

Enclosed is a summary of the views from key Cambridge organisations that were submitted during the ‘Making Connections’ consultation.

The source data was published by the Greater Cambridge Partnership on 26th May 2023.

[Making Connections 2022 \(greatercambridge.org.uk\)](https://www.greatercambridge.org.uk/making-connections-2022)

[MC22 written submissions 0C \(greatercambridge.org.uk\)](https://www.greatercambridge.org.uk/mc22-written-submissions-0c)

[MC22 written submissions CC \(greatercambridge.org.uk\)](https://www.greatercambridge.org.uk/mc22-written-submissions-cc)

[MC22 written submissions CF \(greatercambridge.org.uk\)](https://www.greatercambridge.org.uk/mc22-written-submissions-cf)

[MC22 written submissions MS \(greatercambridge.org.uk\)](https://www.greatercambridge.org.uk/mc22-written-submissions-ms)

[MC22 written submissions SW \(greatercambridge.org.uk\)](https://www.greatercambridge.org.uk/mc22-written-submissions-sw)

Contents

Abcam	1	David Lloyd	14
Age UK	2	John Lewis / Waitrose	15
AICES	3	Logistic UK	16
Arthur Rank Hospice	4	Microsoft	17
Beaumont Healthcare	5	M & S	18
Better Leisure	6	NFU	19
Cambridge Biomedical Campus	7	Royal Papworth Hospital	20
Cambridge Consultants	8	Salvation Army	21
Cambridge & Coleridge Athletic Club	9	SERV	22
Cambridge University Hospital	10	University of Cambridge	23
Cambridge Fire rescue	11	University of Cambridge	24
Caring Together	12	UPS	25
C&P Integrated Care Services	13	U3c	26



“the proposed charge will be **unsustainable for people in lower paid roles** – they simply won’t be able to afford to work in Cambridge”

“**directly borne by the people of Cambridge** and with significant consequences for the businesses that employ them”

“huge additional cost burden that we then have to **either absorb or pass onto customers**”

Melanie Wicklen, CEO

“people will stop coming to Cambridge and our businesses and shops will suffer. Including Addenbrookes in this zone is madness”

“this could add up to significant proportion of their weekly incomes, leaving them short of funds”

“we are concerned at the likely bureaucratic and financial burden this may place on our staff and volunteers”



Amanda Zambon, Policy Director

AICES is the **UK trade association for the international express sector.**

“AICES is very concerned about proposals to introduce a Sustainable Travel Zone”

*“..**extremely concerned about the large size of the zone proposed in the consultation.** The zone is very large and **covers areas with no demonstrable congestion issue**”*

*“It would **unnecessarily increase costs** for our sector and for the businesses and consumers we service”*

*“Charging our sector to enter the city will only **exacerbate existing inflation and drive up cost of living**”*



“need exemption applying to this group of volunteers”

“volunteer drivers providing free transport for patients. We assume that they will be exempt?”

“enable people visiting their loved ones on our Inpatient Unit to claim exemption”

“required to deliver, for example, disposal of sharps by taking them to Addenbrookes – will this kind of activity be exempt?”

“bringing pre-loved items to our shops... Can we consider how they can be exempt for these journeys?”



Gordon Ward, CEO

“Beaumont Healthcare, we are strategic partners to CCC Social Services and Framework appointed service providers **who deliver the highest number of house calls in the City”**

“care visits into City **will be seriously affected”**

“Imposing the congestion charge **will cause domiciliary care to become unsustainable”**



Daryl Emes
Cambs Partnership Manager

"would have a catastrophic effect on the health of the communities we serve"

"imposing a charge on both my staff trying to get to work and the customers attending our facilities, will have an irreversible and severe impact on our ability to provide our services"

"parents....will seriously consider whether they can afford to give their children this life skill anymore"



Cambridge Biomedical Campus

Cambridge Biomedical Campus congestion charge response to the GCP:

