



## **Press Release**

**From: Anne Blackmore**

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**Event: Tom Hillier Award for Customer Service**

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Shopmobility Basingstoke has proven to be a leader in customer service after winning a national customer service award.

The National Federation of Shopmobility UK (NFS UK) was pleased to announce at its 2010 conference that the 2010 'Tom Hillier Award' for outstanding customer service was awarded to Basingstoke Shopmobility.

The annual award was set up in memory of the founder of NFS UK, Tom Hillier. It is given to the scheme judged to be delivering a service over and above the high standards set by the federation. Basingstoke Shopmobility saw off competition from nearly 400 other schemes nationwide to be presented with the award. Tom's widow, Grace personally reads all of the nominations sent in by customers before deciding on the winner. She never reveals why a particular scheme is the winner but simply says that she is looking for something 'very special, something different that stands out.'

Anne Ansell chair of NFS UK said "Over 900 nominations were received this year, something written by one or more Basingstoke customers will have set them above the rest. I am really pleased for Anne and the Basingstoke team, I know how hard they all work and that they regularly go over and above the call of duty."

Anne Blackmore manager of Basingstoke Shopmobility was at the conference when the announcement was made. She said "It came as quite a shock which makes it even more special. It's something all Shopmobility schemes aspire to but it appears elusive. It's a great way to truly demonstrate to our volunteers that what they are doing is really worth while and is making a difference to people lives."

Shopmobility operates from premises in Church Street Basingstoke. The charity hires out electric scooters and both powered and manual wheelchairs to anyone having difficulty getting around the town centre. For more information on Shopmobility Basingstoke and the service available please ring 01256 476066 or visit their web site [www.shopmobilitybasingstoke.org](http://www.shopmobilitybasingstoke.org)

Photograph of Anne Ansell Chair of NFS UK presenting the Tom Hillier Award to Anne Blackmore Manager of Shopmobility Basingstoke.

