

# FAREHAM

BOROUGH COUNCIL

## EXECUTIVE MEMBER DECISION (LEISURE AND COMMUNITY)

**Date:** Monday, 19 March 2018

**Time:** 3.30 pm

**Venue:** Executive Meeting Area - Civic Offices

**Executive Member:** Councillor Miss S M Bell



## **1. Report Published**

To consider the following matters for decision for which reports have been published:-

### **Non-Key Decision(s)**

**(1) Shopmobility Funding** (Pages 3 - 18)

**(2) Community Fund Application - Beacon Productions** (Pages 19 - 20)



P GRIMWOOD  
Chief Executive Officer

[www.fareham.gov.uk](http://www.fareham.gov.uk)

9 March 2018

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# FAREHAM

## BOROUGH COUNCIL

### Report to the Executive Member for Leisure and Community for Decision 19 March 2018

<b>Portfolio:</b>	Leisure and Community
<b>Subject:</b>	<b>Shopmobility Funding 2018/19</b>
<b>Report of:</b>	Head of Leisure and Corporate Services
<b>Corporate Priority:</b>	Strong, Safe, Inclusive and Healthy Communities

**Purpose:**

This report seeks approval for Fareham Shopmobility to be awarded funding for a further year, commencing 1 April 2018.

**Executive Summary:**

The Shopmobility service provides manual and electric wheelchairs and mobility scooters to people with limited mobility, enabling them to access the Town Centre to shop independently.

Approval is being sought for a further one year agreement with funding of £14,700 to help provide this service in Fareham.

**Recommendation:**

That approval is given for the Council to enter into a one-year agreement with Communities First Wessex to deliver a Shopmobility service in Fareham.

**Reason:**

To enable residents with mobility difficulties to remain independent.

**Cost of Proposals:**

The cost of this proposal is £14,700, which can be met from the Leisure and Community revenue budget

**Risk Assessment:**

There are no risks associated with this proposal.

- Appendices:**
- A:** Service Level Agreement between Community First Wessex and Fareham Borough Council for the period 1 April 2018 to 31 March 2019
  - B:** Copy of Fareham Shopmobility Accounts for the period. 2016/17
  - C:** Monitoring Report from April to November 2017

**Reference papers:** None

# FAREHAM

## BOROUGH COUNCIL

### Executive Briefing Paper

<b>Date:</b>	19 March 2018
<b>Subject:</b>	Shopmobility Funding 2018/19
<b>Briefing by:</b>	Head of Leisure and Corporate Services
<b>Portfolio:</b>	Leisure and Community

#### INTRODUCTION

1. This report seeks approval for the Council to enter into a new agreement with Community First Wessex to provide a Shopmobility Service in Fareham. A service that enables residents with mobility difficulties to remain independent.
2. Shopmobility is currently provided by Community Action Fareham. However, on the 1 April 2018 Community Action Fareham will merge with the charity Communities First Wessex, who also provide similar services in Havant, East Hants and Winchester. Community First Wessex will therefore take on the delivering of Shopmobility in Fareham.
3. Fareham Shopmobility provides a professional equipment hire service to those with mobility difficulties, with the aim to help increase independence, freedom and self-esteem. It also allows inclusivity and accessibility to those with short-term or lifelong conditions.
4. The service situated within the basement of the Osbourne Road multi-storey car park, next to Fareham Shopping Centre which offers good access to the town's facilities. The service operates Monday to Saturday from 9.00am to 4.30pm.
5. Shopmobility has one full-time paid member of staff and another that works 15 hours per week. In addition, the service has 15 volunteers who help with the day to day running of service. Including scooter repairs, valeting, customer enquiries and fundraising.

## **PROPOSAL**

6. In addition to the imminent merger of the two charities, the reduction in funding available from Hampshire County Council is also resulting in changes to the organisations and the models for providing voluntary and community support. It would be prudent to allow some time for things to settle down, before a review of all the funding, provided by the Council to different voluntary organisations is carried out.
7. The proposal is for the Council to provide funding of £14,700 for a further year, to Community First Wessex for the delivery of a Shopmobility service in Fareham for the period 1 April 2018 to 31 March 2019.
8. The estimated cost per annum to run the service is £51,000, with a large proportion of income that is generated coming from memberships, daily hire charges and fundraising. A copy of Shopmobility's annual accounts is contained in Appendix B.
9. Shopmobility will continue to be responsible for the purchasing of additional equipment from funds raised. All hired equipment is to be maintained, serviced and charged to present safe and reliable service, in accordance with statutory requirements.
10. The funding from Fareham Borough Council helps to subsidise the operation of this service and to keep the hire charges to a level that makes the service accessible.

