

Appendix B

AGE UK Cambridgeshire and Peterborough Progress Report 2022-23

Name of Scheme: Small villages

Parishes in Scheme: Balsham, Castle Camps, Horseheath, Shudy Camps, West Wickham, West Wrating and Weston Colville

New or Existing Scheme? Existing

Number of clients at start of year: 16

Number of clients at year end: 11 households, 13 people

Comments to support above:

- The warden works 20 hours per week.
- This scheme has a vast area to cover so does incorporate a lot of travelling which impacts on time.
- It is a well-established scheme and often up and down with numbers on the scheme.
- All seven parishes covered pay a contribution to the scheme which hasn't increased over the years. Contributions range from £250 to £900.
- The steering group meets regularly but not all parishes send a representative.
- This scheme has been fortunate to receive some funds via an anonymous donor which has now come to an end.
- Several of the service users on this scheme are quite demanding in needs which can be time consuming for the warden.

Marketing and promotional activity:

- Posters displayed in the community
- Leaflet drops
- Regular steering group meetings
- Joint working with the Parish Nurse (this role has now ended)
- Attendance at some Parish meetings
- Contact with GP's and pharmacy
- Local business such as hairdressers, shop, post office etc
- Articles in the Parish magazines
- Meals on wheels
- Contact with Adult Social Care Team
- Social prescribers
- Balsham community hub
- Contact with South Cambs Visiting Support Team

Fundraising events: N/A

Additional information:

- At the end of 2022-23 this scheme was in deficit of £5,953. There was a brought forward from the year before which left a final deficit of £2,001

Name of Scheme: Cambs Northwest

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Parishes in Scheme: Fen Drayton & Lolworth (also includes Fenstanton which falls under Huntingdon District Council)

New or Existing Scheme? New

Number of clients at start of year: 2

Number of clients at year end: 10 households, 12 people

Comments to support above:

- The warden works 15 hours per week.
- This scheme has been slow in the uptake of service users. However, towards the end of the last financial year, it has picked up which is pleasing to see and hit double figures for the first time in December.
- Regular meetings with representative from each Parish take place and they are all very supportive towards the scheme and keen to help in any way they can.
- Fen Drayton have also implemented an incentive for any new people on scheme, they will pay the first 10 weeks fees, meaning they get 12 weeks free in total due to the 2-week free trial.

Marketing and promotional activity:

- Posters displayed locally
- Local Facebook community pages
- Attended coffee mornings in all areas
- GP's surgeries
- Meals on wheels
- Articles in local Parish magazines
- Age UK CAP website and social media pages
- Pharmacy
- Social prescriber contact
- Regular meetings with the Parish Council
- Good relationship with local vicar
- Jubilee event
- Fen Drayton information event
- Local business such as hairdressers, chiropodists
- Bobby scheme

Fundraising events: N/A

Additional information:

- This scheme ended the 2022-23 financial year in deficit of £2,078. However, due to the brought forward figure from the year before – this covered the cost and means there is a carry forward into 2023-24 of £4,892.

Name of Scheme: Fulbourn

Parishes in Scheme: Fulbourn

New or Existing Scheme? Existing

Number of clients at start of year: 3

Number of clients at year end: 5 households, 5 people.

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Comments to support above:

- The warden works 10 hrs per week.
- This scheme had a difficult start as recruitment to the role took a while. That warden then left after eight months which then impacted on promotion. It was decided at this time, to recruit on less hours due to the low numbers to help support the budget.
- The scheme has now reached double figures.
- For the last five months of this year, no new clients have joined the scheme.

Marketing and promotional activity:

- Social media
- Posters displayed in the community
- Coffee morning held
- Meetings with Parish Council (up until Jan 23)
- GP surgeries
- Contact with local businesses.
- Attended community summer fete
- Leaflet drops
- Articles in Parish Magazine

Fundraising events: N/A

Additional information:

- At the end of 2022-23 financial year, the scheme was in deficit of £5,282 – this was after the brought forward figure from previous year had been added.

Name of Scheme: Histon & Impington

Parishes in Scheme: Histon and Impington

New or Existing Scheme? Existing

Number of clients at start of year: 19

Number of clients at year end: 13 households, 14 people

Comments to support above:

- The warden works 20 hours per week.
- In the past it has maintained numbers including having to implement a waiting list.
- Continued good links are in place with the Histon Older People Co-ordinator which works well for both roles.
- Regular meetings take place with Parish Council who are very supportive of the scheme and contribute a significant amount - £8,000 for 2022-23 and this has increased to £10,000 for 2023-24.
- This scheme is well known in the community, but continued promotion takes place. The parish representatives will contact the warden directly with any events taking place etc which is helpful.

