



# COLERIDGE COMMUNITY SURVEY 2019

Coleridge Residents' Survey: results and analysis

Queen Ediths

Cherry Hinton

## Abstract

Results and analysis of a community survey commissioned by Cambridge City Council and carried out by Hunts Forum of Voluntary Organisations during the Autumn of 2019.



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## Summary

Hunts Forum was awarded a Community Grant from Cambridge City Council to undertake a Community Survey in the Coleridge Ward of the city. The survey was carried out from late August when we join the final Chypps Family Day of the summer holidays at Coleridge REC until mid-December 2019. The survey was designed to discover what residents liked, disliked and wanted to change about Coleridge, additional questions regarding events people attended was added after discussions with the ward councillors and others.

Two surveys were distributed: a community survey and a specific Youth Survey which held many of the same questions, though differently worded, as the community survey regarding positives and negatives of living in the area.

The survey was conducted using Google Forms and paper copies. It was publicised using social media, particularly the Queen Edith's Forum Facebook page, copies of the survey were held at by the Co-Op in Perne Road, Balzano's in Cherry Hinton Road and the Junction at the Leisure Park. These locations also agreed to receive and collect completed surveys. This information was included on the paper copies. Rock Road Library and Cornford House Surgery in Cherry Hinton Road also held paper copies for people. Coleridge Community College kindly distributed information regarding the survey to parents in a parent mail, the school also sent information about the public meeting in the same format.

2200 copies of the community survey, along with 2000 youth surveys were delivered directly to households in the ward. 300 to residents, by the Independent Living Service of the city council over 100 by the Lichfield Road Residents Association and the remaining surveys by the community worker.

The community worker spoke to a few young people at Romsey Mill, who completed the community survey. Romsey Mill held community and youth surveys for young people to complete, but no more were received.

In September the community worker spoke to residents about the survey at the Lichfield Road Residents' Association Annual General Meeting.

In addition to talking to residents at the REC Splash Park in late August, a stall was held outside the Perne Road Co-Op to talk directly to residents at school closing time and at a Community Event held by St John the Evangelist Church in Hills Road.

The Splash Park was heavily attended on the day, but most people were not local residents, in addition to families from across Cambridge, families were found from Cambourne, Ely, Bury St Edmonds and even one family from London who were spending a few days in the city and had heard about the Splash Park. In common with the survey results, families spoken to at the Splash Park complained about the residents' parking that made it difficult to park, this complaint was also made by many of the Coleridge residents.

## The survey included the following introductory text:

Love it? Hate it? Shape it!

Thanks to funding from Cambridge City Council, Support Cambridgeshire lead partner, Hunts Forum of Voluntary Organisations, will be working in the Coleridge area of Cambridge over the next 6 months on a community conversation to help deliver community projects that will improve the lives of local people. We want to find out what residents like and dislike about their area, identify what's missing and support them to make positive changes in their community.

Coleridge ward roughly comprises of the area between The Junction and St Bede's and from Marmora Road to the other side of Cherry Hinton Road.

What are the best things about living in the Coleridge part of the City? What could be better? Is there enough for you and your family to do?

Community projects might include pre-school groups, youth clubs, sports and exercise groups, support for older people or those with additional needs, faith groups, community car schemes, book clubs, community choirs, drawing classes, sewing clubs, gardening clubs, coffee mornings and cookery clubs. It includes organisations that support a range of activities, such as a residents' association, neighbourhood watch scheme or a timebank.

Working in partnership with the City Council and local groups, we need to know what things are like for you now through this survey.

For every survey response received, Support Cambridgeshire will donate £1 into a community fund (up to a maximum of £500). It will be up to local residents to decide how to spend this fund so please spread the word and encourage your family, friends and neighbours to complete this survey, either on paper or online at <http://bit.ly/Coleridgecommunitysurvey> .The larger the response, the better chance we have to get things done.

If you have any further comments, please contact Keith Johnson on 07809 214895 or [keith@huntsforum.org.uk](mailto:keith@huntsforum.org.uk). Thank you!

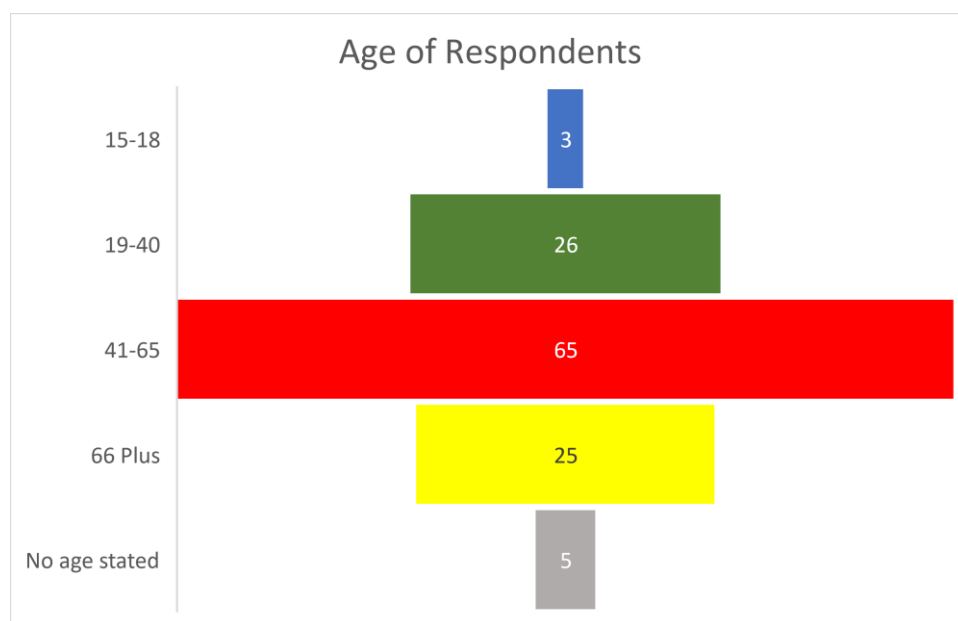
The youth survey failed to gain traction. Approaches to Ridgefield Primary school and local cubs/scouts were unsuccessful. Surveys left with Romsey Mill did not engage the young people using their services.

Most questions had free text answer. These answers have been analysed and grouped together by category and subcategory in this report to help establish patterns and trends.

## Responses and Headline Trends

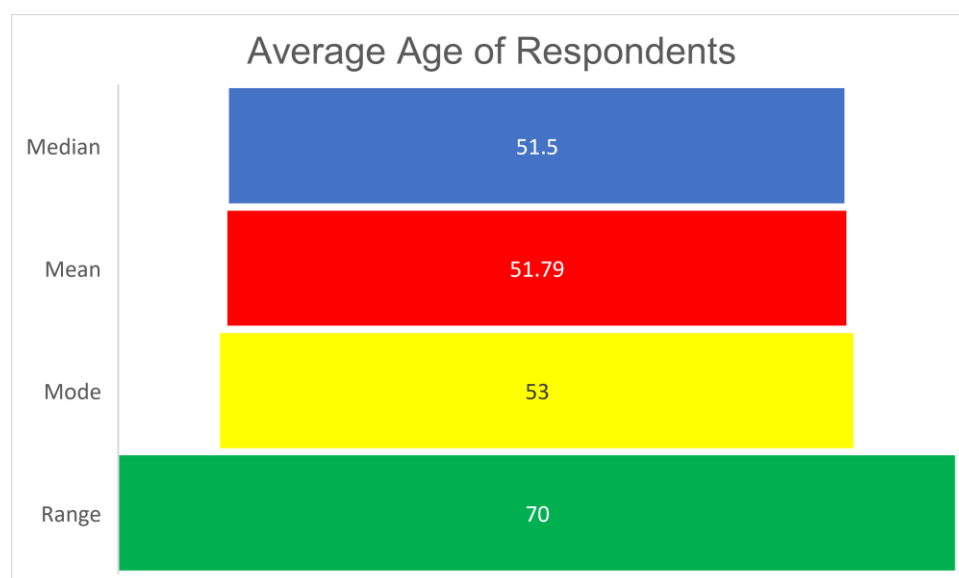
124 responses were submitted to the community survey. There were 14 responses to the youth survey, but 6 of these were over 20. Therefore, the responses have been collated, but analysis to establish trends is not possible and so the youth survey have been collated separately against each heading where applicable.

The 124 community surveys returned were divided by age as follows



When adjusted to consider the average age the mean, mode and median produced a similar result of an average age. The range was between the youngest at 15 and the eldest at 85.

Over half of respondents fell into the 41-65 category.

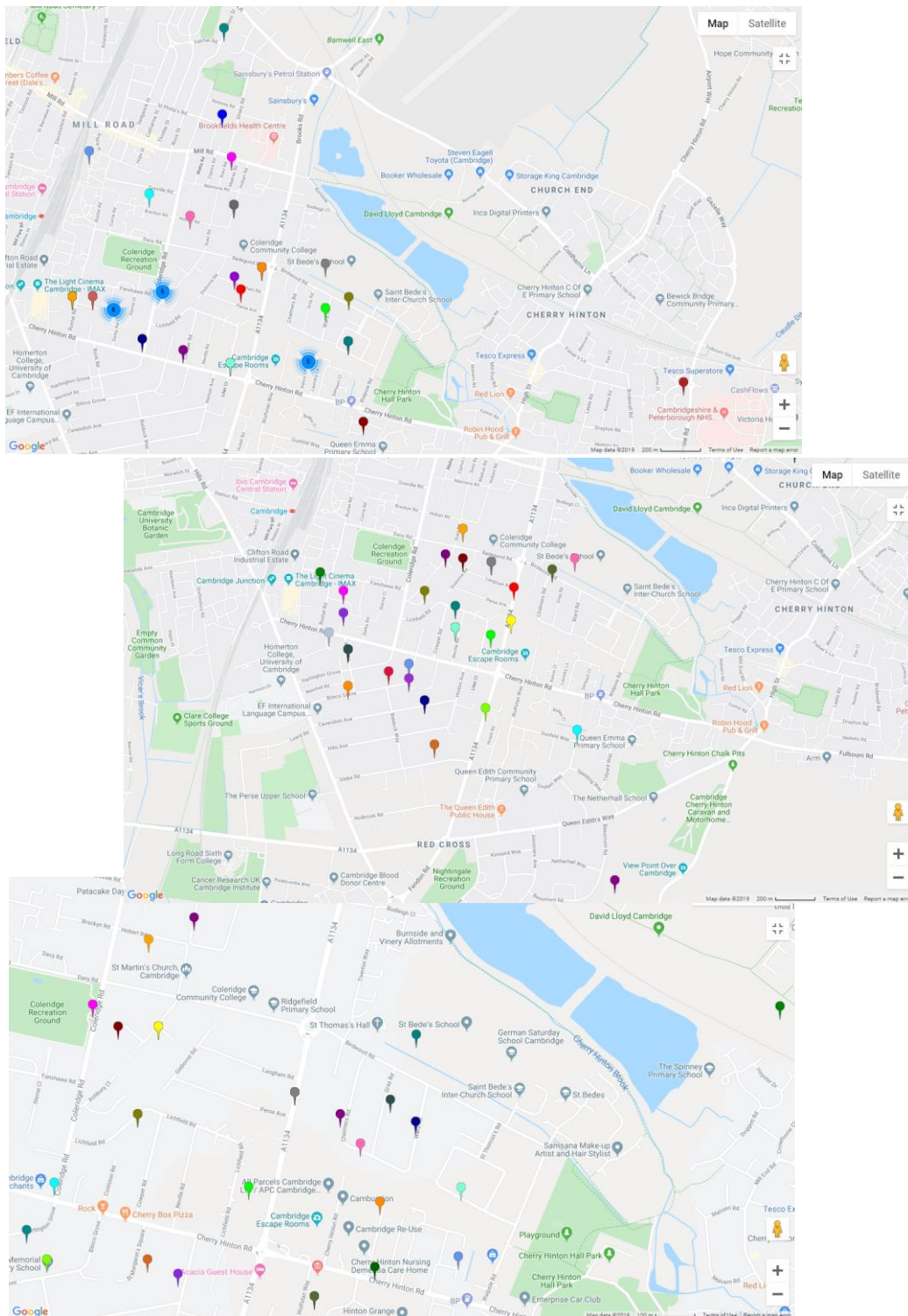


## Youth Survey

8 young people completed the survey ranging in age from 4-14. With a mean average age of 9.8 and a modal average of 10 and a median of 10.5 and a range of 10. The majority of these were returned during the early house-to-house delivery.

## Location

Respondents were asked to provide their postcode so that it would be possible to monitor how local to the Coleridge ward respondents lived. Only a few respondents gave a postcode outside of the location of the survey. (Not asked for in the youth survey.)



## Headline Trends

### **High levels of traffic, lack of parking and drug taking/dealing were considered the highest concerns for people.**

35% of respondents cited crime and safety as a major issue, with 17 respondents mentioning drug taking or drug dealing as a major issue.

Parking was a major problem. Whilst concerns about over development (15%) often mentioned the problems this causes to parking and congestion, fewer mentioned the environmental impact, but this was still a concern.

### **Local amenities and friendly community**

These were important aspects that made living in Coleridge good for people. 65% mentioned facilities such as local shops and cafes. 45% found the area peaceful, safe and containing community spirit.

### **There is a lot of community activities in the area and wider across the city that residents of Coleridge access, but either awareness is low, or they are not meeting people's needs.**

When asked 'which community events and groups have you or people in your household attended in the last year', 45 different events were mentioned. However, when asked 'Is there a lot going on here for you and your household?' 12% responded No and 29% Not much. The largest response was 36% citing 'a fair amount'. Only 12% answered yes to this question.

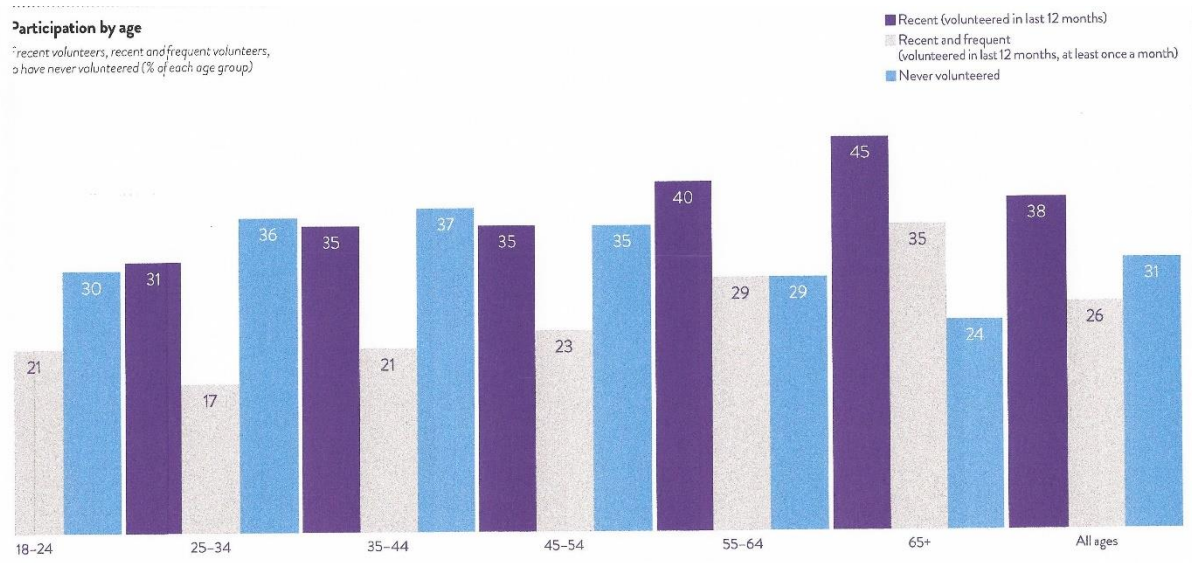
### **The high number of additional comments from respondents demonstrates that the community of Coleridge are concerned and thoughtful about their area and have many positive ideas that could be harnessed for the benefit of the community.**

The high number and variety of additional comments indicates that the residents would like to see considerable changes to the area, particularly to the environment, traffic management, parking and community cohesion.

