Cambridge Market |
| Gonville and Caius College |
| Graduate by Hilton Cambridge |
| Grand Arcade |
| Local Business |
| Newnham College Conference and Events office |
| Save the Market |
| Shelley and Sarahs |
| The Monday Club |

Fig. Table of organisations

Q4. How are you connected to the Civic Quarter area? (Tick all that apply)

6.1.6 Out of 538 responses to this question, the most common connection to the Civic Quarter was frequently shopping at or visiting the market (56.3%). This was followed by living nearby (44.6%) and living elsewhere in Cambridge (43.1%).

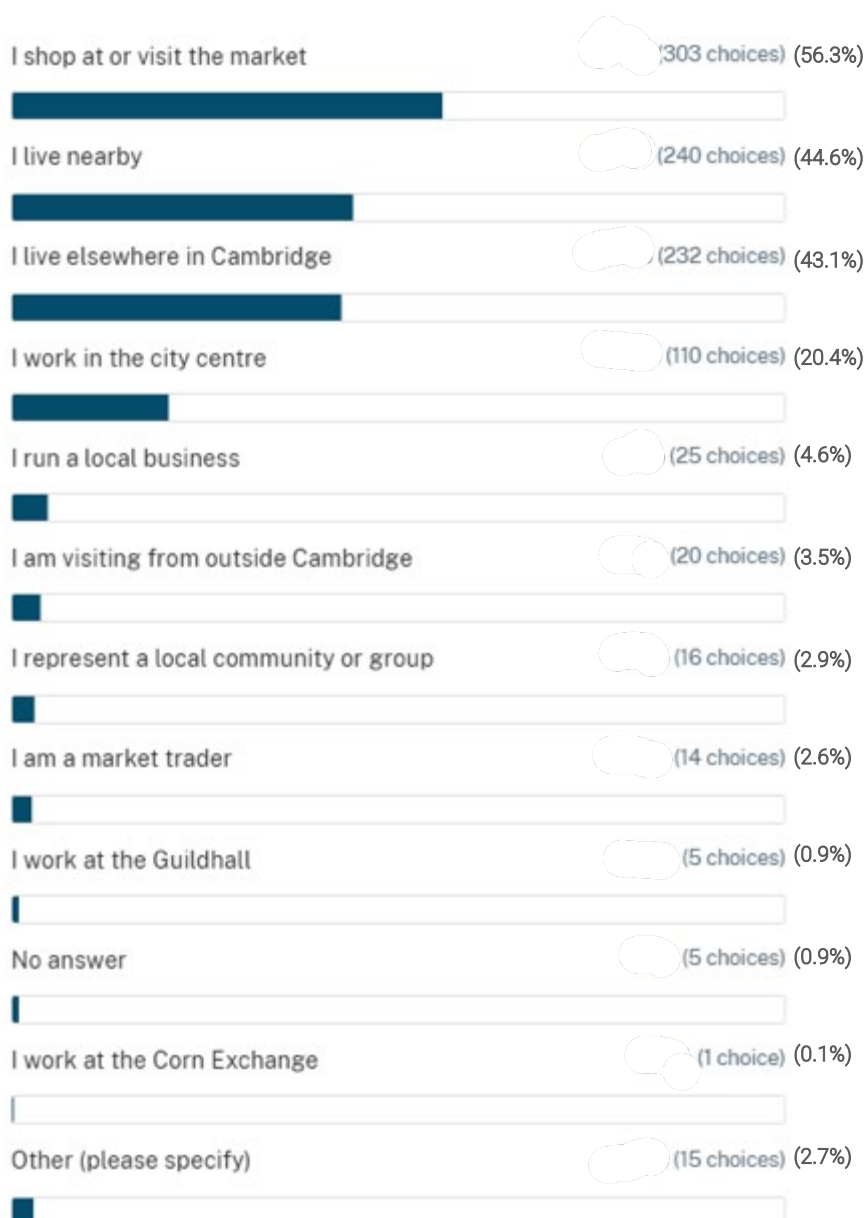


Fig. Graph indicating how survey respondents are connected to the Civic Quarter area.

Note: As this question allowed multiple selections, respondents could choose more than one mode of travel. As such, the percentages refer to the proportion of respondents who selected each option individually, and the totals will exceed 100%.

6.1.7 Of the 15 respondents who selected other (2.7%), the respondents stated that are predominantly connected to the Cambridge Civic Quarter through a mix of personal, professional, and community ties.

- 6.1.8 Many have lived in or near Cambridge for years, with several now residing outside the city but maintaining strong interests or regular visits.
- 6.1.9 A significant number mention shopping at or visiting the market, or having family and friends who work as market traders or in nearby businesses.
- 6.1.10 Others are involved in local business, community groups, or cultural activities such as music, drama, and worship at Great St Mary's.
- 6.1.11 There is a notable presence of people who work in the city centre but live elsewhere, including those from surrounding districts. Several respondents are involved in advocacy or leadership roles within local organisations, markets, or events.
- 6.1.12 Walking and cycling through the area are also commonly mentioned. Overall, the responses reflect a diverse range of connections to the Civic Quarter, with the market and city centre as central points of engagement for both residents and visitors. There is a strong sense of ongoing attachment to Cambridge, even among those who no longer live in the city.

Q5. How do you usually travel to the area? (Tick at most three)

6.1.13 Out of 534 survey responses to this question, the most frequently selected mode of travel to the Civic Quarter area was by cycling (57.4%), with other popular modes of transport including walking (51.6%), bus (28.6%) and driving a private car (24.1%).

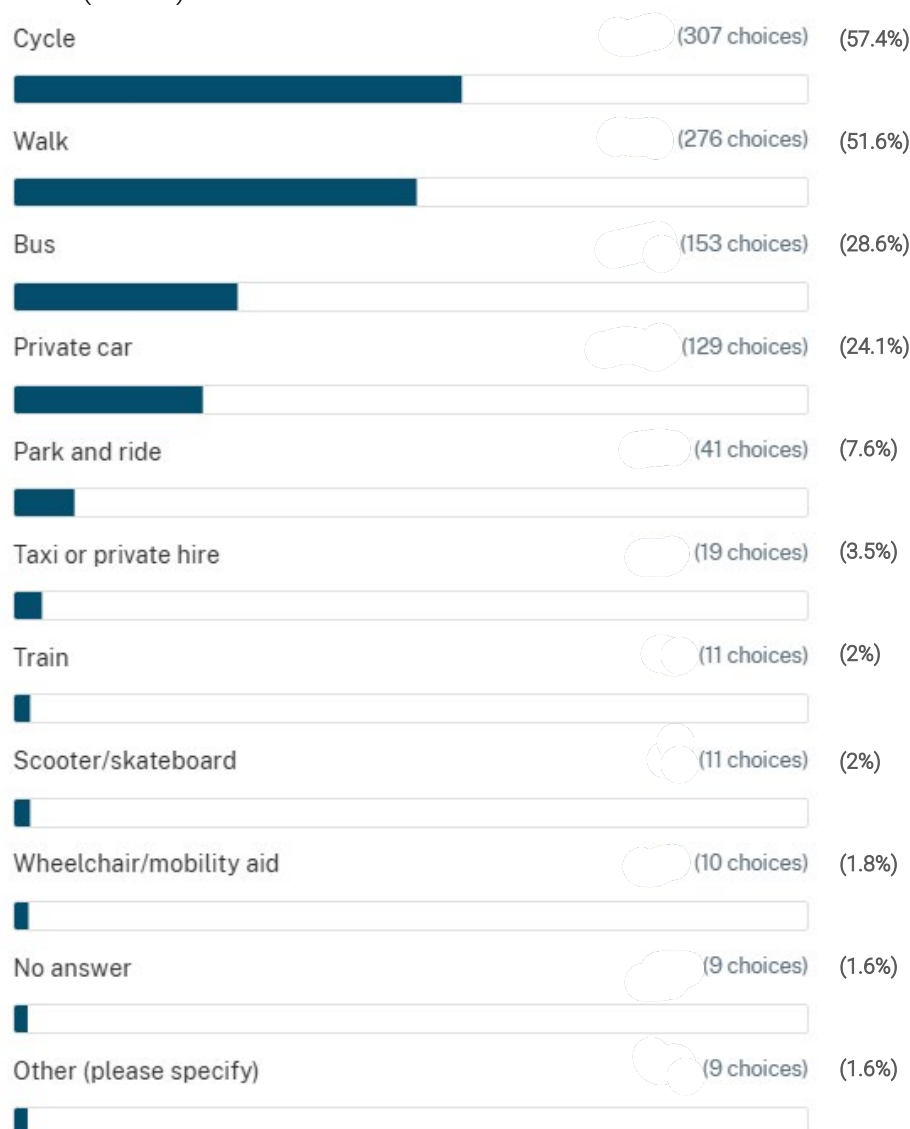


Fig. Graph indicating how survey respondents usually travel to the Civic Quarter area.

Note: As this question allowed multiple selections, respondents could choose more than one mode of travel. As such, the percentages refer to the proportion of respondents who selected each option individually, and the totals will exceed 100%.

Q6. We're planning a welcoming café space within the Guildhall. What would encourage you to use it, or make it stand out from other cafés in Cambridge? (Tick all that apply)

6.1.14 Out of 514 survey responses to this question, the most frequently selected proposal was to involve comfortable seating and a relaxed atmosphere (66.5%). In addition, 55.4% valued the availability of local sourced or sustainable food and drink options, while 42% said that affordable or discounted prices would encourage them to visit the proposed café.

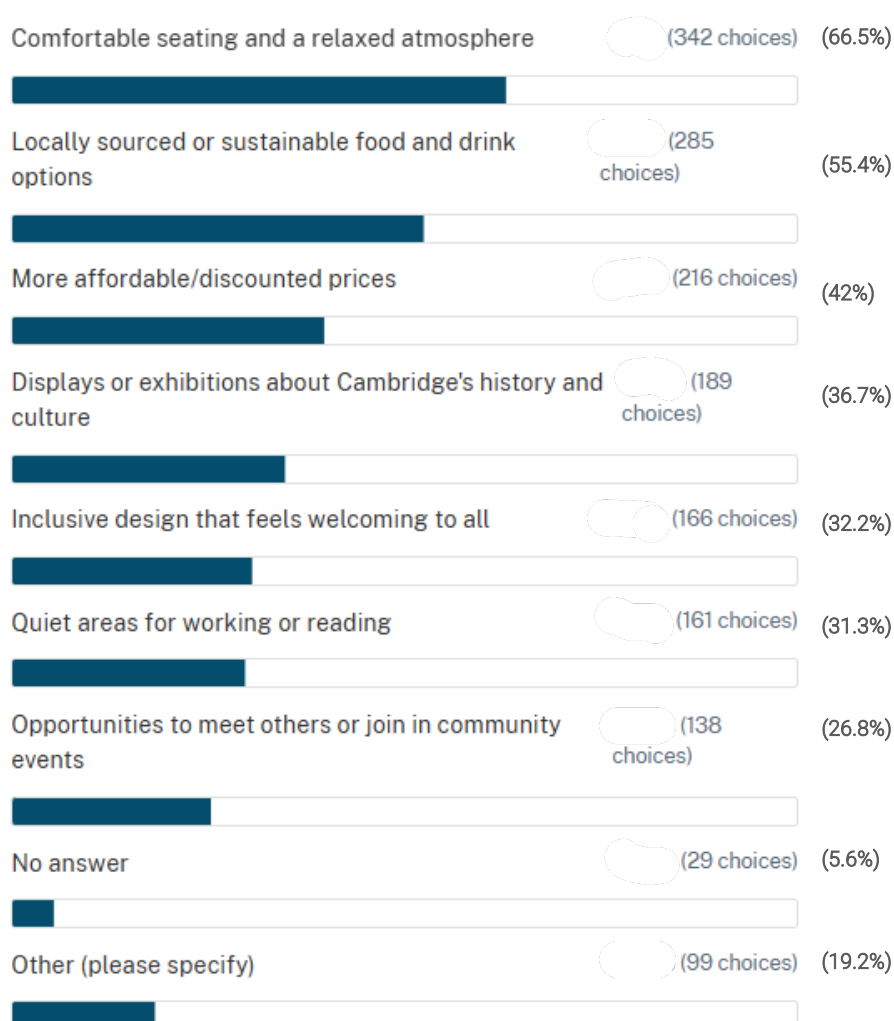


Fig. Graph indicating what survey respondents think is most important to address when designing the Civic Quarter to improve the public spaces in-between the three sites.

Note: As this question allowed multiple selections, respondents could choose more than one mode of travel. As such, the percentages refer to the proportion of respondents who selected each option individually, and the totals will exceed 100%.

Q7. We're planning to make more of the Guildhall available for public use. What would encourage you to use these spaces?

- 6.1.11 Respondents expressed a variety of ideas around what would encourage them to use the Guildhall. The most frequently mentioned theme was to hire out spaces in the Guildhall to local community groups or to attend events and lectures (100). This indicates that civic uses of the Guildhall would be a strong attraction for respondents to use the public spaces in the Guildhall.
- 6.1.12 There were also frequent mentions for any public spaces in the Guildhall to be affordable, low cost or even free to use (49) and that the Guildhall should have a welcoming atmosphere (46) and it should be open and available to all (44).
- 6.1.13 Having a flexible co-working space with hot desks which people could use to have meetings was also frequently mentioned as an idea to attract people to use the Guildhall (44).
- 6.1.14 There were also frequent mentions for design, layout and building quality of the Guildhall to be enhanced (35). For example, by having better lighting and a visually more appealing interior aesthetic which is attractive and bright. Several respondents felt the Guildhall currently feels gloomy, dark and unwelcoming.
- 6.1.15 Respondents also wanted the Guildhall to be better maintained (34) with cleaner surfaces and toilets. Suggestions included that this could be improved with the selection of materials which are easier to clean.
- 6.1.16 There were also calls for a better-looking reception area by the main entrance (31) as well as calls for a café to be included in the proposed plans (30).
- 6.1.17 Improving the advertising and marketing of events and attractions in Cambridge was a common suggestion (29). Participants also proposed hosting exhibitions at the Guildhall (28) and providing comfortable seating areas within the Guildhall (27).
- 6.1.18 Overall, there is strong support for the Guildhall to host a range of affordable, community-oriented civic uses. Respondents would like to see the space opened up for concerts, exhibitions, civic events and co-working, with an emphasis on making it welcome, well-maintained, and better advertised. Suggestions also focused on improving the interior design, creating a café, and providing comfortable seating to help make the Guildhall a more attractive and inclusive public space.

Q8. What types of seating or furniture would make public spaces inside the Guildhall (café, desk spaces etc.) comfortable and usable? (Tick all that apply)

6.1.19 Of 502 survey responses to this question, 67.7% of respondents thought that having small tables for coffee and which people can work on would make public spaces inside the Guildhall more comfortable and usable. 53.8% of respondents felt it was important to have softer seating in communal spaces, and 35.1% of respondents wanted spaces for prams, bags or wheelchairs.

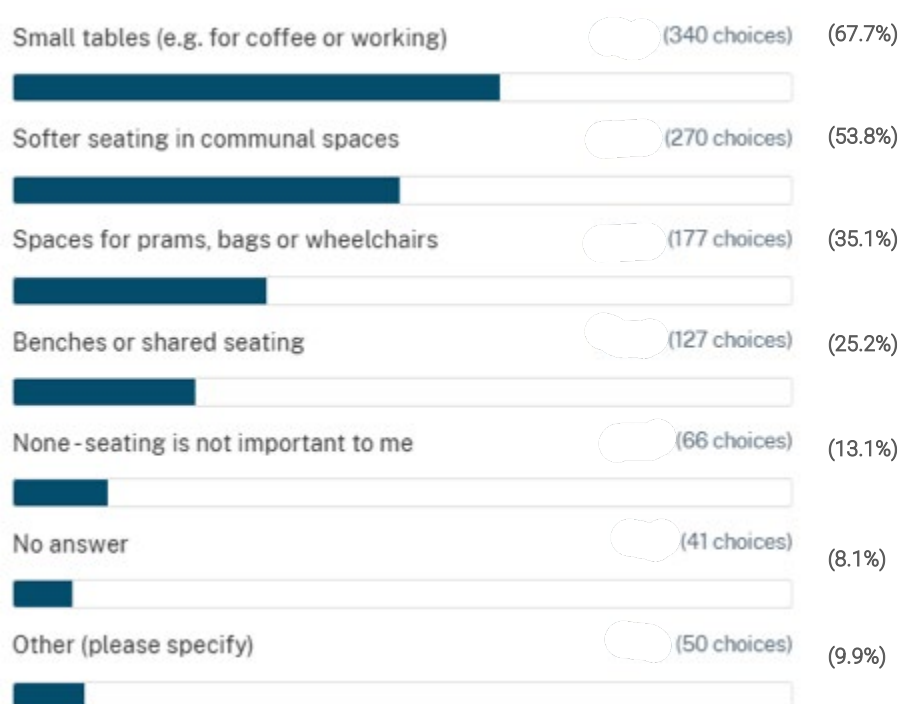


Fig. Graph indicating what survey respondents think is most important to address with regards to travel and transport in the Civic Quarter.

Note: As this question allowed multiple selections, respondents could choose more than one mode of travel. As such, the percentages refer to the proportion of respondents who selected each option individually, and the totals will exceed 100%.

Q9. What are your priorities for how the Council Chamber and committee rooms are improved? (Tick all that apply)

6.1.20 Of 417 survey responses to this question, 54.7% of respondents thought it was important to integrate flexible layouts for different uses into the Council Chamber and committee room. 49.4% thought it was important to integrate up-to-date technology and a simplified booking process to the rooms, and 41.5% people felt accessibility should be improved to include features such as step-free access and hearing loops.

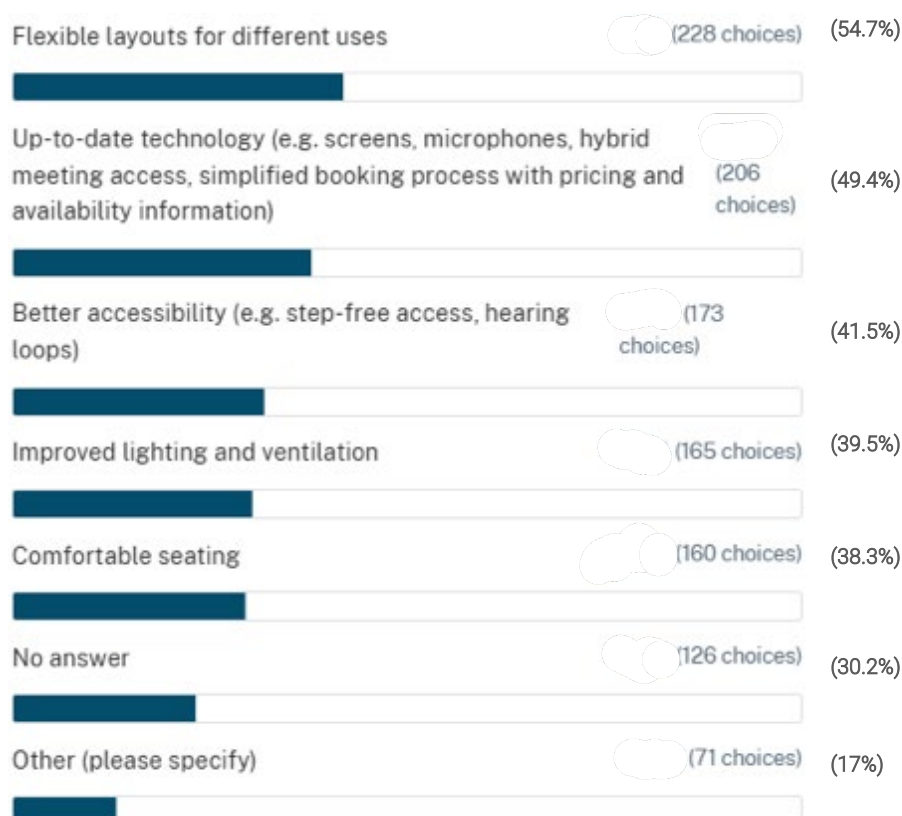


Fig. Graph indicating what survey respondents think is most important to address to make the project as sustainable as possible.

Note: As this question allowed multiple selections, respondents could choose more than one mode of travel. As such, the percentages refer to the proportion of respondents who selected each option individually, and the totals will exceed 100%.

Q10. What kind of events or activities would you like to see happen in the Guildhall? (Tick all that apply)

6.1.21 Of the 449 survey responses to this question, 91.5% respondents said they would like to see public talks or lectures held at the Guildhall, while 89.3% expressed interest in exhibitions focused on art and culture, and 68.2% wanted space to be available for community group meetings.



Fig. Graph indicating what survey respondents think is most important to address when designing a vibrant and busy Market Square as part of the Civic Quarter project.

Note: As this question allowed multiple selections, respondents could choose more than one mode of travel. As such, the percentages refer to the proportion of respondents who selected each option individually, and the totals will exceed 100%.

Q11. Would you or your organisation be interested in hiring or using space in the Guildhall? (Tick only one)

6.1.22 Of the 507 survey responses to this question, 40.4% respondents indicated that hiring or using space in the Guildhall was not applicable to them. A further 29.2% said they would consider doing so, while 21.9% respondents said they would not. Meanwhile, 8.5% respondents stated they would hire or use space in the Guildhall.

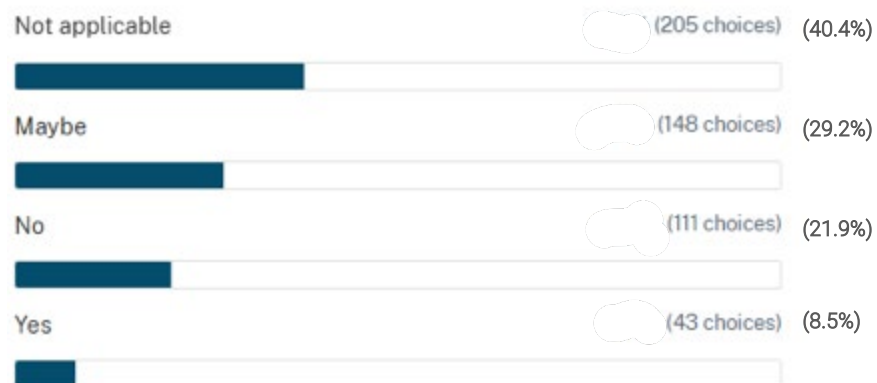


Fig. Graph indicating survey respondents' interest in using and/or hiring space in the Guildhall

Q12. Please explain the reasons for your response.

6.1.23 Many respondents expressed interest in using the Guildhall for a variety of community, social, cultural, and business events. Local sports groups, community organisations, artists, and educational groups saw potential for meetings, rehearsals, exhibitions, workshops, and social gatherings. However, much of this interest was conditional on the suitability of the spaces, including layout, accessibility, facilities, and affordability. Some highlighted a desire for small, affordable rooms with good AV equipment and accessible spaces for those with mobility needs.

6.1.24 Several responses emphasised that cost would be a key deciding factor in whether they would use the Guildhall. Many community groups and volunteers noted limited budgets and stressed the need for affordable pricing. Some were concerned that commercial or private events might dominate the space, potentially limiting access for grassroots organisations and the wider community.

6.1.25 While the Guildhall's central location was generally seen as an advantage, several respondents raised concerns about accessibility, particularly parking availability and difficulties caused by roadworks. Some suggested that lack of parking and poor transport links could deter use, especially for groups requiring easy access or hosting visitors with mobility challenges.

6.1.26 Other respondents noted that they already have access to suitable meeting spaces elsewhere, including offices, churches, colleges, and village halls, and questioned whether additional space was needed. A few voiced concern that the Guildhall should not compete with existing venues or undermine local arts and cultural organisations. Some also mentioned that Cambridge already has many venues and sufficient space, while others felt there was a shortage of affordable and accessible spaces.

6.1.27 The Guildhall's status as an important civic and historic building was recognised, with calls to preserve its character while making the space functional for modern use. Suggestions included maintaining key features like the council chamber seating, renovating halls for concerts and exhibitions, and creating versatile spaces for both large and small events.

6.1.28 A few respondents raised safety concerns, mentioning issues such as antisocial behaviour, drug use, and ensuring a welcoming environment for all users. The importance of a clean, well-maintained space with good security was stressed, alongside the need for a venue that feels safe and inviting.

Q13. We plan to improve the Corn Exchange by carrying out a range of works. Would these make you more likely to visit it as a venue? (Tick only one)

6.1.29 Of the 514 responses to this question, 56.4% people said the proposed changes to the Corn Exchange would make them more likely to visit the venue. A further 30% were unsure, while 13.6% said the changes would not make them more likely to visit.

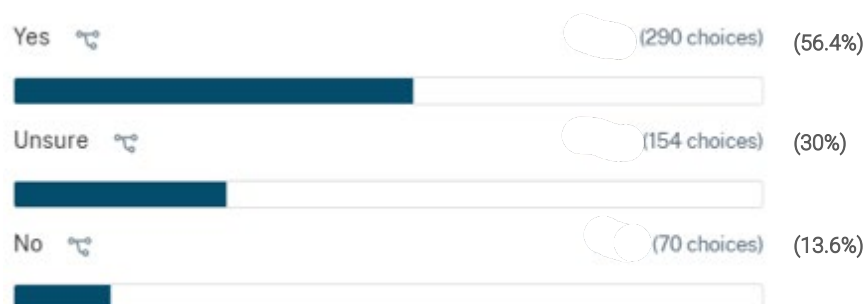


Fig. Graph indicating survey respondents' likelihood to visit Corn Exchange due to the carrying out of works.

Q14. If you answered 'No' to the previous question, please explain why.

- 6.1.30 Many respondents emphasised that their decision to visit the Corn Exchange is primarily driven by the events or performers rather than the venue itself. For these individuals, improvements to the building, such as adding more toilets, a balcony, or bars, would not influence their attendance. A significant number pointed to high ticket prices and the overall cost of attending events as key barriers. Some mentioned that they would attend regardless of any changes if the event appealed to them, while others rarely attend due to the type or availability of shows.
- 6.1.31 Several comments highlighted concerns about the venue's comfort and accessibility. Some described the Corn Exchange as cramped, with poor acoustics, inadequate parking, and difficult access, particularly for larger vehicles needed for major events. The building's atmosphere was criticised, as being an unpleasant experience for respondents. Additionally, there were worries about emergency evacuation procedures and the venue's suitability for large crowds, suggesting that these fundamental issues might not be addressed by the planned renovations.
- 6.1.32 Demographic factors and personal preferences also influenced responses. Some respondents are elderly and feel the venue's events cater mainly to younger audiences. Others simply lack interest in the types of events hosted or prefer other venues. A few people expressed a desire for the Corn Exchange to maintain its current character or not compete with other local cultural spaces.
- 6.1.33 Some respondents were unsure if the proposed improvements would enhance the experience or solve key issues. There were concerns that changes might raise prices and affect affordability and several responses hoped any upgrades would boost attendance without adding financial barriers. Others emphasised the need for careful use of council tax funds, given other community priorities like public space maintenance.

Q15. We're proposing to include improved lighting, CCTV or security presence, better visibility, more seating, and the removal or relocation of waste bins to help address anti-social behaviour. Do you have any other ideas that could help?

- 6.1.34 Respondents frequently mentioned that there needs to be visible security and police presence in order to address anti-social behaviour (42). Other ideas include pedestrianising the market during certain times (30), improving maintenance over litter (29) as well as more public bins (28).
- 6.1.35 Other feedback indicated that market traders should be supported to stay in business (27) as well better-quality food vendors, restaurants and café's (22).
- 6.1.36 Improving safety by banning motorbikes and scooters and preventing them from parking on pavements was also raised as a frequently mentioned idea (21).
- 6.1.37 Accessibility improvements was also mentioned as an idea by respondents. In particular, enhancing wheelchair access, introducing flat kerbs and enhanced access around the Civic Quarter area (20).
- 6.1.38 Respondents also supported proposals to improving lighting, CCTV, security presence, seating and the relocation of waste bins (19). Regarding CCTV, there were 17 mentions that CCTV should be regularly and affective monitored.
- 6.1.39 There were also calls for street furniture and infrastructure to be enhanced such as by adding public seating areas (17) and better bicycle parking (15).
- 6.1.40 In summary, respondents highlighted the need for improved safety and cleanliness in the Civic Quarter, calling for a visible police presence, better lighting, regular CCTV monitoring, and more public bins. There was strong support for accessibility improvements, including flat kerbs and enhanced wheelchair access. Many also called for measures to support market traders and suggested improving the quality of food vendors and local businesses. Additional ideas included pedestrianising the market at certain times and enhancing public infrastructure such as seating areas and bicycle parking.

Q16. What are your views on the proposed layout of the Market Square and how it might affect how people use it?

- 6.1.41 There were 96 mentions from respondents expressing that the current number of market stalls should be retained, and that they do not support the proposed change in market stalls. An additional 63 mentions raised concerns about the proposed plans impacting market traders and the viability of a future market.
- 6.1.42 Some respondents (46) felt that they were unsure or did not have enough detail to make a comment on the proposed layout and any potential impacts.
- 6.1.43 There were 36 mentions from respondents stating that they were in favour of entertainment and flexible spaces being introduced to the Market Square.
- 6.1.44 Respondents also mentioned that the current permanent market stalls should either be partially or mostly be kept (35).
- 6.1.45 There were 35 mentions from respondents that stated support for the changes and that they hoped that some permanent traders can be kept. There are also calls (35) for the project team to consult further with the market traders and ensure they have their support for the proposed plans.
- 6.1.46 Some respondents (31) stated that they were not in favour of more hot food stalls being added to the market and that the proposed plans for more seating and a covered area is a great idea (30).
- 6.1.47 There were 29 mentions stating that they were not in favour of retaining the current permanent stalls and an additional 28 mentions that hot food traders should be separated from other craft traders.
- 6.1.48 Overall, respondents expressed support for retaining the current number of market stalls, with concerns raised about the potential impact of proposed changes on traders and the future viability of the market. Feedback from respondents also welcomed the idea of introducing entertainment and more flexible spaces, whilst others were unsure due to a lack of detail. There was mixed feedback on the permanent stalls, with some wishing to see them retained either partially or fully, while others opposed their retention. Respondents also emphasised the need for further engagement with market traders and expressed preferences around the limitation of hot food vendors and their separation from craft traders. There was also support for the inclusion of more seating and covered areas.

