Refreshing the Cambridgeshire Quality Charter for Growth

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The review for the Combined Authority addressed:

1. The value of the process
2. Achieving cohesion
   • What cohesion means
   • Principles for designing cohesive communities
   • Better neighbourhood management
3. Auditing housing performance
100 people helped draft the Charter
The Cambridgeshire Quality Charter is based on ‘looking and learning’ from what works
The Quality Panel uses the Charter to assess the design of new schemes.

The 4 C’s:
- Community
- Connectivity
- Climate Change
- Character

QP operates as a ‘critical friend’

Current Quality Panel has 17 members:
- 3 architects (environment)
- 4 architects (urban design)
- 2 environmental engineers
- 1 Housing specialist
- 3 landscape architects
- 1 social scientist
- 2 transport engineers (urban design)
- 1 transport/smart city engineer
The University has drawn on visits to European schemes for designing North West Cambridge (Eddington)
New neighbourhood centre with mixed uses
Higher quality standards have been achieved
In the Southern Fringe
The principles behind the charter are simple, for example:

**Community**

- Community involvement throughout the process
- Allowing for changes in needs and lifestyles
- Providing appropriate social infrastructure
- Community buildings should be flexible
- Local shops and services
- Providing formal and informal greenspaces
- Community development support
- Ongoing community involvement in the management of the new neighbourhood
1. The review of the Quality Panel based on interviews concluded:

- The process works well and is appreciated – though an SPD for large developments may help
- Housing is unaffordable to half the inhabitants
- Post Occupancy Evaluation is essential.
2. Securing cohesion involves more than design

• Neighbourhood management will be essential with higher densities in poorer areas
• Key issues will be:
  – Noise
  – Access e.g lifts and lobbies
  – Rubbish
  – Parking
  – Children's’ play
• Innovation should be encouraged e.g. family centres, cohousing
Schools can play a key role
(Best new large building 2017 Cambridge Design and Construction awards)
3. Housing performance should be independently audited

- Assessing success is at least as complex as buying a car
- Yardsticks are lacking in the UK
- There are a range of options:
  - Visual inspection
  - Ranking
  - Questionnaires
  - Surveys
  - Focus groups
  - Housing audits
- Schemes should be assessed after five years
- Different aspects should be scored
- User feedback should be sought
User feedback should be sought *(Three Dragons scorecard methodology)*

Instructions
1. Shade in each portion of the circle recording your satisfaction with the area – complete satisfaction fill the portion of the circle, no satisfaction no shading.
2. Then fill in the bar to show overall satisfaction with the area – where 10 is completely satisfied and 0 is not at all satisfied
3. Use Box 1 below to record things you particularly like about your area.
4. Looking at the 3 portions of the circle you are least satisfied with – for each one of them use the table overleaf to list up to 3 changes which would make this more satisfactory.