### **Over half of respondents are interested in becoming more involved in community activities.**

When asked, 'would you like to be more involved in community activities?' 56% (70) answered Yes or Maybe. 43 (34%) left contact details as part of this question. It is interesting to see that the 19-40 and 41-65 age groups have a strong interest in being more involved in their community. This age group tends to be the least likely to volunteer due to

other life commitments and less free time. However, the lower interest amongst the 66+ age group could be due to their active involvement already.



National Volunteering trends. Source: Time Well Spent. NCVO Jan 2019



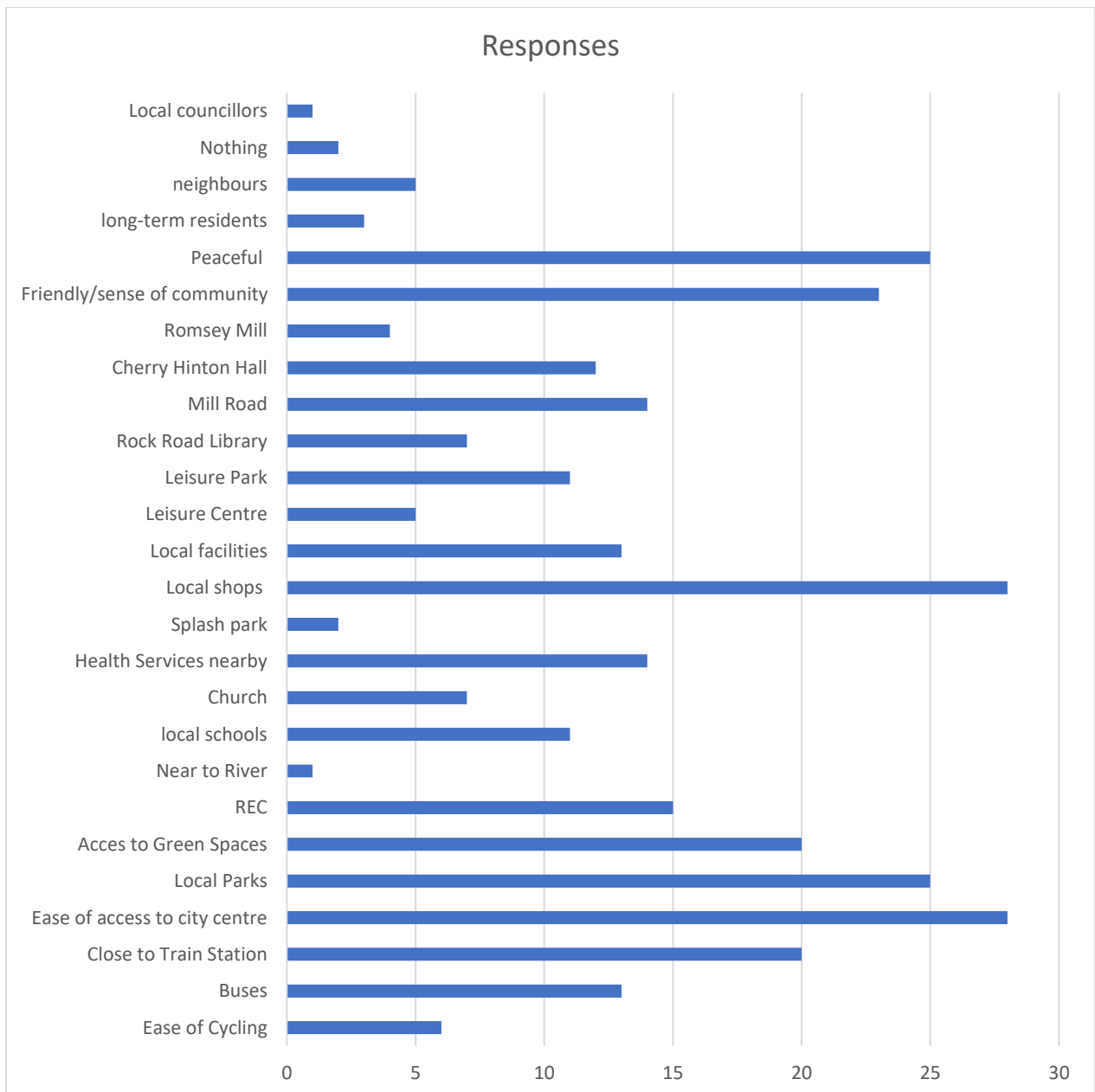
## What are the best things about living in the Coleridge area?

Free text: more than one answer was possible.

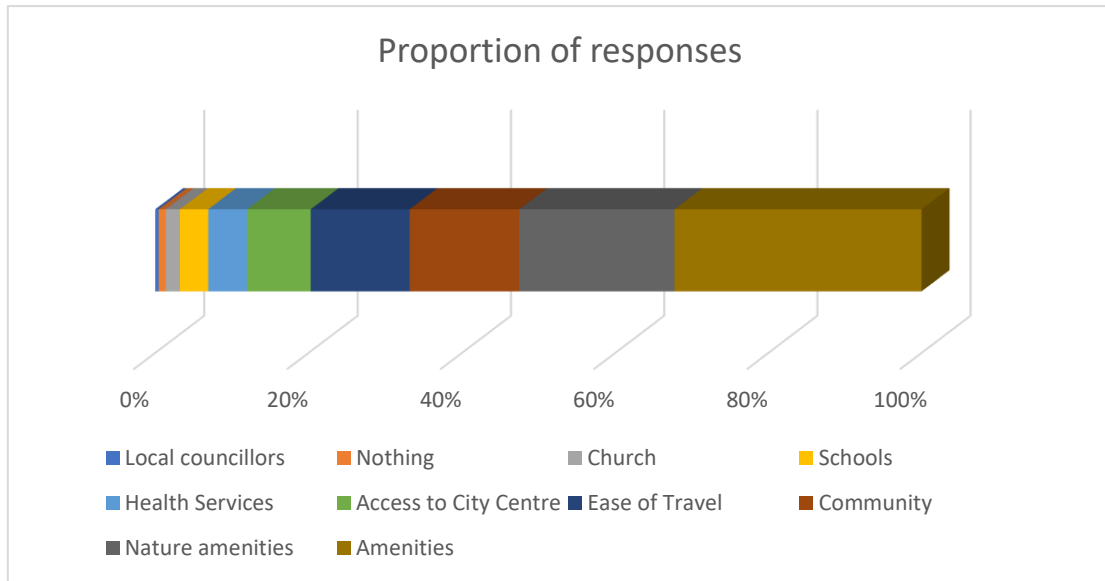
65% of respondents mentioned the various amenities close by such as Mill Road, local shops and Romsey Mill youth centre, 48% mentioned the nature amenities such as the REC specifically or local park more generally,

45% mentioned an aspect of community, including the area being peaceful only 5 responses mentioned neighbours while 23 described the area as friendly or having sense of community. This was lower than the 32% who saw ease of transport and proximity to the city centre as a best aspect of living in the area.

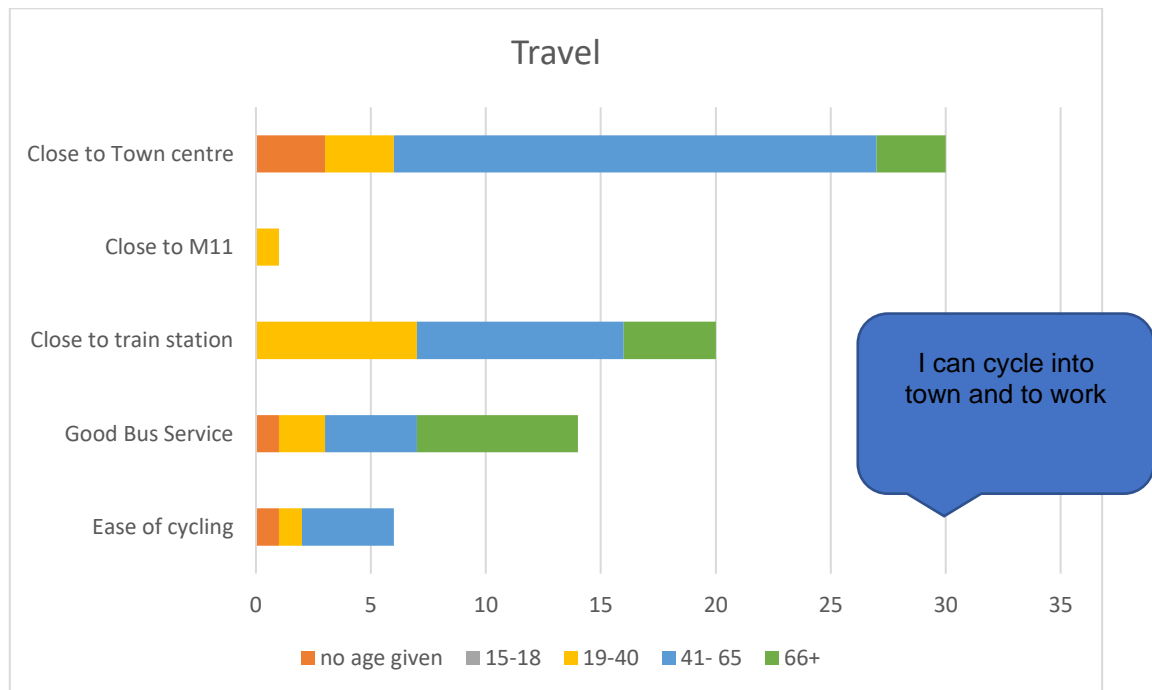
Only 2 responses found there to be nothing good about living in the area.



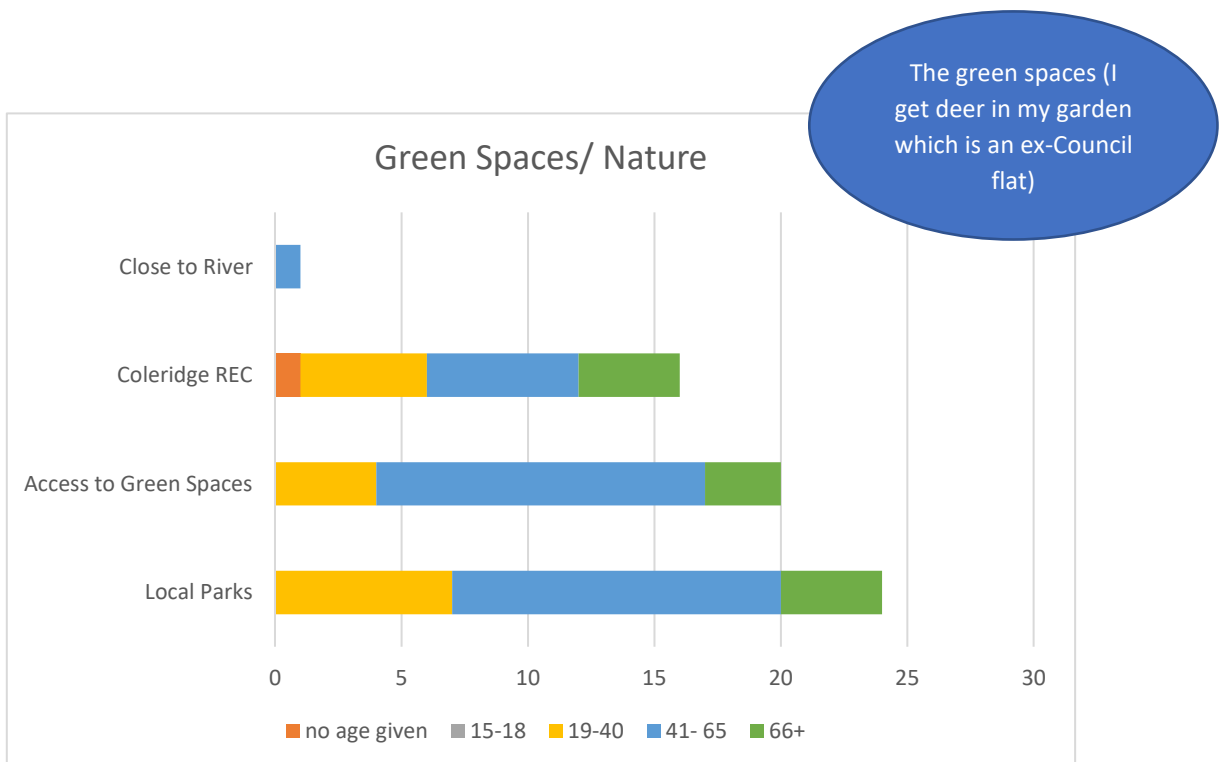
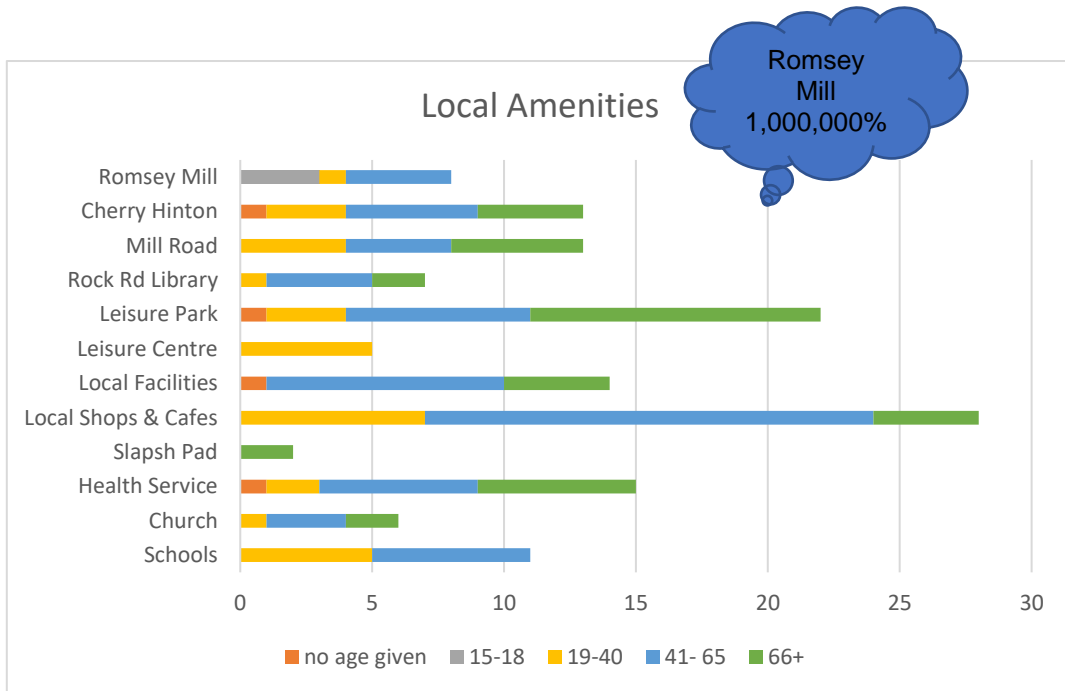
These were then grouped to establish patterns and trends



Travel was mentioned in 32% of responses. Overwhelming those who say the closeness to the city centre as one of the best things fell into the 41-65 age range.

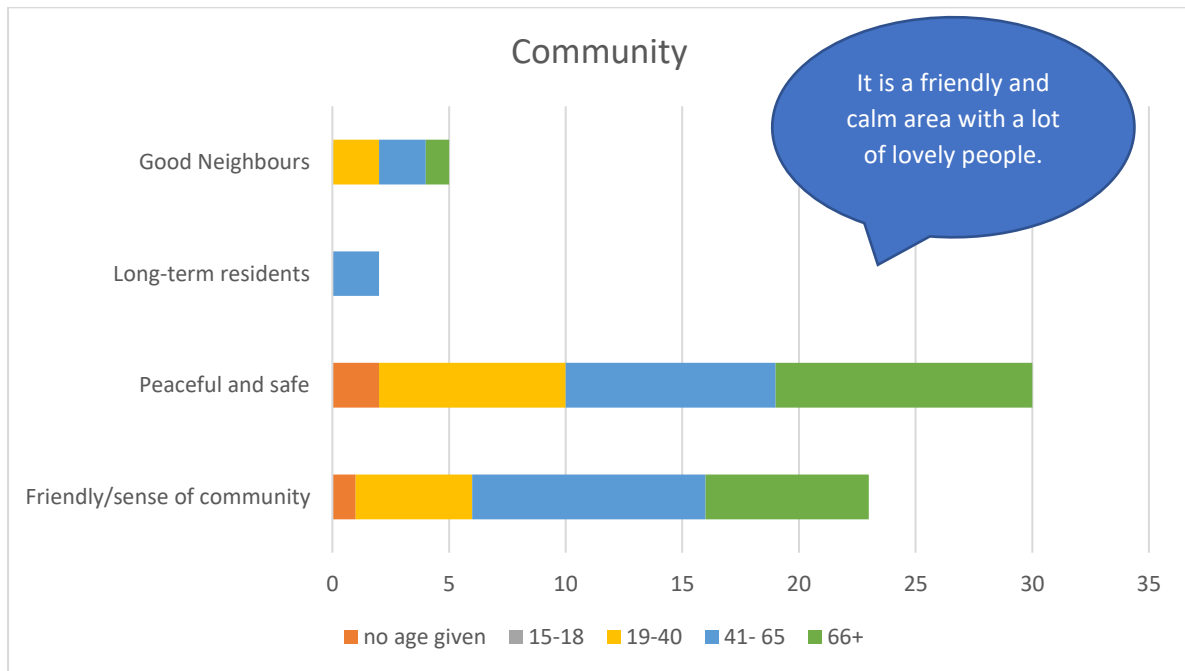


Local amenities, whether built or nature, tended to be mentioned more by those over 40.

