



### **Officially A Quality Service!**

Whitby based charity, Good Neighbours, is the first scheme in the North East of England to be awarded the Community Transport Association (CTA) Quality Mark.

Good Neighbours Community Transport provides a service to elderly and disabled people who find it difficult to use conventional public transport. A team of dedicated volunteer drivers keep the service running across Whitby and the surrounding villages using their own cars and the scheme's 'Ring & Ride' vehicle.

The CTA Quality Mark provides community transport organisations with a demonstrable badge of professionalism and service standards. Independently assessed, the Mark provides assurance that the organisation is well run and that funding will be used to good effect. It also acts as a mark of quality for the way organisations work with staff, volunteers and service users.

Good Neighbours is one of only 9 charities in the country to achieve this prestigious award, which is Charity Commission endorsed.

Manager, Alan Lund, said 'We are very proud to achieve this award which reinforces our commitment to providing a quality service to passengers and a rewarding experience for volunteers'.

For more information about volunteering for Good Neighbours, or to register for the service, visit their office in Church House, Flowergate or call 01947 602982.

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### **For more information:**

Good Neighbours Community Transport  
Church House, Flowergate  
Whitby, North Yorkshire YO21 3BA  
Tel: 01947 606440  
[info@gnctwhitby.org](mailto:info@gnctwhitby.org)  
[www.gnctwhitby.org](http://www.gnctwhitby.org)  
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