Marketing and promotional activity:

- Posters displayed in the community

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- Leaflet drops
- Joint working with the Older People's Co-ordinator
- Contact with Parish Council and regular meetings
- Contact with GP's and pharmacy
- Social Prescriber
- Bobby Scheme
- Local business such as hairdressers, shop, post office etc
- Articles in the Parish magazines
- Attendance at local community activities such as coffee morning, active moving classes etc.
- Attendance at the Day Centre

Fundraising events: N/A

Other examples of support given:

- Supporting a lady to change her address with utility company and benefits.
- Secured additional incomes where appropriate through referrals to the Household Support Fund
- Supported a gentleman through bereavement by offering additional visits and longer phone calls and offering means to access outside of the home activities.
- Supported a gentleman to access a hot meal delivery.
- Supported a service user to access information to enable the installation of shower room.
- Takes fish and chips to a couple once a week who can't leave their home.
- Liaised with care agencies to set up regular prescription for service user who was getting in a muddle.
- Purchased Christmas presents for all on the scheme, courtesy of Friends of Histon and Impington
- Gave out incontinence pads that had been donated to Age UK – a big cost saving for service users.

Additional information:

- The end of 2022.2023 saw a deficit of £3,704, however there was a bought forward figure which means the final deficit was £1,251.

Name of Scheme: Linton

Parishes in Scheme: Linton

New or Existing Scheme? Existing

Number of clients at start of year: 15

Number of clients at year end: 15 households, 17 people

Comments to support above:

- The warden works 25hrs per week.
- This scheme has seen a significant drop in numbers over the last 18 months, whereas in the past it had been supporting up to 23 households.

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- Eight referrals for this scheme were received in the last six months – concerns due to the lack of numbers and the warden working hours.

Marketing and promotional activity:

- Posters displayed in the community
- Leaflet drops
- Contact with Parish Council and attending meetings
- Contact with GP's and pharmacy
- Local business
- Articles in the Parish magazines
- Social Media – local Facebook pages
- Attendance at Well-being event
- Coffee morning at the Church

Fundraising events: N/A

Other examples of support:

- Reduced isolation by maintaining service user friendship through coffee and chat meetings-warden provided transport where practical.
- Special celebrations-supported a lady to celebrate her very special birthday....101 years old! Worked with family and neighbours to arrange a street party.
- Maintain family contact-service user in regular email contact with family in Australia was having trouble with her laptop. Warden supported them to get it repaired as well as look at her internet provider for better connection meaning face to face contact can now take place.
- Access to health appointments-arranged several transport requests to ensure access to Addenbrookes was possible as well as local GP surgery.
- Access to community-worked jointly with Helping Hands to arrange for a lady to attend her weekly church service.
- Medical assistance-discovered a service user on the fall when visiting. Called 999, was told ambulance would be a few hours. Warden called GP for support which led to a quicker response and admission to hospital which was needed. Made a difficult time for the service user a little less stressful.

Additional information:

- End of year figures for 2022-23 saw this scheme with a significant deficit of £10,044.
- The average number of service users on the scheme is low in comparison to the warden hours, so the warden hours were decreased from 25 hrs per week to 18 hrs per week on 1 April 2023.

Name of Scheme: Longstanton

Parishes in Scheme: Longstanton

New or Existing Scheme? New

Number of clients at start of year: 8

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Number of clients at year end: 9 households, 10 people

Comments to support above:

- The warden works 15 hours per week.
- It has taken a while for numbers to increase for this scheme
- The warden has now built a good working relationship with the social prescriber so hopeful referrals will be received via them.

