

## Shopmobility Future Funding Stakeholder consultation responses

### Contents

| <b>Item</b>  | <b>Page</b> |
|--|-------------|
| Consultation request to stakeholders                                     | 2           |
| Statement from Shopmobility – Chair Colin Mitchel                        | 3           |
| Shopmobility Trustee – Elaine Hinde                                      | 6           |
| Shopmobility trustee – Anthony Hayden                                    | 7           |
| Shopmobility Trustee – Paul Eardley                                      | 8           |
| Shopmobility Trustee – Christine Mitchell                                | 8           |
| Midlands Association for Amputees and Friends – Chair Christine Mitchell | 10          |
| Shopmobility UK  | 11          |
| Chesterfield Royal Hospital – Chief Executive Angie Smithson             | 14          |
| Chesterfield Access Group Member   | 15          |
| Links CVS  | 15          |

## **The request:**

The Service Director Corporate wrote to all stakeholders identified with Shopmobility with the following information:

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. Chesterfield Borough Council currently provides £21,789 in funding per year to Chesterfield Shopmobility.

We have started a consultation period with Chesterfield Shopmobility to find out more about the services provided, benefits to Chesterfield residents and our economy. But also progress towards self-funding and other external funding sources considered and secured.

The consultation will include Shopmobility service users and ask about the services they use and the impact Shopmobility has on their lives. We also discussed with Chesterfield Shopmobility other key stakeholders who may wish to submit information and comments regarding Shopmobility impact and the difference the service makes to their organisation, customers etc. Information gathered during this consultation period will help the Council to make decisions about future funding commitments for Shopmobility services.

Chesterfield Shopmobility identified you as a key stakeholder. I am writing to inform you about the consultation and ask that you consider submitting any information you think we may find useful in reaching a decision regarding future funding. This could include:

- Further information about your organisation's involvement with Chesterfield Shopmobility
- Any information or views around the impact of Chesterfield Shopmobility for Chesterfield residents and/ or our economy
- Any information or views around the impact of Chesterfield Shopmobility on your organisation and or customer base
- Any ideas for how Chesterfield Shopmobility could become more financially self-sufficient

This list is not exhaustive but does give some examples of the kind of information which could help to inform decision making.

If you would like to submit some information or views as part of the consultation please e-mail [donna.reddish@chesterfield.gov.uk](mailto:donna.reddish@chesterfield.gov.uk) The closing date for the consultation is Friday 3<sup>rd</sup> December 2021.

## **Responses received:**

### Overarching statement from Shopmobility – submitted by Chair Colin Mitchell

This statement gives an overview of Chesterfield Shopmobility

#### **Mission statement**

The Charity's objects (the Objects) are: to relieve the needs of people who are elderly, poor, disabled, or lack adequate and safe passenger services by providing Shopmobility services and other allied services in Chesterfield, North East Derbyshire, Bolsover and surrounding areas with the aim of improving their mobility and conditions of life.

#### **Directors**

We are a User Led Charity all the directors have and use mobility equipment giving us the direct experience that is invaluable within the charity and the technical knowledge that this brings to new and old members.

#### **Social Model of Disability**

We work within the framework of the social model of disability identified by disabled people. The model says that people are disabled by barriers in society, not by their impairment or difference. barriers can be physical, like buildings not having accessible toilets. Or they can be caused by people's attitudes to difference, like assuming disabled people can't do certain things.

The social model helps us recognize barriers that make life harder for disabled people. Removing these barriers creates equality and offers disabled people more independence, choice, and control.

#### **Disability Confident**

We support the disability confident initiative

- Challenging attitudes towards disability
- Increasing understanding of disability
- Removing barriers to disabled people and those with long-term health conditions
- Ensuring that disabled people can fulfil their potential and realize their aspirations

Whether an employee has become disabled during their working life, or we are recruiting externally, being Disability Confident can help in positively changing

attitudes, behaviors, and cultures. We actively support disabled volunteers of which 6 people have moved to full time employment.

