



Placemaking Liss Engagement Findings Report



Analysis undertaken and report produced by the Insight and Engagement Unit



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Key findings



Key findings

Experiences of moving around Liss



Whilst respondents had a mostly positive experience of travelling in the village centre, experiences along Station Road, Mill Road and Hill Brow Road roads were mainly negative.



The main reasons for a positive experience of travel were the quality and width of pavements/ footpaths, the amount of parking and spacious/ welcoming feel of the area.



Respondents felt travel through Liss could be improved by improving crossing facilities, reducing the amount of poor/ illegal parking and reducing traffic delays when the level crossing is down.

Experiences of spending time in Liss



Overall, respondents were evenly split as to whether they agreed or disagreed that the village centre is a place that they like to spend time and interact with others.



Respondents most commonly mentioned that it was a place to meet/ bump into others but also felt negatively about the amount of traffic and fumes.



Respondents felt that traffic was the biggest issue across the whole area, with the area not being relaxing to travel through being the second issue.



Suggestions for improvement focused on adding traffic calming/ control measures and reducing the delay at the level crossing when it is down.



Other frequent suggestions for improvement focused on improving parking (such as enforcing the use of car parks and removing on-street parking).



Key findings



Opinions on specific issues in Liss



Respondents were asked how concerned they were about five issues (air quality, speed of traffic, traffic noise, crime and anti-social behaviour). They were most concerned (75%) about the speed of traffic in the village centre with many feeling that motorists drive too fast through the area.



Respondents were also concerned about the perceived prevalence of crime (50%) in Liss village centre due to an increase in reported crime as well as a perceived lack of police presence.



When asked how these five issues could be improved, the most frequent suggestions were an increase in police presence, more CCTV and an increased effort to tackle youth/ underage drinking/ drug use.

Opinions on the village centre



When asked what they liked about the village centre, respondents most commonly mentioned the local cafes/ coffee shops and the Tesco Express store on Hill Brow Road.



The most common suggestions for improving the village centre were alleviating the current parking issues, updating the look of shops/ buildings in the area and utilising the empty shops.



When asked about facilities in the village centre, respondents felt positive about the amount of places to shelter (48%) and places to stop and rest (48%).



However, around half (47%) of respondents felt the planting and green spaces in the village centre were poor. The most common suggestions to improve facilities were to add more seating areas and more trees/ shrubs.

Potential considerations



Considerations for implementation



The survey findings indicate that parking is a contentious issue in Liss village centre. Whilst many respondents were positive about the amount of parking available, there were concerns about poor/ illegal parking. Improving and increasing existing parking facilities, particularly in areas where illegal parking is an issue, should be considered.



Specific suggestions about pavement widening and crossing points were raised in several areas. These should be considered as plans are developed.



Many respondents expressed frustration about the delays caused by the level crossing in Liss village centre. Any proposed changes should endeavour to not exacerbate this issue further. It might be worth considering whether there is scope for future plans which could mitigate against this issue completely.



Respondents were positive about both the community feel and the local facilities available in the village. The development of any proposals should include key groups such as the Liss in Bloom volunteers and local businesses, to build upon and strengthen these village assets.



Some concerns were raised about the appearance of some shop fronts. The project team may wish to work with local businesses to consider how the aesthetics of these could be improved.



Concerns were raised about the perceived prevalence of anti-social behaviour exhibited by teenagers/ children, particularly around Liss Rail Station. Engaging with young people to find out how they would like to see their village improved may help to mitigate against this.



The demographic profile of Liss should be considered in conjunction with the findings from this report to ensure that no groups' views have been underrepresented in the research.



Introduction



Placemaking Liss - background



Background

Liss Parish Council wishes to build on current and past initiatives to further the vision set out in the [Liss Village Neighbourhood Plan 2011-2028](#) to sustainably develop Liss village into “an attractive place to live, by improving the built environment..... managing the impact of traffic and improving walking and cycling”.

To achieve this, the Parish Council has developed the [Liss Village Centre Project](#) which aims to:

- actively seek community input to identify potential improvements to the roads and built environment;
- complete objective site assessments and surveys;
- look for ways to improve access to Liss Forest via Shipwrights Way;
- work with partners to find ways that contribute to Liss becoming a gateway to the South Downs National Park;
- review the road network and identify any potential improvements;
- develop concept design proposals; and
- use the Healthy Streets framework to guide the delivery of the study.

The scheme

As part of the Liss Village Centre Project, the Parish Council commissioned Hampshire Services (Hampshire County Council's in-house consultancy service) to undertake an engagement exercise to identify residents' and stakeholders' views on issues in the village and what they would like to see changed.

The findings from this survey will be used to produce improvement designs for the village centre. A second engagement exercise will then be conducted to gather feedback on the proposed designs.

Once finalised, the designs will be used to attract funding from various sources to implement the improvements.



Placemaking Liss – aims and method



Aims

The purpose of this engagement activity was to inform the development plans for Liss village centre.

Specifically, this engagement exercise sought to understand:

- resident's and stakeholder's experiences of moving around Liss;
- resident's and stakeholder's experiences of spending time in Liss;
- opinions on specific issues in Liss;
- where there are opportunities for improvements, what residents and stakeholders would like to see changed and why.

Method

The Hampshire Services team designed and ran a public engagement exercise using the Commonplace web platform. This is a citizen engagement platform which is designed to help reach communities and engage them in conversation, with a view to encouraging collaboration on future ideas.

Four surveys were published on the platform for people to respond to, with questions framed using the Health Streets approach. The first survey asked about the village centre overall. The remaining three were focused on specific sections of the area of interest to help identify whether issues differed by location. Analysis excludes data points located outside the specified area of interest.

The platform also provided users with a map of the area, enabling them to comment on a specific location which they identified by 'dropping a pin' and answering questions about the issues that they experience in that location. They could also make free text comments about the location. Paper copies of the survey were available from Liss Parish Council and were inputted onto the Commonplace site for analysis.

The website was available for contributions from 17 July to 31 August 2022.

Other engagement activities designed and run by Hampshire Services included:

- site-walks with stakeholders, where local stakeholders were introduced to the study and asked to rate certain aspects of the village as they were walking around with Parish Councillors and the project team. This feedback was collected by Liss Parish Council; and
- a business specific survey, where local businesses were asked to feedback on their deliveries, how staff commuted to the business and how customers travelled to them.

Findings from these activities will be published in a separate report.






The results of all activities were passed to the Insight and Engagement Unit for analysis.



Overview of responses



Commonplace

-  **1,307** visits to the site
-  **208** responses to the Liss Village Centre survey
-  **95** responses to the Station Road (Riverside Walk to the village centre) survey
-  **77** responses to the Hill Brow Road (between Newman Collard Car Park/ Station Road) survey
-  **60** responses to the Station Road (between the village centre roundabout and Mill Road) survey
-  **11** pins were dropped on the interactive map
-  **158** people subscribed for project updates

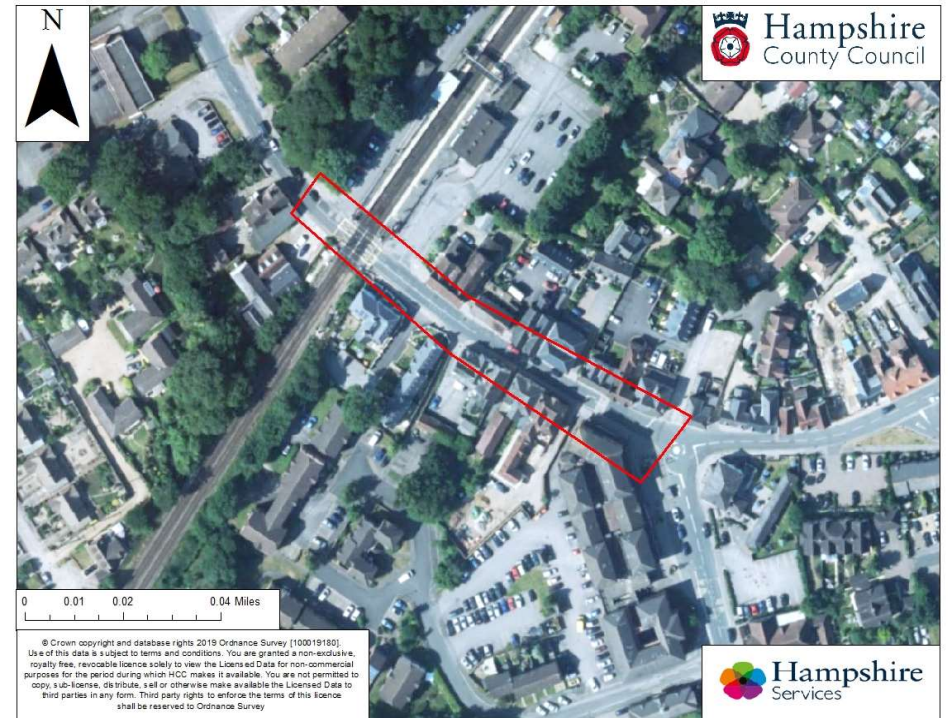


Areas of interest

Liss village centre



Station Road (Riverside Walk to the village centre)

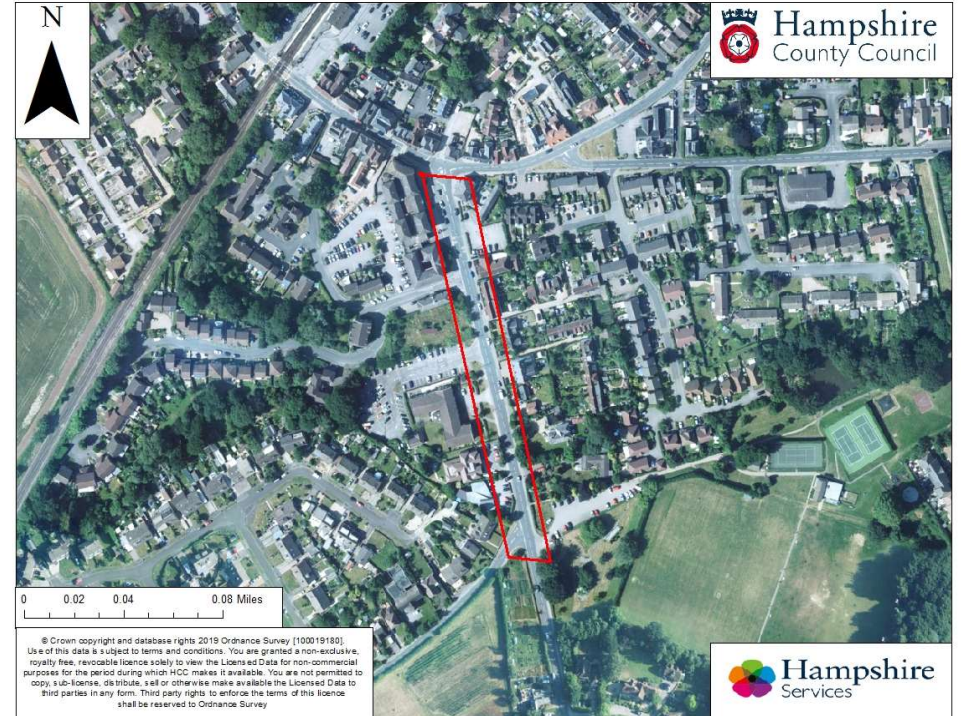
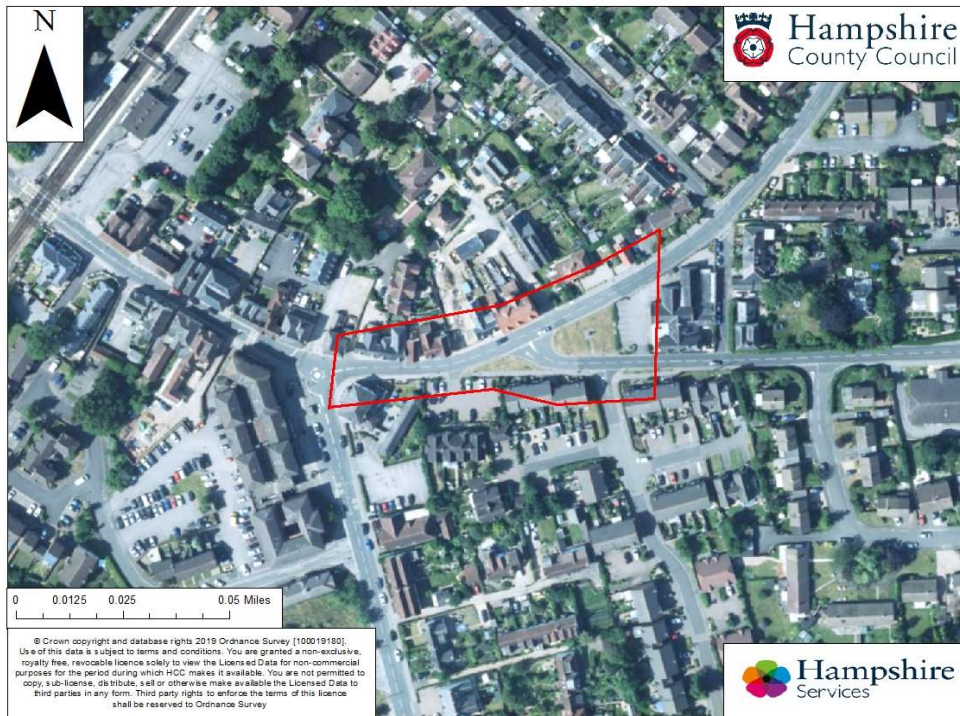




