

## Shopmobility Future Funding Consultation Report, December 2021

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## 1. Summary

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*Questionnaire format: Web/online/paper*  
*Responses: 48 Total*

## 2. Introduction

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Chesterfield Borough Council has over a number of years faced unprecedented levels of cuts in central government funding and the majority of our services have had to reduce their budgets significantly despite increasing demand. The Covid-19 pandemic has also increased pressure and we are having to look very carefully at our funding commitments in terms of priority, affordability and impact.

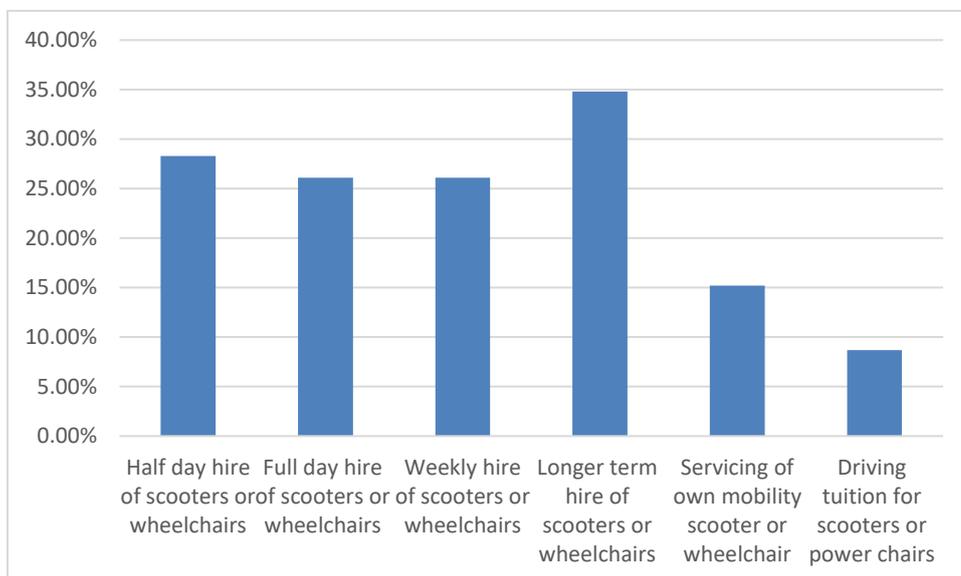
A consultation period with Chesterfield Shopmobility has been carried out to find out more about the services provided, benefits to Chesterfield residents and our economy and progress towards self-funding and other external funding sources.

### 3. Questionnaire results

#### Which Shopmobility services do you use?

Respondents were asked to tick all that apply.

Which Shopmobility services do you use?	No.	%
Half day hire of scooters or wheelchairs	13	28.30%
Full day hire of scooters or wheelchairs	12	26.10%
Weekly hire of scooters or wheelchairs	12	26.10%
Long term hire of scooters or wheelchairs	16	34.80%
Servicing of own mobility scooter or wheelchair	7	15.20%
Driving tuition for scooters or power chairs	4	8.70%

