

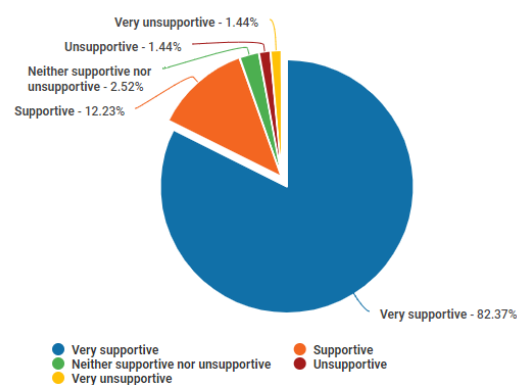
Officers carried out an engagement exercise via Smart Survey which was published on CCC social media channels including Facebook and Twitter and ran from 1st August until 12th September 2022.



The following organisations were notified of the consultation: The Police, Fire Service, Ambulance Service, RNIB, Guide Dogs UK, Age UK, South Cambridgeshire District Council, Healthwatch Peterborough, The local MP, City and County Councillors. 3 members of the public who had raised concerns about the trial were also invited to respond.

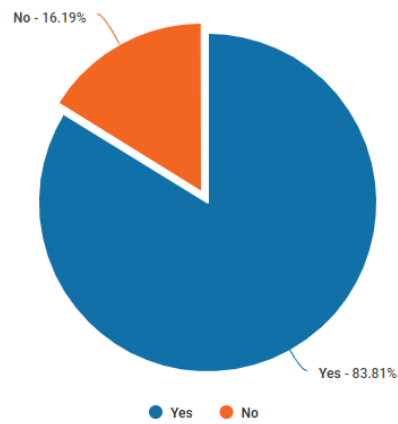
## Results

How far do you support the introduction of the electrically powered Personal Delivery Devices (Robots) in Cambourne?



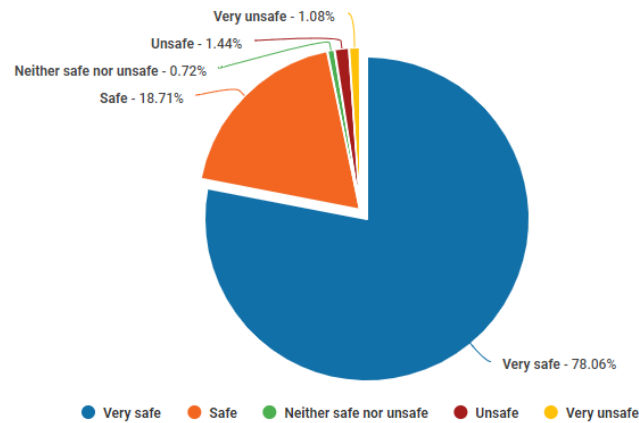
Answer Choices	Responses		
Very supportive	<div style="width: 82.37%;"></div>	82.37%	229
Supportive	<div style="width: 12.23%;"></div>	12.23%	34
Neither supportive nor unsupportive	<div style="width: 2.52%;"></div>	2.52%	7
Unsupportive	<div style="width: 1.44%;"></div>	1.44%	4
Very unsupportive	<div style="width: 1.44%;"></div>	1.44%	4
Answered: 278 Skipped: 1	Response Total:		278

Have you ordered goods for delivery by the Robots?



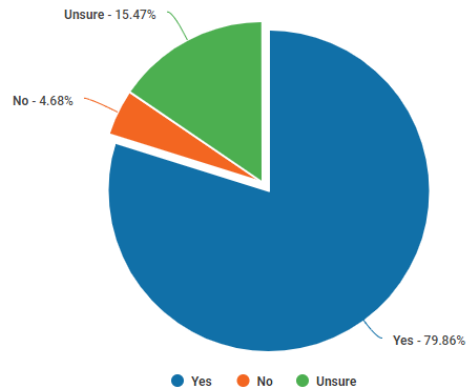
Answer Choices	Responses	
Yes	<div><div></div></div>	83.81% 233
No	<div><div></div></div>	16.19% 45
Answered: 278 Skipped: 1		Response Total: 278

How safe do you think the Robots are using routes with people on them?



