

Library Services Restoration Phase 2 and One Stockport Hub Appendix 3:

One Stockport Hub Consultation Report

1. Executive Summary

- 1.1 This consultation was carried out to seek stakeholder views and priorities for the proposed One Stockport Hub. It is proposed that the Hub will provide a temporary library as well as a cultural and social experience in the heart of Stockport town centre, making use of an empty retail unit on Mersey Square whilst Central Library is unable to open due to covid-safe requirements.
- 1.2 The consultation ran for a period of 6 weeks from Tuesday 8th September to Monday 19th October 2020. In total, 1005 responses were received to this consultation. 1000 of these responses were submissions to the survey (Appendix 1). The remaining responses were received by email.
- 1.3 Comments received from the consultation were varied, with some clear support for the proposal to bring together a range of services in the town centre alongside some objections to the proposal to move library services from the current Central Library building.
- 1.4 After feedback that some residents were concerned the proposal meant a decision had been made regarding the future of the Central Library building, the online survey was updated with Frequently Asked Questions to clarify the position that the proposal was a temporary move, that no decision had been taken in relation to the Central Library building and any proposal for a permanent move, should this happen in the future, would be subject to a separate consultation. Despite this, a significant proportion of responses focused on the Central Library building itself rather than the services they would like to see in the Hub.
- 1.5 Views provided by other groups suggest the modernisation and bringing together of library, information and advice, and cultural services will appeal to groups of residents who do not currently access traditional library services.
- 1.6 More respondents than not expressed an intention to visit the One Stockport Hub, including a significant proportion of respondents who did not use any library prior to covid-19.
- 1.7 There was also strong support for the provision of advice and information through the Hub, and for services that would be more accessible to disabled residents.

- 1.8 The Stockport Youth Engagement group (made up of young people from the Youth Participation group and Stockport college students) expressed enthusiasm about the potential for a new community hub and the fact it would be based in a more accessible location close to shops and buses.

2. Methodology

- 2.1 An online survey was hosted on the council's have your say pages between Tuesday 8th September and Monday 19th October 2020 (Appendix 1).
- 2.2 To provide information about the proposal and capture the views of general public visiting the town centre, council officers were situated in an empty retail unit in the Merseyway shopping centre for a period of two weeks.
- 2.3 Display boards outlining the proposals were displayed, and staff members were able to talk to visitors about the proposals and record their responses to the consultation on tablet computers.
- 2.4 The majority of visitors to the unit preferred to submit their response to the consultation from home when they had more time, however comments from visitors broadly reflected the range of opinions that were received to the online survey; there were a number of questions about the size of the Hub and what the plans are for the Central Library building, as well as well as enthusiasm for the new facility. There were also some visitors who were initially not supportive of the plans but who changed their mind after finding out more from staff.
- 2.5 The table below shows the visitor numbers to the drop-in unit over the two-week period:

Table 1: Number of visitors to the drop-in sessions from 29th September to 9th October 2020

Date	Number of visitors per day
29/09/2020	11
30/09/2020	13
01/10/2020	25
02/10/2020	13
05/10/2020	19
06/10/2020	21
07/10/2020	17
08/10/2020	15
09/10/2020	7
Total	141

- 2.6 Copies of the consultation materials in an alternative format, including hard copies, were available upon request. Two requests were made for paper copies of the consultation materials.
- 2.7 Email communications were sent out to the following groups to notify them about the consultation:
- Local MPs and Councilors
 - Stockport VCSE forum
 - Subscribers to have your say notifications (2050)
 - Local primary schools who visited Central Library regularly
 - Local Heritage Library groups
 - Local community facebook groups
 - VCSE groups who used space at Central Library before covid-19 including:
 - Stockport Central Writers
 - Local Heritage Library group
 - People Plus (Drop-in support for businesses)
 - Advice and support groups
- 2.8 Responses to the consultation were low from some protected characteristic groups including: young people, LGBT+ people and BAME people. Efforts were made to reach individuals belonging to these groups and the consultation was shared with the following representative groups and individuals to promote among their networks and was shared with following representative groups or individuals:

BAME groups

- EAICO
- Siyanda Trust
- Rising Stars
- Stockport Black History Project

LGBT+ groups

- Proud Trust
- Your FM (Stockport Pride)
- Stockport Plus
- Stockport NHS LGBTQ rep

Young people

- Stockport College,
- Stockport Youth Participation team
- Stockport Leaving Care Team

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- Group 48

Disability

- Walthew House
- Team A
- AutiSK

Other representative groups/ individuals

- Adult Education tutor (Stockport Council)
- Equality and Diversity Lead Stockport NHS
- South Manchester Muslim community association

- 2.9 The consultation was also promoted through the Council's social media channels.
- 2.10 In addition to the online survey, an online workshop was held with the Stockport Youth Engagement Group which is made up of Stockport's Youth Participation Group and students from Stockport College.

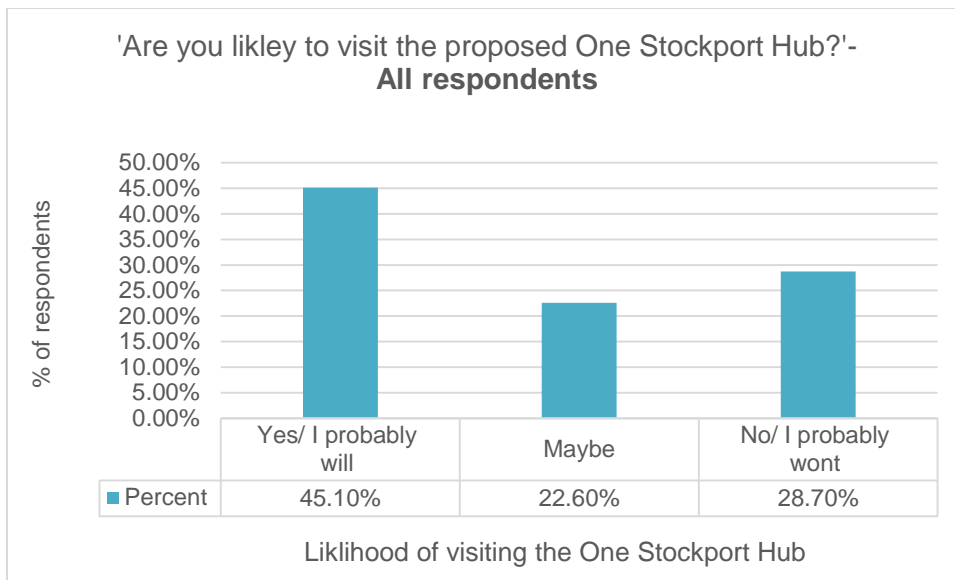
3. Survey Results

3.1 There were 1000 responses to the online survey. 65 of these responses were submitted at the drop-in sessions in Merseyway. In total, 994 responses were received from individuals and 6 responses were received from organisations.