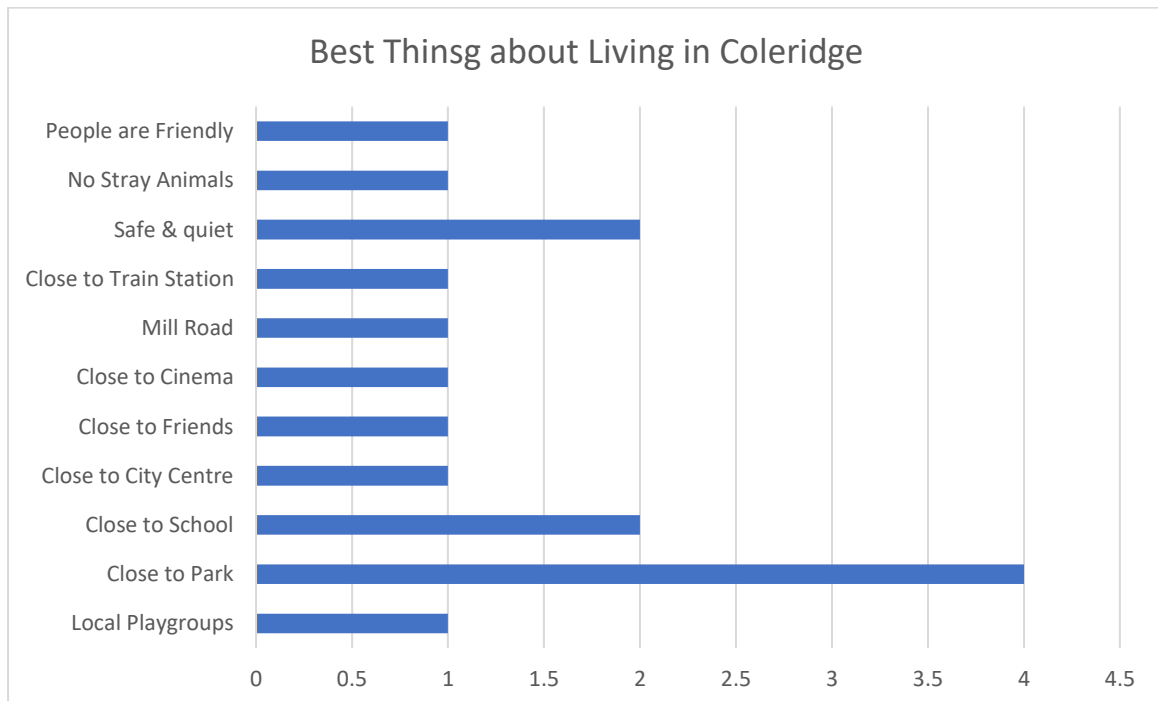


## Community

The area being peaceful and safe was generally seen across the ages, a similar level agreement was seen in the area being considered friendly or having a sense of community.

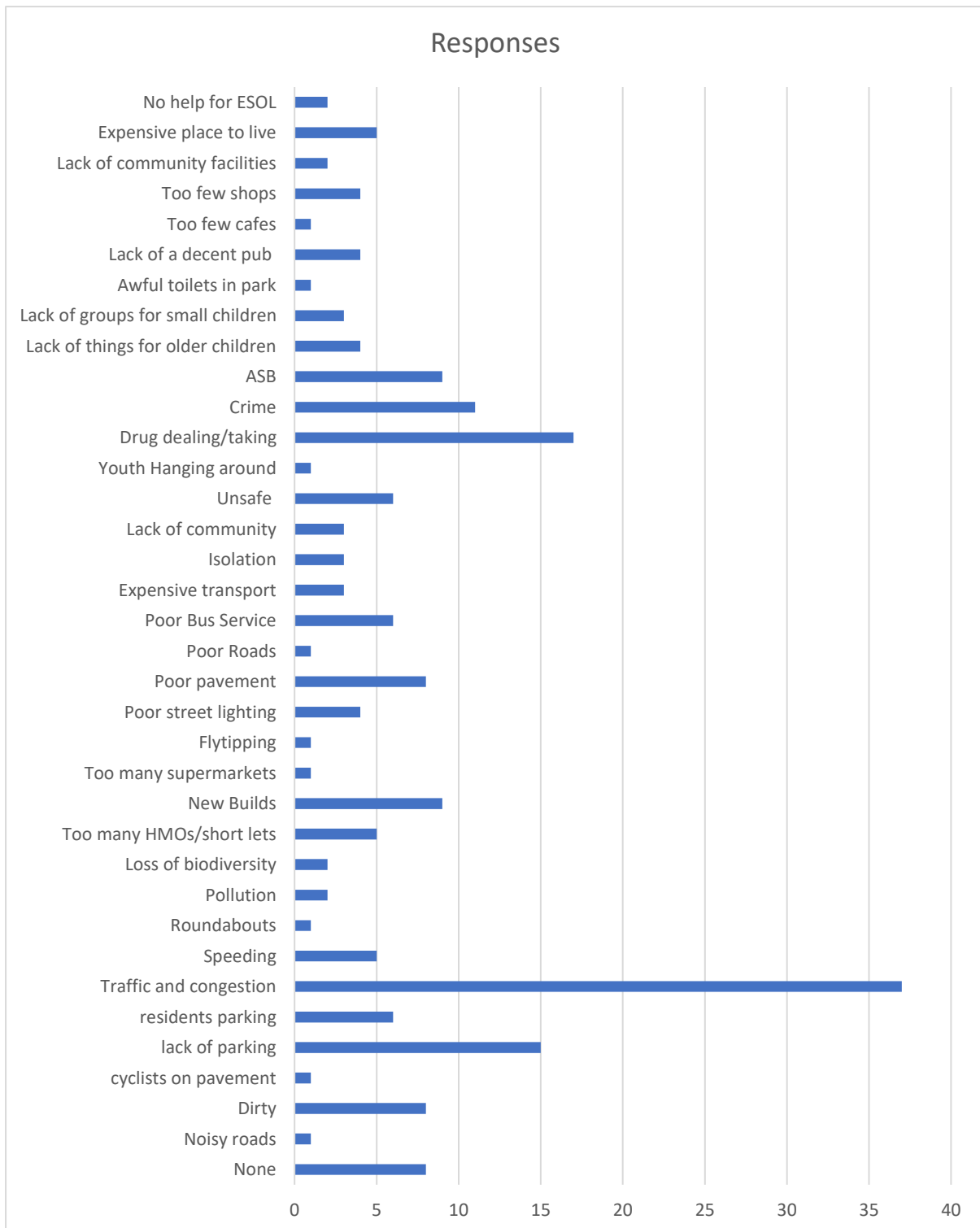


Young People saw the ease of reaching places particularly the park as the best aspect about Coleridge. They also saw the area as safe.



## What are your biggest concerns about living in Coleridge?

Free text. More than one answer was possible.



The top concern for residents was crime and safety with 35% citing this. Of particular concern for residents was the level of drug dealing and drug taking in the area.

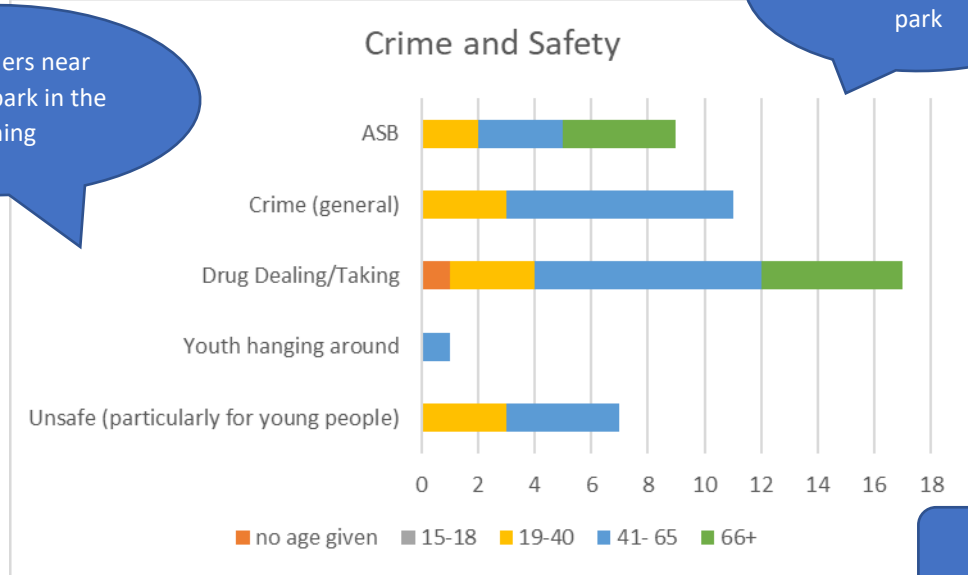
Traffic and congestion were also high as a concern with 34% citing this, parking was a particular issue with 17%. Residents were also concerned with the increasing number of HMOs and new development in the area. Many mentioned this in connection with the parking and congestion issues. 6 people responded that they had no concerns about living in the area.

- Crime and Safety 35%
- Traffic and Congestion 34%
- Over development 15%
- State of Streets and Pavements 10%
- Lack of/poor amenities 10%
- Transport issues 7%
- Lack of things for young people 6%
- Isolation 5%
- Expensive place to Live 5%
- No support for ESOL 2%
- Nothing 6%

The atrocious conditions of the pavements. I'm so afraid of falling

Crime was cited across the age groups

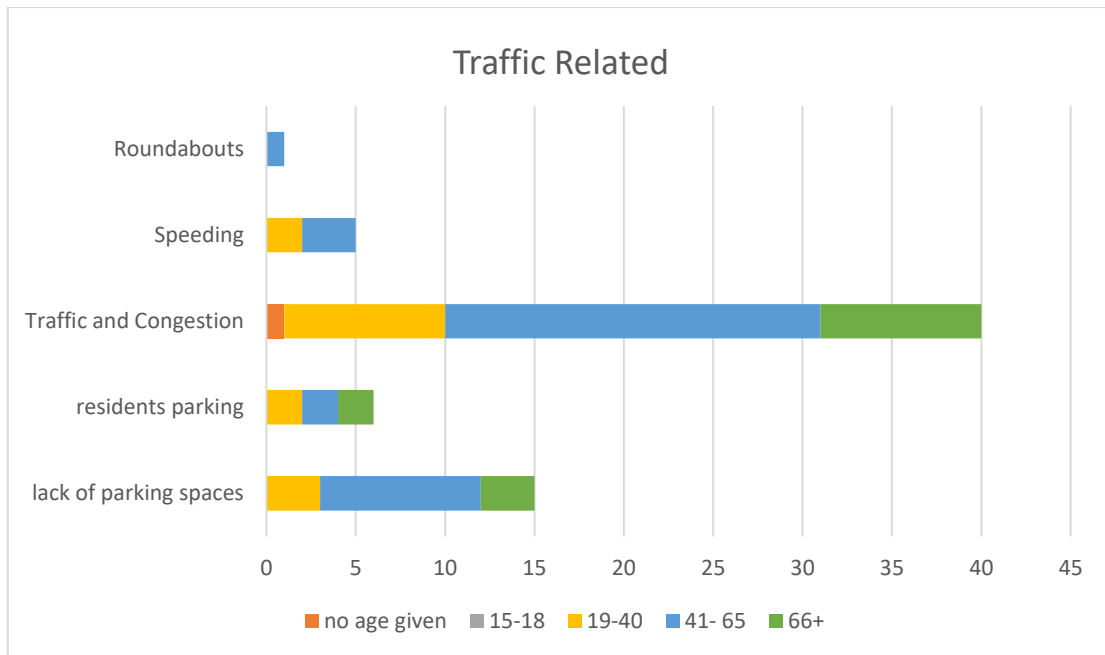
Drug dealers near Coleridge park in the evening



possible drug gangs using the park

safety for teens in Coleridge park

Congestion and Parking issues was mentioned more by those on the 41-65 age range, although the level of congestion was a concern to all.

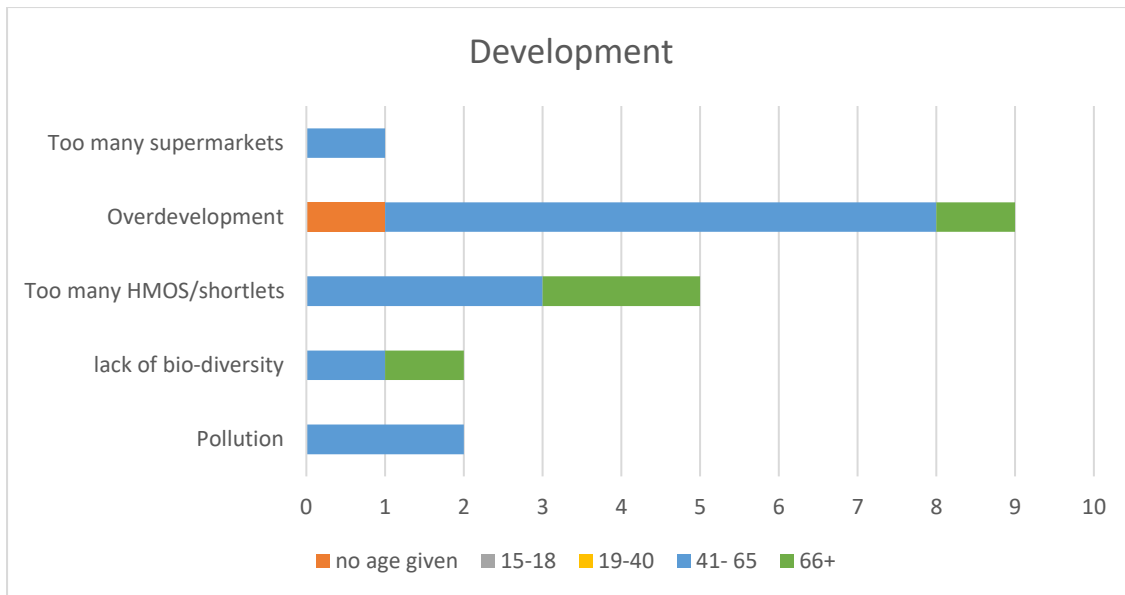


*“lack of free parking - recently all the parking near Coleridge park has been turned into Resident permit parking, making it impossible to go the park or to the nearby shops in Cherry Hinton road at the end of Coleridge road. Why where such dramatic measure considered when having a 3-hour max parking*

Development

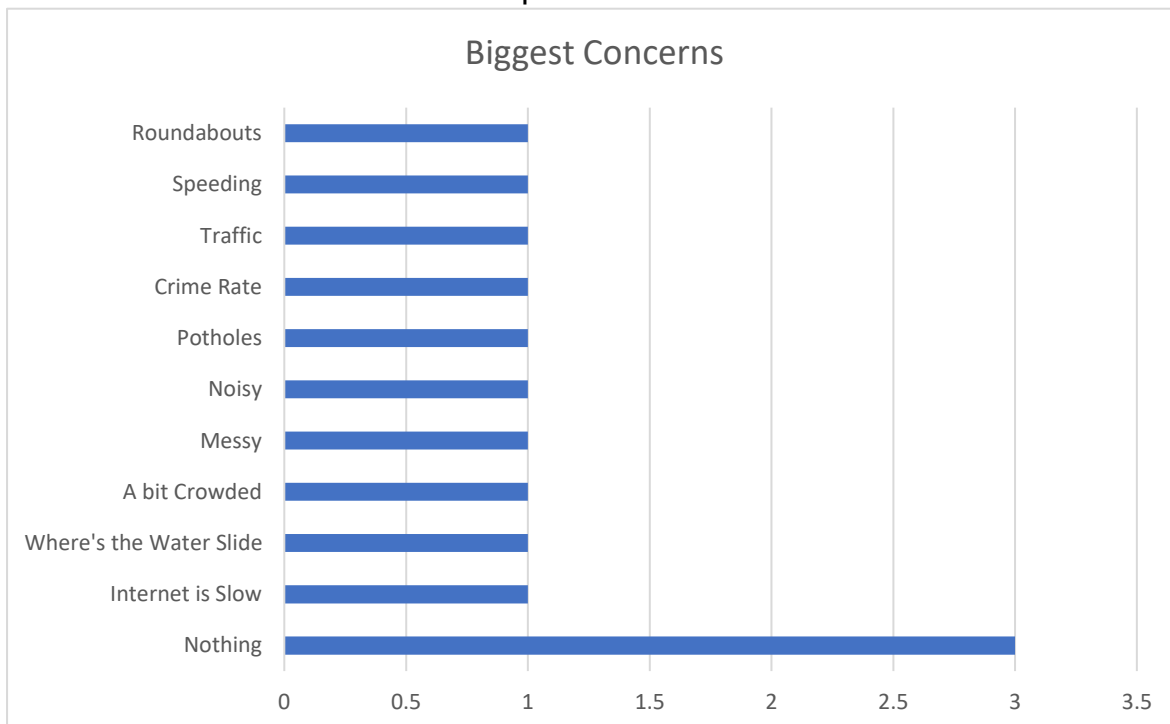
Perhaps unsurprisingly over development was not a concern for those in the 19-40 age range

Potential development on Perne Road allotments



Isolation was cited by two people in the 41-65 and 1 person in the 66+ age ranges. Although not enough to draw general conclusions. It does focus on an age group that is often not mentioned as being particularly isolated, yet it is the age group that tends to see a change in friendships as those built on parenthood change with children reaching adulthood.

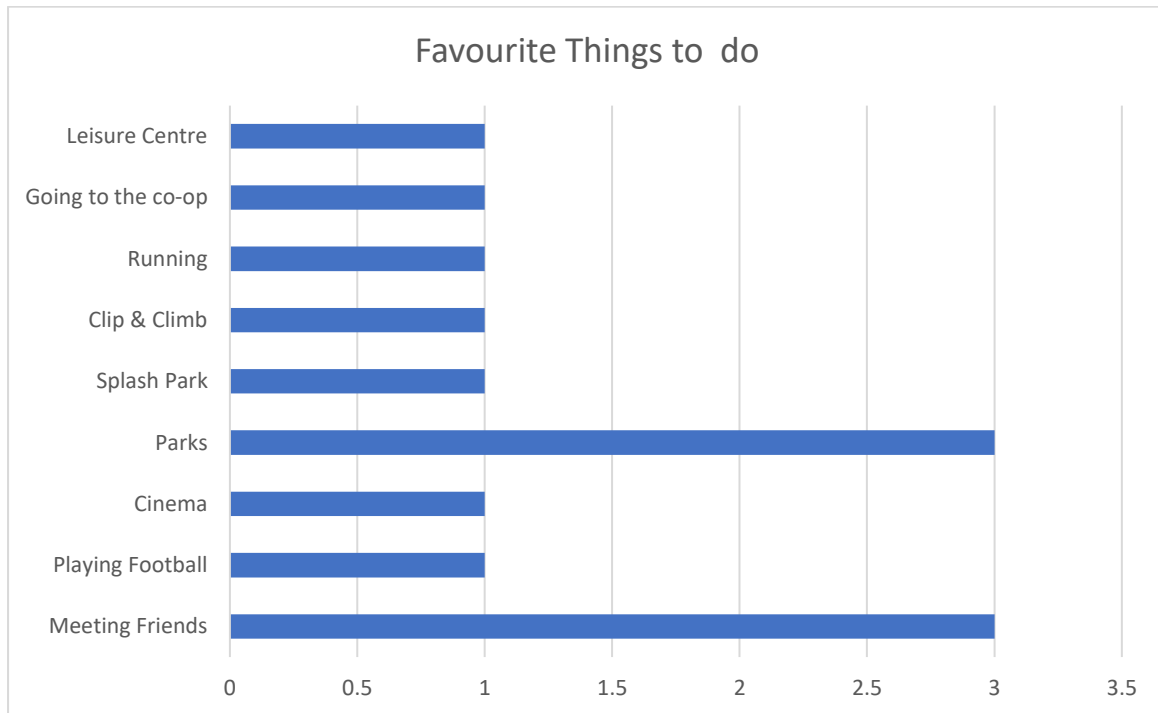
Young people mainly saw little as negative about Coleridge, but the older youth noted similar issues to the adult responses around traffic and crime.





## Favourite things to do

This question was only asked in the Youth Survey and indicated the importance of community and friendships to this age group. It also indicated a preference to informal activities rather than anything organised.



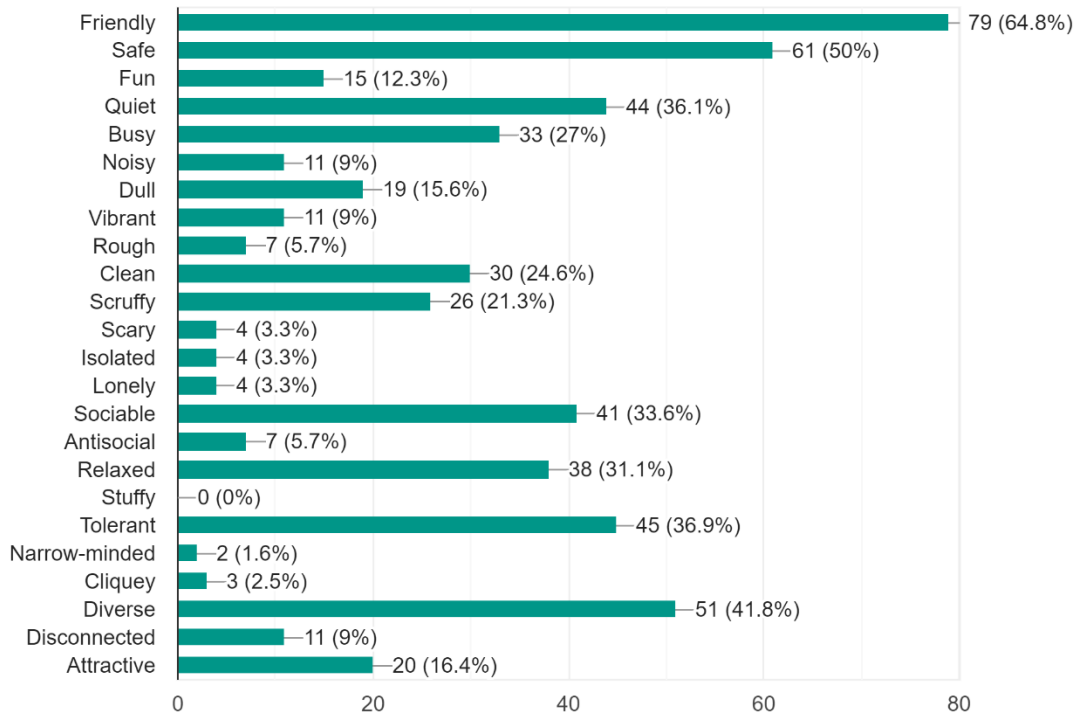
## Word to Describe Coleridge

This was not completed by all respondents.

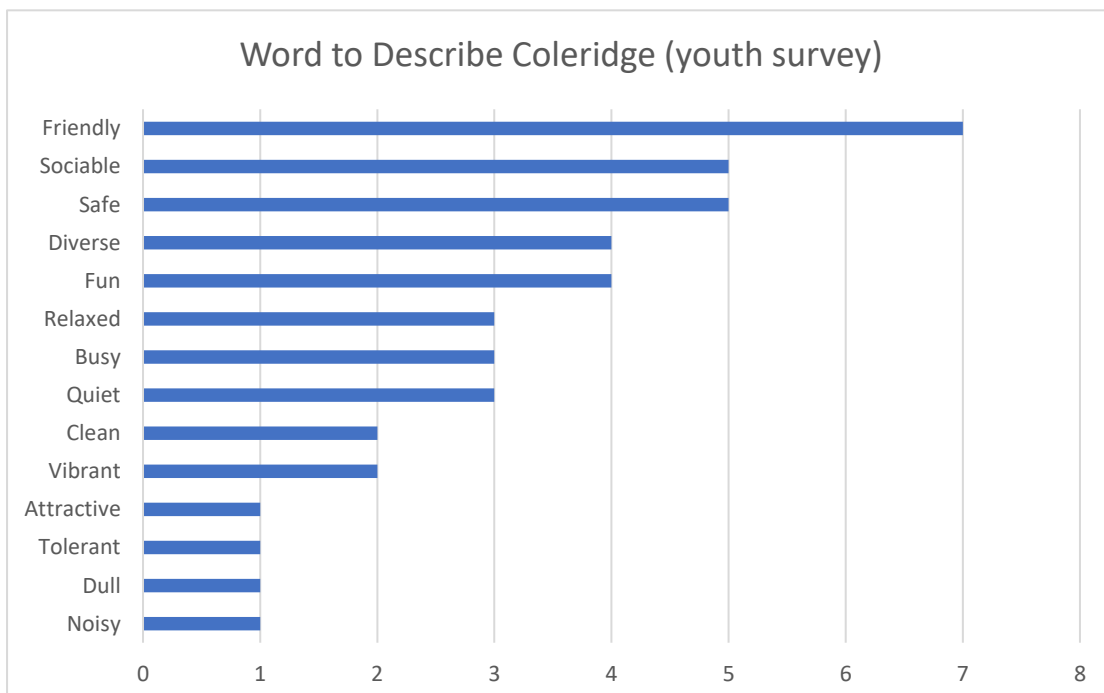


### Which words describe the Coleridge area ?

122 responses

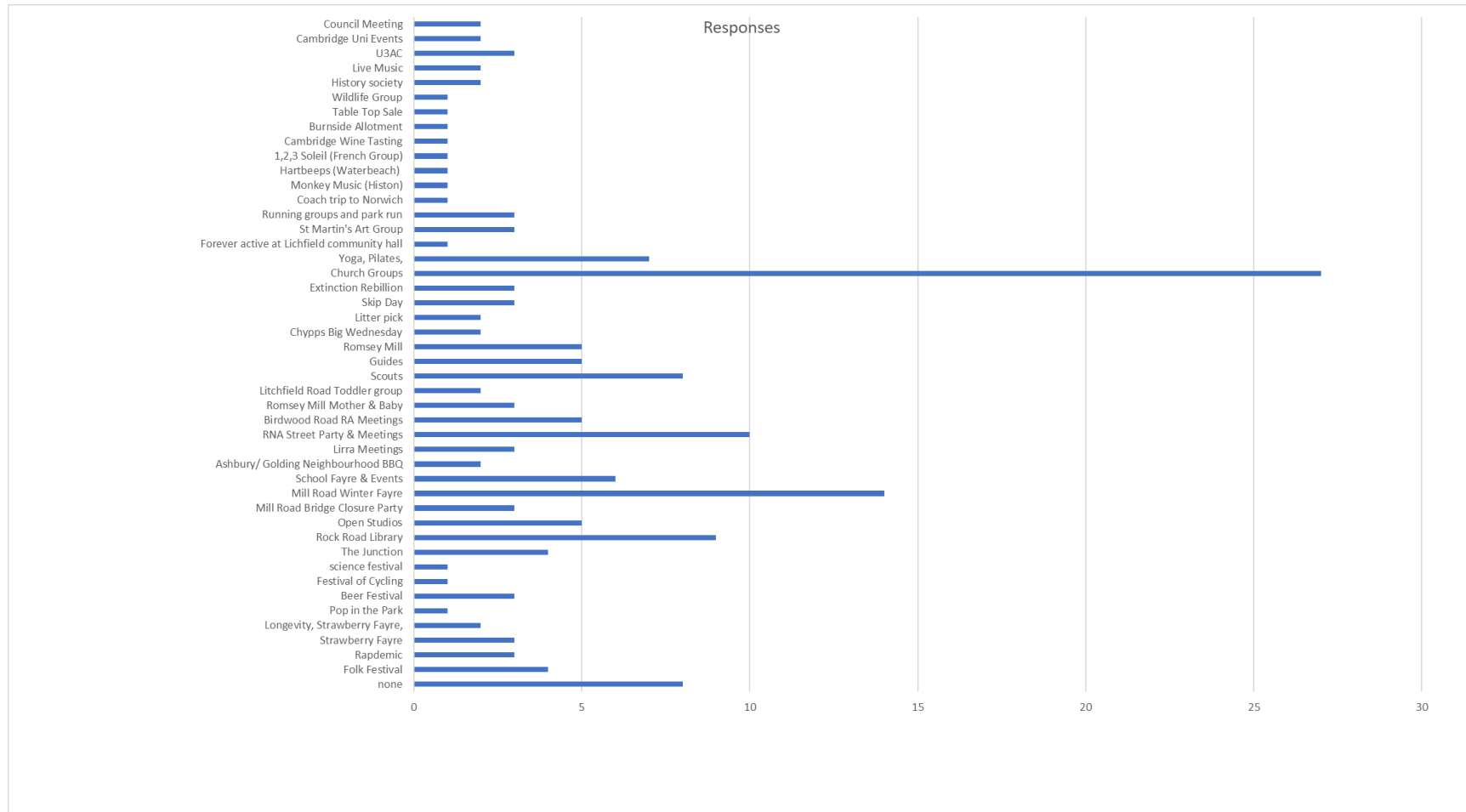


All age groups used more positive words to describe the Coleridge area with the young using few or no negative associations.



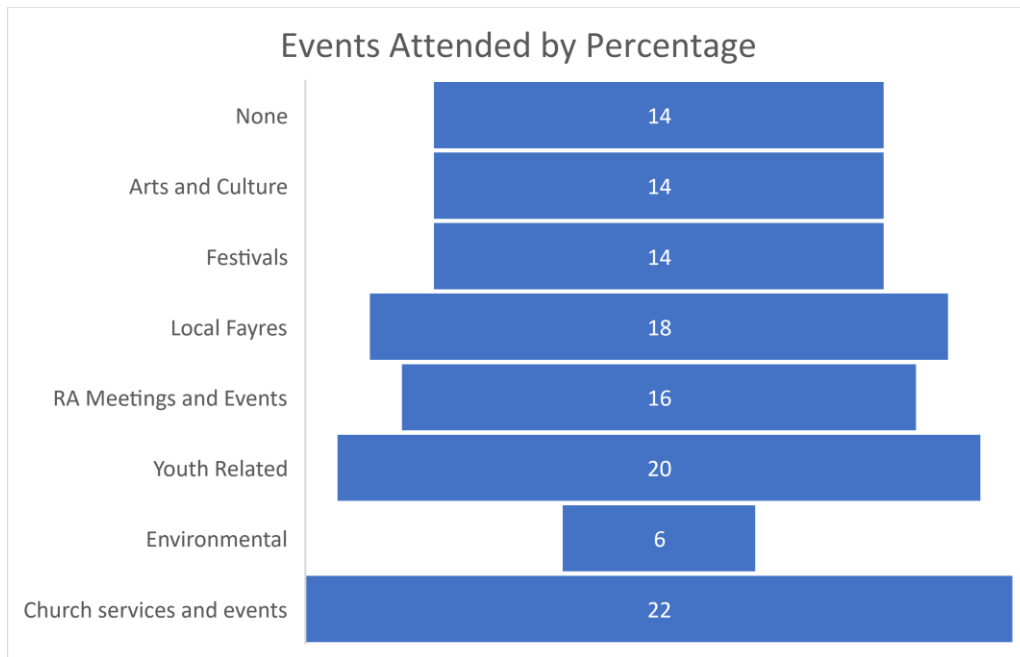
## Which Community Events/ Groups have you attended in the last year?

