

# Cambridge CB1 Development Stakeholder Workshop

14<sup>th</sup> July 2017



Report written by Paul Bragman: Community & Economic Regeneration Consultants Ltd.  
T: 0208 442 2379 E: [paul@communityregen.net](mailto:paul@communityregen.net)  
W: [www.communityregen.net](http://www.communityregen.net)

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# 1. Ground Rules

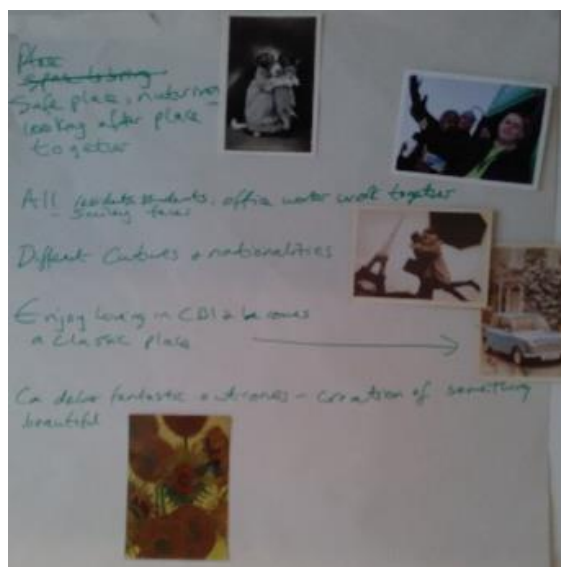
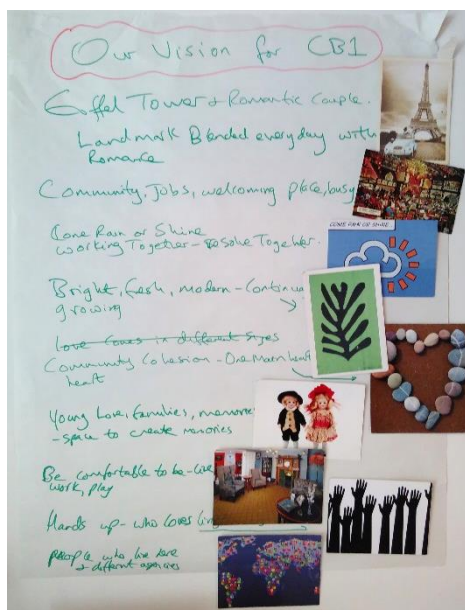
The following groundrules were agreed by participants:

- Be honest, polite and respectful
- Listen to each other rather than interrupting or talking over another person
- Mobile phones on silent or vibrate
- Everyone to participate
- Everyone is equal irrespective of who you are
- Focus on the main conversation and avoid side discussions
- Constructive criticism of ideas is encouraged
- Keep to time and the agenda
- It's okay to have fun



# 2. Visions for CB1

Participants were asked to pick a postcard that best represented their vision for the CB1 area and share this with the workshop.



These were the key themes:

- Community/ diversity
- Collective experience happy/sad
- Place for bringing up a family
- Colourful place / all side by side
- Green spaces improved
- Welcoming and homely
- Pretty and welcoming once you arrive in CB1
- Whole/ difference elements all live together all embrace everyone in it
- All part of a link – challenges
- Joined, united, innocents

- Meeting place and getting on together
- Coming together
- Love
- Informal tidy and working together
- Teamwork and coming together
- Diversity
- Complexity
- Growing
- Colourful
- Land mark blending everyday with romance
- Community, jobs, welcoming place and busy
- Come rain or shine working together to solve problems together
- Bright fresh, modern and continually growing
- Community cohesion with one main heart
- Young love, families and memories- a space to create memories
- Being comfortable to live, work and place
- Hands up who loves working and living here
- People who live here and different agencies
- Safe place, nurturing and looking after the place together
- All residents, students and office workers and working together with smiley faces
- Different cultures and nationalities
- Enjoy living in CB1 and becomes a classic place
- Can deliver fantastic outcomes and the creation of something beautiful

### 3. Setting the Scene

Simon Wallis from Brookgate provided an update on the physical changes to CB1 and who is responsible for what.



