

Community Support Services

wheelchair loan scheme



Our wheelchair loan scheme enables people with a mobility impairment to borrow wheelchairs on a short term basis.

Whether you need mobility support coming home from hospital, or whilst visiting friends or family, we can provide a manual wheelchair to support your needs without the expense of buying one.

All our wheelchairs are regularly serviced, and we provide instruction on how to use the chair upon collection.

Inside this booklet you will find our terms of use, as well as instructions on how to join the scheme. On the back is the application form which you will need to complete and take to one of our Centres for the Community in order to be provided with a wheelchair.



Elmbridge
Borough Council

Community Support Services
01372 474 552
commservices@elmbridge.gov.uk
elmbridge.gov.uk/css

How to join the scheme

Joining the wheelchair loan scheme is easy: simply complete the form on the back of this booklet and take it to any of our Centres for the Community. You will also need to provide 2 forms of ID, one of which must be photographic and one which has proof of your address.

Once the team at the Centre have processed your application and payment, they will take you through a safety checklist and familiarize you with use of the wheelchair.

Please note that our wheelchairs are standard weight wheelchairs which support users up to 18 stone. For users up to 25 stone, our Cobham and Walton Centres also have bariatric wheelchairs in stock.

We also offer self propelled and lightweight wheelchairs.

To ensure the appropriate wheelchair is available, we recommend that you contact your chosen Centre before taking in your application, so they can confirm they have wheelchairs in stock.

Claygate Centre	01372 463 476	All Centres for the Community are open Monday-Friday, 9.30am-4.30pm, except for Thames Ditton Centre which is open on Mondays and Thursdays only.
Cobham Centre	01932 596 031	
Hersham Centre	01932 246 267	
Molesey Centre	0208 979 5773	
Thames Ditton Centre	0208 398 5921	
Walton Centre	01932 247 549	
Weybridge Centre	01932 844 391	

Please note that our wheelchairs are for short term loans of a maximum of one week. If you need long term mobility support, a health professional should conduct a full assessment of your needs.

Service charges and terms of service

- Membership of the wheelchair loan scheme is £5 per year, but is free of charge for holders of a Community Discount Card. Speak to your Centre Manager to find out current membership rates and how to apply.
- When renting a wheelchair, we ask for a minimum donation of £2 a day, or £10 for a week's rental.
- The minimum loan period for a wheelchair is 1 day, and the maximum is one week.
- Whilst full instructions will be given upon loaning a chair, we reserve the right to refuse loan to any applicant who it is felt cannot use the wheelchair safely.
- Wheelchairs cannot be taken outside of the UK whilst on loan.
- Any equipment loaned remains the property of Elmbridge Borough Council and must be kept in good condition.
- By accepting the terms and accessing the scheme, you agree to use of your data as laid out in our privacy policy below.

Wheelchair loan scheme privacy policy

The information you have provided on this form will be stored in the Council's Community Support Services digital and physical filing systems for the purposes of providing and managing the Wheelchair Loan Scheme and for statistical analysis, accounting and audit purposes.

All information is held securely and confidentially.

We will not share your information with any third parties other than in the circumstances described below or unless required by law. In an emergency, Community Support Services will share information directly with other agencies e.g. the emergency services, doctors and your designated next of kin.

Further information on the Council's privacy policy is available on our website at: <https://www.elmbridge.gov.uk/privacy-notice/>

Please keep us informed of any changes in the details provided on this form so that we are able to maintain our records appropriately.

Application form

All sections must be completed in order to access the wheelchair loan scheme.

Details of hirer

Name	
Address	
Town	
Postcode	
Telephone Number	
CDC No. of Hirer	

Details of User

Height	
Weight	
Date of Birth	

For what reasons do you require a wheelchair? (tick all that apply)

Accident: Disability: Illness: Age related frailty

Do you require a self-propelled wheelchair?

Emergency Contact Details

Name	
Address	
Town	
Postcode	
Telephone Number	

Hirer Declaration

I confirm that the information I has provided is correct and that I have read and agree to the terms of the Wheelchair Loan Scheme as set down by Elmbridge Borough Council.

Name:

Signature:

Date: