

A Strategy for Hamilton Town Centre - Public Consultation

Survey responses. Base: 1245 respondents

Summary of consultation responses to the Hamilton Town Centre Draft Strategy. Consultation was invited online to a draft document. 1245 Responses were received. This document presents an abbreviated summary of the consultation.

About you:

The information you provide here is very helpful and lets us undertake a more meaningful analysis of the responses to this questionnaire.

Are you:

413 (33%)	Male
813 (66%)	Female
3 (0%)	No specific gender
12 (1%)	Prefer not to say

What age group are you in?

6 (0%)	Up to 15 years
19 (2%)	16 - 18 years
50 (4%)	19 - 24 years
233 (19%)	25 - 34 years
375 (30%)	35 - 44 years
290 (23%)	45 - 54 years
151 (12%)	55 - 64 years
100 (8%)	65 - 74 years
18 (1%)	75 years or older

In which area do you live?

246 (20%)	Hamilton Town Centre
648 (52%)	Wider Hamilton area
51 (4%)	Blantyre
84 (7%)	Larkhall or Stonehouse
38 (3%)	Bothwell or Uddingston
19 (2%)	Motherwell
26 (2%)	East Kilbride
13 (1%)	Carluke
14 (1%)	Lanark
71 (6%)	Other South Lanarkshire Area
15 (1%)	Other North Lanarkshire Area
16 (1%)	Other area

Which other area are you from?

- Bearsden
- Eddlewood
- Glasgow
- Glasgow South Side
- Live in London but from Hamilton and frequent visitor
- Morecambe
- now in isle of Skye but born in Hamilton and stayed there until 19years ago, when we moved
- Paisley
- Stirlingshire
- West Lothian

The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment, which is substantial and long term (i.e. has lasted or is expected to last at least 12 months) and has an adverse effect on the person's ability to carry out normal day-to-day activities.

Do you consider yourself to have a disability according to the terms given in the Equality Act 2010?

90 (7%)	Yes
1120 (90%)	No
33 (3%)	Prefer not to answer

If yes, please indicate the type of impairment which applies to you? (Select all that apply)

35 (40%)	Physical impairment
8 (9%)	Sensory impairment
18 (21%)	Mental health condition
7 (8%)	Learning disability or cognitive impairment
48 (55%)	Longstanding illness or health condition
3 (3%)	Other (please specify below)
0 (0%)	Prefer not to answer

Other impairment

Hearing

Mobility difficulties

Mobility issues

How often do you visit Hamilton town centre?

216 (17%)	Daily
419 (34%)	At least once a week
173 (14%)	At least once a fortnight
239 (19%)	At least once a month
142 (11%)	At least once every 6 months
33 (3%)	At least once a year
20 (2%)	Less often than once a year
0 (0%)	This is my first visit

How do you normally access Hamilton town centre? (please select all that apply)

441 (36%)	Walk
960 (77%)	Car
5 (0%)	Motorcycle/Scooter
157 (13%)	Bus
56 (5%)	Train
13 (1%)	Cycle
44 (4%)	Taxi

General:

A number of challenges have been identified for the Hamilton town centre area. To what extent do you agree or disagree that the following are key challenges faced by Hamilton town centre?

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
Accessibility	325 (27%)	457 (38%)	309 (25%)	45 (4%)	82 (7%)
Vehicle Parking	730 (59%)	297 (24%)	148 (12%)	40 (3%)	18 (1%)
Competition from other town centres	809 (66%)	278 (23%)	89 (7%)	30 (2%)	23 (2%)
Quality and type of retail mix	860 (70%)	279 (23%)	51 (4%)	35 (3%)	4 (0%)
Limited evening economy	597 (49%)	393 (32%)	122 (10%)	23 (2%)	86 (7%)
Limited marketing and events	486 (40%)	442 (36%)	162 (13%)	26 (2%)	101 (8%)
Vacant premises	966 (78%)	197 (16%)	31 (3%)	17 (1%)	25 (2%)
Changing shopping patterns	547 (45%)	443 (36%)	117 (10%)	16 (1%)	99 (8%)
Customer age profile	372 (31%)	406 (34%)	196 (16%)	24 (2%)	213 (18%)
Undeveloped gap sites (empty space)	822 (67%)	309 (25%)	62 (5%)	10 (1%)	30 (2%)
Economic conditions	469 (38%)	437 (36%)	208 (17%)	44 (4%)	67 (5%)

How would you rate the following in relation to Hamilton town centre?

