



Cambridge City Council Cabinet

Date: Tuesday, 21 October 2025

Time: 5.00 pm

Venue: Council Chamber, The Guildhall, Market Square, Cambridge, CB2 3QJ [access the building via Peashill entrance]

Contact: democratic.services@cambridge.gov.uk, tel:01223 457000

Agenda

This meeting is open to any member of the Council who wishes to ask questions of the Cabinet on items included on this agenda. Could members please notify the Committee Manager if they wish to attend and speak.

- 1 Apologies
- 2 Declarations of Interest
- 3 Minutes of the meeting held 25 September 2025
Minutes to follow.
- 4 Public Questions

KEY DECISIONS

- 5 **HRA – Rent and Service Charge Policy 2025** (Pages 3 - 28)
Approval of policy which explains how Council sets rent and service charges for HRA owned assets.
- 6 **Cambridge North Framework for Change** (Pages 29 - 218)
Report on outcomes with recommendation for next steps.

Link to the page containing Appendix 2 of the report can be found here: [North Cambridge Framework - Cambridge City Council](#)

Cabinet Members: Holloway (Chair), Wade (Vice-Chair), Bird, Moore, Nestor, Smart, A. Smith, S. Smith, Thornburrow and Todd-Jones

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- Website: <http://democracy.cambridge.gov.uk>
- Email: democratic.services@cambridge.gov.uk
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Those wishing to address the meeting will be able to do so virtually via Microsoft Teams, or by attending to speak in person. You must contact Democratic Services democratic.services@cambridge.gov.uk by 12 noon two working days before the meeting.

The full text of any public question must be submitted in writing by noon two working days before the date of the meeting or it will not be accepted. All questions submitted by the deadline will be published on the meeting webpage before the meeting is held.

Further information on public speaking will be supplied once registration and the written question / statement has been received.



REPORT TITLE: Rent and Service Charge Policy

To:

Cabinet Member for Housing

Cabinet 21st October 2025

Report by:

Samantha Shimmon, Assistant Director, Housing and Health

Tel: 07743 180011 Email: samantha.shimmon@cambridge.gov.uk

Wards affected:

(All containing council housing)

Director Approval: Director Sam Scharf confirms that the report author has sought the advice of all appropriate colleagues and given due regard to that advice; that the equalities impacts and other implications of the recommended decisions have been assessed and accurately presented in the report; and that they are content for the report to be put to the Cabinet/Cabinet Member for decision.

1. Recommendations

1.1 It is recommended that Cabinet:

1. Approves the Rent and Service Charge Policy, which will be implemented immediately.
2. Provides the Cabinet Member for Housing, Assistant Director Housing and Health in consultation with the Housing Advisory Board delegated authority to update the policy as required.
3. Provides the Assistant Director Housing and Health, Strategic Housing Management Lead and Housing Leadership Board delegated authority to develop all relevant procedures to support the implementation of this Rent and Service Charge Policy.

2. Purpose and reason for the report

- 2.1 This report and attached Rent and Service Charge Policy have been developed to set out how Cambridge City Council's landlord services will set their rents and service

charges in Housing Revenue Account (HRA) owned and managed properties. It has been written in accordance with best practice, legislation and regulation to set out clearly and transparently to our tenants and leaseholders how we set their rent and service charges.

This policy ensures we set our rent and service charges in accordance with the Regulator of Social Housing's Rent Standard 2020 and meets all relevant Housing Legislation.

3. Alternative options considered

- 3.1 The Council's existing policy expires this year, and failure to adopt this policy would leave the Council in the position of not being clear and transparent with tenants and residents or staff on how we set our rents and service charges. This could result in mistakes in the process or now being compliant with the Rent Standard 2020 or relevant housing legislation.

4. Background and key issues

- 4.1 The Council has had a policy for setting for Rent for many years, reviewing every three years as part of the Budget setting process, with the last policy being adopted in 2022. Previous policies have had limited information and didn't cover service charges at all.
- 4.2 In late 2023 the Council uncovered that it had been incorrectly setting its Rent and Service Charges and had overcharged tenants in some cases potentially going back to 2006.

A self-referral was made to the Regulator of Social Housing, who confirmed this was a breach of the Rent Standard and a Regulatory Judgement was given to Cambridge City Council in July 2024.

A large project commenced to re-set the rent and service charges for all current tenants affected by the errors which was completed by April 2024 ensuring all tenants were paying the correct rent from this period. Subsequently we have calculated the

overcharges on all affected accounts and are able to start making refunds in staggered cohorts from late October 2025.

- 4.3 In addition to the work to refund tenants, it is important to ensure this doesn't happen again, and the regulator expects a comprehensive policy with third party assurance as part of the measures to ensure governance over rent and service charge setting. This has led to a much wider review of the Rent Policy and production of the Rent and Service Charge Policy.

To ensure this is compliant with the Rent Standard 2020 and all relevant housing legislation, this has been reviewed by Trowers and Hamlin a legal firm that specialises in Housing and Housing Rents.

- 4.4 The policy lists several different tenure types, it is helpful to provide context on the current stock numbers for these different tenure types. Please be aware due to our new build development scheme, decanting for regeneration and right-to-buys these numbers change almost weekly. These figures are only for properties owned within the ring-fenced Housing Revenue Account and doesn't include any assets that sit within the General Fund such as our office buildings, public car parks or commercial assets such as the Grand Arcade, nor are the Cambridge City Housing Company owned properties included.

Tenure Type	Stock Numbers
General Needs – Social Rent	6072
General Needs – Affordable Rent	997
Sheltered	514
Shared Ownership	84
Temporary Accommodation	146
Commercial Units	117
HMO's	25
Garages/Parking Spaces	1696
Leaseholders	1174

5. Corporate plan

5.1 [Corporate plan 2022-27: our priorities for Cambridge - Cambridge City Council](#)

This policy supports delivery of Priority Two of the Corporate Plan – *Tackling poverty and inequality and supporting those in greatest need*. Council housing provides essential accommodation for households unable to access the private rented sector. Implementation of this policy will ensure tenants are charged fair and accurate rent and service charges.

The policy also contributes to Priority Three – *Building a new generation of council and affordable homes and reducing homelessness*. By applying the correct rent and service charges in line with the Rent Standard 2020, the Council will make best use of its existing housing stock. A proportion of the annual surplus generated will be reinvested to deliver new Council homes.

6. Consultation, engagement and communication

6.1 The draft Rent and Service Charge Policy was taken through the Housing Advisory Board in July 2025 where our Tenant and Leaseholder Representatives and Councillors who sit on the board were able to review the policy and requested the following amendments:

- To include consultation on Rent Convergence, rather than this being approved in the current policy ahead of any details in the new Rent Standard due for 2026.
- To include a section on Management Companies and Managing Agent as we have several estates that have services managed by a Managing Agent.

These have both been incorporated in the policy.

7. Anticipated outcomes, benefits or impact

7.1 This is a brand-new policy that will ensure that Cambridge City Council sets its rent and service charges compliantly with the Rent Standard 2020 and will be reviewed following any subsequent standards being published by the Regulator of Social Housing or amendments to housing legislation.

- 7.2 We are working with our internal audit colleagues for a review to be included in the forward plan to ensure compliance with the policy.

8. Implications

8.1 Relevant risks

There are no relevant risks to adopting the policy, all of the risks are sitting on the alternative option of not adopting the policy.

Financial Implications

- 8.2 The Council's Housing Revenue Account generates an income of circa £58 million in rent and service charges, and this policy governs how we set those. It ensures we are not overcharging, but also that we maximise the income we receive to both manage our existing stock and build new Council homes.

Legal Implications

- 8.3 This policy has been reviewed by Trowers and Hamlin a professional legal firm that specialises in Housing Law and the Rent Standard. This review was to ensure the policy is compliant with the Rent Standard 2020 and all relevant housing legislation which it is.

Equalities and socio-economic Implications

- 8.4 In consultation with Council's equalities lead an equalities impact assessment has not been completed as whilst this is a new policy, it provides clear and transparent information on how the Council sets its Rent and Service Charges it doesn't introduce any new charges or increases that weren't in previous Policies or budget setting reports.

Annual rental increases or the introduction of rent convergence will require an equalities impact assessment.

Net Zero Carbon, Climate Change and Environmental implications

- 8.5 There is nil impact from this policy on climate change.

Procurement Implications

- 8.6 There are no procurement implications.

Community Safety Implications

- 8.7 There are no community safety implications.

9. Background documents

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

- 9.1 N/A

10. Appendices

- 10.1 Rent and Service Charge Policy.

To inspect the background papers or if you have a query on the report please contact:

Samantha Shimmon – samantha.shimmon@cambridge.gov.uk



Cambridge City Council

Rent and Service Charge Policy

1. Introduction

- 1.1. This policy details Cambridge City Councils approach to setting rents and service charges in its Council owned homes and garages.
- 1.2. This Policy will ensure compliance with all relevant legislation and the standards set out by the Regulator of Social Housing.

2. Legal Requirements

- 2.1. Cambridge City Council will ensure that rents and service charges are set in line with statutory and regulatory requirements including the Rent Standard 2020 and associated guidance and also take into consideration recognised best practice.
- 2.2. This policy takes into account the following legislation and regulation:
 - Housing Acts 1980, 1985, 1988 and 1996
 - Housing and Regeneration Act 2008
 - Regulator of Social Housing Rent Standard 2020 (as amended and updated from time to time)
 - Policy statement on rents for Social Housing (Feb 2019)
 - Commonhold and Leasehold Reform Act 2002
 - Leasehold Reform (Ground Rent) Act 2022
 - Social Housing's Regulatory Framework
 - Welfare Reform & Work Act 2016
 - Social Housing Rents (Exceptions and Miscellaneous Provisions) Regulations 2016 (as amended in 2017)
 - Landlord & Tenant Act 1985 (as amended by the Commonhold & Leasehold Reform Act 2002)

3. Policy Statement

- 3.1. Cambridge City Council will ensure a fair and consistent approach to rent and service charge setting.
- 3.2. We aim to ensure that our rent and service charge policy is clear and transparent for our tenants.

- 3.3. We will always look for value for money in the services we provide and charge for in our service charges. We will always try to balance the quality of the services against cost. We will provide tenants with clear information about what they're paying for.

4. Background

- 4.1. In June 2025 the government published a direction to the Regulator of Social Housing that would allow social housing rents to rise by up to the Consumer Price Index (CPI) + 1% for ten years from 2026. It will also publish in the new Rent Settlement a commitment to rent convergence to gradually move all social rents up to formula rent.
- 4.2. Full Council, which is Councillors from all Wards across Cambridge City approves our annual rent and service charge proposal for the new financial year, which includes both new rents (formula rents) and rent and service charge increases for existing tenancies. Our annual proposal will also be subject to potential review and scrutiny at the Council's Overview & Scrutiny Committee, and a recommendation by Cabinet with advice from tenants through our Housing Board.
- 4.3. Cambridge City Council reviews its rents on an annual basis and applies the new rents from April each year. All tenants will receive at least 4 weeks' notice in writing of their new rent for the new financial year, and the notice will include the new rent and the date it will be charged from.
- 4.4. Cambridge City reviews its service charges on an annual basis and will apply the new charges according to the relevant legal agreements. Notice will be given of the new services charges and from what date they will be charged from.
- 4.5. Where we refer to the relevant Consumer Price Index (CPI), we'll base this on CPI from the September of the preceding year, unless otherwise stated.

Rent

5. The Setting of Rents

- 5.1. Rent is the regular payment received by us from a tenant for the use of our property.
- 5.2. We have a number of different types of accommodation which use different mechanisms for setting the rent. These are detailed below:

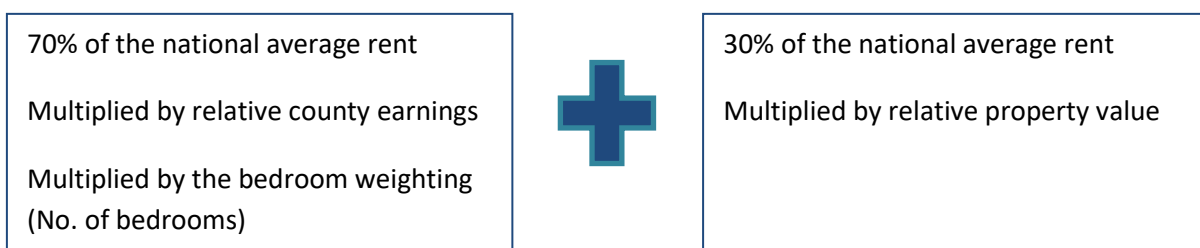
Type of Accommodation	Description	Rent Setting Mechanism	Charge Period
General Needs	General housing for families, couples and single persons.	Social Rent, Affordable Rent	Weekly over a 52-week rent year
Sheltered	Designated housing for persons aged 60 or over	Social Rent (Supported)	Weekly over a 52-week rent year
Shared Ownership	Property is purchased in shares; rent is charged for the shares still retained by CCC	Set typically at 2.75% of the unsold value at the point of original sale.	Monthly charged on 1 st of each month.
Commercial	Properties used for commercial premises e.g., shops	These will be set at a market rent for commercial properties	Annual rent charged according to the lease.
Temporary Accommodation	Housing used as temporary accommodation for households who are owed a duty under s188 or s193 (2) Housing Act 1996.	Social Rent or Affordable Rent	Weekly over a 52-week calendar year.
Temporary Accommodation, which is excluded under the relevant category within the Rent Standard 2020	Housing used as temporary accommodation for households who are owed a duty under s188 or s193 (2) Housing Act 1996.	Local Housing Allowance for the relevant property size	Weekly over a 52-week calendar year.
House of Multiple Occupation (HMO's)	Accommodation let as a room only with shared facilities such as bathroom and/or kitchen.	These will be set at the Local Housing Allowance rate for shared accommodation.	Weekly over a 52-week year.
Garages and Parking Spaces	Separate block garages	These will be set in line with the latest Garage Charging Review (most recent in 2024)	Weekly over a 52-week year.
Leasehold	Properties where we own the freehold of a building and lease a home within that building for example a flat bought via the Right to Buy.	This will be charged as Ground Rent.	Annually according to the lease.

6. Social Rents

- 6.1. We apply social rents to some of our general needs and Sheltered accommodation. Social Rents are set at Formula Rent. The formula rent for sheltered accommodation is calculated at a supported rate.

- 6.2. Rent will be charged on a Monday over a 52-week year except when there are 53 Mondays in a financial year in which case it will be charged for 53 weeks of the year. Where a tenancy starts on any day other than a Monday the first week's rent will be charged on the day the tenancy starts, and a pro-rata amount will be charged for the number of days from the start date up to and including the Sunday that week.
- 6.3. When a socially rented property is terminated a new formula rent will be calculated. This will also occur if a property that has previously been rented as temporary accommodation is granted to the same household on an Introductory Tenancy.
- 6.4. The rent will not change in the case of assignments, including mutual exchange, or in the case of successions (unless the successor moves to alternative accommodation). In these cases, the existing rent level will continue to be charged, until the next annual rent increase is applied.

- 6.5. We calculate new formular rents which are known as Target Rents as follows:



- 6.6. [Appendix 1](#) gives an example of how a social rent is calculated.
- 6.7. From April 2020, the maximum weekly rent for an existing tenant is found by:
1. Determining the average weekly rent for the tenant's accommodation
 2. Increasing that amount by CPI +1%
- 6.8. Where the new rent is higher than the formula rent, we may choose to either leave the rent the same for the following year or increase the rent by any amount up to CPI + 1%.
- 6.9. Formula rent is subject to a cap. Rents will not exceed the rent cap level for the size of property concerned. From April 2020 rent caps will increase by CPI + 1.5%. While the rent caps increase annually by CPI + 1.5%, the annual change in rent for a rent-capped property must still be governed by the CPI + 1% limit.
- 6.10. The Government's Policy Statement on Rents for Social Housing recognises the need for discretion over rent levels to take into account local pressures. As a

result, the policy allows the Council to use some flexibility in setting rents up to 5% above formula rent for general needs tenancies or 10% above formula rent for supported housing, including Sheltered. Please refer to Cambridge City Councils Rent Flexibility Statement which can be found in [Appendix 2](#) for more information.

- 6.11. These requirements do not apply when setting rents for higher income social tenants. Presently we apply the same rules to all social housing tenants regardless of their income.
- 6.12. If the number of bedrooms within a property change as a result of an extension or alteration to the property, a new formula rent will be determined based on a revised 1999 valuation of the property. The new rent will be charged to the existing tenant at the time of the next annual rent increase following completion of the works.
- 6.13. We note the governments consultation on options relating to the re-introduction of rent convergence and we await the outcomes of this consultation. We will consider this as part of the annual budget setting process in consultation with the Housing Advisory Board.

7. Affordable Rents

- 7.1 Affordable Rents were introduced in 2011 and are typically higher than Social Rent.
- 7.2 Affordable Rents cannot exceed 80% of the 'Gross Market Rent' including service charges.
- 7.3 All Affordable Rented properties have a valuation of 'Market Rent' by a Royal Institute of Chartered Surveyors (RICS) recognised methodology.
- 7.4 Due to the high market rents for Cambridge City Council, we have 2 types of affordable rented homes. Affordable Rent 60% and Affordable Rent 80% (Local Workers Scheme).
- 7.5 For our Affordable Rents 60% Cambridge City Council have capped the rent at either 60% of the market rent valuation or at the relevant Local Housing Allowance rate, whichever is lower. This aligns with the Housing Strategy as adopted in June 2024.
- 7.6 Affordable Rents at up to 80% of market rent can be set:

- a. where the design and quality of homes is above national or local planning standards in place at the time,
- b. where new homes are brought forward either in addition to the Local Plan Affordable Housing Requirement, or in place of Intermediate tenures.

These properties are clearly marked on any letting adverts and are designed to provide accommodation to an intermediate market that work locally but cannot afford the high market rents in Cambridge City. These properties are subject to a Local Lettings Policy.

- 7.7 'Gross Market Rent' includes service charges. When we consider whether to let a property at an Affordable Rent, we'll consider future service charges and the impact on the income to be generated. If the estimated affordable rental income element is likely to be reduced to an uneconomical level, we'll review whether it is practical to offer at an Affordable Rent.
- 7.8 Where the Affordable Rent Level would generate a lower rental rate than a Social Rent, the property will be treated as an Affordable Rent property still but charged at a social rent, and it will, therefore, not include service charges as a gross rent. Please see section 6. for all information on Social Rents.
- 7.9 From April 2020, and for a period of five years, an increase of up to CPI + 1% is applied to the total rent and service charges, subject to the current LHA limit not being exceeded. Personal Service Charges (e.g., Heating, Lighting & Water) are not included in the calculation.
- 7.10 For 2023/24 Financial Year rent increases were capped at 7% by central government due to the cost-of-living crisis. Cambridge City Council chose to cap our rent increase during this year at 5%.
- 7.11 Rent set on new build properties will align with the Councils Adopted Housing Strategy at a programme level and implemented through the Portfolio Approach to development adopted in September 2024.
- 7.12 We reserve the right to convert socially rented properties to Affordable Rent in the future provided this is in line with an agreement with either Secretary of State or Homes England. We would consider this as part of the annual budget setting process in consultation with the Housing Advisory Board.
- 7.13 Rent will be charged over a 52-week year except when there are 53 Mondays in a financial year in which case it will be charged for 53 weeks of the year. Where a tenancy starts on any day other than a Monday the first week's rent will be charged on the day the tenancy starts, and a pro-rata amount will be charged for the number of days from the start date up to and including the Sunday that week.

8. Void Rent

- 8.1 The period of time from when one tenancy ends and another commences, is known as a 'Void' period. This means that no-one is effectively the 'tenant', and no rent is due on the property during that time.
- 8.2 Void rent should continue at the last let rent. Where the rent is below formula rent this will be increased to formula rent plus flexibility if a social rent or at the re-calculated affordable rent on the next new letting.

9. Shared Ownership Rent

- 9.1 Shared Ownership rents will be agreed with the leaseholder at the point at which the lease is granted. They will not exceed 3% of the capital value of the unsold equity at the point of the initial sale and will typically average 2.7% across all shared ownership properties sold since April 2022.
- 9.2 Rent will be charged monthly on 1st of each month unless otherwise stated in the lease. Where a lease starts on any day other than the 1st of the month, the first months' rent will be charged on the day the lease starts for the number of days from the start date up to and including the last day of that calendar month.
- 9.3 The relevant annual increase rate for the rental element of a shared ownership property will be determined by the terms of the lease for the property.

10. Commercial Rents

- 10.1 Commercial rents (e.g., shops and offices) will be valued by Cambridge City's Property Services team based on The Royal Institute of Chartered Surveyors valuation methods.
- 10.2 Annual rent reviews will be in line with the relevant lease for the property.

11. Temporary Accommodation Rents

- 11.1 Temporary accommodation rents will be charged at either a social or affordable rent.
- 11.2 Rents will be charged at a social rent unless the property is newly built or refurbished and an affordable rent can be charged due to either an agreement

under grant funding or funded by Right-to-buy receipts. Please refer to section 6 for Social Rents and Section 7 for Affordable Rents.

- 11.3 If any temporary accommodation properties fully meet the criteria set out in the Rent Standard 2020 exemptions categories, then the rent will be set at the relevant Local Housing Allowance rate.
- 11.4 Rent will be charged every Monday over a 52-week year, except when there are 53 Mondays in a financial year in which case it will be charged for 53 weeks of the year. Where a tenancy/licence starts on any day other than a Monday the first week's rent will be charged on the day the tenancy/licence starts and a pro-rata amount will be charged for the number of days from the start date up to and including the Sunday that week.

12. Houses of Multiple Occupation (HMO's) Rents

- 12.1 HMO accommodation rents will be charged at the Local Housing Allowance Rate for shared accommodation rent.
- 12.2 Rent will be charged on a Monday over a 52-week year except when there are 53 Mondays in a financial year in which case it will be charged for 53 weeks of the year. Where a tenancy starts on any day other than a Monday the first week's rent will be charged on the day the tenancy starts, and a pro-rata amount will be charged for the number of days from the start date up to and including the Sunday that week.

13. Garage and Parking Space Rents

- 13.1 Garage and Parking Space Rents will be charged according to our most recent Garage Charging Review. This sets different rent levels for different areas of the city, based upon vicinity to the city centre. It also provides a discount for Council Tenants with a blue badge.
- 13.2 Rent will be charged on a Monday over a 52-week year except when there are 53 Mondays in a financial year in which case it will be charged for 53 weeks of the year. Where a tenancy starts on any day other than a Monday the first week's rent will be charged on the day the tenancy starts, and a pro-rata amount will be charged for the number of days from the start date up to and including the Sunday that week.

14. Ground Rent

- 14.1 The Leasehold Reform (Ground Rent) Act 2022 came into force on 30th June 2022 and restricts landlords from charging Ground Rent on new regulated leases over 21 years in length.
- 14.2 Where CCC is the freeholder of a building or estate and leases out flats or houses within that building or estate on long term leases prior to 30th June 2022, ground rent will be charged annually.
- 14.3 Where CCC is the freeholder of a building or estate and leases out flats or houses within that building or estate on long term leases after 30th June 2022, ground rent will NOT be charged annually.
- 14.4 Ground Rent will typically be charged at a 'peppercorn' rent and this amount will be specified in the lease.