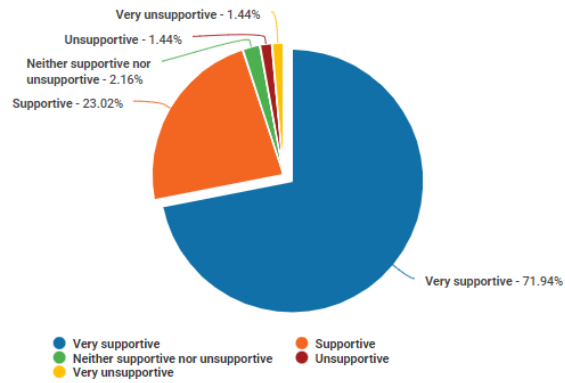
Answer Choices	Responses	
Very safe	<div><div></div></div>	78.06% 217
Safe	<div><div></div></div>	18.71% 52
Neither safe nor unsafe	<div><div></div></div>	0.72% 2
Unsafe	<div><div></div></div>	1.44% 4
Very unsafe	<div><div></div></div>	1.08% 3
Answered: 278 Skipped: 1		Response Total: 278

Do you think the robots have reduced short car journeys to collect groceries?



Answer Choices	Responses	
Yes	<div><div style="width: 79.86%;"></div></div> 79.86%	222
No	<div><div style="width: 4.68%;"></div></div> 4.68%	13
Unsure	<div><div style="width: 15.47%;"></div></div> 15.47%	43
Answered: 278 Skipped: 1		Response Total: 278

How far do you support the introduction of the service in other areas of Cambridgeshire?



Answer Choices	Responses	
Very supportive	<div><div style="width: 71.94%;"></div></div> 71.94%	200
Supportive	<div><div style="width: 23.02%;"></div></div> 23.02%	64
Neither supportive nor unsupportive	<div><div style="width: 2.16%;"></div></div> 2.16%	6
Unsupportive	<div><div style="width: 1.44%;"></div></div> 1.44%	4
Very unsupportive	<div><div style="width: 1.44%;"></div></div> 1.44%	4
Answered: 278 Skipped: 1		Response Total: 278

### Additional feedback

118 positive comments and 9 negative comments (highlighted red)

1. only used it once, but a very efficient experience
2. The idea is brilliant however there are a few short backs that might impact this service long term. Robot storage is very limited, lack of other food providers on Starship app means there's no competition and prices are quite high so you still end up saving more money and time by taking a short drive to the shops. However, the robots are starting to become part of the scenery in Cambourne, residents seem to be very welcoming to the new delivery system although at the moment is more of a gimmick rather than something greatly improving your lifestyle. Perhaps as more and more providers join Starship and more robots will be added, the service will become cheaper and more popular.
3. Your survey links to a page that says that Starship have consulted widely with charities and experts about disabilities. Guide Dogs, RNIB, Age UK, Willenden Hospice and The Food Bank have all stated that they were not consulted nor condone the use of the PDDs on pavements. They were not aware that Starship was using their logos. As per my emails to you. My FOI request shows the council do not know how many car journeys are done to the co op so how can you know if journeys are being cut? Giving away our pavements to a private company for profit is illegal and should t be happening. If these things are needed put them on the road and treat them like usual delivery vehicles. The cycle and walking plan says the last mile should be done by bike. Dominoes are successfully using this mode of transport for delivery and this is also creating jobs for people. This is surely what the council should be pursuing. I note that San Francisco got rid of Starship and they went to Estonia where laws were changed to enable their vehicles on pavements. Does the council think it acceptable to use a company who lied to the House of Lords in its written evidence? It said it had consulted with Guide Dogs and Age UK in written
4. I think the robots are very good however I would like to know if the film people or pick up private conversations of people they pass?
5. I lived in Milton Keynes and they are very convenient!
6. The robots are settling in now the novelty period has worn off. I use them as I have limited mobility, so saves my carbon footprint from taking the car. They are also lifelines for others who are housebound. I only hope these continue, especially with the weather about to change.
7. They are brilliant and very helpful in so many different ways, my kids with additional needs love them, you cannot help but talk back to them - it would be great to have something similar as companion for lonely and depressed people 😊 it would be great if more shops used them
8. Excellent program
9. They should be able to use the country park
10. I think the robots are brilliant and they make me smile every time I teach in Cambourne. I used one to order ice creams as a treat for a pupil at the end of his exams and it arrived

before the end of his lesson half an hour later! Good fun and a really good way to cut down car usage on short trips.