	Excellent	Good	Poor	Very poor	No opinion
Car parking	21 (2%)	336 (27%)	425 (34%)	427 (34%)	29 (2%)
Hamilton's image as a place to visit	3 (0%)	106 (9%)	610 (49%)	507 (41%)	10 (1%)
Litter	22 (2%)	450 (37%)	457 (37%)	185 (15%)	117 (10%)
Graffiti	18 (1%)	472 (38%)	427 (35%)	149 (12%)	166 (13%)
Street furniture	20 (2%)	540 (44%)	431 (35%)	117 (10%)	117 (10%)
Vacant units	11 (1%)	28 (2%)	371 (30%)	781 (63%)	40 (3%)
Streetscape / public realm	7 (1%)	257 (21%)	546 (45%)	290 (24%)	125 (10%)
Street / Directional signage	28 (2%)	553 (45%)	335 (27%)	105 (9%)	208 (17%)
Accessibility	26 (2%)	503 (41%)	411 (33%)	160 (13%)	134 (11%)

Potential Development Opportunities

Looking at the following projects under this section of the Action Plan please select [up to 3](#) projects that you feel we should give highest priority to:

717 (58%) Redevelopment at Hamilton Town Hotel and no 37-41 Townhead Street

318 (26%) Filling empty shop units on Castle Street

1027 (83%) Finding an alternative use for the former Bairds retail unit

408 (33%) Regeneration of gap site / empty space at 18-22 Quarry Street

135 (11%) Streetscape review and enhancements

95 (8%) Environmental Improvements to Townhead Street

109 (9%) External enhancements to Campbell Street to support the evening economy.

122 (10%) Development of the Gateway site next to Palace Grounds Retail Park.

73 (6%) Development of the former Salvation Army site.

543 (44%) Development of the Vogue Cinema site

35 (3%) Development of the Former Hamilton Advertiser Building

52 (4%) Development of Hamilton Towers Phase 6 - Between Blackswell Lane and Keith Street

Summary of Consultation Comments.

1245 consultees made a wide range of comment on the proposals. Most important in these were the identification of priorities and feedback on local issues and concerns. Consultees made comment on a series invited questions. The sheer number of comments make it impossible to reproduce in a short handout. Detailed below are the first ten comments against each of the questions to illustrate comments received. South Lanarkshire Council have reviewed all the comments and thanks all participants for their contribution and input to this important study.

Can you say why you feel the development opportunities you have selected should be a top priority?

- 1 town hotel site is an eyesore and is the first thing people see when arriving from M74 or Motherwell direction. 2) Salvation army site for the same reasons .3 Advertiser site is visible from Cadzow Street, which is the best looking street in Hamilton and would not benefit from the eyesore that the Advertiser building would become.
- 37-41 townhead street
- A focal point for the town is sadly lacking.
- A large restaurant and club or attempt to bring in a recognised shop with large brands and place them in the Bairds or a John Lewis time the council stepped up and took responsibility to make the town the hub it was in the 90s and early 2000s
- All the shopping unit are either phone shops, vape stores or £1.00 shops. Need more big-name shops in Hamilton this is why I don't really go into Hamilton now.
- Absolute eye sore. Lying in a state for years. I am from Hamilton originally but not poorest town in area. Disgrace.
- Absolute key anchor sites for footfall.
- Absolutely all are complete eyesores in the town, buildings falling apart is hardly a welcoming sign to Hamilton. Especially Bairds middle of the town centre and is one of the first things people see.
- Actually, I think you need to dovetail all of the suggestions, I also think the parking charges are excessive and from experience was the start of the decline in Hamilton town centre. the empty shops do not encourage visits, and the eyesores of derelict buildings definitely do not help, in fact they make me feel vulnerable when walking in Hamilton at night.
- Aesthetics will attract more people area looks run down

To what extent do you agree or disagree with bringing more residential property into Hamilton town centre?

