



Spring 2011

# Update

Reg. Charity 1065677

*The newsletter for Shopmobility Basingstoke*

**Hello** and welcome to the latest edition of our newsletter. I hope you find the contents useful and interesting. There's a lot going on over the next few months so there should be something for everyone. As I write this the sun is streaming in through the window, let's hope that there are many more sunny days to come.

**Best wishes from Anne**

**Fundraising** - Firstly, a big **THANK YOU** to everyone who sponsored me to do the **Fire Walk** back in October. With your support £1,500 was raised for Shopmobility! And no, I didn't burn my feet, not one tiny bit!

Another successful fundraiser was the **Christmas Gift Wrapping Service** in Festival Place. **£3,400** was raised from this popular service. We were helped this year by staff from Sun Life Financial of Canada, Shoosmith's Solicitors and UNUM which relieved the pressure on individual volunteers. Since then we have also provided a Valentines Gift Wrapping Service which raised £180.

**The Shopmobility Lottery** mentioned in the last newsletter did not get off the ground before Christmas for a variety of reasons. It will now start in **April!**

This is a monthly draw with a 1<sup>st</sup> prize of **£50**, 2<sup>nd</sup> prize **£30** and 3<sup>rd</sup> prize **£20**. Entry into the draw is just **£2 per month**. This has been lowered from the previously published £5 to encourage more people to join. Payment must be in advance of the draw for either 6 or 12 months. If you want to join part way through then you will only pay for the part that is left. Please speak to Anne or Lin for a registration form and more details. This is an easy way for you to help us raise funds. In return you might be the one getting the 'phone call telling you that you have won £50!

**EBAY** We now sell on EBay, "The Online Market Place" and have made £180 in 3 months! So if you have anything you don't need any more which is too good to go in the charity bag bring it in and we can sell it this way. So far we have sold clothes still with their labels on, clothes/shoes worn once, rare books, named ornaments, electric keyboard etc. This is in addition to the bric-a-brac and books sold in the Shopmobility office.

**Email** Do you have an email address? If you do, then please let us know. We won't bombard you with emails but we could email the next newsletter to save on postage and get it to you quicker. We could also email you details of emergency closures due to bad weather.

Shopmobility, Church Street, Basingstoke RG21 7QQ Telephone 01256 476066  
[www.shopmobilitybasingstoke.org](http://www.shopmobilitybasingstoke.org)

## **Fundraising cont. Bag 2 the Future**

Inside this newsletter you will find a plastic bag from *Bag 2 the Future*'

This is our second collection and is very simple! Just put your un-wanted, clean clothes, bedding, curtains, soft toys, shoes, belts and handbags inside the bag and bring it into Shopmobility during the week commencing Monday May 16<sup>th</sup>. If you are able to bring it in on the morning of Friday 19<sup>th</sup> May even better as it will be collected at mid-day and we won't have to walk round it all week! If you want more bags or bags for friends/family please ask or just use a bin bag. We will then be paid by weight for it. So help yourself and us and have a sort out. The last collection raised £289 for Shopmobility; let's see if we can beat it!



***Morton's Coaches*** Another new source of income generation for Shopmobility is that of 'Ticket Agent' for Morton's coaches. Morton's is a local, family firm with a wide variety of day trips departing from Basingstoke, Tadley, Oakley, Overton and Whitchurch throughout the year. Trips include: London, Wimborne, Windsor, Lewes & the Bluebell Railway, Evesham and the Blossom Trail, Mystery Tours, Isle of Wight, Oxford, Blackpool and many more. A small selection of holidays is also available. For more information pick up a brochure next time you come in.

## **News**

The survey conducted regarding the possibility of a Shopmobility service at Chineham inspired only 21 replies. Most of these were not in favour of such a development so this has been taken no further.

***Snow*** – Thanks to Basingstoke and Deane's improved snow clearing and our own improved procedures we did not close during the pre-Christmas snow. We did operate slightly reduced hours. This helped to ensure that staff could get in and customers and staff got home safely. A vast improvement on the previous winter!

***A Safe Place*** – Shopmobility is pleased to be a part of this new Community Safety initiative. This is part of the wider 'Respect me' campaign which aims to improve the experience of disabled people in the community. Individuals carry a Safe Place card and, when they feel vulnerable or scared they can attend one of the Safe Place locations in the town for assistance/support. Safe Places are identified by the yellow Safe Place logo displayed in the window. Have a look at ours next time you are in. If you would like to be able to use the scheme please ask Anne or Lin for a card and more information.

***Customer Numbers*** – 553 new people used Shopmobility Basingstoke last year and 6932 scooters/wheelchairs were hired out!

***Sunday Opening*** – This has been under threat for some time due to low customer numbers. Thankfully **Festival Place** shopping centre have saved Sunday opening by covering the Sunday staffing costs for one year for which we are very grateful. However, it still remains at risk. So if you want a Shopmobility service in Basingstoke on Sundays '*Use it or Loose it!*'

***Bus Passes & Travel Tokens*** – As you will no doubt be aware, Basingstoke & Deane will no longer be issuing bus passes and travel tokens. Control of this has been given to Hampshire County Council. This is a government directive in an attempt to achieve more similarity between areas. Travel Tokens as we know them are being withdrawn. Older people will only be able to have a bus pass. Disabled people will have choice of a bus pass *or* Travel Vouchers. As it stands we will not be able to accept the new style 'Travel Vouchers'. However we are fighting this and HCC have agreed to look into our case. So *please* do apply for the vouchers so that you can use them here should the decision be overturned.