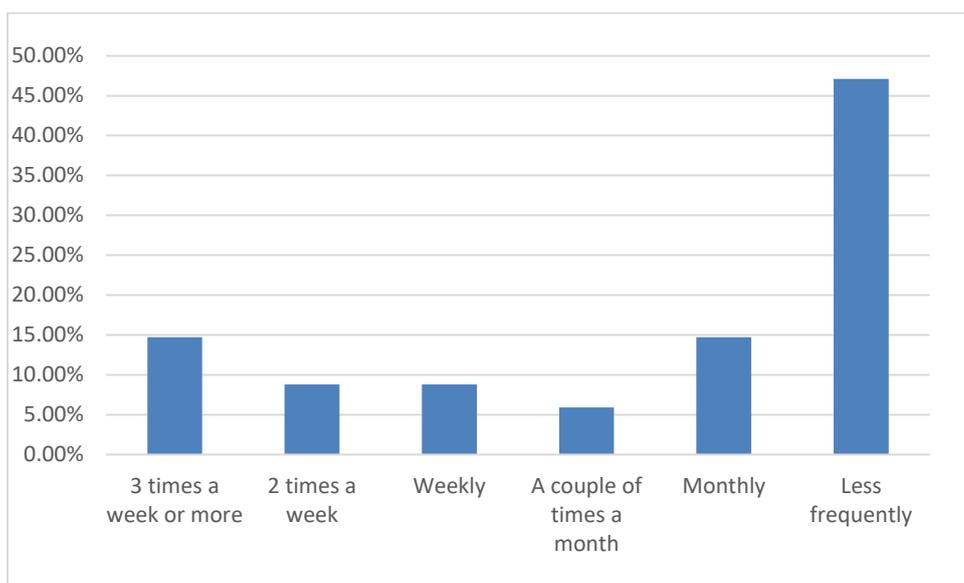


Respondents were given the opportunity to detail any other Shopmobility services they may use. Responses are detailed below:

<i>Hire a boot scooter to take to the seaside for a few days, twice this year.</i>
<i>Also weekends</i>
<i>Also whenever I need to</i>
<i>Weekends</i>
<i>I am sorry but I have bought a wheelchair</i>
<i>All my spares</i>
<i>Holiday use, 3-4 days</i>
<i>Really useful opportunity to try out mobility scooters before purchase</i>
<i>Do long term</i>
<i>Long term scooter hirer</i>
<i>I have only just started to use the service but I intend to use it regularly.</i>

**If you hire a scooter or wheelchair for a half day or day, how often do you use the service?**

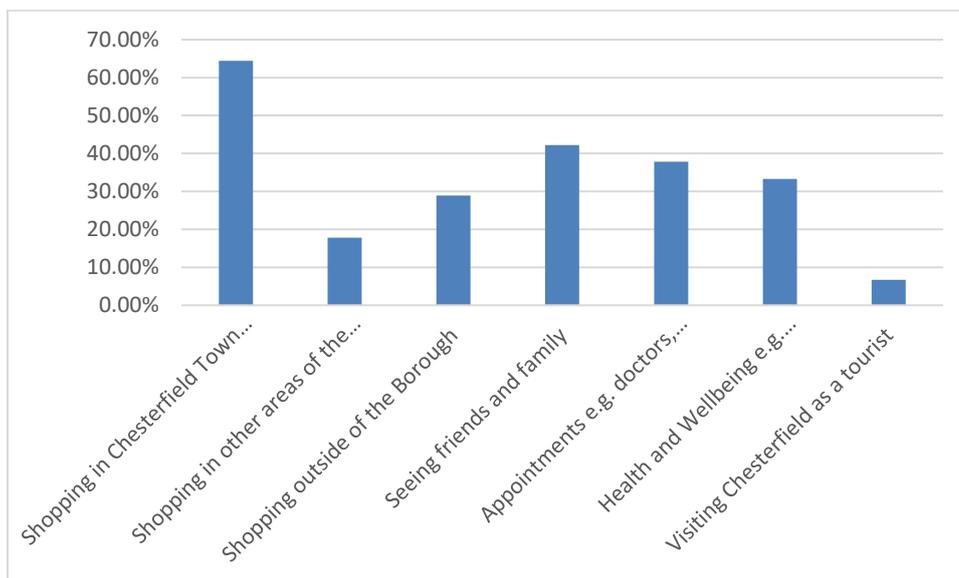
<b>If you hire a scooter or wheelchair for a half day or day, how often do you use the service?</b>	<b>No.</b>	<b>%</b>
3 times a week or more	5	14.7%
2 times a week	3	8.8%
Weekly	3	8.8%
A couple of times a month	2	5.9%
Monthly	5	14.7%
Less frequently	16	47.1%



## If you hire a scooter or wheelchair, what do you use it for?

Respondents were asked to tick all that apply.

If you hire a scooter or wheelchair, what do you use it for?	No.	%
Shopping in Chesterfield Town Centre	29	64.4%
Shopping in other areas of the Borough e.g. Staveley, Whittington Moor, Chatsworth Road etc.	8	17.8%
Shopping outside of the Borough	13	28.9%
Seeing friends and family	19	42.2%
Appointments e.g. doctors, dentist	17	37.8%
Health and Wellbeing e.g. accessing parks and open spaces or trails	15	33.3%
Visiting Chesterfield as a tourist	3	6.7%



