



Christmas 2007



# Newsletter



## ***Seasons Greetings and a happy New Year from the Chair of Shopmobility Manchester!***



Firstly I'd like to wish all our members and their family's greetings for the season and welcome to my first newsletter as Chair of Shopmobility Manchester since being appointed after the AGM in August 07

I'd also like to welcome on board our new trustees; Hilda McCarrick, Paula Moulton who were both nominated and appointed at the Annual General Meeting and Elizabeth Watson who has taken up the challenge of Vice Chair.

I'd like to thank those who attended the AGM back in August, all helped to make it a most enjoyable and informative event, particularly GMPTE and their presentation which offered an excellent opportunity for our members to share their opinions on future proposals for public transport and the possible congestion charge.

The last twelve months have seen a great deal of activity here at shopmobility. Two additional Trustees joined the management team; Rachel Marriott and Adhiambo Ashall both of whom bring specialist skills to the team. We have seen a great many new members joining Shopmobility Manchester and I am proud to announce that our membership now exceeds 4,600 and continues to grow on a daily basis. Volunteers new and old and have participated in many external events and exhibitions, more details and photo's of which are included inside.

We have also successfully secured funding for, and purchased 12 new electric scooters and wheelchairs – much to the delight of our regular customers and maintenance engineer. And finally I'd like to thanks all our volunteers and staff for their superb efforts throughout the year in providing such a fabulous service and don't forget to watch out for our short film which will be broadcast on the Community Channel in the run up to Christmas.

Regards Connie

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MANCHESTER ARNDALE

Charity No 1061952

## List of Trustee's Shopmobility Manchester 2007

The following are members that have been elected to the Management committee of Shopmobility Manchester. The trustee's meet monthly where they review the service and agree any future development.

<b>Constance Ashworth</b>	<b>Chair</b>
<b>Elizabeth Watson</b>	<b>Vice Chair</b>
<b>Audrey Sutton</b>	<b>Treasurer</b>
<b>June Latham</b>	<b>Company Secretary</b>

**Paula Moulton, Hilda McCarrick, Adhiambo Ashall, Rachel Marriott, Renu Duggal**

If you have any ideas about how you would like to see the service develop, would like to offer some feedback or to put yourself forward to join the management committee, please write to Constance Ashworth here at Shopmobility Manchester.

## Christmas Comes Early at Shopmobility



Mid November saw the arrival of twelve new electric scooters and wheelchairs delivered to Shopmobility here in Manchester and they're proving very popular

with new and old members alike. We have purchased a range of three and four wheel scooters of varying size and 2 power chairs. All have new back packs and stick holders so you can carry a little more shopping, very handy in the run up to Christmas. We also have an Oxygen carrier that will fit all scooters.

When you're planning your next trip in to the city centre why not give us a call and arrange to pop in and give them a try. Tel: 0161 830 4060

## Shopmobility Manchester goes live!

Back in October of this year Shopmobility Manchester launched it's very own website, packed with information about the service, how to find us, how to volunteer and the latest news, it really does have something for everyone who is interested in using the service. Why not log on and have a look for yourself, there's also a feedback sheet so if you think we've missed something let us know by visiting the site. [www.shopmobilitymanchester.org.uk](http://www.shopmobilitymanchester.org.uk)

## Late Night Opening.

Can you believe Christmas is only a few weeks away? To help you to make the most of what's on offer across the city, Shopmobility Manchester is open till 7:00pm every Thursday over the Xmas period. So call 0161 839 4060 and book now!

## Christmas and New Year Opening

**Over the Christmas period there will be some amendments to opening and closing times for the service to coincide with closure of the Arndale Centre.**

**Shopmobility Manchester's opening times are:**

<b>Christmas Eve</b>	<b>9:30am – 4:00pm</b>
<b>Christmas Day</b>	<b>Closed</b>
<b>Boxing Day</b>	<b>11:00am – 5:00pm</b>
<b>December 27<sup>th</sup></b>	<b>9:30am – 7:00pm</b>
<b>December 28/29<sup>th</sup></b>	<b>9:30am – 5:30pm</b>
<b>New Years Eve</b>	<b>9:30am – 4:00pm</b>
<b>New years Day</b>	<b>Closed</b>

## Short Courses with Shopmobility Manchester

From January 2008 we will be expanding our internet and information service to include additional PC's where you can check your email, find information about what's happening in Manchester or more local services in your area, including the new ring and ride service and the national concessionary passes, or you may simply want to browse the net.

We will also be offering short tasters courses to include an introduction to IT for any of our members thinking about buying their own PC and some more fun activities are planned across the coming months.

So if you would like to learn about basic email, surfing the net safely or how to edit your photos or build an on-line gallery, give us a call, sessions will be provided based on demand



## Transport Information

Please remember that there will be a reduced service across the holiday period with no services running Christmas Day.

## **GMPTTE – National Concessionary Travel Pass**

From April 2008 the National Concessionary Bus Travel Act means that everyone aged 60 or over and disabled people, who meet the criteria, will be entitled to free off-peak travel on all local busses anywhere in England

Greater Manchester Passenger Transport Executive – GMPTTE are responsible for concessionary travel in Greater Manchester and will be issuing the new National Travel Pass's and this will happen as follows:

All current pass holders will receive a letter from GMPTTE together with a form showing the details that GMPTTE currently hold about you. This is to ensure that the details they hold are correct and provide you with the opportunity to update your details as necessary. The form will require an authorised signatory and will need to be returned together with a current photograph in a reply paid envelope.

GMPTTE expect all current pass holders to have received a letter and application form by the end of November 2007.

On return the forms will be processed by a third party organisation and the new passes will be produced as part of a national project. This will take some time to deliver and the new passes will not be distributed until March 2008 ready for use in April.

To ensure that the project is delivered as efficiently as possible, GMPTTE are encouraging current pass holders to wait until the end of November before informing them if you have not received a letter and again until late March before informing them if you have not received the new pass

Anyone who has not previously held a concessionary pass, feels that they are eligible and would like to apply can contact GMPTTE by visiting one of the many Travelshops located on or near bus stations in Altrincham, Ashton, Bolton, Bury, Eccles, Hyde, Leigh, Middleton, Manchester Piccadilly Gardens, Manchester Shudehill, Rochdale, Stockport, Oldham, Wigan and Wythenshawe or by telephoning GMPTTE Traveline on 0871 200 22 33 (However when I tried I got through to a recorded message that terminated the call)

Alternatively you can email the concessionary travel team at [passes2008@gmpte.gov.uk](mailto:passes2008@gmpte.gov.uk)

## **Shopmobility Volunteers to Star in Film**



Over the last year you couldn't have failed to hear or read about Shopmobility Manchester. We've featured in several broadcasts on BBC Manchester, ALL and Wythenshawe FM not to mention Retired, Didsbury and Viewpoint magazines but we've gone one better.

In partnership with the Media Trust, Mencap and Table Twelve Media a short film featuring a life in the day of our volunteer Paul Brannick was produced in early November.

One of a series of 5 short films to showcase how volunteering often can impact on people's lives will be premiered at Channel 4 HQ in London on December 4<sup>th</sup> followed by a broadcast



on the Community Channel in the run up to Christmas.

## **Volunteering in 2007**

Volunteering with Shopmobility is a positive experience for our volunteers especially those seeking work-based experience, qualifications and Employment.

We have offered a range of taster days, where those interested in volunteering but unsure what they would like to do can 'test the water' so to speak. These events are open to organisations as well as individuals.



The Lottery project has achieved much in the last 12 months including:

- 12 new volunteers recruited to the project
- 3 volunteers have moved into employment
- 10 volunteers have achieved a qualification at NVQ level 1 and above
- 11 volunteers are currently working towards a qualification
- 3 volunteers are working towards a higher qualification

## A Big Thank You to All Our Volunteers

I hope that you will agree that the volunteers who give their time week-on-week to run the service are invaluable. They do such a fabulous job, are professional, helpful and without doubt the best team anyone could hope to work with, and because they are so excellent it's all too easy to forget that each and every one of them give their time and skills for free.

Many have been volunteering for many years and still maintain enthusiasm for the service equal to that of those volunteering only a few months. Our volunteers have had some unique life experiences, from making a record and singing on national television, having a walk-on part in a Hollywood film to working in the Nuclear Fuels industry and being dumped by text, highs and lows all round. I'd like you to know all the 36 volunteers by name that have helped you personally by keeping the service going over the last year.