Service Charges

15. The Setting of Service Charges

- 15.1 'Service charges' are for services which CCC, as a landlord, pay for the running of the building and area tenants live in. They are things such as lighting and cleaning shared areas or looking after the grounds and gardens around the building.
- 15.2 CCC will only charge for services detailed in the original legal agreement between CCC and the tenant/leaseholder, unless, either, agreements have subsequently been varied to include additional services or have been consulted and the majority affected agree to the change.
- 15.3 Where tenants have been consulted as in 15.2 above, new chargeable services will not be introduced without consultation and the agreement of the majority of tenants affected. If more than one tenant requests a new, improved, or additional service, the views of all tenants affected by the request will be sought.
- 15.4 Under sections 18-30 of the *Landlord & Tenant Act 1985 (as amended by the Commonhold & Leasehold Reform Act 2002)* there are statutory consultation processes that are required when a service charge is levied. We will ensure that statutory requirements are met.
- 15.5 Charges are apportioned in accordance with the terms of the legal agreement, or where the apportionment method is not defined, apportionment charges are

distributed amongst the residents who benefit from the services for which a charge is being levied.

- 15.6 We operate a fixed service charge regime for social rented homes which is reviewed annually.
- 15.7 We operate a combination of fixed and variable service charge regime for leasehold and shared ownership homes and properties.
- 15.8 Service charges are based on actual costs from previous financial years, unless specified otherwise as part of a legal agreement.
- 15.9 We have a number of different accommodation types, which will have different mechanisms for setting and charging any services charges which are listed below:

Accommodation Type	Description	Service Charge Setting Mechanism	Review Period	Charge Period
General Needs	General housing for families, couples and single persons.	Based on services only, will not include maintenance covered by <i>Landlord and Tenant Act 1985</i> .	Reviewed annually with new charges in April.	Weekly over a 52-week rent year.
Sheltered	Designated housing for persons aged 60 or over	Based on services only, will not include maintenance covered by <i>Landlord and Tenant Act 1985</i> .	Reviewed annually with new charges in April.	Weekly over a 52-week rent year.
Shared Ownership	Property is purchased in shares; rent is charged for the shares still retained by CCC	Services, Maintenance under freeholders' responsibility, sinking funds and insurance costs.	Reviewed annually according to lease.	Monthly charged on 1 st of each month.
Commercial	Properties used for	Services, Maintenance	Reviewed annually	Annual charged

	commercial premises e.g., shops	under freeholders' responsibility, sinking funds and insurance costs.	according to lease.	according to the lease.
Temporary Accommodation	Council Housing used as temporary accommodation for households who are owed a duty under s188 or s193(2) Housing Act 1996.	Based on services only, will not include maintenance covered by <i>Landlord and Tenant Act 1985</i> .	Reviewed annually with new charges in April.	Weekly over a 52-week calendar year.
Houses in Multiple Occupation (HMO's)	Accommodation let as a room only with shared facilities such as bathroom and/or kitchen.	Based on services only, will not include maintenance covered by <i>Landlord and Tenant Act 1985</i> .	Reviewed annually with new charges in April.	Weekly over a 52-week year.
Leaseholders	Properties where we own the freehold of a building and lease a home within that building for example a flat bought via the Right to Buy.	Services, Maintenance under freeholders' responsibility, sinking funds and insurance costs.	Reviewed annually according to lease.	Annually according to the lease.

15.10 Where variations in agreements exist and given due regard to our legal and ethical obligations, we will, in the future seek to harmonise agreements enabling a consistent approach in our charging mechanisms.

15.11 **General Needs, Sheltered, Temporary Accommodation & HMO's:** Rent incorporates provisions for the maintenance and upkeep of the home as a result of fair wear and tear. The service charge/s will not include the cost of maintaining the fabric of the building including communal areas nor for insuring the building. The cost of this is met by CCC from rental income. Tenants will need to make arrangements for their own contents insurance and paying their service charge.

- 15.12 **Shared Owners, Leaseholders or Commercial Leaseholders in flats or apartments:** Subject to lease terms, all costs including maintenance and upkeep of the fabric of the building will be re-charged through Service Charges. Service charges cover all communal services and building insurance. Shared Owners and Leaseholders will need to make arrangements for their own contents insurance and paying their service charges.
- 15.13 **Shared Owners, Leaseholders or Commercial Leaseholders of houses or whole buildings:** Subject to lease terms, all costs including maintenance and upkeep of the fabric of the building will be re-charged through service charges. Service charges are likely to be for communal external areas and services, and buildings insurance. In some cases, the lease may require the shared owner or leaseholder to insure the building, if this is the case they will need to have buildings insurance. In all cases, they will require their contents insurance, any commercial insurance they require and paying their service charge.
- 15.14 **Freeholders of houses:** Subject to the conditions in the transfer documents/deeds of your property, some freeholders may be liable to pay for services provided to the estate where your property is located.
- 15.15 All our customers will be given at least four weeks' notice of their new service charges upon annual review.
- 15.16 When new properties are acquired or built, to which service chargeable services are provided, service charges will be based on an estimate of actual cost until the end of the first full year of provision. Charges for subsequent years will be based on the actual cost.
- 15.17 Information on service charge costs and calculations will be available on request.

16. Services Charges for all accommodation types

- 16.1 We have a number of different service chargeable items for all our accommodation types. Not all properties will have all of the service chargeable items listed in 16.2.
- 16.2 The following list details demonstrates if a service chargeable item is eligible for Housing Benefit (HB) or Universal Credit (UC):

Service Chargeable item	HB/UC Eligible	Applicable only to Shared Ownership, Leasehold and Commercial
Grounds Maintenance of communal areas	✓	X
Grounds Maintenance of own garden where applicable	X	X
Communal Cleaning including windows	✓	X
Caretaking Services	✓	X
Support Charges (i.e., for Scheme Managers in Sheltered)	X	X
Alarm charges for fixed wired alarms in Sheltered Schemes	✓	X
Communal electric, gas, water or sewage charges for heating, lighting and cleaning of communal areas.	✓	X
Heating, Lighting and Water charges for own property where applicable.	X	X
Refuse collection	✓	X
Laundry charge	X	X
Laundry Equipment Servicing and Repairs	✓	X
Fire alarm and Emergency Lighting Servicing & Repairs	✓	X
Fire Fighting Equipment	✓	X
Vertical lift/communal stairlift servicing & repairs	✓	X
Legionella Testing	✓	X
Door entry system	✓	X
Communal TV aerials	✓	X
CCTV	✓	X
Phone line for alarms and door entry	✓	X
Building Insurance	✓	✓
Repairs to Communal areas	✓	✓
Communal Decoration	✓	✓
Interest on arrears	X	✓
Management Fee	✓	X

16.3 The above list may not contain all of our service chargeable items and for any queries on how much of a service charge is covered by HB or UC, can be discussed with one of our Income Officers.

16.4 Our management fee will not exceed 20% of the total service charge.

17. Management Companies and Managing Agent

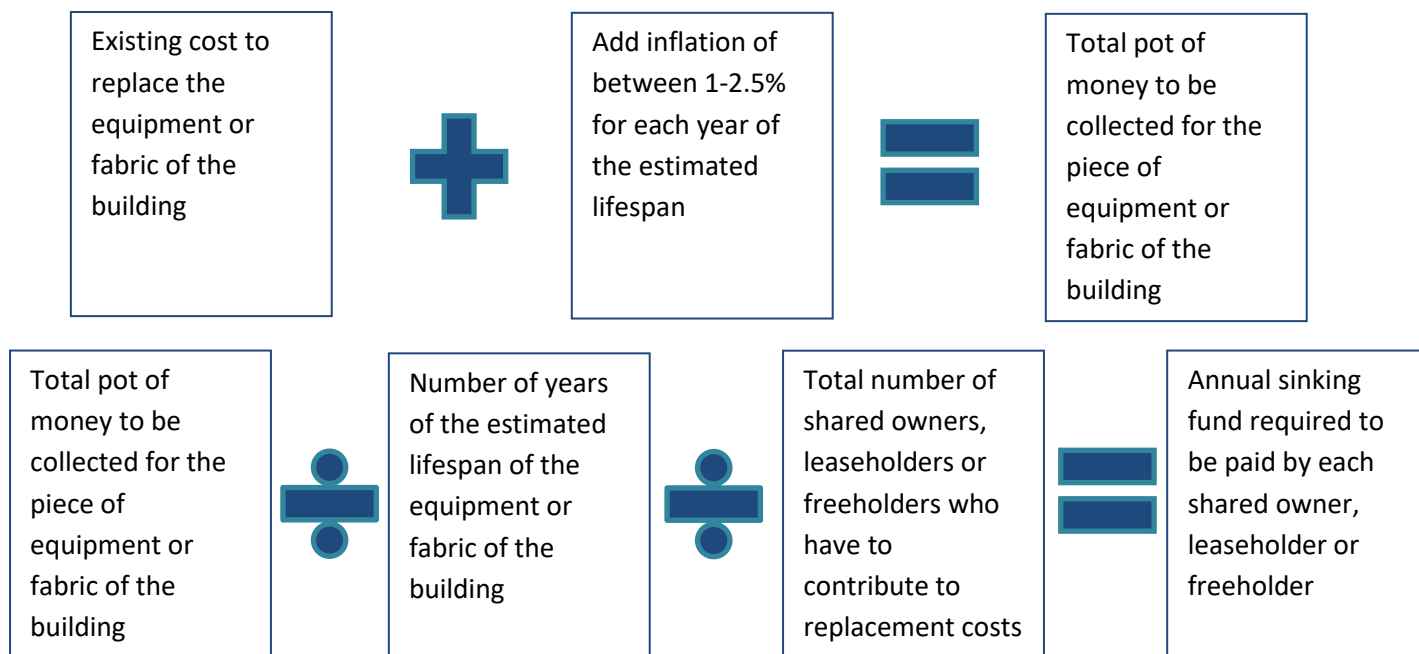
- 17.1 Cambridge City Council has a number of estates where there is a Management Company and managing agent employed to manage communal services and/or repairs for the estate.
- 17.2 For socially rented homes on any estates with a management company the communal services provided will be charged as a service charge including the relevant % of the management charge from the managing agent. Where services fall under the responsibility of the landlord due to them being repairs covered in the rent by The Landlord and Tenant Act 1985, these costs will be paid by the Council and not form part of the service charge.
- 17.3 For affordable rented homes, as stated in 7.2 of this policy any services provided by managing agents will be paid for by the Council as the rent charged is inclusive of service charges.
- 17.4 For shared ownership and leaseholders all services provided by a managing agent will be charged as service charges including all repairs and maintenance services, annual testing of facilities and communal services.

18. Shared Ownership and Leasehold Service Charges

- 17.1 In Line with Section 20 of the *Landlord and Tenant Act 1985*, we will consult with shared owners and/or leaseholders if any major or cyclical works costs are likely to exceed £250 for any shared owner or leaseholder.
- 17.2 If we intend to enter into any contract for longer than a year that we think will cost more than £100 for any shared owner or leaseholder we will consult in accordance with the *Landlord and Tenant Act 1985*. We will consider your views as well as cost, service provision and value for money when making a decision.

19. Sinking Funds

- 18.1 Sinking funds are a mechanism for collecting payment in advance for the replacement of equipment or when the fabric of the building (for example the roof of a block of flats) is replaced. Unless an existing arrangement is in place such as on a new build development site, or it is specifically agreed with customers, sinking funds will not be collected.
- 18.2 Where we do have sinking funds in place, we will use the existing cost of the replacement for the equipment or fabric of the building and use an estimate for the lifespan of the equipment or fabric of the building, they will be calculated as follows:



20. Interest

- 19.1 Cambridge City Council does not charge interest on arrears owed by General Needs, Sheltered, HMO or Temporary Accommodation tenants.
- 19.2 Cambridge City Council reserves the right to charge interest on Rent arrears for Garages, Leaseholders, Shared Owners and Commercial Tenants. The ability and rates of interest will be specified in the terms of the lease or licence.
- 19.3 Cambridge City Council has no liability to pay interest on any credit balances that our Tenants/Residents/Leaseholders have accrued on their rent account.

21. Conclusion

- 20.1 This policy sets out our approach to Rent and Service Charge Setting and our annual rent and service charge review. If more information is required on tenancy agreements/licences/leases for further information on your rights and responsibilities, please seek CCC's advice, or seek independent help.

22. Equality, Diversity, and Inclusion

- 21.1 Cambridge City Council, staff, Councillors, partners, stakeholders, and contractors are committed to providing services, which are relevant and appropriate to the needs of people. We will treat others fairly and without discrimination. Please refer to our [Equality value statement](#) for more details.

23. Policy Review

- 22.1 Rental and Service Charge Income will be monitored and published in quarterly financial monitoring reports, which are presented to Cabinet and published on the Cambridge City Council website.
- 22.2 The Strategic Housing Management Lead, and Finance will be responsible for ensuring the implementation of this policy.
- 22.3 We will review this policy every 5 years, or sooner if there are any changes to legislative, regulatory, best practice or operational issues.

24. Version Control

	Date Required	Completed	Completed by
Policy Adopted	October 2025		Samantha Shimmon
Review Required			
Review Required			
Review Required			

Appendix 1

Example of how a social formula rent is calculated: -

This example of setting a social formula rent is based on a 2-bedroom general needs house in Cambridge. It is calculated in line with the Rent Standard – April 2020 and the accompanying Policy statement on rents for social housing.

70% of property rent based on local earnings

Local Average Earnings are £330.01, national average is £316.40

So $£330.01 \text{ divided by } £316.40 = 1.0430$

Bedroom weighting (2 beds) is 1

So $(£54.62 \times 1.0430 \times 1) * 70\% = £39.88$

Add to this 30% of property based on relative property value

Average sector rent* for England for 2000 is £54.62.

Relative property value of £100,000, national average is £49,750

So $£100,000 \text{ divided by } £49,750 = 2.01$

So $(£54.62 * 2.01) * 30\% = £32.94$

Add these two together gives the target or formula rent

$£39.88 + £32.94 = £72.82$

Cumulative multiplier added for 2025/26

$£72.82 * 2.133723 = £155.38$

Notes:

* The 'average sector rent' is the national average rent for the Registered Provider sector. Values were set in April 2000 and increased by inflation each year. The table below shows this inflation rise and the relevant cumulative multiplier:

Social Rent Inflation

Financial Year	Formula	RPI / CPI (Previous September)	Plus	Annual Rent Up Rate	Formula rent Up rated for the Year
2001/02	RPI + 0%	3.3%	1%	1.043	
2002/03	RPI + 0.5%	1.7%	0.5%	1.022	1.065946
2003/04	RPI + 0.5%	1.7%	0.5%	1.022	1.089397
2004/05	RPI + 0.5%	2.8%	0.5%	1.033	1.125347
2005/06	RPI + 0.5%	3.1%	0.5%	1.036	1.165859
2006/07	RPI + 0.5%	2.7%	0.5%	1.032	1.203167
2007/08	RPI + 0.5%	3.6%	0.5%	1.041	1.252497
2008/09	RPI + 0.5%	3.9%	0.5%	1.044	1.307607
2009/10	RPI + 0.5%	5.0%	0.5%	1.055	1.379525
2010/11	RPI + 0.5%	-1.4%	0.5%	0.991	1.367109
2011/12	RPI + 0.5%	4.6%	0.5%	1.051	1.436832
2012/13	RPI + 0.5%	5.6%	0.5%	1.061	1.524479
2013/14	RPI + 0.5%	2.6%	0.5%	1.031	1.571738
2014/15	RPI + 0.5%	3.2%	0.5%	1.037	1.629892
2015/16	CPI + 1%	1.2%	1%	1.022	1.665750
2016/17	CPI + 1%	N/A	-1%	0.99	1.649093
2017/18	CPI + 1%	N/A	-1%	0.99	1.632602
2018/19	CPI + 1%	N/A	-1%	0.99	1.616276
2019/20	CPI + 1%	N/A	-1%	0.99	1.600113
2020/21	CPI + 1%	1.7%	1%	1.027	1.643316
2021/22	CPI + 1%	0.5%	1%	1.015	1.667966
2022/23	CPI + 1%	3.1%	1%	1.041	1.736352
2023/24	CPI + 1%	10.1%	1%	1.111	1.929088
2024/25	CPI + 1%	6.7%	1%	1.077	2.077628
2025/26	CPI + 1%	1.7%	1%	1.027	2.133723

Supported (including sheltered) rent inflation

Financial Year	Formula	RPI / CPI (Previous September)	Plus	Annual Rent Up Rate	Formula rent Upated for the Year
2001/02	RPI + 0%	3.3%	1%	1.043	
2002/03	RPI + 0.5%	1.7%	0.5%	1.022	1.065946
2003/04	RPI + 0.5%	1.7%	0.5%	1.022	1.089397
2004/05	RPI + 0.5%	2.8%	0.5%	1.033	1.125347
2005/06	RPI + 0.5%	3.1%	0.5%	1.036	1.165859
2006/07	RPI + 0.5%	2.7%	0.5%	1.032	1.203167
2007/08	RPI + 0.5%	3.6%	0.5%	1.041	1.252497
2008/09	RPI + 0.5%	3.9%	0.5%	1.044	1.307607
2009/10	RPI + 0.5%	5.0%	0.5%	1.055	1.379525
2010/11	RPI + 0.5%	-1.4%	0.5%	0.991	1.367109
2011/12	RPI + 0.5%	4.6%	0.5%	1.051	1.436832
2012/13	RPI + 0.5%	5.6%	0.5%	1.061	1.524479
2013/14	RPI + 0.5%	2.6%	0.5%	1.031	1.571738
2014/15	RPI + 0.5%	3.2%	0.5%	1.037	1.629892
2015/16	CPI + 1%	1.2%	1%	1.022	1.665750
2016/17	CPI + 1%	-0.1%	1%	1.009	1.680742
2017/18	CPI + 1%	N/A	-1%	0.99	1.663935
2018/19	CPI + 1%	N/A	-1%	0.99	1.647296
2019/20	CPI + 1%	N/A	-1%	0.99	1.630823
2020/21	CPI + 1%	1.7%	1%	1.027	1.674855
2021/22	CPI + 1%	0.5%	1%	1.015	1.699978
2022/23	CPI + 1%	3.1%	1%	1.041	1.769677
2023/24	CPI + 1%	10.1%	1%	1.111	1.966111
2024/25	CPI + 1%	6.7%	1%	1.077	2.117502
2025/26	CPI + 1%	1.7%	1%	1.027	2.174675

Appendix 2

Rent Flexibility Statement

Cambridge City Council is using the 5% rent flexibility (10% for Sheltered Schemes) to be added on top of formula rent for its homes let at a social rent.

As an example, if the formula rent is £155.38, 5% of this is £7.77 so we would charge £163.15 per week on a 52-week basis.

Cambridge City Council currently has many competing demands that need to be covered in the HRA Business Plan, including the need to ensure all properties are maintained to a high standard, new requirements set in legislation such as the Social Housing Regulation Act 2023 (including Awaab's Law), Building Safety Act 2022 and Fire Safety (England) regulations are adhered to, alongside ensuring that the Council's commitment to ensure all of the HRA stock can achieve Energy Performance Certificate (EPC) rating of Band C by 2030.

It is evident from the commitments above that there is significant investment required to both maintain, improve, and increase our stock. Accordingly, providing the level of investment required going forward is going to be a major challenge, which will require significant innovation and hard decisions. To summarise, achieving what is required, and both maintaining and further improving the quality of the HRA stock won't be possible without applying rent flexibility.



REPORT TITLE: NORTH CAMBRIDGE FRAMEWORK FOR CHANGE

To: Cabinet 21st October 2025

Lead Member: Gerri Bird, Cabinet Member for Housing

Report by:

Benedict Binns, Assistant Director, Development

Tel: 01223 450000 Email: ben.binns@cambridge.gov.uk

Wards affected:

Arbury, King's Hedges, West Chesterton, East Chesterton

Director Approval: Director Lynne Miles confirms that the report author has sought the advice of all appropriate colleagues and given due regard to that advice; that the equalities impacts and other implications of the recommended decisions have been assessed and accurately presented in the report; and that they are content for the report to be put to the Executive Councillor for decision.

1	Recommendations
1.1	<p>That Cabinet notes:</p> <ol style="list-style-type: none"> I. The Council's corporate vision for <i>North Cambridge – the Framework for Change</i> – and the Consultation Report II. The analysis of the area, its opportunities and challenges, the council's strategic objectives, the Design Code, which is now a Supplementary Planning Document, and the outcome of the local consultation exercise carried out in May/June 2024 III. The wide range of issues identified that will require co-operation across a range of Council teams and external agencies. IV. The steps proposed in the report to co-ordinate response to these issues. Different funding streams will have a role in meeting these objectives and financial constraints will affect the pace of progress. Localised development proposals will also contribute. V. The recommendations support increased council housing in the city and the council's bid for a Strategic Partnership with Homes England VI. That a public consultation process will take place in autumn 2025 on the North Cambridge Framework for Change Report and in parallel the proposals for Arbury Court and Kingsway, parts of Brackley Close, Rutland Close and Verulam Way

1.2	<p>That Cabinet agrees to:</p> <ol style="list-style-type: none"> I. Approve that the Arbury Court and Kingsway, parts of Brackley Close, Rutland Close and Verulam Way scheme be included in the Housing Capital Programme, with an indicative capital budget of £81,200,000 subject to Homes England Funding to cover all site assembly, construction costs, professional fees and further associated fees, to deliver a mixed tenure housing scheme which meets the identified need in Cambridge. Budget will be drawn down from the sum already approved for investment in new homes and not yet allocated. II. Authorise the Assistant Director, Development in consultation with the Cabinet Member for housing to approve variations to the scheme including the number of units and mix of property types, sizes and tenure. III. Delegate authority be given to the Cabinet Member for Housing in conjunction with the Assistant Director, Development to enable the sites at Arbury Court, Kingsway, parts of Brackley Close, Rutland Close and Verulam Way to be developed through Cambridge Investment Partnership (CIP) or through an alternative procurement route subject to a value for money assessment to be carried out on behalf of the Council. IV. Authorise, subject to III, the Assistant Director in consultation with the Cabinet member for Housing to approve the transfer of the land for Arbury Court, Kingsway, parts of Brackley Close, Rutland Close and Verulam Way shown edged red on the attached plan in Appendix 3 and 5 to a third party for redevelopment. The transfer will be at a value provided by a further independent valuation. V. Authorise, subject to III, the Assistant Director of Development in consultation with the Cabinet member for Housing to approve an Affordable Housing Agreement with a third party for the purchase of 206 affordable homes. This agreement will be at a value provided by an independent valuer. VI. With effect from the submission of a planning application for Arbury Court, approve (a) the purchase of the leasehold and freehold properties and (b) the issue of Home Loss and Disturbance payments to qualifying Council occupiers and Home Loss, Basic Loss and Disturbance payments to qualifying owners at the addresses at Arbury Court, Kingsway, Brackley Close, Verulam Way and Rutland Close detailed in this report. VII. Delegate authority to the Assistant Director of Development to make a Compulsory Purchase Order in respect of any leasehold interests at Kingsway, Brackley Close and Arbury Court and any of the 5 freehold households on Rutland Close and Verulam Way identified for possible redevelopment that cannot be acquired by private treaty within a reasonable timescale and at a reasonable cost subject to the Director of Place being satisfied that there is a compelling case in the public interest for the use of compulsory purchase
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	<p>powers, and that all legal and policy requirements for the making and confirmation of a CPO have been met</p>
VIII.	<p>Delegate authority to the Assistant Director, Development to serve initial Demolition Notices under the Housing Act 1985.</p>
IX.	<p>Delegate Authority to the Assistant Director of Housing and Homelessness to approve a local lettings plan for the proposed developments.</p>
X.	<p>Approve that a budget of £10,000 be allocated out of the approved new build housing budget and the use of the land at the Woodhouse Way as a site for delivery of modular (pod) housing to serve former rough sleepers.</p>
XI.	<p>Delegate authority to the Chief Property Surveyor in consultation with the s151 Officer to approve the terms of lease of the land at Woodhouse Way to a third-party charitable organisation.</p>

2	Executive Summary
2.1	<p>The council has an opportunity to invest in one of the most deprived parts of the city and truly change people's lives through a coordinated place-making approach delivering new homes, new community facilities, and giving a new lease of life to a much-loved shopping centre. Up to 410 new homes are proposed including at least 206 council homes replacing sub-standard existing council homes – with the new homes built to meet modern space standards, and to be more energy efficient and cheaper for tenants to run.</p> <p>There is also the opportunity to deliver an additional 200 homes (potentially 100 council homes).</p> <p>By delivering regeneration in a coordinated way in the north of the city, we will also be able to consider improvements to parks and open spaces, streets and travel, and community facilities.</p>
2.2	<p>We have heard from local people during multiple consultations in recent years that council homes are in poor condition and that residents have felt not enough investment has been put into homes and community facilities in north Cambridge.</p>
2.3	<p>It is unaffordable for the council to always refurbish ageing council homes that are in poor condition, with damp and mould, fire and safety risks, and coming to the end of their life. Investing in regenerating these estates can be the best way to provide current and future council tenants with high-quality homes, which is the council's ongoing mission as we work to improve accommodation standards for current tenants, and build high-quality homes to help address shortage of affordable homes in the city.</p>
2.4	<p>The council has a strong track record of supporting both tenants and home owners to move out of ageing homes as part of regeneration projects like this. Every household is provided with bespoke 1-2-1 support, which includes compensation as well as practical and financial support to find and move into a suitable new home, taking each household's unique circumstances into account.</p>
2.5	<p>To be able to afford to build council homes and community facilities we need government funding. The government has made a commitment to build more homes, including more affordable homes. The new 2026-2036 Social and Affordable Homes Programme (SAHP) has a core to maximise supply – particularly of Social Rent homes.</p> <p>This autumn, the council will be making an application to Homes England to bid for strategic partnership to deliver more council homes with grant funding.</p> <p>This report outlines how the council can ensure it is well placed to secure grant funding to deliver more council homes.</p>

2.6	<p>The council, through its partnership with Hill – the Cambridge Investment Partnership (CIP) - delivers 75% of affordable homes within the city. Recently, CIP delivered its 1000th home, including 650+ net new council homes, and has been a top ten council house builder for the last two years.</p> <p>Delivering more affordable homes to meet the growth of Cambridge has been made more challenging as a result of the government's decision not to fund the relocation of Anglian Water's Waste Water Treatment Plant. This means that the Hartree development on the current site will not be able to be delivered, including over 2000 affordable homes.</p>
2.7	<p>At Housing Scrutiny Committee (HSC) on 17th September 2024 approval was given to develop a corporate vision for north Cambridge - the <i>Framework for Change</i> - to guide potential estate redevelopment or refurbishment, and land development within the proposed North Cambridge Design Code area. The North Cambridge Neighbourhoods Design Code was officially adopted as a Special Planning Document (SPD) in April 2025. This corporate vision for north Cambridge will be referred to as the <i>Framework for Change</i> throughout the report.</p>
2.8	<p>The Consultation on the <i>Framework for Change</i> took place in May/June 2025 and the Engagement Report - Appendix 1 - reports the following</p> <p>Older Council Housing Estates Feedback highlighted antisocial behaviour and safety concerns, poor insulation, damp, mould, and outdated facilities. Residents emphasised the need for any new housing to be high-quality and affordable, as well as preserving the character of the area.</p> <p>Arbury Court and Community Facilities Feedback from residents was that Arbury Court is valued but seen as outdated and underused. Residents want modernised facilities, better maintenance, more diverse shops and social spaces, and improved safety and accessibility. While there's support for regeneration, there are concerns about losing existing traders and services.</p> <p>Parks and Open Space Residents value green spaces but seek better access, safety, and maintenance. There's strong demand for improved facilities for children and young people, more inclusive and accessible design, and actions to boost biodiversity and climate resilience.</p> <p>Streets and Travel Cyclist and pedestrian safety are major concerns, with several dangerous roads highlighted. Residents report traffic congestion, poor parking (especially near schools), and limited public transport links. While many prefer active travel options, they want more practical infrastructure to support walking and cycling.</p>

2.9	<p>Appendix 2 - North Cambridge Framework Report by PRP is the design response that puts forward proposals on wider opportunities and identified focus areas.</p> <p>The Framework is a high-level vision for North Cambridge focusing on Arbury Court, Kingsway and Brackley Close, Arbury Town Park, Pulley Park, and Nun's Way Recreation Ground. For each focus area, site-specific analyses and opportunity assessments informed a design rationale, enabling the formulation of high-level proposals.</p> <p>This Framework is driven by three key elements: an urban and context analysis of the area, community feedback, and general principles for the area set in the Cambridge Neighbourhoods Design Code for Arbury, King's Hedges, and parts of West Chesterton Supplementary Planning Document (2025)</p>
2.10	<p>Following feedback from the May/June consultation and building upon the design response from PRP the council is proposing to consult further from 11th November till 16th December on:</p> <ol style="list-style-type: none"> 1. investment proposals for the redevelopment of Arbury Court, Kingsway, parts of Brackley Close, Rutland Close and Verulam Way; 2. the launch of Shaping North Cambridge with the development of a programme of placemaking proposals in the local community; 3. proposals to enable modular homes with It Takes a City 4. feedback on the council's corporate vision for <i>North Cambridge – the Framework for Change</i>
2.11	<p>The Greater Cambridge Shared Planning Service will also carry out the next stage of consultation on the emerging Local Plan covering the whole of Cambridge and South Cambridgeshire. This will be a distinct exercise from the consultations proposed in this report.</p>

2.12	<p>Arbury Court</p> <p>The council will consult on investment proposals to redevelop Arbury Court is an opportunity to unlock vital new homes in the north of the city – with 213 new homes proposed, including 107 council homes - while acknowledging what works well currently and rethinking how to provide better community facilities and services in a regenerated Arbury Court, including a new park and play area, reprovision of the library and the Sikh temple.</p> <p>The inclusion and reprovision of the library and the Sikh temple will require agreement with Cambridgeshire County Council and Cambridge Gurdwara respectively. Discussions are continuing. There is also potential for the delivery of up to 200 further new homes, including 100 council homes, on part of the neighbouring North Cambridge Academy site. The council is in dialogue with Meridian Trust and Cambridgeshire County Council.</p> <p>As with all other council regeneration projects in Cambridge, any tenants who would be required to move out of their home would be supported with financial compensation, logistical and financial help to move, and high-priority access to find the right council home in Cambridge for them, including brand new homes. Similarly, the 10 leaseholders at Arbury Court would be supported through the process of selling their home and buying a suitable new home.</p> <p>Proposals also include a commitment from the council to ensure that all current commercial tenants will be able to trade throughout the development process, maintaining business continuity and ensuring that services remain available to the community during the transition period. The proposals also include a commitment to a park / play area continuing to be available throughout any development period.</p> <p>The total estimated cost to the Council for the delivery of this scheme is £38.2 million including all site assembly, construction costs, professional fees and further associated fees</p>
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2.13	<p>Kingsway, parts of Brackley Close, Rutland Close and Verulam Way</p> <p>At the same time the council will also consult on investment proposals for Kingsway, parts of Brackley Close, Rutland Close and Verulam Way which would similarly see approximately 197 new homes built, including at least 99 council homes, with a new park being proposed to replace the existing open space. The project team will look to deliver net gain of council homes.</p> <p>As with all other council regeneration projects in Cambridge, any tenants who would be required to move out of their home would be supported with financial compensation, logistical and financial help to move, and high-priority access to find the right council home in Cambridge for them, including brand new homes.</p> <p>The proposal also includes plans to buy back 41 privately owned homes to unlock the site, to enable the council to build higher-quality new council homes. Not buying these homes would substantially limit the council's ability to redevelop the site. The council is in direct contact with all home owners to discuss the proposals on a 1-2-1 basis, including talking through the compensation, and logistical and financial support to purchase a new home.</p> <p>The total estimated cost to the Council for delivering this project is £43m including all site assembly, construction costs, professional fees and further associated fees</p>
2.14	<p>Shaping North Cambridge Project</p> <p>The Council's Communities Team has established the 'Shaping North Cambridge' project to build on the consultation findings and develop a programme of placemaking proposals within local communities in North Cambridge. This will be an ongoing project and will be launched in November during the next consultation</p> <p>A place-based neighbourhood approach will be led by Communities Group, overseeing a programme of works to ensure the community can continue to influence decision making and where possible, community led ideas can be driven locally. This work is already underway with funding and investment being provided to local community and voluntary sector and is in progress in close collaboration with a broad set of internal and external key stakeholders services within the council, county council, local NHS, schools and community safety partnership.</p>
2.15	<p>Woodhouse Way Modular Homes</p> <p>Taking a place-making approach in the north of the city also means we are proposing to provide six new modular homes on Woodhouse Way to support people making the difficult move away from rough sleeping into permanent accommodation.</p> <p>The location of the modular homes is shown at Appendix 8. The design will take into account existing access routes used by local residents.</p>

2.16	<p>If councillors approve the plans in this report, a further consultation will run during November and December 2025 to seek feedback from local people on the proposals. The proposals are likely to evolve ahead of any planning application for Arbury Court being submitted in September 2026 at the earliest.</p> <p>Once the Arbury Court planning application has been submitted, affected council tenants in Arbury Court, Kingsway, parts of Brackley Close, Rutland Close and Verulam Way would all be given highest priority to start bidding on council homes of their choice, including any newly built council homes. The council will open negotiations with leaseholders and freeholders once the planning application has been submitted. We will contact every household to provide bespoke 1-2-1 support and consider individual circumstances.</p> <p>In accordance with the motion passed by the Council in July 2025, the council is committed to ensure that any commercial tenants are able to trade throughout any redevelopment period.</p>
3	Alternative options considered
3.1	<p>Do nothing:</p> <p>Much of the area is covered by the North Cambridge Design Code. This is an important document to guide future thinking and investment, but a code does not, in itself, deliver investment and change. Some of the estates across Arbury and King's Hedges are ageing and approaching the end of their design life. Redevelopment and refurbishment options need to be considered. A report to Housing Scrutiny Committee (HSC) in January 2022 (22/8/HSC) identified the need to address issues at Kingsway. Arbury Court is also in need of investment. Doing nothing would also fail to identify opportunities to provide new homes.</p>

3.2	<p>Issue by issue and estate by estate:</p> <p>This approach is possible but would not deliver a coherent placemaking approach. The issues identified draw in a wide range of agencies but a placemaking approach can bring greater coherence and link these to investment.</p> <p>The ageing estates in some cases present challenges to the viability of both refurbishment and redevelopment. Estate by estate, opportunities to develop viable packages of schemes may be lost. A broader approach can offer greater flexibility to meet these challenges. This is important if the supply of new affordable housing is to be achieved in the context of the viability challenges.</p> <p>Arbury Court is just one part of an important District Centre providing retail and a library alongside neighbouring community buildings – church, temple, school, doctors and dentists surgeries etc. It is important to consider it as part of that strategic whole.</p>
4	Background and key issues
4.1	At HSC on 17th September 2024 approval was given to develop a <i>Framework for Change</i> as a Corporate Vision to guide potential estate redevelopment or refurbishment, and land development within the proposed North Cambridge Design Code area (24/43/HC). It highlighted Arbury Court's importance as a local centre and the wider issue of ageing estates. The Executive Councillor also noted that commercial lease negotiations at Arbury Court is now reflecting its potential role as a future District Centre.
4.2	Commencement of work on <i>Framework for Change</i> through the Cambridge Investment Partnership was approved by Housing Scrutiny Committee in September 2024
4.3	<p>CIP appointed PRP Architects through a competitive tender process to develop the <i>Framework for Change</i> and ECF to lead the consultation process. Additional engagement activities were also carried out by Council officers. This included meetings with commercial tenants, a door-to-door survey of residents at Arbury Court and Backley Close and a meeting held at Arbury Community centre for Arbury Court residents.</p> <p>It should be noted that a resident consultation event was held at Kingsway in November 2021. The outcome of the consultation was reported to HSC in January 2022. At the time, the decision taken at HSC was to prioritise the redevelopment of Hanover Court and Princess Court to take advantage of the decant opportunities arising from the CIP schemes at Mill Road and Cromwell Road.</p>
4.4	Attached as Appendix 2 is the <i>Framework for Change</i> Report. This report sets a framework for regeneration and development of North Cambridge and is intended to guide coordinated place making efforts across the area.

4.5	The interim report proposals are derived from the consultation feedback, urban design and context analysis and North Cambridge Neighbourhoods Design Code. It puts forward initial key suggestion on wider opportunities and identified focus areas. Many of the focus areas require further work including input from other Council teams. Separate proposals are presented within this report for priority sites.
4.6	North Cambridge Neighbourhoods Design Code
4.6.1	<p>The <i>Framework for Change</i> follows on from the North Cambridge Neighbourhoods Design Code which was officially adopted as SPD in April 2025. The Design Code identified the following principles:</p> <ul style="list-style-type: none"> • Make Space for Nature: • Prioritise Walking and Cycling: • Thriving Public Spaces: • Enhance Character: • Increase Sustainability:
4.6.2	As an SPD the Design Code states that it “will build upon and provide more detailed guidance on how to apply policies in the adopted Cambridge City Council Local Plan 2018”.
4.6.3	The Design Code notes: “Developing this pilot area code without specific proposal, has highlighted the need for an overarching spatial framework for the area that takes forward the principles and priorities identified in the design code, working closely with the local community through focused and collaborative plan making.”
4.6.4	The Design Code notes that many of the estate buildings have reached or will soon be reaching the end of their design life. It notes the opportunity to improve design and provide better homes through redevelopment and the need to consider the sustainability implications of this. It does not identify the estates in question, and it does not directly address the need for additional homes, particularly affordable homes, but this remains a key Council priority. The level of Council ownership of land and buildings is a key factor in identifying deliverable outcomes.
4.6.5	In establishing the process to create the <i>Framework for Change</i> it was recognised that “large parts of the area are settled housing which will not be part of any redevelopment. However, work is needed to ensure a co-ordinated place-making approach.”
4.6.6	<p>The Framework focusses on four areas to create this place-making approach while focussing on key Council priorities and deliverable outcomes.</p> <ol style="list-style-type: none"> 1) Older council housing estates 2) Open and green spaces 3) Arbury Court and the surrounding community facilities 4) Streets and travel

4.6.7	<p>The Design Code area was taken as the starting point, but adjustments were made to study area to reflect key influences by major neighbouring developments and any emerging proposals:</p> <ol style="list-style-type: none"> 1) East Chesterton which adjoins the North East Cambridge Area Action Plan (NECAAP) was included . 2) Area west of Histon Road mostly influenced by Darwin Green, was excluded. 3) Noting the central importance of Arbury Town Centre, the neighbouring area of West Chesterton Ward was included.
4.6.8	<p>Where the boundary of the Framework area sits against the North East Cambridge Area Action Plan (NECAAP), the boundary of NECAAP was followed . The recent Central Government decision on Hartree has raised new questions, and proposals for the area of East Chesterton included in the Framework will need to be considered in that context.</p>
4.7	<p>Consultation, engagement and communication</p>
4.7.1	<p>The first consultation was carried out from 7th May to 18th June 2025 and focused on four main aspects, grounded in principles set by design code:</p> <ol style="list-style-type: none"> 1) Older council housing estates 2) Green and open Spaces 3) Arbury Court and the surrounding community facilities 4) Streets and travel
4.7.2	<p>The engagement process carried out was based on a robust engagement strategy and stakeholder mapping, involving 1-2-1 sessions, workshops, door knocking, targeted group sessions, pop-ups, surveys and online platforms to ensure broad and inclusive participation.</p>
4.8	<p>Outcomes of the Consultation</p> <p>The Engagement Report is presented in Appendix 1. The main outcomes of the consultation for each of the four specific areas are as below:</p>

4.8.1	<p>Older Council Housing Estates</p> <p>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, storage, and absence of private outdoor spaces. Key concerns include antisocial behaviour and safety</p> <p>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. There is anxiety amongst some residents about potential redevelopment of council estate with the assumption that this may lead to displacement, rent increases, and loss of community spirit.</p> <p>It should be noted that the previous consultation on Kingsway in in 2021 showed 85% of those who did respond considered that the estate was in need of regeneration.</p>
4.8.2	<p>Parks and Open Spaces</p> <p>Residents value green spaces but seek better access, safety, and maintenance. There's strong demand for improved facilities for children and young people, more inclusive and accessible design, and actions to boost biodiversity and climate resilience.</p>

4.8.3	<p>Arbury Court and Community Facilities</p> <p>Arbury Court is valued locally but also seen as outdated and underused. Residents want modernised facilities, better maintenance, more diverse shops and social spaces, and improved safety and accessibility. While there's support for regeneration, there are concerns about losing existing traders and services.</p> <p>Ahead of the official consultation launch in May 2025, officers prioritised early engagement with commercial tenants trading from Arbury Court and individual meetings were offered to discuss specific circumstances and concerns on Friday 11th April and Monday 14th April.</p> <p>A general drop-in session for commercial leaseholders was also held on Thursday 24th April at The Meadows Community Centre. Ward councillors from Arbury, King's Hedges, East Chesterton and West Chesterton were invited. The session was attended by Cllr Gerri Bird, Cabinet Member for Housing, alongside officers from the Development and Property teams. Attendees included five traders. Two traders also participated in further community workshops, raising specific questions which were discussed and responded to.</p> <p>The main issues raised by traders have been:</p> <ul style="list-style-type: none"> • A desire for 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. <p>Overall feedback from the first round of public consultation focussed on the centre as a commercial centre and a focal point for the area. The feedback highlights that while some shops are highly valued, there is a clear opportunity to improve Arbury Court with a more attractive offer. To assist the council, officers have commissioned a study on the current commercial offer and its future potential. This process includes engagement with the current commercial tenants which is ongoing.</p>
4.8.4	<p>Streets and Travel Cyclist and pedestrian safety are major concerns, with several dangerous roads highlighted. Residents report traffic congestion, poor parking (especially near schools), and limited public transport links. While many prefer active travel options, they want more practical infrastructure to support walking and cycling.</p>
5	<p>Proposals</p>

5.1	<p>There will be further consultation carried out through 11th November till 16th December on:</p> <ol style="list-style-type: none"> 1) investment proposals for the redevelopment of Arbury Court, Kingsway, parts of Brackley Close, Rutland Close and Verulam Way; 2) the launch of Shaping North Cambridge with the development of a programme of placemaking proposals in the local community; 3) proposals to enable modular homes for It Takes a City 4) feedback on the council's corporate vision for <i>north Cambridge – the Framework for Change</i>.
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5.2	<p>Arbury Court</p> <p>The council will consult on investment in a mixed tenure regeneration proposal project providing up to 213 new homes with 107 council homes (50% of total), new commercial units, and play area. Appendix 3 shows the outline boundary for the proposed development.</p> <p>The inclusion and reprovion of the library and the Sikh temple will require agreement with Cambridgeshire County Council and Cambridge Gurdwara respectively. Discussions are continuing. There is also potential for the delivery of up to 200 (potentially 100 council homes) further new homes on part of the neighbouring North Cambridge Academy site. The council is in dialogue with the Meridian Trust and the County Council who own the site. Ownership is demonstrated the Appendix 4</p> <p>Community facilities form an integral part of the regeneration plans. A new Gurdwara temple and library will be developed while retail and commercial opportunities will also be included, with the same amount of commercial space to be re-provided. To assist the council, officers have commissioned a study on the current commercial offer and its future potential.</p> <p>Proposals include a commitment from the council to ensure that all current commercial tenants will be able to trade maintaining business continuity throughout the development process ensuring that services remain available to the community during the transition period. In addition, the council will ensure that the community will always have access to a play area during construction.</p> <p>A key feature of the scheme is the reprovion of open space through the creation of a new green space and park in the middle of the site which will support biodiversity and strengthening the sense of place within the neighbourhood.</p>
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The total estimated cost to the Council for the delivery of this scheme is £38.2 million.

5.3

Kingsway, parts of Brackley Close, Rutland Close and Verulam Way

At the same time the council will also consult on investment proposals to deliver approximately 197 new homes including 99 council homes (52% of the total) replacing the older housing estates at Kingsway, parts of Brackley Close, Rutland Close and Verulam Way. Appendix 5 shows outline boundary for the proposed development

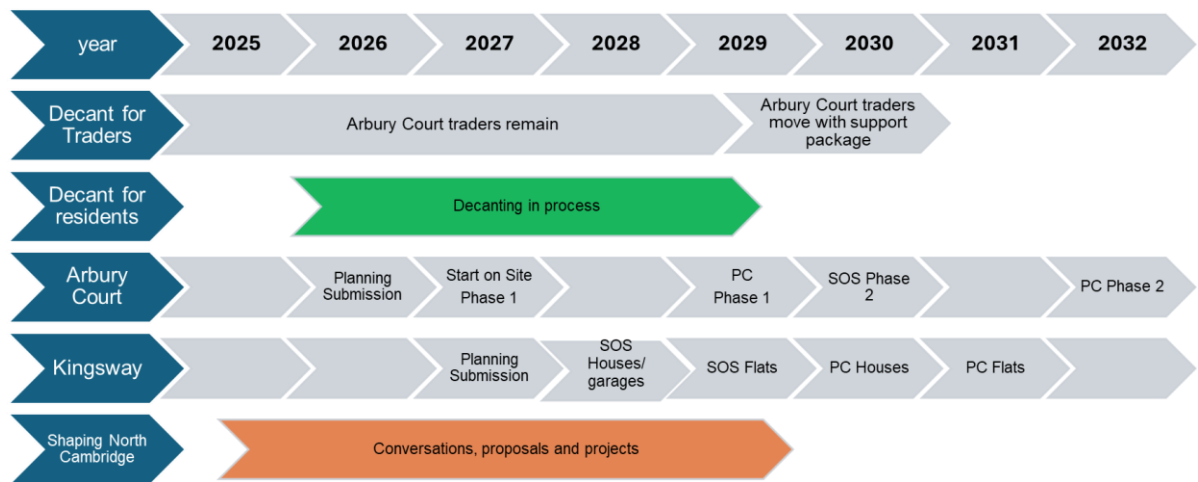
Kingsway and Brackley Close have been under review as part of Cambridge City Council's wider estate regeneration agenda. While piecemeal improvements and small conversions are extending the life of the estates, redevelopment is still seen by many as the most sustainable option.



