

Question 10

Redditch Shopmobility Survey 2023

| From the list below, what do you need in the community to enable you to get out and about more easily? | | | |
|--|--------------------------------------|------------------|--------------------|
| Answer Choice | | Response Percent | Response Total |
| 1 | Community Transport | 24.7% | 19 |
| 2 | Shopmobility in a different location | 26.0% | 20 |
| 3 | Support from an organisation | 9.1% | 7 |
| 4 | Someone to help me | 42.9% | 33 |
| 5 | More ramps and accessible pathways | 40.3% | 31 |
| 6 | Better accessibility in the shops | 44.2% | 34 |
| 7 | Other (please specify): | 6.5% | 5 |
| Comments: | | | 16 |
| | | | answered 77 |
| | | | skipped 6 |

| Other (please specify): |
|--|
| Accessible buses |
| Better bus service, one that runs into the evening |
| More blue badge spaces |
| I FIND IT SUITS ALL MY NEEDS |
| BETTER PUBLIC TRANSPORT. |

| Comments: |
|---|
| Some shops are inaccessible using a scooter due to how they have it set up |
| Blue badge parking to be free inside the centre. The few spaces on the roads around town are too far away from the centre |
| More options from the main car parks |
| Shops are overcrowded with stock so hard to move my wheelchair myself |
| I've used age concern to help me and had support from the council |
| Thank you for always being so courteous to us , you have often brought scooters to us and rescued guests when their battery on the scooter has gone flat . You're fantastic ✨ |
| I bought my own scooter to get me to town, but I can't get to town because of high curbs, it's very frustrating. I would have to risk my life and drive on the bus lane to get to town, which I would not do. |

Please don't use the word "Help" that is for when you are in danger! Support is a better word to use - language is very important and shows a level of understanding and you need to move away from the medical model of disability and look towards the social model which is "Disabled People are disabled by society not by their impairments that are personal to themselves. In other words society builds inaccessible environments thus blocking impaired people to have the right to access all areas - The Disability Discrimination Act came about in 1995 the DDA95 superseded by the Equality Act 2010 and in relation to "goods and services" reasonable adjustments must be made for disabled people. If you google "Social Model of Disability" the information is all there how to address people current terms used to describe disabled people in actual fact it's very simple Disabled Person or Disabled People who's impairments are personal to themselves as we may well have the same label BUT we are unique like everyone else and our impairments albeit the same label affects us on an individual level. I also believe you have to take note of this - more and more children who are born disabled will have multiple and complex needs this is due to the advancement of medicine. Those children will need far more support as will their parents access will be vital for them facilities such as "Changing Rooms" google it you will understand more. quiet places available - better signage also support for visually impaired deaf people neurodiverse people again google it you will understand more. The more you provide the more traffic you will get into the town centre. If people know Redditch is so switched on for access for all disabled people you have an instant customer base as most disabled people shop with their family and friends word gets around via people in the know. Good practice spreads - Redditch did have a good reputation for disabled people now it's fallen backwards - can I suggest that you really put your thinking hats on big time - use social media such as tik tok facebook facetime it's all "out there" community pages on facebook such as Redditch Spotted Redditch Past and Present - for example there is a carnival this weekend non of the events are accessible to me such as the museums ever thought of doing a virtual tour for impaired people at the actual sites - I personally don't go anywhere near them because I know it won't even consider people like me. For example Arrow Vally Park one disabled loo to be also shared with a nappy changing area just how many babies get pushed around the park loads - I haven't got a cat in hells chance and also having an impairment that means I need to "act fast" is just too dangerous for me to visit - also there isn't enough room to swing a cat in their either. Morton Stanley Park never been because there are no facilities for people like me what so ever again not able to access local events or facilities - So I go where I am welcome catered for -

I FIND SHOPMOBILITY SUITS ALL MY NEEDS AT PRESENT.

SOME OF THE PATHWAYS ARE VERY UNEVEN AROUND REDDITCH AND RAMPS WOULD HELP.

SHOPS DO NOT MAKE IT EASY TO GET AROUND WITH A SCOOTER, I.E. FILLING AISLES WITH EXTRA BUCKETS WITH STUFF IN.

TO GET TO SHOP MAINLY AND FROM CENTRE

CAN NOT GET DIAL A RIDE TO TOWN CENTRE

REDDITCH SHOPPING CENTRE HAS EVERYTHING I REQUIRE, EASY ACCESS EVERYWHERE

From the list below, what do you need in the community to enable you to get out and about more easily?