A presentation was then given on the findings from the stakeholder interviews. See Appendix 3 for details.

## 4. Current work streams underway in CB1

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Participants highlighted key areas of work their organisations are involved with in CB1, they included the following

- a) ASB
  - City council
  - Police
  - Managing agencies
  - Railway police
  - Student prod University
  
- b) Pop up brothels
  - BPHA
  - Police
  - Encore
  - Signage from station
  
- c) Park
  - Hills
  - Brookgate
  - City Council
  
- d) Cleanliness
  - Pavements
  - High quality environment
  
- e) Lighting in pocket parks
  
- f) Traffic/ vehicle/ environment
  
- g) Parking
  - End of development
  - Ownership/ management

It was agreed that there is confusion over who does what

CB1 Management Company role was explained;

- Manages all properties across the estate
- Each property owner is a stakeholder
- Each property owner then appoints its own management company

## 6. Key challenges

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Each table were asked to highlight the key issues from the scene setting with each of the coloured tables reporting them back as follows.

<p><b>Group 1 - Blue</b></p> <ul style="list-style-type: none"> <li>• Residents led association, sub property stakeholder</li> <li>• Lack of community cohesion (establish)</li> <li>• ASB/ Community safety</li> <li>• Clear responsibility</li> <li>• Coordination</li> <li>• Transport management</li> <li>• Service charges/ clarity</li> <li>• Negative PR</li> </ul>
<p><b>Group 2 - Yellow</b></p> <ul style="list-style-type: none"> <li>• Communication</li> <li>• Engage with police/ PCSOs</li> <li>• Forum- platform central information sharing</li> <li>• Identification of correct body and responsibility</li> <li>• Different issues in different parts of the estate</li> <li>• Park redeveloped- timing and no mass football</li> <li>• Noise- buildings seem to reflect noise</li> <li>• Cyclists using wrong routes</li> <li>• Intensity of use of some areas</li> <li>• Adverse PR</li> </ul>
<p><b>Group 3 - Green</b></p> <ul style="list-style-type: none"> <li>• Communication – from top down</li> <li>• Community cohesion- short term residents with long term residents/workers</li> <li>• Stigma- divides of 'types' of people</li> <li>• Perception of area- only negative PR is printed and need more positive stories</li> <li>• Environment- creating and maintaining a pleasant and safe place to work and live</li> </ul>
<p><b>Group 4 - Red</b></p> <ul style="list-style-type: none"> <li>• Communication</li> <li>• Dispute resolution</li> <li>• Pedestrian v vehicle flows</li> <li>• ASB- worse at night</li> <li>• Public open space</li> <li>• Bike theft</li> <li>• Drug use / dealing</li> <li>• Service charge – spoke costs and value</li> </ul>

## 7. Voting on the key issues

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The key issues highlighted in the group discussions were distilled into the following areas.

Participants had three votes to rank the most important challenges for CB1.

Key Issue	Number of Votes
a) Communication <ul style="list-style-type: none"> <li>• What's being done</li> <li>• Where to go to</li> <li>• Who to talk to</li> </ul>	21
b) ASB <ul style="list-style-type: none"> <li>• Drug use</li> <li>• Dealing</li> <li>• Noise</li> </ul>	14
c) Community cohesion <ul style="list-style-type: none"> <li>• Divided into different groups</li> <li>• North/ South – Commercial/residential</li> <li>• Student/ non-student</li> </ul>	12
d) Managing Conflict <ul style="list-style-type: none"> <li>• Dispute resolution</li> </ul>	7
e) Public Open Space <ul style="list-style-type: none"> <li>• Maintaining</li> <li>• Mill park</li> <li>• Intense use of some areas</li> </ul>	5
f) Service charge <ul style="list-style-type: none"> <li>• Understanding costs</li> <li>• Value for money</li> </ul>	5
g) Transport <ul style="list-style-type: none"> <li>• Pedestrian and vehicle flows</li> <li>• Taxis</li> </ul>	4
h) Coordination	4
i) Negative PR	4
j) Roles, responsibilities and accountabilities <ul style="list-style-type: none"> <li>• Who does what</li> <li>• People taking responsibility</li> </ul>	4
k) Bike issues <ul style="list-style-type: none"> <li>• Theft</li> <li>• Management</li> <li>• Using non-routes</li> </ul>	1



