



## **Shopmobility South Gloucestershire Report on User Survey, September 2017.**

### **Background**

We issued a customer survey issued to 140 current members. This year's questionnaire was quite complex, given the need for information to meet the terms of our grant agreement with the Council, but nonetheless 48 forms were returned, a response rate of over 34% which is very encouraging.

### **Service Quality**

On a ten-point scale from "Poor" to "Excellent", the average score was a most impressive 9.6 (up from 9.4 last year); 23 people rated the service 10, and the lowest score was 6.

Several respondents added comments, all positive, and 100% of respondents said they were treated with dignity and without discrimination. Again, many people praised the helpful and caring service given by Sheridan and volunteers.

### **Ideas for Improvement**

There were a few suggestions of longer opening hours, including 0900 starts, later closing Saturdays, and opening Monday or Wednesday.

### **Social Isolation**

More and more we see the benefit of Shopmobility in helping to reduce Social Isolation. 42 people answered this section: 19 said they had plenty of contact with people, 13 said adequate, 11 not enough and 2 felt isolated (down from 4 last year). 28 (two thirds) felt Shopmobility had helped a lot in reducing Isolation, and all but two said it had helped at least to some extent. The great majority felt that the service had benefitted them significantly in the areas of "quality of life"; "feeling more worthwhile"; "happiness day to day", and "health and wellbeing"

### **Usage**

30 said they were using the service **more**, 4 **less** (2 because they now had their own scooter) and 6 **about the same**.

## **Community Transport**

The great majority knew about the services, but only 4 used Community Transport to get to Yate – this was half last year's number, and may suggest potential for working more closely with CT groups.

## **Long Term Hire Service**

17 people said they had used this service – mostly for holidays, but also to cope with a temporary disability, or to try using a scooter before deciding to purchase their own.

## **Use of Centre without Shopmobility**

We asked users whether they would visit the centre without Shopmobility.

7 said they would still do so as often (1 because they worked there), 16 said they would but less often, and 20 (45%) said they wouldn't visit the centre at all - at a conservative estimate of £20 per visit this could equate to £10,000 pa lost income for the centre.

## **Why People use Shopmobility**

We asked users to say which of 20 possible factors were the reasons(s) they used the service. Most people ticked several boxes, the most popular being "to do shopping" "difficulty walking far" and "pain and exhaustion" (33) followed by "independence" and "quality of life and wellbeing" (27). Many of the comments demonstrated the importance of social factors as well as the practicalities of access.

## **Impact of possible Closure**

A large number of people said they would be greatly disadvantaged (often in more graphic terms).

## **Impact on Partner or Carer**

27 people said using Shopmobility offered their partner or carer some or a lot of respite, 8 said a little. Just 6 said not.

## **Supporting Shopmobility**

Despite the positive response to the survey, only three people said they would be prepared to make a donation – possibly because they feel this is a service that should be Council provided. Two people said they would be interested in helping, eg by joining the committee, and six said they might be but weren't sure – suggesting the possibility of setting up an informal users committee to give people a chance to give their views and play a part without the formal responsibilities of Trusteeship.

***Dick Whittington***

***4<sup>th</sup> December 2017***