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community transport
association

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Benllech and District Good Turn Scheme

Benllech and District Good Turn Scheme supports older people to maintain their independence by providing transport to health appointments, shops, and activities, keeping them connected to their local community. They provide an essential 'door-to-door' service from Monday to Friday, generally between 9 am and 5 pm, although there's flexibility, depending on the individual circumstances and volunteer availability.

The organisation has dedicated team of 50 volunteers who share a philosophy of 'doing a good turn' for others who may need a simple helping hand at times of illness, bereavement, or distress. As well as providing transport, volunteers help out in so many ways that can make life easier for someone, from walking their dog, helping them with correspondence, putting them in touch with key services, or simply being someone to talk to.

"Without a car, people can quickly become isolated and unable to access basic services and facilities," said Bill Hadfield, Chair of Benllech and District Good Turn scheme. "Older people and those with health conditions or mobility issues are our main beneficiaries. Our volunteers are older themselves and the volunteering roles we provide can also improve their wellbeing and provide opportunities for them to develop new friendships, bringing people together and building stronger relationships across the community.

People have flexibility in how they use our service – they may only need transport occasionally or they may need it every week. We try to build good relationships with the people we support so we can spot when they may need a bit of extra help and either provide this ourselves or refer them on to other local organisations.

Just providing 'a helping hand' might be something that seems quite small to us, but it can make a huge difference to the individual in relation to how supported they feel and their ability to remain part of their local community. I know first hand how important this work is - I'm a volunteer driver myself and listen to the people I drive when they share their experiences of struggling to get out and about before they accessed our services.

People can end up very isolated if they can't get out – they like and trust us because we're well known locally and because we offer a friendly, patient and reassuring service. If we weren't here I don't know what

people would do – some would have to go into care homes. Transport is so important in helping people remain independent.

Our service has been running successfully for many years, and fundraising is something that's incredibly time consuming, especially as we're all volunteers, and there's also greater competition for funding now.

But through working with CTA's Connecting Communities in Wales Team, we managed to secure £10,000 from Awards for All towards our running costs. The services that this funding will support are so important to the community in Benllech and will make an enormous difference in the lives of so many people."

"Benllech Good Turn Scheme takes me to see my husband at the Nursing Home every week," said one user, "and also take me shopping when I need it. Without them, I would not be able to get around and keep my independence, they are very important to me."

About Connecting Communities in Wales

The Connecting Communities in Wales project is run by the Community Transport Association and funded through the Welsh Government Rural Communities Rural Development Programme 2014-2020, which is funded by the European Agricultural Fund for Rural Development and the Welsh Government, and aims to support community transport in Wales through creating new partnerships, bringing funding into the sector and creating new transport networks.

You can find out more about Connecting Communities in Wales at ctauk.org/CCIW.