Areas of interest

Station Road (between the village centre roundabout and Mill Road)

Hill Brow Road (between Newman Collard Car Park/ Station Road)





Detailed findings

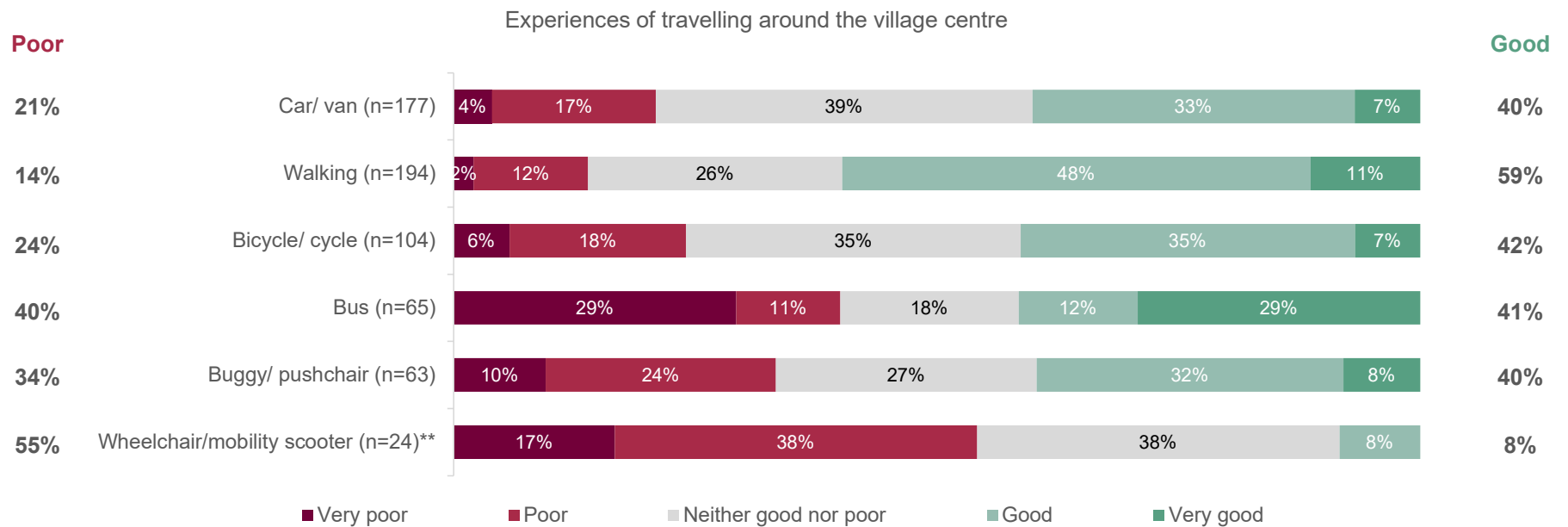


Experience of travelling in and around Liss village centre



Experiences of travelling around the village centre

Across most modes of travel, around 4 in 10 respondents felt positive about travelling around Liss village centre. Walkers felt the most positive (59%) about their experience, whereas over half (55%) of wheelchair/ mobility scooter users felt negatively.



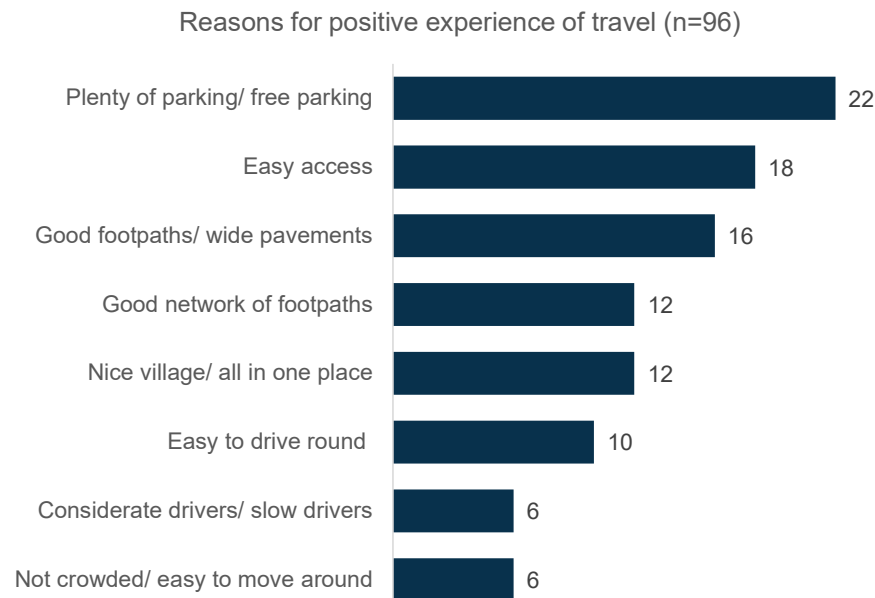
How would you describe your experience of travelling around Liss by the following means of transportation?

**** caution: very low base**



Reasons for positive experience of travel around the village centre

When asked why their experience of travel around the village centre was positive, respondents most commonly mentioned the amount of parking, easy access to the area and good/ wide pavements.



"Free parking - essential to keep custom for businesses and makes it easy to use the village." (Driver, walker and cyclist, aged 55-64)

"It is easy to access on foot or by vehicle." (Driver and walker, aged 65-74)

"The wide pavement outside Tesco and other shops gives pedestrians plenty of space to move about without getting in each others way." (Aged 55-64)

"There are nice rural walks that provide links to most parts of the village. The footpath network is good."

If your experiences have been positive, why is that? [Quantified verbatim question]

Themes with 6 mentions or more shown



Suggestions to improve travel around the village centre

The most frequent suggestions for improving the experience of travel around the village centre were reducing the amount of poor/ illegal parking, making the area easier to cross and improving traffic delays when the level crossing is down.

Suggestions to improve travel around the village centre (n=143)



"Vehicles regularly park on double yellow lines the restrictions need better enforcement." (Aged 55-64)

"Crossing road in the village centre is treacherous and the new crossing near the school is also dangerous." (Walker, aged 45-54)

"Often issues with lines of vehicles when the railway gates are down, some go in the wrong lane to the roundabout to avoid waiting." (Driver and walker, aged 55-64)

"Find pavements difficult where there are holes and cracks." (Walker, aged 85+)

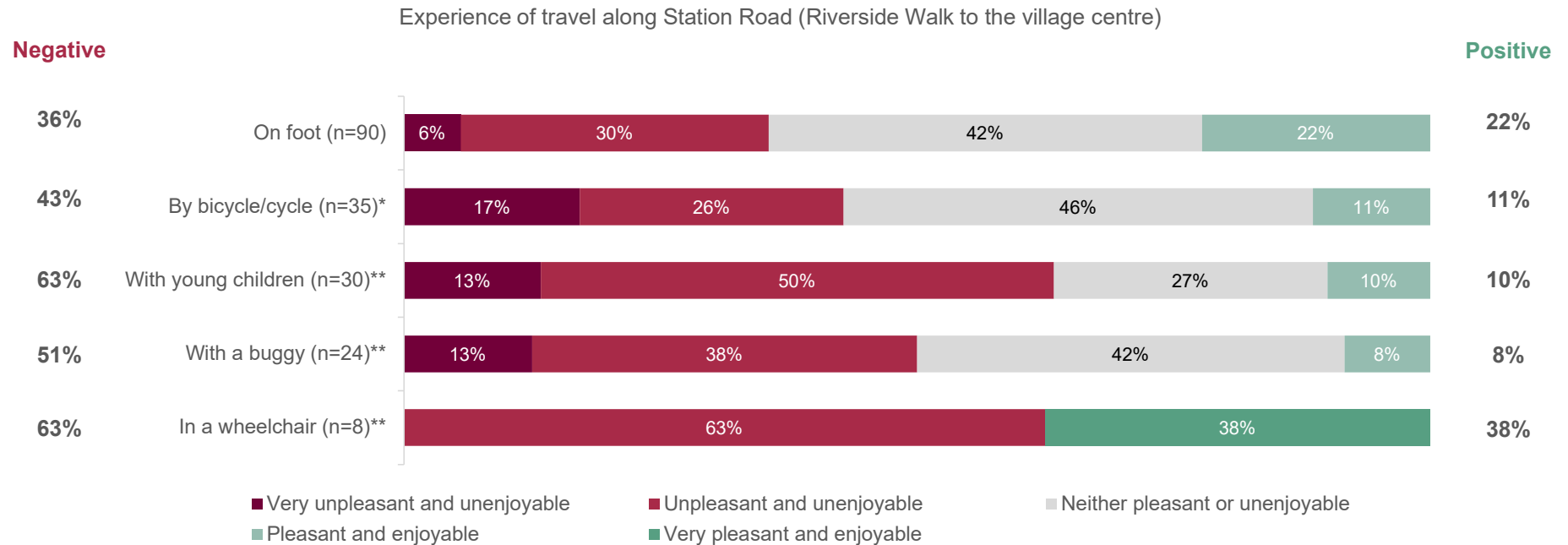
If your experiences haven't been positive, what could be done to make them better? [Quantified verbatim question]

Themes with 13 mentions or more shown



Experiences of travel along Station Road (Riverside Walk to the village centre)

Respondents reported a negative experience of travelling along Station Road (Riverside Walk to the village centre) using non-motorised transport.



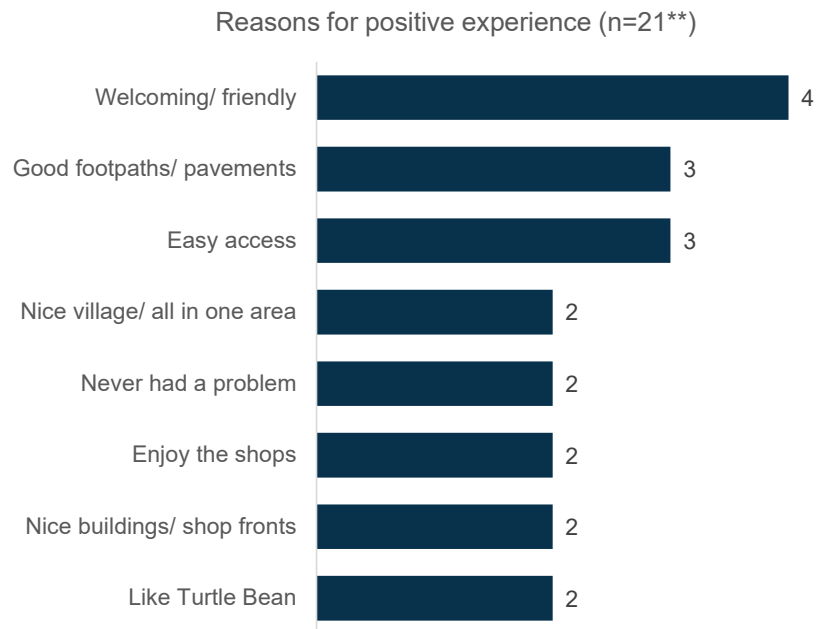
How pleasant and enjoyable is your experience of travelling around this area?

* caution: low base
 ** caution: very low base



Reasons for positive experience

When asked why their experience of travel along Station Road (Riverside Walk to the village centre) was positive, respondents most commonly mentioned that the area was welcoming/ pleasant.



"When walking around the area the village people will greet you." (Walker, aged 75-84)

"Pavements good on station side." (Driver and walker, aged 25-34)

"It is easy to get to/ from my house and the pavement and roads are fine." (Driver, cyclist and walker, aged 55-64)

"By myself, I can enjoy the area well enough. It's fun to go into some of the businesses along this corridor, and it's easy enough to traverse the area, solo on foot." (Driver and walker, aged 35-44)

**** caution: very low base**

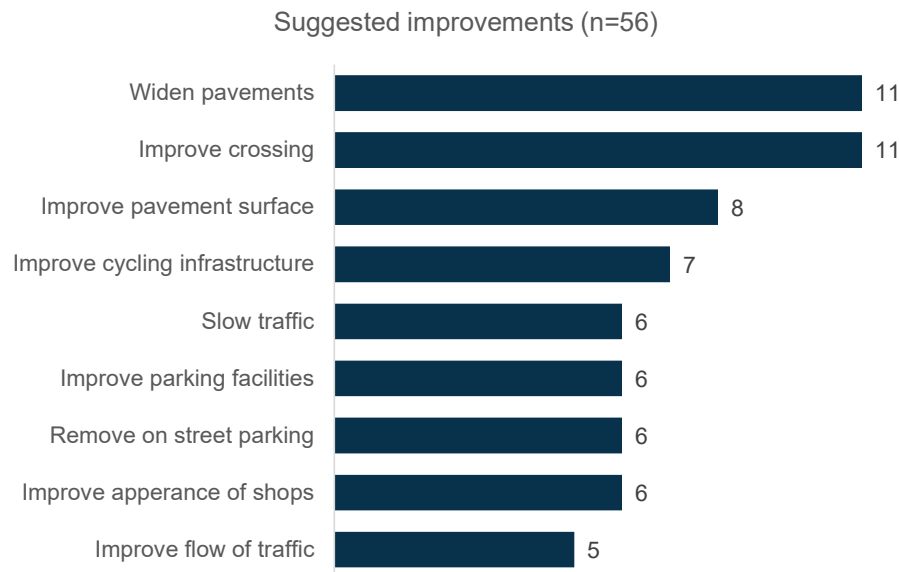
If your experiences have been positive, why is that? [Quantified verbatim question]

Themes with 2 mentions or more shown



Suggestions to improve experience

The most frequent suggestions for improving the experience of travel along Station Road (Riverside Walk to the village centre) were widening the pavements and improving crossing facilities.



