

Engagement outcomes and feedback

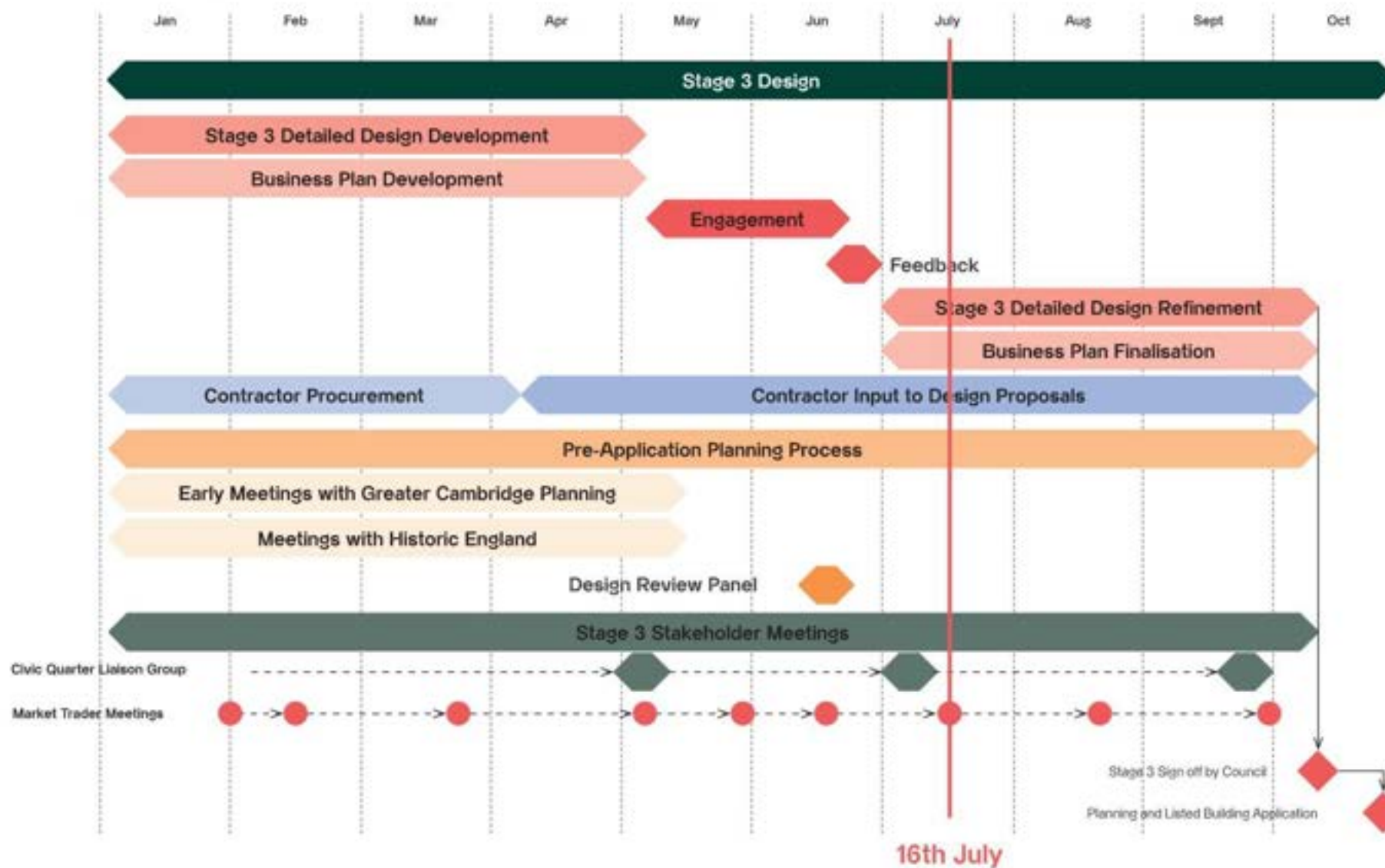
Civic Quarter Project Liaison Group Meeting
16th July 2025