## **LOCAL DEMAND**

11. Fareham Shopmobility is one of the most used in Hampshire, though similar to Basingstoke. In 2016/17 over 5700 people accessed the service, with 474 having renewed or taken out an annual membership.
12. The scheme has a total of 81 scooters and wheelchairs for hire. The most popular being the Shoprider basic scooter.
13. A survey carried out by Shopmobility in June 2017 identified that 43% of its customers would not visit the Town Centre if there was no Shopmobility service.
14. Shopmobility customers include;
  - People with permanent or temporary walking difficulties
  - People with a disabling illness
  - People with heart or lung diseases
  - Heavily pregnant women

- Older residents or visitors
- People recovering from a disabling illness or injury
- People who are affected by conditions (such as multiple sclerosis) that can make walking more difficult

## **RISK ASSESSMENT**

15. There are no risks associated with this proposal

## **FININCIAL IMPLICATIONS**

16. The Service Level Agreement would provide Community First Wessex with funding for a further one year to help with the delivery of Shopmobility, commencing on 1 April 2018.
17. Payment would be released upon the signing of the Service Level Agreement (marked Appendix A). Furthermore, at six monthly intervals, Shopmobility will provide the Leisure and Community Manager with statistical information detailing the services provided, usage stats and income generated. A copy of the latest report (for the period April 2017 to November 2017) is contained in Appendix C.
18. The cost of this proposal is £14,700, which can be met from the Leisure and Community revenue budget.

## **CONCLUSION**

19. The Shopmobility service provides manual and electric wheelchairs and mobility scooters to people with limited mobility. Enabling them to access the Town Centre and to shop independently.
20. The provision of funding for a further year will help to subsidise the operation of the service and to keep the hire charges to a level that makes the service accessible and affordable.

## **Enquiries:**

For further information on this report please contact Emma Watts, Leisure and Community Manager (Ext. 4440)





## **Service Level Agreement 1 April 2018 – 31 March 2019**

### **Fareham Shopmobility**

#### **(To be provided by Communities First Wessex)**

#### **1. Introduction**

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between Communities First Wessex and Fareham Borough Council for the provisioning of services required to support and sustain Fareham Shopmobility.

This Agreement outlines the parameters of all services covered as they are mutually understood by both parties.

#### **2. Purpose & Objectives**

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place for Communities First Wessex to provide a Shopmobility service in agreement and with funding support from Fareham Borough Council.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

#### **3. Service Agreement**

This Agreement is valid from the 1 April 2018 to 31 March 2019. The following detailed service parameters are the responsibility of Communities First Wessex in the delivery of the Shopmobility service in accordance with the terms of this Agreement.

##### **3.1. Service Scope**

The following services are covered by this Agreement:

- To provide a professional Shopmobility Service in line with current guidelines of Health & Safety and Good Practice.
- To cascade appropriate training to staff and volunteers to ensure all Shopmobility representatives can offer knowledgeable advice and customer service.

- The service should be open Monday to Saturday 9.00am until 4.30pm. This may be subject to change when there are Bank Holidays, extreme bad weather or staff sickness.
- To have an out of hours telephone answerphone service
- The service should acknowledge sponsorship from Fareham Borough Council on leaflets and promotional information.
- The service should actively promote its existence to potential users and others.
- Due to the developmental nature of the service, the provider is encouraged to adjust the service delivery as required to meet customer needs where appropriate.

### **3.2. Premises**

- The Shopmobility service will operate from the multi-storey car park in Osborn Road for which it has a lease and pays rent and rates. It may operate a Service at other locations as determined by community need for access to an event.
- The premises should be presented at all times in a professional and business-like manner. Areas for the public must be kept clean and tidy.

### **3.3. Staffing**

- The service must be professional, reliable and consistent in its approach at all times.
- The services of volunteers, who are deemed by the Provider to be suitable to undertake the work, may be used to assist in the day to day running of the Shopmobility service provided they have been trained and are competent in the tasks.

