

Standing
together



ShopMo Shuttle

ISSUE 5 - FEBRUARY 2016



DONNA'S DIARY

Welcome to a new year...

I hope you all had a great festive period and a fantastic new year. The beginning of the year is always a reflective time, a time to look back on what has been and forward to what will be. 2015 was a mixed bag as most are.

Personally I feel I was able to grow in my knowledge and understand of shopmobility, I hope you've enjoyed the information I've put together in the Shuttles and the weekly emails (let me know if there is anything else you'd like to see more of less of etc. your input is always welcome). One of my favourite parts of last year's Shuttles was your stories. Reading about what you get up to outside of the regular day to day running of your schemes has made interesting reading and other schemes have enjoyed them too. So please keep them coming, you don't have to wait for a deadline do it at the time of the event while you remember and send it over (300ish words and the highest quality image you have, preferably 1mb or more) I'll look after them until the next shuttle is due.

Renewals have been going well, I'm so glad to have so many of you back on board for 2016. We have so many things in the pipeline, I'm not sure there is enough of me to do it all but I'll do my best to get these things out to you and working as soon as I can (have they sorted human cloning out yet?). One of the big things we are currently working on is our presence at the mobility roadshow and the shopmobility conference. The Roadshow is on the 26th -28th of May and we are planning on the conference taking place on the 26th. The show and conference will be held at the Silverstone Race Circuit in

Towcester, Northamptonshire. If you haven't already expressed interest in the conference and would like to attend please drop me an email shopmobility@bhta.com. It will be a great opportunity to meet each other, lunch and refreshments will be provided and the cost will be kept as low as possible at around £35-£40pp.

"I'm so glad to have so many of you back on board for 2016"
Donna Eade

In this first shuttle of the year we have lots of images from the awards and my visits from 2015. I hope you enjoy those there is also an update from Lewisham Shopmobility, one of the lows of last year was the closure of this well used scheme despite the efforts from the scheme and the NFSUK. Thankfully all was not lost read more on page 8.

I'm looking forward to what 2016 will bring for the NFSUK as well as for schemes. I hope to put many more faces to many more names at the Roadshow and get out to visit more of you too.

Here's to a great 2016

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Cover photo:
XXXXX

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Issuu links for the ShopMo Shuttle

Don't forget you can view all the past ShopMo Shuttle issues on the links below. The links are also available on the members' area of our website at www.nfsuk.org.

Issue 3
http://issuu.com/typestartltd/docs/shopmo_shuttle_july_2015

Issue 2
http://issuu.com/typestartltd/docs/shopmobility_may_2015/1

Issue 1
http://issuu.com/typestartltd/docs/shopmobility_bulletin_feb/1

Join our Facebook group and start a conversation with your fellow Shopmobility members at:
www.facebook.com/groups/nfsuk

THIS IS A FINANCIAL PROMOTION

ICB Group have worked with the BHTA for over 15 years, providing insurance solutions for its members

We are proud of our independence and are ranked amongst the top 20 independent insurance brokers in the UK.

We've put together the following tips for Shopmobility members and service users.

A Reminder on Assessing a Service User prior to loaning aids

IMPORTANT!

Before loaning any aid to the service user, please do ensure that they have been trained and assessed on the usage of the equipment.

Remember:

- That the service user could cause damage and injury to not only themselves, but others as well!
- Ask them what they are doing with the aid, hills and inclines are dangerous.
- Can they get into and out of the scooter/wheelchair?
- Remind them to only do so on a flat surface with the equipment turned off and brake on.

Are they safe?

What are they going to be using?

- For manually propelled equipment, are they strong enough?
- Are they confident?
- Are they aware of the stress on the points of contact?
- Do they need gloves?
- Remind them to take breaks
- Remind them to be careful on slippery surfaces and around others.
- Is there not something more suitable to what they are going to be doing.

Have you checked the scooter?

Are the following in good working order / undamaged?

- Indicators
- Lights
- Mirrors
- Seat
- Seat belt
- Basket (if applicable)
- Battery level
- Speed setting
- Tyre conditions and pressures

Size and Comfort.

