Shopmobility specification

GRANT AWARD - AMOUNT ALLOCATED £13,000 per annum

The amount allocated will be paid in advance in two stages during the year on a 60/40 basis.

The level of funding will be reviewed after two years, however if for whatever reason there is a need to review the amount allocated then this will be done during monitoring meetings.

Mandatory and discretionary business rates tax relief (subject to eligibility).

Contribution towards car parking costs of volunteers while they are working in the town centre.

Core Service Objective

- To increase the access of people with permanent and temporary disabilities in Kettering Town centre, through the loan of scooters and wheelchairs to residents of Kettering Borough and people visiting the Borough.

Minimum Requirements

1) To provide a service to the public from 9.30am – 5pm Monday – Friday from a Kettering town centre location as well as reflecting any late night shopping / special events as necessary.

2) Provide a service within 40metres of a car park(s).

3) Provide a range of mobility scooter / wheelchair options which are bookable in advance.

4) To provide mobility scooter loans for up to a day with adjustments at busy times (such as Christmas).

5) To aim to achieve a minimum 2000 trips per annum.

6) Work with partners and other specification providers to help deliver and add value to this specification.

7) Be an affiliated member of the National Federation of Shopmobility.

8) Service meets the minimum criteria set by the DfT for Shopmobility.
9) Acknowledge the funding and support from Kettering Borough Council when providing this service.

**Key Outcome**

More people with limited mobility / disabilities come in to Kettering town centre and stay longer.

**Performance Indicators**
(Performance indicators are to be agreed with successful service provider)

a) Attendance and provision of performance figures at quarterly monitoring meetings with designated lead officer at Kettering Borough Council.

b) Minimum 2000 trips made per year.

c) 90% user satisfaction rate, based on survey carried out at least twice a year.

**Added Value**

I. Adopt the Borough Council’s Customer Service Standards.

II. Demonstrate partnership working with other voluntary and statutory agencies that help achieve the objectives of this specification.

III. Provide evidence of implementation of Quality Management systems including the quality of data for management purposes.

IV. Details of affiliate membership of the National Federation of Shopmobility