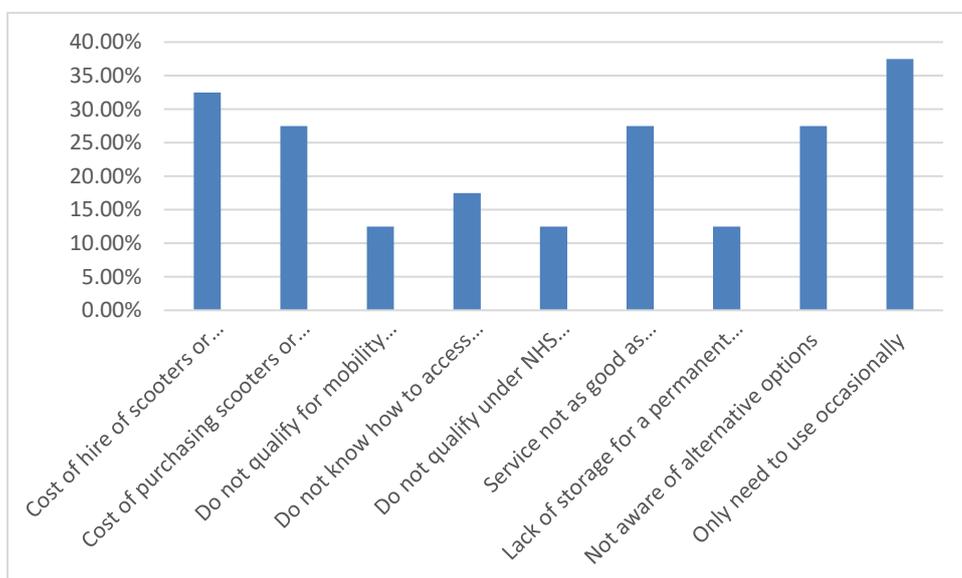
Respondents were given the opportunity to detail any other uses they may have. Responses are detailed below:

<i>Take it with us on holidays, much needed as it gets me out.</i>
<i>Whilst getting over knee replacement operation</i>
<i>Hire for holidays to Chapel St Leonards</i>
<i>Holidays, weekends away</i>
<i>Holiday, Sheffield</i>
<i>To try it out to see if suitable. To go to social events or shopping locally.</i>
<i>Holidays</i>
<i>Local shopping in village store</i>
<i>Going to work (why is this not an option?)</i>

## Has anything prevented you from accessing alternative services?

Respondents were asked to tick all that apply.

Has anything prevented you from accessing alternative services?	No.	%
Cost of hire of scooters or wheelchairs	13	32.5%
Cost of purchasing scooters or wheelchairs	11	27.5%
Do not qualify for mobility scheme allowances	5	12.5%
Do not know how to access mobility scheme allowances	7	17.5%
Do not qualify under NHS assessment	5	12.5%
Service not as good as Shopmobility	11	27.5%
Lack of storage for a permanent wheelchair or scooter	5	12.5%
Not aware of alternative options	11	27.5%
Only need to use occasionally	15	37.5%



Respondents were given the opportunity to detail any other examples. Responses are detailed below:

<i>The staff are great, always very helpful</i>
<i>Did obtain a scooter, but limited power, so may need to hire again.</i>
<i>Do not know what is available or who else to contact for advice.</i>
<i>This is an excellent local service and is far easier, cheaper and more accessible than most.</i>

Shopmobility have not increased their prices for several years and prices are generally lower than in other areas. If Shopmobility had to increase prices to reflect rising costs, so for example increasing daily scooter hire from £6 per day to £7.50 per day, or wheelchair weekly hire from £15 per week to £17 per week – what impact would this have on you?

Respondents were asked to tick all that apply.

<b>Shopmobility have not increased their prices for several years and prices are generally lower than in other areas. If Shopmobility had to increase prices to reflect rising costs, so for example increasing daily scooter hire from £6 per day to £7.50 per day, or wheelchair weekly hire from £15 per week to £17 per week – what impact would this have on you?</b>	No.	%
Would stop using the service	4	9.1%
Would reduce use of the service	2	4.5%
Would look at alternative providers	3	6.8%
Would continue to use the service	37	84.1%

Respondents were given the opportunity to detail any other responses. These are detailed below:

<i>I don't think you charge enough</i>
<i>Service was very good</i>
<i>Would continue to use the service but cut down on number of times used.</i>
<i>It is still cheap</i>
<i>Use for shopping, library, as can't get about without</i>
<i>Because without it I cannot move</i>
<i>I still think this is a cheap price for the service but at the moment I don't use on a daily basis so I would struggle if I needed to.</i>

What do you think Shopmobility could do to increase the number of people using their services?