- Do all the belts and straps fit?
- Are they comfortable?

All incidents need to be reported, no matter how small

Important User Tips.

- Make sure the key is out of the ignition when getting onto/off of the scooter.
- Remove key when not in use or unattended.
- No Passengers
- Only store items in the baskets provided.
- Only go where you can legally and safely go.
- 4mph speed limit when off the public highway.
- 8mph limit on the road.
- Remember to ensure that the right speed limit is selected.
- Always keep your feet on the scooter
- Do not use your mobile phone whilst driving
- Do not drink alcohol
- Remember other people will change direction suddenly.
- Take your time to navigate. Do Not Rush!
- Be aware of slopes, they can be difficult and scooters can and will tip.
- Do not lift the scooter by any of the removable parts.
- Do not turn sharply and be careful around kerbs to avoid tipping
- Do not attempt kerbs over 2 inch / 5 cm high
- Do not attempt steep inclines
- Do not attempt escalators
- Please be mindful that others have the right of way, pedestrians and cars.

Helpful links:

www.shopmobility.org.uk

www.nfsuk.org/

www.gov.uk/community-transport-services-shopmobility

www.icbgroupuk.com

Please contact David Widdick at ICB Group for a quote.

Email: david.widdick@icbgroupuk.com

Tel: 01784 608 148.

Independent Commercial Broking Limited is Authorised and Regulated by the Financial Conduct Authority



The information in this article is for information only and must not be considered as financial advice. We always recommend that you seek independent financial advice before making any financial decisions.

The BHTA Preferential Members Insurance Scheme is provided for BHTA by ICB Group of Virginia House, 35 - 51 Station Road, Egham, Surrey, TW20 9LB. ICB Group and BHTA are not part of the same group as any of the product/service providers which together form the insurance scheme. BHTA is an Introducer Appointed Representative of ICB Group who is authorised and regulated by the Financial Conduct Authority. You can check this out on the Financial Services register by visiting <http://www.fsa.gov.uk/register/home.do>, under register number 306088.



Shopmobility Group, including Amanda Coleman (Tamworth SM), Alan Gammon (chair) and June Caffery (manager) of Littlehampton.

Tom Hillier Award 2015

And the Winner is...

The Tom Hillier award is presented to the shopmobility that exhibits a can do attitude and goes above and beyond for their clients. As most of you will know, Tom Hillier founded the NFSUK and after his passing his colleagues wanted to commemorate his work by creating this award, which traditionally was presented at the annual conference. With the British Healthcare Trades Association (BHTA) stepping into ensure the Federation continued in 2014, it was decided that the award would be presented at the annual British Healthcare Awards hosted by the BHTA.

The evening was a celebration of the best in the healthcare and assistive technology industry, from best creative solution to the lifetime service award and within that our Tom Hillier award was presented. The NFSUK hosted a table at the event, four shopmobilities attended, Basingstoke, Littlehampton, Tamworth and Glasgow Braehead.

We all know how vital your services are to your clients and the Tom Hillier entries just emphasised that. It was fantastic

for us at the National Federation of Shopmobility to read such positive comments and to know that shopmobilities within the Federation are doing great things for their clients. However this made the job of our judging panel very difficult. Over a hundred nominations were received from the public; six shopmobilities were shortlisted, Aylesbury, Basingstoke, Bracknell, Braehead, Littlehampton and Tamworth.

The winner announced by BBC breakfasts Bill Turnbull was Aylesbury Shopmobility. The award was presented by Craig Kitchen of ICB group the BHTA's preferred insurance company. Aylesbury were unable to attend the event so Donna the NFSUK coordinator collected the award on their behalf.

Donna took the award to Aylesbury and presented it to Theresa Horsler the shops manager and her assistant Maria Simou on the 17th of December,

Here at the NFSUK we hope for even more entries next year and hope to see even more shops attend the awards



Madison Dock. Christine Olsen. Patricia Murphy. Linda Macdonald. Glasgow Braehead



Anne Blackmore and Guest Julie Bishop Basingstoke



Theresa, Rob, Maria WINNERS Aylesbury SM

evening. You can download the 2016 nomination form on our website at www.nfsuk.org and download a form under Public Information>Tom Hillier. Often with this type of thing if you don't ask you don't get so do encourage your clients to nominate you and rate you. The new form is a cross between the old form and the BHTA customer satisfaction form which will give a more structured appraisal of your service which will help our judges and help you to improve your services too.

