



Autumn 2009

# Update

Reg. Charity 1065677

*The newsletter for Shopmobility Basingstoke*

**Hello** Well, autumn is here again and the trees are already turning a myriad of reds and golds. When you are next in town why not take a peep in Eastrop Park or Glebe Gardens, you'll see a glorious sight. I hope that you enjoy reading this edition of Update and that you find it both interesting and useful. If there is anything you would like to see (or not see) in future editions do please let me know.



Many thanks to those of you who completed our customer survey recently. We are now busy compiling the results. If you would like to see a copy of these do please ask.

I suppose that it is too early to say "Have a happy Christmas and a happy New Year?" So I'll just say *Best wishes from Anne*

## *We've got your Christmas Shopping all Wrapped Up!*

You can visit the our **Christmas Gifts and Food Fayre**  
on **Saturday 7<sup>th</sup> November, 11a.m. – 3p.m.**  
at **Old Basing Village Hall, Old Basing.**

Entry is just £1 and there is ample free parking.

There will be a wide variety of stalls selling a wonderful array of **Christmas present ideas** along with some rather **tempting** and very **yummy** foods to buy. One customer who visited last year's event said "I didn't know you put on such quality events. It's the best Christmas Farye I've been to!" So, why not come and see for yourself?

You can buy one of our **'Scenes of Basingstoke 2010 Calendars'**.

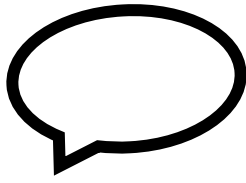
These have been professionally produced using photographs taken by a local photographer. The perfect gift to post to family and friends living out of the area or when you want to give something different. Priced at £5 each they are available from the Shopmobility office or the above Gift and Foods Fayre.

And, when you've done all of your present shopping, you can get it **beautifully gift wrapped** at the **Shopmobility Gift Wrapping Stand**  
Situated outside TK Max in Festival Place from 14<sup>th</sup> – 24<sup>th</sup> December.

*This newsletter is kindly sponsored by Southern Mobility*  
**Basingstoke's only Disability** equipment supplier.  
Tel: 01256 335099 or visit us in Grafton Way, behind Davies Garage



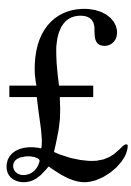
Assisted by  
Basingstoke  
and Deane



Would you like to join a **Shopmobility Basingstoke Discussion Group**? We would like to be able to consult with our customers from time to time on items such as opening times, charges, parking, disability issues events etc etc. And, while we can and do talk to customers when they are in the office this can be a hit and miss affair. This is why we would like to compile a list

of people willing to enter into such discussions as the need arises. If you would like to join such a group please let Anne or Lin know.

**Walking the way to health in South Ham.** This group meets outside South Ham Library/Westside Community Centre each Tuesday at 10.45a.m. The group then enjoy a gentle stroll for about 30 minutes. It is ideal for anyone wanting to improve their fitness or just have a social walk. The routes are suitable for those using crutches (the leader uses crutches), scooters or wheelchairs. For more information ring 01256 845574.



While we were conducting our survey it transpired that many of our customers did not know that we are a charity. Did you? Just to give you a little bit more detail, we get about a third of our operating costs from Basingstoke and Deane Borough Council, a third from customer charges and a third from donations and fundraising. So every time someone puts their small change (or more) into our donation pot or supports one of our events (or buys a calendar) they are helping with our income generation and in keeping charges down.

Something else which came out of doing the survey was that many of you did not know that you could book a chair/scooter to use at the **Anvil**. You simply make your booking at the Anvil and then make another booking with us for your chair/scooter. We will take it before we close for the day and collect it in the morning. It is only to be used at the Anvil and scooters are not permitted to remain in the auditorium during the performance.



This is a polite reminder that we close at 4.30p.m. on weekdays and 4p.m. at the weekend. Staff also go home at these times. Could we please ask that if you are going home by taxi or Dial-a-Ride that you book to be collected at 4.15p.m. as they can be late. Could we also ask that you book appointments (e.g. Doctor optician) with plenty

of time to spare as again they can easily run late. Thank you for your consideration.