One Cambridge, fair for all

Agenda

- Recap
- Engagement feedback
- Next steps

Recap



2 October Meeting Date subject to change

Engagement feedback

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Cambridge City Council

CCQ Engagement Phase 3

Cambridge Civic Quarter 16 July 2025

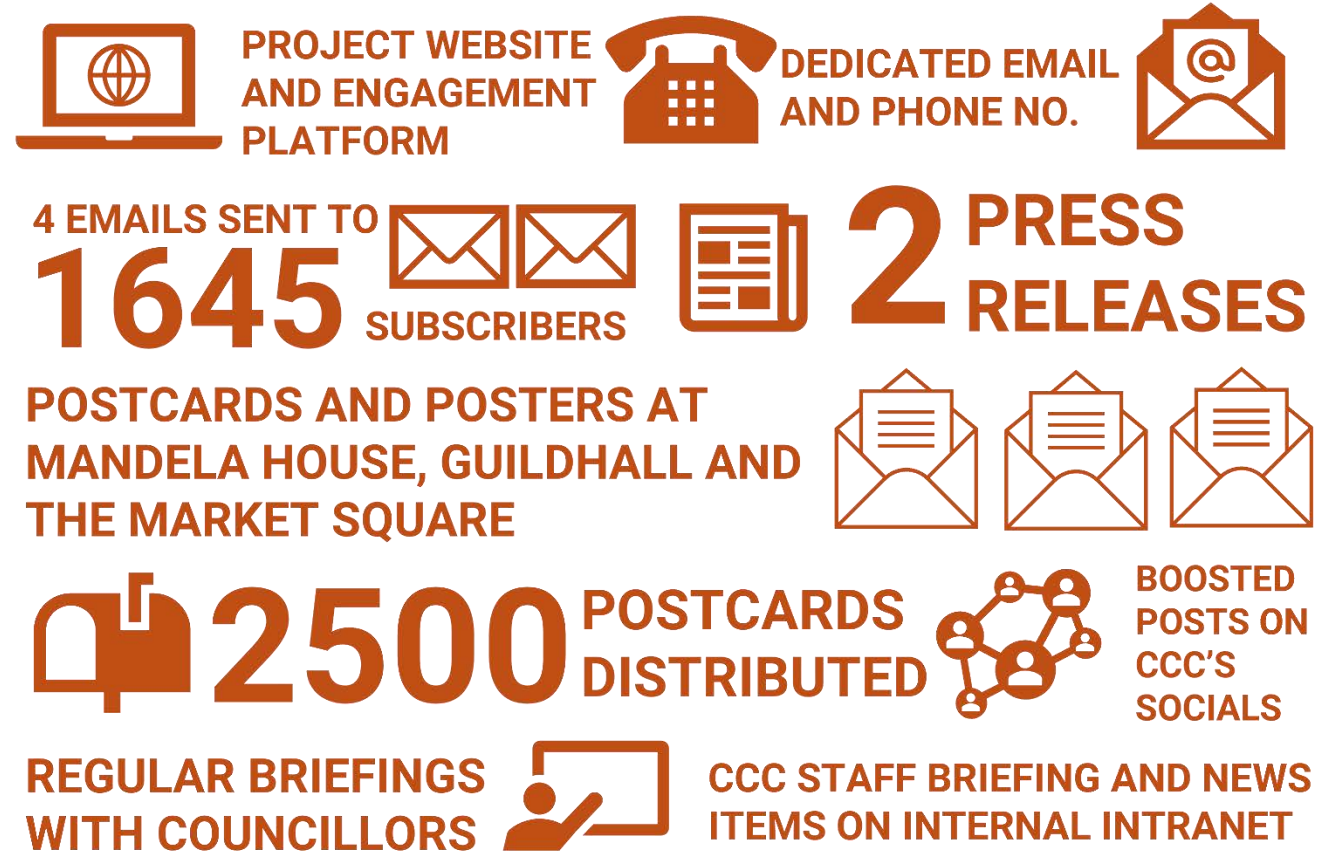
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Key Figures

The engagement ran from 12th May – 22nd June.

The engagement programme was promoted in the following ways:

- 2 press releases issued and article in CCC's resident magazine Cambridge Matters.
- Updates and boosted posts on CCC's socials.
- Posters and postcards were distributed to market traders, and available at the Guildhall and Mandela House.
- 1645 email notifications to existing subscribers on CCC's consultation platform.
- 2,500 postcards distributed..
- Staff updates and members briefing.



Key Figures

- 543 survey responses received on the Council's online consultation platform (GoVocal).
- 506 survey responses from individuals and 16 responses from representatives of organisations (21 no answer).
- 15 feedback emails received from individuals.
- 4 formal written responses from groups.
- 75 market traders engaged through dedicated meetings, 3 different surveys, pop-ups and other conversations.
- 9 pop-ups organised across Cambridge, and 100+ people engaged.
- 2 community workshops.
- 3 themed 1-2-1s
- Youth and staff engagement.



Diversity

To maximise inclusivity and diversity in feedback, the following measures were taken place:

- Outreach pop-ups in multiple areas.
- Emails to wide range of stakeholder groups.
- A 1-2-1 was organised with the Access Officer and CamSight.
- Dedicated youth engagement was undertaken with 111 children.

