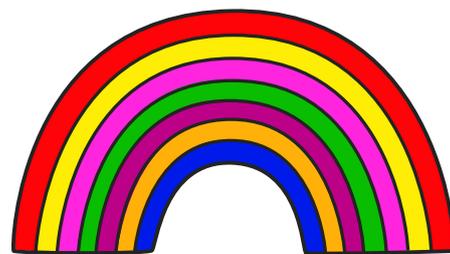


Access Life



Newsletter of Access Plymouth

Spring 2018



A NEW SERVICE - ACCESS BIKE



Erica with some of Plymouth City Council's Plymotion Team trying out the bikes.

Access Plymouth now have an upright and a recumbent trike to hire, this is a great way of getting back into cycling or just getting around the city if you are worried about your balance. In addition we have an ordinary bike so that you can take someone with you. The bikes are also available to take away and hiring will be free for a limited time so you can try the service first. We will also provide a helmet and bike locks. If you would like to have a test ride, or just ask some questions give us a call on 01752-600633. All hires have to be pre-booked at the moment so please call us first and we will make sure someone is here to help.



facebook®

If you have access to the Internet - don't forget our Facebook page. There you will find information and photos and lots more about everything that goes on here. You can also use it to ask us questions etc. Find us at Access Plymouth on Facebook.

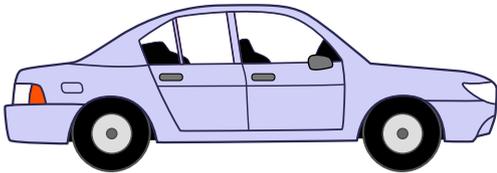
Contact us: Telephone: 01752 600633

Email: info@accessplymouth.co.uk Website: www.accessplymouth.co.uk

We have recently reviewed all our services because of a change in the way we are funded by Plymouth City Council. Having looked at all our prices, we are pleased to say that charges for Shopmobility and our transport services will remain the same for now.

However, we have recently entered into a lease agreement with the Council which means that we are responsible for more of the expenses and upkeep of the building we work from – including the car park space.

You will be aware, I am sure, of the problems we have had with rough sleepers and vandalism. In the light of this, we have had to set up security patrols with a local company, which we have to pay for.



In order to cover some of these costs, we are introducing a car park fee for our clients. This will initially be **£1.50**, each day, for the time that you are using our equipment. This will be payable when you collect your scooter or chair

Access Plymouth Times to remember

Opening Hours

Monday: 9.30 - 4.30pm

Tuesday to Friday 9.15 - 4.30pm

Saturday (Shopmobility only) 9.15 - 4pm



Please don't ring us outside these hours as the phones are not switched on and we won't be able to hear you!



Payments

Did you know that if you need to make a payment to us, you don't need to use a cheque?

You can phone to pay by card or, if you or the person who pays your bill has access to Internet banking, you can use this to pay your invoice. This will save money and is much quicker and easier. For our banking details and help on how to do this, please call us.

Also, if you have an email address and would be happy for us to send your invoice this way, please let us know.

Last month Erica attended the Volunteer Fair at the Guildhall. We are always looking out for new volunteers, and especially, at the moment, for volunteer car drivers.

If you or anyone you know would be interested in finding out more, please get in touch with us. We pay a good mileage rate and you can specify the days you would like to work. If you have your own car, we can promise you a rewarding hobby supporting people in Plymouth.



Plymouth Area Disability Action Network

PADAN

Here at Access Plymouth, we work closely with PADAN. PADAN was formed to support and empower local disabled people. It is a user-led organisation, run by disabled people for disabled people.

The aims of the group are to encourage a greater understanding of disability issues and to challenge discrimination and

inequalities preventing disabled people's inclusion in society.

They have asked that we let them know of any problems you encounter whilst out and about in Plymouth. If you find pavements that are broken or dropped kerbs that are not useable, If you notice that disability access is difficult - maybe because of a broken automatic door or a lift that doesn't work, then PADAN would like to know about it. You can email them direct on info@padan.org.uk or we will have forms for you to fill in here and we can send them on for you. Don't struggle without saying something. PADAN would like to know.

DON'T FORGET

The deadline to spend or exchange old £10 notes - featuring naturalist Charles Darwin - is 1st March. After that date we will not be able to accept the old notes as payment - either on the buses or in Shopmobility.

Banks will exchange the old note for you.



Many thanks to all those who helped us with our fundraising last year. From those who donated prizes to the Christmas Draw to those who bought the raffle tickets. Those who baked some wonderful cakes, jams and chutneys and those who came to the coffee mornings and other special events. To those who brought things to sell at our Car Boot sales and those who bought books and DVDs. To those who gave us your change from your purses and pockets and all the other generous things that you did. All of it was appreciated and your support was fantastic. To all of you a big thank you.



Our buses and cars are out and about to support you as you get around Plymouth but please don't forget...

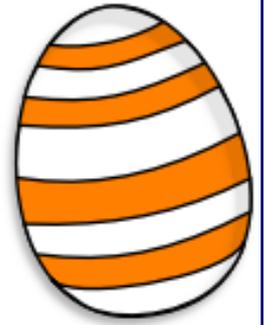
When you call, give us as much notice as you can up to the seven days limit. If you leave it until the day before you may not get a lift.

You must be ready when the bus arrives - the driver cannot wait for you or come and find you. If we cannot give you a lift, please do not shout at the staff - they will have done their very best to fit you in.

Please try and call us if you cancel - please do not cancel on your doorstep.

EASTER AT ACCESS PLYMOUTH

We are holding an Easter Raffle and Coffee Morning on Wednesday 28th March. All are welcome. If you can donate an Easter egg - of any size - to the raffle we would be most grateful. Please hand them to your driver or bring them into the office.



We will be closed over the Easter break on Good Friday - March 30th and Easter Monday - April 2nd. Shopmobility will open on Saturday 31st March as normal.

Also for your diaries, we will be closed for the May Bank Holiday on Monday 7th of May.

IMPORTANT NOTICE

April this year sees a change to Data Protection Laws. This means that we are unable to contact you with details of our events or fundraising without your permission. Included in this newsletter is a form to give us permission to get in touch with you about the things that are happening at Access Plymouth. We are also using the opportunity to check that all the details that we hold for you are up to date. This includes your email address if you have one and also your mobile number. Please don't forget that a mobile number allows us to contact you if the transport is delayed or if you are on a scooter and you experience problems, you can get in touch with us.

Once completed, the forms can then either be returned with your invoice payment, handed in to your driver or handed in at our office.

If you have any queries about this, please do not hesitate to contact us.



From Our Chairman

Hello All, this is me along with Justine and Jacquie - two of my fellow trustees trying out our new bikes. They are a great resource for people needing to get out and about who would struggle to use a bike. They can help improve confidence and balance and are great way back into cycling. If you are interested, please give us a call.

Hopefully Spring will soon be with us and we are here to help you all get out and about with our buses, cars and of course, Shopmobility.

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