

**CHICHESTER DISTRICT COUNCIL
CORPORATE INFORMATION TEAM**

**PETWORTH VISION PROJECT – RESIDENTS
SURVEY**

CONSULTATION ANALYSIS REPORT

January 2014

Background

Chichester District Council (CDC) is working in partnership with other local organisations to produce a strategy for Petworth. The strategy will aim to improve the long-term prosperity and sustainability of the town. The Petworth Vision Group (a group of Councillors and other local representatives) was set up to develop and progress the strategy, supported by the Economic Development Service. To support the project, the Corporate Information Team was commissioned by the Economic Development service to conduct a set of surveys about Petworth. The surveys aimed to find out views and experiences of Petworth from 3 identified groups; businesses, visitors and residents. Each group was issued a separate survey with a methodology designed to best capture the views of that group.

Methodology

The surveys were developed by the Petworth Vision Group and issued by the Corporate Information Team using Snap Survey software. The three surveys were run concurrently and some of the questions were similar, however, it is not possible to directly compare data between surveys due to the differing methodologies, question wordings and the conditions under which the surveys were completed.

For residents, a paper survey was produced and delivered to all households in Petworth Parish. In addition, surveys were posted to a 10% sample of addresses in surrounding parishes; Barlavington, Bignor, Bury, Duncton, East Lavington, Ebernoe, Fittleworth, Graffham, Lodsworth, Lurgashall, Northchapel, Stopham, Sutton and Tillington. The survey was sent with a covering letter explaining the project and a freepost envelope to encourage responses. In total 2234 surveys were sent out. The survey was also available online and details were emailed to local residents who were previously part of CDC's citizen's panel, and who had agreed to be kept informed of all consultation conducted by the Council.

Note: Where percentages in this report do not add up to 100%, this is usually because respondents could select more than one answer. Where quotes are given, these are a selection of answers to questions where respondents could free-type their answers. Reports giving all responses to these questions are available on request from the Corporate Information Team.

Executive Summary

Of the 2234 sent out, 748 completed paper surveys were returned, giving a response rate of 33.5%. An additional 8 surveys were submitted online giving an overall total of 756. There was a good spread of responses, although some groups were overrepresented when compared to the population of the sample area. Underrepresented groups include males, people of working age and young people. Any future consultation work should take care to capture the opinions of these groups.

Shopping and services were the most popular reasons for using Petworth town centre, although use of Petworth town centre differed for different groups of respondents. Overall, older respondents and those with children under 16 are generally more likely to use Petworth for all popular facilities.

The post office, doctors and bank were the most used services in Petworth according to respondents. Generally, regular use of all these services increased with a respondent's age but decreased as the distance respondents lived from Petworth increased. Almost all respondents had shopped in Petworth at some point.

Although 46.1% found Petworth's pavements and walkways accessible, almost as many (44.4%) found them only 'adequate'. A quarter (25%) of respondents with a limiting long-term illness, health problem or disability said they found Petworth inaccessible.

More than a quarter (27.2%) of respondents thought that Petworth had a basic selection of shops. Almost as many (22.8%) thought the selection of shops was poor. Around a third (34.8%) thought Petworth's shopping was 'a good selection' or 'a good selection but tailored to specific customers'. Older respondents and those with a limiting long-term illness, health problem or disability were generally more likely to say the selection was basic or poor.

Older respondents and those with limiting long-term illnesses, health problems or disabilities shop in Petworth most often but many lack confidence that Petworth's selection of shops meets their needs. They are also less likely to find Petworth's pavements and walkways accessible. The needs of older people and those with limiting long-term illnesses, health problems or disabilities should be considered carefully when planning changes to Petworth.

Although very few respondents said they could never buy what they needed in Petworth, even fewer said they could do so all the time. There was a roughly even split between those who said they could buy what they needed most of the time (48.3%), and those who said they could do so only occasionally (47.7%). Those with managerial or professional occupations were slightly more confident they could buy what they needed most of the time.

The need for more or better food shops and supermarkets was often raised in response to open comment questions. This was tempered with a desire for more traditional shops including green-grocers, butchers and fishmongers. This key issue for residents should be considered carefully to achieve balance between the current, independent appeal of Petworth and the goal of making Petworth town centre sustainable in the long term.

Almost 400 comments were made relating to traffic or car parking in Petworth; most of them expressing problems or necessary improvements. Key themes for consideration were the speed of traffic, HGVs and large vehicles, volume and obstructions to traffic flow (e.g. parked cars) and easier/free parking.

Many respondents also used the final survey question to express how much they like Petworth or that they wouldn't want to see it change, however, many also highlighted problems with parking, traffic, a lack of leisure facilities (particularly for children and young people) and, most commonly, the variety of shops not meeting the needs of residents.

Respondent Profile

748 completed paper surveys were returned, giving a response rate of 33.5%. An additional 8 surveys were submitted online giving an overall total of 756.

This survey included an 'About You' section to gather data about the characteristics of respondents. The responses to this section are given below, where possible compared to the characteristics of the sample population with relevant data from the 2011 Census.¹

71 surveys were filled in by couples or families and surveys were received with both the 'male' and 'female' boxes ticked in answer to the question about respondent's gender, or more than once answer given to the question about respondent's age. Since this makes it impossible to determine the characteristics of the person who answered the survey, questions in the 'About You' section

¹ Source: Office for National Statistics:

<http://www.neighbourhood.statistics.gov.uk/dissemination/LeadHome.do?m=0&s=1391430693114&enc=1&nsjs=true&nsck=false&nssvg=false&nswid=1020>

where more than one answer has been ticked have been recorded as 'no answer' and not included in the figures below.

Gender - Based only on those surveys where the respondent's gender could be identified, 65% of respondents were female. 32.8% were male and 2.2% preferred not to say. According to Census 2011 data, the population of the sample area is 47.2% male and 52.8% female, meaning that females are over-represented for this survey. This is not uncommon for surveys.

Age - The table below shows the age structure of survey respondents compared to the age structure of the sample area population. Where necessary, the age brackets used in the survey have been combined to align with those used in the Census.

Age Range	% Survey Respondents	% Population
Under 16	0.3%	16.9%
16 – 24	0.4%	7.6%
25 – 44	13.7%	18.5%
45 – 64	34.3%	31.1%
65+	48.8%	25.9%

Although the mid age ranges are roughly in line with the sample population area, the youngest are under-represented and the oldest are over-represented. An over-representation of older people is not uncommon for surveys, particularly postal ones. The under-representation of younger age groups could be in part due to the survey methodology. Postal surveys were addressed to 'The Present Occupier' and as such, far more likely to have been opened and completed by one of the main householders. This is unlikely to be anyone under 18, with the likelihood of being a 'main householder' increasing through the age brackets. If further consultation work is undertaken, some focussed work could be done with younger residents.

Address - Almost 2 thirds (61.8%) of respondents lived within 1 mile of Petworth town centre. Around a third (34.5%) lived between 1 and 5 miles away and a small proportion (3.7%) lived between 6 and 10 miles away. No responses were received from those living more than 10 miles outside Petworth.

Occupation - More than half of survey respondents (52.2%) were retired. 6.9% were looking after the home. The table below shows the occupations of remaining survey respondents (excluding those who said they were 'retired' or 'looking after the home') compared to the proportion of working residents of the sample population, according to the Census 2011.

Occupation	% Survey Respondents in work	% Population in work
Manager, director or senior official	23.4%	16.2%
Professional	37.6%	17.5%
Associate professional or technical	2.5%	11.8%
Administrative or secretarial	10.6%	9.7%
Skilled trades	9.6%	16.6%
Caring, leisure or other service	9.2%	9.4%
Sales and customer service	6.4%	4.6%
Process, plant or machine operative	0.7%	4.1%
Elementary occupations involving simple or routine tasks	0.0%	10.0%

Managers, directors, senior officials and professional occupations are over-represented in this survey; however, most occupations are under-represented, particularly elementary occupations, skilled trades and associate professionals. This could indicate an over-representation of retired

people among the respondents. Again, this is not uncommon for postal surveys and would be in line with the over-representation of older respondents. If further consultation work is undertaken, some focussed work could be done with residents of working age, including the facility to capture which of the above occupations they work in to avoid over-representing managerial and professional occupations further.

Household composition - The survey also collected data about the household composition of respondents, particularly whether or not they had children living with them. For analysis, the household composition of respondents has been split into 3 groups:

- Respondents currently not responsible for children – comprising single people, couples with no children and couples with no children living with them - **(536 respondents - 75.2%)**
- Respondents responsible for children over 16 - **(75 respondents - 10.5%)**
- Respondents responsible for children under 16 - **(102 respondents - 14.3%)**

Although possible, this analysis should be treated with caution due to the difference in size of the groups.