156 (13%)	Strongly agree
527 (42%)	Agree
474 (38%)	Disagree
86 (7%)	Strongly disagree

Can you say why you agree or disagree with bringing more residential property into Hamilton town centre?

Strongly agree:

- Adds a customer base for shops
- Affordable housing- people living in the town centre would shop there.
- Apart from needing more affordable homes - it is good to have a mix in town centres.
- As detailed in my previous comments. It would be financially redundant to start ploughing money into a Town Centre which is beyond help.
- as long as it's not cheap rented property for these n benefits then this could regenerate the centre with people working etc. not a particular pc answer but the town centre seems full of drug and alcohol addicts and litter is awful

- As shopping habits change you need to bring life back into Hamilton and create a community. Better quality residential property, more disposable income, shop locally or right shipped on doorstep. If there's more income in the town centre you'll increase better quality cafes, restaurants in turn creating footfall that will in turn lead to better quality shops. Town is competing with Glasgow & East Kilbride & Bothwell just along the road. Where would you rather go for a coffee or lunch Hamilton or Bothwell? How easy is it to park in Bothwell v Hamilton? What are the choices in each?
- Because a lot of people like living near the town centres and I think all the over building of offices could be turned into affordable rental accommodation by yours to help lower earners as not everyone can afford a mortgage
- Being a small area, it's suited to young couples who don't want to live far away from night life
- Bring life back into deserted streets in the evenings, and make town centre a safer place to visit.
- Bring the town centre back to life after 5pm

Agree

- A mix of business and residential will help to ensure the area is constantly in use and that there is life. A residential mix will hopefully help to create the right balance for the area in terms of look and feel. This would make me feel like the area is occupied and safer at all times of the day and evening. It will also help generate more service demand which must be positive for our local economy.
- Additional housing may help bring business and develop the economy
- Affordable housing would increase footfall in the centre and therefore a greater customer base for the retail outlets
- Always in need of more homes but need to provide amenities for the people and to attract them to a great town to live it with lots to do and see, Hamilton isn't particularly attractive currently
- Any affordable housing would be a bonus to Hamilton
- Any attractive development would be an improvement and people living in the town centre would surely use the local shops instead of driving out of town, as long as the right types of shops were available- bakeries, deli, cafes as well as the usual good retail names
- Any vacant site being developed is a Good Idea
- Anything is better than derelict buildings.
- Anything that can fill space and bring life is good
- Anything to develop the area is beneficial

Disagree

- A town centre is for retail. A limited number of residential properties is ok if they are built on derelict properties.
- A town centre should be a meeting place, a gathering of people from surrounding areas, this will promote revenue. More residential properties won't do that
- A town centre should be bustling with people with various shops i.e. Fashion, cafes, etc offering choice and affordability
- Already enough and not enough schools
- Already plenty
- Already said we need more shops not houses.
- Area has had numerous residential additions but what is the point of that when the town is so run down and there are no adequate shopping venues or nice family run pubs
- As they will be looking for facilities as local residents and I don't think the town centre can provide. Parking is already short on availability and should be free.
- At present there is nothing for residents to do, money needs to be invested in the town centre first, to make it more appealing
- Because it has a lot of residential property already

Strongly disagree

- A town centre is the heart of the community where its residents should visit to shop, eat, drink and socialise. There is no need for further residential development within this area with numerous domestic estates currently under construction within the extended town
- Bring back Hamilton town centre for quality shopping and services hairdressers and bistros and easy parking to use
- Bringing more people into the town won't be good if there is nowhere for them to shop
- Don't need more
- Empty shopping unit filled first
- Hamilton does not need any more residential properties, the schools at the moment are struggling with capacity
- Hamilton is a lovely old town bring back life to these old building rather than new builds
- Hamilton town centre is a shopping and business area not a residential area. There are far too many new builds being built in any space that becomes unoccupied and these buildings date quickly. There is no need for further residential properties.
- Hamilton town centre need more shops for consumers, plenty of residential property being built throughout the town
- Hamilton town centre should be for shopping. More houses may mean more people, but parking and retail units would suffer. A town centre should be for shopping, socialising and eating/enjoying a drink. How many houses are on Buchanan st in city?

