

# Regeneration, Culture and Environment Overview and Scrutiny Committee

BRIEFING NOTE – No. 12/17

Date: 20 July 2017

Briefing paper to: All Members of the Regeneration, Culture and Environment  
Overview & Scrutiny Committee

## **Purpose:**

Councillor Osborne requested a briefing note to be provided to the Regeneration, Culture and Environment Overview and Scrutiny (RCE O&S) Committee regarding a Member's item from 25 October 2016 on the relocation of the disability mobility service.

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## Background

At RCE O&S on 25 October 2016, there was a Member's item on the relocation of the disability mobility service at the Pentagon Centre, Chatham, presented by Councillor Osborne.

The Committee decided that after the consultation had been undertaken on the relocation of the disability mobility service, the outcome of the consultation would be reported to this Committee.

## Consultation findings

The consultation on the Shop Mobility Service took place for 12 weeks from 30 January 2017 at 10.00am to 24 April 2017 at 10.00am.

The following methods were used:

- A paper survey was sent to the 147 registered users of the shop mobility service
- A paper survey was sent to all Members of the Physical Disability Partnership Board, Chaired by Tracey Crouch MP
- Paper surveys were available in the 'Shop Mobility Shop' in the Pentagon Centre, Chatham and Sunlight Café Gillingham
- Electronic surveys were available via the Council's website on the carousel

The lead petitioner and the owner of the Mobility Shop were contacted regarding this methodology and their feedback was incorporated into the Council's consultation method as set out above.

45 valid responses to the survey were received. Of these 45:

- 51% (23) had not used the new Shopmobility Hub service
- 49% (22) had used the new Shopmobility Hub service

Of the 45 responses:

- 7% (3) made at least one negative comment regarding the new location/walking distance
  - 2 of these responded that they were still either 'very likely' or 'fairly likely' to use the service again
  - The 3<sup>rd</sup> has not yet used the new service.

Of the 23 that had not used the new Shop Mobility Hub:

- 70% (16) had used the old service in its previous location.
- There was one comment from this group in explanation as to why they had not used the new service: 'It is too far to walk from disabled car park'.
- 2 comments were received stating that they did not know the service existed

Of the 22 that had used the new Shop Mobility Hub:

- 86% satisfaction rate
- 91% likely to use the service again
- When customer asked why they were satisfied or dissatisfied with the new service
  - 77% positive comments
  - 23% negative comments
- When customer asked if there was anything else they would like to tell us about their experience
  - 64% positive comments
  - 36% negative comments

The full report is attached at Appendix A to this briefing note.

The Lead Petitioner is now regularly utilising the service in the Pentagon Centre and has advised she has no problems with the new service.

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