In 2016 the NFSUK hopes to grow in strength and numbers. Providing our members with support and a platform to raise awareness of the importance of shopmobility we hope 2016 will be a great year for NFSUK shopmobilities. We have a number of exciting projects that should come to light in 2016 so look out for announcements about those in future emails and ShopMo Shuttles.

“We are so proud to have won the Tom Hillier award. Our deepest apologies for not being able to attend the evening. We would just like to say a big THANK YOU to everyone who nominated us and we promise to keep up the good work! Also thank you to Donna for all her support and for receiving the award on our behalf.”

Maria Simou



Craig Kitchen (ICB). Donna Eade. Bill Turnbull



Gemma Barratt. Bill Turnbull. Donna Eade. Lord Chris Rennard. Colin Hurley

The 2015 winners, in order of presentation, are:

ILDA: Terry Lifestyle Home Lift – Terry Group Ltd

Highly commended: Ownfone Mobile Phone – Ownfone Ltd

The Tom Hillier Award: Aylesbury Shopmobility

Best Creative Solution: SH:24 CIC Improving Access to Sexual Health – SH:24

Best Product/Service Innovation: Linx - the world's first fully integrated, micro compressor controlled lower limb system – Blatchford

- **Highly commended:** CoolTherm-hand dressing with finger separators – Reliance Medical Ltd
- **Highly commended:** Terry Lifestyle Home Lift – Terry Group Ltd

Best Marketing Campaign: Life Made Easier – Mobility Solutions

Best Established Product/Service: Simple Stuff Works Positioning System – Simple Stuff Works Associates Ltd

- **Highly Commended:** Adjustable suction socket with hydraulic elbow and attachment for skeleton bob and bobsleigh – Limb Solutions Ltd



Ray and the BHTA team

Team of the year: TGA Electric Leisure Ltd

Individual of the year: Ward Byrne, Mangar International

Lifetime Service Award: Ray Hodgkinson MBE

Decided by our panel of independent judges, the winners truly represent some of the best of the industry. To find out more information about the awards, visit www.bhta.net/awards

Congratulations to our Chairman

And the lifetime service award goes to...

Ray Hodgkinson MBE Chairman of the NFSUK former Director General of the BHTA and life long supporter of the health care industry. It was in awe and pride that our shopmobility table watched as a video of Ray's career was played at the British Healthcare Awards on December 3rd 2015.

Ray stepped down as Director General of the BHTA in March 2015 he remains on the team as the Director of

Public Affairs part time and he is the Chairman of the NFSUK. He has had a long and successful career in the industry and it was great to see him receive the recognition he deserves for all his efforts you can watch the video [HERE](#).

Congratulations Ray on a well deserved award its great to have someone who has so much passion for the industry chairing our Federation.



From our Chairman

Working Together

"When the discussions were taking place for BHTA to take on NFSUK it was clear to me that Shopmobility schemes are an important part of society and that they have a real future.

With the demographic changes upon us bringing an ever increasing elderly population and with it more people requiring mobility assistance as there infirmities appear, there will be a growing number requiring the services of Shopmobility Schemes as a consequence. This may well mean changes are needed as to how we deliver our services and there needs to be a debate about the way forward. Having visited a number of schemes clearly funding tops the list of challenges. The threat of budget cuts from Local Authorities is unfortunate and untimely when there is a greater need and for schemes to be sustained. Removing grant funding is short sighted and counter productive. With these distraction sometimes it is difficult to see ahead when the daily tasks of sustaining your own service and ensuring the resources are there to do so. Therefore working together through the NFSUK has greater importance as by creating a unified force with national recognition we have a better opportunity to be effective. We might be taken more seriously because of that unity.