"With a toddler or young child in a pushchair the narrow pavements are a problem and there are no safe crossing places." (Walker, aged 65-74)

"Make it easier to cross the road!" (Driver and walker, aged 45-54)

"Pavement kept in better state, holes filled in." (Walker, aged 85+)

"Almost always, there is traffic going past with little clearance to my bicycle, in the event of contact, they win!" (Driver, cyclist and walker, aged 65-74)

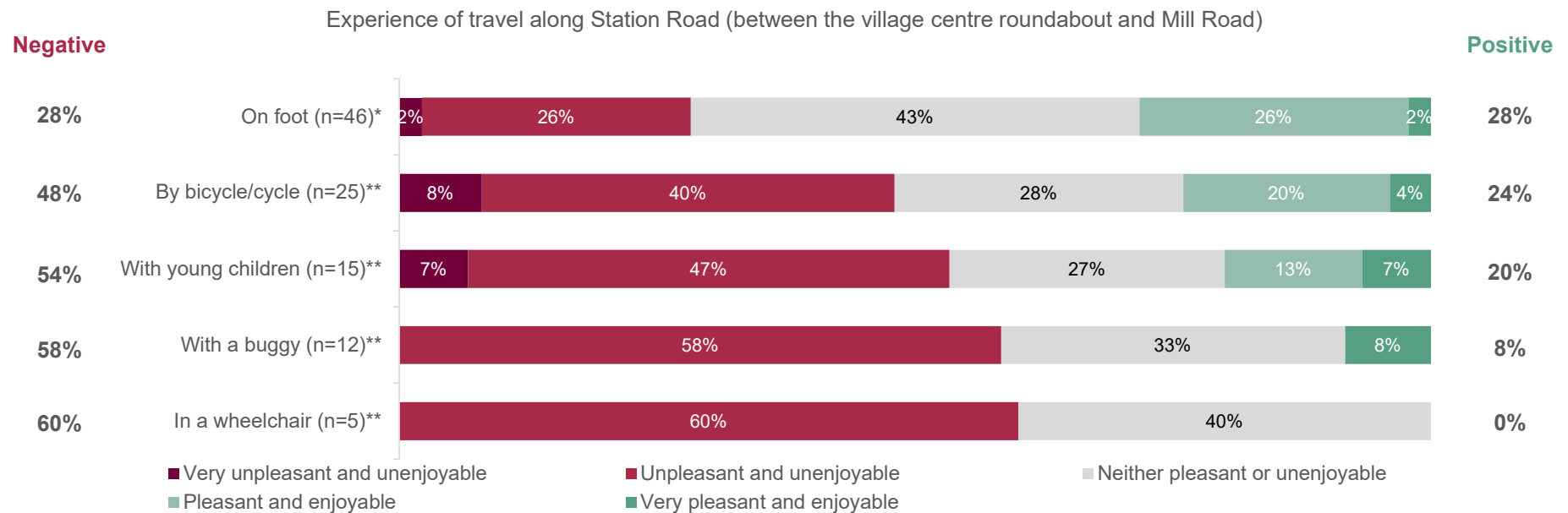
If your experiences haven't been positive, what could be done to make them better? [Quantified verbatim question]

Themes with 5 mentions or more shown



Experiences of travelling on Station Road (between the village centre roundabout and Mill Road)

Walkers did not have strong feelings about their experience of travelling on Station Road (between the village centre roundabout and Mill Road). Across all other modes of transport, respondents tended to report a negative experience of travel.



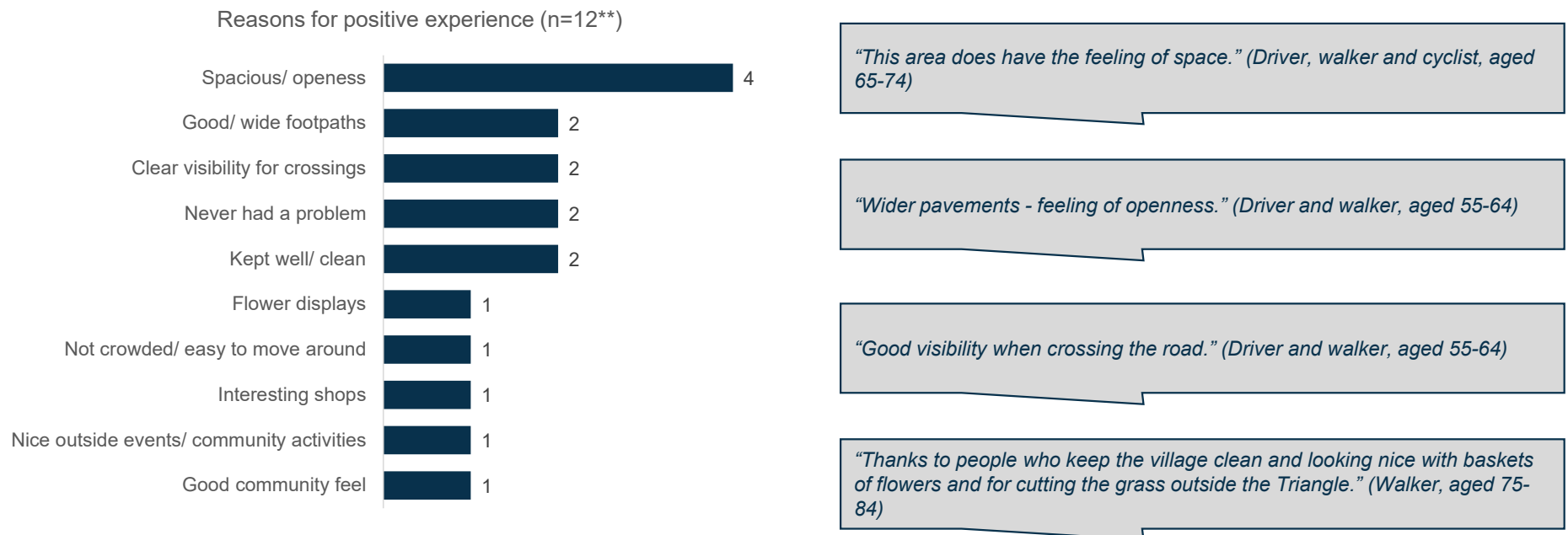
How pleasant and enjoyable is your experience of travelling around this area?

* caution: low base
** caution: very low base



Reasons for positive feelings

When asked why their experience of travel along Station Road (between the village centre roundabout and Mill Road) was positive, respondents most commonly mentioned that the area was spacious/ felt open.



If your experiences have been positive, why is that? [Quantified verbatim question]

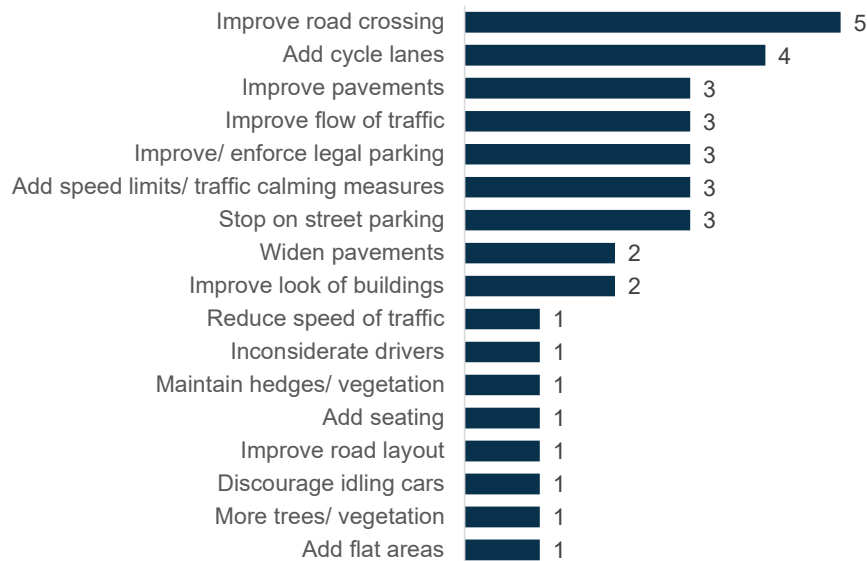
** caution: very low base



Suggestions to improve experience

The most frequent suggestions for improving the experience of travel along Station Road (between the village centre roundabout and Mill Road) were improving crossing facilities and adding cycle lanes.

Suggested improvements (n=22**)



"No dedicated safe place to cross." (Driver, cyclist and walker, aged 45-54)

"There are no designated cycle lanes - cyclists take their chances." (Driver, cyclist and walker, aged 65-74)

"Making sure pavements are smooth" (Wheelchair user and walker, aged 85+)

"Remove the focus being on traffic flow and the roundabout - people seem to use the village as a cut through" (Driver, walker and cyclist, aged 25-34)

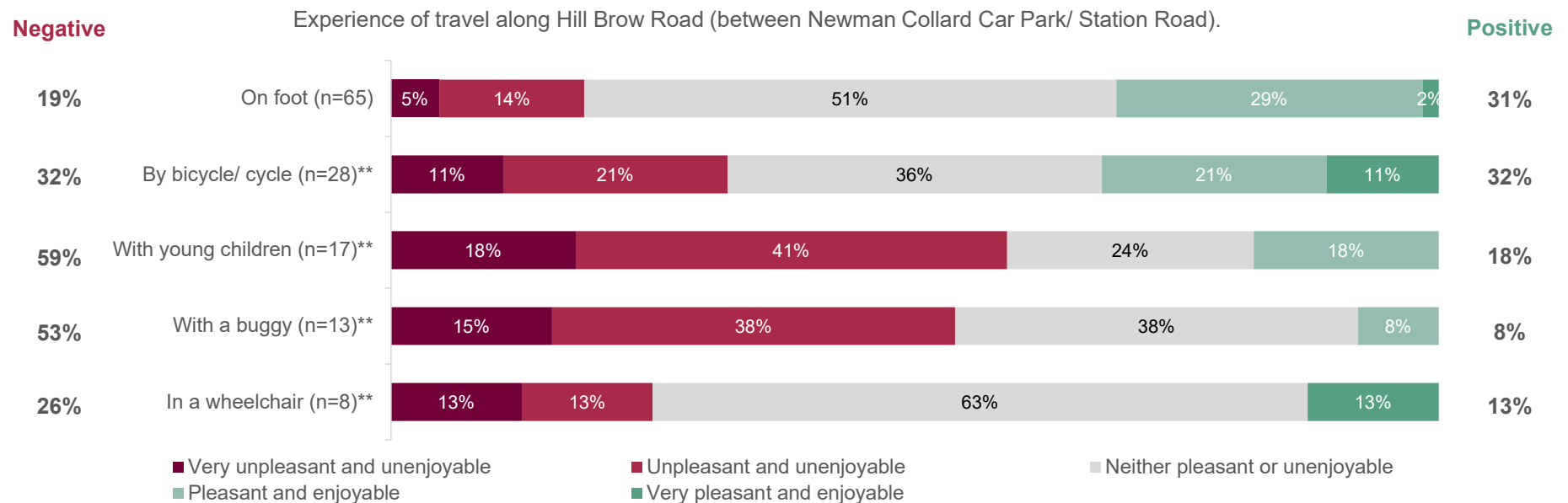
If your experiences haven't been positive, what could be done to make them better? [Quantified verbatim question]

** caution: very low base



Experiences of travelling on Hill Brow Road (between Newman Collard Car Park/ Station Road)

Respondents had a mixed experience of travelling on Hill Brow Road (between Newman Collard Car Park/ Station Road). Cyclists, for example, were evenly split between positive and negative experiences, whilst a majority of walkers and wheelchair users found travelling 'neither pleasant or unenjoyable'. Those travelling with children were most negative about their experience.



How pleasant and enjoyable is this area when travelling?

**** caution: very low base**



Reasons for positive feelings

When asked why their experience of travel along Hill Brow Road (between Newman Collard Car Park/ Station Road) was positive, respondents most commonly mentioned the area having good pavements/ footpaths.