### **3.4. Equipment**

- The service must provide a variety of manual and electric wheelchairs, in addition to a minimum of 25 mobility scooters. These also must differ to meet customer needs where appropriate. The Provider will be responsible for purchasing additional equipment from funds raised. All hired equipment must be maintained, kept clean, serviced and charged to present a safe and reliable service, in accordance with statutory and legal requirements.

## **4. Customer Satisfaction and Statistics**

### **4.1 Statistics**

The service provider must record statistics of memberships, hires, other income and expenditure.

This information will be provided to Fareham Borough Council at 6 months and then at the end of the financial year. The end of year position will be reported to the Leisure & Community Policy Development and Review Panel.

#### **4.2. Customer Satisfaction Surveys**

Community First Wessex will undertake a customer satisfaction survey in a format to be agreed with Fareham Borough Council. The results will be included in the 6-month monitoring report. The results will be used to inform amendments to the service in order to meet the needs of the customer.

#### **4.3. Shopmobility Accounts**

Communities First Wessex will provide a profit and loss account that sets out all relevant income and expenditure for the Shopmobility service.

### **5. Insurance and Indemnity**

#### **5.1. Insurance**

- The Provider will have the legal responsibility for all insurance matters and for any claim arising from the service delivery. The Council reserves the right to satisfy itself of the adequacy of insurance cover, at any time during the continuation of this Agreement.
- The Provider will also be responsible for ensuring compliance with the Health and Safety at Work Act and any other similar legislation and will provide appropriate risk assessments relevant to the delivery of the service.
- The service provider will be responsible for the safekeeping of any equipment whilst in storage.

#### **5.2. Indemnity**

- The Provider will indemnify and keep indemnified the Council from and against any and all loss, damage or liability suffered by the Customer resulting from any act, neglect or default of the Provider, its employees or agents. This includes any claims by third parties in respect of any matters arising from the supply or non-supply of the services.

### **6. Frequency of Contribution & Other Monies**

#### **6.1. Contribution**

- The Council will contribute total funding of £14,750 for the financial year of 2018/19, which will be payable in six monthly installments.

- The allowance of free parking facilities for the customers, volunteers and staff will remain as so for the duration of this Agreement.
- The allowance of the said premises will continue to ensure the sustainability and availability of the Shopmobility service.

## **6.2 Other monies**

- The provider will calculate the hire charges, membership fees and other charges accordingly to enable the service to remain sustainable. It will be at the sole discretion of the service provider how funds collected will be reinvested into the Shopmobility service.

## **7. Assignment**

- The Service Provider is prohibited from transferring or assigning directly or indirectly to any person or persons any portion of this Agreement without the written permission of the Customer.

## **8. Status of the Agreement**

- This Agreement is intended to indicate the intention of each of the parties. It is not intended to create a legally enforceable contract.

This agreement is dated the .....

Signed by:- .....on behalf of Fareham Borough Council

Print Name - ..... Position - .....

Signed by:- ..... on behalf of Communities First Wessex

Print Name - ..... Position - .....

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted





## Shopmobility Report September 2017

This report covers the period April 2017 to end of November 2017

### Introduction

The Fareham Shopmobility Service was started in November 1996. It was set up in partnership with Fareham Borough Council (FBC). Additionally Hampshire County Council enabled the service by commissioning a disability information service to operate alongside the Shopmobility Service. The funding from FBC has been under a Service Level Agreement (SLA) it was monitored by the Access Officer in the Planning Department. The new SLA was set up in April 2017 with the Leisure and Community Department.

#### The SLA covers

1. That the service will be operated professionally, with good practice and good health and safety practice
2. Training for all staff and volunteers
3. Open Monday to Saturday 9am to 4.30
4. Have an out-of-hours answerphone
5. Promotional information acknowledges support from FBC
6. Be actively promoted
7. To make reasonable adjustment for customer need

#### The intended outcomes of the service are

for people who have mobility difficulties  
to increase independence, choice and freedom  
increase self-esteem  
improve health and well-being

for families and carers

the service provides some respite  
that the excellent service provides assessment of suitability

### Community information for people with disabilities

The staff of the centre have a great range of information about disabilities. Many customers and non-Shopmobility users visit for information about disability, well-being, access in Fareham and a range of other community information.

