

Table 1

	Did you know that WDBC holds a weekly outreach service in the Ockment Centre on Wed/Fri?	Does your organisation need to contact WDBC on behalf of your user group?	Why do you need to contact WDBC on behalf of your user group?	What method do you use to contact (web/Tel/email/outreach)	What would be your preferred method and why?	Does your organisation assist your user group in accessing services such as Discretionary Housing Payments, Disabled Facility Grants, benefit applications, homelessness applications?	What, if any, has been the impact to your organisation of the closure of the WDBC office in St James Street?	What type of organisation are you? (*Not for profit/public sector/private sector)	Are the people who assist your user group predominantly paid staff or volunteers?
Relate	No	Not so far	None	email if req	email - traceability	No	None	Not for profit	Both
OUC	Yes but purpose unknown	Yes	Housing/CT/Rubbish/Pests	email as it is difficult to contact by phone	Phone	Yes, we offer support if asked but are untrained.	Many residents do not have access to email so ring and ask me to do this	Charity	1 part time (paid)
Community Links	Yes	Yes	Clients are nervous about speaking to WD or may not understand the responses	Tel and/or email	Face-to-face	Yes, all of these	None although we are aware that some families do benefit from face-to-face discussions and some issues are difficult to discuss over the phone.	Not for profit	Paid staff
CVS	No impact								
Oke Hamlet PC	Yes	Yes	Planning / enforcement / flytipping etc	Tel / wabsite	Phone - easier to explain requirements	No	None directly but we have concerns for our residents	Public Sector	Volunteers