3.2 Library users and visiting the One Stockport Hub

3.2.1 There were 984 responses to this question 'How likely are you to visit the One Stockport Hub?'. As shown in Figure 1, a significantly higher proportion of respondents intend to visit the One Stockport Hub than those who do not, with 451 (45.1%) of respondents stating that they will or probably will visit, versus 287 (28.7%) respondents who said they probably won't visit, or that the Hub is not for them.

Figure 1: One Stockport Hub visiting intention of all respondents



3.2.2 Visiting intention was lowest amongst those who used Central Library prior to Covid-19 (Figure 2) and there was correlation in the responses between frequency of visits to Central Library and visiting intention (Figure 3).

However, this is likely due to the fact that many of these respondents were concerned about the future of the Central Library building. ¹

Figure 2: Visiting intention of Central Library Users

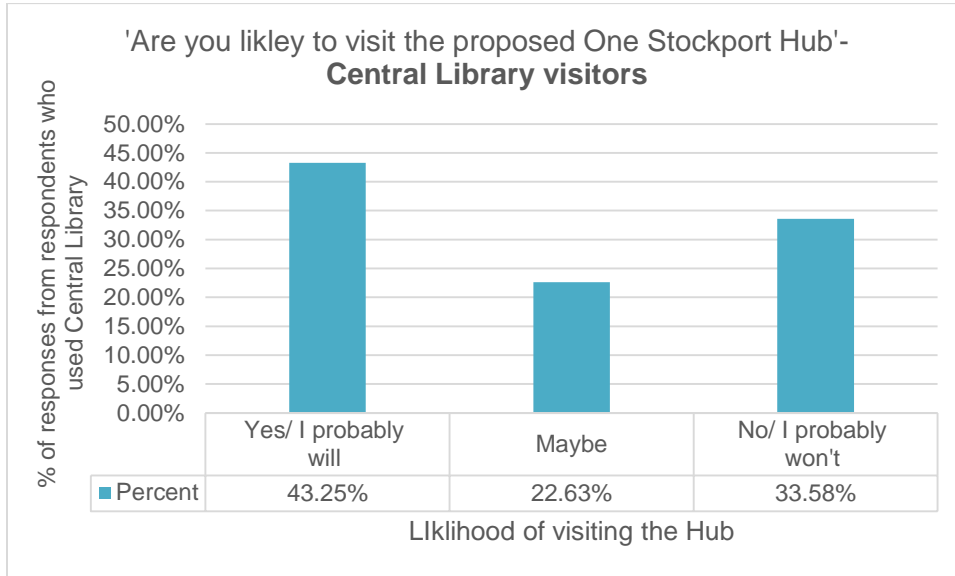
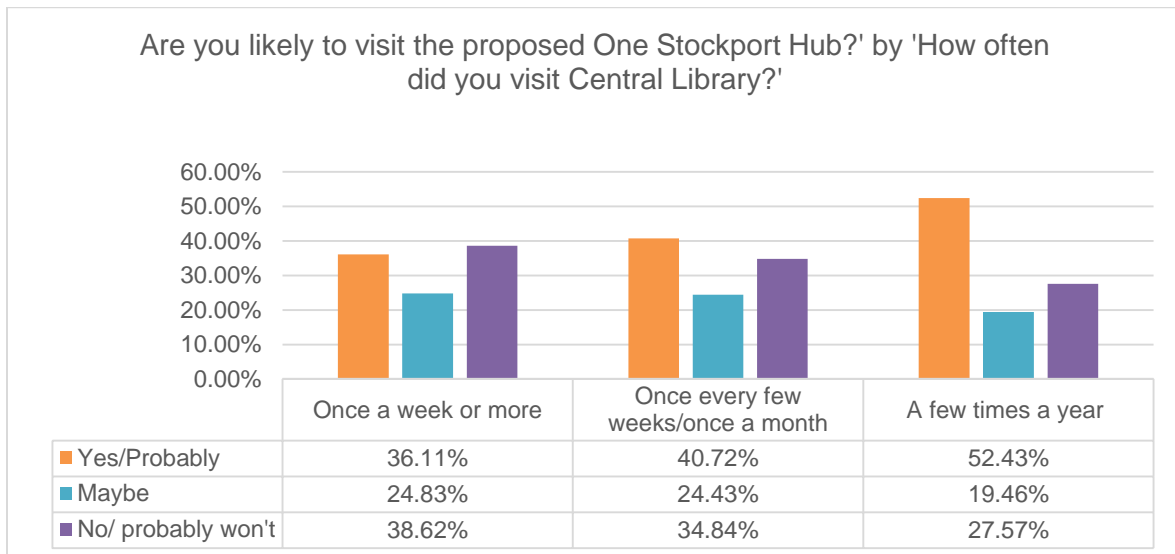


Figure 3: Visiting intention of Central Library users by frequency of visit to Central Library

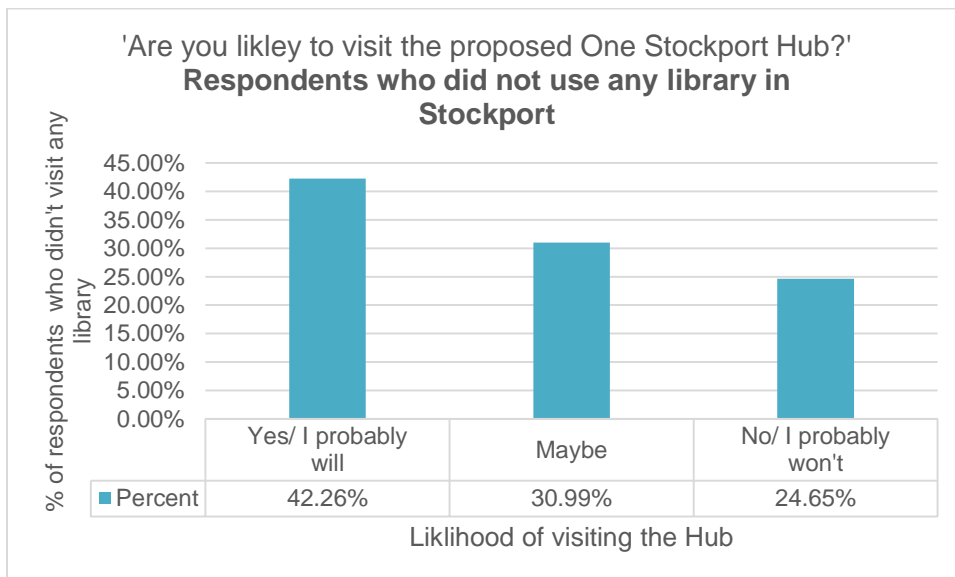


¹ Due to the sample size, the correlation between frequency of visit to Central Library and intention to visit the Hub should be treated with caution and may not apply to Central Library users as a whole.

