

oneIsland

Your magazine from the
Isle of Wight Council
Issue twenty two
March 2009
www.iwight.com

Fun on the waves

Susie at the helm for
watersport challenge

Council tax and budget 2009-2010
Education: the way ahead
Six-page guide to Island health services





Welcome to the March issue of the council's magazine, which this month features important information on your council tax, our spending plans for the year ahead, and our continuing programme of improvements.

The council is striving to maintain a high standard of key services during these demanding times, and in our four-page budget feature you will be able to find out about some of the key measures we are taking – and how we have responded to the consultations we have conducted with Island residents.

Clearly these are difficult times financially for many people, and with this in mind we have included a special supplement with information on assistance and advice available for Island residents. There is also information for the business sector and guidance on measures you can take to assist yourselves.

Also in this issue we include helpful supplements from our partners at the NHS Isle of Wight and the Isle of Wight Rural Community Council, as well as the latest information on progress with educational changes and the Cowes One School Pathfinder project.

**Councillor David Pugh,
Leader of the
Isle of Wight Council**

One Island is published six times a year – in April*, June, August, October, December and February.

* *There will not be an April 2009 edition, due to the proximity of the local government elections.*

If you have community news to share with other readers or would like to advertise in *One Island*, we would like to hear from you.

We also welcome your letters – you can contact us by post, email or telephone.

Post One Island, Communications,
County Hall, Newport PO30 1UD

Email Onel Island@iow.gov.uk

Telephone 823105

makingcontact

USEFUL CONTACTS

Isle of Wight Council, County Hall,
Newport PO30 1UD

Fax 823333

Email customer.services@iow.gov.uk

Website www.iowight.com

TELEPHONE SERVICES

Call centre 821000

Mon to Fri: 8am to 6pm

Saturday: 9am to 1pm

For telephone assistance we recommend you contact the call centre directly where we aim to answer as many enquiries as possible at this first point of contact.

Popular numbers

Automated telephone payments 559310

Council tax 823901

Education 823455

Environmental health 823000

Housing benefits 823950

Libraries 203880

Licensing 823159

Planning 823552

Refuse collection 823777

Roads and highways 823777

Tourism 813813/813823

Trading standards 823396

Consumer Direct 08454 040506

Leisure services 823828

Wightbus 823782

Dial-a-bus 522226

Adult and children's services

Adult services 520600

Children's services 525790

Local centres: Cowes 291144

Newport 823340

Ryde 566011

Sandown 408448

Headquarters 520600

Housing 823040

EMERGENCY NUMBERS

In an emergency dial 999

Fire and rescue control centre (24hrs) 525121

Out of hours: Highways 525121

Waste disposal 0800 3283851

Wightcare 533772/821105 (out of hours)



FACE TO FACE SERVICES

Newport Help Centre

Tel 821000

County Hall, Newport PO30 1UD

Mon to Fri: 8am to 6pm

Sat: 9am to 1pm

Ryde Help Centre

Tel 812678

Ryde Library, 101 George Street, Ryde PO33 2JE

Mon to Fri: 9am to 5pm

Brading Help Centre

Tel 401770

West Street, Brading PO36 0DR

Mon to Fri: 9am to 12 noon

Shanklin Help Centre

Falcon Cross Hall, Falcon Road, Shanklin

Mon only: 10am to 4pm

West Wight Information Centre

Tel 756140

Freshwater Library, School Green Road,

Freshwater PO40 9AP

Mon: 9am to 5.15pm,

Tues and Wed: 9.30am to 5.15pm, Thur: (closed), Fri: 9.30am to 4.45pm. Closed for lunch (1pm to 2pm each day)

Wootton Bridge Centre

Tel 884361

Joanne's Walk, Brannon Way,

Wootton Bridge PO33 4NU

IW Council desk – Mon, Tues,

Thurs, Fri: 9.15am to 1pm

Cowes Help Centre

Beckford Court, Beckford Road, Cowes

Fri (mornings): 9am to 12 noon



council meetings

Unless otherwise stated, all meetings are in public at County Hall. Call 823200 24-hours before a meeting to ensure it is going ahead and to check if any items are likely to be held in private session.

Council

(council chamber)

15 April (6pm)

Cabinet

(committee room one)

31 March (6pm)

20 April (6pm)

Audit Committee

(committee room one)

21 April (6pm)

Planning Committee

(council chamber)

24 March (4pm)

28 April (4pm)

Scrutiny Committee

(committee room one)

16 April (6pm)

Policy Commission for Business and Infrastructure

(committee room one)

25 March (6pm)

29 April (6pm)

Policy Commission for Care, Health and Housing

(committee room one)

22 April (6pm)

Policy Commission for Children and School Results

(committee room one)

8 April (6pm)

Information about your council tax

This month Island households will be receiving their council budget and council tax information in a new-look booklet (pictured). You can also find details on pages 10 to 13 of this issue.



NEWS DESK

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Six-page guide

REGULARS

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Rural and coastal news
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Events and activities

Cover picture: The Island's new watersports development officer, Susie Moore (see page 6 for story)



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When you have finished with this magazine please pass it on or recycle it

Islandimage



Gardens at Osborne House, by Linda Eunson

One Island is available on request as an audiotape, in large print, in Braille and in other languages. For further details, please contact One Island on 823105. The magazine is also available online at www.iwight.com

FOR AN EARLIER SPRING

JUST ADD WATER

Feel the difference an island holiday makes
Call: 01983 813 813 or visit: www.islandbreaks.co.uk

The Isle of Wight is great for escaping the winter blues. The island's unique microclimate means spring arrives earlier. Daffodils and bluebells cover the 117 square miles of outstanding natural beauty. It's a great time to explore on foot, bike,

surfboard or even with a llama by your side! Discover castles and royal homes, alongside dinosaurs and roman villas. It's easy and affordable to get to, and often gets more sunshine than any other UK resort - making it a brighter choice for breaks.



High hopes for 2009 tourism campaign

The Isle of Wight's 2009 tourism marketing campaign – titled *Just Add Water* – is now fully underway.

The multi-media campaign, worth up to £340,000 is targeting regional and national media, particularly in London, the south east and the East and West Midlands, where many typical Island visitors – and potential visitors – are known to live and work.

The approach includes advertisements on the London Underground network and on

buses in the Midlands, as well as in national newspapers and magazines. There is also a joint online campaign to generate internet bookings via the Island Breaks website and Go Wight, the site run by the Isle of Wight Chamber of Commerce, Tourism and Industry.

The campaign trades on the Island's appeal as a year-round visitor destination – different from the mainland but easy to reach and offering value for money.

It is believed the campaign will leave the

Island well placed to exploit the current economic climate that is expected to see more people choosing domestic instead of foreign holidays.

The campaign is being financed by the council and industry partners and complements other initiatives to promote the Island, including: the production of the Isle of Wight Accommodation Guide (in association with the Isle of Wight Chamber of Commerce, Tourism and Industry); regular contact with the travel media to promote individual events and initiatives; support for major events; and making sure the Island is represented at industry exhibitions in the UK and Europe.

Thumbs up for Island fire service



The Island's fire and rescue service has been assessed as "improving well" by the Audit Commission for its direction of travel in 2008. It also received a three out of four score for its service assessment.

