**FIFE SHOPMOBILITY LTD**

**TELEPHONE 01592 803771**

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**EVALUATION REPORT**

**March 2015-April 2016**

**Scottish Charity No SC007215**

**Fife Shopmobility Ltd**

**Evaluation**

**March 2015-April 2016**

**Current Board of Directors**

ChairmanNan Smith

Vice Chair Richard Ouston

Treasurer Ken Horne

Secretary Philip Blair

Directors Anne Smith,

Eleanor Kirby

Francoise Milne

David Davies

**Advisors to the Board**

Angela Hutchison, Link Officer, Fife Council Transportation Services

Kath Robertson, Service Manager

Jayne Baxter MSP - Fife Shopmobility “Champion”

Cllr Judy Hamilton

**Staff**

Shopmobility Manager Kath Robertson

Senior Support Workers Janice Leitch-Dunfermline

Joe Gardiner –Glenrothes

Support Workers Margaret Horne – retired May 2015

Linda Scott – to March 2016

Tom Gibson

Tanya Murphy

Alison Smith

Stubhart Henderson

Les Lumsden

**Introduction**

This report provides an illustration of Fife Shopmobility Limited’s performance over the period April 2015 to March 2016.

This report demonstrates the success and also the challenges faced by the organisation throughout this period.

**Background**

Fife Shopmobility was set up in Kirkcaldy in 1991. Anne Smith who has been a Director on the Board since then, saw the huge potential in the scheme for Fife and her enthusiasm and drive generated the determination needed to support a new service for people with mobility difficulties. Services offered by Fife Shopmobility are highlighted in the following pages of this evaluation.

Fife Shopmobility is a member of the third sector in Fife. It operates as a charity and is a company limited by guarantee. These three areas of ownership base the organisation in a strong position as it works within all regulatory and support bodies connected with its status. Membership of Fife Shopmobility Ltd was renewed in January 2014 for a further 3 year period.

**Board Activities**

The Board meet every two months.

As well as the Fife Shopmobility Manager, a link officer from Fife Council Transportation Services and a member of Fife Councils Law and Administration Service, acting as Secretary, assist as advisors to the Board.

The service is a member of the National Federation of Shopmobility and their essential criteria has been met by the service over the last 25 years.

The original service opened in Kirkcaldy in 1991 in the basement of the Mercat car park and relocated in 2009 to the Thistle Centre car park.

The Glenrothes service opened in 1995 and relocated to the Kingdom Centre car park in 1997.

Dunfermline opened its doors in the Kingsgate car park in 2009 and has since operated from a second base within a unit in the Kingsgate Shopping Centre.

The Kirkcaldy Service was expanded in October 2013 to include a shop unit in the Mercat Shopping Centre

**Current equipment evaluation**

In this evaluation period 11 pieces of equipment have been acquired between the three services. Four manual wheelchairs and 4 walkers have been donated between the three services. Of the items replaced, 2 scooters were ‘sold’ for donations and the other items were kept for spares.

The graph below reflects use since 1999;

**Staff**

The service is staffed by a full time Manager, two full time Senior Support Workers and 5 part time support workers. All staff are employees of Fife Shopmobility Ltd.

**Kirkcaldy** (both services), Tuesday to Saturday

**Glenrothes**-Monday-Friday

**Dunfermline** –Monday to Saturday.

All services close daily for lunch 1-1.30pm

It should be noted that the Dunfermline service currently operates 6 days a week, whereas Kirkcaldy and Glenrothes are open 5 days.

**Funding and Grants**

Fife Shopmobility is supported, mainly by funding from Fife Council‘s Transportation Department. The service is linked with Fife Council Dial a Ride and Ring and Ride services. Customers arrive at the service via both these services and are dropped off close to Shopmobility’s amenities.