"Pavements towards Hill Brow clear and good for walking." (Driver and walker, aged 75-84)

"Plenty of 'legal' parking provided." (Driver and walker, aged 75-84)

"It feels nice and typical of a village." (Driver and walker, aged 55-64)

"The area is flat and has a mixture of old and new buildings which is pleasing to the eye." (Walker, aged 65-74)

**** caution: very low base**

If your experiences have been positive, why is that? [Quantified verbatim question]

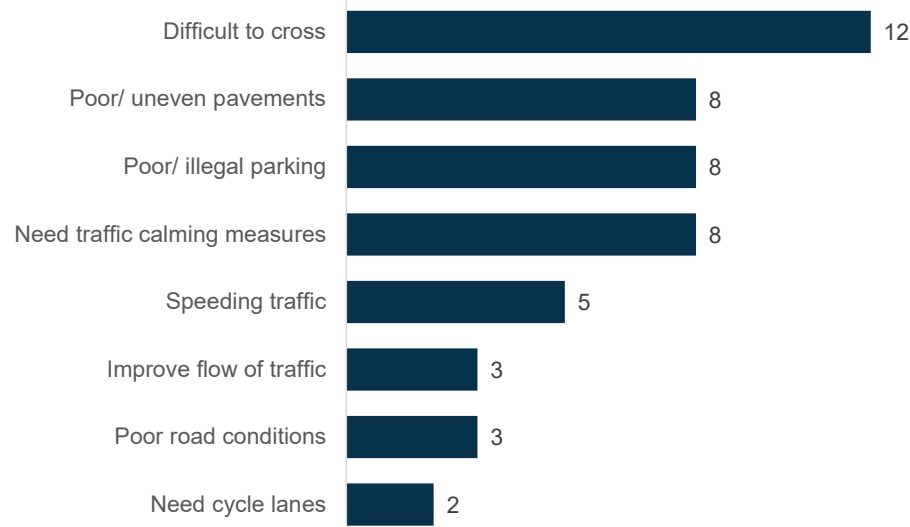
Themes with 1 mention or above shown



Suggestions to improve experience

The most frequent suggestions for improving the experience of travel along Hill Brow Road (between Newman Collard Car Park/ Station Road) were improving crossing facilities. Those travelling with children or buggies most frequently mentioned improving poor/ illegal parking in the area.

Suggested improvements (n=31*)



"Some form of pedestrian crossing would be good - can be dangerous crossing (partly because of cars parked outside pub on yellow lines)." (Driver and walker, aged 75-84)

"Very uneven paving especially outside Tesco." (Driver and walker, aged 75-84)

"Advertise parking available behind Tesco and clamp down on illegal parking in road." (Walker, aged 45-54)

"A greater need for traffic control. Hill Brow is a busy road; speed warning doesn't appear to be very successful. This part needs a traffic camera." (Walker and driver, aged 75-84)

* caution: low base

If your experiences haven't been positive, what could be done to make them better? [Quantified verbatim question]

Themes with 2 mention or above shown



Experience of spending time in Liss



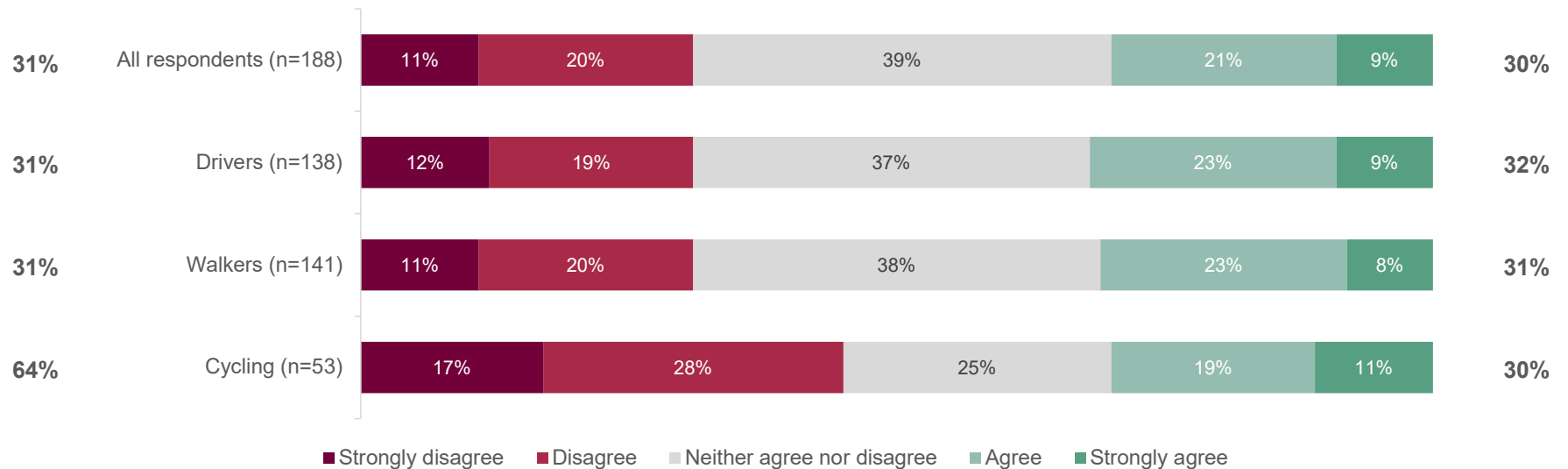
Feelings about the village centre

Overall, respondents were evenly split as to whether they agreed or disagreed that the village centre is place that they would like to spend time and interact with others. However, just over 6 in 10 cyclists disagreed with the statement.

To what extent do you agree or disagree with the following statement: "The village centre is a place where I want to spend time and engage and interact with others"?

Disagree

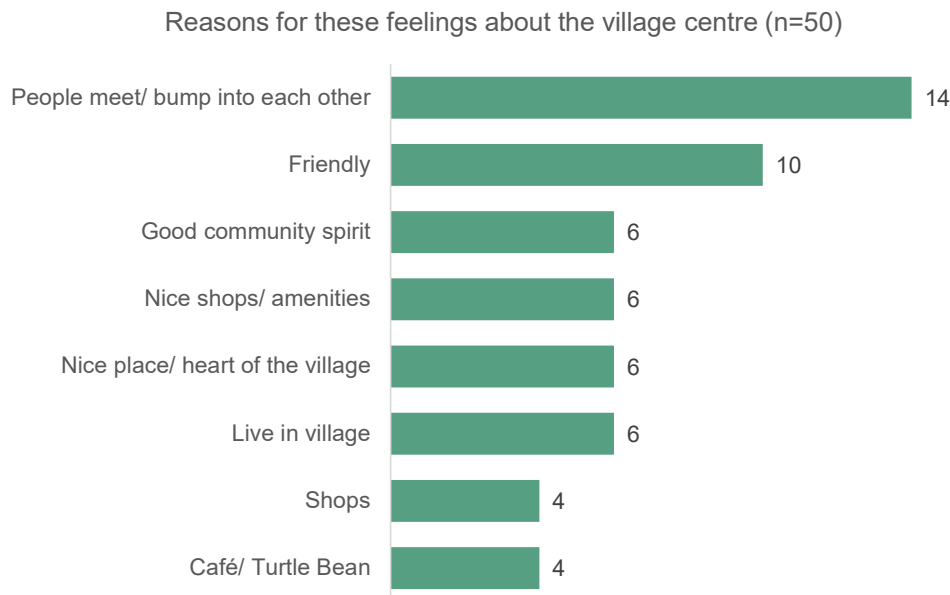
Agree





Reasons for positive feelings about the village centre

When asked why they felt positive about the village centre, participants most commonly noted that it was a place to meet/ bump into others.



"There are lots of places to meet friends to socialise, eat and relax. The large pedestrian area outside Tesco allows plenty of space to chat while shopping." (Driver and walker, aged 55-64)

"Mainly because of friendship...everyone who passes says hello." (Walker, aged 85+)

"Because of the very good community spirit Liss has." (Driver, cyclist and walker, aged 45-54)

"Central location with cafes etc. Can often do a range of shopping e.g. Tesco, bakers, newsagents etc." (Driver, cyclist and walker, aged 45-54)

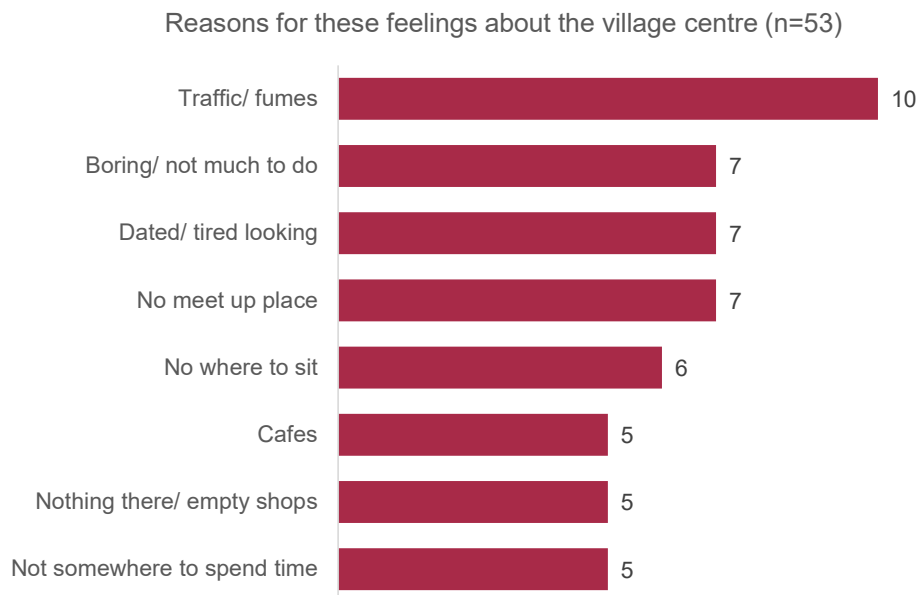
Why do you feel this way about Liss village centre? [Quantified verbatim question]

Themes with 3 mentions or above shown



Reasons for negative feelings about the village centre

When asked why they felt negative about the village centre, participants most commonly noted that there was too much traffic/ fumes in the area.



"Too busy with cars rushing past, noise and pollution." (Walker and cyclist, aged 25-34)

"There is very little reason to spend time in the village centre. The pub is fine but there is nothing else there."

"It looks quite tired in places compared to other local towns like Haslemere or Petersfield." (Driver and walker, aged 25-34)

"Nowhere to meet unless you sit on the raised beds." (Driver and walker)

Why do you feel this way about Liss village centre? [Quantified verbatim question]

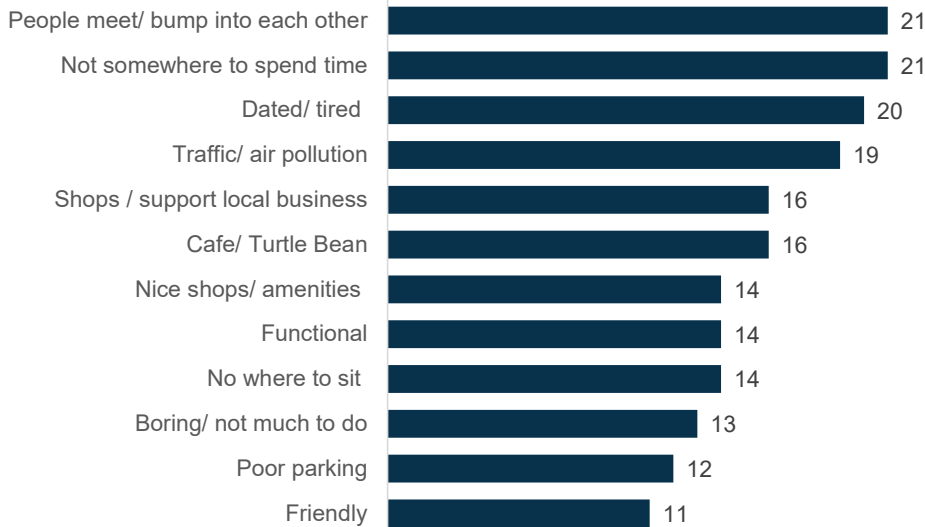
Themes with 5 mentions or above shown



Reasons for feelings about the village centre

When asked for the reasons behind their feelings about the village centre, participants most commonly noted that it was a place to meet/ bump into others but that it was not a place that they would spend a lot of time in, it was dated and tired and there was air pollution.

Reasons for these feelings about the village centre (n=176)



"There are lots of places to meet friends to socialise, eat and relax. The large pedestrian area outside Tesco allows plenty of space to chat while shopping." (Driver and walker, aged 55-64)

"I wouldn't socialise in town outside of a coffee shop or pub. The benches do not look at anything nice and it would feel like loitering." (Driver, cyclist and walker, aged 35-44)

"Generally, the centre of the village feels tired, despite the great floral displays." (Driver and walker, aged 55-64)

"Too much pollution. I can smell and taste the fumes. Too much traffic - often with engines idling while stationary."

