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## **Cam Vale Bus User Group: response to Making Connections consultation**

The Cam Vale Bus User Group serves the southern South Cambridgeshire necklace villages of the Mordens, Litlington, Bassingbourn-cum-Kneesworth, Whaddon, Meldreth and Melbourn.

The Group supports the premise that bus services for these villages should be significantly improved and established prior to the introduction of any Cambridge congestion charge, and that such improvements have the potential to:

- alleviate isolation for those who are less mobile, living with ill health or disability, or without financial means for private-car transport
- correct inequalities of access to education and employment
- provide public transport alternatives for access to local rail services
- change the culture of daily travel, reduce congestion in villages, and improve air quality

The Group specifically supports:

- proposed fixed low fares (£1 or £2)
- direct links to Addenbrooke's Hospital
- double the frequency of current services

However, a future bus service for this area should:

- include a commitment to long-term financial support for bus travel to and from the villages
- **be redesigned, rather than replicate long-standing routes as is proposed, in order to attract new users:** commuters to education, training and employment; evening and weekend travellers for leisure and social life; and daytime travellers to health appointments, business and household needs
- introduce new multiple daily links to all local rail stations – Ashwell and Mordens, Royston, Meldreth, Shepreth, Foxton – properly synchronized with train services
- provide direct links to Cambridge from all villages for morning and evening commutes
- introduce quicker, earlier and later access to Royston as nearest market town (and sitting within geography of Cambridgeshire and Peterborough Local Enterprise Partnership, by definition part of the Cambridgeshire local economy) and primary care services (three Royston GP surgeries sit within the Cambridgeshire and Peterborough Integrated Care System); and coordinated with North Hertfordshire bus services
- operate on integrated single ticketing to protect low overall journey costs
- instill traveller confidence through reliability, good availability of timetables in variety of formats, with real time information and contact number for emergencies
- be served by shelters and seats at bus stops
- be supported by availability of toilet facilities at transport interchanges

### **Basic requirement on all buses:**

- fully accessible, & allowance more than one buggy, one wheelchair or one folding bike
- audio and visual announcement of next stops
- assistance to allocated seating for visually impaired

*Susan van de Ven, Chair, Cam Vale Bus User Group. 20 December 2022*

*CVBUG meetings were held in Bassingbourn, Meldreth & Melbourn to tally consultation feedback.*

Rachel Stopard  
Chief Executive, Greater Cambridge Partnership  
PO Box 1493, Mandela House,  
Cambridge  
CB1 0YR

21<sup>st</sup> December 2023

Dear Rachel,

**RE: CAMBRIDGE AHEAD RESPONSE TO THE GCP 'MAKING CONNECTIONS' 2022 CONSULTATION**

I am happy to be writing to you to share Cambridge Ahead's formal response to the Making Connections consultation.

Cambridge Ahead's membership includes 49 of the largest employers in Cambridge and the surrounding region, representing a collective workforce of over 40,000 people. Cambridge Ahead (CA) advocates that quality of life, across all communities, should be the guiding principle for the sustainable and inclusive growth of the city region.

The CA response to the consultation has been developed following extensive engagement with our member organisations through our Transport Group and a comprehensive survey which all CA member organisations were invited to respond to.

**KEY POINTS**

- Cambridge Ahead has surveyed its membership regarding the Making Connections consultation. 31 members responded to the survey, representing a local workforce of over 37,500 people.
- The majority of Cambridge Ahead members responding to the survey either support or strongly support the GCP's package of proposals.
- Our members see improvements to the bus network and active travel as the most urgent priority and have offered constructive feedback on the proposed improvements as well as the Sustainable Travel Zone.
- We therefore urge that these proposals are refined and brought forward in a way that introduces improved and accessible public transport and active travel options as soon as possible.
- The next stage of development of the Sustainable Travel Zone should give attention to the proposed boundary of operation, with clearer evidence of the impacts and implications involved with different boundary options.

## INTRODUCTION

The membership of Cambridge Ahead has considered the Greater Cambridge Partnership's City Access consultation, as a continuation of our work to input evidence from employers to inform the development of this programme over recent years.

31 members (63% of the Cambridge Ahead membership) responded to the survey, including many of the largest regional employers. Respondents account for a local workforce of over 37,500 people.

Considering the significant and growing pressures faced by our transport system into the long-term, and the need for the growth of the city region's economy to be realised in a more sustainable and inclusive way, there is wide support for the proposals put forward by the GCP from Cambridge Ahead members who participated in the survey. 73% support or strongly support the package of proposals.

Cambridge Ahead members see improvements to bus frequency, route coverage, operating hours, and reduced bus fares as immediate priorities – wanting these to come alongside improvements to cycling and walking connections across the city.

The phasing in of public transport improvements before any charge is introduced has been highlighted as an essential principle behind the proposals, with broad support for the proposed operating hours, pricing, and exemptions. However, a number of respondents recommend further attention is given to the proposed boundary of operation.

We therefore urge that these proposals are refined and brought forward in a way that introduces improved and accessible public transport and active travel options as soon as possible – and the next stage of development of the Sustainable Travel Zone gives attention to the proposed boundary of operation, with clearer evidence of the impacts and implications involved with different boundary options.

There is strong support for the franchising of the local bus network by the Mayor and Combined Authority.

The Cambridge Ahead membership continues to demonstrate a strength of support for a rapid mass transit system that meets the long-term needs of the regional economy and urges the Mayor and the Combined Authority to bring this back into active exploration – with the City Access proposals being seen as the foundation of any future RMT programme.<sup>1</sup>

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<sup>1</sup> It is recognised that responsibility for a rapid mass transit system for the long-term needs of the city region does not sit within the remit of the GCP

## **CHANGES TO BUSES AND ACTIVE TRAVEL**

We asked respondents to rank the proposed changes to buses and active travel by what they thought should be delivered first. We also gave our members a number of additional choices, not put forward by the consultation. This gives some indication of what our membership think are the most urgently needed changes. 21 members (over two-thirds of those responding) ranked fast, high frequency bus services among their top three priorities. More bus routes, longer operating hours and cheaper fares are the other proposals considered most urgent among our membership.

It is clear that our members feel urgent changes are needed to the bus network in order for the proposed changes to be successful. This may be reflective of the fact that our membership currently view buses as among the least important forms of travel to their organisations. 59% of responding members said that buses are currently extremely important or important to their organisation. This is lower than all other major transport options including train (81%), car (84%) and cycling (88%). Qualitative responses to our survey suggest that buses may be currently used less frequently than these other forms of travel due to concerns about their reliability, frequency, and accessibility.

Some of the responding members stressed that they need further information in order to make informed decisions about the proposals. In, particular, further clarity on the proposed budgets needed for funding bus services, walking and cycling was requested.

## **BUS FRANCHISING**

Over 90% of responding members either support (48%) or strongly support (42%) the franchising of the local bus network by the Mayor and the Cambridgeshire and Peterborough Combined Authority. No CA members said that they are in opposition to franchising.

## SUSTAINABLE TRAVEL ZONE

Across the responding members, there was more support than opposition for every aspect of the Sustainable Travel Zone. Constructive comments and suggestions are shared below in the interest of refining the proposals and to ensure all considerations are taken into account. We are aware that some organisations in our membership are still undergoing listening events with their staff, and others have said they would need more information than has currently been provided to make final judgements on the detail of the proposals.

### Boundary

The proposed boundary of the STZ is the greatest point of contention for our members. Even some members who are in support of the introduction of a charge in principle said they are opposed to the boundary as it is currently drawn. Nevertheless, there was a narrow majority in support of the boundary as proposed (13 respondents in support, 12 opposed).

9 responding members told us that they think the proposed boundary is too broad and contains too many parts of the city that are outside of the centre and could be considered to contribute less to the congestion issues within the centre. The primary concern is that inclusion of other areas in the boundary will damage businesses or campuses for which driving is a necessity due to poor connectivity. Specific concerns were expressed around the impact of the charge on business' abilities to retrain and attract talent and the potential of a charge acting as a disincentive for businesses to locate in Cambridge. Others felt that including areas with large numbers of start-ups or small businesses in the zone would encourage them to move to a working from home model, potentially impacting innovation and collaboration. Respondents provided a list of areas they feel should not be included in the boundary:

- Science Park
- Future Business Centre
- Addenbrooke's Hospital
- St John's Innovation Centre
- Cherry Hinton
- West Cambridge Campus
- Cambridge North Station

A common theme among responses related to the boundary was that respondents did not feel they had seen sufficient evidence for why the boundary is drawn as it currently is. For example, some respondents said they thought the inclusion of North Cambridge and the Science Park does not tally with the stated priorities of reducing congestion and air pollution – they felt the city centre is more relevant to these aims. Some said they feel a stronger evidence base, communicated with clear justifications and explicit trade-offs, is needed.

## Pricing

Our members are broadly supportive of the proposed pricing. 19 respondents said they support the proposed pricing, with 10 opposed. Of those in opposition, some feel that the £5 charge is too high, especially for those driving in parts of the city with limited or no alternatives to the private car (e.g. parts of North Cambridge). On the other hand, two respondents said that the charge is too low, with one pointing to the London congestion zone charge of £15 a day. One suggested a charge of £7.50-10 a day in order to act as a stronger incentive to use alternative forms of travel.

Several of our members have suggested pricing should be applied more flexibly, with suggestions that goods vehicles could be exempt if they produce low emissions or drive at a pre-registered delivery time slot to reduce peak usage. Similarly, a dynamic pricing model (with lower charges at less popular times of day) was suggested, as was a per-mile charge instead of a flat rate.

Lastly, one respondent mentioned the need to make sure there are free or cheaper alternatives to maximise the impact of the charge such as a free shuttle bus to the science park. Another respondent suggested the introduction of discounted tickets for adult students (similar to the 18+ student Oyster card in London).

## Discounts, exemptions and reimbursements

Our members are mostly supportive of the proposed discounts, exemptions and reimbursements. 17 respondents support the proposals, with 9 opposed and 5 saying they don't know.

In their written comments, no member said that they are opposed to the principle of discounts or exemptions for certain groups. Rather, we heard mostly from people who had suggestions for further exemptions or discounts. The most common among these were proposals to exempt people resident within the boundary from paying the charge due to the fact that many will be unavoidably impacted. Others suggested not that residents should be exempt, but that they could be offered an allowance such as a number of free days per month. Other suggestions of exemptions include:

- Electric vehicles
- Key workers
- Shuttle buses going to large employment centres like the Science Park
- Company and campus car share schemes

One respondent also commented on the proposed charge exemptions for local authority operational vehicles. They suggested that some kind of exemption or discount should also be applied to the operational vehicles of other organisations operating in Cambridge, such as private refuse lorries or vehicles used by organisations in Cambridge with significant property and grounds maintenance requirements. They suggested this could work as a discount dependent on the vehicle's emissions in order to incentivise adoption of low or zero emissions vehicles, with a 100% discount for the latter.

## **Hours of operation**

Most of our members (63%) are supportive of the proposed hours of operation. There was one proposal to shorten the hours of operation to 7am-6pm Monday to Friday and to apply the charge from 12-6pm at weekends and bank holidays. This proposal was based on a concern that the proposed hours of operation through to 7pm will affect the night-time economy in the city.

## **Principle of phasing**

The principle of phasing in the STZ while other improvements are made was the most supported aspect of the proposals among our members, with 71% in support. There were few written comments on the principle of phasing from our members. There was, however, some evidence to reiterate the importance of clear communication of the planned investment leading up to the introduction of a zone in 2027/8, with members expressing concerns about the introduction of the STZ in the context of current difficulties with travel, and particularly buses, in the city region. One respondent called for the timelines of the introduction to be accelerated in order to prompt behaviour changes sooner.

## **Other comments**

Across the various aspects of the STZ, a core of between 7% and 19% of respondents told us that they don't know if they are in support or opposition. In their written comments as well as in later discussions, some elaborated that they feel they need more information and evidence, such as projections of impacts of different choices, in order to make informed decisions about the various proposals. We urge the GCP to share further modelling of different alternatives in order to clarify the trade-offs involved in decisions and to support an evidence-based discourse.



## **ALTERNATIVE FUNDING PROPOSALS**

While recognising that the majority of our responding members are in support of the introduction of a charging zone within a given boundary in Cambridge in principle, we also received comments with regards to possible alternative funding streams.

One respondent suggested that the STZ should only be applied to the inner city, with council tax and business rates rises for institutions, landowners and individuals owning land or operating in the city to make up the shortfall created by having a smaller charging zone. This respondent pointed to other governments in Europe, specifically Denmark, that heavily subsidise cities' transport systems and appropriately tax larger corporations/institutions to provide a system that benefits all.

## **OTHER PROPOSALS**

Our members have also proposed a number of additional measures that would enhance the way they travel. Dominant among these alternative proposals is the creation of a longer-term plan for a Rapid Mass Transit (RMT) system. It is Cambridge Ahead's position that the current proposals should be the basis for RMT in the future, which is the only way to sustainably accommodate the projected growth in people living and working in the Cambridge city region.

Members of Cambridge Ahead recognise the importance of the current proposals as an immediate response to the city's urgent needs around congestion and pollution. However, they also want to see the development of a compelling long-term vision for transport. This planning should start now, though it should not occur at the detriment of the much-needed shorter term interventions. In fact, several responding CA members noted that the current proposals may create a basis for this longer-term plan, with the proposed segregated bus corridors and other work to map ideal transport networks and create flexible transport routes providing a framework that could be converted for RMT in future.

Alongside this support for RMT, one member also proposed investment in more Park and Ride sites which serve a larger portion of the city region, particularly providing more support for the North. Another suggested expanding the interchange points around the city to encourage fewer cuts to travel through the centre.

Thank you in advance for your consideration of our response. We are eager to continue our open dialogue with you as these plans develop. Please do let us know if we can provide any further information or evidence as part of this consultation

Yours sincerely,

Jane  
Jane Paterson-Todd  
CEO

## FEEDBACK FROM CAMBRIDGE AND COLERIDGE ATHLETIC CLUB.

The implications of the congestion charge for Cambridge & Coleridge Athletic Club (C&C) are profound as currently set out. C&C is the only athletics club in the sub-region and has as its major objective the inclusion of all who wish to participate in athletics in the wide area it serves. It is currently successful in producing athletes and teams of international standards and of supporting anyone who wishes to participate at whatever level, including a thriving group of disabled athletes and a women's only section.

Our main training venue, which we rent from Cambridge University, is the University Sports Ground on Wilberforce Road. We train every day during the week, except Friday, and our sessions start at 6:30. Significant numbers attend and our young athletes' sessions can involve over 100 athletes.

The timing of the end of the charging period has serious consequences for us. We need to make it possible for large numbers from inside and outside the city to reach the training ground easily – and to reflect our strong wish for inclusivity – without a major financial disincentive.

Training starts at 6:30 and can go no later for children because it would interfere with bedtimes. Parents also find it difficult to get their children to the track earlier than 6:30. For adults with working lives 6:30 is suitable particularly given the need to fit meal times around training.

The U bus serves Grange Road and could be used by our members to get to the track but its capacity simply could not cope with the numbers involved and its route does not match the location of our members.

Over half our members live in South Cambs or beyond which means that, with the best will in the world, bus services are inconvenient for locations such as Wilberforce Road

The London congestion charge period finishes earlier and we believe that timing similar to London would meet the needs of the Cambridge sub-region in controlling traffic whilst enabling clubs like ours to survive.

We urge you to rethink the timing of the proposed system to take into account volunteer organisations such as ours which have served the community successfully for many generations.

Peter Thompson.

Chair, Cambridge and Coleridge Athletic Club

## Cambridge and South Cambridgeshire Green Party's Position Statement on the Making Connections Consultation, December 2022

### Overview

Public transport in Cambridge is broken, with Stagecoach cancelling key routes and bus cancellations causing huge disruption for many people: school pupils, families and workers alike. Congestion and pollution as well as the chaotic and expensive public transport system in Greater Cambridge all need urgent attention. The stress of the shortcomings of the current set up falls inevitably on those most economically precarious, and this cannot be allowed to continue. The people of Greater Cambridge want and deserve a fast, reliable, and cheap single-ticket means of travelling into and out of the city and around the region in their day to day lives.

The Greater Cambridge Partnership's (GCP) proposed Sustainable Travel Zone is an attempt at a solution but in our view some amendments are needed to get the best outcome. The Cambridge and South Cambridgeshire (CSG) Green Party have heard from residents who depend on buses and are desperate for action but we also hear from residents and businesses who are at their financial limit after facing a pandemic, the catastrophic Conservative mini-budget and the ensuing cost of living crisis. Any additional costs will inevitably create more financial difficulty, greater poverty and inequality in our already shamefully unequal city. In sum, the Cambridge and South Cambridgeshire Green Party hold that better transport connections are not only in urgent demand in our region, but a better, fairer funding solution is needed to provide them.

We have previously suggested that a Workplace Parking Levy<sup>1</sup> would help to ensure that large companies based in Cambridge, which benefit enormously from Cambridge's buoyant economy and international reputation, contribute fairly to the support and development of the transport network so urgently needed. The GCP claims that this (or higher parking charges) would not reduce traffic levels sufficiently or raise adequate funds for the other improvements needed. However, Greens think that a Workplace Parking Levy, that could be set in place relatively quickly, and at a low administrative cost, could provide interim funding for the bus network improvements. Subsequently, following a more careful re-evaluation and redesigning of the proposals, a Sustainable Travel Charge could potentially be introduced. The negative reaction to the perceived new charge for using cars within the city is indicative that more thought needs to be given to the size of the zone, the specific locations to be included, and the system for charges and exemptions.

### Summary of Response by the Cambridge and South Cambridgeshire Green Party

We believe that this proposal must be adjusted in order to:

1. protect those groups who would be adversely economically affected by the current proposal. This would be a terrible consequence of any 'transport improvements' post-covid, in a cost of living crisis in a city which already has significant inequality – to the extent that we have been branded the UK most unequal city<sup>2</sup>
- incorporate a Workplace Parking Levy as soon as is practically possible and to be considered as a possible ongoing revenue raising means, alongside the proposed Sustainable Travel Zone

1

[https://cambridge.greenparty.org.uk/site/Cambridge/files/Green%20Party\\_%20Making%20Connections%20Response%20Dec%202021.pdf](https://cambridge.greenparty.org.uk/site/Cambridge/files/Green%20Party_%20Making%20Connections%20Response%20Dec%202021.pdf)

2 <https://equalitytrust.org.uk/blog/tackling-poverty-cambridge-most-unequal-city-uk>

to engage businesses already benefiting from Cambridge's economy and ensuring that the wealthy make their fair contribution to improvement in our transport networks. Improved infrastructure will not doubt add positive effects to the revenue of our city's thriving enterprises.