The government believes in "volunteers" and does much to encourage it. I suspect if we were to put all those volunteer

hours together it would be a very large amount and thus a large sum the tax payer is relieved from. It would seem therefore we need to understand that aspect so that we can not only show the benefit to local communities but just how much effort goes in. Our recent exercise that showed the value to businesses has proven useful and is creating interest. The value of statistical evidence cannot be underestimated.

As you will be aware we plan to hold a small conference alongside the Mobility Road Show at Silverstone motor racing circuit. We hope you will be able to find time to join us. That will be an opportunity to come together and focus on the issues confronting us and how we might at NFSUK help to improve matters.

I have written to all parliamentarians highlighting the importance of Shopmobility and asked them to make contact with you to better understand the work you do and the benefit to vulnerable constituents. Please report back any contact you get.

I hope this year will bring us all closer together and we can work to strengthen the Shopmobility service."



Out and About

One of my favourite parts of my job last year was getting out and visiting with you. It's good to put faces to names and to see exactly where you are and how you run. Gaining an understanding of the differences and similarities between you all helps us to understand what we can do to help you.

I have already had requests for visits so plans for 2016 are underway and I hope to meet some new faces this year and get more of your input as to what you need from your NFSUK. Don't forget you can drop me an email anytime and I'll do my best to find the answers to your questions. I hope many of you will be able to attend the Mobility Roadshow and our proposed conference on the 26th of May. The conference will run 11am to 3pm and will cost between £35-£40 and will include lunch and refreshments. We hope to have several speakers available to talk to you about varying topics relevant to your businesses, keep an eye on your emails for updates. Also if you haven't yet done so drop me an email to let me know if you'll be able to make the event.

Here are some images from the trips and meets from 2015. For more images see page 9.

YOUR SHUTTLE YOUR STORIES

Calling all managers we'd like to hear from you about your volunteers have you got someone who works with you and goes above and beyond who you'd like recognised? Starting in the next ShopMo we'll have a 'focus on page' for you to shout about your volunteers. Send in a picture and 150-200 words about who they are their time in service to your scheme and the reason for the recognition. Seeing a thank you in print is a great way to show your appreciation.
shopmobility@bhta.com



Claire, Highwycombe

membersnews

Lewisham Shopmobility on the up!

Thanks to an unlikely alliance

Lewisham Shopmobility suffered a catastrophic funding cut from Lewisham Council last year. We were forced to close at the end of August, despite an intensive campaign, which included Ray Hodgkinson MBE visiting our office to offer advice and support, and continued correspondence with Donna over many months. To both I give my heartfelt thanks. The campaign also involved written and oral submissions to the House of Lords Select Committee on the Equality Act 2010 and Disability call for evidence Martin Phelps our treasurer was our voice on the 24th of November, the video is available [HERE](#). Martin's speaks from 16:30pm. We made a strong case for the need for continued support for Shopmobility schemes across the UK, to enable disabled people to have the same rights as the non-disabled to access our town centres with ease.

Just before we closed Lewisham Toy Library made an



offer to merge. LTL had funding and we had free premises courtesy of Lewisham Shopping Centre (owned by Land Securities). It has taken several months for the legal process to go through. LTL now holds the lease for our office in Lewisham Shopping Centre. When things are up and running I will post new photos and updated details on our web page on the NFSUK directory website. At the moment I do not have an exact date when Lewisham Shopmobility will re-open but it looks like the middle of February.

For more information on the changes mentioned you are welcome to email lewishamshopmobility@gmail.com for further updates and queries, also for copies of the House of Lords submissions.

Linda Swann

On behalf of Lewisham Shopmobility

Folkestone Shopmobility score big

Lotto Grant helps out

Congratulations to the Wheelchair User Group who run Folkestone Shopmobility who have successfully applied for a Big Lottery Fund grant. Applying for funding isn't an easy process as most of you will know, the paperwork alone is enough to give you a headache. Sometimes it's easier to pass over funding opportunities because your time is valuable and is better spent do other things but sometimes just sometimes an application comes up trumps.

