

Appendix C(vii)

Shopmobility specification

TOTAL AMOUNT ALLOCATED PER ANNUM: £13,000

(To be split into equal annual amounts with grants being paid in advance in two stages during the year on a 60/40 basis). The grant is subject to review after 2 years.

Mandatory and discretionary council tax relief (subject to eligibility)
Contribution towards to car parking costs of volunteers while they are working in the town centre.

Core Objective(s)

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

Outcome

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

Performance Indicator(s)

- a) Minimum 2000 trips made per year
- b) 90% user satisfaction rate, based on survey carried out at least twice a year

Added Value

- I. Evidence of implementation of Quality Management systems
- II. Details of affiliate membership of the National Federation of Shopmobility

SIGNED:

On behalf of Service Providers

Management position of signatory:

DATE:

SIGNED:

On behalf of Kettering Borough Council

Position of the signatory within the Council:

DATE: