



## ACCESSIBLE TRANSPORT UNIT SUPER SHOPPER BUS ABOUT THE SCHEME

The Accessible Transport Unit – Super Shopper Bus is a service provided by the Council for eligible residents of the London Borough of Richmond who have difficulty with getting around and are unable to shop without assistance to go to two superstores to do their shopping.

SAINSBURYS, LOWER RICHMOND ROAD, RICHMOND  
alternate MONDAYS

(for residents in Barnes, Kew, Mortlake, Sheen, Richmond and Ham areas)

TESCO, MOGDEN LANE, ISLEWORTH  
alternate WEDNESDAYS

(for residents in Twickenham, Teddington, Hampton, Hampton Hill, Hampton Wick, St Margarets and Whitton areas)

The scheme is aimed at offering transport to residents of the borough who intend going shopping once a fortnight on a regular basis. In order to make maximum use of space on the vehicle, occasional cancellations due to ill health or other commitments are acceptable, however regular and long term cancellations would mean that memberships would be cancelled and members' names would be placed on a reserve waiting list.

The scheme runs from the 1<sup>st</sup> September to 31st August the following year. Each year members will be reassessed for eligibility.

### **SAINSBURYS, RICHMOND**

The service to Sainsbury's is currently provided on alternate **Monday** mornings, in the event of a bank holiday Monday the shopping trip will be moved to the Tuesday. Clients on the scheme are collected from their home addresses between 10.30am and 11.15am (pick up time depends on the number of clients on the vehicle each week). The bus arrives at the supermarket at approximately 11.30am and the return time from the shop is 1.00pm, unless clients are ready to leave sooner to be returned home.

## **TESCO, ISLEWORTH**

The service to Tesco is currently provided on alternate **Wednesday** mornings. Clients on the scheme are collected from their home addresses between 10.30am and 11.15am (pick up time depends on the number of clients on the vehicle each week). The bus arrives at the supermarket at approximately 11.30am and the return time from the shop is 1.00pm, unless clients are ready to leave sooner to be returned home.

The vehicle used for the scheme is provided by the transport department of Richmond Council, and is fully accessible.

The scheme's main aim is to provide transport where all other means of transport are either not accessible or are unable to meet identified transport needs.

Transport is provided once every 2 weeks for each member. This service is subject to budgetary constraints and the Council reserve the right to make changes or withdraw the service if necessary.

### **ELIGIBILITY CRITERIA**

To be considered for the Scheme, an individual must meet all of the following eligibility criteria:

- unable to use Public Transport when carrying shopping.
- unable to go shopping unless door to door transport is provided.
- no other transport available to provide assistance with shopping.

The application will be assessed and approved or not approved as appropriate.

The ultimate decision rests with the Accessible Transport Unit.

Applicants will be notified of the decision, and if approved for the scheme will be sent full details on how to use the scheme. If a seat is not immediately available on the vehicle, approved applicants' names will be placed on a waiting list.

The scheme is funded by the London Borough of Richmond and administered by the Richmond Accessible Transport Unit.