The total estimated cost to the Council for delivering this project is £43 million

5.4	<p>Woodhouse Way Modular Homes</p> <p>The project involves the delivery of six modular homes for former Rough Sleepers on existing garage sites at Woodhouse Way. The site has been identified followed by the success of the modular homes delivered in other parts of the city and scheme is designed to optimise underused land (garages) while retaining rear access for surrounding homes to minimise disruption to existing residents.</p> <p>The modular homes are proposed to be delivered in partnership with <i>It Takes a City</i>, with Council involvement limited to guidance, and legal and administrative oversight. £10,000 to be allocated out of the approved new build housing budget to the project.</p>
5.5	<p>Shaping North Cambridge Project</p> <p>The first round of consultation highlighted a wide range of important issues and priorities raised by the community. While regeneration provides an opportunity to respond to some of these matters, it is clear that not all suggestions or concerns can be addressed solely through this process.</p> <p>In recognition, the Council's Communities Team has established the 'Shaping North Cambridge' project to develop a programme of placemaking proposals in the local community</p> <p>The Shaping North Cambridge project will:</p> <ol style="list-style-type: none"> 1) Manage placemaking proposals that involve multiple council teams and other agencies 2) Aggregate and "crowd in" multiple funding streams including s106 funding 3) develop and expand existing programmes of community involvement 4) Co-ordinate, monitor and promote progress
5.6	<p>Consultation</p> <p>The second stage for consultation is planned from 11th November to 16th December. Consultation with affected tenants, leaseholders (residential and commercial) and freeholders will continue in parallel alongside the second stage of the public consultation for the North Cambridge Framework For Change.</p> <p>The consultation process is summarised in the table below.</p>

5.6.1



5.6.2	<p>Tenants, leaseholders and freeholders affected the proposal have been written to with dates of events of drop ins. There will be liaison groups established from November.</p> <p>The broad public consultations will include surveys, events, drop-ins, webinar, targeted outreach, schools, door knocking, youth workers, disability group, harder-to-reach groups as well as area-based community workshops and stakeholder meetings .The main activities are outlined below:</p> <p>Second Stage of Public Consultation on Framework For Change - Main Events:</p> <p>Survey - Live from 11th November to 26th December (hard copies available at Arbury Court Library- John bike Shop and Meadows Community Centre)</p> <p>Drop in events/workshops:</p> <ul style="list-style-type: none"> • Drop-in 1 : Monday 17 November, Arbury Community Centre from 5.30-7.00pm • Drop-in 2: Saturday 22 November, Meadows Community Centre from 11.00am-12:30pm • Drop-in 3: 1 December, Browns Field Community Centre from 5.30-7.00pm <p>Webinar: Thursday, 27 November from 6.00-7.30pm</p> <p>Planned community engagement will include activities below and detailed information will be uploaded to https://engage.cambridge.gov.uk/en-GB/folders/north-cambridge-framework-for-change</p> <ul style="list-style-type: none"> • Targeted door knocking • Pop ups at NCA, North Cambridge Station and Arbury Court • Youth and Accessibility workshops • Idea Exchange events • 1-2-1 stakeholder meetings • Meetings with Commercial tenants
5.7	Decant proposals

5.7.1	It is proposed to offer emergency banding to all affected council tenants from the planning submission of Arbury Court targeting September 2026. From this date, all tenants at Kingsway, parts of Brackley Close, Rutland Close and Verulam Way and Arbury are given highest priority on the Council's choice-based lettings system (Home-Link). The emergency banding status will be applied to all existing secure tenant applications and support will be offered to all secure tenants who are not yet registered on Home-Link.																														
5.7.2	<p>The tenure breakdown is set out below:</p> <table><tr><th>Estate area</th><th>Ownership</th><th>Numbers</th></tr><tr><td rowspan="2">Arbury Court</td><td>Tenants</td><td>21</td></tr><tr><td>Leasehold</td><td>10</td></tr><tr><td></td><td></td><td></td></tr><tr><td rowspan="3">Kingsway, parts of Brackley Close, Rutland Close and Verulam Way</td><td>Tenants</td><td>133</td></tr><tr><td>Leasehold</td><td>36</td></tr><tr><td>Freehold</td><td>5</td></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td>Total number of tenants</td><td>154</td></tr><tr><td></td><td>Total leaseholders</td><td>46</td></tr><tr><td></td><td>Total freeholders</td><td>5</td></tr></table>	Estate area	Ownership	Numbers	Arbury Court	Tenants	21	Leasehold	10				Kingsway, parts of Brackley Close, Rutland Close and Verulam Way	Tenants	133	Leasehold	36	Freehold	5					Total number of tenants	154		Total leaseholders	46		Total freeholders	5
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	Total leaseholders	46																													
	Total freeholders	5																													
5.7.3	The decant programme will allow sufficient time to ensure that all tenants can move to an eligible property of their choosing. This will include existing council stock and forthcoming new build developments.																														

5.7.4	<p>Tenants will have</p> <ol style="list-style-type: none"> 1. a right to return. It is proposed to arrange visits for tenants to view Council properties which have been developed in recent years. 2. are given highest priority on the Council's choice-based lettings system (Home-Link). The emergency banding status will be applied to all existing secure tenant applications from the date of Arbury Court planning submission 3. will be advised how to make an application if not registered on Home-Link and support will be provided where required. One form of identification must be submitted with the application and processing will be undertaken on a fast-track basis within an approximate three-week timescale. 4. Bedroom eligibility assessed at point of application and will be in accordance with the Council's Lettings Policy. 5. emergency banding status applied one year after their tenancy start date if they are introductory tenants 6. receive statutory £8,100 home-loss payment once they have moved, less any housing-related debts. An additional initial £1,250 payment will be made to cover moving expenses. These amounts will be guided by updates in legislation.
5.7.5	<p>Shortlisting of applicants that have placed bids on properties will be undertaken in the following order:</p> <ol style="list-style-type: none"> 1) Earliest redevelopment 'start on site' date (should tenants decanting from more than one estate place a bid) 2) Home-Link application priority date 3) Special consideration will be given to applicants where there is damp, condensation and mould (DCM) in the property that has been inspected by the council. Priority for shortlisting of council properties will be allocated based on severity of the DCM and the age and vulnerability of household members. These cases may supersede the two priority categories listed above.
5.8	Leaseholder and Freeholder Decant
5.8.1	<p>Leasehold and freehold property owners will be offered market rate for their homes based on a property valuation by a RICS (Royal Institution of Chartered Surveyors) valuer. In addition, statutory compensation payments are made (10% of property value if resident in the property, 7.5% for those non-resident) alongside reasonable disturbance costs.</p>

5.8.2	The Council will need to buy back 46 leasehold and 5 freehold properties to redevelop the sites. This will be undertaken through negotiation with property owners however if these negotiations are unsuccessful the only route available to the Council will be to instigate a Compulsory Purchase Order (“CPO”). The CPO will be considered a last resort action, and all efforts will be made to purchase both leasehold and freehold interests through agreement.
5.8.3	It is recognised that sale prices of new-build properties on the site may be beyond the means of some leaseholders and freeholders. Consideration will be given to a shared equity option for displaced resident leaseholders and freeholders where this is necessary to make their return to the estate possible financially or to move to a similar property advertised on the open market.
5.8.4	Private tenants of leaseholders and freeholders will be contacted as part of the council’s engagement with estate residents during the decanting process. This may include assistance from the council’s Housing Advice Service on the options available based on individual circumstances.
5.9	Demolition Notices
5.9.1	Service of Initial Demolition Notices under the Housing Act 1985 suspends the Right to Buy (“RTB”). This removes the Council’s obligation to complete RTB sales for a maximum period of seven years while the notice is in place. Should the Council not proceed with demolition, tenants are able to request compensation arising from not being able to exercise their RTB during this period.
5.9.2	The report proposes that the Assistant Director of Development is authorised to serve Demolition Notices. Service of Initial Demolition Notices under the Housing Act 1985 suspends the Right to Buy (“RTB”). This removes the Council’s obligation to complete RTB sales for a maximum period of seven years while the notice is in place. Should the Council not proceed with demolition, tenants are able to request compensation arising from not being able to exercise their RTB during this period.

5.10	<p>Estate Management</p> <p>Tenants will be provided with guidance on the repairs that will be carried out during the decant period.</p> <p>Following decant, all properties will be assessed for use as temporary accommodation. Should this not be feasible, hoardings will be installed to windows and entrance doors to increase safety and security.</p>
6	<p>Corporate Plan</p>
6.1	<p>The council's Corporate Plan for 2022-2027 sets out 4 key priorities.</p> <ol style="list-style-type: none"> 1) Leading Cambridge's response to the climate and biodiversity emergencies and creating a net zero council by 2030; 2) Tackling poverty and inequality and helping people in the greatest need; 3) Building a new generation of council and affordable homes and reducing homelessness; 4) Modernising the council to lead a greener city that is fair for all <p>.</p>
6.2	<p>In response to this the Framework for North Cambridge paves the way for:</p> <ol style="list-style-type: none"> 1) A more sustainable built environment – both residential and commercial buildings 2) Investment in an area which includes some of the most deprived LSOAs in Cambridge 3) Building new council homes 4) A process - 'Shaping North Cambridge' to promote a local, place-based approach to the Council's work including measures to encourage environmentally friendly forms of travel and improved green spaces
7	<p>Implications</p>

7.1	Relevant risks			
	Risk description	Severity (1 = little, 5 = huge)	Likelihood (1= low, 5= high)	Mitigation
	Low level of involvement or negative responses to the process.	3	3	Communication consultant appointed to conduct a variety of exercises including workshops, 121 meetings with key stakeholders, , etc. Drop-in sessions arranged and door-knocking considering hard to reach sections of community, working closely with CCC Community and Comms team
	Residents/commercial units being impacted by uncertainty delays to programme	3	2	Liaising with CCC Asset Management on prioritizing the planned works and with Property Services on renewing the commercial units' leases. Early communication with residents and commercial units.
	Risk that public consultations may result in unrealistic expectations for rapid and significant action, leading to disappointment when these expectations cannot be met.	3	3	Clear communication about the process, its limits and its timescales. Clarity about the relationship between the Design Code and the Framework and the County and City remits. Process in place to take forward place-based approach.
	Risk of delay to programme due to design team not meeting the planning submission target of January 2026	2	3	Set clear deadlines for design progression and pre-application meetings with the planning officers.
	Risk that the outcome is schemes that are not affordable or viable	4	4	Attention to viability, the likely level of resources, and acknowledge need for Homes England funding. Consideration of a broader area to create greater flexibility - noting the portfolio approach
	Risk of abortive costs where schemes do not proceed	3	3	Effective management of the process to ensure good value and delivery at each stage.
	Commercial Units business continuity being affected by possible redevelopment	4	4	A commercial study has been commissioned early and continuous engagement with Traders has been carried out and is continuing

	Local Heritage Listing - Arbury Court nomination	3	4	Consultant appointed to assess nomination and advise on implications for project design and delivery
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7.2	Financial Implications The opportunities will be considered in the context of the financial constraints faced by the Council and the need for schemes to be financially viable
7.3	Approval is sought for Arbury Court and Kingsway, parts of Brackley Close, Rutland Close and Verulam Way scheme be included in the Housing Capital Programme, with an indicative capital budget of £81.2m subject to Homes England Funding to cover all site assembly, construction costs, professional fees and further associated fees, to deliver a mixed tenure housing scheme which meets the identified need in Cambridge. Budget will be drawn down from the sum already earmarked and approved for investment in new homes
7.3.1	<p>If developed by CIP as a mixed tenure scheme a Project Plan will be subject to approval by the CIP Board and assumes:</p> <ol style="list-style-type: none"> 1) A land transfer to CIP subject to an independent valuation prior to transfer. 2) 40% of the costs being met by equity provided by the CIP partners (that is 20% Council and 20% Hill Investment Partnership). This equity investment by the council will be subject to formal approval in the 2025 General Fund Medium Term Financial Strategy. 3) The residual 60% being met by borrowings, as agreed by partners. If the council are to finance this scheme this will be to be subject to formal approval in the 2025 General Fund Medium Term Financial Strategy. The indicative interest is 3.5% above five-year gilts, but the rate will be fixed once planning permission has been achieved. The current appraisal has 5% for equity finance and 7% for debt financing. 4) Target Profit of 17.5%, shared 50:50 5) The appraisal assumes a gross cost per unit to be paid by the Council's HRA for purchased homes to ensure relevant value provision to HRA, discounted by the Council's share of the above profit, recognising this is an HRA land site. The purchase cost will be at a value validated by an independent valuer. 6) As this is a land purchase on an HRA site the CIP Board will be approving an AHA agreement that includes the council's share of the projected CIP profit to be deducted from the AHA payments. In the event the profit is not realised then the Council (via the HRA) will, in the agreement, be liable to pay the full AHA amount. The council has sought legal advice to ensure this arrangement is appropriate.
7.3.2	The council has a duty to explore best value and will consider alternative development options to ensure viability for the council.
7.4	Legal Implications

7.4.1	Proposals in the scheme may affect commercial tenants of Council properties and residential tenants, leaseholders and other property owners. The Council seeks advice on these issues on a regular basis. At this stage proposals will be very high level and the Council see seek to ensure that the process and any proposals are effectively communicated and that there are consultation opportunities. The process will be taken into account in discussions with commercial tenants.
7.5	Equalities and socio-economic Implications
7.5.1	Please see appendix 6 and 7 for EQIA report
7.6	Climate Change and Environmental implications
7.6.1	The design ambition is to deliver all affordable units on the scheme to low energy standards close to Passivhaus levels of sustainability performance and to be gas free. There are also sustainability targets for water, biodiversity, car park ratios which are all significant improvements on the current Local Plan. This will follow principles of the updated Sustainable Housing Design Guide (SHDG) which was approved at September 2024 HSC.

7.6.2

The sustainability targets for the affordable portion of this site are set out on the matrix below. The scheme is at design stage and the actual performance of the building/detail will be developed over time against this aspiration. There may be financial, viability or technical constraints which will mean the exact targets set out cannot be met; they may also be exceeded.

SHDG Range of Targets		This Development targets
	Local Plan	Passivhaus or equivalent level of sustainability
Units		206
PHPP kWh/m ²	65	Up to 40 kWh.m2 space heating for CamStandard
Water l/d	110	<99 targeting 90
Biodiversity Net gain	10%	20%
Car Parking ratios across schemes	0.7-0.9	<0.5 per affordable dwelling
Are there technical constraints?	PHPP: This scheme will aim to deliver CamStandard	
	Water: The target is 90lppd but the detailed design to deliver this has not yet been developed.	
	Biodiversity: A 20% improvement is being targeted	
	Car Parking: Car parking provision for residential is below 0.5	
Are there financial constraints	Estimated costs have included a cost allowance for Passivhaus or equivalent standards and not certification	
Recommended Sustainability Target	CamStandard	
Additional measures included to meet Net Zero Carbon in the future	Future proofing - Measures in future are likely to include Solar PV and battery storage	

7.7

Procurement Implications

7.7.1

This scheme will be developed through the Cambridge Investment Partnership.

The project will be subject to an independent Value for Money assessment by an Employers Agent for the Council.

7.8

Community Safety Implications

7.8.1	<p>Community Safety issues were identified at Kingsway and have arisen at other estates. Secured by Design is a standard approach used to ensure that design of new homes does, as far as possible, mitigate against crime and anti-social behaviour.</p> <p>New developments are designed out crime by working to Secure by Design standards. This means that designs are checked by experts from the police service to make sure that safety and security of residents is considered in the scheme, and any adjustments to improve these are made accordingly. Safety and Security improvements to the estate will include:</p> <ul style="list-style-type: none"> • Increased overlooking • Better lighting • Internal, secure bike parking • Improved security of properties • Improved fire safety measures, such as sprinklers to all residential dwellings • Reduced carbon emissions per property • Focus on sustainable transport
8	Background documents
8.1	<ol style="list-style-type: none"> 1) HSC 21 January 2022: Appendix B Hanover Princess and Kingsway Consultation 2) HSC 18 June 2024: Update on New Build Council Housing Delivery 3) HSC 17 September 2024: Appendix5NorthCambridgeFrameworkforChangeFINAL.pdf 4) HSC 11 March 2025: Update on New Build Council Housing Delivery 5) Cambridge Neighbourhoods Design Code for Arbury, King's Hedges and parts of West Chesterton Supplementary Planning Document – 2025 6) HSC September 2024 :Sustainable Housing Design Guide
9	Appendices
9.1	<p>Appendix 1 - North Cambridge Framework for Change Engagement Report</p> <p>Appendix 2 - North Cambridge Framework for Change – a Corporate Vision Report – Link to appendix -North Cambridge Framework - Cambridge City Council</p> <p>Appendix 3- Arbury Court Outline Boundary</p> <p>Appendix 4 - Arbury Court Ownership</p> <p>Appendix 5 - Kingsway, parts of Brackley Close, Rutland Close and Verulam Way outline Boundary</p> <p>Appendix 6 - Arbury Court Redevelopment EqIA</p> <p>Appendix 7 - Kingsway, parts of Brackley Close, Rutland Close and Verulam Way EqIA</p> <p>Appendix 8- location of modular homes at land at Woodhouse Way</p>
	<p>To inspect the background papers or if you have a query on the report please contact: Benedict Binns</p> <p>Ben.binns@cambridge.gov.uk</p>

Appendix3 – Arbury Court Outline Boundary

Commercial units:

1- 5 Arbury Court, Alex Wood Road, Cambridge CB4 2JQ

16-18 Arbury Court, Alex Wood Road, Cambridge CB4 2JQ

40-48 Arbury Court, Alex Wood Road, Cambridge CB4 2JQ

50 Arbury Court, Alex Wood Road, Cambridge CB4 2JQ

Residential units: 6 to 39 Arbury Court, CB4 2JQ

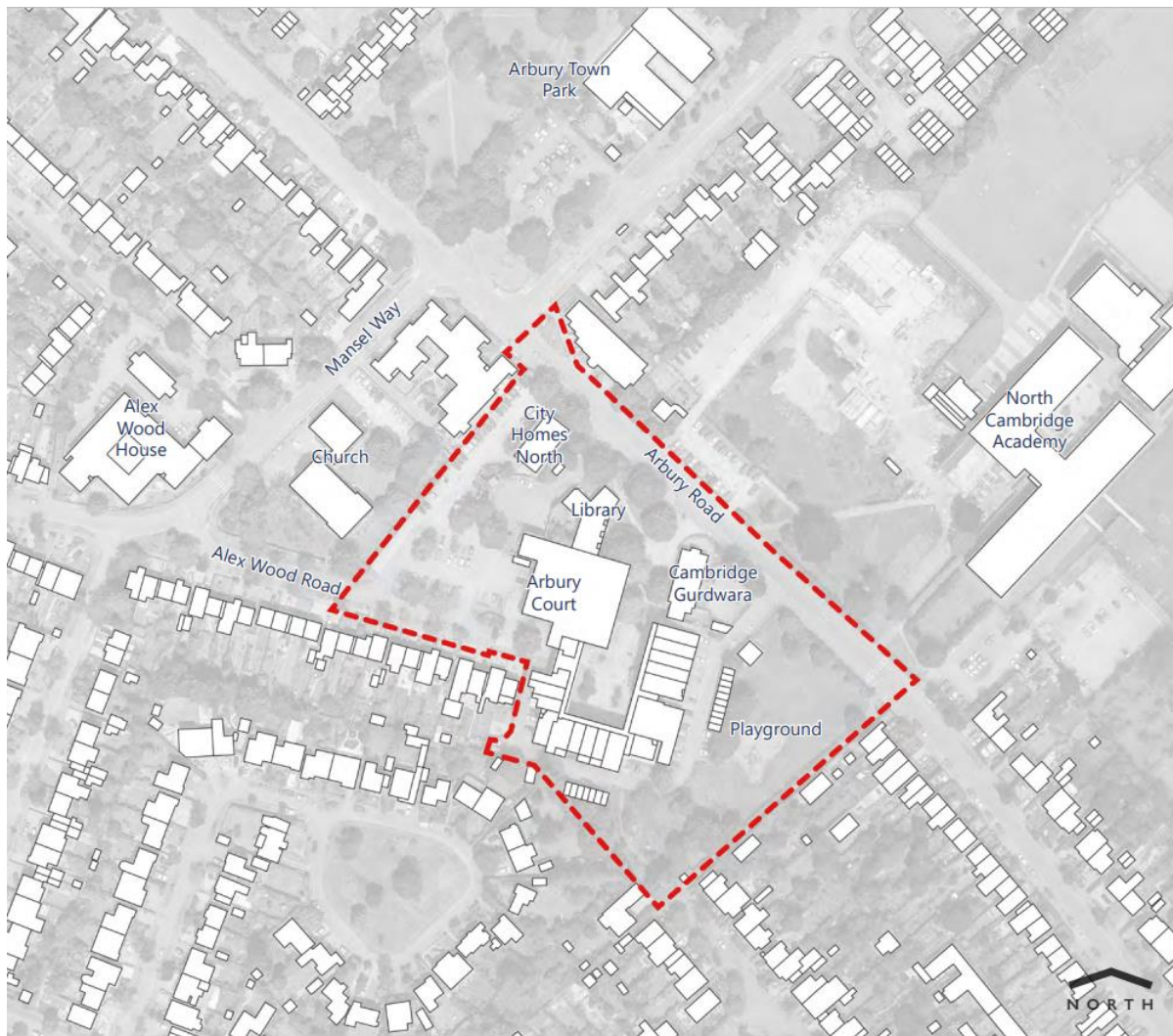
Cambridge Gurdwara, Arbury Rd, Cambridge CB4 2JQ