With the exception of retail are there any other facilities or amenities you would like to see within the Hamilton town centre boundary?

- 24-hour accessible toilets, in a central position, easy to find and safe to use by all. In an area such as the unused land in Quarry street, where lane goes towards the Police station.
- A better council gym, best one is in Blantyre
- A boutique hotel (like the one you're knocking down). Small business units for start-ups and a Society M-style shared workspace. Artist studios. Nice cafes, bars and restaurants, though I accept that may be out with the council's purview. Finding alternative and creative uses for empty units should be the council's top priority. Why not run a competition where you provide a retail unit free (and rates-free) for one year, to the start-up capable of submitting the strongest long-term business plan?
- A changing places toilet - i.e. one with a changing bench, a hoist and enough turning space for my wheelchair. Without these facilities I rarely come into Hamilton town centre. I would visit more often if these were available and I am sure I am not the only one who would visit more.
- A children's bike park with ramps and bumps - something similar to the one at Cunningar Loop.
- A children's indoor play area?
- A cleaner brighter town centre doesn't take much just some effort
- a communal meeting area that encourages wildlife butterfly bees ladybugs and wild flowers
- A community centre? Could be for a whole mix e.g. pensioners, youth club, mothers/toddlers, gym classes etc. Most is out of town centre
- A conversation cafe...drop in place where you can get access to health & well-being services (I'm a counsellor, I'm looking into setting up one of these. I've limited funding but the biggest expense is premises). the need is there for counselling services that are accessible to people on low to no income.

Car parking / Transportation / Access

Please consider the projects in this section of the action plan and rank them in order of priority (1 being the highest priority and 5 being the lowest):

	1	2	3	4	5
Review of parking arrangements	724 (59%)	177 (14%)	157 (13%)	84 (7%)	89 (7%)
Review of town centre accessibility by car	300 (24%)	381 (31%)	285 (23%)	156 (13%)	103 (8%)
Development of a town centre signage strategy	107 (9%)	145 (12%)	355 (29%)	327 (27%)	273 (23%)
Re-introduction of traffic to Quarry Street	203 (17%)	143 (12%)	245 (20%)	221 (18%)	411 (34%)
Introduction of a shuttle bus (town centre to palace grounds loop)	210 (17%)	202 (16%)	278 (23%)	232 (19%)	303 (25%)

To what extent do you support the re-opening of Quarry Street to traffic?

285 (23%) Strongly support

403 (32%) Somewhat support

555 (45%) Do not support

Comments on the re-opening of Quarry Street to traffic?

Strongly support:

- Absolutely. For one thing, at the moment it's impossible to drop off items at the various charity shops if you have more than a single bagful of them—as there is no public access at the rear of these shops either. There are issues with dropping people off at eye appointments (several opticians on that street.) At the moment, special cars still go up and down the pedestrian centre anyway. I don't know what it would do to traffic flow, getting in and out, but if there is no reason to drive up that way except to access shops and businesses, hopefully it won't become too busy.
- Access and visibility of the shopping area,
- Access brings more people. Meaning customers. Said many a time. Move all the shops and bars from quarry st and use as housing. Put another level on precinct. Easily done
- Accessibility for the shops on Quarry Street would mean that people could access their goods easier. At present, it is difficult for anyone to access the shops on Quarry Street.
- Again, looking at other areas such as Larkhall and Wishaw main street where traffic can go through the areas, this gives people the convenience of popping down to the shops allowing 15mins free parking takes the hassle out of parking charges and parking spaces. Without this everyone just flocks to retail parks where the parking is free.
- Again, to generate interest in the heart of the town if some street parking was available
- All these one-way systems build up traffic so would be an extra road to the bottom area
- Allows access to shops for disabled people
- Any town that traffic goes through is a busy town
- Argyle Street works.

