



News from Redditch Dial A Ride & Shopmobility

Spring 2024



Welcome to the Spring edition of the Dial A Ride & Shopmobility Newsletter.

Dial A Ride News

Welcome

We have welcomed Naz our newest team member. Naz started as a full-time driver with us on 18th December and we welcome him to the team.



Galentine's Day

A big thank you to Millcroft Care Home for hosting the Galentine's Day for 22 of our customers - they had a lovely time celebrating friendship with a 3-course meal and entertainment provided by Millcroft.



Thank You

Thank you for all the donations made at Christmas for the foodbank. Mark delivered them to Friends of Isaac Foodbank. They said: "Big thank you to the people from Dial A Ride who collected this amazing donation and dropped it down to our Batchley shed. Thank you and Merry Christmas."

If anyone would like to continue donating we will take donations throughout the year and alternate where we donate to across the various foodbanks in Redditch.



Dial A Ride 01527 64910 Shopmobility 01527 69922



5240

Dial A Ride Journeys made from
November 23 to February 24.



Gentle reminders please

Please can you update the office with any changes in your contact details including phone numbers and next of kin.

Office phone lines are open from 9am to 4pm, our busiest times are in the morning. Please leave a message if you can't get through, we will call you back. Phone lines get jammed if you call repeatedly.



Cancellations

We have a 24-hour answer machine for cancellations, the more notice we have, the more likely we can offer the cancellation to someone else.

We had **908** cancellations between November to February.

Future Trips

As we Spring into the nicer weather we are looking to arrange trips out to Garden Centres and other places of interest to you - please let the office staff or drivers know where you would be interested in going to.



Easter Holidays

Please note we will be closed on Good Friday 29th March and Easter Monday 1st April.



Fare Increase

From the 1st April Dial A Ride journeys for all customers with a concessionary bus pass will be increased to £5.00 per single journey (and £6.00 for medical journeys).

Customers travelling without a concessionary bus pass will be increased to £6.00 per single journey (and £7.00 for medical journeys).

We will be reducing the registration fee from £16.50 to £15.00 (for Dial A Ride and Shopmobility customers this will reduce to £11 per service).

The Council values this service and this is a way to ensure we can continue to operate – we have had to review the charges considering funding reductions, increases in fuel costs and maintenance of the buses - we hope our customers understand the reasons behind this difficult position.

Shopmobility News

Laura's Hobby

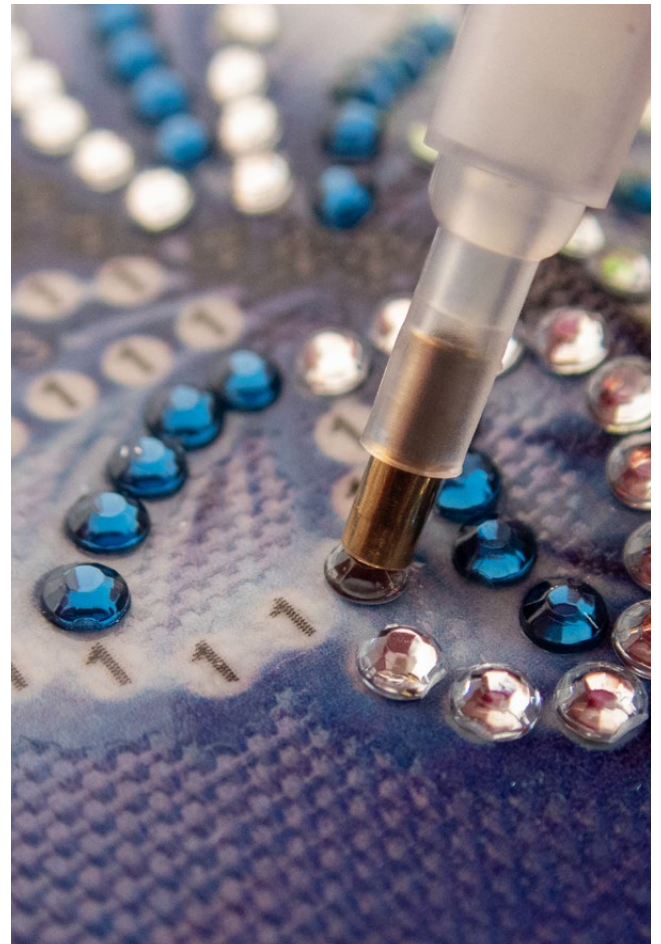
I have been doing diamond paintings to keep myself occupied since the lockdowns during the pandemic. I like doing diamond painting because I find them relaxing. There are many different styles of diamond paintings to complete.



I have completed quite a few so far. Some I have sealed and put into frames to hang on the wall and others as gifts for family and friends. They vary from pictures of scenes to pictures of my favourite animals. I have made flowers and fridge magnets too. (Top right and bottom left are ones Laura has done)

What is Diamond Painting?

Diamond painting involves sticking vibrantly coloured resin rhinestones using a 'pen' to a self-adhesive canvas with a diamond art kit. The canvas is printed with the design as well as symbols to let you know exactly which colour to place in each spot.



Please pre-book

We have hired over **1,070** pieces of equipment at Shopmobility over the past 4 months. Please can we remind customers to pre-book so we can ensure we have a scooter available for you.



Valentine's Raffle

Thanks to everyone who supported the Valentine's raffle - we raised £72.00.

The next raffle will be the Easter one.

Please note we will be closed on Good Friday and Easter Monday.

Charge Increase

From the 1st April our charges to use Shopmobility will be increasing. The Council values this service and this is a way to ensure we can continue to operate - we have had to review the charges considering funding reductions, increases in utility costs and maintenance of the equipment – we hope our customers understand the reasons behind this difficult position.

The daily charge for a registered Redditch resident to hire a scooter will increase to £4.70 and for a registered non-Redditch resident £6.25. For those customers who are not registered the charge will increase to £7.80. We will be reducing the registration fee from £16.50 to £15.00 (for Dial A Ride and Shopmobility customers this will reduce to £11 per service).

