

QUESTION 2A

(respondant "fairly satisfied" Q2): able to park and wait outside. Although with new traffic wardens this will no longer be possible.

(respondant answered "don't know" Q2): I do not normally use the office. do not know what I can do there.

(respondant was "very satisfied" Q2): I only live around the corner, but I do go down town for all my other shopping/banking.

(respondent answered "don't know" for Q2): Doesn't use the office usually.`

(respondent answered "don't know" Q2): I am not fussed, but to have all organisations in one area would be very convenient.

(respondent answered "don't know" to Q2): I live nearer to Victoria Square. I think it is a good idea to have everything under one roof.

(respondent answered "fairly satisfied" Q2): It is good that it is quite close to college, but it was quite hard to find.

(respondent stated "very satisfied" in Q2): Age Concern very satisfied and convenient at the (unknown word) Leisure Club (unknown word) Road.

(respondent stated "very satisfied" to Q2): Everything fine

(respondent stated: "very satisfied"): CAB. Easily accessible.

(respondent was "fairly satisfied" in Q2): age concern

(respondent was "fairly satisfied" in Q2): I would prefer a location in Torquay.

(respondent was "fairly satisfied" in Q2): No office in Torquay
a bit of a walk from the bus station and walks with walking sticks.

A fair walk, elderly man

A new site near lidl would be great, as I can pay Council Tax and go shopping!
all up hill - nowhere near shops or buses - I struggle as I am disabled.

Although a central town Centre site would be better!
Awful for parking - can't even pull in for a few minutes.

Being disabled, access is very difficult to Palace Avenue. No parking near the office that is available or free.

Can never find you, as you are so out of the way.
Connections office is out of the way of the post office and other shops I use. Would ne much better if centrally located.

Dangerous with cars speeding around Palace Avenue. I have a buggy and have had several near misses with cars.

difficult to find parking

Difficult to get to, actually it's difficult to find, it must be hard for people the first time.

Difficult to park. I am on walking sticks and am disabled. My relations drop me off and often have to drive around whilst waiting for me.

doesn't bother me, as I live outside Paignton.

Don't use the service often enough to be an issue.

QUESTION 3B - OTHER

VARIES.

ThisIsTheFirstTime

ThisIsTheFirstTime

ONLY WHEN NEED TO

OCCASIONALLY

HOUSING VARIES.

AGE CONCERN

QUESTION 2A

Double yellow lines outside Palace Avenue make it impossible to park. I run this risk of a ticket on every visit.

Even disabled parking not good - hopeless in the street outside.

Had to park in Lower Polsham road, as this was the closest I could get to your office without having to pay in the car park.

Have to make a special journey once a month to come up here.

Have to pay 85p in car park (Crown + Anchor) every time I visit the current Connections office. I cannot afford it as I am a pensioner!

I cannot walk all the way to Palace Avenue, as I am old. Nearer the post office would be better for my bus.

I could not find you!

I got a ticket for parking, but there are not enough spaces round here. I only popped in for a minute! I have a wheelchair and it is very difficult to get to top of Palace Avenue.

I have to struggle with all my shopping up to your office, then back again to get the bus.

I walk everywhere, so not much difference to me.

I walk with sticks and your office is out of the way for me. I find it very difficult to walk up the hill and back to town.

I would like a 'one-stop' shop advice hub, located centrally in Torbay, say, in the Victoria Square area. It is not a very spacious room if you have children quite a small building.

It is nowhere near the bus station or any stops. I struggle to walk all the way to the current office.

It is on a hill - no buses.

It is out of the way of all the other shops I use. I am getting too old to walk long distances!

It took me ages to find the Connections office to view plans. No signs! Office is too tucked away and hidden.

It would be great for Age Concern and Connections to be next door to each other. Most convenient.

It would be helpful to have signposting from Palace Avenue, as the location is not on a main street - location itself is fine. CAB

It's a bit out of the way, would be better if more centrally located. Info area seems a bit cramped.

It's too out of the way.

Location & nowhere to park

Location not ideal for disabled persons, not adjacent to bus route, narrow stairway is a huge obstacle to overcome. Disparate organisation, no information sharing on my immediate level.

Location out of the way, struggle to walk up here from town.

Long walk from town

long walk from town

Long walk from where I live.

Long walk out of the way. Victoria square is a nice walk across the park.

Long walk uphill

Long way from bus station and shops.

Long way from the buses.

Long way from the main town, especially in bad weather.

More of a diversion from my normal route in town with shops and banks.

QUESTION 3B - OTHER

My husband can never park outside, as there are no available spaces and it is all double yellow lines around here.

