

North Cambridge Framework for Change Engagement Report

September 2025

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1.0 Executive Summary

1.1 Context

1.1.1 Cambridge City Council (the council) has proposed the production of a 'Framework for Change', which will support the regeneration and development of North Cambridge, and is intended to guide co-ordinated placemaking efforts across the area.

1.1.2 The Framework for Change will:

- Identify key issues, challenges and opportunities
- Consider public responses to engagement
- Consider relevant planning and corporate objectives and constraints.

From this, the Framework for Change will become a long-term plan to guide investment in the area, looking at older council housing estates, green spaces, streets, shops and community facilities in Arbury, King's Hedges and Chesterton.



Fig. Framework for Change boundary area.

- 1.1.3 The Framework for Change builds on previous work, such as the North Cambridge Neighbourhoods Design Code, which was introduced in 2024. This focused on five principles:
- Making Space for Nature
 - Prioritising Walking and Cycling
 - Thriving Public Spaces
 - Enhancing Character
 - Increasing Sustainability
- 1.1.4 While the design code sets out the principles for any future developments, the Framework for Change will focus on for specific areas:
- Older council housing estates
 - Parks and green spaces
 - Arbury Court and the surrounding community facilities
 - Streets and travel
- 1.1.5 The council is working through the Cambridge Investment Partnership (CIP) to create the Framework for Change. CIP is a 50-50 partnership between the council and Hill Investment Partnerships Ltd which works to tackle the city's housing affordability crisis by delivering high-quality new council homes and market-sale homes – both of which are in high demand – and improving accommodation standards for people living in existing council homes. The aim is to combine the community interests represented by the council including the strategic objectives set by the council with the delivery capabilities created by the partnership.
- 1.1.6 CIP appointed the architects PRP to develop the Framework for Change and appointed ECF to manage the consultation process. The consultation process was supported by PRP and council officers. Further elements of the consultation process were carried out by council officers.
- 1.1.7 The engagement period began on 7 May and concluded on 18 June 2025.
- 1.1.8 This report summarises the engagement carried out regarding the North Cambridge Framework for Change. It provides an overview of the feedback received during the engagement period and the conclusions which can be drawn.
- 1.1.9 A higher proportion of respondents to our surveys were white, middle-aged (35–64), disabled or living with a long-term health condition, and homeowners, and less likely to be young (under 25), older (over 65), male, or renting their home either from the council or a private landlord. This should be considered when interpreting 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 workshops, pop-ups and targeted engagement with council tenants.

1.2 Overview of the Engagement Process

- 1.2.1 Prior to the engagement launch, ECF worked with the council to undertake detailed stakeholder mapping and design a robust engagement strategy that aligned with relevant guidance.
- 1.2.2 In addition, ECF held a scope of influence meeting with CIP and PRP to determine the key stakeholders and key themes that the community should be engaged on. PRP are the architects involved in drafting the Framework for Change document.
- 1.2.3 Awareness was raised and the engagement programme was promoted through posters, postcards and more. See full list in section 4.12
- 1.2.4 ECF developed an online survey, in-person workshops and pop-ups to capture feedback.

1.3 Key Figures and Activities Undertaken

- 383 survey responses from individuals.
- 225 comments made on the online interactive map.
- 2038 visitors to the online engagement and consultation platform.
- 12 meetings held with local organisations.
- 4 feedback emails received from individuals.
- 3 pop-ups organised across north Cambridge, and 190+ people engaged.
- 3 community workshops held, and 105 people engaged.
- 3 rounds of door-knocking.
- 2 youth workshops held, and 43 children engaged.
- 2 focused workshops held.
- 1 webinar held.
- 69 comments captured on social media and paid social media posts.
- Early engagement with Commercial units including 1-2-1 meetings offered and general meetings held for commercial units and councillors.
- 1 dedicated email was sent to north Cambridge council tenants with a prize draw entry for completing the survey.
- Article in the summer issue of Cambridge Matters residents' magazine.
- 1 meeting held for Arbury Court residents.
- Several meetings with City Council and County Council officers.



Fig. Key figures and activities undertaken

1.4 Overview of the Engagement Findings

1.4.1 Older Council Housing Estates

Safety and Antisocial Behaviour: There were many concerns around antisocial behaviour in and around council housing estates, which leads to residents feeling unsafe. Some areas were frequently mentioned as feeling unsafe. The identification of these areas will help shape priorities for investment.

Housing Quality and Conditions: Many older estates suffer from poor insulation and damp, and residents need better support for energy-efficient improvements to their homes.

Concerns Around Redevelopment: Residents fear redevelopment may displace communities and reduce the affordability of homes in the area.

Connectivity and Parking: Some estates are poorly connected to the wider area, and there are also concerns around parking, such as a lack of parking spaces and people parking on pavements.

Sense of Community: Despite a strong sense of community in some areas, there is a lack of community spirit in other areas due to a lack of community facilities and places for social gatherings.

1.4.2 Parks and Open Spaces

Value and Potential of Green Spaces: Green spaces are appreciated for the benefits they bring to the community, but many need better access, visibility, and design to encourage more active and social use.

Safety, Maintenance, and Cleanliness: Parks face issues with safety, litter, and poor upkeep, and residents have called for more lighting, bins, seating, and maintenance to make them cleaner and more secure.

Facilities for Children and Young People: Many parks and green spaces in the area have a lack facilities for children and young people, and there is a demand for more facilities and organised activities that cater to this group.

Nature and Biodiversity: There is support amongst residents for increasing biodiversity and climate resilience of parks and green spaces through tree planting, rewilding, and sustainable practices like rainwater collection and pollinator-friendly planting.

Inclusion and Accessibility: There were calls for more inclusive designs of parks and green spaces, including accessible paths, clear signage, and rest spots, to ensure that these places are accessible to all.

1.4.3 Arbury Court and the Surrounding Community Facilities

Outdated and Underutilised: Arbury Court offers essential services but feels outdated, with residents demanding modernised facilities and better use of Arbury Library and Arbury Community Centre

Demand for Amenities: There is a strong demand for an affordable and diverse range of shops and social venues, such as cafés and pubs, to attract more footfall and potentially create an evening economy.

Safety, Maintenance, and Accessibility: Poor lighting, antisocial behaviour, and lack of maintenance undermine the space, and improvements are needed in cleanliness, wayfinding, landscaping, and accessibility for older and disabled users.

Young People and Families: There are a lack of inclusive spaces for young people and families, which is exacerbated by antisocial behaviour in the area.

Managing Change – support for traders: Residents support regeneration but some fear that the local centre offered by Arbury Court will be lost through demolition. There were strong expressions of support for existing traders and concern that they should be supported through any process of change.

1.4.4 Streets and Travel

Cycling Infrastructure: Several roads were cited as being dangerous for cyclists, including Campkin Road, King's Hedges Road, Elizabeth Way, Carlton Way, Arbury Road, Mere Way, and Roseford Road. A complete list can be found in Appendix 8.6.6.

Pedestrian Safety: Campkin Road, Garry Drive, Carlton Way, Mere Way, and Roseford Road were cited as being difficult to cross for pedestrians. A complete list can be found in Appendix 8.6.6.

Traffic, Parking, and Congestion: Congestion and unsafe parking, especially near schools, were regularly cited, with calls for traffic calming measures and drop-off restrictions.

Public Transport and Connectivity: Some residents stated that bus routes do not provide sufficient connectivity to key areas in north Cambridge, such as Arbury Court and Cambridge North station. Therefore, some respondents favour cars as their preferred means of travel.

Sustainable and Active Travel: While some residents rely on cars, majority of residents favour sustainable and active modes of travel, such as walking and cycling, and want practical measures to encourage this.

2.0 Introduction

- 2.1 [ECE](#) an independent communications and engagement agency, was commissioned to design, undertake and report on community and stakeholder engagement regarding the proposed North Cambridge Framework for Change.
- 2.2 The engagement period began on Wednesday 7 May and concluded on Wednesday 18 June 2025.
- 2.3 This report summarises the engagement carried out by ECF regarding the proposed North Cambridge Framework for Change. 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, workshops and pop-ups. The full findings for each engagement activity can be found in the relevant sections.

3.1 Older Council Housing Estates

Safety and Antisocial Behaviour

- Antisocial behaviour, noise from people and motor vehicles, litter, and poor sound insulation between homes were frequently mentioned concerns.
- Traffic and parking issues were also frequently mentioned, with dangerous or inconsiderate parking blocking pavements and creating hazards for pushchairs and wheelchair users.
- Some estates feel foreboding and unwelcoming due to design features like corridors and blind corners.
- Areas which were frequently mentioned as feeling unsafe included Arbury Court, Kingsway Estate, Nuns Way, Pulley Park, Campkin Road, Campkin Road shopping area, King's Hedges, Nuns Way, and Carlton Way, with some people stating that they generally feel unsafe in and around housing estates in general. A complete list can be found in Appendix 8.6.5.

Housing Quality and Conditions

- Many older estates suffer from poor insulation, damp, mould, and outdated facilities, leading to cold homes and high heating costs.
- Some flats lack suitability for families, with issues around noise, safety, and absence of private outdoor spaces.
- Residents face financial pressures and need clearer support and communication around energy efficiency grants and sustainable home improvements.

Concerns Around Redevelopment

- Some residents expressed worry about potential redevelopment of council estates, which they fear will lead to displacement, rent increases, and loss of community spirit.
- Residents emphasised the need for any new housing to be high-quality and affordable, as well as preserving the character of the area and avoiding generic design.
- Previous developments were criticised for the lack of consultation, loss of green spaces, and increase in the population of the area without the necessary infrastructure improvements to support it.

Connectivity and Parking

- Estates often have good tree cover and green spaces, but connectivity is poor due to cul-de-sacs and narrow roads limiting pedestrian movement.

- On-street parking is problematic, creating barriers to improved walking infrastructure.
- Social housing estates have a higher proportion of disabled residents, highlighting the need for accessible design and inclusive facilities.

Sense of Community

- There are strong community ties in some areas, but a lack of community spirit in others.
- Maintaining community assets like libraries and community centres, as well as social hubs like cafes and pubs, is vital for supporting community wellbeing and cohesion.

3.2 Parks and Open Spaces

Value and Potential of Green Spaces

- Green spaces are highly valued for the benefits they bring to wellbeing, biodiversity, climate mitigation, and social life, but many are underused or feel hidden, neglected, or inaccessible.
- There were frequent calls for improved visibility and better access in Pulley Park, Nuns Way Recreation Ground, and Arbury Town Park which were also mentioned as underused spaces.
- There is strong support for making green spaces more social and engaging, through holding events, creating community gardens, and ensuring a welcoming environment.

Safety, Maintenance, and Cleanliness

- Safety concerns are widespread, especially after dark, due to poor lighting, antisocial behaviour, and substance misuse in parks like Pulley Park and Nuns Way Recreation Ground.
- Many parks suffer from litter, fly-tipping, broken equipment, uneven paths, and inadequate facilities, prompting calls for more bins, better maintenance, and safer and improved play areas.
- Improvements like lighting, CCTV, seating, and clearer entrances were repeatedly suggested as measures to increase safety and encourage wider use of parks and green spaces.

Facilities for Children and Young People

- Many of the facilities at Arbury Town Park, Pulley Park and Nuns Way Recreation Ground were described as outdated, unsafe, or inadequate for children and young people.
- There is a notable lack of amenities for teenagers, with residents requesting features like skateparks, MUGAs, outdoor gyms, and informal gathering areas.
- Suggestions include splitting park areas by age group, introducing picnic tables, fun fairs, trampolines, and upgrading sports facilities.

Nature and Biodiversity

- There is strong public support for enhancing biodiversity through wildflower areas, tree planting, and planting for pollinators and local wildlife.
- Suggestions for sustainable practices include rainwater capture, rewilding underused areas, avoiding pesticides, and installing nest boxes and swift bricks in new buildings.
- Green spaces are seen as crucial to cooling urban areas, supporting mental health, and managing flood risk, especially as climate change intensifies.

Inclusion and Accessibility

- Residents stressed the importance of inclusive, accessible design, with suggestions including level access, clear signage, contrasting colours, and better cycling and walking routes.
- Considerations should be made for older and mobility-impaired residents, such as regular and appropriate seating areas.

3.3 Arbury Court and the Surrounding Community Facilities

Outdated and Underutilised

- Arbury Court is valued amongst residents, but at the same time, many feel it is tired, underutilised, and visually uninviting.
- Residents stated that the public spaces and shopfronts in and around Arbury Court should be improved.
- Arbury Library is seen as underused despite their potential.

Demand for Amenities

- In addition to appreciation of the current businesses at Arbury Court, there is strong demand for a café, a pub, and a range of affordable local food and retail options to increase footfall and social use of the area, with the potential of creating an evening economy.
- Concerns have been raised about the rising costs for essential amenities, the lack of an adequate pharmacy, and the replacement of useful services by less desirable outlets such as betting shops.
- Residents are keen to retain independent traders, and emphasised the importance of active support from the council and affordable commercial rents for small businesses.

Safety, Maintenance, and Accessibility

- Arbury Court often feels unsafe, particularly at night or behind shops and in the car park, due to poor lighting, a lack of clear signage, metal gates, and boarded-up units.
- Calls were made for better maintenance, including repairing paving and potholes, more bins, cleaner streets, and more seating areas, as well as improved landscaping and planting to create a more welcoming atmosphere. There were comments about adding more signage and clearer road markings.

- Accessibility concerns include the need for more resting points for older residents and those with mobility issues, and visual/tactile cues to support partially sighted users.

Young People and Families

- There is a lack of safe, welcoming spaces for young people and families, with calls for improved play areas, a youth club, and shared spaces like a café.
- Meanwhile uses for empty shops and spaces, such as pop-ups or social events, could increase footfall and prevent antisocial behaviour.

Managing Change

- Residents support regeneration but some fear that the local centre offered by Arbury Court will be lost through demolition. There were strong expressions of support for existing traders and concern that they should be supported through any process of change.
- Gentrification and the displacement of existing businesses and services was also a frequent concern amongst residents.
- It was emphasised that businesses must be consulted and protected during any regeneration, with fair treatment around rent, relocation, and compensation.

3.4 Streets and Travel

Cycling Infrastructure.

- Several roads were cited as being dangerous for cyclists, including Union Lane, Campkin Road, King's Hedges Road, Elizabeth Way, Carlton Way, Arbury Road, Mere Way, and Roseford Road.
- Speeding traffic, dangerous junctions, poor lighting and bike thefts make cycling feel unsafe and deter some from cycling all together.
- Suggestions to improve conditions for cyclists included extending cycle paths, adding more cycle lanes, introducing 20mph zones for cars, and improving road maintenance to reduce potholes and other hazards.

Pedestrian Safety

- Campkin Road, Garry Drive, Carlton Way, Mere Way, and Roseford Road were cited as being difficult to cross for pedestrians.
- Many footpaths are uneven, poorly lit, or unsafe, especially near schools and busy roads.
- Pedestrian routes often conflict with cycle paths, causing safety issues and intimidation, especially for older or mobility-impaired people.
- Suggested improvements included zebra crossings, tactile path dividers with contrasting colours, and more time for pedestrians to cross at traffic lights.

Traffic, Parking, and Congestion

- Congestion is a common complaint (44 mentions is Q24 of the survey, mentioned in pop-ups and 1-2-1 meetings), with narrow residential streets like

Carlton Way experiencing problems from school pick-up traffic and pavement parking which blocks wheelchair and pushchair access.

- There were calls for more traffic calming measures (11 mentions), resident parking zones (55 mentions), and restrictions during school drop-offs.
- Electric vehicle charging points and improved management of shared mobility schemes, such as bike/scooter hire and car clubs, were also suggested to reduce car dependency.

Public Transport and Connectivity

- Bus routes are adequate but are poorly connected to key local hubs, such as Cambridge North station and Arbury Court.
- There is a demand for direct bus routes to Cambridge North, improved coordination between transport providers, and better links between walking/cycling routes and public transport stops.

Sustainable and Active Travel

- Walking and cycling are the dominant travel modes, highlighting the need for safe and well-connected walking and cycling routes. Of 383 survey respondents, 303 people stated that they travel around the area by walking, 251 people said that they cycle (section 6.1.45).
- There is support for more electric bikes, scooters, and car clubs, along with educational initiatives encouraging walking and cycling for school runs and daily travel.
- However, some warned that closing certain roads to cars may increase congestion in other areas as some people still prefer using cars.

4.0 Engagement Approach

4.1 'Shaping North Cambridge' webpages

- 4.1.1 The council's 'Shaping North Cambridge' webpages were updated on 7 May 2025 to communicate information about the project and the opportunity to engage (<https://www.cambridge.gov.uk/shaping-north-cambridge>).
- 4.1.2 From 7 May, anyone could register to stay informed about the project. 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.
- 4.1.3 The website provided a summary of the North Cambridge Framework for Change proposals, and linked to CCC's online engagement and consultation platform.

4.2 Engagement and Consultation Platform

- 4.2.1 A project page (<https://engage.cambridge.gov.uk/en-GB/folders/north-cambridge-framework-for-change>) launched on 7 May 2025 on the council's engagement and consultation platform to host project information, workshop details, a detailed survey and an interactive map.

4.3 Survey

- 4.3.1 There were 383 responses to the engagement survey. The survey was designed to gather a range of quantitative and qualitative feedback regarding older council housing estates, parks and green spaces, Arbury Court and the surrounding community facilities, and streets and travel, 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 8.2.
- 4.3.2 The online survey was hosted on CCC's engagement and consultation platform.
- 4.3.3 Printed copies of the survey were also made available at Arbury Court Library, John's Bike Shop, Meadows Community Centre, at workshops and pop-ups, and on request from the project team.

4.4 Online Interactive Map

- 4.4.1 There were 225 comments on the interactive map which was hosted on the council's engagement and consultation platform. The map allowed

respondents to annotate an area within the project boundary to give their feedback on whether they like the area, and how it could be improved.

4.5 Formal Written Responses

- 4.5.1 A written response was received from one organisation who provided qualitative feedback on the proposals: On the Verge Cambridge.

4.6 Community Workshops

- 4.6.1 ECF organised three community workshops as part of the engagement process. A total of 105 participants attended these workshops.

4.7 Pop-Ups

- 4.7.1 ECF conducted three pop-ups as part of the engagement process. These were hosted at the Church of the Good Shepherd as a part of their 'Community Living Room' event, King's Hedges Educational Federation Primary School, and the Arbury Carnival. The project team spoke to over a 190 people at these pop-ups.

4.8 Youth Workshops

- 4.8.1 King's Hedges Guides: The North Cambridge Framework for Change team held a youth workshop with King's Hedges Guides at Arbury Community Centre. In total, there were 22 Guides in attendance. The aim was to generate feedback from children and young people for the North Cambridge Framework for Change project.
- 4.8.2 King's Hedges Brownies: The North Cambridge Framework for Change team held a youth workshop at Arbury Community Centre with 21 children. The aim was to engage with the King's Hedges Brownies (aged 7-10) in order to capture the voices of young people.

4.9 Focused Workshops

- 4.9.1 Two workshops were held with a focus group called the Ideas Exchange, whose members were originally selected through a sortition process in order to form a group that is demographically representative of the north Cambridge area.
- 4.9.2 Additionally, a meeting with Arbury Court residents was held at the Arbury Community Centre.

4.10 Webinar

4.10.1 A webinar was organised to ensure that those who could not attend the in-person engagement events were able to hear about the project and speak to the project team.

4.11 1-2-1 Meetings

4.11.1 1-2-1 meetings were organised with representatives from the following organisations:

- St George's Chesterton
- Hurst Park Estate Residents Association
- Arbury Road East Residents Association
- North Cambridge Community Partnership and On the Verge Cambridge
- Cambridge Gurdwara
- Cambridge Council for Voluntary Service
- Cambridge Carbon Footprint
- King's Hedges Family Support Project
- CamSight
- CB4 People Facebook Page
- Cambridge Living Sport
- Accessibility officer at Cambridge City Council (gave feedback focused on people with disabilities)

4.12 Raising Awareness

4.12.1 The engagement programme was promoted in the following ways:
Posters and postcards were displayed at the following 18 locations:

- Arbury Library
- Meadows Community Centre
- John's Bike Shop
- Arbury Court Commercial Units
- Church of the Good Shepherd
- Arbury Community Centre
- Campkin Road Community Centre
- Brown's Field Community Centre
- Akeman Community Centre
- Shirley Community Primary School
- King's Hedges Educational Federation
- The Grove Primary School
- St Laurence Catholic Primary School
- Arbury Primary School
- North Cambridge Academy
- Arbury Road Baptist Church
- Budgens at Arbury Court
- Tesco (Campkin Road)

4.13 Other Engagement

Engagement with Arbury Court leaseholders/tenants

- 4.13.1 Ahead of the official engagement launch, the council prioritised early engagement with commercial leaseholders/tenants trading from Arbury Court. Individual meetings were offered to discuss specific circumstances and concerns. These were scheduled for Friday 11 April and Monday 14 April. Two businesses expressed interest, and meetings were held in their commercial units by representatives from the council's Development and Property Team.
- 4.13.2 A general drop-in session for commercial leaseholders was also held on Thursday 24 April at The Meadows Community Centre. The session was attended by one local councillor (with all ward councillors invited), alongside representatives from the council's Development and Property Team. Attendees included five traders. Hard copies of surveys were provided during the engagement period at one of the commercial units, as agreed in this meeting.
- 4.13.3 Two commercial leaseholders also participated in further community workshops, raised specific questions that were discussed and responded to.
- 4.13.4 The commercial leaseholders have been informed that no decisions have been made at this stage, and main issues they have raised have been:
- Business continuity and interim arrangements during possible development
 - Impact of uncertainty, a clear and firm decision-making timeline requested
 - Rent levels in the possible new development

Social Media

- 4.13.5 The engagement programme was promoted on the council's social media channels throughout the engagement period across Facebook, LinkedIn, BlueSky, Instagram, and X (formerly known as Twitter). A summary of the feedback collected through social media comments can be found below:

Concerns over Low Traffic Neighbourhoods

- Some respondents felt that future proposals may lead to restrictions on vehicle access, reduced freedom of movement, and unwanted changes to neighbourhood accessibility.

Road and path maintenance

- Frequent calls for urgent repair of potholes, resurfacing of roads, and maintenance of pavements, cycle paths, and footways before undertaking new projects.