Limiting long-term illness, health problem or disability - 78.5% of respondents said they did not have any long-term illness, health problem or disability, which limits their daily activities. 16.4% said they did and 5.1% preferred not to say. Generally, slightly more respondents had a long-term illness, health problem or disability than usually seen for a survey.

Finally, respondents were asked if there was anything else about themselves that they considered would affect their opinions. There were **154** responses to this question, although many of these were reiterations of points made earlier in the survey. The remaining comments have been categorised below with the number of respondents who mentioned it in brackets. Since all of these groups represent quite small numbers of people, they have not been used for analysis in the main report.

- Lived in/known Petworth many years/all my life **(13)**
- New residents – 5 years or less **(9)**
- Love Petworth **(8)**
- Support local shops **(4)**
- Particular illnesses/disabilities **(4)**
- Concern about future individual needs **(4)**
- Work in London **(3)**
- Limited income **(3)**
- Parent of young children **(3)**
- Comparing Petworth to other places **(3)**
- Don't drive **(3)**
- Involved in local affairs **(3)**
- Family/friends nearby **(2)**

There were some comments that could not be categorised. These are quoted below:

'We are busy professionals more access to what is available in Petworth including public services could be great.'

'Concerned about the future of the South Downs National Park and Petworth's beauty as a small town within it'

'I work in the community and volunteer sector with many families and low income households. Their needs must be taken into account, not just the wealthier sector.'

'Will soon be moving to Pulborough and looking forward to not living on a busy main road.'

'Don't have a mobile phone, email or computer.'

'I value the quality of life'

'We live here only 50% of the year'

'Long term house owner'

'Couple with 87 year old mother - caring for her at home.'

'My husband and I cycle'

'Generally a bit staid and boring.'

'I am involved in urban regeneration'

Results

Q1 - What do you use Petworth Town Centre for? (748 responses – respondents could select more than one answer)

The table below shows how respondents use Petworth town centre, with each possible response ranked according to popularity.

Rank	Number (%)	Answer
1	641 (85.7%)	Shopping
2	559 (74.7%)	Services (E.g. medical, financial etc.)
3	421 (56.3%)	Restaurants/cafes
4	121 (16.2%)	Transport
5	73 (9.8%)	Sports/leisure
6	35 (4.7%)	All of the above
7	15 (2%)	None of the above

Shopping and services were the most selected options, with more than half of respondents also selecting restaurants and cafes. Very few respondents used Petworth town centre for everything on the list, but even fewer used it for none of them.

Perhaps not surprisingly, the likelihood of using Petworth town centre decreased as the distance respondents live from Petworth increased, although more than 3 quarters (76.9%) of those who lived between 6 and 10 miles away still use Petworth for shopping. Female respondents and those with a limiting long-term illness, health problem or disability were slightly more likely to use Petworth for transport, while sport and leisure were more popular with males. Restaurants, cafes and shopping were particularly popular with respondents aged 25-44 and those in management or professional occupations but significantly less popular with those who had a limiting long-term illness, health problem or disability. Overall, older respondents and those with children under 16 are generally more likely to use Petworth for all of the most popular facilities.

Respondents were given an 'other' option for this question. There were **98** responses, although some of these were reiterations of answers given above. The remaining comments are categorised below along with the number of mentions and example quotes:

Category	Number of mentions	Example quotes
Social/community events	17	<i>'Sitting on the benches, chatting with others, community events, Christmas, Jubilee, Food festival etc.'</i> <i>'Attending and helping with community events'</i>
Work/volunteering	10	<i>'Volunteering - meals on wheels, red cross, friendship centre, driving mini-bus.'</i> <i>'Work and socialising'</i>
Library	9	<i>'Lingerie, library, florist, haberdashery, hardware, chemist, outfitters, wine shop.'</i>
Petworth Park/House	7	<i>'Visiting Petworth House and enjoying historic town'</i>

Live in Petworth town centre	6	<i>'Resident in town centre, noisy and dirty'</i> <i>'We live in the centre of Petworth'</i>
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Other comments included:

- Church **(5 mentions)**
- Limited public transport **(5 mentions)**
- Hairdresser **(4 mentions)**
- Chemist/medical services **(4 mentions)**
- Hardware shop/Austen's **(4 mentions)**
- Playground/play group **(3 mentions)**
- Takeaway food **(3 mentions)**
- Car parking **(3 mentions)**
- Post office **(3 mentions)**
- Lack of sports/leisure facilities **(3 mentions)**
- Lack of choice in food shops **(3 mentions)**
- Car service/repairs **(2 mentions)**
- Leconfield Hall **(2 mentions)**
- Walking/access to countryside **(2 mentions)**
- Recycling/clothes banks **(2 mentions)**
- Toilets **(2 mentions)**
- Pubs **(2 mentions)**
- Tennis courts **(2 mentions)**

Q2 - What do you like most about Petworth? (703 responses – respondents could select more than one answer)

The table below shows what respondents liked most about Petworth town centre, with each possible response ranked according to popularity.

Rank	Number (%)	Answer
1	527 (75%)	Position and locality
2	520 (74%)	Local heritage
3	339 (48.2%)	The mix of shops
4	311 (44.2%)	Low cost parking

Position and locality and local heritage were the most popular answers by some margin. Low cost parking was a far more popular answer among those who live further outside of Petworth; 65.4% of those who lived between 6 and 10 miles away selected it. Local heritage and position and locality, although still important, became less so the further away from Petworth respondents lived. Older respondents found the local heritage, position and locality slightly more important, while respondents aged between 25 and 44 were slightly more likely to select the low cost parking. Although they appreciated Petworth's local heritage, those with a limiting long-term illness, health problem or disability were less likely to say they liked the position and locality, mix of shops or low cost parking in Petworth. The mix of shops was generally a more popular answer among respondents in any kind of occupation compared to those who were retired or looking after the home.

Respondents were given an 'other' option for this question. There were **133** responses, categorised below along with the number of mentions and example quotes:

Category	Number of mentions	Example quotes
Friendly / community-spirited atmosphere / people	29	<i>'Community - friendly natives!'</i> <i>'The town is quiet and the people are friendly'</i>

Too many antique shops/not enough variety	17	<i>'The alleged 'mix' of shops is no longer what it was due to an excess of antique dealers. There is one small supermarket and 2 v. expensive delis so a poor food choice.'</i> <i>'Definitely not the mix of shops - far too many antique/expensive dress shops. Need more unusual shops.'</i>
Parking should be free/free for longer	16	<i>'Better before car parking charges - residential roads full of all day parking. Could we have 3 hours free parking too help the town flourish? Near the centre.'</i> <i>'Parking should return to being free to allow people to browse longer to enjoy this beautiful town.'</i>
Small town, easily accessible/convenient	15	<i>'Everything is in walking distance.'</i> <i>'It has not been modernised or pedestrianized and this retains its special character and is easy to access.'</i>
Ancient, pretty, picturesque market town	14	<i>'It is an ancient market town with individual shops'</i> <i>'A unique market town and the structure remains the same. It's friendly and has all the shops you require.'</i>
Individual/independent shops – not chains	12	<i>'Independent shops, creativity'</i> <i>'Independent shops, keep it that way, no big names'</i>
Good selection of shops	12	<i>'It is also great to still have a post office, at least one bank (soon to see HSBC go!!), good specialist food shops and a lovely flower shop.'</i> <i>'A delightful mix of shops but not suitable for the needs of the local community.'</i>
None/don't like it	10	<i>'Nothing. It is a depressing town. Nothing to do for my age group, miles from a decent town/city. Very expensive, limited taxi service. It is a town for the financially privileged!!'</i>
Countryside	9	<i>'The traditional village atmosphere and open countryside'</i>
Petworth Park/House	7	<i>'Pleasant rural area and good walking, especially in Petworth Park, which is a beautiful 'facility'.'</i>
Low-cost/convenient parking	7	<i>'I also like the low cost parking. I think it is important not to charge too much.'</i>
Local/community facilities e.g. Church, sports, community events	7	<i>'Very fine catholic church, priest and diverse parishioners, active Royal British Legion, volunteer film club, fine town band, cricket/football/tennis/real tennis/hunt kennels all within Petworth. Superb countryside all round and the parkland.'</i>
Lack of food/grocery shops – as a negative	6	<i>'No proper fish shop, butchers (for fresh produce) no recognisable sweet shop. Too many antique premises (serve no useful purpose).'</i>
Live in Petworth/family connection	5	<i>'Local connections and family history'</i>

Q3 - Do you use Petworth regularly for any of the following services? (736 responses – respondents could select more than one answer)

The table below shows what services in Petworth respondents used regularly, with each possible response ranked according to popularity.