## 8. Action plan

What	Who	When
<b>A) Community Cohesion</b>		
Residents/ occupiers wider CB1 group Presentation, information 2-way process POS for event/regular use Food 'Festival	CB1 to initiate  All invited  Hill/CB1/City All stakeholder	Form ASAP  First meeting September?  First in Autumn
Events like this Community events Communication  Positive PR Community Facebook	Estate/City? Resident led coordinated- clear plan and facilitated All Resident led	
Community event in the park? Sharing of significant events Calendar of events and web based	All and wider. Hills rep 6 <sup>th</sup> form Local hotels Warren close Earl of Derby public house Network rail All tenants of commercial Jesus college Botanical garden Leisure park	
Events to bring groups together September moved to a community- be a part of it Managing expectations and give a bit of leeway in September Residents association- could involve the students Council community officers	Lead by students and residents  Everyone	Short term- does not need to be huge- single point of contact
<b>B) Communications</b>		
Different demographic needs- social media, tweets Single phone number for all residents – or- document up to date in visible place FAQ CB1 Website Guidelines about how to report Share more of the responsibilities and keep each other up to date	Police twitter account Student Twitter account Bidwell's- Estate management  Who manages it?	Short term?
Residents association  Website CB1 estate and sub owners and responsibilities	All 'residents' facilitated by BPHA  Estate manager- Bidwell's, Block mangers, professional support	Community event to engage in Autumn Bring together current work and coordinate process- soon!

What	Who	When
<p>Communications forum/group</p> <p>Share outcomes/actions</p> <p>Web portal (including the CB1 telephone numbers and information)</p> <p>Sub groups</p>	<p>All (reps) Brookgate initiate Facilitator/ external</p> <p>Main agent?</p>	<p>ASAP- rolling monthly/quarterly</p> <p>Post meetings</p> <p>AD HOC</p> <p>ASAP then quarterly/annual</p>
<p>Coordinator</p> <p>Who's who</p> <p>Estate explained</p> <p>Regular forum</p>	<p>Brookgate with H/O management company</p> <p>All the stakeholders including student wardens/ ambassadors and all residents</p>	<p>Now and quarterly in person</p> <p>Via web based and continue as needs basis</p>
<b>C) Anti-social Behaviour</b>		
<p>What ASB is- quality of life</p> <p>What does 24/7 mean? Phone contact/ patrols- share this information</p> <p>Businesses have not been given contact number- security not being fully utilised- advertise</p> <p>Telling people what you want e.g. no ball games</p> <p>Additional CCTV based on where ASB occurs</p> <p>Drug dealing not just a student/resident phenomenon- station</p>	<p>Police have a role</p> <p>High line</p> <p>Student partners</p>	<p>Short term</p>
<p>Regular forum x 2 p.a</p> <p>Clarity re policy and rules with telephone numbers, true facts and text alert</p> <p>Feedback on Portal</p>	<p>Security managers security-block management company</p> <p>security situation with police and city ASB team</p> <p>Block managers security</p>	<p>X2 yearly</p> <p>Now</p> <p>As required monthly</p>
<p>Right amount of patrol/surveillance</p> <p>Manage expectations</p> <p>Responsibilities for blocks and areas clear on the website</p>	<p>Estate security with county/city CCTV</p> <p>PCSO</p> <p>Estate/ block managers and City</p> <p>Estate/ block managers</p>	<p>ASAP</p>
<p>Act on CCTV</p> <p>Pop up brothels</p> <p>More obvious presence of PCSOs etc.</p> <p>Charter of what is acceptable</p> <p>Front foot on PR issues</p>	<p>Cohesive- join up different estate management regimes</p>	<p>Ongoing</p>

## 9. Next Steps

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- Write up today and circulate to all
- Identify Quick Wins that can be worked on
- Community portal
  - Brookgate group, CB1 website with information on who to call etc for the whole area. 2-way communication
- BPHA
  - Community development coordination
  - Residents association
  - Community Facebook link to students with social media
- Sharing existing work streams. Whose involved meeting duties and actions we are working on
- All stakeholders meet again in October