3.2.3 The responses from other types of library users suggest the Hub could widen access to library, cultural and information services and be utilised by those who do not currently access traditional library services. 42% (60 out of 142) of those who did not use any library in Stockport stated they will or probably will visit the Hub and an additional 30% (44) stated that they may visit (Figure 4).

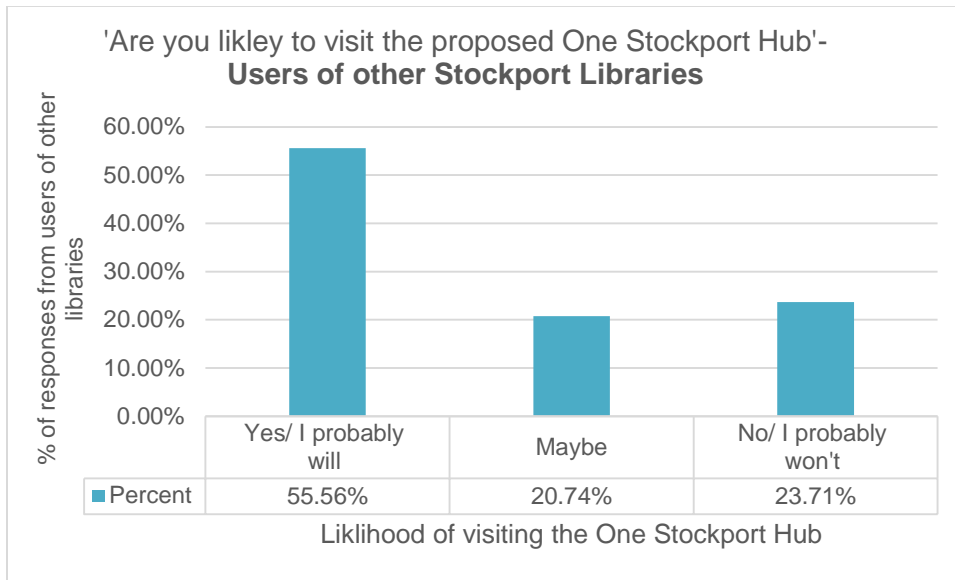
3.2.4 Over half of those who used another library in Stockport also said they will or probably will visit the One Stockport Hub (Figure 5). The charts below show the breakdown of responses by library users.²

Figure 4: Visiting intention of respondents who do not use any library in Stockport



² Data was not gathered on how many Central library users also used another library in Stockport as the intention of the question was to understand if there were any differences in attitudes between those that used Central Library and the two groups of respondents who did not use Central Library- users of other Stockport libraries and those who did not use any library in Stockport.

Figure 5: Visiting intention of users of other libraries (not Central Library) in Stockport



3.3. Visiting the town Centre and attitude toward the One Stockport Hub

3.3.1 Figure 6 shows that the majority of respondents (527) were visiting the town centre less than they did prior to the covid-19 pandemic but expect to visit the town centre more in the future. For some respondents, (273) the covid-19 pandemic may lead to a longer-term reduction in how often they visit the town centre.

3.3.2 Figures 7 and 8 show that the majority of respondents indicated that they visited the town centre for shopping. This suggests that Mersey Square is a good location for the Hub as it will attract the passing footfall of those shopping in the area.

Figure 6: Has COVID-19 changed the amount you plan to visit the town centre?

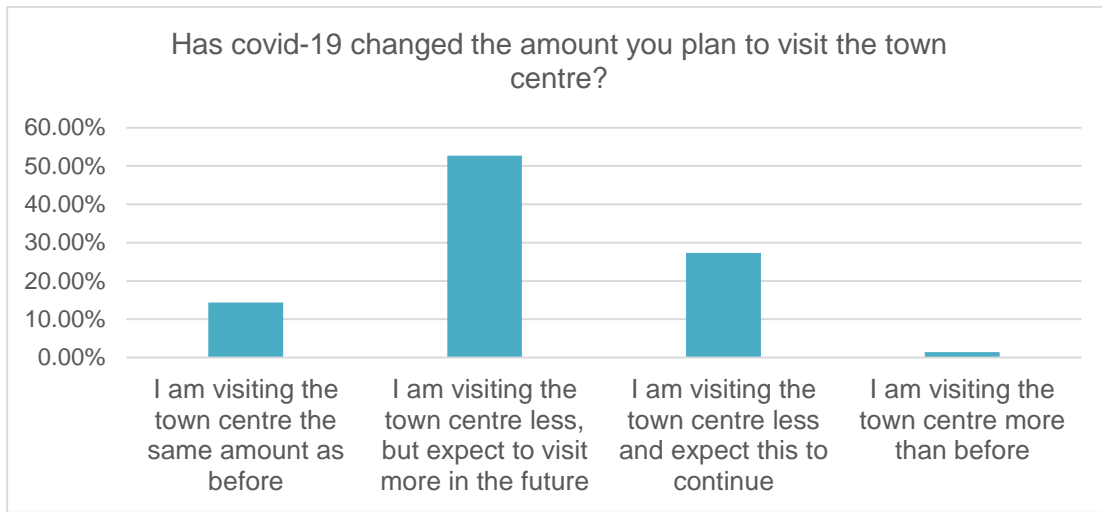


Figure 7: Interaction with Stockport Town Centre

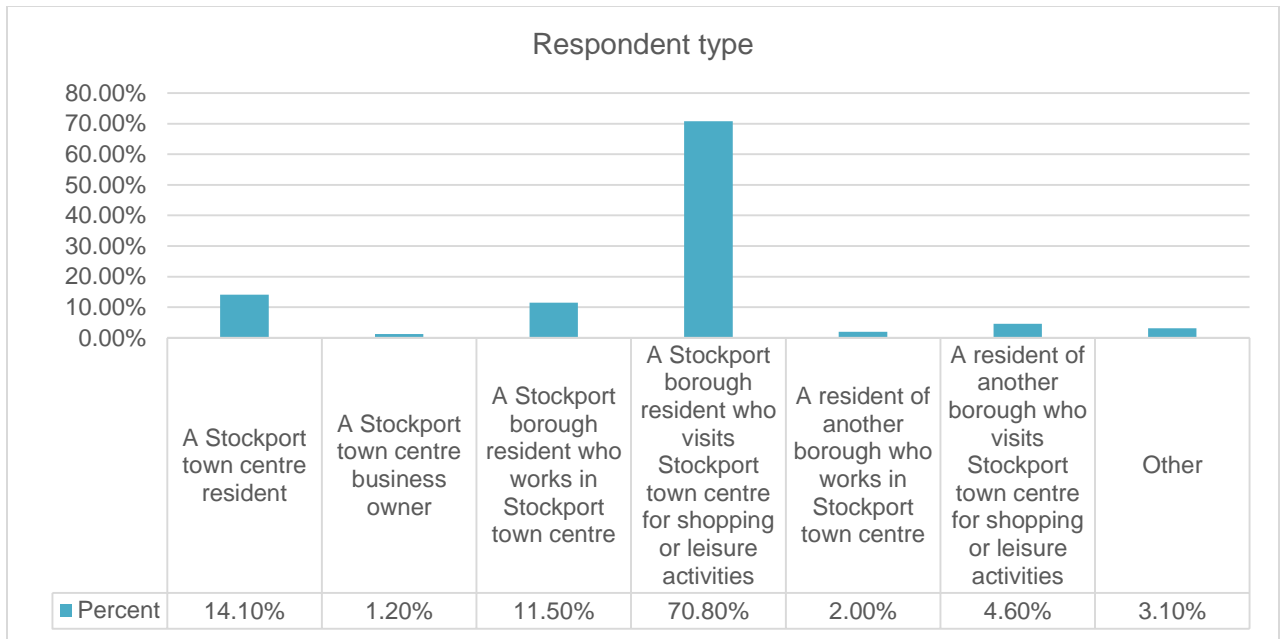
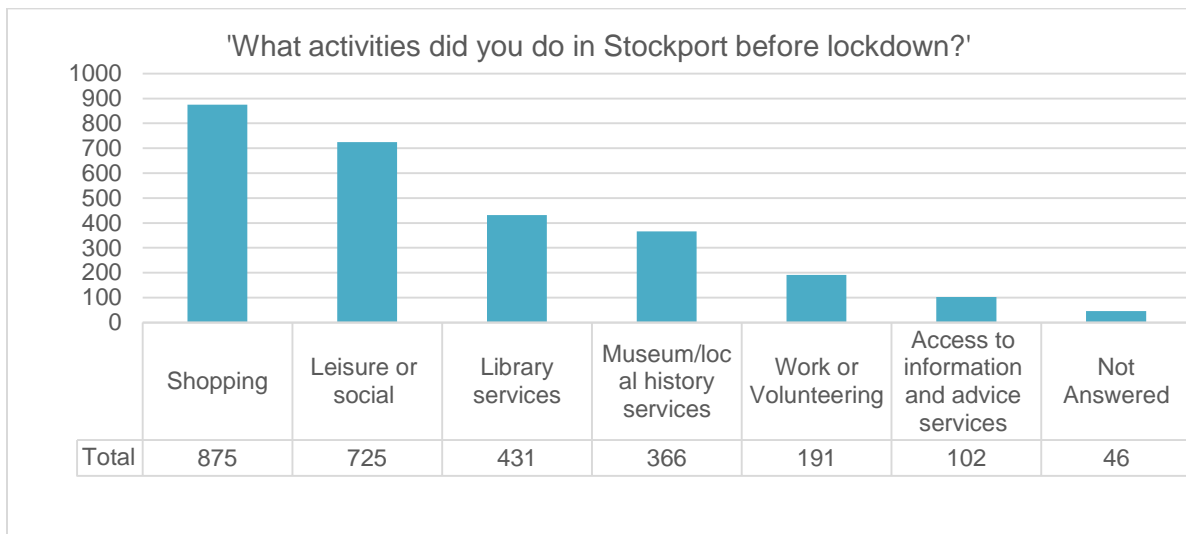
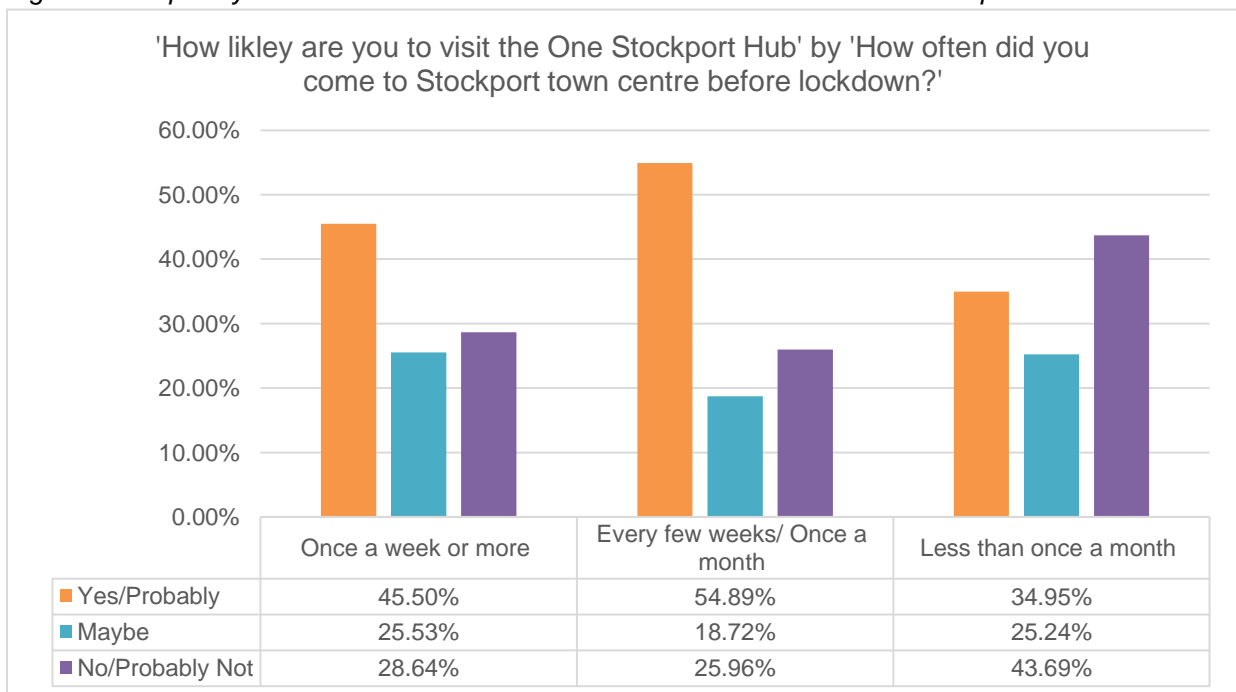


Figure 8: Activities in the town centre before lockdown



3.3.3 Figure 9 shows that those respondents who visited the town centre about once a month or every few weeks were most likely to visit the One Stockport Hub followed by those who visited once a week or more.