Arbury Court Library, 1 Arbury Court, Cambridge CB4 2JQ

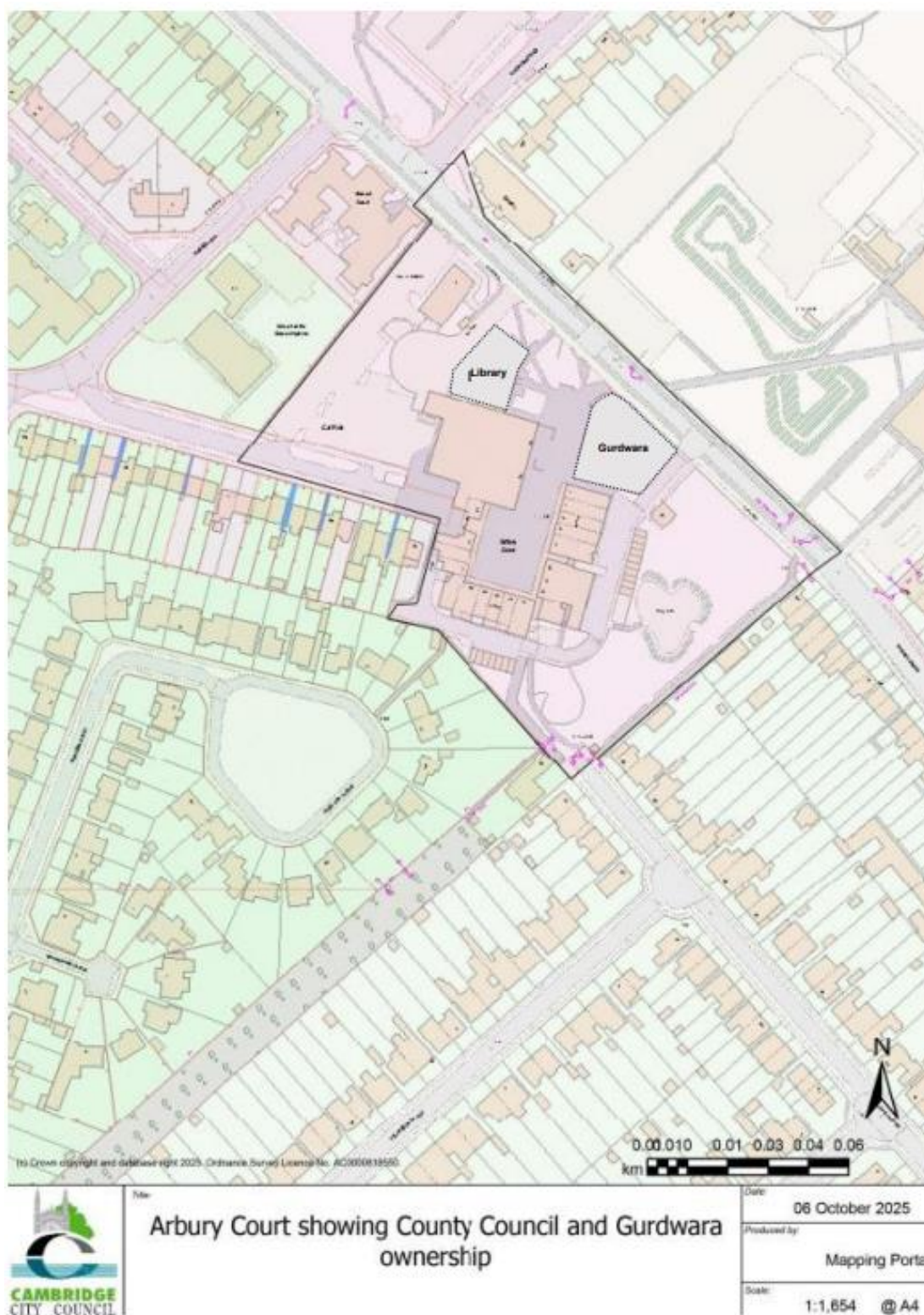
City homes North building, 171 Arbury Road , CB4 2YG

Arbury Court Parking space and associated land and garages

Greenspace and playground



Appendix 4 – Arbury Court Ownership



Appendix5 –



1 to 130 Kingsway, CB4 2EW
 1 to 23 odds Brackley Close, CB4 2JW
 1a to 23a odds Brackley Close, CB4 2JW
 30 to 36 Evens Verulam Way, CB4 2HL
 30a to 36a Evens Verulam Way, CB4 2HL
 41 to 51 odds Verulam Way, CB4 2HL, CB4 2HJ
 1 to 11 odds Rutland Close, CB4 2HT
 associated land and garages

North Cambridge Framework for Change Engagement Report

September 2025

engage.
communicate.
facilitate.

Table of Contents

1.0 Executive Summary	4
2.0 Introduction	10
3.0 Main Findings	11
3.1 Older Council Housing Estates	11
3.2 Parks and Open Spaces	12
3.3 Arbury Court and the Surrounding Community Facilities	13
3.4 Streets and Travel	14
4.0 Engagement Approach	16
4.1 'Shaping North Cambridge' webpages	16
4.2 Engagement and Consultation Platform	16
4.3 Survey	16
4.4 Online Interactive Map	16
4.5 Formal Written Responses	17
4.6 Community Workshops	17
4.7 Pop-Ups	17
4.8 Youth Workshops	17
4.9 Focused Workshops	17
4.10 Webinar	18
4.11 1-2-1 Meetings	18
4.12 Raising Awareness	18
4.13 Other Engagement	19
5.0 Participants - Survey (Demographic Analysis)	21
5.1 Postcode	21
5.2 Age	22
5.3 Gender	23
5.4 Disability	24
5.5 Ethnicity grouping	24
6.0 Engagement Findings (By Activity)	27
6.1 Survey (Online and Hardcopy)	27
6.2 Online Interactive Map	52
6.3 Feedback from Council Tenants	53
6.4 Feedback from Community Workshops	55
6.5 Feedback from Youth Workshops	62
6.6 Feedback from Focused Workshops	65

6.7 Feedback from Pop-Ups	68
6.8 Feedback from Formal Written Responses	70
6.9 Feedback from Emails	72
6.10 Feedback from Webinars	74
6.11 Feedback from 1-2-1 Meetings	75
6.12 Feedback from Door Knocking	78
7.0 Conclusion and Next Steps	79
8.0 Appendices	80
8.1 List of Organisations and Community Groups contacted via email	80
8.2 Surveys	81
8.3 Materials	93
8.4 Digital Engagement	98
8.5 Press Release	112
8.6 Survey Theme Tables	114

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'.

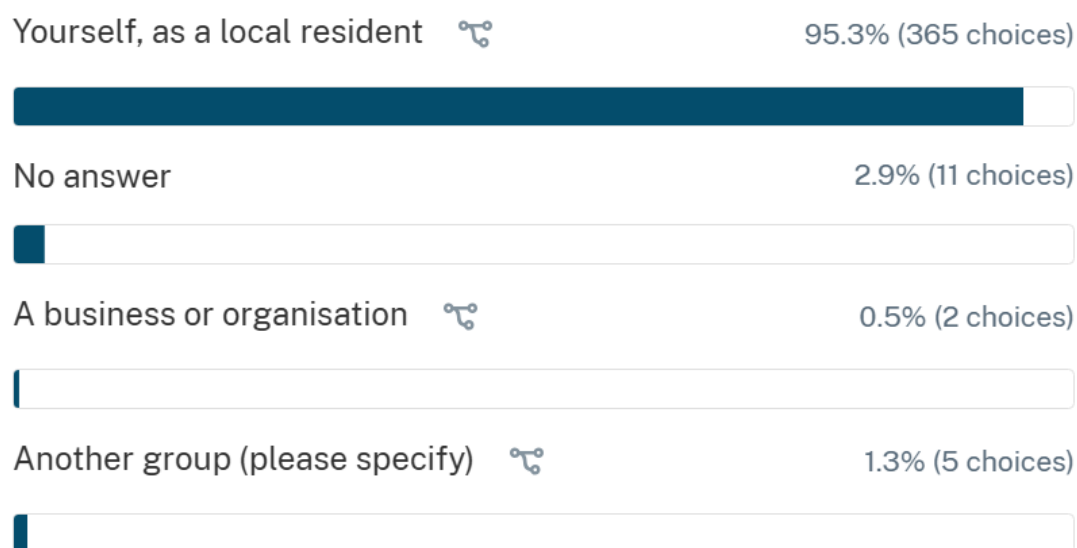


Fig. Graph indicating whether people responded to the survey on behalf of themselves or an organisation.

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.

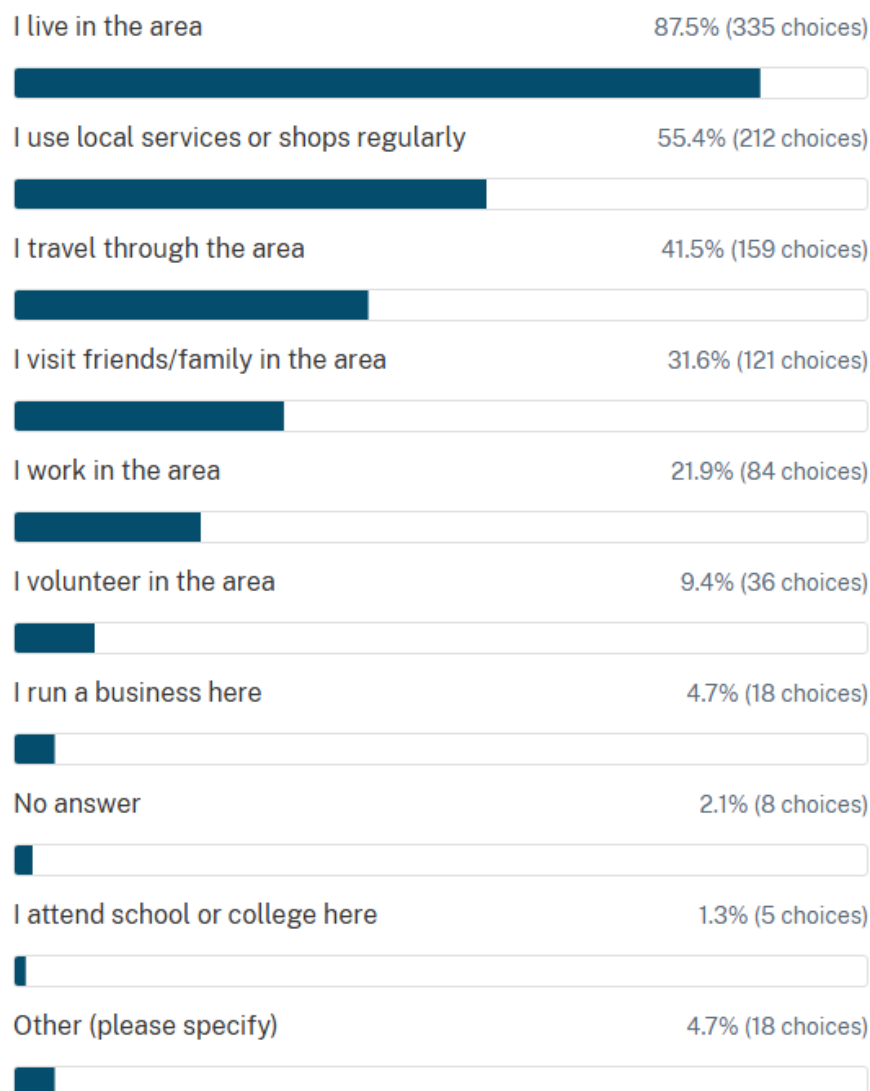


Fig. Graph indicating how survey respondents are connected to the north Cambridge area.

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%.

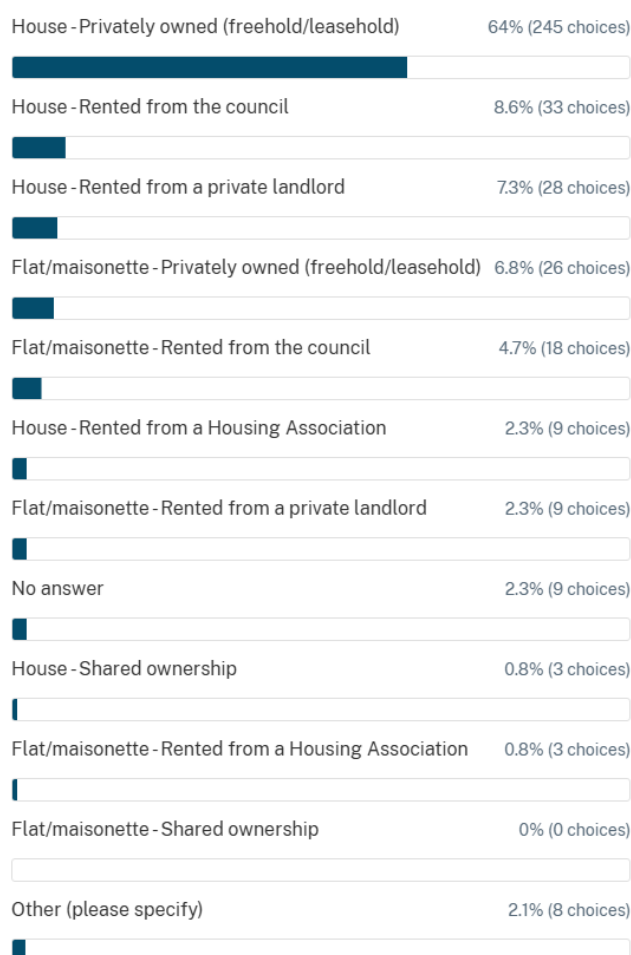


Fig. Graph indicating the type of housing survey respondents live in.

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.

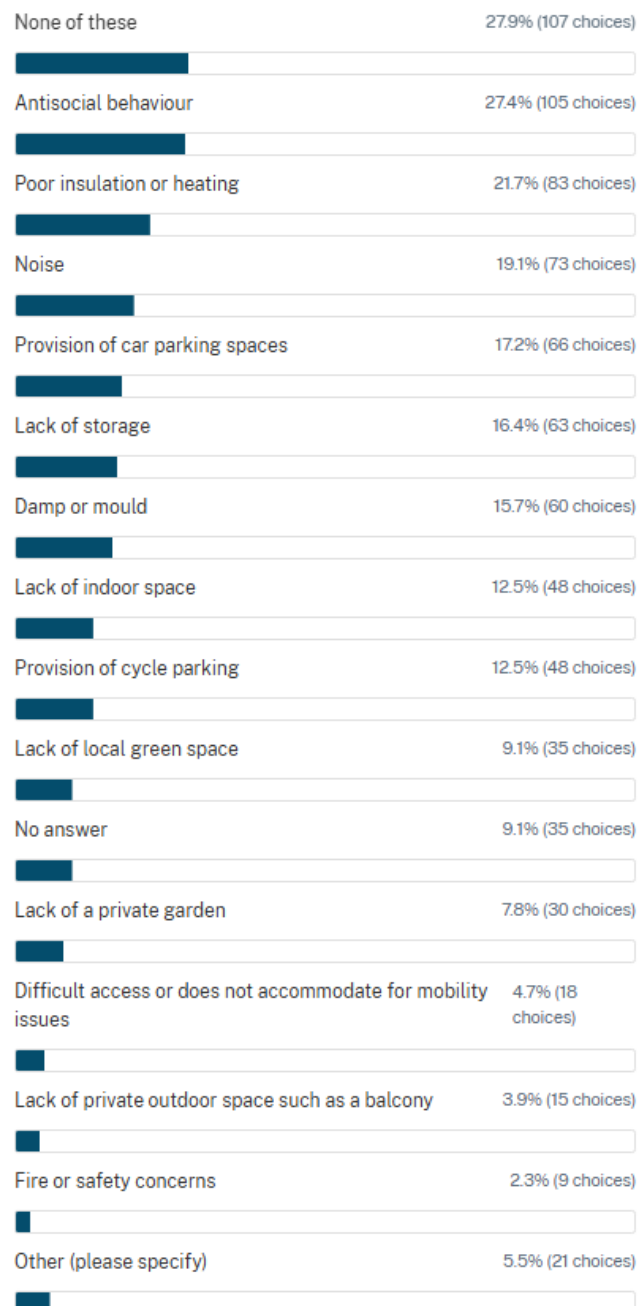


Fig. Graph indicating the concerns that people have about their homes.

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.

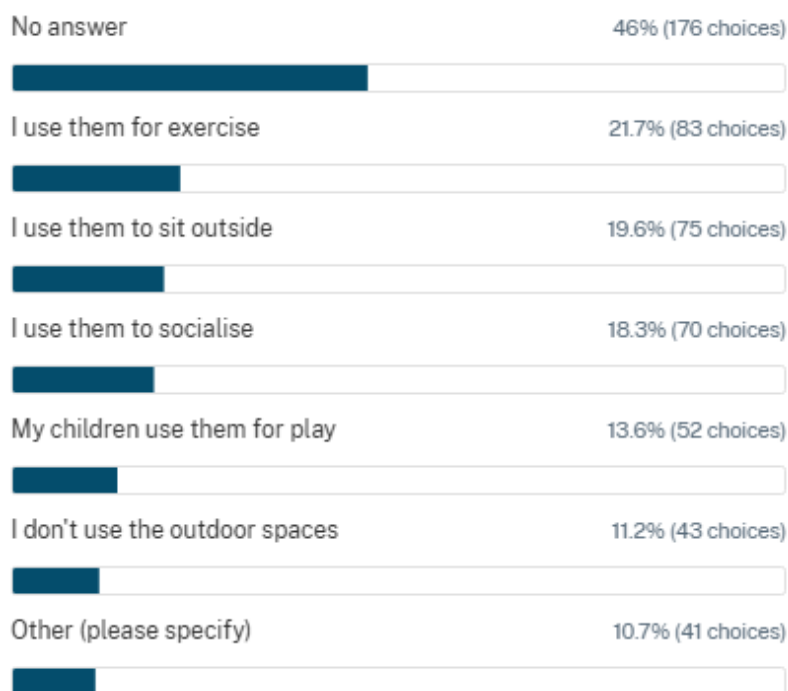


Fig. Graph indicating how survey respondents use the outdoor spaces that are part of their estate.

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.

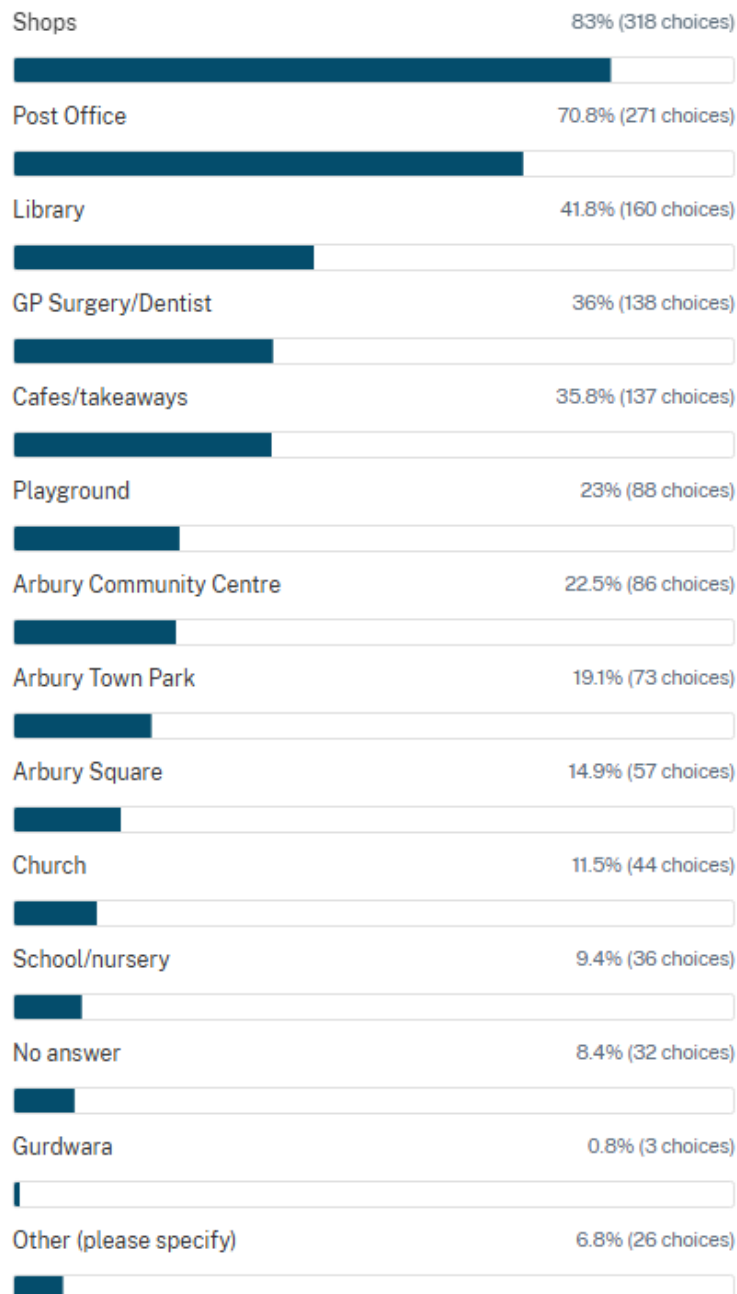


Fig. Graph indicating which facilities of Arbury Court and the surrounding area are used by survey respondents.

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.

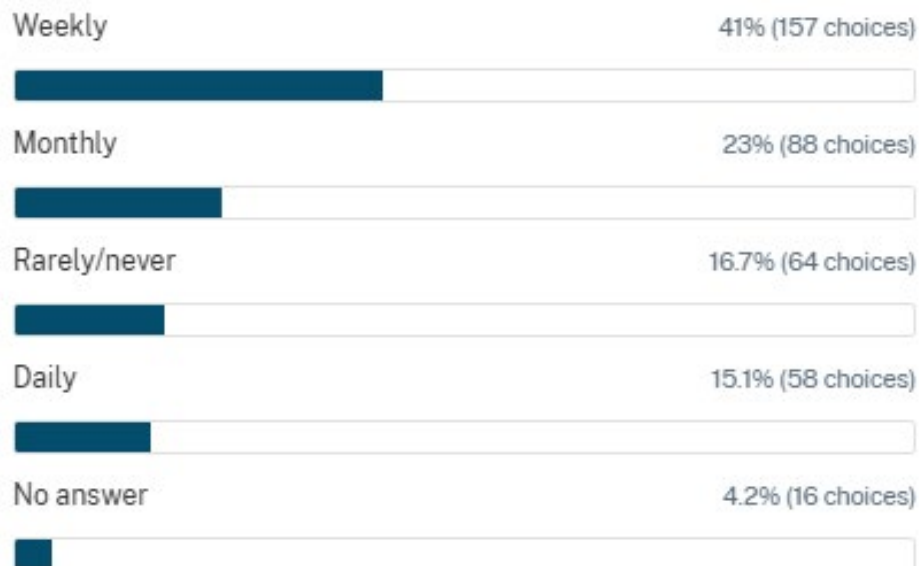


Fig. Graph indicating how often survey respondents use Arbury Court and the surrounding community facilities.

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.

