



Winter 24

Redditch
Borough Council
Working together for our communities

News from Redditch Dial A Ride & Shopmobility



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

Season's Greetings to all Our Dial A Ride and Shopmobility customers.

Dial A Ride News

Monday trips

Dial A Ride customers have continued to enjoy their Monday trips out to different places. These have recently included M&S and Webbs Garden Centre at customer's request. Please let us know if there is somewhere you would like to visit.



Training

All staff at Dial A Ride and Shopmobility have recently taken part in moving and handling of people training. This is just to make sure we are offering our customers the best possible service.

Dial A Ride 01527 64910 Shopmobility 01527 69922

Christmas 2023 - your generous donations to the foodbank!

Whilst we are all very grateful for your generous gifts at Christmas, as with last year, we would prefer donations for the local food banks rather than gifts for staff.

We will again be collecting donations to support our local food banks and we would be very grateful for any donations.

These can be given to your driver, and we can distribute to the local food banks before Christmas. Many thanks for your continued generosity.



Dial A Ride statistics

Number of journeys made in November - **1474**

Number of cancelled journeys in November - **277**



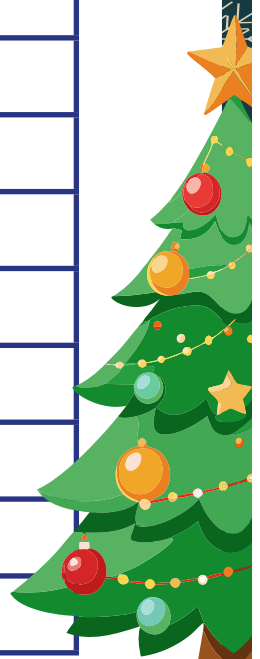
Cancellations

We are having an increasing number of cancellations at the last minute, and many when people are not home when the driver goes to pick them up. This not only costs the service money but also delays the driver as they have to make sure that the missing customer is okay. This involves contacting the office, checking with neighbours and emergency contacts.

- Please do make sure you remember to cancel your journey, we have a 24 hour answer phone just for cancellations so you call ring at any time.
- Please make sure that your emergency contact details are up to date. If we can't get hold of anyone, we have to report to emergency services, who have to respond.

Dial A Ride seasonal opening hours

Monday 23rd December	Normal opening hours
Tuesday 24th December	Last trip 3pm
Wednesday 25th December	CLOSED
Thursday 26th December	CLOSED
Friday 27th December	CLOSED
Monday 30th December	Normal opening hours
Tuesday 31st December	Normal opening hours
Wednesday 1st January 2025	CLOSED
Thursday 2nd January	Normal opening hours
Friday 3rd January	Normal opening hours



Congratulations!

Congratulations to Dave

Most of you will already know Dave our casual driver. I'm pleased to advise in January Dave will be joining us working every week on permanent basis.



Shopmobility News

Moving plans

I'm sure you are all aware of plans to move the service to George Walk in the Kingfisher Centre. As soon as we have a date or more information, we will pass this on to you.



Terrific tombola

Shopmobility's Autumn Tombola was huge success, raising £93 from gifts customers had generously donated. Thanks to all who supported this.

Christmas Hamper

If you haven't already, please purchase your raffle tickets for the Shopmobility Christmas Hamper. Tickets cost £1 per strip and the draw will take place on the 18th of December.

Any donations leftover will be given to the local foodbanks. Thank you all for your continued kindness and generosity.



Shopmobility seasonal opening hours

Monday 23rd December	Normal opening hours
Tuesday 24th December	CLOSED
Wednesday 25th December	CLOSED
Thursday 26th December	CLOSED
Friday 27th December	CLOSED
Saturday 28th December	Normal opening hours
Monday 30th December	Normal opening hours
Tuesday 31st December	Normal opening hours
Wednesday 1st January 2025	CLOSED
Thursday 2nd January	Normal opening hours
Friday 3rd January	Normal opening hours

