

### 3. Retail and Similar Services

71 respondents gave 74 comments on the changes they would like to see in the shops and pubs in the Parish. Over 66% of respondents (49 of them) stated that the most pressing change is the improvement of "The Swan" particularly its external appearance although virtually no aspect of The Swan escaped criticism by someone.

The next in order of priority only commanded 4 votes. The next most important changes included:

- \* Hanley Swan Village Stores opening hours to be longer (and some asked for hardware and small clothing items to be stocked) - (4)
- \* Hanley Castle Post Office to be extended and the stock/choice to be improved - (4)
- \* The bakery to improve - (4)
- \* Parking at Hanley Swan Village Stores to be improved - (3)

Other suggestions included; the Three Kings to be decorated, use the Royal British Legion rather than the pubs, provide petrol at the Hanley Swan garage and extend its opening hours, provide a tea room including light lunches, somewhere to provide Sunday evening meals, reintroduce milk deliveries across the whole Parish and provide a crossing at the Hanley Swan cross roads.

Respondents were asked to name other shops and retail services which they needed and which were not currently available. 35 respondents made 47 suggestions. The favourites were:

- \* Banking Services/Cashpoint - (15)
- \* Mobile hairdresser - (11)
- \* Greengrocers with fresh produce - (4)

Other services mentioned were; electricity tokens and Road Fund Licences at the Village Stores, Lottery tickets, Chiropody, mobile fishmonger, hardware store, café/eating out establishment, skip (presumably as a central rubbish service), milk delivery, garden maintenance, doctor, chemist and fishing tackle.

The responses to the questions on delivery services were:

	Yes	No	Did not answer
Are you satisfied with the post delivery?	323	19	5
Are you satisfied with other delivery services?	234	14	99

19 of those who had answered No to these questions commented. 17 explained why the post was poor mentioning inconsistency, misdirected post and time of delivery. 1 mentioned a wider choice of internet grocer and another the unreliability of national carriers.