### Community Need

Fareham has one of the highest older person population percentage in Hampshire.

The membership numbers show how the service meets the needs of people of Fareham and also attracts people from outside Fareham to use Fareham Town Centre.

An analysis of postcodes (not all members included) showed the following breakdown

Members resident in Fareham	308
Members who live in Gosport	105
Members in Portsmouth and Southampton, other	147

Fareham Shopmobility is one the most used in Hampshire, though similar to Basingstoke.

Fareham took the lead on establishing a partnership called “Wessex Mobility” so that customers of other Shopmobility services have mutual membership. This is enabled because the training and assessment methods have been made common across all Wessex schemes

### Link to Dial-a-Ride

The link to Dial-a-Ride is important as it enables people to access the town centre even when their mobility is fairly low. Shopmobility is linked to Dial-a-Ride by radio to the control; scooters are taken to meet the minibus at the library when it arrives.

### Staffing

Fareham Shopmobility has one full-time paid member of staff and one employed for 15 hours per week. Additionally the service has 15 volunteers. These are in several roles; customer reception, scooter assistant, scooter repair / valet and fundraising.

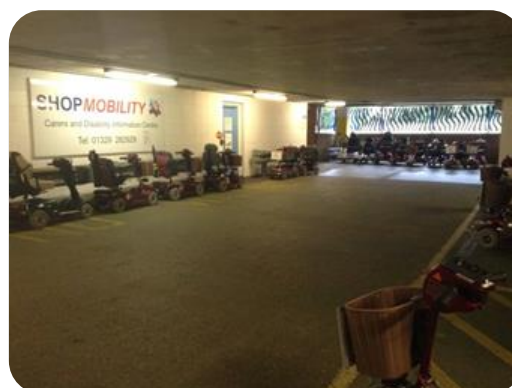
All staff members are fully trained; the training manual has been reviewed in early 2017.

All volunteers and staff are offered training in Safeguarding, First Aid, Dementia Awareness and Disability Awareness. In addition they all undergo induction, wheelchair and scooter training. Annual appraisals (job reviews) are also undertaken with all volunteers.



### Service availability

The service is manned each Monday to Saturday from 9 to 4.30 with a telephone answerphone out of hours



### Usage Statistics

	MONTHLY USAGE				ACCUM USAGE			
	14/15	15/16	16/17	17/18	14/15	15/16	16/17	17/18
APRIL	622	631	399	477	622	631	399	477
MAY	527	480	453	476	1149	1111	852	953
JUNE	556	668	445	603	1705	1779	1297	1556
JULY	777	660	570	557	2482	2439	1867	2113
AUG	595	542	534	697	3077	2981	2401	2810
SEPT	646	543	566	242	3723	3524	2967	3052
OCT	617	473	497	467	4340	3997	3464	3519
NOV	597	421	507	472	4937	4418	3971	3991
DEC	593	577	537		5530	4995	4508	
JAN	419	428	345		6368	5423	4853	
FEB	415	435	440		6783	5858	5293	
MAR	480	535	489		7263	6393	5782	



	NEW/renew MEMBERSHIP					ACCUM RENEW/MEMBERSHIP			
	14/15	15/16	16/17	17/18		14/15	15/16	16/17	17/18
APRIL	36	58	26	33		36	58	26	36
MAY	45	39	38	31		81	97	64	64
JUNE	43	57	28	55		124	154	102	119
JULY	48	52	49	33		172	206	151	152
AUG	37	45	53	40		209	251	204	192
SEPT	63	59	45	47		272	310	249	239
OCT	42	53	49	51		314	363	298	290
NOV	32	34	30	48		346	397	328	338
DEC	25	57	48			371	454	376	
JAN	40	36	27			411	511	403	
FEB	41	30	27			452	547	430	
MAR	26	30	44			<b>478</b>	<b>577</b>	<b>474</b>	

We have a long term hire facility in addition to the day hire use so that people can hire scooters when going away. There is a higher charge for this.

### Insurance

We have specific Shopmobility insurance through Arthur J Gallagher & Co.

### Promotion

The Service is probably best promoted through word of mouth. It is promoted generally through the website and leaflets that are stocked in a very wide range of community information places. Specific promotion has been made to doctors surgeries and many community groups where talks are given.

The leaflets and website acknowledge the sponsorship by FBC.