Need for Better Public Realm Maintenance

- Requests for improved cleaning, weed removal, gutter clearance, hedge trimming, litter collection, and reinstatement of services such as City Rangers.

Infrastructure Before New Housing

- Concerns that new housing developments are being prioritised without adequate supporting infrastructure such as transport, parking, and community facilities.

Housing Affordability and Type

- Calls for more council housing, affordable rents, and limits on student lets, alongside opposition to high-rise flats without gardens or parking.

Preservation of Green Spaces and Local Assets

- Strong views on protecting parks, allotments, and valued local hubs such as Arbury Court, with concerns about overdevelopment.

Crime, Safety, and Anti-Social Behaviour

- Issues raised about crime, knife incidents, fly-tipping, professional begging, and mopeds using pedestrian areas, with requests for stronger enforcement.

Perceived Inefficiency and Misuse of Funds

- Criticism of spending on consultants, “vanity projects,” and surveys, with calls to prioritise essential services and local infrastructure.

Engagement and Accessibility of Consultation

- Feedback included concerns from some who were unable to locate the engagement team at Arbury Carnival, as well as questions over whether those without regular internet access would be able to obtain full information about engagement activities.
- Some comments expressed concern over whether their feedback will influence decisions, feeling that plans are predetermined.

Transport and Mobility Priorities

- Calls for balanced transport policies that maintain driving options, improve existing cycling infrastructure, and address congestion without excessive restrictions.

Concerns About Urban Sprawl and Overdevelopment

- Objections to expanding the city’s footprint, with suggestions to explore more sustainable, space-efficient, and modern alternatives.

5.0 Participants - Survey (Demographic Analysis)

- 5.0.1 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.
- 5.0.2 This does not include demographic data of participants engaged with during in-person activity, which included hard-to-reach groups.

5.1 Postcode

- 5.1.1 When completing the questionnaire, respondents were required to provide their postcode.
- 5.1.2 The majority of survey respondents were from CB4. This postcode represents the following wards: West Chesterton, King's Hedges, East Chesterton, Market, Arbury, Castle, and Queens Edith's.
- 5.1.3 The table below demonstrates the most common postcodes of the people that responded to the survey:

Postcode	Count	Percentage
CB 4	330	86.1%
CB 1	16	4.1%
CB 24	9	2.3%
CB 3	9	2.3%
CB 5	5	1.3%
CB 2	5	1.3%
CB 21	1	0.2%
CB 22	1	0.2%
CT 9	1	0.2%
PE 28	1	0.2%
N/A	5	1.3%
Total number of respondents	383	100%

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

- 5.1.4 Using the Cambridge City Council Website (<https://democracy.cambridge.gov.uk/mgFindMember.aspx>) where possible, these postcodes were matched directly to council wards.
- 5.1.5 The table below shows this breakdown with the four North Cambridge wards making up 81.7% of the sample.

5.1.6 22 postcodes were not found on the Cambridge City Council ward website but were matched to South Cambridge District Council and were in streets adjacent to the four North Cambridge wards.

5.1.7 13 respondents did not provide sufficient postcode detail for matching.

Ward	Count	Percentage
Arbury	115	30.0%
King's Hedges	114	29.8%
West Chesterton	46	12.0%
East Chesterton	38	9.9%
South Cambridge District Council	22	5.7%
Not defined	13	3.4%
Newnham Green	7	1.8%
Castle	6	1.6%
Petersfield	6	1.6%
Abbey Green	5	1.3%
Romsey	5	1.3%
Coleridge	2	0.5%
Cherry Hinton	2	0.5%
Queen Edith's	1	0.3%
Trumpington	1	0.3%
Total	383	100.0%

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

5.2 Age

5.2.1 The table below demonstrates a wide range of respondents from different age groups. The table also compares the survey demographics with the demographics of the project area.

5.2.2 The number of respondents for this question was 366.

5.2.3 The age groups with the largest number of respondents were people aged between 35 to 44 (24.6%), people aged between 55 to 64 (22.7%), and people aged between 45 to 54 (22.4%).

5.2.4 All of the age groups are statistically significantly different from the 2021 Census data. Caution is advised however as the comparison of a base of 366 responses is being compared with over 33,000 census responses. Note that 6,550 respondents under 16 are excluded from the census data. The Census data does not allow for "No response" or "Prefer not to say" which also affects the comparison.

Age	Count	Percentage (survey)	Percentage (North Cambridge wards average)	Variant between NCFC Responses and North Cambridge Wards
35 to 44	90	24.5%	17.54%	7.05%
55 to 64	83	22.6%	11.84%	10.84%
45 to 54	82	22.4%	14.91%	7.49%
25 to 34	59	16.1%	24.23%	-8.11%
75+	20	5.4%	8.43%	-2.97%
65 to 74	9	2.4%	8.85%	-6.39%
16 to 24	5	1.3%	14.20%	-12.83%
Prefer not to say	18	4.9%	0.00%	4.92%
Total number of respondents	366	95.5%	-	-
Did not respond to this question	17	4.4%	-	-

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 table also compares the survey demographics with the demographics of the project area.

5.3.2 The number of survey respondents for this question was 135.

5.3.3 Most of the respondents were female (54.8%). 37.04% of the respondents were male and 7.41% preferred not to say.

5.3.4 The Male response is statistically significantly different, while the Female and Non Binary responses are not significant. Again, the base for the survey is very small in comparison to over 39,000 census responses which will create a level of volatility. The census does not allow for "No response" or "Prefer not to say" which means the low level of response to this question could distort the actual balance of the categories.

Sex	Count	Percentage (survey)	Percentage (North Cambridge wards average)	Variant between NCFC Responses and North Cambridge Wards
Female	74	54.8%	49.80%	5.02%
Male	50	37.0%	50.20%	-13.16%
Prefer not to say	10	7.4%	0.00%	7.41%
Non-binary	1	0.7%	0.00%	0.74%

Total number of respondents	135	35.2%	-	
Did not respond to this question	248	64.7%	-	

Fig. Table of sexes and the number and percentage of survey respondents who identify with each sex.

5.4 Disability

5.4.1 The table below demonstrates the number of respondents by disability. The table also compares the survey demographics with the demographics of Cambridge.

5.4.2 The number of survey respondents for this question was 121.

5.4.3 Most survey respondents didn't have any disability or long-term health condition (70.25%); 24.79% of respondents did have a disability or long-term health condition which is statistically significant over representation, and 4.96% of those who responded to this question selected 'prefer not to say'.

5.4.4 The census data does not allow for non-response (in this instance over two thirds of respondents have not answered on the survey) or 'Prefer not to say' which makes statistical comparison unreliable. It is possible that the respondent is more likely to answer the question if they do have a disability and this may have resulted in the apparent statistically significant over sampling of this group.

Disability or long-term health condition	Count	Percentage (survey)	Percentage (North Cambridge Wards Average)	Variant between NCFC Responses and North Cambridge
No	85	70.25%	83.30%	-13.06%
Yes	30	24.79%	16.70%	8.10%
Prefer not to say	6	4.96%	0.00%	4.96%
Total number of respondents	121	31.5%	-	
Did not respond to this question	262	68.4%	-	

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 table also compares the survey demographics with the demographics of Cambridge.

5.5.2 The number of survey respondents for this question was 68.

5.5.3 Most survey respondents identified as 'White: English/ Welsh/ Scottish/ Northern Irish/ British' (79.4%); 7.3% of respondents identified as 'White: Any other White background'; and 2.9% of respondents selected 'White: Irish'. There is a statistically significant over representation of 'White: English/ Welsh/ Scottish/ Northern Irish/ British' respondents and under representation of 'White: Any other White background' respondents.

5.5.4 Although all the differences in ethnic groups were significantly different, the disparity in the size of the bases between the census data and the survey response should again be considered. It's also worth noting that only 62 out of 383 respondents stated their ethnic group (16% of the sample).

Ethnic group or background	Count	Percentage (survey)	Percentage (North Cambridge Wards Average)	Variant between NCFC Responses and North Cambridge
White: English/ Welsh/ Scottish/ Northern Irish/ British	54	79.42%	79.44%	
White: Any other White background	5	7.35%	Not stated	
White: Irish	2	2.94%	Not stated	
White total	61	89.71%	79.44%	10.27%
Asian or Asian British: Indian	1	1.47%	11.17%	-9.70%
Black, Black British, Black Welsh, Caribbean or African	0	0.00%	2.58%	-2.58%
Mixed or Multiple ethnic groups	0	0.00%	4.42%	-4.42%
Other ethnic group	0	0.00%	2.40%	-2.40%
Prefer not to say	3	4.41%	0.00%	4.41%
N/A	3	4.41%	0.00%	4.41%
Total	68	100.00%	100.00%	
Total number respondents	68	17.75%	-	
Did not respond to this question	315	82.25%	-	
Total surveys completed	383			

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

NOTE: Respondents to our surveys were on average (statistically significantly) more likely than the background population to be White, middle-aged (35–64), disabled or living with a long-term health condition, and homeowners, and less likely to be young (under 25), older (over 65) male, or renting their home either from the council or a private landlord. This should be considered when interpreting 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 workshops, pop-ups and targeted engagement with council tenants.

6.0 Engagement Findings (By Activity)

6.1 Survey (Online and Hardcopy)

6.1.1 The total number of responses to the full survey by close on 18 June 2025 was 383. 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 hardcopy surveys. All hardcopy surveys were fed into the online engagement and consultation platform.

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 to this survey on behalf of? (Tick only one)

6.1.4 Out of 383 survey respondents, 95.3% responded on behalf of 'yourself, as a local resident'.

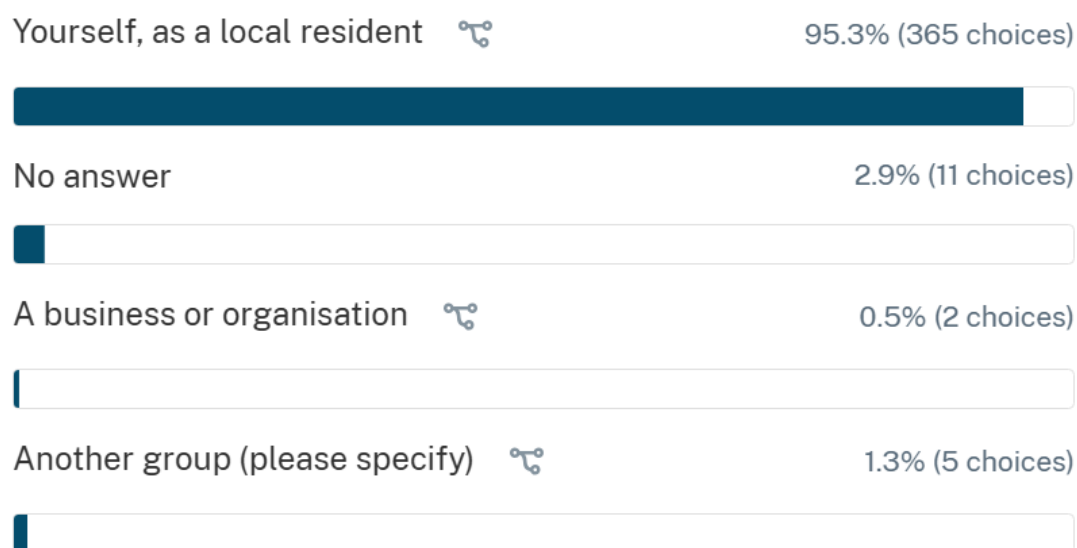


Fig. Graph indicating whether people responded to the survey on behalf of themselves or an organisation.

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

6.1.5 There were 2 responses submitted on behalf of organisations: Cambridge Past, Present and Future, and Kettle's Yard.

Q4. How do you connect to the north Cambridge area? (Tick all that apply)

6.1.6 Out of 383 survey respondents, 335 live in the area, with 212 who use local services or shops regularly, 159 who travel through the area and 121 who visit friends/family in the area.

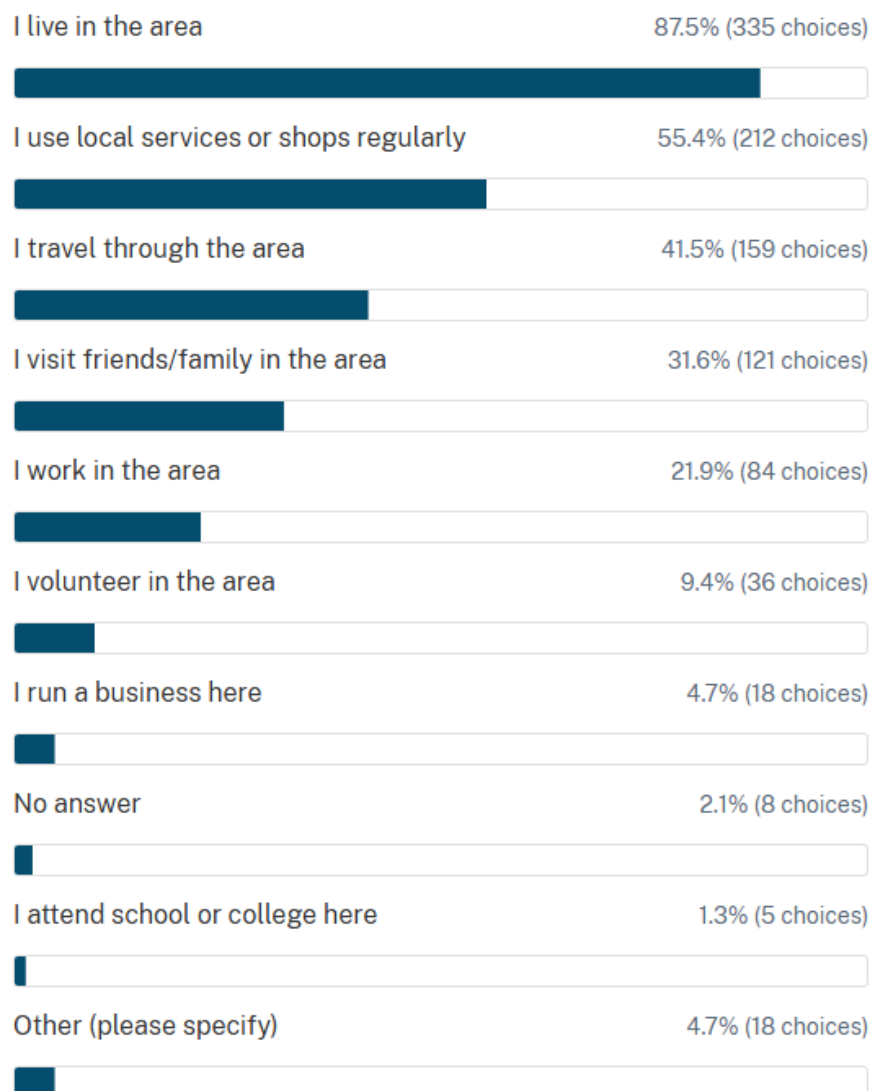


Fig. Graph indicating how survey respondents are connected to the north Cambridge area.

Note: The percentages in this graph correlate to the total number of options selected rather than the total number of respondents as each respondent could select multiple options.

Q5. Which of the following do you live in? (Tick all that apply)

6.1.7 Out of 383 survey respondents, 245 people live in a privately owned house, 33 people live in a house that they rent from the council, and 28 people live in a house that they rent from a private landlord. There is a statistically significant over representation over private owners, and significant under representation of social and private renters.

6.1.8 The percentage of respondents who own their home is 70.8%, compared to the area average of 43.9%.

6.1.9 The percentage of respondents who rent their home from the council is 13.3%, compared to the area average of 26.5%.

6.1.10 The percentage of respondents who rent their home from a private landlord is 9.7%, compared to the area average of 26%.

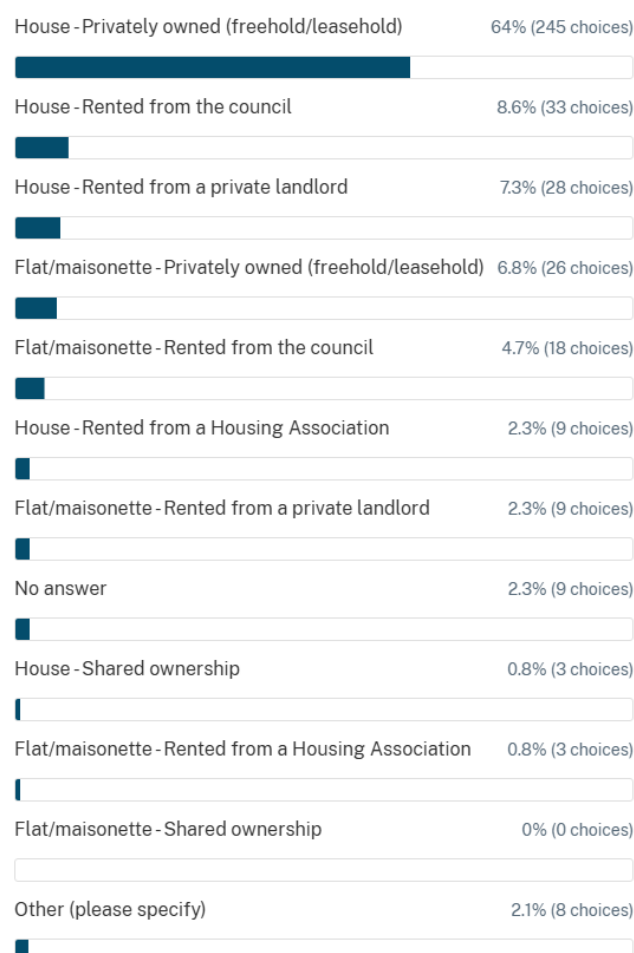


Fig. Graph indicating the type of housing survey respondents live in.

Note: The percentages in this graph correlate to the total number of options selected rather than the total number of respondents as each respondent could select multiple options.

Q6. Which of the following are concerns in your home? (Tick all that apply)

6.1.11 Out of 383 survey respondents, 107 people stated that none of the listed concerns apply to their home. 105 people chose antisocial behaviour as a concern, and 83 people chose insulation or heating.

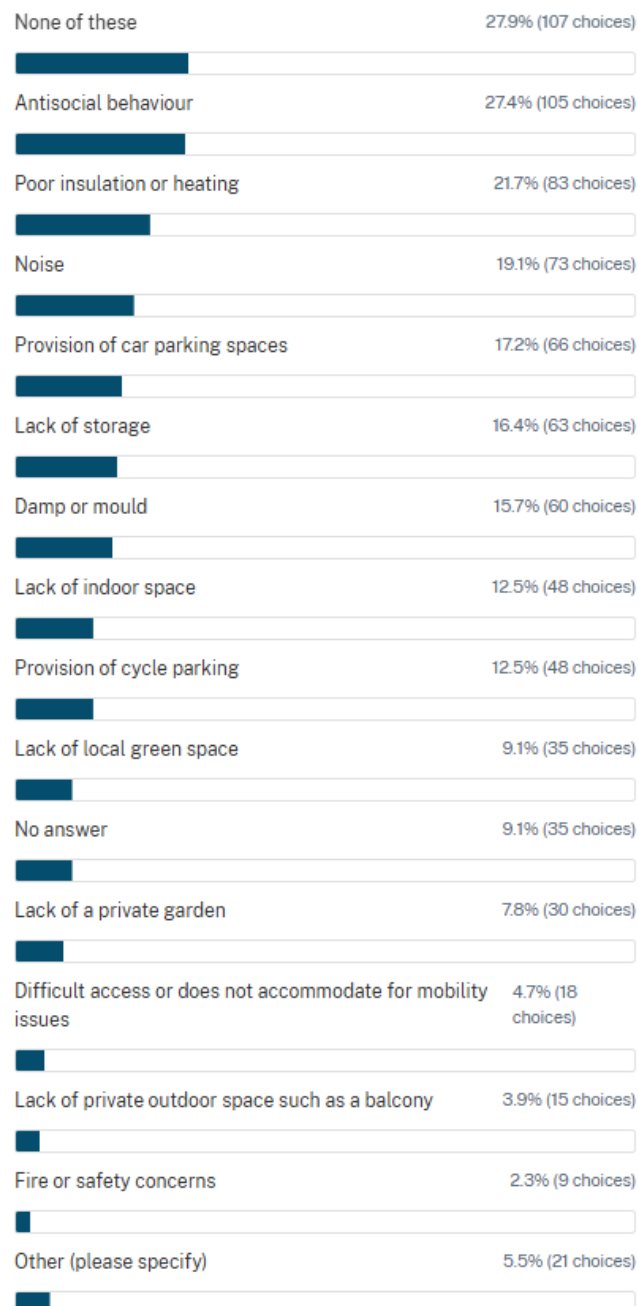


Fig. Graph indicating the concerns that people have about their homes.

Note: The percentages in this graph correlate to the total number of options selected rather than the total number of respondents as each respondent could select multiple options.

Q7. If none of these apply, is there anything else you'd like to tell us about your home?

- 6.1.12 Parking issues were a recurring theme, with several respondents highlighting problems caused by new developments reducing available parking, cars parked on pavements blocking access, and dangerous or inconsiderate parking linked to local businesses or food vans. There were also calls for better provision of electric vehicle charging and frustration about restrictions on installing EV chargers.
- 6.1.13 Noise and antisocial behaviour were frequently mentioned, including poor sound insulation between homes, noisy neighbours, and significant disturbance from traffic and motorbikes on main roads. Littering is also a concern, particularly around Milton Road.
- 6.1.14 Feedback on the quality of housing was mixed, with some people reporting good insulation and energy efficiency and others mentioning poor sound insulation, cold homes, and issues with mould or smoke from neighbours' fires. Some would like support for solar panels.
- 6.1.15 Space is an issue for some families, especially post-Covid with more home working needs. There were also requests for better street lighting and road maintenance.

Q8. If you are living in a housing estate, how do you use the outdoor spaces that are part of your estate? (Tick all that apply)

6.1.16 Of 383 survey respondents, 83 people use the outdoor spaces that are part of their estate for exercise, 75 people use them to sit outside, and 70 people use them to socialise.

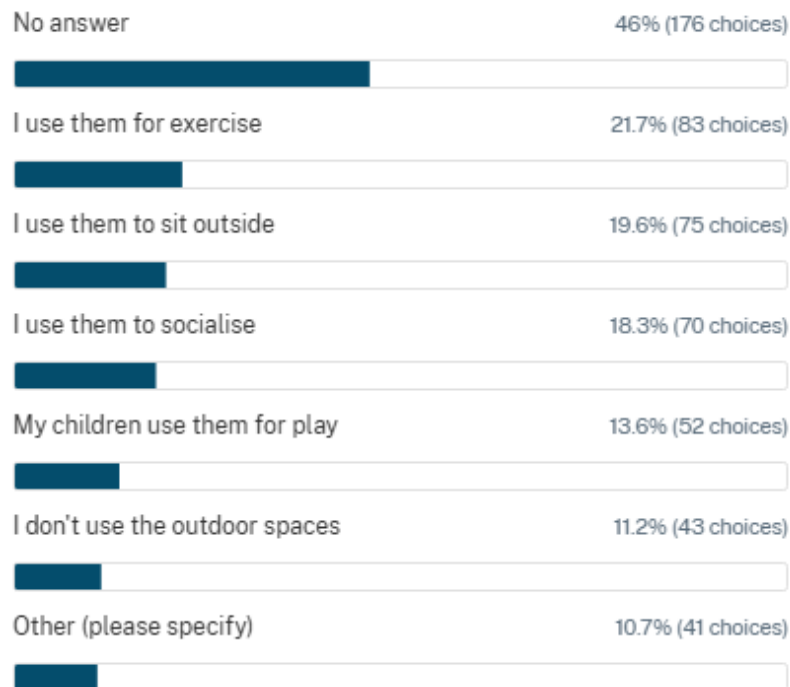


Fig. Graph indicating how survey respondents use the outdoor spaces that are part of their estate.

Note: The percentages in this graph correlate to the total number of options selected rather than the total number of respondents as each respondent could select multiple options.

Q9. What facilities of Arbury Court and the surrounding area do you use? (Tick all that apply)

6.1.17 Of 383 survey respondents, 318 people use the shops in Arbury Court, 271 people use the post office, and 160 people use the library.

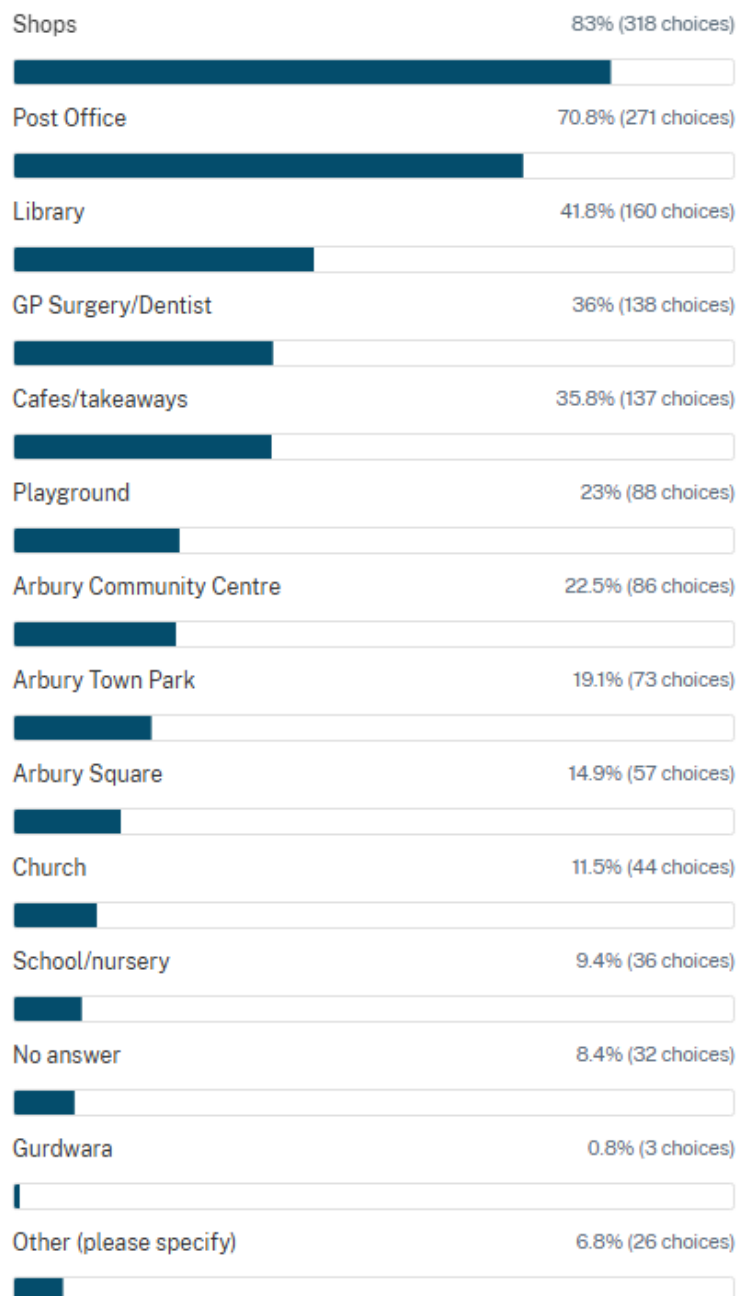


Fig. Graph indicating which facilities of Arbury Court and the surrounding area are used by survey respondents.

Note: The percentages in this graph correlate to the total number of options selected rather than the total number of respondents as each respondent could select multiple options.

Q10. How often do you visit Arbury Court and the surrounding community facilities?
(Tick only one)

6.1.18 Of 383 survey respondents, 157 people use Arbury Court and the surrounding community facilities on a weekly basis, 88 people use it on a monthly basis, and 64 use it rarely or never.

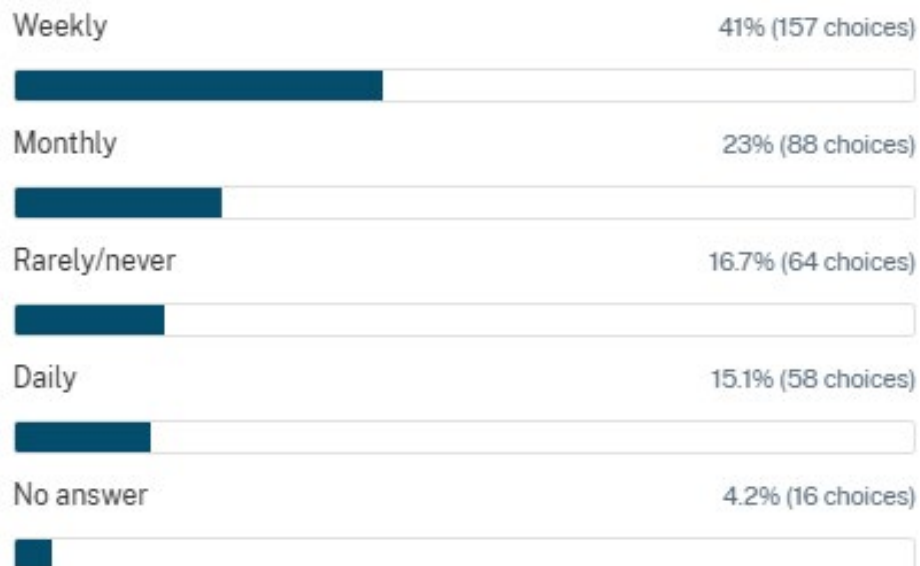


Fig. Graph indicating how often survey respondents use Arbury Court and the surrounding community facilities.

Note: The percentages in this graph correlate to the total number of options selected rather than the total number of respondents as each respondent could select multiple options.

Q11. What would make Arbury Court and the surrounding area more useful or welcoming to you? (Tick all that apply)

6.1.19 Of 383 survey respondents, 235 people would find Arbury Court and the surrounding area more useful or welcoming if it had more local shops or food options. 178 people would like to see greener spaces and trees, and 163 people would like a cleaner environment.

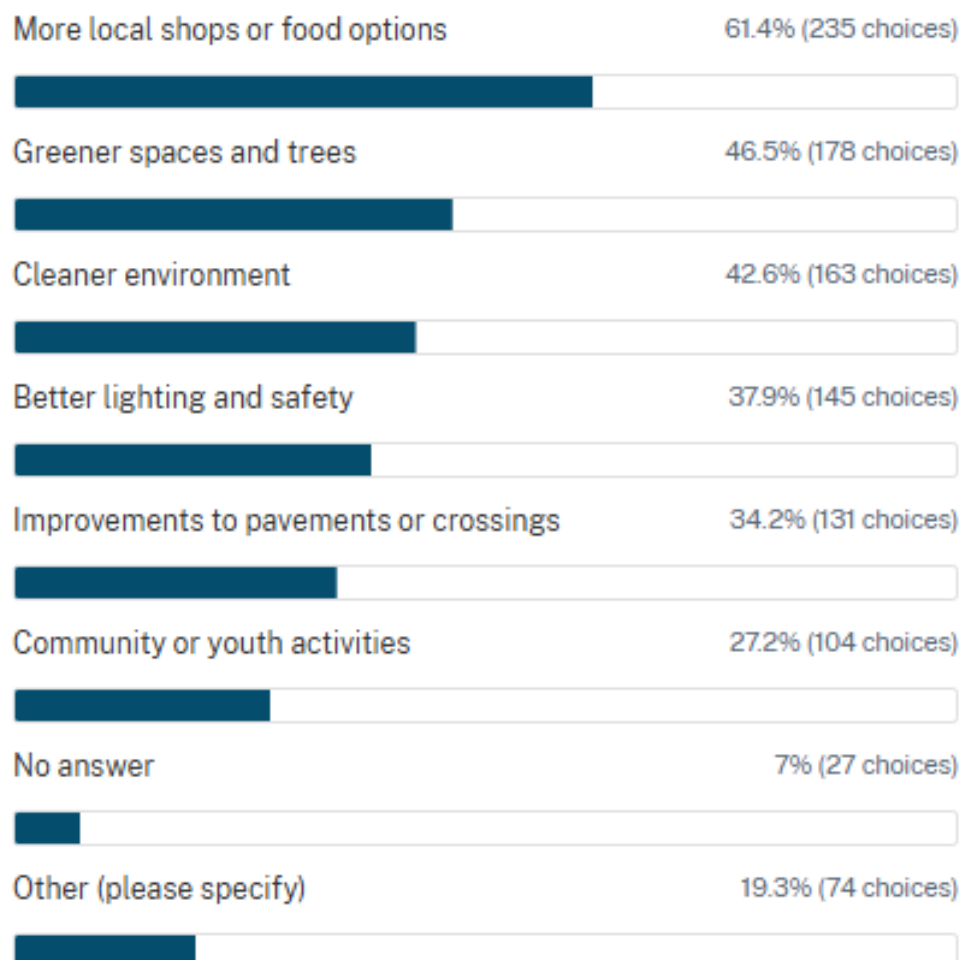


Fig. Graph indicating what survey respondents indicated would make Arbury Court and the surrounding area more useful or welcoming.

Note: The percentages in this graph correlate to the total number of options selected rather than the total number of respondents as each respondent could select multiple options.

Q12. Please state any other services or local improvements that you feel would be of benefit in Arbury Court and the surrounding area.

6.1.20 Respondents suggested the addition of a café would benefit Arbury Court and the surrounding area, as well as better and more affordable community shops, and supporting the existing local shops.

6.1.21 Respondents also suggested improvements to the outdoor area, such as landscaped green spaces, flower beds, trees, and more benches and seating.

6.1.22 There were suggestions regarding the condition and maintenance of the space, such as repairing the paving, adding more bins, regularly cleaning the streets, and fixing the potholes.

6.1.23 Respondents also indicated a preference for more things to do in the area, such as activities for teenagers, youth clubs, an open evening space to socialise, and an improved skatepark and playground.

6.1.24 Overall, there were a range of suggestions for services or local improvements that would be of benefit in Arbury Court and the surrounding area, ranging from the addition of businesses such as a café to more general improvements to the public realm and condition of the streets.

Q13. Which of these sentiments best describe how you feel about Arbury Town Park?
(Tick all that apply)

6.1.25 Of 383 survey respondents, 144 people do not use Arbury Town Park, but not because it's unsuitable. 102 people feel that the park is underused or neglected, and 89 people feel that it is accessible to everyone.

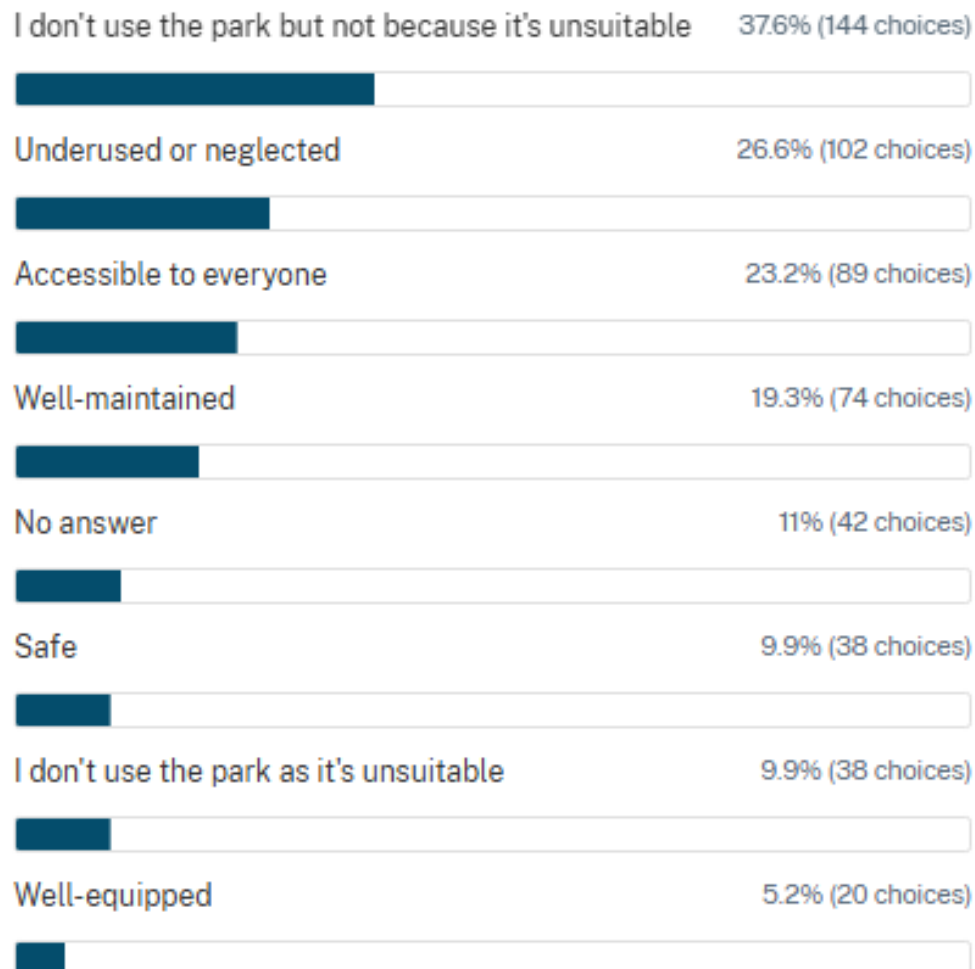


Fig. Graph indicating how survey respondents feel about Arbury Town Park.

Note: The percentages in this graph correlate to the total number of options selected rather than the total number of respondents as each respondent could select multiple options.

Q14. Which of these sentiments best describe how you feel about Nuns Way Recreation Ground? (Tick all that apply)

6.1.26 Of 383 survey respondents, 157 people do not use Nuns Way Recreation Ground, but not because it's unsuitable. 89 people feel that the park is underused or neglected, and 73 people feel that it is accessible to everyone.

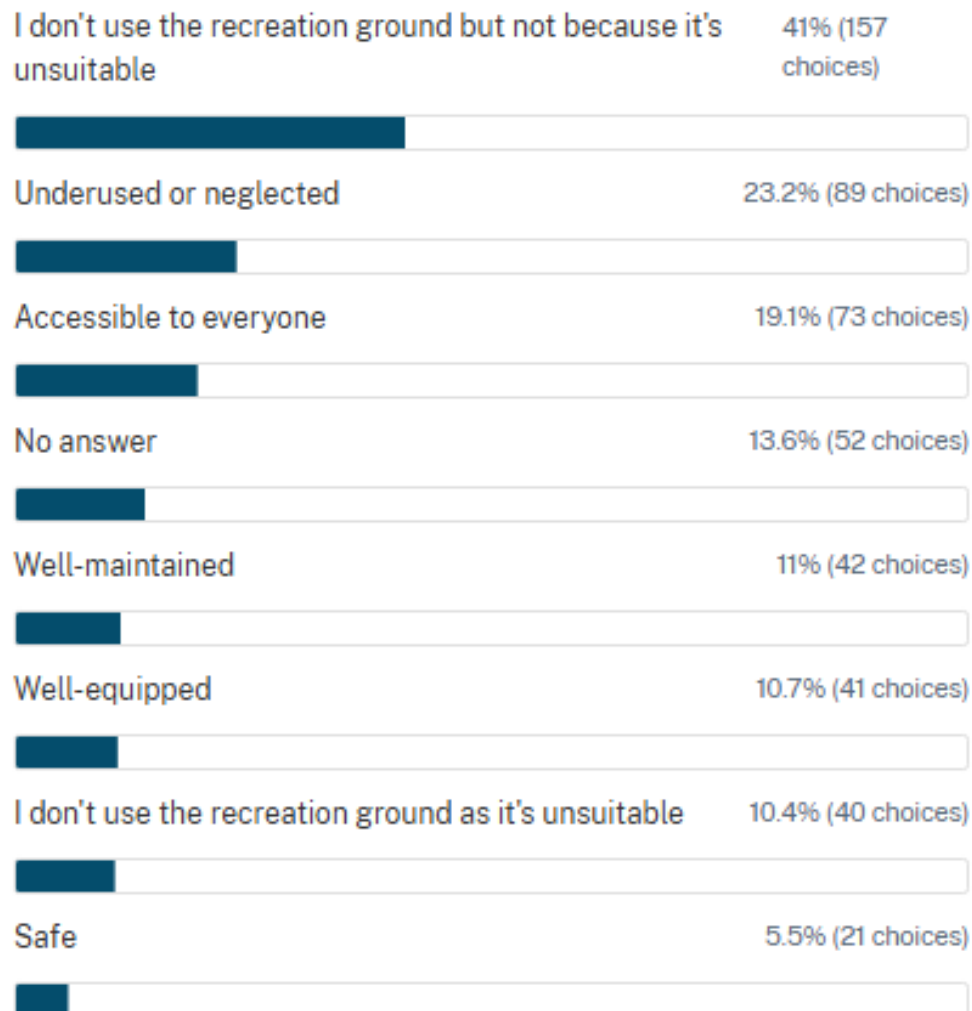


Fig. Graph indicating how survey respondents feel about Nuns Way Recreation Ground.

Note: The percentages in this graph correlate to the total number of options selected rather than the total number of respondents as each respondent could select multiple options.

Q15. Which of these sentiments best describe how you feel about Pulley Park? (Tick all that apply)

6.1.27 Of 383 survey respondents, 179 people do not use Pulley Park, but not because it's unsuitable. 67 people feel that the park is underused or neglected, and 62 people feel that it is accessible to everyone.



Fig. Graph indicating how survey respondents feel about Pulley Park.

Note: The percentages in this graph correlate to the total number of options selected rather than the total number of respondents as each respondent could select multiple options.

Q16. Do you have any other comments about public spaces and green areas in north Cambridge?

6.1.28 Respondents highlighted the abuse and misuse of the public spaces and green areas in north Cambridge, as well as the problem of antisocial behaviour.

6.1.29 Maintenance and cleanliness concerns were also frequently raised, with respondents stating that playgrounds and parks need maintaining and updating, and more bins are needed to combat litter issues.

6.1.30 Respondents emphasised the importance of green spaces, and suggested additions to the existing spaces such as more greenery, planters, flowers, trees, and anything else that may encourage wildlife.

6.1.31 Respondents raised safety concerns, stating that they feel unsafe going to public spaces and green areas, and that there should be better lighting at night.

6.1.32 Overall, there is a strong sentiment for improving the public spaces and green areas in north Cambridge, with respondents highlighting their appreciation of these spaces but also raising concerns and potential additions that would make such spaces more welcoming.

Q17. Are there underused or neglected spaces locally that you think could be better used for community use - whether green spaces or other areas? (Tick only one)

6.1.33 Of 383 survey respondents, 130 people stated that there are underused or neglected spaces locally that they think could be better used for community use, whereas 100 people stated that there are not.

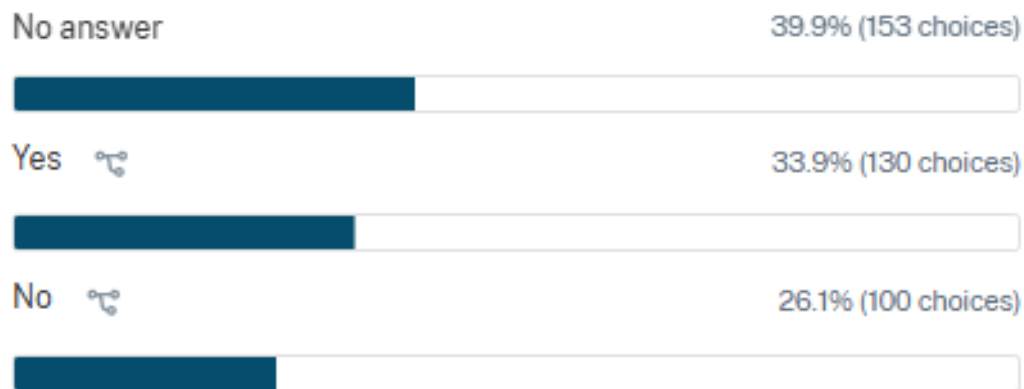


Fig. Graph indicating whether survey respondents feel that there are underused or neglected spaces locally that could be better used for community use.

Note: The percentages in this graph correlate to the total number of options selected rather than the total number of respondents as each respondent could select multiple options.

Q18. What are the underused or neglected spaces that you think could be better used for community use - whether green spaces or other areas?

6.1.34 Green spaces were the most common response, with respondents feeling that these spaces are not currently well-maintained.

6.1.35 Many respondents also mentioned the poor condition of play facilities, sports facilities, and parks for children in the area.

6.1.36 Respondents named spaces such as Nuns Way Recreation Ground, Arbury Court, Pulley Park and Arbury Town Park as areas that could be better used for community use.