Somewhat support

- A good idea to support cafe trade etc, but a dangerous idea if not done correctly. Bollards etc would need to be installed the length of the street to prevent accidents from occurring.
- Accessibility and parking
- accessibility for those who have mobility issues
- Accessibility to full length of high street
- Again, encourage people to shop locally

- Allow people to bring their car in for quick shopping trips without over-keen parking people waiting to give you a ticket
- allow taxis/ busses and disabled through to pick up and drop off.
- Although it would make the shops more accessible, it would likely increase illegal parking problems and make the street less safe for pedestrians.
- Anything that gets people into the centre and it would help get rid of the pigeons. I won't use quarry street because of them.
- As long as people can access Quarry Street and are not charged for parking in the street if possible.

Do not support

- 2 weekends ago a car drove up Quarry Street at a speed of somewhere between 50 and 60 mph and that is no exaggeration. How nobody was killed is an absolute miracle. There is no need for cars to be driving up here and if this is to continue then as a minimum speed bumps should be added. The car was so fast that I was unable to capture its registration plate to report to police.
- A danger
- a pedestrianised area is nice
- A pedestrianised shopping centre is safer for young children and also makes for a more enjoyable shopping experience
- A retrograde step re safety etc.
- A shopping centre should always be pedestrianised to prevent accidents
- Accident waiting to happen! Pedestrians are used to little traffic in street. Congestion at top cross could be a problem
- Adequate safe pedestrian areas for families I would see as more important
- Air pollution is a huge health issue - perhaps Hamilton should consider a Low Emission Zone for the town centre? Don't turn the clock back! Shuttle bus a good idea provided it is electric. Edinburgh now has a couple of electric bus routes. Please include both railway stations.
- A lot safer for families with multiple kids if the traffic isn't allowed

How well do you feel Hamilton town centre is served by public transport?

179 (14%) Excellent public transport provision

689 (55%) Good public transport provision

110 (9%) Poor public transport provision

24 (2%) Very poor public transport provision

241 (19%) No opinion on public transport provision

Opinion on Public Transport serving Hamilton town centre?

Excellent

- 2 train stations plus bus station
- A lot of money has been invested into our rail and bus depot. But our centre is not a desirable destination
- Almost every bus goes to the town centre
- Ample bus services and the both Hamilton west and central are well run
- As the bus station is based not far from the centre there is a variety of buses from a variety of localities going to and from the area.
- Big station bus and train, it's just that people use the excellent transport to leave the area and not to access it
- Both bus and rail services in town centre Excellent when working
- Bus and train provision
- Bus and train station right in the town. Good taxi ranks available. Plenty bus stops.

- Bus are regular and quick, although not cheap when you have a family. Trains are frequent and have good links to the cities.

Good

- 2 train stations, bus station and several bus stops
- 226 is good.
- A good range of transport options available been thought out well
- A number of buses
- Accessible by train and bus easily
- Adequate Bus routes and train stations
- Again, the bus station and bus stops are within easy walking distance.
- All bus stops in the town can get you to the main bus station and the train station is very accessible
- All options are located within short walking distance of town centre
- All transport goes to the "centre" it's the transport away that's more the issue

Poor

- Apart from X1 bus there is no bus route at top of mill road.
- Being of limited mobility, the bus station is too far away from the main shopping area which makes it preferable to me to travel by car
- Bus station should be relocated
- Bus up where I live only comes once an hour (Henderson bus and 227).
- Buses always late lol
- Buses are dirty and expensive
- Buses cut routes so need to get two buses to get to Hamilton instead of just one
- Buses go around the edges and not stopping in the bus station any more
- Buses now go nowhere near town centre now unlike they used to
- Busses only visit the bus station or the bus stop at the vogue. Not great for less abled people.