*We support the improvement of a bus network as in the short term, the core of the transport improvement strategy. We furthermore believe that improvement is not simply a matter of the reduction of ticket costs, welcome no doubt that this will be, but it is absolutely essential that all enhancements to the bus network result in one that is reliable, affordable, well-connected getting passengers where they need to go without needing to take two buses instead of one.*

We also support the introduction of modal filters as these will enable a speedier and more efficient bus service.

We believe that the congestion charge can only feasibly be brought in once the bus service has been proven to our citizens that it is a viable alternative to the use of a car. We feel it would be unfair to bring a congestion charge in any earlier than 2027 as some residents are fearing. At present there is a clear lack of understanding of the schedule of introduction of the charge and the associated enhancements of the existing bus network; this has resulted in a significant and vocal reaction to the project as a whole.

The CSC Green party believe that this is avoidable through a better articulated illustration of the understanding of the problems people face and the time frame in which these problems will be addressed.

We would welcome further exploration of Very Light Rail as a medium or long term option for Cambridge.

The rest of our response is organised into three sections, mirroring the layout of the brochure for the 'Making Connections' Consultation produced by the Greater Cambridge Partnership and Cambridgeshire County Council in Autumn 2022.

### Section 1. Transforming the Bus Network

We would like to emphasize the benefits of an improved bus network in the short term with a tax on car-use in the long term; the interim period being made up of modal filters/bus gates which will do a great deal to help congestion and pollution long before any charging is put in place.

Our view is that a bus network like this is what we really need as a city, and that the dropping of fares to £1 to go anywhere in the city of Cambridge or £2 in Cambridgeshire represents an opportunity to markedly improve the affordability of public transport and particularly benefit those who cannot drive (either due to age, health problems, or because owning a car is not affordable to them) and would make our city much more equal so that more people could afford to get to where they need to.

The Cambridge and South Cambridgeshire Green Party feels that the main barriers to using buses at the moment are the poor frequency of service, poor reliability and poor connecting services. Bus journeys do not feel convenient to a citizen who is used to relying on their car. For example, currently travelling from near the station to Girton for a fitness class would take 51 minutes via two separate buses as opposed to a 20 minute journey by car.

Travelling by bus is even more complicated for those living on the outskirts of Cambridge. Buses departing only once or twice per hour mean that passengers have to organise their lives regarding education, employment or leisure around the bus times as opposed to the buses working for them. For people to feel that buses are there for them when they need it, the frequency would have to be every 10 or 15 minutes otherwise buses just don't feel like a convenient, realistic or even enjoyable option. We believe the number of proposed bus services needs to be much more prolific, particularly for rural services, otherwise this scheme will prove unworkable and unpopular.

### **Connecting the surrounding villages**

The CSC Green Party is concerned that the proposed frequency of buses in rural areas such as in East Cambridgeshire covering villages such as Ely, Littleport, Sutton, Soham, Fordham, Burwell and Newmarket is insufficient and inadequate as a replacement to using a car. The proposed two key bus corridor services are not practicable for use by the majority of residents and the hourly run connecting rural services are not sufficient to make this a realistic or attractive option for someone who would normally drive. In addition, users of the Demand Responsive Transport (DRT) face multiple changes for their journeys as well as unpredictability in service. We do not believe that the proposed bus services will be a satisfactory alternative to cars making a congestion charge for these Cambridgeshire residents unreasonable, especially if these residents were priced out of the Cambridge City housing market in the first place and now are to be taxed for getting to their employment on time.

### **Addenbrookes**

The CSC Green Party believe that transport options to Addenbrookes must be improved. We propose that if Addenbrookes remains in the Sustainable Travel Zone, that parking at the Park and Ride site, and use of the bus to get from the Park and Ride site and station are made free for NHS employees (with display of a clinic letter or a valid Addenbrooke's hospital badge, for example). We note that a similar policy is currently in place, with Addenbrooke's staff eligible for free bus travel if they are coming from the station, or from Babraham or Trumpington Park and ride site (although some staff report problems with some bus drivers not being aware of the policy).

When designing the system of exemptions, GCP should consider the particular needs of people travelling to Addenbrookes (whether staff or patients) to ensure the system is fair. In particular, there must be an acknowledgement in this scheme of the current poor pay of nurses and how their standard of living would be affected with an additional charge. Their recent strike action illustrates the financial hardship experienced by those who choose caring as a profession and the CSC Green Party believes that these vital services to society should be valued more highly.<sup>3</sup>

The inclusion of Addenbrookes in the zone must be balanced by full, fair and simple exemptions for patients and low paid staff. Under no circumstances should busy NHS staff be asked to make judgement calls on patients ability to travel by public transport to support discounts or exemptions.

3 <https://cambridge.greenparty.org.uk/news/solidarity-with-striking-nurses.html>

## **Bus franchising**

There have been calls for bus franchising from several quarters. We take this to mean an arrangement under the Bus Services Act 2017 framework that complies with the subsequent Department of Transport guidance issued between 2017 and 2019, giving local authorities some measure of control over bus routes and fares. Given the potentially significant benefits to the local transport network to be obtained through bus franchising, the Cambridge and South Cambridgeshire Green Party support active exploration of ways and means by which this may be achieved. However, we understand that franchising is not a simple panacea and takes a great deal of work and time to set up and run effectively. It has been suggested by a transport officer that bus franchising could take about two and a half years but there are fears it could take more than four years to implement and yet longer if there were any legal challenges. For example, in Manchester, the franchising journey began in 2017 and is still not in place. While the public expressed their approval for the scheme in two consultations, there have been legal challenges from two bus operators which has delayed the process significantly, one of them being Stagecoach who currently run the majority of buses on our regional bus network.<sup>4</sup>

The CSC Green Party holds the view that if the journey towards franchising were to begin then challenges from bus companies must be anticipated and planned for as well as any other barriers so that the public can be given a realistic time-frame about if and when to expect a more efficiently run and streamlined service. Given that the public have been promised a much better bus service ahead of any congestion charges as a gesture to allow citizens the time to find buses a better alternative to using their cars, it is alarming to discover that a key part of this process – franchising – could take five years and counting, if the Manchester experience is anything to go by. It should be emphasised that the integration and coherence of the bus network that would be offered by franchising would add significantly to the user value obtained by Cambridge residents.

## **Pollution and Clean Air Zones**

The CSC Green Party would like to state we are aware of examples of cities that have introduced clean air zones such as Bristol, Edinburgh and Oxford. In addition, in Bath there is a Class C clean air zone where charging is linked to the type of vehicle so the charges only apply to taxis, private hire vehicles, vans (including pick-ups and some camper vans), light goods vehicles, buses, coaches and heavy goods vehicles that do not meet the required emission standard<sup>5</sup>. However, we do also realise the socio-economic implications of introducing a zero-emissions zone like this as it restricts movement to those who can afford an electric vehicle and if previous car-drivers ‘upgrade’ to an electric vehicle this is not getting them onto public transport or choosing active transport. Plus, this does not contribute to solving Cambridge’s congestion problem.

## **Getting to Cambridge: Medium to Long Term solutions**

While the speed and extent of the planned growth of Greater Cambridge is not supported by the CSC Green Party, we recognise that planning for the possibility of significant growth is prudent. Between 2011 to 2031 the population of the greater Cambridge region is expected to increase by 120,000 (between 35 and 60%): it appears consensual that the growth debate has been resolved in favour of growth.<sup>6</sup>

4 ‘Bus franchising key to strategy – but how long could it take?’ p.10, The Cambridge Independent, 7- 13 December 2022

5 <https://beta.bathnes.gov.uk/bath-clean-air-zone>

6 <https://www.cambridge-connect.uk/>

The University of Cambridge's projection is that by 2032 infrastructure needs to support 44,000 new jobs, 33,500 new homes, 420 new apprenticeships.

Getting to Cambridge using the greenest means of transport is therefore a significant priority. The choices made in the short term for the transport network in Cambridge will have an impact on the choices available in future.

The Green party argue that any transport network into Cambridge aimed at drawing travellers away from cars should reflect as far as possible their preferences while delivering a sound ecological and financially viable system<sup>7</sup>. This means that any implementation of a new transport network must incorporate:

- frequency
- travel time
- safety
- punctuality/reliability
- costs
- staff behaviour
- on-board cleanliness and comfort.

The Cambridge Green Party supports the following principal aims for this part of the Greater Cambridge transport network. We hold that the proposal must show evidence that it will:

- i) reduce pollution, while increasing frequency
- ii) provide a significant capacity advantage over car use
- iii) reduce congestion
- iv) help keep separate lane for cycles and to have priority over cars
- v) create new or open mothballed stations to increase accessibility
- vi) enable local small businesses to replenish stock from outside Cambridge
- vii) be timely and good value for money, both in construction and maintenance
- viii) address inequality.

We therefore strongly oppose the planned extension of the Guided Busway, notably the proposed route between Cambridge and Camborne, as this approach:

- i) is not the least polluting
- ii)

<sup>7</sup> Hansson et al. European Transport Research Review (2019) 11:38  
<https://doi.org/10.1186/s12544-019-0374-4>



- iii) at about £7m per km to build and with ongoing high maintenance costs represents poor value for money (est. £87m<sup>8</sup>)
- iv) will have significantly reduced speed limits and therefore capacity compared to the initial modelling (as a result of safety concerns).

We note that interest in a Light Rail back-bone, formerly abandoned, is now to be explored once more.

The proposal of a light rail solution for Cambridge fails our criteria for the following reasons:

- i) it is very costly at about £50m per km
- ii) it would be entirely inappropriate for transport within the city (providing few and expensive access points and therefore longer journeys to reach them, above the established limit of about 5 mins)
- iii) it has no evident funding source leading to a high level of uncertainty and therefore risk for any core transport strategy.
- iv) it would be very slow to expand to any significant degree within the Cambridge area leading to significant disruption long before any benefits to citizens was to be experienced.
- v) given its cost it would be directed at transport of the commercial and academic community, thereby excluding many of those most dependant on public transport

Instead, we support an option so far largely unexplored of Very Light Rail.

This mode can:

- i) reduce pollution as a consequence of using rail rather than tyre
- ii) offer a significant increase in capacity over cars
- iii) provide safe and fast cycle and other active travel paths into the city
- iv) offer a cost of building comparable to that of the busway but with lower maintenance costs
- v) be safer than buses
- vi) offer lower installation costs and shorter construction times, enabling access to more parts of the city, specifically those areas more economically disadvantaged.

8 <https://www.bbc.co.uk/news/uk-england-cambridgeshire-60648403#:~:text=The%20guided%20busway%20links%20St%20Ives%20with%20Cambridge,the%20busway%2C%20which%20links%20St%20Ives%20to%20Cambridge.>

- vii) have the additional advantage over buses of being flexible in capacity (running nose to tail) and being suitable for driverless operation where this is found to be of value.

The Cambridge and South Cambridgeshire (CSC) Green Party favours integrating a VLR network with an appropriate intra-City travel network via ‘lollipop’ travel Hubs. This proposal has been developed by and is fully described by Smarter Cambridge Transport<sup>9</sup>

This design of travel network is preferred over expansion of the ‘Park ‘n’ Ride’ sites as they simply move the traffic problem slightly out of the centre rather than addressing the core long term objective of phasing out car use for the majority of journeys.

The travel hub will deliver the following benefits (taken from Smarter Cambridge Travel’s proposal) with the ability to integrate with a VLR network:

- to reach any destination in Cambridge requires at most one change of bus anywhere on the inner ring road
- to interchange between buses entails walking no further than the length of two bus bays, and does not require crossing a road.
- more of Cambridge would be within easy walking distance of a high frequency bus service, making bus travel attractive to many more people in the city. This reduces car traffic and increases demand, and hence revenue, to run the buses.
- removing bus – and potentially all large vehicles – from the city centre opens up opportunities to widen pavements, add cycle lanes, and pedestrianise more of the city centre.
- many streets would see a renaissance, either because they become more attractive places to be (e.g. Hobson St, King St, Round Church St) or to get to (e.g. the Grafton Centre, Sun St, Chesterton Rd).

## Section 2. Investing in Sustainable Travel Schemes

CSC Green Party strongly supports proposals to increase active travel to help reduce the carbon footprint of Greater Cambridge residents. The IPCC report of 9<sup>th</sup> August 2021 demonstrates the very urgent need to reduce carbon emissions caused by petrol or diesel-powered vehicles, and the current congestion in the city makes it clear that even electric-powered vehicles will need to be limited in number. Active travel offers many additional benefits, including improved health and well-being through exercise and as a result of reduced pollution and noise, and through the creation of safer spaces for play, leisure and travel. Active Travel is an important part of meeting “Vision Zero” for carbon emissions, and also reduces deaths of pedestrians and motorists. It should be a core transport strategy. We are concerned at the lack of detail about, and funding allocated to, active travel in the GCP proposals.

A Dutch-style system for cycling with separate pathways for walking and cycling should be used, and in some areas additional streaming of separate cycle lanes for fast commuters, with slower lanes for leisure cyclists, people with children, disabled people with special needs and older people.

9 <https://www.smartertransport.uk/cambridge-city-bus-hub/>

The brochure states one of its aims as “making our city more accessible to those with different accessibility needs”<sup>10</sup> but there is no mention about the scheme addressing women’s safety, which we feel is inadequate. Disabled people often have particular needs for routes that avoid traffic, and active travel infrastructure should be designed with the requirements of such users in the forefront, whether independent wheelchair users, disabled cyclists or users of mobility scooters. Disabled people have very varied transport needs and the GCP should be seeking their views, if not through this survey, then through other means such as advisory committees, in order to fulfil the Disability Act requirements. Consultation with this group should be based on the Equitable Leadership model, drawing on the direct daily experience of members of this community.

Similarly, the GCP should be taking specific advice from women’s groups on how to improve active travel safety, as well as making sure that local police are involved. This will enable women to participate fully in all active transport options, and help to decrease their use of private transport.

The development of good cycling infrastructure requires both long term and short term thinking. It must include provision of safe cycle parking for people shopping, commuting to work or taking periods away from home, and cargo bike and specialist disability transport. This means thinking about luggage storage and good links to public transport. For example, the lack of lifts at Cambridge Railway Station multi-story cycle park makes the upper floors inaccessible to many. It is usually impossible to find suitable parking on the ground floor which has very limited space for cargo bikes and specialist cycles, particularly those designed for people with disabilities. Furthermore, many people are not strong enough to raise their bikes onto the higher level of the 2-rack system (often the only spaces available) and may be unable to push their bikes up the ramps to the 2<sup>nd</sup> and 3<sup>rd</sup> floors. Locations for safe and legal parking of cycles in surrounding streets are extremely limited.

### **Cambridge and South Cambridgeshire Green Party suggestions for targeting of secured funding:**

Since this is a response on behalf of all members, we have not prioritised any one of the 13 possible new corridors. However, we consider high priorities for use of the funding to include:

- i) Routes to be designed and built to the highest standards, with separate cycle and pedestrian pathways, and routed to be “Off Road”
- ii) Priority given to routes that will ensure children can travel to school off-road and using active transport
- iii) Regular maintenance of all existing routes and the new ones to be assured (many existing routes are not adequately maintained – for example many recently constructed cycle paths are now in a bad state of repair as a result of root growth (e.g. busway cycle path to Trumpington; the beginning of the Tins etc)
- iv) Dropped kerbs to be put in place wherever needed; in many parts of the City these are absent but are vital for independent wheelchair users, people carrying luggage and parents with buggies;
- v) Good connections between cycling/pedestrian routes and public transport access points to be ensured;

10 p.15, Making Connections Brochure, Greater Cambridge Partnership and Cambridgeshire County Council, Autumn 2022

- vi) Where active transport routes have to cross roads or other active transport routes, crossings must be carefully designed,.
- vii) Major improvements are needed to awareness-raising materials and signage for “off road” safe routes, and these should be kept up to date. The information should be presented in different formats, including signage, Apps (such as Cambridge’s Cycle Streets), paper form and updated Google Maps, and should be widely distributed to schools, parents and active users of the system and in public places. Many people are unaware of existing active travel routes. The current cycle maps are out of date and do not show the active travel routes that have been added in the last few years.

### Section 3. Creating a Sustainable Travel Zone

The proposed approach will result in a real risk and increased costs to those that need greatest support during this post-covid, cost of living crisis. We are particularly worried about the following groups and we believe they have some very real fears that must be taken seriously:

#### **1. Those with disabilities**

There is insufficient consideration of disabled residents’ travel issues in this consultation. This area is very complicated and we propose that it would make sense to do a separate consultation response on disability and travel alone.

There are proposed exemptions for blue badge holders (up to two vehicles always exempt) and income-based discount of up to 100%. However, numerous residents have reported that this proposal would be unviable for them financially, especially in the current cost of living crisis.

We note that the so-called “Green Taxi exemption” will potentially benefit people with disabilities and consider this an important aspect of the proposals to retain. Blue badge exemptions are usually held by a comparatively small number of people with disabilities and their families. Some people with disabilities cannot drive with safety or cannot afford to do so. The most popular and accessible form of transport for people with disabilities is a taxi, usually a wheelchair enabled vehicle or WAV. The passenger in a WAV may not use a wheelchair but if that WAV is a licenced Cambridge taxi will know that the driver has had training in supporting passengers with a wide variety of disabilities and has chosen to make their car a WAV which does add additional costs.

#### **2. Low-income groups**

We are not convinced by the claim that the impact of the congestion charge will not be felt by those on low incomes because they are the ones already using public transport. ONS research shows that a third of those in the bottom 10% earning decile in the UK owned one car. And although it’s true that the more people in the UK earn, the more likely they are to own more

than one car, it's not true to say that those who earn the least don't drive<sup>11</sup>. Furthermore, the congestion charge as it is currently proposed overlooks the fact that the charge is on journeys not on car ownership, therefore those with poor bus services and reliant on their car, will be disproportionately affected by the charge. The charge risks resulting in, for this group more than others, a choice between the least bad rather than the best mode of transport.