Marketing and promotional activity:

- Leaflet drops
- Displaying posters within the community
- Contact with site manager on Toad Acres Retirement Park
- Contact with GP's and pharmacies
- Local Facebook pages
- Article in local Parish magazine
- Age UK CAP website and social media
- Radio Cambridgeshire interview for warden schemes
- Churches
- Coffee mornings
- Over Day centre
- Local business such as dry cleaners and hairdressers
- Local Supermarket

Fundraising events: N/A

Additional information:

- At the end of 2022-23, the scheme was in deficit by £5,655. However, there was a brought forward figure which meant the final deficit was reduced to £1,723.
- Looking at 2023-24 there is a forecast deficit of £11,868

Name of Scheme: Cambs Southwest

Parishes in Scheme: Papworth Everard, Bourn, Caldecote, Comberton, Hardwick, Toft & Wimpole

New or Existing Scheme? New

Number of clients at start of year: 11

Number of clients at year end: 16 households, 18 people

Comments to support above:

- The warden works 20hrs per week
- This is another scheme that has a wide area to cover with only a few areas really having service users on board. It has taken a while for this scheme to increase its numbers, but they are seeing an increase now. In fact, any more referrals at present will be added to a waiting list.
- To help support the budget the decision was made to reduce the warden's hours from 35 hrs to 25 hrs per week. A short while after this, the warden then moved across to a different service so when post was advertised, the hours were reduced again to 20 hrs.

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- Towards the end of the last financial year, this scheme supported working with the Meridian PCN as part of their winter pressures project. Sadly, this was delayed due to various barriers they encountered so didn't come into force until mid-January, it is currently being reviewed. However, the scheme did support 6 people in this time, some remaining on the scheme.

Marketing and promotional activity:

- Posters displayed within the community
- Contact made with social prescribers
- Attendance at local community events – where possible
- Contact with the GP practises, including attendance at MDT meeting
- Working alongside PCN
- Local Facebook groups
- Pharmacies
- Age UK CAP website and social media
- Articles in the local parish magazines where possible
- Christmas event put on.
- Leaflet drops

Fundraising events: N/A

Additional information:

- Despite the reduction in warden hours, this scheme still resulted in a deficit of £7,432.
- Looking at 2023-24, the forecast deficit is £15,158

Name of Scheme: Cambridge South

Parishes in Scheme: Sawston, Duxford, Hinxton, Ickleton, Pampisford & Whittlesford

New or Existing Scheme? New

Number of clients at start of year: 10

Number of clients at year end: 11 households, 12 people

Comments to support above:

- The warden works 20hrs per week.
- It was originally planned that this scheme would eventually have two wardens due to the scope of areas covered. However, the scheme has never reached numbers to justify employing a second warden.
- Most service users accessing the scheme live in Sawston, Whittlesford and Duxford. The other areas at present don't have any service users and since implementation, there has been very few.

Marketing and promotional activity:

- Posters displayed within all areas.
- Leaflets drops
- Articles within some Parish magazines

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- Social Prescribers within Granta Medical practise
- GP surgeries
- Local shops in all areas
- Age UK CAP website and social media pages
- Reablement Team
- Local facebook group pages
- Melbourn Hub
- Soup and sandwiches at local church
- Attendance at parish council meeting

Fundraising events: N/A

Additional information:

- Despite continued efforts to promote this scheme, it still hasn't reached the numbers hoped for.
- At the end of 2022-23 there was a deficit for of £6,159. However, due to the previous brought forward balance (mainly due to not appointing a second warden) the scheme has a carry forward figure of £9,632.
- Looking at 2023-24, the scheme is forecast to be in deficit of £5,719 at the end of the year.

Name of Scheme: Stapleford

Parishes in Scheme: Stapleford

New or Existing Scheme? Existing

Number of clients at start of year: 7

Number of clients at year end: 12 households – 14 people

Comments to support above:

- The warden works 12 hrs per week.
- It has been a slow process in getting the numbers up for this scheme and is a real credit to the warden for her continued efforts in promoting the scheme and being a presence in the local community. It is so pleasing for the scheme to currently be up to her numbers.
- In the last year we have seen 18 referrals into the scheme.
- Since September last year, they began to record the number of 'non-leading' enquires which is where the warden receives a call which isn't relating to the scheme, but information is shared to the caller. For Stapleford, she has received six of these.

Marketing and promotional activity:

- Posters displayed in the community
- Leaflet drops
- Regular steering group meetings
- Contact with GP's and pharmacy.
- Local business such as hairdressers, shop, post office etc
- Articles in the Parish magazines

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- Attendance at local community activities such as coffee mornings, WI's when running
- Meals on wheels
- Contact with South Cambs Visiting Support Team
- Regular presence at Cox's Close – Sheltered Housing

Fundraising events: Several events have taken place due to the steering group being pro-active in putting these on, such as summer fetes, carol concerts etc. For this year, it resulted in donations being received of £2,225.

Additional information:

- This scheme is forecast to be in deficit of £10,589 at the end of 2023-24.