6.1.37 Overall, the responses indicated a desire for green spaces, play facilities, sports facilities, and parks to be improved to make them more suitable for community use.

Q19. What types of public spaces – green or otherwise – would you like to see more of locally? (Tick exactly three options)

6.1.38 Of 383 survey respondents, 180 people stated that they would like to see more community gardens, 157 people said they would like to see more seating areas, and 126 people opted for more areas for relaxation.

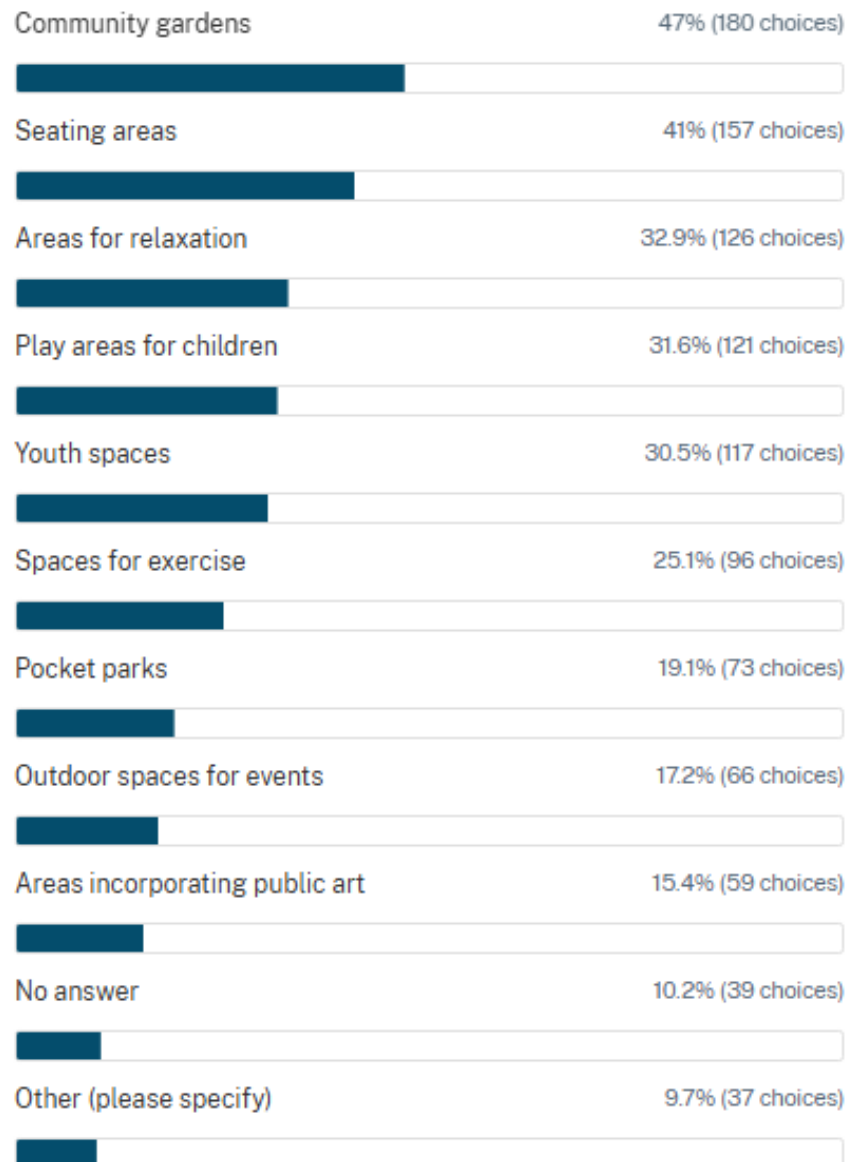


Fig. Graph indicating the types of public spaces that survey respondents would like to see more of.

Note: The percentages in this graph correlate to the total number of options selected rather than the total number of respondents as each respondent could select multiple options.

Q20. Do you feel safe moving around Arbury, King's Hedges and Chesterton, especially in the evenings? (Tick one)

6.1.39 Of 383 survey respondents, 164 people stated that they sometimes feel safe moving around Arbury, King's Hedges and Chesterton, especially in the evenings. 116 people said they do feel safe, and 81 people said they do not.

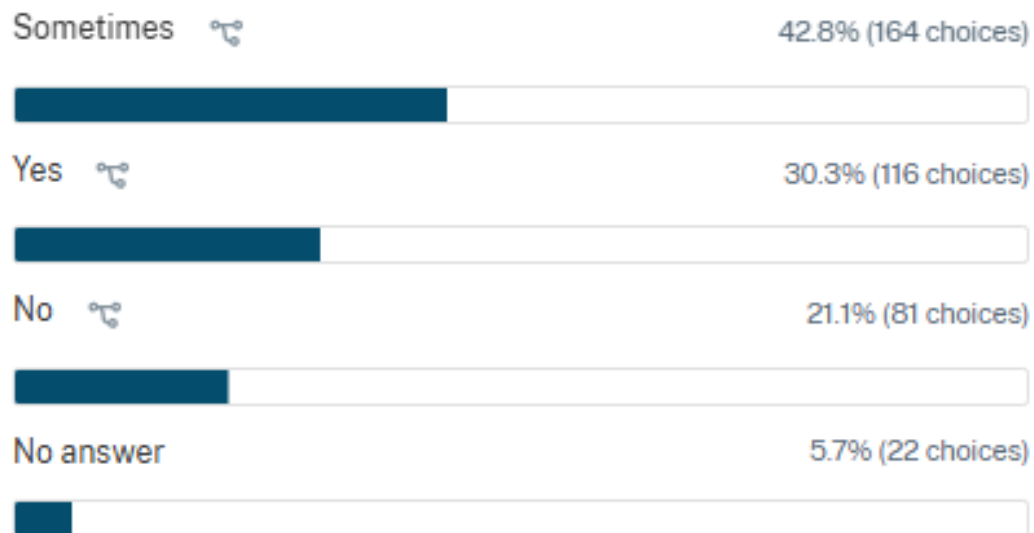


Fig. Graph indicating whether survey respondents feel safe move around Arbury, King's Hedges and Chesterton, especially in the evenings.

Note: The percentages in this graph correlate to the total number of options selected rather than the total number of respondents as each respondent could select multiple options.

Q21. Where do you feel unsafe?

6.1.40 Respondents stated that they feel unsafe after dark, especially in poorly lit areas and alleyways.

6.1.41 Many respondents also mentioned feeling unsafe in the presence of gangs of youths, motorbike riders, and people under the influence of drugs or alcohol.

6.1.42 Respondents also named spaces such as Arbury Court, the Campkin Road shopping area (next to the Tesco), King's Hedges, Nuns Way, and the Kingsway estate as areas in which they feel unsafe.

6.1.43 Overall, the responses indicated that there are several areas in north Cambridge in which respondents feel unsafe, and this worsens after dark and in areas with poor lighting.

Q22. What changes would make public spaces and streets feel safer and more inclusive? (Tick all that apply)

6.1.44 Of 383 survey respondents, 236 people stated that better lighting would make public spaces and streets feel safer and more inclusive, 199 people said that CCTV in key locations would help, and 113 people opted for more places to sit to socialise or rest.

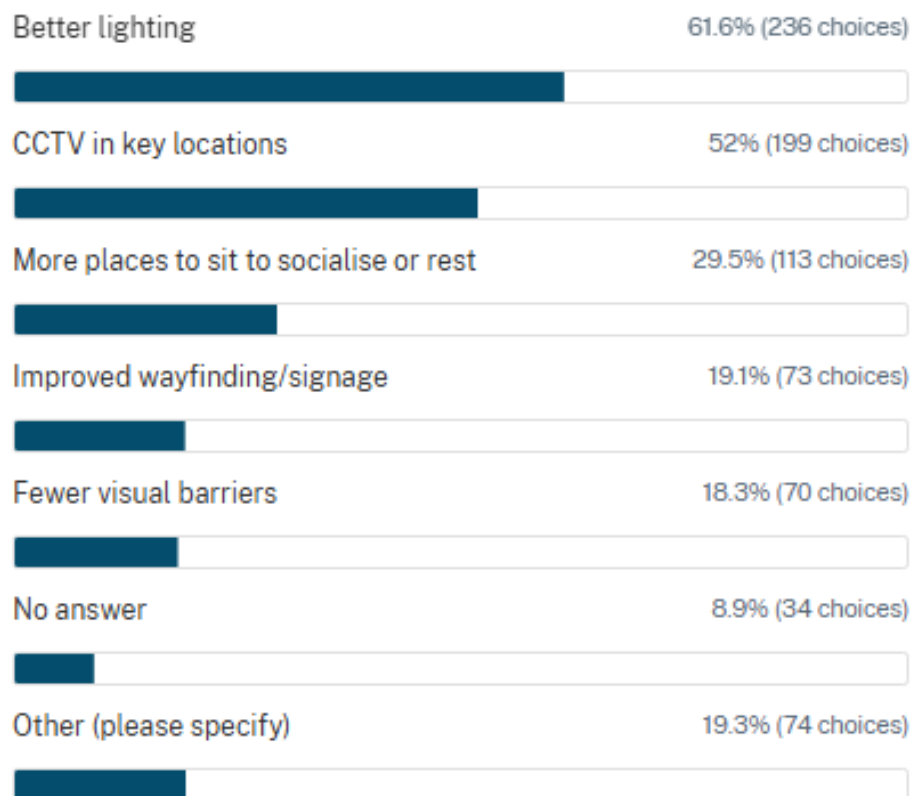


Fig. Graph indicating what survey respondents feel would make public spaces and streets safer and more inclusive.

Note: The percentages in this graph correlate to the total number of options selected rather than the total number of respondents as each respondent could select multiple options.

Q23. How do you usually travel around the area? (Tick all that apply)

6.1.45 Of 383 survey respondents, 303 people stated that they travel around the area by walking, 251 people said that they cycle, and 182 people drive their car around the area.

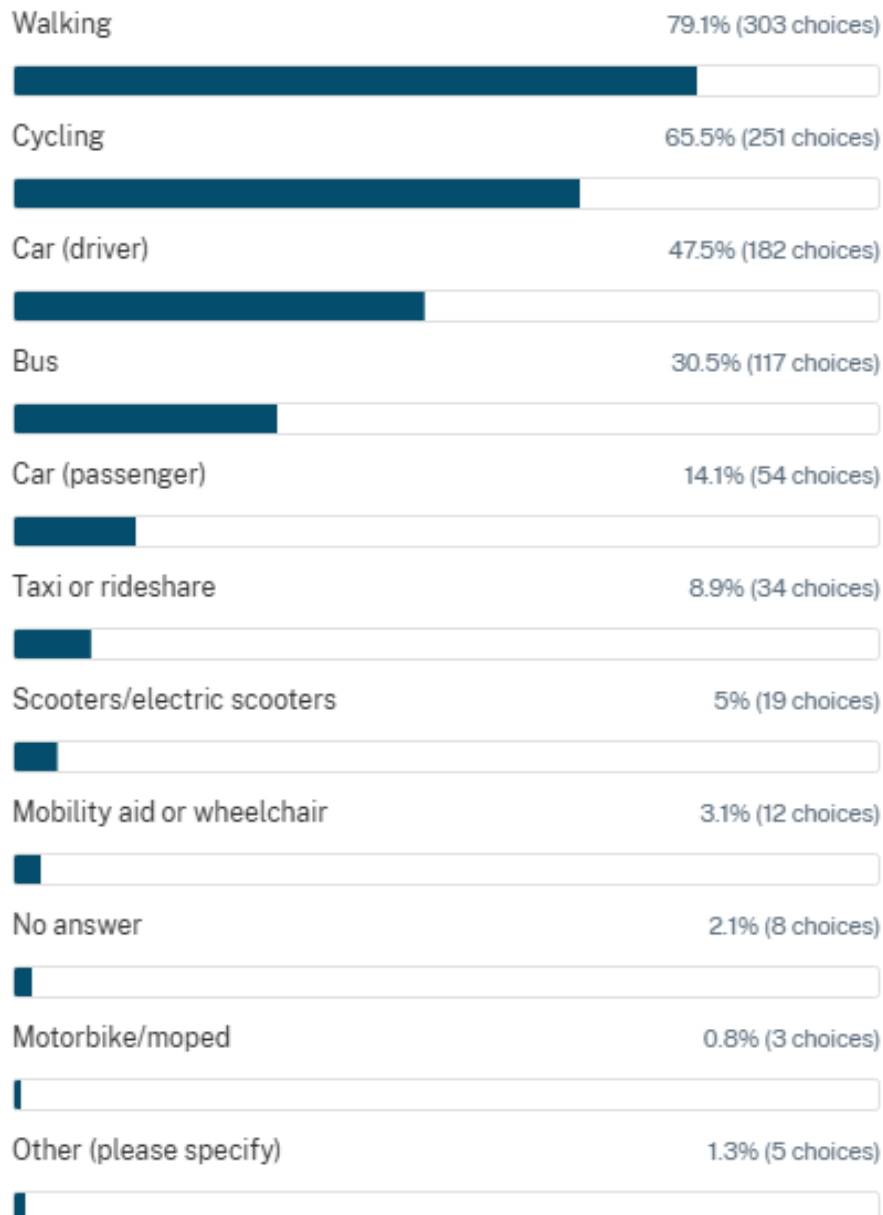


Fig. Graph indicating how survey respondents travel around the area.

Note: The percentages in this graph correlate to the total number of options selected rather than the total number of respondents as each respondent could select multiple options.

Q24. Are there specific streets, paths or junctions that are difficult to navigate, use or feel unsafe? Please describe them.

- 6.1.46 Respondents emphasised the need for more cycle lanes, and a clearer separation between bikes and cars, in order to increase the usability and safety of the roads for cyclists.
- 6.1.47 Many respondents also mentioned streets with potholes, loose drain covers, or that are uneven.
- 6.1.48 Moreover, respondents mentioned roads such as Arbury Road, Campkin Road and Milton Road as being difficult to navigate or use, or in which they feel unsafe.
- 6.1.49 There were also mentions of traffic jams, congestion and air pollution which make streets difficult to navigate, use or unsafe.
- 6.1.50 Overall, the responses indicated that there are several streets, paths and junctions that are difficult to use, navigate or feel unsafe, particularly for cyclists and pedestrians.

Q25. What could make it easier for you to walk, cycle or move around north Cambridge when you want to? (Tick exactly three options)

6.1.51 Of 383 survey respondents, 134 people stated that safer cycle routes would make it easier for them to move around north Cambridge when they want to, 132 people said better connected cycle routes would make it easier, and 132 people also said they would like improved pedestrian footpaths.

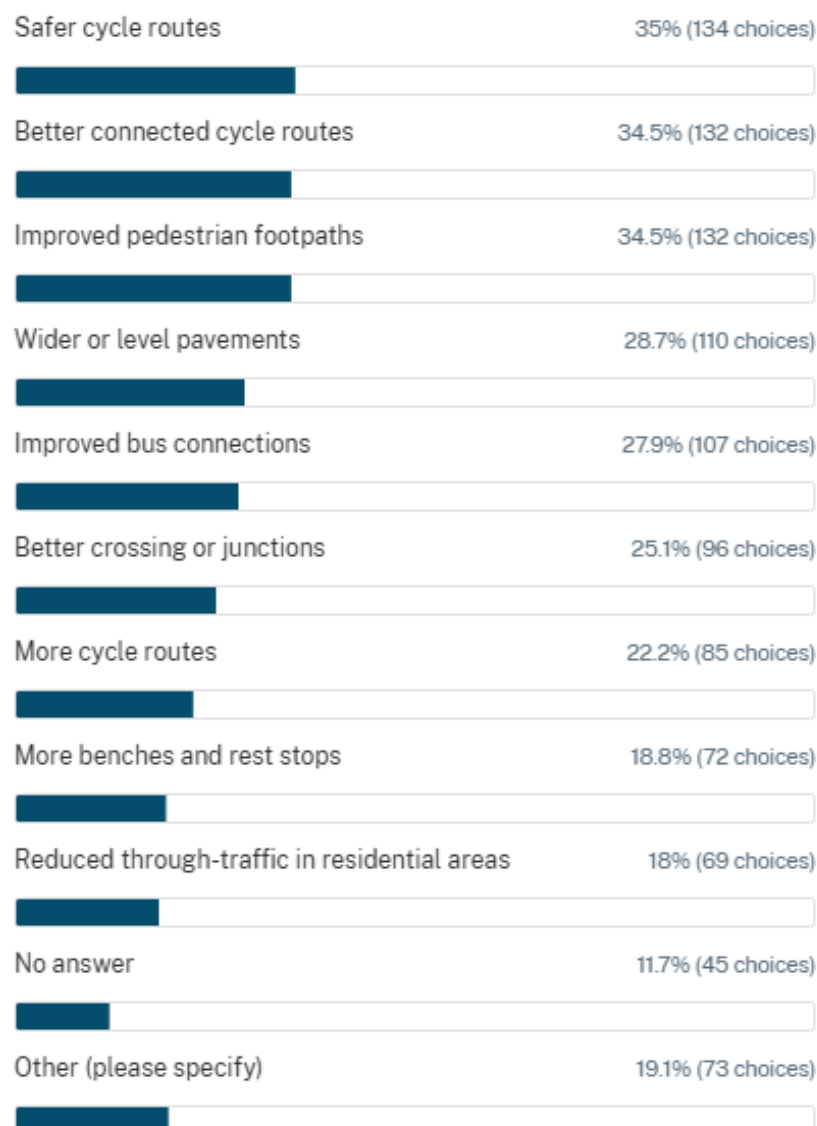


Fig. Graph indicating what survey respondents feel would make it easier for them to move around the north Cambridge area.

Note: The percentages in this graph correlate to the total number of options selected rather than the total number of respondents as each respondent could select multiple options.

Q26. Is there anything else you'd like to tell us about Arbury, King's Hedges or Chesterton, or how north Cambridge as a whole can improve?

- 6.1.52 The most common concern among respondents was crime, with suggestions of an increased police presence, and more CCTV to deter individuals and groups that are causing problems in the area.
- 6.1.53 There were also suggestions to fill in potholes, and improve roads and footpaths, as well as ensuring the area remains clean.
- 6.1.54 Respondents also suggested the addition of more greenery, such as trees, parks and gardens.
- 6.1.55 On traffic, respondents said they do not want roads to be closed or cars to be demonised (33 mentions), whereas other respondents requested a reduction in dangerous traffic and the introduction of more 20mph zones as well as stricter speed enforcement (17 mentions).
- 6.1.56 Overall, the responses indicated a variety of suggestions for how specific areas and north Cambridge as a whole can improve, such as dealing with crime in the area, making the streets greener, and ensuring spaces are well maintained.

6.2 Online Interactive Map

6.2.1 An online interactive map was hosted on CCC's engagement and consultation platform, allowing respondents to give feedback on the project by annotating an area on the map with their feedback.

6.2.2 The total number of comments made on the map by close on 18 June 2025 was 225. The following section sets out the full analysis of these responses.

6.2.3 Key themes extracted from the interactive map include:

- Cycling – Several roads were cited as being dangerous for cyclists, including Union Lane, Campkin Road, King's Hedges Road, Elizabeth Way, Carlton Way, Arbury Road, Mere Way, and Roseford Road. There were also suggestions to add more cycle lanes and improve existing ones.
- Maintenance – There were many comments regarding the lack of maintenance in the area, relating to roads, potholes, signage, and road markings.
- Cars – Speeding traffic was frequently cited as a hazard to cyclists and pedestrians, with suggestions of introducing more 20mph speed zones and other traffic calming measures. However, others warned that closing certain roads to cars may increase congestion in other areas.
- Pedestrians – Campkin Road, Garry Drive, Carlton Way, Mere Way, and Roseford Road were cited as being difficult to cross for pedestrians.
- Greenery – There were many suggestions to improve the green areas in north Cambridge and add more parks, planters and trees.
- Cleanliness – People highlighted the lack of cleanliness in the area, citing issues such as the lack of bins which leads to littering, fly-tipping and people not cleaning up after their dogs.

6.3 Feedback from Council Tenants

6.3.1 We have analysed the feedback from survey respondents who are renting their home from the council in order to understand the specific issues faced by council tenants. We analysed the qualitative questions in the survey, and highlighted any themes that were mentioned more times than would be expected by council tenants, given that they represented 13.3% of the sample size.

Q7. *If none of these apply, is there anything else you'd like to tell us about your home?*

- Council tenants raised issues relating to the quality of their homes, such as poor sound insulation and heat retention, as well as the estates being very old.
- There were also concerns relating to air pollution, caused by traffic congestion on King's Hedges Road and by bonfires and barbeques, which also cause smoke damage.
- Other issues included neighbours leaving rubbish outside of their properties, and cell towers being located too close to living spaces.

Q12. Please state any other services or local improvements that you feel would be of benefit in Arbury Court and the surrounding area.

- Improvements to green areas and communal social spaces, as well as improvements to the built environment were frequently mentioned by council tenants.
- Amenities such as better and affordable shops, together with places such as parks and play areas for children and teenagers, also featured prominently.
- Improved social housing, together with an increased need for safety features such as police presence and CCTV, also featured more highly among council tenants.

Q16. Do you have any other comments about public spaces and green areas in north Cambridge?

- There were above average concerns about parks, play equipment and areas for young people from council tenants.
- Other aspects mentioned included engaging with young people to make them feel invested in their community, and the provision of sports facilities such as playing fields and pitches.

Q18. What are the underused or neglected spaces that you think could be better used for community use - whether green spaces or other areas?

- Although a number of specific areas were individually mentioned, there was no highlighted area.
- There were above average comments relating to the provision of sports facilities and parks to engage with young people.
- Other comments highlighted an area around the garages which could be utilised.

Q21. Where do you feel unsafe?

- Council tenants had specific concerns about safety due to poorly lit areas attracting anti-social behaviour.
- There were concerns around antisocial behaviour, including graffiti and vandalism, particularly in the area around Campkin Road shopping area.
- Kingsway flats and the areas around Cambridge North station were also mentioned.

Q24. Are there specific streets, paths or junctions that are difficult to navigate, use or feel unsafe? Please describe them.

- Among council tenants, there were clearly a number of cyclists who wished to highlight issues with road and cycle path surfaces, together with obstructions such as parked cars which make cycling hazardous.
- Campkin Road was the most mentioned area from these respondents, with the shopping area mentioned again.
- Improvements to and the introduction of new pedestrian pathways were a key concern for council tenants, along with improved lighting and vehicle parking improvements.

