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**Customer Satisfaction Survey Tom Hillier Award Nominations 2025**

We are looking for a **2025** winner for the Tom Hillier Award and it could be the Shopmobility Centre that you use!

Tom Hillier was the founder of the National Federation of Shopmobility (NFSUK). Tom died in 1991 but his former colleagues as well as his wife, Grace Hillier, wanted to keep his name alive through the Award and the recognition and importance it represents.

Is Shopmobility in your area particularly helpful and effective? Has the Centre provided a new service during the past year? If you have found that your visit to Shopmobility was a pleasant and enjoyable experience, why not nominate the Centre for the Tom Hillier Award?

We are looking for something special in our winning Centre. Just tell us how you feel and what makes your visit to the Shopmobility service so exceptional.

It does not matter whether your Centre is well established or brand new; they still have the chance to win. The winning Centre will be recognised for their efforts and be invited to collect the award at Driving Mobility’s Annual Awards Dinner.

Your personal details will not be used for any purpose other than to verify the authenticity of your nomination.

Nominations can be made on-line at [www.shopmobilityuk.org](http://www.shopmobilityuk.org), or by completing the form below and handing it into the Shopmobility Centre, or by posting the completed form directly to Miss Lisa Deacon, ShopMobility UK Project Manager, Smiths Farm, Helland, Bodmin, PL30 4QD.

**The closing date for nominations is 1st of May 2025.**

**Name of Shopmobility: …...................................................................................................**

|  |  |  |  |
| --- | --- | --- | --- |
|  | YES | NO | N/A |
| Is it easy to book mobility equipment? |  |  |  |
| Is the Centre well presented? |  |  |  |
| Is the service you receive to a high standard? |  |  |  |
| Are the staff knowledgeable? |  |  |  |
| Are the staff helpful and courteous? |  |  |  |
| Is the paperwork easy to fill out? |  |  |  |
| Is there a good range of equipment? |  |  |  |
| Are the terms and conditions of use well explained? |  |  |  |
| Do you use this ShopMobility scheme regularly? |  |  |  |

My visits to this Shopmobility stand out because: (Please let us know what makes your Shopmobility stand out from the rest. Eg, Do the staff go above and beyond and if so how?)

……………………………………………………………………………………………………….………

Have you used another Shopmobility service and if so where? Which centre stood out and why?

Does your nominated Centre provide help in the community? Do you have a particular difficulty that they have helped you overcome so you can still use the service, or has the Centre supported you with something outside of hiring mobility equipment? If you have a story that sets this Shopmobility apart from the rest, tell us here:

….........................................................................................................................................................................

Please give your Shopmobility a star rating between 1- 5, with 5 Stars being the highest rating.

.......................

Your name…………………………………..…………..... Signature …..........................................

Your address……………………….……………………………………………………………………….

Your email……………………………………………………………………………………………………

Thank you for taking the time to complete this nomination. Please continue on another sheet of paper if required to explain in more detail.