### **Town centre and Community involvement**

Shopmobility works with the community to promote the independence and combating isolation that mobility equipment provides,

- Independent shopping within the town as a single person or a family group
- Attending appointments for example (doctors, opticians, and the bank)
- Taking part in social activity
- Providing equipment within the local community for individuals to
- Go to the local parks and shops
- Attend local meetings

### **Pricing**

Our prices are set at an affordable amount for all our services and under regular review. We believe that to increase prices will have the effect of reducing the times that a member comes into chesterfield this will affect the local economy particularly taxi and shops.

### **Tourism**

As members of Shopmobility UK we have members UK wide visiting for holidays and days out to explore Chesterfield and Derbyshire, Chatsworth, Castleton, Buxton also the tracks and trails local to Chesterfield.

### **Media**

Our website and social media keep the public informed and has the information and contacts for further enquires

### **Workshop**

We provide affordable services to enable our members to keep mobile

- Equipment servicing
- Battery testing
- Charger testing
- Fault finding
- P.A.C.T. testing

### **Breakdown and collection/delivery service**

The service is affordable to meet the financial needs of our members we do not charge a callout fee and all work is carried out in our well stocked workshop. we provide courtesy mobility equipment to enable the individual to stay mobile and independent until their equipment is repaired.

## **Community provision**

We provide equipment for use in the local community on a short term hire a daily hire and long-term hire this includes all our mobility equipment particularly manual wheelchairs members are referred to us by local hospital staff, Social Services, and our Social Media, The hospital no longer provides wheelchairs. We have long term hire this provides the facility for members to access local facilities and come into town for shopping and religious activity.

## **Tourism**

We provide pavement scooters and boot scooters for tourist who are staying local in hotels or with relatives contacts coming from social media and Shopmobility UK

## **Training**

We provide familiarization training including a 17-point driving test and buddy support if required this is carried out within shopmobility or the local community.

## **Future Development**

- Increased awareness within the town and new proposed development of northern gateway, new hotels and development within Destination Chesterfield
- Possibility of a high-profile shop with the shopping precinct this will increase awareness with the public and generate more members.
- Gain accreditation and work towards a driving test center for mobility equipment, we see this a a future requirement.
- Further develop our tracks and trails project, this has been particularly useful for people coming out of isolation from the pandemic.

## **Members Quotes taken from shopmobility feedback forms**

*"This has made such a difference to my life family days out are now a joy"*

*"Very impressed with the service and we will use it again"*

*"Excellent service good value for money we know where to come if we need future service thank you"*

By continuing to provide an affordable service to our members within the Chesterfield Brough we are aware of the positive revenue to Chesterfield that shopmobility brings equates to approximately £55 per person per visit also has a high level of social inclusion we cannot put a price on.

Although this year with the pandemic has been challenging were able to stay open with a limited service, it has also been one of achievement and getting on

with the job, our short- and long-term hire and workshop has continued to support local needs and visitors to Chesterfield and Derbyshire our wheelchair hire has supported local discharge from hospital mostly at short notice

We also supported the NHS by supplying wheelchairs for use at covid testing centres at no cost.

To date all targets set for the year have not only been met but exceeded expectations.

I am happy to do a presentation to members to support the consultation process

### Shopmobility trustee – Elaine Hinde

The impact Shopmobility has on the lives of residents of Chesterfield is enormous providing them with mobility equipment to assist them with getting to and from their home to their local shops, doctors, clinics and clubs, even into town and to visit their family and friends. Most importantly is they get back their independence and the ability to go where they want, when they want without having to rely on other people being available to take them. It's a little difference that makes life so much more enjoyable.

The feedback we get from residents and visitors who come into Chesterfield and surrounding area makes us proud of what we do.

The economy of Chesterfield if Shopmobility was not here would be impacted because we get people from all over the country and abroad who ring us to book mobility equipment for the duration of their visit so they can join their families on their activities and going on the number of shopping bags they use quite a bit of money is spent.

If Chesterfield Shopmobility closed some of our members will become house bound, unable to get food and certainly don't have the money to buy their own equipment or have access to computers to do online shopping and could be isolated from the outside world.