It marks a steady improvement since its initial performance assessment in 2005. Two years later it was judged as improving adequately.

Cabinet member for the fire service, Councillor Barry Abraham, said: "The challenge now is to continue the improvement. The council's budget includes significant investment in the fire service over the next three years – modernising the service and ensuring it continues to offer an excellent and efficient service."

Chief fire officer Paul Street said: "The future restructure of the service will enable even more improvement to be made for the community we serve."

The council plans to invest £8 million in the service over the next three years to take it to the highest possible standard.

Your chance to vote

Isle of Wight residents eligible to vote are being reminded of the need to be registered as an elector in time for this year's local government and European elections on 4 June.

On that date, elections will be held to elect all 40 members of the Isle of Wight Council along with members of most of the town and parish councils – with the exception of the four newest councils (Ryde, Newport, Whippingham and Northwood).

There will also be an election for members of the European Parliament in the south east region, which includes the Island.

If you returned your voter registration form last summer your name should be on the electoral register, but you can check by calling into County Hall, Newport, or ringing 821000.

The elections for the Isle of Wight Council will be the first elections held since the Electoral Commission agreed to the council's proposals to revise the number of councillors on the Island down to 40 from 48.

If you wish to consider standing as a candidate in any of these elections, then full details of how to become a candidate, along with elector information and maps of the new boundaries are available at www.iwight.com/election2009

Panel hears crime issues

Island residents aired their views on issues of crime and disorder during a recent debate at Medina Theatre, Newport.

Question Crime was based on the format of BBC TV's *Question Time* and allowed residents to ask questions and make their views known to leaders of the Island's Crime and Disorder Reduction Partnership.

The partnership comprises the council (including the fire and rescue service), the police, NHS Isle of Wight, the Isle of Wight Rural Community Council and other partners, working to maintain the Island as one of the UK's safest places to live.

Issues raised by the audience included the future of the youth service, services for people with drug and alcohol problems, and issues of under-age drinking.

The partnership is required to consult with the public and can be contacted on 550980 or email: community.safety@iow.gov.uk

A million-plus reasons to cheer!

Time for play for children across the Island is set to get much better.

Local play areas are to be improved to the tune of £1.3 million – featuring new equipment, better landscaping and extra open play spaces.

The money has been secured by the council and includes a £1 million-plus grant from the Department of Children, Schools and Families.

Cabinet member for children and young people, Councillor Alan Wells, said: "This funding will enable us to create fantastic new play facilities. The grant is of such a level, we will be able to improve facilities across the Island."

The money will also pay

for community-based play activities through a Play Rangers programme – encouraging youngsters to make more use of parks and open spaces via play sessions under the supervision of the Play Ranger team.

The council will also be offering play for children with disabilities via the I-Play mobile unit at Newport's Riverside Centre. This work is funded by a grant of £294,000 from the Big Lottery Fund.

A range of local groups will be involved in planning the new playgrounds to ensure they are what their communities need. Local businesses will be involved in the design and construction to help the Island's economy.



Island joins Darwin celebrations

A number of events are being staged on the Island during 2009 to help celebrate 200 years since the birth of Charles Darwin and 150 years since the publication of his *The Origin of Species by Means of Natural Selection*.

Darwin came to the Island at least three times – in 1837 to visit his cousin William Darwin Fox, then again in 1858 when he stayed at The Kings Head Hotel in Sandown (now the Ocean Hotel) and at Norfolk House in Shanklin (now the Waterfront Inn), and in 1868 when he was photographed by Julia Margaret Cameron.

According to his journal, it was during his visit in 1858 that he began to write *The Origin of Species*.

The Island events are alongside many being held nationally as part of the commemorations. Darwin was born on 12 February 1809, and *The Origin of Species* was first published in November 1859.

The Island events include:

- a poetry reading by Darwin's great, great granddaughter, Ruth Padel, at Dinosaur Isle on 30 July;
- an exhibition, Darwin Today, at Ventnor Botanic Garden from 10 to 31 August;
- Darwin-inspired walks during the Island's walking festival in May;
- a week-long summer school at Quay Arts, Newport – called Natural Selection – exploring Darwin's legacy through drawing, painting, sculpture and photography (from 17 to 21 August).

Also look out for the council's *Wight Summer Walks* booklet, available in late March, which will contain listings of Darwin-related events from April to September 2009.

Full details of Island Darwin 200 celebrations can be found at www.islandbreaks.co.uk/site/festivals-and-events

Royal Parks partnership for Island



New links are set to be developed between the Isle of Wight and The Royal Parks in London.

The partnership will see a sharing of horticultural expertise, as well as training and development opportunities.

Senior representatives from The Royal Parks visited the Island at the start of March to discuss a formal partnership with the council's parks and countryside section.

While on the Island they were taken to see Ventnor Botanic Garden (pictured), Fort Victoria Country Park, and along part of the Island's coastal trail.

The idea to set up a partnership came from The Royal Parks former director, Mike Fitt, who lives at Ryde.

The Royal Parks is an executive agency of the Department for Culture, Media and Sport, and is responsible for 5,000 acres of historic parkland in London.

Cabinet member for the environment and transport, Councillor Tim Hunter-Henderson, said: "Here on the Island we have responsibility for a range of urban parks, countryside, beaches, open spaces and a botanic garden and this new partnership presents us with a great opportunity to learn from the experiences and expertise of The Royal Parks."

SPORTS ROUND-UP... SPORTS ROUND-UP... SPORTS ROUND-UP...



Development boost for Island watersports

Susie Moore (*pictured*) has taken up the challenge to boost watersports participation on the Island.

Susie started as the Island's new watersports development officer at the end of last year, and is already making a difference in her role – jointly created by the council, the Island Youth Water Activities Centre at Cowes, and the Royal Yachting Association (RYA).

"My role is to work with the Island's sailing clubs and schools to increase participation in watersports and give support up to and beyond the NatWest Island Games in 2011," she said.

Part of her time is spent with the council's sports unit at Newport, with the Youth Water Activities Centre and for the RYA.

"It's been pretty busy in my first few months, particularly with the RYA OnBoard project, which nationally is trying to get half a million children into sailing over a ten year period."

Susie said she is very excited about the task that lies ahead, particularly the coming summer, when she will be co-ordinating a lot of different activities on the water and working closely with schools and youth groups.

Outdoor sports funding

The council has secured £35,000 from the Big Lottery Fund to benefit outdoor sports.

The funds will provide additional equipment at two multi use games areas, extended playground markings at 12 primary schools and additional sailing equipment at the Island Youth Water Activities Centre at Cowes.

The multi use games areas at Ventnor and East Cowes will have additional hockey and football goal posts installed, and the school playgrounds will receive modern playground markings to allow games like 'fast feet', 'crazy lines', 'agility ladder' and the 'zig-zag stepper'.



Return to Sport a big success

Two new sports groups have been created as part of the council's successful Return to Sport initiative.

The Rew Valley Badminton group and a Ladies Squash mix-in group at Westridge, Ryde have been set up after demand was created through Return to Sport.

Both groups are meeting on a weekly basis and providing players with the chance to develop their skills in a fun, social playing environment.

