

Have you been impacted by the change in the office arrangements and if so, how?	Since the closure of the Okehampton office in April 2018 have you contacted the council? (Why did you choose this method of contact?)	What was the nature of your visit / request?	Was your request resolved and if not what could be done to improve this ?
Open-Ended Response	Okemont Centre Outreach Telephone Website Service	Open-Ended Response	Open-Ended Response
West Devon is a large area and not many people can go to Tavistock, particularly those who work during normal office hours. Since the closure of the Okehampton Office we seem to be being connected with the local council.	Telephone Website	Recycling and planning information	Still on going. For recycling bin replacement this now takes several weeks to have a replacement delivered instead of just picking one up from the Okehampton office.
Yes, negatively. I have needed to collect recycling boxes. I have had to travel to Tavistock to speak to planners in relation to a planning application too.	Website	A planning surgery.	Yes it was but it was very difficult to get to Tavistock from Hatherleigh as there is no direct bus route. It is too far to travel.
I live in Okehampton just been a pain with we need to send papers though also need more council house in Okehampton since we have been on Devon home choice 1 four bedroom house in 2 years even though there are new houses going up.	Telephone	Okemont Centre Outreach Service	Okemont Centre Outreach Service
Not yet. However, I had used the Okehampton office about 4 times in the 12months prior to closing.	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
No	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
No Local Drop in Centre for general queries or Planning enquiries not as a group but our clients have been	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
Yes. We have experienced a reduction in the numbers of homeless people being able to contact WDCB regarding their homelessness.	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
Yes, unable to get new recycling boxes and take benefit paper work in.	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
Not at all. Previously used it to purchase food recycling bags that I had buy in the supermarket. The council needs to use its limited resources effectively, and a high street presence when there are alternatives for information and transactional services is not a wise choice.	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
Yes	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
Sorting out benefits and council tax	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
I've had to travel to meter house in two weeks to sort out a universal credit mess up they have made resulting in me waiting 4 weeks for payment. There is no office in town five days a week to make enquiries.	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
Trying to get my recycling bins when I moved here in June was difficult.	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
Yes. Having to travel to Tavistock just to hand in paper work is utterly ridiculous!	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
I used to take my monthly pay slips in to be scanned now I have to upload them online via the website or email, fill out a form every month.	Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
Yes because I'm elderly and used to pop in to Okehampton office and pay my rates by cheque and I give the cheque to my granddaughter and she used to pop in and pay it for me. Now I have to post it and hope as I don't drive and can't get out to Tavistock.	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
Issues over the issue of recycle bins. Used to be able to just go and pick one up when it goes missing. Generally feel like Okehampton aren't cared about.	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
I am a family support worker and several times I have needed to support families with housing issues and have not been able to drop by but instead have had to try calling, ended up online instead as calling too time consuming and hard to get through.	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
Yes I have even longer slow to ring through if I think you have to wait for someone to answer where as before would of gone down just being able to go and talk to some and get concerns sorted out and be able to get paperwork sent and organised!	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
Yes, we work full time and are unable to access Tavistock in the week. We cannot collect replacement recycling items or lodge enquiries in person.	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
Yes, it was so much easier to go in and discuss any issues with benefits etc. Now that isn't possible.	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
Yes, moved house and had to make my way to Tavistock just to get a secondary recycling bin to ensure that my recycling would be collected.	Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
Needed to arrange housing benefit from/brother. Because I didn't have car it take a hole day to travel to Tavistock and £30.00 bus fare I know that don't sound alot but it was to me. If I had children I would have had to arrange child care.	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
I moved house and ordered new recycling bins. I am still waiting 4 weeks later... I have two children under two so driving to Tavistock to collect bins would not be possible as I wouldn't get them in the car with the double buggy. I said I got a family member to collect them from the site office. This has left me with no way of recycling and therefore using more landfill which is unacceptable in this day and age.	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
Having to travel to Tavistock unable to speak to anyone on the phone service has gone to the dogs web page useless faceless red tape like dealing with robots.	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
No local office means things don't get reported.	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
I couldn't get documents safely and quickly to the benefits team.	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
Yes, I've had to phone several times & the phone lines are appalling. Very slow to be answered. It was much easier to go in to the office in Okehampton.	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
Yes, this is because if I had any query on anything to do with the council I'd pop down talk to someone. Who would clear all my queries up. However, I now have to call the council which then means I have to stay on the phone for a minimum of 20 minutes on hold. It has even reached to 40 minutes to wait. To talk to someone face to face I would have to go to Tavistock and as I don't drive and have a little one in nursery it is not practical. Please bring it back.	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
Yes cannot get to Tavistock easily as I work in Okehampton	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
Yes, even for simple advice there are no close offices meaning you have to do everything online, the council's forms are broken and when ringing up you are told to use the website which is not simple with broken links and forms making the simplest question a pain to get an answer to.	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
People I support not being able to travel to Tavistock due to lack of money or time to go by public transport.	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
Yes work full time and it's very difficult to make nearly a 40 mile round trip to the council office to collect a green bin that I requested back in may this year that I have still not received!	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
When I moved to the area and tried to register on the electoral I was asked to travel to Tavistock to prove my green bin that I requested back in may to Okehampton.	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
Too far to go to Tavistock. Easier to pop into OKE for general queries and collect cables, bins etc.	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
Problems with council tax	Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
None, being equity I am used to doing things online and over the phone	Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
Yes - I have wanted to go into the offices to see a duty planning officer but can't	Telephone Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service
yes - resulted in having to travel to Tavistock to hand paperwork in by dead line date on a day there was no service in Okehampton	Website	Okemont Centre Outreach Service	Okemont Centre Outreach Service