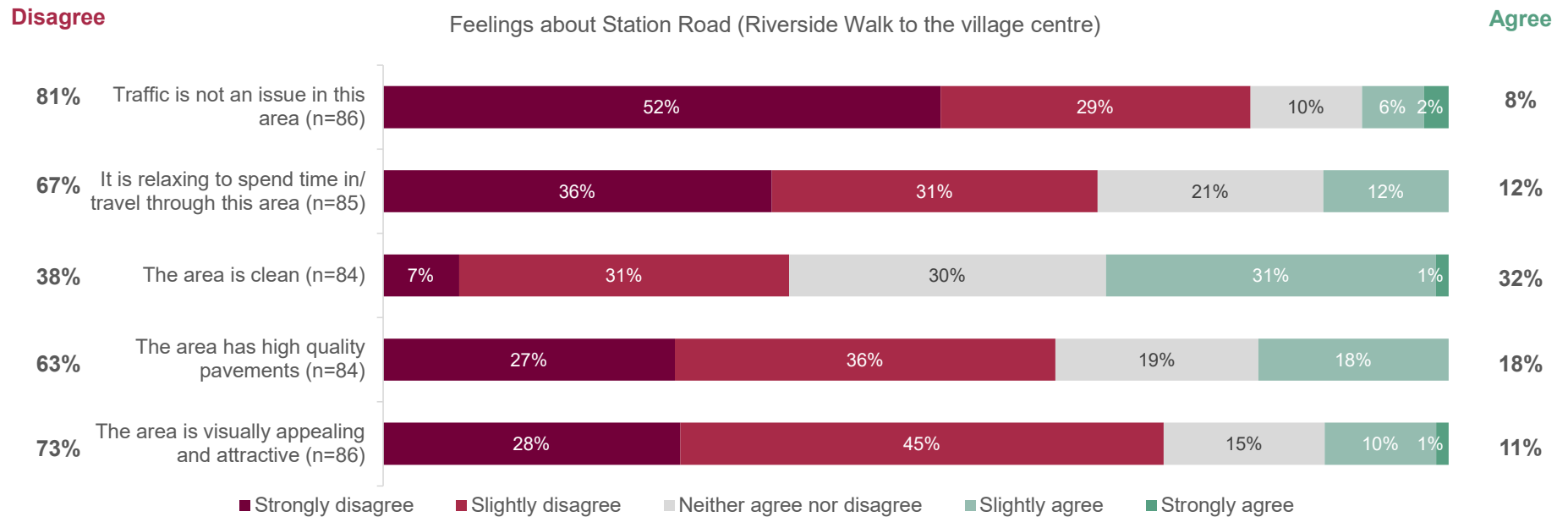
Why do you feel this way about Liss village centre? [Quantified verbatim question]

Themes with 11 mentions or above shown



Feelings about Station Road (Riverside Walk to the village centre)

There was higher disagreement than agreement with all statements about Station Road (Riverside Walk to the village centre), with majority disagreement for four out of five statements. The most significant issue in the area was traffic (81%), followed by the area being visually unappealing and unattractive (73%).



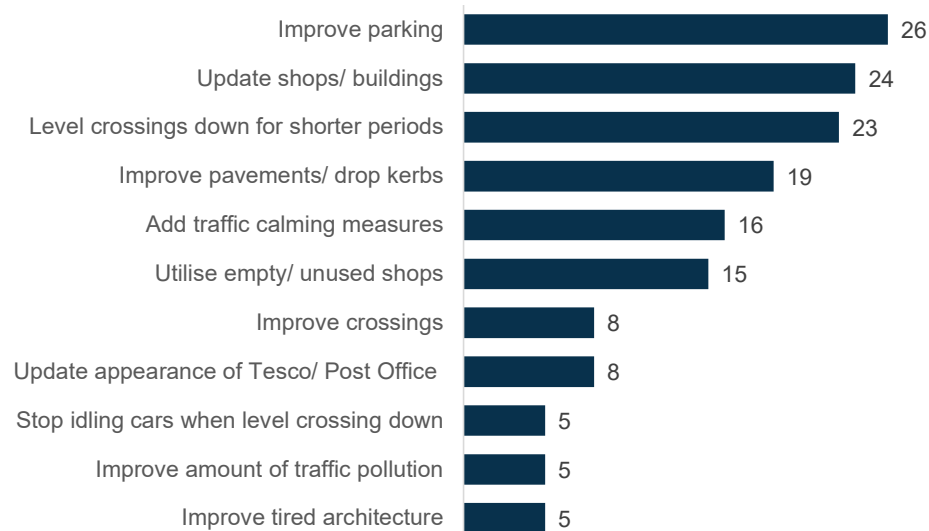
To what extent do you agree or disagree with the following statements about Station Road - Riverside Walk to the village centre roundabout area?



Improving experience of using Station Road (Riverside Walk to the village centre)

Respondents most frequently mentioned improving parking in the area, updating the appearance of shops/ building fronts and decreasing the delay at the level crossing when it is down as ways of improving experience of using Station Road.

Suggestions to improve Station Road (n=72)



"Traffic does build up due to parked cars on the road and delays when waiting for the rail crossing. It is not overly pleasant walking/crossing the road during these times" (Driver and walker, aged 25-34)

"Shops can look scruffy and uninviting- lick of paint and attractive window displays please" (Driver and walker, aged 75-84)

"Length of time the crossing is down and the impact on waiting traffic and air pollution. We joke "the train has just left Portsmouth" as the crossing comes down." (Driver, cyclist and walker, aged 45-54)

"The pavements are too narrow making it difficult to pass other pedestrians especially on the right as you go into the village." (Driver and walker, aged 55-64)

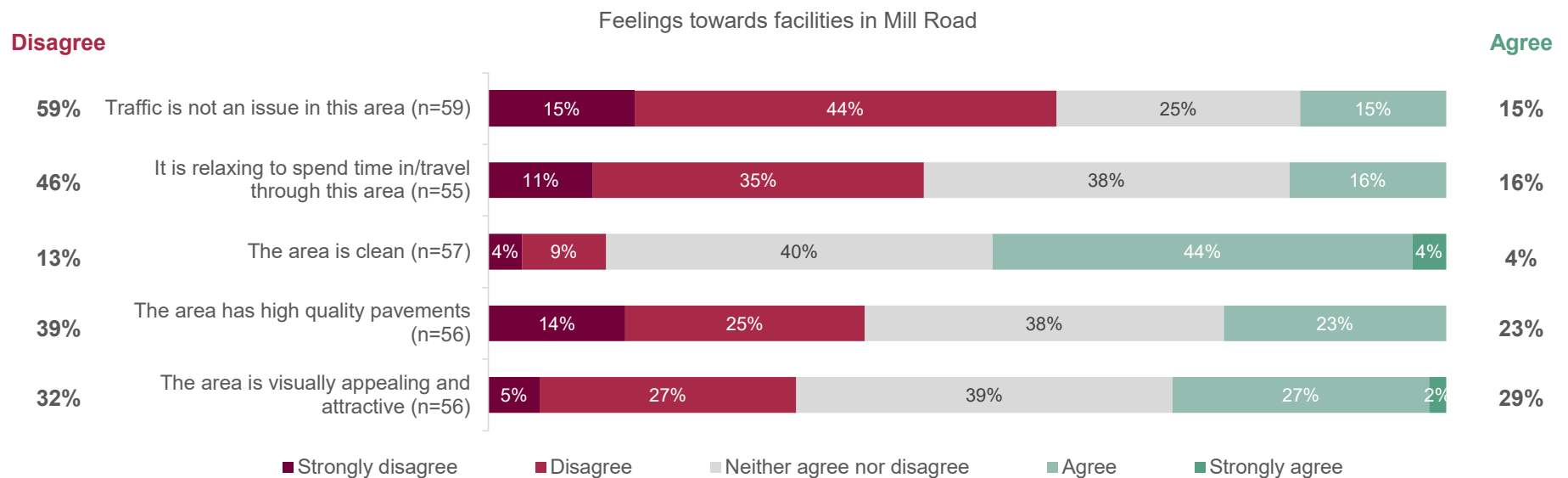
Please tell us more about any concerns you have raised above, and how you would like these to be resolved. [Quantified verbatim question]

Themes with 5 mentions or above shown



Feelings about Station Road (between the village centre roundabout and Mill Road)

On balance, respondents were more likely to disagree than agree with all statements about Mill Road. The most significant issue in the area was the amount of traffic (59%), followed by the area not being relaxing to travel through (46%).



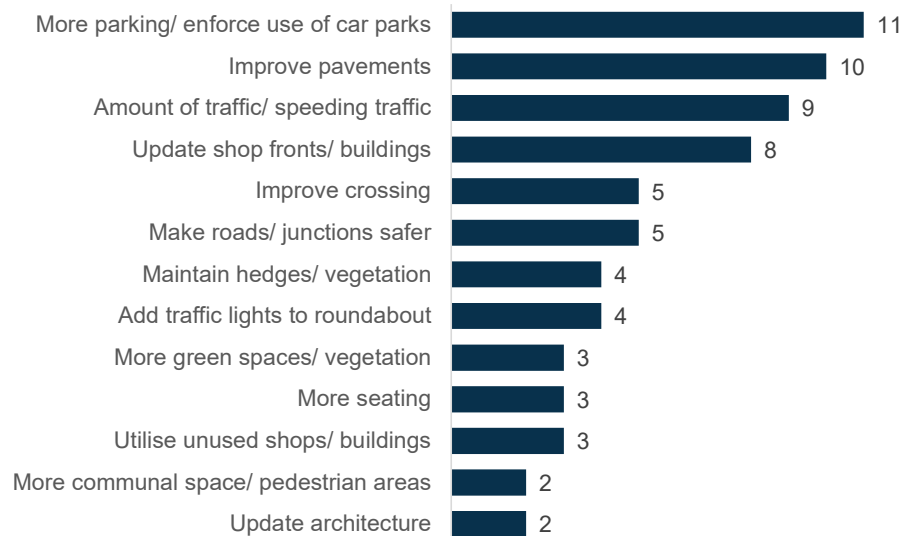
To what extent do you agree or disagree with the following statements about the area between the village centre roundabout and Mill Road?



Improving experience of using Station Road (between the village centre roundabout and Mill Road)

Respondents most frequently mentioned adding more parking/ enforcing the use of car parks, improving pavements and reducing the amount and speed of traffic.

Suggestions to improve Mill Road (n=38*)



"Cars parked by shops causes potentially dangerous situations." (Driver, walker and cyclist, aged 45-54)

"Pavements could be wider at some points, block paved ones are uneven." (Driver, walker and cyclist, aged 35-44)

"People speed up Mill Road - not everyone, but enough to make it dodgy." (Driver and walker, aged 75-84)

"Closed down shops, tacky frontages." (Driver)

* caution: low base

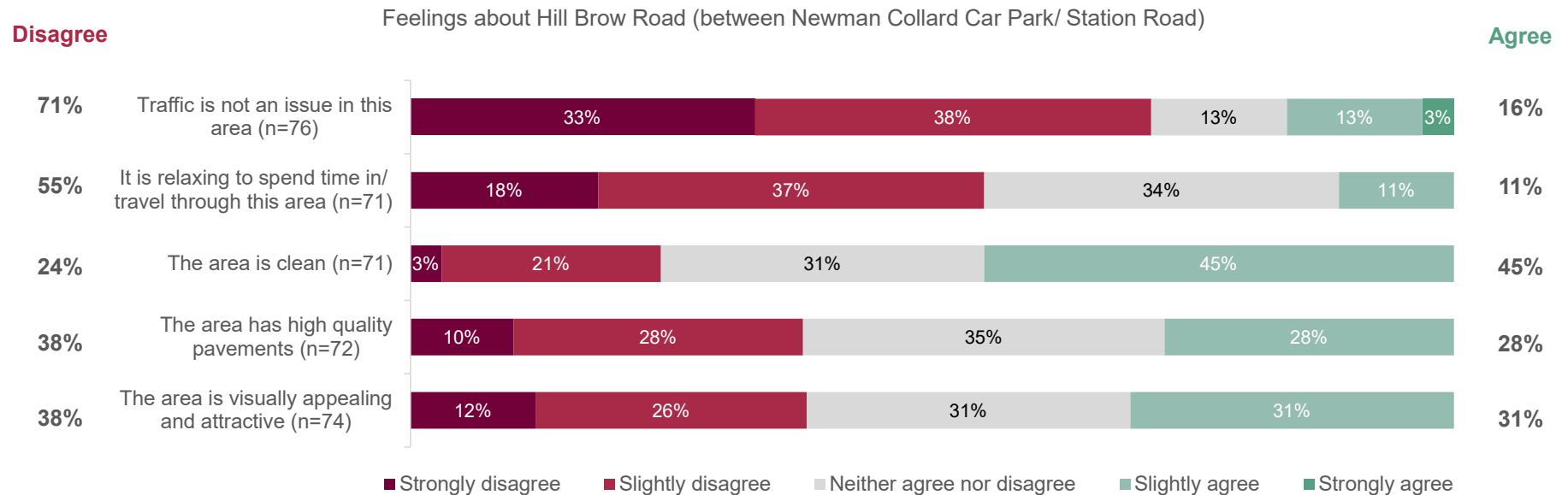
Please tell us more about any concerns you have raised above, and how you would like these to be resolved. [Quantified verbatim question]

Themes with 2 mentions or above shown



Feelings about Hill Brow Road (between Newman Collard Car Park/ Station Road)

On balance, respondents were more likely to disagree than agree with the majority of statements about Hill Brow Hill. The most significant issue was traffic in the area (71%), followed by the area not being relaxing to travel through (55%). However, 45% of respondents agreed that that the area was clean.



To what extent do you agree or disagree with the following statements about Hill Brow Road between Newman Collard Car Park and Station Road area?



Improving experience of using Hill Brow Road (between Newman Collard Car Park/ Station Road)

Respondents most frequently mentioned enforcing the use of car parks/ removing on-street parking and adding traffic control/ calming measures.