Not asked in the youth survey

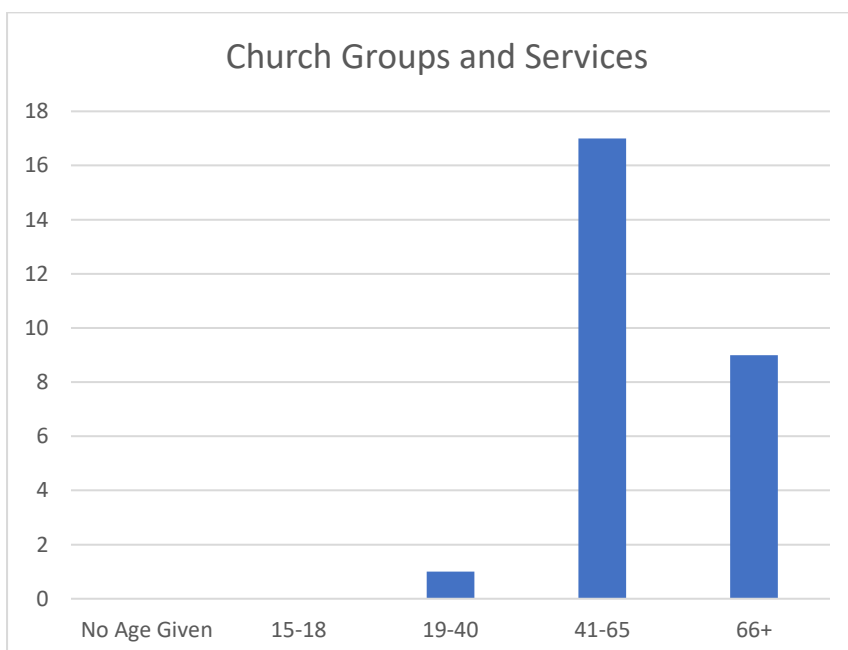


Coleridge residents attended a wide variety of events and groups locally and across the city. However, a high percentage, 14% of respondents reported not attending any events or groups at all in the last year. Church services and events attendance was high amongst respondents. It is not possible to tell if this indicates a high proportion of residents attending services or indicating a high proportion of church attendees responding to the survey.

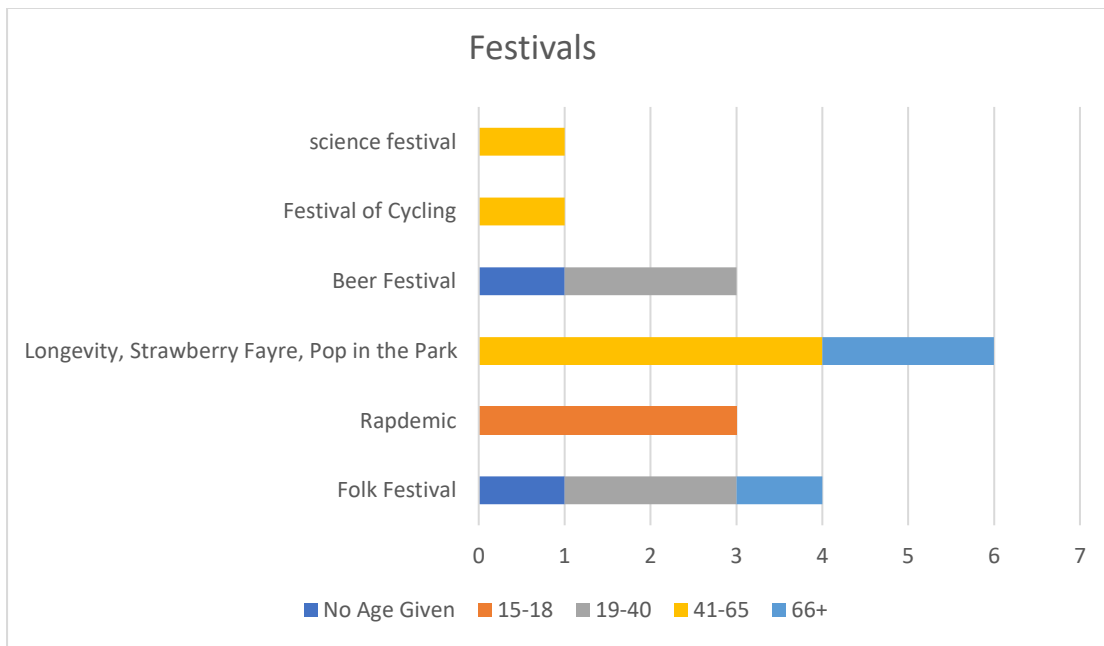
Most reported events were local, including fayres and fetes, resident association (RA) meetings and events, scouts and guides.



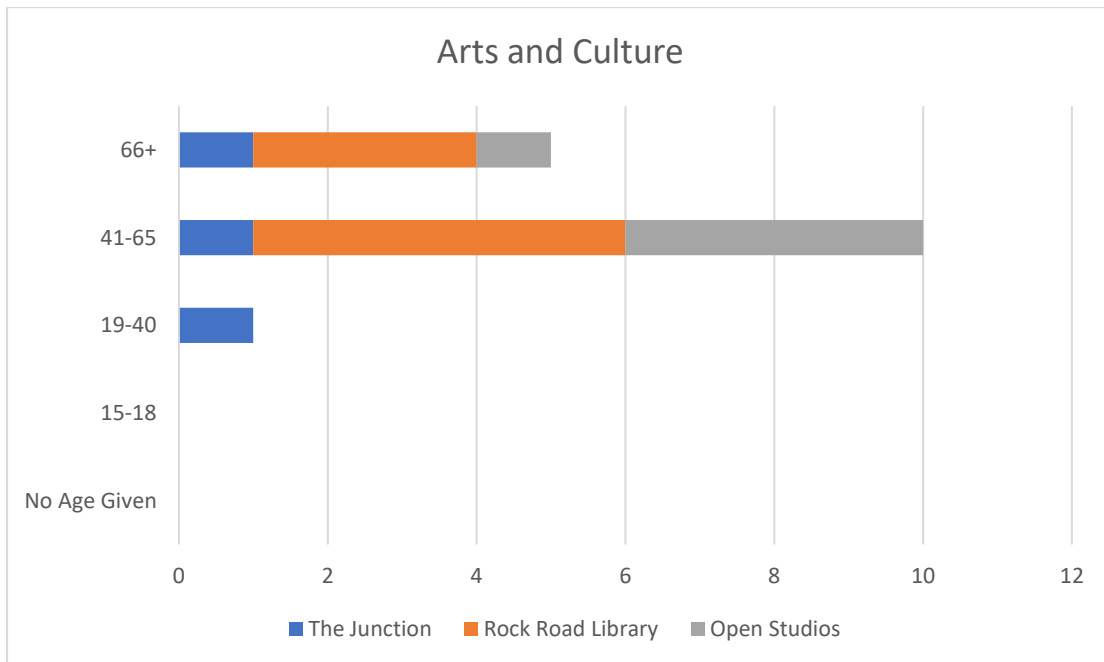
Church services and events were mainly attended by the 41-65 age group.



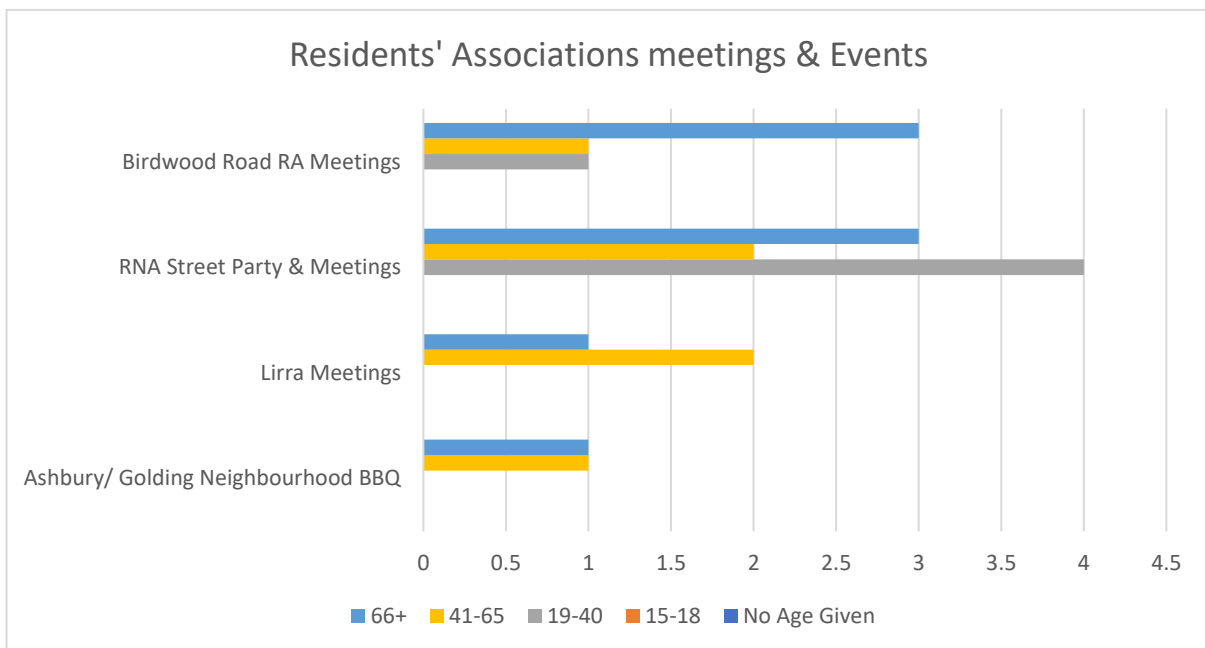
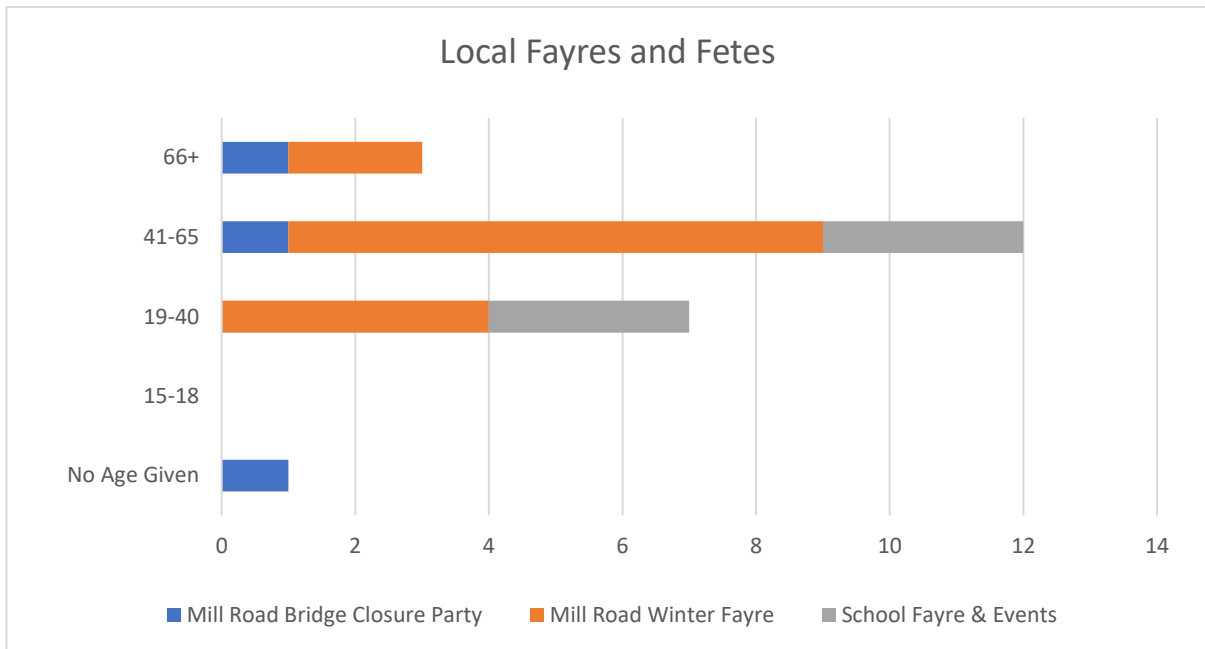
While festivals were attended across the age groups



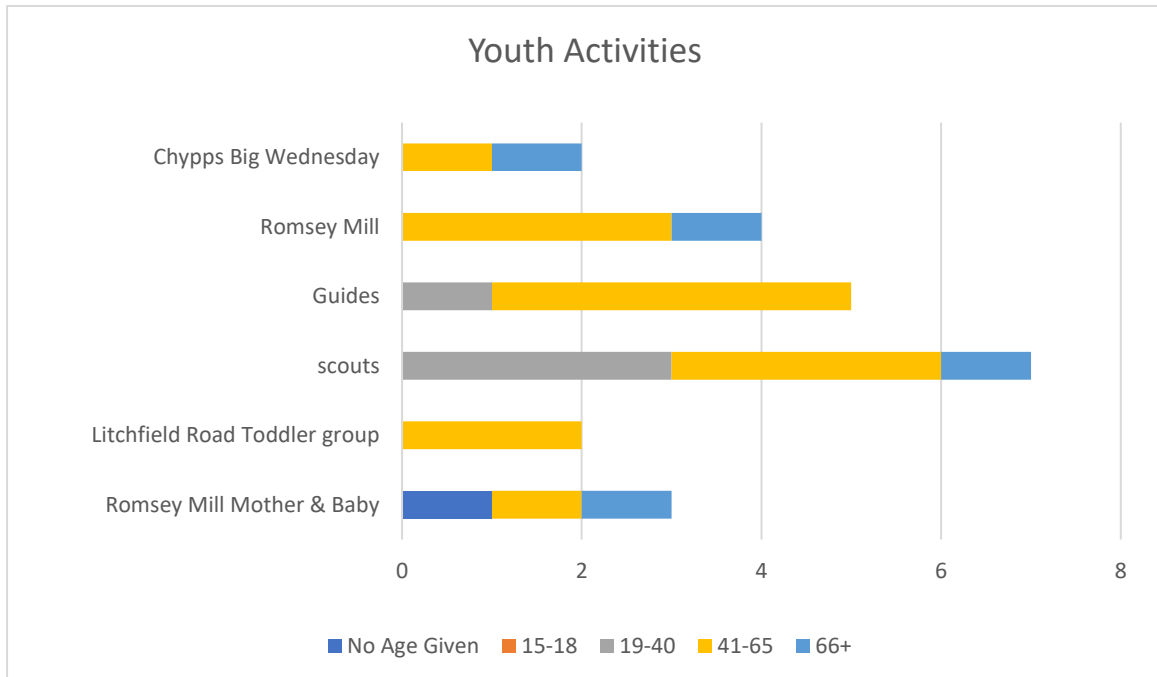
Other arts and cultural events were attended mainly by the 40+ age group