Very poor

- After 6pm it's hard to get a bus anywhere in town to the outlying housing areas
- All but one bus stop are too far away from shops
- Bus service in Eddlewood is a disgrace a bus once an hour when everywhere else has a bus every ten minutes pensioners cannot get out to get their shopping due to our bus service.
- Busses don't drop off to heart of town
- Every time I go for a bus (which is almost every day) the buses are either late or cancelled - every day | | | And don't get me started on the trains I have stopped using the trains because they are late, cancelled, expensive and dirty
- Everything is centred round the top part with the bus station. Most journeys in to Hamilton miss the town centre altogether.
- Far too expensive. Causing isolation and depression
- From Blackwood and Kirkmuirhill to Hamilton, Whitelaw's coaches are the ONLY bus operator, so no other choice on bus operator, buses are not regular enough to and from Hamilton 7 days a week, there is no X service which could link villages for a faster route onto the M74 to Hamilton
- I finish my work at 6 and if the train shows up I don't get into my house till after 7 at night stay in larkhall. 10 mins away. Buses are worse
- I live in Earnock. There is one bus, but it goes a very indirect route to the centre and doesn't serve Hamilton west train station. If I start to walk, there is no opportunity to meet the bus as it goes so far out the way.

How easy or difficult do you feel it is accessing and egressing Hamilton town centre by vehicle?

92 (7%)	Very easy
548 (44%)	Easy
427 (35%)	Difficult
96 (8%)	Very difficult
74 (6%)	No opinion

How easy or difficult do you feel it is travelling around Hamilton town centre by vehicle?

73 (6%)	Very easy
433 (35%)	Easy
513 (42%)	Difficult
132 (11%)	Very difficult
73 (6%)	No opinion

How likely would you be to stay longer in Hamilton town centre if there was a change in the way parking charges are operated, for example by changing to a pay on exit method, or paying via a mobile app?

356 (29%)	Very likely
298 (24%)	Quite likely
481 (39%)	Would make no difference
16 (1%)	Less likely
86 (7%)	Not at all likely

Do you have any other comments about parking, access, and transportation in Hamilton town centre?

- 226 to stop at bus stop in front of the regent centre on way from hillhouse/earnock
- A cap on the rents of units is necessary to encourage businesses to come to Hamilton
- a drop-off pick up point for the bus and rail stations
- A loop bus would be a good idea.
- A lot of amenities are very spread out. If there were a travel option to take you from one end of the centre to the outside edges of it (at the palace grounds), it would make it all much easier.
- A parking payment app would be good and free/reduced rate at weekends
- A positive step towards acceptance of regeneration would be the abolishment of parking fees to encourage people into Hamilton and once there they would stay longer and I think this would be seen as the first step in Hamilton moving forward.
- Access is limited by the one-way system, fine if you know the area and know where you are going but not easy if you are a visitor or stranger to the town.
- Access to the town centre is more difficult due to one-way systems etc. Easier to get to the retail park. Parking restricts your shopping time.
- Addressing of the parking charges by introducing a 15 minute / 30-minute rate. I always think twice about going to the town centre if it's something that would take 15-20 minutes and I have to pay for an hour to park.

Thinking overall about Hamilton town centre, how easy would you say it is to use and navigate through the town centre?

199 (16%)	Very easy
721 (58%)	Quite easy
280 (23%)	Quite difficult
36 (3%)	Very difficult

Events / Promotions / Initiatives

What impact do town centre events and promotions have on your decision to visit Hamilton town centre?

- 272 (22%) Much more likely to visit
- 508 (41%) Somewhat more likely to visit
- 408 (33%) Would make no difference
- 23 (2%) Somewhat less likely to visit
- 28 (2%) Much less likely to visit

Which of these events, if any, would make you more likely to visit Hamilton town centre? (please select all that apply)

- 917 (74%) Markets
- 667 (54%) Festivals
- 574 (47%) Concerts
- 367 (30%) Sporting activities
- 629 (51%) Seasonal events, for example Christmas lights switch on, Easter parades
- 196 (16%) None - Events do not influence my decision to visit the town centre

To what extent do you agree or disagree that Hamilton town centre has enough for young people to do?