***Current Travel Tokens*** – The current tokens expire at the end of March so please make sure that you spend them or donate them by then. ***Shopmobility Basingstoke is able to accept any unused Travel Tokens as a donation.***

***Money, Money, Money*** – Shopmobility Basingstoke has been running at a loss for the past 3-years. Fortunately we had previously built up a reserve fund so we have been able to utilise this. However, we are no longer able to do this so, along with improving our housekeeping and working harder at our fundraising initiatives we do need to make a small *increase to our charges*. As of April 1<sup>st</sup> 2011 the annual registration will increase to £6 and the daily hire fee to £3.50. Even with this increase we are one of the cheapest Shopmobilities in the area with most charging £7.50 for an annual registration. We hope that you will support our fundraising initiatives where possible so that we can maintain these charges.

***Parking*** - We will be conducting a trial in the main car park soon to gain an extra space. This will mean that *all* spaces will be wider than normal but there will be less of the very wide spaces. Please bear with us while we experiment with this and please give us your feed back. Can I ask that your car is parked in the very wide spaces only if you need the extra width to get in/out of the car. Some customers need that extra width but do not have a blue badge. Thank you for your patience while we do this.

On the subject of parking can I remind you that the hiring of a vehicle *does not guarantee a parking space*. At busy times we do reserve the right to ask customers who are not driving themselves to be dropped off and then meet up with friends/family in town. This maximises the number of customers that we are able to serve. If the car park becomes full, you are driving yourself and need to park elsewhere we will always bring equipment to you as necessary.

***Bank Holidays*** – Shopmobility Basingstoke is closed on all Bank Holidays. Manual wheelchairs only can be pre-booked and collected from Festival Place.

**Summer Events** – We shall once again be going ‘*On Tour*’ with the Shopmobility equipment during the summer months. Unfortunately there will be no Balloons over Basingstoke this year so that is one less event for us to attend. However we shall be at the following:

Sunday 8<sup>th</sup> May – Thornycroft Transport Festival War Memorial Park

Sunday July 3<sup>rd</sup> – Alton Agricultural Show

Saturday 3<sup>rd</sup> September – Alresford Agricultural Show

As these events are outside of our normal business and carry the additional costs of lorry hire, extra insurance etc hire charges are different to those made in town. Charges for the day will be: Events within Basingstoke & Deane £6, events outside of Basingstoke & Deane £12. Equipment can be booked in advance and is strongly recommended for both Agricultural Shows.

***Trundles*** – Spring is around the corner and so is our calendar of Trundles. If you haven’t been on one before why not join us. It’s a chance to go somewhere different (places outside of your usual scooter boundaries) and a chance to meet new friends. This year we shall be going to:

**Tuesday 17<sup>th</sup> May – Oliver’s Fish & Chip Restaurant**

11a.m. start £11 each to include a 2 course lunch (maximum 6 people)

**Wednesday 22<sup>nd</sup> June – Tour of Basingstoke Parks**

11a.m. start £3.50 each, bring your own picnic (maximum 8 people)

***Sunday 10<sup>th</sup> July - The Annual ‘Mystery Tour Trundle’***

2p.m. start, £5 each to include tea and cakes on your return to Shopmobility. In groups of 4-6 you will complete a 5-mile scenic route of Basingstoke. You will be given a map and directions and there will be helpful marshals along the route. Sponsorship forms will be available should you wish to collect sponsors. This trundle is open to scooter/wheelchair users who are not Shopmobility customers.

**Thursday 21<sup>st</sup> July – Milestones for Tea & Cake**

2.30p.m. start £6.50 each (maximum 6 people)

**Monday 12<sup>th</sup> September – Lunch at The Spruce Goose West Ham Leisure Park**

11a.m. start £12.50 each to include a 2 course lunch (maximum 6 people)

*All trundles need to be booked in advance. It is only on the Mystery Trundle that you have maps etc. The smaller ones are lead by Shopmobility staff. Meal prices correct at time of printing. Go on, why not join us and enjoy doing something different.*

Can I remind everyone that it is only on an ***official Shopmobility Trundle*** that you are permitted to take a scooter/wheelchair from Shopmobility and use it outside the main confines of the town centre. This is defined as between the top of town and the railway station including Glebe Gardens and Eastrop Park. Should you want/need to take equipment outside of this area you can hire a wheelchair or travel scooter. You will need to leave a £100 returnable damages deposit in case of damages.



We have a whole host of information available at Shopmobility. There is a designated corner in the waiting area. Information available includes: holidays, care at home, blue badges, other Shopmobility schemes, aids for easier living, etc. Some are leaflets which you can take away; others are books which you are welcome to browse. If the information you need isn't there we usually know where to find it so do please ask.