The brochure states that this group will be able to claim exemptions of 25%-100% reduction in cost but will they easily be able to claim these discounts? It is not going to help affordability if the exemptions are put into effect retrospectively while this groups foots the bill in the short-term.

### **3. Carers**

We would like to see carers added to the list of those exempt from the charges as these people are essential to ensure the wellbeing of our sick and elderly in a cost-of-living crisis. We need to double the care of the most vulnerable people and this is not going to happen if those who are caring for them cannot afford to get to their home.

### **4. Those who run small, local businesses**

In Cambridge, there will be increased costs, not just as individuals, but for the diverse range of local businesses, many of whom rely on LGVs for work or re-stocking – all targeted under the current proposals. On the doorstep, many of our residents who rely on cars and vans for their work have a very real fear that they might be put out of business or have to relocate outside of Cambridge altogether to address what is a perceived future of higher costs and lower 'footfall'. As a minimum, we want to see businesses that are entitled to small business rate relief exempted from the charge. Additional arrangements would need to be made for key small home based businesses such as plumbers, electricians and other building services which do not pay business rates. A specific proposal for the challenge of re-stocking has been a recurring concern of small businesses.

### **5. Those who were priced out of Cambridge and now travel into the city for work/education**

The recent Stagecoach bus route cancellations have hit people living on the outskirts of Cambridge the hardest. Not only have people earning less than £100,000 (the average earning for Cambridge being £36,000<sup>12</sup>)<sup>13</sup> not been able to afford a half a million pound house in Cambridge and had to move out to the villages, those who are trying to use transport sustainably for the good of congestion and pollution or who cannot afford to run a car have often been left stranded these past autumn months struggling to travel to their jobs or their education. The Conservative-led privatisation of our bus networks fifty years ago has produced this dire situation and it is impacting our citizens lives on a very personal level. Those who are now resorting to travel by car are now going to be penalized even further for not being able to afford to live in Cambridge. The distances also mean that cycling the

11

<https://www.ons.gov.uk/peoplepopulationandcommunity/personalandhouseholdfinances/expenditure/datasets/percentageofhouseholdswithcarsbyincomegrouptenureandhouseholdcompositionuktablea47>

12 <https://www.payscale.com/research/UK/Location=Cambridge-England%3A-Cambridgeshire/Salary>

13 <https://www.gocompare.com/home-insurance/salary-to-buy/>

route is unrealistic. It is vital that, as the necessary short term transport solution, buses taking passengers in and out of the villages are reliable otherwise suggesting the car owners take the bus as an alternative to paying the congestion charge is unhelpful and unreasonable.

## **6. Families with babies and young children**

It is increasingly difficult to visit a growing proportion of local leisure attractions and rural pubs and restaurants located on the outskirts of the city by public transport, particularly with small children. We believe that, without careful re-consideration, the introduction of a congestion charge for families with young children would reduce their accessibility to leisure opportunities which is linked to mental health and wellbeing. This is especially concerning for low-income families whose wellbeing is more at risk. We propose, therefore, that specific routes suitable for bus and/or active transport be identified for improvement as a priority consequence of the charge.

### **The Coexistence of a Workplace Parking Levy and a Sustainable Travel Zone:**

We are aware that a Workplace Parking Levy requires a separate approval by the secretary of state for transport. We are also aware the GCP has found that congestion-pollution-revenue raising regulation has not been a popular option in the consultation. However, the GCP have not done any work on blending both WPL and congestion charges.

The statement in the brochure '*... the introduction of a Workplace Parking Levy would not reduce traffic levels sufficiently to meet the objectives, even if the charges were higher than those proposed for the Sustainable Travel Zone*'<sup>14</sup> suggests that any costings that were carried out, did not look at the option of the simultaneous use of a Workplace Parking Levy and a Sustainable Travel Zone – the former able to be brought in relatively quickly, the latter once the bus system has been improved. We believe the revenue from both Workplace Parking Levy and a Sustainable Travel Zone would of course be higher than that generated by a Sustainable Travel Zone alone. If there are practical reasons why the two could not co-exist they should be set out in detail within the proposal.

If there are objections to the long-term imposition of a Workplace Parking Levy, it could potentially be phased out once the Sustainable Travel Zone is introduced. Notwithstanding the outcome of this review it is undeniable that it would result in additional revenue to invest in visibly beneficial improvements in the transport infrastructure before the Sustainable Travel Zone can be put in place.

It should be noted that a Workplace Parking Levy would reduce traffic in the centre and thus reduce the congestion charge revenue base. It would therefore become increasingly valuable to support the system. The modelling of the income derived from the two options would require detailed exposition.

14 'Making Connections' Brochure, Greater Cambridge Partnership and Cambridgeshire County Council, Autumn 2022

END

Thursday, 08 December 2022

Greater Cambridge Partnership  
PO Box 1493  
Mandela House  
4 Regent Street, Cambridge CB2 1BY

### **GCP Making Connections Consultation**

I am writing on behalf of the Cambridge Archaeological Unit (CAU) to object to the vehicle charges proposed as part of the Cambridge Sustainable Travel Zone.

The CAU is an independent business within the Department of Archaeology in the University. We are entirely self-supporting, with a team of around eighty archaeologists. We are based in Cambridge, but work across Cambridgeshire and in neighbouring counties. We were established thirty years ago, and have grown into one of the UK's leading archaeological units, carrying out over a thousand excavations in and around the city, revealing the region's rich heritage. The CAU also has a vibrant outreach programme offered to Cambridge schools and we interact regularly with City residents, offering talks, lectures, work experience, volunteering opportunities, and open days at our excavations.

The proposed charge on vehicles would affect (a) our lower-paid staff commuting to work and (b) our fleet of vehicles travelling out to excavation sites each day.

A primary concern for us is the impact of the charge on our staff, and potential consequences for our organisation's viability. Nationally, archaeology is a low paid profession, with a third of early career archaeologists living in food poverty (<http://ow.ly/4Fs650KPUeQ>). While the CAU aims to provide good wages for our staff, we are nonetheless heavily constrained by the competitive nature of our industry. Many of the CAU's staff are unable to afford housing in Cambridge; some live as far away as Peterborough and Kings Lynn in order to secure accommodation. Consequently, most of our staff need to commute into Cambridge each day. A charge on vehicles of £5 per working day would equate to a cost to them of around £1,100 per year—a considerable portion of their disposable income, if not entirely unaffordable. We see a real risk that a sizeable portion of our staff may leave because working as an archaeologist in Cambridge would become unaffordable. If this happened, there is a real risk that the remainder of our organisation could become unviable, resulting in a loss of eighty professional jobs. This would also



represent a significant loss to the University and the City of Cambridge. This would be an entirely disproportionate outcome.

Operationally, the charge would also impact us. We currently operate 10–12 vehicles, which travel daily. The proposed charge of £5 per vehicle per weekday would amount to an extra £11,000–£13,000 per year on our business. Like all archaeological units, we operate on very tight margins, so this is a considerable additional cost. It is also a cost which will not be borne by our competitors, based in villages around the city. Because of our connection with the University and the facilities and access to the University resources and infrastructure that we require, we are not in a position to relocate our operations outside the proposed Sustainable Travel Zone.

We therefore urge you to find alternative approaches to improving transportation within Cambridge.

A handwritten signature in black ink, appearing to read 'Matthew Brudenell'.

Matthew Brudenell  
Director  
mjb73@cam.ac.uk

RN/CCC

**Greater Cambridge Partnership  
Making Connections – A City Access Public  
Consultation**

22 December 2022

Dear Sir,

**Consultation response to ‘Making Connections – A City Access Public Consultation’ on Behalf of Cambridge Biomedical Campus**

It is well recognised that the traffic congestion in Cambridge, and making journeys across the city at specific times can be challenging. Routes are congested. Walking, cycling or using the limited public transport is not as attractive an option as it should be. There is no question that a bold and innovative approach will be required to tackle the issues and the contribution that change to transport infrastructure within Cambridge needs to operate and, offering a significant impact, for the better, in relation to climate change.

The Cambridge Biomedical Campus (CBC) has been working, over the last year on a spatial framework for development of the campus. The proposals for development are ambitious, and targets proposed, in terms of transport, are intended to drive change in modal shift to more sustainable ways of travel.

The CBC has reviewed the consultation documentation that has been issued by the GCP in relation to the Making Connections City Access Consultation and the bold ambitious proposal for a sustainable travel system is welcomed. S Each day, thousands of staff, students, visitors and patients, travel to the CBC campus via differing modes. The overwhelming desire is for journeys which are reliable, quick, safe, accessible, cost effective and sustainable in delivery. The CBC is pleased to have the opportunity to be able to respond to the latest consultation.

**About the Cambridge Biomedical Campus**

The Cambridge Biomedical Campus (CBC) is located at the heart of the UK’s and Europe’s leading life sciences cluster, located in the city of Cambridge. The CBC is a vibrant, international healthcare community and a global leader in medical science, research, education and patient care.

The site has grown considerably in recent years and the organisations on the site reflect the strength of healthcare and life sciences in Cambridge:

- Healthcare and the NHS: Cambridge University Hospital NHS Foundation Trust, Royal Papworth Hospital NHS Foundation Trust and Cambridgeshire and Peterborough NHS Foundation Trust
- Education: The Deakin Centre and Cambridge Academy for Science and Technology

- University & Research Institutes: University of Cambridge School of Clinical Medicine – housed in multiple buildings across the CBC and comprising twelve Academic Departments, and four Research Institutes. The Medical Research Council Laboratory of Molecular Biology (MRC LMB), Cancer Research UK Cambridge Institute, Heart and Lung Research Institute and Addenbrooke's Centre for Clinical Investigation
- Industry & Expansion: AstraZeneca Strategic R&D Centre, GlaxoSmithKline's (GSK) Experimental Medicine and Clinical Pharmacology Unit, and ideaSpace – a co-working community of start-ups

As the largest employment site in Cambridge – the CBC is focused on ensuring patients benefit from the campus' world-leading research. The international nature of the collaborations cuts across traditional boundaries to allow us to work together on care, research and training. Our success is based on everyone's willingness to unite to exert a powerful global influence as the campus attracts world class companies, investment and talent to Cambridge with the aim of improving healthcare and knowledge.

### **Why this consultation is important to the Cambridge Biomedical Campus**

With world-leading academic and industry scientists on the same site as the teaching hospitals of the University of Cambridge, the campus is the optimum environment for the rapid and effective translation of research into routine clinical practice.

With the cost of healthcare set to increase as the demand from an aging population soars, we are set to develop the treatments of the future also creating the next generation of UK life sciences companies. We have the foundations in place to generate the ideas, products and revenue to deliver the future success of the UK's flourishing life sciences industry.

The campus will therefore continue to grow, creating jobs and bringing investment to Cambridge but we do this in collaboration with the city and its residents. Our achievements and success reflect the endeavour, persistence and brilliance of the people who live and work here.

As of today, there are 21,000 researchers, industry and clinicians all working on the site. In 2021, it was estimated there would be 26,000 people working on the Campus (prior to Covid-19) and up to 30,000 beyond 2031. Investment in the campus over the past three years totals more than £750m.

Sustainable access to CBC is a key factor alongside affordable housing to ensure the campus can attract and retain the best staff. With the further anticipated growth in and around Cambridge as well as the predicted growth on the campus itself, improved public transport, walking and cycling will become even more pressing. Improving connectivity and is vitally important for the campus as the cost of living continues to increase, and as we attract staff from further afield.

The CBC is acutely aware that, whilst some will benefit from the proposals which have been put forward, a significant proportion of staff, students, patients and visitors could be adversely affected due to a range of complex and inter-related needs. The mix of organisations, (healthcare, scientific, technological, research) all face their own challenges. This response aims to draw together the themes which have been expressed by the campus partners and many organisations will also have offered their own response to the consultation.

It is within this context, our response has been drafted.

### **Consultation response**

The CBC notes that for the city of Cambridge to operate as one of the national and international leaders in science, education, business, innovation technology and healthcare, an effective and sustainable travel and transportation system is essential. The system which needs to be developed needs to allow sectors to work effectively together and in partnership, enabling communication and opportunities to meet.

It will be important for all sectors to contribute to find a solution, and the CBC would expect to play its' part. The CBC would therefore support, in principle, the proposals put forward, but with qualifications and a requirement that there should be further discussion in relation to exemptions and re-imburements.

The CBC is pleased to note the GCP's commitment to:

- Significantly improving public transport ensuring that the proposals are introduced well in advance of the introduction of a road user charge. The planned increases in park and ride capacity, close to the campus, is also welcomed.
- Adjustment of the final proposal in line with feedback received during consultation and in particular, the road user charge times, extent of the charging zone, exemptions and discounts.
- Ensuring that the proposals which are introduced are achieved so that Cambridge continues to be a unique and attractive place to live and work.

The remainder of this response provides feedback to the consultation questionnaire and highlights a number of areas which CBC partners believe need to be addressed.

### **Bus services:**

The CBC advocates for improved public transport travel options to the CBC campus, and had done so, for many years. Change to the existing bus service is fundamental.

In recent weeks, staff at partner organisations have expressed significant concern about the current bus services, the frequency, cost and complex ticketing systems. Services being withdrawn, cancelled, last minute disruption and unreliability, has all give rise to scepticism that service can improve and serve the community as described in the consultation.

As part of the delivery of the 'Making Connections' scheme, the CBC is pleased to see that cost effective fares are proposed, that more routes are promised, with improved reliability and longer operating hours. It is vital that services are in place prior to making any changes to other transport options, so that there is a choice and confidence in the public transport system. The contribution to reduction in carbon emissions via the proposed electric fleet is also welcomed.

To encourage use of the bus services, the campus partner organisations tell us that the most important factor is reliability, closely followed by high frequency, fast services and cost. The CBC considers that an essential element to the future delivery of bus services would be a 'franchised' model, which would offer the option to plan local services in a way which the current model does not allow. The campus would want to be active contributors should this approach be brought forward.

### **Walking, cycling and other improvements:**

The CBC has reviewed the proposals put forward in relation to cycling and walking, and is pleased to see that, in addition to the greenways and cycling plus networks programme which are already underway, improved cycle routes, access to secure cycle parking and improved segregation for pedestrians and cyclists are proposed. Currently just over 35% of journeys to the CBC campus are made via active travel modes, and campus partners would be keen to see this figure increase.

The CBC is keen to see plans coming forward which support equality of access for those with reduced mobility or additional needs, and options for adapted bicycle hire are welcomed.

Staff tell us that essential to support and encourage cycling (including use of the greenway routes), is good lighting, improved wayfinding, and safety interventions (such as high quality maintenance of surfaces, management of verges, CCTV and help call facilities). Currently partner organisation staff tell us that they are reluctant to use some cycle routes in the evenings, owing to poor lighting, feeling isolated and vulnerable.

The suggestion in the consultation documentation that a 50% reduction in real-time traffic would enable a provision of safer and cleaner environment for walking and cycling is noted. It is acknowledged, however, that the level of detail provided in terms of improvements for active travel, is limited and the CBC would be keen to work with the GCP and other partners as proposals develop.

The CBC is specifically interested in:

- Reallocation and design of space to support active travel and segregation between users (including pedestrian and cyclists).
- Improved quality and maintenance of surfaces.

## **Sustainable Travel Zone:**

The CBC understands that, to create a Sustainable Travel Zone (STZ) for the city, and to deliver the comprehensive proposal of improvements, funding will need to be raised. The proposal for a STZ would charge those who cause most pollution and make the greatest contribution in terms of negative impact on air quality.

The exact location of the zone, the time when it is operated, the charges incurred, the agreements in relation to those eligible for exemption, will need further consideration and exploration. Some partner organisations have particular concerns about the extent of the zone and this aspect would need further urgent and detailed thinking. The CBC is keen to continue to be involved with those ongoing discussions to ensure the best possible solution is agreed and believe that a package of support will be required to help people make the step change to a different approach.

There will need to be agreements in place that public transport and active travel infrastructure has reached an acceptable level before the introduction of any charging scheme. The CBC would request conversation as to what those levels may be. The CBC acknowledges, that, as with other organisations, it generates journeys within Cambridge across all modes of transport. The need to consider both the need for travel and mode of travel as part of the delivery of services is something which is actively being challenged within the campus.

A number of concerns have been raised in relation to the proposals put forward in the consultation document and the following paragraphs summarise:

- Some attending the campus may not be able to use public transport, owing to their mobility, condition or temporary disability. This may be the case for some staff across the campus, but will be a significant concern for the many patients who attend both Cambridge University Hospitals and the Royal Papworth Hospital.
- It is understood that a proposal of exemptions and re-imbursements is under consideration and the CBC would want to know more about how that may operate.
- The role of volunteers across the CBC is highly valued, both those who undertake volunteer roles within organisations, those who support patients in accessing the healthcare facilities, and those who support the development of science and research. The CBC would look to have further discussion with the GCP about the role of volunteers and access arrangements for them to support functions on campus.
- Recruitment and retention of staff at the CBC is a matter which causes great concern. There is thought, that the introduction of charges will discourage individuals from wanted to work at the campus, especially as the current rise in cost of living has resulted in a decrease in available spend for most families. There is significant concern from workforce colleagues in the partner organisations, that the proposals, will make Cambridge a less desirable location in which to live, thus impacting adversely upon opportunity to recruit. A number of key partners are public sector funded and significant pay restraints have been in place for many years and further reducing take home pay of staff. The CBC is keen to know more as the proposals develop to help enforce the sustainable travel options as a benefit, rather than a hindrance.
- Employees on the campus, who have caring responsibilities have noted concern in relation to the complexity of the journeys which that already undertaken, especially those who need to drop-off, pick up or be available at relatively short notice, if and when required. The potential for journeys being longer and more complicated to avoid the zone is already proving challenging in recruitment processes.
- In relation to access to the park and ride sites, the access routes to the facilities being outside of the travel zone is welcomed, however, concern has been raised by staff and patient groups, that often, the only routes available to access the facilities are via the main arterial roads around Cambridge (M11, A11, A10 and A14). To be able to access the park and ride sites, without crossing the boundary of the STZ, commuter numbers would significantly increase on what are already busy and dangerous roads, increase journey distance and air pollution.
- There is concern, that with the proposals for freight and heavy goods vehicles, there will be a significant additional cost in terms of logistics, to campus partners. Almost all goods, supplies, consumables, catering items, maintenance, linen and engineering equipment are transported to site via road. Costs will be passed on by suppliers which will mean for the education, medical research and healthcare services, there is less public funding available. Further discussion upon this matter would be welcomed to explore the options and opportunities.
- Further vehicle and activity types we would welcome further considerations for include:
  - o Demand responsive transport (including autonomous vehicles)

- Emergency vehicles of all types (including blood and organ donation services, in addition to ambulance, police and fire)
- Staff who work complex shift patterns starting early in the day, and leaving late in the evening.
- Partner organisation vehicles, specialist vehicles used for estate management, courtesy buses, patient transport, partner organisation vehicles for those who need to move between premises, off campus.