Return to Sport courses last between

six and ten weeks and aim to increase the number of adults regularly participating in sport on the Island by offering affordable introductory courses for those who have previously played or are new to a sport. So far, the initiative has offered courses including squash, badminton, rowing, table tennis, athletics, golf, bowls, netball, tennis and yoga.

Details of the current Return to Sport courses can be found on 'get active' at www.iwight.com/sportsunit or by calling the sports unit on 823818.

New badminton academy is launched

The sport of badminton on the Island has received a boost, with the launch of a junior academy based at Cowes High School.

The new academy has been set up by the Isle of Wight Badminton Association, with the support of the council's sports unit and Badminton England, the national governing body for the sport.

The academy invites the best players from the Island's junior clubs and competitions to attend its training sessions, with leading coaches on hand to give support and advice.

The academy caters for young people from under-11 to under-17, and is backed by funding from the council's talented and gifted scheme.

Lee Matthews, community development officer for the council's sport unit, said: "This is an excellent opportunity for local talented junior players to receive top quality coaching from the Island's badminton coaches."

Multi-skill academies select hopefuls

Around 100 young sporting hopefuls gathered recently at Carisbrooke and Sandown High Schools and Sports Colleges to compete for places with the Island's Sports Development Academy.

Year four pupils from Island schools were assessed through multi-skill activities, and those that performed well were selected to join two academies

for a six-week activity programme, learning new skills and utilising high quality sports coaching.

They will then be assessed at the end of the academy sessions and a selected number invited to join the current year five group based at the Island's Sports Development Academy at Medina Leisure Centre, Newport.

Courses for sports clubs, coaches and officials

The council's commitment to supporting and improving Island sports clubs and volunteers is continuing with a range of courses during 2009.

Five courses are taking place at the Riverside Centre, Newport – early booking is recommended. Application forms are available from the sports unit on 823818 or by emailing sports.unit@iow.gov.uk. More information can be found by visiting www.iwight.com/sportsunit

The courses begin at 6.30pm (ending at

9.30pm) and cost £10:

- Safeguarding and protecting children: 14 September.
- A club for all: 21 September.
- A guide to long term athlete development: 30 March and 28 September.
- Funding for your club: 20 April and 12 October.
- Equity in your coaching: 27 April and 19 October.

Funding for junior sports courses

Island sport clubs and coaches are being invited to bid for grants of up to £500 as part of a project aimed at getting more children aged five to 16 into sport and physical activities.

The council is running a scheme called *Sport4Kids*, through which local clubs and coaches deliver structured courses lasting from six to ten weeks.

At the end of a course, there will be an activity for the new participants such as a club training session.

Any sports clubs or coaches can apply for funding to deliver a *Sports4Kids* course.

Grants can be used to hire facilities, purchase equipment, pay coaching fees and pay for other resources to deliver the courses.

• For more details on how to become involved in *Sport4Kids* you should call the sports unit on 823818, email: sportsunit@iow.gov.uk, or visit www.iwight.com/sportsunit and click on 'Clubs'.

Island displays for national opening

The Isle of Wight's Carnival Learning Centre at Ryde has secured a contract to contribute to the grand opening of the UK Centre for Carnival Arts at Luton in May.

The centre will work with top Italian float designers, Frattelli Cinquini, to create spectacular displays themed around the Greek mythological figure, Europa. Sharon George from Sandown-based Mas Fusion will be working with the Island centre to design and produce the displays.

• If you are interested in learning about carnival arts, details on courses and workshops at the Island centre are available at www.thecarnivallearningcentre.org, tel: 817280.

Extra support for coaches

Six budding Island sports coaches can qualify to have their training courses paid for under a scheme run by the council's sports unit and supported by external grants.

The courses are to be funded in return for the coaches delivering coaching and activities after they graduate. The sports unit is also offering mentoring to the applicants and help towards setting

up new sporting activities.

The Sports Coach Apprentice Scheme is open to anyone aged 16 and above, and applicants must either not have a coaching qualification or at best a level one qualification.

Application forms can be obtained by contacting the sports unit, tel: 823818, email: sportsunit@iow.gov.uk, website: www.iwight.com/living_here/sportsunit/

Watch out for new look iwight.com

A new look iwight.com website is set to appear in the next few months.

The redesigned site, with each section given a colour theme, will have improved accessibility with information easier to find.

The site design will be wider and cleaner, allowing more information to be seen at once, with less scrolling up and down pages.

The site search – powered by Google – will also be more prominent at the top of every page, and each page will also have links to the A to Z of council services.

The final stages of development of the site are now taking place, and if there are any new features you'd like to see, please email webteam@iow.gov.uk, who will consider all suggestions.

More details of the new site will be provided in future editions of the magazine.

Plan early for the 2009 walking festival!



Walkers are being encouraged to plan early for this year's Isle of Wight Walking Festival, the 11th staging of an event which last year attracted close to 25,000 participants.

The festival, from 9 to 24 May, promises to once again be one of the top events in the Island's calendar, and from 23 to 26 October there will also be a special Walking Weekend, following the popularity of last year's late season event.

Festival programmes are already available – featuring details of the 300-plus walks planned for the two weeks – with information on how to obtain a copy available at www.isleofwightwalkingfestival.co.uk

The launch of the festival will take place at Newport Quay on Saturday 9 May, with a programme including firewalking, a lantern procession, live music and other entertainments. Aaron Isted, magician and illusionist, will

be supporting the fire walk with his *Great Escape*.

The walks for 2009 have a great range of themes, with a highlight being the annual fund raising Walk the Wight for the Earl Mountbatten Hospice at Newport.

One new walk to the programme is titled Kharybdis Passage (goddess of the tides), a long distance coastal scramble under high cliffs, through caves and over rocky terrain, with an experienced guide and inshore rescue lifeboat support.

There will also be a series of round the Island coastal walks, many adventurous walks for children, and the popular speed dating walks, which have already led to three weddings.

Other features of the festival include a presentation by walking explorer Fran Sandham at Newport's Lord Louis Library on 14 May, talking about his trek across Africa.

Win free walking festival goodies!

Enter our special draw and qualify for the chance to win a free walking festival goodie bag. Just complete and return this coupon and send it to *Events Team, Communications, Floor 5, County Hall, Newport, PO30 1UD*, by Tuesday 7 April. The sender of the first entry to be drawn will win a festival bag with a t-shirt, baseball cap, fleece, pen, and two tickets to a special walking festival evening at Medina Theatre, Newport on 15 May.

Name _____

Address _____

Post Code _____

Telephone _____

Email _____

Artistic sparkle brightens East Cowes townscape



Local youngsters have added a zany splash of colour to some dull hoardings at East Cowes.

The street art initiative is part of the No Barriers project set up by the South East England Development Agency and Island 2000 Trust.

The council's environment and neighbourhood officer at East Cowes, Gill Mulcahy, came up with the idea for the scheme locally – as a way of engaging young

people in the town.

The street art scheme began in summer 2008 and is scheduled to last for 18 months. It has proved very popular with after-school clubs at Osborne Middle School, and workshops have also been held at the Pavilion and LJ's youth clubs in East Cowes.