Funding bids are always difficult to do because you have to meet the criteria for each individual fund and unfortunately the unique services that Shopmobility provides are not always covered.

Elaine Hinde also added a personal statement:

I have been a member of Chesterfield Shopmobility since 1994 this enabled me to be able to hire a scooter and take it with me when I visited RAF bases around

the country, this gave me the ability to get from my car to which ever part of the base I needed to be in. Some of the car parking areas are well away from the buildings and I found it so difficult to reach them. Being able to hire a scooter gave me my independence back and allowed me to join in with family and to go where I wanted to go without having to take someone away from what they were doing or having to wait months for their work shifts to coincide with where I needed to be taken. It is soul destroying having to sit in the car while everyone else goes around the air show or where ever you have gone with them to, it made such a difference when I found out about Chesterfield Shopmobility and became a member. Both my late parents were also members of shopmobility they loved to visit Chesterfield town centre during the week while I was at work. They were able to hire scooters and go round town and they both also appreciated the peace of mind they had when they bought their own scooters and were able to have them serviced and looked after in our workshop. My parents and I also really appreciated the services of shopmobility staff who were able to look up other shopmobility's based around the country when we were deciding where to go on holiday which enabled us to book scooter hire in the local area but unfortunately there is not as many shopmobility's now as there was. My daughter in law recently hired a manual wheelchair for a few weeks to enable her to be taken out after 2 years of being house bound, this was so well used especially over the school holiday. Seeing her and other peoples faces light up when they come back and talk about where they have been and what they have done, makes our day that we are able through our services to help them.

Chesterfield & District Shopmobility is such an important part of so many peoples lives by providing them with mobility equipment which assists them to go shopping, visiting friends and family and local amenities and enabling some people to continue working in their place of work and to enjoy their holidays and days out more. For some people we are the only means they have to go shopping and the only time they come out of their homes and maybe the only time they talk to someone. Whether a person has a short term disability or a long term one they should be able to have access to mobility equipment that is reasonable priced and well maintained as not everyone can afford to buy equipment.

#### Shopmobility trustee – Anthony Hayden

Thank you for your email regarding Shopmobility Future Funding Consultation. I've been involved with Chesterfield and District Shopmobility for quite a number of years now. I first came to Shopmobility as a volunteer working just two days meeting and greeting our members, safety checking equipment in and out. I was then trained on how to give our members tuition on our mobility equipment

ensuring they are comfortable, safe and confident to take out equipment shopping or even taking it home. I enjoyed it that much I requested more days for me to come and give my time for Shopmobility, you could say I never looked back, in May 2017 I passed my driving test allowing me to drive our van to deliver and collect pieces of equipment from all over Chesterfield and on many occasions even further. I'm now a Trustee of Shopmobility and my working days are Monday to Saturday, and I still enjoy every minute. I also help out with Admin and in the Workshop and Reception when needed

