Putting Residents and Communities at the Heart of the Conversation

Summary of responses and findings from a survey and conversations with Cambridge residents and community groups conducted by Cambridge City Council during February-March 2023

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Executive summary

Cambridge City Council is running a transformation programme, Our Cambridge, which aims to build a better, more efficient and sustainable council for the future. As part of this we want to think about how we work together with partners, residents, and communities to help everyone in the city live safe, happy and healthy lives.

Linda Thomas, Futurebright Solutions (FBS) was commissioned to deliver an engagement project to find out what matters to residents and communities to support us in this transformation work.

The objectives were to raise awareness of the transformation work taking place; to engage a wide range of voices, including underrepresented communities; to test methods of engagement to provide learning for future work; and to inform the Cambridge Rich Picture tool[1], which will be used by the council to support future conversations.

The insights obtained would be used to help build that picture for the future and help define the council's role in ensuring Cambridge continues to be a great place to live and work.

Engagement approach

The engagement work took place during February and March 2023.

We asked the following open-ended questions:

- Thinking about where you live, please tell us in a few words what are the things that make your daily life safe, happy, and healthy

- Thinking about where you live, please tell us in a few words what you like about it as a place to live, work and spend leisure time in

- Please tell us in a few words what you dislike about where you live

- Thinking about where you live, what would you do to make it a better place to live, work and spend leisure time in?

The questions were designed to be open ended, while not specifically asking about council services and functions. Open ended questions were chosen so that there was no leading of responses towards any theme or choices, although this meant that this increased the amount of time to analyse responses, we were keen to have a fuller picture of what mattered to residents and communities.

The engagement approach included an online survey using an online engagement platform with a £100 prize draw incentive; hosting pop up events at the Grafton Centre,

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[1] Cambridge Rich Picture *is a visual tool that has been developed by Live Illustration working with council staff, stakeholders and partners. It will be used by the Council for future conversations to understand the city as a whole system, its priorities, and where attention should be focused.*

Clay Farm Centre and Cambridge Central Library; running four online focus group sessions and establishing a series of conversations with a range of community groups.

Levels of engagement

The online survey was live for six weeks and received 536 responses from residents of Cambridge. Responses were received from all wards (Queen Edith's highest (44), Newnham lowest (12)), and from a range of ages and incomes. Just under 20% of responses were from people with a mental or physical illness and more responses were received from female (45%) than male (29%) participants. Most responses were from 'White British' and 'White Other' groups (65.4%).

Pop–up events engaged 199 residents, and the community conversations reached 185 residents and community groups, which included groups working with LGBTQ+ young people, Bangladeshi and Indian women, Armed Forces personnel and families, Ukrainian refugees, Anglia Ruskin University students, Cambridge Ethnic Community Forum and Arts and Culture organisations working closely with communities.

The online focus groups generated limited interest and had very low-level attendance.

Headline findings

What people valued included open and green spaces, a sense of community, being within walking or cycling distance of amenities and services. Participants felt that these were important for a good quality of life.

Dislikes included potholes, congestion (along with concerns around the Greater Cambridge Partnership's proposals for a Sustainable Travel Zone) and irresponsible parking.

Thoughts on making things better included addressing the dislikes and enhancing more of the things that were valued.

We would like to thank everyone who spared their time and attended the pop-up events and completed the survey. The £100 Love Cambridge Gift card winner was a resident from Trumpington. A big thank you also to council staff, community groups and partners who collaborated with Linda Thomas to support and deliver the community conversations.

Next steps

We will be sharing the findings with councillors and teams across the council so this can be used to inform future day-to-day operations.

The findings will also be shared with a wide range of partner organisations so they can also consider this as part of their day-to-day operations and future work.

The insight will also feed into other projects within the Our Cambridge programme, such as service redesign. Alongside its companion piece the "State of the City" Report, the Cambridge Together rich picture will inform council and partner priorities. The State of the City report and dashboard is a data led research tool which will provide a picture of what Cambridge is actually like (through economic, social and environmental lenses), and how that changes over time. Together with our communities we will be able to see how close or how far Cambridge is to the ambitions captured through Cambridge Together and help us identify how we work together to make a difference.

The final "State of the City" report and dashboard are due to be published in July 2023 and in the future should be updated as new data is released each year. We will be tracking the impact of the collective work that we and our partners are doing to help everyone in the city live safe, happy and healthy lives, knowing whether we're making a difference.

We said at the outset that this engagement work was the starting point of the council working more collaboratively with residents and communities across Cambridge. The learnings from the project will help to build relationships for continued conversations that will help shape future priorities and outcomes for residents and communities.

Engagement Tree used at the Pop-up events to collect residents thoughts

Survey results

The analysis and findings have been produced by Futurebright Solutions (FBS)

The online survey received 528 responses and a further 6 hard copy responses were included from postal submissions. Of those who responded, 69 lived outside of Cambridge and so have not been included in the analysis. A total of 465 responses were analysed. The diagram below identifies responses per postcode area CB1 – CB5.
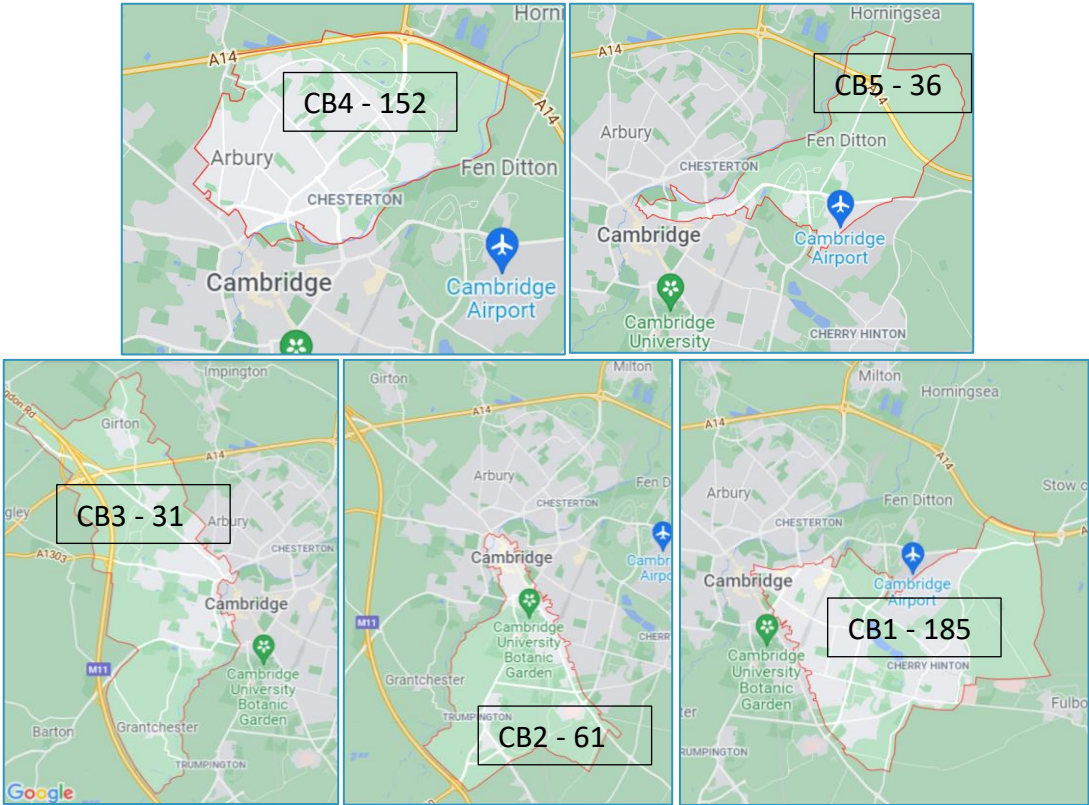
Survey questions

Participants were asked to respond 'in a few words' to four open ended survey questions. Typically, several topics* were identified for each answer, and each was coded and analysed. *As a result of more than one topic per response, the percentage response rate for each answer may be greater than 100%.*

Overall scores

The top three ranked responses overall have been included below for each question, with the full table of responses included in Appendix 1.

