

Overview of Community Warden Scheme

Since the inception of the Community Warden Scheme (CWS), Joanne Twinn, the Community Warden has supported over 30 residents within Willingham on the scheme. Joanne delivers 15 hours of warden service throughout the week, Monday to Friday. The warden scheme's capacity is at 86%, which is above the expected target of 80% (this is based on the number of older people on the scheme, divided by contracted hours). The remaining 20% of the warden's contracted hours are normally set aside to allow for the weekly administration of the scheme e.g. writing of case studies, data collection, assessments and reviews.

Service Delivery

The number of older people fluctuates throughout the year due to their circumstances changing. At present, Joanne is supporting 13 older people and is above target:

Number of households	Male	Female	Couple
12	3	10	1

The scheme supports 12 households, as there is 1 couple at present using the service. 10 of the older people live in Willingham, 3 residents are from Over. The community warden makes over 50 phone calls each week and up to a maximum of 24 home visits. Of course, home visits can increase when an older person needs extra support for a defined period. On average, each older person benefits from approximately 6 hours of community warden time per calendar month. The age range supported on the Willingham and Over scheme ranges from 61-70 through to 91-100.

In her role as Community Warden, Joanne:

- works directly with the Age UK Cambridgeshire and Peterborough I & A team to help older people to maximise their income, through benefits checks and applications.
- encourages and supports her older people and their families to be more physically active and to access resources within Willingham.
- navigates other services, ensuring that her clients can connect to their local community, enhancing their support network and wellbeing.
- provides consistency to the older person.
- reduces isolation and loneliness.
- delivers a person-centered and flexible service to meet the clients' needs.
- supports her older people in a non-judgmental manner.
- supports her clients' families to ensure the best care for their loved ones and themselves.
- makes a difference.

Example of 'unseen' works

In delivering a person-centered, bespoke service, Joanne has:

- Helped people set up shopping accounts on-line. This is not a straight forward task when supporting an older person in their 80s who has never had a mobile phone, which is

needed to access the activation code and to validate bank details for online payments. This can take several hours and multiple phone calls.

- Supported older people to become more digitally included.
- Booked several Covid boosters for residents who have no access to online booking system.
- Made GP appointments, where held in the queue for an interminable length of time.
- Assisted in completing Blue Badge applications.
- Waited with older people who have suffered a fall until the paramedics or family members arrive.
- Liaised with social prescribers, Occupational Health and other multi-disciplinary team members to achieve a shared goal through collaboration.
- Received multiple and frequent phone calls from residents in Willingham and offered practical advice and/or signposted to other providers. These residents are not currently on the scheme but appreciate Joanne's expertise and knowledge.

Financial Overview

Below is an analysis of actual spend through to 31.01.25. The 2025-2026 budget has been ratified by the Board of Trustees.

There is a positive balance carried forward as at 31.03.25 of £1,999, which is higher than the budget of £1,200. This is due to an increase in actual SCDC funding compared to budget and slightly lower actual salary costs than budgeted for 2024-2025. Support services are recharged to every warden scheme based on the number of delivery hours of the warden plus a slight increment for the hours dedicated by the Team Leader to each scheme. The Support Services recharge covers head office costs such as HR, Finance, Health and Safety, IT, Marketing and Management time. There is a slight uplift in 2025-2026 as the number of delivery hours in 2024-2025 were misstated.

The budget for 2025-2026 anticipates a deficit of £2,578 as at 31.03.26. This may be mitigated by additional service user fee income if Joanne continues to have a vibrant scheme above her target capacity.