Q26. Is there anything else you'd like to tell us about Arbury, King's Hedges or Chesterton, or how north Cambridge as a whole can improve?

- There were above average concerns from council tenants about the general state and decline of the area. This manifested itself in terms of a lack of cleanliness and issues with road and infrastructure surfaces.
- Law and order was also a key concern, as council tenants felt there was a need for an increased police presence and CCTV support to help them feel safe.
- Antisocial behaviour, which included vehicle and traffic abuse, was frequently mentioned.
- The need to provide affordable and secure long term social housing was also highlighted, along with a desire for more green spaces and plants.
- Some respondents were concerned with too many roads being closed which made crime more likely.

6.4 Feedback from Community Workshops

6.4.1 Three community workshops were conducted between 7 May and 18 June 2025.

6.4.2 Community Workshop 1 was held on 14 May at Meadows Community Centre. Below is a summary of the feedback collected:

Older Council Housing Estates

- Kingsway is 'horrible' – it has lots of corridors and blind corners, making it feel foreboding, and the flats around there need to be improved
- The garages at Kingsway flats are inappropriately used, and there is a lack of local facilities in the area
- Brackley Close housing estate ground floor is 'rotten' due to mould, humidity and weeds
- There should be more greenery around Brackley Close
- There is lots of rubbish around the housing estates
- People are worried about being bought out of their homes if there is any development to happen
- Council houses are 'decaying' and the council don't make the necessary repairs
- Nuns Way feels unsafe and should be redeveloped
- Poor parking at Rutland Close, and massive trees at Rutland close are blocking light to houses and need to be taken care of

Parks and Green Spaces

- Arbury Town Park is nice and should be left as it is
- Arbury Town Park needs more spaces for children to play
- Nuns Way Recreation Ground is poorly lit and needs better lighting
- There is antisocial behaviour around Nuns Way Recreation Ground
- There should be more planting or a community garden at Nuns Way Recreation Ground
- The skate park at Nuns Way needs updated skating facilities
- Pulley Park is nice and feels safe
- There is some antisocial behaviour around Pulley Park
- Smaller open spaces should be considered around Arbury
- Biodiversity is very important, and local habitats should be protected
- There should be designated dog-fouling areas to keep the green spaces clean
- There should be more places for nature and water
- SuDS, wild spaces and improved drainage should be added
- More playgrounds needed with picnic tables and benches

Arbury Court and the Surrounding Community Facilities

- Arbury Court is very well connected
- It is accessible for people without vehicles
- Concerns over plans to change or demolish Arbury Court
- The trees at Arbury Court are nice

- It would be nice to have a café, pharmacy, hardware shop, charity shop and potentially a gig venue
- It needs a lick of paint but functions well generally as a shopping centre
- More seating is needed
- Arbury Court feels unsafe and has lots of abandoned shops/buildings
- Parking behind Arbury Court is dark and feels unsafe
- The green space behind Arbury Court should be made more appealing, to attract more people and give the area a vibrant character
- There is no entry and exit signage for Arbury Court carpark which is very dangerous and there are often 'near misses'
- Arbury Library needs longer opening times
- There should be more cultural spaces and cafes in the area

Streets and Travel

- Some cycle paths don't work well, for example the cycle path from Highwood to Milton Road
- Milton Road roundabout is 'terrible'
- Milton Road, Gilbert Road, Histon Road and Arbury Road have good cycle infrastructure
- Speed cameras are needed to discourage motorbikes
- There should be a direct bus route to North Cambridge station as it is poorly connected currently
- People park poorly on Arbury Road
- Walking routes across the whole project area are poor
- There should be no more road restrictions such as traffic lights as roads are already congested
- There is a lack of traffic calming measures on Campkin Road, and the road is poorly designed too which leads to accidents
- There should be sound monitors and speed restrictions on Arbury Road
- There should be pedestrian crossings on busy roads such as Gilbert Road

6.4.3 Community Workshop 2 was held on 28 May at Arbury Community Centre. The following feedback was collected:

Transport

- Attendees mentioned that there was a lack of public transport to Cambridge North Station.
- The lack of transport connectivity between Arbury Court and Arbury Road was raised as an issue by one person.
- One person asked for electric vehicle charging points to be installed more frequently in the area.

Cyclists and Pedestrians

- The Milton Road roundabout was frequently mentioned as being unsafe for pedestrians and cyclists.

- The cycle path on Arbury Road was mentioned as being a great benefit to the local community and enhancing safety.
- The cycle path on Arbury Road needs to be extended to Milton Road as it currently halts at Arbury Court.

Local Amenities

- North Cambridge Academy was mentioned as previously providing further education classes for adults, however, that was stopped, and local residents would like similar classes to be available once more.
- Milton Road Library was mentioned as having fantastic facilities for local residents.
- The lack of seating on Histon Road was raised as an issue by one person.

Parking

- The Arbury Court car park was highlighted as a positive facility for local residents.
- There was a suggestion for electric vehicle charging points to be installed in the Arbury Court car park.

Maintenance

- There were calls for Arbury Court to be better maintained with more frequent cleaning and enhanced landscaping as some felt it was a communal area that is neglected.

Play Spaces

- The playground at Nuns Way Recreational Ground was raised as being unsafe for children, particularly around the sand pit as it is not adequately maintained. Furthermore, the paving around the southern edge of the recreational ground was said to be uneven and dangerous for pedestrians.
- North Cambridge Academy Grounds was cited as an area that young people play in.

Safety

- Pulley Park was also mentioned as an area where local residents feel unsafe, particularly at night and during winter months due to inadequate lighting. Furthermore, there were calls for the splash pad at Pulley Park to be maintained better for young people using the facilities.
- The roads adjacent to Hazelwood Close were mentioned as areas that need speed reduction measures.
- One person suggested that lighting should be improved around Arbury Town Park.
- Nuns Way Recreation Ground was mentioned as not being pleasant in the dark and that lighting should be improved.

Arbury Court

- The potential loss of amenities around Arbury Court such as the local pharmacy and Budgens was mentioned as a major concern for local residents.

- The post office inside Budgens is frequently used by local residents.
- The Budgens store in Arbury Court was mentioned as having a wide range of products and services needed by local residents.
- Local residents enjoy that a range of services in Arbury Court are available at their doorstep.
- Concerns were also expressed about the cost of goods and services at Budgens, particularly regarding the potential impact on children's welfare in Arbury Court if prices continue to rise.
- The Arbury Court play area was mentioned as a space which is frequently used by small children. However, feedback also indicated the play area should be improved.
- It was suggested that more seating be installed in Arbury Court.
- The appearance of Arbury Court was mentioned as needing cosmetic improvement.
- One resident asked for a fishmonger shop to be made available for local residents.
- Anti-social behaviour taking place at Arbury Court was frequently raised as an issue.
- Feedback also stated that shop keepers in Arbury Court need security.
- Concern was raised over the carbon footprint of demolition at Arbury Court.
- There were calls to keep business rent rates affordable for local businesses.
- A question was raised as to whether shops in Arbury Court would be compensated during any redevelopment works.
- One person stated that Hurst Park Estate Resident Association has claimed that Arbury Court will be redeveloped in 2030.

Nature and Greenery

- Enhancing biodiversity in green spaces in North Cambridge was mentioned as an area for improvement.
- There were calls for more greenery to be added around the North Cambridge area as it is seen a valuable public asset in the community.
- The green spaces in the North Cambridge area were mentioned as being well-maintained and a benefit to local residents.

Houses in Multiple Occupation

- Concern was raised over houses being converted into houses in multiple occupation (HMOs).

Wayfinding

- The area around Pulley Park was raised as not being easy to navigate.

6.4.4 Community Workshop 3 was held on 10 June at Brown's Field Community Centre. The following feedback was collected:

Parking

- Parking could go underground if you are redeveloping the council estates
- The cycle paths around Pulley Park's play area is not well marked.

- Parking is expensive in Orchard Park and there are issues with on street parking in the area.
- Parents picking up their children from Arbury Primary School often park along Carlton Way, a narrow road, causing obstructions to traffic flow.
- There was a suggestion for a resident parking zone to be implemented at Hurst Park Avenue.

Walking and Cycling Infrastructure

- You need to collaborate with the County Council if you are promoting walking and cycling infrastructure.
- Chesterton School needs cycle routes planned.
- The footpath on Moss Bank is not safe and lacks lighting.
- Responsibility for cycle paths is divided between different authorities, so a comprehensive movement plan will be essential following any devolution changes and the establishment of a new unitary authority.
- Fen Road is unsafe for cyclists.
- The cycle paths on Milton Road have been a great addition for local residents.

Regeneration and Development

- If you are investing money towards regenerating housing estates, then you also need robust maintenance contracts to address the upkeep.
- Edgecombe Housing Estate needs regeneration
- The Kingsway area has not been frequently mentioned.
- Redevelopments should have funding allocated for community activities such as planting and gardening activities instead of outsourcing it to third party companies.
- Concerns were raised over the proposed heights of new developments in the area.

Traffic and Vehicle Access

- Carlton Way should be turned into a one-way road during school drop off and pick up times.

Transport

- Buses from Milton Road (bus stop B) is not connected to Cambridge North Station.

Maintenance

- Litter should be better maintained around Pully Park.
- Fly tipping is an issue around Pulley Park.
- Campkin Road was mentioned as having issues with potholes that need to be better maintained.
- King's Hedges Road is well maintained.

Questions

- Why are all the photos on your exhibition boards of one side of the proposed area and none of the other side?

Civic Amenities

- Meadows Community Centre is a great facility for local residents.
- Arbury Community Centre is frequently used by local residents.
- There is a strong sense of community in the North Cambridge area.
- There should be an investment in community activities in order to help introduce local residents to each other.
- The area around Pulley Park is neglected and lacks seating for local residents and a lack of amenities for older people.
- There is no pedestrian crossing at Cambridge Regional College (CRC) and the Science Park
- There should be more community facilities around the Pharmacy serving Mailand Avenue and Mortlock Avenue
- Traveller communities have not been previously considered.
- A council run community cafe should be added on the banks of the River Cam near Fen Road.
- East Chesterton lacks amenities, particularly in the evenings.

Youth

- Cambridge Regional College students should be supported with apprenticeships and opportunities.
- There should be more activities for teenagers
- The Beals Road Play Area near Tesco should be improved.
- The closure of the Grafton Centre will impact teenagers as they will have less places to go in the area.

Safety

- Pulley Park and the surrounding area has issues with antisocial behaviour.
- Improving Nuns Way Recreational Ground and Pulley Park for older local residents with seating can enhance the safety of the local area.

Nature and Greenery

- The North Cambridge area is sufficiently green and open
- One person asked for consideration to be given on how Nuns Way Recreation Ground can be used more.
- The River Cam is an asset to the community.

Sustainability

- There should be grants for local residents to help install new insulation and solar panels.

Scope

- The scope of the project boundary should be expanded to include other areas of Chesterton such as around Scotland Road.

Arbury Court

- Local shops around Arbury Court, such as Budgens and the post office, are highly valued by residents and frequently used due to their wide range of goods and services as well as affordable prices.
- Arbury Court's playground is regularly used by students from North Cambridge Academy, while the smaller children's play area is also frequently used by younger residents.
- The Arbury Court Park and play area should be integrated with the rest of Arbury Court in a new design.
- The Gurdwara is used by people from Godmanchester.
- The old Hindu Temple from Mill Road was mentioned as being removed.
- Further increases in rent for local businesses are strongly discouraged as they could force further businesses to close down.
- Calls for affordable units to be made available for small businesses were also raised by local residents.
- Arbury Court is poorly served by public transport.
- The independent shops in Arbury Court are unique in Cambridge.
- The Arbury Court car park is seen as a great benefit to local residents. However, another comment mentioned that the car park
- Arbury Court should be enhanced visually.
- Local residents of North Cambridge feel unsafe in Arbury Court during the evenings.

6.5 Feedback from Youth Workshops

6.5.1 A workshop with the King's Hedges Guides was held on 11 June at Arbury Community Centre. The following feedback was collected:

Liked Areas

- Park with playground next to Arbury Court
- Milton Road School
- Carlton Way
- St Albans Recreation Ground
- North Cambridge Academy
- Chesterton Road
- Victoria Road
- River Cam
- Allotments
- Shirley Primary School
- Parks
- Ping-pong parlour
- Cinema
- Guides
- Cycle lanes
- Shops
- Fast food restaurants

Disliked Areas

- Pulley Park
- Nuns Way Recreation Ground
- Arbury School
- North Cambridge Academy
- The Grove School
- Arbury Road
- Arbury Library
- Potholes
- Busy junctions

Park and Green Spaces

- Not much space to play at Arbury Court Park
- Old equipment at Arbury Court Park
- Ramson Square Park has broken play equipment
- Not much to do at Nuns Way Recreation Ground
- Lots of graffiti at Nuns Way Recreation Ground
- Broken equipment and not much to do at Pulley Park
- Pulley Park should bring back the castle that was burned down
- Teenagers in Pulley Park are intimidating and cause damage
- Play equipment broken at St Laurence
- More bins needed
- Add more parks
- Would like a fun fair in North Cambridge
- Add trampoline park and bigger skate parks

Arbury Court and the Surrounding Community Facilities

- Arbury centre doesn't feel safe
- More GP surgeries and hospitals needed
- Add more churches

Streets and Travel

- More cycle lanes needed on Arbury Road roundabout
- Better cycle routes needed

How to Improve Parks

- Trees
- Fake ivy
- Swing bench
- Camera
- Flowerpot
- Evergreen bush
- Wooden panels
- Chill out hut
- Games hut
- Sleeping hut
- Food and drinks hut
- Party hut
- Egg chairs
- Water fountain
- Climbing frame
- Outdoor gym
- Monkey bars
- Ball pit
- Slide
- Castle
- Soft play
- Swimming pool
- Trampolines
- Pet playground
- Swings
- Benches
- Tables
- Zipline
- Tree house

Other Welcome Additions to North Cambridge

- Cat café
- Pop mart
- Theme park
- Imaginarium
- Craft workshop
- Singing/drama club

Other

- King's Hedges needs places to swim, exercise or play
- It also needs a tennis court

6.5.2 A workshop was held with King's Hedges Brownies on 11 June at Arbury Community Centre. The following feedback was collected:

Feedback on what can be improved in North Cambridge:

- More playgrounds to be installed around North Cambridge
- More play equipment to be added to playgrounds in North Cambridge
- More amenities such as ice skating, cinemas
- Running tracks
- There are not enough bins near parks in North Cambridge
- Litter on the ground is an issue around parks.
- Animals and bugs such as bees should be supported
- The Wooden playground in Pulley Park that was burned down in September 2024 was a frequent area cited by children that they enjoyed and would like to see restored.

Where do you like to go in Cambridge?

- Brownies
- Skipping
- Tennis
- Gymnastics at Gymfinity
- Ballet at Star Dust Academy

- Bike riding
- Ice skating
- After school clubs
- Playing in local parks
- Art
- School
- Wandlebury Hill
- Climbing
- Rowing
- Gardening

Where do you not like to go?

- Playgrounds in the rain
- Going to parks when it is rain
- Music assembly at school

What do you like to do on the weekend?

- Go play outside my house on the grass
- Visiting local parks
- Going to local playgrounds.
- Go on bike rides in parks
- Swimming
- Roller-skating in Pully Park
- Horse riding
- Going into Cambridge City Centre.
- Going to Church

Draw your favourite place:

- Arbury Court playground
- Home
- Jesus Green as I can bike there and play
- Playground
- Taking my dog for a walk in Nuns Way Recreation Ground

6.6 Feedback from Focused Workshops

6.6.1 A workshop was held with the Ideas Exchange group on 3 June at Brown's Field Community Centre. The following feedback was collected:

Parks and Green Spaces

- The park with the playground near Arbury Court is hidden – the space should be opened up.
- The parks in the area attract dog-walkers and people playing sports.
- However, the size and open nature of the parks make them feel impersonal and not intimate.
- Pulley Park is good in general but bad for cyclists.
- Maintenance of the parks is quite poor.
- More spaces are needed for 13-16 year olds that can be accessed for free.
- It's good that Nuns Way has BMX tracks, playgrounds etc. – they are well-used.
- Green spaces are also used for illegal activities such as drug dealing.

Arbury Court and the Surrounding Community Facilities

- Entrance to Arbury Court from back roads feels unsafe and lacks visibility, then you are greeted with closed shops.
- The metal gates and lack of overlooking adds to this unsafe feeling.
- The old post office is boarded up, making the area feel 'slummy'.
- Arbury Court feels dated and cold.
- The Budgens is overpriced.
- People would rather drive to a supermarket like Aldi or Tesco than use the shops in Arbury Court.
- Arbury Court does not feel like a town centre, although it has the potential to be one.
- There are lots of schools around Arbury Court which suggests that many families live in the area, yet families rarely use Arbury Court, which feels like a missed opportunity.
- People prefer Arbury Library to Milton Library.
- Potential additions to Arbury Court could include a café, an improved library, a pharmacy, and a smaller supermarket (e.g. Tesco Express).
- A pub could also be a good way to create community – see examples such as the Golden Hind and Carlton Arms.
- Improvements to Arbury Court could also consider improvements to North Cambridge Academy.
- Arbury Court doesn't need the car park – it could be replaced with better cycling infrastructure.
- There is a lack of connection between spaces near Arbury Court.
- It is important to keep Arbury Court and its shops.

Streets and Travel

- The roads in King's Hedges are confusing to use.
- King's Hedges is a concrete jungle with many underpasses.
- People cut through the residential areas north of Arbury Road instead of using the road itself.
- Arbury Road feels unsafe for pedestrians and cyclists.
- There is no sense of community on Milton Road, although the upgrades have improved its functionality.
- It is difficult to get through to Nuns Way.
- Campkin Road should be improved – cars drive very fast which is dangerous for cyclists.

6.6.2 A workshop was held with the Ideas Exchange group on 9 June at Meadows Community Centre. The following feedback was collected:

Pulley Park

- Feels intimidating and 'grubby'
- Isolated due to wall of houses surrounding it
- No amenities nearby
- Feels closed off
- Difficult to access
- Impermeable
- Feels unsafe in the evenings
- Not clear what the park should be used for
- New equipment was recently burned
- Lots of fly tipping in the areas surrounding the park
- Not a good enough park to be a destination
- Feels very empty
- Not well overlooked
- Path is very bumpy for cyclists
- Football goals and exercise trail are used
- Nice wildlife
- Dog-walking is very common

Suggestions for Pulley Park

- Could be split into areas for different age ranges, particularly to create separate areas for younger children and teenagers
- Could be opened up by moving the path further from the wall of houses
- Coldham Lane basketball court is an example of something Pulley Park could introduce
- Add a MUGA
- Add plants that bloom every year and require minimal maintenance

- Add public art
- Add community gardens, and involve the nearby retirement home
- Add coffee kiosks
- Add outdoor gym
- Add pond for fishing

Nuns Way Recreation Ground

- Livelier than Pulley Park
- More open and visible too
- Feels safe due to better lighting, flatter ground and more people
- There are shopping destinations nearby
- Has a basketball court, BMX tracks, a community centre and a playground which make it appealing
- Well connected to the school
- Proximity to the school leads to children using the park
- Pathways are terrible
- Dogs often walk around off their leads
- There is sometimes flooding in the hidden corner of the park

Arbury Town Park

- Used as an event space e.g. Arbury Carnival
- Very central and well located
- Great community spirit
- Feels like an old, traditional village green
- Nice landscaping
- Car parks nearby make it accessible
- Used by North Cambridge Academy students and visitors to Arbury Court
- Not very welcoming due to fences
- Doesn't have any equipment
- Arbury Community Centre could be better integrated with the park
- Arbury Carnival is the only reason to go
- Café is not well integrated with the park

Arbury Court Playground

- Well located
- Multiple access points
- Surrounded by school, shops, Arbury Court etc.
- Used a lot, particularly by younger children
- Ugly service road next to it

6.7 Feedback from Pop-Ups

6.7.1 Three pop-ups were held as part of the engagement process to allow members of the local community to provide feedback on the North Cambridge Framework for Change. They were held at the Church of the Good Shepherd's 'Community Living Room' event, King's Hedges Educational Federation Primary School, and Arbury Carnival.

6.7.2 Feedback collected from the pop-ups includes:

Arbury Court

- Local Councillors who attended indicated their feedback that the businesses on Arbury Court will need to be reassured that they will not be removed from trading at Arbury Court in the future after any potential regeneration of Arbury Court.
- They also suggested that businesses in Arbury Court should be engaged with on any potential designs for the regeneration of Arbury Court.
- A local councillor stated that feedback was received from local residents indicating that many local residents have expressed their concerns about any potential loss of businesses in Arbury Court.
- One suggestion from a local resident who runs a community the 'CB4' Facebook page with 10,000 followers suggested the project team should hold a pop-up at Arbury Court to speak to local residents.
- Arbury Court is not well connected to the city centre.
- There is a concern Arbury Court may be gentrified after a potential regeneration of the area.
- Arbury Court should retain its role as a mini centre in the North of Cambridge.
- There were calls for the aesthetic of Arbury Court to be enhanced to include greenery and a community centre.
- Local residents around North Cambridge want a pharmacy to return to Arbury Court.
- The car park in Arbury Court is key for local residents and would need to remain.

Maintenance

- Hawkins Road needs to be better maintained.
- Green spaces in North Cambridge should be better maintained.
- There should be more bins placed around Arbury Town Park.
- Litter is an issue around Pully Park.

Local Amenities

- There is a lack of local amenities for local residents around Hawkins Road.
- Brownfield Community Centre is an asset to local residents as it has seating, free coffee, sufficient greenery and should be replicated in other parts of North Cambridge.

- There should be more allotments created for residents to engage in growing their own vegetables and flowers. One person stated that the average waiting time to be allocated an allotment is up to fifteen years.
- The night time economy of North Cambridge was raised as needing assistance to thrive.
- The Treasurer of the Omar Faruque Mosque and Cultural Centre noted that worshippers have requested street lighting outside the mosque's main gates to help them safely navigate the footpath at night.
- There should be better amenities for older local residents such as cafe's that are open until late.
- Cafe's should be used to attract higher footfall and deter anti-social behaviour.