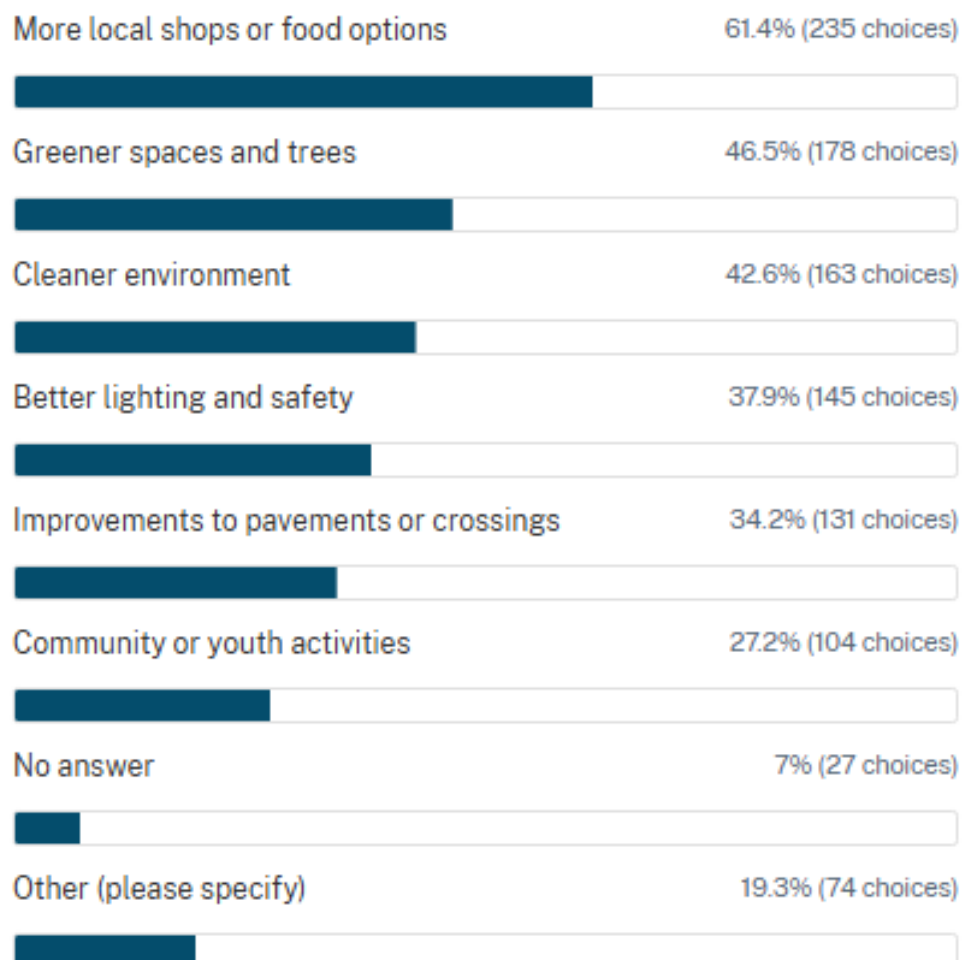


Fig. Graph indicating what survey respondents indicated would make Arbury Court and the surrounding area more useful or welcoming.

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.

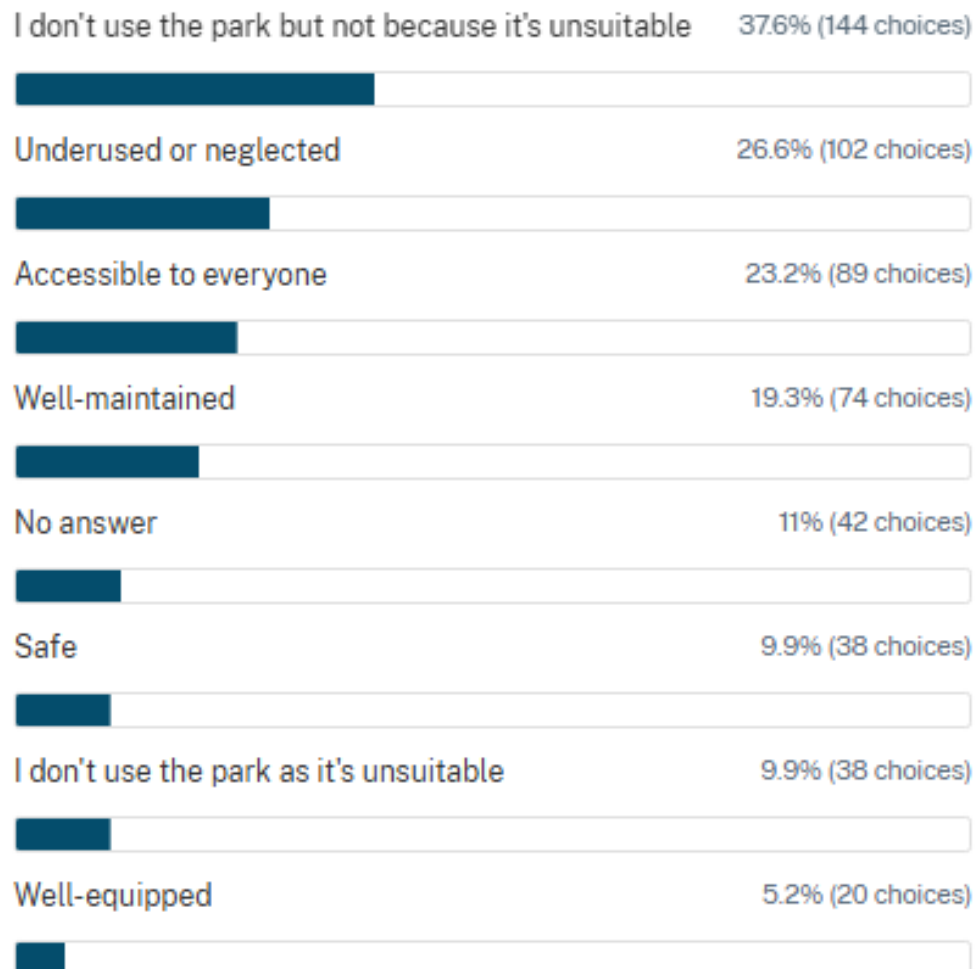


Fig. Graph indicating how survey respondents feel about Arbury Town Park.

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.

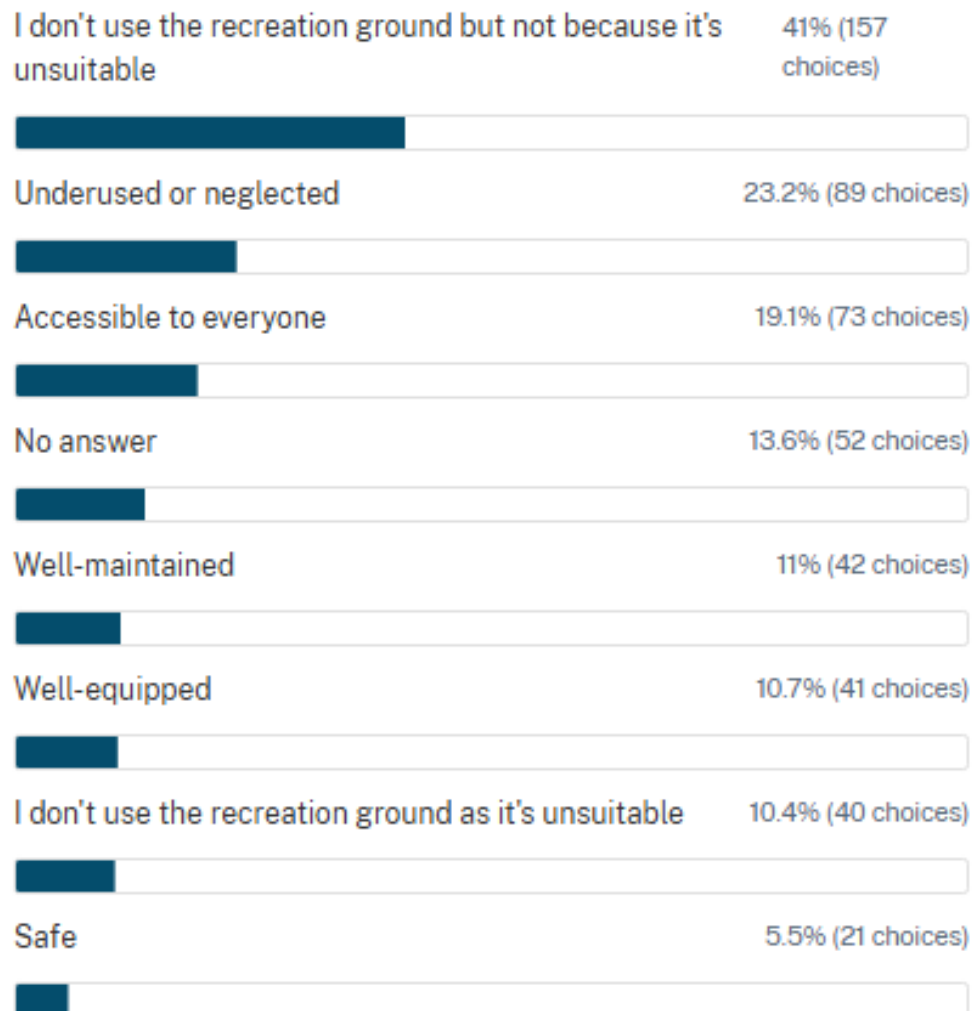


Fig. Graph indicating how survey respondents feel about Nuns Way Recreation Ground.

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.

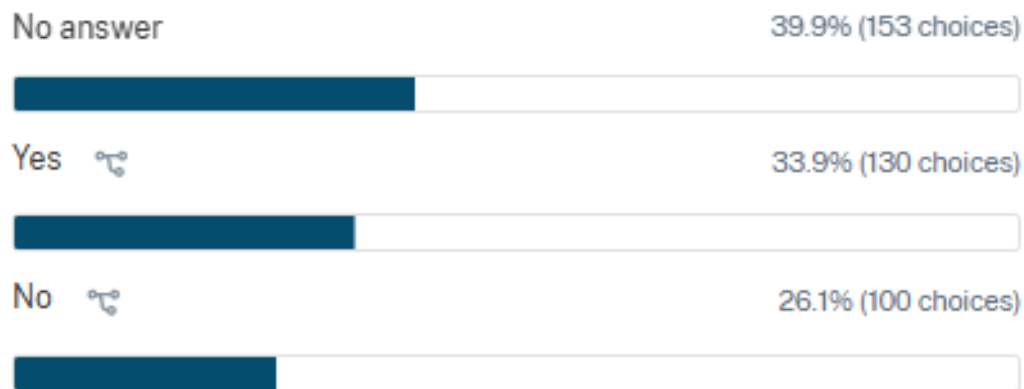


Fig. Graph indicating whether survey respondents feel that there are underused or neglected spaces locally that could be better used for community use.

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.

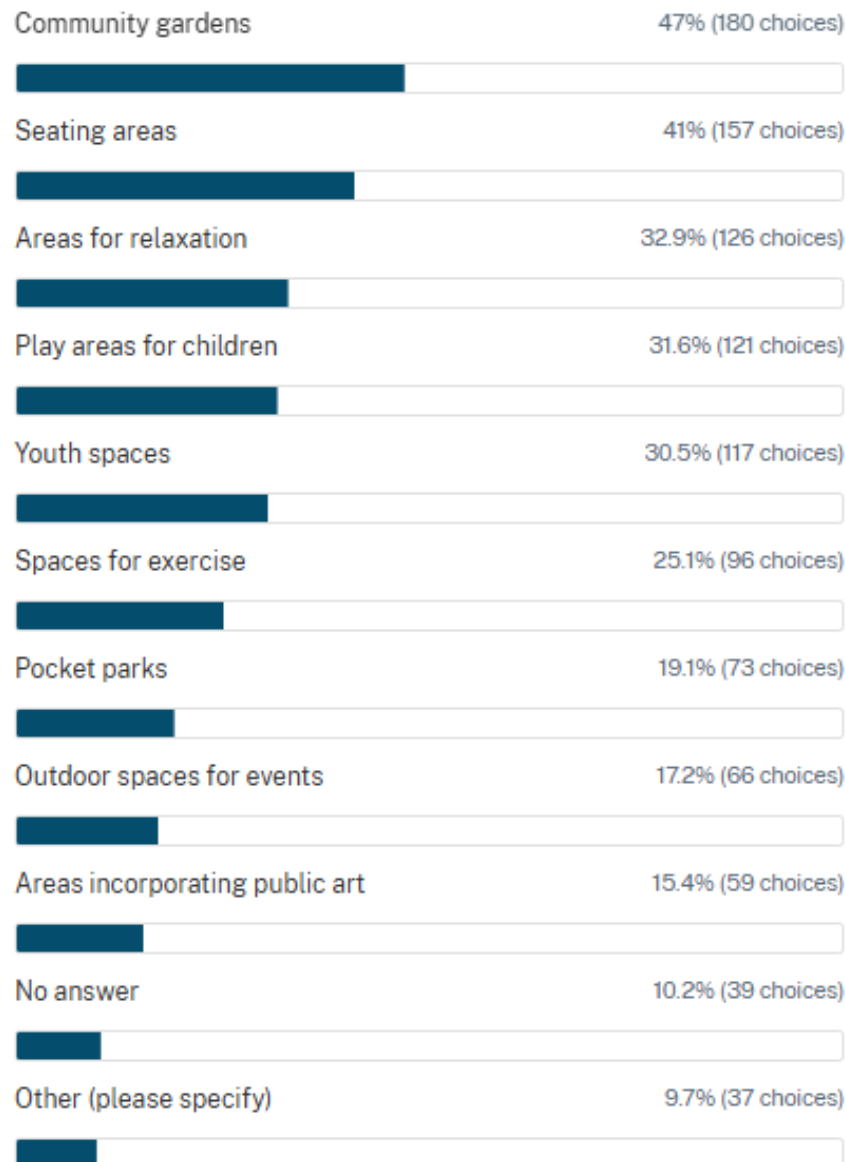


Fig. Graph indicating the types of public spaces that survey respondents would like to see more of.

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.

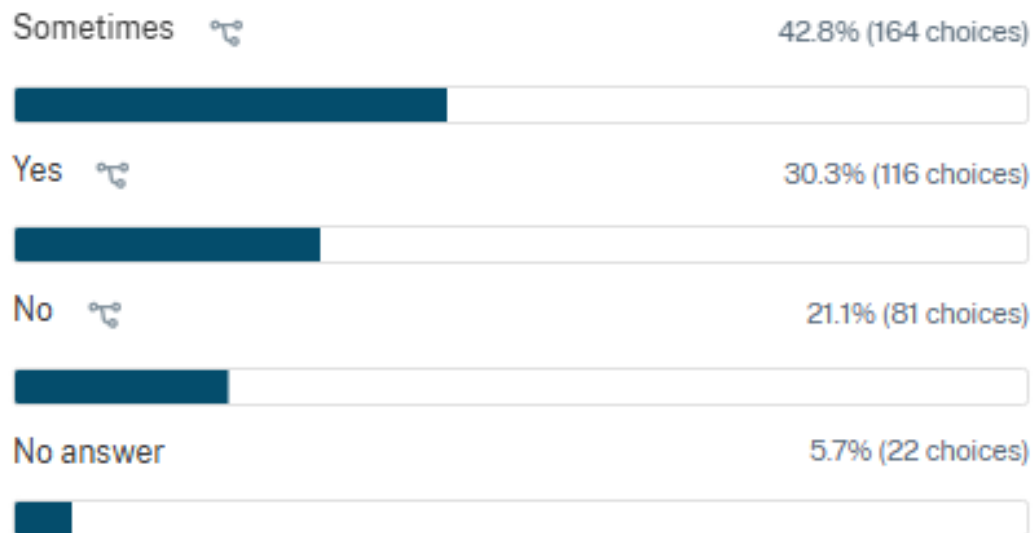


Fig. Graph indicating whether survey respondents feel safe move around Arbury, King's Hedges and Chesterton, especially in the evenings.

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.

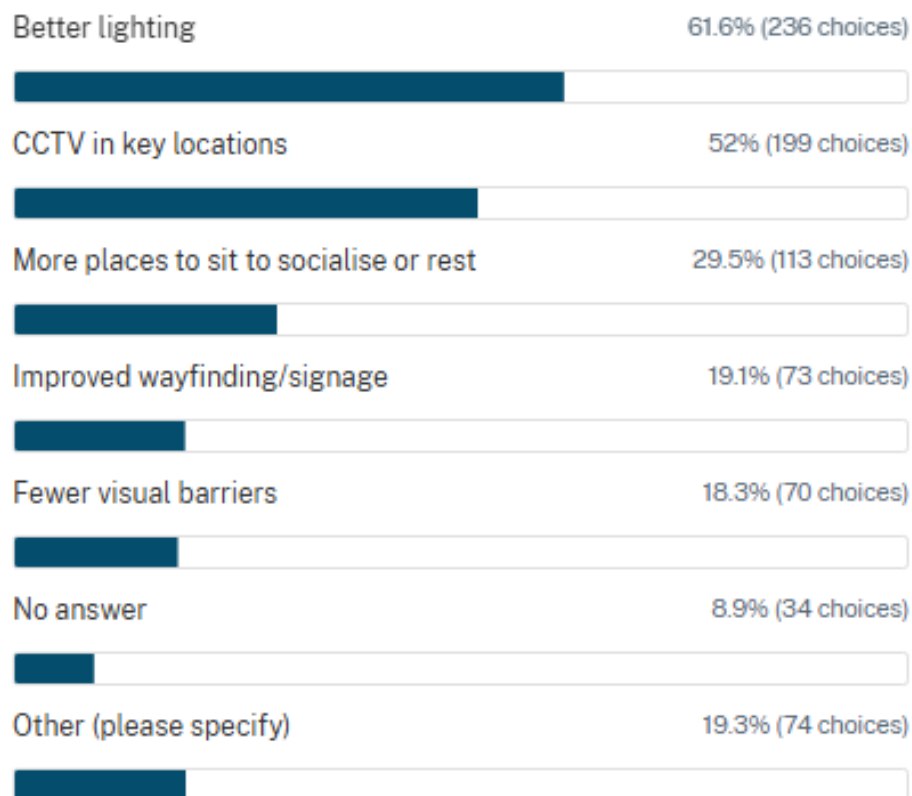


Fig. Graph indicating what survey respondents feel would make public spaces and streets safer and more inclusive.

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.

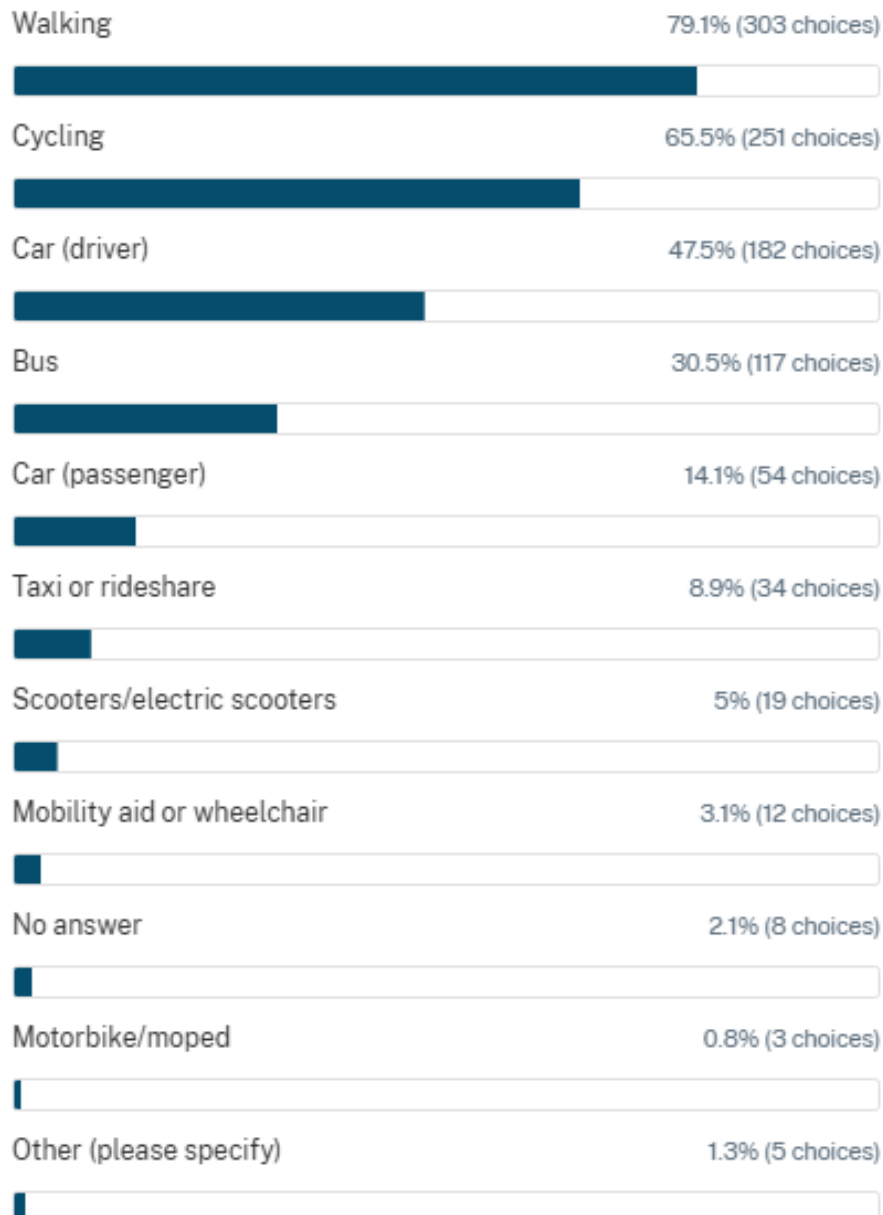


Fig. Graph indicating how survey respondents travel around the area.

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.

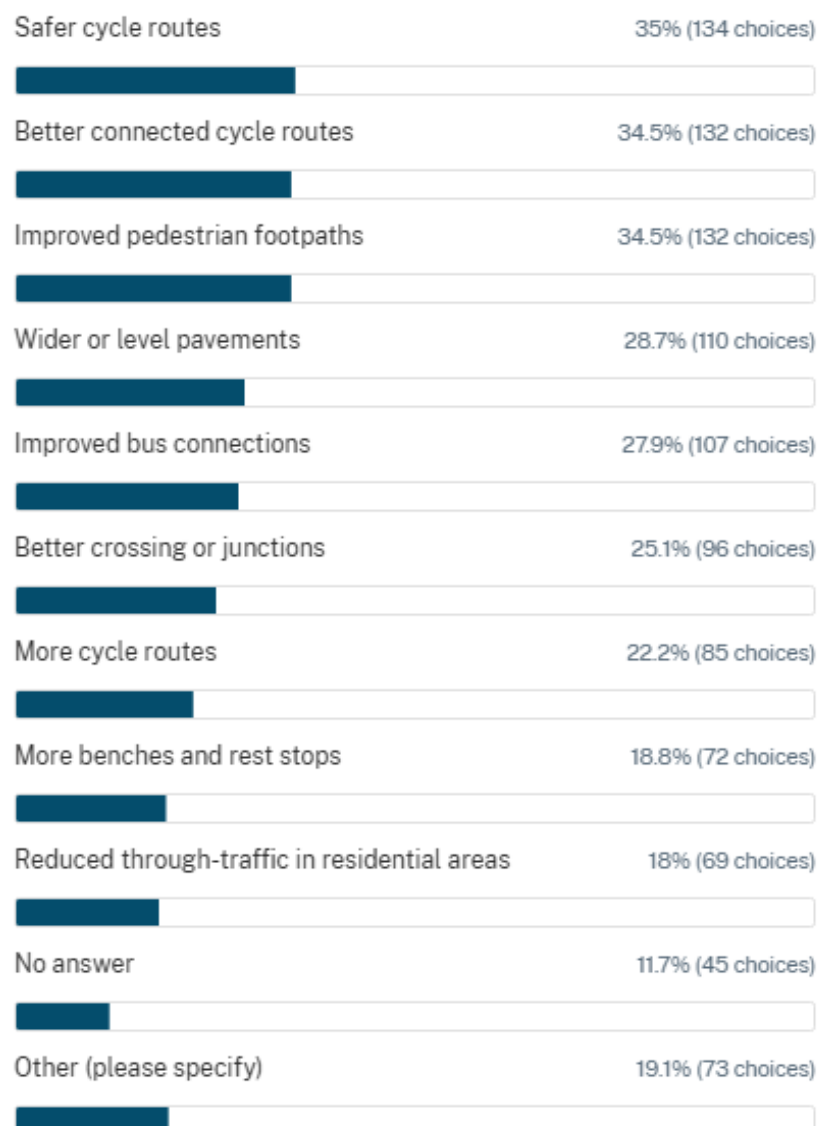


Fig. Graph indicating what survey respondents feel would make it easier for them to move around the north Cambridge area.

