



LOUGHBOROUGH SHOPMOBILITY

Open: Tuesday, Thursday, Friday & Saturday 9.00 – 3.30
(Wed = TRAINING ONLY)

Tel: 01509 634706 or
Email: shopmobility@charnwood.gov.uk

A Service Provided by
Charnwood Borough Council

DO YOU HAVE A MOBILITY PROBLEM?

SHOPMOBILITY is a scheme for people who have limited mobility. This can be a permanent, registered disability or of a temporary nature.

They can borrow scooters, a powered wheelchair (which is not self-drive) or a manual wheelchair to enable them to go shopping or to use other facilities in the town centre. This, however, is **not** a scheme whereby the member can have a scooter or wheelchair for use at home. The SHOPMOBILITY office is situated within the TOWN HALL and is accessed via a door in the side of the building. See a map on the reverse of this leaflet.



HOW DO I USE THE SCHEME?

All users must be registered members and to enrol you will have to provide identification confirming your home address (a driving licence or a utility bill will do). New members who require a scooter will need to demonstrate that they are competent reversing and manoeuvring in areas of restricted access. Full training will be given to help members achieve the required competency (**this training is carried out on a Wednesday and is to be booked in advance**).

HOW MUCH WILL IT COST?

The charge is £2.70 per member use of a Shopmobility vehicle and is a standard charge for the use of any item of Shopmobility equipment irrespective of length of time used. However, on days of high demand a 3 hour limit may be necessary to ensure that demand is met.

HOW DO I GET TO THE SHOPMOBILITY OFFICE?

There are a small number of dedicated parking spaces close to our office, but these must be pre-booked with the scooter or wheelchair. There is a privately operated carpark alongside the SHOPMOBILITY OFFICE BUT THERE ARE **NO FREE BLUE BADGE SPACES**.

There is an option of either a bus service (Fridays only) or the Dial-a-Ride service (Tuesday to Fridays) to and from your home. Both are administered by JOHN STORER HOUSE and are available to residents of CHARNWOOD who wish to use the SHOPMOBILITY Scheme.

DO YOU NEED TO BOOK IN ADVANCE?

Ideally yes, that way you should not be disappointed. Bookings can be made for up to 7 days in advance.

The last time for booking the Community Bus Service is 12.00 am on Thursday. For further details of this service, which runs on Friday only, please ring (01509) 631761.

For the Dial-a-Ride service ring (01509) 631761 between 9 and 12 noon.

HOW LONG CAN A VEHICLE BE BORROWED FOR?

You can borrow a vehicle for up to a day, depending on how busy SHOPMOBILITY is at the time required. However, on busy days, (market days, Thursdays & Saturdays), a 3 hour limit may be applied to ensure that vehicles are available for other members.

WHERE IS LOUGHBOROUGH SHOPMOBILITY?

- A) Town Hall
- B) Town Hall Chambers
- C) Old Court House
- D) Sital House
- E) The Organ Grinder
- F) Pay & Display Carpark (no free blue badge spaces)
- G) Contract Parking
- H) Asha House
- I) Beehive Lane Multi-Storey Carpark (no free blue badge spaces)



WHAT SHOULD I DO NEXT

If you are interested, please telephone SHOPMOBILITY on **01509 634706** to have a chat with us and possibly arrange a visit to enrol as a member and have a look at the equipment available. **Please remember to bring some form of ID with your home address (e.g. Driving Licence, Utility Bill etc) if you wish to enrol.**

To arrange for an explanation of any part of this document in your language or to receive a copy in Braille, Audio Tape or Large Print please call 01509 634681