Folkestone Shopmobility has been granted £9,500 from A4A for their Chariot & Publicity Drive project. This money will enable them to update their fleet or mobility scooters and also to improve their website and content and access. You can find out more about the Big Lottery Fund [HERE](http://www.biglotteryfund.org.uk) at <http://www.biglotteryfund.org.uk>. If you have successfully applied for national funding then do let us know. It is good to see that the benefit and value of shopmobility is being recognised by those issuing funds.





Anne and Julie, Basingstoke



Amanda, Tamworth



Theresa, Roy, Maria, Stephen and client Karen, Aylesbury



Alan, June, Ray and Donna, Littlehampton



Jerry and Jacqui, Birkenhead



Marian, Worthing



WESTMINSTER WATCH by Lord Rennard



New spending plans for health and social care

As ever, funding issues remain the key issue for debate concerning health and social care at Westminster.

George Osborne’s autumn statement promised an extra £10bn in real terms for NHS England by 2020 to deliver a “truly 7 day health service” as promised in the Conservative’s manifesto. Local Authorities are also to be allowed to add 2% to council tax bills to be spent exclusively on adult social care.

The statement achieved some good headlines for the Chancellor as he seeks to reduce the level of government spending from about 41% to 37% of GDP. But follow up scrutiny, as is often the case, has posed many questions about the long term consequences of this approach; particularly in relation to health and social care.

NHS cost and demand rises by 3.5 to 4% a year and historically, up until 2010, the NHS received average annual funding increases of 3.6% per year. If there is no additional money at a later stage of this Parliament, the proposed annual increase in NHS spending is now 1.75%. This is half the historic average increase in funding.

If there is to be no more money, the share of our national wealth spent on health will fall by 0.7% of GDP per head over the decade to 2020. We currently spend 8.5% of GDP on health compared to the OECD (Organisation for Economic Co-operation and Development) average of 8.9%. France, Germany and Holland all spend about 11% of GDP on health.

Demands and costs on the NHS increase significantly of course if social care fails to provide adequately for people. The government says that giving local councils the power to raise council tax by 2% specifically for social care spending will bring in £2 billion a year. The highly respected King’s Fund, however, put the amount that could be raised in this way as £800 million at most. The problem is that many of the areas with greatest need are of course the poorest places and where the revenues

from a council tax increase would produce the least income. The government is also allocating an extra £1.5 billion to the Better Care Fund to help cover the gap in social care funding. But this doesn’t start taking effect until 2017/18 and will only reach full effect in 2019/20.

The Comprehensive Spending Review (CSR) also involves reducing spending on public health by 4% a year in real terms. This sort of saving makes many people think that the Treasury is too concerned with short term savings, as opposed to financing measures that may reduce the demands upon the NHS in future.

£1.8bn bailout for hospitals in England

The Department of Health has now confirmed how some of the spending boost for the NHS will be allocated. Funding will be dependent on hospitals meeting “strict” conditions – including a requirement to publish plans on how they will expand the range of seven-day services available to patients. NHS Trusts will be offered help to improve their financial position, “providing that they deliver credible plans to make savings, maintain performance against key waiting time standards and provide more services at the same time”.

Hospitals will only get additional investment if they can deliver a plan showing how they will cut their deficit and show how they will make savings on procurement and staff costs, while at the same time continuing to meet the four hour A&E waiting time target and 18-week target for routine operations.

The new money for hospitals makes up just under half the £3.8bn NHS funding increase pledged by the Government for next year. Hospitals and other health service providers are predicted to plunge to a collective deficit of £2.2bn by the end of this financial year.



The OwnFone team (Society Member Sarah Watts holding) with their award (Highly Commended for Independent Living Design Awards)

Healthcare and Assistive Technology Society Update

by Kay Purnell, Chair of HATS Council

HATS members were well represented at the BHTA awards this month - picking up three key awards during a fantastic evening's celebration of the Assistive Technology Industry. It was great to see so many Society members attending the awards but special mention goes to Anna Waugh from Simple Stuff Works for her company's award in the Best Established Product category; Sarah Watts from the OwnFone team, seen collecting the Independent Living Design Award and, when you see the video to celebrate Ray Hodgkinson's Lifetime Achievement Award, you'll appreciate why we are so pleased that he has agreed to remain a founder member of the HATS Advisory Board - even in his semi-retirement.