***As it gets busier and busier in town please take extra care with your belongings. Don't become a victim of crime. Make sure that your purse or wallet is out of site and out of reach, preferably in a fastened bag or pocket!***

**Christmas parking!** As many of you are aware, our car park is not big enough nor can it be extended. Unfortunately the Christmas season only exacerbates this. There are ways in which we can help each other. Coming early only brings the rush earlier; coming in the afternoon is a better idea as we are usually quieter then. Always bring your blue badge if you have one as you might need to park elsewhere if we are full. If there's a space on Church Street grab it if you have a blue badge. We will always bring your scooter/chair to you if you are able to ring us on a mobile. If you are a passenger and not a driver in the car you might consider being dropped off and meeting up with your companions in town? This is something we will ask people to do when we are down to only two spaces.

**Snow!** Hopefully we won't have the bad weather this winter that we had last year, fingers crossed! The snow last year caused us, and no doubt you many problems. We have now taken advice from legal professionals and our insurance company on what to do in severe weather so please read on.....When there is *ice* or *snow* we **will not** be clearing the paths and car park. This is because if we do and you slip/fall we are liable. We **will not** bring equipment out to the car, this is because Shopmobility staff and volunteers could slip and injure themselves. In extreme circumstances Shopmobility may need to close so please do ring before you venture out or tune into Kestrel radio on 107.6fm.



**Christmas Cards** Along with our calendars and address books we have some rather wonderful Christmas cards on sale in the office. These are locally produced and feature local scenes. The same gentleman has also produced some packs of note lets for us to sell. These feature local scenes, country/nature scenes etc.

**Refreshments** While we do not *sell* refreshments, we are more than happy to make tea, coffee or squash for you in exchange for a donation in our pot. Just ask anyone on reception.



If you live in **South Ham** you might be interested to hear that a useful booklet has been produced by Basingstoke Voluntary Services (BVS), Community Innovations Team and Kingfisher Housing. It contains information on groups, activities etc for the over 55's, happening predominantly in South Ham. If you would like a copy you can ring BVS on 01256 423816.

Christmas Funny – In December we will be having a little competition to ‘Guess the Santa’ in a Christmas scene. Do watch out for it.....

*Did you know that we sell Shopmobility Gift Tokens?  
We do, they are £3 each and are valid for 12 months.*



**Customer Charges** We work hard to keep our charges low but from time to time we do need to make an increase. An increase was scheduled for January but this has now been held off until April 1<sup>st</sup> next year. The registration fee will rise to £5 but the trip fee will remain the same.

## Diary Dates

7 <sup>th</sup> November	<b>Shopmobility Christmas Gift Fayre</b> 11a.m.-3p.m., Old Basing Village Hall
21 <sup>st</sup> November	<b>Age Concern Christmas Bazaar</b> 11a.m.-3p.m., Church Cottage Basingstoke
29 <sup>th</sup> November	We shall be collecting when the <b>Reindeer Come To Town</b> in The Malls Shopping Centre. Can you help?
10 <sup>th</sup> December	<b>Charity Market</b> , 10-4 in The Malls Shopping Centre. Come and support us and other local charities
14 <sup>th</sup> – 24 <sup>th</sup> December	<b>Shopmobility Gift Wrapping Service</b> outside TK Max in Festival Place
24 <sup>th</sup> December	<b>open 9a.m. -1p.m.</b>
25 <sup>th</sup> December	<b>Closed</b>
26 <sup>th</sup> December	<b>Closed</b>
27 <sup>th</sup> December	<b>Closed</b>
28 <sup>th</sup> December	<b>Closed</b>
29 <sup>th</sup> December	<b>Open 9a.m. – 4.30p.m.</b>
30 <sup>th</sup> December	<b>Open 9a.m. – 4.30p.m.</b>
31 <sup>st</sup> December	<b>Open 9a.m. – 4p.m.</b>
1 <sup>st</sup> January	<b>Closed</b>
2 <sup>nd</sup> January	<b>Normal opening hours resume</b>

**Blue Badge Map** You don't need a blue badge to access this wonderful on line facility. Go to [www.direct.gov.uk/bluebadgemap](http://www.direct.gov.uk/bluebadgemap) to use this interactive Blue Badge map to find parking bays, local council parking rules, accessible toilets, train stations, Shopmobilities, accessible beaches and much more near you and across the UK.

Don't forget that your Shopmobility Basingstoke registration now covers you for 11 other local schemes under the **Wessex network**. You will need to take your Basingstoke registration card and 2 forms of ID. You will need to complete registration forms but not pay a registration fee.



*Shopmobility Basingstoke has now helped  
over 5,500 people to be more mobile!*