Rank	Number (%)	Answer
1	650 (88.3%)	Post Office
2	604 (82.1%)	Doctors
3	532 (72.3%)	Bank
4	262 (35.6%)	Library
5	171 (23.2%)	Dentist

6	84 (11.4%)	Sport/Leisure
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The post office, doctors and bank were the most used services in Petworth according to respondents. Generally, regular use of all these services decreased as the distance respondents lived from Petworth increased. The bank was used more by male respondents than female ones, while female respondents used the library more often than males. Generally, those with a limiting long-term illness, health problem or disability were more likely to regularly use services in Petworth than those who did not. Generally, regular use of services in Petworth was more likely among older respondents and those who were retired.

Respondents were given an 'other' option for this question. There were **91** responses, categorised below along with the number of mentions and example quotes:

Category	Number of mentions	Example quotes
General shopping	19	<i>'Basic weekly shopping - Co-Op, Austen's, Charity shop, Chemist, convenience food shopping.'</i>
Bank is closing	18	<i>'Sadly our bank closed in October 2013, another loss of amenities'</i>
Austen's	11	<i>'Austen's and Cate's deli'</i>
Hairdresser	9	<i>'Food shops, Austen's and hairdressers'</i>
Chemist/medical services	8	<i>'Chemist/pharmacy'</i>
Events at Leconfield Hall	7	<i>'Entertainment (Leconfield Hall, Church)'</i>
None	7	<i>'There is nothing to go into the town for - when the bank closes it will be worse'</i>
Church	6	<i>'RC Church'</i>

Other comments included:

- Petworth Park/House (**5 mentions**)
- Eating/drinking out (**4 mentions**)
- More leisure facilities required (**3 mentions**)
- Recycling (**3 mentions**)
- Go elsewhere for these services (**3 mentions**)
- Walking/countryside (**3 mentions**)
- Newsagents (**3 mentions**)
- Work/volunteering (**3 mentions**)
- Car repairs (**2 mentions**)
- Solicitor (**2 mentions**)

Q4 - Thinking about the pavements and walkways, do you find moving around Petworth Town Centre...? (738 responses)

Number (%)	Answer	Total %
115 (15.6%)	Very accessible	46.1%
225 (30.5%)	Accessible	
328 (44.4%)	Adequate	44.4%
49 (6.6%)	Inaccessible	9.4%
21 (2.8%)	Very inaccessible	

Although most respondents found Petworth accessible, almost as many found it 'adequate'. Respondents living further outside Petworth were more likely to say it's accessibility was adequate, while respondents aged between 35 and 54 were most likely to say they found Petworth 'very accessible'. A quarter (25%) of respondents with a limiting long-term illness, health problem or disability said they found Petworth inaccessible.

More than half of respondents with children under 16 (56.4%) said they found Petworth accessible. This could indicate that accessibility issues in Petworth surround the needs of older

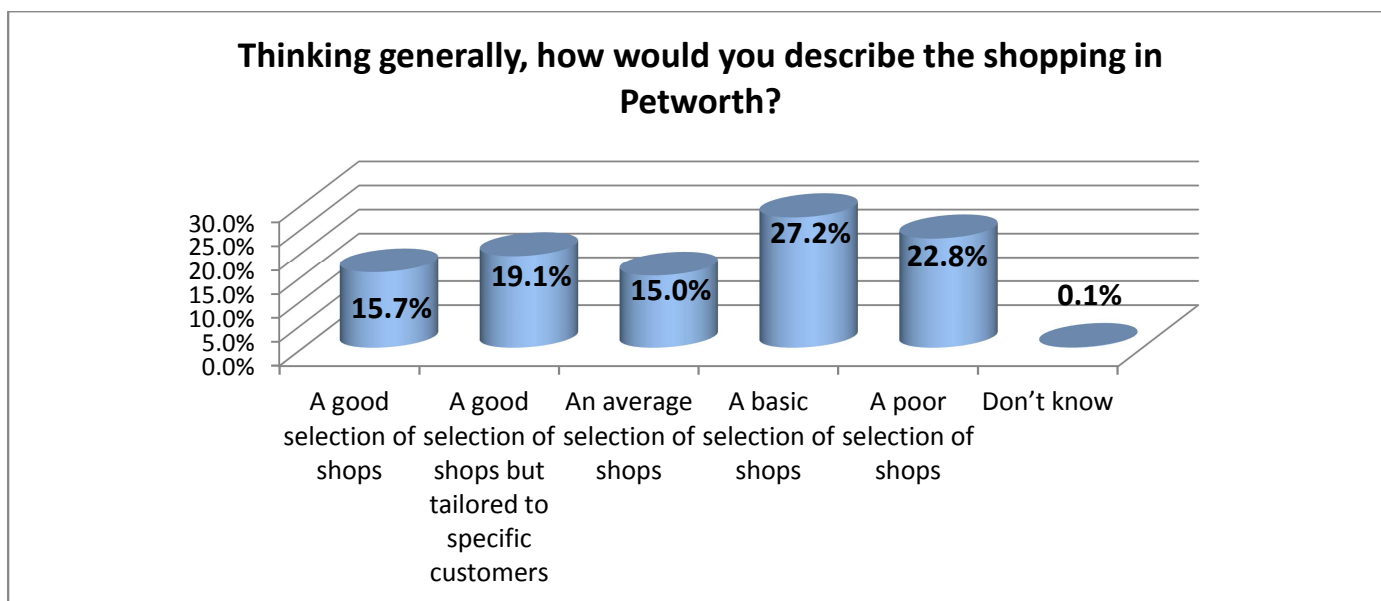
people rather than those with young children and/or pushchairs. Of those who said Petworth was inaccessible, 62.1% of them were aged 65 or older.

Q5 - Do you ever shop in Petworth? (750 responses)

Number (%)	Answer
743 (99.1%)	Yes
7 (0.9%)	No

Almost all respondents shopped in Petworth at some point. In all groups, regardless of age, gender, occupation, disability, address or household composition, more than 98% shopped in Petworth at some point.

Q6 - Thinking generally, how would you describe the shopping in Petworth? (727 responses)

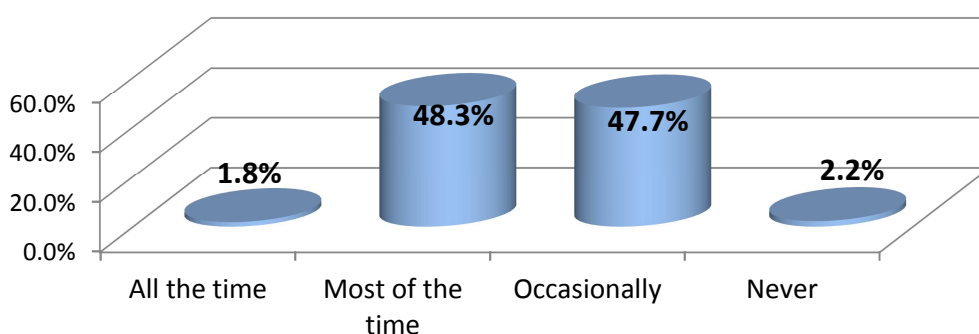


More than a quarter (27.2%) of respondents thought that Petworth had a basic selection of shops. Almost as many (22.8%) thought the selection of shops was poor. Those living within 1 mile of Petworth town centre were slightly more likely to say the shop selection was poor (24.7%). Almost a third of male respondents (32.3%) said the shop selection was basic, compared to just a quarter (25.2%) of females. Respondents aged between 25 and 44 and those with children under 16 were most likely to say Petworth had a good selection of shops but tailored to specific customers. Older respondents and those with a limiting long-term illness, health problem or disability were generally more likely to say the selection was basic or poor. Of those who thought Petworth's shopping was a good selection or good but tailored to specific customers, around a third (35.2%) had managerial or professional occupations. Those who said they used Petworth for shopping in Q1 were slightly more likely to say Petworth had a good selection of shops or a good selection but tailored to specific customers.

Q7 - Now thinking of your individual needs, can you buy what you need in Petworth...? (733 responses)

The graph below shows clearly the difference of opinion for this question. Although very few respondents said they could never buy what they needed in Petworth, even fewer said they could do so all the time. There was a roughly even split between those who said they could buy what they needed most of the time, and those who said they could do so only occasionally.