Q17. What are your thoughts on creating an entertainment zone in the Market Square – for example, for performances, live music, or community events?

- 6.1.49 Most respondents (224) felt the proposed entertainment zone in the Market Square was a positive idea, with many expressing support for its potential and encouraging the project team to begin its delivery. There were 177 mentions that the proposed plans for an entertainment zone was not needed or a bad idea.
- 6.1.50 There were 86 mentions that the Market Square is too small of an area and that there are better locations for an entertainment zone such as Parkers Piece. Calls for the market to remain in its current form received 55 mentions.
- 6.1.51 Other feedback (45) indicated that proposed plans for an entertainment zone were welcomed as long as they do not impact the market. Concerns were also raised over the potential impact of events on noise pollution on local residents (55).
- 6.1.52 Some respondents (31) felt unsure about an entertainment zone and some feedback (26) indicated it might be better to have a few smaller spaces in the market square for a variety of performers.
- 6.1.53 Other feedback indicated that respondents would welcome an entertainment zone as long as any potential noise pollution is managed and does not disrupt local residents.
- 6.1.54 Respondents expressed support for the proposed entertainment zone, with many encouraging its delivery. However, some opposed the idea, suggesting that the Market Square is too small and recommending alternative locations such as Parkers Piece. Some welcomed the proposal provided it would not negatively impact the market, while others raised concerns about potential noise disruption to nearby residents.

Q18. A lightweight canopy is proposed to cover a new seating area in a small part of the Market Square to provide rain cover and shade when needed. What are your thoughts on this idea and the value it could bring?

6.1.55 Support was expressed by most respondents (231) for the proposed plans for a canopy and new seating area in the Market Square whilst 144 respondents felt it was a bad idea.

6.1.56 Maintenance of the proposed canopy and seating area was raised by 53 respondents as a key consideration. Feedback highlighted the importance of keeping the area clean, using materials that are easy to maintain, and ensuring there is a dedicated budget for ongoing upkeep.

6.1.57 There were 50 mentions that the proposed canopy and seating area should not interfere with the market traders and the wider market as a whole.

6.1.58 Other considerations raised by respondents were to ensure that the canopy is robust and not easily damaged (38) as well as how to tackle anti-social behaviour misusing the seating areas (36). Some feedback indicated that the proposed plans for a canopy and seating would not be a good use of council funding.

6.1.59 Some feedback (28) indicated that the proposed canopy and seating should look attractive and presentable and that it likely to encourage more use of the Market Square during the day and evenings (28). Other feedback questioned whether a canopy was needed at all in order to protect from bad weather (28) whilst an additional 25 mentions felt the canopy and seating area would make it easier to enjoy food and drinks in the market.

6.1.60 Overall, most respondents supported the proposed canopy and seating area in Market Square, noting its potential to encourage greater use of the space. Key concerns included ensuring easy maintenance, using durable materials, and having a dedicated budget for upkeep. It was important that the canopy and seating did not interfere with market traders or the wider market. Some respondents emphasised the need for a robust design and raised concerns about preventing anti-social behaviour in the seating areas. Others questioned whether a canopy was necessary for weather protection and if it represented the best use of council funds. Overall, feedback suggested that an attractive, well-maintained canopy and seating could enhance the market experience, particularly for enjoying food and drink.

***Q19. What do you think would be the best use of the old fountain in the Market Square?
(Tick only one)***

6.1.61 Of the 526 responses to this question, 70.9% of respondents said they would like the old fountain to be restored to working condition. Meanwhile, 11.6% respondents preferred it to be repurposed as another public amenity, and 9.9% selected 'Other'. In addition, 7.6% of respondents felt that they were not sure on what would be the best use of the old fountain in the Market Square.

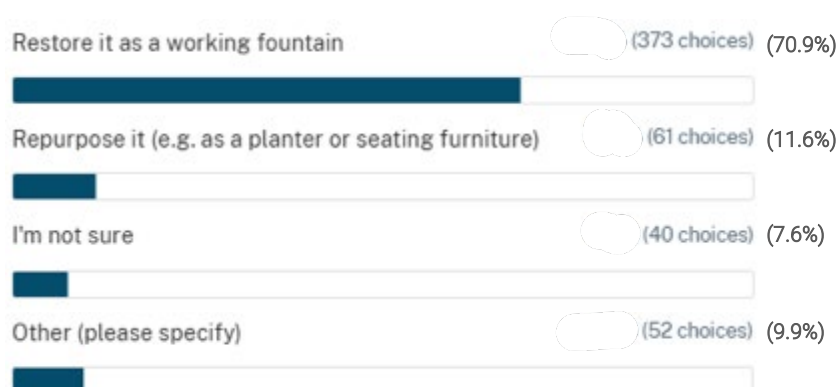


Fig. Graph indicating survey respondents' thoughts regarding the use of the old fountain in the Market Square.

6.1.62 Of the 52 people who selected other, several respondents were in favour of restoring the fountain to its original, working condition. They felt a restored fountain would enhance the square and celebrate local history. Some believed a functional water feature would be a lovely centrepiece, offering atmosphere, visual interest, and even a cooling effect in summer. A few hoped it could be made accessible for drinking water, drawing comparisons to fountains in cities like Rome. Others raised concerns that if restored, it should be vandal-proof, child-safe, and carefully maintained to avoid becoming a neglected or misused feature.

6.1.63 Other feedback received argued for the complete removal of the fountain. They described it as unattractive, space-hungry, and underused. Some saw it as an obstacle in a busy and constrained area, especially as the city continues to grow. Others simply felt it wasn't worth maintaining or improving, and suggested the space could be put to more practical use. A few supported removing it but preserving its footprint in some way to mark its historical place.

6.1.64 Several respondents specifically suggested repurposing the space to provide drinking water. They argued this would reduce plastic waste, promote sustainability, and make the city more liveable. These respondents saw this as a simple, practical and environmentally conscious reuse of the existing structure, whether or not the historic fountain itself was restored.

6.1.65 Other feedback proposed turning the fountain into a seating area, often combined with greenery. The fountain is already used informally for sitting, and several respondents felt this should be retained and formalised, perhaps with

planting to improve biodiversity, aesthetics and air quality. Some saw the potential to create a small green oasis in the city centre, or even a sensory garden. Others suggested themed planting that could change with the seasons to reflect Cambridge's character and engage visitors.

- 6.1.66 Some respondents highlighted the symbolic or heritage value of the fountain. They felt its presence reflects Cambridge's historic relationship with water supply and Hobson's Conduit, and that this significance should not be lost. One suggestion was to add a plaque or interpretive signage if the fountain was retained in its current state. Another thought the neglected appearance symbolised the city's broken water infrastructure and should be left as-is to make a point.
- 6.1.67 Other suggestions included imaginative alternatives such as transforming the old fountain into a public artwork or sculpture that incorporates water and tactile elements or even creating a children's play area. One respondent proposed moving the fountain to another nearby site, such as in front of the Guildhall, where it might have more impact or room to be appreciated.
- 6.1.68 Several respondents raised practical considerations, particularly in relation to cost and maintenance. Whether discussing restoration, repurposing, or redesign, there was a shared interest in ensuring that any changes would offer good long-term value and be manageable to maintain. Some respondents also suggested that, given limited resources, investment might be better directed towards other priorities in the square such as improved public seating, sheltered areas, or facilities to support evening use.

Q20. Do you have any additional ideas to make the Market Square more appealing?

- 6.1.69 There were (88) mentions to support the market and ensure it continuous operation and there should be a good variety of market traders (83). An additional 72 mentions called for the Market Square to be cleaner and that bins should be less visible. There were also 64 mentions that no changes should be made to the Market Square.
- 6.1.70 Other suggestions included having fewer hot food traders (50), banning vehicles, scooters and bicycles from the Market Square (47) as well as calls for more plants, trees and greenery to be incorporated (45).
- 6.1.71 Calls for local produce to be better promoted was raised by 24 respondents and an additional 24 respondents wanted an open and clutter free space in the Market Square.
- 6.1.72 Respondents also sought the preservation of the cobbled surfacing in the Market Square and its heritage architecture (21) as well as 20 mentions for well-maintained public toilets to be included.
- 6.1.73 Overall, respondents expressed strong support for maintaining a diverse range of market traders and ensuring the market continues to operate. Many called for a cleaner Market Square with less visible bins and emphasised keeping the area free from vehicles, scooters, and bicycles. There were suggestions to reduce the number of hot food traders and to increase greenery with more plants and trees. Some respondents wanted better promotion of local produce, a clutter-free open space, and the preservation of the Market Square's cobbled surface and historic architecture. Well-maintained public toilets were also highlighted as important.

Q21. What types of seating would you like to see in the Civic Quarter area, thinking about how they could best support your needs or the needs of people you know?

- 6.1.74 The most frequently mentioned suggestion was to have seating located under shade and protected from rain cover (89) as well as calls for seating to comfortable (57).
- 6.1.75 Other ideas include the inclusion of benches (54) and the consideration of accessible seating for wheelchair users and those with mobility needs (51). Other feedback sought a mixture of different types of seating (44) as well as communal seating areas which can support the needs of groups (43).
- 6.1.76 There were 34 mentions for seating to be included in quieter areas and 32 suggestions that seating the Market Square was not needed.
- 6.1.77 Others called for tables to be included with seating (30) as well as a sense that seating areas feel pleasant to sit and eat in. The functionality (27), maintenance (26) and durability of the seating (24) were also raised as key considerations to be taken into account.
- 6.1.78 Respondents most commonly suggested providing seating that is shaded and protected from rain, with an emphasis on comfort. There were calls for a variety of seating types, including benches, accessible options for wheelchair users and those with mobility needs, and communal areas suitable for groups. Some respondents wanted seating in quieter parts of the Market Square, while others felt seating was unnecessary. Additional feedback highlighted the importance of including tables, ensuring seating areas are pleasant, and considering functionality, maintenance, and durability.

Q22. How would you like to see public art and storytelling used around the Civic Quarter area?

- 6.1.79 Many respondents (84) stated that they were not in favour of proposed ideas to see public art and storytelling to be included around the Civic Quarter area. On the other hand, 66 respondents called for sculptures which were tasteful to be incorporated into the area.
- 6.1.80 Feedback also indicated that there were concerns over council funding being spent on new art work and potentially poor quality sculptures (66).
- 6.1.81 There were 38 mentions that there should be a variety of public art and storytelling methods used in the Civic Quarter area (38) as well murals, wall graffiti and mosaic' (37).
- 6.1.82 Other calls for art and storytelling to be used in the Civic Quarter area included a variety of exhibitions which frequently change (33), art depicting the history of Cambridge (33) as well calls for an outdoor performance space (27).
- 6.1.83 Feedback also indicated calls for interactive, digital and project art to be included in the Civic Quarter area (25), as well as support for storytelling to be utilised (25).
- 6.1.84 Most respondents were not in favour of including public art and storytelling around the Civic Quarter, though some supported tasteful sculptures being incorporated. Concerns were raised about council funding being spent on new artwork and the risk of poor-quality sculptures. Other feedback indicated there were calls for a variety of public art forms, including murals, graffiti, mosaics, and rotating exhibitions, as well as art reflecting Cambridge's history. Suggestions also included an outdoor performance space and the use of interactive, digital, and projection art alongside storytelling.

Q23. Is there anything else that you think would make the Civic Quarter more inclusive?

- 6.1.85 Some respondents felt that accessibility improvements were needed in order to create smoother surfaces, wider flat pavements and wheelchair friendly access (43). There were also 43 mentions that public toilets should be easily accessible, maintained in good condition and gender neutral.
- 6.1.86 There were 37 mentions that no changes were required (37) and that there was no need for a prayer room as some respondents felt there are sufficient churches and mosques in Cambridge (20).
- 6.1.87 Other feedback raised concerns over the cobbled surfacing in the Market Square, stating that it is not wheelchair accessible (18) and that the area should be pedestrianised to improve safety (17).
- 6.1.88 There were calls for more and enhanced cycle parking to be included in the Civic Quarter area (13) as well as calls to ban delivery scooters (12). Respondents also suggested that seating should be made easily accessible (11) and that cobbled surfacing in the market square should be kept (10).
- 6.1.89 Overall, most respondents emphasised the need for accessibility improvements, including smoother, wider, and wheelchair-friendly pavements. There were also calls for public toilets to be easily accessible, well-maintained, and gender neutral. However, some felt no changes were necessary, and a number opposed the inclusion of a prayer room, citing sufficient existing places of worship in Cambridge. Concerns were raised about the cobbled surfacing in the Market Square, with comments that it is not wheelchair accessible and suggestions that pedestrianisation could enhance safety. Additional feedback included requests for more and improved cycle parking in the Civic Quarter, a ban on delivery scooters, accessible seating, and the retention of the cobbled surfacing.

Q24. Do you think installing a hidden platform lift would improve access for wheelchair users who currently have to use an alternative entrance to the Guildhall? (Tick only one)

6.1.90 Of the 480 responses to this question, 52.9% people said they were unsure whether a hidden platform lift would improve access for wheelchair users in the Guildhall, while 37.9% respondents felt that it would. Only 9.2% respondents were not in favour of installing a hidden platform lift.

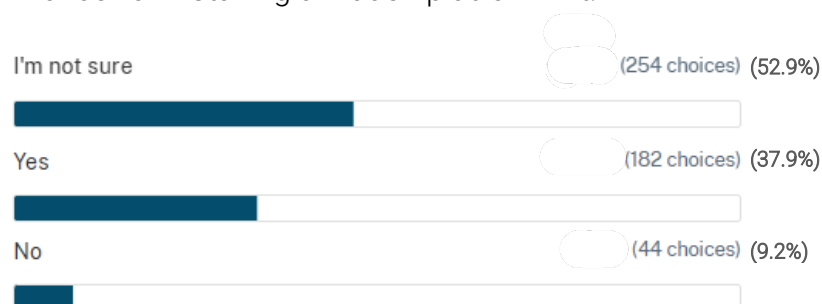


Fig. Graph indicating survey respondents' opinion on accessibility in the Guildhall.

Q25. How should transport and movement in the Civic Quarter be improved? (Tick all that apply).

6.1.91 Of the 505 responses to this multiple-choice question, 67.7% of respondents selected that restricting vehicle access to set times of day would improve transport and movement in the Civic Quarter. In addition, 62.4% selected clearer separation of pedestrian and cycle routes, and 53.3% chose the need for more secure cycle parking.



Fig. Graph indicating what survey respondents think is most important to improve transport and movement in the Civic Quarter area.

Note: As this question allowed multiple selections, respondents could choose more than one mode of travel. As such, the percentages refer to the proportion of respondents who selected each option individually, and the totals will exceed 100%.

6.1.92 Of the 131 people (25.9%) who selected other, many respondents supported prioritising pedestrians in the Civic Quarter. Several proposed pedestrianising streets like Wheeler Street, Bene't Street, and the Market Square. Suggestions included restricting vehicle access during core hours and confining deliveries to specific times. Concerns were raised about pedestrian-cyclist conflicts, with some calling for dismount zones or physical measures to slow cyclists. Improved surfacing, including level shared spaces, was also suggested to support safer pedestrian movement.

6.1.93 A large number of responses criticised cyclist behaviour. Common issues included speeding, ignoring one-way systems, and riding through pedestrian areas. Many suggested banning or restricting cycling in busy areas during the day. E-scooters and delivery mopeds also drew repeated complaints, especially around the Guildhall and Market Square. Calls were made for tighter regulation, clearer rules, and better enforcement to manage safety and congestion.

6.1.94 Views on motor vehicle access were mixed. Many wanted stricter limits on private cars and large delivery lorries, with full removal of through-traffic in places like Bene't Street. Others opposed further restrictions, citing difficulties caused by LTNs and limited parking. Several called for more or cheaper

parking, particularly for those with mobility needs. There was strong support for maintaining Blue Badge access and allowing small electric delivery vehicles.

- 6.1.95 Respondents often said existing rules aren't enforced. Concerns included illegal cycling, mopeds in pedestrian zones, and vehicles ignoring signage. Many called for better, clearer signs and consistent enforcement. Suggestions included more visible markings, regular patrols, and CCTV to deter anti-social behaviour. A few supported tagging or auditing cycle parking to reduce abandoned or misused bikes.
- 6.1.96 Cycle parking opinions were mixed. Some asked for more Sheffield stands, especially for older cyclists and those using panniers. Others felt current provision was adequate but poorly maintained. Secure, well-lit and convenient parking was widely supported. There were also some calls to ensure space for cargo bikes and accessible cycle designs, in line with LTN 1/20 guidance.
- 6.1.97 Many stressed the need to protect access for disabled people, older residents, and those carrying loads. Retaining Blue Badge parking and accessible cycle parking were key asks. Some proposed reintroducing a central shuttle bus or improving public transport links. Others suggested cheaper or more flexible parking rates to help people reach the city centre without relying on private cars.
- 6.1.98 Several responses focused on improving the public realm. Suggestions included reducing street clutter, improving lighting, and removing temporary barriers. Some wanted fewer restaurant tables spilling into pedestrian space. Maintenance was also raised, with calls to fix potholes and keep signage clean. A few respondents expressed broader hopes to make the Civic Quarter a more welcoming, people-centred space.

Q26. Do you have any comments about traffic, transport or movement in the Civic Quarter?

- 6.1.99 The most frequently mentioned suggestion around traffic, transport and movement in the Civic Quarter area was to pedestrianise the Market Square area (121). There was also a range of views on dedicated cycle paths, with some advocating for them, others calling for a ban on bicycles as well as suggestions to re-route them (85). There were also an additional 50 mentions that electric bikes and scooters should be banned in the Civic Quarter area.
- 6.1.100 Suggestions to pedestrianise particular streets were also frequently put forward for Bene't Street, Wheeler Street and Peas Hill (46). Respondents frequently called for the enforcement of traffic rules by traffic wardens as well as police officers (41). Delivery scooters were also commonly raised as an issue, with 38 mentions to ban them in the Civic Quarter area.
- 6.1.101 Other considerations raised from feedback include allowing vehicle access to the Market Square for traders (31), the suggestion that vehicles should only be permitted access to the Market Square during certain hours (26), and the provision of more secure bike racks in the Civic Quarter area (23).
- 6.1.102 Respondents also raised concerns that the area is too crowded and needs to be better managed (23), as well as the suggestion that vehicles should still have access through the area (15).
- 6.1.103 There was also 15 mentions that there is a lack of parking and blue badge parking in the Civic Quarter area (15) as well as 14 mentions that there are currently no issues.
- 6.1.104 Suggestions to ban taxis from accessing the area were made 12 times, as were calls for better signage (12) and enhanced public transport links and out of hours bus services (12).
- 6.1.105 Respondents most commonly suggested pedestrianising Market Square and specific streets like Bene't Street, Wheeler Street, and Peas Hill, with mixed views on dedicated cycle paths - some supporting, others opposing or calling for rerouting—and many calling for bans on electric bikes, scooters, and delivery scooters in the Civic Quarter. There were requests to allow limited vehicle access for traders and concerns about overcrowding. Parking shortages, particularly for blue badge holders, were noted, while some felt no issues existed. Additional feedback called for stricter enforcement of traffic rules, bans on taxis, improved signage, and enhanced public transport services.

Q27. Do you have any other ideas, feedback or comments you would like to share?

- 6.1.106 There 74 mentions from respondents that the Cambridge Market should be retained as it is and the project team should continue to engage with market traders. Other concerns were raised over the costs of the project, calls to spend the funding on other areas and questions of how the council can finance the project (34).
- 6.1.107 An additional 32 mentions were made from respondents indicating that they do not support the proposed changes of the project, whilst 27 respondents said that they support the proposed initiatives.
- 6.1.108 There were also calls for better quality shops and market stalls to be included in the Market Square (22), cleaner streets, toilets and bins (19) as well better maintained footpaths which are accessible (15).
- 6.1.109 Other comments mentioned that Cambridge needs to retain its rich heritage and identity (14), and that more trees, planters and greenery should be included in the Civic Quarter area (11).
- 6.1.110 The provision of better-quality seating at the Corn Exchange was also raised (11), as well as the suggestion that the plans should not over modernise the city centre and impact its heritage (11).
- 6.1.111 Calls for safety to be enhanced by more police presence in the Civic Quarter area were also made (11) and that safety could also be improved by pedestrianising the area and keeping vehicles out (10).
- 6.1.112 Most respondents wanted to retain Cambridge Market, stressing ongoing engagement with traders and raising concerns about the costs and ongoing funding of the project. Views on the proposals of the Civic Quarter project were generally balanced with some opposed to the changes and others in favour. Feedback also called for better shops and stalls, cleaner streets, improved toilets and bins, and accessible footpaths. Preserving Cambridge's heritage and adding greenery in the Civic Quarter were important themes. Suggestions included better seating at the Corn Exchange, avoiding over-modernisation, and improving safety through more police presence and pedestrianisation.

6.2 Feedback from Market Traders

6.2.1 Market Trader Meetings:

6.2.2 Since January 2025, seven meetings have been held with market traders, including two during the engagement period. Additional meetings are planned in the coming months. To date these meetings took place on:

- 29 January 2025
- 19 February 2025
- 26 March 2025
- 8 May 2025
- 29 May 2025
- 19 June 2025
- 16th July 2025

6.2.3 Detailed notes from these meetings are provided in Appendix 8.7.

6.2.4 Market Traders Pop-Ups/Leafleting

6.2.5 The project team also visited the Cambridge Market four times during the engagement period. These occurred on the following dates:

- 27 May 2025
- 29 May 2025
- 6 June 2025
- 11 June 2025

A summary of the feedback received from the three pop-ups at the market is listed below:

Parking and Access

- Concern about how traders will set up and pack up during temporary relocation due to vehicle access needs.

Toilets

- Traders want access to hygienic and well-maintained toilets as part of the Civic Quarter improvements.

Fountain

- Strong consensus that the Market Square fountain should be restored with running water.
- Suggestions for a drinking fountain and fixed water bowl for dogs.

Market Traders and Relocation

- Concern over lack of published detail on how construction will impact traders.
- Requests for phased construction so traders can remain on site during works.
- Worry that unresolved relocation plans could repeat past project failures.

Permanent and Demountable Stalls

- Concern that part-time traders may not be eligible for permanent stalls.
- Non-hot food traders worried about being allocated greasy demountable stalls used for hot food.

Designs and Visual Appeal

- One trader supported the concept visuals and felt they would help the market.

Surfacing and Cleanliness

- Repeated calls for improved surfacing that is level, accessible, and can be easily power washed.
- Emphasis on maintaining a clean and safe environment for elderly and disabled visitors.

Safety and Anti-Social Behaviour

- Concern over current levels of anti-social behaviour in the square.
- Calls for better lighting and policing, particularly at night.

Water Provision

- Complaint that traders lack adequate access to water, impacting hygiene for both traders and customers.

Seating

- Mixed views: some believe seating would attract more footfall, others feel it would increase anti-social behaviour.

6.2.6 Market Traders Emails

6.2.7 Three emails with formal feedback were received from market traders.

6.2.8 Email from Market Trader 1

The following themes have been extracted from this feedback:

Temporary Relocation of Traders (Decanting)

- There is strong concern that full off-site relocation (Option 3) could significantly damage the long-term viability of the market due to reduced visibility and footfall.
- Partial relocation along Sidney Street (Option 1) is also seen as problematic, with doubts about the space's suitability and the risk of market fragmentation.
- Option 2 is viewed as the most viable of the three, as it retains proximity and cohesion. While potentially more costly or complex to implement, it is seen as the only option that preserves the integrity and continuity of the market.

Viability of Demountable Stalls

- Concerns are raised about the practicality of demountable stalls based on earlier proposals and trader experience.
- Questions have been asked about the definition and real-world application of “demountable,” especially where current stalls operate with shared or flexible setups that may not be easily reproduced.
- There should be more clarity around the FAQs language on existing stalls being “demountable” as well as examples of comparable city markets that successfully use this approach.
- There is a desire for deeper engagement with existing stallholders to understand how demountable structures could support daily operations.

Balance of Uses and Market Layout

- Concerns are raised over the future balance between street food and other types of stalls (e.g. produce, books, crafts, fish, cheese, etc.).
- There is a risk that, without careful planning, the layout could result in an overly congested and sensory-overwhelming environment that may not appeal to the full range of market users.
- The current eclectic and informal layout are valued by many, and there is unease that the proposed reconfiguration may compromise the market’s existing charm and accessibility.

Stall Allocation and Ratio

- Clarification is sought on the proposed 27 fixed to 64 demountable stall ratio. Stakeholders are questioning whether this allocation will inadvertently displace long-established traders.
- Given the semi-permanent nature of many street food traders, concerns have been raised about the risk of these stalls becoming dominant in the more desirable covered areas, potentially to the detriment of other uses.

Overall Engagement and Assurance

- While the engagement process is welcomed, several contributors express concern that important issues are being addressed only in vague terms through FAQs.
- There is a strong desire for greater transparency, specific justifications for key design decisions, and clearer assurances about how the revised proposals will support all types of market trading.

6.2.9 Email from Market Trader 2

The following themes have been extracted from this feedback:

Survival of the Market

- The current decant proposals risk undermining the long-term viability of the market.

- There is a strong feeling that the market's future hangs in the balance and that the decant must be designed to genuinely support traders through the transition.

Stall Sizes and Rent Proposals

- A 2x2m stall is significantly smaller than many current pitches and not sufficient for existing stock levels.
- A 50% rent reduction does not reflect the scale of reduced trading capacity - more realistic rent relief is needed.
- Traders are unlikely to break even under the proposed terms, which could force some out of business.

Financial Details and Support Package

- There's concern that the current budget does not go far enough to ensure a successful decant.
- Without a full financial breakdown, it's difficult for traders to assess or respond constructively to what's on offer.

Perceptions of Market Traders

- There's a perception that traders' needs are not being given sufficient weight in the planning process.
- The lack of adequate support is being interpreted by some as a sign of disregard for the value and effort of market traders.

Concerns About the Direction of Change

- Some traders worry that the current direction will reduce the market to a smaller number of hot food stalls, as seen elsewhere.
- There's a growing fear that redevelopment is prioritising real estate and tourism over the diversity and independence of the market.

Immediate Request

- A rent reduction that reflects the actual reduction in trading capacity is the minimum needed to make the proposals workable.

6.2.10 Email from Market Trader 3

The following themes have been extracted from this feedback:

Relocation Options

- Parkers Piece seen as the most practical and realistic option for temporary market relocation.
- Suggestion to use All Saints for non-hot food stalls on days it's not in use.
- Hot food stalls could be placed at the Station or scattered around the city centre if in self-contained vans.

Objections to Sidney Street

- Concern that high-end shops on Sidney Street will oppose hot food stalls due to smoke and disruption.
- Practical issues raised about road closures interfering with shop deliveries.

Utilities and Power Supply

- Belief that the council won't be able to provide electricity for temporary stalls.
- Food traders should provide generators; other traders should use rechargeable battery packs for lighting and devices.

Trading Terms During Disruption

- Suggestion to offer traders a choice between trade through disruption at a discounted rate (£10 per pitch) or to take a 2-year break in exchange for a lump-sum payment based on trading days (not income).

6.2.11 Market Traders Survey

- 4.3.1 Market traders were also engaged through four surveys - the first conducted in October 2024, followed by three more in 2025.

October 2024 – The first survey was conducted to gather feedback from market traders on their preferred options for a potential temporary decant location during the period of any construction works. A total of 35 responses were received.

March 2025: The first survey gathered feedback on the types of demountable stalls to be trialled and invited traders to indicate their preference among five proposed options. A total of 34 responses were received.

April 2025: The second survey was conducted to gather feedback from market traders on the proposed layout and the permanent stalls proposed to Cambridge Market. A total of 23 responses were received.

June 2025: The third survey gathered trader feedback on the demountable stall trials. It sought views on the potential benefits, identified concerns or areas for improvement, and invited additional comments. Traders who did not take part in the trials were also able to share their feedback. A total of 8 responses were received.

6.2.12 Four surveys for market traders (Appendix 8.1.2, 8.1.3, 8.1.4) were designed to gather their feedback. The first survey was focused on understanding the preference of the demountable stall. The second survey was designed on getting feedback on the layout, and the third survey asked feedback regarding the demountable stalls trial.

6.3 Feedback from Community Workshops

6.3.1 Two community workshops were conducted on 27 May and 14 June 2025.

6.3.2 Community Workshop 1 was held on 27 May at the Guildhall. Below is a summary of the feedback collected:

Guildhall

- One person stated that the removal of a proposal for a hotel was a good decision.
- One person suggested that the Museum of Cambridge should not be allowed to relocate to the Guildhall. However, another respondent felt that moving the Museum to the Guildhall could attract more visitors to the city.
- There was a suggestion for the Guildhall to include more affordable office space for commercial tenants.
- Feedback also indicated that spaces should be available for hire at the Guildhall for private events and use.
- Wayfinding was mentioned as an area that needs to be improved in the Guildhall.
- One suggestion said that the civic space in front of the Guildhall should remain and is vital for local democracy.
- There was also a suggestion from one person that there should be a tourist information centre in the Guildhall which can welcome visitors to the city.
- Another suggestion indicated that local art should be available as part of a local exhibition in the Guildhall.