Cyclists and Pedestrians

- Parents in North Cambridge should be encouraged to walk to school in order to reduce traffic congestion during school runs.
- The services and goods of Budgens was well appreciated by local residents.
- The footpath in Nuns Way Recreational Ground needs to be improved and made level.
- Footpaths around Pully Park need to be enhanced as they are currently uneven.

Nature and Greenery

- Green spaces around North Cambridge is great and needs to be protected.

Youth

- There should be more facilities for young teenagers.
- Concern was raised over youth anti-social behaviour around play spaces. One suggestion included the implementation of CCTV cameras,

Safety and Antisocial Behaviour

- There needs to be more policing around Nuns way recreational ground.
- The worshippers of Omar Faruque Mosque and Cultural Centre feel unsafe when they are walking through Nuns Way recreational ground due to anti-social behaviour.

Engagement

- One person suggested that there should be new social media groups created for the project for local residents to keep up to date with announcements and engagement opportunities.
- One person stated that the engagement for the North Cambridge Framework for Change has been well received by local residents who finally feel listened to.

Transport

- Local residents feel that there is inadequate transport links to North Cambridge station from areas around Pully Park.

6.8 Feedback from Formal Written Responses

6.8.1 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.

6.8.2 A response was received from On the Verge Cambridge.

6.8.3 On the Verge Cambridge

The following themes have been extracted from the response submitted by On the Verge Cambridge:

- Green Spaces – Green spaces should be protected and more space made for biodiversity, in order to mitigate the effects of climate change, improve people's lives and their physical and mental well-being, and tackle crime and social problems.
- Pesticides – North Cambridge is herbicide-free but should also be pesticide-free, as pesticides are a major driver of biodiversity loss and hugely detrimental to human health.
- Nest Boxes – North Cambridge is home to iconic but threatened birds, and nest boxes are proven to work to boost numbers, therefore they should be mandatory in all new buildings where they are tall enough.
- Rainwater – Rainwater, especially from extreme rainfall events, must be harnessed and not allowed to simply run away into the drains. IBCs/water butts can be added to newbuilds and retrofitted to old buildings.
- Green Roofs – Wherever possible, new flat roofs should be green. They are not only cooling but absorb water from extreme rainfall events as well as store CO₂ and makes a habitat for insects' food for our bats and birds. This can be large buildings but also bus stops.
- Trees – Plant many more trees. When 40+ degree is the norm in summer we will need that shade. And the same trees will absorb floodwater runoff and cool the streets by transpiration.
- Verges – Protect verges from being destroyed by parking, and plant trees/add raised beds. So many verges are being destroyed by careless parking, often against the wishes of the residents.
- Allotments and Community Growing Sites – More allotments and community growing sites should be introduced. There are waiting lists on most allotment sites, indicating the demand is there, and for sustainability, food security and community, we need more growing spaces

- Wildflower and Long Grass Areas – Add more wildflower and long grass areas, both of which the city council has gradually rolled out across the parks and verges.
- Solar Panels – Solar panels are the other choice for roofs, especially flat ones or those with the right aspect. It is astonishing that these are not fitted as standard.

6.9 Feedback from Emails

6.9.1 Four emails were received from individuals in the project inbox with feedback on the North Cambridge Framework for Change.

6.9.2 The following themes have been extracted from this feedback.

- Rents – Rents in the area are too high, causing shops to lie empty. Rents need to be low enough and traders need to have sufficient security in terms of good lease terms and protection against dramatic rent increases. They also need to know that they can trust the Council as their landlord to provide repairs and refurbishments to premises as and when they are needed and in a timely fashion without using these repairs as an excuse to put up rents.
- Play Areas – The play area at the Meadows, where the nursery children can see a green play space outside of their window but have no access, is cordoned off for extended periods for no apparent reason and with no named person available who is accountable for maintaining it and keeping it open. Meanwhile, older children simply break in and play on the equipment anyway.
- New Housing – New accommodation is planned which is too small, unaffordable and which lacks basic amenities such as car parking.
- Homelessness – There is currently a radical failure both to prevent homelessness and to get people already on the streets into suitable local accommodation.
- Local Services – Local service providers are underpaid, overworked and are not paid for sufficient hours to secure local services, which means that they are having to choose between changing jobs or leaving Cambridge.
- Accessibility – A resident informed us that the paths from their house on Somervell Court to Arbury Court are in such poor condition that they came out of their wheelchair because of damage to the paths.
- Green Spaces – Requests for green spaces included vertical walls and planted rooftops to create natural shade and improve the air quality. Grey water should be used for planting and flood prevention.
- Road Layout – There should be properly paved surfaces to separate cyclists from pedestrians.
- Public Transport – There should be more provision for buses in the area using local providers.

- Connectivity – The connection from Cambridge North station to the wider area and the river appears to be a pinch point and could be improved.
- Arbury – The area has a vibrant local community and community-minded small businesses who serve and invest into the local community

6.10 Feedback from Webinars

6.10.1 A webinar was held on 27 May which was open to anyone who wanted to attend.

6.10.2 The following feedback was collected from the webinar:

Concerns about Housing and Maintenance

- Several participants raised concerns about conditions in council housing and a lack of maintenance.
- A recurring concern was the uncertainty about potential redevelopment and whether properties would be maintained in the meantime.
- Residents were encouraged to raise maintenance concerns directly with the Council using the project email.

Future of Arbury Court

- Identified as a central area in need of improvement; described as the 'crown jewel' of local centres.
- Concerns raised over potential redevelopment disrupting existing businesses and community facilities.
- Council officers confirmed ongoing engagement with traders and commitment to allow continued operation if redevelopment occurs.

Reaching Underrepresented Groups

- Suggestions included reaching people through schools, pubs, GPs, job centres, and local charities.
- Council confirmed that multiple routes were being used including posters, stakeholder networks, door knocking, and community outreach.

Questions Asked During the Webinar

- Will the drop-in events be different from the webinar?
- Will the webinar be recorded and shared online?
- What other outreach is being done to raise awareness of the consultation?
- Will shops at Arbury Court be able to continue trading during potential redevelopment?
- How will council homes be prioritised and maintained if not scheduled for redevelopment?
- How will future funding be secured to deliver the proposed changes?

6.11 Feedback from 1-2-1 Meetings

6.11.1 Twelve 1-2-1 meetings were organised with representatives from the following organisations:

- St George's Chesterton
- Hurst Park Estate Residents Association
- Arbury Road East Residents Association
- North Cambridge Community Partnership and On the Verge Cambridge
- Cambridge Gurdwara
- Cambridge Council for Voluntary Service
- Cambridge Carbon Footprint
- King's Hedges Family Support Project
- CamSight
- CB4 People Facebook Page
- Cambridge Living Sport
- Accessibility officer at Cambridge City Council (gave feedback focused on people with disabilities)

6.11.2 Feedback from these meetings is as follows:

Geographic Focus

- King's Hedges feels overlooked compared to Arbury and lacks a clear identity.
- There is a strong desire for accessible, localised community spaces that bring people together.

Community Facilities and Infrastructure

- Existing community buildings, such as Campkin Community Centre and Nuns Pavilion, are too small, poorly designed, or underused.
- Arbury Court Library is valued but underutilised; flexible community rooms and refurbishment, as seen at Milton Road Library, would better serve local needs.
- A new or improved hub should provide multipurpose rooms, drop-in spaces, and co-located services such as health visitors, midwives, and voluntary groups.
- Improvements should not come at the cost of losing valued existing facilities.

Housing and Estates

- Older council housing is in poor condition, with damp, mould, poor insulation, and high heating costs.
- Residents fear displacement from redevelopment and want high-quality homes that remain affordable and reflect the character of the area.
- Investment should support families, singles, older adults, and disabled residents, while retaining long-term community roots.

Local Economy and Shops

- Independent traders such as the butcher and baker are valued but often expensive; many small shops struggle with fragile viability.
- Residents are concerned about decline into charity shops and betting outlets without proactive support for a diverse retail mix.
- Arbury Court functions mainly as a passageway; a café, restaurant, or pub could help revitalise it and encourage footfall.
- Meanwhile uses such as art workshops or drop-in activities could support engagement and provide affordable spaces for charities and small businesses.

Green Spaces, Parks, and Biodiversity

- Parks and green spaces are valued but often feel hidden, underused, or poorly maintained.
- Better visibility, signage, lighting, seating, and cleanliness would encourage more use and improve safety.
- Residents support ambitious greening, including large-scale tree planting, rainwater reuse, biodiversity-friendly building design, and pocket parks.
- Community-led projects such as “Happy Bee Streets” show potential but require more support.
- A balance is needed between social use (play, dog walking, events) and ecological value (rewilding, wildlife habitats).

Youth Provision

- There is a shortage of safe, engaging spaces for children and teenagers.
- More opportunities for outdoor play and evening youth activities would reduce reliance on technology and support social development.
- Examples like Brown’s Field show what well-designed and resourced youth provision can achieve.

Health, Early Years, and Social Support

- Local GP practices are stretched and difficult to access.
- There is a shortage of preschool and childcare places, limiting parents’ ability to work.
- Larger health centres and improved early years infrastructure would benefit families.
- Many families distrust statutory services due to past negative experiences; trusted community groups provide more accessible support.

Accessibility and Inclusion

- Clear colour contrast, tactile cues, and consistent accessible design are needed across facilities and public spaces.
- Pedestrian crossings, tactile dividers, and safe path separation would improve navigation for visually impaired residents.
- Benches, resting points, and inclusive playground equipment support use by older and disabled residents.

- Reviving local disability groups could help ensure accessibility is embedded in future developments.

Travel, Streets, and Safety

- Cycling infrastructure is mixed: Milton Road has improved but other routes remain narrow, poorly lit, or unsafe.
- Pedestrian safety is a concern, especially around schools, with calls for more crossings, slower traffic, and reduced pavement parking.
- Shared pedestrian/cycle paths can intimidate older people and those with limited mobility.
- Public transport functions adequately but could serve community centres more directly.
- Potholes, poor lighting, and congestion contribute to perceptions of unsafe streets.

Social Inequality and Community Cohesion

- Stark contrasts exist between deprived neighbourhoods and nearby affluence, such as the Science Park.
- Partnerships between businesses and the community (e.g. school minibuses, outreach, mentoring) could address inequality.
- Integration across socioeconomic groups is limited; more facilities and inclusive events would help strengthen community spirit.
- Minority groups such as the Gypsy, Roma, and Traveller community need more consistent engagement and support.

Sustainability and Climate Action

- Sustainability measures should emphasise financial and health benefits, such as lower bills and healthier lifestyles.
- Residents support practical, affordable actions including electric bikes, water-saving measures, and showcasing eco-friendly homes.
- Local projects, volunteering, and everyday resident-led initiatives are seen as effective for long-term change.

Communication, Engagement, and Trust

- Residents report consultation fatigue and cynicism due to repeated engagements with limited visible outcomes.
- Transparent communication about funding, timelines, and phased works is needed to rebuild trust.
- There is anxiety about disruption, rehousing, and potential loss of valued shops and services during redevelopment.
- Grassroots voices should be included more directly in shaping investment decisions.

6.12 Feedback from Door Knocking

6.12.1 Three rounds of door knocking were conducted in the project area between 7 May and 18 June 2025.

6.12.2 Below is a summary of the feedback collected:

- **Arbury Court:** The main concerns raised were related to damp and mould issues as well as anti-social behaviour in the area. Two residents reported not using the nearby parks or open spaces, while the other two mentioned regular visits to nearby parks, particularly for their children. Most residents felt that shops in Arbury courts are expensive and preferred shopping at Aldi or Tesco. While residents generally expressed satisfaction with current facilities, suggestions included adding cafes or shops with more food options, increasing seating options in open area, improving parking facilities and installing more play equipment's in the park.
- **Brackley Court Southern Block** Major issues included damp and mould within properties, anti-social behaviour in the area and a lack of parking spaces. One resident expressed dissatisfaction with the neighbourhood due to frequent antisocial behaviour, highlighting concerns about safety, improvements in safety and privacy were recommended. Both residents noted that their children use the nearby Pulley Park, Nuns Way and Meadows and enjoy them. One resident occasionally uses Budgens in Arbury court, while the other frequently uses most shops in there. Suggestion raised to maintain the existing facilities rather than introducing new and expressed significant concern about the reduction of open spaces.
- **Brackley Court Northern Block** Most residents were satisfied with their accommodation and local facilities. Out of 8 people responded, 4 never uses the open spaces, while the others were happy with nearby parks and meadows where they often take their children. Several residents mentioned that the shops within the Arbury court are quite expensive, with most preferring to shop at alternative shops Aldi and Tesco and occasionally at Budgens. When asked for suggestions to improve green spaces, residents had no specific feedback, they were generally happy with the current accommodation and facilities.
- **Rutland Close:** few residents reported ongoing issues with damp and mould in their homes, despite previous attempts to resolve it. They also raised concerns about antisocial behaviour in the area. The remaining three reported no issues with their properties. Several residents mentioned enjoying nearby parks and noted the local travel is convenient by bike and good bus services in the area. However, concerns were raised about antisocial behaviour occurring around the parks, particularly at night. Resident suggested actions to improve safety around the parks and recommended adding a café to improve community engagement.

7.0 Conclusion and Next Steps

7.1 Conclusions

This report has summarised the findings of the engagement carried out on the North Cambridge Framework for Change, highlighting the challenges and opportunities across north Cambridge.

Findings have included the issues faced by older council housing estates, such as poor housing conditions, limited accessibility, and concerns about the impact of redevelopment. We have also noted that parks and green spaces are valued by residents, but there is a need for investment in safety, inclusive design, and better facilities for children and young people.

Arbury Court is recognised as a vital local hub, but residents feel it is outdated and underused. Transport and movement were also key concerns, with many comments around cycling infrastructure, poorly connected pedestrian routes, and limited access to public transport.

7.2 Next Steps:

Following the publication of this report, there will be a second round of engagement once the draft Framework for Change has been produced, which will run in autumn 2025 and conclude by January 2026.

8.0 Appendices

8.1 List of Organisations and Community Groups contacted via email

Red Hen Project
Bangladeshi Welfare Association
St George's Chesterton
Hurst Park Estate Residents' Association
Arbury Road East Residents Association
North Cambridge Community Partnership
On The Verge Cambridge
Cambridge Gurdwara
CCVS
Cambridge Carbon Footprint
King's Hedges Family Support Project
Greater Cambridge Planning
CamSight
CB4 Facebook Page
Cambridge Living Sport

Fig. Table of organisations and community groups that were contacted via email.

8.2 Surveys

8.2.1 Hard Copy Survey



North Cambridge Framework for Change (survey) - First stage of engagement

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?

This is to help us analyse your responses in relation to the neighbourhood in which you live.
The information you give us will not be used for any purposes other than our feedback analysis.

Who are you responding to this survey on behalf of? (optional)

- ☐ Yourself, as a local resident
- ☐ A business or organisation
- ☐ Another group (please specify)

Type your answer

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

How do you connect to the north Cambridge area? (optional)

*Choose as many as you like

- ☐ I live in the area
- ☐ I work in the area
- ☐ I volunteer in the area
- ☐ I run a business here
- ☐ I attend school or college here
- ☐ I use local services or shops regularly
- ☐ I visit friends/family in the area
- ☐ I travel through the area
- ☐ Other (please specify)

Type your answer

Which of the following do you live in? (optional)

*Choose as many as you like

- ☐ House - Privately owned (freehold/leasehold)
- ☐ House - Rented from a private landlord
- ☐ House - Rented from the council
- ☐ House - Rented from a Housing Association
- ☐ House - Shared ownership
- ☐ Flat/maisonette - Privately owned (freehold/leasehold)
- ☐ Flat/maisonette - Rented from a private landlord
- ☐ Flat/maisonette - Rented from the council
- ☐ Flat/maisonette - Rented from a Housing Association
- ☐ Flat/maisonette - Shared ownership
- ☐ Other (please specify)

Type your answer

Which of the following are concerns in your home? (optional)

*Choose as many as you like

- ☐ Damp or mould
- ☐ Poor insulation or heating
- ☐ Lack of indoor space
- ☐ Fire or safety concerns
- ☐ Noise
- ☐ Antisocial behaviour
- ☐ Difficult access or does not accommodate for mobility issues
- ☐ Lack of storage
- ☐ Lack of local green space
- ☐ Lack of a private garden
- ☐ Lack of private outdoor space such as a balcony
- ☐ Provision of car parking spaces
- ☐ Provision of cycle parking
- ☐ None of these
- ☐ Other (please specify)

Type your answer

If none of these apply, is there anything else you'd like to tell us about your home? (optional)

If you are living in a housing estate, how do you use the outdoor spaces that are part of your estate? (optional)

*Choose as many as you like

- ☐ I use them to sit outside
- ☐ I use them for exercise
- ☐ I use them to socialise
- ☐ My children use them for play
- ☐ I don't use the outdoor spaces
- ☐ Other (please specify)

Type your answer

What facilities of Arbury Court and the surrounding area do you use?
(optional)

*Choose as many as you like

- ☐ Shops
- ☐ Library
- ☐ Cafes/takeaways
- ☐ School/nursery
- ☐ Post Office
- ☐ GP Surgery/Dentist
- ☐ Church
- ☐ Gurdwara
- ☐ Arbury Community Centre
- ☐ Playground
- ☐ Arbury Square
- ☐ Arbury Town Park
- ☐ Other (please specify)

Type your answer

How often do you visit Arbury Court and the surrounding community facilities? (optional)

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Rarely/never

What would make Arbury Court and the surrounding area more useful or welcoming to you? (optional)

*Choose as many as you like

- ☐ More local shops or food options
- ☐ Community or youth activities
- ☐ Better lighting and safety
- ☐ Greener spaces and trees
- ☐ Improvements to pavements or crossings
- ☐ Cleaner environment
- ☐ Other (please specify)

Type your answer

Please state any other services or local improvements that you feel would be of benefit in Arbury Court and the surrounding area. (optional)

Which of these sentiments best describe how you feel about Arbury Town Park? (optional)

*Choose as many as you like

- ☐ Well-maintained
- ☐ Well-equipped
- ☐ Safe
- ☐ Accessible to everyone
- ☐ Underused or neglected
- ☐ I don't use the park as it's unsuitable
- ☐ I don't use the park but not because it's unsuitable

Which of these sentiments best describe how you feel about Nuns Way recreation ground? (optional)

*Choose as many as you like

- ☐ Well-maintained
- ☐ Well-equipped
- ☐ Safe
- ☐ Accessible to everyone
- ☐ Underused or neglected
- ☐ I don't use the recreation ground as it's unsuitable
- ☐ I don't use the recreation ground but not because it's unsuitable

Which of these sentiments best describe how you feel about Pulley Park?
(optional)

*Choose as many as you like

- ☐ Well-maintained
- ☐ Well-equipped
- ☐ Safe
- ☐ Accessible to everyone
- ☐ Underused or neglected
- ☐ I don't use the park as it's unsuitable
- ☐ I don't use the park but not because it's unsuitable

Do you have any other comments about public spaces and green areas in north Cambridge? (optional)

Are there underused or neglected spaces locally that you think could be better used for community use - whether green spaces or other areas?
(optional)

- ☐ Yes
- ☐ No

What are the underused or neglected spaces that you think could be better used for community use - whether green spaces or other areas?
(optional)

What types of public spaces – green or otherwise – would you like to see more of locally? (optional)

*Choose exactly 3 options

- ☐ Play areas for children
- ☐ Youth spaces
- ☐ Community gardens
- ☐ Seating areas
- ☐ Outdoor spaces for events
- ☐ Pocket parks
- ☐ Spaces for exercise
- ☐ Areas for relaxation
- ☐ Areas incorporating public art
- ☐ Other (please specify)

Type your answer

Do you feel safe moving around Arbury, King's Hedges and Chesterton, especially in the evenings? (optional)

- ☐ Yes
- ☐ Sometimes
- ☐ No

Where do you feel unsafe? (optional)

What changes would make public spaces and streets feel safer and more inclusive? (optional)

*Choose as many as you like

- ☐ Better lighting
- ☐ Fewer visual barriers
- ☐ More places to sit to socialise or rest
- ☐ Improved wayfinding/signage
- ☐ CCTV in key locations
- ☐ Other (please specify)

Type your answer

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

*Choose as many as you like

- ☐ Walking
- ☐ Cycling
- ☐ Scooters/electric scooters
- ☐ Motorbike/moped
- ☐ Bus
- ☐ Car (driver)
- ☐ Car (passenger)
- ☐ Taxi or rideshare
- ☐ Mobility aid or wheelchair
- ☐ Other (please specify)

Type your answer

Are there specific streets, paths or junctions that are difficult to navigate, use or feel unsafe? Please describe them. (optional)

What could make it easier for you to walk, cycle or move around north Cambridge when you want to? (optional)

*Choose exactly 3 options

- ☐ Safer cycle routes
- ☐ Better connected cycle routes
- ☐ More cycle routes
- ☐ Better crossing or junctions
- ☐ Improved pedestrian footpaths
- ☐ Wider or level pavements
- ☐ More benches and rest stops
- ☐ Improved bus connections
- ☐ Reduced through-traffic in residential areas
- ☐ Other (please specify)

Type your answer

Is there anything else you'd like to tell us about Arbury, King's Hedges or Chesterton, or how north Cambridge as a whole can improve? (optional)

What is your age group? (optional)

- ☐ Under 16
- ☐ 16-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 75+
- ☐ Prefer not to say

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)

8.3 Materials

8.3.1 Poster



North Cambridge Framework for Change

Your voice matters — help shape the future of north Cambridge.

Planning together for the future

We're creating a new plan to improve parts of north Cambridge — including homes, streets, green spaces, and local businesses and community facilities. This is your chance to help shape what happens next.

This plan is called the Framework for Change. It builds on previous work — like the recently adopted North Cambridge Neighbourhoods Design Code — which established principles for the area based on the community's priorities. This time we're looking at a slightly different area and going further, seeking to understand how these principles may apply to your neighbourhood. We're focusing on what matters most to people living here — and we want your ideas and views to help guide us.

Why this matters

North Cambridge is changing. Some council buildings are getting old. Green spaces are hugely valued but some aren't easy to use or feel neglected. Local places like Arbury Court and the surrounding community facilities could be better, more safely connected, and accessible for all.

At the same time, new developments are being built nearby, and we want to make sure the local area gets the attention and support it needs too — the Framework for Change will act as one plan to bring all of this together. There will be another chance to give your views on the framework later in the year, and if adopted, planning permission will still be required for proposals covered by the framework.