Further consideration:

As proposals develop and responses to the consultation exercise are consolidated, the CBC would encourage the GCP and other regional partners responsible for the delivery of transport services, to work together. The CBC would be keen to be part of those discussions and would be keen to support thinking in relation to:

- Behaviour change measures introduced to enable people to transition to a new approach to transport, recognising that some may need more support than others.
- Dialogue to further develop exemptions and re-imbursements between the CBC partner organisations and the GCP.
- Strategic approach to planning and commissioning of bus services, to potentially include franchise opportunities
- Programme of monitoring, measurement and evaluation to ensure that the desired improvements have achieved their impact.

**Summary:**

The CBC welcomes the positive intentions of this consultation and believes the public transport, walking and cycling improvements put forward will support connectivity both within the city and beyond.

It is clear that ambitious and radical change is needed, and the CBC welcomes that approach, but also notes, that further consideration and exploration will need to be made in relation to the exact location, operation and management of the STZ.

The CBC is committed and supportive to the overriding ambitions of the GCP to deliver a fully connected, inclusive, sustainable and affordable transport system which 'works' for our city and services. The CBC is keen to continue to engage in discussion and debate, to find solutions which are acceptable and deliverable and compatible with the delivery of healthcare, research, education and innovation, for which the campus is well known, and welcome opportunities for that in the future.

Yours faithfully



Dr Kristin-Anne Rutter  
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RN/CCC

**Greater Cambridge Partnership  
Making Connections – A City Access Public  
Consultation**

22 December 2022

Dear Sir,

**Consultation response to ‘Making Connections – A City Access Public Consultation’ on Behalf of Cambridge Biomedical Campus**

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The Cambridge Biomedical Campus (CBC) has been working, over the last year on a spatial framework for development of the campus. The proposals for development are ambitious, and targets proposed, in terms of transport, are intended to drive change in modal shift to more sustainable ways of travel.

The CBC has reviewed the consultation documentation that has been issued by the GCP in relation to the Making Connections City Access Consultation and the bold ambitious proposal for a sustainable travel system is welcomed. Each day, thousands of staff, students, visitors and patients, travel to the CBC campus via differing modes. The overwhelming desire is for journeys which are reliable, quick, safe, accessible, cost effective and sustainable in delivery. The CBC is pleased to have the opportunity to be able to respond to the latest consultation.

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- Healthcare and the NHS: Cambridge University Hospital NHS Foundation Trust, Royal Papworth Hospital NHS Foundation Trust and Cambridgeshire and Peterborough NHS Foundation Trust
- Education: The Deakin Centre and Cambridge Academy for Science and Technology

- University & Research Institutes: University of Cambridge School of Clinical Medicine – housed in multiple buildings across the CBC and comprising twelve Academic Departments, and four Research Institutes. The Medical Research Council Laboratory of Molecular Biology (MRC LMB), Cancer Research UK Cambridge Institute, Heart and Lung Research Institute and Addenbrooke's Centre for Clinical Investigation
- Industry & Expansion: AstraZeneca Strategic R&D Centre, GlaxoSmithKline's (GSK) Experimental Medicine and Clinical Pharmacology Unit, Abcam PLC Headquarters and ideaSpace – a co-working community of start-ups

As the largest employment site in Cambridge – the CBC is focused on ensuring patients benefit from the campus' world-leading research. The international nature of the collaborations cuts across traditional boundaries to allow us to work together on care, research and training. Our success is based on everyone's willingness to unite to exert a powerful global influence as the campus attracts world class companies, investment and talent to Cambridge with the aim of improving healthcare and knowledge.

### **Why this consultation is important to the Cambridge Biomedical Campus**

With world-leading academic and industry scientists on the same site as the teaching hospitals of the University of Cambridge, the campus is the optimum environment for the rapid and effective translation of research into routine clinical practice.

With the cost of healthcare set to increase as the demand from an aging population soars, we are set to develop the treatments of the future also creating the next generation of UK life sciences companies. We have the foundations in place to generate the ideas, products and revenue to deliver the future success of the UK's flourishing life sciences industry.

The campus will therefore continue to grow, creating jobs and bringing investment to Cambridge but we do this in collaboration with the city and its residents. Our achievements and success reflect the endeavour, persistence and brilliance of the people who live and work here.

As of today, there are 21,000 researchers, industry and clinicians all working on the site. In 2021, it was estimated there would be 26,000 people working on the Campus (prior to Covid-19) and up to 30,000 beyond 2031. Investment in the campus over the past three years totals more than £750m.

Sustainable access to CBC is a key factor alongside affordable housing to ensure the campus can attract and retain the best staff. With the further anticipated growth in and around Cambridge as well as the predicted growth on the campus itself, improved public transport, walking and cycling will become even more pressing. Improving connectivity and is vitally important for the campus as the cost of living continues to increase, and as we attract staff from further afield.

The CBC is acutely aware that, whilst some will benefit from the proposals which have been put forward, a significant proportion of staff, students, patients and visitors could be adversely affected due to a range of complex and inter-related needs. The mix of organisations, (healthcare, scientific, technological, research) all face their own challenges. This response aims to draw together the themes which have been expressed by the campus partners and many organisations will also have offered their own response to the consultation.

It is within this context, our response has been drafted.

### **Consultation response**

The CBC notes that for the city of Cambridge to operate as one of the national and international leaders in science, education, business, innovation technology and healthcare, an effective and sustainable travel and transportation system is essential. The system which needs to be developed needs to allow sectors to work effectively together and in partnership, enabling communication and opportunities to meet.



It will be important for all sectors to contribute to find a solution, and the CBC would expect to play its' part. The CBC would therefore support, in principle, the proposals put forward, but with qualifications and a requirement that there should be further discussion in relation to exemptions and re-imburements.

The CBC is pleased to note the GCP's commitment to:

- Significantly improving public transport ensuring that the proposals are introduced well in advance of the introduction of a road user charge. The planned increases in park and ride capacity, close to the campus, is also welcomed.
- Adjustment of the final proposal in line with feedback received during consultation and in particular, the road user charge times, extent of the charging zone, exemptions and discounts.
- Ensuring that the proposals which are introduced are achieved so that Cambridge continues to be a unique and attractive place to live and work.

The remainder of this response provides feedback to the consultation questionnaire and highlights a number of areas which CBC partners believe need to be addressed.

### **Bus services:**

The CBC advocates for improved public transport travel options to the CBC campus, and had done so, for many years. Change to the existing bus service is fundamental.

In recent weeks, staff at partner organisations have expressed significant concern about the current bus services, the frequency, cost and complex ticketing systems. Services being withdrawn, cancelled, last minute disruption and unreliability, has all give rise to scepticism that service can improve and serve the community as described in the consultation.

As part of the delivery of the 'Making Connections' scheme, the CBC is pleased to see that cost effective fares are proposed, that more routes are promised, with improved reliability and longer operating hours. It is vital that services are in place prior to making any changes to other transport options, so that there is a choice and confidence in the public transport system. The contribution to reduction in carbon emissions via the proposed electric fleet is also welcomed.

To encourage use of the bus services, the campus partner organisations tell us that the most important factor is reliability, closely followed by high frequency, fast services and cost. The CBC considers that an essential element to the future delivery of bus services would be a 'franchised' model, which would offer the option to plan local services in a way which the current model does not allow. The campus would want to be active contributors should this approach be brought forward.

### **Walking, cycling and other improvements:**

The CBC has reviewed the proposals put forward in relation to cycling and walking, and is pleased to see that, in addition to the greenways and cycling plus networks programme which are already underway, improved cycle routes, access to secure cycle parking and improved segregation for pedestrians and cyclists are proposed. Currently just over 35% of journeys to the CBC campus are made via active travel modes, and campus partners would be keen to see this figure increase.

The CBC is keen to see plans coming forward which support equality of access for those with reduced mobility or additional needs, and options for adapted bicycle hire are welcomed.

Staff tell us that essential to support and encourage cycling (including use of the greenway routes), is good lighting, improved wayfinding, and safety interventions (such as high quality maintenance of surfaces, management of verges, CCTV and help call facilities). Currently partner organisation staff tell us that they are reluctant to use some cycle routes in the evenings, owing to poor lighting, feeling isolated and vulnerable.

The suggestion in the consultation documentation that a 50% reduction in real-time traffic would enable a provision of safer and cleaner environment for walking and cycling is noted. It is acknowledged, however, that the level of detail provided in terms of improvements for active travel, is limited and the CBC would be keen to work with the GCP and other partners as proposals develop.

The CBC is specifically interested in:

- Reallocation and design of space to support active travel and segregation between users (including pedestrian and cyclists).

- Improved quality and maintenance of surfaces.

### **Sustainable Travel Zone:**

The CBC understands that, to create a Sustainable Travel Zone (STZ) for the city, and to deliver the comprehensive proposal of improvements, funding will need to be raised. The proposal for a STZ would charge those who cause most pollution and make the greatest contribution in terms of negative impact on air quality.

The exact location of the zone, the time when it is operated, the charges incurred, the agreements in relation to those eligible for exemption, will need further consideration and exploration. The CBC is keen to continue to be involved with those ongoing discussions to ensure the best possible solution is agreed and believe that a package of support will be required to help people make the step change to a different approach.

There will need to be agreements in place that public transport and active travel infrastructure has reached an acceptable level before the introduction of any charging scheme. The CBC would request conversation as to what those levels may be. The CBC acknowledges, that, as with other organisations, it generates journeys within Cambridge across all modes of transport. The need to consider both the need for travel and mode of travel as part of the delivery of services is something which is actively being challenged within the campus.

A number of concerns have been raised in relation to the proposals put forward in the consultation document and the following paragraphs summarise:

- Some attending the campus may not be able to use public transport, owing to their mobility, condition or temporary disability. This may be the case for some staff across the campus, but will be a significant concern for the many patients who attend both Cambridge University Hospitals and the Royal Papworth Hospital.
- It is understood that a proposal of exemptions and re-imbursements is under consideration and the CBC would want to know more about how that may operate.
- The role of volunteers across the CBC is highly valued, both those who undertake volunteer roles within organisations, those who support patients in accessing the healthcare facilities, and those who support the development of science and research. The CBC would look to have further discussion with the GCP about the role of volunteers and access arrangements for them to support functions on campus.
- Recruitment and retention of staff at the CBC is a matter which causes great concern. There is thought, that the introduction of charges will discourage individuals from wanted to work at the campus, especially as the current rise in cost of living has resulted in a decrease in available spend for most families. There is significant concern from workforce colleagues in the partner organisations, that the proposals, will make Cambridge a less desirable location in which to live, thus impacting adversely upon opportunity to recruit. A number of key partners are public sector funded and significant pay restraints have been in place for many years and further reducing take home pay of staff. The CBC is keen to know more as the proposals develop to help enforce the sustainable travel options as a benefit, rather than a hindrance.
- In relation to access to the park and ride sites, the access routes to the facilities being outside of the travel zone is welcomed, however, concern has been raised by staff and patient groups, that often, the only routes available to access the facilities are via the main arterial roads around Cambridge (M11, A11, A10 and A14). To be able to access the park and ride sites, without crossing the boundary of the STZ, commuter numbers would significantly increase on what are already busy and dangerous roads, increase journey distance and air pollution.
- There is concern, that with the proposals for freight and heavy goods vehicles, there will be a significant additional cost in terms of logistics, to campus partners. Almost all goods, supplies, consumables, catering items, maintenance, linen and engineering equipment are transported to site via road. Costs will be passed on by suppliers which will mean for the education, medical research and healthcare services, there is less public funding available. Further discussion upon this matter would be welcomed to explore the options and opportunities.
- Further vehicle and activity types we would welcome further considerations for include:
  - o Demand responsive transport (including autonomous vehicles)
  - o Emergency vehicles of all types (including blood and organ donation services, in addition to ambulance, police and fire)
  - o Staff who work complex shift patterns starting early in the day, and leaving late in the evening.

Cambridge Biomedical Campus Ltd (reg.no. 13471389)

Addenbrooke's Hospital Box 146, Cambridge Biomedical Campus, Hills Road, Cambridge, CB2 0QQ

- Partner organisation vehicles, specialist vehicles used for estate management, courtesy buses, patient transport, partner organisation vehicles for those who need to move between premises, off campus.

Further consideration:

As proposals develop and responses to the consultation exercise are consolidated, the CBC would encourage the GCP and other regional partners responsible for the delivery of transport services, to work together. The CBC would be keen to be part of those discussions and would be keen to support thinking in relation to:

- Behaviour change measures introduced to enable people to transition to a new approach to transport, recognising that some may need more support than others.
- Dialogue to further develop exemptions and re-imbursements between the CBC partner organisations and the GCP.
- Strategic approach to planning and commissioning of bus services, to potentially include franchise opportunities
- Programme of monitoring, measurement and evaluation to ensure that the desired improvements have achieved their impact.

**Summary:**

The CBC welcomes the positive intentions of this consultation and believes the public transport, walking and cycling improvements put forward will support connectivity both within the city and beyond.

It is clear that ambitious and radical change is needed, and the CBC welcomes that approach.

The CBC is committed and supportive to the overriding ambitions of the GCP to deliver a fully connected, inclusive, sustainable and affordable transport system which 'works' for our city and services. The CBC is keen to continue to engage in discussion and debate, to find solutions which are acceptable and deliverable and compatible with the delivery of healthcare, research, education and innovation, for which the campus is well known, and welcome opportunities for that in the future.

Yours faithfully



Dr Kristin-Anne Rutter  
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# CAMBRIDGE CHESTERTON INDOOR BOWLS CLUB LTD

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14<sup>th</sup> December 2022

Dear Sir/Madam

I am writing on behalf of Cambridge Chesterton Indoor Bowling Club, who are based in Logans Way, Chesterton, Cambridge CB4 1BL.

We would like to express our objection to the proposed congestion charge adoption from 2027/28.

We are the largest indoor sporting arena in East Anglia.

We are a member's club that has 1022 members. 90% of these members are pensioners.

99% of our members drive to our facility to play bowls.

For the majority bowls is the only social activity they get, as a large proportion of them are widowed and very lonely.

Bowls is also the only form of gentle and mental exercise the majority of them get.

We currently charge our members £4 to play bowls for a two hour and fifteen-minute session.

The introduction of a congestion charge of £5 for them to visit the bowls club, will result in them not being able to afford to play bowls. Please bear in mind that some of them play 4/5 times a week.

It would be impossible for our members to travel to us by public transport, as being older they would not be able to manage the weight of their bowls. Also, the bus route would need to change to stop right outside the bowls club in Logans Way, which is impossible, due to the size of the road we are situated in.

This will result in the closure of our club, which has been run by skeleton staff and volunteers for 50 years.

We have been helping the Government by allowing the NHS to use part of our building as a mass vaccination centre, for the past 2 years and our members have accepted this, despite it being intrusive on their bowling.

We have reduced the number of bowling rinks from 8 to 6 for this period, to allow the NHS to occupy. During this 2-year period more than 100,000 people have received their Covid vaccinations here.

To now have this insulting charge applied to pensioners, to effectively stop them playing the sport they love and the only social and mental activity and exercise they get, is frankly completely unacceptable and selfish.

If it is felt that a congestion charge is needed in Cambridge, which we do not, then it should be applied to the very centre of Cambridge and not the outskirts, where the congestion is very limited.

We also question if the political party that brings in this charge actually want to remain in power, as I can confirm we have 1000 plus of our members, that will be voting for the other side at the next elections.

If, when the consultation period ends, the decision is to go ahead with the congestion charge, then we will be taking legal advice and consider suing for constructive closure of our facility.

I would be grateful if you could make our thoughts known to the appropriate parties and respond with a plan to avoid our club from certain closure.

Yours faithfully



Kevin Kent  
Manager and Finance Director  
Cambridge Chesterton Indoor Bowling Club

Dear Sir/Madam

I have completed the survey in a personal capacity however there is one aspect where I have been asked to respond on behalf of Cambridge Cohousing.

There is reference to official car clubs having an exemption and we wanted to clarify what 'official' might mean in this context and make the case for community led car clubs.

18 households representing 31 individual residents are currently members of the club and pay a membership fee and usage rate. Any resident in the development can join the club. The club has been successful in lowering car ownership, reducing car usage, and supporting people to shift to more of their journeys being in electric cars.

The cars are owned by an Association - Cambridge Cohousing - and have expensive commercial insurance for self-drive hire as would any other commercial and/or community car club.

In contrast, we have some households sharing privately owned and insured cars informally.

We would argue the former is an official car club - albeit not for profit - and the car share arrangements are not.

The issue is particularly important as the logistics of managing the charging when the car club cars are used multiple times a day by different households would be very challenging. A similar problem I imagine for the likes of Enterprise or Co-Wheels.

Best wishes

Frances Wright for Cambridge Cohousing Car Club

Greater Cambridge Partnership  
PO Box 1493  
Mandela House  
4 Regent Street  
Cambridge  
CB2 1BY

Our ref: CAM012-L-004 v0.2

19 December 2022

## Re: Cambridge Consultants' response to the consultation on future transport into Cambridge

This response to the Making Connections proposals represents the official view of Cambridge Consultants, one of the first residents of and a most respected business on the Cambridge Science Park (CSP). Cambridge Consultants is founding member of the 'Cambridge Phenomenon' companies and has a reputation going back over sixty years for world class technology breakthroughs and new company spinoffs. Alongside other companies on the CSP we have been at the forefront of Cambridge becoming established as the technology hub it is today, attracting businesses and people to the area from other parts of the UK and abroad.