### Funding

Income is from memberships, every time use charges, fundraising and a grant of £14,700 from FBC.

The charges are made to members in line with the 12 other Wessex Shopmobility Centre's.

### Table of charges:

Annual Wessex Membership	
Annual Membership	£7.50
Daily Scooter / Powerchair charge	£3.50
Daily wheelchair charge	£2.50
Day membership	
Scooter and Powerchair charge	£5.00
Wheelchair Charge	£4.00

## Customer Feedback and Value of the Service

Customer feedback has always been excellent. Periodically we have undertaken a formal feedback survey. This was undertaken in June 2017

We asked 100 customers, selected randomly, to complete a survey for us this summer. We received 95 responses. We were thrilled with this excellent response rate.

The survey questions are given in the appendix

### Main responses

- 43% would not use the town if there was no Shopmobility Service
- The estimated annual economic value (spend) of all of our members is £800k; with an average spend of between £31-50 each visit
- Over 60% of our customers now use the town more often because they can use a scooter than before.

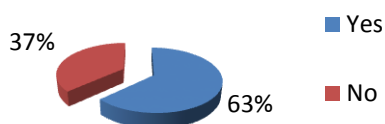
### Individual comments were valuable

I feel that the Service is very much needed, and all the staff are very friendly, helpful and informative -

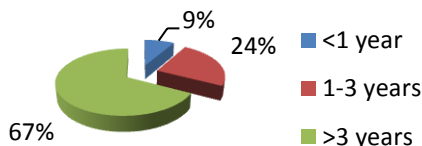
..Without it I would not be able to do my shopping, as I have no one to help me..

I would be unable to shop in Fareham without the mobility scooter. I find the staff so friendly & helpful

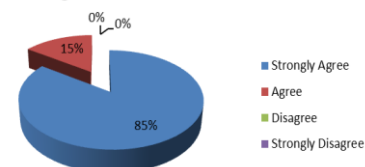
Do you live in Fareham Borough?



How long have you been a member ?



Are you treated with respect & good customer care?



# FAREHAM

## BOROUGH COUNCIL

### Report to the Executive Member for Leisure and Community for Decision 19 March 2018

<b>Portfolio:</b>	Leisure and Community
<b>Subject:</b>	<b>Community Grant Funding – Beacon Productions</b>
<b>Report of:</b>	Head of Leisure and Corporate Services
<b>Corporate Priority:</b>	Strong and Inclusive Communities

**Purpose:**

This report presents an application for funding under the Council's Community Fund Programme.

**Executive Summary:**

An application for community funding has been received from Beacon Productions, for the sum of £3,100 to purchase two replacement video cameras. This not-for-profit organisation, based in Beacon Way, Park Gate, aims to provide its members with the opportunity to participate in all aspects of audio/visual productions. They make small-scale productions that are written, acted and filmed by the group's members, either on location or in their studio in Beacon Way. They also offer their equipment for hire to fellow enthusiasts.

The organisation is currently working on a Nostalgia project, through which they are documenting local people's memories of growing up in the area. They have previously had their films shown on local television channels and hold their own 'Oscars' event to celebrate their work each year. They also arrange social gatherings (such as their Beacon Nonsense quiz evening) to raise funds for the organisation.

The group's two current cameras are becoming unreliable due to their age and frequent use.

The group currently has 45 members, formed from local people with a passion for film. Their studio is privately owned by the originator of the organisation, and as a result studio hire fees are only charged to cover costs. The group also allows students of Portsmouth University to participate, providing opportunities to gain work

experience in media.

At the close of 2016, the organisation was £689 in deficit, due to their decision to suspend subscription fees for the year as they were planning a year of low cost productions, and their need to replace certain studio equipment. At the close of 2017, the organisation had remedied this deficit and had £31.63 in their accounts. Ward Councillor, Cllr Martin, has confirmed his support for this application. No response has been received from Cllr Bayford.

**Recommendation:**

That the application for £3,100 from Fareham Borough Council's Community Fund submitted by Beacon productions to purchase two replacement video cameras be approved.

**Reason:**

This application meets the agreed Community Fund criteria for financial support for community capital projects.

**Cost of Proposals:**

The total allocation towards the project will be £3,100, which can be met from within the existing budget for the Community Fund Programme.

**Risk Assessment:**

There are no identified risks associated with this report.