## 7. Workshop Evaluation

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### Something you Liked about today

- Wide range of views, great turn out
- The wanting to improve things, great attitude
- Meeting new people who are relevant to help make a difference
- Informal good mix of stakeholders
- Open forum
- Overall positive views from everyone
- Meeting all the stakeholders
- Better understanding of the various work already taking place and shared common goal
- Great ideas have come from this morning and a plan will be formulated to improve aspects for all users of CB1
- Getting to know who everyone is- please circulate an attendance list
- Connecting with representatives from different stakeholders
- A common aim, everyone wants it to be better
- Realising that there is a lot of positivity about moving forward appetite for changing the profile for CB1
- Meeting people who manage local community
- Finding out about what is in place/happening
- Open transparent and informative
- Honesty and commitment
- I have a better understanding of who's who and who does what
- Commitment and positivity
- Feeling of positive action
- Meeting the wider CB1 team
- Finding out what is already in place/happening
- Honesty and commitment
- Open discussion
- Communication from all stakeholders
- Engagement, know we're all of the same opinions

### Something you would like to see at a future workshop

- Positive PR issues
- More resident reps
- A PR person
- Clarification of involvement of local councillors
- Improved use of communication network
- More work on enhancing positive PR of CB1
- Clear commitments with timescales
- Student/ residents reps and business reps
- Continued commitment from all
- More residents (I know you tried!)
- Representatives from everyone who lives and works on the estate
- Focus on issues raised ensuring we don't dilute them due to time constraints
- More residents/ students involved
- Ideas on how to promote positive PR
- Representation from students
- Continuing commitment

- A positive press story about CB1
- Come concrete actions and plans to improve the issues
- Tangible actions and more residents
- Continued support and action preceding
- What are plans for green space

### **An action you will carry out from today**

- Follow up communications with student block mangers
- Reaching out to the
  - different stakeholders
- Clear action plan detailed
- More commitment
- Ensure all info is shared with various stakeholders
- Update community mapping document, ASB reporting?
- Work with our partners to make improvements
- Feedback to other officers at the council
- Security review- costing
- Contact key parties in relation to community development
- Contact Town and Gown to link in other institutions who have similar development needs
- Communicate to residents more effectively
- ASB community safety
- Speak to colleagues for more feedback to input in to the workshops
- Visit the park more often
- CB1 steering group
- Communicate information on ASB issues
- Communicate areas of responsibilities
- Type up notes from meeting
- Anything that will achieve out common goal of harmonious living
- Actively manage action points I have a connection with
- Push forward action

## Appendix 1: Attendees

Organisation	Name	Position
Paul Bragman Community & Economic Regen Consultants Ltd.	Bina Omare	Facilitator
Paul Bragman Community & Economic Regen Consultants Ltd.	Paul Bragman	Facilitator
Paul Bragman Community & Economic Regen Consultants Ltd.	Vicky Tedder	Facilitator
Anglia Ruskin University	Paul Harris	Residential Accommodation Manager
Anglia Ruskin University	Amanda Human	Tenancy Support Assistant
BPHA	Will McFarland	Regional Manager
BPHA	George Parkinson	Head of Housing Services
Bidwells	Daniel Fordham	Facilities Manager
Bidwells	Carl Williams	Partner Fund Management
Bidwells	Melanie Parkin	Secretary Fund Management
Cambridge City Council	Maureen Tsentides	Anti Social Behaviour Officer
Cambridge City Council	Sarah Dyer	City Development Manager
Cambridgeshire Police	Ian Wood	Sgt 2411
Downing	Melissa Browne	Southern Region Halls Manager
Downing	John Bryce	The Railyard Manager
Encore	Luke Ford	Property Manager
Encore	Rob Bingham	Estate Manager
Greater Anglia	Paul Stannard	Area Customer Service Manager
Hill Residential	Rob Hall	Managing Director
Hill Residential	Jon Thistlethwaite	Director
Hyline	Tony Harold	Managing Director
La Salle Investment Management	Natalia Kolotneva	Asset Manager
Mott MacDonald	Kim Cordrey	Facilities Manager
Victoria Halls (Host Cb1)	Dean Moss	Hall Manager
Victoria Halls (Host Cb1)	Angela Dunkley	Regional Manager
Resident	Suzy Biesty	Gilbert House
Resident	John Pracy	Gilbert House
Student	Kate Latimer	Downing
Brookgate	Jon Wooles	Group Finance Director
Brookgate	Simon Wallis	Development Director
<b>Apologies:</b>		
Resident	Carole Concha Bell	Huxley House
Student & Student Warden	Ryan Price	Host CB1