Now thinking of your individual needs, can you buy what you need in Petworth...?



More than half of those with children under 16 (51%) said they could buy what they needed only occasionally. Respondents aged between 35 and 64 and those with managerial or professional occupations were slightly more confident they could buy what they needed most of the time. Respondents with a limiting long-term illness, health problem or disability were among the least confident that they could buy what they needed in Petworth.

Q8 - On average, on how many days each month do you shop in Petworth? (736 responses)

Number (%)	Answer
233 (31.7%)	1 – 5 days
181 (24.6%)	6 – 10 days
102 (13.9%)	11 – 15 days
104 (14.1%)	16 – 20 days
116 (15.8%)	21 days or more

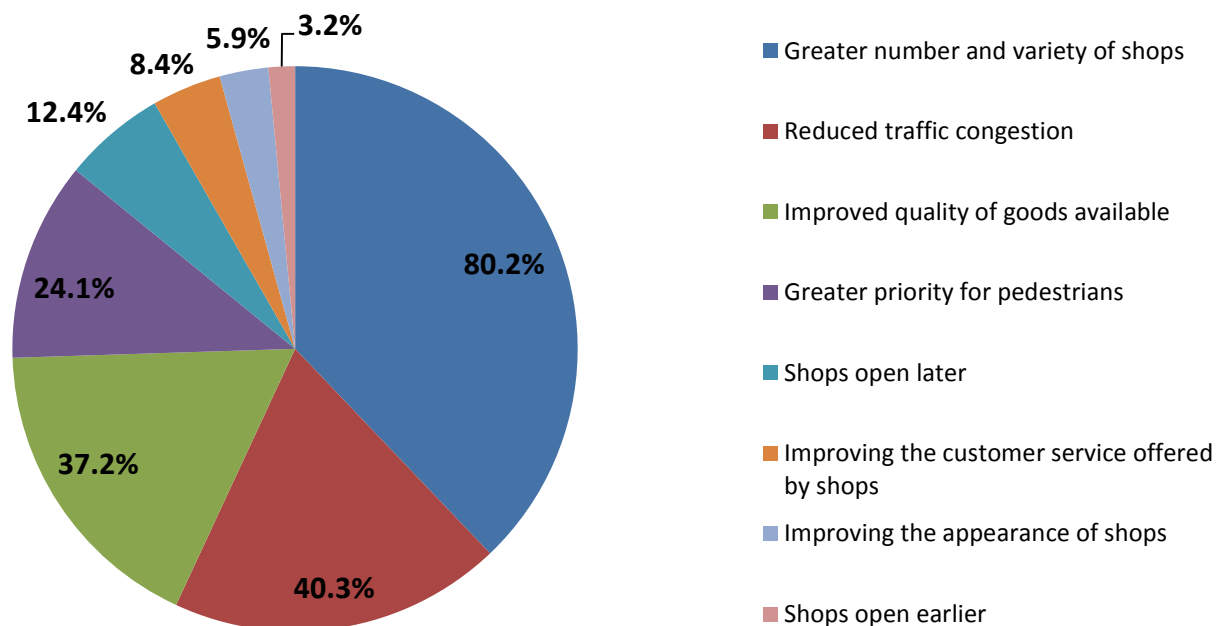
Around a third of respondents (31.7%) shop in Petworth on 5 days each month or less. Slightly fewer (29.9%) said they shop in Petworth 16 or more days out of each month. Generally, those with children shopped in Petworth less frequently than those who did not. Respondents who lived closest to Petworth town centre also shopped there far more often than those who lived further away. Respondents aged over 65 shopped more frequently than those of working age but those with a limiting long-term illness, health problem or disability shopped less often than those who did not.

Q9 - What would encourage you to shop in Petworth, or shop there more regularly? (677 responses – respondents could select more than one answer)

The chart below shows that having a greater number and variety of shops was the most popular answer by a large margin. There was also support for reducing traffic congestion, improving the quality of goods available and giving greater priority to pedestrians. Having shops open later received around 4 times as much support as having them open earlier.

Among respondents with children, particularly those with children under 16, support for having a greater number and variety of shops was even higher. They were also more likely to support later opening hours. Those living further outside Petworth were particularly supportive of improving the appearance of shops, opening later and reducing traffic congestion. Older respondents were particularly in favour of reducing traffic congestion and those of working age were more in favour of having a greater number and variety of shops and having shops open later. Respondents with a limiting long-term illness, health problem or disability were more supportive of improving customer service, reducing traffic congestion and giving greater priority to pedestrians.

What would encourage you to shop in Petworth, or shop there more regularly?



Respondents were given an 'other' option for this question. There were **209** responses, categorised below along with the number of mentions and example quotes:

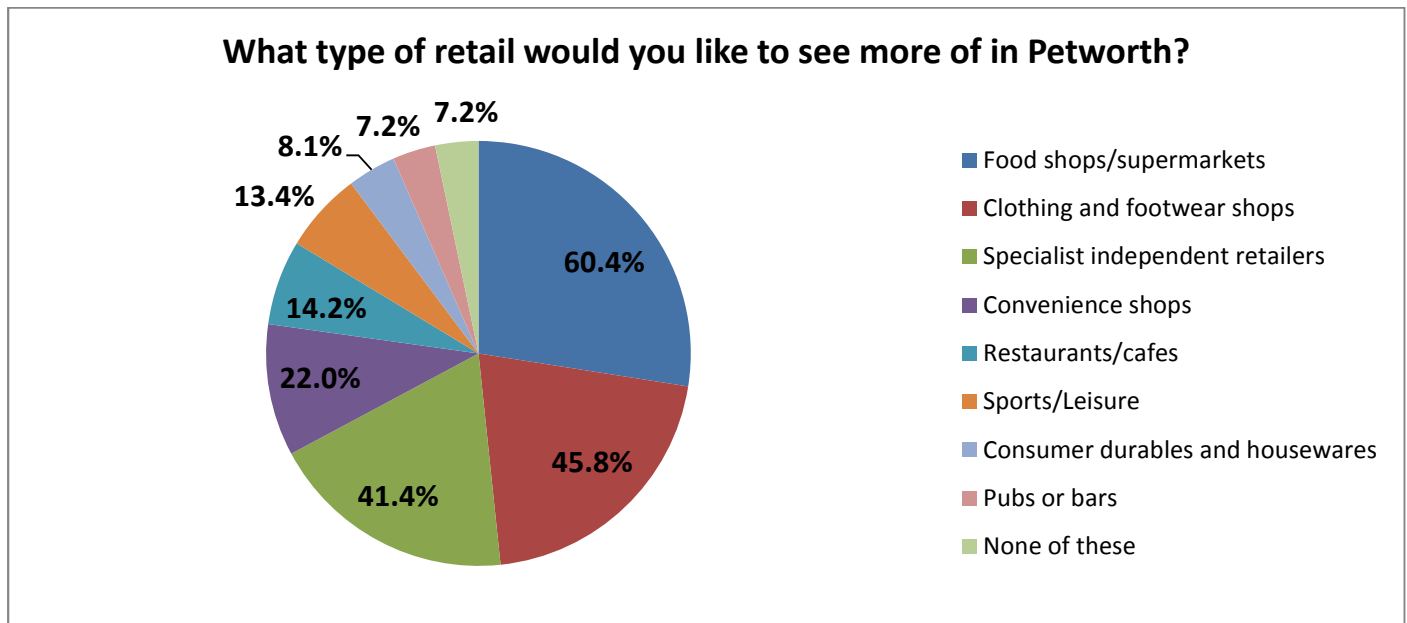
Category	Number of mentions	Example quotes
Need a large supermarket – including out of town	33	<i>'Need a supermarket that offers a FULL RANGE of items it would save me going to Haslemere.'</i> <i>'An edge-of-town, good-sized supermarket.'</i>
Prices in Petworth are too high/goods too high-end	23	<i>'All there is are shops out of the majority of up and coming families price range. Too many antiques, no clothes shops and need better food shop at proper prices'</i> <i>'Need wider range of groceries and suitable items for the variety of needs/incomes.'</i>
Too many antiques shops	20	<i>'There are too many antique shops in Petworth - it is overkill'</i> <i>'Petworth needs a greater variety of shops selling food and clothes. We cannot eat or wear antiques.'</i>
More choice/variety of food	18	<i>'More organic, locally grown produce.'</i> <i>'Lower prices and greater selection of food. We need a bigger, better supermarket but not in the square. The obvious place is next to the telephone exchange near the bottom of the car park or at Sylvia Beaufoy centre so trolleys can be taken to the car.'</i>
Easier parking – including less restrictions, more spaces	17	<i>'Long walk to bottom car park if top one is full and no parking in town available'</i> <i>'Do away with stupid diagonal parking in Square. Every car has to reverse onto stream of traffic. Straight bays much better.'</i>
Traffic speed/congestion – including lorries	16	<i>'Too many lorries that are too large to get through town - often getting stuck and damaging pavements and buildings.'</i> <i>'Traffic congestion in the Square'</i>