Figure 9: Frequency of visits to the town centre and intention to visit the One Stockport Hub



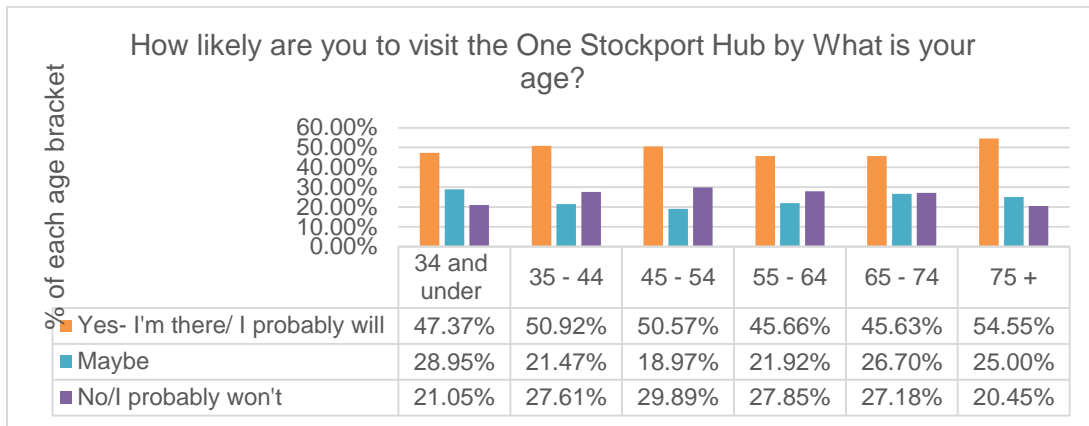
3.3.3 It is not useful to consider the attitudes to the Hub by respondents who have visited museums as 890 of the 1000 respondents to the survey had previously visited a museum in Stockport.

3.4 Intention to visit the Hub by demographic groups

3.4.1 Age

3.4.2 The number of responses from individuals who indicated they were under 34 or over 75 were under 100 and are included to show the overall response rate to the survey from these age groups only. Amongst other age groups, just over 45% of those aged 55-64 (100 of 206) and 65-74 (94 of 200), and just over half of those aged 35-44 (83 of 163) and 45-54 (88 of 174) indicated that they are likely to visit the Hub.

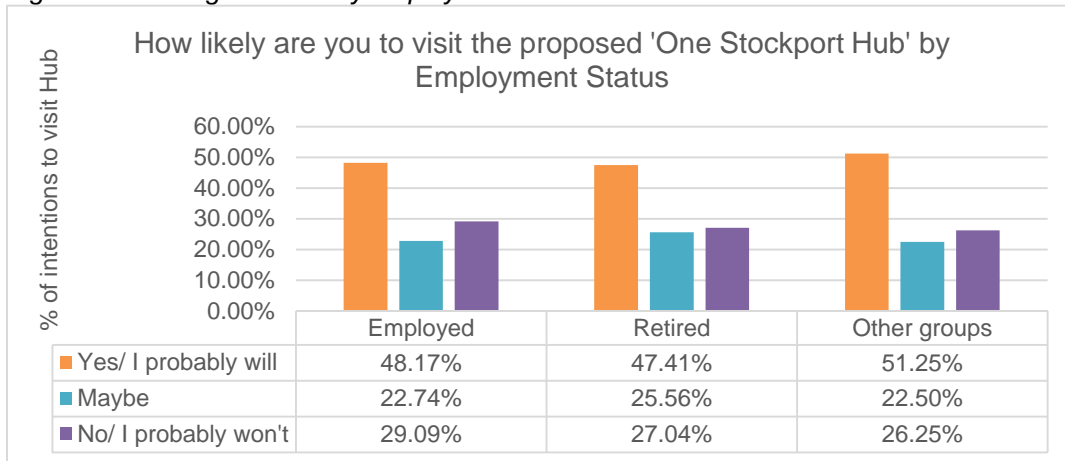
Figure 10: Visiting intention by age



3.4.3 Employment status

3.4.4 Intention to visit the One Stockport Hub did not vary between respondents who indicated that they were employed (including full-time, part-time and self-employed) and those who were retired. 48.17% (250 out of 519) employed respondents and 47.41% (128 out of 270) respondents indicated that they will or probably will visit the Hub.

Figure 11: Visiting intention by employment status



3.4.5 Disability

3.4.6 The majority of respondents who considered themselves to have a disability or long-term health condition (95 out of 178) have indicated that they will or are likely to use the Hub.

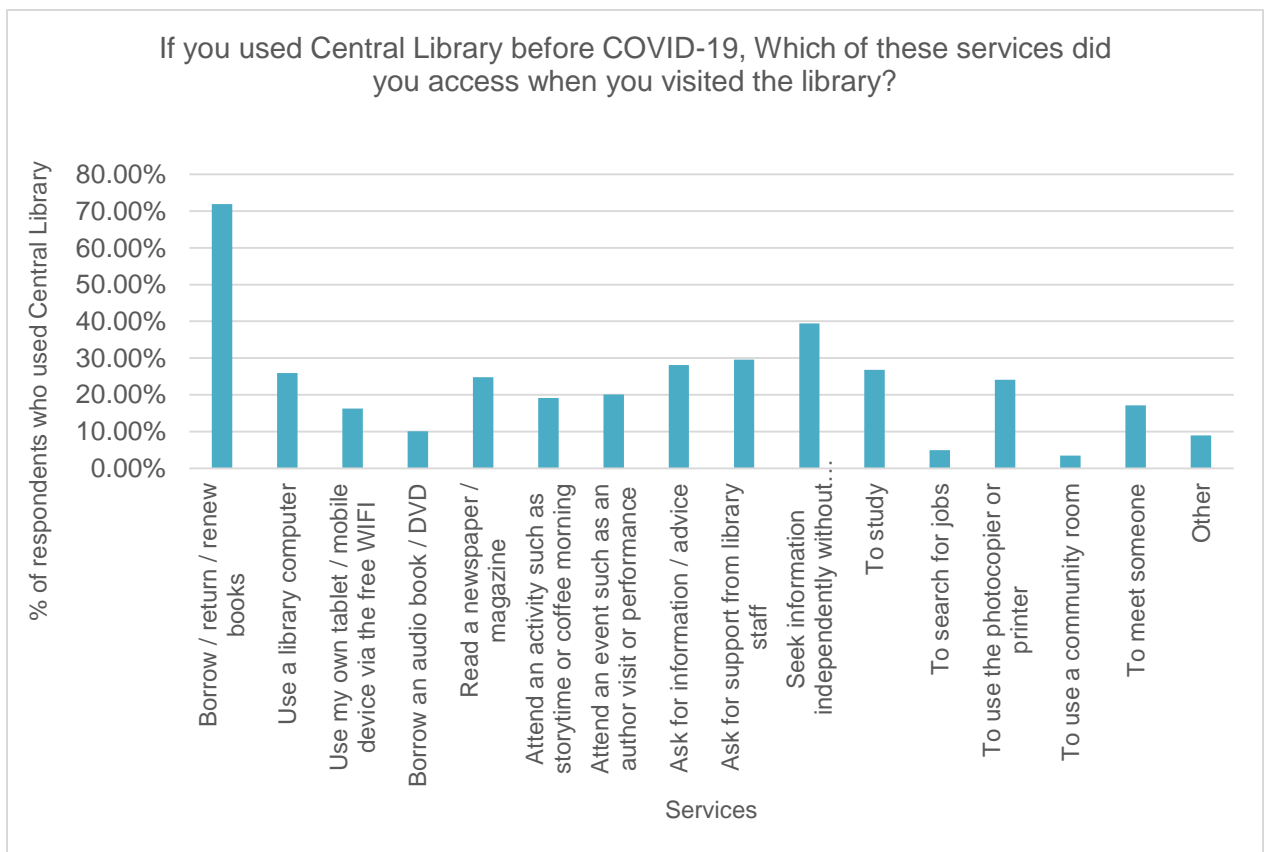
Figure 12: Visiting intention by disability