Market Square

- One suggestion indicated that there should be more trees planted in the Market Square. However, another comment suggested that there is not enough space in the Market Square for new trees to be added in. Further suggestions included flowers and other plants that can enhance the biodiversity of the Market Square.
- Space should be allocated for buskers to perform in the Market Square.
- Feedback was provided that many local residents prefer to shop at Cambridge Market rather than supermarkets.
- There was a suggestion to ban all wheeled traffic, including bicycles and scooters, to make the Market Square more pedestrian-friendly, and to implement a timetable for delivery vehicles and access for market traders.
- Another suggestion stated that the Market Square does not need space for cultural activities as the wider city has a number of other spaces that provide cultural attractions.
- Seating was suggested to be included by the fountain in the Market Square along with shaded areas.
- There were a number of suggestions recommending that the fountain in the Market Square should be restored and returned to functional order.
- It was suggested by one person that market traders need to be content with the proposals for the Market Square around demountable stalls.

- One wheelchair user stated that the surfacing in the market square is inaccessible for wheelchair users due to it being uneven.
- Any proposed new street furniture, such as seating, should also ensure it is accessible to those with mobility and additional needs.
- Another suggestion indicated that permanent stalls in the new proposed scheme should retain their coloured stripes which adds character to the market.

Corn Exchange

- The seating in the Corn Exchange was stated as being uncomfortable.

General Comments

- There was a suggestion that the Garden of Residence between the Guildhall and St Edward's Church should remain as it is, as it provides well-perceived green infrastructure.
- One attendee suggested that any proposed cycle parking should consist of Sheffield stands.
- Another attendee reported that they did not receive an email informing them of the Community Workshop details.
- One wheelchair user stated that there should be more Blue Badge parking spaces in and around the city centre, as many Blue Badge holders currently struggle to access it.

6.3.3 Community Workshop 2 was held on 14 June at Lichfield Community Hall. The following feedback was collected:

Guildhall

- Don't like the idea of replacing the horseshoe desk in the council chamber with smaller desks
- There should be 'modesty screens' for seating to protect women wearing dresses or skirts
- Once councils combine to become a unitary authority, Cambridge may not be the centre of that authority, hence the Guildhall will not be the 'centre of democracy' in Cambridge
- South Cambridgeshire Council offices will be more likely to be the centre of the authority than Cambridge
- Concern that the Guildhall won't generate enough revenue to break even following the works

Market Square

- Cambridge is becoming dominated by fast-food with fewer independent retail outlets
- Cambridge residents don't typically use the market square unless they live right in the centre
- Market is less appealing now that it is effectively an 'open-air kitchen'

- Underground bin storage would be too expensive, and more overground bins should be provided instead

Corn Exchange

- Shop owners nearby are concerned about vans that bring equipment to the Corn Exchange as they cause disruption.

General Comments

- People outside of the centre rarely use the centre and this project won't change that, yet their council taxes are paying for something that will mainly benefit tourists and the middle classes
- It would be better to do something that would directly benefit these communities
- There are too many 'niceties' associated with this project (i.e. things that are nice to have but not essential). This doesn't help the perception of those who already feel like the project is too expensive or not value for money
- Concerns over the future of Mandela House – whether or not it is sold, the council must ensure that it generates maximum income

6.4 Feedback from 1-2-1 Stakeholder Meetings

6.4.1 Three one-to-one stakeholder meetings were held. These included:

- Cambridge Students' Union – Youth focused 1-2-1 meeting
- Mark Taylor, access officer at Cambridge City Council and a representative from CamSight - Accessibility focused 1-2-1 meeting
- Museum of Cambridge – Heritage focused 1-2-1 meeting

6.4.2 The one-to-one meeting with Cambridge Students' Union was held on 28 May and was attended by one representative. Key themes extracted from the heritage workshop include:

Third Spaces and Social Needs

- Strong demand for informal, free-to-access social spaces where students can relax, meet others, and host small events without needing to pay or belong to formal groups.
- Existing student accommodation often lacks communal areas, increasing the need for accessible community spaces

Green and Natural Environments

- Desire for more unstructured green spaces with rich vegetation and tree cover, as opposed to flat lawns.
- Suggestions included publicly accessible spaces with a botanical garden feel, free from barriers such as entrance fees or ticketing.

Accessibility of Community Space

- Lack of affordable public venues limits students' ability to host gatherings.
- Interest in spaces with both social and quiet zones that are flexible in their use and not tied to formal groups or societies.

Safety and Nightlife Concerns

- Significant concerns around night-time safety in Market Square, particularly under permanent stalls which can obscure CCTV visibility.
- Preference expressed for reducing the number of permanent stalls and instead using demountable stalls to improve openness and safety.
- A permanent canopy covering part of the square was supported, combining necessary shelter with clear sight lines for security.

Barriers to Participation in Events

- Cultural and financial pressures can limit student participation in public events.
- Events that resonate culturally and feature student talent (e.g. live music, performance) are more likely to succeed.
- Free food and wellbeing-themed offers were cited as particularly effective in engaging students.

Infrastructure Preferences

- General support for fewer permanent structures to allow for flexible event use.
- A partial permanent canopy was preferred, offering shelter while addressing safety concerns.

Transport and Accessibility

- Limited transport options to the Market Square were raised, particularly for students not cycling or using buses.
- Easier access from less central accommodation areas would support better engagement.

6.4.3 The accessibility one-to-one meeting took place on 30 May and was attended by a representative from Cam Sight and an Access Officer from Cambridge City Council. Key themes emerging from the discussion included:

Accessibility in the Corn Exchange

- Support for improved signage, accessible toilets, varied seating options, and gradual lighting changes for light-sensitive individuals.
- Standing events should include raised platforms to enable wheelchair users and others of shorter stature to experience the atmosphere alongside others.
- Existing box seating was reported as too small and inaccessible; redesign is needed to allow inclusive use.

Surface and Physical Access in Market Square

- Cobbled and uneven surfaces present significant hazards for wheelchair users, cane users, and people with buggies.
- A 2023 council-commissioned survey by IDAX reportedly found that the cobbles are of mixed material, with no significant historic value, and could be safely removed or covered to improve accessibility.
- Clear surface demarcation is needed between pavement, road and pedestrian areas.
- Coloured paving was preferred over tactile paving for those with low vision, as it is easier to perceive in varied light conditions and can be selected to consider red-green colour blindness.
- Effective visual contrast does not need to be garish, but must be clear enough to aid navigation.

Seating and Furniture Design

- Seating should include varied heights and armrests, with tables that allow wheelchair users to sit comfortably in line with others.
- Mixture of fixed and flexible seating is advised to meet the needs of both visually impaired and mobility-impaired visitors.

Parking and Access for Disabled Visitors

- Significant concern raised over the ongoing removal of Blue Badge parking in the city centre, with specific reference to Peas Hill and other nearby streets.
- Current provision is already inadequate and poorly designed in some locations, making safe use difficult.
- The Market Square is a key drop-off/pick-up point for community transport such as Dial-a-Ride minibuses, and this function must be retained in any redesign.

Conflicts with Cyclists and E-scooters

- E-scooters and bikes travelling at speed were described as intimidating, especially for visually impaired people, even when no physical contact occurs.
- Lack of separation between pedestrian and cycle areas undermines confidence and can lead to people avoiding the area entirely.
- Zebra crossings or clearly designated pedestrian right-of-way areas are strongly supported as they improve confidence and perceived safety, encouraging continued use of public space.

Accessibility in the Guildhall

- Proposed improvements such as a well-lit lobby and public café were welcomed but must also consider accessible layout and furniture contrast.
- Concerns raised about reliance on platform lifts at the main entrance — these are seen as isolating, prone to malfunction, and slow to operate, particularly during group visits or emergencies.
- Strong preference expressed for step-free, ramped access at the main entrance.
- Internal accessibility also flagged as an issue — the current Council Chamber layout excludes wheelchair users due to tiered, fixed seating with no clear accessible options.

6.4.4 The heritage themed one-to-one meeting took place on 3 June and was attended by two representatives from the Museum of Cambridge. Key themes emerging from the discussion included:

Potential Relocation of the Museum to the Guildhall

- Moving to the city centre would be transformative for the museum's visibility, footfall, and impact.
- The relocation aligns with the museum's values around accessibility and inclusion, offering a chance to create a world-class experience that tells the full story of Cambridge's 2,000-year history.
- Consideration must be given to adequate space, visitor flow, and integration with the building's heritage and civic function.

Importance of Wayfinding and Visitor Journey

- Effective, intuitive wayfinding is critical, including from key entry points such as the train station and Grand Arcade.
- The museum stressed the need for a clear and welcoming entrance to avoid confusion and ensure visitors understand what they are entering.

Interpretation and Use of Space

- Interpretation of the Guildhall and Market Square's rich history is currently limited but offers huge potential.
- Suggestions included physical displays, digital storytelling, QR codes, and augmented reality.
- The museum could contribute interpretation beyond its own spaces, adding value throughout the building and civic quarter.

Shared Use, Identity, and Partnership Working

- The museum is an independent charity and needs to preserve its identity while also contributing to shared spaces.
- A key priority is having a dedicated entrance to the museum to support visibility and clear visitor flow.
- The museum is open to working in partnership with the café operator, but the design must ensure the café does not create a barrier to access.
- The café should complement the museum experience and could become a draw in its own right, provided it is designed collaboratively.

Enhancing the Guildhall as a Cultural Anchor

- The museum's presence could animate the Guildhall and surrounding civic quarter, linking the space more meaningfully with Cambridge's social and civic history.
- Shared spaces like the Council Chamber could benefit from museum input, even in dual-use formats, through displays or interpretation.

Civic Quarter Programming and Wider Connections

- The museum is interested in wider programming that connects the Guildhall, Market Square, and Corn Exchange.
- There is potential for festivals, events, and performances that celebrate Cambridge's heritage, such as historical reenactments or music exhibitions linked to local stories.

Historical Significance and Stories of the Market Square

- The museum emphasised the need for improved interpretation of the Market Square's history and its evolution over time.
- There are specific stories and events associated with the Market Square—such as royal proclamations, market life, and notable historical changes—that are currently underrepresented.
- Ideas included public displays, QR codes, trails, and potential storytelling features like mediaeval reenactments.

Contribution to Sustainability and Net Zero

- The museum supports the project's net zero goals and would like sustainability and biodiversity to be visible within the design of the Guildhall and Market Square.
- There is alignment with the museum's own environmental goals and interest in showcasing this publicly.

Need for Clarity in Design and Decision-Making

- The museum is still in early discussions with the City Council and design team, with key decisions pending around its footprint and role.
- Early clarity is essential to support business planning, design input, and successful integration into the Civic Quarter.

6.5 Feedback from Pop-Ups

6.5.1 A series of nine pop-ups were held across Cambridge in six locations (Grand Arcade Shopping Centre, St Matthews Primary School, Waitrose in Trumpington, North Cambridge Academy, Cambridge Pride event at Jesus Green and Market Square).

6.5.2 The feedback from the four pop-ups held at the Market Square is covered in section 6.2.4. Key themes extracted from the other five pop-ups include:

Parking and Access

- Concerns were raised over vehicle access for market trader during a temporary relocation, stressing the need of traders to load and unload stock efficiently.
- Visitors noted parking availability near the Corn Exchange as a barrier to attending cultural events.

Toilets

- There was a strong call for well-maintained, hygienic toilets, both for market traders and the general public, to be included in Civic Quarter plans.

Fountain

- Traders and members of the public consistently supported restoring the historic Market Square fountain.
- Suggestions included adding a drinking water feature and a fixed dog bowl.

Safety

- Anti-social behaviour in the Market Square was seen as a significant issue.
- Traders suggested better lighting and stronger police presence as part of the solution.
- Seating proposals in the Market Square proved divisive, with some feedback suggesting they would make the area more attractive to visit, while others expressed concerns that they could exacerbate anti-social behaviour.

Water and Hygiene

- Traders flagged inadequate water provision, impacting hygiene standards for both themselves and their customers.

Signage

- Feedback called for improved signage and wayfinding around the Market Square.

Housing

- Suggestions were made for top floors of surrounding buildings to be used for affordable housing.

6.6 Written Feedback from Representatives of Organisations

6.6.1 In addition to being able to respond to the engagement process via the survey and attending workshops and webinars, stakeholders were given the option to submit a formal written response.

6.6.2 Responses were received from:

- CamCycle
- Federation of Cambridge Residents Association (FeCRA)
- King's College
- Connecting Cambridgeshire

6.6.3 Response from CamCycle

The following themes have been extracted from the response submitted CamCycle:

Desire for Greater Progress on Transport

- CamCycle notes limited progress on transport elements since the previous rounds of engagement and expresses hope for a more ambitious and detailed approach, particularly in supporting active travel.

Cycling Provision Needs Clearer Emphasis

- Concerns remain that cycling infrastructure appears underrepresented in the latest materials. They note that public feedback supporting cycling does not seem fully reflected in the proposals.

Importance of Robust Cycling Infrastructure

- CamCycle stresses the need for clear and adequate provision of cycle parking, both to meet current demand and to accommodate future growth. They request clarity on the number and accessibility of spaces and emphasise that informal parking – currently widely used – should also be considered.

Importance of Robust Cycling Infrastructure

- There is a need for clear and adequate provision of cycle parking, both to meet current demand and to accommodate future growth. They request clarity on the number and accessibility of spaces and emphasise that informal parking – currently widely used – should also be considered.

Encouragement to Broaden the Project Scope

- The project team should reconsider the current project boundary, including areas such as Bene't Street and the Grand Arcade Car Park, which play a significant role in how people move through and experience the area.

Support for a More Ambitious Civic Vision

- A bolder and more holistic vision for the Civic Quarter is need which goes beyond landscaping to reimagine the area as a vibrant, people-first civic and cultural hub.

Call for Inclusive and Forward-Looking Leadership

- CamCycle invites the project team to demonstrate leadership by ensuring the Civic Quarter reflects the city's active travel culture. They advocate for cycling to be integrated as a core element of the area's identity and future development.

6.6.4 Response from Federation of Cambridge Residents Association (FeCRA)

The following themes have been extracted from the response submitted by Federation of Cambridge Residents Association (FeCRA):

Project ambitions and the response of residents

- Residents welcome a long-overdue investment in the city centre and recognises its potential to enhance public spaces. However, residents are concerned that the current proposals fall short of expectations and risk missing an important opportunity to improve the Civic Quarter in a meaningful and inclusive way.
- There is concern that the Civic Quarter plans overlook earlier feedback and fail to reflect the professional experience and insights of market traders.

Concerns About Engagement Quality and Communication

- Residents reported that engagement events were not adequately publicised and expressed dissatisfaction with the clarity and quality of the engagement materials such as the information boards, plans and design which lack detail. There is a sense that the process and public engagement could be more transparent and thorough.

Guildhall

- The current proposals for the Guildhall were described as underwhelming. Residents would like to see a more ambitious and creative approach—such as incorporating cultural uses (e.g., exhibitions, talks, concerts) - that better reflect the civic and cultural identity of the city.

Market Square

- There is concern that significant changes to the Market Square are being presented alongside less contentious aspects of the project, which some feel could limit meaningful scrutiny or debate.
- Residents question whether the implications for the traditional market have been fully considered as there is a feeling among residents that the proposals prioritise tourists over local residents.
- An underground bin storage area which reduces clutter in the Market Square was welcomed.
- Residents are concerned as to how the Market Traders will operate alongside any proposed events in the Market Square.
- Concerns have been raised over governance issues regarding the proposed plans for the Market Square.

Demountable Stalls

- The demountable stall is criticised for being flimsy and ill-suited for year-round market trading. It is described as more appropriate for temporary, craft-style events rather than a permanent, high-use public market. This raises practical concerns about the durability of the structures in real-world trading conditions.

- The non-standard sizing of the proposed stalls is identified as a barrier for itinerant traders who rely on consistent infrastructure to efficiently set up across multiple markets. This could result in a reduction in trader participation, particularly from experienced or regional market vendors.
- There is a view that the permanent structures are unattractive and badly positioned, and that earlier stall proposals were more in tune with how markets operate in practice. The question was posed as to why feedback from market traders and visitors have been taken into account.
- Concerns have been raised that the proposed demountable stalls are not fit for purpose – described as flimsy, unable to support essential equipment, and tested at a time that doesn't reflect year-round conditions.

Support for Market Traders

- There is concern about the lack of information on how traders will be supported during construction, especially given previous assurances that their livelihoods would be protected.

Concerns over Tourists

- The market infrastructure favours hot food stalls catering to tourists over the needs of local traders selling fresh produce, books, or other everyday goods. This reflects a broader concern that the proposals are designed more for tourist footfall than local use.
- Residents express concern that the involvement of institutions - particularly King's College and Cambridge University - on the Visit Cambridge board may be shaping the Civic Quarter proposals in ways that prioritise tourism over local needs. The reference to King's College's business plan, which reportedly depends on increased tourism (including from China), is used to illustrate this concern.

Questions asked about the proposed events in Market Square

- Is there a report on the cultural events and themed markets that are planned?
- What the focus is likely to be?
- Who will the customers be for these events and themed markets?
- Is there a business plan?
- How will events work alongside the traditional market?
- Will events be ticketed as they are for the Edinburgh Fringe?
- Will residents be excluded from accessing any parts of the city centre and its civic spaces, as in other cities operating ticketed events?
- Will traders trading in themed markets get priority over Cambridge's traditional market traders?
- Who will decide the priorities and who gets which stalls?

6.6.5 Response from King's College

The following themes have been extracted from the response submitted by King's College:

Public Toilet Provision

- There is a clear lack of publicly available toilets in the city centre. The current proposals omit mention of additional public toilets beyond the Changing Places facility, which is seen as a significant gap. This shortage could limit the ambitions of the Civic Quarter project to make the city centre an enjoyable space for all

. Accessibility

- The inclusion of a Changing Places toilet in the Guildhall is positive. However, wider accessibility needs require more public toilets throughout the city centre.

Business and Community Concerns

- The issue of public toilet availability is a key concern for local businesses, as noted by Cambridge BID.

Financial Sustainability

- To avoid becoming a financial burden on the council, payable toilets are suggested as a potential solution.

Heritage and Practical Challenges

- Recognises the difficulty of providing toilets within a heritage context. However, despite these challenges, toilet facilities are a fundamental requirement that must not be ignored, especially given the scale of investment.

6.6.6 Response from Connecting Cambridgeshire

The following themes have been extracted from the response submitted by Connecting Cambridgeshire:

Digital Connectivity

- Certain areas in Cambridge still require improved fixed-line (fibre) and mobile (4G/5G) broadband coverage.
- The Civic Quarter project should address connectivity needs for surrounding shops, restaurants, bars, offices, market traders, and pop-up events.
- Both indoor and outdoor mobile coverage should be included within the planning process.
- Opportunities to install infrastructure above ground (mobile) and underground (fibre) during design and construction should be explored.
- Connecting Cambridgeshire offers support to engage with commercial digital connectivity providers.

Smart City and Street Furniture

- Six smart poles have been installed around Market Square and the Guildhall, equipped with sensors for air quality, CCTV, and traffic monitoring.
- These smart devices provide real-time data which can support the objectives of the Civic Quarter project.
- Additional smart devices could be deployed to enhance the management and operation of the Civic Quarter area.
- Data collected from existing devices can be shared with the project team.

5G Standalone Networks

- 5G radios have been installed outdoors on the Guildhall balcony, providing coverage of the Market Square and four indoor 5G radios have been deployed in the Corn Exchange.
- The 5G network has supported projects such as augmented reality experiences and upcoming heritage celebrations. Therefore It is recommended to retain and further utilise the 5G network for enhanced indoor and outdoor connectivity.

Engagement and Support

- Connecting Cambridgeshire welcomes ongoing involvement with the Civic Quarter project.
- They emphasise the importance of integrating digital connectivity into the design proposals at an early stage.
- CC offers collaboration and assistance throughout the planning and delivery phases.

6.7 Feedback from Emails

6.7.1 11 emails were received from individuals in the CCQ project inbox with feedback on the Cambridge Civic Quarter proposals.

6.7.2 The following themes have been extracted from this feedback.

Market Design and Stalls

- Concerns that permanent stall structures would harm the market's character, obstruct views, and create antisocial behaviour risks.
- Support for modestly upgrading the existing stall infrastructure while retaining informality and flexibility.
- Mixed views on permanent vs. demountable stalls; some value permanence and shelter, others prioritise an open, flexible square.
- Suggestions for smart canopies with integrated lighting and utilities as a compromise between function and aesthetics.

Heritage and Civic Function

- Preserve and appropriately display war memorials and maintain space for civic ceremonies like Armistice Day.
- Market Square seen by several respondents as a key civic space, and proposals should protect this symbolic role.

Accessibility and Inclusion

- Setts described as a slip/trip hazard that discriminates against disabled users - suggestions to remove or overlay.
- Blue Badge parking loss is a significant concern; proposals seen as worsening access for disabled residents and services like Dial-a-Ride.
- Feedback highlights the need for inclusive seating (varied heights, arm supports, wheelchair access) and better engagement with accessibility representatives.
- Accessibility of engagement materials also questioned; maps and visualisations should be improved to meet basic accessibility standards.

Market Operations and Trader Relations

- It is important to rebuild trust with market traders and genuinely engaging them in decisions.
- Concerns that increasing food vendors affects other traders through noise, smells, and grease.
- Concern that inflexible rules (e.g. number of trading days) could drive out long-standing or popular traders, weakening the market's ecosystem.
- Requests for a clear and fair relocation strategy during construction - seen as critical to project success.

Public Realm and Streetscape

- Strong preference for simple, legible public realm design—avoid clutter or overdesign, particularly the proposed new diagonal path.
- Mixed views on introducing trees; support for greenery in principle but concerns about space, maintenance, and potential damage.
- Surface treatments must be robust and clear; some recommend granite for longevity and safe navigation.

Events and Night-time Use

- Support for events that bring civic life to the square, but calls for balance with nearby residents' need for quiet.
- Caution against regular evening events that might disrupt residential and student life in the area.

Waste, Maintenance, and Safety

- Waste management flagged as a key operational issue - questions raised about viability and precedent for proposed underground bins.
- Antisocial behaviour concerns linked to certain designs and lack of clear nighttime management plan.

Public Engagement and Process

- Some respondents feel overall engagement is insufficient given the scale of the scheme and the city-wide relevance.
- A view that responses so far are too low to establish meaningful buy-in - calls for deeper, broader engagement and consultation.

6.7.3 Four emails were also received from individuals with formal feedback in the CCQ project inbox.

Email with formal feedback 1

The following themes have been extracted from this response:

Quality and Ambition of Design Proposals

- The visual materials and engagement boards are seen as not having sufficient clarity and quality expected for the project.
- Concerns are raised that the proposed designs for both the Guildhall and Market Square need more ambition to create a truly 21st-century civic space.
- The proposals are viewed as potentially impacting the city's image and the City Council's reputation, particularly during a sensitive period in Cambridge's development.
- There is a sense that the designs currently fall short of addressing the wider civic and democratic context, particularly in light of ongoing devolution discussions.

Market Square - Design Practicality and Trader Suitability

- Concern over the proposed demountable stalls being impractical and not durable enough for everyday market use when compared to established trader requirements.
- Market traders are concerned the stall size is incompatible with the equipment typically used by itinerant traders, potentially discouraging participation from a broader market network.

Email with formal feedback 2

The following themes have been extracted from this response:

Capacity and Spatial Constraints

- The Civic Quarter's medieval street layout presents inherent space limitations.
- Current proposals do not yet fully explain how competing demands (e.g., servicing, access, events) will be coordinated.
- The 2019 BDP Feasibility Study identified some of these spatial constraints, but its insights appear to have been overlooked.
- A more detailed consideration of surrounding buildings' functions and how they interact with public space would be valuable.

Servicing and Logistics

- Greater clarity is needed on how servicing will work for key buildings including the Guildhall, Corn Exchange, Arts Theatre, and Premier Inn.
- The plans do not currently demonstrate how larger service vehicles will operate safely within the redeveloped area.
- Some of the proposed landscaping features, such as tree placements, may conflict with access and turning requirements for these vehicles.

Cycle Parking

- Up to 150 existing cycle parking spaces could be lost from areas including Peas Hill, Guildhall Street, and nearby railings and this change was not made sufficiently clear in engagement materials.
- Reducing cycle parking in such a central location may negatively impact accessibility, including for disabled cyclists.

Tree Planting and Greening

- The ambition for more greenery is welcomed in principle, but some proposed tree locations may not be viable due to limited light or space (e.g. too close to shop fronts).
- Consideration should be given to whether these plantings can thrive long-term and co-exist with servicing and public realm functions.
- There's concern that tree planting may be taking precedence over more immediately functional needs such as access and parking.

The Market Square and Traders

- The Market Square deserves to be treated as a central civic space in its own right, not just as a backdrop to the Guildhall and Corn Exchange.
- A better balance is needed between new food-focused offerings and existing long-standing stallholders, especially those operating during the week and on Sundays.
- Designs for the new stalls remain unclear; current concepts appear fragile, hard to customise, and not resilient in bad weather.
- Recent trial stalls have not been well received by traders, many of whom cannot operate effectively from them.
- Without meaningful changes, there is a risk of losing valued traders - such as the long-established cycle repair stall.

Market Decanting During Works

- Traders had previously expressed support for a phased approach that would allow continued trading during construction.
- However, the Council has recently proposed a full temporary closure without providing a detailed decanting plan.
- The suggested 2m stalls for interim use are unlikely to meet many traders' needs.
- A more collaborative approach to co-designing workable decanting options would be beneficial.

Engagement Process

- There is concern that aspects of the engagement have been inconsistent and occasionally unclear.
- Important changes, such as the potential removal of cycle parking, were not adequately communicated.
- A clearer effort to integrate the views of both traders and the wider public would help build trust.
- Engagement with market traders has come relatively late in the process, limiting opportunities for meaningful input.
- The process risks appearing to pre-empt outcomes before sufficient engagement has occurred.

Guildhall

- There is support for preserving the Guildhall as a civic hub and recognising its symbolic value.
- However, the proposed reconfiguration of the Council Chamber could benefit from a clearer understanding of the full range of Guildhall spaces.
- The Large and Small Halls could serve non-civic uses more effectively.
- A dedicated space to promote the city's heritage and social history is strongly supported.

Corn Exchange and Parsons Court

- The proposals to improve the Corn Exchange are welcomed.

- Further detail is needed on the future use of Parsons Court and how logistics will be handled during events.

Recommendations

- Proposals across the Civic Quarter would benefit from further refinement and stakeholder input before any planning application is submitted.
- Spatial conflicts and operational needs should be fully addressed as a priority.
- In particular, the market proposals should be paused to allow more detailed engagement with traders and the wider community.

Email with formal feedback 3

The following themes have been extracted from this response:

Preserve the Market's Character and Simplicity

- Support for retaining the informal and characterful feel of the current market.
- Preference for simple, functional design updates rather than radical change.
- Fixed stall designs could be more convincing - suggestion to modernise the existing aesthetic with better materials and integrated services.

Ensure a Clear and Coherent Layout

- Concern about introducing a direct path through the market, which could complicate the overall geometry.
- Encouragement to maintain a clear, rectangular layout to support ease of movement and legibility.

Keep Public Realm Features Informal

- Support for some seating, though preference is for a more informal approach.
- Suggestion that the central table within the fixed stalls area may not be necessary.

Use Durable and Context-Sensitive Materials

- Recommendation to use granite for all surfaces, rather than York Stone, due to its robustness under heavy use.
- Suggests using different types of granite to delineate zones for loading and pedestrian priority.
- Notes the value of previous material testing on site.

Prioritise Practical Waste Management

- Emphasises the importance of efficient waste handling for successful market operations.
- Requests assurance that proposed underground bins have been tested and proven in similar contexts.

Be Selective and Practical with Tree Planting

- Cautions against extensive tree planting due to potential for damage and lack of sunlight. Recommends a few well-placed, well-protected trees where feasible.

Carefully Plan Construction Phasing

- Market improvements should ideally follow Guildhall works to avoid disruption.

Decanting

- Trader relocation is recognised as a sensitive and potentially challenging issue. The project team should learn from past difficulties and ensure a robust, workable strategy is in place.

Email with formal feedback 4

The following themes have been extracted from this response:

Project Ambitions

- Strong encouragement for the project team to take a bold approach and not be overly constrained by narrow interests.
- Belief that Cambridge deserves a central civic space that reflects its historic and international stature.

Preference for a Flexible, Open Public Square

- Suggestion that the Market Square should follow the model of European city plazas-open, elegant, and adaptable for a range of civic and cultural uses.
- Concern that permanent structures in the centre would compromise both aesthetics and functionality.

The Current Market Offer

- Perception that the market is underwhelming and dominated by food vendors, despite the city's existing food options.
- Questions the value of operating the market seven days a week without a stronger or more distinctive offer.

Concerns About Permanent Market Infrastructure

- Objection to proposed fixed structures in the centre of the square, citing visual intrusion and reduced flexibility.
- Fears that permanent installations may attract antisocial behaviour and lead to management challenges.
- Suggests that future-proofing and long-term adaptability should be prioritised.