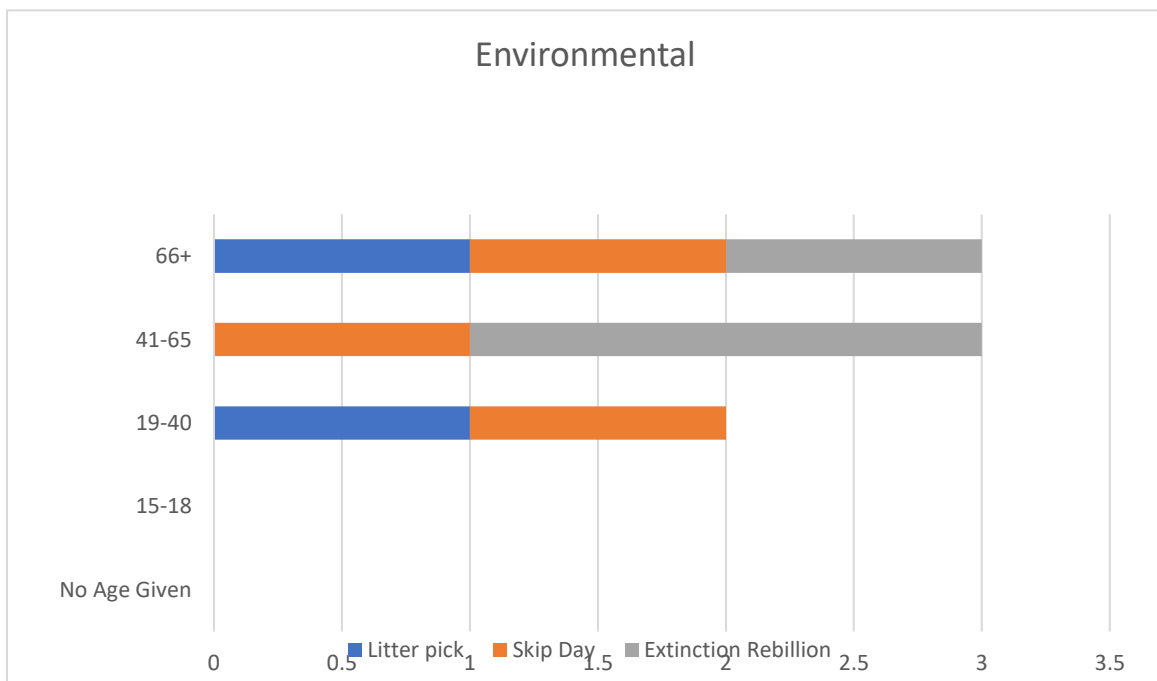
## Something that was similar regarding local fayres and fetes



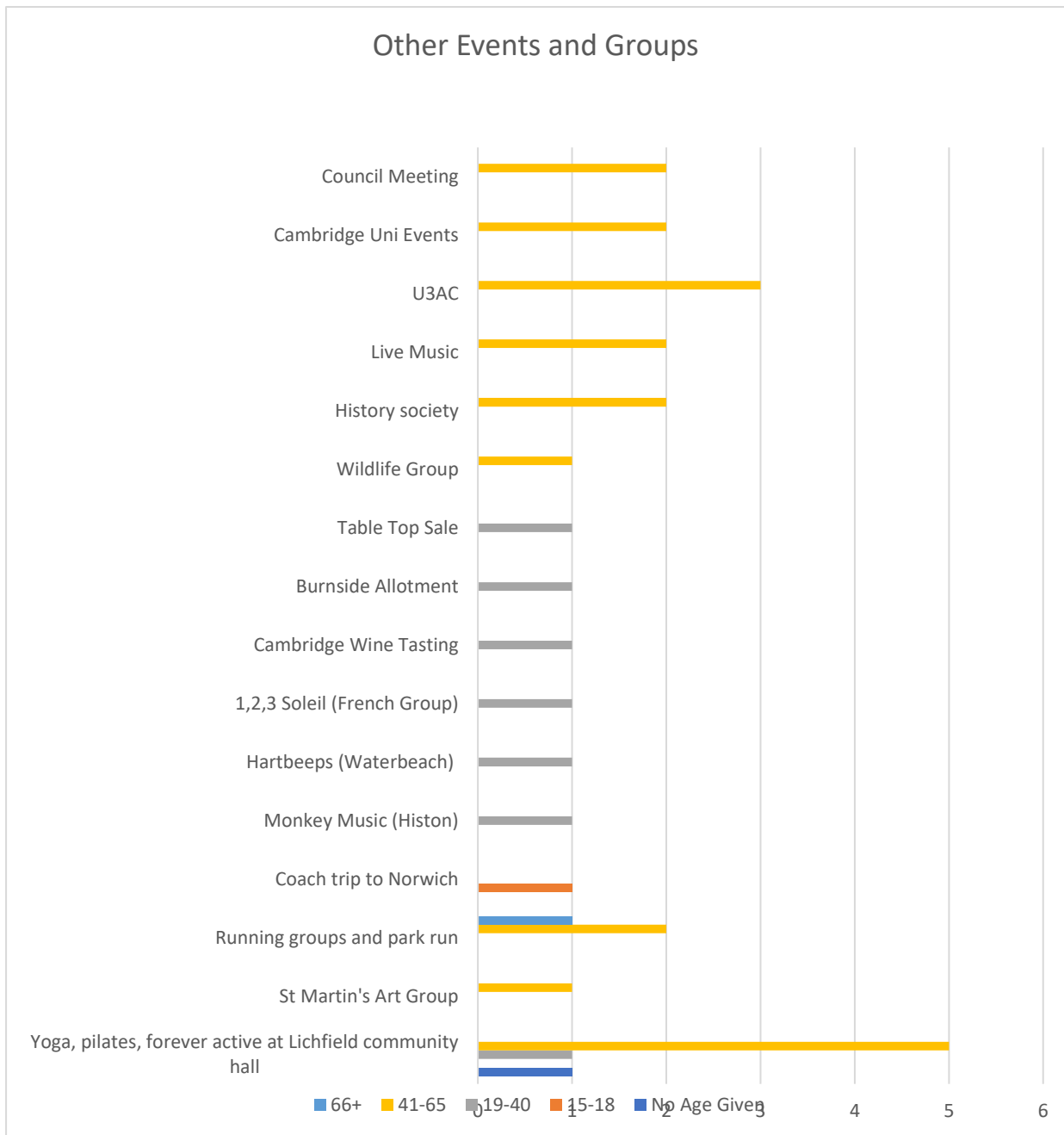
Many adults reported attending youth and young people related activities over the last year. This question asked for responses that were personal and across the household. Outside of Scouts and Guides, this was almost exclusively the over 40s.



We tend to think of Extinction Rebellion as a movement of the young, but in Coleridge older residents reported attending these events.



## Other Events and Groups



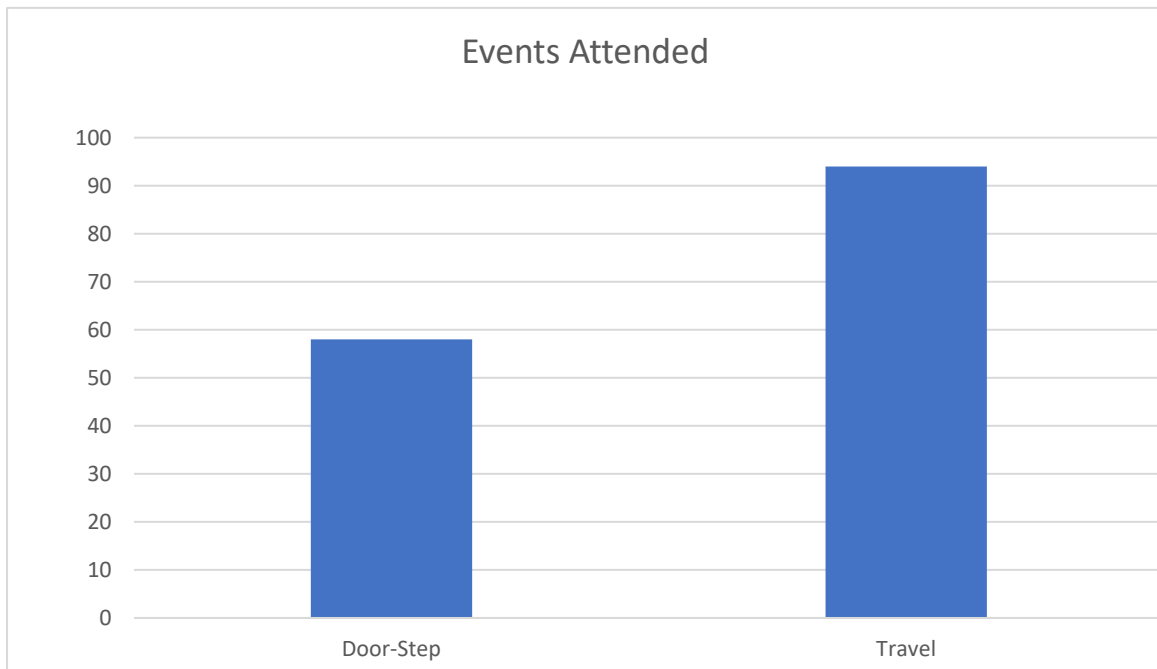


## Doorstep or Travel

Not asked in the youth survey.

How many events that you attended were local and how many did you have to travel for?

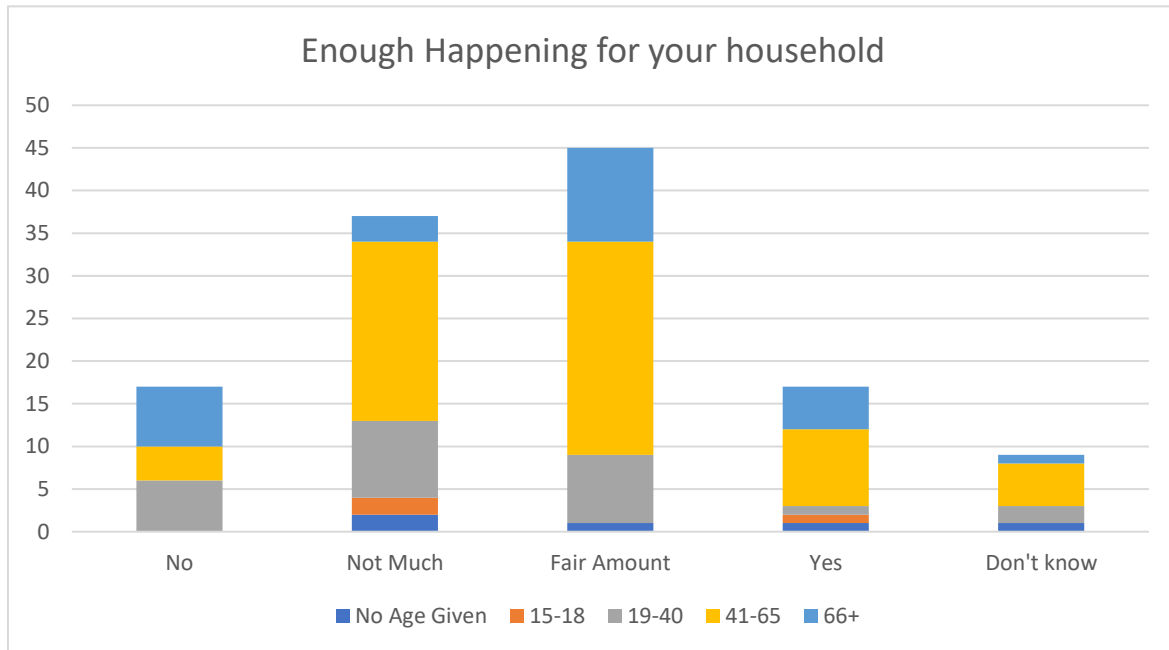
Given the small area that Coleridge comprises a remarkable number were considered to be on people's doorsteps.



## Is there a lot going on for your household?

Not asked in the youth survey

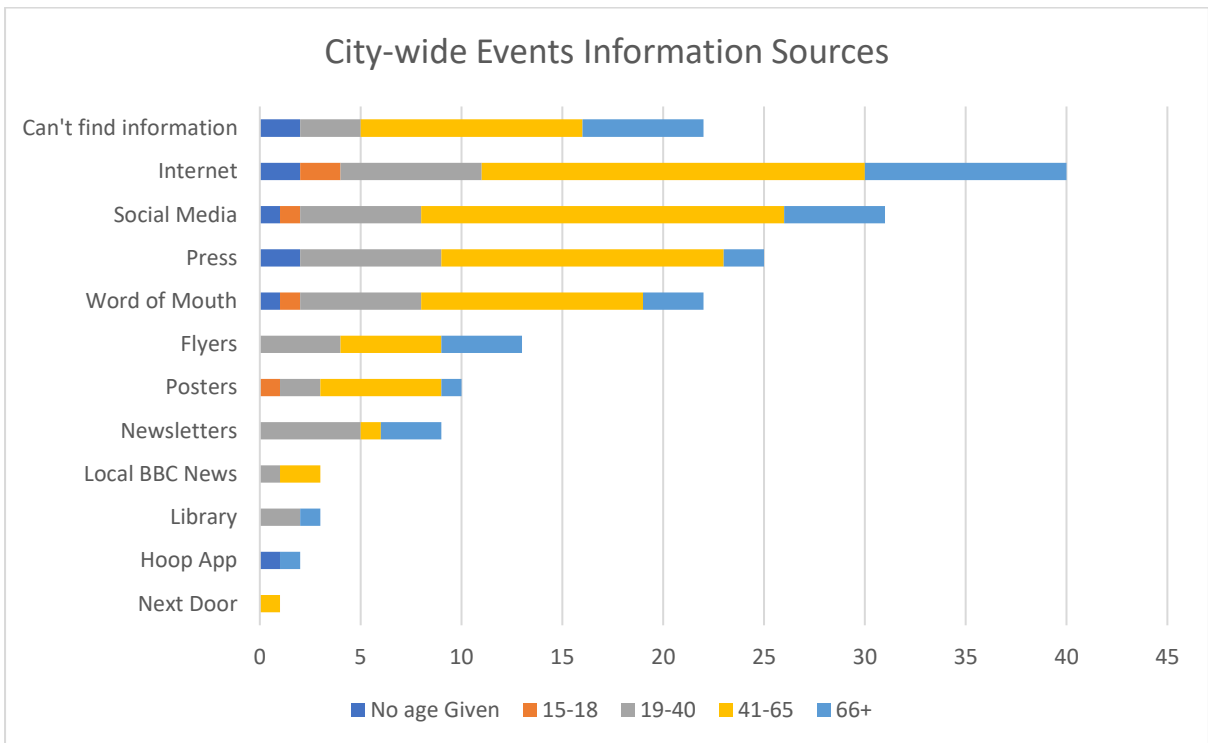
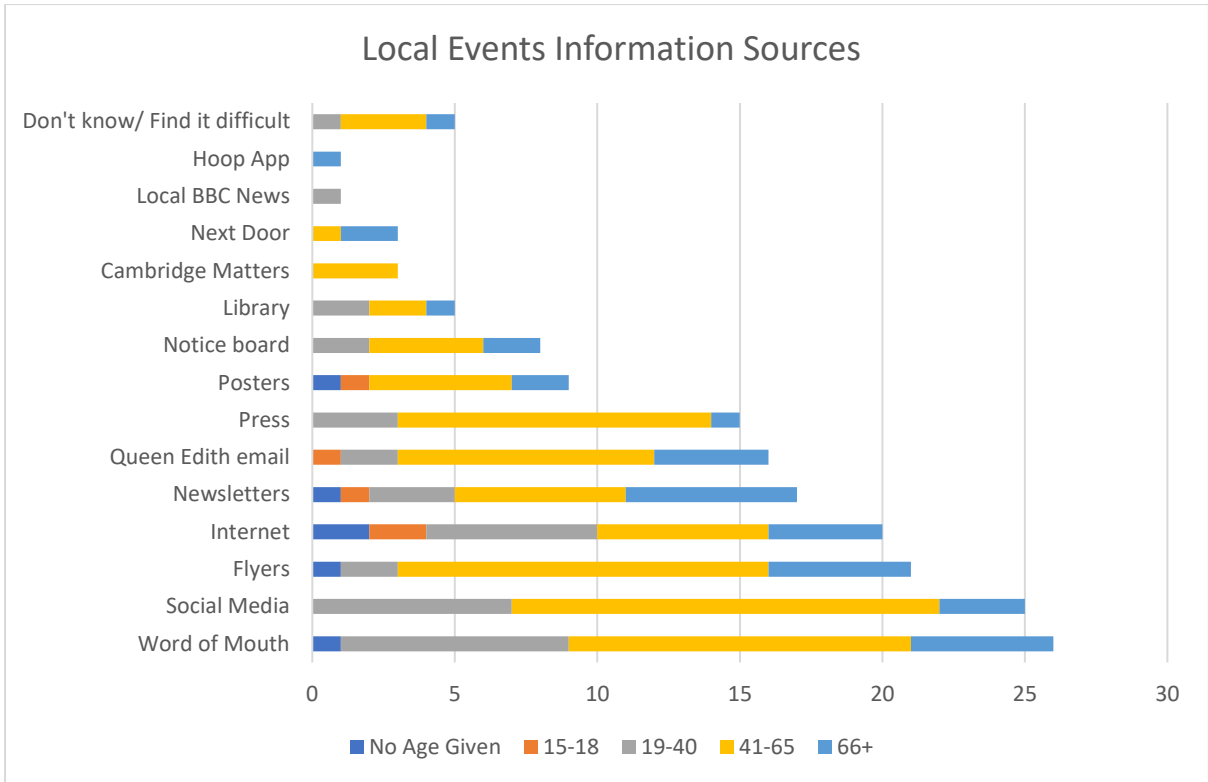
More people answered No to this question than yes. The highest response was for a fair amount. With only 17 people responding with a definite 'yes' to this question, the indication is that local residents do not feel that there is enough happening in the area for their household.



