



News from Redditch Dial A Ride & Shopmobility

Winter 2023

Welcome to the Winter edition of the Dial a Ride & Shopmobility Newsletter.

Christmas is fast approaching and the colder weather is on its way. If you need help or advice on winter fuel bills, please let us know and we can help signpost you to relevant services.

Winter can also be a lonely time and isolating time for people. If this is you, we can put you in touch with support and befriending services. We can also help you find out what's going on in your local area.



Dial A Ride

Earlier this year Dial a Ride said a fond farewell to Matthew, their longest serving driver and to Jen, our supervisor for many years. We all wish them well for the future.



Goodbye!

Welcome!



We have also welcomed Dave, our newest team member. Dave will be working with us on casual basis to cover any absences. Dave is an experienced driver, and we are very happy he has joined our team. We will also be welcoming Simon, our new driver on the 4th of December, we're sure you will all get to meet him soon.

Shopmobility News

Shopmobility has been very busy in recent weeks with more people visiting the Kingfisher getting their shopping done early. It has been lovely to see so many of you! Shopmobility also receive lots of lovely gifts, they too make donations to foodbanks and Julie is very adept at creating some wonderful hampers for the Christmas raffle. Tickets are on sale in Shopmobility. We are very grateful for any donations.



Introducing Martine Maher from Shopmobility

Some of you will already know Martine, she has worked at Shopmobility for a number of years, helping out on a casual basis when needed. Martine was unfortunately missing from staff photos in the last newsletter.

Gifts

We have gratefully received several gifts recently from our customers. Whilst it is very kind of customers to do this, we do sometimes have a lot of items. This year, as a team, we have decided we would like donate items to local foodbanks instead of having things ourselves.

So please, if you would like to show your appreciation for staff, pass on any items such as pasta, cereal, tinned food, toiletries, sweets, and pet food to our drivers. We would be most grateful for anything but there is no expectation, and we will pass on any donations to foodbanks.



A bit more about

Brian from Shopmobility.

We thought you might like to know a bit more about some of our staff. Brian has kindly agreed to share some information about his hobby, model making.

When I'm not working at Shopmobility I enjoy building mechanical models out of wood. Each model comes on sheets of wood pre-cut ready to assemble. Most of the models I have built run with an elastic band motor, unfortunately the elastic does deteriorate after time but still look good displayed on a shelf. I also have a couple of models which run with a spring, these are more reliable. I start each model by looking at the instructions and then pushing out the required pieces from the pre-cut wood, sanding off any rough edges before connecting them together. I also wax any

cogs or movable parts especially when putting together any mechanical elements to the build.

I usually spend 2 to 3 hours each day, taking my time, making sure I do not break any parts along the way. Also winding and turning any moveable parts or gearing to ensure smooth running during the build and to make sure I do not run into any problems later. Once I have finished putting together a model I usually test it out before displaying it on a shelf. So far I have 19 finished models displayed on 5 shelves ranging from a train, a roller coaster, a boat, various cars, a big rig lorry with car transporter trailer and a T-Rex. My next models are a steampunk submarine and a steampunk air ship which I am looking forward to starting soon.





We thank you all for your patience whilst we recruited new drivers, this can sometimes be a lengthy process as we must have

many checks in place to make sure our customers are safe before a driver can start.

Recently we have had to put more than usual trips on the waiting list - this is so we can give priority to those with medical appointments, but we will confirm your trip if we are able to. If you don't have your trip confirmed, then we have not been able to provide this.

Everyone has worked hard to make sure as many of you had your trips as possible.

Gentle reminders that help our service to run more efficiently:

- Please make sure you are fit and ready to travel when your driver arrives, we are unable to help customers with dressing themselves.
- Please do not travel if you are unwell.
- Please make sure you know your return time.
- If you have regular trips, please confirm they have been booked for you, we need you to let us know if a trip is needed.
- Make sure your emergency contact details are up to date.
- Sometimes your trip will be linked in with others and may take longer than if you travelled alone by taxi. This is to maximise efficiency as we are unable to offer an individual service. It is very costly to just have one person travelling on a minibus.
- Whilst we will give you a time to expect our driver, please remember we can arrive ten minutes before or after your allotted time. With so many trips it is difficult to be exact and the person before you may have needed a little extra time on that day.
- Our office phone lines are open from 9am to 4.30pm, our busiest times are in the morning. Please leave a message if you can't get through and we will call you back. Phone lines can get jammed if you call repeatedly.

You will have seen office staff out driving, Laura and Brian out helping on buses and Yvette holding the fort whilst Julie was driving. Drivers have been brilliant coping with the increased demand. We are hopeful with new drivers' starting soon things will improve. Once again, we thank you for your patience and continued support during these difficult times.

Dial A Ride did make 3820 trips from August to October but also had 745 cancellations which we know can be unavoidable.

Please try and give notice of cancellations if possible - our phone line is available 24/7 and the more notice we have, the more likely we can offer the trip to someone else who is waiting.



Dial A Ride and Shopmobility teams would like to pass on their very best wishes for the festive season and hope you all enjoy yourselves. We thank you for your continued custom and support for our services. Please have some fun with our Dial A Ride wordsearch created by Yvette and Julie.



DIAL A RIDE WORDSEARCH

M	T	D	I	A	L	A	R	I	D	E	J
F	A	R	E	S	S	T	E	V	E	S	U
R	I	T	E	F	Z	E	D	Q	N	N	L
I	L	A	T	P	A	S	D	A	L	D	I
E	L	R	T	H	P	C	I	B	L	W	E
N	I	A	E	I	E	O	T	R	I	P	S
D	F	O	V	A	N	W	C	Z	D	U	T
S	T	T	Y	M	M	A	H	M	L	B	C
N	E	J	S	N	O	S	I	R	R	O	M
Y	K	S	A	I	N	S	B	U	R	Y	S
Y	T	I	L	I	B	O	M	P	O	H	S
P	O	S	T	O	F	F	I	C	E	L	V

WORDS TO FIND

DIAL A RIDE

FARES

STEVES

VIP

MATTHEW

TAIL LIFT

JULIE

FRIENDS

YVETTE

VAN

POST OFFICE

SAINSBURYS

HAMMY

MORRISONS

REDDITCH

SHOPMOBILITY

TRIPS

LIDL

TARA

PUB

ALI

CAFE

JEN

TESCO