11. This is a wonderful initiative and I love seeing the little robots trundling round Cambourne. All our visitors comment and it's a real treat getting a delivery. Reasonable charges too. Fingers crossed it's a success and can be rolled out for wider use. We all need more robot in our lives.
12. A wider range of items from the store would be appreciated - for example more baby/child items - nappies, children's medicine etc
13. They should give way to pedestrians (in a polite way). Or better still, stay off paths that are not for motorised vehicles.
14. There seems very little evidence to support how the council has consulted with the blind and partially sighted community on the safety of these vehicles on already cluttered pavements. It is hard enough navigating static hazards on the pavement, let alone having to identify things which are moving. The introduction of e-scooters and these vehicles is causing blind and partially sighted people a huge amount of anxiety about getting around the streets safely that many people are not confident enough to leave their homes. It is having a huge impact on confidence and independence. I have been told the units make noises similar to a pedestrian crossing noise. I am very concerned that without being able to clearly identify whether the noise is coming from a crossing or a delivery unit, it could mean people are falsely led into thinking it is safe to cross the road when it is actually a nearby unit. This could be extremely dangerous. All these issues need addressing and a wider group of people with little or no sight need to be asked for their views and listened to. I would also like reassurance that the units can be opened independently by a severely sight impaired person with tactile markers on the unit. I'd also like to know how a severely sight impaired person might find the unit if they cannot see it at their door on delivery? Have the council done a Equality Impact Assessment for these units? If so, where could I find this to read? I am very happy to support the council and Star Ship in making sure the units are safe and accessible for blind and partially sighted residents both using the pavements and using the service.
15. Great idea for people that can not get out due to illness or other problems
16. They're absolutely brilliant. Not only a hit with kids but great for people who aren't able to get out for a number of reasons. Really hope they stay
17. My family love it and it will be handy in the winter. We have used them numerous times already
18. Adore these little robots!!! They are a quick, reliable delivery service which I'd happily use for takeaways as well as food items from co-op.
19. Great idea, pity we did not have this during Covid. Ideal if you are feeling l'il and can't venture far. The robots aren't the problem, it's these kids on electric scooters.
20. They make people happy :)
21. My children love spotting the robot and it is a good way of introducing discussion around environmental impact and technology with them
22. I absolutely love them and think they are a great idea.
23. I would like to see the robots continuing their service.
24. Great for people stick at home with Covid or who aren't well. I love the extra touch of choosing music and the way it says thank you. Manners cost nothing!

25. Just the one issue which apparently Starship are aware of which is that the entire gravel path leading from the large oak tree at the end of brace dein all the way up to the exit at the cricket pavilion appears to have been blocked, presumably as part of the badger conservation argument that came up rather hurriedly. That path is nowhere near the lake and is causing all kinds of issues with local residents not being able to use the service, when it's nowhere near the lake!
26. Love them
27. We should be supporting the provision of jobs for people during a financial crisis. Automation by robot just starts the acceptance of excluding people from a job market.
28. The robots are fantastic. We've used them multiple times to get essentials/treats. This has saved us time and/or stopped us using the car. They've also provided endless entertainment for our children - some outreach/engagement sessions on how they work would be great. There are also definite merchandising opportunities.
29. Absolutely 🍷 love them, so much easier to get a robot to deliver, than to drive.
30. Fantastic idea we love the little robots they are very helpful when you just need a few bits or fancy a treat with the cost of living nightmare it's just not affordable getting in the car to go to the shop so these little robots are helping a lot and I believe are the future
31. I don't use it often because I am in walking distance to coop, but the number of cars popping in there feels like it has greatly reduced. as for the rest of Cambridgeshire the footpaths would need to be better in some places.
32. Please roll it out to Soham
33. This is unnecessary technology that damages the environment to create and use. What is wrong with sustainable walking or riding a bike or even communities helping those who need help with shopping?
34. I told my primary aged child if they are at a road crossing and a robot is waiting to cross the road at the same time as the robot I am that confident in their safety measures
35. Whilst I appreciate there are concerns about pedestrian safety, I also believe that these vehicles are fitted with sensors that prevent impact. I am unsure if they have a small noise as a warning of their presence, but I am responding to this survey for three reasons 1) is because the robots are very useful for delivering shopping to people who are less able to get to the shop themselves particularly for a few items and 2) they encourage confidence in robotics and give pleasure to the general public who are intrigued with them and 3) they are more environmentally friendly.ID:
36. I'd like to see a bigger selection of food and drink choices.
37. Great service! Great for that thing you have forgotten or fancy! Reduces using your car. My household love them!
38. They help when you are at home alone with the kids and can't leave the house as they're asleep etc. It would be helpful if you could order Calpol or other over the counter medicine.
39. They don't deliver all the way to our house but only halfway down the street so would be nice to see the robots learn different types of terrain/street so we don't have to order to a random persons house :)
40. Fantastic idea and hope they continue.

