

# Shopmobility Pricing Review

Have your say....



## Introduction

Gloucester Shopmobility, run by Gloucester City Council has been offering an important service to visitors and residents of Gloucester for 27 years. It is a valuable and well-used service in the centre of Gloucester that operated free of charge until 2012 when fees were introduced; these fees have remained unchanged. Bearing in mind the now outdated charges and following a failed transfer to a commercial operator in 2016, the Council needs to take steps to make this optional service sustainable. This will allow it to continue into the future.

## What are other providers doing and how do our new charges compare?

To help inform our proposals we looked at other Shopmobility services in the area. Many have remodelled their service to make it viable, now and in years to come. We also compared their charges with those we're proposing. If our new charges are agreed we would still be offering one of the most competitively priced services in the region.

## What are our proposals?

This table shows the current and proposed hire costs of our electric scooters and wheelchairs:

Electric Scooter Hire	Current	Proposed
12 month membership	£24	£24
Membership daily fee (pay per use)	£0	£2
Non-member daily fee (visitor)	£3	£6
Wheelchair Hire		
Overnight	£3	£5
Weekend (Friday-Monday)	£10	£12
Weekly (7 days)	£15	£20
Monthly	£35	£50

As a local authority, we think it's important to consult with our users on proposed changes. In this case we want to ensure the service is still affordable and know your thoughts and views. This will help shape the future service offer.

## **About You and Equality Monitoring**

**Name:**

**Address:**

**Telephone:**

**Email:**

**Age group:** 16-24 ☐ 25-29 ☐ 30-34 ☐ 35-39 ☐ 40-44 ☐ 45-49 ☐  
55-59 ☐ 60-64 ☐ 65-69 ☐ 70-74 ☐ 75-79 ☐ 80+ ☐

**Are you?** Male ☐ Female ☐ Prefer not to say ☐

**Do you consider yourself to be disabled?** Yes ☐ No ☐ Prefer not to say ☐

**Disability type:** Mobility ☐ Hearing ☐ Eyesight ☐ Using hands/fingers ☐  
Learning difficulty ☐ Mental health ☐ Other

### **Ethnicity:**

#### **White**

English ☐ Welsh ☐ Scottish ☐ Northern Irish ☐ Irish ☐ Gypsy/Irish Traveller ☐

#### **Mixed/multiple ethnic groups**

White/Black Caribbean ☐ White/Black African ☐ White/Asian ☐ Other ☐

#### **Asian/Asian British**

Indian ☐ Pakistani ☐ Bangladeshi ☐ Chinese ☐ Other ☐

#### **Black/African/Caribbean/Black British**

African ☐ Caribbean ☐ Other ☐

#### **Other ethnic group**

Arab ☐ Other ☐

#### **Religion and/or belief:**

No religion ☐ Buddhist ☐ Christian ☐ Hindu ☐ Jewish ☐ Muslim ☐

Sikh ☐ Any other religion ☐ Prefer not to say ☐

### Questions

**What type of Shopmobility user are you?**

Occasional User

☐

Member

☐

**Which service do you mainly use?**

Scooters

☐

Wheelchairs

☐

**For how long have you used this service?**

0-6 months

☐

6-12 months

☐

1-2 years

☐

3-5 years

☐

5-10 years

☐

10-15 years

☐

15-20 years

☐

20+ years

☐

**How often do use this service?**

Daily

☐

Weekly

☐

Bi-Weekly

☐

Monthly

☐

Ad-hoc

☐

**Bearing in mind the need to make this service financially viable so it can continue into the future, how likely would you be to continue using the Shopmobility service if the proposed new charges go ahead? (1= Not at all, 5=Yes I will continue to use the service)**

1

2

3

4

5

If scoring between 1 and 3, please use the space below to explain your reasons:

**If the new charges were implemented would you continue to use the service as regularly as you do now? (1= Significantly decrease in use, 5= Will continue to utilise the service to the same levels)**

1

2

3

4

5

If scoring between 1 and 3, please use the space below to explain your reasons:

**Is there anything you feel we haven't considered and should take into account when making a decision about this proposal? Please comment below:**

**Do you hire equipment from any other Shopmobility provider?**    Yes ☐    No ☐

**If yes, please state the town/city?**

**What is it that other Shopmobility services offer that are better than the Gloucester branch? Is there anything we can learn and implement here in Gloucester?**

**We would like to hear if any of our users or non-users have any ideas to improve the Shopmobility service?**

**We would like to take this opportunity to assess other areas of the service. Please rate the following:**

(1 – Very poor to 5 – Excellent)

Area	Score					Additional comments
Speed of service	1	2	3	4	5	
Quality of service	1	2	3	4	5	
Quality of equipment available	1	2	3	4	5	
Opening hours	1	2	3	4	5	
Quality of the venue	1	2	3	4	5	
Shopmobility location	1	2	3	4	5	

**Where should the Gloucester Shopmobility service be located? Do you have any better suggestions than the current location?**

**Date of completion:**

Thank you for taking the time to complete this questionnaire. We value your opinions and hope to protect this Shopmobility service in the future.

Please send your completed questionnaire to Lucy Chilton, Visitor Experience Manager, Gloucester Shopmobility, Hampden Way, Gloucester, GL1 1SX, alternatively, pop your completed questionnaires into the feedback box at Shopmobility.