Name of Scheme: Teversham

Parishes in Scheme: Teversham

New or Existing Scheme? Existing

Number of clients at start of year: 4

Number of clients at year end: 6 households, 8 people

Comments to support above:

- The warden works 10hrs per week.
- This scheme has been struggling with numbers for several years. Recent meetings have taken place to discuss the changes in demographics of Teversham and the consideration to joining with another scheme.
- This scheme is the oldest of the AGE UK schemes and when it was originally set up, Teversham had a high population of older people. This has now changed, including housing that was reserved for older people, now being used to house young families. This naturally impacts on the demand for the scheme.
- This scheme has the scope to support people under the age of 60 years who are living with long term health conditions, however, to date no one under the age of 60 has approached the scheme.
- There have been seven referrals across the year for this scheme.

Marketing and promotional activity:

The Community Warden has displayed posters and leaflets in the local community, regular adverts in the parish magazine, delivered talks/presentations as well as developing working relationships with:

- GP surgeries
- Parish Councils
- Adult Social Care
- Over 55's Lunch Club
- Teversham Social Club
- Jubilee Event

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They have approached the nearest Tesco to enquire about having a table at the entrance, this was declined. Contact with Addenbrookes has also been met with some resistance although they do have a link with our Hospital Discharge service.

Fundraising events: Jubilee event raised £60

Additional information:

- The budget for 2022-23 saw a deficit of £2,845, however, there was a carry forward from previous year which supported the deficit. Looking at the end of 2023-24, it is forecast to again be in deficit of £3,262.

Name of Scheme: Waterbeach, Chittering & Landbeach

Parishes in Scheme: Waterbeach, Chittering & Landbeach

New or Existing Scheme? Existing

Number of clients at start of year: 9

Number of clients at year end: 10 households, 11 people

Comments to support above:

- The warden works 15 hours per week.
- Majority of those on the scheme reside in Waterbeach, the current split is eight in Waterbeach, two in Landbeach and one in Chittering.
- Regular steering group meetings take place with a representative from each Parish attending along with the District Councillor too. All very on board with the scheme and overall, it has been a pleasing year for this scheme.
- Number fluctuation throughout the year but usually within double figures.
- Since August 2022, five referrals have been received that joined the scheme, a further four were received but not suitable.
- The scheme has made 12 signposts and had seven non-leading enquiries where information has been given but those requesting this have not joined the scheme.

Marketing and promotional activity:

- Posters displayed in the community
- Leaflet drops
- Regular steering group meetings with representative from the Parishes
- Articles in parish magazines
- Social media – Age UK and local Facebook groups

Fundraising events: N/A

Some other examples of support that has been provided in addition to the usual daily calls, home visits and tasks:

- Service user who is bed bound and wanted their tv moving from the living room to dining room which required external aerial to be extended. Warden arranged for this to take place.
- Referred service user for assisted bin collection to ensure their bin is emptied regularly as this was becoming a task for them to put out in time
- Referral to Handyperson team for a key safe to be fitted to allow for care package to be implemented.

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- With advice and guidance from medical professional, supported a service user to complete an Advanced Decision form due to them strongly feeling they wish to die at home and not in hospital. They have full capacity to make decisions.
- Completed two bus pass renewals which arrived within three days!
- Ordered an 'over the bed table' for service user from Occupational Therapy
- Supported service user to complete V5 document for their new car. They have Parkinson's and find it difficult to write
- Applied for a Council Tax reduction for a couple – awaiting the outcome
- Supported two service users to get a cleaner
- Service user who is deaf and has no family needed support with phone calls to Cambridge County Council finance department due to her not receiving her invoice for care package which was causing her anxiety. It turned out that she had been missed off the system so this is now resolved, and she will receive monthly invoices.
- Referred service user to Abilitynet for some IT support on how to use her tablet.
- Referral to the fall assessment team along with request for lifeline to be installed.
- Delivered some clothing and jam jars for a service user to a lady in Waterbeach who support the local Salvation Army and makes lots of jam!
- Located lost cordless phone for service user which had caused her lots of anxiety.
- Warden couldn't reach a service user on the phone and so decided to visit her as this was unusual. On arrival the lady greeted her at the door saying she had been waiting for her due to no electricity in the house because the fuse had tripped. She was unable to locate the fuse box. The warden located it and turned it back on. She was so pleased and has also decided that she would like phone calls on the days the warden doesn't visit just in case she needs support.