As for Society news, we recently welcomed two new Society Council members to the team - Tracey Hellowell and James Malcolm - and we look forward to their contribution at our January meeting when our focus will be on developing our marketing strategy for the next 12-24 months. Acknowledgement and recognition of HATS by our customers, professional associates and procurement bodies is something the council members are now very focussed on and with Society membership at 750 and growing, it's essential that the Society's Council make progress in gaining recognition for HATS within the wider healthcare arena. The key to this, and the continued expansion of our membership, is gaining the PSA register. While we have made progress with the application to PSA, the work continues with a pilot currently running to ensure the member application process meets the PSA's stringent requirements for assessing suitability of candidates. Our register will ultimately support the PSA's role in protecting the public by raising standards in the regulation and registration of people working in the health and social care sector.

Just as the Code of Practice was set up for organisations within the BHTA, and is now an essential part of being in business, the

HAT Society was set up to recognise the individuals working in the industry and to illustrate personal commitment to a Code of Conduct.

If you would like more information on becoming a member of the Society or need literature to help 'educate' your customers & colleagues on what membership of HATS stands for we, please contact Philip Woodward – philip.woodward@hatsoc.org



Baroness Glenys Thornton, Anna Waugh from Simple Stuff Works and Kay Purnell



Is your business breaking the law?

Sarah Lepak, BHTA Director of Governance & Policy, presented a session at Trade Days entitled '10 easy ways your business may well be breaking the law right now'.

Drawing on changes introduced via the *Consumer Contracts regulations last year, and the new *Consumer Rights Act and *Alternative Dispute Resolution regulations which came into effect on 1st October 2015, Sarah highlighted some of the things that businesses may be getting wrong or need to think about to ensure they don't hit problems as new contracts are entered into.

She started by reminding everyone that a consumer is "an individual acting for purposes which are wholly or mainly outside that individual's trade, business, craft or profession": in other words, a member of the public buying something for their personal use.

Here are the 10 points that Sarah raised during the session:

1. If there is something wrong with what a consumer has bought from you, you need to understand what the Consumer Rights Act says. If they have bought goods, their rights include the right to claim a refund, replacement, repair and/or compensation where the goods are faulty or misdescribed. If they bought a service from you, they have a right to ask you to repeat or fix it if it was not carried out with reasonable care and skill.
2. Expectation: Goods must be of a satisfactory quality; be fit for a particular purpose; match the description, sample or model; be installed correctly. The consumer can reject the goods and ask for a refund in the first 30 days. The focus then moves to repair or replacement (once); they might seek a price reduction if they want to keep the goods. If the problem is discovered after 6 months and they reject the goods, a deduction may be made from the refund for use. Don't forget - in England and Wales the consumer's rights run up to 6 years; and in Scotland it is 5 years.
3. Expectation: With service, the consumer can rely on information given verbally as well as in writing. It must be done for a reasonable price and within a reasonable time. They can ask you to repeat or fix it and could ask for a price reduction or other remedy.
4. Manufacturers: Guarantees provided free of charge with goods must run from when the goods are delivered; you need to be clear in what you say about aspects such as the expected lifetime of the product (and under what conditions) to ensure consumers have realistic expectations relating to description and quality.
5. Complaints: you must have a complaint handling policy, available to the consumer. You need to tell them if you are signed up to a Code of Conduct such as BHTA's Code of Practice; and you must tell them who they can approach for assistance if you are unable to resolve their complaint, and whether you will participate if they do. The bodies formally recognised for Alternative Dispute Resolution for consumers are listed at: <http://www.tradingstandards.uk/advice/ADRAApprovedBodies.cfm>
6. Who you are: you must provide clear information about your trader identity, geographical address, telephone number. On websites, you cannot just rely on a 'contact