“Recruitment and retention of staff at the CBC is a matter which causes great concern.... the introduction of charges will discourage individuals from wanted to work at the campus”

“Costs will be passed on by suppliers which will mean for the education, medical research and healthcare services, there is less public funding available”

Dr Kristin-Anne Rutter Executive Director CBC Ltd



*“...will place Cambridge Consultants at a **significant competitive disadvantage.**”*

*...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**”*

Eric Wilkinson, Chief Executive Officer

“concern that patients may not access healthcare services they need due to the cost or difficulty of getting to their appointment”

“If people are deterred from accessing healthcare, this could lead to exacerbation of existing health conditions”

“be an impact on recruitment and retention of staff”

“impact for carers, and for the vulnerable people who rely on their support”



**CAMBRIDGESHIRE
FIRE & RESCUE SERVICE**
Working together to improve community safety



**Cambridgeshire
Constabulary**



NHS

**East of England Ambulance
NHS Trust**

10

**Joh Anderson
Chief Fire Officer**

**Nick Dean
Chief Constable**

**Tom Abel
CEO**

*"cost of living in Cambridge is a challenge for most of our employees....we all struggle to attract people to work in Cambridge because of this. **The proposed congestion charge will exacerbate this further**"*

*"**major concern we all share** with the scheme is regarding how it will **impact on operational emergency service staff**"*

*"staff will be **charged twice** when working night shifts"*

Roland Sinker, Chief Executive

"a real barrier to our ability to recruit and retain staff, thereby impacting our ability to deliver high quality care".

"Costs will be passed on by suppliers which will mean there is less public funding available for delivery of healthcare services"

"concern that the proposals for freight and heavy goods vehicles will result in significant additional costs to CUH"



*“we **would not be able to continue providing homecare** to the residents of Cambridge living inside the charging zone”*

*“this will come as a **bitter blow**”*

Miriam Martin, Chief Executive officer



Cambridge & Coleridge Athletic Club

*"The **implications** of the congestion charge for C&C **are profound**"*

*"the **charging period has serious consequences** for us"*

*"We **urge you to rethink** the timing of the proposed system to take into account volunteer organisations such as ours"*

Peter Thompson. Chair, Cambridge & Coleridge Athletic Club



"impact on DLL's business could be considered to be severely detrimental"

"burden to DLL's Cambridge business and may dissuade both Members from undertaking important health and fitness, and employees from working at the Club"

"act as a disincentive and a challenge for the business to retain its skilled employed talent"

*"cause for concern and risk presenting **significant operational challenges for the business**"*

*"estimate that approximately 80% of turnover at the **store is car based**... These activities **cannot be replicated easily with non car-based modes of transport**"*

*"Put simply, it is simply **not possible** for an individual to undertake a main/weekly shop for a family **using public transport, on foot or by bicycle**"*

*"will render the **Click & Collect service unviable** to most shoppers"*

*"Such a charge is considered to be an **unnecessary and disproportionate financial burden on businesses** such as JLP which are playing an important role in actively **supporting the vitality and viability of the city centre**"*

Logistics UK is one of Britain's largest business groups and the only one providing a voice for the entirety of the UK's logistics sector. Our role, on behalf of over 20,000 members

“Logistics UK is strongly opposed to the proposed charge...it will have a significant impact on the cost of servicing Cambridge's residents and businesses”

“will make many deliveries economically unviable. Either the costs will be passed onto the customer, reducing the economic competitiveness of Cambridge as a city, or some delivery companies may choose to not service Cambridge at all”

*"Has the **impact on those with lower incomes**, both in city e.g. Orchard Park/North Arbury, and commuting into it, **been fully considered**?"*

"Employees noted the following as of particular concern:

- a. **The inclusion of Addenbrookes***
- b. **The inclusion of commuter hubs** such as the Science Park*
- c. **The charge being applied to people travelling out of Cambridge**".*