## Appendix 2: Programme for the day

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### Cambridge CB1 Development Stakeholder Workshop

Friday 14<sup>th</sup> July 2017

Tamburlaine Hotel, 27-29 Station Rd, Cambridge CB1 2FB

10am to 1pm

### Programme

The purpose of the Workshop is -

- To develop a shared understanding from key CB1 stakeholders on the current issues
- To agree a shared approach and practical steps on how CB1 can be improved for all
- To agree some short and long-term actions to achieve this objective

#### Itinerary

9.45am	Arrive, refreshments, registration
10.00am	Welcome and Introductions – setting the context to work together
10.15am	Developing a shared vision for CB1 Development
10.45am	Scene Setting <ul style="list-style-type: none"> <li>• Physical development</li> <li>• What we are currently doing</li> <li>• Feedback from stakeholder interviews</li> </ul>
11.15am	Agreeing key challenges
11.45am	Tea/Coffee
12.00pm	Priorities & Actions
12.45pm	Summary & next steps
1pm	End, Lunch & Networking

## Appendix 3: Presentation of Interview themes

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### Scene Setting: Interviews with stakeholders

24 individuals were engaged in interviews  
which represents:

- 12 Organisations (some had more than 1 individual interviewed)
- 5 Residents
- 3 Students



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### Is the area improving?

- Better reporting of problems & these are being acted on.
- Stakeholders are working together and creating successes.
- Many residents feel it is staying the same and there isn't enough communication.
- Not having green space is negative.







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## Crime and ASB

- Cannabis & related issues
- Noise – timings and levels - bounces off buildings
- Security to disperse ASB
- Concerns over bike theft
- Fear of crime from intimidating behaviour
- Begging and rough sleeping
- Thoroughfare for the station brings external people in
- Entrances to student blocks
- Seating areas in between blocks
- Would like stronger partnership with the police



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## Traffic and Parking

- Cars, taxis and buses do not know where to go
- Taxi area has now changed reducing congestion and noise
- Problem of using Mill Park access road to stop/turn
- Large number of bikes are locked up in the area





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## Students

- Feel they cannot make any noise
  - Need to feel safe and accepted in the community
  - Want reduction of cannabis
  - Want to be involved and welcomed into the community
  - Need to have some access to green space to relax and meet others
  - Different student blocks have different levels of security presence
- 



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## Residents

- Park: want to have green space but concerned over groups/ noise
  - Cannabis use continuing
  - Fear of behaviour from some students
  - Community are divided – not all are involved in communications
  - Improvements:
    - better points of contact and communication rather than several points
    - create a residents association for all
    - greater transparency over service charge
- 





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## Businesses

- Need to feel safe in the wider area
- Begging and bike theft are concerns
- Road safety is a concern as the traffic feels chaotic



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## Other users of CB1

- Routes need to be clear for cyclists
- Wayfinding and information boards
- A safe route from the station without harassment from punt touts or beggars





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## Roles & Accountability

- Ambiguity over lines of responsibility
- Confusing processes between organisations who own, manage and are on the ground
- Clarity over roles: some orgs work at arms length or involvement at an end
- Need to improve linkage between decision makers and delivery teams; people who work on the ground should be engaged



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## Communication

- Clear communication needed between stakeholders and residents in area
- Reporting and acting on problems
- Stakeholders not regularly on the ground want to know what is happening
- Regular meetings
- Wider regular communication with all living/working in CB1





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## Community

- Challenge of forming a community with a transient population
- Communication between residents and students could be more constructive
- Community events to bring everyone together
- Need to manage expectations