3.5 Use of Central Library services and Facilities to include in One Stockport Hub

3.5.1 Central Library users were asked what services they accessed at the library before Covid-19. There were 546 responses to this question. Other services respondents said they used were: the heritage and archive services; reading groups, children’s library and to use the toilets. The majority of respondents said they used Central Library to borrow or return books.

Figure 13: Library services used at Central Library



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3.5.2 The respondents who stated that they did not use any library in Stockport before Covid-19 were asked why.

Table 2: Answers to the question 'If you did not use a library in Stockport, why not?'

Option	Total	Percent
I am not interested in using a library	53	5.30%
Libraries are not open when I would want to visit	30	3.00%
There isn't a library that I can get to easily	10	1.00%
Other- please specify	46	4.60%

3.5.3 Other reasons respondents provided for not using a library in Stockport were:

- I use the internet instead
- I use a kindle or e-book reader
- I purchase books/ own a wide selection of books
- I don't need to use a library
- I use a library outside of Stockport
- I haven't registered for a library card
- The libraries need to be more modern
- I don't have the time
- Parking
- I would like to use the libraries in Stockport in the future

3.5.4 Individuals from the Youth Engagement workshop said that they had previously used libraries for borrowing books, as a social space to meet friends or do homework and also for use of the WI-FI. Some of the group said that they hadn't used a library for a long time.

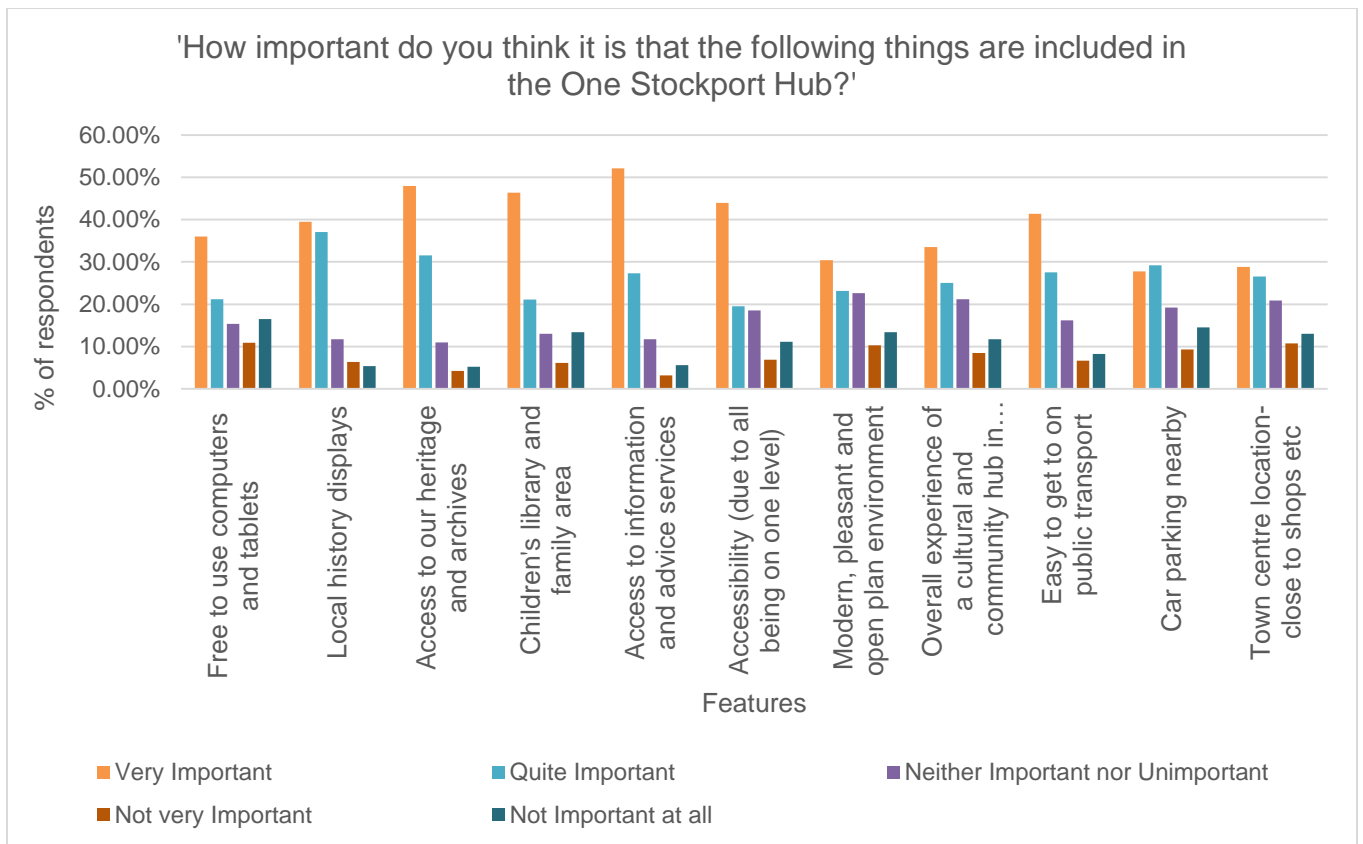
3.5.5 The range of attitudes from Central Library users and non-library users towards traditional library services suggests that it is important to ensure that that the Hub offers modernised services that encompasses some traditional library services including book borrowing and access to heritage services, as well other information services and a space to meet other people (when social gathering restrictions due to covid-19 are not in place). This is supported by the responses to the question 'How important are the following things in the 'One Stockport Hub'.

3.5.6 As seen in Figure 14. Most respondents indicated that it was very or quite important to include all of the features on the list in the One Stockport Hub. Access to heritage and archive services and information and advice services

scored particularly highly with 746 and 739 out of 1000 respondents saying that it very or quite important that these are included in the One Stockport Hub.

3.5.7 Responses also indicated that local history displays, (712) being easy to get to by public transport (643) and a Children’s library (626) are very or quite important to visitors of the Hub.

Figure 14: Total responses of how important do you think it is that the following things are part of the One Stockport Hub?