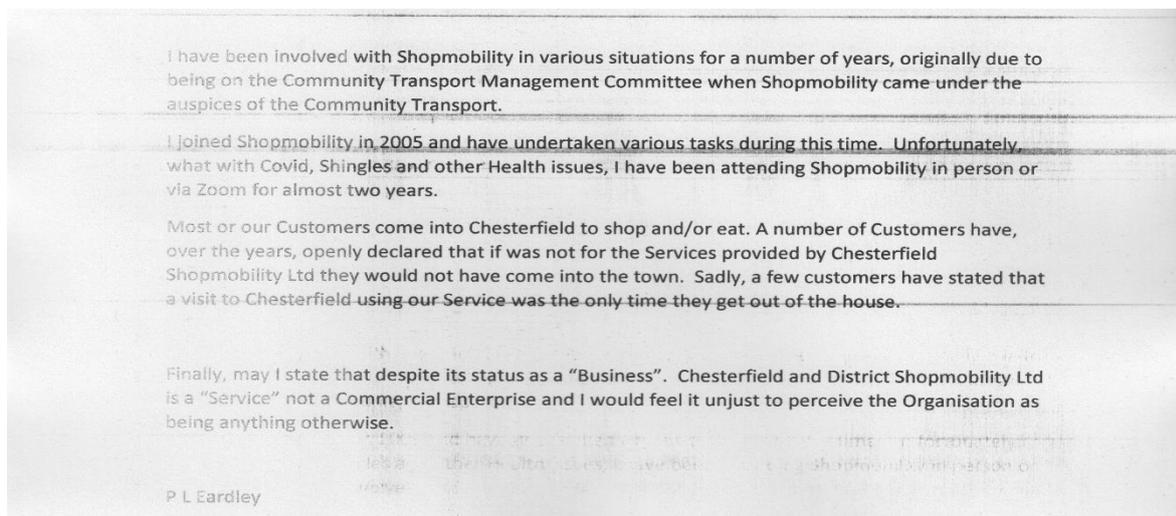
Seeing first hand, the impact that Shopmobility has on our members is huge, for some Shopmobility is there only means of getting out to shop, meet friends and attend appointments, as is the opportunities for Chesterfield residents that maybe have never heard of or don't fully understand what Chesterfield Shopmobility has to offer them if they are experiencing mobility difficulties.

We also work with other organisations to carry out repairs and services on their customer's mobility equipment to keep them mobile.

We are currently looking at project ideas in hope to receive funding for this.

As an occasional user of Shopmobility equipment myself I can say when I do I rely solely on it to get me where I want to go without suffering from my disability.

### Shopmobility Trustee – Paul Eardley



### Shopmobility Trustee – Christine Mitchell

I am writing to you as a Trustee of Shopmobility with regard to the consultation taking place with regard to future funding which Chesterfield Borough Council currently provides:

Please see information below:

**Your involvement with Chesterfield Shopmobility** – My involvement with Chesterfield Shopmobility has been over 25 years as a Trustee, we were part of Chesterfield Community Transport at that time, I stayed as a Trustee from then with a break for 6 months whilst in hospital.

I worked alongside the Managers and Trustees on many projects such as the mobile project this was funded by the Big Lottery and entailed us going to various town and villages of Chesterfield, Bolsover and North East Derbyshire (we were funded by North East Derbyshire at that time) to take scooters for hire or to look at small repairs to scooters and wheelchairs unfortunately when the funding ended so did the project and we brought the servicing and repair back fully into Chesterfield.

In 2005 Community Transport chose to split the two organisations I chose to stay with Chesterfield Shopmobility as a Trustee.

Our next large project was with Coalfields for 3 years working again throughout the Chesterfield, Bolsover and North East Derbyshire areas.

From there we looked at our Holiday and Breakdown and repair service which is still ongoing today with members returning to hire Mobility scooters and wheelchairs for holidays,

**Any information or views around the impact of Chesterfield Shopmobility for Chesterfield residents and/ or our economy**

There have been many changes over the last few years and we are very proud that Chesterfield Shopmobility has remained focused and dedicated to supporting the people of Chesterfield when Covid struck it created such unpredictable times, we needed to respond and adapt to support people and make sure they were safe, our service changed from the members coming into Chesterfield some of them daily to supporting them in their own communities, this we have done by expanding our Long Term Hire service, we feel that this has made such a difference to our members many because they were isolating at home, with a scooter or a wheelchair at least they were able to go out when it was quiet and perhaps just to take the dog for a walk, we have promoted this service in local magazines on our Website and on Facebook, we now have over 30 members with the Long Term Hire.

We also have our Short Term Hire mainly for people coming on holiday to Derbyshire We have many members who return year after year we work

alongside Centre Parcs and Darwin forest, however many of our members in and around Chesterfield hire equipment for a weekend or and outing.

### **Impact of Chesterfield Shopmobility on other organisations**

Chesterfield Shopmobility works with many organisations , we have worked with Links CVS for many years who have been a huge support to us, we have we have recently worked with Derby University to update our Logo.