They are: Audrey Sutton, Paul Hardman, Sylvia May, Jean Sharples, Derek Coxall, Ann Wright, Mohammed Khabia, Joyce Eastwood, Omilola Abidoeye, Khiari Laswed, Rachel Green, Jessica Okoronkwo, Mark Bailey, Patricia Moran, Shaun Beattie, Paul Brannick, Dennis Lewis, Barbara Williams, Monisola Shoremekun, Rosine Djoumbissle, Paula Alves, Valerie Abone, Golza Hama, John Gardner, Joanna Mills, Sahra Sullimen, Fortune Bernard, Tosin Gbadamosi, Florence Chuba, Rachel Curry, Jenni Awolesi, Ikram Ahmed, Mark Marrant, Maura Jordon, Shafa Safi and our latest recruit Levi Thompson.

In addition to running the service each day volunteers have all supported a variety of other events that have included:



- An open day at the City Library Visual Impairment Unit
- An open day at Longsight Library linking into Asian Women's Services
- A presentation to the Manchester Sensory Services Team and Visual Impairment Steering group
- 4 Shopmobility Open Days
- Shopmobility Manchester Annual General Meeting
- 4 Learning disability Awareness Days in partnership with Mencap
- Provided services to the Gmex and Community Transport Association exhibition

### Gift Wrapping Service

Let Manchester Arndale take care of all your gift-wrapping for you this year – Free. Between 1<sup>st</sup> and 24<sup>th</sup> December, simply take the gifts that you've purchased in the Arndale Centre along to the dedicated gift-wrapping service in Halle Square. This service is even available on Christmas Eve for those last minute purchases. Although the service is free any donations received will go the Children's Charity 'When You Wish Upon a Star'

And if you need a song to cheer the spirits, throughout December various bands and choirs will be performing around the Arndale for your enjoyment. To find out what's on when, why not ask when you next visit Shopmobility Manchester.

### Santa without the queues

Want to take the grandchildren to see Santa but can't face the queues and heaving crowds of stressed parents and bored kids, but then feel guilty because you remember visiting Santa when you were a child and how much you'd enjoyed it. Well now you can avoid all that by pre-booking your visit to see Santa in advance. Visit [www.manchesterarndale.com](http://www.manchesterarndale.com) or use the in-centre touch screens at Manchester Arndale itself.

You'll need to book in advance, where you'll be given a reference number and then you just need to turn up 5 minutes before your appointment. Prices start from £4 including gift.

## Ring and Ride to Cross Boundary's

In early 2008 Ring & Ride will commence operation of a "Cross Boundary" service. This will allow passengers to travel into any [neighbouring local authority boundary](#) within Greater Manchester e.g. Stockport to Tameside, Bury to Rochdale, Manchester to Trafford.

Passengers will be able to book journeys between 8.00am and 4.00pm Monday to Friday up to 7 days in advance. Bookings can also be made up to one hour before journey commencement.

To register for the service you should contact your local Ring & Ride depot, which will register you for the new service or if you are already an existing Ring & Ride user, they will check that your current details are up to date and then register you for the new service. You will then be posted further details and a start date for operation of the service, which is currently mid-January 2008.

For further information and any general enquiries please contact your local Depot as below.

### Contact telephone numbers:

<b>BOLTON</b>	<b>01204 388500</b>
<b>BURY</b>	<b>0161 764 1999</b>
<b>SALFORD</b>	<b>0161 745 7459</b>
<b>WIGAN</b>	<b>01942 492252</b>
<b>MANCHESTER</b>	<b>0161 223 6575</b>
<b>OLDHAM</b>	<b>0161 652 0248</b>
<b>ROCHDALE</b>	<b>0161 652 0248</b>
<b>STOCKPORT</b>	<b>0161 432 6699</b>
<b>TAMESIDE</b>	<b>0161 343 1404</b>
<b>TRAFFORD</b>	<b>0161 877 5424</b>

## Manchester PCT Community Health Trainers

Manchester Community Health Trainers can help you find ways to get more active in your daily life and look at areas where you are tempted into unhealthy habits. They work with you to find different ways in which you can become healthier.

They have the time to spend with you, listen and provide a friendly and confidential service.

If you are ready to make health changes, big or small, then contact with a Community Health Trainer could be just the thing you need to get started. They're not there to criticise you but help you to keep on track!!

There are a range of services available which include:

- Free confidential guidance and support
- One-to-One meetings with you
- Information about healthy living
- Accompanying you to new places and groups
- Health Trainers are available who speak a number of different languages.