What we're doing

We're putting together a Framework for Change. That's a shared plan which will guide improvements to:

- Older council housing estates
- Parks and green spaces
- Arbury Court and the surrounding community facilities
- Streets and travel

How to get involved

Join a workshop or drop-in events

- Meadows Community Centre – Tuesday 13 May, 5.30 to 7pm
- Arbury Community Centre – Wednesday 28 May, 5.30 to 7pm
- Brown's Field Community Centre – Tuesday 10 June, 5.30 to 7pm
- Arbury Carnival – Saturday 14 June, 11am to 5pm

Take part in an online webinar on Tuesday, 27 May from 6 to 7.30pm


Fill in our survey


Email your thoughts to northcambridge@engagecf.co.uk

Call to give feedback on 01223 650 550

Materials are also available in other languages.
Please contact northcambridge@cambridge.gov.uk


Scan to fill in survey and register for the webinar








Key:


- North Cambridge Framework Study Area
- Emerging big developments
- Local centres
- Major green spaces
- Schools
- Conservation Areas
- Green belt
- Railway station

 northcambridge@engagecf.co.uk

 01223 650 550

 cambridge.gov.uk/shaping-north-cambridge

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Working with  Cambridge Investment Partnership

8.3.2 Postcard



North Cambridge Framework for Change

Planning together for the future

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- Streets and travel

How to get involved



Workshops and community conversations



Commercial unit engagement



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01223 650 550



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North Cambridge Framework for Change



Scan to fill in survey and register for the webinar



Key:

- North Cambridge Framework Study Area
- Emerging big developments
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8.3.3 Exhibition boards



North Cambridge Framework for Change

Your voice matters — help shape the future of north Cambridge

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What we're doing

We're putting together a Framework for Change. That's a shared plan which will guide improvements to:

- Older council housing estates
- Parks and green spaces
- Arbury Court and the surrounding community facilities
- Streets and travel

How to get involved

- Attend workshops or drop-in events
- Take part in an online webinar
- Fill in our survey on the project website
- Email your thoughts
- Call to give feedback

Look out for some more focused events and please refer to the last information board for more information.



- Key:
- North Cambridge Framework Study Area
 - Emerging big developments
 - Local centres
 - Major green spaces
 - Schools
 - Conservation Areas
 - Green belt
 - Railway station

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North Cambridge Framework for Change

Background and context

Why now?

We're looking at areas in:

- Arbury
- King's Hedges
- Chesterton

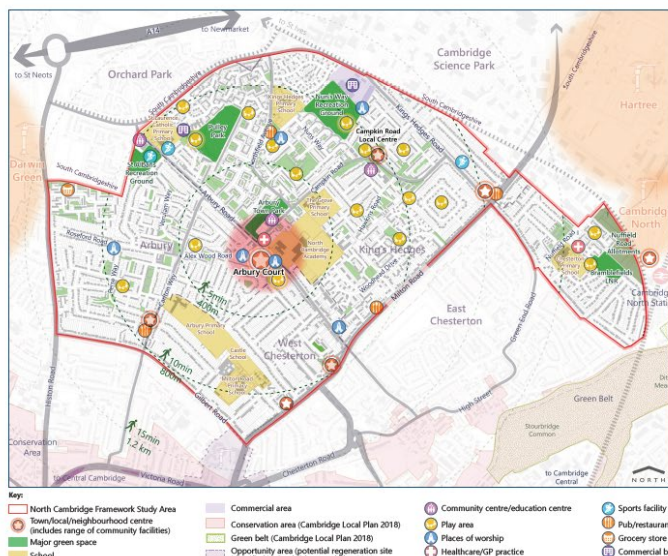
You told us in previous consultations that this part of the city has much-valued homes, schools, shops and green spaces — but some areas feel left behind. There are council estates which are getting old and there are green areas that feel unsafe or are hard to access. Not all streets are easy to walk, cycle or get a bus through.

There has been a lot of investment and growth in surrounding areas. New developments are emerging nearby, including at Darwin Green, Hartree, and around the North Cambridge Station. But within the existing neighbourhoods in north Cambridge, many buildings are ageing and under pressure.

What this framework will do

The Framework for Change will help us:

- Understand what's working — and what's not
- Decide where and how to invest
- Make sure local voices are heard
- Bring better housing, safer streets and greener spaces



- Key:
- North Cambridge Framework Study Area
 - Town/local/neighbourhood centre (includes range of community facilities)
 - Major green space
 - School
 - Commercial area
 - Conservation area (Cambridge Local Plan 2018)
 - Green belt (Cambridge Local Plan 2018)
 - Opportunity area (potential regeneration site identified in Cambridge Local Plan 2018)
 - Community centre/education centre
 - Play area
 - Place of worship
 - Healthcare/GP practice
 - Sports facility
 - Pub/restaurant
 - Grocery store
 - Commercial block

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North Cambridge Framework for Change

From Design Code to Framework

Building on what's already been done

In 2024, a group of local people helped create a Design Code — which covers a large part of the area we're looking at. This is a guide for what good changes should look like. It focused on five principles:

1. Make space for nature
2. Prioritise walking and cycling
3. Thriving public spaces
4. Enhance character
5. Increase sustainability

This sets out the principles within which we have to work.

While the design code sets out the principles for any future developments, the Framework for Change will focus on four specific areas:

1. Older council housing estates

Some flats and houses are cold, hard to get around, or feel unsafe. We want to understand what needs fixing or replacing — and how to do that fairly.

2. Parks and green spaces

Some are great. Others feel unsafe or underused. We want to know how people use these spaces — and how to make them better for everyone.

3. Arbury Court and the surrounding community facilities

This is a local shopping and meeting place, but it's disconnected and could be more vibrant. We're asking how it can become a better centre for the area.

4. Streets and travel

Are streets safe for walking and cycling? Are there enough crossings and bus stops? We're looking at how people move around — and how we can make it easier and safer.



Older Housing Estates:
Kingsway



Parks and Green Spaces:
Nun's Way Recreation ground



Arbury Court/Town Centre:
Arbury Road



Streets and Travel:
Campkin Road

Images are for illustrative purposes only



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North Cambridge Framework for Change

What we want to learn from you

Help us to understand what matters to you

We will work with you to shape the North Cambridge Framework for Change, and your feedback will help us get it right. If you have time to fill out a survey, we'd love to hear about your area. Specifically, we want to know more about:

- Which places feel neglected or need attention?
- Which green spaces do you use? Which ones feel unsafe or underused?
- What would make Arbury Court and other local facilities more useful or welcoming to you?
- Are the streets easy to get around — on foot, bike, or by bus?
- Which areas don't currently feel safe and welcoming, and how could this be improved?

And finally, how do you think north Cambridge as a whole can improve? And how can this plan achieve that?

Within the survey, we are asking you for your postcode so we know what area is most important to you.



Garages within Estates



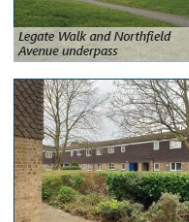
Edgecombe and the green space



Nun's Way Estate



Internal pedestrian routes



Mortlock and Maitland estates



Approach to Arbury Court



Lawrence Way play area



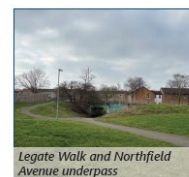
Harris Road Estate and play area



Hawkins Road Estate and green space



Brackley Close



Legate Walk and Northfield Avenue underpass



Pulley Park



northcambridge@engagecf.co.uk



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cambridge.gov.uk/shaping-north-cambridge



Get involved! Scan me to find out more

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North Cambridge Framework for Change

How to get involved

Help shape the plan

We'll be running events and activities across north Cambridge from 13 May to 14 June. There are lots of ways to take part — whether you've got five minutes or 45.

Why it matters

The plan will help decide:

- Where homes are built or improved
- How green spaces are looked after
- How to make streets safer and more accessible
- Where to invest money for real local benefit

We can't get this right without you. Tell us what you think. Help shape your neighbourhood's future.

Next steps

Following this consultation, a report will be developed which will:

- consider public responses to the consultation
- consider relevant planning objectives and constraints
- identify key issues, challenges and opportunities
- set out high level priorities and options for potential development
- consider opportunities within the context of the financial constraints faced by the council and the need for schemes to be financially viable

This report - the draft Framework for Change - will then be published for a second consultation which will run in autumn 2025, and conclude by January 2026.

What's on

Workshops and community conversations

Commercial unit engagement



Drop-in events:

- Meadows Community Centre – Tuesday 13 May, 5.30 to 7pm
- Arbury Community Centre – Wednesday 28 May, 5.30 to 7pm
- Brown's Field Community Centre – Tuesday 10 June, 5.30 to 7pm
- Arbury Carnival – Saturday 14 June, 11am to 5pm



Take part in an online webinar on Tuesday, 27 May from 6 to 7.30pm



Fill in our survey. Hardcopy surveys are available at Arbury Court Library, Meadows Community Centre and at all drop-in events.



Email your thoughts to northcambridge@engagecf.co.uk



Call to give feedback on 01223 650 550

Materials are also available in other languages.

Please contact northcambridge@cambridge.gov.uk



Scan to fill survey and
register for the webinar



northcambridge@engagecf.co.uk



01223 650 550



cambridge.gov.uk/shaping-north-cambridge



Get involved! Scan
me to find out more

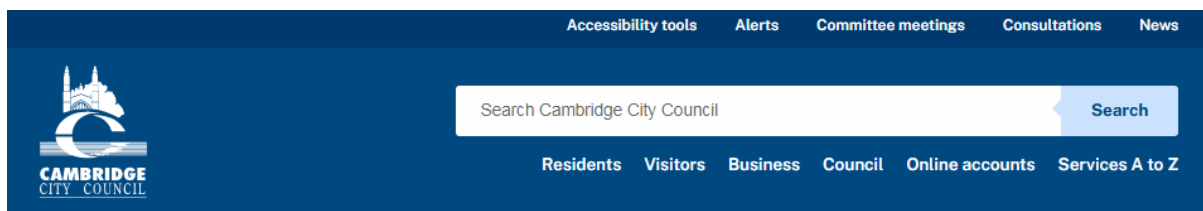
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Cambridge
Investment
Partnership

8.4 Digital Engagement

8.4.1 'Shaping North Cambridge' Website Homepage



[Home](#) / [Residents](#) / [Communities and people](#) / [Neighbourhood conversations](#) / [Shaping North Cambridge](#)

Shaping North Cambridge

We are taking a new approach to finding out what people think of their neighbourhoods. It will help us work together to develop plans that work for local people.

North Cambridge Framework for Change

We are asking local people feed into a new Framework for Change for north Cambridge.

The framework for change is a long-term plan to guide investment in the area, looking at older council housing estates, green spaces, streets, shops and community facilities in Arbury, King's Hedges and Chesterton.

Work to develop the Framework for Change is only just starting, but it builds on the principles captured in the recently adopted North Cambridge neighbourhoods Design Code. As a supplementary planning document developed with input from the local community, the Design Code sets out principles for good development in parts of north Cambridge.

Meanwhile, the Framework for Change will go further, identifying specific areas for investment and helping to guide how changes happen.

The Framework for Change will focus on:

- Older council housing estates – understanding what needs fixing or replacing, where homes should be built or improved, and what the council should prioritise.
- Parks and green spaces – finding out how people use them, and how to make them better for everyone.
- Arbury Court and the surrounding community facilities – exploring opportunities to improve the area for residents.
- Streets and travel – looking at how people move around, and how to make that easier and safer.

A first programme of engagement ran until 18 June 2025 and an item is planned to be reported to cabinet in October 2025.

- [North Cambridge Framework for Change](#)

Following the conclusion of the engagement programme, the team will develop the first draft of the Framework for Change for north Cambridge, which will:

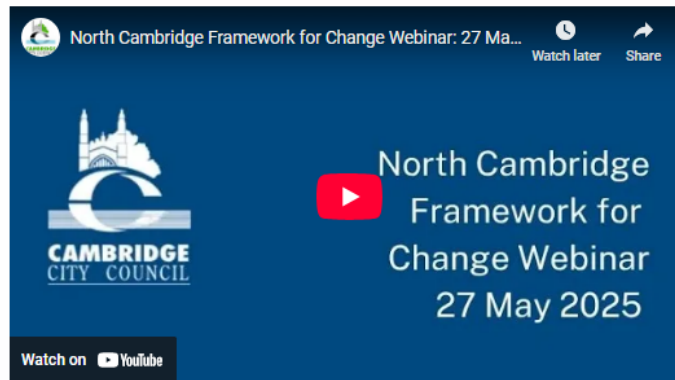
- consider public responses to the consultation
- consider relevant planning and corporate objectives and constraints
- identify key issues, challenges and opportunities
- set out high level priorities and options for potential development
- consider the opportunities in the context of the financial constraints faced by the council and the need for schemes to be financially viable

This draft framework will be published for a second engagement programme, which will run in autumn 2025, and conclude by January 2026.

If the framework is adopted, planning permission will still be required for any proposals covered by the framework.

During the consultation period, we hosted several events to give people the opportunity to hear about the project and have their say.

A recording from our online webinar on 27 May 2025 can be found below.



North Cambridge Framework for Change webinar

Arbury Court

In September 2024, we published a [report](#) which referred to possible redevelopment at Arbury Court in North Cambridge.

No decisions have been made, and there are no specific proposals for redevelopment.

However, the council is seeking flexibility in commercial leases to allow consideration of Arbury Court as part of developing a 'Framework for Change' for North Cambridge.

As a result, in early 2025 the council began talking to commercial leaseholders at Arbury Court about their leases, which run to 2030. During March and April 2025, the council is also offering commercial leaseholders an opportunity to meet one-to-one to discuss any concerns.

We are starting from an assumption that if there were to be a future decision to redevelop Arbury Court, we would ensure shops were able to continue trading during any development.


Keep up to date

To be kept updated, please email us to join our mailing list.

Contact us

 northcambridge@cambridge.gov.uk

Is this page helpful?

[Give feedback](#) 



Summer events

Join us at a variety of free events and activities this summer, including music, sports and more.



Local Government Reorganisation

We want your views on the future of local government in Cambridgeshire and Peterborough.








Reserve a tennis court

We have 18 tennis courts around the city. Most are free to use, and you can reserve them in advance.



Connect with us


-  Facebook
-  Instagram
-  LinkedIn
-  X
-  YouTube

Find out more

- [Accessibility](#)
- [Careers](#)
- [City events](#)
- [Contact us](#)

[Subscribe to email alerts](#) 

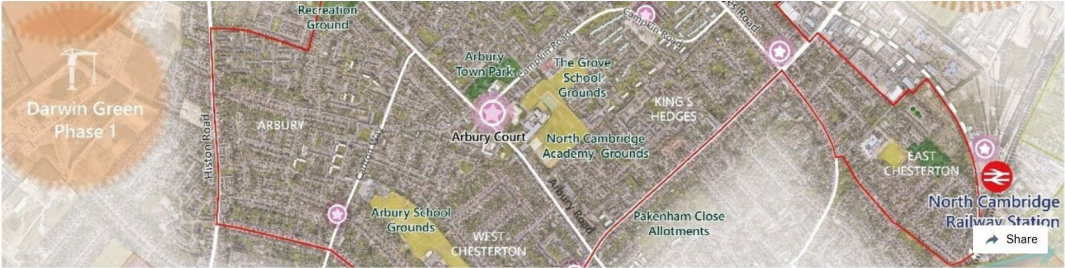
8.4.2 Framework for Change Engagement Platform Homepage



HomeAll projects ▾EventsAboutFAQs

Search iconLog in

Follow (400)



North Cambridge Framework for Change


Open for comments from Wednesday 7 May to Wednesday 18 June.

North Cambridge is changing. Some council buildings are getting old. Green spaces are hugely valued but some aren't easy to use or feel neglected. Local places like Arbury Court and the surrounding community facilities could be better, more safely connected, and accessible for all.

At the same time, new developments are being built nearby, and we want to make sure the local area gets the attention and support it needs, too. The Framework for Change will act as one plan to bring all of this together.

The Framework for Change builds on previous work, including the recently adopted [North Cambridge Neighbourhoods Design Code](#), and will guide improvements to:

- older council housing estates
- parks and green spaces
- Arbury Court and the surrounding community facilities
- streets and travel




There will be another chance to give your views on the framework later in the year and, if adopted, planning permission will still be required for any proposals covered by the framework.

ARCHIVED

Survey

North Cambridge Framework for Change (survey)

Complete our survey to have your say.


 +361 participants

ARCHIVED

Interactive Map

North Cambridge Framework for Change (map)

Leave comments on our interactive map of north Cambridge.

 +84 participants

ARCHIVED

Events

North Cambridge Framework for Change (events)

More detailed information can be found in our [Framework for Change information boards](#).

Have your say

Complete our engagement survey or comment on our interactive map.

From Wednesday 7 May to Wednesday 18 June 2025, we invite all residents to participate in a series of workshops, community conversations and online forums designed to gather ideas and feedback.

These sessions will allow participants to learn more about the project and share their thoughts.

To request the survey in another format, please contact communications@cambridge.gov.uk or call 01223 650 550.

Hard copy surveys are available at Arbury Court Library, Meadows Community Centre and all drop-in events.


Email northcambridge@engagecf.co.uk to request materials in other languages.

Next steps


Following this consultation, a report will be developed which will:


- consider public responses to the consultation
- consider relevant planning objectives and constraints
- identify key issues, challenges and opportunities
- set out high level priorities and options for potential development
- consider the opportunities in the context of the financial constraints faced by the council and the need for schemes to be financially viable

This report – the draft Framework for Change – will then be published for a second consultation which will run in autumn 2025 and conclude by January 2026.

 [North Cambridge Framework for Change Information Boards.pdf](#) (3.1 MB)





Attend one of our events to learn more and share your thoughts about the North Cambridge Framework for Change project.

 +26 participants

 English >









8.4.3 Social Media Posts

Platform	Organic / Paid	Date	Reactions	Shares	Comments	Event responses	Reach	Impressions	Engagement Rate	Text	Link
Facebook		05/05/2025	37	11	78					<p>🌐 We are right at the start of a new project to develop a 'Framework for change' which will help us to prioritise investment in #NorthCambridge</p> <p>📢 We want to hear from as many local people as possible so that we can make sure to focus investment where it's needed most</p> <p>✓ ✕ Take our short survey or join one of our events and tell us what you value, and what needs to change - whether older council housing estates, green spaces, streets, shops and community facilities - in Arbury, King's Hedges, and Chesterton</p>	https://www.facebook.com/camcitco/posts/pfbid02qXc88jgMAXVcFrdod1Zj5NuWFKdWFacFwTXY6HQTQi7i5mTAo8tmVHoc2DePajeZl

Lin ke dl n		07/ 05/ 20 25	59	1 3	1		1 7 4 2	29 60	9.5	<p> We are right at the start of a new project to develop a 'Framework for change' which will help us to prioritise investment in hashtag#NorthCambridge</p> <p> We want to hear from as many local people as possible so that we can make sure to focus investment where it's needed most</p> <p>  Take our short survey or join one of our events and tell us what you value, and what needs to change - whether older council housing estates, green spaces, streets, shops and community facilities - in Arbury, King's Hedges, and Chesterton: https://lnkd.in/etizPSW5</p>	https://www.linkedin.com/posts/cambridge-city-council_northcambridge-activity-7325871118089687040-5FKD?utm_source=share&utm_medium=member_desktop&rcm=ACoAA-BDDf7sBOA16qRwuHpngSCQX7DWWfnyAjD4
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Ins ta gr a m		09/ 05/ 20 25	4	0	0		2 6 8	26 8		<p>💬 Come along to our community workshop on Tuesday 13 May, 5pm at Meadows Community Centre to find out more about the Framework for change we're developing to help us prioritise investment in north Cambridge</p> <p>🏠 🔔 As a city council we can't do everything, but we can invest in older council housing estates, green spaces, shops, community facilities, and streets (for example how safe it feels to walk around, or any requests for benches to provide rest stops)</p> <p>💬 Join us to talk about what you'd like to see prioritised and hear from the team about what could be in scope in Arbury, King's Hedges, and Chesterton</p>	https://www.instagram.com/p/DJcEgfSsMPg/
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Facebook	Paid	09/05/2025	13	14	0		7166	15073		<p>💬 Come along to our community workshop on Tuesday 13 May, 5pm at Meadows Community Centre, to find out more about the Framework for change we're developing to help us prioritise investment in north Cambridge</p> <p>🏠 🗨️ As a city council we can't do everything, but we can invest in older council housing estates, green spaces, shops, community facilities, and streets (for example how safe it feels to walk around, or any requests for benches to provide rest stops)</p> <p>💬 Join us to talk about what you'd like to see prioritised and hear from the team about what could be in scope in Arbury, King's Hedges, and Chesterton</p>	https://fb.me/adspreview/facebook/21yxcQu0tXfHS5
Facebook	Paid - event	23/05/2025	22		16	62	5747	10171		<p>💡 We're inviting residents to participate in a series of events to gather ideas and feedback about the future of north Cambridge.</p> <p>💻 The team will be holding an online webinar, via Microsoft Teams, on Tuesday 27 May, from 6 to 7.30pm.</p> <p>💬 This webinar will give people an opportunity to hear about the North Cambridge Framework for Change and have their say.</p> <p>🏠 This is one of five events taking place while our survey is open for comments.</p>	https://fb.me/adspreview/facebook/2vp3iq6EhPyVQZs

Fa ce bo ok	Pai d	23/ 05/ 20 25	32		9	37	6 2 2 2	12 66 2		   Drop in to Arbury Community Centre on Wednesday 28 May, from 5.30 to 7pm, to hear about the North Cambridge Framework for Change and share your thoughts about the future of north Cambridge	https://fb.me/adspreview/facebook/246juObPeW4gt13
X		06/ 09/ 25	1	1	0		0	56 3	1.6	 As part of our North Cambridge Framework for Change engagement programme, we're inviting residents to have their say at our latest drop-in event:  Brown's Field Community Centre  Tuesday 10 June  5.30 to 7pm Full details can be found at: https://orlo.uk/s8euJ	https://x.com/camcitco/status/1932105947335344478
x		06/ 11/ 25	0	0	0		0	24 1	2.07	The North Cambridge Framework for Change will guide improvements to: <ul style="list-style-type: none"> ▪ Older council housing estates ▪ Parks and green spaces ▪ Arbury Court and the surrounding community facilities ▪ Streets and travel  Submit your feedback: https://orlo.uk/jd4Px	https://x.com/camcitco/status/1932801549215928393

Blue Sky		06/11/25	0	0	0		0	0	0	<p>The North Cambridge Framework for Change will guide improvements to:</p> <ul style="list-style-type: none"> ▪ Older council housing estates ▪ Parks and green spaces ▪ Arbury Court and the surrounding community facilities ▪ Streets and travel <p>👉 Submit your feedback: https://orlo.uk/bj0Kp</p>	https://bsky.app/profile/camcitco.bsky.social/post/3lrdlcailaf2t
Facebook		11/06/2025	6	3	1		205	2128	0.47	<p>The North Cambridge Framework for Change will guide improvements to:</p> <ul style="list-style-type: none"> ▪ Older council housing estates ▪ Parks and green spaces ▪ Arbury Court and the surrounding community facilities ▪ Streets and travel <p>Select the link below to submit your feedback 👉</p>	https://www.facebook.com/camcitco/posts/pfbid0gz1eSFbFf22B1DTsVB6ubvuJ9gDbYY1XM1ma1TGLyDC6b5Xd3AuGt7grIT1RXu8ml#
X		17/06/2025	2	2	6			1,871		<p>🗺️ We're right at the start of a new project to develop a framework for change to prioritise investment in #NorthCambridge</p> <p>👉 Tell us what you value or what needs to change, whether older council housing, green spaces, streets, shops or community facilities</p> <p>https://cambridge.gov.uk/news/2025/05/07/help-shape-future-investment-in-arbury-kings-hedges-and-chesterton</p>	https://x.com/camcitco/status/1920098862162673812

Fa ce bo ok		17/ 06/ 20 25	13	5	17		7 5 5 9	75 59	0.49	We're creating a new plan to improve parts of Arbury, King's Hedges and Chesterton ♀ Have your say by completing our North Cambridge Framework for Change survey, or comment on our interactive map 🗺️ Follow the link below 🖱️	https://www.facebook.com/camcitco/posts/pfbid02Fq5DWppwyYW1JEeE6Ss5jcaHkoTNSr7ggeAnoT6KMpb6wR6hW7MvEvCg5n7Meg9MI#
X		06/ 17/ 25	1	1	0		0	40 1	2.99	We're creating a new plan to improve parts of Arbury, King's Hedges and Chesterton ♀ Have your say by completing our North Cambridge Framework for Change survey, or comment on our interactive map: https://orlo.uk/N1rp8	https://x.com/camcitco/status/1934900028679598546
Bl ue Sk y		06/ 17/ 25	1	0	0		0	0	0	We're creating a new plan to improve parts of Arbury, King's Hedges and Chesterton ♀ Have your say by completing our North Cambridge Framework for Change survey, or comment on our interactive map: https://orlo.uk/0Di8L	https://bsky.app/profile/camcitco.bsky.social/post/3lrs5ascwm725

Fa ce bo ok		18/ 06/ 20 25	6	3	1		9 8 0	10 23	0.98	<p>Thank you to everyone who came to chat to us at Arbury Carnival about the North Cambridge Framework for Change 🙌</p> <p>It was great to hear people's thoughts about the future of north Cambridge 🗣️</p> <p>Today is the last chance to take part in our online survey to help shape invest in north Cambridge 🕒</p> <p>Follow the link below to have your say before midnight tonight 🖱️</p>	https://www.facebook.com/camcitco/posts/pfbid02NJs9kCsSVfMtyuvW1a5LR92pkNfTE4Kg3ckeRhwSC48i5whLKDAuVfQBKxeZLYkvl#
X		06/ 18/ 25	1	1	1		0	40 4	1.98	<p>Thank you to everyone at Arbury Carnival who came to chat to us about the North Cambridge Framework for Change 🙌</p> <p>Today is the last chance to take part in our survey to help shape investment in north Cambridge 🗣️</p> <p>🕒 Have your say before midnight tonight: https://orlo.uk/U3RVX</p>	https://x.com/camcitco/status/1935299968065065164
Bl ue Sk y		06/ 18/ 25	1	0	0		0	0	0	<p>Thank you to everyone at Arbury Carnival who came to chat to us about the North Cambridge Framework for Change 🙌</p> <p>Today is the last chance to take part in our survey to help shape investment in north Cambridge 🗣️</p> <p>🕒 Have your say before midnight tonight: https://orlo.uk/gbDmq</p>	https://bsky.app/profile/camcitco.bsky.social/post/3lr uw4bawcc2b

8.5 Press Release

8.5.1 Press Release

Help shape future investment in Arbury, King's Hedges and Chesterton

7 May 2025

Cambridge City Council is asking local people to feed into a new Framework for Change for north Cambridge. The framework for change is a long-term plan to guide investment in the area, looking at older council housing estates, green spaces, streets, shops and community facilities in Arbury, King's Hedges, and Chesterton.



Area of focus for north Cambridge Framework for Change

Work to develop the framework for change is only just starting, but it builds on the principles captured in the recently adopted [North Cambridge Neighbourhoods Design Code](#). As a supplementary planning document developed with input from the local community, the Design Code sets out principles for good development in parts of north Cambridge. Meanwhile the framework for change will go further, identifying specific areas for investment and helping to guide how changes happen.

What the framework will focus on

The framework for change will look at four key areas:

- Older council housing estates – understanding what needs fixing or replacing, where homes should be built or improved, and what the council should prioritise
- Parks and green spaces – finding out how people use them, and how to make them better for everyone
- Arbury Court and the surrounding community facilities – exploring opportunities to improve the area for residents
- Streets and travel – looking at how people move around, and how to make that easier and safer.

Cllr Gerri Bird, Executive Councillor for Housing, said: "This is such an exciting opportunity for local people to influence investment in their neighbourhoods right from the start. North Cambridge has strong communities and much-loved spaces, but we know there are areas that feel neglected or under pressure.

"Change can be daunting, so I would like to provide reassurance that we don't yet have specific plans for north Cambridge. We think the area could benefit from some investment, but we want to work with the local community to develop a framework for change that will mean any investment we make into the area will work for existing communities.

"Please take the time to get involved. We're asking you what you value, and what needs to change – so that we can make sure to focus investment where it's needed most."

Get involved

There are multiple opportunities for people to find out more about the project and to help shape the draft framework for change between now and the closing date on Wednesday 18 June.

Take the online survey any time before 18 June: cambridge.gov.uk/NCF

Attend an event:

- Tuesday 13 May, 5.30 to 7pm, Meadows Community Centre
- Tuesday 27 May, 6.00 to 7.30pm, online webinar
- Wednesday 28 May, 5.30 to 7pm, Arbury Community Centre
- Tuesday 10 June, 5.30 to 7pm, Brown's Field Community Centre
- Saturday 14 June, 11.00am to 5pm, Arbury Carnival

Register your interest in an event: cambridge.gov.uk/NCFevents

If you have any queries, or would like the survey in any other format, please email NorthCambridge@engagecf.co.uk or telephone 01223 650 550

Next steps

After this engagement programme concludes, the team will develop the first draft of the Framework for Change for north Cambridge which will:

- consider public responses to the consultation
- consider relevant planning objectives and constraints
- identify key issues, challenges and opportunities
- set out high level priorities and options for potential development
- consider the opportunities in the context of the financial constraints faced by the council and the need for schemes to be financially viable.

This draft framework will be published for a second engagement programme which will run in autumn 2025 and conclude by January 2026. And, if the framework is adopted, planning permission will still be required for any proposals covered by the framework.

To stay up to date, visit the North Cambridge Framework for Change page on the council's consultation platform: cambridge.gov.uk/NCF

8.6 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 Q12 of the survey (*Please state any other services or local improvements that you feel would be of benefit in Arbury Court and the surrounding area*), the following responses were mentioned:

Response	Number
Café	36
Landscaped green spaces / flower beds / trees	33
Better / affordable / local community shops	31
Activities for teenagers / youth clubs	24
Paving repaired	20
Street cleaning / bins	20
Effective community Policing / feel safe / ASB	20
Better access / walkways	20
An open evening space to socialise	19
Decent Pharmacy	15
Improved skatepark / playground	12
Improved cycle routes	12
Support the existing local shops	11
Outdoor performance area	11
Benches / Seating	10
Free accessible parking	10
Bigger Library	8
A Gym	7
Better facilities	7
Fix the potholes	7
Restaurant	6
Better night time lighting	6
Better travel by car / car friendly	6
Traffic calming measures	6
Bars / pubs	5
Modern housing	5
Improved public transport / buses	5
Food trucks / outdoor events catering	4
A charity hub for community groups to work together	4
CCTV Monitoring	4
Cycle parking	4
Pedestrianised areas	4
Coffee Shop	3
Cheap supermarket	3
No more betting shops	3
Remove beggars and pests / Address poverty	3

Speed cameras / speed enforcement	3
A weekly market / craft fairs	3
Charity shop	2
Reduce car free zones	2
A decent school	2
Covers for sun/rain protection	2
Facilities for the elderly	2
Flood risk reduction / global warming	2
24 Hour cash machine	1
Needs an NHS dentist	1
Community Library - to borrow practical things e.g. garden equipment	1
Cinema	1
Repair shop	1
No more fast food outlets	1
Doctors / GP reinstated	1
Crime reporting / Police station	1
Table tennis tables	1
Not at the detriment to Carlton Way	1
Don't impact or remove the Gurdwara	1
Use the Council Office to contact rather than go to Mandela House	1
You won't listen anyway	1
Keep the existing character / architecture	1
More art installations	1
Don't know / I don't live here	1
No comment	215

8.6.3 In Q16 of the survey, (*Do you have any other comments about public spaces and green areas in north Cambridge?*), the following themes were mentioned:

Response	Number
Abuse and misuse / Anti social behaviour in the green spaces	52
Playgrounds / parks - need maintenance / updating	49
Add greenery / planters / flowers / trees	39
Green spaces are important	38
Need more bins / better bins / litter issues	33
Feel unsafe going to the park / green areas	32
Clean up land used as a dumping site	26
Good - Park is well used and maintained	17
Add ponds and planting to encourage wildlife	15
Parks are used by dog walkers / dog poo mess / out of control dogs	12
Should be better used	11
Lack of joined up walks / connected facilities	10
Need better cycle paths to separate from cars / inconsiderate cyclists	10
Should have better lighting at night for safety	9
Already a lot of green spaces around	9

Need more seating	8
Provide football / sports pitches / tennis courts /skate park	8
Engage with young people to make them feel invested in their local parks	8
Stop gypsy's trespassing on green land	7
Paving / roads repaired	7
Dedicated spaces for young people	7
Lack of police / park warden / dog warden presence	6
North of the City has less green space / is neglected	6
Hidden / not well signposted / promoted	6
Outdoor events	6
Loss of too much green community space	6
Outdoor gym facilities	5
Green space lost to housing	5
Electric bikes / motorbikes are a nuisance	4
Introduce a café facility	4
No local park in Gilbert Road / Green End Road	4
Need to be disability friendly	3
More variety in facilities	3
Activities with local schools	3
Add a community garden / allotments	3
Needs CCTV monitoring	2
Need some public toilets	2
Car Parks with electric vehicle chargers	2
No	2
Surrounding architecture is unappealing	2
Meadows park / St Albans Rec Playground - taking forever to rebuild. Fenced off facilities	2
Poor drainage leads to flooding and icy patches	1
Provide designated gypsy sites	1
West of the City has less green space / is neglected	1
Community Centre needs maintenance	1
Essential social housing is unoccupied	1
Observe how the parks are used and design changes around needs	1
Why is there no "Other" option for green spaces question?	1
No comment	192

8.6.4 In Q18 of the survey, (*What are the underused or neglected spaces that you think could be better used for community use - whether green spaces or other areas?*), the following themes were mentioned:

Response	Number
Green spaces should be better maintained	44
Better play facilities / parks for children / sports facilities etc	23
Need to keep areas clean and tidy / bins / dog poo	16

Introduce a community garden / social space	14
Nuns Way / Rec / Pavilion	14
Benches and seating	13
Reduce anti social behaviour / vandalism	11
Arbury Court	10
Leave all the green spaces alone / don't build on green belt / Greener	8
Pulley Park	8
Arbury Town Park	6
Introduce ice cream / coffee vans / cafe	5
Undercover / police / on bikes to patrol	5
Campkin Road - outside Tesco	5
Why not hold summer events and activity days in the parks	4
Needs public toilets	4
Ban parking of vehicles on the green areas	4
Area behind arbury community centre	4
Parks in Kings Hedges	4
Garage areas	3
Ask the residents / Living Streets Report	3
All roadside verges for plants and wildlife	3
Arbury Court Park	3
Hazelwood Close play area / post office	3
Area by Kingsway flats	3
Redfern Close	3
St Albans Park	3
Woodhead Drive	3
Add outdoor fitness equipment	2
Allotments are a waste of space	2
Arbury Road opposite St Larence's School	2
Blanford Way play area	2
Bramblefields	2
Site of Jenny Wren pub opposite Tesco	2
Milton Road	2
Nicholson Way	2
Ramsden Square	2
I'm sure there are	1
Sell off skatepark to private sector to maintain	1
Assign an area for travellers as long as they behave	1
Need wheelchair access	1
Arbury Court Car Park	1
Acton Way	1
Atkins close park	1
Borrowdale/Gilbert Road green space	1
Brackley Close	1
Brown's Field	1
Brierley Walk	1
Brimley Road	1

North of the Busway	1
Park between Campkin Road and Ramsden Square	1
Caddington field	1
Chapman Court	1
Chesterton allotments	1
Chestnut Grove Park	1
Cockerell Road Playground	1
Crowland Way	1
Edgecombe green area	1
Area surrounding Edgecombe flats	1
Toll path from Fen Rd to Milton and also	1
Improve Ferrars Way square	1
Church of Good Shepherd	1
Green End Road Recreation Ground	1
Green field near Meadows	1
Grove Rec	1
Hanson Court	1
Harris Road Playground	1
Harry's Road	1
Hurrell Road including cul-de-sac	1
North of the Holiday Inn Hotel	1
Humphrey's Road	1
Kings Meadow	1
Lawrence Way	1
Lavender Road	1
West of Metre Field	1
Park on the Meadows Estate	1
Molewood close green areas	1
Mill Road Lakes	1
Down the left side of North Cambridge Academy	1
Nuffield Rd allotment	1
Pyes Rec	1
Perse Way	1
Area in front of Portland Arms	1
Route 55.	1
Park on Scotland Road	1
St Kildas Avenue	1
Stourbridge	1
The corner by Verulam Way	1
No comment	267

8.6.5 In Q21 of the survey, (*Where do you feel unsafe?*), the following themes were mentioned:

Response	Number
After dark / poorly lit areas /alleyways	64
Where there's ASB (gangs of youths / motorbikes / alcoholics / drug dealers)	48
Arbury Court	38
Anywhere with traffic / on the streets / speeding / potholes	36
Campkin Road Shopping Area (Tesco)	28
Kings Hedges	24
In the parks / green areas	21
Nunns Way	17
Kingsway Flats	17
Anywhere in Arbury	15
Anywhere in Cambridge / Cambridge North station area	12
Carlton Way	10
Pulley Park	9
Chesterton / High St / East	9
Close to supermarkets	8
Arbury Road (South end parked cars)	8
In broad daylight / brightly lit	6
Fen Road	6
Around the pubs	5
Housing Estates	5
Alleyway between redfern close and back of arbury court	4
Roseford Road	4
Milton Road (Co-op)	4
Issues with traveller community / gypsy	3
Family have experienced violence / trauma	3
As a Trans woman / woman	3
Busway	3
Mere Way	3
Hazelwood Close	3
Histon Road	3
Between Pulley Park and Nunns Way Recreation Ground	2
Carlton Arms	2
Molewood Close	2
The Golden Hind	2
Minerva Way	2
Perse Way	2
Downhams Lane	2
Green End Road	2
Leys Road	2
Alex Wood Road	2

St Albans Road Rec	2
Along north side of river	1
Along the Chisholm Trail	1
Along the guided bus way	1
Around Northfield Avenue	1
Area near Winter Chesterton	1
Buchan Street	1
Nicholson Way	1
Nuffield Road	1
Ferrers Way	1
Meadows Centre	1
Gilbert Road	1
Water Lane	1
Woodfield Drive	1
Woodhead Drive	1
Howgate Road	1
Union Lane	1
Victoria Avenue	1
Highfield Avenue	1
Leys Avenue	1
Ramsden Square	1
Midsummer common	1
Mitchams corner	1
Orchard Park	1
Mansel Way	1
Bourne Road	1
Anglers Way	1
Brimley Road	1
X	1
Cameron Road	1
Chestnut Grove Recreation Ground	1
Crowland Way	1
Moss Bank	1
No comment	191

8.6.6 In Q24 of the survey, (*Are there specific streets, paths or junctions that are difficult to navigate, use or feel unsafe? Please describe them*), the following themes were mentioned:

Response	Number
Needs cycle lanes / separate bikes and cars	67
Arbury Road	66
Those with potholes / loose drain covers / uneven	56
Needs new pedestrian path	49
Where bikes have to filter next to cars	46

Congested / traffic jams / air pollution	44
Campkin Road	43
Milton Road	37
Too dark at night / needs better street lighting	23
Provide better parking / Parked cars obstructing pavement	20
Traffic speeding / off the lights	19
Any road with speed bumps difficult for bicycles	19
Kings Hedges (school)	18
Blind bend / poor visibility	17
Needs a pedestrian crossing	14
The roads you have "improved" have made things worse	14
Arbury Court	14
Histon Road	13
Carlton Way	13
Tailgating / aggressive driving	12
Too many traffic lights	12
Roseford Road	12
Full of drug dealers, alcoholics, drug users. Gangs of youths - Not acceptable.	11
Cyclists riding on the pavement even where there is a cycling lane	10
No / None	9
Elizabeth Way Island	9
New Milton Roundabout	8
Pulley Park	8
Pedestrianised roads unsafe due to lack of car traffic / do not ban vehicles	6
Needs to be Wheelchair / Pushchair friendly walkway	6
Fen Road	6
Leys Road	6
Nunns Way (Recreation Ground)	6
Nuns Way	6
Gilbert Road	5
Near Tesco Campkin Road	5
Mere Way	5
Kirkwood Road	5
Northfield Avenue	5
All of them	4
Bollards / traffic calming needed	4
Area around Kingsway Flats	4
Busway	4
Ferrars Way	4
Union Lane	4
Alleyway between Redfern Close and Arbury Court	3
Stretton Avenue	3
Butler Way	3
Cyclops Junction	3

High St Chesterton	3
Highworth Avenue	3
Hanson Court	3
Ramsden Square	3
Hawkins Road	3
Much better now its improved	2
Abusive language / road rage	2
Around Grove Primary School	2
Lovell Road	2
Cambridge North Station	2
Five Trees Field	2
St Kilda Avenue	2
Victoria Road	2
Cam Causeway	2
Orchard Park	2
Perse Way	2
Buchan Street	2
Mansel Court	2
Redfern Close	2
Topham Way	2
Alex Wood Road	2
Nicholson Way	2
X	1
Alley near bus stop in Campkin Road	1
Junction by Meadows Community Centre	1
Newmarket Road	1
Woodhead Drive Estate	1
Area close to Carlton Arms	1
Downhams Lane	1
Oxford Street	1
Ascham Road	1
Bramblefields nature reserve	1
All of Cambridge	1
Church St Chesterton	1
Mansfield Road	1
Maple Close	1
Livermore Close	1
Lavender Road	1
Bourne Road	1
Anglers Way	1
Gary Drive	1
Green End Road	1
Ascham Road	1
Carisbrooke Road	1
Howgate Road	1
Moss Bank	1

Cheney Way	1
Hurst Park Avenue	1
Mitchems Corner	1
Minerva Way	1
Daily Bread Cross	1
Million Road	1
Stretton Avenue	1
Woodhouse Way	1
Hedges Road	1
By Cambridge Regional College	1
Rutland Close	1
Courtney Way	1
Carlton Avenue	1
School Road	1
Hall Farm Road	1
Montgomery Road	1
Roxborough	1
Arbury Town Park	1
Fortescue Road	1
Jesus Green footbridge too narrow for bikes	1
Windsor Road near the Coop	1
No comment	170

8.6.7 In Q26 of the survey, (*Is there anything else you'd like to tell us about Arbury, King's Hedges or Chesterton, or how north Cambridge as a whole can improve?*), the following themes were mentioned:

Response	Number
Need a police presence / tackle crime / ASB / CCTV	44
Fill in potholes / improve roads and footpaths	34
Plant more trees / garden / parks	33
Don't close roads to traffic / Demonise the cars	32
Create / encourage a sense of community / social interaction	27
Invest in the area	26
Area is in decline / improve it / clean it	26
Reduction in dangerous traffic	26
Need more variety of shops	23
There is little affordable secure long term housing / council planning vision / council home improvements	23
Safe cycling / More cycle paths	18
More 20mph zones / speed enforcement	17
Improve parking for residents	17
Events and activities for all	16
Better public transport / buses	16
Tackle litter and fly tipping	16

More / better / bars and restaurants	15
Better connectivity / roads / from west to east / north to south	14
Provide activities for youths	11
Don't price out existing shops	11
Well done on the improvements	11
Reduce the dependency on cars / walking / cycling	11
Better street lighting / too dark / too bright / don't feel safe	10
Open a library / Community Centre	10
Accessibility / facilities for the disabled	8
The survey is flawed / council won't listen	6
Benches / public seating	6
Better public engagement	6
Cyclists are well catered for / don't prioritise them	6
Support local community organisations	5
Introduce Modal Filters / road closures	4
No	3
No more overpriced chains and betting shops	3
Add secure bike racks	2
Integrate local business more with community	2
Reduce traffic noise from M11 / A14	2
Include Chesterton village	2
Get contractors to replace failed repairs they have done	2
X	1
Don't know	1
Restrict HGV access	1
Remove subsidies on housing for Cambridge University Alumni	1
Better lighting	1
Keep the travelling community out of the green spaces	1
Consider the impact of climate change on facilities	1
Better location of polling stations to make it easier to vote	1
Need more school places available locally	1
E vehicle charging points required	1
Look for opportunities to generate funds from public assets (i.e. rented space / garages)	1
Tackle dog issues in the parks. Maybe one dog friendly park?	1
Have you consulted with the health services?	1
No comment	172