	Ranked First	Ranked Second	Ranked Third
Question 1: Thinking about where you live, what are the things that make your daily life safe, happy and healthy?			
Q1	**Open Spaces** – green spaces, trees, river, parks (39%)	**Community** – family and friends, good neighbours (32%)	**Housing** – location and proximity to shops, GP, work, activities, etc. (30%)
Question 2: Thinking about where you live, what do you like about it as a place to live, work and spend leisure time in?			
Q2	**Housing** – location and proximity to shops, GP, work, activities, etc. (44%)	**Open Spaces** – green spaces, trees, river, parks (35%)	**Community** – family and friends, good neighbours (22%)
Question 3: Please tell us what you dislike about where you live?			
Q3	**Built Environment** – potholes (22%)	**Transport** – congestion (16%)	**Built Environment** – parking and enforcement (on pavements, verges) (13%)
Question 4: Thinking about where you live, what would you do to make it a better place to live, work and spend leisure time in?			
Q4	**Built Environment** – fix the potholes (17%)	**Transport** – cycling, cycle Lanes (more, less, separate, policing) (15%)	More amenities, activities and things to do (12%)

Age of respondents

Of those who responded to this question (29% did not), the greatest number of responses was received from residents aged **41-50 years old** (**16%**) – as shown in the chart below.
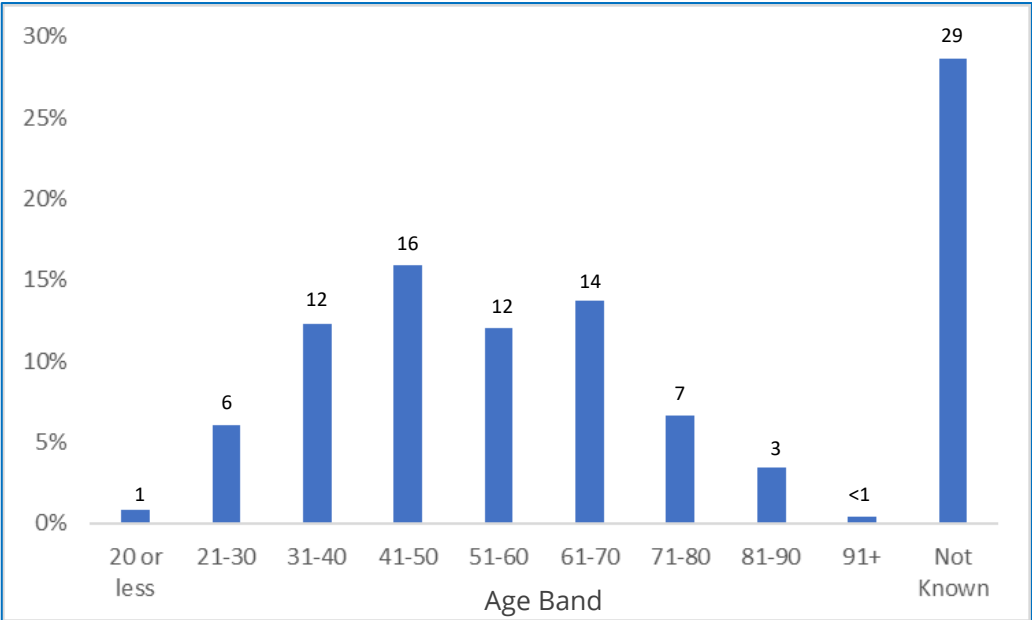
Health conditions/illnesses

Of those who responded, **19.57%** stated that they have physical or mental health conditions or illnesses lasting or expected to last 12 months or more and **51.83%** stated they did not.

Ethnic group

Of those who responded to this question (28% did not), the greatest number of responses was received from those identifying as **White: English/ Welsh/ Scottish/ Northern Irish/British (56.77%)** and **White: Other (8.6%).** There was a very low response rate from other ethnic groups.

Sex as registered at birth

Of those who responded to this question, **45.16%** were registered as **Female**, **28.60%** as **Male**, and **0.22%** (1 person) as **Intersex.**

Household Income

Response rate to this question was very low, with **41.5%** not answering the question at all and a further **15%** preferring not to say. Of those who did respond, **24%** fell within the **£20k-£60k** earning bands.

Responses by Ward

22 survey respondents only provided the first three or four characters of their postcodes (CB1=7, CB2=0, CB3=8, CB4=6, CB5=1) and it was not possible to allocate them to a ward. Of those who did provide a full postcode (443) Queen Edith's had the highest response number (44) and Newnham the lowest (12), shown in the chart below.
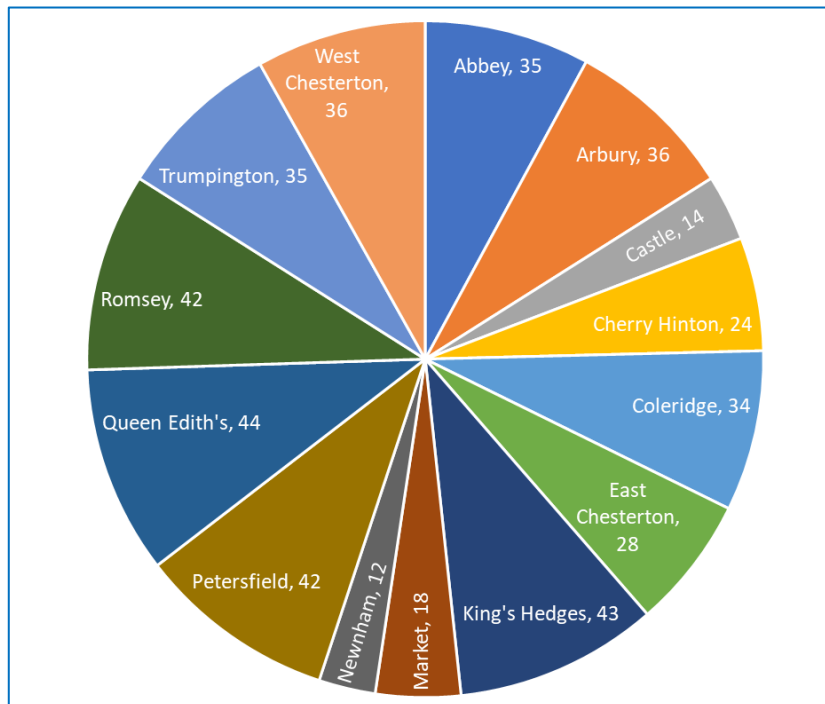
Ward data

The full detail of response by ward is included in Appendix 1. It is important to note that response numbers per ward were relatively low and a response rate of 51% for Abbey, for example, is the equivalent of 18 responses out of a total of 35.

Pop–up events

199 people took part in conversations during these sessions.
- Clay Farm – 2 sessions, **70 people**
- Cambridge Central Library – 2 sessions, **55 people**
- Grafton Centre – 2 sessions, **74 people**

Conversations with communities

185 people took part in these conversations.
- **The Kite Trust** delivered a community conversation with **15 LGBTQ+ young people.**
- A drop-in took place at the **Bangladeshi and Indian Women's lunches** with **15 women** taking part.
- The **Cambridge Ukrainian Community Group** is a network meeting chaired by the City Council. A discussion at this meeting reached **20 people** working with Ukrainian refugee communities and led to the collaboration below with the Ukrainian PhD student.
- A **Ukrainian PhD student** from Anglia Ruskin worked with FutureBright Solutions to translate questions and supported **37 Ukrainian refugees** to complete the survey.
- Two drop-ins took place at **Serving and Veteran Armed Forces** personnel activities with **46 people** taking part.
- A pop-up took place at **Anglia Ruskin Students Union** during a volunteer fair event and spoke to **28 students**.
- The **Cambridge Ethnic Community Forum** Workshop had **15 participants.**
- The event hosted by **Cambridge Junction** had **9 Arts and Culture** Organisations participating. These were invited as they work closely with communities across the city.

Online focus groups

- Session 1: Emerging Themes (Wednesday 15 March, 6pm) – there were some technical issues with joining the session but once the session started one person dropped in and decided they would join the following week.
- Session 2: Rich Picture (Tuesday 21 March, 6pm) – five people expressed an interest (not including the person from the previous week) and were given the link to join. One person attended and discussed the Rich Picture content.
- Session 3: Emerging Themes (Wednesday 22 March, 12pm) – one person attended to talk specifically about the Sustainable Travel Zone and left after 15 minutes.
- Session 4: Emerging Themes (Saturday 25 March, 10.30am) – no one attended.

Findings

With such rich insight generated from the open-ended survey questions and community conversations, there are many areas of interest that could be explored. However, for this report FBS have looked at survey findings for specific demographic groups and summarised the remainder of the content under Rich Picture category headings (as set out on Page 10)

Demographics

FBS looked at findings by age (younger adults and older adults), ethnic group, and illness/disability. Most responses from these groups reflected the same themes and issues as the majority response. Additional headlines included:

- Age: up to 25yrs – one person highlighted the need for safe spaces for trans communities and worries about hate crimes

- Age: 80+yrs – highlighted issues around isolation and loneliness, things to do for older adults, and having company to take part in activities. Many were anxious about the Sustainable Travel Zone impacting on them seeing friends and family and taking part in activities. The condition of pavements and parking on pavements impacted the ability to get out and about and there was a fear of trips and falls. Buses needed to be reliable and were a potential barrier to getting out and about due to limited frequency and reliability. A community/local 'bobby on the beat' would reassure and make respondents feel safer.

- Ethnic groups – two responses (one Japanese and one Polish resident) – experienced implied racism and bias from GPs.

- Illness/disability – a number of respondents with respiratory issues spoke about the need for clean air and felt that on the whole Cambridge City had good air quality. Easy access to GPs, pharmacies and hospital were important. The condition of pavements and parking on pavements was raised, in particular for those with mobility issues, who use mobility scooters, and was often a reason why people stayed at home. There were concerns about the Sustainable Travel Zone affecting the movement of informal carers and family members to be able to support those with illnesses, including attending hospital and GP visits. Digital access was identified as an issue, in particular for people with arthritis not being able to use the computer, as well as people with learning disabilities, mental health issues and older adults.