Suggestions to improve Hill Brow Road (n=60)



“Parking should not be allowed between Public House and Village Hall. There is enough free parking in the car park.” (Driver and walker, aged 85+)

“A greater need for traffic control. Hill Brow is a busy road; speed warning doesn't appear to be very successful. This part needs a traffic camera.” (Walker and driver, aged 75-84)

“There are no safe crossing places and few ramps for pushchairs.” (Walker, aged 65-74)

“As a driver, joining Station Road from Andlers Ash Road, visibility up the hill is not good.” (Driver and walker, aged 55-64)

Please tell us more about any concerns you have raised above, and how you feel these could be resolved. [Quantified verbatim question]

Themes with 5 mentions or above shown



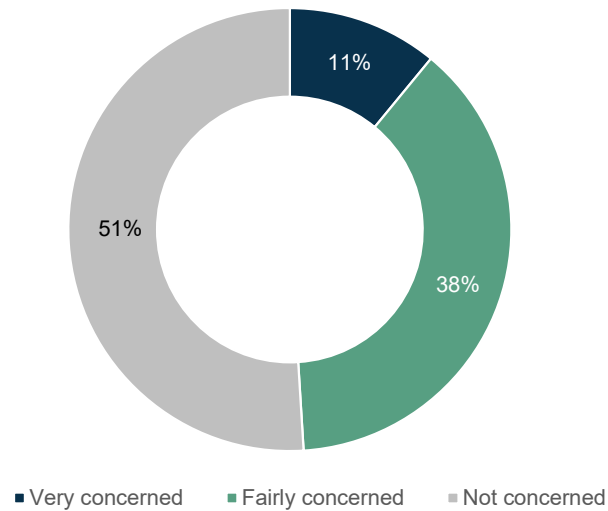
Opinions on specific issues



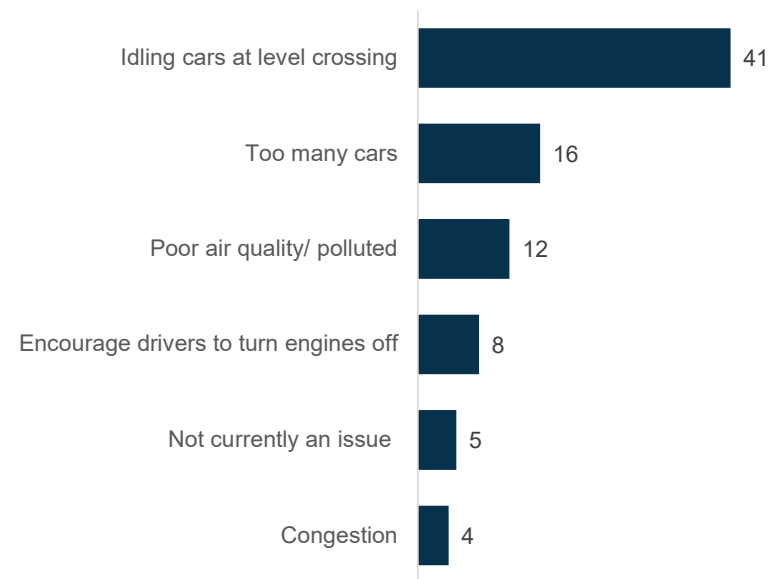
Air quality in the village centre

49% of respondents had concerns about air quality in Liss village centre. When asked why, those who felt very or fairly concerned most commonly mentioned cars idling at the level crossing when it is closed to traffic.

Concern about air quality in Liss village centre? (n=190)



Why do you feel this way? (n=64)



Are you concerned about air quality in Liss village centre?; Why do you feel this way? (very/ fairly concerned only) [Quantified verbatim question]

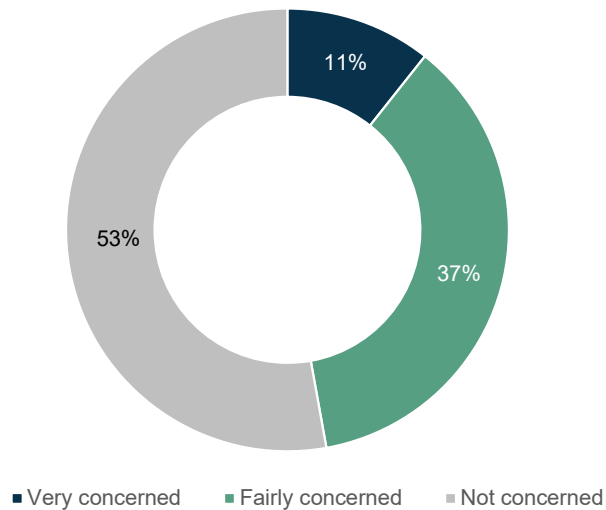
Themes with 4 mentions or above shown



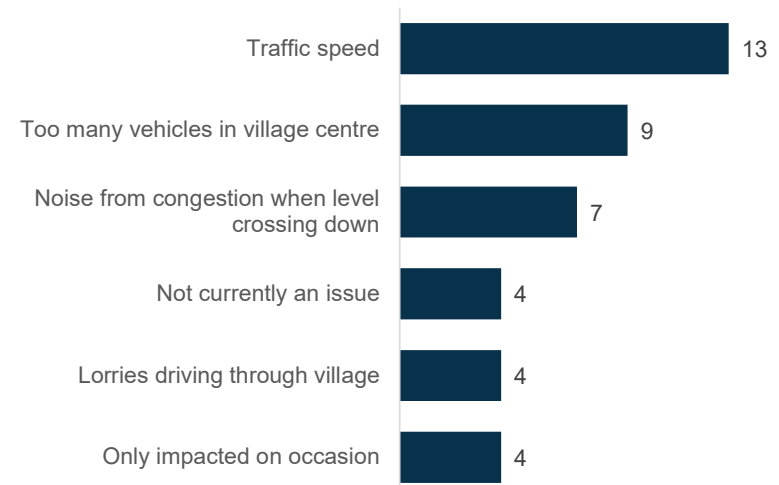
Traffic noise in the village centre

48% of respondents had concerns about traffic noise in Liss village centre. When asked why, those who felt very or fairly concerned most commonly mentioned the speed of traffic.

Concern about traffic noise in Liss village centre? (n=178)



Why do you feel this way? (n=51)



Are you concerned about traffic noise in Liss village centre?; Why do you feel this way? (very/ fairly concerned only) [Quantified verbatim question]

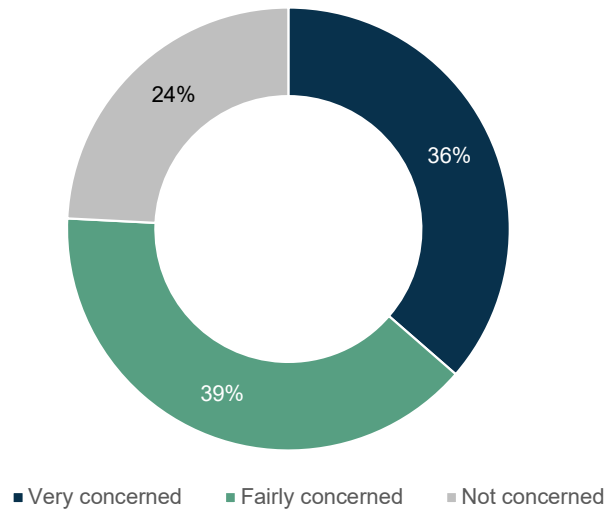
Themes with 4 mentions or above shown



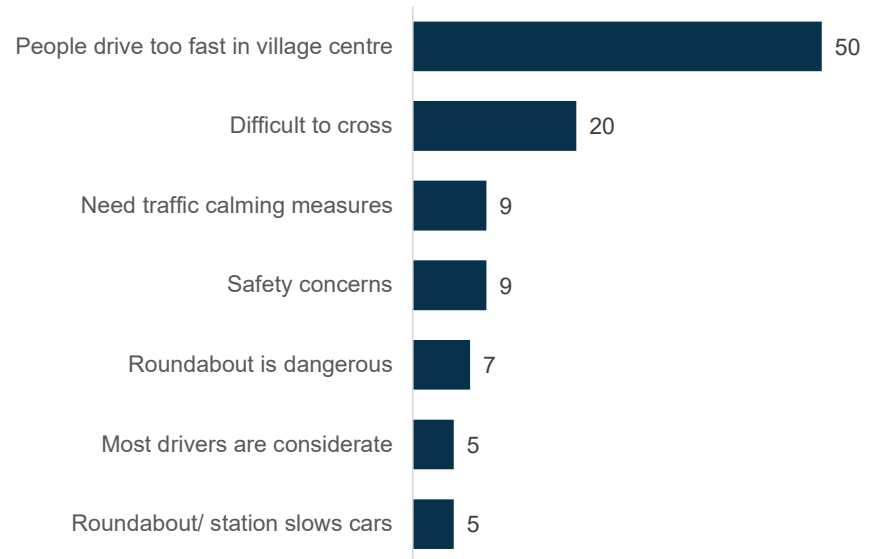
Speed of traffic in the village centre

75% of respondents had concerns about the speed of traffic in Liss village centre. When asked why, those who felt very or fairly concerned most commonly mentioned motorists driving too fast through this area.

Concern about speed of traffic in Liss village centre? (n=180)



Why do you feel this way? (n=96)



Are you concerned about speed of traffic in Liss village centre?; Why do you feel this way? (very/ fairly concerned only) [Quantified verbatim question]

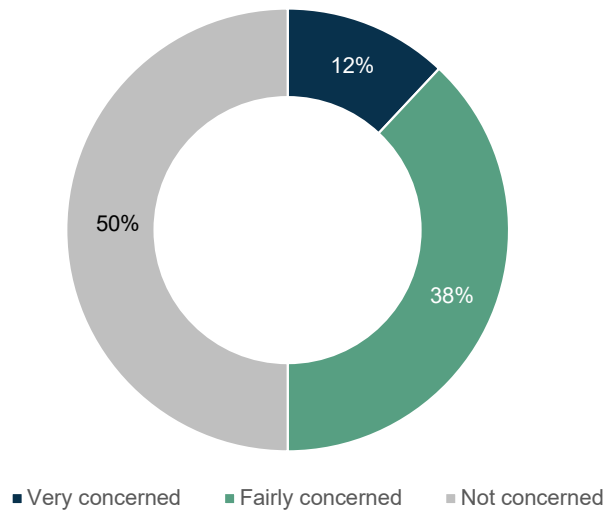
Themes with 5 mentions or above shown



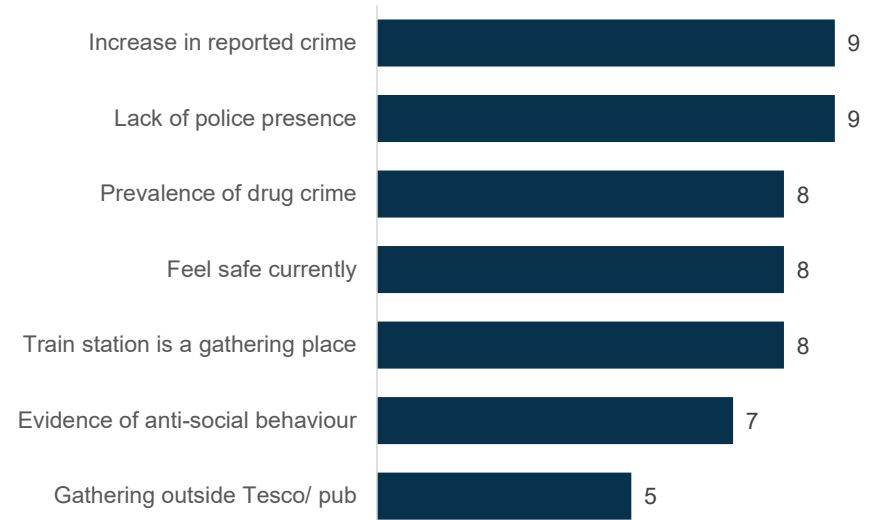
Crime in the village centre

50% of respondents had concerns about crime in Liss village centre. When asked why, those who felt very or fairly concerned most commonly mentioned an increase in reported crime as well as a perceived lack of police presence.

Concern about crime in Liss village centre? (n=172)



Why do you feel this way? (n=53)



Are you concerned about crime in Liss village centre? (e.g. personal safety, theft); Why do you feel this way? (very/ fairly concerned only)
[Quantified verbatim question]

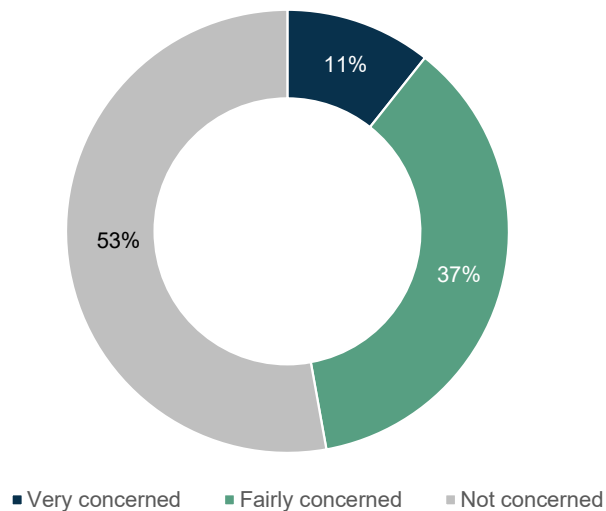
Themes with 5 mentions or above shown



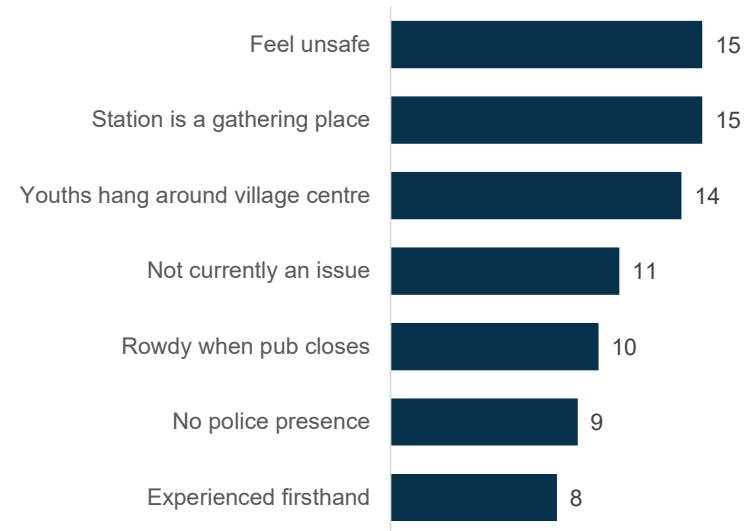
Anti-social behaviour in the village centre

48% of respondents had concerns about anti-social behaviour in Liss village centre. When asked why, those who felt very or fairly concerned most commonly mentioned feeling unsafe and the train station being a gathering place for anti-social behaviour to occur, as well as young people gathering in the village centre.