This response is principally concerned with aspects of the proposals that relate to inclusion of the CSP, and through this Cambridge Consultants, within the Sustainable Travel Zone (STZ), whereby all vehicle movements into, out of and within the proposed STZ would pay a flat daily charge of £5 between 7am and 7pm on weekdays. Cambridge Consultants has supplied feedback to Cambridge Ahead on the merits of the wider proposals, which, due to the brief given to the GCP appear a wasted opportunity to start projects of real substance that could change the entire region for the better. . Specifically on the matter of including the CSP within the STZ, we express:

1. **Opposition** to the proposals that will disadvantage businesses on the outskirts of Cambridge
2. **Surprise** that the proposals do not consider or address the downsides brought to businesses on the outskirts of Cambridge and their employees
3. **Concern** that without such consideration the competitiveness of CSP companies will be harmed, and inevitably there will be conflicting motivations between these companies and GCP
4. **A request** to re-draw the proposed boundaries of the STZ

### 1. Opposition

Cambridge Consultants is opposed to the proposals for what is in effect a congestion charge for businesses on the CSP on the grounds that as a business on the outskirts of the city we derive marginal benefit from any of the GCP proposed improvements (as confirmed by Rachel Stopard in emails exchanged with our CEO), yet would be required to make a disproportionate contribution for the scheme to be viable. This fails a basic test of fairness in our eyes.



## 2. Listening to business

We find it a remarkable omission that the potential threat of these proposals to companies on the city outskirts have not been taken fully into account. Throughout this consultation period we find that the views of companies like Cambridge Consultants are demeaned and apparently dismissed as concerns expressed about the very real impact of this congestion charge on our staff, our clients and our business are routinely swept aside.

## 3. Unfavourable choices

Failure to adequately consider and consult on business issues affecting companies on the CSP will, inevitably, lead to unfavourable choices for our employees if these proposals go ahead. The majority of our employees live in the surrounding villages, and for most their options under these new arrangements are to:

- Use the enhanced public transport links (i.e. predominantly bus services)
- Drive to the Waterbeach park and ride and get the bus to the CSP
- Drive to the office

When compared with driving to the office, using enhanced public transport links will still incur a significant uplift in journey times for these staff of between two and three times, no matter how optimistic one is about public transport availability. We expect that most of our employees who live in the surrounding villages will not find this a realistic option.

The idea that an employee for whom the enhanced public transport links are not a realistic option would on reaching the Milton roundabout, drive the short distance north to Waterbeach park and ride, catch one of the buses to be taken south of Milton roundabout and onto the CSP is not reasonable. Common sense tells you that this is going to be a most unattractive option given the additional time and inconvenience to cover what by car is less than a mile.

Whatever may be stated in these proposals, until there are significant improvements in Cambridgeshire infrastructure, the like of which are beyond the remit of the GCP work, in practical terms the majority of our employees who live in the surrounding villages will be faced with one viable option, to drive to the office. This does lead us to wonder if the primary purpose of the £5 levy on staff who work at CSP companies is to generate revenues, whilst not having to significantly improve the travelling experience for CSP residents, particularly as we understand the new arrangements are estimated to require £50M per annum to operate.

## 4. Disadvantaging business

Our view is that these proposals, if they go ahead, will place Cambridge Consultants at a significant competitive disadvantage.

Current and future employees of Cambridge Consultants will factor into their decision-making whether they are prepared to accept the longer and more inconvenient travel times, or pay the additional £1175 travel costs a year, or change their office/home based working patterns to offset these costs and inconveniences. They will be weighing up what for most will be a significant additional cost burden for marginal indirect benefit and deciding whether it is worth their while.





We fully expect that we will find it harder to recruit and retain staff when some of our major competitors for the same talent have premises either outside of the STZ or in the city centre where there are superior transport links, people can cycle or walk to work, and where they will experience many of the direct benefits of these proposals, such as better cycle ways and attractive walking routes within the city centre.

Additionally, we are particularly worried about:

- Faced with additional costs, many staff will simply resort to working from home more. Cambridge Consultants has put considerable effort into encouraging our staff back into the office following the pandemic. It is important for staff development, company loyalty and mental health. The proposal will set Cambridge Consultants back considerably and damage our business,
- Clients will have to arrange to pay the congestion charge just to visit us, when they do not have to in order to visit our competition. Whilst this will not be a critical factor in partner selection, we do not want to cause our CXO clients unnecessary pain in working with us.
- Many of our engineers and project managers will be able to successfully work from home when they need to. Our Executive Assistants, receptionists, workshop staff, lab technicians, building services staff, cleaners and kitchen staff have to come to the office every day to carry out their roles, The STZ charge is a particularly brutal tax on the lower paid.
- Delivery drivers, skip removal lorries and all manner of business partners are going to see their costs increase because they need to travel a few hundred metres from the A14 to visit Cambridge Consultants. None of these partners will enter the city, but all will have to pass on their costs to us somehow.

## 5. Reconsideration of boundary

Given:

- The lack of improvement to travel to the Science Park contained in the proposals
- The damage the congestion charge will do to Science Park businesses, and their clients and partners
- The extra cost burden being placed on staff that do not benefit from the improvement, particularly the lower paid,

We ask that the GCP reconsider the boundary for the STZ to genuinely include the city and those that can significantly benefit from the improvements they are funding.

## 6. Final thoughts

We understand that the GCP has been given a very specific short-term brief (disappointing, but it is what it is), and we can see how the proposals will limit traffic going into the city and when it does, generate revenues that will make it easier to move around the city. However, the work that Cambridge Consultants has done with Cambridge Ahead has been to look at the development of the overall *region* for business growth, and these measures set that goal back considerably. The setting up of the STZ will create an invisible 'wall' around the city. If you are too poor to be able to live there, you have to pay to go in. If you are privileged enough to live within the wall, you are discouraged from mixing with those outside as you will be charged for doing so (for coming home). This *cannot* be good for the economic development of the overall Cambridge region, which surely should be a priority for the GCP.



Commercially Confidential

We look forward to having the opportunity for having further dialogue with the GCP about these issues, either through Cambridge Ahead or directly, as we all seek to improve the climate for business whilst not damaging the hub around which we all live.

Yours sincerely

Eric Wilkinson  
Chief Executive Officer

## Cambridge Friends of the Earth- Supplementary Response to GCP Making Connections 2022 Consultation

Having already responded to the above consultation via the online form, Cambridge Friends of the Earth would like to make further comment on the proposals as follows:

Whilst agreeing with the need to cut traffic congestion in Cambridge for the myriad benefits such a reduction would bring; we also, unfortunately, feel that there is another agenda driving the introduction of the Sustainable Travel Zone, namely the enabling of further unsustainable development in the region.

The GCP is well aware of the pressures being put on the environment by the continual promotion of economic development in Cambridge (not least the continual overabstraction from the River Cam's aquifer and its pollution by untreated sewage discharges) and its surrounding region and yet its own documentation seems to suggest the enabling of continued development to be a primary motivation for the introduction of the STZ. The fact that this isn't prominently mentioned in the publicity is a significant failing and throws the credibility of the whole consultation into doubt.

As examples we include below paragraphs from the STZ Strategic Outline Business Case (<https://consultcambs.uk.engagementhq.com/.../documents/32501>) which add weight to our above statement, namely:

"2.4.39. It is identified in CPIER that the Cambridgeshire and Peterborough Combined Authority (CPCA) has outpaced rates of economic growth across the UK and exceeded local forecasts for the East of England, but that this growth is beginning to be constrained.

Limited capacity for increased levels of development in Cambridge is pushing up house prices, resulting in younger people in the city, in particular, relocating to suburban areas from which commuting is required or moving to other cities. This results in increased costs

for businesses, as labour costs are forced up and land values for commercial development rise. It is stated that Cambridge is "rapidly approaching the point where even high-value businesses may decide that being based in Cambridge is no longer attractive.

2.4.44. Based on the CPIER review, the greatest part of the benefits of this programme however will be realised in the medium to long term, as levels of growth in housing and in businesses will be enabled in Greater Cambridge, which would otherwise not be possible. This will lead to land value uplifts, with increased density of developments made possible and agglomeration benefits as businesses can locate closer together.

2.4.45. Further to factors which are forecast to generate growth in CPCA, it is proposed in CPIER that the government should consider that many high value, knowledge intensive businesses may choose to relocate overseas if the Cambridge area no longer meets their needs.

Providing the conditions to retain these businesses would indicate a net positive impact for the UK economic as a whole, rather than just producing a displacement effect. Retaining or attracting these businesses would also derive further employment benefits through their supply chains, relative to the DM scenario.

2.4.46. Making Connections will therefore enable further economic growth including uplifts in productivity, and the delivery of housing and jobs which will generate more economic benefits in the form of productivity gains, tax incomes and land value uplifts."

Regards

Ian Ralls

Cambridge Friends of the Earth

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4 Regent Street,  
Cambridge  
CB2 1BY

consultations@greatercambridge.org.uk

22 December 2022

Dear Sir/Madam

**Representations made by Cambridge Independent School Travel Forum (CISTF)**

The Cambridge Independent School Travel Forum is formed of:

- St Faith's School
- The Heritage School
- St Mary's Cambridge
- The Leys
- The Stephen Perse
- King's College School
- St John's College School

Collectively the schools have in region of 4,350 pupils enrolled and employ circa 1,200 staff. The forum has been recently formed in recognition that as a collective, we can work together on transport solutions, share ideas and collaborate. This is in terms of transport management and encouraging sustainable travel.

The forum is committed to encouraging sustainable travel for education related journeys to help to create a healthy future and environment for pupils.

Each school has an active Travel Plan and a number of sustainable travel initiatives in place. The forum is exploring how working together can provide further opportunities. The forum met in early December 2022 to discuss the Making Connections proposals with a view to being proactive to change.

The schools that form part of the forum are located within the proposed Sustainable Travel Zone (STZ) and we want to work constructively with the Greater Cambridge Partnership (GCP) to consider the unique nature of school travel and some of the challenges we face as organisations and as members of the Greater Cambridge economy and community.

We understand that the key proposals that sit under the banner of Making Connections are as follows:

- Transforming the bus network: From as early as mid-2023, the GCP is proposing to transform the bus network through more services to more locations and with cheaper fares for passengers.
- Investing in other sustainable travel schemes: Alongside the bus network, the GCP will also invest in new sustainable travel schemes, such as better walking and cycling links.
- Creating a Sustainable Travel Zone: A 'Sustainable Travel Zone' will be created which will include a 'road user charge' for private vehicles who choose to drive within the zone between 7am and 7pm on weekdays.

It is advised that the money raised through the road user charge would be used to fund improvements to the bus network and the other sustainable travel schemes.

Should the proposals go ahead as set out, the STZ would be fully operational in 2027/28 and that prior to this date, the bus improvements would be introduced which would include £1 flat fares for single journeys in the Cambridge bus zone, and £2 fares in the wider area.

As a result of the charge and the transformation of the bus network, it is reported that there would be a 50% reduction of traffic in Cambridge.

### **School Travel Forum Response**

The **Independent School Travel Forum support the GCPs 'Making Connections'** proposals of making public transport, cycling and walking the obvious choice for people. We consider that the scheme aligns with our aspirations for a creating a healthier and cleaner environment, meeting carbon reduction targets, tackling the climate crisis and making it safe and attractive to walk and cycle to school.

### ***Specific Challenges to the Cambridge Independent School Travel Forum***

School travel makes up a significant proportion of trips in the morning peak period, so we understand the importance of these trips being undertaken by sustainable modes. School travel also presents a unique set of challenges which we as a group are looking to overcome. We have outlined these below:-

- The age of pupils; young children cannot travel independently and can only walk or cycle short distances.
- Safety and safeguarding. This is something we take very seriously and needs to be considered as part of all school travel initiatives.
- The catchment for each school is wide and variable and extends beyond the city boundary. Of the estimated 4,350 pupils enrolled in the schools, it is estimated that half currently travel into Cambridge from outside the city.
- The start of the school day is concentrated to a short period. Whilst this creates a peak in demand, it has the benefit of making coordinated shared transport feasible. In the afternoon, the end of the school day can vary from each pupil on a day to day basis depending on after school activities. This adds an additional challenge to shared transport after school.
- Pupils have to transport equipment for school activities e.g. musical instruments, sports kits etc. These can be difficult to transport on foot or by bike.

### ***Bus improvements***

**The forum strongly supports the objective of improving or transforming bus services.** This will play a vital role in staff and visitor transport and improved service frequency, operating hours and reduced fares are welcomed. One of the key barriers to staff currently travelling by public transport is journey time reliability and operating hours not extending for long enough.

Many of the pupils are too young to be able to travel by public transport independently and this is a significant barrier to travel by public bus for many pupils who live beyond walking and cycling distance of the school. We are therefore working together to provide efficient home to school bus services. We are currently reviewing the services provided by each school to consider how the routes could serve multiple school sites. In doing so, we are considering drop off and collection points outside of the STZ to intercept trips as early as possible. We would like to make the following comments with regards to this:

- Park and Ride / Travel Hub sites provide an opportunity to intercept school trips. **Consideration needs to be given to safe, warm and dry facilities for pupil drop off and collection.** We would recommend further consultation with school representatives on the needs of these facilities.
- The GCP proposals include modal filters, we would like confirmation that **school buses would be able to pass through the modal filters** and therefore effectively use the proposed bus network.
- We would like clarification that school coaches/buses and mini-buses would be **exempt from the congestion charge.** These vehicles are used not only for home to school travel but also travel for school trips, sports event, and transport between school campuses throughout the school day etc.

- Charging for school trips runs the risk of making certain trips unviable and therefore may compromise educational opportunities and experiences.

### *Walking and Cycling*

The forum supports improvements to walking and cycling, particularly those that improve road safety. The improvements should cater for the variety of types of bikes used during the school drop off and collection, including cargo and tandem bikes. The forum is actively engaging in initiatives to grow these modes.

The Travel Hubs and Park and Ride sites provide an opportunity for staff and visitors to cycle the last part of the journey to work. Secure cycle storage at these location will be integral to the success of this.

### **Summary**

**In principle, the forum supports the aims of the GCP's 'Making Connections' and recognises the positive outcomes that could be delivered within the Greater Cambridge area.** We are taking a proactive approach and seeking to get measures in place as early as possible that will help further encourage sustainable school travel ahead of the implementation of congestion charging.

We are keen to contribute positively to the 'Making Connections' proposals and hope that we can discuss the emerging proposals with you going forward.

We would like to invite a representative of the GCP to our next Travel Forum meeting to discuss how we can work together.

Yours sincerely,

Jessica Pratt

Director

KMC Transport Planning

on behalf of the Cambridge Independent School Travel Forum

Contact: [jessicapratt@kmctransport.co.uk](mailto:jessicapratt@kmctransport.co.uk)

# CAMBRIDGE MASONIC HALL LTD

FREEMASONS HALL

BATEMAN STREET, CAMBRIDGE, CB2 1NA

The Greater Cambridge Partnership  
By E-Mail to [contactus@greatercambridge.org.uk](mailto:contactus@greatercambridge.org.uk)

20<sup>th</sup> December 2022

Dear Sirs

I am writing on behalf of the above Company to register our objection to the proposed introduction of a Congestion Charge for the City of Cambridge.

One of the Company's functions is to raise substantial amounts of money for National and Local Charities, many of which are based in the City, and we achieve this by holding regular members' meetings in our premises at Bateman Street, Cambridge where donations are received and subsequently distributed to the worthy causes.

The catchment area for those attending is predominately East Anglia but does also extend throughout the whole of the UK. These meetings mainly take place during the evenings and start at around 6pm, which we note will be before the end of your proposed charging period. Many attend by car as the extremely poor public transport both in Cambridge and in the areas in which they reside dictate that this is the only viable way in which they can attend and return home at a sensible hour. To limit the amount of traffic in and around the City we do encourage car sharing whenever possible.

Our premises are also used as a daytime venue for lectures and seminars by other local businesses and Cambridge schools.

In addition to the above, the Company also owns various properties in the City, with the rent received being a significant part of our overall income. Any loss of that rent, directly resulting from this charge, would have a substantial impact on our ability to continue to make substantial donations to support our charities.

We consider the implementation of this charge to be extremely damaging, not only to the success of our Company, but to other Cambridge Businesses and possibly to the residents of the City of Cambridge and the surrounding Villages.

Our Company, therefore, does not support the proposal of the Greater Cambridge Partnership to implement a Congestion Charge for the City of Cambridge.

Yours sincerely



A P Hore  
Company Secretary  
Cambridge Masonic Hall Ltd



Greater Cambridge Partnership

By email to:

[consultations@greatercambridge.org.uk](mailto:consultations@greatercambridge.org.uk)

21/12/2022

Dear GCP

### Response to Making Connections 2022 survey

Cambridge Past, Present & Future is Cambridge's largest civic society. We are a charity run by local people who are passionate about where they live. We operate in the greater Cambridge area and working with our members, supporters and volunteers we:

- Are dedicated to protecting and enhancing the green setting of Cambridge for people and nature.
- Care about Cambridge and are an independent voice for quality of life in the strategic planning of Greater Cambridge.
- Are working to protect, celebrate and improve the important built heritage of the Cambridge area.
- Own and care for green spaces and historic buildings in and around the city for people and nature, including Wandlebury Country Park, Coton Countryside Reserve, Cambridge Leper Chapel & Barnwell Meadows, Bourn Windmill and Hinxton Watermill.

---

Cambridge Past, Present and Future agrees that action is needed to reduce congestion and in principle we support measures to reduce single occupancy car journeys where and when there is congestion, subject to the impacts of such measures on heritage, landscape and the environment and on our charitable activities and service users.

We have split our response in two. The first relates to the potential impact of the proposals on our charitable activities and service users. The second relates to impacts on heritage, landscape and the environment.

### Summary

A 7am-7pm Mon-Fri congestion charge would have a significant impact on our charity and its service users. For this reason, **we object to this proposal**. The significant impact could be avoided if the charge did not apply between 10.30am-3pm and therefore we could support a charge which applied **only during 7am-10am**.