## How do you find out what is going on?

Not asked in the youth survey

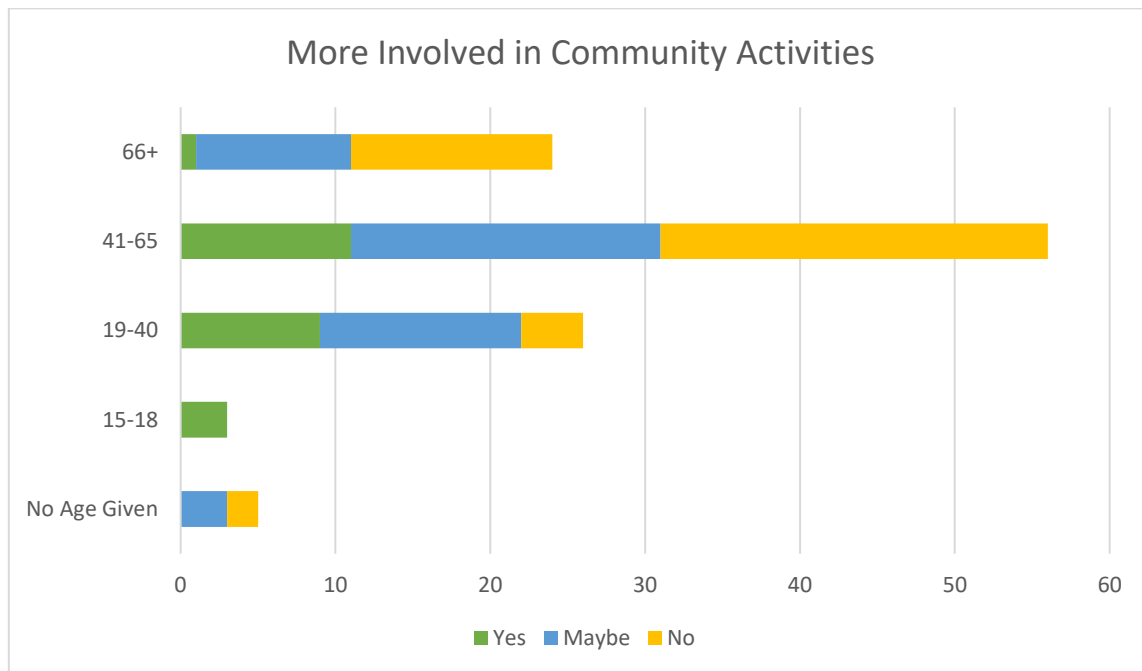
The primary sources for both local and city-wide are Social Media (mainly Facebook but also Twitter and Instagram), The Internet and Word of Mouth. The printed press plays a much greater role in providing information about city-wide events than it does locally. However, the survey shows a much greater degree of difficulty people experience in finding out about city-wide events than they do local events where local noticeboards and flyers play a greater role.



## Would you like to be more involved in community activities?

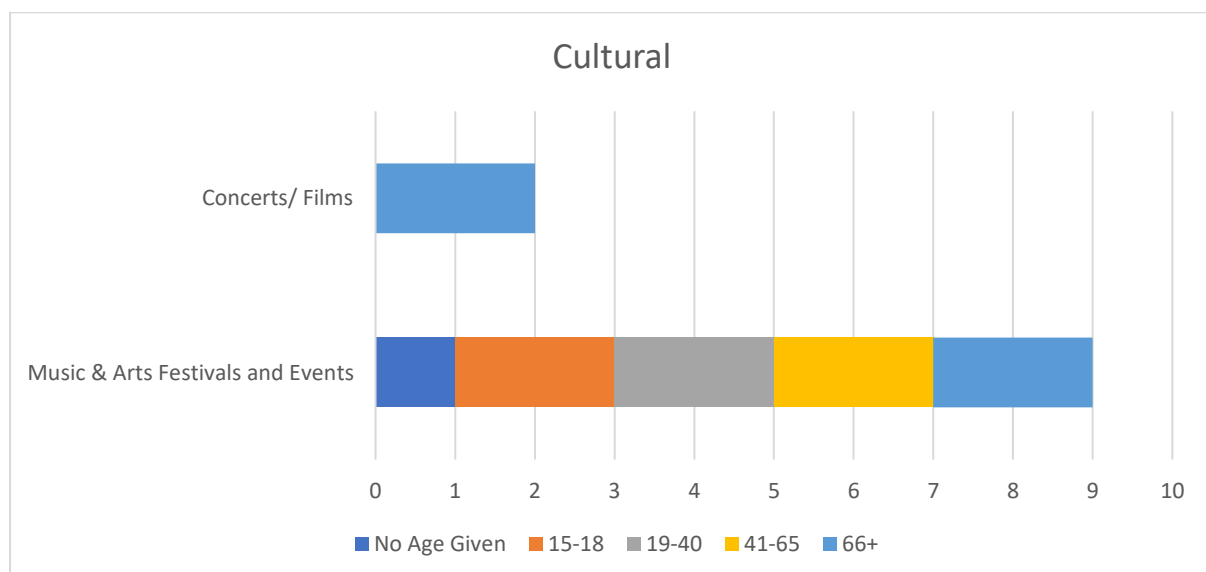
Not asked in the youth survey

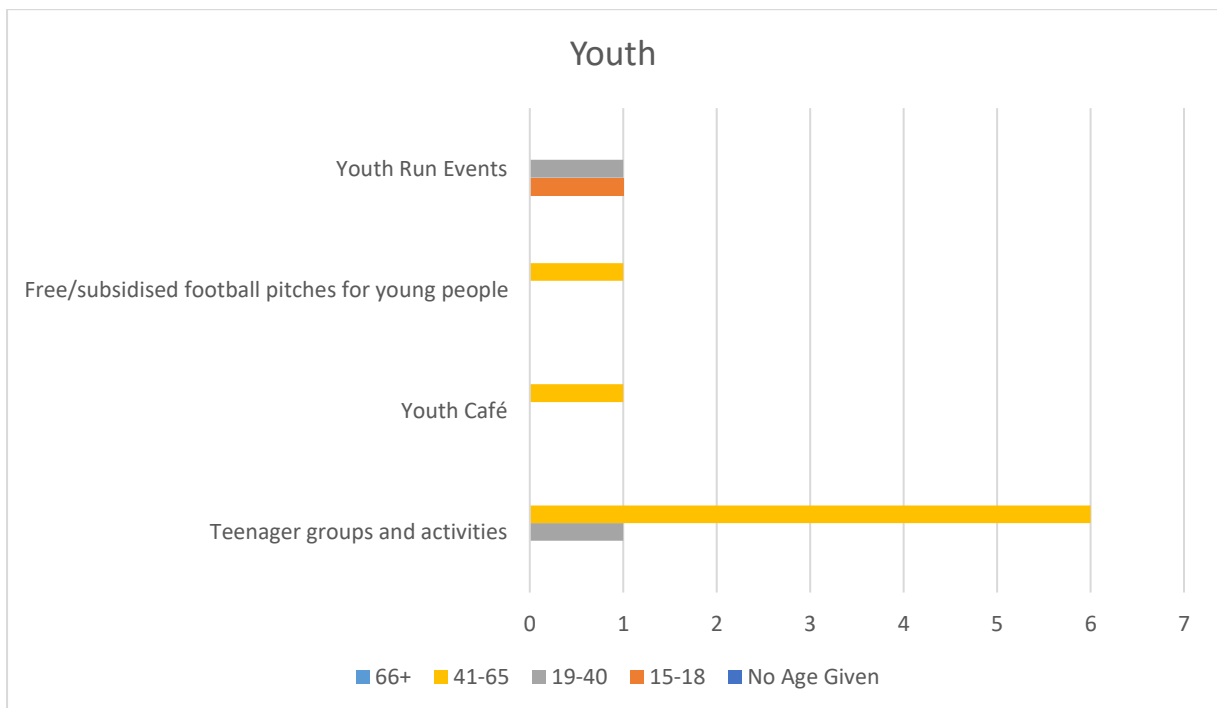
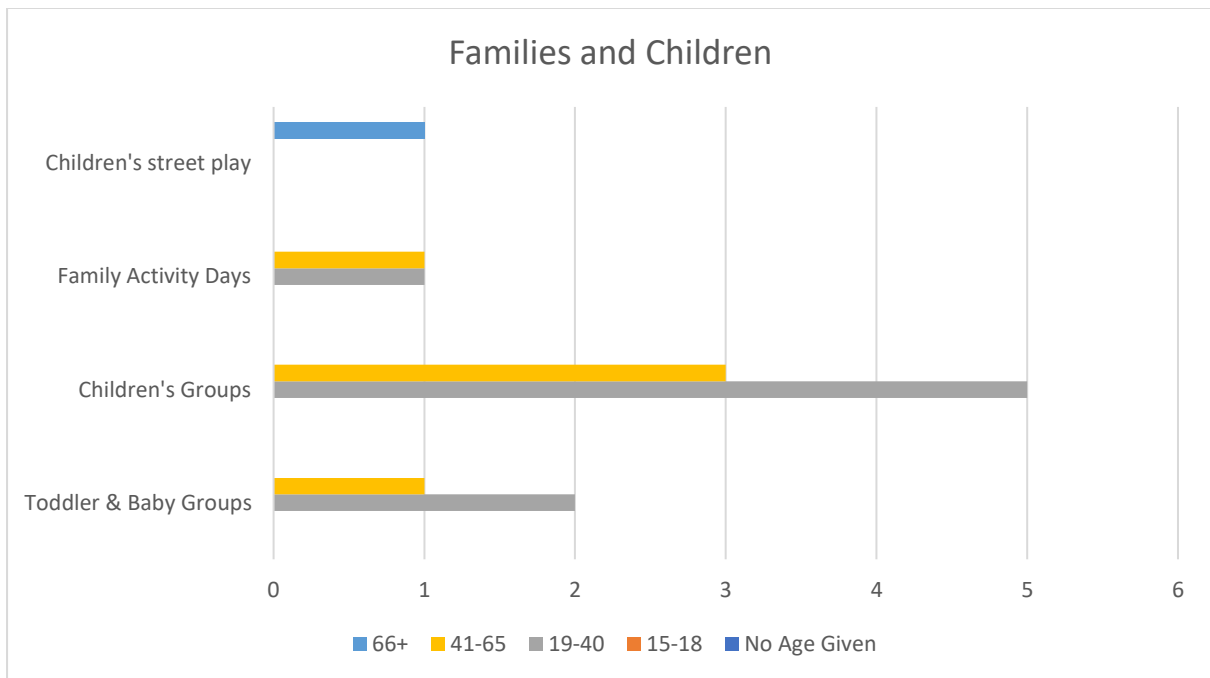
Many of the 44 people who answered No to this went on to indicate that they are already active in their community. Over half on the No respondents were in the 41-65 age group, possibly indicating that people in this age group were either already involved in their community or finding things too busy to do so. 70 people answered either Yes or Maybe to this question. 43 left contact details and were contacted regarding the public meeting.

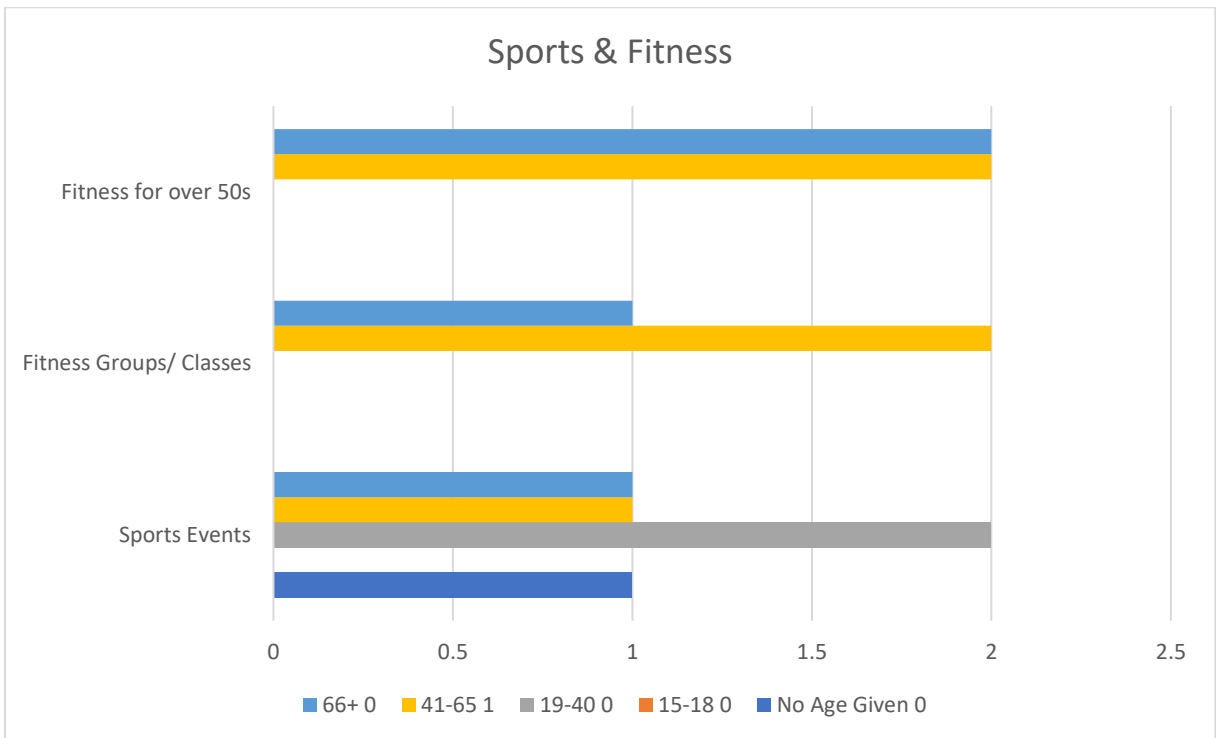
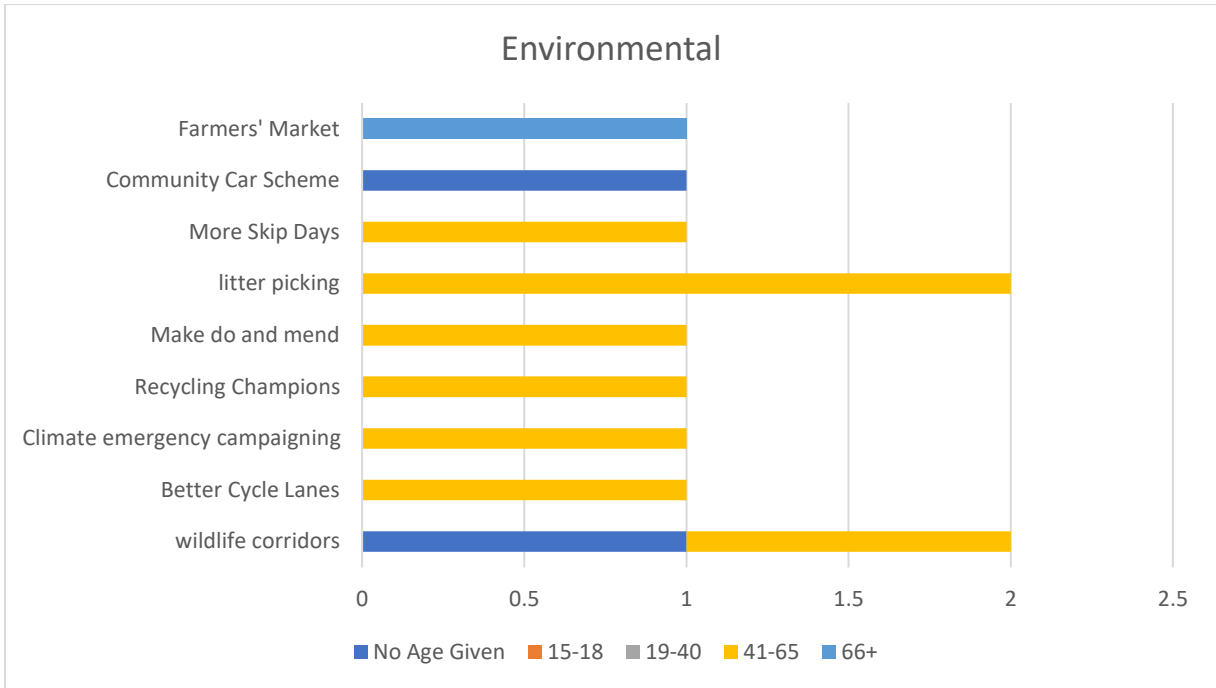


