

# SEIRIOL GOOD TURN SCHEME



Information Booklet

## **Introduction**

The Seiriol Good Turn Scheme (SGTS) has been set up by the Seiriol Alliance to give help to local people living in Seiriol Ward, Anglesey. The services are provided by volunteers. *The SGTS offers help to any person living in the Seiriol area who, due to illness, incapacity, or some other need, could do with a hand performing everyday tasks.*

We all have times when we need some extra help such as during illness, in an emergency, as we grow older, or if we develop other problems. Not everyone has a friend or relative who can help at times of need, so having someone in the community who can lend a helping hand can make life much easier.

The SGTS is all about local people helping people in need in our community.

## **What does the Seiriol Good Turn Scheme provide?**

The purpose of the SGTS is to meet the needs of the community by providing a range of services for persons residing within the Seiriol area who may be in need of such services. The SGTS is happy to consider providing help to any person of any age, families, or groups of individuals dependant on their needs and the availability of volunteers. The services provided by the SGTS are based on the principle of members of the Seiriol communities doing “good turns” to help individuals or groups with identified needs. These good turns will include the following:

- Providing transport such as to take clients to their GP surgery, hospital or other appointments,
- Shopping, prescription collection from the pharmacy
- Regular befriending home visits to lonely housebound people
- Supporting people to access community social events, exercise classes, clubs, talks, interest groups etc
- Help with dog walking and looking after other pets in times of need
- Support individuals to develop digital skills such as internet access and social media, thereby tackling isolation
- Gardening
- Changing library books

This list isn't exhaustive but the intention is that these good turns will be undertaken by volunteers giving up their time free of charge although reasonable expenses such as private car use will be re-imbursed.

In addition to providing a framework supporting “good turns” in the community, the SGTS will also be a point of reference for people to access information about local events and activities, and local reliable service providers including tradespersons and other charities working in the area.

## **Which communities are covered by the Seiriol Good Turn Scheme?**

The SGTS covers the Seiriol Electoral Ward on Anglesey. It includes the town of Beaumaris and the villages of Llandegfan, Llanddona, Llanfaes, Llangoed, Llansadwrn, and Penmon.



## **How do I obtain help from the Seiriol Good Turn Scheme?**

If you are in need of any help, and you think that the SGTS might be able to assist, all you need to do is ring one of our contact telephone numbers found at the end of this booklet and have a chat with one of our local call handlers.

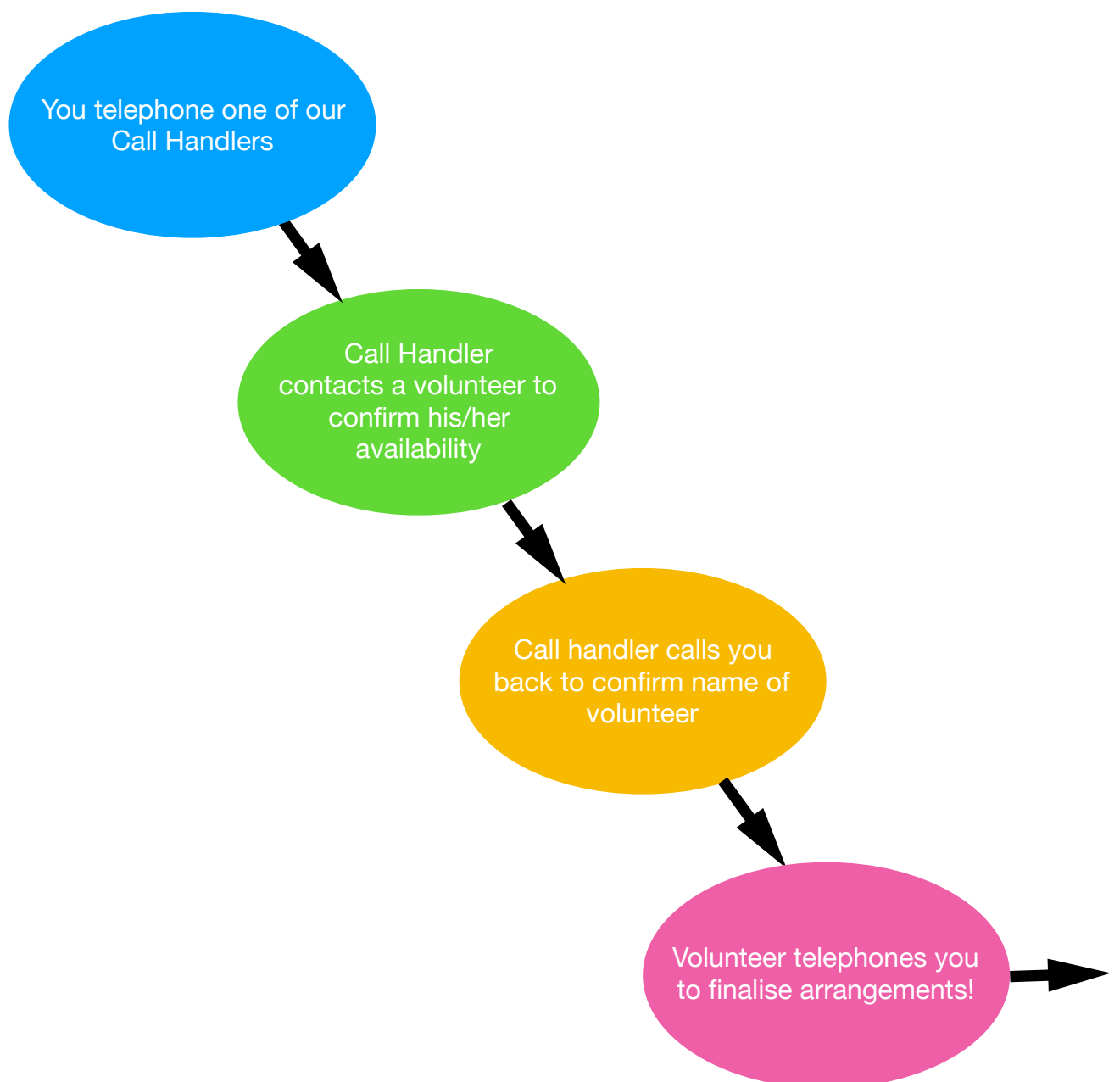
We will then arrange for someone to visit you at home to find out about what you need and how SGTS can help you.