Health Trainers are based with different services across Manchester. These include: South Manchester Healthy Living Network, ZEST, SureStart, and exercise referral schemes ALFA, PACE and SMILE

The service is Free so if you would like a Health Trainer to make contact with you or would like to receive more information about the service then please call: 0161 861 2902

Shopmobility Manchester is open  
Monday-Saturday 9:30am – 5:30pm.  
Thursday 9:30am – 7:00pm  
Sundays and Bank Holidays 11pm – 5pm.  
**Telephone : 0161 839 4060**

## Seasonal Events to enjoy in Manchester

Manchester Christmas Markets are open 15<sup>th</sup> November to December 19<sup>th</sup> – Albert Square, St Ann's Square, New Cathedral Street, Exchange Street and Brazennose Street Manchester

For a truly festive experience visit the magical Manchester Christmas Markets. Considered to be amongst the best in Britain and Europe the Markets transform the city with their charming traditional chalets. You cannot help but get into the Christmas spirit whilst browsing around the bustling stalls, soaking up the unique atmosphere beneath the twinkling lights, with the aroma of hot chestnuts filling the air.

Every year there are new attractions for visitors to see – the most recent being a 6 meter high Wolhnactspyrymide (A giant German Christmas Pyramid with nativity scene) which sits on top of the German Beer Tent and a magical Alpine House, which houses a giant multilingual talking reindeer! All locations are open 10:00am – 8:00pm Find out more at [www.manchester.gov.uk/markets](http://www.manchester.gov.uk/markets)

## A little Research

Shopmobility Manchester, Business in the Community and Manchester Business School have come together on a joint research project to look at funding ideas for the long term future of shopmobility Manchester. The task will involve looking at a variety of options.

Included with this Newsletter is a questionnaire that will help with this research. Could you please answer the questions and return. Postage is already paid and the first 6 responses received win a bottle of wine.



## JUNE'S POSTBAG

It's such great news to hear about all the new scooters that have arrived at Shopmobility and they'll be of benefit to so many members, new and regular alike.

Due to all the new arrivals Shopmobility now have a few used scooters that they would like to offer to members. If you are interested in bidding for a scooter you should contact Noreen Phillips Project Coordinator **Tel: 0161 839 4060** for more details.

I'm sure you'll understand that any scooter you might be interested in comes without any warranty, and due to their use, you may need to spend some money on minor repairs and servicing.

You should also consider where will you store the scooter, will it be in your home, do you have steps your door, can you get it in, and how will you charge it? You will also need to make arrangements to collect the scooter from Shopmobility.

Regards June Latham

Christmas is a time for reflection. To cherish the ones we love and remember with fondness those that cannot be with us. For some, Christmas can be a very lonely time. If you know someone who might be spending Christmas alone this year, a neighbour or family member perhaps, why not give them a call. A few kind words might just make the best present.

## The Retirement Show is coming to Manchester 14<sup>th</sup> & 15<sup>th</sup> March 2008.

Come and visit The Retirement Show, an exciting and entertaining event designed for the over-50s. With around 140 stands showcasing innovative products and services, there are many fun things in which to take part - and entry is free!

Enjoy the mouthwatering cookery shows by the Chefs of BBC TV Ready Steady Cook, watch a variety of dance demonstrations on our ballroom, take part in Roddy Llewellyn's gardening sessions, catch one of our fashion shows featuring "real life" models and try your hand at some gentle Tai Chi or short-mat bowling.

Why not take part in any of the free health checks that will be available or come along to one of our informative seminars on sex and relationships in later life, as well as the opportunity to talk to professionals on financial and property matters - truly something for everyone - and plenty of freebies!

It takes place at Manchester Central (Gmex to you and I) on 14th and 15th March, from 10.00am to 5.00pm. Come early and stay late - there's plenty to see and do. Entry is free when you pre-register [www.the-retirement-show.com](http://www.the-retirement-show.com) and follow the Manchester links.

Don't worry about getting to, or around the show, Shopmobility Manchester and our volunteers will be on-hand to offer their services to visitors to The Retirement Show, so come and have a great day.

## Meet and Greet Service

This is just a reminder to all of our members about our Volunteer Escort Services.

If you find it is becoming more difficult for you to get to our shop, maybe the distance from the bus, tram, taxi, and car is becoming too much of a challenge?

**Please do not, let that stop you from coming into the city.**

When you next call please ask for one of our Volunteers to meet you with your scooter or wheelchair.

Shopmobility Manchester  
L18 New Arkwright Way, Arndale Centre.  
Manchester. M4 3AJ