Additional information:

- For the end of 2022-23, the scheme is at deficit of £199. However, this would have been £5,019, had there not been a carry forward from 2021-22. The budget is forecast to be in deficit at end of 2023-24 by £5,727.

Name of Scheme: Willingham & Over

Parishes in Scheme: Willingham & Over

New or Existing Scheme? New

Number of clients at start of year: 10

Number of clients at year end: 15 households, 15 people

Comments to support above:

- The warden hours are 22hrs per week
- This scheme continues to be very much a rollercoaster in terms of number on the scheme. One week, the scheme can almost be up to numbers and then the next week, numbers drop.

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- Warden has excellent presence in the community and is proactive in making new links.
- Regular meetings take place with both parish clerks who then feed back to the main meeting. Attendance at the main meetings has also taken place at both Parishes on two occasions.
- This scheme has received 28 new referrals in the last 6 months. There has also been a further seven non-leading enquiries.

Marketing and promotional activity:

- Posters displayed in the community.
- Leaflet drops
- Attendance at Parish meetings
- Pharmacy and GP surgery
- Patients Participants Groups attended.
- Gardening Club in Over
- Over Day Centre
- Contact with local business including hairdressers, dentist, bakery etc.
- Library
- Willingham Auction Rooms
- Contact with District Cllr
- Local Facebook pages
- Age UK CAP website and social media
- Articles for local magazines
- Community Café
- Contact with Sheltered Housing Manager
- Bobby Scheme

Fundraising events: N/A

In addition to the daily phone calls and usual tasks of shopping, prescriptions, some examples of support this year are:

- Secured some extra income by making referrals to the Household Support Fund
- Reduced isolation and developing friendships with referrals being made to Over Day centre.
- Maintained independence and safety at home with referrals and installation of lifelines taking place.
- Improved security at home by arranging home visits from the Bobby Scheme
- Better access to outside – supporting service user to access a gardener to maintain outside space.
- Remain at home – referrals made to Adult Social Care where personal care support is required to ensure service users can remain living at home with the right level of support.

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- Access to health appointments – arranged several transport requests and phone calls to GPs where required.
- Access to Occupational Therapy – referrals made via the Social Prescriber to support service users to remain living at home safely with appropriate equipment in place.

Additional information:

- At the end of year, the scheme was in significant deficit of £9,943.
- The end of year for 2023-24 is also looking at a forecast deficit of £12,000.
- At request of the warden due to her change in personal circumstances, from April 2023 her hours were reduced to 20hrs per week.

Name of Scheme: Swavesey

Parishes in Scheme: Swavesey

New or Existing Scheme? Existing

Number of clients at start of year: 12

Number of clients at year end: 8 households, 8 people

Comments to support above:

- The warden works 16 hours per week.
- Pre covid, this scheme was usually up to numbers or thereabouts, however, the numbers have been low for several months now which is very unusual and no real understanding as to why.
- The warden is well known in the community and has good links with other professionals.
- Regular steering group meetings take place, they are very supportive of the scheme and proactively promote it as well as offer suggestions to help increase numbers. Representatives from the Parish, Thomas Galon (a funder) and the District Councillor sit on the group.

Marketing and promotional activity:

- Posters displayed in the community
- Leaflet drops
- Hosting events at Christmas and Jubilee
- Contact with Parish Council and regular meetings
- Contact with GP's and pharmacy
- Local business such as hairdressers, shop, post office etc
- Articles in the Parish magazines
- Ran the Compass Café
- Social Media
- Village Fete
- Boat Day Trip

Fundraising events:

- Compass Café raised £54

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- Spring Community event raised £82

Additional information:

- A proactive and supportive steering group.
- At the end of the year, the scheme was in deficit of £2,693 this was after including the £7,720 brought forward figure from the previous year.
- The predicted forecast for the end of 2023-24 year is a deficit of £8,022.

Overall Summary

The sustainability of all these schemes will need to be reviewed:

- All Deficits for Age UK Cambridgeshire and Peterborough have cleared using their unrestricted reserves, meaning all these schemes start 2023-24 with a zero balance
- Last year, all schemes were regaining momentum post COVID. Although this is still the case this year, many are struggling financially with the forecast remaining bleak unless further funding can be found.
- AGE UK have increased their management fees and client fees which will further impact the schemes in the 2023-24 financial year.
- Stronger links with respective parish councils remain key in ensuring the schemes' ongoing success and growth.