(3a) It was just a surprise seeing it there and yeah...I thought it was a good idea. But I thought the mobile service was a really good idea. 119F60.

(3b) ...it was quite informative you know and they’re very welcoming...it wasn’t kind of in your face kind of oh you’ve got to give up, it was noticeable and you had your own personal choice whether to approach or not which I thought was very very good because it did give you it was entirely up to the individual rather than like some kind of company saying instead of kind of oh come here come here you know, you kind of feel obliged and pressured. 29F51.

(3c)...it’s something that I’ve thought about and it was, like I said, it was very welcoming and so I just sort of popped in and just had a word with people...I found em extremely approachable. 149M43,

(3d) It helped calm my nerves cos I got to talk to that other girl [support worker] before that and she was just telling me stuff so I think it made it a bit easier. 79F17.

(3e) I put her [support worker] in that position where I said look this is what I need, I need to speak to someone and she said OK that’s fine, thank you, come on in. So she was very welcoming but I didn’t really get much information from her because I didn’t need it...299M33.

(3f) ...if your two people inside are busy...can’t really break away...so if you haven’t got that person up front...then I don’t think a lot of people would utilise it...they’d just stand there for a couple of minutes and think I’ve been ignored, off they’d go without seeing anyone... 79M38.