30 comments were received in response to this question. These are detailed below:

<i>I used to get off my bus against the old registry office then go down the few steps at the side of the registry office then down in the basement, but since they have closed that door to the car park it has made it very hard for me to walk all that way round up and down to get to the basement. I think if you could pick a scooter up at the top of town somewhere, say near the old cinema, it would be a lot easier for me and a lot of other people too.</i>
<i>Advertise more in local paper 'The Star', NHS and also on TV. Bring Shopmobility out in the open, we couldn't find it in the multi storey car park. It was in a dark place, maybe move to a retail park or out in the open. Spread the news</i>
<i>Advertise more</i>
<i>Advertise more</i>
<i>Move to a more accessible place in Chesterfield town centre.</i>
<i>Advertise more, better position of shop</i>
<i>Advertise better, use social media to access more people</i>
<i>Get GPs and hospital staff to promote for you. A leaflet to be given out in orthopaedic department. Showing there is an alternative to a zimmer or arm crutches would please some people. They need to see the leaflet before their operation so they can book mobility with you from the outset.</i>

<i>More advertising. Possibly having other branches around. Places like Alfreton and Bolsover are expanding.</i>
<i>Word of mouth</i>
<i>Advertise your service more widely and not just on the internet</i>
<i>I'm pretty sure from my experience they don't need to worry about number of customers.</i>
<i>Advertising their services. This has been a vital service to my husband who had a difficult fall in April and was totally housebound. His mental health was seriously affected and quality of life had been affected. If it hadn't been for Shopmobility who knows what would have happened.</i>
<i>Nothing, just to carry on as they are. It is a good service, everyone is helpful and friendly. Nothing is too much trouble for them.</i>
<i>Cut prices of membership and daily hire may help.</i>
<i>I think it needs to be in a better place so everybody could see it.</i>
<i>Advertise service more</i>
<i>More advertising in town centre</i>
<i>Probably a town centre presence in addition to the current location would make more people aware of the service. I only found out about Shopmobility via the internet.</i>
<i>Not living in Chesterfield I'm not sure how much advertising they do i.e. in local papers, flyers etc. I only realised recently of the services they offer and will definitely be telling friends from my area.</i>
<i>Better scooters</i>
<i>Radio, TV</i>
<i>Repair quicker, not to wait for repair, just as long</i>
<i>Easier to locate on the web</i>
<i>Better publicity around town. Better lighting, looks very gloomy and uninviting. Alternative, move to obvious location.</i>
<i>We found it hard to find the service in the car and drove around looking for a while (even though there were signs it is tricky to locate). I found it when googling for mobility scooters, website and telephone support were good, so not sure what other advertising / promotion you could do.</i>
<i>Advertise more. Open a small venue in town as a lot of people do not use the car park and so do not know it is there.</i>
<i>Realistically, many people have had cuts to disability benefits and therefore how then can claimants pay anything for scooters, even if they were only £40 a month, which is of course ludicrous.</i>
<i>Better accessibility from Vicar Lane shopping centre, perhaps scooters in the centre itself.</i>
<i>More scooters</i>
<i>Advertise, by either media or get out into local town/villages because unless based on by word of mouth it is not based in a place people can walk past. Also ensure the prices and ease of availability. How easy to pick up or drop of service. People also worry about the levels of paperwork needed to be filled in, when in fact it is very little. Develop a flyer/magazine and customers could write a review. Advertise what equipment is on offer and where it can be used.</i>

Do you have any other comments about Shopmobility?