Over the years we have worked the many support groups in Chesterfield and surrounding areas to enable their members to join in with events that they may not have had a chance to do

We have attended many events to promote Shopmobility such as Carnivals : Hasland, Grassmoor, Bolsover, Chesterfield Canal and SAFVA event held at Poolsbook Country Park,.

### **Any ideas for how Chesterfield Shopmobility could become more financially self-sufficient**

Before Covid 19 we had looked at a small funding pot from Derbyshire Voluntary Action for a Tracks and Trails, we chose 5 locations to start the project and did and access survey on each one, unfortunately Covid stopped us going to the next step, however we have now gone forward with the project and found that it is something we may be able to offer in the New Year,

We have had now done risk assessments for both the Canal and the Queens Park and have had two visits to the Canal with one of our experienced members and two visits to the Queens park where one of our members who had not been out for some months enjoyed a ride around the park with his wife. I firmly believe that this project can be rolled out to further locations in the Chesterfield area.

There is much more to do with this Project and we are looking for further funding to progress it

### Midlands Association for Amputees and Friends – Christine Mitchell – Chair

As a stakeholder of Chesterfield Shopmobility please see information which we think will be of help to your decision regarding future funding of Chesterfield and District Shopmobility

- Further information about your organisation's involvement with Chesterfield Shopmobility

May I introduce myself I am Christine Mitchell Chair of Midland Association for Amputees and Friends an organisation for people who are about to have or have had an amputation or who have a Vascular disability, we have worked alongside Chesterfield Shopmobility for a number of years as an amputee myself I found the service invaluable so much so that I felt that I could recommend the service for new and existing amputees.

- Any information or views around the impact of Chesterfield Shopmobility for Chesterfield residents and/ or our economy

We find that Chesterfield Shopmobility are value for money when someone has a life changing disability it can be very expensive to look at disability equipment which sometimes needs to be changed quite quickly as a member of Chesterfield Shopmobility with the equipment they have it can be done within and short space of time and a very reasonable cost.

Any information or views around the impact of Chesterfield Shopmobility on your organisation and or customer base

Please see above paragraph

Any ideas for how Chesterfield Shopmobility could become more financially self-sufficient. As an organisation that supports amputees in and around the Chesterfield area we feel that Chesterfield Shopmobility services are invaluable resource.

### Shopmobility UK

As you may know, the National Federation of Shopmobility UK moved to a new organisation, Driving Mobility. Driving Mobility is a leading UK charity operating in the field of support for people with a mobility challenge. It has 20 main centres spread across the UK as well as some 70 more local outreach operations. We believe that this new arrangement will give the membership greater benefit and value for their subscription.

As a membership organisation we are aiming to be very much driven by the aspirations of the members. We encourage members into joining the steering group to develop ShopMobility in the UK for the benefit of our clients.

Ideas how Chesterfield ShopMobility could become more financially self-sufficient are to increase their hire charges whilst keeping them reasonable – that increasing access to the town is an intrinsic part of developing the local economy – that working with us on the management committee is hugely valued and brings support to people more widely than just in Chesterfield.

HUB Programme - The performance and impact of the seven pilot projects comprising the HUBs programme has been significantly above and beyond expectation. All of the HUB programmes funded through the pilot have completed their operations in July 2021 as planned, and to target in terms of cost. During the two-year programme a greater emphasis on combating loneliness was introduced throughout the programme, and this again had a positive effect on the impact of the programme on end-users. Our HUBs staff have performed particularly well in finding ways around the effects of the pandemic and work has continued throughout with the development of some different ways of working including such things as dedicated telephone follow-up, the use of Teams/Zoom, social media, providing assistance with getting to vaccinations, focussing on loneliness, and one centre has actually shifted the emphasis of its HUB to focus on digital engagement for clients. The projects also demonstrated agility of resource deployment and evidence of lateral thinking as to how to bring the best resources to the project from other areas of the mobility centre concerned. All the projects successfully completed the pilot phase which has demonstrably led to such positive outcomes for end-users.