Mars Pension Trustees, owners of the Kingdom Shopping Centre in Glenrothes and Mercat Centre in Kirkcaldy, provide grant funding for the Glenrothes service and deliver in kind support to the Mercat service. The shopping centre managements recognise the benefits to the retailers and support the continued high level of customer service provided by Fife Shopmobility.

**In Kind Support**

It is important to mention that in kind support continues to be invaluable to the service. This has been provided by Fife Council for all four services. Mars Pension Trustees support Glenrothes and Kirkcaldy, whilst The Kingsgate Shopping Centre supports the Dunfermline service. Partnership working is ongoing with all three centres.

**Volunteers**

The inclusion of our volunteers allows the organisation to grow and develop and continue to provide a high level of customer service.

We currently have 7 volunteers working in the service helping with all functions. All Staff are undergoing Volunteer Management training as we wish to recruit in this field.

Their input is very much valued.

**Long Term Equipment Hire**

Manual wheelchairs are available to people requiring long-term hire (i.e. recovering from illness, following an accident or awaiting delivery of a manual wheelchair from the Statutory Services). A breakdown of each of the services is noted below. This service is expanding quickly as a result of NHS waiting times for equipment. We have purchased eight new wheelchairs to facilitate this service.

**Companion Usage**

The table below shows the use of the volunteer companion service during the evaluation period. Companion services are offered at all four services. The use of companion service seems to have declined in the Kirkcaldy office however it is still in use in Glenrothes and Dunfermline.

**Volunteer Hours**

This is the first period we have recorded, so no comparisons.

**Equipment use evaluation**

**Kirkcaldy (open 5 days per week)**

Shopmobility in Kirkcaldy has been able to meet demand for equipment during the past year, although people are being encouraged to book in advance if a particular piece of equipment is required. A comparison to last year is shown below.

In Thistle Street, car parking consists of 8 spaces which are designated to customers using Shopmobility equipment.

Equipment can be taken to customers who require assistance.

Equipment can be taken to drop off points, bus station and nearby surface and multi storey car parks.

**Glenrothes (open 5 days a week)**

With funding from Mars Pension Trustees the service again opened for six extra Saturdays over

Christmas and Easter.

There are 10 parking spaces at Shopmobility in Glenrothes.

**Dunfermline (open 6 days per week)**

The graph shows an increase in use at Dunfermline;

**Fund-raising /Publicity Events**

Can Day collection was held at Dunfermline

Donations were received throughout the period, totalling £14,907.

Additional funding was secured by running several extra events such as a bucket collection at Starks Park Football Ground and a Bag Packing session at Iceland in Glenrothes.

The Christmas raffle raised around £1,000.

Gift Aid raised an additional £1,712.

Talks and presentations were given by staff to various groups throughout Fife.

Wheelchair demonstrations and training were given to the Link Living Group in Kirkcaldy.

Leaflets, newsletters and increased use of social media with our own Facebook and Twitter account were used.

The presence of the Shopmobility Office in the Mercat Centre in Kirkcaldy has also helped to boost the profile of the service.

**New Customers**

There have been a total of **1016** new customers registered with Shopmobility in this period.

A breakdown of each service with comparison to last year is shown below;

**Staff Training/Activities**

The Manager attended all Board meetings, and training sessions in Employment law and Pension Reform.

Staff have taken part in First Aid and Volunteer Management and Development training.

**The Difference it makes;**

All services provided are free of charge. The service delivery allows barrier-free shopping and access to town centre facilities for people with mobility difficulties, mental and physical health problems, isolation and poverty.

The difference it makes to our customers, these are some comments collated from questionnaires;

Enables me to shop independently

Enables me to get out and about, no longer able to assemble own scooter

Fantastic service, very friendly

Easy to access and use, friendly staff

Shopmobility allowed me to overcome my disability and be able to be independent and go shopping on my own. Can’t speak highly enough of the staff who will go out of their way to help in any way they can.

Dial a Ride very helpful and kind.

With the help of Ring and Ride, I can access Shopmobility.

April 2016