Willingham and Over Community Warden Scheme

Scheme Update: Annual Parish Council Meeting 14.05.25

Willingham and Over Community Warden Service				
(Extracted from Management Accounts as at 31.03.25)				
N/C Name	Budget Full year 2024-25	Full year forecast 2024-25	Ratified Budget 2025-26	Notes/ Comments on Accounts
Grant - District Councils	£13,446	£13,525	£5,458	SCDC funding confirmed (Yea 1 of Year 3 programme of funding)
Grant - Parish Councils	£3,000	£3,000	£3,000	Willingham Parish Council contribution.
Charges - Warden Fees	£6,000	£5,400	£9,900	Based on 12 SUs - 50 weeks per year.
TOTAL INCOME	£22,446	£21,925	£18,358	
Salaries + Oncosts	£13,279	£12,350	£13,946	Including relief cover and allocation of % of Team Leader salary.
Disclosure & Barring Service	£0	£60	£100	
Recruitment Costs	£40	£30	£100	
Training & Conferences	£50	£20	£0	
Travel	£1,400	£1,100	£1,200	Revised based on actual expenditure 2024-25.
Printing & Stationery	£0	£1	£0	
Mobiles	£177	£210	£112	Mobile phone contract re-negotiated and efficiencies identified.
Bad & Doubtful Debt Provision	£0	£50	£50	
Meeting Costs	£100	£80	£80	
Bank Charges & Interest	£100	£100	£100	
Events General	£150	£75	£150	
Marketing	£200	£100	£100	
Sundry Expenses	£0	£0	£0	
Support Services	£5,750	£5,750	£6,997	Based on 18.5 delivery hours (previously incorrectly stated at 15 delivery hours). Includes HR, Finance, H&S, Management, Marketing, Head Office, Printing, Stationery.
TOTAL EXPENDITURE	£21,246	£19,926	£22,935	
Surplus/-Deficit	£1,200	£1,999	-£4,577	
Balance b/f 1/4/24	£0	£0	£1,999	
Balance c/f (£0 if -ve)	£1,200	£1,999	-£2,578	

Willingham and Over Case Study Q4 2024-2025

The purpose of a case study is to show how the intended outcomes are being met by the Community Warden service. All case studies are assessed, comparing the intended outcomes of the warden service with an older person's needs:

Mark with X	Intended service outcomes in agreement with the service user
X	Improve social inclusion/ isolation
	Improve safety at home
X	Provide preventative support
	Improve money matters
X	Improve equality/human rights
X	Provide practical support
X	Improved health/ wellbeing

Extract from case study:

About the person	
Ms Clair lives alone and her mobility has declined; she still tries to remain as independent as possible and is looking at aids that can ensure she can continue with daily life activities safely.	Age, district, live alone, general well-being, support network etc
What was the situation?	
Ms Clair felt she would benefit from aid that would give her confidence when bringing her meals and drinks from the kitchen to the lounge where she eats.	Why and how referred, what challenges, issues were faced, what is affecting daily life
What did Age UK do to make a difference?	
I spoke with Ms Clair to see if it was more for supporting her walking or for carrying items. I explained there was possibly two options - a rollator frame with a small, rimmed tray or a kitchen trolley on wheels which has a couple of shelves. I felt the trolley may be more beneficial as it would hold a dinner plate and other items more safely and work well as a walking aid. Firstly, I contacted the social prescriber to see if she could arrange an OT assessment to see what they could offer.	What action did we take to support and help – in bullet points
What outcomes were achieved?	
Social prescriber contacted the OT to arrange a visit and an assessment. OT visited Ms Clair and assessment was carried out, they arranged for kitchen trolley walking	Describe the impact and any service specific outcomes – how

aid which both the OT and Ms Clair felt it would be more beneficial and safer for the purpose of aiding mobility and transporting items.		did it change things, e.g., safety, socially, independence, confidence etc
Quote from service user		
I feel so much happier and safe now and thank you for all your help arranging this.		What difference and/or impact did our support give. Ask open ended questions to determine how.
Our learning		
To always be observant of the safety of our service users and ask for advice from the third party professionals.		Our learning outcomes and future actions we could take to improve and/or develop our services
Completed by - staff name	Joanne Twinn	
Completion date	30/01/25	

(The name of the older person is anonymised)