Concern about anti-social behaviour in Liss village centre?
(n=190)



Why do you feel this way? (n=85)



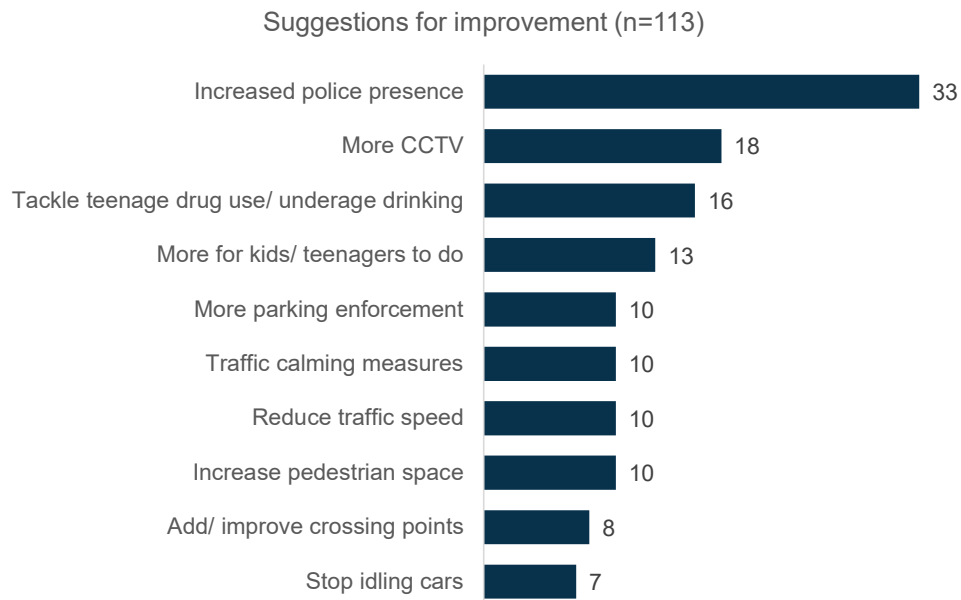
Are you concerned about anti-social behaviour in Liss village centre? (e.g. excessive noise, swearing, fighting, verbal abuse, harassment and vandalism); Why do you feel this way? (very/ fairly concerned only) [Quantified verbatim question]

Themes with 8 mentions or above shown



Suggestions to improve issues in village centre

When asked how the aforementioned issues could be improved, respondents most frequently suggested an increase in police presence, more CCTV and an increased effort to tackle youth/ underage drinking/ drug use.



"We need local and visible police or community support officers around regularly." (Driver and walker, aged 25-34)

"Better surveillance, better passive visibility of seating areas and improved lighting for pedestrians' area." (Driver, cyclist and walker, aged 35-44)

"Crack down on underage alcohol sales, drug use. Provide alternative options for entertainment, meaningful occupation, opportunities for people to have positive role models, safe space to be" (Driver, cyclist and walker, aged 45-54)

"The village leaders need to give a great deal of thought into how to improve the lives of teenagers growing up in Liss. What activities/sports are there? What support and mentoring is there?" (Driver, cyclist and walker, 65-74)

How could these aspects of the village centre be improved, if at all? [Quantified verbatim question]

Themes with 7 mentions or above shown

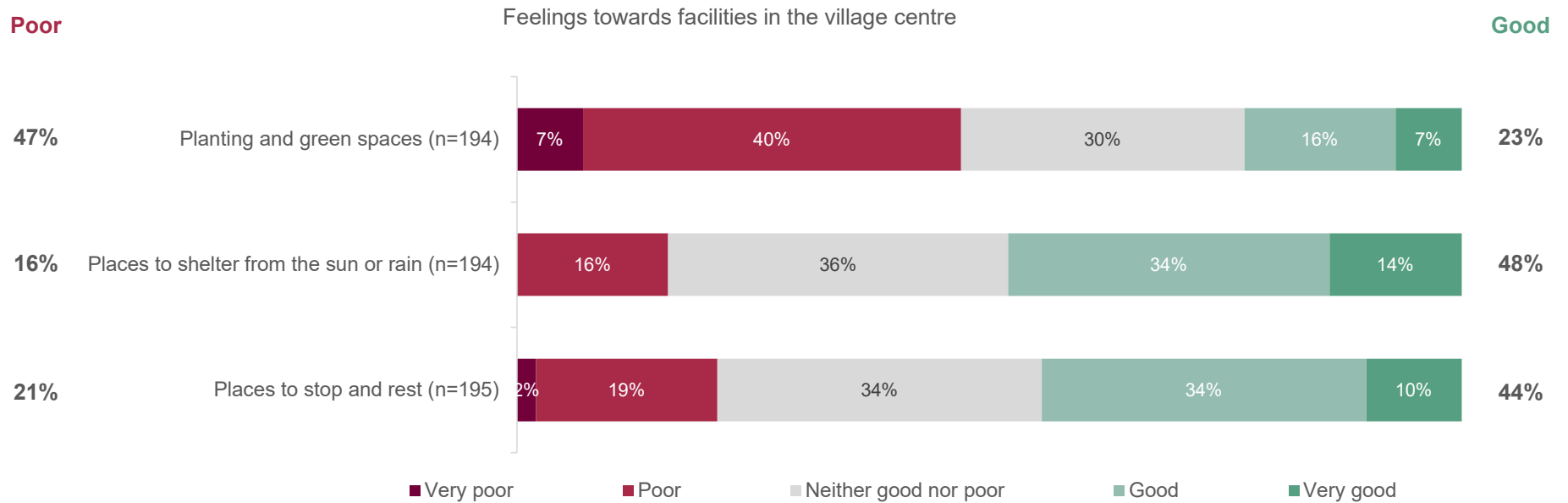


Opinions on the village centre



Facilities in the village centre

Respondents were disappointed with the planting and green spaces in the village centre with around half (47%) rating them as poor. However, they felt more positive about places to shelter and places to stop and rest (48% and 44% respectively rated as good).

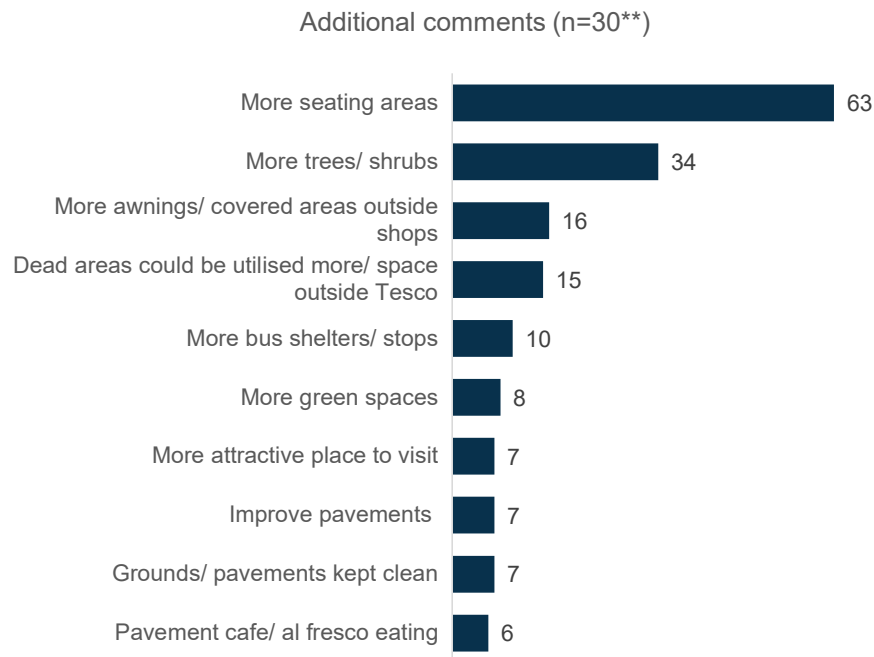


How would you rate the provision of the following in Liss village centre?



Suggestions for improving facilities in village centre

When asked how the village centre facilities could be improved, respondents most frequently mentioned adding more seating areas as well as more trees/ shrubs.



"More benches for people to sit, e.g., grass by war memorial." (Driver, cyclist and walker, aged 75-84)

"Plant trees around seating to give shelter, provide a focal point where people want to gather, meet and chat rather than simply sitting by a road." (Driver, cyclist and walker, aged 65-74)

"A long Victorian style shelter along the wider area outside Tesco etc as a bus shelter/place to rest/chat." (Driver, cyclist and walker, aged 45-54)

"The area in front of Tesco could be redesigned to be more of a place to stop and chat / benches etc." (Driver and walker, aged 45-54)

**** caution: very low base**

What/where could these aspects of the village centre be improved? [Quantified verbatim question]

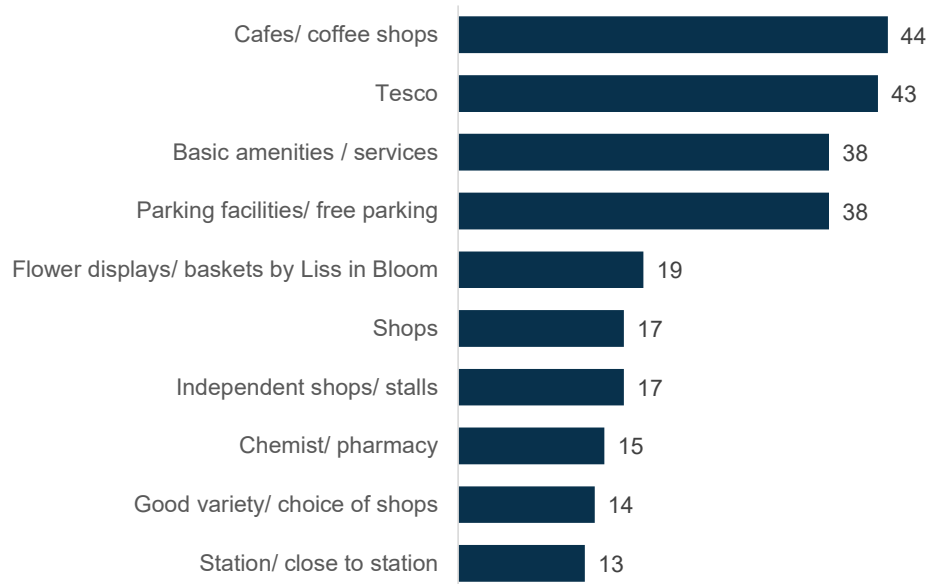
Themes with 6 mentions or above shown



What people like about the village centre

When asked what they liked about the village centre, respondents most commonly mentioned the local cafes/ coffee shops and the Tesco Express store on Hill Brow Road.

What people like about the village centre (n=181)



"The Turtle Bean Cafe. Convenience of Tesco & Boots. Triangle Centre as community hub." (Driver, cyclist and walker, aged 55-64)

"Tesco express is very useful, nice little small community centre."

"The basic amenities such as food shop, beautician, pharmacy, hairdresser, florist, bakery and coffee shop are useful." (Driver and walker, aged 25-34)

"Close parking to shops to be able to nip in for something quickly." (Driver, cyclist and walker aged 35-44)

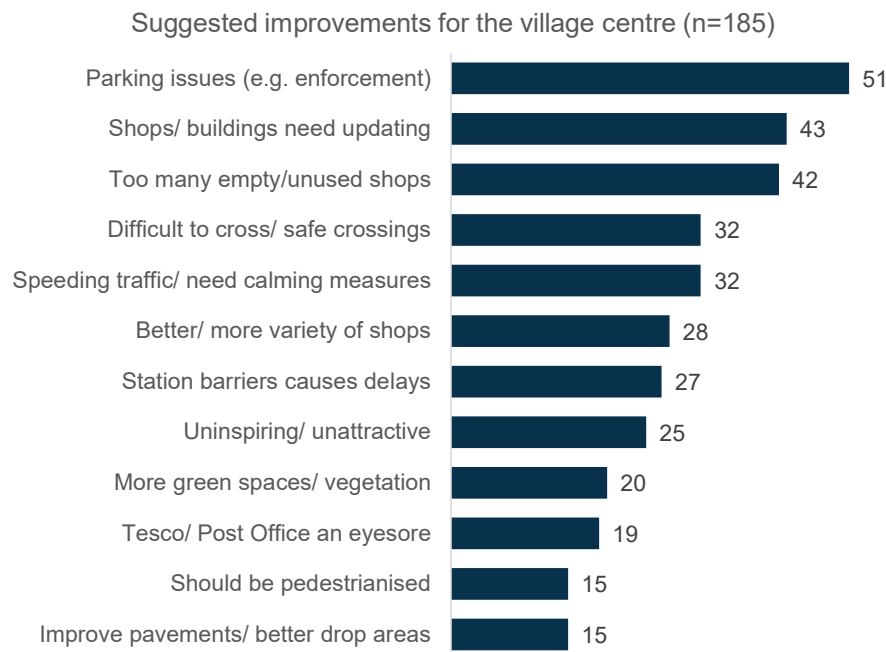
In general, what do you like about Liss village centre? [Quantified verbatim question]

Themes with 13 or more mentions shown



Suggested improvements for the village centre

The most common suggestions for improving the village centre were alleviating the current parking issues, updating the look of shops/ buildings in the area and utilising the empty shops.