QUESTION 2A**QUESTION 3B - OTHER**

My husband has had to park on the double yellow lines outside Palace Avenue, as the car park at Crown +Anchor is full and there are no spaces to park on the highway.
 needs money pay desk
 No one knows, where the office is. no sign posts.
 no parking
 no parking
 no parking - double yellow lines everywhere - risk a ticket
 no parking outside
 Not central enough

not central to shops. Has to make a special journey each month to pay C/T as walks from bus station.
 Not in town centre
 Not near a bus stop and a long way from all the other shops.
 Nowhere near shops. I hate to make a special journey to you.
 Nowhere to park. Crown & Anchor C/Ph always full, (plus I refuse to pay for a 5 min trip to the office) or risk parking on double yellow lines and receive a ticket.

Office is impractical for queuing, now that cashiers has closed. People would come back later, if busy as office would be more central to town.
 Office is too small with cashiers closing. The layout of the office for queuing at enquiries is completely impractical.

Out of the way from my main shopping (connections)
 out of the way, have to walk from bus station
 out of town
 Parked at bottom of Palace Avenue, which is a long way from your office. You can never park in Palace Avenue, as too busy.
 Parked in Kinner Street as no spaces in Palace Avenue.
 Parking is hard to find, so I have to be dropped off, then wait to be picked up.
 Parking issues + long queues
 Parking plus public transport.
 parking problems
 Parking problems, would be better near a car park, where you don't have to pay!
 special journey & is a bit out of the way.
 The present Age Concern is on a hill and is dingy (not welcoming)
 There is not any men's magazines in the waiting area.
 they made me homeless cos of (unknown word: incompetence?)
 Too far from town.
 Too far from town.
 Took me a long time to find it, but I suppose it is okay once you know where it is.
 uphill
 Upset at having to pay housing benefit by box in office with no receipt.
 we think the above services should be under one roof and approve of the location you have suggested. It is a good idea.
 Yellow lines all round, my husband could not find anywhere to park near enough.
 Yes. My husband received a ticket for parking outside last week, whilst we were in Connections viewing plans.

QUESTION 4A

the people needing these services will be greatly disadvantaged if they have to travel to Paignton from Torquay & outlying parts.

People needing these services in Torquay will not travel to Paignton.

not bothered

Not at Paignton.

It would be easier, but may be confusing.

If parking provision is made.

if easier for parking. Customer parking for free should be introduced (limited time so not abused).

Haven't needed to as yet.

Don't visit often enough, but it seems to be a good idea.

Because I don't

(respondent answered "yes" to Q4): Not needed until now. WOuld try CAB

(respondent answered "yes" to Q4): convenience.

(respondant answered "yes" Q4): I do not know where any of these other organisations are either?

QUESTION 5A

Why can't we have a one stop shop in each town

What about old people who can't get to Paignton?

Torquay

Too far to go (2 busus) from Shiphay.

Too far to go

too busy

Station Square

see 2a

Satisfied with present location

Problem with holidaymakers, very busy, skateboarders.

Prefer Torquay Location

Or Sttion Square in Paignton

Not knowing the area well with Torquay being the better place, and has already got an office

Not good for me to get to.

Not easy for me to get to - somewhere in Torquay. Not convenient, too far to travel. I live at Shiphay. there must be a building somewhere in Torquay such as St Marychurch Town Hall. So many days in Torquay - (unknown word) Paignton

No transport

No transport

No parking

I would have great difficulty, as it would mean catching two buses.

I will find it hard to get to, coming from Torquay. Or I wouldn't use it as much as I would if it were in TQ.

Hyde Road too busy. Would need to cross railway line to get there.

Further to travel.

As I live in Torquay + have a small child, it would be far for us to go.

As above - we are all elderly and it's too far away and a lot of folk are disabled. Why can't we have a one-stop, too in Torquay

Age nearly 90. I am too old to travel any further than Age Concern Torquay.

A one stop shop is a good idea, but let's have one in each town.

(respondent answered "yes" to Q5): Must have parking provision for customers for no charge.

QUESTION 4A

QUESTION 5A

(respondent agreed with Q5): Our answer is yes, but travelling would make it slightly harder, as my husband is disabled.

(respondent agreed to Q5): if allocation of proper parking.

(respondent agreed to Q5): handy.

(respondant agreed to Q5):At least they would all be in one central place. I might use them more then!

(respondant agreed to Q5): it is flat and near post office.

(respondant agreed to Q5) if sufficient parking is provided.

(respondant agreed to Q5) if better provision of parking is allocated, particularly if free!

(respondant agreed to Q5) Even though I have said yes I am not sure if it would work any better.