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)

Page 5

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

Page 10

press

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
- X Emerging big developments
- Local centres
- Major green spaces
- Schools
- Conservation Areas
- Green belt
- Railway station



northcambridge@engagecf.co.uk




[cambridge.gov.uk/
shaping-north-cambridge](https://cambridge.gov.uk/shaping-north-cambridge)



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Cambridge Investment Partnership

8.3.2 Postcard



North Cambridge Framework for Change

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- Streets and travel

How to get involved



Workshops and community conversations



Commercial unit engagement



Drop-in events:

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Fill in our survey

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northcambridge@engagecf.co.uk



01223 650 550



cambridge.gov.uk/shaping-north-cambridge



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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



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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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☎ 01223 650 550

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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

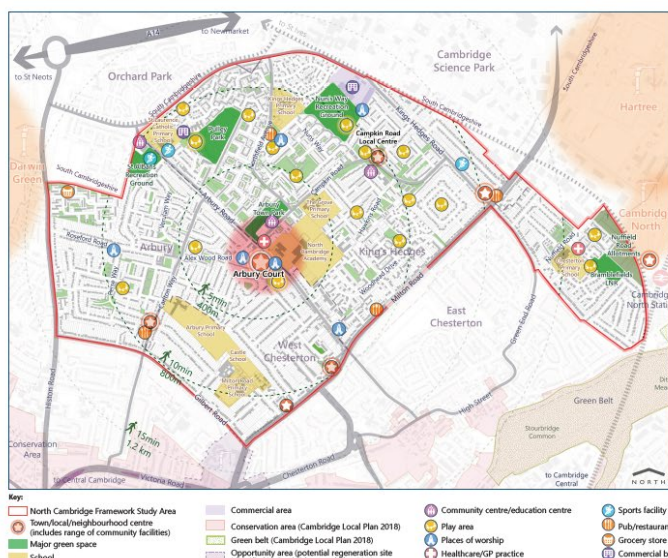
You told us in previous consultations that this part of the city has much-valued homes, schools, shops and green spaces — but some areas feel left behind. There are council estates which are getting old and there are green areas that feel unsafe or are hard to access. Not all streets are easy to walk, 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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☎ 01223 650 550

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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
Images are for illustrative purposes only



Parks and Green Spaces:
Nun's Way Recreation ground



Arbury Court/Town Centre:
Arbury Road



Streets and Travel:
Campkin Road



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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



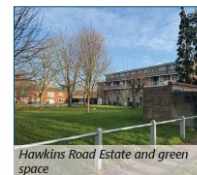
Nun's Way Estate



Lawrence Way play area



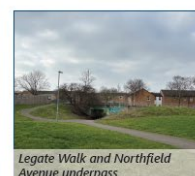
Harris Road Estate and play area



Hawkins Road Estate and green space



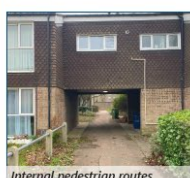
Brackley Close



Legate Walk and Northfield Avenue underpass



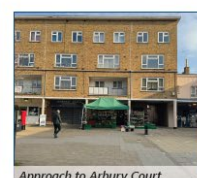
Pulley Park



Internal pedestrian routes



Mortlock and Maitland estates



Approach to Arbury Court



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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

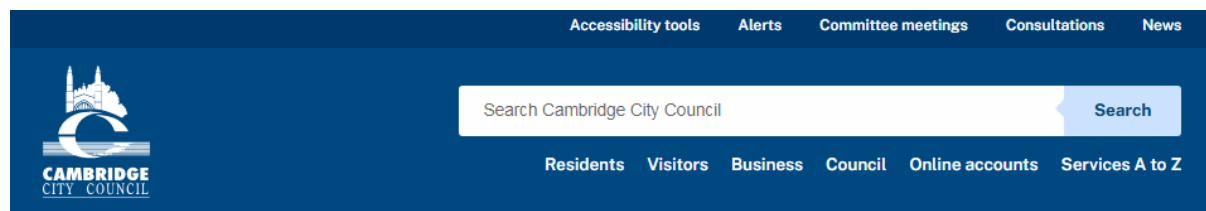
Working with



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:

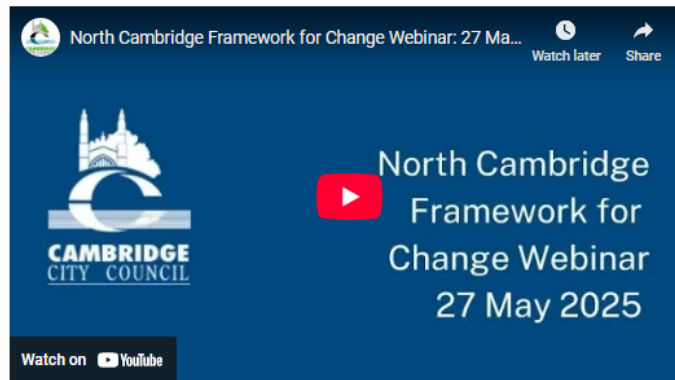
- consider public responses to the consultation
- consider relevant planning and corporate objectives and constraints
- identify key issues, challenges and opportunities
- set out high level priorities and options for potential development
- consider the opportunities in the context of the financial 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.

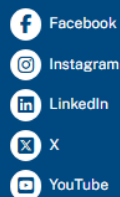


Reserve a tennis court

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



Connect with us

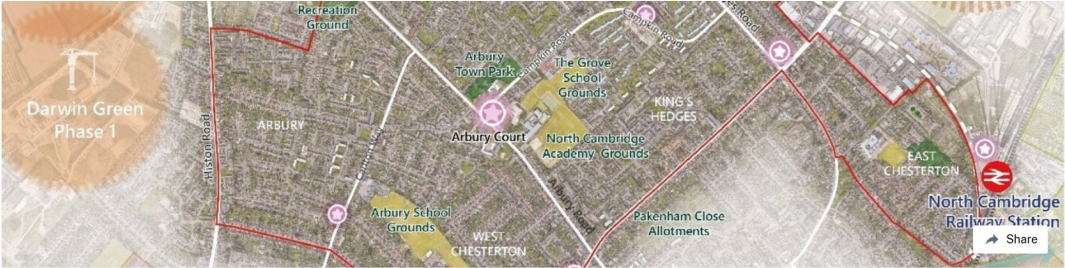


Find out more

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

[Subscribe to email alerts](#) 

8.4.2 Framework for Change Engagement Platform Homepage



Follow (400)

Share

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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Fa ce bo ok	Pai d	09/ 05/ 20 25	13	1 4	0		7 1 6 6	15 07 3		<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
Fa ce bo ok	Pai d - eve nt	23/ 05/ 20 25	22		16	62	5 7 4 7	10 17 1		<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/2vp3iq6EhPyVQZ s

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		2055	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/3lr4uw4bawcc2b

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

Appendix 6

Cambridge City Council Equality Impact Assessment (EqIA)

This tool helps the Council ensure that we fulfil legal obligations of the [Public Sector Equality Duty](#) to have due regard to the need to –

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Guidance on how to complete this tool can be found on the Cambridge City Council intranet. For specific questions on the tool email Helen Crowther, Equality and Anti-Poverty Officer at equalities@cambridge.gov.uk or phone 01223 457046.

Once you have drafted the EqIA please send this to equalities@cambridge.gov.uk for checking. For advice on consulting on equality impacts, please contact Graham Saint, Strategy Officer, (graham.saint@cambridge.gov.uk or 01223 457044).

1. Title of strategy, policy, plan, project, contract or major change to your service
Proposed regeneration of Arbury Court in the context of Cambridge City Council's <i>Framework for Change for north Cambridge</i> , Redevelopment of commercial units and residential units 6 to 39 Arbury Court and the parking area as well as Arbury Court Library ,City homes North building , Cambridge gurdwara and associated Land and Garages

2. Webpage link to full details of the strategy, policy, plan, project, contract or major change to your service (if available)
https://www.cambridge.gov.uk/housing-development https://www.cambridge.gov.uk/affordable-housing-programme Shaping North Cambridge - Cambridge City Council

3. What is the objective or purpose of your strategy, policy, plan, project, contract or major change to your service?

The regeneration of Arbury Court is proposed to recreate a vibrant, inclusive heart of the community in North Cambridge. Building on its history as a focal point for local services and social interaction, the new plans will deliver 213 sustainable housing (107 of them Council housing), revitalised community facilities, and improved public and green spaces in one of the most deprived areas in the Cambridge City.

The aims of the Council in redeveloping this area are:

1. Provision of additional social housing
 - Deliver new, high-quality social housing to address the shortfall of affordable homes in Cambridge.
 - Replace outdated council housing stock with highly sustainable dwellings designed to Cambridge Housing (Camhouse) performance standards, reducing energy use and contributing to the Council's climate change and fuel poverty reduction commitments.
 - Ensure homes are accessible, adaptable, and inclusive, meeting the needs of older residents, families, and those with disabilities.
2. Re-provision of community facilities including central open/ green space, library and Gurdwara
 - Re-establish Arbury Court as the social centre for the surrounding wards, ensuring that facilities are fully accessible, and of higher quality.
 - Integrate a new central green space and park into the heart of the scheme
 -
3. Redevelopment of commercial units
 - Provide a balanced mix of retail and commercial opportunities, including a small supermarket to serve local residents' day-to-day needs.
 - Design flexible units that can adapt to changing community and business needs over time, ensuring long-term viability.

4. Responsible service

Cambridge City Council's Development Team

- Customer and Community Services – advice on consulting with local community groups and stakeholders through the process
- City Homes - managing the new homes
- Asset Team - maintaining the new homes
- Property Services - advice on commercial leases, valuations, disturbance costs, etc in connection with new development
- Finance Team - to provide funding for every aspect of developing the new homes from initial surveys to construction, all in line with projected cash flow
- City Services - advice and input on the design of new open spaces and equipment provided as part of the new homes, subsequent maintenance
- Safer communities – providing advice on the design of the new schemes and homes from a community safety and designing out crime perspective
- Health & safety – commentary on the design of new schemes and homes from a personal safety, fire safety and usability perspective
- 3Cs Legal Services - dealing with land title and transfer to facilitate putting together the sites on which to build the new homes, subsequent issue of leases
- CCC parking services – collaboration in re-provision of parking facilities where affected by the development
- County Council – running the library
- Cambridge Investment Partnership (CIP) - a joint venture partnership between CCC and Hill Partnerships to assist in the delivery of the Councils Affordable home goals.

8. Has the report on your strategy, policy, plan, project, contract or major change to your service gone to Committee? If so, which one?

The report on the North Cambridge Framework for Change has been presented to the Housing Scrutiny Committee meeting of June and September 2024.

9. What research methods/ evidence have you used in order to identify equality impacts of your strategy, policy, plan, project, contract or major change to your service?

A study has been conducted an appointed architect to identify the opportunities for change in North Cambridge based on the consultation feedback gathered. The development team has also undertaken a detailed internal review process toward identifying council stock which has known shortcomings, and which may most appropriately be redeveloped to provide new energy efficient housing and community facilities.

Officers from City Homes and former Housing Strategy have additionally been consulted to identify a target unit delivery mix for the overall housing programme which best serves forecast demand across the city. Individual consultation with Housing is further conducted on a scheme-by-scheme basis and data is included by the Development Team for scheme reports to the Strategy and Resources or Housing Scrutiny Committees. The data records the numbers of those on CCC waiting

list as provided quarterly by Housing strategy. Further information on housing need and strategy can be found as follows: www.cambridge.gov.uk/housing-research

Consultation has been undertaken with affected residents, commercial leaseholders, service users and local communities. To date consultation has taken the form of engagement process carried out based on a robust engagement strategy and stakeholder mapping and involved 1-2-1 sessions, workshops, door knocking, targeted group sessions, pop-ups, as well as surveys and online platforms to ensure broad and inclusive participation

The 2011 Census provides information on the demographics of the Cambridge City population to assist strategic planning by CCC.

Census Data has been supplemented by a 2020 HDA Needs Analysis report compiled by CCC staff which accompanies and informs the New Development Programme planning.

[Albert Kennedy institute \(2014\), LGBT Youth Homelessness: A UK scoping of cause, prevalence, response, and outcome](#)

[Runnymede Trust \(2020\), The Colour of Money](#)

[Social Metrics Commission \(2020\), Measuring Poverty](#)

[Stonewall \(2016\), Building Safe Choices: LGBT housing futures](#)

[Stonewall \(2018\), LGBT in Britain: Trans Report](#)

10. Potential impacts

For each category below, please explain if the strategy, policy, plan, project, contract or major change to your service could have a positive/ negative impact or no impact. Where an impact has been identified, please explain what it is. Consider impacts on service users, visitors and staff members separately.

(a) Age - Please also consider any safeguarding issues for children and adults at risk

Housing Register and Homelessness

The 1996 Housing Act as amended by the 2017 Homelessness Reduction Act determines the categories of people that are considered as priority need for social housing including because of their age, including older people, those with children, people aged 16 or 17, and care leavers aged 18 to 20. Further provision of social housing in Cambridge will have a positive impact for these groups.

Older People

The units to be delivered in this scheme proposal are made up of general needs accommodation and 5% adapted homes suitable for wheelchair users. All general needs housing is provided at adaptable M(4)2 standard.

The provision of new homes which are accessible for household members who are wheelchair users will mean these homes will be suitable for older people with reduced mobility as long as their needs require this type of home.

The provision of housing for older people in the city is generally good, and housing for older people is not generally in short supply. An older applicant on the housing needs register can apply both for specialist housing, which excludes other types of applicant, and for general needs housing as not all older people want to live in specialist housing.

Younger people

The homes on these proposed schemes will be a mix of 1, 2, and 3 bedroom homes. Young people with a need for this type of accommodation will be eligible to bid for these homes.

In our Housing Strategy consultation in 2015 the most common concerns raised amongst younger people were in relation to affordability and condition of the private rented sector, homelessness issues and the need to support vulnerable people. The provision of more affordable housing at social or intermediate rates will enable the Council to house more people who are in need of housing. This will also aid to alleviating the pressure on the private rented sector.

Cambridge has a relatively young population compared to the rest of Cambridgeshire and many other parts of the country. Around 35% of the population is aged 20-34.

Younger people are finding it increasingly difficult to get on the housing ladder, having to remain longer with parents or in expensive private rented accommodation. For example, England as a whole has seen a significant increase in the proportion of younger households in the private rented sector over the last ten years. In 2004/05, 24% of those aged 25-34 lived in the private rented sector; by 2014-15 this had increased to 46%. (English Housing Survey 2014-15)

Affordability issues are particularly acute in Cambridge, with the price of even the cheapest 25% (the lowest quartile) of homes now standing at over £350k – more than nineteen times the lower quartiles lower earnings. Private rents are also significantly higher than most other parts of the country, with the average rent for just a one bedroom currently around £800 a month.

Increasing the supply of general needs Council housing through this programme will:

- Increase the supply of affordable homes in the city of Cambridge, enabling the council to provide a competitive accommodation option for younger people on low incomes;
- Ensure that the Council can provide accommodation to young people in acute housing need caused by homelessness or economic deprivation.

(b) Disability

The units to be delivered in this scheme proposal are made up of general needs accommodation and 5% adapted homes suitable for wheelchair users. All general needs housing is adaptable M(4)2 standard.

The Development Team will remain actively engaged with Adaptations Officers, the Housing Advice Coordinator and other relevant partners to ensure that the new schemes deliver housing that is suitably adapted or adaptable.

Demarcated disabled parking will be provided at appropriate location to serve tenants and service users, in line with planning guidance.

Almost one in five people in the UK have a disability, with mobility being the most common impairment. At the same time there is a nationally recognised shortage of housing for people with disabilities. For example: around 2% of the UK population are wheelchair users, yet 84% of homes in England do not allow someone using a wheelchair to enter their home through their front door without difficulty. Around 15% of households containing at least one wheelchair user feel that their current home is not suitable for their needs, and so requires adaptations.

Around 22% of individuals living in social housing in Cambridge have a long-term health problem or disability.

Disabled people tend to have lower incomes and are twice as likely as non-disabled people to be social housing tenants.

Around 16% of the national population has a common mental health disorder, and professionals nationally and locally are reporting an increase in the number of service users with mental health issues. For example: increasing numbers of rough sleepers with mental health problems, many of whom also have alcohol and substance misuse issues; and an increase in numbers of older people with dementia.

To ensure that all parties are fully informed and to cater for specific needs, all correspondence and information is made available to residents in varied formats when required.

(c) Gender reassignment

Increasing the supply of affordable housing in Cambridge is expected to have a positive impact on those members of the community with the protected characteristic of gender reassignment.

According to research undertaken by LGBT+ charity Stonewall for their 2018 publication [LGBT in Britain - Trans Report](#), trans people commonly face a range of barriers to housing. One in four trans people have experienced homelessness at some point in their lives, with a similar proportion having also faced discrimination when searching for housing in the preceding year. One in five non-binary people has also faced discrimination when looking for a new home.

By providing more general needs housing, the Council is in a stronger position to ensure that any residents, trans, non-binary or otherwise, who are facing homelessness will be able to find affordable accommodation through the Council. Similarly, applicants who are facing abuse in their current home environment will be able to apply for a wider range of housing options with the council. As with other equality groups, an increase in the Council housing supply will provide more Cambridge residents with the option of applying to the Council, rather than relying on inconsistent practices within the private sector.

Improving the local community facilities; including community centre, library, open spaces, and recreation facilities will have a positive impact. These spaces will provide opportunity for community groups to meet and socialise.

(d) Marriage and civil partnership

We have not identified any equalities issues specific to this protected characteristic in relation to need in the affordable housing development programme.

(e) Pregnancy and maternity

2 and 3 bedroom homes will be provided on this development. These will be available to bid on by women who are pregnant (24 weeks or more) or who have recently had children meaning they need to move to larger accommodation. Private and shared amenity space will be provided alongside the housing and community facilities including play equipment for children. Improving the local community facilities; including the community centre, library, open spaces, and recreation facilities will have a positive impact. These spaces will provide opportunity for community groups to meet and socialise.

National policy dictates that certain groups of people are considered as priority need for social housing because they are more likely to be vulnerable, including women who are pregnant. Extra support from Council officers will be offered to those that are affected by the redevelopment. Further provision of social housing in Cambridge will have a positive impact for these groups.

As with other protected characteristics, an increase of the Council housing supply will provide more Cambridge residents with the option of applying to the Council rather than relying on high rents in the private sector, which impact families with young children particularly severely.

(f) Race – Note that the protected characteristic ‘race’ refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

Increasing the supply of affordable housing in Cambridge is expected to have a positive impact on those members of the community who are classified as Black and Minority Ethnic (BAME).

According to the annual Measuring Poverty report published by the Social Metrics Commission, 46% households in the UK where the head of the household is BAME are classified as living in poverty,

compared with 19% where the head of the household is white. People in BAME families are also between 2-3 times more likely to be living in persistent poverty than white families. According to The Colour of Money (2020) for Indians the rate of poverty is 22%, for Mixed its 28%; Chinese 29%; Bangladeshi 45% and Pakistani 46%. This is due to lower wages, higher unemployment, higher rates of part-time working, higher housing costs, and slightly larger household size. It follows that BAME households are likely to have a greater need overall for a range of affordable housing options in the site though the need varies by ethnic group. In Cambridge, anecdotally according to voluntary and community sector groups, Bangladeshi people are especially likely to experience poverty.

Increasing the supply of general needs housing in Cambridge should therefore have a proportionate impact on housing options for BAME families in the city. As with other protected characteristics, an increase of the Council housing supply will provide more Cambridge residents with the option of applying to the Council rather than relying solely on high rents in the private sector.

The Council makes information available to residents in other languages where it's needed.

(g) Religion or belief

We have not identified any equalities issues specific to this protected characteristic in relation to the affordable housing development programme. Designs and specifications can however be enhanced to accommodate cultural preferences if instructed to do so by the relevant Housing Authority (for example facilitating spray taps adjacent to WCs).

The community centre to be reprovided may be used by different faith groups however consultation with local groups will continue and the need for this has not yet been identified.

(h) Sex

No specific issues have been identified in relation to sex, although it is worth noting that most of those fleeing domestic abuse for whom we have a statutory responsibility will be women. This accounted for 3% of lettings last year. In domestic abuse cases the location where people are housed can be an important factor, for example away from the perpetrator or near to a family support network.

(i) Sexual orientation

Increasing the supply of affordable housing in Cambridge is expected to have a positive impact on LGBT+ members of the community.

LGBT people face unique pressures within the housing system at present. [Current research](#) from the Albert Kennedy institute indicates that within the youth homeless population, LGBT people are greatly over-represented. Young LGBT people who are homeless are likely to have a reduced

support network as a high proportion (62-69%) have become homeless due to parental rejection or family abuse.

Comparable conditions prevail among older LGBT people according to [research undertaken](#) by Stonewall Housing, with many older persons having a history of homelessness and a smaller family support network than non-LGBT older people. Older LGBT people are also more likely to live alone.

Overall there is a similar trend among the LGBT population where the limited options of Cambridge residents more generally are likely to be further reduced or placed under greater pressure by sexual orientation.

As with other protected characteristics, an increase of the Council housing supply will provide more Cambridge residents with the option of applying to the Council rather than relying on high rents in the private sector, which is likely to have a higher impact on LGBT people.

(j) Other factors that may lead to inequality – in particular, please consider the impact of any changes on:

- **Low-income groups or those experiencing the impacts of poverty**
- **Groups who have more than one protected characteristic that taken together create overlapping and interdependent systems of discrimination or disadvantage. (Here you are being asked to consider intersectionality, and for more information see: https://media.ed.ac.uk/media/1_l59kt25q).**

Homelessness – positive impact

The 1996 Housing Act as amended by the 2017 Homelessness Reduction Act provides that the council has a duty to agree reasonable steps to try and prevent or relieve the homelessness of the those that are threatened with homelessness or homeless. A reasonable step under the Act could include advice and assistance with applying for social housing.

The development of new family sized homes on these schemes will allow homeless families currently living in temporary accommodation to have the opportunity to bid on the homes and secure a move to permanent accommodation.