The majority of the HUBs employed a dedicated HUBs officer in order to lead and guide the programme throughout the two years, and we perceive this as being central to further development of the HUB network. HUBs have in general taken an individually tailored approach to clients need for a service that provides advice on transport solutions as well as social groups and benefits, and this approach has proved to be instrumental in reaping benefits for those concerned. Other themes developed across all the projects was the need for an underpinning website and links with ShopMobility schemes and community transport operator.

The Last Mile - All the evidence from the 2-year experience of the HUB pilot programme points to significant difficulties associated with multi-modal journeys and singles out ShopMobility activity as the best means for covering the "Last Mile" which is often the hardest to achieve for someone with a mobility challenge.

The provision of guidance on public transport and other means of travel by the HUBs teams, has shown that many people are faced with a challenge once they arrive at their chosen location, of getting to their final destination – the Last Mile.

People travel for many reasons, but the prime driver, particularly for those with some form of impediment to mobility, is a sense of being in control of their own

independence and socialisation. We also know that those people who are unable to go out independently, for example to do their own food shopping and so rely on others to do it for them, suffer from poorer nutrition. So, there are proven detriments both to physical and mental health and wellbeing.

Impact on People's Lives - ShopMobility aids independence means people can stay active. It can make a real difference to be able to continue to do the activities that are important to you and keep your mind active which impacts on your mood thus enhancing your well-being.

Also keeping people mobile avoids the cost to the NHS for needing carers and day to day help.

Purple Pound - A large and growing market

The Purple Pound – the consumer spending power of disabled people and their families – is estimated to be worth £249 billion, and it is rising by an average of 14% per annum. Worldwide, the Purple Pound equates to a £2.25 trillion, yet less than 10% of businesses have a targeted plan to access this disability market.

Website [www.shopmobilityuk.org](http://www.shopmobilityuk.org) Stats

28.3K total visitors on our site showing the huge demand from the public how important ShopMobility is.

### **ShopMobility UK Membership Benefits**

- Authorisation to use the ShopMobility word and symbol (UK Registered Trademark) on promotional and other material.
- Use of the ShopMobility word and symbol <sup>™</sup> on highway signs to your scheme, meeting the Department for Transport criteria.
- Certificate of Membership valid for a year from issue.
- Inclusion in the ShopMobility UK online directory with full details of services listed on the website (and downloadable directory where available).
- Access to preferential insurance rates for your ShopMobility scheme.
- Online Newsletter circulated monthly, bringing you news views and tips from the industry and each other.
- Access to information and advice, including:
  - Updates and news on up-coming events
  - Information about changes to relevant legislation and regulations
  - Scheme news and information pages in a members-only area of the ShopMobility UK website [www.Shopmobilityuk.org](http://www.Shopmobilityuk.org)

- Access to the Shopmobility UKSHOPMOBILITY UK Facebook Group, enabling you to communicate with other Shopmobility schemes, share stories, images and ideas.
- Access to the independent mediation service run by Driving Mobility, to deal with any complaints or issues that arise
- Opportunities to network with other Schemes through regional meetings with ShopMobility UK support, and to attend other centrally arranged events relevant to ShopMobility activities.
- Discounted training, with member-only rates for Driving Mobility training courses including disability awareness, posture and seating, suitability assessment and road safety for scooters
- Eligibility to enter the Tom Hillier Award for the 2022 exceptional Shopmobility scheme
- Raising awareness of the community and health benefits

Chesterfield Royal Hospital

**Supporting statement for:** Chesterfield Shopmobility

**From:** Chesterfield Royal Hospital NHS Foundation Trust

### **Chesterfield Shopmobility statement**

The long-established charity, Chesterfield Shopmobility, provides a vital service to our services users. They are officially recommended by Chesterfield Royal Hospital to patients who are less physically mobile to help them complete essential tasks, such as food shopping, and to enable people to get around Chesterfield - maintaining their independence.

We fully support their proposal for funding as an essential service which is of benefit our patients and those less mobile in our community.

Kind regards,

Angie Smithson

**Chief Executive**

**Chesterfield Royal Hospital NHS Foundation Trust**

### Chesterfield Access Group Member

Whilst not a 'user' of the services offered by Chesterfield Shopmobility I am very aware of the offer(s) and applaud the organisation for the services offered and the Council for the support provided.