41. Only issue is cost... it's clear the cost of the products is higher than visiting the shop, plus the service charge and the delivery charge it suddenly becomes very expensive
42. A great initiative. Helpful to those who struggle to get out Quiet and not at all disruptive to people
43. A great service to have in Cambourne.
44. At peak times can be hour and half wait on delivery times and tend to use robots when run out of something and need item within half hour! They have been very popular and make everyone smile seeing them round the town
45. I think these are a very good idea and are a godsend to the sick and vulnerable in our community.
46. Fantastic service! Especially helpful if unwell or at later/earlier hours
47. The robots seem to be able to move around bins on the pathways but not parked cars.... leading to them being stuck. Sadly we have several cars near us that park on the pavement, and I forever have to move the robots around them. it is bad enough if you have a wheelchair or pram... add them into the mix, and it's a nightmare.
48. They have been brilliant, I am a single mum with a young child it's made getting the odd item a lot easier - I don't need to worry about having to get little one into the car etc, I don't have to worry about getting to the shop on a busy day and trying to do it all before the bedtime routine. Plus we have been unwell recently and I desperately needed some bread for my daughter - this was ordered and delivered by the robot so I didn't need to worry.
49. Cute too!
50. They are fantastic. Definitely keep them in Cambourne
51. We love the delivery robot service and use it regularly
52. I have seen children talk to them, help them if in trouble, and many people smile. They are not intrusive as not operating at unsocial hours/late at night. I would be concerned if they operated 24/7.
53. There are several discounts and even if I am living 5-10 min walks to co op is very useful the delivery service. In Cambourne also there are missing core item such as Deliveroo or just eat and with Starship service at least we can buy some food without use the car and go to "collect the take away"
54. I have not ordered because I live in an area where there is no pavement. I think this needs to be reviewed so robots can deliver in areas that do not have a pavement which applies to a number of properties in Cambourne.
55. Great service, lucky to have them around, Saves so much on fuel and emissions. No harm whatsoever to the environment, people, or wildlife. Please keep them.
56. They are great, it's been interesting seeing how they navigate the town. They have a problem with bin day though, as their cautious approach means they can stare at them for quite a while before proceeding.
57. Terrific idea, so useful
58. The robots are quirky and a great novelty. I have only used them once, and would probably not use them loads going forward - I see them as an occasional fun way to have small items delivered. I do not see it as a permanent replacement for trips to the shop.