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3.5.8 All responses to the question 'How important do you think it is that the following things are part of the One Stockport Hub?' are detailed in Table 2.

Table 3: All responses to the question 'How important do you think it is that the following things are part of the One Stockport Hub?'

	Very Important	Quite Important	Neither Important nor Unimportant	Not very Important	Not Important at all	Total
Free to use computers and tablets	338	199	144	102	155	938
Local history displays	367	345	109	59	50	930
Access to our heritage and archives	450	296	103	40	49	938
Children's library and family area	430	196	121	57	124	928
Access to information and advice services	485	254	109	30	52	930
Accessibility (due to all being on one level)	408	181	172	64	103	928
Modern, pleasant and open plan environment	281	214	209	95	124	923
Overall experience of a cultural and community hub in the town centre	311	233	197	79	109	929
Easy to get to on public transport	386	257	151	62	77	933
Car parking nearby	256	269	177	86	134	922
Town centre location- close to shops etc	268	247	194	100	121	930

3.6 Comments and suggestions around the One Stockport Hub

- 3.6.1 There were 732 additional comments submitted to the online survey. The comments received were varied in content and opinion.
- 3.6.2 There were some concerns that the open plan design may not provide enough quiet study space and the size of the site in Merseyway. A significant proportion of respondents used the space to express their opinion on the importance of the Central Library building or their disagreement with the move of services to Merseyway and concerns about the future of the Central Library.
- 3.6.3 Following a review of the responses submitted to the consultation, and comments on social media, the consultation was updated with Frequently Asked Questions to address the main concerns. This included: a further explanation as to why Mersey Square had been proposed as the site for the Hub and clarification that: the Hub will house the full Central Library collection and provide the same IT services; the move is temporary; the proposal does not include a reduction in staffing, and a decision around the future of the Central Library has not been made and will be subject to a future consultation, if any permanent move of service from the Central Library building were proposed.
- 3.6.4 Those who expressed support for the proposal were positive about the move to the location in Merseyway to improve accessibility, felt that the Hub would widen access to library services, and were enthusiastic about the possibility of having spaces for community or cultural events. Some respondents offered suggestions to include in the Hub. These were:
- A Café or refreshments from a local business to be available to purchase
 - Space or a room for VCSE groups
 - A volunteering Hub
 - An Art or cultural space
 - Exhibitions and events
 - Evening and weekend opening hours
 - Tourist information/ 'What's On'
 - Free parking hours
 - Bicycle space
 - To work with disability groups in Stockport to make services more accessible
- 3.6.5 The Youth Engagement group felt positive about the potential for a new community hub and the fact it would be based in a more accessible location

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close to shops and buses. They would like to use the resources within the Hub to help with their college and school work as well as having opportunities to engage with their local community. They liked the fact that the Hub wouldn't just be a library as this would encourage more young people to visit. They came up with a lot of ideas for how it could be used. These included ideas on:

- Promoting the ethos of a community/ community events
- Accessibility to young people with Special Educational Needs or Disabilities
- Having access to archives
- Intergenerational activities
- Collaborations with local businesses
- Making it unique to other libraries

3.6.6 All additional comments submitted to the online survey are summarised in the table below. Some respondents submitted comments that included more than one point.

Table 4: Thematic grouping of all additional comments submitted to the survey

Comments / Themes	Total
Perceived space issues with location in Merseyway	105
Would prefer library services to stay in Central Library because it is a historical building	150
Expressed positive feedback and approved of the proposal	107
Question about the future use of the Central Library building	89
Expressed a preference for the Central Library building to be kept for public use	77
Provided suggestions for facilities to be included Hub	48
Would like Hub to be in addition to services at Central Library	51
Expressed support for location of Hub in Mersey Square	35
Would have preferred the scope of consultation to be wider	35
Comments about other topics unrelated to the consultation	33
Would prefer resources to be used elsewhere	28
Expressed a dislike for the modern interior design of the Hub	25
General support for investment in the town centre	23
Agree that Hub will widen access to library services	21
Perceived noise issues in the Hub / suggestion that there are some closed-off rooms	20
Disliked the name 'Hub'	17
Suggest refurbishment of Central Library instead	16
Concerns about anti-social behaviours and personal safety in Merseyway	16
Support the opening of the Hub as a temporary move/ solution	15
Question around how the proposal would affect library staff	12
Comment that facilities and services should be accessible for disabled people	10
Questions about size/ safety of Children's library/ family area	2

3.7 Reasons given for not visiting One Stockport Hub

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3.7.1 Respondents who stated that they probably wouldn't visit the Hub or that it is not for them were asked the following question: 'If you don't think you will visit One Stockport Hub, why not?'

3.7.2 There were 268 responses to this question. The table below shows the reasons people gave for not visiting the Hub and the total number of responses received for each reason. Some respondents used the space to provide more general comments or questions. Some respondents provided more than one reason.

3.7.3 Despite the business case about moving to the town centre to bolster the visitor economy to the town centre, many respondents who said they are unlikely to visit the Hub were opposed to the move of services from Central Library to a vacant site in Mersey Square. Furthermore, the majority of these respondents perceived the consultation to be on the permanent closure of Central Library rather than priorities for services in the Hub despite the clarification that no decision has been made on the future of the building.

Table 5: Thematic grouping of answers to the question: 'If you do not think you will visit the One Stockport Hub, why not?'

Comment	Total
Disagreement with the move of services from Central Library	132
Dislike of the proposed design of the Hub	37
Disagreement with Merseyway location	34
Not interested in using the services the Hub is likely to provide	27
Perceived space issues at the Hub	25
Prefer going to a local branch library	18
Think money should be spent elsewhere	18
Can access the services needed online (from home)	13
Concerns about anti-social behaviour at the Hub	12
Think the Hub won't have enough quiet space	10
Would like more shops and cafes to open in merseyway	6
Parking	6
Perception that services at Central Library can be accessed	5
Questions/ statements around accessibility of Hub for disabled people	4
Concerned about Covid-19	2
Other	5

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3.8 Demographics

The table below shows the number of responses received by ward in Stockport. Whilst it is interesting to see where in Stockport responses have been received from, it is not possible to analyse any of the responses to individual questions by ward due to the low numbers of responses at ward level.

Table 6: Responses by ward

Ward	Number of Responses
Bramhall North	26
Bramhall South and Woodford	13
Bredbury and Woodley	34
Bredbury Green and Romiley	26
Brinnington and Central	62
Cheadle and Gatley	12
Cheadle Hulme North	22
Cheadle Hulme South	17
Davenport and Cale Green	58
Edgeley and Cheadle Heath	78
Hazel Grove	33
Heald Green	5
Heatons North	42
Heatons South	38
Manor	61
Marple North	30
Marple South and High Lane	23
Offerton	34
Reddish North	34
Reddish South	58
Stepping Hill	47
Postcode outside Stockport	34
Incorrect Postcode Format/ Prefer not to answer	114

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What best describes your gender?