It is necessary to be registered on the scheme first before you can request specific help from our band of friendly, local SGTS volunteers.

## How does the scheme work?

When a registered service user requires help, he or she will ring one of our friendly call handlers and give details of the help required. *For routine support, such as transport to a hospital appointment, we require at least 48 hours notice.* For more urgent calls we will do our best to help if we can.

After the call requesting help, the call-handler will then contact a volunteer to check that he or she is available and able to help. The call-handler will then ring the registered service user back to confirm the arrangements. The volunteer will also telephone the registered service user to reassure him or her that all is well.



## **When is the Seiriol Good Turn Scheme available?**

*All service bookings have to be made through one of our Call-Handlers. The Call-Handlers are available from 9am - 5pm Monday - Friday. Good Turn bookings cannot be made outside these hours.*

***However, a service (“good turn”) can, in theory, be delivered any time seven days a week, from early morning to late evening, subject, of course, to the availability of volunteers.***

## **Is there a charge for using the Seiriol Good Turn Scheme?**

The SGTS does not undertake any means testing and we offer our services purely on the basis of the needs of individual users.

There will be a charge for some services, including all good turns that involve the use of transport. If there is a charge, you will be clearly advised on how much you will be expected to pay when you request a service from SGTS.

The list of current charges is available on request and on our website.

## **How are the volunteers selected?**

For the SGTS to be a success, we need a dedicated team of volunteers who are willing to give up their time to help people in our community.

The scheme has a register of volunteers and this register includes information such as each volunteer’s skills, what tasks he or she wishes to undertake, and his or her availability.

All volunteers receive an initial induction into the SGTS, normally from the scheme’s Volunteer Co-ordinator who is the person responsible for overseeing the recruitment, supervision and support of the scheme’s volunteers.

In order to protect its service users, a Disclosure and Barring Service (DBS) check is undertaken on all volunteers. In addition, volunteers sign a Volunteer Agreement document binding them to be honest, to respect individuals and their rights and responsibilities, to have a non-judgemental approach, and follow our guidelines on issues such as confidentiality and safeguarding.

## **Are you interested in joining as a Volunteer?**

We warmly welcome expressions of interest from local people considering becoming a volunteer.

All volunteers should be aged 18 or above. If you are interested in joining the scheme as a volunteer, an appointment will be made for you to meet the volunteer coordinator. You will be asked to state the nature and extent of the contribution you are able to make, such as the days and times you are available, and whether or not you wish to become a volunteer driver, or whether you wish to contribute in other ways.

*It should be remembered, that as a volunteer you can give as much or as little as you wish to the scheme, there are no minimum or maximum time commitments. You are, however, advised not to over commit yourself but to offer only as much time as you can reliably contribute to the scheme.*

Following initial selection, there is a trial period of 3 months, at the end of which there is an opportunity for the Volunteer Coordinator and the volunteer to review the situation.

Please note that prospective volunteers on social security benefits are able to volunteer providing they inform their local Benefit Office/Job Centre of their intentions. Should you have any queries or problems with regard to this issue, please contact Medrwn Môn (01248 724944) for further information.

Volunteering not only helps our local community but has also been shown to improve the health and wellbeing of the volunteer: give us a call!

## **Who runs the Seiriol Good Turn Scheme?**

The SGTS is operated by a committee working as part of the Seiriol Alliance. All members of the committee are volunteers and the whole operation is strictly “not-for-profit”. The SGTS committee meets regularly and reports to the Seiriol Alliance Board. Although it is part of the Seiriol Alliance, the SGTS has its own bank account and all monies raised specifically for SGTS are paid into that account towards the running and development of the SGTS.

## **What if you have thoughts or concerns about the Seiriol Good Turn Scheme?**

We committed to providing as good a service as we can. The SGTS is keen to learn from all the feedback and comments it receives. All service users and volunteers are encouraged to express any concerns or ideas as to how we can improve the service.

We have appointed a User Representative and a Volunteer Representative to the SGTS Committee and their input plays an important part in the development of the scheme.

If you have any concerns or thoughts please contact us either by ringing one of our call-handlers or by writing to us.

Our Concerns Procedure document is available on request or can be found on our website.

## **Contact Information**

### **Call handlers telephone numbers (9am - 5pm Monday - Friday):**

- 1.
- 2.
- 3.

### **Postal Address:**

Seiriol Good Turn Scheme  
Canolfan Hamdden Beaumaris  
Rating Row  
Beaumaris  
Anglesey  
LL58 8AL

**Website:** [www.poblseiriol.co.uk](http://www.poblseiriol.co.uk)