We are yet to see any evidence that a significant increase in buses in the historic centre can be achieved without detrimental impacts on heritage and active travellers. For this reason, we reserve our position until such time as detailed plans are put forward which show how conflicts between buses, heritage and active travellers will be avoided.

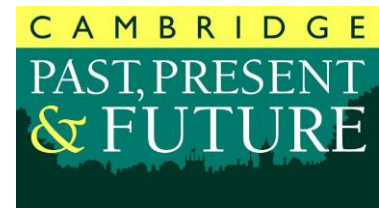
### 1. Response regarding impact on the charity and its service users

*Q.12 Do you have any comments on the proposed hours of operation of the Sustainable Travel Zone (STZ)?*

*Q.18. Impacts on your organisation*

*Q.19. Impact on people or groups with protected characteristics*

The two main public benefits provided by our charity are two country parks (at Wandlebury and Coton). Both are free to access, and both are located in the countryside on the edge of Cambridge. They were created to serve residents of the city but are located beyond the city boundary. This means that city residents would



Cambridge Past, Present & Future  
Wandlebury Country Park  
Cambridge CB22 3AE

Phone 01223 - 243830

[www.cambridgeppf.org](http://www.cambridgeppf.org)

have to pay a charge to drive to them. There are two particular challenges, Wandlebury is located on top of a steep hill which limits the number of people able to cycle, and visitors to both sites often make journeys with young children, pets, picnics, etc which are very difficult to do on a cycle or by public transport.

In order to gain a better understanding of the likely impacts of the proposals on our charitable activities and service users, we carried out sample surveys of our service users during November and December 2022. The results of these surveys are provided in Appendix 1, in summary:

- A significant percentage of our service users are inside the charging zone and therefore potentially affected (75% of visitors; 54% of healthy walkers; 54% of volunteers)
- A high percentage of car drivers in the zone are likely to stop using our services or reduce their use of them. Potentially resulting in a c33% reduction in midweek service users from within the charge zone.
- Different user groups will be affected differently. People who are on lower incomes, people who are unable to cycle and people who need to transport items will be disproportionately affected. In other words, people who are on lower incomes, people who have health problems, people with children/pets – these are often the people who most benefit from the well-being provided by our parks. This has implications for social equality and well-being – in particular the ability (or willingness) of people to access the well-being benefits provided by our parks.
- As well as losing current service users, it will make it harder to attract new service users and volunteers from within the charging zone.

Very few of our service users travel to our country parks during rush hour. Peak visiting hours are 11am-2pm, when generally there is low congestion in Cambridge.

Our parks are very busy at weekends and the Wandlebury car park can often be full, for this reason we have been trying to encourage more mid-week visitors (e.g. by having a reduced car parking charge mid-week). An unintended consequence of the proposed congestion charge would be to reduce mid-week visits and increase visits at weekends – this would exacerbate an existing problem and likely result in the need to expand the size of car parking.

In summary, a 7am-7pm Mon-Fri congestion charge would have a significant impact on our charity and its service users. For this reason, **we object to this proposal**. The significant impact could be avoided if the charge did not apply between 10.30am-3pm and therefore we could support a charge which applied only during 7am-10am.

## **2. Response regarding impact on heritage, landscape and the environment**

### **Bus improvements**

*Q.1 To what extent do you support or oppose the proposals for bus improvements and fare reductions?*

Our concerns about the capacity of the historic centre of Cambridge to cope with the increased number of buses remains. Totalling the number of buses per hour as shown on your maps of connections to Cambridge City Centre indicates an increase from 81 buses per hour in the pre covid network to 119 buses per hour with the proposed improvements.

The consultation on the Road Classification (July 2022) recognised that the Making Connections proposals would result in the St Andrew's Street, Drummer Street and Emmanuel Street interchange area reaching capacity and would struggle to take the proposed increased number of buses. This is recognised as a dependency in the Strategic Outline Case. We are disappointed that there is no indication as to how this is going to be resolved. Reference is made to travel hubs at key locations. It is unclear as to whether this is to relieve pressure on the city centre bus interchange.

The city centre reaching capacity would have a detrimental impact on active travel. People will only walk or cycle if they feel they can do so safely. The historic streets of the city centre cannot be widened and by sharing them with buses, they will provide a poor environment for pedestrians and cyclists. Particular streets of concern are Pembroke Street, St Andrews Street, Christ's Lane, Hobson Street, Downing Street, Trumpington Street, Bridge Street, Jesus Lane and Silver Street.

At the present time it is impossible for us to see how the constrained spaces of historic city centre streets can successfully accommodate large numbers of buses, more cyclists and more pedestrians in an attractive and safe environment. The GCP must demonstrate that this is achievable

A Heritage Impact Assessment (HIA) must be undertaken, so that you have an understanding of the impact of the proposals on the world class heritage of central Cambridge and can amend your proposals to avoid and minimise the impact. An HIA may require the considerations of alternatives, which reduce the number of buses in the city's historic core.

We question how realistic your timetable is and are concerned about the financial implications of any delays.

In order to meet your timetable, you need to be confident that you have sufficient resources to manage all the major workstreams in parallel. These include designing, consulting on, making and implementing the Enhanced Partnership and Road User Charging Scheme order, presenting your case at the public inquiries on the busways, designing and delivering the new Waterbeach railway station, reconfiguring bus routing in the city and delivering other projects on active travel, City Access and transport hubs.

The timeline as shown in your brochure does not seem to take into account the 2 years needed to make the Enhanced Partnership prior to delivering the lower fares in early 2024, nor a realistic amount of time to make the Road User Charging Scheme order before phasing in the Sustainable Travel Zone (STZ) charge from 2025.

Any delay in making the Enhanced Partnership will require a postponement of the STZ, since the premiss of that is that viable public transport options must be available first. This will have significant cost implications once contractors have been engaged to deliver and administer the STZ.

Any delay in making the Road User Charging Scheme order after the GCP has started to commit money to support bus services will inevitably increase the size of the "bridging loan" to be provided by the GCP (SOC Table 3.11)

*Q.2 Do you have any comments on the proposals for:*

- *Cheaper fares*
- *More routes?*
- *Fast, high frequency services?*
- *Longer operating hours?*
- *Increased rural services?*
- *Simpler ticketing*
- *Zero emission bus services?*

We support an improved bus service which reaches more settlements and offers a fast and frequent service. However, we do not support the provision of the Cambourne to Cambridge busway and the Cambridge South East Transport busway as a means of providing this. If the Making Connections proposals is successful and you achieve the 50% reduction in traffic, this will free up the roads for buses negating the need for segregated busways. We consider that there are viable alternatives within the corridor of main arterial roads which deliver similar transport benefits without the damage to the countryside and at a much lower cost to taxpayers.

We strongly support the introduction of electric buses and the program of replacing the buses should be maintained until they are all electric.

We note reference in the consultation to 10,000 additional Park and Ride spaces. Please clarify whether these are additional spaces over and above those already in the public domain. We would object to further loss of Green Belt land to Park & Ride.

### **Cycling, walking and other improvements**

*Q.6. To what extent do you support or oppose additional improvements to walking and cycling, accessibility and public spaces?*

We support the provision of better cycling and walking routes, BUT we are concerned that the significant increase in the number of buses within the city is in direct conflict with the aim to increase active travel. People will only walk or cycle if they feel they can do so safely. The historic streets of the city centre cannot be widened. The Making Space for People report has already highlighted that a number of city centre streets are at capacity, and they provide a poor environment for pedestrians sharing them with public transport, taxis, etc. Particular streets of concern are Pembroke Street, St Andrews Street, Christ's Lane, Hobson Street, Downing Street, Trumpington Street, Bridge Street, Jesus Lane and Silver Street.

At the present time it is impossible for us to see how the constrained spaces of historic city centre streets can successfully accommodate large numbers of buses, more cyclists and more pedestrians in an attractive and safe environment. The GCP must demonstrate that this is achievable.

We support the planned provision of the greenways.

### **Delivering improvements – a sustainable Travel Zone (STZ)**

*Q.8 Do you have any comments on the proposal to introduce a Sustainable Travel Zone?*

In principle, we support measures to reduce single occupancy car journeys where and when there is congestion, subject to the impacts of such measures on heritage, landscape and the environment and on our charitable activities and service users. See other answers.

### **Designing the Sustainable Travel Zone:**

*Q.11 Do you have any feedback on the proposed Zone and its boundary?*

We consider that reducing the number of car parking spaces within the Zone should be considered as a significant element of the proposal. Reducing the number of car parking spaces will force people to use public transport or active travel which will reduce congestion and provide public transport passengers to fund those services. This approach has been successfully applied in other cities, such as Copenhagen. Or we would prefer to see a work place parking levy, such as in Nottingham, which better focusses on the cause of the problem (commuter traffic) without unintended consequences for other travellers.

One of the main risks of your proposals is that drivers decide to pay a charge rather than change their behaviour, this would result in mainly empty buses and little change to congestion. The advantage of reducing car parking spaces is that it is guaranteed to reduce car traffic. Any attempts to reduce car parking spaces would need to be accompanied by an expansion of resident's parking to cover most of the city.

The results of our survey indicate that for non-commuting journeys very few people will change their mode of travel as a result of a congestion charge, instead they are more likely to change their behaviour by not doing activities, doing them less or, for those that can afford it, simply paying the charge. Many people who can cycle or use public transport are already doing so.

I trust that you will take our comments into consideration.

Yours sincerely



James Littlewood, Chief Executive

## Appendix 1

### Results from sample surveys of service users to Wandlebury Country Park and Coton Reserve regarding congestion charge proposals

Surveys were carried out in Nov and Dec 2022. Service users were given a questionnaire and asked to complete it. Surveys were anonymous, with no personal data requested. Survey forms are appended.

#### 1. Healthy Walkers\* (no. 28 surveyed)

54% would be in charge zone, of those:

43% said they would stop coming (=23% of all walkers)

23% said they would come less (= 13% of all walkers)

20% said they would change how they travelled (= 11% of all walkers)

The implication of this is that we could see an immediate reduction of at least 25% per week.

A particular issue is that the organiser would be one of those who might stop coming.

Of the 28 surveyed, 89% travel by car and 11% by bus. Given the nature of the group (elderly/health conditions), it is not surprising that 43% cited health/mobility as a reason for driving. Cycling is not an option for this user group for health reasons.

[\*Healthy Walkers are a group of people that meet to walk together. The aim is to help maintain or improve their fitness and well-being. Some of the people attending are referred by their GP. They walk in a group for reasons of safety (e.g. in case they have a fall) and social well-being. Many of the people who attend are elderly. They meet once a week at Wandlebury. The walks are organised and administered by volunteers. Attendance at the walks averages around 35 people per week.]

#### 2. Volunteers (no 26 surveyed)

54% would be in the charge zone, of those:

14% said they would stop coming (=7% of all volunteers)

29% said they would come less (= 15% of all vols)

7% said they would change how they travelled.

31% of volunteers travel by cycle/walk and therefore would not be affected.

If we only consider volunteers that live in the charge zone and drive (9 in total), then 66% (6 out of 9) of those said they would stop or come less. 22% (2 out of 9) said they would pay the charge rather than change their behaviour and 11% (1 out of 9) said they would cycle rather than drive.

This group are coming to the park to take part in strenuous activity and therefore they would be fit enough for cycling to be an option. Several of those at Coton live nearby.

The implication is that our volunteer programme would be negatively affected but not significantly (perhaps a 10% reduction).

Given the views of volunteers in the zone who drive a car, we would find it much harder to recruit new volunteers from within the charging zone, especially those who are unable/unwilling to cycle.

### 3. Guided walk participants

We received survey forms from 4 people taking part in a guided walk. This sample size is too small to draw any conclusions, however:

3 of these lived in the charge zone (75%). Of these, 1 cycled, 1 came by bus and 1 by car. The car driver indicated they might sometimes pay a charge and sometimes change their mode of travel.

### 4. Visitors (no 16 surveyed)

16 visitors were surveyed. This is a small sample size given the number of visitors (due to weather conditions/resources of collecting data).

12 (75%) would be in the charge zone, of those:

33% said they would stop coming on a weekday (=25% of all visitors)

33% said they would come less on a weekday (= 25% of all visitors)

33% said they would not change behaviour (=25% of all visitors)

0% said they would change how they travelled.

Of those 12, 92% (=11) arrived by car.

The reasons for arriving by car were different for this group of services users, with 31% citing carrying something as the reason for driving (mainly dogs and children where this was specified), compared to 11% of other service users. Potentially it would be harder for this group of service users to switch their mode of transport.

The implication of this data is that we might expect to see a reduction of midweek visitors by at least 30%. We didn't ask them whether they might instead visit on a weekend, so it is not known whether this would result in a total loss of visitors or a displacement to the weekend.

It is not possible for us to survey people outside the congestion zone to find out whether they might visit Wandlebury instead of going into Cambridge. If that were to happen, it is also not known whether the volume would offset that which is lost. In our sample, 75% of visitors were from within the charge zone, which is very high.

### 5. Other findings

Only a small number of people (8%) said they would change their mode of travel as a result of a congestion charge. A much higher number (32%) said they would change their behaviour in other ways, for example stopping coming to Wandlebury (16%) or coming less (16%). When this is applied to car drivers the percentage is much higher.

We asked all visitors why they chose their method of transport (regardless of whether they were in the charging zone or not). People could select multiple reasons. Speed and reliability were the most common reasons (27 responses each). Many people said that driving was the only realistic option in terms of journey time due to the distance and the fact that they would need to take more than 1 bus service to get to Wandlebury (in other words, even if the bus service was made quicker the overall journey would be slower).

### 6. Conclusions

- A significant percentage of our service users are inside the charging zone and therefore potentially affected (75% of visitors; 54% of healthy walkers; 54% of volunteers)

- Different user groups will be affected differently. People who are on lower incomes, people who are unable to cycle and people who need to transport items will be disproportionately affected. This has implications for social equality and well-being – in particular the ability (or willingness) of people to access the well-being benefits provided by our charity.
- A high percentage of car drivers in the zone are likely to stop using our services or reduce their use of them. Potentially resulting in a c33% reduction in midweek service users from within the charge zone.
- As well as losing current service users, it will make it harder to attract new service users from within the charging zone.

## Survey Forms

### Cambridge Congestion Charge – Survey for CPPF

A consultation is underway asking for people's views on a Cambridge Congestion Charge. The charge would be £5 per day and apply to anyone driving into or out of Cambridge (this covers all of the city including the suburbs). It would operate from 7am to 7pm Monday-Friday.

CPPF is trying to understand what the implications of the congestion charge might mean for its charitable work. The charge would apply to people who live in Cambridge but wanted to visit Wandlebury or Coton Reserve during weekdays. This would include people such as volunteers, visitors, participants in activities and staff.

The £50m raised by the congestion charge would be invested in better and cheaper bus services. To reach Wandlebury and Coton from Cambridge would cost £2 each way (i.e. £4). There is already a direct service to Wandlebury from centre/Hills Road/A1307 but there would not be any other direct services. Buses run from centre to Coton village but no service to Coton Reserve car park.

We would be really grateful if you could answer a few short questions:

**1. Which CPPF site are you at today?**

Wandlebury                      Coton Reserve

**2. Do you live in Cambridge?**                      Yes                                              No

**3. What method of transport have you used to reach our site?** (select any that apply)

Walk                      Cycle                      Bus                      Car                      Other

**3. What is the main method of transport you use to reach this site?** (select only one)

Walk                      Cycle                      Bus                      Car                      Other

**4. Why do you use that method of transport?**

- Health/mobility reasons
- Cost reasons
- Reliability of journey
- Speed of journey

- Transporting items
- Other reasons (please write in):

**5. What is your reason for being here today?**

- Volunteering
- Healthy Walking
- Take part in an activity

***If you answered “No” to question 2, please do not answer any more questions.***

**PTO**

**6. If a £5 congestion charge was introduced, would you** (select the one that most applies)?

- Stop coming to this site to do the activity you are taking part in?
- Come to this site less often to do the activity you are taking part in?
- Carry on as normal and pay the charge?
- Continue to come but change how you travel to avoid paying the charge?

**Thank you for taking the time to answer these questions.**

**Cambridge Congestion Charge – Survey for CPPF**

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CPPF is trying to understand what the implications of the congestion charge might mean for its charitable work. The charge would apply to people who live in Cambridge but wanted to visit Wandlebury during weekdays.

The £50m raised by the congestion charge would be invested in better and cheaper bus services. To reach Wandlebury from Cambridge would cost £2 each way (i.e. £4). There is already a direct service to Wandlebury from centre/Hills Road/A1307 but there would not be any other direct services.

We would be really grateful if you could answer a few short questions:

**1. Do you live in Cambridge?**                      Yes                                              No

**2. What method of transport have you used to reach Wandlebury?** (select any that apply)

Walk                      Cycle                      Bus                      Car                      Other

**3. Why did you use that method of transport?**

- Health/mobility reasons



- Cost reasons
- Reliability of journey
- Speed of journey
- Transporting items
- Other reasons (please write in):

***If you answered “No” to question 1, please do not answer any more questions.***

***4. If a £5 congestion charge was introduced, would you*** (select the one that most applies)?

- Stop coming to Wandlebury on a weekday?
- Come to Wandlebury less often on a weekday?
- Drive and pay the charge?
- Continue to come but change how you travel to avoid paying the charge?
- Carry on as normal because you don't arrive by car?

**Thank you for taking the time to answer these questions.**

## **GCP CONSULTATION RESPONSE - FROM CAMBRIDGE STUDENTS' UNION**

Cambridge Students' Union is in full support of the three Greater Cambridge Partnership proposals.

**Transforming the bus network:** Students are particularly excited and supportive about the implementation of an improved, cheaper, more regular, and greener bus network. There have been years of student campaigning to get better and more frequent links to colleges that are further out, such as Girton and Homerton. Improving the bus service will also make transport around Cambridge much more accessible for our disabled students. They also have reported that they like cheaper fares as this would encourage them to use the bus service more frequently. The biggest barrier for bus use for students is the infrequency and irregularity of the current bus service, and many have told the SU that they would use the services more if they were more reliable. We therefore welcome this proposal fully.