Learnings

At the outset of the work, we wanted to engage a wide range of voices, including underrepresented communities, test methods of engagement to provide learning for future work

The section below draws out some of the key learnings from the engagement approach that we will feed into future work.

- **Learnings from overall approach** – the combined use of the online survey platform and community conversations has proved a successful approach to engagement and a number of learning points have been captured.

- **Learnings from the online survey** – the use of the online platform helps with notifications of new opportunities for residents to have their say and keeps participants informed. Some may be put off from using though, as you have to register, although this does prevent spam responses.

- **Learnings from Community conversations** – in order to do this effectively, it is important to identify budgets and other resources to support engagement. Working with staff and partners can provide a greater reach. Acknowledging that building trusted relationships and identifying opportunities for collaboration require lead in and development time.

- **Learnings from Pop–up events** – consider footfall and the 'dynamic' of the space being chosen. It is important to think about the return on investment (staff time vs numbers engaged) as some sites will lend themselves more to conversational space than others. Consider using more locations out in the community rather than the city centre.

- **Learning from Online Focus groups** – uptake of online sessions was very low; this may be because many had their say through the survey or because there was a lack of financial incentive for this option. Take focus group discussions out to the communities of interest rather than holding online sessions.

- **Learnings around Accessibility –** continue to offer alternatives to online/digital, including face to face community conversations and drop ins, hard copy surveys, and working through and with community leaders to develop the approach, language, and translation requirements. This can take time; however, the effectiveness of engagement can be greatly improved as a result of this.

Cambridge Rich Picture

The Rich Picture tool to be used by the council, designed to support conversations about the city with communities, partners, and stakeholders.

It aims to help clarify similarities and differences in expectations and provide valuable insight for the Cambridge system (multiple partners providing essential services), of which the council is a part.

The insight gathered from survey responses and community conversations has shaped the working version of the picture (shown opposite).

The draft Cambridge Rich Picture prior to the public engagement (as of February 2023) can be seen in the following page.
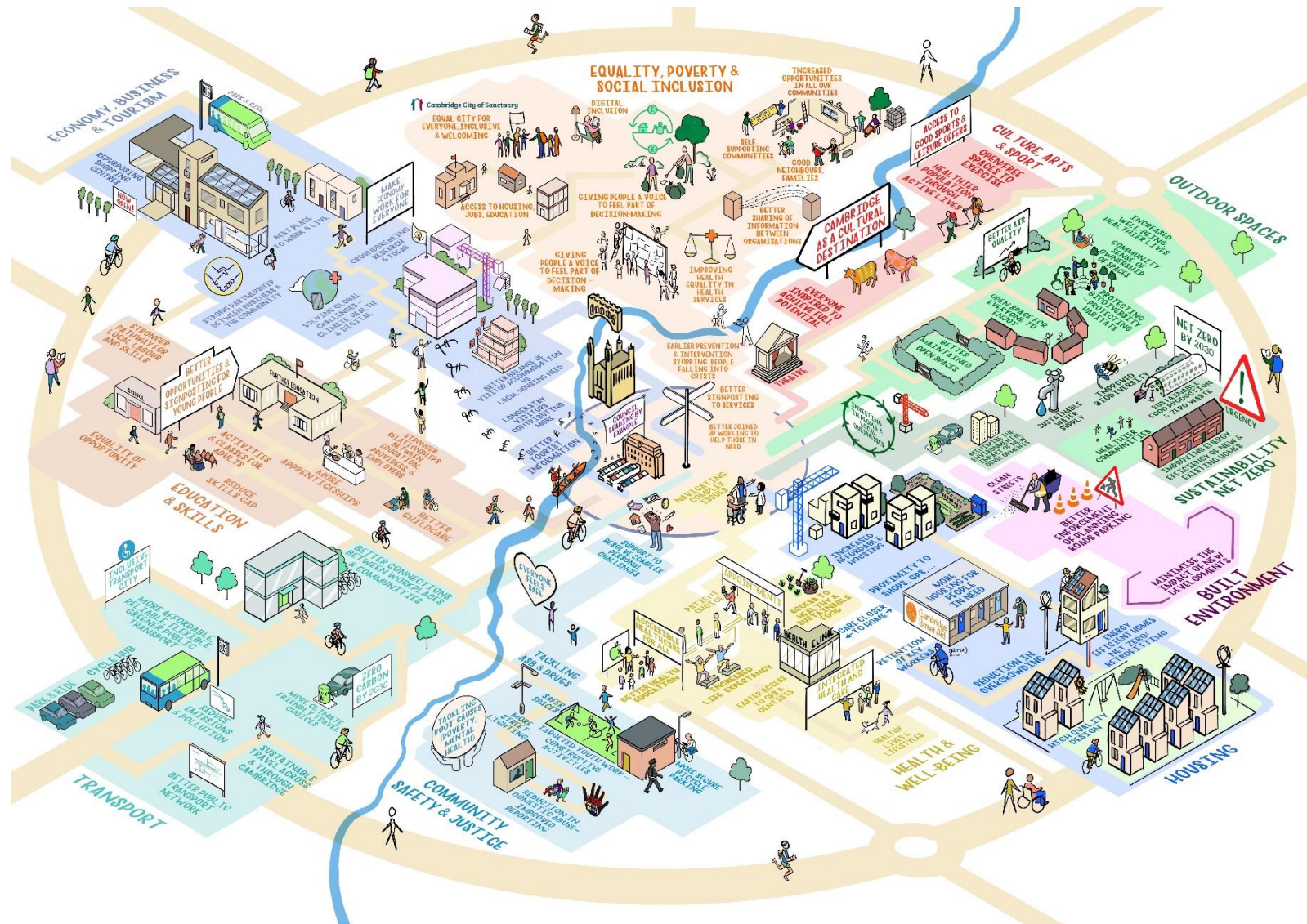
Cambridge Rich Picture – May 2023

Draft Cambridge Rich Picture – February 2023

How the resident survey and community engagement has shaped the Cambridge Rich Picture

The insight gathered from survey responses and community conversations has been summarised below to reflect the categories within the draft Cambridge Rich Picture (as of February 2023) and this has been used to update the Rich Picture.

Community safety and justice

People said they felt safe when there was adequate **street lighting**, and when **police** were visible (*note, majority response to the survey was from White British/Other residents*) and wanted more **safe spaces** especially for young people (in general and from LGBTQ+ communities). **Drugs** (Petersfield and Cherry Hinton) and **anti-social behaviour** (Abbey, Cherry Hinton, East Chesterfield, Petersfield and Trumpington), were highlighted as issues in certain geographical areas as well as **crime/theft** (including bike theft). People wanted more police/community **police presence,** and some wanted more **CCTV**.

Culture, sports, arts and leisure

Note, leisure has been added to this Rich Picture category

People really valued being able to access **good sports facilities**, gyms, playgrounds, swimming (including Jesus Green Lido). Also, that there were lots of opportunities to use **open spaces to exercise** – swim, run, cycle, row, skate. They valued the **cultural offers** – architecture, museums, theatres and music venues – as well as the **historic centre**, including the **universities**. Many people said that they 'liked' or 'loved' living in the city, quoting the **atmosphere and vibe**, and that they had pride in the place where they lived.

People would like to see **more activities** – free or low cost – especially for families/children, young people, and older adults transitioning into retirement and in retirement. They would also like to see the **universities** give **more access** to internal and external spaces for the general public. **Volunteering** has been added to this category as a number of people were keen to know where to look for and engage in volunteering opportunities.

Some people identified that there was a lack of provision and amenities in their area – in particular Trumpington and Abbey wards – which required addressing.

Economy and business

Many people commented on the number of **empty shops** and how this affected the look and feel of the city. In particular, empty spaces at the **Grafton Centre**, the **Beehive** and **Clay Farm,** with suggestions that some of these could be used as **community and art hubs. Science hub developments** at shopping centres were not popular with many people who engaged at the Grafton Centre – people wanted to know why they needed to be located in a shopping centre when **affordable shopping options** were dwindling.

People felt strongly that **independent shopping and eating** provision was important rather than national chain brands and wanted this to remain. Offering **incentives** to support local and independent businesses was put forward as an idea.

Affordability was an issue (for shopping, eating and the wider economy) and it was important to maintain a balance of offers so that things were **equitable** for all. A number of people felt that there was an **imbalance,** with the **wealthier element** of the city being favoured.

Planning has been added to this category. Many people felt there were **poor planning decisions** being made that favoured developers, the more well off, and the universities. People commented on the **lack of infrastructure** being put into areas to support new housing developments which put additional pressure onto existing services and amenities.

People valued **having a (good) job**, and **job security** which in turn provided **financial security**, but felt there should be more opportunities for young people. People appreciated **flexibility in work**, with the ability to **work from home** being one of the things that supported good wellbeing and work/life balance. Coupled with this was the necessity to have **reliable, high speed internet** access.

