

THIS ITEM IS FOR INFORMATION ONLY

(Please note that "Information Only" reports do not require Integrated Impact Assessments, Legal or Finance Comments as no decision is being taken)

Title of meeting:	Central Services
Subject:	Portsmouth Shopmobility
Date of meeting:	4 October 2024
Report by:	Director of Culture, Leisure and Regulatory Services
Cabinet Member:	Councillor Chris Attwell
Wards affected:	ALL

- 1. Requested by:** Director of Culture, Leisure and Regulatory Services
- 2. Purpose:** To provide an update of Portsmouth Shopmobility scheme
- 3. Information Requested**
 - 3.1 Overview**

There has been a Shopmobility scheme running in Portsmouth for several years. Portsmouth City Council have managed this scheme since May 2021. A grant from the Council of £20,000 per year is allocated to manage this service.

- 3.1.1** Shopmobility centres throughout the Wessex region form a network making it easier for customers to use Shopmobility facilities in various geographical locations. Once you join one of the centres you become a member of all the participating schemes. Portsmouth Shopmobility is part of this scheme, that hires out mobility equipment to the public. The equipment we currently have is manual wheelchairs, and electric mobility scooters. This can enable people with restricted mobility to enjoy independence outdoors. Customers are also able to access shops and leisure facilities. The aim is to increase independence, freedom, and self-esteem. It also allows inclusivity and accessibility.

Shopmobility customers include:

- People with permanent or temporary walking/mobility issues.
- People with a disabling illness
- Older residents or visitors
- People recovering from illness or injury



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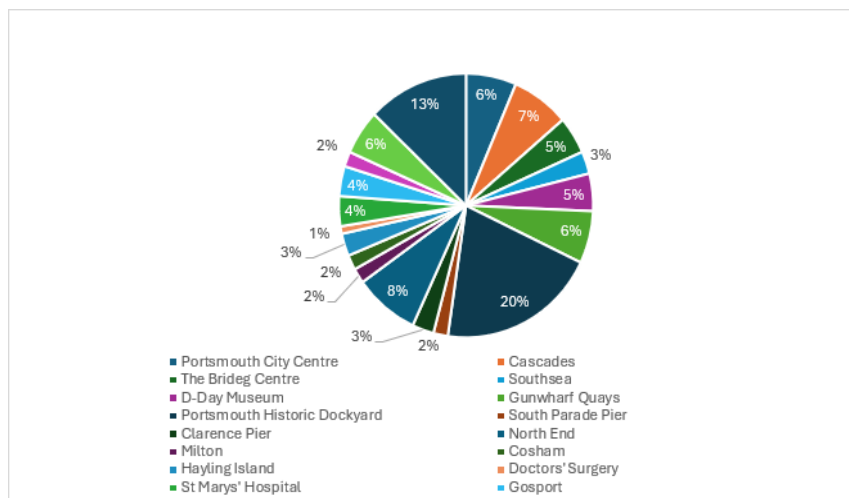
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- 3.1.2 We have a good stock of electric scooters and wheelchairs. We were able to purchase 2 additional "holiday" type scooters, during the past year to add to our stock, these are proving to be very popular as they can be taken apart and can fit in a car boot making it easier for customers to use out and about. We are currently considering bringing more of these types of scooters into the fleet as some of our older scooters are decommissioned.
- 3.1.3 There are 265 people registered with our scheme. We also registered 51 new customers during the month of August. We currently hire out an average of 21 scooters per week
- 3.1.4 Each new user must undertake mandatory training on how to use the scooter, which takes place at our main site. No license or insurance is required by the hirer as PCC'S public liability insurance covers this activity.

Hire costs are as follows

- Membership annual £10.00
- Daily Hire £5.00
- Weekly Hire £32.50

- 3.1.5 The scheme currently operates from its base in Arundel Street four days each week Monday, Tuesday Thursday and Friday. We also have satellite bases in Southsea and North End Libraries and the Historic Dockyard, where scooters can be hired during their opening hours. Our offer also includes delivery of scooters or wheelchairs to various hotels within the city.
- 3.1.6 We are currently undertaking a survey with customers to understand more about where they visit once they have hired their scooters and if further satellite options would be beneficial. I have detailed below the information we have had so far:





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- 3.1.7 We have also worked with our comms and marketing team to redesign our marketing material. We now have new posters and leaflets available as well as a pop-up banner highlighting our offer. Our posters were displayed across several poster sites in the City during August and September, and we are now planning content to advertise on the big screen.
- 3.1.8 We have also started attending events within the city to promote our service and have secured a pop-up stand in cascades, which will start shortly. This will give us the opportunity to talk to residents and let them know what the service can provide.
- 3.1.9 We are working with our volunteering bureau to promote opportunities to support the team to deliver this service. This will help with delivery of scooters or wheelchairs to hotels if requested and with support in the main office.
- 3.1.10 Looking forward, we aim to increase take up of our offer and to look at potential of opening more often, with the support of regular volunteers.

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 Signed by
Stephen Baily
Director of Culture, Leisure and Regulatory Services

Appendices:

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location