**Investing in other sustainable travel schemes:** Cycling is one of the most utilised modes of transport by our students. However many feel that the current cycle ways could be expanded, with clearer markings, better lighting, and more protection from the road. This is particularly important to new students who join Cambridge as first-time cyclists. Street lighting must go alongside this and complements a current SU initiative. This will encourage people to walk and cycle more as adequate street lighting would make Cambridge a safer place to travel. Overall we fully welcome this proposal.

**Creating a Sustainable Travel Zone:** This is the most controversial proposal, but through consultations with the student body (MCRs and JCRs and at Student Council) the majority of our students were in favour of this. High congestion on roads in Cambridge is a huge deterrent and danger for cyclists and pedestrians, so we support a charge for cars. There have been concerns raised that students who need to use cars will not be able to afford it so we suggest there may be some exemptions e.g. medical students driving to placement. We also want to flag the higher costs for larger vehicles e.g. coaches. This will add extra cost on students who are using these services for sport and recreation as part of a healthy lifestyle. Student lifestyle needs to be considered in this, however the overall benefit of getting cars off roads and an improved public transport system seems like a greater benefit. This may also raise an issue at certain points of the year for students who rely on cars to move in and out of their accommodation, potentially up to six times annually.

With best wishes,

Cambridge Students' Union

**To: Cambridge Greater Partnership**

Thursday 22<sup>nd</sup> December 2022

Dear GCP,

**RE: Cambridge United FC's response to GCP proposals for a Sustainable Travel Area for Cambridge Background**

The Abbey Stadium is the home of Cambridge United FC and our registered charity, Cambridge United Community Trust (referred to collectively as CUFC). This is located to the East of the city, on Newmarket Road. Playing football matches is only part of what we do. We are an asset to our community in many ways.

CUFC employ a total of 60 full-time staff, who have their base of work at the Abbey Stadium. The Abbey Stadium is a base of work for most staff, rather than a destination where staff remain all day. We also have volunteers who come to-and-from the Abbey on a daily basis.

CUFC has a car park which can accommodate 90 cars. During the week most of these spaces are not used. The car park is used to capacity on Matchdays. CUFC play 23 home league football games a season and around 5-10 cup competition games. Most games are played on a Saturday and these will not be affected by the proposed congestion charge. Evening kick-offs are usually on a Tuesday and start between 7-7.45PM. These games will be affected by the congestion charge as cars start to arrive from 6.00PM

**The Need for Change**

CUFC accept the need for reform of the transport system in Cambridge. Travelling in out and around the city has become progressively worse over the years. Something needs to change and we accept that will have some impact on how we operate

We have consistently promoted the use of public transport and have been strong advocates of the Park & Ride scheme. We make every effort to encourage fans visiting the Abbey to use the P&R wherever possible. We encourage use of the adjacent Chisholm Trail, with cycling racks available at the stadium, as well as a hosting Voi e-scooter station. Additionally, we encourage away fans to use public transport wherever possible or to travel on organised coaches.

We believe that the current proposals have a lot of merit but, for reasons we set out below, we think they will have a disproportionate effect on CUFC and our ability to deliver all of what we do for our community.

**Current Proposal**

As proposed the congestion charge would have a serious detrimental effect on CUFC for what is likely to be only a marginal benefit in terms of reduced traffic flow and revenue generation.

Of the 60 full time staff working at the Abbey Stadium, 75% go to and from the stadium more than once a day. These are staff are predominately in coaching roles either Academy or Community Trust who, together, coach over 2,000 young players per week inside and outside the city boundary. They use their own vehicles and using public transport is not a realistic option as they frequently carry kit such as balls and cones to training sessions.

The Trust delivers a variety of education, health and wellbeing programmes to over 3,000 local residents per week within the city. Some of this is delivered at the Abbey but a lot of the activity is delivered at other city locations, including schools.

CUFC is an asset to the community in Cambridge. It provides significant social value via its community outreach programmes, inspiring thousands of children on a weekly basis to participate in sport.

Post-COVID, we have seen a significant increase in older people engaging with our anti-loneliness services. We currently provide a warm place for residents to come. Although this is - hopefully - a short-term measure, it illustrates what we do for our community.

Much of our activity is supported by volunteers who are likely to be discouraged by a congestion charge. Introducing additional charges and/or introducing inefficiency to working patterns will, inevitably, limit our ability to serve the community.

### **CUFC Proposals**

In the consultation document it is stated: "Technical work also showed that a smaller area would not reduce traffic enough or raise adequate money to fund bus services" Taking the two objectives of revenue generation and reducing traffic, we believe that some small changes to the congestion charging zone could resolve the problems that would be experienced by CUFC with minimal loss of revenue to the new scheme. It would also have very little effect on traffic flows.

### **The boundary**

Our proposed boundary would follow the B1047 road from Fen Ditton to the junction with Newmarket Road. It would then extend West to the railway bridge then back East on Newmarket Road to the Park & Ride.

This route would capture all of the traffic flow heading into the city and also the retail park located to the west of the railway bridge. Changes in relation to the boundary would also benefit the cemetery, funeral directors and stone-masons. These are all destinations with car parking facilities but none of them are mass transit destinations. They generate small amounts of traffic flow and so would not produce a significant amount of income.

### **Charging times**

The congestion charge should end at 6.30PM, not 7.00PM. By 6.30PM, most of the traffic has left, or is leaving, the city. Any traffic going in for shopping will have already travelled into the congestion zone. The beneficiaries of the half hour earlier end to charging would be limited to cultural, sporting and community venues, which need all the support they can get, as well as CUFC for the occasional evening game.

### **Exclusions**

Those staff and volunteers that either work for our Charitable Trust or who are engaged in working with or supporting our community activity, including volunteers, should be excluded from the congestion charge.

### **Summary**

We understand and agree with the aims of GCP in bringing forward the plan for a Sustainable Travel Zone. As proposed, however, we believe the proposals will have a disproportionately negative impact CUFC. Our suggested changes could remove this impact at relatively little cost in terms of revenue or traffic flow. This would allow the Club to continue to engage in our community and provide social value to its residents.

Yours Sincerely,

**The Board of Directors**  
**Cambridge United Football Club**

Executive Management Office  
Box 146, Addenbrooke's Hospital  
Cambridge Biomedical Campus  
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RS/GB/097  
23 December 2022

Dear Sir

**Consultation response to 'Making Connections – A City Access Public Consultation' on Behalf of Cambridge University Hospitals NHS Foundation Trust**

All who know Cambridge, know that traffic congestion and making journeys across the city at specific times can be intolerable. Routes are congested. Walking, cycling or using the limited public transport is not as attractive an option as it should be. A bold and innovative approach is required to tackle the issues and, importantly, the contribution that a change to transport infrastructure within Cambridge would make on carbon emissions and climate change.

Each day, thousands of patients, visitors and staff attend Addenbrooke's and The Rosie Hospitals, having travelled to the Cambridge Biomedical Campus (CBC) via a range of transport options. Cambridge University Hospitals NHS Foundation Trust (CUH) has published in the last year its Green Plan, which documents the organisational ambition to reach Net Zero: Zero Waste by 2045, in line with the targets for all NHS trusts. Ambitious targets have been set in terms of transport to drive a modal shift to more sustainable ways of travel.

CUH has reviewed the Greater Cambridge Partnership's (GCP's) consultation documentation and its bold, ambitious vision for a sustainable travel system is welcomed. Cambridge needs to have good connectivity to function. It has to be easy to move around, meet, share ideas and develop opportunities.

There is an overwhelming need for transport to be affordable, reliable, quick, accessible, safe and sustainable in delivery. In developing our CUH corporate response, we have engaged with our staff through listening events, whole Campus briefings, and engaging with and promoting the GCP public meetings.

## **About Cambridge University Hospitals and the Cambridge Biomedical Campus**

CUH is situated at the heart of the CBC. With around 1,200 beds and 13,000 members of staff, we are one of the largest acute hospital trusts in the country. As well as being the 'local' hospital for our community, delivering care through Addenbrooke's hospital and the Rosie maternity hospital, CUH is also a leading regional and national centre for specialist treatment (including rare diseases, oncology and transplant), a government designated comprehensive biomedical research centre, a partner in one of eight academic health science centres in the UK (Cambridge University Health Partners) and a university teaching hospital with a worldwide reputation.

Together with health system and academic partners, we have ambitious plans for two new hospitals. Our plans for the Cambridge Cancer Research Hospital are well advanced, as part of cohort two of the Government's New Hospitals Programme; and we have secured funding from the Government to develop the Cambridge Children's Hospital, a dedicated hospital which seeks to treat the whole child by integrating physical health, mental health and research. In addition, our further hospital development programme is clearly defined for the next decade through our Addenbrooke's 3 business case.

The CBC is a significant part of the UK's and Europe's leading life sciences cluster, and is a vibrant, international healthcare community and a global leader in medical science, research, education and patient care. It is the largest employment site in Cambridge.

While CUH occupies a significant portion of the Campus, other CBC partners include Royal Papworth Hospital NHS Foundation Trust, Cambridgeshire and Peterborough NHS Foundation Trust, the University of Cambridge, the Medical Research Council, Abcam, and AstraZeneca.

### **An overview of current travel patterns**

The following section of this response summarises the current travel patterns of patients, visitors and staff who come to the CUH site:

- Patients are often coming to our hospitals at times when they are vulnerable, not as mobile as usual, or are suffering with long-term conditions. They may need to frequently attend one of the locations in and around Cambridge from which CUH operate its services. Some will hold 'blue badges' to support their parking needs but many will not, owing to the temporary nature of their illnesses.
- Some patients use public transport but difficulties in relation to access and space on bus services for those with additional needs is often described as a barrier.
- Many visitors to the hospital will use the local Park and Ride facilities as often as they can. However, those visiting in the evening tell us that they are less keen to use bus services as they find them too infrequent and that they end before hospital visiting finishes. They also express concerns over safety at the Park and Ride sites.
- The Trust is in a good position to understand staff travel patterns and how these have changed since the Covid-19 pandemic. The recent staff travel survey provides baseline information and CUH will be happy to share further insights on staff travel as they become available.

- The vast majority of staff travelling to work already use sustainable transport. We have over 2,500 cycle racks which are usually full. The Campus currently supports 12 bus stops and many routes, coming from across Cambridge and the surrounding market towns and villages, with services provided by several different operators. Cambridge's second bus station is located on the hospital site. The modal share for bus travel to the Campus is 15% (and was higher pre-pandemic).
- Those who travel by car largely do so as they have no other option and meet the criteria of being a member of staff on shift work, a carer or having additional needs which make travel difficult, in addition to staff who hold a Blue Badge.
- Many staff live outside Cambridge where accommodation is more affordable than in Cambridge and therefore they have limited access to reliable and timely public transport.
- We have a large pool of volunteers, who both volunteer in the hospitals and act as volunteer drivers offering transport to hospital for those who need it. This group plays an important role both in transport terms and by providing support and companionship when bad news may be broken.

CUH is acutely aware that, while some will benefit from the proposals which have been put forward, a proportion of staff, patients and visitors could be adversely affected due to a range of complex and inter-related needs. It is within this context that our response is provided below.

### **Consultation response**

CUH agrees that for the City of Cambridge to operate as one of the national and international leaders in science, education, business, innovation technology and healthcare, an effective and sustainable travel and transportation system is essential. It needs to be a system that will enable sectors to work effectively together and in partnership, with a seamless approach to making journeys and enabling communication.

It will be important for all of these sectors to work together to find solutions, and CUH would expect to play its part, keeping in mind the immediate needs of and impact on hospital patients, staff and visitors. CUH therefore supports, in principle, the proposals, but with a number of qualifications and a requirement that there should be further discussion in relation to exemptions, re-imbursements and other steps to meet in particular the needs of those living outside Cambridge who work at the hospitals.

It is acknowledged that the plans for hospital expansion, which are outlined above and will come forward over the next decade, will bring with them transport planning concerns. There is potential for additional journeys above those which are seen today. The emphasis for these new builds is to ensure that appropriate environments are provided for the delivery of new and emerging technologies, as well as ensuring that there is physical capacity to meet healthcare demand. CUH is actively pursuing options to enhance community-based hospital specialist provision (via the Integrated Care Partnership) to reduce the footfall on the Campus. However, specialist work will always need to be conducted on the site.

CUH is pleased to note the GCP's commitment to:

- Significantly improving public transport in terms of frequency, duration, speed, connectivity and affordability, and importantly ensuring that enhancements are introduced well in advance of the introduction of a road user charge. The planned increases in Park and Ride capacity, close to the Campus, are also welcomed.

- Adjustment of the final proposals in line with feedback received during consultation and, in particular, the timing, extent of zone, exemptions and discounts associated with the proposed road user charge.
- Ensuring that the proposals which are introduced in a way that Cambridge remains a unique and attractive place to live and work.

The remainder of this response provides feedback on the consultation questionnaire and highlights a number of areas which the Trust believes need to be addressed to deliver the desired benefits.

### **Bus services**

CUH advocates for improved public transport travel options to the CBC. CUH is proud to have been the first NHS trust which developed a green transport plan and created (with partners) the second Bus Station in Cambridge. CUH continues to work closely with bus operators and service commissioners to bring improved public transport options to the Campus. Changes to bus services are a fundamental part of this.

In recent weeks and months, our staff have expressed significant concerns about current bus services, including their reliability, frequency, cost and ticketing complexity. Services being withdrawn or cancelled, last minute disruption and unreliability all give rise to scepticism that services can improve and serve the community as described in the consultation. Many of the services are viewed by our staff who use them as 'broken'. The impact on our staff is significant, with increasing anxiety as to whether buses are going to turn up to get them to work on time or to enable them to get home at the end of their shifts. Ensuring that the current timetables can operate as advertised and are sustained should be a key priority.

Many of our staff live outside Cambridge due to housing affordability and often work shift patterns across seven days a week. Any proposal must provide cost effective fares, sufficient routes to support people travelling from nearby villages and towns, reliability and longer operating hours. More direct routes are required to speed up journey times. It is vital that services are in place prior to making any changes to other transport options, so that there is choice and to establish confidence in the public transport system.

To encourage use of bus services, our staff tell us that the most important factor is reliability, closely followed by high frequency, fast services and cost. Current services are not well-coordinated between providers, are unreliable and in recent years we have seen a monopoly within Cambridge.

CUH considers it essential to find solutions which address all these points. The franchising model would offer a strategic approach to the planning of bus services which the current model does not fulfil. We strongly support the principle of franchising and CUH would wish to be an active contributor to the franchising strategy. Bus services must be delivered through a fully integrated delivery model, with capacity, good governance and adequate funding. CUH would suggest that lessons should be learned from the Greater Manchester experience on franchising. Whichever model comes forward, it should be protected from local government budget cuts.



## **Walking, cycling and other improvements**

CUH supports improvements to walking, cycling and accessibility infrastructure. CUH is pleased to see that, in addition to the greenways and cycling plus networks programme which are already underway, improved cycle routes, access to secure cycle parking and improved segregation for pedestrians and cyclists are proposed. Currently over 35% of journeys to the CBC are made via active travel modes, and Campus partners would be keen to see this figure increase. Improvements have historically taken too long to be delivered.

The safety of those using the walking and cycling ways is paramount. Staff tell us that good lighting, improved wayfinding and safety interventions (such as CCTV and help call facilities) are essential to support and encourage cycling (including use of the greenway routes). Currently staff are reluctant to use some cycle routes in the evenings, owing to poor lighting, making them feel isolated and vulnerable. We continue to provide this feedback, although we observe that improvements in recent years have not addressed this fundamental aspect.

In addition, during the winter months we often see pathways and cycle lanes not gritted and cleared of snow and ice, increasing the risk of accidents. In spring and summer, hedges become overgrown and are not cut back, and in autumn there are build ups of slippery leaves on key footpaths and cycleways. Ongoing, year-round maintenance of these routes must be a priority, not just near the Campus but throughout Cambridge.

CUH is keen to understand more about the proposals in relation to reallocation and design of cycle and walking routes. Our staff tell us that, from a safety perspective, they are keen to see improved segregation between walking and cycling lanes, as well as improved quality of surfaces and maintenance of tracks and lighting.

CUH is also keen to see plans coming forward which support equality of access for those with reduced mobility or additional needs, and options for adapted bicycle hire are welcomed.

The suggestion in the consultation documentation that a 50% reduction in real-time traffic would enable a provision of safer and cleaner environment for walking and cycling is welcomed.

## **Sustainable Travel Zone**

CUH understands that, to create a Sustainable Travel Zone (STZ) for the City, and to deliver the comprehensive proposal of improvements, funding will need to be raised. The proposal for a STZ would charge those who cause most pollution and make the greatest contribution in terms of negative impact on air quality.

Recruitment and retention of staff at CUH is a matter which causes great concern. We believe that the introduction of charges will discourage people from wanting to work at the hospitals, not least as the current rise in the cost of living has resulted in a decrease in available spend for most families.

Over 50% of staff at CUH are employed in posts which start at £26,000 per annum or below so it is important to understand where and when exemptions would be applied, especially where the public transport infrastructure does not offer a reasonable alternative. There is a real risk that staff will look elsewhere for jobs if an appropriate balance is not struck in supporting the transport options of those who are working unsociable hour shift patterns. The healthcare support worker role is particularly vulnerable in this regard. An adverse impact on staffing would result in significant risk in relation to patient safety.

There is significant concern from workforce colleagues that the STZ proposals will make Cambridge a less desirable location in which to live, thus impacting adversely our ability to recruit. CUH is keen to know more as the proposals develop to help promote the sustainable travel options as a benefit rather than a hindrance.

In relation to carers, the group who would be most affected are those who need to drop off, pick up or be available at relatively short notice if required to support our patients. CUH would be keen to discuss this aspect further with the GCP.

Many staff are also concerned that, under the current proposals, they would have to cross the STZ in order to reach their destination in a reasonable time. In relation to access to the Park and Ride sites, the routes to these facilities being outside of the travel zone is welcomed. However, concern has been raised by staff and patient groups that often the only routes available to access the Park and Ride sites are via the main arterial roads around Cambridge (M11, A11, A10 and A14). To be able to access the Park and Ride sites without crossing the boundary of the travel zone, commuter numbers would significantly increase on what are already busy roads, increasing journey distance, journey time and air pollution and will add significantly to already long journey times.