Table 7: Gender of respondents

Option	Total	Percent
Male	286	28.60%
Female	597	59.70%
Prefer to self-describe	4	0.40%
Prefer not to answer	46	4.60%
Not Answered	67	6.70%

What is your age?

Table 8: Age of respondents

Option	Total	Percent
Under 18	0	0.00%
18 - 24	6	0.60%
25 - 34	70	7.00%
35 - 44	163	16.30%
45 - 54	174	17.40%
55 - 64	219	21.90%
65 - 74	206	20.60%
75 - 84	41	4.10%
85+	3	0.30%
Prefer not to answer	55	5.50%
Not Answered	63	6.30%

Do you consider yourself to have an impairment, disability or long term health condition?

Table 9: Do you consider yourself to have a disability?

Option	Total	Percent
Yes	179	17.90%
No	686	68.60%
Prefer not to answer	69	6.90%
Not Answered	66	6.60%

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How would you define your religion or belief?

Table 10: Religion of respondents

Option	Total	Percent
No religion	359	35.90%
Christian	409	40.90%
Muslim	3	0.30%
Hindu	2	0.20%
Buddhist	5	0.50%
Jewish	4	0.40%
Sikh	0	0.00%
Other	12	1.20%
Prefer not to answer	118	11.80%
Not Answered	88	8.80%

What is your employment status?

Table 11: Employment status of respondents

Option	Total	Percent
Employed Full-Time	310	31.00%
Employed Part-Time	146	14.60%
Self-Employed	64	6.40%
Unemployed	20	2.00%
Not able to work due to disability/ ill-health	24	2.40%
Homemaker/carers	27	2.70%
Retired	271	27.10%
Student	4	0.40%
Prefer not to say	56	5.60%
Other	6	0.60%
Not Answered	72	7.20%

If other, please specify:

There were 16 responses to this part of the question

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How would you define your ethnic group?

Table 12: Ethnicity of respondents

Option	Total	Percent
White- English/Welsh/Scottish/Northern Irish/British	776	77.60%
White- Irish	20	2.00%
White- Gypsy or Irish Traveller	3	0.30%
White- any other White background, please specify	16	1.60%
Mixed- White and Black Caribbean	1	0.10%
Mixed- White and Black African	1	0.10%
Mixed- White and Asian	2	0.20%
Any other Mixed/Multiple ethnic background, please	2	0.20%
Asian or Asian British-Indian	2	0.20%
Asian or Asian British- Pakistani	2	0.20%
Asian or Asian British-Bangladeshi	0	0.00%
Asian or Asian British- Chinese	0	0.00%
Any other Asian background, please specify	0	0.00%
Black or Black British- African	1	0.10%
Black or Black British- Caribbean	2	0.20%
Any other Black/African/Caribbean background, please specify	0	0.00%
Other ethnic group- Arab	2	0.20%
Any other ethnic group, please specify	3	0.30%
Prefer not to answer	58	5.80%
Not Answered	109	10.90%

Appendix 1: Copy of survey questions used in the One Stockport Hub Consultation

1. Are you?

- Responding as an individual? (Go to question 2)
- Responding on behalf of a group or organisation? (Go to question 3)

2. Are you?

- A Stockport town centre resident
- A Stockport town centre business owner
- A Stockport borough resident who works in Stockport town centre
- A Stockport borough resident who visits Stockport town centre for shopping or leisure activities
- A resident of another borough who works in Stockport town centre
- A resident of another borough who visits Stockport town centre for shopping or leisure activities

3. If you are responding on behalf on an organisation, please specify which organisation (Now go to q 7)

4. How often did you come to Stockport town centre before lockdown?

- Daily
- A few times a week
- Once a week
- Every few weeks
- Once a month
- Less than once a month
- Never

5. What activities did you do in Stockport town centre for before lockdown? (select all that apply)

- Work or Volunteering
- Shopping
- Library services
- Museum/local history services
- Access to information and advice services (for example council, Job Centre, health, charitable organisations)
- Leisure or social (such as cinema, theatre, bars or pubs, restaurants, etc)

6. Has COVID-19 changed the amount you plan to visit the town centre?

- I am visiting the town centre the same amount as before
- I am visiting the town centre less, but expect to visit more in the future
- I am visiting the town centre less and expect this to continue
- I am visiting the town centre more than before

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7. How important is it to you that the following are part of the One Stockport Hub?

Option	Very Important	Quite Important	Neither Important nor Unimportant	Not very important	Not Important at all	Not Answered
Free to use computers and tablets						
Local history displays						
Access to our heritage and archives						
Children's library and family area						
Access to information and advice services						
Accessibility (due to all being on one level)						
Modern, pleasant, open plan environment						
Overall experience of a cultural and community hub in the town centre						
Easy to get to on public transport						
Car parking nearby						
town centre location-close to shops etc						

8. Before COVID-19, did you previously use Central Library in Stockport?

- I used Central Library (go to Q9)
- I did not use Central Library, but I did use another library in Stockport (go to q12)
- I did not use any library in Stockport (go to q10)

9. Approximately how often did you use Central Library in Stockport?

- Daily
- A few times a week
- Once a week
- Two or three times per month
- Once a month
- Once every few months
- At least once a year

Now Go to question 11

10. If you did not use a Library in Stockport, why not:

- I am not interested in using a library
- Libraries are not open when I would want to visit
- There isn't a library that I can get to easily
- Other – please specify (Now go to q 13)

11. Which of these services did you access when you visited the library?

- Borrow / return / renew books
- Use a library computer
- Use my own tablet / mobile device via the free WIFI
- Borrow an audio book / DVD
- Read a newspaper / magazine
- Attend an activity such as storytime or coffee morning
- Attend an event such as an author visit or performance
- Ask for information / advice
- Ask for support from library staff
- Seek information independently without support from library staff
- To study
- To search for jobs
- To use the photocopier or printer
- To use a community room
- To meet someone
- Other
- Collect books that I've ordered online

If other, please specify:

12. Have you ever visited any of Stockport's Museums? yes/no

13. If so, which have you visited, please select all that apply:

- Air Raid Shelters
- Bramall Hall
- Chadkirk Chapel
- Hatworks
- Staircase House
- Stockport Museum
- War Memorial Art Gallery

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14. If not, why not

- I'm not interested in visiting a museum
- Museums are not open when I would want to visit
- There isn't a museum that I can get to easily
- Other – please specify

15. Are you likely to visit the proposed One Stockport Hub?

- Yes – I'm there
- I probably will
- Maybe
- I probably won't (Go to q17)
- No – it's not for me (go to Q17)

16. If you don't think you will visit One Stockport Hub – why not?

17. Do you have any additional comments regarding One Stockport Hub?

18. Demographic questions