A number of people felt that the proposed **Sustainable Travel Zone** would have a **negative impact** on the economy of the city.

Education and skills

This category was referenced less often through the survey and during conversations. Elements that were important were **good schools/education/teachers** and having more **activities and classes for adults** that were affordable. Availability of training and skills development was discussed with the Bangladeshi and Indian women. Some people felt that the **universities had too much power**, and felt that there were **too many students**, especially in the summer.

Equality and diversity

Diversity of people and culture was identified as a positive element to the city, which made it feel '*international and open minded'*, and made people feel safe and welcome. However, a couple of responses picked up on bias and implied racism at GP practices.

As mentioned in previous categories, **inequitable access to jobs, housing**, etc. was raised, with the feeling that the system was biased to those who were more affluent.

Some people felt that the **Sustainable Travel Zone** proposals were **inequitable** as they favoured people on higher incomes who could afford to pay the charge, whereas others on low incomes having to **drive for work** would be disproportionately affected. Also affected would be **informal carers, older people** who rely on their cars to access friends, family and social activities, people with **mobility issues** and those having to **visit the hospital regularly**.

Digital exclusion came through strongly in conversations at the Central Library, reflecting the demographic of the audience – older adults, people with disabilities and health conditions (learning disabilities and mental ill health). There is a big push towards digital inclusion nationally and locally, however, consideration must be given to those who cannot or do not want to be digitally engaged/enabled. A working/discussion group with affected communities was suggested during conversations, to further understand the barriers and needs.

Health

Easy access to good GPs, **health services and pharmacies** was important, especially for those with health conditions, and for others an important element to staying healthy and well. Timely access to **GP appointments** was raised as an issue. The lack of '**walk in clinics'** (urgent treatment centres) was highlighted at the Bangladeshi and Indian conversation, along with opportunities for women only exercise classes and swimming.

Being able to access free and low-cost **activities for health and wellbeing** was valued, including outdoor spaces with access to walking, cycling and swimming opportunities.

Isolation and loneliness has been added to this category and was a particular concern for **older adults**, especially those in the **80+ age** bracket. It was more difficult for them to access activities and social events, coupled with the fact that many of their friends were not around anymore. Many feared that they would become more isolated as a result of the introduction of the **Sustainable Travel Zone**.

Housing

One of the most important elements about why people liked where they lived was the '**close proximity to everything'** – shops, GPs, green spaces, culture, work, families, etc. and that they could **walk or cycle everywhere**. This was in the top three responses from the survey and came through strongly during community conversations.

Affordability of mortgages and rents was raised many times, along with the issues of young adults trying to get on the property ladder and still having to live at home. In some areas and households this exacerbated the issues of overcrowding. People also felt there was not enough **affordable housing** or council/social housing stock, and that the term 'affordable' was misleading as it was often still too expensive for many lower income families. In addition, the affordable element of housing developments was often perceived to be smaller and of limited quality and design.

Home security, whether owners or renters, was stated as an important element of feeling safe and well, along with offering a **range of housing options** and stock when creating new developments. Having access to **gardens and allotments** was identified as supporting health, happiness and wellbeing.

Maintenance of council/social housing stock was raised, with some stating that waiting lists and repairs took too long. **Communication** with some social housing providers was also identified as problematic.

Outdoor spaces

Another of the top three responses from the survey and highlighted during conversations was being able to have access to (good quality) open space. So many people said that having access to **green spaces, trees, rivers, and parks** locally was one of the most important elements to feeling happy and well and was what they liked about where they lived.

Creating and protecting biodiversity was important, as well as increasing access, with green walls, roofs and roadside planting all put forward as ways to develop and enhance this.

The importance of maintaining parks and green spaces, including paths, benches (as well as providing more of them for people with mobility issues), and toilets was raised.

Poverty and social exclusion

To note that FBS have coded general conversations around 'affordability' under this category. However, affordability and cost of living have a much wider reach and sit under a number of categories, for example, affordability of housing, leisure and arts, health, etc.

Many people spoke about **affordability and the cost of living** for themselves and their concerns for others. Concerns for people experiencing **homelessness** was also raised, and that there should be 'year round' provision rather than just in wintertime. To a lesser extent, beggars and 'fake' homeless were raised as issues.

Sustainability, net zero

Few people mentioned this topic, although **electric car charging points** for households, knowing where the charging points were, and building the infrastructure before installing charging points were all raised in the survey. Of the small number of **children and young people** who were spoken to during pop-up events, the subject of **climate change and concerns about the planet** were much more at the forefront of the conversation.

Tourism

Few people mentioned this topic, however the **impact of Air BnB**, **seasonal visits**, and **language students** in the summer were all raised via the survey. A number of people felt that the **city centre was catering more for tourists** than local people, with more attention given to tourists (and students) than families.

During the Central Library pop–up events several people asked if there was a **tourist information centre** in the city as they could not access online information.

Transport

This category received a vast range of responses via the survey and during community conversations.

Issues included congestion (in the top three themes for 'dislikes' in the survey); traffic pollution; the proposed Sustainable Travel Zone (congestion charge); road layouts and closures (Mill Road Bridge was raised a number of times, in particular by Romsey ward respondents) - with a number of people believing that roads were being closed to increase congestion which would give more weight to introducing the 'congestion charge'; speeding; mopeds/scooters/cycles – in particular on pavements and not following the highway code; infrastructure for multi modal forms of transport; safety and conflict between users; buses/public transport – in particular cost, frequency, reliability, having to travel into and out of city centre to cover a short geographical distance, accessibility, park and ride (capacity, cost, availability in the evenings).

People valued active travel opportunities (cycling, scootering, walking); good cycle lanes (preferably separate to motor vehicles); good roads and transport connections out of the city; Voi scooters as an option to reduce car use.

Suggestions for improvement included more (separate) cycle lanes with good signage and greater geographical reach, however some suggested less cycle lanes as they felt the voice of the cyclist was heard above any others. Reducing speeds down to 20mph and introducing speed cameras. Car share, with park and ride charging per car not per person and running later in the evening. Designated parking areas for Voi scooters and training for people using them. Increased enforcement to address the use of pavements by cycles, scooters and mopeds. A number of people were in favour of the

Sustainable Travel Zone to address traffic congestion, pollution and noise. Many people felt that the numerous issues identified with the Stagecoach bus service needed to be addressed before the Sustainable Travel Zone was introduced.

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Polarised opinions – for example, congestion versus the Sustainable Travel Zone
Throughout the survey many respondents raised the issue of traffic congestion, and it was ranked second overall (16% of responses) when people were asked what they disliked about where they lived. In contrast, the Sustainable Travel Zone (STZ), or Congestion Charge as it was referred to by most respondents, was identified by 10% of all respondents as being unpopular and causing concern for a number of reasons. When this was examined more closely opinion is often split, even down to ward level.

For example, in Arbury ward, 14% of all respondents raised concerns about the STZ while 11% stated that congestion was an issue; 21% of Castle ward respondents stated that congestion was an issue and a further 21% raised concerns about the STZ; in Coleridge ward, 21% stated that congestion was an issue, and a further 12% raised concerns about the STZ. This demonstrates the complexities of communities and community voices and highlights the diversity of views that exist.

Fuelling some of the anxiety and concern is misinformation about the STZ in local conversations and on social media. For example, a number of people believed that they would have to pay £5 every time they entered the zone, even on the same day. Other, more valid concerns were about how the STZ might impact them:
- How it will affect informal carers including friends and family who support older and vulnerable with visits, appointments, etc.
- Older adults becoming more isolated because they cannot use their car to visit family and take part in activities.
- People with ongoing health conditions who have to visit the hospital regularly (which is in the proposed STZ catchment area).
- The need for public transport (bus service) provision to be dramatically improved in terms of frequency, reliability and lower cost prior to the STZ being introduced.

While the GCP is leading on this work, it is important for the City Council to hear these concerns so that they can feed back to the GCP on behalf of residents.

Additional Rich Picture categories

The following are suggested additions to the Rich Picture categories as they scored highly in terms of numbers of responses throughout this work and did not fit into existing categories. In particular, **Communities, Built environment,** and **Governance**.

Communities, friends and family, good neighbours

One of the top three themes that people valued for living a safe, happy and healthy life was having a good community around them, with good neighbours, and a strong network of friends and family close by. Good community provision with a central hub, things that brought communities together, and access to good quality amenities available locally all contributed to the sense of community and community strength and resilience.

Built environment

This category covers the built environment rather than the natural environment including noise nuisance; pollution and air quality; street cleansing and waste management (including litter, bins, food waste collection, and recycling); parking and enforcement – in particular on market days, during school run times, on pavements and grass verges; potholes and road works; irresponsible dog owners and dog waste.

Many people valued **quiet space** and living in **quiet neighbourhoods** as one of the main reasons why they liked where they lived.