59. Although I was sceptical at first I have to say not only are the robots very useful, they have brought a smile to the faces of many residents and encouraged interactions with other people through mutual interest in the robots.
60. Brilliant idea we use the robots weekly
61. I think the Robots have been and are a great addition to Cambourne. They are great for little shops, things that you have forgotten or items that you've run out of.
62. An excellent idea, very much supported by all my neighbours.
63. Excellent idea!!! Fully support
64. Brilliant idea - should and needs to be encouraged 👍
65. The only issue is that local children in Cambourne are trying to disrupt the service through interference and vandalism. No action seems to be taken by local authorities or police
66. I have a rescue dog, who is very nervous. I expected her to be afraid of the robots, so was very surprised to discover we can pass very close to them without any fear from her. I think their slow pace and lack of jerky movements help. Also, my granddaughter (2) loves them! They have been very good for her, as she looks out for them with excitement, and they have engaged her imagination and she speaks about them frequently.
67. The robots are great especially when we had COVID recently and were isolating. Kids love them and they are very handy when you can't get out for whatever reason.
68. I'm very happy with the robots. They are very safe, environment friendly, great help to older people/ new mums and other people who cannot do their groceries in shops for various reasons. My children love them and they bring a smile on my daily run. I was happy for the robots to use the paths around lakes in Cambourne. There was no need to redirect them to pavements/streets. They do no harm whatsoever. Whoever thought they are harmful to badgers and nature around Cambourne needs to get educated. We are very lucky to get them in Cambourne.
69. It's a great facility to have in Cambourne. Fantastic idea.
70. The boys are a fantastic addition to Cambourne - we are lucky to have them. Not only do they perform a valuable service for those not able to get out or if you've forgotten something, they brighten up the day! I will admit I always say hello to them!
71. Was not happy with them using the country park/routes round the lakes but totally happy with them on local streets
72. Can the Morrisons be also added to the Starship services and possibly Just for Pets?
73. The robots make a big difference to many community members, like single mums, who look after their children or elderly people and those ones, with commuting problems. I personally use them if I need a single product for example and have no time to go to the shop or during my working time, which make it very convenient, but it saves our local environment, as I suppose less people are driving for a quick shopping now. It would be great to extend the offer with our local Morrisons products.
74. They have reduced all of my short car trips to the supermarket.
75. This is a great addition to the town. It is innovative and reflects the spirit of a new town. It is serving the whole community and is popular young across the board.
76. I think they are a welcome addition to Cambourne



77. The robots used to go through the country park, which would have diversified the routes (e.g. to lower Cambourne) which seemed a good idea and was quicker (meaning people waited less time and less likely to go by car). They don't seem to do that now, which seems a bad idea. The roads around coop and certainly been quieter, which is positive
78. The amount of uptake of these delivery robots is no way causing any dent in short car journeys to the shops. At the moment it is just a bit of harmless fun. You cannot take from this experiment how it will 'change' the habits of shopping. Most people when they go to the shops need something "now" - or it's a big shop.
79. The robots are a brilliant idea, we have certainly used them more to save our journeys. It would be handy to have more of what is sold in the co op available to order on the app, as it is very limited.
80. As someone with health problems they have helped immensely.
81. I am amazed by how well the robots navigate round the streets of Cambourne. They seem very cautious when crossing the road and I have never seen one cause any sort of incident.
82. We wish they could deliver from the Cambourne Chinese takeaway and the Cambourne food trucks. Also giving each one a stickered name could be nice to personalise them. For example RoboJojo is on its way to your house.
83. They are awesome. So convenient and love seeing them driving around Cambourne
84. It would be good in Papworth where there are a lot of housebound people
85. Brilliant service.
86. For someone that struggles to get around without a car, these little Robots are great for picking up essentials, without getting the car out. There seem to have been some understandable teething issues, but I hope to use the service more as availability improves, even more so if the likes of the local chip shop sign up in future, reducing car journeys further.
87. These are such a good idea and to be honest would have been perfect through lockdown. They help those that may not be able to get out and with the success and how they have been embraced by the community, they should definitely stay, as well as being extended to other towns. I can't wait to do my first order!!
88. Please keep them
89. It's really handy, and definitely saves me a drive to the coop when I've got need a bit too much to carry home. Also, my kids love it, as do my visitors!
90. They are brilliant, made it so much easier when needing something but not able to leave the house. The kids love seeing them around.
91. I don't feel they should be stationed on public land (I.e around the upper Cambourne green) when not in use. At least whilst they are solely used by Co-op, they should be responsible for homing them whilst unused.
92. Love the robots!
93. Robot delivery is very helpful especially if one is pressed for time and energy to buy few items from the shop.
94. I think they're great for both the environment and peoples enjoyment of Cambourne
95. Haven't ordered from them as every time I try to they are too busy so people must be using them and maybe we need more.

