Benllech & District GOOD TURN SCHEME ...there's help at hand

INFORMATION LEAFLET

Welcome to the Benllech and District Good Turn Scheme

This leaflet gives some basic information about the transport provided by the Benllech and District Good Turn Scheme.

About the scheme

The aim of the scheme is to provide transport for members who need to attend appointments with medical services (which have priority), shopping and other agreed destinations.

To be accepted onto the scheme, you need to be aged 60 or over, with a medical need.

Our volunteers

All our drivers, and everyone else who helps with the Good Turn Scheme, are volunteers. They go through an assessment, including DBS checks, and they all carry identification.

Costs

60p per mile, with a minimum of £3.00 per journey

This is the current rate as of August 2026. You pay the driver in cash on the day.

Payments can include parking costs, so a blue badge is very helpful if you have one. For auditing purposes, it is essential that the driver gives you a receipt for any payment.

Requesting transport

To request a journey, contact **one** of our telephone coordinators, using the numbers you were given at your assessment.

- Coordinators are available **9am to 5pm, Monday to Friday**.
- Priority is given to medical requests. As much notice as possible is helpful.
- If there is no reply, please leave a message, **but with only one of the coordinators**.

- Urgent weekend medical journeys may be possible, depending on whether a driver is available.

Please remember that when you telephone a coordinator, you are phoning their home. They may need time to find a driver who is able to do the journey.

What happens next

Once your request is accepted, the coordinator will pass it to a driver. When the journey has been agreed with the driver, you will be contacted to confirm it. Usually, the driver will also get in touch to confirm the arrangements with you.

Non-medical requests may have to wait until nearer the time to be allocated, as medical appointments take priority.

Please let us know

It helps if you tell us about any special needs connected with your journey, for example:

- if you need assistance
- if you have difficulty getting in and out of a car
- if you will be taking a walker

Unfortunately, we cannot take wheelchairs.

We hope you find the scheme helpful.

Contact us

To join as a service user, or for general enquiries: **07902 829478**

To volunteer as a driver or volunteer helper: **07902 829094**

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