Potholes in roads and pavements was the biggest single issue for people when asked what they disliked about where they lived, across all wards (except Trumpington), as they impacted on safety, mobility and costs in car repairs; fixing them was a top priority. As a contrast, only one person in the Trumpington ward identified potholes as an issue.

Parking issues also featured strongly with vehicle owners parking on pavements, grass verges, and blocking streets and driveways during school run times which had an impact on pedestrian safety. It was felt that **parking enforcement** should be improved, as well as having a coherent parking strategy for the city.

Governance

Governance, power, and the way 'the council', the Greater Cambridge Partnership (GCP) and Universities operated was raised on a number of occasions. People felt that there should be **more strategic thinking and collaboration** between these bodies, and that local councillors should ensure the **voices of local communities** were heard when issues such as the Sustainable Travel Zone and housing infrastructure were discussed. People also felt that **communities** should be included in the **conversation** when looking for **local solutions to local issues** rather than having single top-down solutions imposed on them.

Appendices

APPENDIX 1: Survey Results

Age of Respondents

Of the 465 respondents, 29% did not answer this question. Of those who did, the greatest number of responses were received from residents aged 41-50 years old – 16%. Three wards had responses from age band up to 20 years old – Arbury (6%), Castle (7%) and Trumpington (3%). At the other end of the scale, age band 90+ received responses from one ward, Queen Edith's. For the remainder there was a wide range of age band responses across all wards with the exception of Newnham which had a narrow range 60-90, but with a high percentage (41.67%) not reporting any age at all.

Table 1 showing % response for each ward by age band

Age Band	Abbey	Arbury	Castle	Cherry Hinton	Coleridge	East Chesterton	King's Hedges
20 or less	0%	6%	7%	0%	0%	0%	0%
21-30	6%	3%	14%	8%	9%	4%	5%
31-40	17%	8%	21%	4%	3%	32%	19%
41-50	20%	14%	7%	21%	26%	4%	19%
51-60	14%	19%	7%	13%	21%	18%	12%
61-70	9%	8%	7%	25%	12%	7%	16%
71-80	0%	3%	0%	4%	6%	11%	9%
81-90	3%	3%	7%	4%	3%	0%	2%
91+	0%	0%	0%	0%	0%	0%	0%
Not Known	31%	36%	29%	21%	21%	25%	19%

Age Band	Market	Newnham	Petersfield	Queen Edith's	Romsey	Trumpington	West Chesterton
20 or less	0%	0%	0%	0%	0%	3%	0%
21-30	11%	0%	7%	0%	7%	9%	8%
31-40	6%	0%	14%	9%	14%	17%	8%
41-50	22%	0%	14%	16%	14%	26%	14%
51-60	17%	0%	7%	14%	10%	9%	8%
61-70	17%	33%	17%	23%	14%	6%	11%
71-80	6%	8%	14%	11%	7%	3%	8%
81-90	0%	17%	2%	7%	0%	3%	6%
91+	0%	0%	0%	5%	0%	0%	0%
Not Known	22%	42%	24%	16%	33%	26%	36%

Note, for each table in this report responses within each ward have been calculated as a % of the total number of responses for that ward. For example, Abbey received 35 survey responses in total, therefore each % figure in the Abbey column is a % of 35. The darker the cell colour the greater the % response.

Health Conditions/Illnesses

Of those who responded, **19.57%** stated that they have a physical or mental health conditions or illnesses lasting or expected to last 12 months or more and **51.83%** stated they did not. *To note that it would also be useful to identify the type of illness.*

Chart Showing % response for health condition or illness
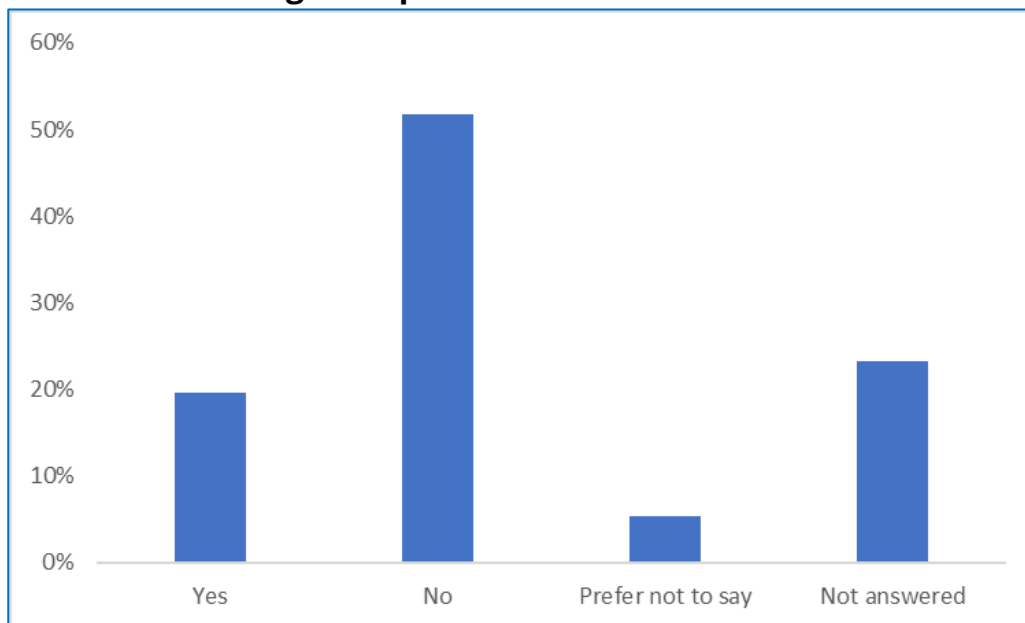
Table 2 showing % response for each ward by health condition or illness

Illness	Abbey	Arbury	Castle	Cherry Hinton	Coleridge	East Chesterton	King's Hedges
Yes	26%	22%	14%	21%	21%	14%	26%
No	46%	39%	64%	58%	50%	68%	49%
Prefer not to say	6%	6%	0%	0%	6%	4%	7%
Not answered	23%	33%	21%	21%	24%	14%	19%
Illness	Market	Newnham	Petersfield	Queen Edith's	Romsey	Trumpington	West Chesterton
Yes	17%	33%	17%	23%	17%	26%	6%
No	50%	50%	57%	59%	55%	49%	61%
Prefer not to say	11%	17%	2%	7%	5%	6%	0%
Not answered	22%	0%	24%	11%	24%	20%	33%

Ethnic Group

Of those who responded to this question, the greatest number of responses was received from those identifying as **White: English/ Welsh/ Scottish/ Northern Irish/ British (56.8%)**. A chart has not been produced for this section as it would not provide any additional insight. For those who identified as **'other'** within a particular ethnic group the detail is provided below.

- **'White Other'** background **(8.6%)** were African, American, Anglo-American, Anglo-Greek, Austrian, Canadian, Caucasian, Danish, European, French, German, Italian, Latino, Anglo-Estonian, Polish, Portuguese, Romanian, Russian/ American, Scottish/German, Slavic/Polish, Swedish, Welsh.
- **'Asian or Asian British: Any other Asian'** background **(0.43%)** responses were Japanese and Iranian.
- **'Any Other Mixed'** background **(1.08%)** were Latin/Asia, Mixed White/Middle Eastern, White/Arab.
- **'Any Other Ethnic group' (0.65%)** were Hong Kong and Persia.
-

Table 3 showing % response by Ethnic Group

White: English/ Welsh/ Scottish/ Northern Irish/ British	**56.77%**
White: Irish	**1.29%**
White: Any other White background	**8.60%**
Asian or Asian British: Chinese	**1.29%**
Asian or Asian British: Indian	**0.43%**
Asian or Asian British: Any other Asian background	**0.43%**
Mixed: White and Asian	**0.65%**
Mixed: White and Black Caribbean	**0.22%**
Mixed: Any other mixed background	**1.08%**
Arab	**0.43%**
Any other ethnic group	**0.65%**
Prefer not to say	**3.66%**
Not answered	**24.52%**

Sex as Registered at Birth

Of those who responded to this question **45.16%** were registered as **Female**, **28.60%** as **Male**, and **1 person (0.22%)** as **Intersex.**

Table 4 showing % response for each ward for Sex as Registered at Birth

	Abbey	Arbury	Castle	Cherry Hinton	Coleridge	East Chesterton	King's Hedges
Female	49%	61%	57%	33%	47%	50%	53%
Male	23%	11%	29%	33%	24%	29%	26%
Intersex	0%	0%	0%	0%	0%	0%	0%
Prefer not to say	3%	3%	0%	4%	3%	0%	2%
Not answered	26%	25%	14%	29%	26%	21%	19%
	Market	Newnham	Petersfield	Queen Edith's	Romsey	Trumpington	West Chesterton
Female	33%	58%	43%	45%	33%	43%	36%
Male	33%	33%	33%	41%	33%	34%	31%
Intersex	0%	0%	0%	0%	0%	0%	3%
Prefer not to say	0%	0%	0%	2%	7%	0%	0%
Not answered	33%	8%	24%	11%	26%	23%	31%

Household Income

Response rate to this question was very low, with **41.5% not answering** the question and a further **15% preferring not to say**. Of those who did respond, **24% within the £20k-£60k earning bands**.