- us' form - you must also have your address and email - even if you are not selling on the web.
7. Total price: Where a consumer has to pay VAT they must be shown the total price including VAT - you cannot leave them to work out the total for themselves. So where you have products that can be sold at 0% VAT to eligible consumers, use the phrase "you may not have to pay the VAT, please ask / follow the link for information about claiming VAT relief" and show the price as e.g. £10 (£12 inc VAT).
 8. Right to change mind in a shop: Consumers do not have a legal right to simply change their mind if they have bought something in a shop. If you do choose to offer a returns policy the details must be visible at the till. You might say e.g. "In addition to your legal rights, we also allow you to return goods if you simply change your mind. Please return the unused goods to us with the original till receipt within 14 days and we will offer you an exchange or a credit note."
 9. Cancellation rights where they do have a right to change their mind: For sales off premises or via distance means such as the internet or mail order, the consumer DOES have a right to change their mind. You MUST give them a cancellation form and tell them about their rights. They have 14 days from the day after they receive goods, or enter contract for service, in which to NOTIFY you they wish to cancel.

10. Refunds

If they are exercising their right to cancel:

You cannot charge a re-stocking fee

You must refund the product price plus standard delivery charge

You must tell them they have to return at their cost

You can only reduce the refund if the goods have been used / damaged

If something is wrong with what they bought:

The refund must include any delivery charge they paid AND the cost of returning the goods to you

You can only reduce the refund if they want to keep the goods, or if more than 6 months has passed (to reflect usage)

Sarah concluded by saying that www.businesscompanion.org has a series of guides which set out the headlines, and in-depth guides.

**Full titles of the legislation mentioned above: Consumer Contracts (Information, Cancellation & Additional Charges) Regulations 2013; Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015; and the Consumer Rights Act 2015.*

Section Chairs 2016

The BHTA is the largest trade body in the healthcare field in Britain representing nearly 500 companies, small, medium and large, organised in one or more of 12 sections covering most sectors of the industry. This unique sectional structure provides a platform for all companies to have an effective voice within BHTA and, through the Association, to influence the development of healthcare policies in the UK. The sections and the Section Chairs are:

Beds and Support Surfaces

Leyton Stevens
Invacare Ltd
Tel: 01656 776200

Childrens' Equipment

Holly Jenkins
Jenx Limited
Tel: 0114 285 3376

Dispensing Appliance Contractors

Philip Salt
Salts Healthcare Ltd
Tel: 0121 333 2000

FAME

Robert Froomberg
Safety First Aid Group
Tel: 0208 4573777

Hearing Care

Clare Kewney
Age UK Hearing Aids
Tel: 0800 524 4708

Independent Living Products & Services

Rob Cooper
Smitcare
Tel: 07831 204510

Mobility Group

Jeanette Warner
Better Mobility Ltd
Tel: 01442 768 782

Orthotics

Colin Hurley
Colin Hurley Business
Development Consultant
Tel: 07921 917100

Pressure Care, Seating and Positioning

Debbie Williams
Invacare Ltd
Tel: 01656 776200

Prosthetics

Mark Davies
Steeper
Tel: 0113 2704841

Stairlifts and Access

Lee Farrington
Dolphin Stairlifts Ltd (Midlands)
0121 525 8925

Stoma and Continence Products

Philip Salt
Salts Healthcare Ltd
Tel: 0121 333 2000

BHTA Scotland Group

Lisa Barry
Stairlifts (Scotland) Ltd and SSL
Access
0141 551 0807



**Chairman
Mike Lord**
tel 020 7702 2141

who'swho



Tracy Lloyd
Director General



Ray Hodgkinson MBE
Director of
Public Affairs



Sarah Lepak
Director of Governance
& Policy Development



Lord Rennard
Director of
Communications



Sally Edginton
Research & Committee
Support Officer



Nadim Anwar
Operations Manager



Nigel Woods
Training and Events
Co-ordinator



Greg Askew
Sales and Relationship
Manager



Susan Burberry
Accounts
Administrator



Karim Uddin
Membership
Co-ordinator



Donna Eade
Shopmobility
Co-ordinator



Philip Woodward
Accreditation
and Professional
Development Manager