Fine as it is/no changes needed	15	<i>'No improvement needed! The town's character is its greatest asset.'</i> <i>'Please don't tart up the town - it is beautiful as it is.'</i>
Free parking – including simplifying system or extending free period	13	<i>'Scrap parking charges - although there is free period, you still have to get a ticket, fill in reg number etc. We all told you it would kill Petworth!'</i> <i>'Removal of almost all parking restrictions except where safety is an issue. Removal of all parking charges. The current parking system is over-complicated, uneconomic to run and confuses motorists.'</i>
Shops open Sundays	12	<i>'Shops should be open on Saturdays and Sundays and closed Mondays. Many tourists come on Sundays when all are closed!'</i> <i>'Shops open more often - Sundays and Bank Holidays when I have free time with visitors and family.'</i>
Need more convenience shops including small supermarkets	11	<i>'Well stocked 7-11/convenience type shop. Local produce.'</i> <i>'Waitrose or Marks and Spencer mini-shop'</i>
More traditional food shops e.g. butcher, fishmonger, green grocer, bakery	10	<i>'Good greengrocer and butcher would be fantastic.'</i>
Co-Op is expensive/limited selection	9	<i>'The only supermarket is Co-Op, which is expensive and I do not like the quality of their own brands.'</i> <i>'A quality supermarket would be nice - Co-Op is awful.'</i>
More variety of general shops needed	8	<i>'Shops offering the day-to-day basic requirements of 'ordinary' people. An affordable butcher, a food store selling small packs of basic food enabling older people living alone to buy their requirements.'</i>
Already shop regularly/can't shop more regularly	8	<i>'I don't need to shop more regularly'</i> <i>'Being a non-driver OAP, I shop if anyone is going into town.'</i>

Other comments included:

- Improving pavements – including removing A-boards, cutting overgrowth and repairs **(5 mentions)**
- More small, independent retailers, no chains or supermarkets **(5 mentions)**
- Local/organic produce **(4 mentions)**
- Improve accessibility for wheelchairs/buggies **(4 mentions)**
- Prefer to go elsewhere for shopping **(4 mentions)**
- Restrict parking further including pedestrianisation, removal of parking in The Square **(4 mentions)**
- Nothing/none **(3 mentions)**
- Fill empty shops **(2 mentions)**
- Change opening hours of shops **(2 mentions)**
- More public transport available to Petworth and from Petworth elsewhere **(2 mentions)**

Q10 - What type of retail would you like to see more of in Petworth? (719 responses – respondents could select more than one answer)



According to respondents, food shops and supermarkets top the list for retail Petworth should have more of. This is supported by many of the open comments given in response to questions throughout the survey. There was also support for more clothing and footwear shops and more specialist, independent retailers.

Respondents with children were far more likely to say they would like to see more sport/leisure retail in Petworth; 27.6% of those with children under 16 and 23.3% of those with children over 16 selected this. Male respondents were more likely to want more convenience shops, while females preferred more clothing/footwear shops. Restaurants, cafes, pubs and bars were far more popular with younger respondents. Those in management or professional occupations were more supportive of more specialist independent retailers but less convinced of the need for more food shops or supermarkets. Respondents with a limiting long-term illness, health problem or disability were particularly supportive of more convenience shops and food shops/supermarkets.

Respondents were given an ‘other’ option for this question. There were **166** responses, categorised below along with the number of mentions and example quotes:

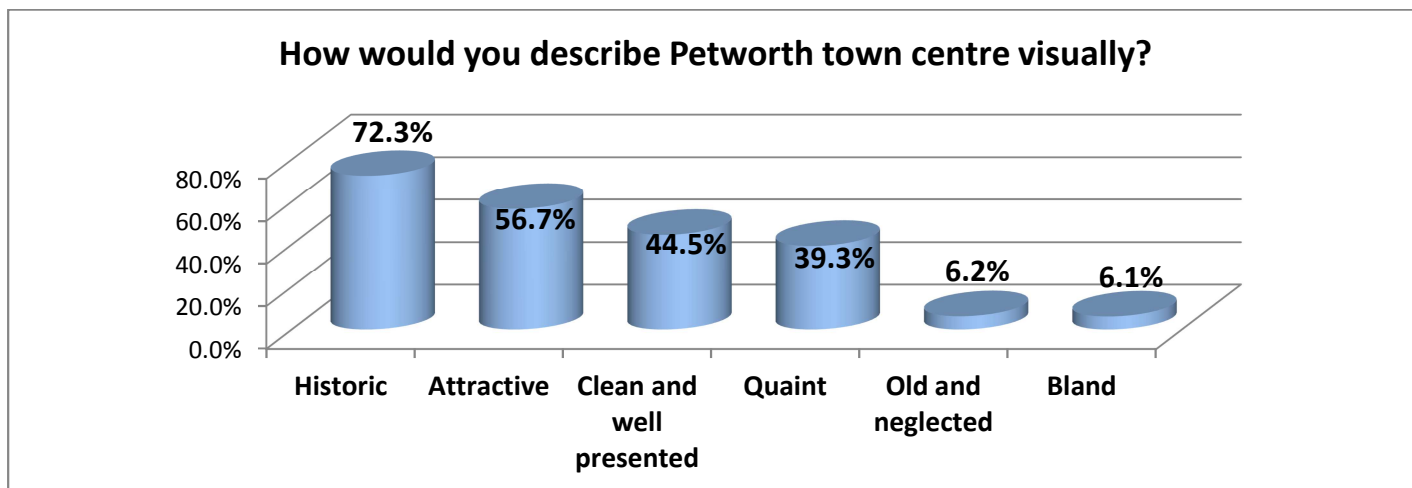
Category	Number of mentions	Example quotes – if needed
Traditional food shops e.g. butchers, fishmongers	37	<p><i>‘A good butcher (one has just left), a good bakery, greengrocer and fishmonger.’</i></p> <p><i>‘Fish shop or stall. The one who visits Midhurst/Cowdray etc. would like to come to Petworth but apparently cannot get permission.’</i></p>
Large supermarket – including out of town	23	<p><i>‘Major supermarket located on the outskirts of Petworth i.e. Tesco, Asda, Sainsbury’s etc., but within walking distance.’</i></p> <p><i>‘We could do with a better and bigger supermarket (Morrison’s?)’</i></p> <p><i>‘Food shopping is poor. Most Petworth residents drive to Pulborough, Haslemere or Midhurst to do major shopping. The need for a supermarket associated with the car park is serious!’</i></p>

Fine as it is/don't change	23	<i>'We are happy with the selection'</i> <i>'All of the above are already in place and trading. Don't require more of the same!'</i> <i>'None - it's about right for the size of the town.'</i>
Need goods at reasonable prices/Petworth is expensive for shopping	23	<i>'Would like cheaper retail overall, but not big chains'</i> <i>'Too many shops are aimed at the rich and posh. More 'ordinary' retail needed.'</i>
Clothing/Shoe shops – including children's and at affordable prices	21	<i>'Toy shop, children's clothes/shoes retailer'</i> <i>'Affordable, decent clothing and shoe shops for women and children'</i>
No more supermarkets / convenience stores	13	<i>'No second supermarket, no Morrison's in Swan House - more HGV's'</i> <i>'Do not allow more supermarkets and more coffee shops!'</i>
More places to eat/buy food	10	<i>'A good restaurant, quality food and good service but affordable. A good Boots store. Leconfield is so disappointing'</i> <i>'Accessible restaurants/cafe with disabled facilities, affordable shops'</i>
Sport/leisure facilities, particularly for children and young people	9	<i>'Definitely a sports/leisure centre please!!!'</i> <i>'Sports/leisure facilities for the young please.'</i>
No more/too many antique shops	9	<i>'Less antique shops would be an improvement.'</i>
Electrical stores – including TVs, telephones and white goods	9	<i>'Electrical/electronics - radio/TV/computers'</i>
Children's clothes	7	<i>'Children's/baby shop'</i>
Stationary	7	<i>'Stationary or office supplies'</i>
Opticians	7	<i>'Optician, more dentists, general stationery shop'</i>

Other comments included:

- Petrol station/garage **(5 mentions)**
- Improve range/size of existing Co-Op **(5 mentions)**
- More convenience stores **(5 mentions)**
- Toy/craft shops **(4 mentions)**
- Gift/card shop **(4 mentions)**
- More banks/cash points **(4 mentions)**
- Better chemist/hair/beauty **(4 mentions)**
- Dry cleaners **(4 mentions)**
- Like Austen's **(4 mentions)**
- Organic/local produce **(3 mentions)**
- No large chains **(3 mentions)**
- More high street names **(2 mentions)**
- No more places to eat/cafes **(2 mentions)**
- Shoe repairs **(2 mentions)**
- Pet shop/vets **(2 mentions)**
- Dentist **(2 mentions)**

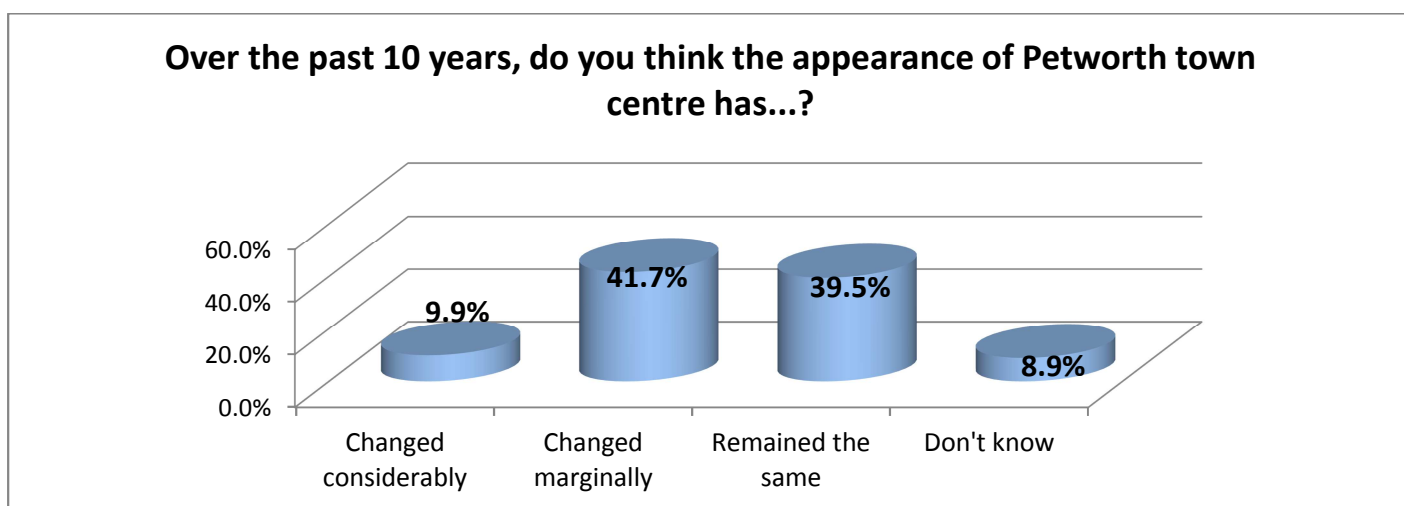
Q11 - How would you describe Petworth town centre visually? (726 responses – respondents could select more than one answer)



Petworth’s visual appeal was most often characterised as ‘historic’ and more than half of respondents also thought it was ‘attractive’. Very few respondents selected the negative terms of ‘bland’ and ‘old and neglected’. Generally, respondents who lived in Petworth or closest to it were most positive about its appearance; those who lived between 6 and 10 miles away from Petworth were almost twice as likely to say it was old and neglected. Generally, those in employment of any kind were slightly more likely to say Petworth was historic or attractive than those who were retired. Respondents who had a limiting long-term illness, health problem or disability were less likely to say Petworth was quaint, historic or attractive. Respondents who said they shopped in Petworth on 16 or more days each month were far more positive about its appearance.

Q12 - Over the past ten years, do you think the appearance of Petworth town centre has...? (727 responses)

Opinion was quite divided on this issue, as shown in the graph below.



Only slightly more respondents said that Petworth had changed marginally as said it had remained the same. Female respondents were more likely to report seeing a change than males and older respondents were slightly more likely to report seeing a change than younger ones. Half of respondents with children over 16 thought Petworth had stayed the same. Respondents who said they shopped in Petworth on 16 or more days each month were more likely to say Petworth had changed.

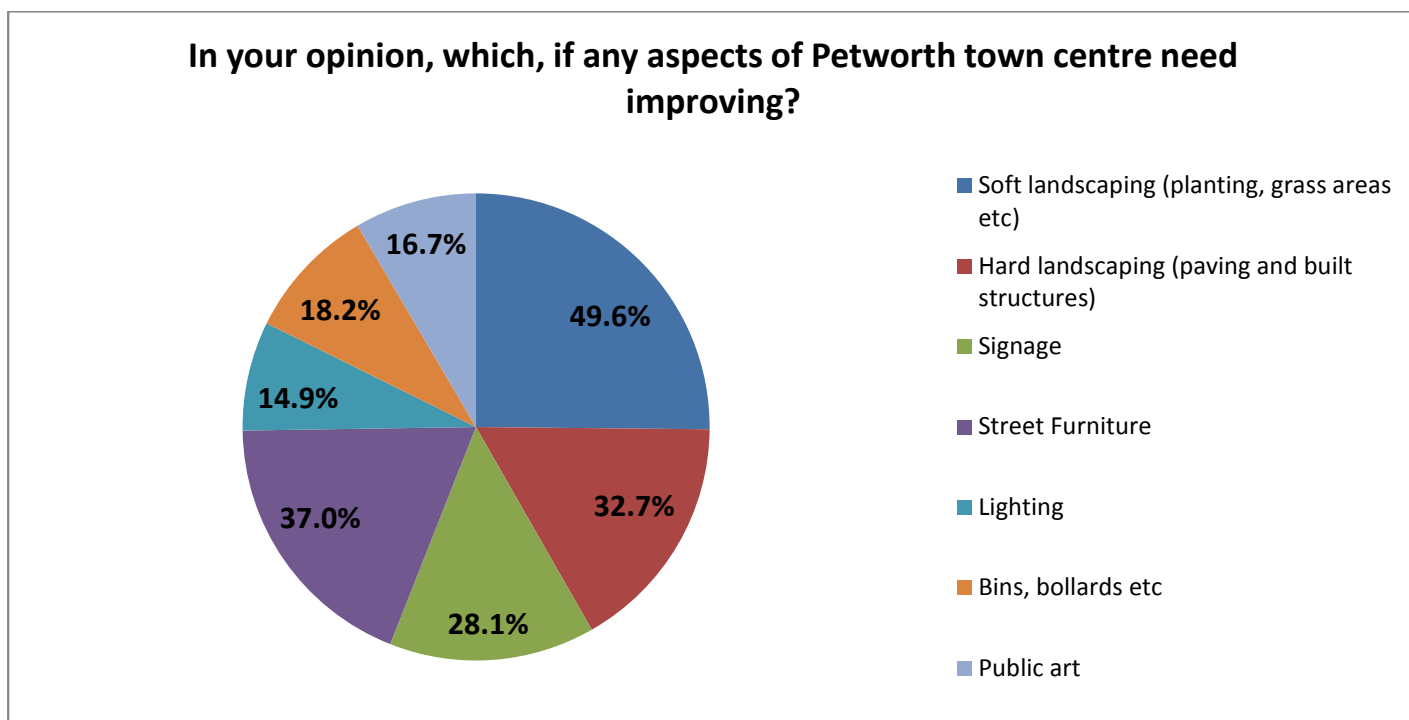
Q13 – If you think the appearance of Petworth town centre has changed over the last 10 years, do you think it has....? (366 responses)

Those who said that Petworth had changed to any degree were asked what they thought the nature of the change was.

Answer	Number (%)	Total %
Improved a lot	49 (13.4%)	55.7%
Improved a little	155 (42.3%)	
Neither improved nor declined	91 (24.9%)	24.9%
Declined a little	47 (12.8%)	18.0%
Declined a lot	19 (5.2%)	
Don't know	5 (1.4%)	1.4%

Of those who thought Petworth had changed in the last 10 years, the majority (55.7%) thought it had changed for the better. Respondents who lived further outside Petworth (6-10 miles), respondents with children and respondents of working age were most confident that Petworth had improved. Those respondents with a limiting, long-term illness, health problem or disability were slightly more likely to say Petworth had declined.