Table 5 showing % response by ward to Household Income

	Abbey	Arbury	Castle	Cherry Hinton	Coleridge	East Chesterton	King's Hedges
Less than £10,000	2.86%	5.56%	0.00%	4.17%	0.00%	0.00%	0.00%
£10,000 to £19,999	0.00%	2.78%	7.14%	0.00%	2.94%	0.00%	6.98%
£10,000-£19,000	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
£20,000 to £29,999	11.43%	0.00%	7.14%	4.17%	5.88%	7.14%	2.33%
£30,000 to £39,999	5.71%	5.56%	0.00%	4.17%	2.94%	0.00%	20.93%
£40,000 to £49,999	14.29%	5.56%	0.00%	0.00%	5.88%	14.29%	2.33%
£50,000 to £59,999	2.86%	5.56%	0.00%	8.33%	2.94%	10.71%	4.65%
£60,000 to £69,999	0.00%	0.00%	7.14%	4.17%	8.82%	3.57%	2.33%
£70,000 to £79,999	2.86%	2.78%	0.00%	0.00%	0.00%	0.00%	2.33%
£80,000 to £89,999	0.00%	0.00%	21.43%	0.00%	0.00%	3.57%	4.65%
£90,000 to £99,999	2.86%	2.78%	0.00%	4.17%	5.88%	3.57%	2.33%
More than £100,000	11.43%	8.33%	0.00%	0.00%	11.76%	0.00%	0.00%
Retired	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Prefer not to say	14.29%	11.11%	14.29%	8.33%	17.65%	10.71%	20.93%
Not answered	31.43%	50.00%	42.86%	62.50%	35.29%	46.43%	30.23%

	Market	Newnham	Petersfield	Queen Edith's	Romsey	Trumpington	West Chesterton
Less than £10,000	5.56%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
£10,000 to £19,999	11.11%	16.67%	2.38%	2.27%	4.76%	2.86%	5.56%
£10,000-£19,000	0.00%	0.00%	2.38%	0.00%	0.00%	0.00%	0.00%
£20,000 to £29,999	11.11%	0.00%	9.52%	6.82%	2.38%	2.86%	8.33%
£30,000 to £39,999	5.56%	8.33%	4.76%	4.55%	2.38%	2.86%	5.56%
£40,000 to £49,999	0.00%	0.00%	11.90%	2.27%	2.38%	0.00%	0.00%
£50,000 to £59,999	0.00%	0.00%	7.14%	9.09%	9.52%	20.00%	5.56%
£60,000 to £69,999	0.00%	8.33%	0.00%	0.00%	4.76%	2.86%	0.00%
£70,000 to £79,999	5.56%	0.00%	2.38%	2.27%	2.38%	0.00%	0.00%
£80,000 to £89,999	0.00%	0.00%	0.00%	2.27%	7.14%	5.71%	5.56%
£90,000 to £99,999	0.00%	0.00%	0.00%	2.27%	4.76%	5.71%	2.78%
More than £100,000	11.11%	0.00%	2.38%	2.27%	9.52%	14.29%	11.11%
Retired	0.00%	8.33%	0.00%	0.00%	0.00%	0.00%	0.00%
Prefer not to say	16.67%	16.67%	21.43%	25.00%	9.52%	11.43%	11.11%
Not answered	33.33%	41.67%	35.71%	40.91%	40.48%	31.43%	44.44%

Survey Questions

Participants were posed four open ended questions in the survey and asked to respond 'in a few words' to limit the amount of coding required. Typically, respondents gave more than one answer, and each was coded and analysed. As a result, the % response rate when added up per ward is higher than 100%.

In the following data tables, the first column relates to the Rich Picture (Survey) Codes set out in Appendix 2, for example, 8H refers to green spaces, trees, river, parks and 2D is Able to exercise/provision of opportunities (walk, cycle, row, etc.) (in green/pleasant spaces)

To note: for each table in this report responses within each ward have been calculated as a % of the total number of responses for that ward. For example, Abbey received 35 survey responses in total, therefore each % figure in the Abbey column is a % of 35. The darker the cell colour the greater the % response.

Question 1: Thinking about where you live, what are the things that make your daily life safe, happy and healthy?

Q1	Abbey	Arbury	Castle	Cherry Hinton	Coleridge	East Chesterton	King's Hedges	Market	Newnham	Petersfield	Queen Edith's	Romsey	Trumpington	West Chesterton
8H	51%	19%	21%	38%	41%	50%	35%	33%	58%	33%	36%	48%	34%	50%
14	31%	25%	14%	42%	21%	32%	37%	22%	42%	33%	32%	33%	34%	28%
7F	17%	28%	29%	33%	35%	18%	21%	39%	50%	33%	36%	38%	26%	42%
12K	14%	8%	29%	8%	18%	21%	16%	6%	8%	7%	7%	17%	20%	14%
17A	6%	22%	14%	13%	15%	4%	12%	6%	8%	2%	14%	5%	17%	6%
2D	14%	8%	14%	8%	9%	21%	2%	17%	8%	12%	7%	2%	6%	11%
15	6%	6%	14%	4%	6%	4%	5%	11%	8%	14%	11%	10%	6%	14%
1J	3%	6%	0%	0%	9%	7%	7%	0%	0%	10%	5%	7%	6%	6%
2G	11%	0%	7%	8%	6%	0%	7%	0%	0%	2%	5%	5%	0%	11%
No response	9%	3%	14%	4%	6%	4%	2%	17%	8%	2%	5%	0%	6%	0%
1G	6%	6%	0%	0%	12%	4%	0%	0%	0%	5%	9%	7%	3%	3%
2E	3%	8%	0%	4%	0%	7%	0%	22%	0%	5%	0%	0%	3%	11%
7J	3%	0%	0%	8%	9%	11%	2%	6%	0%	2%	7%	2%	6%	0%
6A	6%	3%	0%	4%	6%	0%	0%	0%	0%	10%	9%	2%	0%	0%
18	0%	8%	0%	4%	6%	4%	5%	6%	8%	2%	5%	0%	3%	0%
8G	0%	6%	0%	0%	0%	4%	7%	6%	0%	0%	7%	5%	6%	0%
3J	3%	3%	0%	4%	3%	0%	9%	0%	0%	2%	5%	2%	0%	3%
17B	6%	0%	0%	0%	6%	0%	0%	0%	0%	7%	0%	2%	3%	6%
17C	6%	3%	0%	8%	0%	4%	2%	0%	0%	2%	2%	2%	3%	3%
12B	6%	0%	7%	0%	0%	0%	2%	6%	8%	0%	0%	10%	0%	3%
1I	3%	11%	0%	4%	0%	0%	2%	0%	0%	2%	0%	7%	3%	0%
1F	3%	0%	0%	8%	0%	4%	5%	6%	0%	2%	2%	2%	3%	0%
17G	0%	3%	0%	0%	9%	4%	2%	0%	0%	0%	2%	0%	6%	0%
16	3%	0%	7%	0%	0%	0%	0%	6%	0%	10%	2%	5%	0%	0%
12P	3%	3%	0%	0%	0%	0%	0%	2%	0%	0%	7%	5%	3%	0%
12M	6%	8%	0%	0%	3%	4%	0%	6%	0%	2%	0%	0%	0%	0%
8A	0%	0%	0%	8%	0%	0%	5%	0%	0%	2%	0%	2%	6%	0%
4F	3%	3%	7%	0%	3%	0%	0%	0%	0%	2%	5%	0%	0%	0%
12L	0%	3%	7%	0%	0%	0%	0%	6%	0%	5%	2%	2%	0%	0%
7D	0%	0%	0%	0%	0%	0%	2%	6%	0%	2%	5%	0%	6%	0%
3K	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%	0%	7%	0%	0%
12N	0%	3%	0%	0%	3%	0%	0%	0%	0%	0%	2%	5%	0%	0%
5E	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%	0%	2%	0%	6%
19	0%	0%	0%	4%	0%	0%	5%	0%	0%	0%	0%	0%	0%	3%
17D	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%	2%	0%	0%	3%
12F	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	5%	0%	3%	0%
9A	3%	0%	0%	0%	0%	0%	2%	0%	0%	2%	2%	0%	0%	0%
1H	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	5%	0%	0%
1	0%	3%	0%	0%	0%	0%	0%	0%	8%	0%	0%	0%	0%	3%
6I	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	2%	2%	0%	0%
6L	0%	0%	0%	0%	3%	0%	0%	6%	0%	0%	0%	0%	3%	0%
1B	0%	0%	0%	4%	0%	4%	0%	0%	0%	0%	0%	0%	3%	0%
12D	0%	0%	0%	0%	0%	0%	2%	0%	8%	0%	2%	0%	0%	0%
20	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	2%	3%	0%

Question 2: Thinking about where you live, what do you like about it as a place to live, work and spend leisure time in?