As noted above, many of our patients attending the hospital may not be able to use public transport, owing to their mobility, condition or temporary disability. CUH is keen to advocate on behalf of patients attending the hospital and to discuss options which support their travel. It is understood that a proposal of re-imbursements is under consideration and CUH would wish to know more about how that may operate and be involved in the discussions. What is proposed is likely to be complex and costly to operate. It would not be possible or appropriate for any administrative burden to be placed onto CUH to support a re-imburement system, and it is also considered that a process of upfront payment and reclaim may incur hardship to individuals at what is a vulnerable time or deter patients from coming forward for treatment.

The role of volunteers at CUH is highly valued, both those who undertake volunteer roles within the organisation and those who support patients in accessing the Campus. CUH would look to have further discussion with the GCP about the role of volunteers and access arrangements for them to support the delivery of services. There are also many others who support the operational delivery of healthcare services at CUH. Ministers from different faiths, carers and members of the Royal Voluntary Services who run the café facilities in outpatients, oncology and the Rosie Hospital. Discussion in relation to these and similar groups would be welcomed.

There is also a concern that the proposals for freight and heavy goods vehicles will result in significant additional costs to CUH and other Campus partners in terms of logistics and supply chain. All clinical consumables, catering items, maintenance, linen and clinical engineering equipment are transported to site via road. Costs will be passed on by suppliers which will mean there is less public funding available for delivery of healthcare services. Further discussion on this matter would be welcomed to explore the options, informed by modelling to assess the impact on our significant logistics and supply chain operations.

CUH would specifically like to discuss its unique range of vehicle requirements in service of patients, which include:

- CUH vehicles, specialist vehicles used for estate management, courtesy buses, patient transport, community and healthcare providers moving between premises.
- Specialist building, engineering and maintenance contractors with equipment.
- Construction vehicles.

- Vehicles with clinically sensitive equipment, waste, materials, specimens, organ donation, blood services, etc.
- Staff who work complex shift patterns starting early in the day and leaving late in the evening.
- Community staff working across the healthcare system and providing services to patients in their homes.

There will need to be a clear agreement that public transport and active travel infrastructure improvements have been implemented to an acceptable level before the introduction of any charging scheme. It is important that there are threshold targets against which the progress of the proposals are measured and that there is confidence in the integrated public transport services ahead of any charging being introduced. Transparent and fact based formal monitoring and evaluation is vital.

CUH acknowledges that it generates journeys within Cambridge and the wider area across all modes of transport by the nature of the critical service it delivers. Linked to NHS sustainability targets, consideration of both the need for travel and mode of travel as part of the delivery of services is something which is actively being addressed. Some of the benefits already being seen include 23% of outpatient consultations now being undertaken by telephone or video link. The 'virtual ward' programme has been introduced to support caring for patients in their own homes. CUH has committed to reducing the number of business trips and transferring as many as possible to more sustainable modes.

## **Conclusion**

It is clear that ambitious and radical change is needed and CUH welcomes that approach.

CUH welcomes the positive intentions of this consultation and believes that the public transport, walking and cycling improvements put forward will support connectivity both within the City and beyond. While many of our staff use active travel means for the whole of their commute to work, a significant proportion of staff come from further afield and use walking, cycling and Park and Ride facilities for the last 10% of their journey. There needs to be an immediate and ongoing focus on maintaining existing routes and timetables with real attention to the year-round maintenance of existing walking, cycling and Park and Ride infrastructure. Building confidence in delivery is crucial, underpinned by fact-based evaluation. The stakes are high if the delivery falls short of the vision - the quality of care CUH provides to its community cannot be taken for granted.


Our staff are concerned about their ability to attend work, either through lack of reliable public transport routes or the costs associated with travel (both via public transport and the Sustainable Travel Zone) and this may become a real barrier to our ability to recruit and retain staff, thereby impacting our ability to deliver high quality care.

CUH is keen to engage with the GCP as the proposals are further considered and developed. Particular areas where the Trust would like to be involved are the exact location, timing and charging for the STZ (including exemptions and re-imbursements), behaviour change measures to enable a transition to a new approach to transport, and the strategic approach to planning and commissioning of bus services.

CUH would be keen to see a programme of monitoring, measurement and evaluation introduced to ensure the improvements have the desired impact.

CUH is committed to and supportive of the overriding ambitions and principles of the GCP to deliver a fully connected, inclusive, sustainable and affordable transport system which works for our City and services. In that context, we are keen to continue to engage in discussion and debate to help find solutions which are compatible with the delivery of safe and effective healthcare for the communities we serve.

Yours faithfully

A handwritten signature in cursive script that reads "Roland Sinker".

Roland Sinker  
**Chief Executive**



Monday 26<sup>th</sup> December 2022

Making Connection 2022

## To Whom it May Concern,

**The Cambs Youth Panel was approached by the Greater Cambridge Partnership to assist and support in the consultation process regarding the proposals towards transport reform in the City of Cambridge.**

We consulted twice as a panel with the team compiling the research into this programme and offered our views in person on both of those occasions.

As a group we wish to place on record our collective support for the GCP proposals around improved and enhanced public transport. As a group we represent young people from all backgrounds and who live across the City and in the surrounding areas. The vast majority of our membership are not old enough to drive and choose not to operate a 50cc motorcycle on the grounds of cost or personal safety. The public transport network is absolutely essential to our young people being able to move freely into and out of the City of Cambridge, and also to see each other and socialise.

The public transport network – as it currently is offered – is thought to be unreliable, it is aging, and it is not perceived to be a very nice experience to use. It is noisy and overcrowded during peak hours. It is generally not cheap and buses (specifically) are not frequent enough.

Many of our members are looking forward to being able to afford their first car – even though the costs of car ownership are incredibly high and insurance costs are astronomical for young drivers who have just past their test. The idea of no longer having to stand, cold and wet at a bus stop hoping that the bus will arrive on time, won't be full and will simply convey them from one place to another without delay is enough to motivate young people to save hundreds of pounds (thousands even) and buy what will be a pretty basic vehicle. The freedom that is associated with car ownership – the simple idea of freedom (not only to go where you like and when you like – but also freedom from the public transport network) is more than enough to justify the price tag.

To this end, a network of clean, ecologically sound, modern buses that arrive within short intervals of each other and charge minimum fees should be an easy choice for any young person. If they grow through their teenage years trusting and relying on – not resenting – public transport the idea of

spending such high sums to become a car owner and user will simply seem like a ridiculous idea – particularly as fuel continues to become more expensive. This is the general consensus of our panel.

This being said, there are significant issues to overcome. The promise of ‘jam tomorrow’ – that is a service that will fulfil these criteria *in due course* – will not succeed. There will be no traction at all because young people on the panel remain in agreement with the proposals but are sceptical about delivery. *They are a generation who are used to being promised without being given.* Furthermore, they are sympathetic to their parents and to car owners who feel that congestion charging is merely another ‘stealth tax’ that will hit their family income overall.

Outside of our panel we consulted with students in two mainstream schools (we sought to approach more but the unexpected extreme weather and school closures disrupted this).

We sign-posted all students aged 14 and above to the online survey and handed out printed consultation information and materials to help them to participate.

The feedback that we received verbally through these interactions was sceptical and dismissive. The younger generations – aged 14 and above - is undoubtedly sympathetic and supportive towards anything that tackles the climate crisis. This being said – and having recently witnessed the government open a coal mine – there is little faith that ‘the powers that be’ genuinely care on this front. Instead young people spoken to said that they felt that the climate emergency and the environment were more likely to be used as excuses to penalise people and raise taxes on things that they would have to do, consume or use anyway – without providing an ethical or reasonable alternative that is affordable.

To this end the proposals around public transport will always have to battle against people who do not believe in the sincerity of the project – and who expect one side of the proposal to be watered down while the other side of the proposal will eventually be increased.

In one case a teenager pointed to the cost of going to university – which began with a £1000 per year annual contribution by students – but over time has escalated to over £9,000. The point being made was that the charge will start low and then gradually over time increase to an unacceptable level – which families will then be left with. It is felt that what begins with a £5 or £10 charge to enter the city in a car will then inevitably increase over time.

Furthermore, other students pointed out that the most affluent groups – who can afford electric cars – will be given exemptions. The richest people will continue to travel in privacy and luxury and the other people will be left on buses that haven’t been improved.

The general anticipation is that the charges will be introduced before there are any discernible changes to the fleet of buses, the frequency of buses or the reliability of buses.

To this end most students were loyal to their parents and the fact that it will ultimately be their parents who end up paying a net rise in costs for transportation – some of which will result in profits (an issue that some contributors felt was objectionable in the context of public provision that is reinforced by penalty charges for not using that service).

Another student pointed out that using the private operator system doesn’t work if there is no competition to keep costs low. If you are standing at a bus stop and a bus arrives from an operator and you don’t like that bus or that operator there isn’t another bus you can choose to get on. You simply have to get on the bus and pay what they charge.

A final point that was made, that was echoed by a number that we spoke to, was that investment in buses is not the only issue. Investment in waiting areas is also key. Bus stops across Cambridge and the surrounding area rarely do give enough shelter. If bus shelters were better, warmer, protected from the elements more adequately, offered light, WiFi, and had limited seating – this would also improve the public transport network because waiting for a bus to arrive would be less problematic. Standing in the cold, in the rain, is the ultimate persuasive factor for not wanting to catch the bus.

Overall the Cambs Youth Panel is supportive of the proposals and has more faith in the offer than most of the young people that we spoke to.

All – it would seem – agreed and acknowledged that the existing circumstances need to be reformed and subjected to significant change and modernisation.

Some – mainly outside of the Youth Panel – felt that this was not going to be delivered in a way that didn't incur significant additional costs to end users or that the costs themselves would not be met in a fair and appropriate way.

Most of the young people that we spoke to said that they were planning to get their own car as soon as they could anyway and that they wouldn't consider relying on the bus service and public transport network if there was the opportunity to drive instead.

For the young people that we spoke to travelling on the public transport network is still associated with low aspiration living – and owning and operating a car is still associated with being ambitious and is seen to be a positive achievement.

It would seem that the GCP will need to take active steps to address these concerns to win the wholehearted support of young people – despite the overwhelming acknowledgement and belief that there are too many cars on the road and the consequences for the planet in the medium to long term are unsustainable.

On behalf of the Cambs Youth Panel,

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Phil Priestley', written in a cursive style.

Phil Priestley

Founder & Lead Adult Facilitator



**From:** Cambridgeshire and Peterborough Climate Action Coalition  
**To:** Greater Cambridge Partnership  
**Subject:** Response to Making Connections Consultation  
**Date:** 23 December 2022  
**Contact:** Edward Leigh / 01223 312 377 / [edward@smartertransport.uk](mailto:edward@smartertransport.uk)

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The Cambridgeshire & Peterborough Climate Action Coalition (CPCAC) recognises that the *Making Connections* plan is an important attempt to respond to the challenge of climate change. However, CPCAC is deeply concerned that the plan is unlikely to be deliverable in line with the timetable provided in the brochure, and therefore more precious time to act will be lost.

CPCAC urges the Greater Cambridge Partnership (GCP) to develop and deliver a plan of actions that will start to reduce car dependency and use immediately, not in several years' time. We refer GCP to the many proposals developed by Smarter Cambridge Transport, and the policies, plans and actions of other local authorities, such as Oxford, Bristol, Hertfordshire, Nottingham and Leicester for inspiration.

## **Decarbonisation**

All the constituent councils of the Greater Cambridge Partnership, having declared a climate emergency, are obligated to take bold, swift and effective action to reduce carbon emissions from transport. CPCAC would like to see clear evidence that all the GCP work programmes, including the *Making Connection* plan, are consistent with the Cambridgeshire and Peterborough Independent Climate Commission (CPICC) goals, set out in its Initial Recommendations on Transport in its [2021 report](#):

- A complete phase-out of the use of cars running on fossil fuels by 2050 within the CPCA area.
- *All buses and taxis operated within the CPCA area, and Council owned and contracted vehicles, should be zero emissions by 2030.*
- *Reduction in car miles driven by 15% to 2030 relative to baseline.*
- *Diesel vans and trucks to be excluded from urban centres by 2030 and local zero emission options pursued.*

And that all work programmes are also consistent with national decarbonisation commitments relative to 1990 emission levels:





- [68% reduction by 2030](#) (Nationally Determined Contribution, as communicated to the United Nations Framework Convention on Climate Change).
- [78% reduction by 2035](#) (UK's Sixth Carbon Budget, enshrined in the [The Carbon Budget Order 2021](#))
- [100% reduction by 2050](#), ([Climate Change Act 2008](#), as amended in 2019)

## Public transport and active travel

CPCAC fully supports the intention to provide better public transport and safer provision for active travel, as this will help reduce car dependency and usage, reduce carbon emissions, and contribute to improving public health and reducing social inequality in the wider region. However, we are concerned that essential detail is lacking from the proposals, e.g. how more buses will be accommodated in Cambridge city centre; that the timetable for making the Enhanced Partnership is unrealistic, and inconsistent with the two-year estimate stated in the Strategic Outline Case; and that hourly bus services will not provide a viable and attractive alternative to driving for most people. These and other matters are covered in more detail in the personal response submitted by Edward Leigh.

## Road user charge

CPCAC fully accepts that the local authorities require new tax revenues to fund the expansion in bus services and invest for the long term in active travel infrastructure. A road user charge could be an effective, proportionate and reasonably fair way to achieve the twin objectives of reducing congestion in Cambridge city, which will benefit people who travel by bus and those who need to drive, and raising a revenue that can be hypothecated to invest in local transport.

However, CPCAC is deeply concerned that the *Making Connections* Plan for a Sustainable Travel Zone road user charge lacks credible modelling, a deliverable timetable, and robust plans to manage political, technical and financial risks. These and other matters are covered in more detail in the personal response submitted by Edward Leigh.

**GCP Making Connections 2022 Consultation:** Response from the ICS Exec team, December 2022

### **Background**

The Greater Cambridge Partnership is consulting on plans to introduce a Sustainable Travel Zone in Cambridge. This would see expansion of the bus network and improvement in cycling and walking routes, funded through a daily road user charge. A link to the consultation proposals is here <https://consultcambis.uk/engagementhq.com/making-connections-2022> The consultation closes on 23 December 2022.

### **ICB draft response**

The ICB supports the aims of the proposals, which seek to tackle congestion and pollution with improvements to the bus network and sustainable travel. However, we have concerns about the implications for access to services. We have also identified some possible operational and cost impacts on the NHS.

### **Health benefits**

The benefits of active travel for health are well evidenced and the proposals have the potential to bring real improvements to people's health by encouraging greater use of cycling and walking as a means of transport and for leisure.

Air pollution can cause and exacerbate conditions such as asthma, cardiovascular and respiratory diseases and is a major contributor to ill health. The reduction in air pollution as a result of the proposed changes will have a significant health benefit, particularly for vulnerable populations who are more susceptible to the impacts of air pollution, including children, older people, individuals with existing long-term conditions and low income households.

### **Access to services**

It is not clear what the impact would be on access to services for people who normally rely on the car to get to their appointment. In our recent survey "Let's talk: Your health and care" over 70% of respondents said they travel to healthcare appointments by car. There is a concern that some patients may not access healthcare services they need due to the cost or difficulty of getting to their appointment. The risk is compounded by the cost of living crisis, which may lead to difficult decisions about paying for medications, accessing services and making lifestyle choices with long term health and wellbeing impacts.

If people are deterred from accessing healthcare, this could lead to exacerbation of existing health conditions, further pressure on emergency services and risk of wider health inequalities in the future.

It is not clear that the reimbursement proposals will adequately mitigate the risk.

Patients that could be affected include people travelling to the biomedical campus from across the region for specialist medical treatments as well as local patients accessing primary and secondary care services.

There also needs to be consideration of the potential impact for carers, and for the vulnerable people who rely on their support.

### **Primary care**

Staff and patients who need to drive to work across our 23 General Practice sites in Cambridge City, will be affected. Clinical staff will often require their cars in order to carry out domiciliary visits to housebound patients or to visit patients resident in care/nursing homes. Kit and medication are often needed to be transported with clinicians, so transport by private cars is required.

We could see patients trying to re-register outside of the city's surgeries to avoid congestion charges, which could destabilise City Centre practices economically and put undue workload pressures on perimeter practices.

Pathology and pharmacy vans have daily (sometimes several) pick-ups from surgeries for specimens and prescription deliveries for housebound patients. It is not clear if they will be exempt.

Huntingdon Road Surgery is located centrally and has a branch site in Girton, which is outside of the congestion charge perimeter. This could lead to undue pressure for patients wanting to drive to Girton and avoid main branch site, and the same for where staff are contracted to work from.

### **Planned developments**

Concerns that housing developers & contractors will need to cover their costs in construction costs or building materials to be delivered to sites on a daily basis, agreed and costed infrastructure (e.g. health buildings). Sites include Darwin Green, Eddington, Northeast Cambridge, Marleigh/Wing.

Recruiting workforce to these new health facilities will now need to factor in congestion charge costs to employees and/or employers.

### **Operational impacts**

The logistics of the proposed reimbursements need to be explored. We are concerned that some of the reimbursements (e.g. for NHS patients clinically assessed as too ill, weak or disabled to travel on public transport and NHS staff covered by the reimbursement categories) will have administrative costs for the NHS, or may not be practical to implement. Some groups of staff who care for patients in the community may not be covered.

### **Workforce recruitment and retention**

There may be significant impact on NHS and Primary Care staff who are travelling into or travelling within the congestion charge boundary to get to work. We know that a large number of staff who work in our organisation and in the rest of the NHS live in the more affordable areas surrounding Cambridge. There could be an impact on recruitment and retention of staff who travel in and out of or within Cambridge as part of their work, unless there are exemptions.

### **Increased Public Transport Provision**

Whilst we welcome the proposal to increase public transport into the city, particularly from outlying villages and towns where key workers may be located. We would wish to have assurances that these additional transport routes would be guaranteed to remain in place for a number of years to support recruitment and retention of staff. We would be concerned if these routes were removed within the first few years of any congestion charges due to initial underuse, as it is likely to take some time to

change the public patterns of behaviour in relation to public travel. Finally, there is an associated concern regarding the reality of increased public transport provision as there is an acute staff shortage in that part of the job market too.

For further information on this submission please contact: [cpicb.comms@nhs.net](mailto:cpicb.comms@nhs.net)