Q14 - In your opinion, which, if any aspects of Petworth Town Centre need improving? (462 responses – respondents could select more than one answer)



Improving soft landscaping was the most popular option, selected by almost half of respondents (49.6%). Around a third also supported improving street furniture (37.0%) and hard landscaping (32.7%).

Respondents with children under 16 were particularly keen to see soft landscaping improved, while those with children over 16 were more concerned with lighting and street furniture. Improvements to lighting were also particularly important to those living further outside Petworth; those living in the centre most wanted to see soft landscaping improved. Generally, men wanted to see improvements in all areas more than women. Older and retired respondents were generally

less supportive of improvements to public art. Improvement to hard landscaping was a particularly popular choice among those with a limiting, long-term illness, health problem or disability.

Respondents were given an 'other' option for this question. There were **232** responses, categorised below along with the number of mentions and example quotes:

Category	Number of mentions	Example quotes
No changes needed/leave Petworth alone	46	<i>'None of the above, as this would destroy the character of Petworth, which history has made!'</i> <i>'Think Petworth is lovely as it is'</i>
Better traffic management/calming	26	<i>'Better traffic speed control, cobbles in square, entering square and in High Street.'</i> <i>'Traffic flow in Market Square is horrendous. People pulling out of parking spaces and waiting for them causes tailbacks right down North Street.'</i> <i>'Speed ramps to slow traffic coming through the Square and hopefully discourage through traffic'</i>
Too many signs including road signs and advertising	18	<i>'Cluttered signs, both temporary(advertising events, often way beyond the date) & unnecessary street sign'</i>
More/better floral displays/trees	15	<i>'More/better floral displays and public art would add interest.'</i>
Limit/ban lorries and heavy vehicles	13	<i>'Greater efforts to eliminate lorries through the centre and very narrow streets'</i> <i>'Large vehicles mounting pavements and farm machinery likewise with trailers and equipment swaying and hitting parked vehicles.'</i>
More/better street cleaning/litter removal	12	<i>'Lack of general care and cleaning, leaves don't get swept up on busy footpaths'</i>
Improve narrow/broken pavements	12	<i>'Some pavements need to be made bigger and be resurfaced'</i>
Improve parking generally	11	<i>'Need to designate parking clearly for visitors who plan staying all day, weddings etc.'</i>
More benches	11	<i>'More benches - especially in the square!'</i>
More /better pedestrian crossings	11	<i>'Need for safer crossings throughout Petworth, Current crossing points are not safe and majority of drivers ignore pedestrians on crossings and drive too fast.'</i>
Remove pavement clutter e.g. A-boards and street furniture	10	<i>'Those sandwich boards that litter the town should be reduced'</i> <i>'Removal of all 'A-Boards' now creeping in, creating hazards'</i>
More variety of shops for local people	10	<i>'We need more shops that people need - not so many antique shops (pet shop etc).'</i>
Replace/improve existing signage	9	<i>'Replace all signage with 'rustic' or heritage design and have a town centre (Market Square) centre-point signage.'</i>
Reduce/review parking in Market Square	8	<i>'Reconfigure the road so the main square is pedestrianized. Encourage cafes etc. and safer access. Reversing from car spaces into the square is hazardous.'</i> <i>'More disabled parking in the square and East Street areas is required.'</i>
Fill empty shops	8	<i>'More shops too many stay empty'</i> <i>'Somehow to do something about the empty building at the top of the square. It makes the whole area look run down.'</i>

Improve wheelchair/pushchair access	7	<i>'Needs good access to shops for the disabled. At the moment this remains terrible.'</i> <i>'Some pavements are very narrow – hard to navigate with a pushchair'</i>
Pedestrianize town centre	7	<i>'I think it would be ideal if the town square was kept free of traffic to help to create a more 'village' atmosphere'</i> <i>'Traffic! Pedestrian zone in the market square would be nice.'</i>
Not enough space to add anything to the centre	6	<i>'The actual town centre is too small for the above.'</i>
Improve the appearance of shops	6	<i>'Some shops i.e. the Co-Op, The Star Pub and the shop next door to CoCo cafe, the one with plastic red, white, blue bunting are scruffy.'</i>
More tourist information	6	<i>'Tourist information badly needed'</i>
More/improved facilities for children and young people	6	<i>'Leisure (give the children something to do and somewhere to go)'</i>
More/better lighting	6	<i>'At Daymers bridge my husband fell when stepping up onto uneven and high kerb because in the poor lighting at night he could not gauge the height. He broke his hip'</i>

Other comments included:

- 20 mph speed limit **(5 mentions)**
- Improve appearance generally **(5 mentions)**
- More/improved supermarket **(5 mentions)**
- Too many antique shops **(5 mentions)**
- Bypass **(4 mentions)**
- More street furniture e.g. bins/bollards **(4 mentions)**
- Improve public transport **(4 mentions)**
- Cut overgrown hedges etc. **(3 mentions)**
- Reduce dog fouling **(2 mentions)**
- No public art **(2 mentions)**

Q15 - Is there anything else you would like to tell us about your experience of Petworth Town Centre? (381 responses)

Many respondents used Q22 ('Please tell us if there is anything else about yourself that you consider would affect your opinions about Petworth' – see Respondent Profile above) to give their final thoughts on Petworth. Those answers have been included and categorised as part of this question.

The word cloud below shows some of the key comments that respondents gave about Petworth. The larger a word appears in the cloud, the more often it was mentioned by respondents. The prominence of words like 'pavements', 'antiques', 'parking' and 'traffic' shows how important these issues are to survey respondents.

Have to/choose to shop outside of Petworth	26	<p><i>'Lived in Petworth most of my life. It has not changed in the respect of nothing to do for the kids. No swimming pool, no sports facilities, no competition for the Co-Op. Everything you need to do has to be done out of town.'</i></p> <p><i>'We are a middle class family and we love Petworth, but in terms of shopping, everything is very expensive. I would like to have a cheaper supermarket where we can do our weekly shopping without having to travel to Pulborough or Chichester.'</i></p>
Friendly people, helpful shop staff	25	<p><i>'Generally all shop/business staff are friendly and helpful. Would prefer the library to be open all day so I could use it on my way home from work.'</i></p> <p><i>'Other users are really friendly and helpful'</i></p>
Review business rates to encourage small / independent / new businesses	6	<i>'The Council need to have a concessionary introductory business rate period which will help new businesses get established'</i>
<u>Facilities/Amenities</u>		
Need more facilities for children and young people	37	<p><i>'We have lived here all our lives - we are both in our forties with three children (21, 19 and 7). There is nothing here for them to do. They have to go out of town for enjoyment. We can remember when there was a swimming pool. Now you have to travel miles to do that.'</i></p> <p><i>'Facilities for the local children are very poor - what happened to the swimming pool!!? What happened to the money we raised?? Now the skate park has been turned down - why? It's surprising that we do not have more trouble in town with the unhappy children. Public transport to Chichester in the evenings is poor - surely the youngsters should have something more in their own town. Local Councillors don't seem interested!!'</i></p>
Need more sport/leisure facilities	31	<p><i>'We moved to Petworth because we liked the way it is! A gym would be nice to promote public health.'</i></p> <p><i>'Very disappointed in the lack of sport facilities - in particular a swimming pool, which the young families and the elderly would benefit from.'</i></p>
Improve public transport/cycling provision	24	<p><i>'Would be better if there were better bus/train services. Being a parent of 11-16 year old. Buses are limited - nothing to Haslemere.'</i></p> <p><i>'More frequent public transport to Chichester would help. Also, connections with, or transport to and from, Portsmouth and Southampton hospitals. Unless the elderly in particular, have friends/relatives with a car, it will become increasingly difficult to attend.'</i></p>
Petworth has less than Midhurst/Chichester – unfair distribution of resources	17	<p><i>'Some amenities like Chichester and Midhurst would be good'</i></p> <p><i>'We pay a lot of money for Council Tax and have nothing to show for it i.e. swimming pool, leisure centre etc. It all seems to go to Chichester or Midhurst.'</i></p>
More/better information provision, particularly for tourists	7	<i>'Information signpost in main car park needs updating as it is out of date. Also information board in car park is blank, which looks bad to visitors to the town.'</i>