Q2	Abbey	Arbury	Castle	Cherry Hinton	Coleridge	East Chesterton	King's Hedges	Market	Newnham	Petersfield	Queen Edith's	Romsey	Trumpington	West Chesterton
7F	51%	25%	50%	50%	62%	29%	37%	33%	50%	57%	45%	36%	34%	56%
8H	31%	28%	7%	29%	32%	68%	40%	28%	50%	38%	32%	26%	31%	42%
14	17%	25%	14%	25%	15%	18%	12%	22%	50%	19%	16%	33%	26%	28%
15	11%	28%	29%	8%	24%	21%	35%	17%	25%	26%	30%	10%	6%	19%
17A	9%	14%	14%	8%	3%	7%	16%	6%	33%	10%	11%	5%	9%	6%
2E	6%	11%	7%	4%	9%	7%	7%	28%	0%	2%	14%	10%	6%	11%
2G	20%	3%	14%	8%	0%	4%	5%	0%	0%	7%	7%	7%	9%	17%
2D	14%	3%	0%	4%	0%	25%	2%	28%	0%	2%	7%	2%	3%	11%
12K	3%	3%	7%	8%	3%	21%	9%	0%	0%	7%	5%	7%	9%	3%
No response	6%	0%	0%	4%	9%	4%	12%	6%	0%	7%	2%	5%	3%	3%
5E	0%	11%	0%	8%	9%	0%	5%	0%	0%	2%	2%	12%	3%	3%
16	3%	3%	0%	0%	9%	7%	2%	0%	0%	7%	5%	10%	3%	0%
12P	0%	6%	0%	4%	3%	4%	9%	0%	0%	5%	7%	5%	0%	3%
17B	6%	3%	7%	4%	0%	7%	5%	0%	0%	2%	2%	0%	0%	3%
18	6%	3%	0%	8%	0%	0%	0%	0%	0%	5%	7%	0%	11%	0%
3K	0%	3%	0%	4%	0%	0%	0%	0%	0%	2%	0%	17%	0%	6%
17C	0%	3%	0%	4%	3%	7%	0%	0%	0%	0%	2%	0%	9%	3%
12N	0%	0%	7%	4%	3%	0%	2%	0%	0%	0%	5%	0%	3%	3%
4F	0%	3%	7%	0%	3%	0%	0%	0%	0%	5%	0%	2%	0%	6%
3J	0%	0%	7%	0%	0%	4%	2%	0%	0%	0%	2%	2%	0%	6%
1I	0%	0%	0%	0%	3%	0%	0%	6%	0%	2%	2%	2%	3%	0%
1G	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	5%	3%	3%
12B	0%	3%	0%	0%	0%	0%	0%	0%	0%	2%	2%	7%	0%	0%
6A	3%	0%	0%	0%	0%	0%	0%	2%	0%	0%	2%	0%	0%	3%
9A	0%	6%	7%	0%	0%	0%	2%	0%	0%	0%	0%	0%	3%	0%
7D	3%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	5%	0%	0%
6I	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%	2%	3%	0%
12F	0%	0%	0%	4%	0%	4%	0%	0%	0%	0%	0%	5%	0%	0%
3G	0%	3%	0%	0%	0%	0%	2%	6%	0%	2%	0%	0%	0%	0%
3H	0%	0%	0%	0%	6%	0%	0%	6%	0%	0%	0%	0%	0%	0%
7J	0%	0%	0%	0%	0%	0%	2%	0%	8%	0%	0%	2%	0%	0%
8G	0%	0%	7%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%
1H	3%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
12E	0%	0%	0%	0%	3%	4%	0%	0%	0%	0%	0%	2%	0%	0%
12M	0%	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%

Question 3: Please tell us what you dislike about where you live?

Q3	Abbey	Arbury	Castle	Cherry Hinton	Coleridge	East Chesterton	King's Hedges	Market	Newnham	Petersfield	Queen Edith's	Romsey	Trumpington	West Chesterton
17G	23%	19%	21%	33%	29%	32%	19%	28%	42%	19%	23%	21%	3%	28%
12B	11%	11%	21%	4%	21%	18%	9%	22%	17%	14%	23%	26%	17%	11%
17D	17%	14%	0%	21%	18%	4%	9%	6%	17%	10%	16%	21%	6%	11%
3G	9%	8%	0%	29%	0%	11%	9%	6%	17%	17%	25%	5%	11%	6%
12K	11%	0%	14%	25%	12%	7%	9%	11%	8%	12%	9%	5%	14%	11%
12M	11%	14%	21%	8%	12%	7%	19%	0%	0%	5%	5%	12%	9%	6%
17B	11%	6%	7%	4%	6%	18%	9%	0%	8%	12%	5%	7%	11%	11%
15	14%	6%	21%	0%	6%	4%	12%	6%	8%	2%	11%	5%	20%	3%
12N	0%	8%	7%	8%	6%	11%	12%	6%	17%	0%	9%	2%	17%	17%
1B	17%	6%	0%	8%	6%	11%	7%	0%	0%	14%	0%	2%	11%	8%
12D	9%	3%	7%	17%	6%	7%	7%	11%	17%	5%	5%	2%	6%	3%
1J	6%	14%	7%	4%	3%	7%	2%	0%	0%	2%	7%	5%	6%	19%
7A	3%	0%	29%	0%	6%	14%	5%	0%	0%	2%	11%	19%	3%	3%
12F	6%	6%	0%	8%	15%	7%	2%	0%	0%	2%	7%	17%	3%	6%
12O	6%	0%	0%	0%	9%	7%	12%	6%	8%	2%	9%	14%	0%	3%
20	3%	0%	7%	0%	12%	0%	2%	0%	0%	14%	7%	12%	6%	8%
1C	6%	8%	0%	0%	6%	18%	2%	0%	0%	2%	7%	2%	9%	3%
1A	6%	6%	0%	4%	6%	7%	7%	6%	0%	10%	0%	0%	6%	3%
9A	0%	14%	14%	0%	3%	4%	7%	17%	0%	0%	0%	2%	6%	0%
8H	0%	6%	0%	8%	3%	14%	9%	6%	0%	5%	5%	0%	0%	3%
17A	6%	3%	7%	0%	3%	0%	2%	6%	0%	2%	5%	5%	3%	0%
3H	3%	3%	0%	13%	3%	0%	5%	6%	0%	2%	2%	5%	6%	0%
12C	3%	3%	0%	0%	3%	0%	2%	0%	0%	5%	2%	2%	3%	8%
12P	0%	6%	0%	0%	3%	0%	5%	0%	8%	2%	0%	0%	11%	3%
14	3%	0%	0%	0%	3%	0%	7%	0%	8%	5%	7%	0%	6%	0%
17C	0%	3%	0%	0%	0%	0%	2%	0%	0%	7%	5%	5%	6%	0%
9H	6%	6%	14%	0%	0%	0%	0%	11%	0%	5%	0%	2%	0%	0%
2G	3%	6%	0%	4%	0%	0%	7%	6%	0%	0%	0%	0%	6%	0%
8A	3%	6%	7%	4%	0%	0%	5%	0%	0%	5%	0%	0%	0%	3%
7F	0%	0%	0%	0%	0%	4%	2%	0%	0%	0%	11%	2%	3%	0%
5A	6%	0%	0%	0%	3%	0%	0%	0%	0%	2%	5%	2%	0%	0%
No resp	0%	0%	0%	0%	0%	0%	2%	6%	0%	2%	0%	2%	0%	8%
1F	6%	0%	7%	0%	3%	4%	2%	0%	0%	2%	0%	0%	0%	3%
3K	0%	3%	0%	4%	3%	0%	2%	0%	0%	0%	2%	2%	0%	3%
12E	0%	0%	7%	4%	0%	0%	5%	0%	0%	2%	2%	0%	0%	0%
8B	0%	6%	0%	4%	0%	4%	2%	0%	0%	2%	0%	0%	0%	0%
7D	0%	3%	0%	0%	0%	0%	2%	0%	0%	0%	2%	3%	3%	3%
11D	0%	0%	0%	0%	0%	0%	0%	0%	6%	8%	2%	0%	0%	6%
6I	0%	0%	0%	0%	0%	0%	0%	0%	8%	2%	0%	0%	3%	0%
8G	0%	3%	0%	0%	3%	0%	0%	0%	0%	0%	0%	2%	0%	0%
1G	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%
3B	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	2%	2%	0%	0%
8F	0%	3%	7%	0%	0%	0%	0%	6%	0%	0%	0%	0%	0%	0%
3L	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	3%

Question 4: Thinking about where you live, what would you do to make it a better place to live, work and spend leisure time in?

