

KCC Community Warden Report



I continue to walk around the village and deal with residents' concerns where I can or signpost them in the right direction to another service/agency. I support residents by phone, email and doorstep visits. I also deal with a number of referrals from partner agencies requesting welfare checks in Marden and Staplehurst (and neighbouring areas on occasion). I can give advice and information to new and existing residents to access the services they require or can help tackle/report miscellaneous issues such as fly tipping and nuisance behaviour or anything else you're unsure of or are worried about.

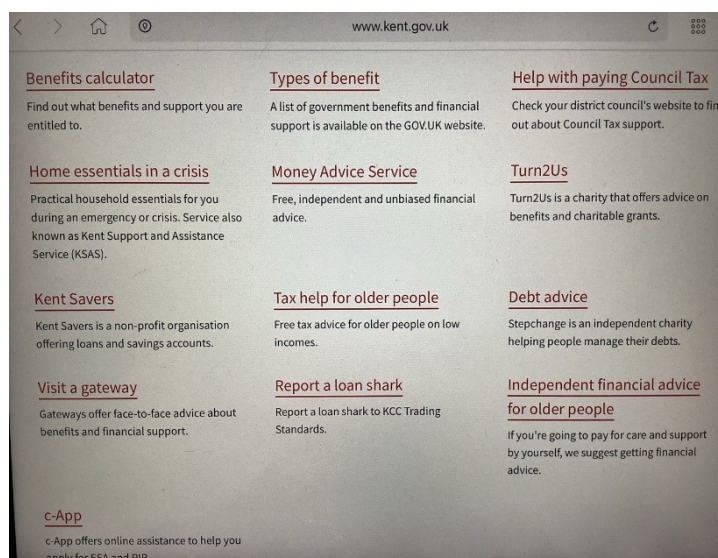
You can contact me on 07969 584179 or email: mira.martin@kent.gov.uk

Here are the kinds of things that you may not realise that I can also help with:

If you can't move around your house easily due to too many possessions - whether clutter/mail and paperwork, sentimental items, furniture, clothes etc. It could impede your escape in an emergency or you may feel embarrassed to have visitors. If you want to get organised but don't know where to start (feeling worried and anxious can stop you being able to think straight) please give me a call. If I can't help you myself, we can come up with a plan of action to get things how you would like them and I can support you during the process. We can work at a pace that you feel comfortable with - I have helped people who were worried that strangers would sweep in and clear everything without taking note of their wishes and what they would like to keep.

For those feeling lonely and isolated, there is support available via phone calls and/or internet and hopefully we will soon be able to start up our village groups and clubs again. If you are nervous about joining or don't know what there is, give me a call and I'll come and visit you and we can make plans to go along together - perhaps you have an interest or hobby and there isn't a local club - in which case we may be able to set one up! - Chat and board game groups in Marden and The Men's Shed in Staplehurst being a few of my favourite successful projects.

For all sorts of money advice, here is a useful link <https://www.kent.gov.uk/social-care-and-health/care-and-support/benefits> or contact me and I can go through the information with you:



I have helped people sort out finances and drawn up budgets in order to tackle overspending and debt. If you are not sure that you are getting the correct benefits or may be entitled to help when you haven't claimed before - there are agencies that will check for you. Banks, councils, utility suppliers will usually try to help reduce your bills where they can if you are struggling to keep up payments.

A lady that was making so many charity, insurance and scam direct debits and payments that she was getting into debt was very relieved at the offer of help. She was too soft hearted to cancel the charity ones so I did that for her - there were about 100 different but worthy causes that she was supporting including ones for various diseases and health conditions, animal charities and various foreign aid charities. She kept a couple - her husband had been in the Royal Navy so she wanted to continue supporting that one and also The British Legion. She was paying for health supplements that were in unopened boxes piled around her house - because she was getting a bit confused (the start of dementia) they were taking advantage of her. Again, I contacted the companies on her behalf and got them to stop - I even managed to get a refund for some of it. We set up telephone call screening (most phone companies have a free call screening and blocking service that you just have to phone and get activated and you can buy telephones with this function too). Thankfully, it didn't take long for this particular lady to be out of debt and enjoying life again.

People are still being scammed out of thousands of pounds by scammers. Please always check with family, trusted friends, Kent Police using non-emergency phone number 101 (or emergency 999 if the people are with you) or the Community Warden no matter what someone tells you! Trust your instincts if something strikes you as being a bit odd - run it past someone else first - don't feel pressured into making on the spot decisions particularly if someone cold calls offering to carry out work on your house, garden or driveway. If you would like information about the different types of scams around and you have access to the internet, please look up www.kent.gov.uk/leisure-and-community/consumer-protection/scams and/or www.friendsagainstscams.org.uk/ Otherwise, call me on 07969 584179 and I will deliver some information to you.

Crime Stoppers can be contacted anonymously by phone 0800 555111 or www.crimestoppers-uk.org to report crime - especially useful for people that are worried about contacting the police directly.

Mira Martin
Community Warden