*"Is there more data on which user groups will benefit or **struggle with the proposed changes**?"*



Tom Nicholson
Regional Communications Manager

“...we have calculated that the annual cost to M&S could be up to £140,000. This represents an extraordinary rise in the cost of doing business as a retailer in Cambridge city centre”

“The Small Business Chronicle reports that across the industry, grocery store profit margins are on average between just 1 and 3 per cent”

Hannah Padfield NFU County Adviser

*"The NFU believes the proposals will have a **negative impact on farmers, horticulturalists, industry researchers, their suppliers and service providers** from accessing agricultural and horticultural property"*

*"the charge will mean **NIAB staff are then at least £1200 a year worse off**"*

*"These costs could **make transport costs unrealistic** when compared to the price received for the final goods"*

*"..this proposal could **compromise their business**"*



Royal Papworth Hospital
NHS Foundation Trust

Elish Midlane, CEO

“As previously highlighted, 85% of our 484 staff surveyed, said that the congestion charge would make them look for work away from the Cambridge biomedical campus.”

“This would be terminal for our already stretched workforce, and mean we would find it challenging to continue providing excellent specialist care for patients with heart or lung disease.”



**Leanne & Martin Cordner Majors
Commanding Officers**

"may cause the shop to close completely, adversely impacting social and community work delivered by the shop and church"

"highly likely to negatively impact its ability to support the local community"

"90% of the activities currently running take place within the proposed 7am-7pm STZ charge timeframe. It is highly likely that the introduction of a charge would see numbers at these fall and may make them uneconomic to deliver"



SUFFOLK & CAMBRIDGESHIRE

Mrs Cindy Dickerson
Chairman for SERV Suffolk & Cambridgeshire

22

*"We have approximately **150 volunteer motorcyclists and car drivers**, who give their time and mostly **use their own vehicles** to deliver items to where they need to be within hours."*

*"the **road user charge will severely impact our service**"*

*"a **significant additional sum** for us to find each year"*

*"We hope that you will **give favourable consideration to our charity** when putting together your final proposals for the Sustainable Travel Zone charge"*



*"the charge is an **effective pay cut of £1200 a year** for anyone who **has no choice** and may already have additional expenses related to their disability."*

*"The number of people with reduced mobility or other issues **who aren't eligible for a Blue Badge** or discount schemes **is much larger** than most people are aware of."*

*"Others have manage **fatigue, sensitivity to outdoor temperature or extreme anxiety**, making **public transport inaccessible**".*



“A primary concern for us is the impact of the charge on our staff, and potential consequences for our organisation’s viability.”

“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

“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”

“there is a real risk that the remainder of our organisation could become unviable, resulting in a loss of eighty professional jobs”



Sarah Bell, UPS Public Affairs Manager

“we do not believe there is enough understanding of how freight and logistics companies operate and the value we bring to the city”

“UPS’s healthcare logistics arm, provide comprehensive, temperature-controlled logistics solutions for pharmacies, hospitals...including home delivery to patients. An additional charge on these deliveries could impact vulnerable consumers”

“we would oppose any charge for vehicles entering the city, we are also concerned about the size of the zone”

“...applied to freight which could damage the wider local economy.. would negatively impact Cambridge businesses”

“Deliveries and collections cannot simply be retimed or re-moded and the economic impact on our industry will ultimately damage and disadvantage Cambridge businesses and consumers.”



“Established in 1982, we currently have over 2,400 members, with an average age in mid 70s, most of whom attend one or more of our weekly activities in our classrooms at our central Bridge Street offices”

*“34% would **reduce their membership** involvement or consider cancelling their future membership”*

*“90% of **members attend classes in the city centre**”*

*“20% indicated that the proposals **would negatively impact their ability** to get to classes”*

*“If these proposals resulted in a **20% fall in our membership**, it is likely that U3AC would **not be able to continue our current level of activities** or retain our central Cambridge class facilities”*