It is a tangible and significant feather in the cap of the town that the service is available and easily accessed. There is good signage directing would be users.

I would be unhappy to see the offer depleted unless there is clear evidence that it is a much under-used service.

### Links CVS

#### **Further information about your organisation's involvement with Chesterfield Shopmobility**

Chesterfield & District Shopmobility is a charitable company limited by guarantee incorporated 16 December 2009 and is registered with the Charity Commission, registration number 1109952. Its memorandum and articles of association were adopted 18 December 2009 under company registration number 07106728. The organisation was originally a project of Chesterfield Community Transport but the two organisations separated in 2005 and Shopmobility became independent. Links CVS supported both organisations through this transition offering advice on governance, funding & mentoring Shopmobility committee members as they formed a new organisation. The new committee members were service users or carers, as the organisation has developed it is still user led. The organisation is committed to the social model of disability and this influences all its working practices.

Links CVS still continue to support Shopmobility giving advice and support on HR, business planning and general governance. Staff and committee members have attended our awareness raising sessions (Lunch & Mingle) on disability and contributed with presentations and information.

#### **Any information or views around the impact of Chesterfield Shopmobility for Chesterfield residents and/ or our economy?**

Shopmobility is a vital service for local residents who have mobility problems. In addition to providing a range of mobility scooters to suit different needs it offers

training & support to help users feel confident and safe. The website clearly sets out the services it offers which includes hiring of wheel chairs and a range of mobility scooters to suit different needs and interests. The charges for services are reasonable and the organisation aims to keep these within users means. An example of this is the charge for servicing users' scooters, commercial providers charge a £60 call out fee before any work is carried out. Shopmobility charge for the work undertaken. Information about possible routes that are suitable for scooters enable users to enjoy the surrounding area and feel confident that they will be safe. The users have varying needs. and this reflected in the case studies below.

### Case Study 1

A female aged 80. She has used the service for 16 years. She is not able to go out without help as she has arthritis and gout and can only walk 5 yards. Although she has her own scooter it would not be practical to go from home and then to town and visit shops or keep medical appointments on her scooter as the battery charge would not be sufficient. She can go to town on her own scooter, transfer to a Shopmobility scooter and leave her own scooter to be charged for her return journey home. The cost is £3 for 4 hours which gives her ample time to visit shops or to keep medical appointments. If she wishes to go on other outings e.g. the Botanical Gardens in Sheffield or a plant nursery with a friend she will hire a scooter that can be folded and put into a car boot. She has also been on canal walks organised by Shopmobility. She has her own scooter serviced and maintained by Shopmobility as their prices are affordable compared to commercial firms. If there are any emergency problems with her scooter she can call the office and they will come within 2 hours and if needed provide a scooter, free of charge, until the problem is fixed. She says that the mechanics are very friendly. She feels that Shopmobility is an excellent service and enables her to lead a very "full and enjoyable life". She is able to go out and meet friends and to go on regular weekly shopping trips. It is good for her mental health otherwise she would become isolated and lonely. She feels it is an excellent service and is "marvellous for people with all types of disabilities ...it is your legs ...feels like everyone else." She attends the AGM which is well organised with refreshments and an opportunity for users to have their say about the service and how the organisation is run. Shopmobility is an inclusive organisation and staff members have different disabilities. She believes that if Shopmobility closed it would a "sad loss, our lives would be terrible... we would be stuck in the house". It is a service she would recommend to anyone with mobility issues.