- 24 (2%) Strongly agree
- 120 (10%) Agree
- 678 (56%) Disagree
- 393 (32%) Strongly disagree

How do you feel Hamilton town centre could appeal more to future generations?

- "Young People" is a wide-ranging term for a lot of people. Anyone under the age of 15 would struggle to find anything to do in the centre of Hamilton. The ice skating is across a busy main road on the outskirts of the town centre and the swimming next to the Council buildings. There is a park and football pitches, but again this is next to the ice-skating rink. Many teenagers and those under 25 could attend music events, but there are none held in Hamilton. Some kids made use of the terrible looking and designed stairs next to ASDA as a skate park but were swiftly moved along because they were a "statutory nuisance" - which is ridiculous because few people use this ridiculously designed area. There is nowhere else for them to go. For 18 - 25's, there is one night club. It may be split into several inside, but it only offers business for a particular clientele. Giving no options for others, meaning people have to move along to Glasgow. Which is ridiculous considering there is a university campus in the town. There are a handful of bars, but again they are spread widely, the parking is terrible and many only cater to a certain type of clientele. There are no music venues for smaller, up and coming, local bands. Meaning talent is, again, pushed into Glasgow or not recognised. There are no festivals which I would say I am proud of, there are no markets and speciality events.
- A better range of retail outlets (as a mother of teenagers we have to go to Glasgow for clothes, shoes etc) More social space where they are free to hang out without being moved on
- A better selection of shops and bars.
- A cafe culture would appeal to young people.
- A more attractive town centre with youth centres for all activities and not just sports Prices of entrance to events subsidised for school children
- A music venue at the Vogue cinema site. Ice cream/cake shop. Settlers already does a good job.
- A proper Santa's grotto at Christmas, a soft play inside shopping centre,
- A soft play area or similar, designer shops with clothes more up to date.
- A space for young people and teenagers to congregate and/or engage in some activities
- A totally new planning strategy what shops we require what residential accommodation we anticipate what leisure activities we need what technology will be required

To what extent do you agree or disagree that Hamilton town centre is suitable for older people?

112 (9%)	Strongly agree
640 (54%)	Agree
364 (31%)	Disagree
76 (6%)	Strongly disagree

How do you feel Hamilton town centre could appeal more to older generations?

- Make people feel safe, comfortable, important.
- Older people day time activities and classes, board games, cookery, talks on specialist subjects, book groups etc. Reduced parking charges. Some unique shops e.g. see Bothwell and Uddingston. Older retired people may have nothing to do during the day or early evening, but some are not poor so reasonably priced mixed with free activities would appeal
- A better provision of bathroom facilities and quality retailers.
- A better range of shops as well as more cafes
- A bit
- A bus station office and waiting area where they can keep warm, the bus station is the cold, drafts, and when it rains you get wet sitting on seats because of its design.
- A Debenhams
- A much more robust safety environment re theft.
- A regular shuttle going from the bus station to the junction at Hemingway's then up the hill to Newcross to Shopping Centre to make the shops on quarry street more accessible to elderly people with mobility problems.
- A relaxing area to wine and dine

Are you aware of online activity regarding Hamilton town centre (e.g. Hamilton Our Town events and promotions)?

431 (35%)	Yes
808 (65%)	No

Can you say how this online activity influences your decision to visit Hamilton town centre?

- A bit. Wish they were more proactive though
- A lot
- Afraid it doesn't influence my decision as it is getting better, but it is to sporadic at the moment
- Am aware of it but don't use it, so not likely to influence me
- As the owner of Scotland's largest social media agency, I pay attention to and read social media posts and ads. This is key for event and benefit awareness raising and needs more investment.
- At moment would not make me choose to go
- Attending Christmas light switch on, market events and The Great Stampede.
- Barely
- Both the trails involving the horses and animals, fantastic ideas to encourage locals and visitors
- Can do

Are you aware there is free Wi-Fi available in Hamilton town centre?

379 (31%)	Yes
853 (69%)	No

Do you feel the free Wi-Fi makes Hamilton town centre a more attractive place to visit?

612 (51%)	Yes
596 (49%)	No