Demographic Data

Age	Count	Percentage
65 to 74	112	20.6%
45 to 54	102	18.8%
55 to 64	101	18.6%
35 to 44	65	12%
25 to 34	54	9.9%

- Of those that responded (179) 18% considered themselves to have a disability or long-term condition.
- It should be noted this is from the survey data only.

MARKET SQUARE FEEDBACK

The survey contained questions regarding the Market Square, in addition feedback around the market was received from workshops.

STALLS AND CANOPIES

- Strong attachment to the market and desire to retain current stall numbers.
- Concerns about about proposed plans impacting on traders and market viability.
- Of those who commented, 231 mentions were supportive of a covered seating area, with 144 against, citing concerns about its maintenance and the need to ensure it doesn't encourage anti-social behaviour if seating area is misused.
- There were calls to ensure a 7-day operation of the market with a wide variety of traders.

MARKET SQUARE FEEDBACK

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IMPROVEMENTS AND CONCERNS

- Strong support for an entertainment zone, but also concerns coming through that it isn't needed and worries about potential noise pollution.
- 69% want the fountain to be restored.
- Other ideas put forward were: for the market to be cleaner with less visible bins, fewer hot food traders and more greenery.

MARKET SQUARE FEEDBACK

This feedback is gathered through targeted market trader pop-ups, leafleting, meetings and market traders' surveys.

MARKET TRADERS' FEEDBACK

- Strong preference to keep their current stalls.
- Preference expressed to have more permanent stalls than currently proposed.
- Concerns with trialled demountable stalls being weather-resistant and unstable.
- Some traders open to improved demountable designs if sturdier and tailored to market needs.
- More detail required on: daily setup, cleaning, storage, electricity access.
- Calls for improved water access, waste management, and level surfaces for easier cleaning and access.
- Concerns around anti-social behaviour and how it will be addressed.
- Traders preferred phased construction to allow on-site trading during works.
- Building on all the meetings and direct trader activity, there were calls for continued transparency, collaborative planning, and inclusion of trader voices in final decision-making.

GUILDHALL FEEDBACK

SPACE UTILISATION

- Strong support for transforming the Guildhall into a more open, inclusive civic space.
- Participants want a brighter, more welcoming interior.
- Strong support for a café with comfortable seating, relaxed atmosphere, sustainable and affordable food and drink.
- 55% of respondents supported the flexible layouts proposed in the chamber. There was also strong support for improved technology and better accessibility.

GUILDHALL FEEDBACK

COMMUNITY USE

There were several suggestions to encourage community use such as:

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

CORN EXCHANGE FEEDBACK

IMPROVEMENTS

- Strong support for proposed improvements across all areas with most stating it would make them more likely to visit (54%).
- Other suggestions include improved signage, accessible toilets, more inclusive seating, raised viewing platforms for wheelchair users, and sensory-friendly lighting.

CONCERNS

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

OVERALL ACCESSIBILITY AND INCLUSIVITY

- Strong calls for wider, smoother, wheelchair-friendly pavements and improved surfaces.
- Need for accessible public toilets across the Civic Quarter.
- Consistent support for varied seating with wheelchair spaces, armrests, and space for mobility aids.
- Broad support for a platform lift at the Guildhall although many unsure
- Blue Badge parking is seen as inadequate; protection and expansion seen as important.
- Improved internal accessibility at the Guildhall and Corn Exchange strongly supported, including step-free access, improved signage, and accessible seating.

OVERALL TRANSPORT AND MOVEMENT

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

PUBLIC REALM

PUBLIC ART AND STORY TELLING

- Broad support for public art, exhibitions, and storytelling that reflect Cambridge's identity and local history.
- Suggested formats: murals, mosaics, projection art, digital storytelling, sculptures, and rotating exhibitions.
- Some concerns about public art costs, potential low-quality installations, and overlap with existing cultural venues.
- Interest in outdoor cultural performances and community-driven storytelling.

SEATING

- Strong support for more comfortable, public seating that is weather protected, shaded, and functional.
- Calls for a variety of seating types: benches, communal areas, accessible options with tables, armrests, and different heights.
- Some concerns about anti-social behaviour; need for careful management and more CCTV.
- Seating in the Guildhall and Corn Exchange also seen as needing urgent improvement, especially for accessibility.

Next Steps

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Next Steps

- Full engagement outcomes report to be published on Council's website during August.
- Continue to develop designs based on feedback from planners, public, market traders and DRP.
- Civic Quarter Project Update Report to Cabinet on 25 September.

Next Meeting

- Will schedule to coincide with the publication of the cabinet report