Q4	Abbey	Arbury	Castle	Cherry Hinton	Coleridge	East Chesterton	King's Hedges	Market	Newnham	Petersfield	Queen Edith's	Romsey	Trumpington	West Chesterton
17G	20%	14%	14%	25%	18%	18%	23%	33%	33%	5%	16%	12%	9%	19%
12K	14%	6%	36%	29%	18%	29%	9%	11%	0%	14%	7%	21%	11%	17%
15	20%	8%	14%	8%	12%	7%	7%	17%	0%	10%	20%	14%	20%	0%
8H	11%	14%	0%	21%	9%	11%	9%	0%	0%	19%	14%	12%	9%	14%
3G	3%	3%	7%	21%	12%	4%	14%	6%	25%	14%	16%	12%	6%	11%
17D	14%	14%	21%	0%	9%	11%	9%	6%	0%	7%	14%	21%	3%	8%
12M	9%	14%	14%	13%	18%	4%	14%	6%	8%	10%	9%	2%	9%	0%
12N	3%	11%	7%	4%	9%	11%	7%	6%	25%	7%	11%	2%	17%	8%
12B	11%	3%	0%	8%	6%	7%	7%	11%	8%	12%	9%	2%	9%	17%
1F	11%	17%	7%	17%	3%	14%	12%	6%	0%	7%	2%	5%	9%	6%
14	6%	8%	7%	13%	9%	11%	5%	6%	8%	12%	7%	7%	6%	3%
12P	6%	3%	0%	4%	9%	0%	5%	17%	0%	7%	7%	7%	11%	8%
17B	11%	11%	7%	0%	9%	7%	7%	11%	0%	10%	0%	5%	0%	14%
1J	9%	14%	14%	0%	0%	4%	5%	0%	8%	2%	5%	2%	9%	8%
12O	3%	3%	7%	4%	15%	4%	5%	0%	8%	7%	2%	10%	6%	0%
2G	0%	6%	7%	4%	15%	4%	12%	0%	0%	2%	9%	2%	3%	6%
12D	6%	3%	0%	4%	3%	7%	2%	0%	17%	2%	2%	2%	0%	8%
7A	3%	0%	21%	0%	0%	7%	5%	0%	8%	2%	2%	12%	3%	3%
12F	0%	0%	0%	13%	6%	0%	0%	0%	8%	7%	7%	7%	0%	0%
8G	6%	6%	0%	4%	3%	0%	9%	0%	17%	2%	0%	2%	0%	0%
8A	6%	6%	7%	4%	0%	0%	9%	0%	0%	5%	0%	2%	0%	3%
20	0%	0%	0%	4%	0%	4%	5%	0%	0%	2%	5%	10%	0%	6%
1B	3%	0%	0%	4%	0%	7%	5%	0%	0%	0%	2%	2%	11%	3%
3H	3%	6%	7%	0%	9%	7%	0%	0%	0%	2%	5%	2%	0%	0%
No respon	0%	0%	0%	4%	0%	0%	0%	6%	0%	2%	7%	2%	3%	8%
3K	3%	0%	0%	0%	3%	0%	2%	11%	0%	2%	0%	5%	3%	3%
9A	3%	3%	0%	0%	0%	0%	5%	6%	0%	2%	0%	0%	0%	6%
12E	0%	3%	0%	4%	6%	4%	5%	0%	0%	0%	0%	2%	3%	0%
2F	0%	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	3%	6%
10F	3%	0%	0%	4%	3%	0%	2%	0%	0%	2%	0%	0%	3%	0%
9H	3%	6%	0%	0%	0%	0%	0%	11%	0%	0%	2%	0%	3%	0%
7F	0%	3%	0%	0%	0%	4%	2%	0%	0%	0%	2%	0%	3%	0%
12	0%	0%	7%	0%	0%	4%	0%	6%	0%	0%	2%	0%	0%	3%
17C	3%	3%	0%	0%	0%	0%	0%	0%	0%	2%	0%	2%	3%	0%
2D	3%	0%	0%	0%	0%	0%	2%	0%	0%	0%	2%	0%	6%	0%
7D	0%	3%	0%	0%	0%	0%	2%	0%	0%	0%	2%	0%	0%	6%
12Q	0%	0%	0%	0%	3%	4%	0%	0%	0%	0%	5%	0%	0%	0%
5A	0%	0%	0%	0%	3%	0%	2%	0%	0%	2%	2%	0%	0%	3%
3L	0%	0%	0%	4%	0%	4%	0%	11%	0%	0%	0%	0%	3%	0%
5D	0%	0%	7%	0%	0%	0%	0%	0%	0%	2%	0%	2%	0%	3%
17A	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%	2%	2%	3%	0%
16	0%	0%	0%	0%	0%	0%	2%	0%	0%	2%	2%	0%	0%	3%
1C	3%	0%	7%	0%	0%	4%	0%	0%	0%	0%	2%	0%	0%	0%
6A	0%	3%	0%	0%	0%	0%	2%	6%	0%	0%	0%	0%	0%	0%
1I	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%
18	0%	0%	0%	0%	0%	0%	0%	6%	0%	0%	0%	2%	3%	0%
5	0%	0%	0%	0%	0%	7%	0%	0%	0%	2%	0%	0%	0%	0%
8I	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	5%	0%	0%

APPENDIX 2: Rich Picture (Survey) Codes

Codes were generated from the stakeholder engagement work and categories generated during stakeholder discussions.

1 Community Safety & Justice – note, where these codes are used for Q1 and Q2 they denote a positive response. For example, 1A as a code for Q1 would mean the lack of drug dealing, 1B the lack of ASB, etc.	2 Culture, Sports, Arts, Leisure
A Drugs / young people / County lines B Antisocial behaviour C Crime / theft / cycle theft D Cyber crime E Domestic abuse F Police/CCTV G No/low crime levels H/I Safe Streets J Street Lighting/more street lighting	A Town/gown, centre/greater Cambridge B Defining the offer/having a coherent strategy C Financial sustainability D Able to exercise/provision of opportunities (walk, cycle, row, etc.) (in green/pleasant spaces) E Architecture, Culture (Museums, Universities, theatre, music, etc.) F Opportunities to volunteer G Access to good sports, gym, playgrounds, swimming (and in the Lido)
3 Economy & Business	**4 Education & Skills**
A Attracting talent: costly city, housing, transport B Inequality and unbalanced growth C Unequal pay scales: local government, voluntary sector, recruitment difficulties D People on lower incomes struggling F Council Tax G Poor planning decisions, poor and increased/too much development, lack of infrastructure H Empty shops, shop closures, Grafton and Beehive I More opportunities for young people J Adequate income, having employment opportunities, a (good) job, working from home/flexible working	A Teacher retention B Occasional pathways and apprenticeships C Equality of opportunity D Funding for disabilities E Classes and activities/opportunities to learn F Good schools/education G Science parks H Too many students/foreign students

5 Equality	6 Health
A Unequal city, disparities B Life expectancy disparity (10+ years) C Transient population D Activities for retirement/OP/Young people E (Cultural) Diversity, international City	A Access to GPs/hospital/health services B Funding gaps C Weight times/ waiting lists D Health inequality: mortality rates, life expectancy E Complexity and signposting F Mental health G Long-term illness/poverty link H Exercise (walking, cycling, etc.) *link to 2D* I Isolation and loneliness J Disability access K Communication/availability of information L Healthy Eating, access to good quality food
7 Housing	**8 Outdoor Spaces**
A House/rent prices/affordability B Retrofit/ carbon footprint C Housing stock not fit for purpose D Quality E Renters losing out: inequality, security of tenure F Proximity to shops, amenities, work, family and friends; able to walk and cycle G Communications H HMOs I Maintenance J having a (good/comfortable) home, secure tenancies	A Maintaining facilities and spaces: long-term B ASB and fly tipping C Climate change D Funding E Cost of maintenance F Access G Ensuring biodiversity H Green spaces, trees, river, parks

9 Poverty & Social exclusion	10 Sustainability, Net Zero
A Cost of living/affordability B High-cost city C Fuel poverty/energy crisis D Mental health E Access to affordable housing *links to 7A* F Complexity of problems G Broken social care system for vulnerable elderly H Homelessness, homeless people/beggars on the street	A Bringing all the buildings up to energy efficient standards B Funding C Flood risk D Balancing growth with sustainable development E Urgency F Electric car charging points
11 Tourism	**12 Transport**
A Impact of Airbnb on housing stock B Huge numbers of short stay visitors C Seasonal D (Disproportionate) impact E Low spend	A No clear ownership B Congestion (second highest after London) C Pollution D Unregulated e-mopeds and scooters E Lack of multimodal integration F Safety and conflict between users G Visitors vs. workers vs. residents H Accessibility for wheelchair users I Poor rural bus network J Pricing people out of Cambridge K Cycling, cycle lanes, active travel L Active travel M Congestion Charge N Bus service *links to 12I* O Closed Roads, roadworks P (good) public transport *links to 12I* Q Good roads/connections/park and ride

13 Public Services
14 Community, family and friends, neighbourhoods, social life, faith
15 Provision of amenities – leisure, events, shops, culture
16 Vibe/atmosphere
17 Environment
A Noise B Cleanliness, street sweeping, waste management, litter C Pollution/clean air D Pavements and parking E Protection F Dogs G Potholes and poor roads, pavements, cycle paths
18 Gardens and allotments
19 Independence
20 Politics, the Council, GCP