Low-income groups or those experiencing the impacts of poverty– positive impact

Households living on low incomes come under greater housing pressure than those on higher incomes due to a range of factors. This has been discussed at length elsewhere in the document, but the primary driver behind the affordable housing programme remains the strictly limited housing options to which Cambridge residents on low incomes have access. Cambridge remains one of the most expensive places in the UK to live and an increase in the Council housing supply will provide more options for residents who choose to live in the city and will ensure that it is easier to build a mixed and balanced community within the city,

As can be seen elsewhere in this EQIA, the inequality in the housing market affects some groups more than others, but in all circumstances an increase in general needs Council housing will improve housing options across the board.

Groups who have more than one protected characteristic that taken together create overlapping and interdependent systems of discrimination or disadvantage – positive impact

Home-link prioritises applicants based on a variety needs criteria as set out in the council lettings policy and inclusive of consideration of protected characteristics. Priority banding within which prospective tenants will be informed by the full number of protected characteristics of the bidder, prioritising successful housing of the most at-risk groups. While the lettings policy does not specifically note prioritisation of need based on more than one protected characteristic, it does make allowance for the movement of applicants with multiple needs into higher priority banding for housing.

Fuel Poverty

The Council is committed to providing high quality homes which greatly supersede the energy efficiency of current housing stock. This pilot scheme proposes the delivery into council stock of flats meeting Passivhaus or equivalent performance standards. These will provide low running costs and greater alleviation to residents affected by fuel poverty.

Changes to the local commercial facilities

Through redevelopment of this area, the commercial units will be demolished and re-provided. The Council is consulting with the business owners to establish their plans going forward. They may wish to remain on the new development and if so, the team will work on a strategy to maintain business continuity throughout the construction process. For example, at Colville 3 in Cherry Hinton, temporary units have been used to offer a space for several businesses until they can move into their new units. The development team will need to establish what options are available to the business owners when the phasing programme is created.

Any new commercial uses of the development must be of benefit to the community. The local demographic should be considered in terms of affordability, accessibility and inclusion.

11. Action plan – New equality impacts will be identified in different stages throughout the planning and implementation stages of changes to your strategy, policy, plan, project, contract or major change to your service. How will you monitor these going forward? Also, how will you ensure that any potential negative impacts of the changes will be mitigated? (Please include dates where possible for when you will update this EqlA accordingly.)

A Housing Advice Coordinator, Adaptations Officer and other relevant partners will be consulted through design and building process to ensure the needs of those applicants in need on the housing register, in particular applicants that have disabilities, are considered.

This EqlA will be updated to reflect any additionally identified equalities implications on existing residents following further consultation activities. Detailed resident consultation will be assisted by internal council services, with methods tailored to the resident requirements, ie use of translation services where required, use of digital and non-digital materials, in person and/or telephonic or written correspondence as most appropriate to the consultee.

12. Do you have any additional comments?

None

13. Sign off

Name and job title of lead officer for this equality impact assessment: Molly Savino, Development Officer

Original document completed 22nd September 2022. Other team members consulted: Jaques van der Vyver, Programme Officer. Kate Yerbury, Equality and Anti-Poverty Officer.

Document updated: Molly Savino, Development Officer - November 2023.

All EqlAs need to be sent to Helen Crowther, Equality and Anti-Poverty Officer. Ctrl + click on the button below to send this (you will need to attach the form to the email):

Send form

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Appendix 7

Cambridge City Council Equality Impact Assessment (EqIA)

This tool helps the Council ensure that we fulfil legal obligations of the [Public Sector Equality Duty](#) to have due regard to the need to –

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
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Once you have drafted the EqIA please send this to equalities@cambridge.gov.uk for checking. For advice on consulting on equality impacts, please contact Graham Saint, Strategy Officer, (graham.saint@cambridge.gov.uk or 01223 457044).

1. Title of strategy, policy, plan, project, contract or major change to your service
Redevelopment of Kingsway, parts of Brackley Close, Rutland Close and Verulam Way Associated Land and Garages, in the context of North Cambridge Framework for Change.

2. Webpage link to full details of the strategy, policy, plan, project, contract or major change to your service (if available)
https://www.cambridge.gov.uk/housing-development https://www.cambridge.gov.uk/affordable-housing-programme Shaping North Cambridge - Cambridge City Council

3. What is the objective or purpose of your strategy, policy, plan, project, contract or major change to your service?
Proposed delivery of 197 new homes including 99 council homes at Kingsway , Brackley and Verulam Way , providing new council homes to high sustainability standards, and including M(4)(3) accessible homes in one of the post deprives areas of the Cambridge City.

The aims of the Council in providing new housing directly itself are as follows

1. Provide additional social housing to help meet the shortfall in Cambridge and to replace the loss of council housing through the Right to Buy.
2. Replace some of the Council's existing housing which no longer meets present-day standards, and which are becoming less popular with residents.
3. To build new house types which will better meet the overall mix of social housing needed in the future.
4. To improve the energy efficiency of the Council's housing stock, reducing the cost of utility bills for residents and improving the environmental sustainability of the housing.

New housing is planned to ensure that it fits with the local community and adds to the range of housing available locally.

4. Responsible service

Cambridge City Council's Development Team

5. Who will be affected by this strategy, policy, plan, project, contract or major change to your service?

(Please tick all that apply)

- ☒ Residents
- ☐ Visitors
- ☒ Staff

Please state any specific client group or groups (e.g. City Council tenants, tourists, people who work in the city but do not live here):

The plan to develop new council housing in the city impacts on:

- Housing applicants registered on Home-Link (the Council's choice-based lettings system) i.e. households who need to find somewhere to live
- Transfer applicants registered on Home-Link whose circumstances have changed and who may need to find somewhere alternative to live (a single person under-occupying a three bedroom family house for example).
- **Existing council tenants (...) and leaseholders (...)** at the existing estates, which will be required to be rehoused to alternative accommodation. Tenants decant and rehousing is undertaken in line with the Council's approved Lettings policy and updated regeneration policy. All rehousing is subject to fair disturbance compensation and right to return following redevelopment.

Home-link prioritises applicants based on needs criteria. The priority bandings also take into account housing needs related to related to abuse, medical circumstances and disability, pregnancy and maternity. The 1996 Housing Act as amended by the 2017 Homelessness Reduction Act determines the categories of homeless applicants which the council owes a 'main' statutory housing duty to. The council must make suitable accommodation available to applicants it owes a 'main' housing duty to. These categories include 16/17 year olds, young people leaving care, older people, those with physical or learning disabilities, mental health issues, victims of domestic abuse.

In relation to the Equalities impact, many of those on the housing register (particularly those on the highest banding for need) will have a level of vulnerability. Although not all vulnerabilities are captured under the Equality Act 2010, many will be such as disability including mental health, age, pregnancy and maternity. For those residents who are existing tenants or leaseholders, many of them will also have a protected characteristic as it will be the reason they are able to access social housing. This will be considered in more detail under the following sections which look at each of protected characteristics.

By adding to the general housing stock within the City, housing opportunities are also increased for staff seeking to relocate.

6. What type of strategy, policy, plan, project, contract or major change to your service is this?

- ☐ New
☐ Major change
☒ Minor change

7. Are other departments or partners involved in delivering this strategy, policy, plan, project, contract or major change to your service? (Please tick)

- ☒ Yes
☐ No

If 'Yes' please provide details below:

-
- Customer and Community Services – advice on consulting with local community groups and stakeholders through the process
- City Homes - managing the new homes
- Assets and Maintenance - maintaining the new homes
- Property Services - advice on commercial leases, valuations, disturbance costs, etc in connection with new development
- Finance Team - to provide funding for every aspect of developing the new homes from initial surveys to construction, all in line with projected cash flow
- City Services - advice and input on the design of new open spaces and equipment provided as part of the new homes, subsequent maintenance
- Safer communities – providing advice on the design of the new schemes and homes from a community safety and designing out crime perspective
- Health & safety – commentary on the design of new schemes and homes from a personal safety, fire safety and usability perspective
- 3Cs Legal Services - dealing with land title and transfer to facilitate putting together the sites on which to build the new homes, subsequent issue of leases
- CCC parking services – collaboration in re-provision of parking facilities where affected by he development
- County Council – running the library
- Cambridge Investment Partnership (CIP) - a joint venture partnership between CCC and Hill Partnerships to assist in the delivery of the Councils Affordable home goals.

8. Has the report on your strategy, policy, plan, project, contract or major change to your service gone to Committee? If so, which one?

The report on the North Cambridge Framework for Change has been presented to the Housing Scrutiny Committee meeting of June and September 2024.???

9. What research methods/ evidence have you used in order to identify equality impacts of your strategy, policy, plan, project, contract or major change to your service?

A study has been conducted an appointed architect to identify the opportunities for change in North Cambridge based on the consultation feedback gathered. The development team has also undertaken a detailed internal review process toward identifying council stock which has known shortcomings, and which may most appropriately be redeveloped to provide new energy efficient housing and community facilities.

Officers from City Homes and former Housing Strategy have additionally been consulted to identify a target unit delivery mix for the overall housing programme which best serves forecast demand across the city. Individual consultation with Housing is further conducted on a scheme-by-scheme basis and data is included by the Development Team for scheme reports to the Strategy and

Resources or Housing Scrutiny Committees. The data records the numbers of those on CCC waiting list as provided quarterly by Housing strategy. Further information on housing need and strategy can be found as follows: www.cambridge.gov.uk/housing-research

Consultation has been undertaken with affected residents, commercial leaseholders, service users and local communities. To date consultation has taken the form of engagement process carried out based on a robust engagement strategy and stakeholder mapping and involved 1-2-1 sessions, workshops, door knocking, targeted group sessions, pop-ups, as well as surveys and online platforms to ensure broad and inclusive participation

The 2011 Census provides information on the demographics of the Cambridge City population to assist strategic planning by CCC.

Census Data has been supplemented by a 2020 HDA Needs Analysis report compiled by CCC staff which accompanies and informs the New Development Programme planning.

[Albert Kennedy institute \(2014\), LGBT Youth Homelessness: A UK scoping of cause, prevalence, response, and outcome](#)

[Runnymede Trust \(2020\), The Colour of Money](#)

[Social Metrics Commission \(2020\), Measuring Poverty](#)

[Stonewall \(2016\), Building Safe Choices: LGBT housing futures](#)

[Stonewall \(2018\), LGBT in Britain: Trans Report](#)

10. Potential impacts

For each category below, please explain if the strategy, policy, plan, project, contract or major change to your service could have a positive/ negative impact or no impact. Where an impact has been identified, please explain what it is. Consider impacts on service users, visitors and staff members separately.

(a) Age - Please also consider any safeguarding issues for children and adults at risk

Housing Register and Homelessness

The 1996 Housing Act as amended by the 2017 Homelessness Reduction Act determines the categories of people that are considered as priority need for social housing including because of their age, including older people, those with children, people aged 16 or 17, and care leavers aged 18 to 20. Further provision of social housing in Cambridge will have a positive impact for these groups.

Older People

The units to be delivered in this scheme proposal are made up of general needs accommodation and 5% adapted homes suitable for wheelchair users. All general needs housing is provided at adaptable M(4)2 standard.

The provision of new homes which are accessible for household members who are wheelchair users will mean these homes will be suitable for older people with reduced mobility as long as their needs require this type of home.

The provision of housing for older people in the city is generally good, and housing for older people is not generally in short supply. An older applicant on the housing needs register can apply both for specialist housing, which excludes other types of applicant, and for general needs housing as not all older people want to live in specialist housing.

Younger people

The homes on these proposed schemes will be a mix of 1, 2, and 3 bedroom homes. Young people with a need for this type of accommodation will be eligible to bid for these homes.

In our Housing Strategy consultation in 2015 the most common concerns raised amongst younger people were in relation to affordability and condition of the private rented sector, homelessness issues and the need to support vulnerable people. The provision of more affordable housing at social or intermediate rates will enable the Council to house more people who are in need of housing. This will also aid to alleviating the pressure on the private rented sector.

Cambridge has a relatively young population compared to the rest of Cambridgeshire and many other parts of the country. Around 35% of the population is aged 20-34.

Younger people are finding it increasingly difficult to get on the housing ladder, having to remain longer with parents or in expensive private rented accommodation. For example, England as a whole has seen a significant increase in the proportion of younger households in the private rented sector over the last ten years. In 2004/05, 24% of those aged 25-34 lived in the private rented sector; by 2014-15 this had increased to 46%. (English Housing Survey 2014-15)

Affordability issues are particularly acute in Cambridge, with the price of even the cheapest 25% (the lowest quartile) of homes now standing at over £350k – more than nineteen times the lower quartiles lower earnings. Private rents are also significantly higher than most other parts of the country, with the average rent for just a one bedroom currently around £800 a month.

Increasing the supply of general needs Council housing through this programme will:

- Increase the supply of affordable homes in the city of Cambridge, enabling the council to provide a competitive accommodation option for younger people on low incomes;
- Ensure that the Council can provide accommodation to young people in acute housing need caused by homelessness or economic deprivation.

(b) Disability

The units to be delivered in this scheme proposal are made up of general needs accommodation and 5% adapted homes suitable for wheelchair users. All general needs housing is adaptable M(4)2 standard.

The Development Team will remain actively engaged with Adaptations Officers, the Housing Advice Coordinator and other relevant partners to ensure that the new schemes deliver housing that is suitably adapted or adaptable.

Demarcated disabled parking will be provided at appropriate location to serve tenants and service users, in line with planning guidance.

Almost one in five people in the UK have a disability, with mobility being the most common impairment. At the same time there is a nationally recognised shortage of housing for people with disabilities. For example: around 2% of the UK population are wheelchair users, yet 84% of homes in England do not allow someone using a wheelchair to enter their home through their front door without difficulty. Around 15% of households containing at least one wheelchair user feel that their current home is not suitable for their needs, and so requires adaptations.

Around 22% of individuals living in social housing in Cambridge have a long-term health problem or disability.

Disabled people tend to have lower incomes and are twice as likely as non-disabled people to be social housing tenants.

Around 16% of the national population has a common mental health disorder, and professionals nationally and locally are reporting an increase in the number of service users with mental health issues. For example: increasing numbers of rough sleepers with mental health problems, many of whom also have alcohol and substance misuse issues; and an increase in numbers of older people with dementia.

To ensure that all parties are fully informed and to cater for specific needs, all correspondence and information is made available to residents in varied formats when required.

(c) Gender reassignment

Increasing the supply of affordable housing in Cambridge is expected to have a positive impact on those members of the community with the protected characteristic of gender reassignment.

According to research undertaken by LGBT+ charity Stonewall for their 2018 publication [LGBT in Britain - Trans Report](#), trans people commonly face a range of barriers to housing. One in four trans people have experienced homelessness at some point in their lives, with a similar proportion having also faced discrimination when searching for housing in the preceding year. One in five non-binary people has also faced discrimination when looking for a new home.

By providing more general needs housing, the Council is in a stronger position to ensure that any residents, trans, non-binary or otherwise, who are facing homelessness will be able to find affordable accommodation through the Council. Similarly, applicants who are facing abuse in their current home environment will be able to apply for a wider range of housing options with the council. As with other equality groups, an increase in the Council housing supply will provide more Cambridge residents with the option of applying to the Council, rather than relying on inconsistent practices within the private sector.

Improving the local community facilities; including community centre, library, open spaces, and recreation facilities will have a positive impact. These spaces will provide opportunity for community groups to meet and socialise.

(d) Marriage and civil partnership

We have not identified any equalities issues specific to this protected characteristic in relation to need in the affordable housing development programme.

(e) Pregnancy and maternity

2 and 3 bedroom homes will be provided on this development. These will be available to bid on by women who are pregnant (24 weeks or more) or who have recently had children meaning they need to move to larger accommodation. Private and shared amenity space will be provided alongside the housing and community facilities including play equipment for children. Improving the local community facilities; including the community centre, library, open spaces, and recreation facilities will have a positive impact. These spaces will provide opportunity for community groups to meet and socialise.

National policy dictates that certain groups of people are considered as priority need for social housing because they are more likely to be vulnerable, including women who are pregnant. Extra support from Council officers will be offered to those that are affected by the redevelopment. Further provision of social housing in Cambridge will have a positive impact for these groups.

As with other protected characteristics, an increase of the Council housing supply will provide more Cambridge residents with the option of applying to the Council rather than relying on high rents in the private sector, which impact families with young children particularly severely.

(f) Race – Note that the protected characteristic ‘race’ refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

Increasing the supply of affordable housing in Cambridge is expected to have a positive impact on those members of the community who are classified as Black and Minority Ethnic (BAME).

According to the annual Measuring Poverty report published by the Social Metrics Commission, 46% households in the UK where the head of the household is BAME are classified as living in poverty,

compared with 19% where the head of the household is white. People in BAME families are also between 2-3 times more likely to be living in persistent poverty than white families. According to The Colour of Money (2020) for Indians the rate of poverty is 22%, for Mixed its 28%; Chinese 29%; Bangladeshi 45% and Pakistani 46%. This is due to lower wages, higher unemployment, higher rates of part-time working, higher housing costs, and slightly larger household size. It follows that BAME households are likely to have a greater need overall for a range of affordable housing options in the site though the need varies by ethnic group. In Cambridge, anecdotally according to voluntary and community sector groups, Bangladeshi people are especially likely to experience poverty.

Increasing the supply of general needs housing in Cambridge should therefore have a proportionate impact on housing options for BAME families in the city. As with other protected characteristics, an increase of the Council housing supply will provide more Cambridge residents with the option of applying to the Council rather than relying solely on high rents in the private sector.

The Council makes information available to residents in other languages where it's needed.

(g) Religion or belief

We have not identified any equalities issues specific to this protected characteristic in relation to the affordable housing development programme. Designs and specifications can however be enhanced to accommodate cultural preferences if instructed to do so by the relevant Housing Authority (for example facilitating spray taps adjacent to WCs).

The community centre to be reprovided may be used by different faith groups however consultation with local groups will continue and the need for this has not yet been identified.

(h) Sex

No specific issues have been identified in relation to sex, although it is worth noting that most of those fleeing domestic abuse for whom we have a statutory responsibility will be women. This accounted for 3% of lettings last year. In domestic abuse cases the location where people are housed can be an important factor, for example away from the perpetrator or near to a family support network.

(i) Sexual orientation

Increasing the supply of affordable housing in Cambridge is expected to have a positive impact on LGBT+ members of the community.

LGBT people face unique pressures within the housing system at present. [Current research](#) from the Albert Kennedy institute indicates that within the youth homeless population, LGBT people are greatly over-represented. Young LGBT people who are homeless are likely to have a reduced

support network as a high proportion (62-69%) have become homeless due to parental rejection or family abuse.

Comparable conditions prevail among older LGBT people according to [research undertaken](#) by Stonewall Housing, with many older persons having a history of homelessness and a smaller family support network than non-LGBT older people. Older LGBT people are also more likely to live alone.

Overall there is a similar trend among the LGBT population where the limited options of Cambridge residents more generally are likely to be further reduced or placed under greater pressure by sexual orientation.

As with other protected characteristics, an increase of the Council housing supply will provide more Cambridge residents with the option of applying to the Council rather than relying on high rents in the private sector, which is likely to have a higher impact on LGBT people.

(j) Other factors that may lead to inequality – in particular, please consider the impact of any changes on:

- **Low-income groups or those experiencing the impacts of poverty**
- **Groups who have more than one protected characteristic that taken together create overlapping and interdependent systems of discrimination or disadvantage. (Here you are being asked to consider intersectionality, and for more information see: https://media.ed.ac.uk/media/1_l59kt25q).**

Homelessness – positive impact

The 1996 Housing Act as amended by the 2017 Homelessness Reduction Act provides that the council has a duty to agree reasonable steps to try and prevent or relieve the homelessness of the those that are threatened with homelessness or homeless. A reasonable step under the Act could include advice and assistance with applying for social housing.

The development of new family sized homes on these schemes will allow homeless families currently living in temporary accommodation to have the opportunity to bid on the homes and secure a move to permanent accommodation.

Low-income groups or those experiencing the impacts of poverty– positive impact

Households living on low incomes come under greater housing pressure than those on higher incomes due to a range of factors. This has been discussed at length elsewhere in the document, but the primary driver behind the affordable housing programme remains the strictly limited housing options to which Cambridge residents on low incomes have access. Cambridge remains one of the most expensive places in the UK to live and an increase in the Council housing supply will provide more options for residents who choose to live in the city and will ensure that it is easier to build a mixed and balanced community within the city,

As can be seen elsewhere in this EQIA, the inequality in the housing market affects some groups more than others, but in all circumstances an increase in general needs Council housing will improve housing options across the board.

Groups who have more than one protected characteristic that taken together create overlapping and interdependent systems of discrimination or disadvantage – positive impact

Home-link prioritises applicants based on a variety needs criteria as set out in the council lettings policy and inclusive of consideration of protected characteristics. Priority banding within which prospective tenants will be informed by the full number of protected characteristics of the bidder, prioritising successful housing of the most at-risk groups. While the lettings policy does not specifically note prioritisation of need based on more than one protected characteristic, it does make allowance for the movement of applicants with multiple needs into higher priority banding for housing.

Fuel Poverty

The Council is committed to providing high quality homes which greatly supersede the energy efficiency of current housing stock. This pilot scheme proposes the delivery into council stock of flats meeting Passivhaus or equivalent performance standards. These will provide low running costs and greater alleviation to residents affected by fuel poverty.

Changes to the local commercial facilities

Through redevelopment of this area, the commercial units will be demolished and re-provided. The Council is consulting with the business owners to establish their plans going forward. They may wish to remain on the new development and if so, the team will work on a strategy to maintain business continuity throughout the construction process. For example, at Colville 3 in Cherry Hinton, temporary units have been used to offer a space for several businesses until they can move into their new units. The development team will need to establish what options are available to the business owners when the phasing programme is created.

Any new commercial uses of the development must be of benefit to the community. The local demographic should be considered in terms of affordability, accessibility and inclusion.

11. Action plan – New equality impacts will be identified in different stages throughout the planning and implementation stages of changes to your strategy, policy, plan, project, contract or major change to your service. How will you monitor these going forward? Also, how will you ensure that any potential negative impacts of the changes will be mitigated? (Please include dates where possible for when you will update this EqlA accordingly.)

A Housing Advice Coordinator, Adaptations Officer and other relevant partners will be consulted through design and building process to ensure the needs of those applicants in need on the housing register, in particular applicants that have disabilities, are considered.

This EqlA will be updated to reflect any additionally identified equalities implications on existing residents following further consultation activities. Detailed resident consultation will be assisted by internal council services, with methods tailored to the resident requirements, ie use of translation services where required, use of digital and non-digital materials, in person and/or telephonic or written correspondence as most appropriate to the consultee.

12. Do you have any additional comments?

None

13. Sign off

Name and job title of lead officer for this equality impact assessment: Molly Savino, Development Officer

Original document completed 22nd September 2022. Other team members consulted: Jaques van der Vyver, Programme Officer. Kate Yerbury, Equality and Anti-Poverty Officer.

Document updated: Molly Savino, Development Officer - November 2023.

All EqlAs need to be sent to Helen Crowther, Equality and Anti-Poverty Officer. Ctrl + click on the button below to send this (you will need to attach the form to the email):

Send form

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