Emphasis on Preserving Historic Vistas

- Desire to maintain clear views of key historic buildings such as King's College Chapel and the Senate House.
- Belief that visual coherence and heritage value should not be compromised by overly cluttered interventions.

6.8 Feedback from Youth Engagement

- 6.8.1 Prior to the launch of the engagement programme, a series of youth workshop sessions were held with three schools in order to provide the local youth with an opportunity to have an input in the Market Square element of the project. The three schools included Kings Hedges Educational Federation Primary School, Bewick Bridge Primary School and North Cambridge Academy.
- 6.8.2 In total, 111 children aged 9 to 16 took part in the workshop sessions. In addition to council officers and academics, two councillors (Cllr Katie Thornburrow and County Cllr Dr. Claire Daunton) also took part in the workshop sessions.
- 6.8.3 For all three schools involved, a presentation setting out the purpose of the workshop was given to the participants. The presentation introduced the details of the proposals, the importance of youth engagement, basic principles of good urban design and town planning, and how they contribute to the concept of sustainability and also the value of biodiversity.
- 6.8.4 Council officers, members and academics gave a talk on career options in the built and natural environment field, housing, architecture and engagement work. The purpose of this talk was to inform students of the career options available, inspire them and build the social value offering of the project.
- 6.8.5 The students received a presentation to learn about the proposals for the redevelopment of the iconic Market Square at Cambridge city centre, and the YES (Youth Engagement Services) team asked them all to apply the 4 Cs design framework (Community, Character, Climate, Connectivity) from the 'Cambridgeshire Quality Charter for Growth' document to assess the design merits of development proposals. The YES team and the facilitators explained to the students that their ideas will be used to inform the live project and informed them of the date of the next stage of the public engagement and consultation.
- 6.8.6 For all three schools, the students were then divided into four groups based on the 4Cs, taking part in a drawing competition to show how the Market Square can be improved based on children's perspective.
- 6.8.7 Officers have analysed the drawings for all three schools and the top priorities for the community to benefit from the proposals at the Market Square were (in descending order):
- Market stalls
 - Greenery
 - Benches, seating, tables
 - Fountain
 - Shops / buildings
 - Pedestrian pavement

- Bike Stands
- Bins
- Canopies
- Play area / park

6.8.8 Respondents supported proposals that reflect the four 'C's outlined in the Cambridgeshire Quality Charter for Growth. They emphasised the importance of Community, favouring features such as market stalls, seating areas, social spaces, bike parking, public toilets, fountains, shops, and a performance stage.

6.8.9 In terms of Character, they preferred modern, colourful buildings that integrate well with natural surroundings, along with elements like benches, canopies, and play areas.

6.8.10 Under Climate Change, respondents encouraged the inclusion of trees, greenery, water fountains, solar panels, e-bike chargers, pedestrian routes, recycling bins, and bike paths to promote sustainability.

6.8.11 For Connectivity, there was strong support for improved footpaths, cycle lanes, wheelchair access, bike stands, and maps to encourage active travel and healthy living in and around Market Square.

7.0 Conclusion and Next Steps

The Civic Quarter engagement report demonstrates a collaborative and forward-thinking approach is required towards reimagining Cambridge's key historical sites—Market Square, Guildhall, and Corn Exchange. The report highlights a strong community response to the updated designs, emphasising the need for a blend of modernisation while considering the character and historical significance of each location.

Key feedback includes protecting the character of the Market Square and ensuring changes are developed in collaboration with the traders, transforming the Guildhall into a more inclusive and accessible civic space, and upgrading the Corn Exchange without compromising its affordability.

7.1 Conclusions:

Public feedback reflects a clear appetite for a more inclusive, accessible, and welcoming Civic Quarter. There is strong support for transforming the Guildhall into a civic and cultural hub, alongside widespread backing for comfort and accessibility upgrades to the Corn Exchange. In the Market Square, priorities included support for a lightweight canopy over seating, restoration of the fountain, and a dedicated entertainment zone. Across the area, people called for enhanced accessibility, improved public seating, step-free routes, and clearer separation between pedestrians and cyclists, alongside better cycle facilities and timed vehicle access that prioritises pedestrians.

7.2 Next Steps

This full summary report of the engagement findings will be published on the council's website in August 2025.

A comprehensive report outlining the final designs, business plans, project costs, and funding proposals will be reviewed by councillors in September 2025. This report will be published on the council's website, with a direct link provided in a future update to subscribers.

If approved by councillors, a planning application will be submitted by the end of 2025. This will mark a key milestone as the project moves from design into delivery, maintaining alignment with the Civic Quarter vision shaped by community input.

The engagement process will remain a vital part of the project as it evolves. Ongoing dialogue and feedback loops will ensure the development remains responsive to community priorities, supporting the creation of a Civic Quarter that is inclusive, functional, and reflective of the aspirations of Cambridge's residents and visitors.

Moving forward, the project will continue to engage with market traders on plans for the Market through monthly meetings, which consider a range of operational considerations, including stall designs and planning for a temporary trading location whilst construction takes place.

8.0 Appendices

8.1 Surveys

8.1.1 Hard Copy Survey



Cambridge Civic Quarter - Next phase survey

Instructions

- Write as **clearly** as you can— these forms might be scanned
- Write your answers in the same language as this form

Personal data

We will submit your input to Cambridge City Council's online participation platform. If you want to receive updates relevant to your input by email, please fill out the following fields on this page and we will create an account for you. Your data will not be public and will only be used by Cambridge City Council. If you do not agree for us to use your personal data in this way, you can leave them empty.

First name(s) (optional)

Last name (optional)

Email address (optional)

- ☐ By checking this box I consent to my data being used to create an account on Cambridge City Council's participation platform.

What is your full postcode?

Who are you responding on behalf of? (optional)

- ☐ Myself, as an individual
- ☐ On behalf of a group or organisation
- ☐ Both as an individual and on behalf as a group

If you are responding on behalf of a group or organisation, what is the name of it? (optional)

How are you connected to the Cambridge Civic Quarter area? (optional)

*Choose as many as you like

- ☐ I live nearby
- ☐ I live elsewhere in Cambridge
- ☐ I work in the city centre
- ☐ I am a market trader
- ☐ I run a local business
- ☐ I work at the Guildhall
- ☐ I work at the Corn Exchange
- ☐ I shop at or visit the market
- ☐ I represent a local community or group
- ☐ I am visiting from outside Cambridge
- ☐ Other (please specify)

Type your answer

How do you usually travel to the area? (optional)

*Choose at most 3 options

- ☐ Walk
- ☐ Wheelchair/mobility aid
- ☐ Cycle
- ☐ Bus
- ☐ Park and ride
- ☐ Train
- ☐ Private car
- ☐ Taxi or private hire
- ☐ Scooter/skateboard
- ☐ Other (please specify)

Type your answer

We're planning a welcoming café space within the Guildhall. What would encourage you to use it, or make it stand out from other cafés in Cambridge? (optional)

*Choose as many as you like

- ☐ Comfortable seating and a relaxed atmosphere
- ☐ Locally sourced or sustainable food and drink options
- ☐ More affordable/discounted prices
- ☐ Opportunities to meet others or join in community events
- ☐ Quiet areas for working or reading
- ☐ Displays or exhibitions about Cambridge's history and culture
- ☐ Inclusive design that feels welcoming to all
- ☐ Other (please specify)

Type your answer

**We're planning to make more of the Guildhall available for public use.
What would encourage you to use these spaces? (optional)**

**What types of seating or furniture would make public spaces inside the
Guildhall (café, desk spaces etc.) comfortable and usable? (optional)**

**Choose as many as you like*

- ☐ Softer seating in communal spaces
- ☐ Benches or shared seating
- ☐ Small tables (e.g. for coffee or working)
- ☐ Spaces for prams, bags or wheelchairs
- ☐ None - seating is not important to me
- ☐ Other (please specify)

Type your answer

What are your priorities for how the Council Chamber and committee rooms are improved? (optional)

*Choose as many as you like

- ☐ Better accessibility (e.g. step-free access, hearing loops)
- ☐ Comfortable seating
- ☐ Improved lighting and ventilation
- ☐ Flexible layouts for different uses
- ☐ Up-to-date technology (e.g. screens, microphones, hybrid meeting access, simplified booking process with pricing and availability information)
- ☐ Other (please specify)

Type your answer

What kind of events or activities would you like to see happen in the Guildhall? (optional)

*Choose as many as you like

- ☐ Community group meetings
- ☐ Public talks or lectures
- ☐ Art or cultural exhibitions
- ☐ Civil ceremonies or weddings
- ☐ Youth or education activities
- ☐ Other (please specify)

Type your answer

Would you or your organisation be interested in hiring or using space in the Guildhall? (optional)

- ☐ Yes
- ☐ No
- ☐ Maybe
- ☐ Not applicable

Please explain the reasons for your response. (optional)

We plan to improve the Corn Exchange by carrying out a range of works.

Would these make you more likely to visit it as a venue? (optional)

Planned works include increased standing capacity to attract a wider range of performers, improved acoustics, improved accessibility with the provision of new lifts, increased access to bars with a new mezzanine bar overlooking the current foyer space, increased number of toilets and a reimagined Parsons Court, providing an external space linked to the Corn Exchange and 3 Parsons Court bar.

- ☐ Yes
- ☐ No
- ☐ Unsure

If you answered 'No' to the previous question, please explain why. (optional)

We're proposing to include improved lighting, CCTV or security presence, better visibility, more seating, and the removal or relocation of waste bins to help address anti-social behaviour. Do you have any other ideas that could help? (optional)

What are your views on the proposed layout of the Market Square and how it might affect how people use it? (optional)

What are your thoughts on creating an entertainment zone in the Market Square — for example, for performances, live music, or community events? (optional)

A lightweight canopy is proposed to cover a new seating area in a small part of the Market Square to provide rain cover and shade when needed. What are your thoughts on this idea and the value it could bring? (optional)

What do you think would be the best use of the old fountain in the Market Square? (optional)

- ☐ Restore it as a working fountain
- ☐ Repurpose it (e.g. as a planter or seating furniture)
- ☐ I'm not sure
- ☐ Other (please specify)

Type your answer

Do you have any additional ideas to make the Market Square more appealing? (optional)

What types of seating would you like to see in the Civic Quarter area, thinking about how they could best support your needs or the needs of people you know? (optional)

For example - comfort, accessibility, shade, social interaction and quiet spaces.

How would you like to see public art and storytelling used around the Civic Quarter area? (optional)

For example - through sculptures, murals, performances, digital installations, or something else.

Is there anything else that you think would make the Civic Quarter more inclusive? (optional)

Do you think installing a hidden platform lift would improve access for wheelchair users who currently have to use an alternative entrance to the Guildhall? (optional)

- ☐ Yes
- ☐ No
- ☐ I'm not sure

How should transport and movement in the Civic Quarter be improved?
(optional)

*Choose as many as you like

- ☐ More secure cycle parking
- ☐ Restricting vehicle access to set times of the day
- ☐ Clearer separation of pedestrian and cycle routes
- ☐ Other (please specify)

Type your answer

Do you have any comments about traffic, transport or movement in the Civic Quarter? (optional)

Do you have any other ideas, feedback or comments you would like to share? (optional)

What is your age group? (optional)

- ☐ Under 16
- ☐ 16-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 75+

What is your gender? (optional)

- ☐ Female
- ☐ Male
- ☐ Non-binary
- ☐ Prefer not to say
- ☐ Other

Type your answer

Do you consider yourself to have a disability or long-term health condition? (optional)

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

How would you describe your ethnicity? (optional)

8.2 Materials

8.2.1 Poster

Cambridge Civic Quarter
Creating a vibrant civic heart

We have a once-in-a-century opportunity to reimagine the area around the Guildhall, Corn Exchange and Market Square to create a new focal point that residents can be proud of and that lives up to the city's reputation.

Preserving and modernising historic sites
As custodians of these historic sites, it's our duty to invest in their maintenance and ensure they are modernised to serve a 21st century society. Traders have been running stalls on the Market Square since the Middle Ages, the Guildhall site has been a seat of local democracy for 800 years, and we are celebrating 150 years of the Corn Exchange in 2025.

A place to meet and enjoy cultural events
Improving the experience of residents and visitors to the city centre, by creating more inclusive and accessible buildings that are open to all, with better public spaces where people can meet and enjoy cultural events, so that everyone can benefit from the city's prosperity.

A green, sustainable place
The council has committed to getting its own operations to net zero by 2030. We will target net zero operational carbon in the Guildhall and significant reductions in the Corn Exchange, water neutrality, and a net gain of 20% biodiversity, including trees to provide shade.

A place that works for Cambridge
Improving the experience of residents and visitors will make it easier for people to spend more time in the Corn Exchange, Market Square, and city centre shops, restaurants and bars. Modernising the sites will help reduce the council's running costs, and providing space for commercial occupiers would increase the council's income to support frontline council services.

This next stage of engagement will allow you to provide further feedback on the latest proposals for the new Civic Quarter.


Get involved!
Join our public engagement programme from 12 May to 22 June 2025.
Be a part of shaping the future of Cambridge. Your engagement is crucial to creating a Civic Quarter that reflects the values and desires of our community.

cambridge.gov.uk/ccq
info@cambridgecivicquarter.co.uk
07542 016586

Find out more or complete the survey

If you need the survey in another format please call or text: 07542 016586

8.2.2 Postcard




Cambridge Civic Quarter

Creating a vibrant civic heart

The ambition of the Civic Quarter project is to reimagine the area around Cambridge Market, Corn Exchange and Guildhall to improve the experience of everyone visiting the city centre. Creating more inclusive and accessible buildings, and better public spaces with increased biodiversity where people can meet and enjoy cultural events.

Also investing in the care of these heritage sites while reducing water use and carbon emissions, and associated running costs, and creating opportunities to generate income to support frontline council services.



We are now inviting you to provide further feedback on the latest proposals for the new Civic Quarter.

A place to meet and enjoy cultural events
Improving the experience of residents and visitors to the city centre, by creating more inclusive and accessible buildings that are open to all, with better public spaces where people can meet and enjoy cultural events, so that everyone can benefit from the city's prosperity.

A green, sustainable place
The council has committed to getting its own operations to net zero by 2030. This exemplar project will target net zero operational carbon in the Guildhall and significant reductions in the Corn Exchange, water neutrality, and a net gain of 20% biodiversity, including tree planting to provide shade.

Preserving and modernising historic sites
As custodians of these historic sites, it's our duty to invest in their maintenance and ensure they are modernised to serve a 21st century society. Traders have been running stalls on the Market Square since the Middle Ages, the Guildhall site has been a seat of local democracy for 800 years, and we are celebrating 150 years of the Corn Exchange in 2025.

A place that works for Cambridge
Improving the experience of residents and visitors will make it easier for people to spend more time in the Corn Exchange, Market Square, and city centre shops, restaurants and bars. Modernising the sites will help reduce the council's running costs, and providing space for commercial occupiers will increase the council's income to support frontline council services.

Cambridge Market

Prioritising a thriving seven-day market, with new permanent stalls alongside demountable stalls to allow flexibility on the Market Square, in line with demand from traders.

There will be new covered seating areas to provide shade or rain shelter, however the size of the proposed canopy has reduced in line with feedback about prevention of anti-social behaviour. Better lighting is being proposed to improve safety.

An underground bin storage area will reduce clutter, and space for small-scale cultural events and community activities, such as open-air screenings and themed markets are proposed. The fountain will be retained and restored.

Corn Exchange

The venue will be improved with energy-saving measures (including insulation, solar panels and modernised ventilation systems), accessibility in all areas, and better sound quality and new AV systems for events to ensure performances and events meet higher standards for audiences and performers.

Introducing more concessions and bar areas will enable quicker service and a wider variety of food and drink options.

Meanwhile event capacity will increase to accommodate more attendees, allowing for larger events and wider variety.


The Guildhall

The Grade II listed building will be conserved and designed to operate at net zero carbon, using EnerPHit principles and installing Air Source Heat Pumps and solar panels.


The Ground Floor will feature a new customer service centre for people visiting the council, a welcoming public café, and a Changing Places toilet open to the public. There will be work spaces and meeting rooms for council staff, as well as work space for commercial tenants, and publicly bookable rooms for meetings or events on the other floors.

While considering the Chamber's heritage status, the latest proposals see the fixed furniture removed in order for the Chamber to become accessible, usable for different types of events including community events, and able to adapt to changing requirements.


The large and small halls will have sensitive modern interventions to deliver high quality multifunctional spaces. And in line with feedback received during the summer, the proposal to provide space for a hotel in part of the Guildhall has been removed.



Find out more or complete the survey



If you need the survey in any other format please call: 07542 016586



Get involved!

Join our public engagement programme from 12 May to 22 June 2025.

Be a part of shaping the future of Cambridge.



Your engagement is crucial to creating a Civic Quarter that reflects the values and desires of our community.

cambridge.gov.uk/ccq

info@cambridgecivicquarter.co.uk

[07542 016586](tel:07542016586)


8.2.3 Exhibition boards




Cambridge Civic Quarter

Creating a vibrant civic heart

We have a once-in-a-century opportunity to reimagine the area around the Guildhall, Corn Exchange and Market Square to create a new focal point that residents can be proud of and that lives up to the city's reputation.






Preserving and modernising historic sites


As custodians of these historic sites, it's our duty to invest in their maintenance and ensure they are modernised to serve a 21st century society.

Traders have been running stalls on the Market Square since the Middle Ages, the Guildhall site has been a seat of local democracy for 800 years, and we are celebrating 150 years of the Corn Exchange in 2025.




A place to meet and enjoy cultural events

Improving the experience of residents and visitors to the city centre, by creating more inclusive and accessible buildings that are open to all, with better public spaces where people can meet and enjoy cultural events, so that everyone can benefit from the city's prosperity.



A green, sustainable place



The council has committed to getting its own operations to net zero by 2030. We will target net zero operational carbon in the Guildhall and significant reductions in the Corn Exchange, water neutrality, and a net gain of 20% biodiversity, including trees to provide shade.



A place that works for Cambridge

Improving the experience of residents and visitors will make it easier for people to spend more time in the Corn Exchange, Market Square, and city centre shops, restaurants and bars. Modernising the sites will help reduce the council's running costs, and providing space for commercial occupiers would increase the council's income to support frontline council services.

We are now inviting you to provide further feedback.

Cambridge Civic Quarter

You said, we did

Shaping the next stage of the Cambridge Civic Quarter

Between June and July 2024, we invited local people, businesses, market traders, and community organisations to share their views on the future of the Guildhall, Market Square, Corn Exchange, and the public spaces that connect them. Over 885 people responded to surveys and many more took part in workshops, pop-ups, webinars, and targeted sessions. Here's a summary of what you told us—and how we're using that feedback to shape the next stage of the project.

| | | | |
|---|---|---|---|
| <p>You're concerned about safety and anti-social behaviour in the Market Square, especially at night</p> <p>We have developed the designs through consultation with the Police, creating open space, clear sight lines, good quality lighting and increased management presence to deter anti-social behaviour</p> | <p>You want to see more greenery, trees, and biodiversity integrated throughout the Civic Quarter</p> <p>We've worked hard to incorporate high quality planting and areas of greenery, maximising the opportunity to increase biodiversity in the Civic Quarter</p> | <p>Accessibility is key: cobbled surfaces and street clutter make the area difficult to navigate for many</p> <p>Accessibility is a key driver of the Civic Quarter Project, we are working with Historic England and the council's conservation officer to make the cobbles accessible to all</p> | <p>You had mixed views on permanent vs demountable stalls, with support for flexible options if well-designed</p> <p>We have been working with Market Traders to develop designs for the Market Square and will be testing demountable stalls on the market in the near future</p> |
| <p>Market traders worry about the impact of construction, and want clear planning and phased implementation</p> <p>We are in the process of engaging with a main building contractor. Adding this expertise to our design team will provide more certainty on phasing of the works</p> | <p>The Guildhall should be more open, inviting, and community-friendly, with uses like cafés and play spaces</p> <p>The proposals include a public café at the heart of the Guildhall, visible from the main entrance, to welcome the public into the Guildhall</p> | <p>Feedback on the hotel proposal was balanced; some supported the idea, others raised concerns about its impact</p> <p>Following review of the different proposals, the decision was taken to not proceed with a hotel in the Guildhall</p> | <p>The Corn Exchange needs better acoustics, more comfort, and a more welcoming entrance to attract performers</p> <p>Working with our acoustician we have developed proposals to improve the acoustics, whilst the redesigned foyer will create a beautiful entrance to the Corn Exchange</p> |
| <p>You want the public realm to be more pedestrian- and cycle-friendly, with improved surfaces and less traffic</p> <p>We too want the public realm to be improved and traffic reduced. Our proposals use high quality material and reuse the listed Setts to make surfaces accessible</p> | <p>Sustainability is a top priority—people asked for solar panels, reused materials, and environmentally-friendly design</p> <p>We're designing the Guildhall to be Net Zero Carbon in operation and drastically reducing energy use in the Corn Exchange. Solar panels are being installed, and embodied carbon is a key focus.</p> | <p>You want the Market Square to remain a vibrant seven-day market that supports local traders and maintains its traditional character</p> <p>We're committed to keeping the Market Square a vibrant seven-day market that supports local traders and preserves its traditional character</p> | <p>You value the market as a community hub, not just a commercial space—many supported ideas for social spaces to meet, sit, and relax</p> <p>We're enhancing the market as a community hub with more spaces to meet, sit, and relax—making it a welcoming place beyond just shopping</p> |
| <p>You'd like to see more diverse and themed events, such as evening and night-time markets, to bring the space to life beyond daytime hours</p> <p>We're exploring a more diverse mix of events, including themed evening markets, to bring the space to life after dark.</p> | <p>You suggested the Market Square could host small-scale performances or cultural events, provided they don't displace traders or clutter the space</p> <p>We're exploring options for small-scale events in the Market Square that celebrate culture without disrupting traders or overcrowding the space</p> | <p>You called for better signage, clearer wayfinding, and welcoming entrances—especially at the Guildhall and Corn Exchange</p> <p>We're improving signage and wayfinding throughout the Civic Quarter. Entrances are being made more welcoming and proposals are presented below</p> | <p>You want the Civic Quarter to feel inclusive, with public seating, community amenities, and fewer barriers to access</p> <p>We've worked hard to include public seating. Inclusivity and accessibility is being improved across all aspects of the Civic Quarter</p> |

We are now inviting you to provide further feedback



Cambridge Civic Quarter



Preserving our heritage and modernising for the 21st century

The Cambridge Civic Quarter project is working towards a Planning and Listed Building Application. To help us continue developing our planning application, we are undertaking another engagement programme to help shape our proposals. We want to create designs for the area that will:

- **create a focal point in the centre of Cambridge** that local people can be proud of and which lives up to the city's reputation as a centre of excellence and cultural significance
- **attract residents and visitors to spend more time** in the Market Square, Corn Exchange, and city centre shops, restaurants and bars
- **build on the agreed vision for the Market Square** supporting the seven-day market to continue, while being a more accessible, attractive, welcoming, exciting and safe place to visit, shop and gather
- **make the Corn Exchange a more modern and appealing venue** with updated facilities, while exploring new commercial opportunities and reducing operational costs
- **conserve the Grade II listed Guildhall as a net zero-carbon building** to save running costs, with a welcoming environment for the public, and fit-for-future working spaces for council uses; while **creating new spaces for commercial occupiers in order to increase the council's income** to support frontline council services



The first phase of Guildhall complete in 1936



The second phase during construction in 1938



1841 - buildings in front of Great St Mary Church



Fountain circa 1940's



The Market Square in 1921



The Market Square in the 1960's



Permanent structure in 1972



Permanent structure 1990s to today



The Market Square in 1992



Open air cinema in the Market Square 2017

We are now inviting you to provide further
feedback



Cambridge Civic Quarter

How you can get involved



Your voice matters

In 2024 we ran an engagement programme which helped to shape proposals for the Cambridge Civic Quarter. These were discussed by councillors at the Strategy and Resources Committee in November 2024, with approval given to progress the project to the next stage. We have reappointed the consultancy team to continue developing the proposals and run a further public engagement programme starting in May 2025. From this an updated report will be presented to councillors in autumn 2025, ahead of submitting a planning application.

We want you to tell us what you think of the current proposals

From Monday 12 May to Sunday 22 June, we are running a comprehensive public engagement programme to gather your ideas and feedback.

Please participate in our survey, community meetings and workshops.

These sessions will allow participants to learn more about the project and share your thoughts on specific aspects of the development.

Your input will help influence the design of the Civic Quarter.

Join us

Be a part of shaping the future of Cambridge. Your engagement is crucial to creating a Civic Quarter that reflects the values and desires of our community.

Engagement events and activities

We will be popping up in the Market Square and at a variety of other events throughout May and June to make sure we hear from people who live in and visit Cambridge.

Live locally and want to know more?

Come along to one of our community workshops. If you would like to attend, please visit cambridge.gov.uk/ccq to register your interest.

Guildhall

Tuesday 27 May, 5 to 7pm

Lichfield Community Hall

Saturday 14 June, 10 to 11.30am



Complete our
online survey



cambridge.gov.uk/ccq



07542 016 586




General
Enquiries

info@cambridgecivicquarter.co.uk



Media
Enquiries


communications@cambridge.gov.uk




Cambridge Civic Quarter

Public spaces


The wider Civic Quarter




The public spaces within the Civic Quarter are proposed to be transformed into spaces which are inclusive and accessible to all. Trees and low level planting will provide shade, shelter and much need biodiversity, whilst clear sight lines and high quality lighting will deter anti-social behaviour. And reducing vehicle movements through the area will make this a place for people.




What we're planning to do:




High quality public spaces with access for all, through high quality surfaces, the re-use of historic setts, public art and integrated discrete children's play.




Reduce the space for vehicles, whilst maintaining access for servicing, to create attractive and inclusive public spaces.






Create spaces which enhance the setting of the historic environment and celebrate the listed buildings.



Provide green infrastructure to support biodiversity, increase resilience to climate change and improve people's experience.




Provide flexible public spaces to support various types of events and uses.

Landscaping and planting provided, providing shade, shelter and opportunities to dwell, whilst enhancing biodiversity.


Open areas of public space which can foster community activities and help make this a new outdoor quarter for Cambridge. Examples of outdoor seating and low level animation of public space.




Cambridge Civic Quarter

The Market Square

Keeping a seven-day market and creating more space for people





Market proposals

We are committed to supporting a thriving seven-day market in the centre of Cambridge and the proposals include:

- a slightly larger market area than is currently in operation
- 36 market stalls in place seven days a week
- 58 demountable stalls, allowing the market to expand and contract as demand requires
- the balance of traders and types of stalls of the market will be very similar to present day


- more council staff to run the market
- significantly more seating including a covered seating area on the market
- much improved lighting will improve safety, working in parallel with clear sight lines and secure covered seating
- underground waste storage removing visual clutter

Event proposals


A range of complementary events are proposed to take place in the market square, the events have been chosen to work alongside the market activity and will not be

taking place at the expense of the market, these could include:

- low level animation with music, fitness uses and children's activities
- community events, with local groups, schools, colleges etc. invited to make use of the space
- outdoor screens, showing sporting events and films through the summer
- experiential pop-ups - brand launches or product demonstrations




Sketch plan showing the market, at maximum size



Artists impression looking towards Rose Crescent


Please tell us what you think of our designs



Cambridge Civic Quarter Corn Exchange

Celebrating 150 years of the Corn Exchange

The Corn Exchange is the East of England's biggest performance venue and a vital part of Cambridge's cultural life. Our planned upgrades will help it thrive by bringing in even more top events, boosting the city's reputation, and making the venue more welcoming and enjoyable for everyone.





- 


More food and drink offerings: Introducing more concessions and bar areas to provide quicker service to and wider variety of food and drink options, enhancing the overall visitor experience.
- 

Increased capacity: Increasing capacity to accommodate more attendees, allowing for larger events and wider variety.
- 

Energy efficiency: Roof insulation, photovoltaic panels, and reduced energy consumption. These upgrades will lower operational costs and minimise the environmental footprint.
- 

Acoustics and AV: Improving sound quality and new AV systems for events, ensuring that performances and events meet higher standards for audiences and performers alike.
- 

Accessibility: Making all areas accessible and more welcoming. Enhanced seating arrangements and facilities will ensure everyone can enjoy the venue.



Artists impression of Person's Court, transformed into a lively, bustling social space

Please tell us what you think of our designs



Cambridge Civic Quarter

The Guildhall

New life for a historic landmark

Our proposals modernise the Guildhall to make it a central hub for local democracy, while acting as the front door for residents accessing council services. Revitalising the Guildhall will help us to preserve a piece of Cambridge's heritage while reducing running costs and providing space for commercial occupiers, to increase the council's income to support frontline services.





Civic function

The revitalised Guildhall will offer a much improved civic function. The Council Chamber is proposed as a fully flexible space to make it accessible and inclusive, for use by all in the community.

The large and small halls will have sensitive modern interventions, delivering high quality multi-functional spaces.

Customer service centre

A new customer service centre will be provided on the ground floor of the Guildhall.

This will be accompanied by a Changing Places toilet - a specialised, larger accessible toilet designed for people with disabilities who need additional space, equipment and assistance.

Additional public facilities

A beautiful welcoming café will form the heart of the Guildhall with a range of seating.

There will also be publicly accessible toilets, a breast feeding room, a reflection/prayer room, and publicly bookable meeting rooms.



Please tell us what you think of our designs

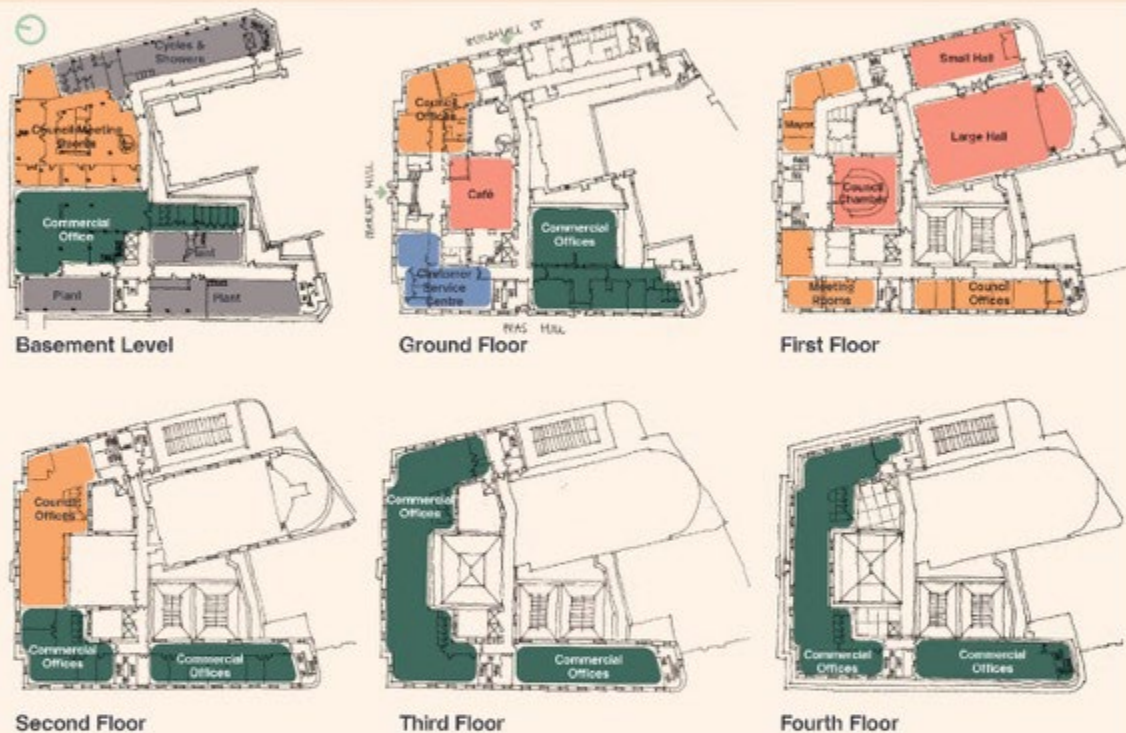


Cambridge Civic Quarter The Guildhall



Providing space to generate income for the council

We are providing space for commercial occupiers to increase the council's income, helping support the running of frontline services. With the customer service centre and publicly accessible café situated on the Ground Floor, council offices and civic functions at Basement, Ground, First and Second floor. Commercial offices are then proposed to occupy the other parts of the Guildhall.



Cambridge City Council offices

The proposals provide workspace for 150 staff with a variety of different places to work in the Guildhall. The design brings natural daylight into the basement and allows a large suite of meeting rooms to be provided, efficiently using the space available.

Civic spaces


The Council Chamber, large and small halls, Mayor's Parlour and committee rooms will all be revitalised.

Commercial offices

Will occupy the upper floors providing income to support council services.




Please tell us what you think of our designs




Cambridge Civic Quarter


The Guildhall

A more inclusive civic hub

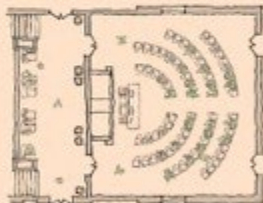


We are proposing a fully flexible solution for the Council Chamber. The current fixed furniture and stepped floor make the space difficult to access and inflexible, with wheelchair users forced to sit in gaps between furniture making participation in meetings difficult.
There will be a need to balance heritage, flexibility and accessibility






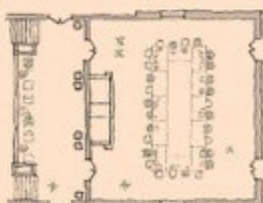
Banquet, dinner or celebration
A flexible chamber would seat around 72 people for a range of events




Unitary council meetings
A flexible chamber would allow a 70 seat Unitary Council to meet




Lecture
The chamber could provide a space for lectures seating upwards of 78 seats



Committee in the round
Smaller committee meeting could be held in the round within the civic space



Workspace
When additional desks are required these could be set up in the chamber



Exhibition
To support a conference or as a standalone public or private event

Please tell us what you think of our designs



Cambridge Civic Quarter Sustainability

An exemplar project



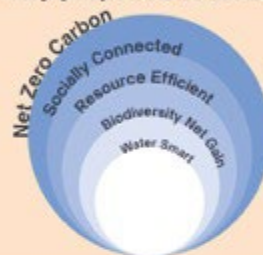
Goals

Our project is committed to sustainability, significantly reducing carbon emissions from the Civic Quarter. The Guildhall is designed to achieve Net Zero Carbon in operation. We will reduce and monitor the embodied carbon of the materials used within construction, whilst providing a new Civic Quarter that promotes better well-being. We are targeting water neutrality across the site and increased biodiversity, targeting 20% net gain.

Key proposed initiatives

Biodiversity: Enhancing green spaces and promoting urban biodiversity, creating habitats for local wildlife and planting native species will support ecological health.

The proposals are designed to target 20% Biodiversity Net Gain.



Energy efficiency: By implementing Passivhaus/ EnerPHit principles we are drastically reducing energy use in the Civic Quarter.

The Guildhall is designed to achieve Net Zero Carbon in operation, reducing energy use by around 70%.

The Corn Exchange is aiming to reduce energy use by around 65%.



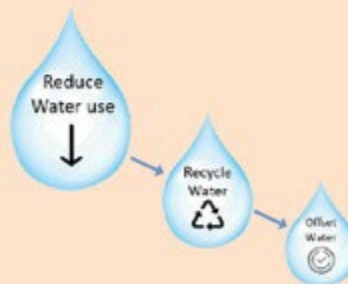
Better well-being: Incorporating green spaces with biodiverse planting, restorative seating areas and supportive and healthy indoor spaces.



Resource efficiency: Monitoring the materials used within the redevelopment of the site, and their embodied carbon impact. This will include using natural and reused materials that have a lower environmental impact.



Forward thinking: We will also future proof the Civic Quarter to ensure it can connect to the proposed District Heat Network.



Water management: Implementing smart water usage practices, such as ultra water efficient fittings, rainwater harvesting and methods to reduce surface water flooding.



Active travel: Improved transport measures to support walking and cycling.

Tell us what you think about the sustainable proposals

8.3 Digital Engagement

8.3.1 CCQ Website Homepage



Search Cambridge City Council

Residents Visitors Business Council Online accounts Services A to Z

Home / Residents / Cambridge Civic Quarter

Cambridge Civic Quarter

Contents

- [Cambridge Civic Quarter](#)
- [Cambridge Market proposals](#)
- [Corn Exchange proposals](#)
- [Guildhall proposals](#)



Cambridge Civic Quarter
Creating a vibrant civic heart for all residents

The Civic Quarter is the term used to describe the area in central Cambridge comprising the Guildhall, Corn Exchange, Market Square and public spaces in between.

Traders have been running stalls on the Market Square since the Middle Ages, the Guildhall site has been a seat of local democracy for 800 years, and the Corn Exchange is celebrating its 150th anniversary in 2025.



Map of the civic quarter boundary. [Open a larger version of the map \(PDF, 0.6MB\)](#)

As custodian of these historic sites, the council needs to invest in their upkeep and plans to do so in a way that will generate income and reduce operational costs as part of its wider plans to balance its budget.

The project's ambition is to ensure the area is fit for a 21st century society and offers a focal point for the city that residents can be proud of. We also want to make the council's heritage buildings net zero and accessible and improve biodiversity, water efficiency and accessibility across the civic quarter area.

Latest update

Following a programme of community engagement in summer 2024, we have updated our plans for Cambridge Market, Corn Exchange and Guildhall and invited people to feedback on the more detailed plans prior to a planning application being submitted later in 2025. Our survey ran until 22 June 2025.

Background on the project



Artist's impression of how the Market Square area might look

The project was first approved in [January 2024](#), with a consultancy team appointed to lead the work. The team developed concept designs and ran a [public engagement programme](#) in summer 2024.

The engagement programme helped to shape updated proposals which were discussed by councillors at the [Strategy and Resources Committee](#) in November 2024, with approval given to progress the project to the next stage.

We reappointed the consultancy team to further develop the proposals and run a further public engagement programme. An updated report will be presented to councillors in autumn 2025.

If approved by councillors, a planning application will be submitted by the end of 2025.

There are many individuals and organisations involved in this complex project and the team is meeting with many of these stakeholders, including the [Civic Quarter Liaison Group](#). We continue to work closely with [market traders](#), holding regular meetings to discuss stall designs, temporary relocation during future works, and long-term market operations.

Email us if you would like to receive updates regarding Cambridge Civic Quarter.

[Sustainability](#)



[Inclusivity and accessibility](#)



Project costs



An artist's impression of the proposed Civic Quarter area

When we first announced our plans to consider redeveloping elements of the civic quarter site, councillors committed to an initial sum of £20 million being ring-fenced from the council's reserves.

This was never designed to fund the whole works, and additional funding sources would be needed to deliver the works in full.

Of the £20 million, an initial £1.45 million was allocated for the first phase of concept design work during 2024.

In November 2024, a further budget of £3 million was approved to develop detailed design proposals and host further public engagement during 2025, and to prepare for the submission of a planning application in autumn 2025.

Reducing operational costs



Next →

[Cambridge Market proposals](#)

Contact us

 info@cambridgrecivicquarter.co.uk

8.3.2 CCQ Engagement Platform Homepage

[Home](#)[All projects ▾](#)[Events](#)[About](#)[FAQs](#)





Cambridge Civic Quarter

Creating a vibrant civic heart

Cambridge Civic Quarter

+1295 participants

Open for comments from Monday 12 May to Sunday 22 June 2025.

Following a programme of community engagement in summer 2024, Cambridge City Council has updated its plans to upgrade Cambridge Market, Corn Exchange and Guildhall - known as the Civic Quarter project - and is inviting people to feedback on the more detailed plans prior to a planning application being submitted later in 2025.



Cambridge Civic Quarter map

The ambition of the Civic Quarter project is to improve the experience of everyone visiting the city centre by creating more inclusive and accessible buildings, and better public spaces where people can meet and enjoy cultural events.

Meanwhile, enhancing these heritage sites while reducing water use, carbon emissions and associated running costs, and creating opportunities to generate income to support frontline council services

Current proposals

Cambridge Market



The Market Square - Artist's impression

The proposals continue to prioritise a thriving seven-day market, which will have new [permanent stalls](#) alongside [demountable stalls](#) to allow flexibility on the Market Square, adapting to demand from traders.

There will be new covered seating areas to provide shade or rain shelter, with the size of the proposed canopy having reduced in line with feedback about anti-social behaviour, with better lighting also being proposed to improve safety.

Corn Exchange



Corn Exchange - Artist's impression

The venue will be improved with energy-saving measures (including insulation and solar panels), accessibility in all areas, and better sound quality and new audio visual systems for events to ensure performances and events meet higher standards for audiences and performers.

Introducing more concessions and bar areas will enable quicker service and more food and drink options. Meanwhile event capacity will increase to accommodate more attendees, allowing for larger events and wider variety.

The Guildhall



The Guildhall - Artist's impression

The Grade II listed building will be conserved and designed to operate at net zero carbon, using EnerPHit principles to reduce energy use and installing Air Source Heat Pumps and solar panels.

The ground floor will feature a new customer service centre for people visiting the council, a welcoming public café, along with a Changing Places toilet open to the public.

There will be work spaces and meeting rooms for council staff, as well as work space for commercial tenants, and publicly bookable rooms for meetings or events, spanning the other floors.



The Guildhall, Council Chamber - Artist's impression

The Council Chamber currently has fixed furniture and an uneven floor which makes the space difficult to access, and inflexible in terms of how it can be used, with wheelchair users forced to sit in gaps between furniture making participation in meetings difficult.

While considering the Chamber's heritage status, the latest proposals would see the fixed furniture removed (while retained for use in other parts of the Guildhall) in order for the Chamber to become accessible, usable for different types of events including community events, and able to adapt to changing requirements such as increasing number of councillors following local government reorganisation.

The large and small halls will have sensitive modern interventions to deliver high quality multifunctional spaces. And in line with feedback received during the summer, the proposal to provide space for a hotel in part of the Guildhall has been removed.

Have your say

Select the 'Take the survey' button on this page to have your say, or come along to a community workshop to find out more:

- [Tuesday 27 May, the Guildhall, 5 to 7pm](#)
- [Saturday 14 June, Lichfield Community Hall, 10 to 11.30am](#)







To request further information or surveys in other languages or formats, email info@cambridgescivicquarter.co.uk or call 07542 016586.

[Cambridge Civic Quarter - Information boards.pdf](#)

(8.7 MB)

8.3.3 Social Media Posts







A total of 21 social media posts about the Cambridge Civic Quarter project were published across Instagram, Facebook, LinkedIn, BlueSky and X (formerly known as Twitter), generating a combined reach of 71,146, with 482 reactions, 216 comments and 89,683 impressions.

| Platform | Organic or paid | Date | Reactions | Shares | Comments | Reach | Impressions | Text |
|---------------------------|-----------------|-------------|-----------|--------|----------|--------|-------------|--|
| Instagram | Organic | 12 May 2025 | 11 | 0 | 0 | 61 | 587 | <p> We have published our updated proposals for the @cambridgecornex, @cambridgemarket, and the Guildhall - part of our #CivicQuarter project</p> <p> Take a look and complete our short survey to tell us what you think - go to 'latest news' via our link in bio</p> |
| Facebook | Organic | 12 May 2025 | 14 | 18 | 27 | 17,577 | 19,048 | <p> We have published our updated proposals for the Cambridge Corn Exchange, Cambridge Market and the Guildhall - part of our #CivicQuarter project</p> <p> Take a look and complete our short survey to tell us what you think!</p> |
| X | Organic | 12 May 2025 | 3 | 2 | 0 | - | 1,001 | <p> We have published our updated proposals for the Corn Exchange, Cambridge Market and the Guildhall - part of our #CivicQuarter project</p> <p> Take a look and complete our short survey to tell us what you think: https://www.cambridge.gov.uk/news/2025</p> |

| | | | | | | | | |
|--------------------------|---------|--------------|----|----|-----|--------|--------|--|
| | | | | | | | | /05/12/new-details-revealed-about-council-plans-to-upgrade-cambridge-market-corn-exchange-and-guildhall |
| LinkedIn | Organic | 12 May 2025 | 42 | 7 | 1 | 820 | 1,427 | <p>🔔 We have published our updated proposals for the Corn Exchange, Cambridge Market and the Guildhall - part of our hashtag#CivicQuarter project</p> <p>🔔 Take a look and complete our short survey to tell us what you think: https://lnkd.in/ejTCjuRk</p> |
| BlueSky | Organic | 12 May 2025 | 1 | 4 | 0 | - | - | <p>🔔 We have published our updated proposals for the Corn Exchange, Cambridge Market and the Guildhall - part of our #CivicQuarter project</p> <p>🔔 Take a look and complete our short survey to tell us what you think: https://www.cambridge.gov.uk/news/2025/05/12/new-details-revealed-about-council-plans-to-upgrade-cambridge-market-corn-exchange-and-guildhall</p> |
| Facebook | Organic | 10 June 2025 | 93 | 29 | 107 | 28,454 | 30,454 | <p>Cambridge Civic Quarter Market Square proposals include:</p> <ul style="list-style-type: none"> ◆ Keeping a thriving seven-day market ◆ Permanent and demountable stalls |

| | | | | | | | | |
|--------------------------|---------|--------------|-----|----|---|-------|-------|---|
| | | | | | | | | <ul style="list-style-type: none"> ◆ Covered seating areas ◆ Space for events ◆ Fountain restoration ◆ Improved surface for accessibility <p>Follow the link below to have your say 🗨️</p> |
| BlueSky | Organic | 10 June 2025 | 1 | 1 | 0 | | 0 | <p>Cambridge Civic Quarter Market Square proposals include:</p> <ul style="list-style-type: none"> ◆ Keeping a thriving seven-day market ◆ Permanent and demountable stalls ◆ Covered seating areas ◆ Space for events ◆ Fountain restoration ◆ Improved surface for accessibility <p>🗨️ Have your say: https://orlo.uk/F5zq1</p> |
| LinkedIn | Organic | 10 June 2025 | 156 | 14 | 0 | 3,665 | 5,448 | <p>Cambridge Civic Quarter Market Square proposals include:</p> <ul style="list-style-type: none"> ◆ Keeping a thriving seven-day market ◆ Permanent and demountable stalls ◆ Covered seating areas ◆ Space for events ◆ Fountain restoration ◆ Improved surface for accessibility <p>🗨️ Have your say: https://orlo.uk/CM9td</p> |
| X | Organic | 10 June 2025 | 0 | 0 | 0 | 0 | 412 | <p>Cambridge Civic Quarter Market Square proposals include:</p> |

| | | | | | | | | |
|--------------------------|---------|---------------|----|----|----|--------|--------|--|
| | | | | | | | | <ul style="list-style-type: none"> ◆ Keeping a thriving seven-day market ◆ Permanent and demountable stalls ◆ Covered seating areas ◆ Event space ◆ Fountain restoration ◆ Improved surface for accessibility <p>🗣️ Have your say: https://orlo.uk/RjnId</p> |
| Facebook | Paid | 11 June 2025 | 40 | 10 | 3 | 5,570 | 10,198 | Drop in to Lichfield Community Hall on Saturday to hear about our Cambridge Civic Quarter project and let us know what you think about the latest proposals. Saturday 14 June, drop in any time from 10 to 11.30am. |
| X | Organic | 12- June 2025 | 0 | 1 | 0 | 0 | 411 | <p>Have your say on proposals to reimagine the area around the Guildhall, Corn Exchange and Market Square 🗣️</p> <p>Our latest Cambridge Civic Quarter drop-in event:</p> <p>📍 Lichfield Community Hall 📅 Saturday 14 June 🕒 10-11.30am</p> <p>Full details: https://orlo.uk/LqFRR</p> |
| Facebook | Paid | 16 June 2025 | 31 | 5 | 71 | 11,837 | 16,404 | We're planning to improve the Corn Exchange as part of our Cambridge Civic Quarter project 🗣️ Would our planned works make you more likely to visit the |

| | | | | | | | | |
|--------------------------|---------|--------------|----|---|---|-----|-----|---|
| | | | | | | | | <p>Corn Exchange as a venue? Follow the link below to our latest survey</p>  |
| LinkedIn | Organic | 16 June 2025 | 27 | 5 | 0 | 640 | 939 | <p>We're planning to improve the Corn Exchange as part of our Cambridge Civic Quarter project </p> <p>Would our planned works make you more likely to visit the Corn Exchange as a venue?</p> <p> Complete our latest Cambridge Civic Quarter survey: https://orlo.uk/AGhYa</p> |
| LinkedIn | Organic | 16 June 2025 | 20 | 3 | 0 | 511 | 757 | <p>Our proposals for the Guildhall:</p> <ul style="list-style-type: none"> ◆ Improved accessibility in the Council Chamber ◆ A public café ◆ Modernising to save on energy costs ◆ Earning income from modern office spaces <p> Have your say in our Cambridge Civic Quarter survey: https://orlo.uk/OypSm</p> |
| X | Organic | 16 June 2025 | 1 | 2 | 2 | 0 | 479 | <p>We're planning to improve the Corn Exchange as part of our Cambridge Civic Quarter project </p> <p>Would our planned works make you more likely to visit the Corn Exchange as a venue?</p> <p> Complete our latest Cambridge</p> |

| | | | | | | | | |
|---------------------------|---------|--------------------|----|---|---|-----|-----|--|
| | | | | | | | | Civic Quarter survey: https://orlo.uk/2rf4v |
| X | Organic | 16 June 2025 | 2 | 1 | 0 | 0 | 363 | Our proposals for the Guildhall: <ul style="list-style-type: none"> ♦ Improved accessibility in the Council Chamber ♦ A public café ♦ Modernising to save on energy costs ♦ Earning income from modern office spaces 👉 Have your say in our Cambridge Civic Quarter survey: https://orlo.uk/6W2Nf |
| Instagram | Organic | 17 June 2025 | 14 | 0 | 3 | 344 | 663 | 🔔 Have you seen our latest proposals for @cambridgemarket, @cambridgecornex and the Guildhall? 👥 We want your views as part of our #CambridgeCivicQuarter consultation 🗣️ Our survey is open for responses until Monday 23 June 📅 Follow the link in our bio to have your say 👉 #Cambridge |
| LinkedIn | Organic | 20 June 2025 | 16 | 6 | 1 | 440 | 659 | This weekend is the last opportunity to take part in our Cambridge Civic Quarter survey 🕒 Proposals include: <ul style="list-style-type: none"> □ A new public café in the Guildhall □ Supporting our seven-day market, with more flexibility in the square |

| | | | | | | | | |
|---------------------------|---------|--------------|---|---|---|-----|-----|--|
| | | | | | | | | <ul style="list-style-type: none"> More food and drink options in the Corn Exchange More accessible surfaces across the area, with more trees and plants <p>👉 Tell us what you think: https://orlo.uk/mmWVO</p> |
| X | Organic | 20 June 2025 | 0 | 1 | 0 | 0 | 324 | <p>This weekend is the last opportunity to take part in our #CambridgeCivicQuarter survey 🕒</p> <p>We want your views on exciting new proposals for @cammarkets, @CambridgeCornEx and the Guildhall 🧑🏻</p> <p>👉 Find out more and have your say : https://orlo.uk/i8kPj</p> |
| Instagram | Organic | 20 June 2025 | 5 | 0 | 0 | 272 | 366 | <p>This weekend is the last opportunity to take part in our Cambridge Civic Quarter survey 🕒</p> <p>Proposals include:</p> <ul style="list-style-type: none"> A new public café in the Guildhall Supporting our seven-day @cambridgemarket, with more flexibility in the square More food and drink options at @cambridgecornex More accessible surfaces across the area, with more trees and plants <p>Head to the link in our bio to have your say 👉</p> |

| | | | | | | | | |
|--------------------------|---------|--------------------|-----|-----|-----|--------|--------|--|
| Facebook | Organic | 20 June 2025 | 5 | 0 | 0 | 955 | 955 | <p>This weekend is the last opportunity to take part in our Cambridge Civic Quarter survey 🗳️</p> <p>Proposals include:</p> <ul style="list-style-type: none"> □ A new public café in the Guildhall □ Supporting our seven-day Cambridge Market, with more flexibility in the square □ More food and drink options at Cambridge Corn Exchange □ More accessible surfaces across the area, with more trees and plants <p>Follow the link in the comments to have your say 📌</p> |
| Total Posts: 21 | - | - | 482 | 109 | 215 | 71,146 | 89,683 | - |

8.4 Press Release

8.4.1 Press Release

New details revealed about council plans to upgrade Cambridge Market, Corn Exchange and Guildhall

12 May 2025

Following a programme of community engagement in summer 2024, Cambridge City Council has updated its plans to upgrade Cambridge Market, Corn Exchange and Guildhall – known as the Civic Quarter project – and is inviting people to feedback on the more detailed plans prior to a planning application being submitted later in 2025.

The ambition of the Civic Quarter project is to improve the experience of everyone visiting the city centre by creating more inclusive and accessible buildings, and better public spaces where people can meet and enjoy cultural events. Meanwhile, enhancing these heritage sites while reducing water use, carbon emissions and associated running costs, and creating opportunities to generate income to support frontline council services.

Current proposals

Cambridge Market

The proposals continue to prioritise a thriving seven-day market, which will have new [permanent stalls, alongside new demountable stalls](#) to allow flexibility on the Market Square depending on demand from traders, with demountable stalls being trialled with traders in the coming weeks.

There will be new covered seating areas to provide shade or rain shelter, with the size of the proposed canopy having reduced in line with feedback about anti-social behaviour, with better lighting also being proposed to improve safety. An underground bin storage area will reduce clutter, and the proposals also show space for small-scale cultural events and community activities, such as open-air screenings and themed markets. In response to feedback in the summer, the existing fountain will now be retained and restored, and the wider square and surrounding areas will see increased biodiversity.



Illustration of the Market Square

Corn Exchange

The venue will be improved with energy-saving measures (including insulation and solar panels), accessibility in all areas, and better sound quality and new audio visual systems for events to ensure performances and events meet higher standards for audiences and performers.

Introducing more concessions and bar areas will enable quicker service and more food and drink options. Meanwhile event capacity will increase to accommodate more attendees, allowing for larger events and wider variety.



Illustration of Corn Exchange bar areas

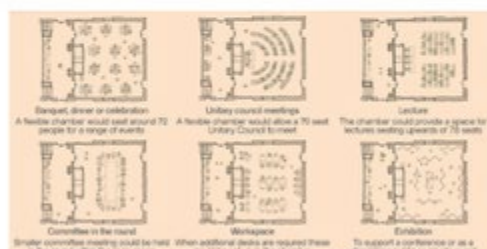
The Guildhall

The Grade II listed building will be conserved and designed to operate at net zero carbon, using EnerPHit principles to reduce energy use and installing Air Source Heat Pumps and solar panels. The Ground Floor will feature a new customer service centre for people visiting the council, a welcoming public café, along with a Changing Places toilet open to the public. There will be work spaces and meeting rooms for council staff, as well as work space for commercial tenants, and publicly bookable rooms for meetings or events, spanning the other floors.



Illustration of cafe space in the Guildhall for public use

The Council Chamber currently has fixed furniture and an uneven floor which makes the space difficult to access, and inflexible in terms of how it can be used, with wheelchair users forced to sit in gaps between furniture making participation in meetings difficult. While considering the Chamber's heritage status, the latest proposals would see the fixed furniture removed (while retained for use in other parts of the Guildhall) in order for the Chamber to become accessible, usable for different types of events including community events, and able to adapt to changing requirements such as increasing number of councillors following local government reorganisation.



Potential layout options for a redesigned council chamber in the Guildhall

The large and small halls will have sensitive modern interventions to deliver high quality multifunctional spaces. And in line with feedback received during the summer, the proposal to provide space for a hotel in part of the Guildhall has been removed.

How to get involved

The council is running a programme to engage local people between now and Sunday 22 June.

- [Read more about the proposals and take the short survey online now](#)
- Attend a community workshop:
 - Tuesday 27 May, 5 to 7pm, at the Guildhall
 - Saturday 14 June, 10 to 11.30am, at Lichfield Community Hall

Request further information or surveys in other languages or formats by emailing info@cambridgecivicquarter.co.uk

"This is our chance to create a civic quarter that reflects Cambridge's values – forward-thinking, inclusive, and proud of its heritage," said Cllr Simon Smith, Executive Councillor for Finance.

"We've listened closely to last summer's feedback, as well as to experts providing guidance on heritage sites, carbon reduction, water reduction, biodiversity and community safety.

"This new phase of engagement is about further refining the proposals to get them right before we submit a planning application.

"Whether you're a resident, a visitor, a trader or a business owner, please take our short survey so that you can help shape the final proposals."

8.5 Survey Theme Tables

8.6.1 This section consists of tables with key themes and their frequency in each qualitative question of the CCQ survey.

8.6.2 In Q7 of the survey (*We're planning to make more of the Guildhall available for public use. What would encourage you to use these spaces?*), the following themes were most frequently mentioned:

| Theme | Frequency |
|--|-----------|
| Hire it out to local community groups or attend events / lectures | 100 |
| Affordability / free or low cost | 49 |
| A welcoming atmosphere | 46 |
| A flexible co-working space / meetings / hot desking | 44 |
| A space open to all | 44 |
| Better design / layout / building quality | 35 |
| Clean surfaces/ toilets | 34 |
| Better looking reception / entrance | 31 |
| Café | 30 |
| Better advertising / marketing of whats available | 29 |
| Exhibitions | 28 |
| Better seating / Seating areas | 27 |
| Interesting / range of food and drink | 26 |
| Activities like basket weaving / painting / crafts / book sales | 26 |
| Library / educational space | 23 |
| Art Exhibitions | 18 |
| Concert Hall / music events | 16 |
| Would be good for Time Out Market / Food market | 15 |
| An Information Centre / Tourist Office | 15 |
| Wheelchair and disability access / accessible | 14 |
| Peace and quiet | 14 |
| A sense of civic pride and local Cambridge identity | 13 |
| Easy access from the centre of town | 12 |
| Don't waste money / do nothing | 12 |
| Well priced food | 11 |
| A space for parents with babies and small children | 11 |
| No anti-social behaviour / Protesters / safe space / scooter food delivery | 11 |
| Yes / Ok to use it / Don't know | 9 |
| Wifi availability | 8 |
| Unlikely to use it | 8 |
| Clear signposting | 7 |
| A space for teenagers | 6 |
| Secure Bicycle parking | 6 |
| Residents Bar / discounts for residents | 6 |
| A website with details and prices for hiring for local events | 5 |
| Adaptability of spaces | 5 |

| | |
|---|------------|
| A space for older people | 4 |
| Affordable / accessible parking | 4 |
| Hired out for hosting drinks receptions / buffets / Wedding Reception | 4 |
| More outdoor greenery | 4 |
| Not for profit / money used in the community | 4 |
| Keep it in character as a listed building | 4 |
| Museum | 3 |
| Baby changing area | 3 |
| Better car access | 3 |
| Friendly and helpful staff | 3 |
| Heavy rain / A place to shelter | 3 |
| Activities in the evening / after work hours | 3 |
| Nothing commercial | 2 |
| Lockers for shopping | 2 |
| Air conditioning | 2 |
| Ban cyclists from City Centre | 2 |
| Office for MP / Mayor | 2 |
| Ban the buskers | 2 |
| Eco friendly environment | 2 |
| Run by a community group | 2 |
| Gender LBGTQ+ friendly | 2 |
| A place to contact the council | 2 |
| A music studio | 2 |
| I'd never consider it as a venue for an event | 1 |
| Quick food | 1 |
| Replacing the councillors | 1 |
| More buskers | 1 |
| Acoustics in the Guildhall are poor | 1 |
| Nesting boxes for swifts | 1 |
| Include the box office for Corn Exchange | 1 |
| Smoking lounge | 1 |
| Could it house the Police Station | 1 |
| Will there be enough space for council staff? | 1 |
| Totally opposed to hotel | 1 |
| No comment | 218 |
| Base | 325 |

8.6.3 In Q15 of the survey, (*We're proposing to include improved lighting, CCTV or security presence, better visibility, more seating, and the removal or relocation of waste bins to help address anti-social behaviour. Do you have any other ideas that could help?*), the following themes were most frequently mentioned:

| Theme | Frequency |
|---|-----------|
| Need visible physical security / police presence on the streets | 42 |
| Make market pedestrianised during opening hours / pedestrian access | 30 |
| Clean up the square / looks dirty and wet | 29 |
| More public bins not less, to discourage littering | 28 |
| Support the market traders and help them to stay in business | 27 |
| Better quality food vendors and restaurants / café | 22 |
| Ban on scooters / food delivery in pedestrian areas / get them off the pavement | 21 |
| Improved wheelchair access / flat kerbs / disabled access | 20 |
| All these ideas are good | 19 |
| Effective monitoring / CCTV | 17 |
| Additional public seating | 17 |
| Better bicycle parking | 15 |
| Better street lighting | 15 |
| More structure for traffic moving through the area | 15 |
| Remove the ring road / landscaping around the market stalls | 14 |
| Please keep the cobbles as they are heritage assets / adhere to historic England | 14 |
| Remove bins to create more public space / bins underground instead | 13 |
| Don't need more CCTV | 13 |
| No / no issues | 13 |
| Don't waste the money on this / don't change it | 12 |
| Better cycle areas / cycle lanes | 11 |
| Police need to take ASB / bike theft seriously | 9 |
| Give people a reason to see Cambridge as a night time destination | 9 |
| Better quality / safer road / pavement repairs | 9 |
| More greenery, flower beds, plants | 8 |
| Remove the buskers, Beggars and alcoholics | 7 |
| Better outdoor space | 7 |
| Not sure any f these ideas would help | 6 |
| Seating attracts ASB | 6 |
| More public toilets | 6 |
| Drinking water fountains | 6 |
| An outreach person / youth worker from local homeless charities needs to be on patrol | 6 |
| Keep food stores separate from other retailers | 6 |
| A larger all weather canopy with pretty lighting | 5 |
| Upgrade the sound system / sound proofing | 5 |
| Better shops and stores around the square | 5 |
| Need local people to be proud and feel they belong | 5 |
| Why is lighting needed / what is visibility | 5 |

| | |
|---|------------|
| Dismantle market stalls to create better sightlines when not in use | 5 |
| Outdoor evening cinema / events | 4 |
| Focus on British / Cambridgeshire & not tourists | 3 |
| Don't lock the covered area after dark - less useful and ugly | 3 |
| Deter large groups of tourists from loitering around the Market Square | 2 |
| Afternoon coffee shop | 2 |
| Cheaper parking nearby | 2 |
| Remove the drug dealers | 2 |
| Do not reduce the canopy | 2 |
| Create standards for market stall to improve image | 2 |
| Art / murals / visual improvement | 2 |
| No outdoor cinema / Concerts | 2 |
| Lock the covered area to discourage anti social behaviour | 2 |
| Need to consider waste management including the council team | 2 |
| Don't want a visible physical security / police presence on the streets | 1 |
| A police hotline. Tourists don't know how to contact the police | 1 |
| A Box Office with regular daytime opening | 1 |
| Early evening bar with music | 1 |
| Special platform for wheelchairs at concerts | 1 |
| Public consultation mechanism | 1 |
| Change the council | 1 |
| Christmas Market located here. | 1 |
| Better public notice boards | 1 |
| Help buttons to summon security at night. | 1 |
| Use knife scanners | 1 |
| Do not need more food outlets | 1 |
| No intimidating protesters | 1 |
| Stop council contractors assaulting people | 1 |
| Top quality popular music | 1 |
| A plan to tackle areas where anti-social behaviour will move to | 1 |
| Improve the acoustics around the square | 1 |
| The Market Square needs a more substantial proposal | 1 |
| Alcohol is a key factor behind ASB. Need to tackle sale of alcohol at night | 1 |
| No comment | 260 |
| Base | 283 |

8.6.4 In Q16 of the survey, (*What are your views on the proposed layout of the Market Square and how it might affect how people use it?*), the following themes were most frequently mentioned:

| Theme | Frequency |
|--|-----------|
| Keep the existing number of market stalls / don't support the proposed change in market stalls | 96 |
| Concerned about the impact on market traders / business failures / market viability | 63 |
| Not sure / not enough detail | 42 |
| Need to keep the design in character with a medieval market town / not shiny and new | 40 |
| In favour of entertainment / flexible space | 36 |
| Keep most / some / of the permanent market stalls / people use the market | 35 |
| Support the changes but hope we can keep some permanent traders | 35 |
| Need to consult and have support of market traders | 35 |
| Not in favour of more food stalls / fast food | 34 |
| Don't think flexible stalls will work - take too long / too flimsy / poor quality | 34 |
| Not in favour of an entertainment space | 31 |
| Covered / more seating is a great idea | 30 |
| Not in favour of permanent stalls / structures | 29 |
| Keep food outlets separate to clothes and craft retailers | 28 |
| Market needs to sell local / quality produce | 27 |
| Needs to be cleaner | 25 |
| Better traffic control for cars and cyclists especially at busy times | 21 |
| The changes will decrease market footfall / kill the market | 20 |
| Needs to be a greener area | 17 |
| Waste of money | 17 |
| Increase the number of market stalls / upgrade the market | 16 |
| Keep and restore the fountain | 16 |
| More permanent stalls elsewhere to mitigate loss of stalls / indoor market | 15 |
| Repair and replace potholes and broken pavements | 14 |
| Good idea to put bins underground | 13 |
| Not in favour of the covered area | 11 |
| Adjustments to pavements for disabled / wheelchairs | 11 |
| Better bike parking | 10 |
| What will vehicle access be like including taxis | 9 |
| Concerned about removing bins - more litter | 8 |
| Could see an increase in ASB in evening | 8 |
| Look at opening more days / 7 days / Sunday | 7 |
| Need some public toilets | 7 |
| Will food outlets stay open longer? Bring in more visitors | 7 |
| Need good quality restaurant / café | 7 |
| Need better lighting to prevent crime | 7 |
| Need CCTV to prevent crime | 6 |
| Expand the space to the Theatre and Corn Exchange | 6 |
| Need to take into account the views of local residents / students | 6 |

| | |
|--|------------|
| Keep the cobbled streets | 6 |
| Not in favour of the seated area | 5 |
| Concerned about disruption during the changes | 5 |
| Not in favour of stalls / shops selling cheap souvenirs for tourists | 4 |
| Food truck parking area would help | 4 |
| Market stalls need to be sited out of the sun / affect stock / cooking | 4 |
| Concerned about removing bins - more noise for students | 3 |
| Buskers and street acts already perform here | 2 |
| Better / clearer signage | 2 |
| How will this impact Shelley and Sarah's which is a really important community space | 2 |
| The market should be run independently by the traders. Not by the council | 2 |
| Need cheap local parking | 2 |
| Keep the bike repair shop | 1 |
| Have a map of the market showing which stalls are there | 1 |
| "Snowy" needs an explanation as to what/who he is and why he was a local character | 1 |
| Need better Wifi | 1 |
| Changes must not narrow the pavements or create crowded areas | 1 |
| Need a safe place away from the market for the homeless | 1 |
| Take into consideration the impact on local churches | 1 |
| No comment | 204 |
| Base | 339 |

8.6.5 In Q17 of the survey, (*What are your thoughts on creating an entertainment zone in the Market Square - for example, for performances, live music, or community events?*), the following themes were most frequently mentioned:

| Frequency | Theme |
|---|-------|
| A good idea / could work / Get on with it | 224 |
| A bad idea / not needed | 177 |
| Too small / there are better places e.g. Parkers Piece | 86 |
| Keep the market as it is | 55 |
| Provided it does not negatively impact the market | 45 |
| Late night noise will disturb residents | 43 |
| Don't know | 31 |
| It might be better to have a few smaller spaces for a variety of performers | 26 |
| Provided they are not too loud / intrusive | 26 |
| It would increase congestion / footfall | 22 |
| Don't waste public money | 14 |
| I like the buskers | 13 |
| It should be for locals not tourists | 13 |
| It would encourage ASB | 11 |
| If events are held outside normal trading hours | 9 |
| Provided the flexibility of market / screens / performance space works | 9 |
| Its not Europe, we don't get the weather | 7 |
| Makes better use of the space | 7 |

| | |
|--|------------|
| A low priority | 6 |
| If events are free to attend | 6 |
| Add a covered roof | 4 |
| Disruption from taking down market stalls will make it impractical | 4 |
| Need to consider public transport options / last bus | 4 |
| Don't like the buskers | 4 |
| Needs resurfacing | 3 |
| Clean it up | 3 |
| Would need better parking | 3 |
| Needs careful monitoring | 3 |
| Will detract from the existing sounds and views | 3 |
| Could showcase local artists / bands | 3 |
| Add some toilets | 2 |
| Sort out the fountain | 2 |
| Add some seating | 2 |
| Would love an outdoor cinema | 1 |
| For major events / sporting events | 1 |
| Would disturb the ancient churches | 1 |
| No comment | 109 |
| Base | 434 |

8.6.6 In Q17 of the survey, (*What are your thoughts on creating an entertainment zone in the Market Square – for example, for performances, live music, or community events?*), the following themes were most frequently mentioned:

| Theme | Frequency |
|---|-----------|
| A good idea / could work / Get on with it | 224 |
| A bad idea / not needed | 177 |
| Too small / there are better places e.g. Parkers Piece | 86 |
| Keep the market as it is | 55 |
| Provided it does not negatively impact the market | 45 |
| Late night noise will disturb residents | 43 |
| Don't know | 31 |
| It might be better to have a few smaller spaces for a variety of performers | 26 |
| Provided they are not too loud / intrusive | 26 |
| It would increase congestion / footfall | 22 |
| Don't waste public money | 14 |
| I like the buskers | 13 |
| It should be for locals not tourists | 13 |
| It would encourage ASB | 11 |
| If events are held outside normal trading hours | 9 |
| Provided the flexibility of market / screens / performance space works | 9 |
| Its not Europe, we don't get the weather | 7 |

| | |
|--|------------|
| Makes better use of the space | 7 |
| A low priority | 6 |
| If events are free to attend | 6 |
| Add a covered roof | 4 |
| Disruption from taking down market stalls will make it impractical | 4 |
| Need to consider public transport options / last bus | 4 |
| Don't like the buskers | 4 |
| Needs resurfacing | 3 |
| Clean it up | 3 |
| Would need better parking | 3 |
| Needs careful monitoring | 3 |
| Will detract from the existing sounds and views | 3 |
| Could showcase local artists / bands | 3 |
| Add some toilets | 2 |
| Sort out the fountain | 2 |
| Add some seating | 2 |
| Would love an outdoor cinema | 1 |
| For major events / sporting events | 1 |
| Would disturb the ancient churches | 1 |
| No comment | 109 |
| Base | 434 |

8.6.7 In Q18 of the survey, (*A lightweight canopy is proposed to cover a new seating area in a small part of the Market Square to provide rain cover and shade when needed. What are your thoughts on this idea and the value it could bring?*), the following themes were most frequently mentioned:

| Theme | Frequency |
|---|-----------|
| A good idea | 231 |
| A bad idea | 144 |
| Easy to maintain / clean / is there a budget | 53 |
| Must not interfere with the Market / Traders | 50 |
| Make sure that lightweight doesn't mean weak / damaged | 38 |
| Will need to deal with groups of undesirables / ASB | 36 |
| A waste of money | 29 |
| Must look presentable / attractive | 28 |
| Should encourage more use of the square (Day / Evening) | 28 |
| Why not just shelter in shops and cafes in bad weather? | 28 |
| Makes it easier to enjoy food and drink | 25 |
| Must be weatherproof | 24 |
| Out of character with the architecture / must blend in | 22 |
| Easy to stow overnight to avoid ASB | 21 |
| Don't know | 19 |
| Need disability accessible / comfortable seating | 19 |
| Would be good to have additional greenery / trees | 17 |
| Not covering all the space | 16 |
| Don't reduce the canopy / cover all the space | 16 |

| | |
|--|------------|
| Shade may be the greater need | 13 |
| Look at examples in use elsewhere | 12 |
| Why not open the Guildhall instead? | 11 |
| Location is important as it is already crowded | 8 |
| There is already enough spaces | 6 |
| Better to leave the seating uncovered as it can be used all the time | 5 |
| Where is the evidence that more people will come out in the rain | 5 |
| Can it be see through / let light through? | 4 |
| Include market traders in decision | 3 |
| Canopy could be covered in solar panels to power the square / 5g mast as well? | 3 |
| Must not obscure view of performances | 3 |
| Must be free for all to use | 3 |
| Events could still go on in bad weather | 3 |
| Easy to install | 2 |
| Will need bins | 2 |
| It will add to the existing bad smells | 2 |
| Install CCTV to reduce ASB | 2 |
| Cannot create hidden spaces | 2 |
| Tall enough to discourage climbing | 1 |
| Would be good to have additional lighting | 1 |
| Will need water fountains too | 1 |
| Too many food delivery drivers | 1 |
| Too many fast food outlets | 1 |
| Incorporate a children's play area | 1 |
| No comment | 117 |
| Base | 426 |

8.6.8 In Q20 of the survey, (*Do you have any additional ideas to make the Market Square more appealing?*), the following themes were most frequently mentioned:

| Theme | Frequency |
|---|-----------|
| Support the market / keep it | 88 |
| Variety / Small business stall holders | 83 |
| Less visible bins / cleaner | 72 |
| Nothing / everything is good / leave it alone | 64 |
| Fewer fast food outlets | 50 |
| Ban the traffic / delivery scooter / bikes / cycles from square | 47 |
| More plants and trees / greenery | 45 |
| More Seats / benches | 36 |
| Better / repaired pavements / paths | 31 |
| Easier access for pushchairs and wheelchairs / accessibility | 27 |
| Promote local produce / farmers | 24 |
| Open and clutter free space | 22 |
| Keep the cobbles / heritage architecture | 21 |
| Decent public toilets | 20 |

| | |
|---|----|
| Additional water features / fountains | 19 |
| Good quality restaurants around the square | 14 |
| Discounts to new stall holders / competitive rents | 14 |
| Needs a police or security presence | 13 |
| Secure cycle parking | 12 |
| Build an enclosed / indoor / modern market | 12 |
| Better night time lighting | 11 |
| Dedicated bicycle access / cycle lane | 11 |
| Make it for locals not tourists | 11 |
| Promote art, history and culture / University | 10 |
| Vehicle access for market traders | 10 |
| Free drinking water / fountain | 9 |
| Abandon the attempt to create an events venue | 8 |
| Better structure / layout | 8 |
| Good weather protection / shade | 7 |
| Map of the market listing the traders | 7 |
| Improved signage in the square | 7 |
| Better transport links / public transport | 6 |
| Remove all the beggars, alcoholics and drug dealers | 6 |
| Introduce a small covered area / gazebo | 6 |
| Advertise / Promote / English Heritage etc | 5 |
| Classy afternoon/ early evening entertainment offer | 5 |
| Increase market opening hours in the summer | 4 |
| Get rid of the market stalls / fewer stalls | 4 |
| Cheap accessible parking | 4 |
| Bag drop / lockers | 3 |
| Need to ensure that security gates are sufficient to prevent antisocial behaviour | 3 |
| Homeless / Welfare Hub | 3 |
| More activities / emphasis on children | 3 |
| A dome | 2 |
| Keep the large chains like M&S in Cambridge | 2 |
| Share this survey more widely | 2 |
| Remove poor quality buskers | 2 |
| Heat lamps during the winter / cooler months? | 1 |
| Fewer pigeons | 1 |
| The City should be responsible for everything not the County Council? | 1 |
| Market traders don't pay their taxes | 1 |
| Fine the traders responsible for the litter | 1 |
| Electric train to help people move around the site | 1 |
| Restrict the number of event advertising posters | 1 |
| Less noise / sound | 1 |
| What is happening to the current underground space | 1 |
| Minimise disruption to the working market during changes | 1 |
| Office space | 1 |
| Special events like Christmas Markets, food festivals | 1 |

| | |
|----------------------------|------------|
| Thank you for your efforts | 1 |
| No comment | 182 |
| Base | 361 |

8.6.9 In Q21 of the survey, (*What types of seating would you like to see in the Civic Quarter area, thinking about how they could best support your needs or the needs of people you know?*), the following themes were most frequently mentioned:

| Theme | Frequency |
|---|-----------|
| In the shade / rain cover | 89 |
| Comfortable | 57 |
| Benches | 54 |
| Some disabled / accessibility seating | 51 |
| A mixture of types / all on your list | 44 |
| Communal / social seating | 43 |
| Where its quiet | 34 |
| Don't need more seats | 32 |
| With tables | 30 |
| A pleasant area to sit and eat | 30 |
| Functional | 27 |
| Any additional seats | 27 |
| Easy to clean | 26 |
| Not cheap plastic / poor quality / breakable | 24 |
| More greenery needed | 21 |
| Some benches with backs / arms | 13 |
| Covered to shelter from weather | 10 |
| Chosen for innovative design / smart | 9 |
| At cafes and restaurants | 9 |
| Use seating in the Guildhall instead | 9 |
| Suitable for children | 7 |
| Wooden | 7 |
| In the sun | 6 |
| Away from motor traffic | 5 |
| Close to bins | 5 |
| The relatively new seating installed to the west of the guildhall | 5 |
| Tables for wheelchairs | 4 |
| Some benches without backs / arms | 4 |
| Seats you can't lie down on / curved | 4 |
| Use the space for market stalls instead | 4 |
| Kings College Wall | 4 |
| Around the edge of the square | 4 |
| Traditional design | 3 |
| Place needs to be safe | 3 |
| Flexible / easy to move | 3 |
| Wall around a fountain to sit on | 3 |
| But must tackle ASB | 3 |

| | |
|--|------------|
| Metal / Not metal it gets too hot | 3 |
| Higher for older people | 3 |
| With space around | 2 |
| With drinking water | 2 |
| Create car parking spaces | 2 |
| With USB charge points | 2 |
| Without anti homeless devices | 2 |
| Consider noise reducing booths | 1 |
| Benches named after famous Cambridge people | 1 |
| Near public toilets | 1 |
| Well signposted | 1 |
| Like Steps Design - more people | 1 |
| Not single benches | 1 |
| More identity not chain shops or restaurants | 1 |
| Colourful | 1 |
| Longer stool type seating | 1 |
| Similar to the type at Eddington square | 1 |
| Simple wrought iron seating | 1 |
| More bicycle stands needed instead | 1 |
| Large enough | 1 |
| With lighting | 1 |
| With hearing loop | 1 |
| Not like the ones on Sidney Street / Market Street | 1 |
| Where I can watch cycle parking | 1 |
| Proof of climate change | 1 |
| Get rid of the street vendors and they won't be needed | 1 |
| No comment | 227 |
| Base | 316 |

8.6.10 In Q22 of the survey, (*How would you like to see public art and storytelling used around the Civic Quarter area?*), the following themes were most frequently mentioned:

| Theme | Frequency |
|--|-----------|
| Not in favour of this | 84 |
| Tasteful sculptures | 68 |
| Don't waste money on new artwork / poor quality sculptures | 66 |
| A mixture of all your suggestions | 38 |
| Murals / wall graffiti / Mosaic | 37 |
| Changing programme of exhibitions | 33 |
| Art depicting the history of Cambridge / famous people | 33 |
| An outdoor performance space would be good | 27 |
| Maybe something interactive / digital / Projected images | 25 |
| Storytelling would be good | 25 |
| Exhibits / activity should be inside the Guildhall / Corn Exchange | 20 |
| Use local artists | 20 |

| | |
|--|------------|
| No digital boards they will get damaged | 20 |
| Colourful artwork | 19 |
| Street Musicians add interest | 18 |
| Prioritise other things e.g. toilets / market | 16 |
| Good / Good idea /More | 8 |
| Special lighting / lightshow | 8 |
| Use by community groups / local organisations | 8 |
| Flowers / Garden / Landscaping | 7 |
| Look into examples from other cities | 6 |
| Cambridge University things | 5 |
| Everyone will have a different opinion just do what you think is right | 5 |
| Make it part of what is being built | 5 |
| Insufficient space / pedestrianise | 5 |
| Use indoor and outdoor spaces | 4 |
| Live music but not over amplified | 4 |
| No large performances / too crowded | 4 |
| Comics delivering information in an amusing way | 3 |
| Christmas tree is always welcome | 2 |
| Minimal, high quality | 2 |
| Something people can touch and hold | 2 |
| Unsure | 2 |
| Engage a public art consultant as part of your design team | 2 |
| Highlighting diversity and inclusivity of Cambridge | 2 |
| Glass lift on the Guildhall | 1 |
| Not just in summer | 1 |
| Evening street vendors | 1 |
| More children's entertainment | 1 |
| Re house the museum in the Guildhall | 1 |
| Working class art | 1 |
| Something large scale / big | 1 |
| May encourage graffiti / vandalism | 1 |
| Public art may discourage anti social behaviour | 1 |
| No comment | 231 |
| Base | 312 |

8.6.11 In Q23 of the survey, (*Is there anything else that you think would make the Civic Quarter more inclusive?*), the following themes were most frequently mentioned:

| Themes | Frequency |
|--|-----------|
| Accessibility / smoother surfaces / wider flat pavements / wheelchair friendly | 43 |
| Accessible good quality public toilets / gender neutral issues | 43 |
| Nothing - its all good | 37 |
| No need for a prayer room - we have churches mosques etc already | 20 |
| Cobbles are not wheelchair / disabled friendly | 18 |
| Pedestrianise it for safety | 17 |
| More / Better cycle parking | 13 |

| | |
|--|----|
| Fewer cars / traffic / Ban delivery scooters | 12 |
| Easy access seating | 11 |
| Keep the cobbles / architecture | 10 |
| Dedicated quiet areas | 9 |
| Somewhere to rest / elderly | 9 |
| Signage / QR codes / Translation into other languages | 8 |
| Consider hearing loss - spaces that aren't highly acoustically reflective are better for hearing | 7 |
| Consider the impact of buskers noise on those with non visual disabilities | 7 |
| Breastfeeding room / Baby changing etc | 7 |
| Lifts etc for disabled access | 7 |
| More range of products on offer | 6 |
| Automatic access doors for wheelchair users | 6 |
| Free drinking water | 6 |
| Cheaper pricing for events or discount for locals | 5 |
| Easier to drive to for those who are immobile / blue badge spaces | 5 |
| Safe space for women | 4 |
| Better support from local police | 4 |
| Avoid having crowded areas and pinch points | 4 |
| Just keep it clean and tidy | 4 |
| Include blind / visually impaired people / signage | 4 |
| Support independent local businesses / market | 4 |
| Inclusivity for locals seems at odds with the needs of tourists | 3 |
| Changes need to reflect value for money | 3 |
| Helpdesk / information centre / wardens office | 2 |
| Free sanitary products in toilets | 2 |
| Activities for children | 2 |
| Get feedback from wheelchair users / parents with buggies / zimmer frames / sticks | 2 |
| Access for residents only | 2 |
| Allow delivery vehicles for market traders only | 2 |
| Lockers for tourists or residents to store bags/possessions | 2 |
| Mobile phone charging and free wifi / digital inclusion | 2 |
| Shaded areas | 2 |
| Events for community groups - e.g. Pride, Diwali, Bellwood, Summer Solstice and Eid events | 2 |
| Fewer fast food / food stalls or outlets | 1 |
| There should be more eateries with terraces | 1 |
| Less stores for tourist items / history / Harry Potter | 1 |
| A library | 1 |
| Engaging activities in the square | 1 |
| Non commercial activities | 1 |
| Remove illegal immigrants / undesirables | 1 |
| Remove illegal bikes | 1 |
| Bring back the bike pump | 1 |
| Re-useable plates and cutlery to cut down on the waste | 1 |
| No additional disabled parking spaces as people abuse them | 1 |

| | |
|--|------------|
| Remove parking / parked cars / wheelchair or pushchair hazard | 1 |
| Prayer room could encourage ASB | 1 |
| Available medical equipment | 1 |
| Clarity / better explanation of your ideas | 1 |
| A Rainbow | 1 |
| Maybe a small crèche | 1 |
| Homeless shelter | 1 |
| Regular staff disability awareness training | 1 |
| Introduce a light rail system | 1 |
| A waste of money | 1 |
| No preaching or political canvassing | 1 |
| Art that depicts the modern Cambridge community - multi ethnic / LBGTQ | 1 |
| Live music | 1 |
| Reduce the impact of political hate statements posters etc | 1 |
| Reintroduce the free shuttle bus | 1 |
| Better lighting | 1 |
| Child friendly facilities | 1 |
| No comment | 335 |
| Base | 208 |

8.6.12 In Q26 of the survey, (*Do you have any comments about traffic, transport or movement in the Civic Quarter?*), the following themes were most frequently mentioned:

| Theme | Frequency |
|--|-----------|
| Pedestrianise the square | 121 |
| Dedicated cycle paths / Cycles important in Cambridge / ban bicycles / re route them | 85 |
| Ban E Bikes / scooters | 50 |
| Pedestrianise Bene't St / Wheeler St / Peas Hill | 46 |
| Enforce traffic rules / police / traffic wardens | 41 |
| Ban food delivery scooters | 38 |
| Re-route traffic away from the area | 33 |
| Allow delivery access to market for traders | 31 |
| Don't ban vehicles but limit the times they can be there | 26 |
| More / better / secure bike racks in the City | 23 |
| Too crowded / needs managing | 23 |
| Don't make car travel more difficult | 15 |
| Lack of parking / Blue badge parking | 15 |
| No problem / all good | 14 |
| Treat the taxis like cars and ban them | 12 |
| Better signage | 12 |
| Better public transport / out of hours bus | 12 |
| Ban HGV's from the City Centre | 9 |
| Difficult | 8 |

| | |
|--|------------|
| A dedicated loading and unloading facility for delivery vehicles / events at Guildhall / Corn Exchange | 7 |
| More access to vehicles | 7 |
| Need good independent shops - keep rents low / make things easier for the Market | 7 |
| Limit cars / motorbikes speed (to 5mph?) | 6 |
| Repair the pavements / potholes | 6 |
| Cap the cost of parking | 5 |
| Ask disabled people what they need | 5 |
| Mini bus route through town might be a good option | 4 |
| Park and ride (free?) to within walking distance | 4 |
| Its currently inclusive / don't change it | 4 |
| Security barrier is ugly / supposed to be temporary / needs earlier opening | 4 |
| Narrow the road by the Market to give more access to the stalls | 4 |
| A taxi rank close by | 3 |
| Constant roadworks causes congestion | 3 |
| Improve them | 3 |
| Ban buses in the area as they are too dangerous | 3 |
| Cobbles. Gravel etc are difficult for wheelchairs / pushchairs | 3 |
| Too many cars don't expect to encounter pedestrians | 3 |
| Remove the distinction between footpath and road | 2 |
| Better street lighting for safety at car parks / bike parks | 2 |
| Delivery vehicles should be electric only | 2 |
| Areas that are not pedestrianised should be clearly marked. | 1 |
| CCTV for safety at car parks / bike parks | 1 |
| No one man operated dust carts as they are dangerous | 1 |
| Oppose the GCP | 1 |
| Build a movement prototype | 1 |
| Don't install platform lifts / reliability | 1 |
| Remove café seats / other obstacles from the pavement | 1 |
| Now is the time for the council to improve the public realm and reduce traffic! | 1 |
| No comment | 236 |
| Base | 307 |