96. Found them very useful for small shopping list
97. Love the robots. Long may they continue
98. They are great and a fantastic addition to Cambourne
99. Great idea in theory but in reality they're a pain if you live on one of the main roads, more work needs to go into mapping so the routes avoid the busier roads or limit the times so they're not out between 5:30 and 6:30pm when most people get in from work.
100. Most amazing thing ever to come to Cambourne.. they have been a life saver for my family... hope they never leave
101. We absolutely love them!
102. This service has been a godsend, with disabilities and covid, it's so helpful when you are stuck. I feel the service should be able to use all footpaths that humans can in Cambourne as it's been quite debated that they would not effect wildlife as much as humans do who do go off path. The traffic outside school along Brace Dein has reduced in my opinion, making it safer for primary school children and with less pollution, they are a winner for Cambourne.
103. Great to add other shops / takeaways to the service
104. They are great and should be able to use the routes around the country park too.
105. Very supportive of the robots however, not supportive of the increased cost of the products ordered through Starship which is on top of the delivery charge. Products cost roughly 10% more than purchasing in store. We stopped using the robots as soon as we realised this. Starship is not transparent about this, it does not advertise this. We have no issue with the delivery charge. Very supportive of the robots helping those who cannot physically get to the shop due to disability, but these people should not be paying more for the products they purchase than those who are able to get to the shop.
106. They need more! Get Morrisons to have robots!
107. My husband works evenings and we have 3 young children so it's very tricky for me to get out to the shops (even if only for a few things). The robots have helped me out many times on my hour of need!
108. Such a great way to get groceries. We love how polite they are!
109. We have used the robots and have found them very useful!! The kids love them too!
110. The robots provide an efficient service. They are respectful of the area and reduce emissions. They have been loved by children in particular
111. I think this works well here because pavements are quite wide. I would support the introduction of this service elsewhere, but it would not work well in areas with very narrow pavements or no pavements, as is the case in some older villages for example.
112. Visit Cambourne daily and I love this concept. Have seen many of the around and had no issues with driving near them at all!
113. These robots are brilliant. Massive help to those isolating, unable to drive or with reduced mobility. Added bonus of helping slow down cyclists and scooters on shared pedestrian/cycle paths and making children aware of road safety issues. Should fit them with speed cameras to identify repeat speed offenders in Cambourne too!
114. It's a really good system but we just need to make drivers aware that the robot stops if it sees a car so not to stop to let them cross
115. They are a brilliant asset to Cambourne!
116. I think they're great

117. Deliver drop off points are a little out. Had to walk down the street to ours as didn't deliver to our house. Fantastic service. Will continue to use
118. An excellent an innovative new technology. Disagree with their apparent removal of access to the country park, they cause no harm or disturbance. I would be interested to see a formal evaluation of whether they have reduced short car journeys, but also whether there has been any impact on walking trips to the shops - any reduction in physical activity would obviously be counter productive.
119. I think these robots are a great service to our community. I no longer jump in the car to pop to the shops and order a robot instead!
120. I thought the roll out was poor - lack of consideration when rolled out - didn't consider certain areas of Cambourne and routes - councillors got excited but did not appear to follow due process Robots seem fine no issue - but issue with a few men making flippant decisions because they got excited Robots probably lots of positives and no issue with the service itself just the poor process from those in office
121. They need to be able to negotiate some areas of Cambourne where there are no paths for instance culs de sacs. They would struggle if paths were unkempt like Cottenham village. Which is a shame as I could see them being very important for older age group and others with mobility issues. PS my 6 year old thinks they are amazing. Could they visit Jeavonswood school?
122. No
123. I find the constant noise they make as they go past my house quite intrusive. Often going on past 9 at night. No one asked if we were happy with this. It was introduced without consultation. The high pitched whine can be constant at times. I counted over 10 going past the house in one hour. I can't see that they are necessary or helpful for anyone.
124. I think they are a welcome addition to Cambourne. A great resource when isolating thanks to Covid. Not sure re reducing car journeys as apart from during Covid, the orders I have made have been 'nice to have's' rather than essentials. Would be good to use Lower Cambourne COOP or Morrisons as well as the robots take quite a while to arrive from Upper.
125. This is an excellent scheme. Cambourne is perfectly placed, both in terms of infrastructure and demographics, to be at the fore-front of innovations such as this and the council should be encouraging its continuation.
126. Really great initiative has add to the value of living in Cambourne
127. Would be great if more shops got onboard with using this delivery service.