Traffic		
Limit/ban large and heavy vehicles from town centre – or enforce existing ban	41	<p><i>'Large farm vehicles should not be allowed to charge through the town and drive along our pavements! It is also a pity that still so many large vehicles force their way through the tight roads (including the very large tractors).'</i></p> <p><i>'There should be speed and height restriction in Angel Street and East Street to stop HGVs coming into town. The Tudor architecture cannot stand the vibration. SatNav software programmers should be notified.'</i></p>
Reduce speed of traffic – including traffic calming, speed cameras and 20 mph limit	35	<p><i>'Cars are too fast in Angel Street and New Street. They use the slight slope as a race track.'</i></p> <p><i>'Traffic is an inevitable problem. Could be mitigated by a 20mph speed limit throughout North, East, High Streets as far as roundabout Chichester/Midhurst/Angel Street to current 30mph sign entering from Peterborough direction.'</i></p>
Stop through traffic – including bypass	23	<p><i>'There is an on-going lack of a bypass meaning certain interesting areas of the town are inaccessible to pedestrians and other areas are busy with traffic compromising the potential of the town for visitors.'</i></p> <p><i>'Becomes congested, especially weekends and holidays - all traffic comes through town, even lorries - could through traffic be diverted around town?'</i></p>
Too much traffic in town centre	23	<p><i>'Too much traffic and cars parked in random places hindering traffic and spoiling views. Too little thought given to needs for residents parking.'</i></p> <p><i>'We truly deplore how awful the traffic congestion is and that nothing is done about this. It is very difficult to get around easily and especially cross roads, in particular with young children in tow. Such a beautiful town is damaged by daily pollution and noise, not to mention actual damage to the listed buildings because of the road.'</i></p>
More/improved pedestrian crossings	17	<p><i>'Safety of pedestrians is a major problem in the square. Traffic should be stopped at the zebra crossing by raising the crossing or installing a stop sign. Traffic rarely yields to pedestrians or cars reversing from parking in the square.'</i></p> <p><i>'Pelican crossing across North Street to get safely into the cow yard/Petworth Park.'</i></p>
Parking		
Parking should be free/more free parking	22	<p><i>'Free car parking to be reintroduced/reinstated. Petworth will have more visitors if they do not have to look at their watches. This is a town to linger in and enjoy.'</i></p> <p><i>'Car park charges are a fiasco - we're just paying people to collect the money, no net revenue. It was always going to be raised - everyone knew 20p was unsustainable, just a Trojan horse.'</i></p>
Address problems with residents parking	16	<p><i>'Residents need to be able to apply for a parking permit. If you live in Petworth Town Centre it's a nightmare trying to find parking'</i></p> <p><i>'Special consideration for residents parking in Petworth would help since many, many houses in the town do not have a private parking space.'</i></p>
Like the parking charges/arrangements as they are	16	<p><i>'New parking costs are great - stop the car park being full with cars that never move and should be parked in the lower car park.'</i></p>

Too much parking on double yellow lines/causing an obstruction/more enforcement needed	16	<p><i>'The cars parking outside the fish and chip shop/Chinese takeaway have got worse, frequently bringing the traffic right back round the town to a standstill.'</i></p> <p><i>'There is too much inconsiderate parking/parking on double yellow line while people make quick visits into shops.'</i></p>
Parking is difficult/more parking needed – including reserving the top part of the car park for shoppers and having less enforcement by traffic wardens	14	<p><i>'Bottom car park for long-term, top car park for shoppers. Everyone who works in Petworth is not put off by very cheap parking in top car park and it gets full very early.'</i></p> <p><i>'It is completely outrageous that small towns like Petworth are subject to weekly harassment by parking wardens who 'jump' on everyone unable to find a parking space in or near the town square, who pause for perhaps a minute or two to go to an ATM and issue ludicrous parking fines without genuine justification? It discourages shoppers.'</i></p>
Change/remove parking in The Square	10	<p><i>'Severely limit parking in the town square, which currently restricts traffic flow. Surely able-bodied people are capable of walking from the parking.'</i></p> <p><i>'If the parking slots outside Leconfield Hall were slanted for easier access/egress - as they are on the opposite side of the square.'</i></p>
More disabled parking needed	6	<p><i>'Too many antique shops. Need more disabled parking, stop vans blocking wheelchair access.'</i></p> <p><i>'There should be more than one disabled bay for parking in the square'</i></p>
General		
Love Petworth/enjoy living/shopping here	68	<p><i>'We find Petworth a very friendly place and enjoy shopping here.'</i></p> <p><i>'We love it and are pleased with and proud of our local town.'</i></p> <p><i>'Lived here for 69 years still love it'</i></p> <p><i>'We specifically chose to live in Petworth because of the lack of high street chains and corporate businesses. The town retains a unique style of its own that would be ruined if the big stores moved in. It feels like an old-fashioned town. Fabulous!'</i></p>
No changes needed/character should be preserved	39	<p><i>'A very pleasant, small, market town. I would rather it did not change at all rather than a supermarket be opened in the historic market square.'</i></p> <p><i>'It's a nice town; keep it that way, if chain stores come, make them appropriate. Co-op and Lloyds fit in OK'</i></p> <p><i>'It is a beautiful and historic town and should be nurtured and given plenty of TLC'</i></p>
Parish/District Council don't listen – different, more local organisations needed	10	<p><i>'There should be much more co-ordination between the various committees i.e. Town Council, PBA/PAADA etc. and younger members encouraged to participate.'</i></p>

Other comments included:

More frequent/better farmers market **(5 mentions)**

Too much dog fouling **(5 mentions)**

Positive comments about particular shops **(4 mentions)**

More facilities for older people **(4 mentions)**

Too many houses/not enough amenities **(4 mentions)**
More housing/more affordable housing needed **(4 mentions)**
Like the environment of Petworth countryside/walks/historic buildings etc. **(4 mentions)**
Petworth is nice but there is room for improvements **(4 mentions)**
Aggressive/inconsiderate drivers **(4 mentions)**
No Morrison's – will make congestion worse **(3 mentions)**
Need a local hotel **(3 mentions)**
More local, community events **(3 mentions)**
More open on Sundays **(2 mentions)**
Like the number of antique shops **(2 mentions)**
Love the Christmas lights in Petworth **(2 mentions)**
Drains not cleaned often enough **(2 mentions)**
Countryside is under threat **(2 mentions)**
Road markings need repainting, particularly one way system **(2 mentions)**

Conclusions

Some groups of respondents are underrepresented in this survey and any future work should take care to capture the opinions of these groups. The underrepresented groups include males, people of working age and young people.

Petworth Town Centre is used most for shopping and services, with the doctors, bank and post office being particularly popular. Older respondents, those with limiting long-term illnesses, health problems or disabilities and those who live closest shop in Petworth most often but older respondents and those with limiting long-term illnesses, health problems or disabilities were also less confident that the selection of shops in Petworth meets their needs and that they find Petworth's pavements and walkways accessible. The needs of older people and those with limiting long-term illnesses, health problems or disabilities should be considered carefully when planning changes to Petworth.

The mix of shops is not currently one of the things respondents liked most about Petworth. Significant numbers of them thought that the shopping in Petworth was basic or poor or did not meet their individual needs. Having a greater number and variety of shops was by far the most popular option for encouraging people to shop in Petworth and respondents showed a particular desire for more food shops or supermarkets. Although some expressed concerns about additional traffic and worry that Petworth should not lose its unique appeal, the need for more or better food shops and supermarkets was raised again and again in response to open comment questions. This was tempered with a desire for the additional food shops to be more traditional; green-grocers, butchers and fishmongers were mentioned many times. This key issue for residents should be considered carefully to achieve balance between the current, independent appeal of Petworth and the goal of making Petworth town centre sustainable in the long term.

Throughout the survey, almost 400 comments were made relating to traffic or car parking in Petworth; most of them expressing problems or necessary improvements. Key themes for consideration were:

Traffic

Traffic is too fast through Petworth – **73 comments**
HGVs/large vehicles should not be allowed in Petworth – **61 comments**
Too much traffic (obstructions to flow e.g. parked cars, bypass needed) – **55 comments**
Pedestrian safety (crossings) – **28 comments**

Parking

Parking needs to be easier (more spaces, less restrictions) – **58 comments**

Parking should be free or free for longer – **51 comments**

Review parking/vehicle access in The Square (pedestrianisation) – **35 comments**

Parking arrangements are good as they are – **23 comments**

Residents parking issues – **16 comments**

Each of these should be considered carefully, and the actual comments made by residents reviewed. Any feedback to respondents should include information about the conflicting needs of residents (e.g. less parking restrictions vs. parked cars obstructing traffic flow) and what is possible to achieve in the short, medium and long term (e.g. building a bypass).

For further information or analysis on the survey, or full lists of open ended comments please contact Jenny Westbrook or Rachel Lord in the Corporate Information Team on 01243 534623. Alternatively email rlord@chichester.gov.uk or jwestbrook@chichester.gov.uk