"Take some of the parking away from outside shops leading to the station. Parked cars cause obstruction to people after the crossing gates open." (Driver and walker, aged 65-74)

"Many shops need a good repaint and some window displays are just awful. It looks as if no one cares about what could be a pretty place." (Driver, aged 75-84)

"The vacant shops and buildings are unsightly and detract from environment." (Driver and walker, aged 75-84)

"Without doubt, crossing the roads anywhere near the mini roundabout is always very dangerous." (Aged 45-54)

What could be improved in Liss village centre? [Quantified verbatim question]

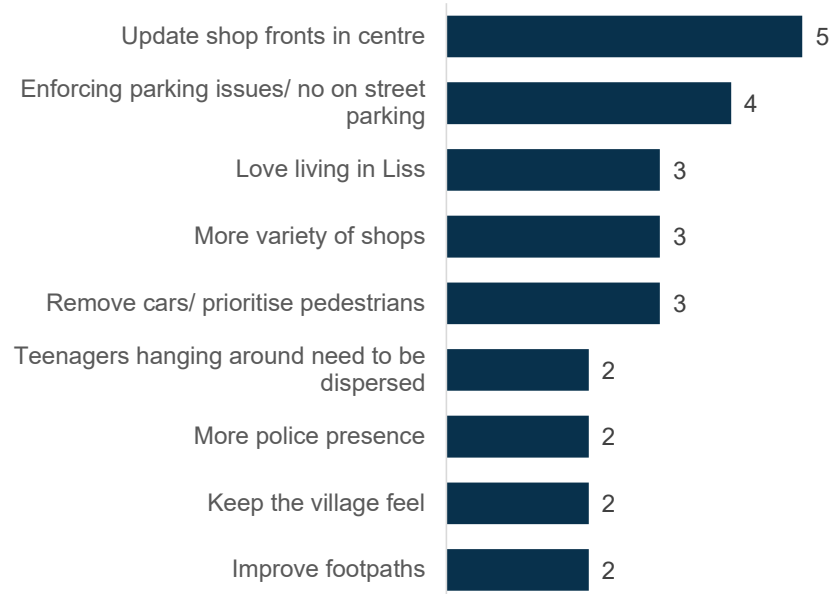
Themes with 15 mentions or above shown



Additional comments on village centre

Respondents also highlighted the need to update the appearance of shop fronts in the centre, as well as enforcing the use of car parks as opposed to on-street parking.

Additional comments (n=30**)



"Refurbish the shops and buildings in the village centre as they look old and tired. If the village looked smarter it may help to encourage those creating the anti-social behaviour to behave better." (Driver, cyclist and walker, aged 75-84)

"A presence of a traffic warden as parking on double yellow and pavements is outrageous." (Driver, cyclist and walker, aged 65-74)

"We love living in Liss, it is generally a lovely village with lots going on." (Driver, cyclist and walker, aged 45-54)

"Liss will never be a nice little high street until there are more nice little shops. There are some great retailers in the village but there could be more, and it should be easier to wander from one to the other." (Driver and walker, aged 45-54)

** caution: very low base

Any other comments? [Quantified verbatim question]

Themes with 2 mentions or above shown



Map comments



Overview of map comments





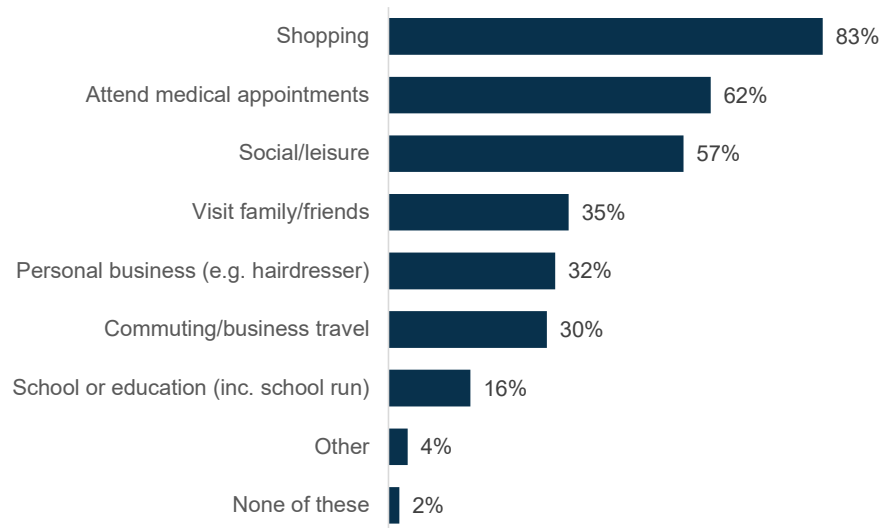
Respondent profile



Respondent profile (1)

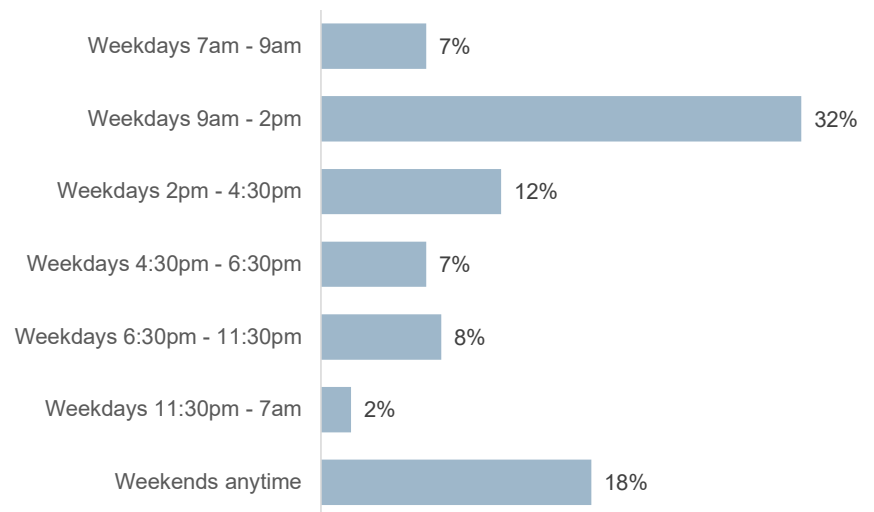
The most common purposes for visiting the village centre were for shopping, attending medical appointments and for social reasons. It was most frequently visited between 9am-2pm on weekdays followed by weekends.

Journey purpose in the area (n=191)



Why do you typically travel into or around this area? [multi-code]

Journey times in the area (n=184)

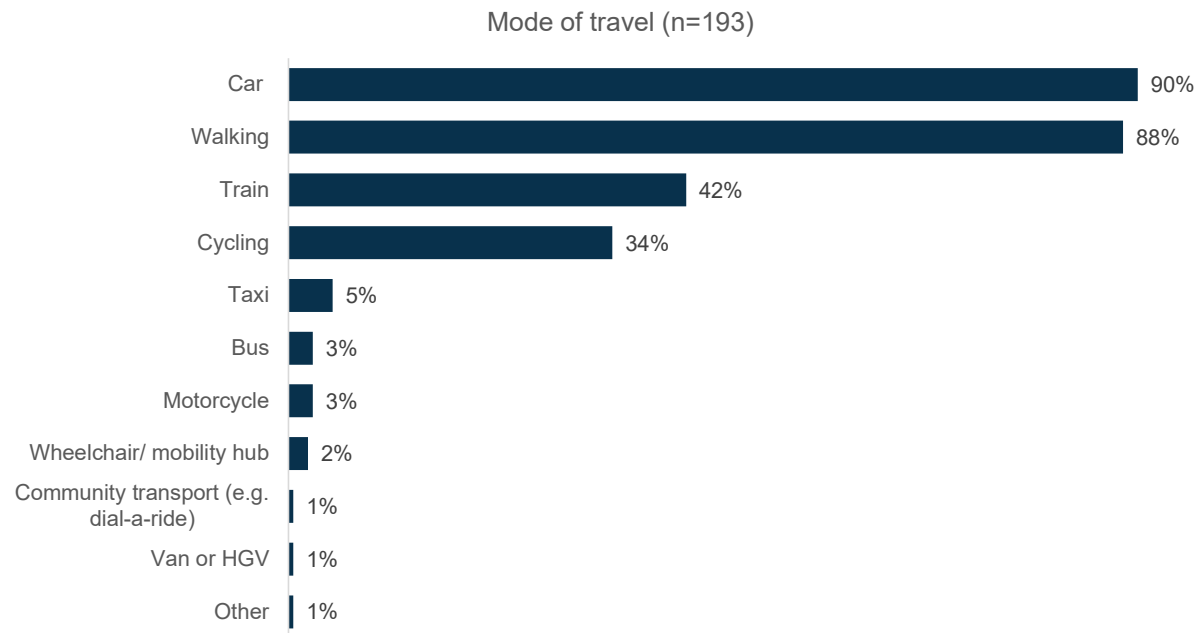


When do you typically travel into or around Liss village centre? [multi-code]



Respondent profile (2)

The most common mode of travel into/ around the village centre was by car, with 9 in 10 using this method of transport. The majority (88%) of respondents also travelled by walking.



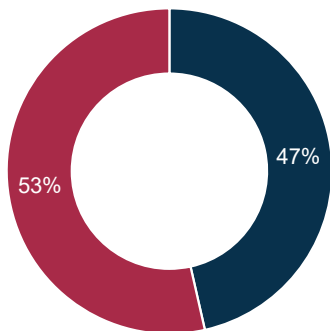
How do you currently travel into or around this area? [multi-code]



Respondent profile (3)

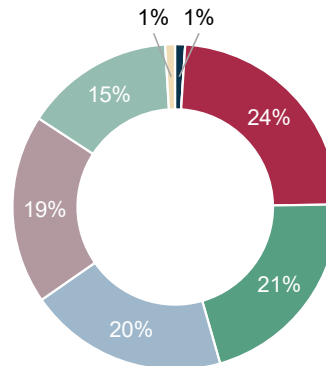
Overall, there was a fairly even split between the gender and age of respondents. Over half (57%) lived in Liss, with around 1 in 10 (12%) living in the village centre.

Gender (n=86)



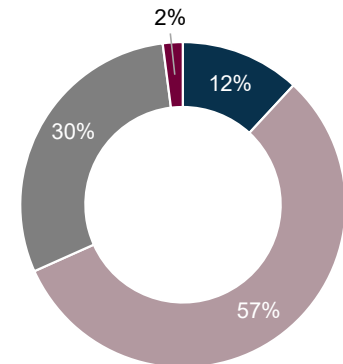
■ Male
■ Female
■ Non binary
■ Prefer not to say

Age (n=189)



■ 13-15
■ 16-24
■ 25-44
■ 45-54
■ 55-64
■ 65-74
■ 75-84
■ 85+

Residence (n=175)



■ In Liss village centre
■ Liss village
■ Outside of Liss village centre
■ Prefer not to say

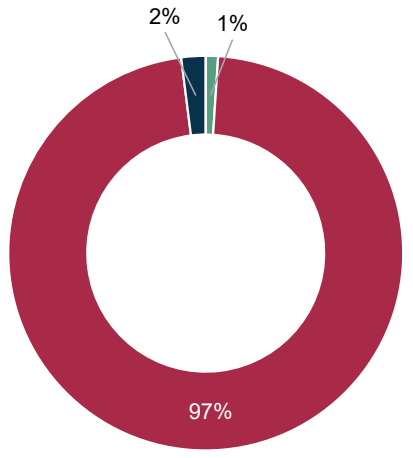
Which of the following best describes your gender?; What is your age?; Where do you live?



Respondent profile (4)

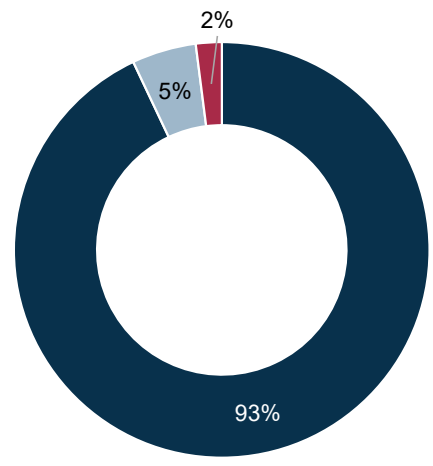
The majority (97%) of respondents were white. 7% of respondents were limited because of a health problem or disability.

Ethnicity (n=85)



- Asian/ Asian British
- Black/ African/ Caribbean/ Black British
- Mixed/ multiple ethnic groups
- White
- Prefer not to say
- Other

Disability (n=86)



- Yes, limited a lot
- Yes, limited a little
- No

Is your ability to move around the area limited because of a health problem or disability which has lasted, or expected to last, at least 12 months?; What is your ethnicity?



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