## What new activities would you like to see on your doorstep?

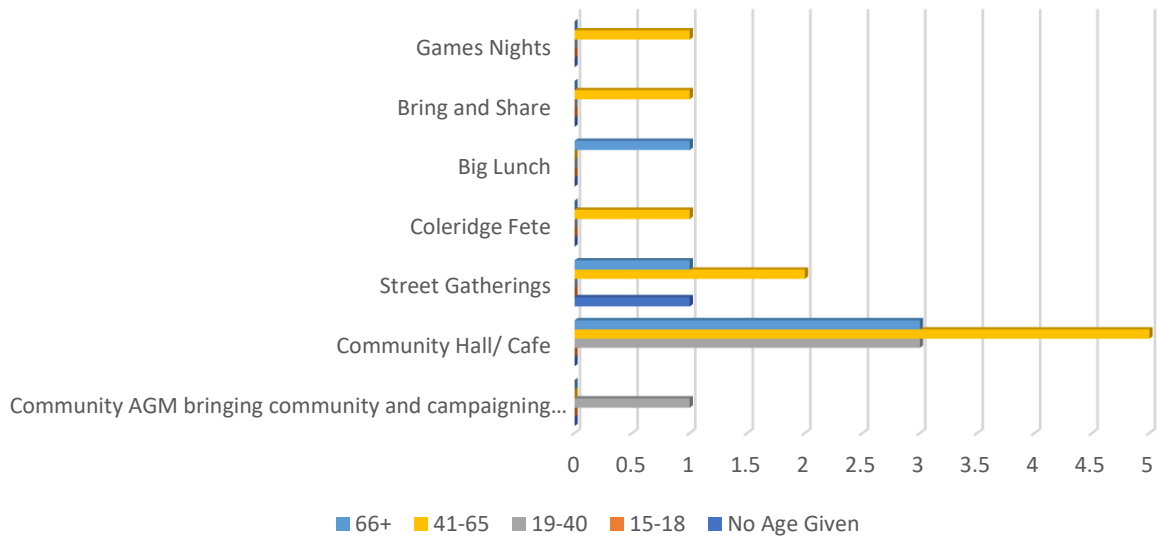
This question, not unsurprisingly, drew a vast range of responses. Over 100 individual responses were grouped into 54 topics, which were then further collated into loose themes to help organise the vast array of people's ideas.



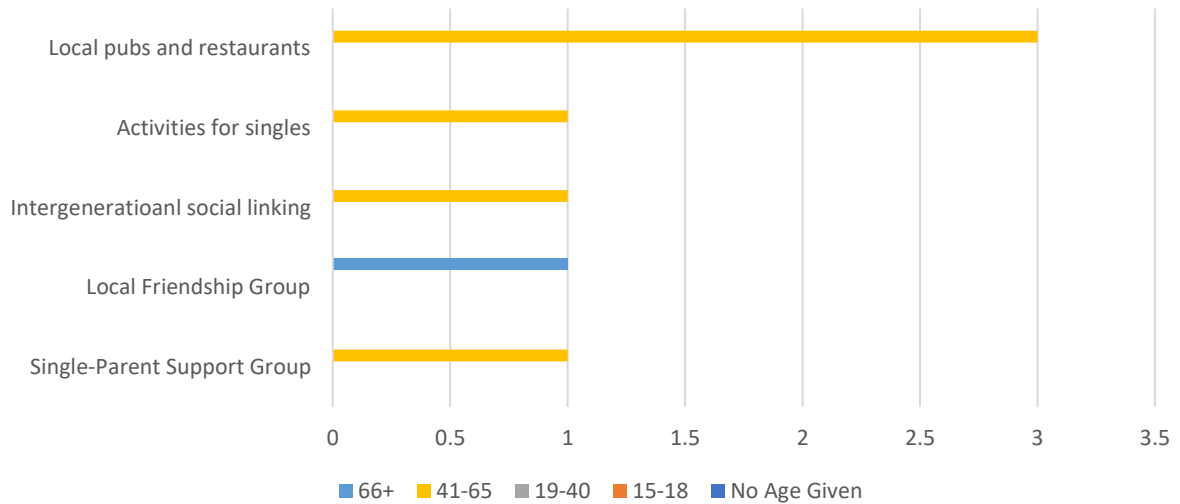


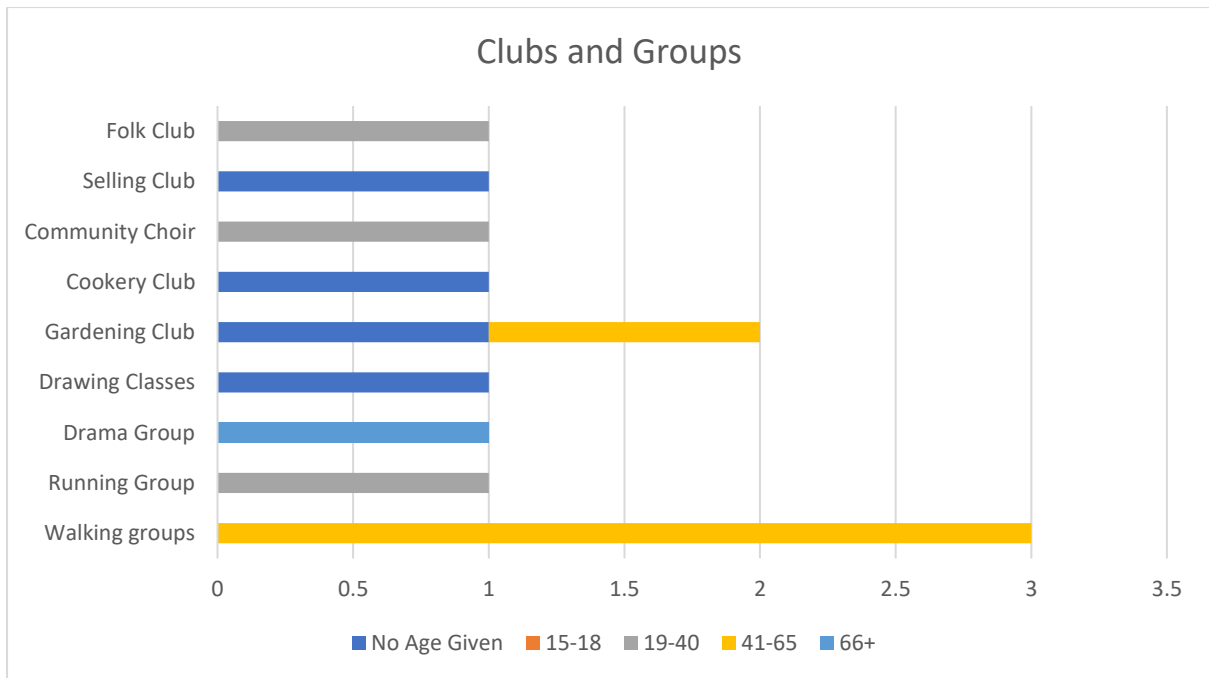


### Community Events



### Friendship & Connection





## What New things would you like to do

This was only asked in the Youth Survey.

Each young person had their own answer to this that did not correspond to any other.

- Gymnastics
- Skateboarding
- Adventure Park
- Learn about Wildlife
- Visit Different parks
- More Ping Pong tables in the park
- Less Flats and Apartments
- A massive waterslide
- A Roller Coaster

## Anything Else that you would like to tell us?

56 additional comments were made some were considered inappropriate or were too highly personal and risked identification if included some merely stated 'No'

These are grouped into general themes, but comments were not separated when a respondent made more than one observation.



## Crime

1. Police presence to fight crime needs to be increased, drugs dealers are a treat to the safety of the area
2. Drugs are a huge issue in this area
3. worried about the rise of drug taking amongst the youths in parks in the evening
4. More (and more visible) neighbourhood policing, Council bins collections not to leave scattered rubbish behind.
5. The only worthwhile Police Response to reported drug activity is through Lewis Herbert via email!?

## Environmental & Physical Space

1. more cycle lanes :)
2. Too Much Dog Fouling on Pavements
3. Parents would like traffic calming measures, thank you
4. Open the lakes and make Coleridge amazing!
5. The litter and fly tipping around Coleridge makes me miserable.
6. Parking on verges is a concern when houses are developed into flats or rented out.
7. Please, please stop spraying weed killer everywhere. My terrace is immediately on pavement, and every year you spray the lovely poppies that grow against my house. Stop spraying - it's toxic and unnecessary. Please could we have speed bumps to enforce 20 mph limits. Please limit traffic as much as possible. Please provide more support and habitats for wildlife, like hedgehogs. Encourage late night cafe culture as opposed to pub culture.
8. Save Montreal Square
9. Need to get people to cut back hedges when blocking pavements and also stop leaving bins on pavement all week long
10. Because of the houses that are let the gardens and trees hang over the pavements sometimes making it dangerous to walk in the dark. People not keeping their gardens tidy at the front and it makes it difficult to walk with a pushchair or wheelchair. Sometimes people park making it impossible to get past (I worry about emergency vehicles getting through)
11. I'd like better cycling provision, a crossing over the railway near Rustat road, speed cameras, more shops that are not cafes. Coleridge Road is now positively dangerous on a bike due the residents parking rules.
12. We are a suburb with all the problems that come with being an area that people live in but are not particularly attached to.
13. Pavements are very badly maintained, impossible for people with poor mobility. Spend money on this instead of creating gridlock for unnecessary new roundabout
14. trees in Cherry Hinton Road. If too problematic and costly- free for front gardens. Trees and planting by volunteers

15. Local planning decisions often cause a lot of distress to local residents.  
Insufficient provision of affordable housing for families
16. Pavements, Pavements, Pavements! and Buses
17. It's good you are doing this. Thank you. Air pollution along Cherry Hinton Road can be dreadful- needs action to reduce vehicles
18. Anglia Ruskin University says Cambridge will run out of water in less than 25 years.

#### Traffic

1. I'm growing to hate Cambridge (I was born here) as it's getting too busy - driving is a nightmare. Coleridge is probably the best part of it to live in though.
2. Traffic - inability of Mayor of region to make any decision
3. Increasingly concerned about traffic chaos and gridlock as more and more houses being built in Cambridge.

#### Facilities

1. Coleridge seems to have very few Community facilities (other than playgrounds) compared to other parts of Cambridge - no library or community centre.
2. The drug dealing/drug taking is an issue. Also, the B&B top end of Rustat Road attracts lots of nuisance guests
3. The amenities in our area are depleted/ shops/ cafes/ BTL more diverse businesses need to be encouraged
4. Love the paddling pool and improved facilities at Coleridge Rec
5. What is the role The Junction could play? The next Local Plan assumes the Clifton Road Estate will be replaced by flats - what are the services and facilities that will be needed (including green open parkland) to deal with the increase in population?

#### Publicity

1. Not been aware of anything much happening locally to comment
2. I think we should do a community window calendar!
3. would like to see a 'what's on in Coleridge' detailing regular activities and places groups can book

#### Community

1. It's a nice area to live but we have hardly any friends here - no idea how to meet people locally. Most of our good friends are in other parts of the city (e.g. Queen Edith's).
2. Need ways to meet local people

3. There feels like a bit of a disconnect between Flamsteed road and that area of Rustat road and the rest of Rustat road
4. There is no community focal point to Coleridge. Hard to create this
5. I would like the area to have a community hub and the ability to help those who need it
6. "I am bored since moving here from Chesterton, there was more going on there.
7. I also would still like to work"

#### Transport

1. Expensive local buses. Too dear for families. O.K. if you are 66 and have free bus pass.
2. The bus service needs to be greatly improved

#### Young People

1. I'd like more events and festivals and trips for young people
2. More events that are run by younger people

#### Other

1. Cambridge is a great city to live in when retired. There is so much going on to keep the brain and body working
2. Only live in Coleridge use Coleridge REC when grandchildren visit- very good
3. start a repair cafe (Recycle, repair, reuse), twice weekly targeted at youth/ young people as a youth club
4. Good to know the council is interested!
5. if you come across people who live in Rustat Road or nearby and would like to join the RNA please let me know.
6. Well done to city councillors in Coleridge to keep it as it is despite budget cuts.
7. There is plenty going on in the city of Cambridge of high quality. We have little free time to attend events other than those we go to.

## Acknowledgements

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Cambridge City Council Community Grants for funding and supporting this survey

Patrick Brown and Simon Aslett, Neighbourhood community development team at Cambridge City Council for their vital help and support.

City Councillors, Lewis Hebert, Rosy Moore and Grace Hadley

County Councillor, Amanda Taylor

St John's Church, particularly Revd James Shakespeare and Kay Blayney

Balzano's, Cherry Hinton Road

Co-op, Perne Road

The Junction

Akua Obeng-Frimpong Arts Development Officer, Community Services, Cambridge City Council

Litchfield Road Residents' Association

Queen Edith's Community Forum

ChYpPS (letting us join their family day at Coleridge REC )

Romsey Mill

Coleridge Community College for kindly sending out details about the survey to parents

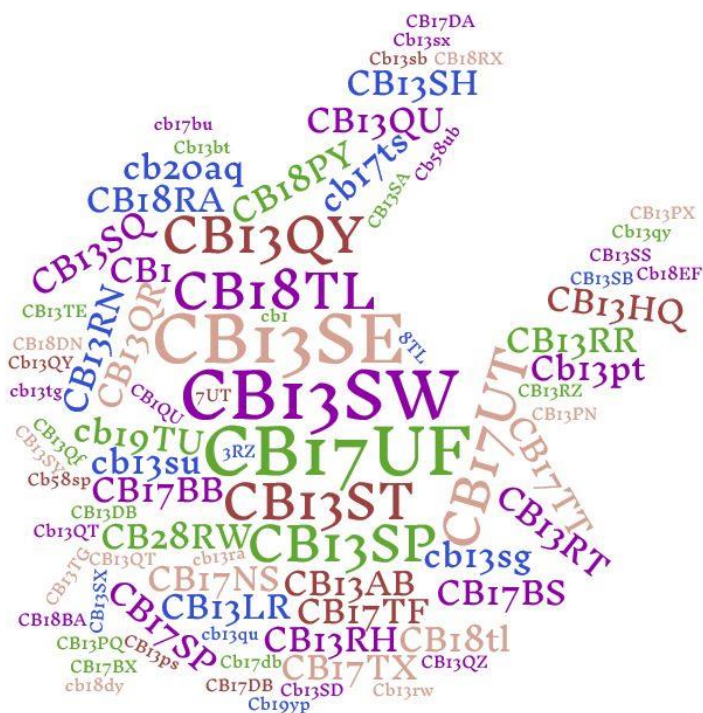
Christine Trevorrow - Cambridge CVS

All the people we spoke with throughout the process

## Addendum

On Tuesday 21<sup>st</sup> of January 2020 a public meeting was held at the Lichfield road community hall to present the results to residents and to look at next steps. 24 people attended on what was a very cold night. Residents were very positive about their area and wanted to get together again to look at ways that they could increase the reach and power of their community voice. Patrick Brown, the development officer for the ward with Cambridge City Council offered to arrange the follow-up meeting to look at ways of doing this, including starting a Community Forum for the Coleridge Ward.

A follow-up meeting has been organised by the City Council's Communities Team and Community Development Officer for the ward on 17 March 2020 to discuss, amongst other things, forming a Community Association for Coleridge ward.



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January 2020