28 comments were received in response to this question. These are detailed below:

<i>Very helpful when having my own scooter serviced, picking it up then dropping it off, charge very good.</i>
<i>Excellent service. I paid £8 for the day which was good value and enabled me to enjoy Chesterfield flea market. I had just had an operation and instead of walking on the cobbles I hired a motor scooter.</i>
<i>Great service, helpful staff, easy accessibility. Great affordable price for getting people out and about for countryside and days out and holidays, especially for pensioners (low income)</i>
<i>Nothing is too much trouble for them</i>
<i>They were very helpful and friendly. I used the service whilst recovering from Covid. Their off road trike was great, delivered to Monsal Trail and picked it back up. Super service.</i>
<i>The chair I had broke down, but the staff responded well and with politeness. Well done.</i>
<i>Best of the lot</i>
<i>It would be better if you had more larger scooters, because if the only one is out it causes problems.</i>
<i>They were really helpful when I rang up the first time. I didn't have a clue what I could have to help me. They sorted me out and the price was affordable.</i>
<i>Shopmobility is a vital service to the community. The staff are professional, polite, friendly, and most of all, extremely helpful. We all have changes in our lives but when events happen unexpectedly and you lose your mobility and are totally housebound a service like Shopmobility is vital to health and welfare. We couldn't have managed without it.</i>
<i>I just recommend it to other people as it is a good service</i>
<i>Sorry but have now bought a wheelchair</i>
<i>They give an exceptionally good service. Equipment is well maintained and valeted. Polite and bend over backwards to help in every situation.</i>
<i>Great service. We need more of these services around the country. I live in Alfreton and these services have ceased, so I have to look outside of this area.</i>
<i>Fantastic, very helpful</i>
<i>Very happy with the service they provide</i>
<i>Very helpful in every aspect, from hiring, to collection and delivery</i>
<i>They offer a brilliant service. I thought my days of shopping in Chesterfield were over when I could not walk around without being in pain, now I am so pleased I can hire a scooter for the day and shop as much as I want. They are always very helpful and friendly. Wish there were more towns offering the same service, one being my home town.</i>
<i>Good services</i>
<i>Wonderful service, friendly, professional staff</i>
<i>I've never had any problems with them.</i>
<i>Really useful service</i>
<i>Been using the service since 1995 with my late husband who had mobility problems. Due to age and long-time care of husband (22 years) to be honest I would not be independent without their help. Have moved to smaller property and looking at hiring a scooter on a monthly basis when I get a place for storage.</i>
<i>The staff were really helpful and patient in explaining the different options for scooters and for length of hire. It was a great service to try out these aids. When we had a problem because of a steep drive a replacement was delivered. The ones for trails is a great idea.</i>
<i>They are brilliant, friendly, even bringing scooters to peoples homes.</i>
<i>It is a very good service, with very helpful people</i>
<i>Shopmobility is reliable and trusting. In the past I owned two scooters and they helped me to keep them on the road. Now I hire a long term scooter with them. I'm extremely pleased to do business with them.</i>
<i>Very good</i>

*It is an excellent service which surprised me how well managed, friendly, ease of access it was. Yearly membership fees very cheap and ensures a yearly income for the service. I am sure individuals will not mind a small increase in costs to ensure a valuable service is not lost.*

What is your postcode?

Postcode	No.
DE4	1
DE5	1
DE55	1
S12	1
S18	3
S2	1
S32	1
S40	9
S41	7
S42	5
S43	4
S44	3
S45	2
SK17	1
ST17	1

#### 4. Equalities Monitoring Questions

*The following questions were optional.*

What is your gender?

What is your gender?	No.	%
Male	18	40.9%
Female	25	56.8%
Prefer not to say	1	2.3%

Is your gender identity the same gender you were assigned at birth?

Is your gender identity the same gender you were assigned at birth?	No.	%
Yes	44	97.8%
No	1	2.2%
Prefer not to say	0	0%

How old are you?

How old are you?	No.	%
16 to 17 years	0	0%
18 to 24 years	0	0%
25 to 34 years	1	2.2%
35 to 44 years	1	2.2%
45 to 54 years	5	11.1%
55 to 64 years	9	20%
65 to 74 years	15	33.3%
75 years and over	14	31.1%
Prefer not to say	0	0%

The Equality Act defines a disability as a physical or mental impairment that has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities. Do you consider yourself to have a disability?

<b>The Equality Act defines a disability as a physical or mental impairment that has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities. Do you consider yourself to have a disability</b>	No.	%
No	6	13.3%
Yes – affecting mobility	37	82.2%
Yes – affecting hearing	5	11.1%
Yes – affecting vision	4	8.9%
Yes - a learning disability	2	4.4%
Yes – affecting mental health	6	13.3%
Yes – another disability	9	20.0%
Prefer not to say	1	2.2%