

Question 1

**Redditch Shopmobility Survey 2023**

| Are you or have you been a Redditch Shopmobility service user? |                          |                  |                           |
|--|--------------------------|------------------|---------------------------|
| Answer Choice  |                          | Response Percent | Response Total            |
| 1  | Yes, I currently use it  | 51.8%            | 43                        |
| 2  | Yes, I have used it      | 20.5%            | 17                        |
| 3  | No, I have never used it | 27.7%            | 23                        |
| Comments:  |                          |                  | 27                        |
|  |                          |                  | <b>answered</b> <b>83</b> |
|  |                          |                  | <b>skipped</b> <b>0</b>   |

| Comments:   |
|---|
| Helps me get around the shops alot easier   |
| I haven't personally used the service except in the capacity of a carer to someone who has used it  |
| Mother in law uses it   |
| My grandparents use this service to keep their independence.  |
| I do not drive and if I get bus, the walk from the walk to Shopmobility is too far for me to walk.  |
| Now live in Catshill but would use the service if visiting The Kingfisher & Town Centre.  |
| Will need one soon.   |
| I would like to use it but not sure how to find it, when I checked it was in a car park that I don't use ???  |
| But I plan to soon as my illness is worsening.  |
| I have used shopmobility in other places, didn't know it was available here   |
| Parent does   |
| It's invaluable to me. It gives me freedom and enables me to shop. My scooter at home cannot be transported so I need one to borrow in town.  |
| Without shopmobility I would have been unable to get around Redditch Town centre. I was a regular   |
| From day one many moons ago then I acquired my own power chair - quite a few years ago now I also did a survey for RBC but the management of the Kingfisher Centre at the time Scottish Widows introduced charges and charges for parking and more or less killed the scheme. Why should a disabled person on limited income pay full price for parking as a non disabled person? It takes me a good 10 minutes to vacate my vehicle which will not fit into Redditch Car Parks so ergo disabled people are paying more to park than non disabled people. |
| No, but have older parents & friends with disabilities  |
| SHOPMOBILITY IS A REALLY GREAT SERVICE AND EQUIPMENT NEEDS UPGRADING ASAP   |
| VERY GOOD AND HELPFUL SERVICE   |
| GREAT SERVICE BUT COST IS £6.00 BEFORE I DO ANY SHOPPING.   |
| I HAVE BEEN A SHOPMOBILITY USER FOR SEVERAL YEARS AND LIKE A LOT OF OTHER PEOPLE WOULDN'T BE ABLE TO DO MY SHOPPING WITHOUT THIS SEVICE.  |
| NICE SERVICE VERY PLEASANT.   |
| EVERYTHING GOOD - WITHOUT SHOPMOBILITY I WOULD NOT GET TO GO OUT.   |
| Brilliant service!! I would be lost without it.   |
| THE STAFF ARE FRIENDLY, HELPFUL AND PROFESSIONAL  |
| SHOPMOBILITY IS MY ONLY WAY TO GO TO TOWN. IT'S VERY IMPORTANT TO ME.   |
| USED FOR A VERY LONG TIME   |

### Are you or have you been a Redditch Shopmobility service user?