8.6.13 In Q27 of the survey, (*Do you have any other ideas, feedback or comments you would like to share?*), the following themes were most frequently mentioned:

| Theme | Frequency |
|--|-----------|
| Look after the Market / keep it as it is and talk to the traders | 74 |
| Waste of money - spend it elsewhere / can you finance it | 34 |
| Do not support these changes | 32 |
| Support the initiatives | 27 |
| Better quality shops / market stalls | 22 |
| Clean the streets / toilets / bins | 19 |
| Repair the foot paths / accessibility | 15 |
| Cambridge needs to keep its history and identity | 14 |

| | |
|--|----|
| Add trees / planters / greenery | 11 |
| Better quality seating / Corn Exchange | 11 |
| Don't make it a modern, 21st Century monstrosity | 11 |
| Improve safety / police presence | 11 |
| Keep cars out / pedestrianise | 10 |
| Doubtful that the demountable market stalls will be attractive / durable / practical | 9 |
| Support small independent local businesses | 9 |
| Too many tourist groups making it too busy for locals to shop | 9 |
| No | 8 |
| Events to attract people to the City Centre | 8 |
| Cambridge needs rejuvenation with the Civic Quarter at the heart of development | 7 |
| Good luck / thank you | 7 |
| Ban bikes / ebikes / delivery scooters | 6 |
| Include sustainability in the items installed | 6 |
| Should be of high quality design | 6 |
| Support vendors during disruption from works | 6 |
| Have another consultation after the changes / before phase 2 | 6 |
| Poor quality retail offer | 5 |
| More bike parking | 5 |
| Issues with the Corn Exchange as a venue | 5 |
| Ability to create attractive cleared space after market trading will be key to success | 5 |
| Make Guildhall the civic building for Cambridge | 5 |
| Ambitious plans that will need effective project management | 4 |
| Create a City Museum | 4 |
| Don't think there is a market for noisy public entertainment | 4 |
| Better public transport / bus system | 4 |
| Need somewhere quiet to read and interact with other people | 4 |
| After so many years considering the scheme it now needs a decision | 4 |
| Where are the traffic flow proposals? | 4 |
| Develop the old quarter more (Magdalene St going up the hill) | 3 |
| Why do this given the change to a unitary authority coming in two years time | 3 |
| Renovate the fountain | 3 |
| Better parking facilities | 2 |
| Consider light rail alternative | 2 |
| Introduce a tourist tax | 2 |
| Why are you calling the Market Square the Civic Quarter? | 2 |
| Add a drinking water fountain | 2 |
| Discount card for residents | 2 |
| Smell from food vendors is not appealing | 1 |
| Need better signs | 1 |
| Family / child friendly activities | 1 |
| Free sports centre for pensioners | 1 |
| Register electric cycles | 1 |
| Ban drinking alcohol in public places | 1 |

| | |
|---|------------|
| Speak to 5th Studio | 1 |
| Create one entrance to the large hall and the Corn Exchange | 1 |
| Use the foyer of the Corn Exchange as a gallery space | 1 |
| Close the Guildhall and turn it into a hotel | 1 |
| Too many dirty diesel buses in the City Centre | 1 |
| Clamp down on bad taxi car driving | 1 |
| Ask the Junction how to improve the sound system at the Corn Exchange | 1 |
| More public seating | 1 |
| Keep and restore the council chamber | 1 |
| Address drainage issues | 1 |
| Use green and blue infrastructure / address biodiversity and climate change | 1 |
| Would like to see more detailed plans | 1 |
| Create local council services hubs in neighbourhoods | 1 |
| Do not tear down the historic colleges | 1 |
| Include a transparent lift on the side of the building | 1 |
| No comment | 337 |
| Base | 206 |

8.6 Youth Engagement Service YES Engagement Report

Greater Cambridge Shared Planning

Youth Engagement Service YES

Youth Engagement Report

Planning application ref: Pre-application stage

Site address: The Civic Quarter, Market Square, Cambridge

Participants: Kings Hedges Educational Federation, Bewick Bridge

Primary School and North Cambridge Academy, Cambridge



Contents

| | | |
|------------|---|----|
| 1.0 | Purpose of the Greater Cambridge Youth Engagement Workshop | 3 |
| 2.0 | The Greater Cambridge Youth Engagement Framework | 5 |
| 3.0 | Youth Engagement Process | 5 |
| 3.1 | Statistics for the schools | 5 |
| 3.2 | Youth engagement workshops with local schools | 6 |
| 3.3 | Youth engagement workshops with Bewick Bridge Primary school | 10 |
| 4.0 | Combined results | 14 |
| 5.0 | Feedback | 14 |
| 6.0 | Best designs | 15 |
| 7.0 | Youth Engagement Results | 16 |
| Table 1 | Results of drawing analysis – Kings Hedges Educational Foundation | 17 |
| Table 2 | Results of drawing analysis – Bewick Bridge Primary School | 18 |
| Table 3 | Results of drawing analysis – North Cambridge Academy | 19 |
| Table 4 | Combined Results of drawing analysis – All 3 schools | 20 |
| Table 5 | Results of drawing analysis – Bewick Bridge Primary School (Year 6) | 21 |
| Table 6 | Place feelings - Bewick Bridge Primary School (Year 6) | 22 |
| Table 7 | Feedback from youth and adult participants | 23 |
| Appendix A | Photos of YES Workshop with Kings Hedges Educational Foundation | 25 |
| Appendix B | Photos of YES Workshop with Bewick Bridge Primary School (Year 5) | 26 |
| Appendix C | Photos of YES Workshop with North Cambridge Academy | 27 |
| Appendix D | Photos of YES Workshop with Bewick Bridge Primary School (Year 6) | 28 |

| | |
|--|---|
| Planning application ref: | Pre-application stage |
| Site address: | The Civic Quarter comprising the Guildhall, Corn Exchange, Market Square and surrounding public spaces. |
| Proposals: | Redevelopment of market Square |
| Case Officer: | Charlotte Spencer |
| Developer: | Cambridge City Council |
| Date of Youth Engagement Workshops: | Kings Hedges Educational Federation primary school, Bewick Bridge Primary School (Year 5) and North Cambridge Academy secondary school, Cambridge Workshop - 12 March 2025 Bewick Bridge Primary School (Year 6) Workshop 1 - 25 March 2025 Workshop 2 – 1 April 2025 |
| Schools: | Kings Hedges Educational Federation, Bewick Bridge Primary School and North Cambridge Academy |

1.0 Purpose of the Greater Cambridge Youth Engagement Workshop

The main purpose of the Greater Cambridge Youth Engagement Workshops is to provide local youths with the opportunity to have a genuine input into the design of the proposed development, in accordance with the requirements of Paragraphs 131 and 132 of the 'National Planning Policy Framework' (NPPF) (2024).

Paragraph 137 of the NPPF states that "early discussion between applicants, the local planning authority and local community about the design and style of emerging schemes is important for clarifying expectations and reconciling local and commercial interests. Applicants should work closely with those affected by their proposals to evolve designs that take account of the views of the community. Applications that can demonstrate early, proactive and effective engagement with the community should be looked on more favourably than those that cannot."

Paragraph 138 states that "local planning authorities should ensure that they have access to, and make appropriate use of, tools and processes for assessing and improving the design of development. These include workshops to engage the local community, design advice and review arrangements, and assessment frameworks... These are of most benefit if used as early as possible in the evolution of schemes and are particularly important for significant projects, such as large-scale housing and mixed-use developments. In assessing applications, local planning authorities should have regard to the outcome from these processes, including any recommendations made by design review panels."

Youth Engagement Workshops are also an important strand of Greater Cambridge's recently refreshed Statement of Community Involvement which was adopted as a Supplementary Planning Document in 2024.

Paragraph 3.36 of the 'Greater Cambridge Statement of Community Involvement SPD' (2024) states that: "GCSP will meet the requirements of the Equality Act 2010, which aims to promote equality, eliminate discrimination and encourage good relations between different groups associated with age, disability, gender and gender reassignment, race, religion and other protected characteristics. It is recognised that some parts of the community in the area are under represented such as Gypsy and Traveller communities, young and older people, so it is important to include them in planning consultations. The Councils will work closely with relevant organisations that have experience in finding the best way to engage with these groups."

Paragraph 3.37 of the 'Greater Cambridge Statement of Community Involvement SPD' (2024) states that: "It is GCSP's aim to explore how innovative forms of public engagement can be further developed and refined in future consultations. In 2022 South Cambridgeshire District Council established the 'Young People Task & Finish Group' to explore how to improve youth engagement in South Cambridgeshire. A report set out the opportunities to create or develop effective youth engagement along with recommendations relating to the SCI that GCSP will use to improve planning consultation with young people."

Paragraph 4.14 of the 'Greater Cambridge Statement of Community Involvement SPD' (2024) states that: "There are many underrepresented groups across Greater Cambridge that we aspire to engage with, including young people. Engagement with young people can ensure that the final design of developments considers the specific interests of children and young people who are often underrepresented in public consultations, particularly in relation to delivering play areas and public spaces that are child friendly and fit for purpose."

Paragraph 4.15 of the 'Greater Cambridge Statement of Community Involvement SPD' (2024) states that: "GCSP provides an award-winning youth engagement service. It aims to address the long-standing issue of young people being underrepresented in decision making about the built environment. The service aims to enhance planning outcomes by giving young people opportunities to be involved in major planning applications our work whilst increasing diversity and inclusion."

The Civic Quarter is the term used to describe the area in central Cambridge comprising the Guildhall, Corn Exchange, Market Square and public spaces in between. The redevelopment of the Market Square project aims to ensure the area is fit for a 21st century society and offers a focal point for the city that residents can be proud of.

The YES Team has been appointed to capture the local youths' views on what to include in the proposed public spaces and the design of the street furniture for the Market Square to ensure that they are fit-for-purpose and are child-friendly. It is important that the results of this report are incorporated into the final layout to ensure

genuine youth engagement. Officers are also interested in hearing local youths' views about priorities for a range of possible changes to the Market Square, how the proposals reflect the 4 'C's (climate, community, character and connectivity) in the Cambridgeshire Quality Charter for Growth, and their suggestions to achieve active travel and healthy living for the market square.

2.0 The Greater Cambridge Youth Engagement Framework

The Greater Cambridge Youth Engagement Workshop was designed based upon a framework developed by the Council's Youth Engagement Service - *"Framework for Evaluating the Effectiveness of Youth Engagement"*. This established framework considers the following four key areas which aim to benefit all those who takes part in the workshop:

- 1) Impact on the plan-and decision-making process
- 2) Process
- 3) Educational and social value
- 4) Practical factors

The Workshops comprised a series of activities to enable the local youths to get involved in the various design elements of the development proposals, via a structured approach.

This Youth Engagement Report aims to support the Design and Access Statement and the Statement of Community Involvement, to demonstrate that the proposals have considered the views of local youths via a collaborative approach with Officers.

3.0 Youth engagement process

The youth engagement initiative led by the YES team, and supported by Cambridge City Council, professors at Sidney Sussex College and St John's College in Cambridge and UCL, London and Kings Hedges Educational Federation, Bewick Bridge Primary School and North Cambridge Academy:

3.1 Statistics for the schools

In 2023/24, the Kings Hedges Educational Federation had 398 students. 2.8% of pupils have a SEN Education, Health and Care Plan; 13.3% of pupils have a SEN Support; for 56% of pupils, their first language is not English; 38.2% of pupils are eligible for free school meals at any time during the past 6 years. In 2022/03, the overall absence was 6.3%. The persistent absence was 20.1%. It has an OFSTED rating in 2024 of good.

In 2022/23, Bewick Bridge Primary had 227 students. 5.3% of pupils have a SEN Education, Health and Care Plan; 5.3% of pupils have a SEN Support; for 48.5% of pupils, their first language is not English; 13.5% of pupils are eligible for free school meals at any time during the past 6 years. In 2022/03, the overall absence was 4.7%. The persistent absence was 8.8%. It has an OFSTED rating in 2021 of good.

In 2023/24, the North Cambridge Academy secondary school had 685 students. 6.6% of pupils have a SEN Education, Health and Care Plan; 15.3% of pupils have a SEN Support; for 34.3% of pupils, their first language is not English; 45.3% of pupils are eligible for free school meals at any time during the past 6 years. In 2022/03, the overall absence was 9.9%. The persistent absence was 30.3%. It has an OFSTED rating in 2025 of good. The Academy has the highest proportion of premium pupils for schools in Cambridgeshire.

According to the data from the Market ward area of Cambridge has 10,800 residents of which 17.3% of people who are under the age of 15. Considering how close (half a mile) the Market Square is to the schools, the engagement of 34 students from Bewick Bridge School, 55 students from Kings Hedges Educational Federation and 22 students from North Cambridge Academy on 12 March 2025 and a further 23 Year 6 students from Bewick Bridge School were engaged at workshops on 25 March 2025 and 1 April 2025, the engagement has a good degree of representativeness.

3.2 Youth engagement workshops with local schools

The youth engagement workshops with Kings Hedges Educational Federation (Year 5), Bewick Bridge Primary School (Year 5) and North Cambridge Academy (Year 7 to 11) were conducted on 12 March 2025. For Bewick Bridge Primary School it was 34 Year 5 students. Class teacher Chris Budhi took part in the workshop. For Kings Hedges Educational Federation, it was 55 students. Class teacher Mrs Jen King took part in the workshop. For North Cambridge Academy, it was 22 students. Head teacher Mrs Jane Driver took part in the workshop. The Workshop was led by the Council's Youth Engagement Lead Dr. Bonnie Kwok and supported by Youth Engagement Team member Tom Davies, Jane Green and Maxine Ross and Paul Boucher, Capital Project Manager – Civic Quarter at Cambridge City Council. Councillors attending were Katie Thornburrow (Executive Councillor for Planning, Building Control and Infrastructure) and Councillor Dr. Claire Daunton. University partners attending were: Professor Michael Ramage, Darshil Shah, Sandy Mill, Dr Rohan Ranasinghe and Professor Neil Pinder, student ambassadors at Sidney Sussex College and photographer Chuheng Tan and they made significant contributions towards the youth engagement activities.

For all 3 schools, a presentation setting out the purpose of the workshop was given to the participants, it introduced the details of the proposals, the importance of youth engagement and basic principles of good urban design and town planning, and how they contribute to the concept of sustainability and also the value of biodiversity.

Council officers, the politicians and academics gave a talk on career options in the built and natural environment field, housing, architecture and consultation work. The purpose of this talk was to inspire the students to pursue a career in these areas. It is hoped that the students would be able to pursue a career in the built environment profession, when they have finished education.

The students received a presentation to learn about the proposals for the redevelopment of the iconic Market Square at Cambridge city centre, and the YES

team asked them all to apply the 4 Cs design framework (Community, Character, Climate, Connectivity) from the 'Cambridgeshire Quality Charter for Growth' document to assess the design merits of development proposals. The YES team and the facilitators explained to the students that their ideas will be used to inform the live project and informed them of the date of the next stage of the public consultation.

For all 3 schools, the students were then divided into 4 groups based on the 4Cs, taking part in a drawing competition to show how the Market Square can be improved based on children's perspective.

Officers have analysed the drawings for all 3 schools and the top priorities for the community to benefit from the proposals at the Market Square were (in descending order):

1. Market stalls,
2. Greenery,
3. Benches, seating, tables,
4. Fountain,
5. Shops / buildings,
6. Pedestrian pavement,
7. Bike stands,
8. Bins,
9. Canopies,
10. Play area / park.

They discussed how they would like the proposals to address the 4 'C's: Community (market stalls, seating areas, social spaces, bike parks, public toilets, fountains, shops, performance stage were favoured) Character (modern, colourful buildings integrated with the natural surroundings were favoured, market stalls, benches, fountains, play area, shops and buildings, canopies, performance stage), Climate change (trees, greenery, water fountains, solar panels, e-bike chargers, pedestrian paths, recycling bins, bike paths were favoured) and Connectivity (footpaths, cycle paths, wheelchair paths, bike stands, maps were favoured) from the 'Cambridgeshire Quality Charter for Growth' policy framework; and they suggested pursuing these initiatives to ensure active travel and healthy living at the Market Square.

Please see table 1 for further information and analysis by planning student Ian Ng.

Design competition

For all 3 schools, a competition was carried out in which the facilitators judged the best drawings. For Kings Hedges Educational Federation, these were the following 12:



For Bewick Bridge school, these were the following 8 best drawings:



For the North Cambridge Academy, these were the following 7 best drawings:



The number of shortlisted drawings were proportional to the number of attendees. Overall, the Greater Cambridge Youth Engagement Workshop was a great success and all the participants said that they had enjoyed taking part in the decision-making process.

3.3 Youth engagement workshops with Bewick Bridge Primary school

The youth engagement process with Bewick Bridge Primary School (Year 6) was conducted in two parts: Workshop 1 and Workshop 2, with a 1-week gap to allow students sufficient time to complete their design work, and to reflect on their learning. These workshops aimed to provide an in depth study of children's knowledge and place feelings about the Market Square, therefore it encompassed a longer research timeframe.

Workshop 1:

Participants

On 25 March 2025, 22 Year 6 students, aged between 10 and 11, together with their teacher Mr David Calle and teaching assistants took part in the Youth Engagement Workshop at the Guild Hall, Cambridge. The Workshop was led by the Council's Youth Engagement Lead Dr. Bonnie Kwok and supported by Youth Engagement Team member Tom Davies, Maxine Ross, Deputy Director Heather Jones, and Paul Boucher, Capital Project Manager – Civic Quarter at Cambridge City Council and councillors Katie Thornburrow (Executive Councillor for Planning, Building Control and Infrastructure) and Dr. Claire Daunton and they made significant contributions towards the youth engagement activities. Mr Robert Pollock, Chief Executive Officer of Cambridge City Council briefly visited the workshop and made the children feel welcome.

Process

1. Introduction

A presentation setting out the purpose of the workshop was given to the participants, it introduced the details of the proposals, the importance of youth engagement and basic principles of good urban design and town planning, and how they contribute to the concept of sustainability and also the value of biodiversity.

2. Careers Talk

At the Guild Hall, Council officers, the politicians and academics gave a talk on career options in the built and natural environment field, housing, architecture and consultation work. The purpose of this talk was to inspire the students to pursue a career in these areas. It is hoped that the students would be able to pursue a career in the built environment profession, when they have finished education.

3. Walkabout and applying the 4 'C's

Students took part in a guided walkabout to understand the Market Square context and to assess how best to improve the walking and cycling experience. They gained a good understanding of the journey to the square, the scale of the buildings surrounding the square and the road network and landscape, the square's position near shops and student accommodation, architectural features, the views from different perspectives, the cobbled ground, former fountain and how the proposed designs respond to the site context. The students also had the opportunity to learn about the site's wider context of Cambridge city centre on the walking journey. Students also learnt about the biodiversity and sustainability proposals for the development proposals.

In the classroom afterwards, the students received a presentation to learn about the proposals for the redevelopment of the iconic Market Square at Cambridge city centre, and the YES team asked them all to apply the 4 Cs design framework (Community, Character, Climate, Connectivity) from the 'Cambridgeshire Quality Charter for Growth' document to assess the design merits of development proposals. The YES team and the facilitators explained to the students that their ideas will be used to inform the live project and informed them of the date of the next stage of the public consultation. The students were then divided into 4 groups based on the 4Cs, take part in a drawing competition to show how the Market Square can be improved based on children's perspective.

Officers have analysed the drawings for the school and the top priorities for the community to benefit from the proposals at the Market Square were (in descending order):

1. Market stalls,
2. Benches,
3. Fountain,
4. Trees,
5. Accessible paving,
6. Canopy,
7. Cycle parking,
8. Play facilities,
9. Pedestrian lane,
10. Tables and chairs.

They discussed how they would like the proposals to address the 4 'C's': Community (market stalls, tables and chairs, play facilities, public art, fountains, trees and accessible paving, CCTV cameras were favoured) Character (market stalls, canopies, fountain, seating, public art and play facilities were favoured), Climate change (trees, greenery, water fountains, solar panels, pedestrian paths, recycling bins, bike paths were favoured) and Connectivity (footpaths, cycle paths, wheelchair paths and parking, speed calming measures and maps were favoured) from the 'Cambridgeshire Quality Charter for Growth' policy framework; and they suggested pursuing these initiatives to ensure an attractive, multi-purpose Market Square.

Please see table 2 for further information and analysis by planning student Ian Ng.

4. Youth Research: Place Feelings

In the classroom, the students were asked to draw and write down three memorable things from the tour. The students were then invited to take part in a discussion to talk about the rationale for their chosen memorable things from the tour. This exercise aims to understand their Place Feelings and the information collected will be used to inform future plan-making process to ensure the design of a child-friendly place. The results of the research indicate that the students found seeing the Snowy Farr sculpture as the most memorable element from the walkabout tour, followed by the fountain and the red telephone booths on St Mary's Street, the Guild Hall, followed by the cobble stones and food stalls at the market, the dinky door Miniature sculptures (with doors), that they spotted near the telephone boxes and the general atmosphere at the market square. The overall results recorded by planning student Ian Ng are summarised in Table 3.

5. Design Competitions

1) How would you improve the Market Square Competition

All the students were invited to draw how they would improve the Market Square. This was followed by a judging process where the best designs were shortlisted from the competition entries, based on a robust design criterion. The judges consisted of officers and the councillors. The judges picked winners for the how would you improve the Market Square design competition.

2) My Most Memorable Things Design Competition

All the students were invited to draw the most memorable things that they observed on the guided tour. This was followed by a judging process where the best designs were shortlisted from the competition entries, based on a robust design criterion. The judges consisted of officers and the councillors. The judges picked winners for the My Most Memorable Thing design competition.

6. Learning Consolidation

The students took part in an interactive quiz, with prepared questions that are tailored to this particular development proposal. The quiz questions cover the local history, details of the development proposals and some urban design principles. The purpose of this quiz was to reinforce their learning outcomes and it was very well received.

7. Plenary / Feedback Session

The Workshop was concluded by students explaining to the facilitators what they had learnt from the youth engagement activities. The students were also encouraged to tell facilitators what key elements should be considered by adults/decision-makers as the

scheme is further developed, and they highlighted the most important features that they would like to see at the Market Place (mentioned above).

Workshop 2:

Participants

On 1 April 2025, the same group of 22 Year 6 students, class teacher David Calle and Teaching Assistants took part in the second part of the Youth Engagement Workshop. The Workshop was led by the Council's Youth Engagement Lead Dr. Bonnie Kwok and supported by Youth Engagement Team members Tom Davies and Maxine Ross. Paul Boucher was unable to attend but he sent a video thanking the children which was shown to the students. Cllr Claire Daunton attended. The Councillor, the teacher, and council officers presented awards. Parents and guardians and grand parents attended the event for intergenerational learning and to celebrate their children's achievements.

1. Art Exhibition

This Workshop comprised an art exhibition showcasing the design work that were produced by the students in Workshop 1. This exhibition was open to all students, parents and guardians from Bewick Bridge Primary School. Those students who took part in the design competition explained to their younger peers and parents about their design concepts and design intentions, as well as their learning outcomes. Both the students and their parents were very pleased to see their framed art designs and to hear about their learning outcomes. The students took home their framed artwork and Certificates of Participation.

2. Recap

Officers provided a recap on the youth engagement activities and learning in Workshop 1, in order that parents and guardians can have an understanding of the purpose of the youth engagement exercise, i.e. to ensure local youth community have a genuine say on the proposed development, and the educational benefits for their children.

3. Mini planning committee role play

In order to educate the children about the value of democracy and how decisions are made at planning committees, the YES team facilitated a mini planning committee exercise where students took on the role of planning committee chair, councillors, urban design officer, landscape officer, planning officer and architect and developer for the Civic Quarter. The students who represented the developer's team presented their design ideas for the redevelopment of the market square using their ideas from the 1st workshop. Students who took on the roles of urban design officer, landscape officer, planning officer offered their views on the design merits of the proposals. Students who took on the role of councillors then cast their vote following some deliberation. The student who took on the role of planning committee chair then announced that the

planning application was granted approval. All students and teachers enjoyed this role play and have developed an understanding of the decision-making process. Students have also gained confidence in public speaking and developed a stronger sense of citizenship.

4. Award Ceremony

The Award Ceremony began by the teacher giving a Thank You speech to students and facilitators for running the Youth Engagement Workshops, and the multiple benefits they brought to support the student's development. This was followed by speeches by officers, developers and politician (Cllr Claire Daunton) who expressed their thanks to all young participants to taking part in the workshops to allow adults to understanding their specific needs for building child-friendly developments, as they will be our future. Council officers also explained that the students will be kept informed of the planning process and they would be invited to the Market Square at a late date to view their designs, subject to planning approval. Winners of the 3 memorable things and the benches competitions received their awards, which included certificates and trophies, engraved with the winners' names.

4.0 Combined results

Judging from the results of drawing analysis of all 3 schools (for YES workshops on 12 March 2025), regarding what children and young people consider most important for the redevelopment of the Market Square, the combined results are as follows (in descending order):

1. Market Stalls
2. Greenery
3. Benches / Seats / Picnic tables
4. Fountain
5. Shops / Buildings

The results of the drawing analysis of Bewick Bridge Primary School Year 6 students are shown in Tables 5 and 6. These are shown separately to the other tables, as these students undertook a more in-depth youth research with workshops spanning over 2 days.

5.0 Feedback

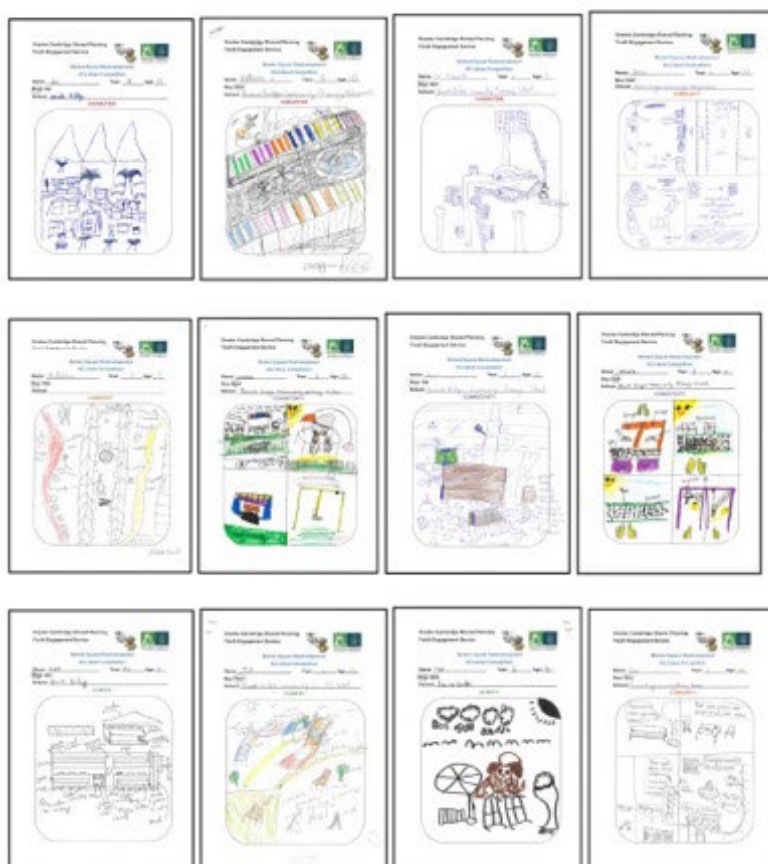
A survey was conducted with the students and parents. The vast majority of the students said that they had enjoyed both workshops, and had learnt something useful, including things that are not normally taught in school, such as careers in the built and natural environment.

Most of the parents said that the Workshops have enabled them to develop an understanding of the importance to hear children's views on the development proposals, and they have commented on the effectiveness and usefulness of the Greater Cambridge Youth Engagement Workshops.

The response in the student and parents' surveys was very positive. See Table 4 for further information. Overall, the Greater Cambridge Youth Engagement Workshop was a success and all the participants said that they had enjoyed taking part in the decision-making process.

6.0 Best Designs

The following 'How would you improve the Market Square' drawings were shortlisted for awards (including creative design, Innovation Design, Sustainable Design, Inclusive Design, Best Graphic Representation) by the judges:



7.0 Youth Engagement Results

See the following pages for results of the breakdown of the drawing analysis.

Table 1

| <i>Civic Quarter Project</i> | |
|---|--------------|
| <i>Market Square Redevelopment</i> | |
| <i>Drawing analysis - 4Cs idea</i> | |
| <i>School: King's Hedges Education Federation</i> | |
| <i>Year: 6</i> | |
| | |
| ideas | total |
| benches/ seats&table | 27 |
| bike stands | 7 |
| bins | 5 |
| cycle path | 3 |
| e-bike charger | 0 |
| fountain | 24 |
| greenery | 27 |
| lamp post | 6 |
| map | 2 |
| market stalls | 31 |
| parking space | 5 |
| pedestrian pavement | 8 |
| performance stage | 6 |
| play area/park | 10 |
| public toilets | 3 |
| punting | 0 |
| road for wheelchair | 0 |
| shops/ buildings | 18 |
| solar panels | 4 |
| statue | 2 |
| telephone box | 1 |
| tents & canopies | 3 |

Table 2

| <i>Civic Quarter Project</i> | |
|--------------------------------------|--------------|
| <i>Market Square Redevelopment</i> | |
| <i>Drawing analysis - 4Cs idea</i> | |
| <i>School: Bewick Primary School</i> | |
| <i>Year: 5</i> | |
| ideas | total |
| benches/ seats&table | 26 |
| bike stands | 8 |
| bins | 9 |
| cycle path | 2 |
| e-bike charger | 0 |
| fountain | 11 |
| greenery | 25 |
| lamp post | 2 |
| map | 0 |
| market stalls | 26 |
| parking space | 6 |
| pedestrian pavement | 13 |
| performance stage | 1 |
| play area/park | 1 |
| public tiolets | 0 |
| punting | 0 |
| road for wheelchair | 0 |
| shops/ buildings | 9 |
| solar panels | 0 |
| statue | 0 |
| telephone box | 2 |
| tents & canopies | 8 |

Table 3

| <i>Civic Quarter Project</i> | |
|--|--------------|
| <i>Market Square Redevelopment</i> | |
| <i>Drawing analysis - 4Cs idea</i> | |
| <i>School: North Cambridge Academy</i> | |
| <i>Year: 7-11</i> | |
| | |
| ideas | total |
| benches/ seats&table | 9 |
| bike stands | 6 |
| bins | 1 |
| cycle path | 4 |
| e-bike charger | 4 |
| fountain | 10 |
| greenery | 12 |
| lamp post | 4 |
| map | 0 |
| market stalls | 15 |
| parking space | 2 |
| pedestrian pavement | 5 |
| performance stage | 5 |
| play area/park | 3 |
| public toilets | 2 |
| punting | 1 |
| road for wheelchair | 2 |
| shops/ builidngs | 10 |
| solar panels | 1 |
| statue | 3 |
| telephone box | 0 |
| tents & canopies | 4 |

Table 4

Tally for all 3 schools

| ideas | total |
|----------------------|-------|
| benches/ seats&table | 62 |
| bike stands | 21 |
| bins | 15 |
| cycle path | 9 |
| e-bike charger | 4 |
| fountain | 45 |
| greenery | 64 |
| lamp post | 12 |
| map | 2 |
| market stalls | 72 |
| parking space | 13 |
| pedestrian pavement | 26 |
| performance stage | 12 |
| play area/park | 14 |
| public toilets | 5 |
| punting | 1 |
| road for wheelchair | 2 |
| shops/ buildings | 37 |
| solar panels | 5 |
| statue | 5 |
| telephone box | 3 |
| tents & canopies | 15 |

Table 5
Results of drawing analysis – Bewick Bridge Community Primary School Year 6 students

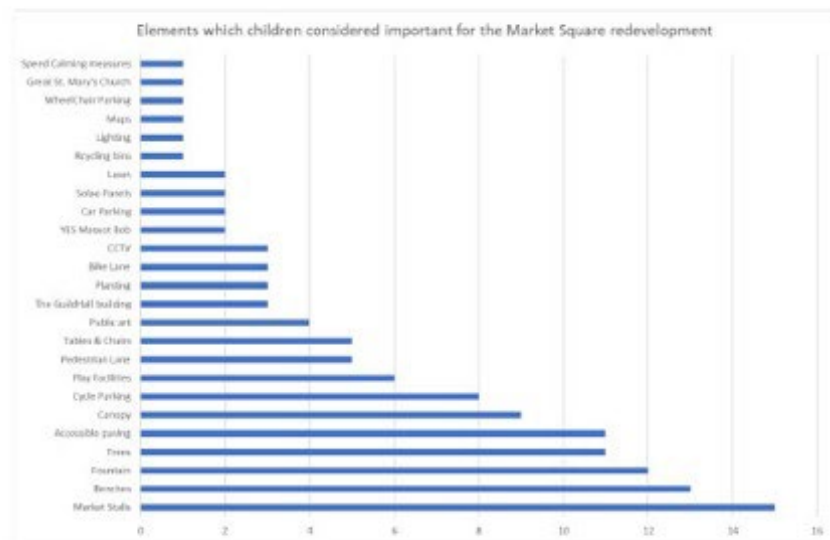


Table 6 – Place feelings

Civic Quarter Project
Market Square Redevelopment
Drawing analysis - 3 memorable things
School: Bewick Bridge Community Primary School
Year: 6

Tally (3 memorable things)

| ideas | frequency |
|--------------------|-----------|
| snowy statue | 17 |
| water fountain | 11 |
| telephone booths | 8 |
| guildhall building | 5 |
| St Mary's Church | 5 |
| cobble stones | 4 |
| food stalls | 4 |
| dinky doors | 4 |
| atmosphere | 2 |
| Total | 60 |

Table 7 – Feedback from youth and parent participants

Youth Engagement Workshop

Results of Survey with children

| | |
|----------------------|---|
| Site address: | Market Square, Cambridge |
| School: | Bewick Bridge Primary School, Cambridge |
| Developer: | Cambridge City Council |
| Date(s) of Workshop: | 25.03.2025 and 01.04.2025 |

1. Did you enjoy the Walkabout for you to look at the area around Market Square?

| | |
|-----|----|
| Yes | 20 |
| No | 1 |

2. Did you think that you have learnt something useful about the Market Square?

| | |
|-----|----|
| Yes | 21 |
| No | 0 |

3. Did you find the talk about the different types of jobs such as urban design, town planning, architecture and local government useful?

| | |
|-----|----|
| Yes | 21 |
| No | 0 |

4. Do you agree you should have an opportunity to give your views about the Civic Quarter (market square) redevelopment proposals and feel that that your consultation input would be valuable and useful?

| | |
|-----|----|
| Yes | 21 |
| No | 0 |

5. Would you recommend our Youth Engagement Workshop to other schools so that they can benefit from having an input in new development proposals in the Greater Cambridge area?

| | |
|-----|----|
| Yes | 21 |
| No | 0 |

6. Other comments

The workshop was very fun especially in the morning when we were doing drawing.
The market square is crowded and I would also like to see it cleaned up.
I would like to see a (play) park for children to go to at the market square.
I think you should speak to secondary schools and people with disabilities as well.
Thank you for giving us this opportunity. I really enjoyed it.
I really enjoyed it, it was fun.
It was fun, I enjoyed it and would recommend it to other schools.
The workshop was really fun and an engaging way to spend our time at the Guild Hall. It taught me the

different types of jobs that we can do.

I found your presentations about town planning really useful and I enjoyed it. I think every school should have a chance to listen to it. It will help me later when I have to decide about my career.

Youth Engagement Workshop

Results of Survey with parents

| | |
|----------------------|--|
| Site address: | Market Square, Cambridge |
| School: | Bewick Bridge Primary School, Cambridge |
| Developer: | Cambridge City Council |
| Date(s) of Workshop: | 25.03.2025 and 01.04.2025 |

1. Did you think your children enjoyed the Walkabout to look at the area around the Market Square?

| | |
|-----|---|
| Yes | 7 |
| No | 0 |

2. Do you think that your children have learnt something useful about the Market Square?

| | |
|-----|---|
| Yes | 7 |
| No | 0 |

3. Did you find that your children found the talk about the different types of jobs such as urban design, town planning, architecture and local government useful?

| | |
|-----|---|
| Yes | 7 |
| No | 0 |

4. Do you agree that your children should have an opportunity to give their views about the Civic Quarter (market square) redevelopment proposals and feel that that their consultation input would be valuable and useful?

| | |
|-----|---|
| Yes | 6 |
| No | 0 |

Incomplete 1

5. Would you recommend our Youth Engagement Workshop to other parents so that their schoolchildren can benefit from having an input in new development proposals in the Greater Cambridge area?

| | |
|-----|---|
| Yes | 7 |
| No | 0 |

6. Other comments

The presentation needed work but the activity was very useful
Very informative, learnt things we didn't know
They really enjoyed the trip and the opportunity to do something else
Thank you for organising this unusual and rich experience.

Appendix A

Photos of YES Workshop with Kings Hedges Education Federation students



Appendix B

Photos of YES Workshop with Bewick Bridge (Year 5 students)



Appendix C

Workshop with North Cambridge Academy students (Year 7 to 11)



Appendix D

Workshop with Bewick Bridge Community Primary School students (Year 6)



Disclaimer

The content of the above report is produced without prejudice to the determination of any planning application should one be submitted. Furthermore, it will not bind the decision of Elected Members, should a planning application be submitted, nor prejudice the formal decision-making process of the council.

8.7 Wider Engagement with traders throughout the process

8.7.1 Market Trader Meetings

- 8.7.2 Since January 2025, seven meetings have been held with market traders, including two during the engagement period. Additional meetings are planned in the coming months.
- 8.7.3 The first market traders meeting to take place in 2025 took place on 29 January 2025. During this meeting, the project team presented the next steps associated with the project and provided details of the eight further meetings that would be taking place with market traders, ahead of the submission of a planning application. The project team then outlined the topics that were due to be discussed and advised on the process that would take place in RIBA Stage 3.
- 8.7.4 The second market traders meeting took place on 19 February 2025 in which market traders were engaged in a demountable stalls workshop to gather their feedback. A summary of the feedback collected from the workshop is listed below:

Preference for Option Five (LP Tent XP)

- Some traders expressed a preference for option five, though one trader described it as the “best of a bad bunch”.
- Traders requested a visit to another market where this option is in use to better understand its performance.

Feedback on Option Two (Apex Market Stall)

- Some traders felt Option Two had attractive elements, particularly its versatility.
- Concerns were raised about cleanliness and the management of demountable operations under this option.

Use of Multiple Stalls

- Traders wanted clarity on whether it would be possible to trade from multiple stalls.

Antisocial Behaviour and Vandalism

- Concerns were raised about how antisocial behaviour and potential vandalism would be addressed under any new design.

Management, Cleanliness and Logistics

- Traders expressed concerns about the day-to-day management and cleanliness of demountable structures.
- Questions were raised about storage, maintenance, and the overall logistics of running the market under new configurations.

Allocation of Stalls

- Traders were concerned about how stalls would be allocated and what criteria would be used.

Anchoring and Structural Elements

- Anchoring was considered critical to the success of any demountable option.

Longstanding Stall Setups and Business Continuity

- A trader highlighted that their current setup had been developed over 20 years and expressed concern that introducing demountable elements could disrupt established business operations.

Sustainability

- Traders felt sustainability should be a core criterion when assessing demountable options.

Indoor Market Possibility

- The potential for an indoor element within the market design was raised and discussed.

Food Stall Requirements

- A question was asked about including flues or vents for food traders under the canopy to remove smoke and smells.

Perception of Decision-Making

- One trader expressed concern that decisions around stall numbers and demountable types may have been made in advance, and emphasised the importance of ensuring trader views and the petition are meaningfully considered.

Reference to Other Market Experiences

- A trader referenced Northampton Market and expressed concern that Cambridge might repeat perceived negative outcomes from that experience.

Permanent Market Footprint

- A question was raised about whether the footprint of the permanent market element could be expanded.

8.7.5 The third market trader meeting took place on 26 March 2025 in which the project team presented on the outcomes of the engagement on the proposed demountable stall design, alongside next steps, and the changes that have been made to the proposed layout of the market. The project team also outlined plans for the testing of the preferred demountable stall option on the market.

- 8.7.6 The fourth market traders meeting took place on 8 May 2025 in which the project team ran through the engagement process and presented plans for the wider Cambridge Civic Quarter. The project team also introduced the business plan, and the proposals, and including the key changes that might be made as well as the process for calculating the rental rates.
- 8.7.7 The fifth market traders meeting took place on 29 May 2025 in which the project team the business plan, and the proposals, and including the key changes that might be made. He also outlined the process for calculating the rental rates.
- 8.7.8 The sixth market traders meeting took place on 19 June 2025 in which the project team summarised the feedback received on the temporary market relocation options. Concerns were highlighted around logistics, a strong preference among traders to remain together, and the stress and anxiety being caused by uncertainty over how the works will be carried out.
- 8.7.9 The project team also explained the feedback of market traders needs to be balanced against other factors and that reassured the market traders that the project team has identified a way to keep the stalls together, but this needs further work and consideration. This includes stalls around Petty Cury and the Guildhall, allocations for food trucks, and locations across St Mary's Passage, Great St Mary's, and Peas Hill.
- 8.7.10 In addition, the project team explained that there are ongoing challenges related to permits for highways, as well as logistical considerations around electricity, water, and waste. The project team reiterated that plans are still being developed and are not yet final, with further detail to be shared at the August meeting.
- 8.7.11 The seventh workshop took place on 16th July 2025 in which an update was provided on the plans for a new digital presence for Cambridge Market, aiming to improve communications between traders and customers and better integrate with social media. The project team also proposed a new portal-style market page and trader portal to simplify stall bookings, document uploads and communication. A high-level summary of the findings from the recent survey and community engagement was also shared with traders. An update on a proposed market layout was also provided.

8.7.12 Market Traders Survey - Market Square Decant Options



Civic Quarter Project - Market Square Decant Options Survey

Thank you to those of you who were able to attend the Market Traders session on 9 October 2024, where we started a conversation on alternative trading locations (we are calling this a decant location) whilst any works take place. We set out 3 potential options.

Options 1 and 2 keep traders in close proximity to the existing market square, while option 3 highlights a number of spaces in the city where an 'off-site' option could be explored. None of the options are firm, and all of them need further work and consultation with local stakeholders. We recognise that suitable provision for electrical services and facilities for traders will be needed in all options. There is also more work to be done on potential phasing options for the Civic Quarter works and understanding when and how long works would last.

However, we are keen to get a steer from traders as to your preferred decant option at this point.

Understanding this will help us develop proposals in further detail during the next stage of design, which will take place in 2025. No actual decant requirement is expected until summer 2026 at the earliest.

We would welcome your view on a preferred option, and would be grateful if you could complete this by short survey by the end of Monday 28th October 2024.

When you submit this form, it will not automatically collect your details like name and email address unless you provide it yourself.

Option 1 - Works in a single phase, stalls located around the Guildhall and Sidney St.



Option 2 - Works done in 2 phases, all stalls stay in close proximity in the first phase



Option 2 - Phase B market stalls are split by the second phase of works



Option 3 - Potential alternative sites away from the Market Square



Considerations

These are the range of considerations when thinking through the detail for the decant location of the Market

- Impact of construction work on market traders - noise, dust, construction traffic
- Keeping the market in the current location
- Keeping the market traders together
- Making the market easy to find
- Ability to find sites away from the market square to house the market
- Impact on other local businesses
- Length of works
- Day-to-day market operations
- Larger markets could be broken up by the works
- Site ownership, covenants, servicing etc. all need to be further understood

Your Preferred Decant Location

1

Trader Name

Enter your answer

2

What is your preferred decant option for the Market?
Please rank in order (by using the up and down arrows to move your preferred option to position 1, next best option to position 2 and then least favoured option to position 3)

Option 2 - Two Phase approach

Option 3 - Alternative City Location

Option 1 - Single Phase approach

3

Any other comments based on the list of considerations

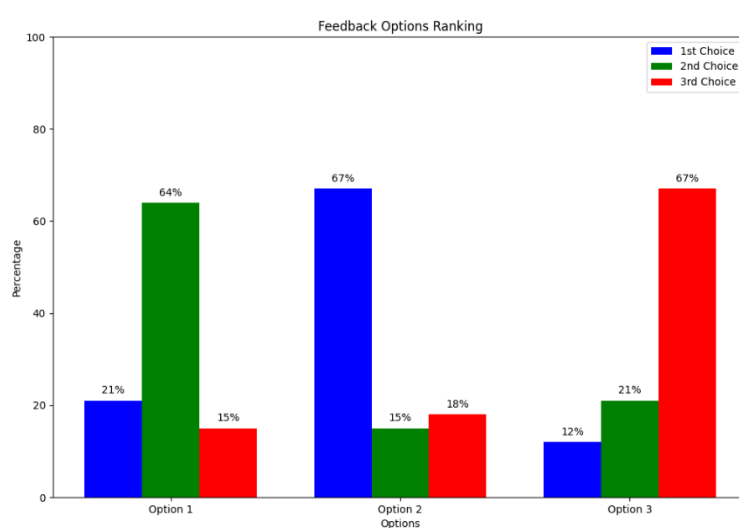
Enter your answer

Back

Submit

Page 6 of 6

Feedback from Market Square Decant Options Survey



33 Traders set out their preferred option ranking them in order of preference.

The chart shows the percentage of responses for each option as their 1st, 2nd, and 3rd choices:

- **Option 1:**
 - 1st Choice: 21% (7)
 - 2nd Choice: 64% (21)
 - 3rd Choice: 15% (5)
- **Option 2:**
 - 1st Choice: 67% (22)
 - 2nd Choice: 15% (5)
 - 3rd Choice: 18% (6)
- **Option 3:**
 - 1st Choice: 12% (4)
 - 2nd Choice: 21% (7)
 - 3rd Choice: 67% (22)

Based on the feedback, a summary of key themes and concerns have been detailed below.

Phased Operation Preference

- Many traders believe a phased approach is the best way to maintain foot traffic and minimise disruption.

Concerns About Noise and Dust

- There are significant concerns about the impact of construction noise and dust on traders, especially those selling food.

Location

- Traders emphasise the importance of staying close to the current market location to retain customers.

Impact on Livelihoods

- The potential negative impact on traders' businesses and livelihoods is a major concern.

Alternative Locations

- Suggestions for alternative temporary locations include decanting to Petty Cury, and staying close to the city center. Parker's Piece was described as not being a good location for traders as the footfall was described as being 'very quiet'.

Facilities and Logistics

- Traders need assurances about the facilities and logistics at the temporary locations.

Overall, there is a strong preference for Option 2 and a two phased approach to any works. A remote option away from the Market Square does not have support. The key themes reflect the traders' concerns and preferences regarding the temporary relocation during the market square's major works. Addressing these points in detailed planning and future discussions with traders and other stakeholders will be crucial to gaining the support of traders and ensuring a smooth transition.

8.7.13 Market Traders Online Survey – Demountable Stalls Feedback

Cambridge Civic Quarter Market Trader Demountable Stalls Feedback Survey

Thank you for taking the time to provide your feedback on the proposed demountable stall options for the Cambridge Market. Your views are vital to help shape the future of the market. The aim of the meeting is to review products available and agree with Market Traders which products to review 'in person' and test further to confirm suitability. We would like to get to a point where products can be viewed on other markets or erected on Cambridge market and tested by traders themselves. This survey can be completed during the meeting or online via the MS Forms link provided. For any questions, please contact info@cambridgecivicquarter.co.uk. This is just the initial stage of discussions as outlined in the meeting aims and outcomes.

1. Please state your name.

2. Please state your business name.

3. Please state your email (optional).

4. Please state your stall type (e.g. food, craft, clothing etc).

5. Which demountable stall option would you prefer?

(Rank from 1 – 5, with number 1 being your preferred option, and 5 being your least).

| | 1 | 2 | 3 | 4 | 5 |
|----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Option1: Yelo Stand | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Option2: Apex Market Stall | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Option 3: Gala Tent Pro 50 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Option 4: LP tent CO | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Option 5: LP Tent XP | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| None of the above | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

6. Please state why you have given that feedback.

7. Please rank the stall criteria in order of what you feel is most important. (Drag the most important to the top)

8. Are there any other criteria you think should be considered when selecting the demountable stalls? (Please state)

9. Do you have any specific comments, concerns, or suggestions regarding the stall options and the selection process? (Please state)

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

Microsoft Forms

Summary of findings from Demountable Stalls Feedback Survey

8.7.14 When asked to rate their preference for stall, the most preferred option was the LP Tent XP and the least preferred was the Yelo Stand.

● 1 ● 2 ● 3 ● 4 ● 5

Option1: Yelo Stand

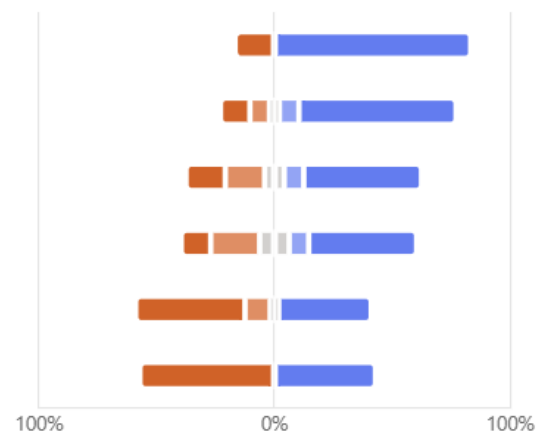
Option2: Apex Market Stall

Option 3: Gala Tent Pro 50

Option 4: LP tent CO

Option 5: LP Tent XP

None of the above



8.7.15 The majority of traders expressed a clear preference for the existing permanent stalls at Cambridge Market, describing them as robust, weather-resistant, and vital for the smooth running of their businesses.

In contrast, several voiced concerns about the proposed temporary stalls, arguing they are not suitable for the market's environment, particularly during adverse weather conditions. These concerns were grounded in direct experience at other markets, where such stalls had proven unsafe or led to event cancellations.

Option 5 was the only suggested alternative that received conditional support from a number of traders. It was generally viewed as the most durable and potentially suitable, primarily due to its ability to be anchored. However, even this option raised issues, particularly around the time and effort required to set it up and dismantle it each day. Some respondents highlighted that the LP Tent XP and LP Tent CO models offered greater adaptability, integrated features like lighting, and were more appropriate for regular market use.

Beyond the physical characteristics of the stalls, traders raised broader concerns about the implications of replacing the current structures. Many emphasised the disruption such changes could cause to their businesses and expressed frustration that the proposals appeared to disregard their needs, preferences, and the market's heritage.

Practical issues also featured prominently in the feedback. Traders highlighted the need for reliable access to electricity, sufficient internal space to arrange stock, and the flexibility to use multiple pitches. Some were concerned that none of the proposed options could meet these requirements effectively. Others criticised the designs for being flimsy, lacking side panels, or offering inadequate space for food preparation and display.

Finally, several responses revealed a lack of trust in the decision-making process and in the council's ability to implement a viable long-term solution. There was a widespread feeling that the voices of traders were not being fully considered and that the proposals risked undermining the success and tradition of one of the city's most valued public spaces.

When asked to rank the stall criteria in order of what the traders felt is most important, 'durability' was ranked first. This was followed by 'adaptability' and then 'storage'.

When asked about selection criteria, the traders mentioned the practicality and safety of introducing demountable stalls to Cambridge Market. Many highlighted the UK's harsh weather—particularly strong winds—as a key reason why lightweight gazebos would be unsafe and unsuitable.

Cost and logistics were common themes, with worries about the price of the units, their maintenance, and the additional labour and admin required for daily setup and dismantling.

Practical concerns included stall size, rainwater drainage, stall cleanliness between users, anchoring on cobbles, electricity access, and adequate storage facilities. Traders also raised issues around safety risks from guy ropes and the need for enough space between rows.

A small number of traders with positive experiences of demountable stalls expressed support, especially if branding and visibility are improved.

8.7.16 Market Traders Online Survey – Layout and Permanent Stall Design Survey

Layout and Permanent Stall Design

Thank you for taking the time to provide your feedback on the changes to the proposed layout and the ideas for the permanent stalls proposed for Cambridge Market. Your views are vital to help shape the future of the market. This link is provided as a way in which traders can follow up with comments on what was presented at the meeting. It also provides a means through which those who couldn't attend can provide feedback to the team. For any questions, please contact info@cambridgecivicquarter.co.uk. We will be closing this survey on Sunday 27th April

1. Please state your name

2. Please state your business name

3. Please state your stall type (e.g. food, craft, clothing etc).

4. Please use this box to provide your comments on the proposed layout for the market

5. Please use this box to provide your comments on the options for the permanent stalls that were included in the latest designs

6. In principle, would you be interested in taking a permanent stall on the market on the basis of committing to operating 5-7 days per week?

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

 Microsoft Forms

Feedback from Layout and Permanent Stall Design Survey

When asked about the trader's stall type, 10 respondents mentioned hot food, eight mentioned retail products and four mentioned dry food or confectionary.

When asked about the proposed layout, the feedback reflected a mix of optimism and concerns about the revised market plans. Several respondents felt that the new

proposals show progress, especially the increased number of permanent stalls, the removal of the large structure, and efforts to create a more attractive, modern market space. Many welcome aesthetic improvements, better layout, and facilities such as toilets, security, and seating—but only if balanced with practicality and safety.

Key worries persisted about the feasibility and safety of demountable stalls, especially in Cambridge's windy conditions. Some traders fear the loss of trading days due to stall instability, while others stress the need for more robust, lockable, and weatherproof permanent stalls to preserve the market's reliability and heritage. Concerns also remained over long-term maintenance, the storage of demountable stalls, operational logistics, and fairness in allocating permanent spots based on trading history.

Traders also expressed caution against over-prioritising seating, events, or aesthetics at the expense of core market functions. Many called for clearer separation between hot food vendors and other stalls, better queue and crowd management, and more usable space.

There is also mention of practical ideas like EV charging points for traders and better traffic flow. While the updates are seen by some as a step in the right direction, they urge more detailed planning and direct input from experienced traders to make the project truly workable.

When asked specifically about the stall designs, feedback was broadly positive, with support for more permanent stalls and a modernised appearance that could attract more tourists. Many appreciate the aesthetic improvements and the added facilities for hot food traders, such as ventilation and storage.

However, concerns were raised about reduced flexibility, particularly for part-time traders who may not qualify for permanent stalls. Some fear that fixed stalls may sit empty and create a two-tier system. Others questioned stall size and layout, favouring wider, open-front designs for better customer engagement. Traders emphasised the market's social value and urged that long-standing and weekday traders be prioritised.

When asked about interest in taking a permanent stall on the market on the basis of committing to operating 5-7 days per week, 19 out of the 23 respondents answered positively.

8.7.17 Market Traders Online Survey – Demountable Stalls Survey Trial Survey

Cambridge Civic Quarter Market Trader Demountable Stalls Trial Feedback Survey

Thank you for taking the time to provide your feedback on the proposed demountable stall trials for Cambridge Market. Your views are essential in shaping the future of the market. This survey is designed to gather your thoughts on the potential benefits of the demountable stalls, highlight any concerns or areas for improvement, and capture any additional comments you'd like to share.

The survey will remain open until 11.59pm on Tuesday 1st July 2025.

For any questions, please contact info@cambridgecivicquarter.co.uk

* Required

1. Please state your name.

2. Please state your business name.

3. Please state your email (optional).

4. Please state your stall type (e.g. food, craft, clothing etc).

5. Did you trial a demountable stall? *

☐ Yes

☐ No

6. On which date(s) did you trial the demountable stall?

Please list all relevant dates.

7. Which stall size(s) did you trial during the demountable stall trial?

The two stall sizes used in the trial are: 1 x 3m x 3m and 1 x 2m x 2m.

If you used different sizes on different dates, please specify the size along with the relevant date(s).

8. What benefits did you experience while using the demountable stall during the trial?

9. Were there any aspects of the demountable stall trial that you found challenging or felt could be improved?

10. Do you have any additional comments, questions, or feedback about the demountable stall trial?

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

Microsoft Forms

Feedback from the Demountable Stalls Trial Survey

Three out of the five respondents selected 'yes' for trialling out the demountable stalls. Two traders trialled the stall during the week and one during the weekend.

When asked about the benefits, one trader mentioned there were none. The other two mentioned that it was good that the stall was already setup and the other mentioned that it had a good amount of space.

When asked about improvements, the responses included the stall not being sturdy enough for high winds and the lack of shade for customers.

When asked about leaving any additional comments, additional concerns raised over the demountable stalls' suitability, safety, and appearance, particularly for long-term or all-weather use.

Many found the demountable stalls hot, especially when enclosed with plastic sides, and not robust enough for windy or wet conditions. One trader even reported suffering heatstroke, and others noted damaged products and zero sales during the trial. There

were also strong objections to their appearance, with some saying the gazebos made the market resemble a "car boot sale" rather than a professional trading environment.

Traders criticised the practicalities of setup, saying assembly took far longer than claimed (20–30 minutes instead of "a few minutes"), and the Velcro fixings were seen as too flimsy for daily, long-term use.

Additional issues included the cost of replacements (needed every 5–10 years) and logistical challenges such as vehicle congestion and large storage needs.

Some traders suggested that better-quality demountable stalls, such as those used in Ipswich or Ely, could offer a more viable alternative. These use thicker, water-resistant, fabric materials with stronger frames and better temperature control, and are customised for branding.

8.7.18 Market Traders Demountable Stall Trial Additional Feedback

Additional feedback on the demountable stall trials was collected by the project team through a series of 1-2-1 discussions with market traders. A summary of the feedback is detailed below.

One trader expressed appreciation for the quality and design of the 2x2m demountable stall, noting its ease of assembly, bright white colour, and stability in windy conditions due to cross-shaped metal leg weights. They praised its waterproof material and overall durability. However, they raised concerns about nearby food stalls, highlighting that heat and strong odours - such as smoke and grease - negatively impact their scent and wax products and deter customers.

Another trader found the demountable stalls acceptable but not sturdy enough for the market, expecting a heavier, more industrial design. They noted easy setup but didn't assemble the stall themselves. Concerns included poor performance in wind, hot and uncomfortable plastic covers that reduced privacy, and tricky grounding that could damage the legs. They suggested lighter, waterproof fabric covers instead. The trader recommended studying Bury St Edmunds market, where 80 sturdy demountable stalls are set up daily by a hired team and are durable in strong winds.

A trader stated they would like to try the demountable stall again, having used a lighter version in Ely. They found it easy to set up but noted it lacked stability during wind gusts, suggesting metal supports on all four sides for safety. They appreciated the sturdy build but raised concerns about protecting delicate products like leather and the difficulty of fixing the stall to the ground. They also mentioned issues with nearby hot food vendors and stressed the need for careful stall location, size, and suitable covers to protect products and satisfy traders.

Feedback from another trader found it difficult to get in and out of the stall without climbing over the table and was unaware that the side panels could be raised or lowered. They were concerned that the side panels might obscure their stall. They felt existing structures, like Urban Outfitters' scaffolding-style stalls, were much sturdier and preferred that sturdiness. There were worries about how dirty the white stalls might get, though the colour was seen as appropriate. The trader valued the traditional striped design synonymous with Cambridge market and felt less change would be better. Wind was also a concern.

Another trader said that demountable stalls should not be taken down until 5pm and that the trialled demountable stalls on the edges of the market allow for less space when vans are reversing due the legs and awning of the stalls.

After two weeks of trials, the demountable stalls used in the trial showed noticeable signs of wear and tear, raising concerns about their long-term life span and suitability for regular market use.

Erecting each demountable stall requires at least two people (possibly 4 from a health and safety point of view). During setup, all weight initially rests on two legs, risking structural stress or damage.

The current demountable stalls offer poor insulation against heat, which may impact trader and product comfort during hot weather.

Concerns were raised about dismantling in wet weather, as wet materials left overnight could damage the demountable stall.

The demountable stalls design limits spacing between units, potentially creating overcrowding or access/exit issues.

Proposed anchoring method (below ground level) interferes with the proper fitting of tension bars and sheeting, compromising stability and assembly efficiency.