## Case Study 2

A female aged 47. She works and is a single parent. She has been using the service since May 2021 when she broke her leg in 5 places. She has severed a nerve in her foot. She has been renting a scooter from Shopmobility which means that she is able to continue working despite not being able to get into a car because of a bad back. She can go to work on the scooter which is near to home. It is likely that she will need a scooter until May 2022. If her disability is permanent she may need one for longer. She contacted a commercial company to see about buying a scooter she felt that they were just wanting to make money and were not interested in helping her. Shopmobility visited the house, brought 3 scooters for her to choose from and decide what was most suited to her circumstances. Looked at the storage and advised on best solution. She pays £60 per month which includes insurance; and says that “nothing was too much trouble”. When the scooter needed servicing it was picked up and brought back the same day. She thinks it would be terrible if Shopmobility had to close as her experience has been that they advise in your best interests which is very important for disabled and elderly people. It helped her to feel “much better about her situation” and she has been able to return to work and support her son. She says that Shopmobility is “decent & ethical”.

## Case Study 3

A male aged 72. He has been using the service for 3 years. He hires a scooter on a monthly basis for £60. He has multiple disabilities; spondylosis of the spine, asthma, angina & COPD. Due to DV and thrombosis he is unable to have operations to rectify the problems. He is unable to walk far and would be housebound without a scooter. He is able to go shopping with his wife. It has made “200% “ difference to his life and says it is “perfect no complaints”. Clearly the fact that Shopmobility users are able to get out of their houses and take part in community life including shopping and leisure activities has a positive impact on the local economy. Taking part in community life despite disabilities Shopmobility enables elderly people and people with disabilities to feel part of the community and contributes to their health & mental wellbeing. This means that they are less likely to become dependent on health & social care services.

### **Any information or views around the impact of Chesterfield Shopmobility on your organisation and or customer base**

Links CVS do not have a customer base who use the service.

## **Any ideas for how Chesterfield Shopmobility could become more financially self-sufficient**

Links CVS have been working with Shopmobility to look at possible funding. We have done an initial funding search (see below) and we can do more intensive work with the group by helping in

the following ways:

1. Putting together a business/development plan and this would include:

- a) exploring possible new areas of work
- b) look at current costings
- c) engaging more with tourism in the area
- d) looking at bigger, higher profile premises
- e) development of the website and appointment of a marketing/publicity/social media worker.

2. Continue to do funding searches on a regular basis, informing Shopmobility when possible funding opportunities are available.

Below are the results of an initial funding search. We offer help with funding applications at a level which is needed by the organisation. This can be reading through completed applications or completing the application with the group.

### National Lottery Community Fund - Reaching Communities

Large grants are available to voluntary and community organisations in England for projects that make positive changes in their communities. Grants of over £10,000 are available for up to five years. The funding is for projects that work to make positive changes in their community. "Communities" can be people living in the same area, or people with similar interests or life experiences. Projects that can test new approaches to issues in the community are encouraged. To be eligible for funding projects should:

- Involve people and communities from the start.
- Build on people's strengths.
- Be connected in their community.

Can fund core and project costs.

### Severn Trent Community Fund

The funding is for local projects, charities and community groups across the Severn Trent region. Projects should improve the wellbeing of Severn Trent communities by helping:

- People to lead a healthier life and gain new skills.
- Create better places to live in and use.
- Look after the natural environment, give people greater access to that environment or help look after water.
- Three levels of grants are available:
  - £2,000 to £10,000
  - £10,001 to £75,000
  - £75,001 to £250,000 Match funding of at least 10% is required for grants of £10,001 or over.

Trusthouse Charitable Foundation

The Trust seeks to identify and support charitable initiatives that:

- Strengthen local communities - by empowering local people, bridging divides, building neighbourhood connection, encouraging community participation, and fostering inclusion.
- Create opportunity for disadvantaged individuals.
- Champion small to medium-sized charities - by supporting grassroots, community-based charities and voluntary organisations in the UK, with frontline experience of service delivery for vulnerable individuals.

Small grants of £2,000 to £10,000 for one year. (Successful applicants can reapply for a further two years. No further applications can be made after the completion of a third grant.)

Whether Chesterfield Borough Council funding is withdrawn or not we can continue to work with Shopmobility to look for additional funding around loneliness and isolation, disability and age. We can support them in reviewing their future planning and developing projects and initiatives that will support the local residents who have mobility problems.

Sandra Pink - Advice & Project Manager – Links CVS

December 2021