

Twyford Good Neighbours Annual Report up to April 2017

Twyford Good Neighbours was started by volunteers in 1975 as Twyford Care Group. It's prime purpose was to provide a transport service to residents of the village needing to get to appointments at local hospitals, surgeries etc. at a minimal cost. This still remains it's main function under the guidance of the committee comprising Colin Francis (chair), Louise Watson, Jackie Sewell, Jane Beljic, Jo Francis and Ian Wheeler.

We have a great team of volunteers, both drivers and cooks and helpers at the Village Social Lunches. Without their willing help the Group could not survive and hopefully they get satisfaction from knowing how much their help is appreciated by the recipients. More help is always welcome and we would be delighted to hear from anyone with a few hours to spare.

Over the years use of the service has increased as has the number of volunteer drivers. In the past year, 393 journeys have been undertaken by 31 volunteer drivers. These range from visits to Twyford Surgery to Basingstoke and Southampton Hospitals as well as shopping and social visits.

Car parking is a major problem at many of the destinations covered, and this has become particularly bad at the RHCH in Winchester since changes were made to their car parks. But it is understood that arrangements are being put in place to monitor incorrect parking within volunteer and disabled spaces to assist volunteers.

Jo continues to do a great job as driver/customer co-ordinator and since last June a dedicated Good Neighbours number has been introduced to make it easier to transfer the number to other volunteers during holiday periods.

Village social lunches have been restarted four times a year and are as popular as ever. The next one will be on Tuesday 13th June in the Parish Hall and we hope as many as possible will book a place when the list goes up in the Post Office on 31st May.

We are always pleased to receive feedback from volunteers and customers if they have any suggestions how the services provided by Twyford Good Neighbours could be improved.

The Good Neighbours work closely with the Age Concern village agent (Colin Francis) when older residents are identified as needing help or advice. If you are aware of anyone in this position please let Colin know.

Volunteer drivers are offered the opportunity to use the HCC driver appraisal service aimed at the over 60's and Good Neighbours will cover two thirds of the cost of the £31.50 fee.

I can thoroughly recommend this service having done the assessment myself.