The completed artworks were put up on the hoardings at Well Road and Church Path in February. There will also be further phases,

featuring a large sculpture and a mural.

Gill Mulcahy said: "The street art scheme is proving to be a huge success already and the feedback has been unbelievable. I came up with the project after residents said they were concerned with graffiti in the town and that the blue hoardings could be targeted.

"This scheme not only helps reduce the chance of graffiti appearing, it educates young

people about their public realm and brightens up the town while involving the community."

The scheme has been managed by the council, Island 2000 and the Ecclestone George art group, and supported by the Pavilion and LJ's, the Island's youth offending team and youth group Catch 22. It has been paid for by grants from the Youth Opportunities Fund and the Partnership Tactical Tasking and Coordinating Group.



Easter refuse collection arrangements

Refuse normally collected on:

Friday 10 April	Saturday 11 April
Monday 13 April	Tuesday 14 April
Tuesday 14 April	Wednesday 15 April
Wednesday 15 April	Thursday 16 April
Thursday 16 April	Friday 17 April
Friday 17 April	Saturday 18 April

Will be collected on:

Recycling services for the kitchen waste bucket and the kerbside recycling box will change in line with the dates given above.

Remember that the recycling box is a fortnightly collection and must be kerbside by 7am. If you are not sure of your week of collection please use any of the contact details given below.

- Isle of Wight Council, tel: 823777, website: www.iwight.com/waste
- Island Waste Services, tel: 821234, website: www.islandwaste.co.uk



Major repair scheme for pavements

A £300,000 programme to repair major sections of the Island's pavement network is underway.

The work will improve areas of footway identified in most need of repair during inspections by council highways staff.

The work will take place over the next six months and it is estimated enough footway to cover eight football pitches will be brought up to scratch during the programme.

The repairs follow the bitter weather in February that put extra stress on the highway network through the 'freeze-thaw' process.

Victorian theme for seafront lighting



Work has begun in Shanklin this month to install new Victorian style lamp posts along the town's esplanade.

The reproduction lamp posts were chosen in consultation with Shanklin Town Council and are designed to be more in keeping with their surroundings than the existing concrete columns.

The weather-resistant lamp posts have been produced from heavy duty galvanised steel, painted black and have a life expectancy of about 50 years.



The 2009 dates for the popular annual Isle of Wight Cycling Festival have been announced – from 19 to 27 September.

Last year more than 4,500 cyclists took part in the festival, one of the major events in the Island's calendar.

The 2009 festival – organised by the council, and sponsored by Red Funnel, Wightlink and the Ordnance Survey – will feature dozens of challenges and routes for all cyclists, including the 70-mile Cycle the Wight event and the Hills Killer Mountain Bike challenge.

There will also be a festival launch event with displays, activities and entertainments, a Go Ride training day, the West Wight Triathlon, and the Wight Challenge fund raiser.

The full programme of events will be available in June. More information about the festival can be found at www.sunseaandcycling.com. Alternatively, call the council's events team on 823070.



Key radio help service is looking for new members

An Isle of Wight voluntary organisation that provides key radio communication links during emergencies and for community events is looking to increase its membership.

The Isle of Wight Raynet Group, reformed in 2007, is part of the National Raynet Organisation, first created by amateur radio operators in 1953 following severe east coast flooding.

The current Island group has 20 members and spokesman John Marr said they were looking to recruit extra numbers to their ranks.

Amateur radio operators have access to a wide range of radio bands, allowing Raynet to offer vital communication services to

various groups.

Raynet is regarded as a professional support organisation by both statutory and voluntary emergency services.

Isle of Wight Raynet is a key partner in the council's emergency management team, and supports events including the Round the Island Race and Cowes Week fireworks night.

The organisation holds monthly meetings and carries out regular exercises, and offers full training to help new members gain their amateur radio licence.

- If you are interested in joining Isle of Wight Raynet you should contact John Marr, tel: 873444 or 07590 065292.

Keep us informed on private fostering

People entering into private fostering arrangements are being urged to notify the council.

Private fostering is when a child is looked after by adults, who are not close relatives, for a period of more than 28 days. It could be a neighbour or family friend who steps in to help when a parent is ill or working away from home for long periods.

The Isle of Wight Council is backing a national campaign launched by the British Association for Adoption and Fostering (BAAF) which urges people to tell their local authority.

It is a legal requirement and, once informed, the council can assess the welfare of the child and offer appropriate support to those involved. The fostering team provides advice and guidance through regular home visits.

Anyone entering into a private fostering arrangement should notify the council's referral and assessment team on 525790 or visit www.iwight.com/fostering for more information.

Reception to honour forces personnel

Islanders who served in Afghanistan and Iraq between 2003 and 2009 are to be honoured at a reception hosted by council chairman Councillor Arthur Taylor.

The reception, on Saturday 4 April, will acknowledge the dedication and commitment of the armed forces personnel. A similar event was held in December 2007.

Those who attended the previous event will automatically receive an invitation from the council's civic team.

This four-page budget special gives you a flavour of how and where the council will direct its funds in the year ahead and what it means in terms of your council tax.

On this page we explain how you have helped shape our plans, and opposite how we are responding positively to your views through key investment projects.

Then on the next two pages we explain spending and council tax details for 2009/2010

Investing

How you shaped the budget

At the end of February the council agreed its budget and council tax levels for the next 12 months. The increase in council tax was set at **3.5 per cent, while not increasing fees and charges.**

In the build-up to the budget-setting we consulted residents through a series of focus groups, and via a questionnaire in the November issue of *One Island* magazine (and online at *iwight.com*). These consultations were designed to help identify budget priorities, and your feedback was fed into the budget-setting process.

The focus groups, consulted from November through to January, took in the views of a broad range of residents' groups and organisations, including:

- ▶ the Isle of Wight Chamber of Commerce and Industry, the Federation of Small Businesses, the National Farmers' Union and Cowes marine cluster;
- ▶ Older Voices, Age Concern and the Older Persons' Network (of the Isle of Wight Rural Community Council);
- ▶ the voluntary and community sector, parish and town councils and minority groups;
- ▶ council staff, Unison and trades' councils;
- ▶ the Isle of Wight Youth Council, Laces (the Looked After Children's Service), Connexions, the Youth Opportunities Fund Group, high schools, the Young Employees' Forum, the Young Chamber of Commerce and the Isle of Wight Youth Trust.

More than 375 residents completed and returned the questionnaire in *One Island* magazine, and 125 responded online via *iwight.com* (see the site for full findings).

We also took account of the findings of the residents' surveys carried out by the council over the past three years.

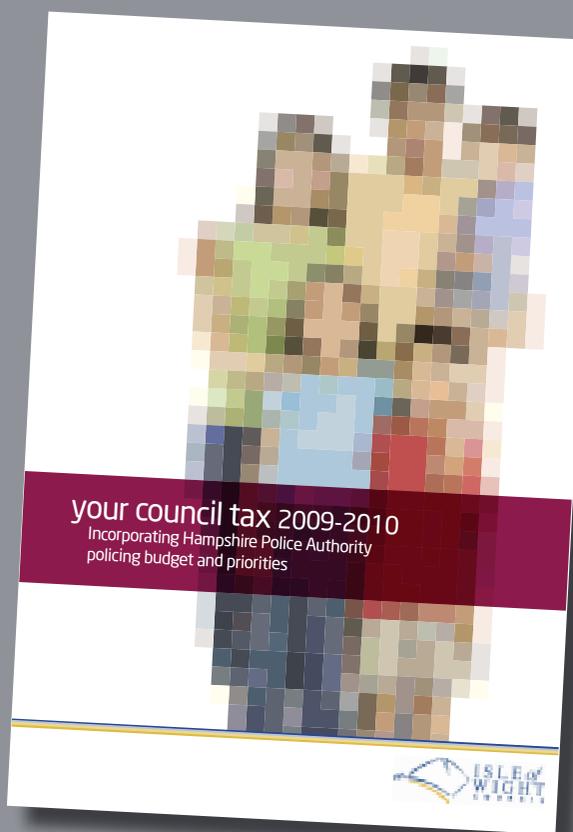
The council's budget

The Isle of Wight Council has approved a budget that allows millions of pounds to be spent improving services for Island residents while recognising and responding to the impact of the worst recession the country has faced in decades.

It balances the need to invest in the Island with the duty of the authority not to put undue extra burden on residents already affected by the current recession.

It is estimated the total impact of the current economic climate on council finances is up to £4.4 million, and there has been an income loss to the council (for example parking and land charges) of £2 million due to the recession. There is also a funding shortfall of £3.3 million for the concessionary bus fare scheme, making the Island one of the most affected local authorities under this scheme.

However, in spite of having to tackle these additional budgetary pressures, significant investment will be made in key areas by the council during the next 12 months (*see right*).



in your future

Budget for 2009/2010



Highways and transport

£8 million

Investment will focus on continuing road resurfacing work, improvements to bridges, street lighting, public rights of way, cycle paths, bus stops and shelters.



'Focusing on areas that matter most to residents'

Island residents will be well aware that the current economic climate is causing hardship to individuals, organisations and industry throughout the country and indeed the world.

Here on the Island we are not immune from the effects of the recession, which has had a significant impact on council finances. We have responded to this impact, and have adjusted our spending to work within our limited resources.

The last thing we want to do during the downturn is pass additional costs onto local residents. The council must live within its means and minimise the impact of the recession on Island households. That is why we have set the 2009/2010 council tax rise at 3.5 per cent - less than the five per cent uplift in pensions and benefits. Furthermore we have frozen around 500 fees and charges - including the cost of parking permits.

However, at the same time we are investing significant sums of money in the essential services that matter most to Island residents. The 2009/2010 budget includes considerable investment in our highways network and other green and transport schemes, leisure centres and housing projects - especially those aimed at bringing affordable housing within the reach of Island residents.

We firmly believe that setting council tax increases at the lowest practical level can go hand-in-hand with improved core services, by using those limited resources most effectively. Instead of trying to do everything, we will be focusing the council's attention on those areas that matter most to residents.

We believe in providing excellent services for residents and we must make sure this happens despite the economic challenges we face.

David Pugh
Leader of the Isle of Wight Council



Housing

£3.5 million

The council is planning to invest £3.5 million of capital funding in housing over the next year. We will be building on successes like the Find-a-Home scheme, which has proved popular with landlords and tenants and delivered up to 65 homes by the end of the 2008/2009 financial year. The number of families in temporary accommodation has continued to fall as have our homelessness statistics, and more than 100 empty properties have been brought back into use.

The council's budget for 2009/2010



Fire service modernisation **£8 million**

The Island's fire service has been rated as "improving well" in its latest rating from the Audit Commission, and the council plans to invest £8 million in the service over the next three years to take it to the highest possible standard.

CCTV improvements **£500,000**

Around £500,000 will be invested in modernising CCTV provision as well as a partnership project to provide cameras in Cowes, Shanklin and Ventnor.



Leisure facilities **£1.7 million**

Investment will be made in improving and extending facilities at Medina Leisure Centre, Newport.

Modernising the council **£4 million**

We are investing £4 million in the year ahead to increase our efficiency as an organisation, including changing our online financial systems, which will streamline and speed up business processes.

Investment will also continue in areas such as:

- ▶ the pioneering free homecare scheme for the over 80s;
- ▶ road safety initiatives;
- ▶ environmental neighbourhood officers, who have made a big impact in their local areas;
- ▶ improvements to the public realm (improved street furniture, cleaner streets, new toilets);
- ▶ promoting the Island as a first-class tourism destination.

The council also remains fully committed to major projects including the schools' re-organisation and the £325 million Highways Private Finance Initiative project, which will see unprecedented levels of investment in the Island's roads, cycle paths and footpaths.

Other key aspects of the budget include:

- ▶ freezing around 500 fees and charges at 2008 levels to help residents and local businesses – these include leisure fees, giving harder-pressed residents the opportunity to remain fit and healthy; and the yearly parking permit, kept at £75 a year (£50 for pensioners);
- ▶ freezing the level of councillors' allowances for the next financial year, with further savings by cutting the number of councillors with special responsibilities – the number of elected councillors will fall from 48 to 40 following the next election, as a result of revisions approved by the Electoral Commission.
- ▶ maintaining significant support for the county music service.

Your council tax

Your council tax increase for 2009/2010 has been set at **3.5 per cent**.

Here we explain:

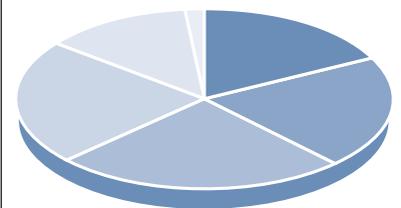
- where the council's money comes from and how your council tax contributes to your overall funding (alongside government grants, income generation and use of balances);
- where we will spend our funds in 2009/2010;
- the major factors that affect what you pay;
- what the council tax for your particular property band is.

We also show the contribution towards your parish or town area and the element relating to the Hampshire Police Authority.

Where the council's money comes from

The money the council uses to provide services comes from sources including:

- formula grant from the government;
- the council tax;
- grants for specific services and projects;
- income from charging for certain services.



Formula grant - 17.5%
£59,130,000

Council tax - 20.5%
£68,959,000

Specific grants - 28.1%
£94,535,000

Dedicated schools' grant - 22.2%
£74,685,000

Income generation - 10.5%
£35,497,000

Use of balances - 1.2%
£3,900,000

Where the money will go 2009/2010

	This year £'000	Last year £'000
Fire service	7,192	7,169
Adult social services	23,457	23,996
Older people social services	32,605	32,575
Housing services	65,592	59,762
Schools' budget	97,172	95,515
Children's services	35,084	32,721
Coast protection	684	526
Environmental health: consumer protection	1,746	1,690
Public toilets	926	812
Trading standards: consumer protection	692	670
Street and beach cleansing	1,786	1,753
Waste management	8,188	8,105
Highway maintenance	6,672	6,595
Street lighting	702	614
Public transport	7,108	5,551
Planning and development control	4,284	4,052
Economic development and regeneration	890	899
Recreation and sport	5,885	5,990
Parks and open spaces	2,174	2,310
Tourism	1,577	2,507
Libraries	2,460	2,571
Public realm	715	1,015
Other services	22,143	21,931
Other financing	6,972	5,175
Gross expenditure	336,706	324,504
Less: specific grants and other income	-130,032	-123,983
Budget requirement including schools	206,674	200,521

Four factors that affect what you pay

1. The level of tax set by the Isle of Wight Council

The level of tax set by the council to cover the cost of services it will provide in 2009/2010 is 3.5 per cent higher than in 2008/2009, equivalent to 73p per week for a band C taxpayer.

2. The property band you are in

The value of your property, on 1 April 1991, will have been assessed by the independent listing officer, a central government agent. Your property will then have been placed in one of eight bands – your bill will show which one.

Band	Value of property (1/4/91)	Proportion of band D	Council tax (ex- cluding parishes)
A	Up to £40,000	6/9	£933.64(£778.03*)
B	£40,001 to £52,000	7/9	£1,089.25
C	£52,001 to £68,000	8/9	£1,244.85
D	£68,001 to £88,000	9/9	£1,400.46
E	£88,001 to £120,000	11/9	£1,711.67
F	£120,001 to £160,000	13/9	£2,022.89
G	£160,001 to £320,000	15/9	£2,334.10
H	Over £320,000	18/9	£2,800.92

* Disabled reduction

3. The level of spending set independently by the Hampshire Police Authority

The element of council tax that relates to the Hampshire Police Authority will rise by 4.8 per cent in 2009/2010, equivalent to 11p per week more for a band C taxpayer.

4. Charges for local services

Your bill includes an amount towards the cost of the town or parish council for the area in which you live.

Council, police, parishes and towns

The table below shows the combined costs for a band D council tax payer. The figures include the Isle of Wight Council, the Hampshire Police Authority and the Island's town and parish councils.

	£ Per band D property	£ Total 2009/2010	£ Total 2008/2009
Isle of Wight Council	1,258.35	69,073,977	66,241,890
Hampshire Police Authority	142.11	7,800,773	7,384,788
Parish and town councils			
Arreton	13.66	5,460.00	5,200.00
Bembridge	46.96	97,000.00	97,000.00
Brading	52.01	43,250.00	41,250.00
Brighstone	18.59	15,690.00	15,000.00
Calbourne	23.55	9,339.00	9,117.00
Chale	31.31	8,800.00	7,000.00
Cowes	19.00	81,000.00	81,000.00
East Cowes	28.06	67,324.00	66,306.00
Fishbourne	18.16	7,638.00	7,638.00
Freshwater	23.40	59,847.00	56,847.00
Gatcombe	35.63	7,300.00	6,300.00
Godshill	23.74	14,500.00	14,000.00
Gurnard	34.84	28,000.00	25,000.00
Havenstreet and Ashey	24.66	8,600.00	9,900.00
Lake	12.96	25,000.00	40,000.00
Nettlestone and Seaview	14.14	24,015.00	23,285.00
Newchurch	9.35	10,300.00	10,300.00
Newport	16.04	127,247.50	109,814.60
Niton and Whitwell	12.45	12,200.00	12,200.00
Northwood	13.84	12,454.00	12,577.57
Rookley	23.72	5,951.00	5,460.00
Ryde	23.06	200,000.00	188,762.35
Sandown	38.05	98,000.00	98,000.00
Shalfleet	30.82	23,000.00	14,000.00
Shanklin	22.86	83,826.00	82,182.00
Shorwell	17.79	6,000.00	4,250.00
St Helens	17.59	10,000.00	10,000.00
Totland	25.00	33,846.00	32,265.00
Ventnor	36.57	99,500.00	99,500.00
Whippingham	21.21	7,460.00	7,322.75
Wootton Bridge	31.27	46,350.00	45,000.00
Wroxall	14.02	9,375.00	8,930.00
Yarmouth	34.97	18,471.00	18,471.00



Help and advice to fight the

credit crunch

In this issue we bring you a special three-page feature on coping with the credit crunch, including help available for you and your family, money saving tips and advice and helpful information if you own or help run a business on the Island

How we can help you



There are many ways you can get support and help from the council and other local organisations to help you during these difficult times. In the following pages we've highlighted just some of those sources of help, but you can find more on our website at www.iwight.com

Handy hints during the downturn

The council and its partners have published a special new booklet to help those experiencing financial problems.



The booklet – *Help to fight the credit crunch* – is available at council offices, help centres, libraries and online

at iwight.com and offers information about dealing with debt, managing your personal budgets, benefits available, employment issues, and provides a full A to Z of agencies and organisations who can help.

Don't delay – claim today!

Don't forget to check to see if you are entitled to housing and council tax benefit, or a reduction in council tax. You can also call the council if you are having difficulty paying your rent or your council tax.

The number to call for benefits is 823950 and for council tax is 823901, or you can check for information at iwight.com

If you are currently in receipt of housing and council tax benefits, and there are factors that could affect these benefits, please let the council know when they occur. This could include wages increasing or decreasing, Working and Child Tax Credits changing, or someone leaving or moving into your home.

Advice and help are available from local offices across the Island, at:

Sandown IW Council Offices, Broadway
Newport County Hall

Ryde Ryde Library

Freshwater Freshwater Library
(Tuesdays and Fridays)

East Cowes North Medina Trust, Ferry Road
(Wednesdays, 9.30am to 12.30pm)

Cowes 5 Beckford Road

(Fridays, 9am to 12 noon)

Ventnor Isle of Wight Council Coastal Centre,
Salisbury Gardens

(Thursdays, 9am to 12 noon)

Easing school meal costs

The costs of school meals at primary and secondary level have been lowered to 2007 figures by the council.

The reduced prices came in from 23 February and will be frozen until at least September 2010.

The standard cost of a meal at primary school has been lowered to £1.70, with meals at special schools in this age group reduced to £1.60. Meals at secondary level (middle and high schools) will be set at £1.95, with meals at special schools down to £1.70.

Your children may also be entitled to free school meals if you are in receipt of benefits such as income support or income-based job seekers' allowance.

The school admissions team, on 823455, can offer help and guidance on how to claim.

Getting about for less

The council supports the national over 60s' concessionary bus fare scheme and has also extended the initiative to include off peak hours and Island Line rail travel. In addition it is also running the student rider scheme which offers low cost travel to under 16s. To find out more contact 823780 or visit www.iwight.com

Share a car and save money



A new online car sharing scheme has been introduced by the council in partnership with the Isle of Wight Chamber of Commerce and the Isle of Wight College.

In an effort to reduce carbon emissions and congestion, the scheme encourages people to share their regular trips through a new website where they can register their interest.

The scheme will not only bring environmental benefits but could also bring significant financial savings to those taking part.

The website at www.carsharewight.com will help car users to link up with those making similar journeys.

Island businesses are also being encouraged to get involved in the scheme and promote it within the workplace.



Free internet in libraries

From next month the council has invested in a scheme to provide free internet access in all Island libraries.

Childcare information

For free independent, impartial information and guidance on children's and young people's services on the Isle of Wight and nationally (including childcare and parental support) contact the Family Information Zone (FIZ) on 821999 or visit iwight.com/council/departments/fiz

Save on leisure

We've frozen charges at our leisure centres to help local residents and we provide a scheme called One Card which offers unlimited access to selected sport and leisure activities for a monthly fee. Also, if you're an adult or student in full-time education or a junior (up to the age of 15) or if you're a resident experiencing reduced income due to unemployment, illness or disability, then we offer a similar concessionary scheme. For more information email leisure@iow.gov.uk or visit leisure.iwight.com

Affordable housing in rural areas

A key issue facing rural communities is the lack of affordable housing for local people.

The credit crunch, a shortage of available mortgages, and the continuation of high house prices in rural areas, means many people are struggling to find a home in the area where they have been brought up.

On the Island there have been two recent success stories to help counter this – in Brading and Nettlestone.

Ten energy efficient family homes have been built at Nettlestone, and allocated to local families and a similar scheme has been completed at St Mary's Court, Brading.

A third scheme is planned for Brighthstone. This will consist of six, two-bedroom cottages, for people with a local connection to the parish.

If you would like to register an interest for the Brighthstone scheme, please contact Sharon Packer, rural housing enabler, based at the Rural Community Council, tel: 539383, email: sharon.packer@iow.gov.uk

Advice on income and debts

The council has set up an anti-poverty group to monitor the economic situation by looking at things such as income maximisation, debt advice assistance and the level of repossessions on the Island. It will then investigate ways to assist those in financial difficulty.

The group includes representatives from the Department for Work and Pensions, Citizens' Advice Bureau, the Law Centre and the council's own housing, council tax, business rates and benefits teams, Age Concern, HM Revenues and Customs, Job Centre Plus, Supporting People, Connexions and various housing associations.

If anyone has any concerns about personal debt, independent and free advice is available from the Citizens' Advice Bureau (0845 1202959) and the Law Centre (524715).

Help for landlords and tenants

Island landlords are being encouraged to sign up to a project – called *Find-a-Home* – to help find more local people decent homes, and to help landlords who are struggling to let their properties during the economic downturn.

Under the scheme the council works with landlords and letting agents to help maximise the Island's housing options, particularly assisting people who otherwise might find it hard to access good quality housing.

The council enters into an agreement with landlords for a fixed period to rent out their properties to residents who will otherwise be homeless. There is a normal Assured Shorthold Tenancy agreement between the landlord and tenant and the property is managed by the landlord or

an agent acting on his behalf. Affordable rents are agreed with the landlord in advance based on the current local housing allowance for the property type.

In exchange, the council is offering landlords incentives including:

- ◆ rent guaranteed for the life of the agreement;
- ◆ a guarantee for damage caused by tenants above fair wear and tear up to a maximum of £3,000;
- ◆ in certain circumstances, an initial one-off payment to

landlords for every property taken on.

Prospective tenants nominated under the scheme by the council will have been threatened with homelessness and unable to access accommodation for themselves by any other means.

The scheme has been underway since last July and there has been significant interest.

• If you wish to know more about this scheme, please contact Jem Seaward on 821000 (ext: 6047).

Help for local business



Together with our partner organisations we are looking at a variety of ways in which we can help support local businesses.

Quicker payments for Isle of Wight businesses

A new quicker payment initiative has been introduced by the council to help businesses during the economic downturn.

Invoices to the council from Island businesses are now given priority, and paid in the same week they are received by the payments section.

The council's previous policy had been to pay all invoices received according to terms outlined by the supplier, usually 30 days.

Purchasing local goods and services

The council is looking at how more of its services and products can be procured locally, where possible, including produce such as flour, milk, eggs and fresh vegetables for school meals.

Accessing finance and advice

The South East England Development Agency has introduced a range of new measures worth £15 million to help small businesses across the south east – from how to access finance and grants, to business development support and tackling redundancy. For more information contact Business Link on 0845 600 9006.

Bringing visitors to the Island

The council and industry partners have invested in a £340,000 marketing campaign to attract visitors to the Island at a time when more people are expected to take domestic holidays. The council also lobbied government to pressurise the banking sector to make sure finance is available to help local tourism businesses through the low season period, if required.

Schools competition – new opportunities for business

The schools' re-organisation programme provides a new opportunity for businesses to get involved in running local schools (*see page 17*).

Looking to the future

Last month the council agreed a budget which allows for millions of pounds worth of investment in major projects including the Highways PFI and schools' reorganisation.

The council is determined, where possible, to maximise local goods, labour and resources in delivering both of these groundbreaking programmes to help local regeneration.

The council will also have a requirement for future contractors to show a commitment to apprenticeship schemes.

WORK IS moving ahead with the plans to re-organise the Island's education system from a three tier model (primary, middle and high school) to two tiers (primary and secondary).

The proposals are designed to raise standards by developing a high quality education system to provide the best opportunities for Island children and the wider community.

The re-organisation also gives the whole Island community the chance to contribute to the way education is provided at new schools, by getting involved in their management structure.

One sector the council is keen to engage in this way is the business sector.

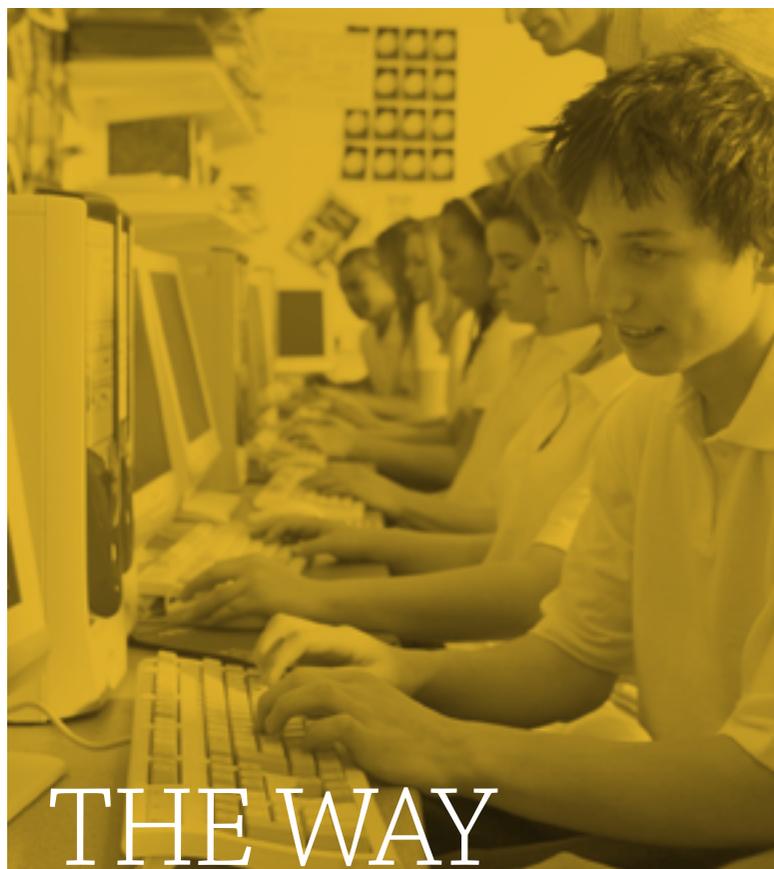
It is hoped, if commerce and industry is involved in the new schools, it will contribute to pupils receiving an education reflecting the needs of the local business sector.

This would provide an economic boost through companies having a suitably skilled workforce available. It would also mean young people are equipped to find local employment on the Island when they leave school, or when they return after further or higher education.

As well as businesses, individuals and organisations – including parent or community groups, higher education institutions, faith groups and educational charities – can either get involved separately or collectively in developing the ethos of the new schools.

Director of children and young people, Keith Woods, said: "The process of forming these new schools is called 'competition' and began on 20 February with the publication of competition notices in the local media and specialist press. Under competition, organisations or groups of individuals and organisations come together to become 'proposers' who, once successful in their bids, then determine the ethos and vision of a school."

As part of their bids, proposers will set out school admission arrangements and



THE WAY AHEAD

Update on changes to the Island's education structure



must demonstrate how they will contribute to raising local education standards.

Successful proposers will make appointments to a governing body to ensure its ethos is engrained into the management of the schools.



The schools subject to this competition process are:

- Medina, Cowes, Sandown, Carisbrooke and Ryde high schools;
- East Cowes/Whippingham amalgamated primary;

- Chillerton and Rookley/ Godshill/Wroxall amalgamated primary.

The council has already staged a seminar and roadshows to give more detail about the competition process and how to get involved. If you missed these, there is still time to get involved and more information is available at www.eduwight.iow.gov.uk or by emailing k.green@opm.co.uk

Developing a new education centre for Cowes – seeking your views

Alongside the opportunities presented by the competition process for all the existing Island high schools, there is also the chance at Cowes to play an influential role in developing the Cowes One School Pathfinder project.

This project will see a new purpose-built school developed on the existing school grounds. As well as being a model for the future, the learning centre will have a speciality in business and enterprise, so strong links with local industry and commerce will be essential.

Three events will be held (at Cowes Yacht Haven), seeking views from across the community on the educational vision and learning environment of the new centre. This will help towards the next stages of the briefing process for prospective developers.

- On Monday 30 March (7pm to 9pm), parents and those connected with local schools are being asked to learn more about the One School Pathfinder project and give their views.
- On Thursday 2 April (3pm to 5pm), local businesses are invited to share their views in a dedicated consultation event, followed, at 7pm to 9pm, by a chance for the public to hear more about the vision and have an input into the process.

• For more details of these events, and to keep up to date on schools' re-organisation progress, visit www.eduwight.iow.gov.uk

Welcome

Welcome to Voluntary Sector News for March. In this edition we focus on the vital role played by voluntary groups in delivering the housing-focused Supporting People Programme and the great work of local community groups supported through the Grassroots funding programme.

The snapshot survey that many organisations contributed to in the November edition of Voluntary Sector News is now complete, and many thanks to all groups that responded.

With the help of exactly 100 groups and organisations a picture has been taken of a week in the life of the Island's voluntary and community sector.

The 1st Shanklin Scout Group completed a form and was selected at random to be the winner of the £300 digital camera. During the week of the survey the scout group provided seven separate activities, and involved around 20 volunteers, who undertook 69 hours of work.

Information provided by the snapshot survey will form part of a new 'State of the Sector Report' to be produced in April. We promise that the results regarding the scale of voluntary and community efforts on the Island will amaze you.

Mike Bulpitt
chief executive
Isle of Wight
Rural Community Council



Pictured: Mike Bulpitt presents the 1st Shanklin Scout Group with their digital camera

The voluntary sector really is 'Supporting People'

Supporting People is a national programme administered locally by the Isle of Wight Council, funding housing-related support services to help people live independently in the community. The programme invests around £6 million a year on the Island and many of the organisations providing support are part of the local voluntary and community sector.

The Supporting People programme is vitally important in funding local efforts to address disadvantage and social exclusion, and voluntary sector organisations help ensure its success.

The core aim of the programme is to ensure people can gain the skills to live in their own homes, with support workers providing help with budgeting skills, advice on home improvements, completing paperwork/claiming benefits, and arranging to move to different accommodation.



Motivated to change at the Foyer

The Ryde-based Foyer for the Island received Supporting People funding to deliver a unique motivational personal development programme.

The programme, titled Dream Catcher, gave young people the chance to engage in various activities, including training on basic skills and assistance with how to apply for work.

To help participants to realise their own potential and aspirations, the programme was aided by an inspirational life coach, Brian Mayne, from the organisation Lift International.

The programme has been well received by the young people taking part.

Real World Trust – turning around people's lives

The Real World Trust provides support for people with complex needs arising from drug and alcohol use.

The trust has 16 residential units in Sandown and Shanklin and also provides support island-wide to up to 90 different people at any one time.

Ian Newman, manager of the positive engagement team, said: "People often struggle to cope with the sheer number of relatively minor, or at least easily solvable issues in their lives. Combined they appear to be one big insurmountable problem. The support workers will help people unravel, prioritise and then deal with the problems one by one."

The Supporting People programme focuses on housing issues, which fits neatly into the trust's belief that no one can recover from any addiction without having a stable home environment.

Ian Newman said: "We have seen some remarkable turnarounds in people's lives and I wish we were able to accurately measure the true value of the preventative work support workers achieve simply by providing practical and sensible support."

News from the Isle of Wight



Record breaking month for Volunteer Centre

As the Isle of Wight Volunteer Centre approaches its first anniversary it has started 2009 with its busiest month so far. More than 50 individuals asked about volunteering and a number of those were supported to take up opportunities.

A number of new opportunities were also registered, including helping at the Classic Boat Museum at Newport, working with the National Youth Advocacy Service, and fund raising for the British Heart Foundation.

Helen Snashall, volunteer development officer, said: "Many people are keen to start 2009 by making a resolution that will last – to help their community."

If you would like to know more about the volunteering opportunities available, you should contact the Volunteer Centre on 539377 or visit the website at www.iwvolunteer.org

or news

nt Volunteer Centre

Lynne's story

Lynne had been out of work for five years looking after her son. When he was old enough for her to consider employment she felt a bit out of touch with the world of work and so considered volunteering as a less pressured way back in, than actually starting a job straight away.

She was considering looking for a job in education but having never worked in a school environment wanted to get some experience to give her an idea of whether this area was right for her.

Lynne has now been volunteering at Ventnor Middle School since October. She said: "The school has been really accommodating and although I'm happy to help where I can, they have tried to find lessons that would interest me. I've been able to get involved with the children and it's been great, definitely the experience I was after."

Isle T Volunteers



Do you have skills in a particular area of information technology (IT)? Perhaps desktop publishing, using Microsoft office programmes, training, maintaining computer systems or designing databases.

Would you like to give some time to the community but find it difficult to commit to an organisation long term? If so, you could become one of the first Isle T volunteers.

This is a new scheme offering short and medium term volunteering chances. Many of the opportunities will be remote (allowing you to volunteer from home in your own time) and all will be time-limited, allowing you to fit your volunteering around your lifestyle or to try different opportunities.

Contact the Volunteer Centre on 539377 for details.

Grassroots Grants – a real and immediate difference

Since it was launched last year, the Grassroots Grants scheme has awarded more than £60,000 to 21 voluntary and community groups.

Examples include a grant to the Rotary Club of Cowes Trust Fund to support the St George's Day Celebrations in Cowes; improvements to buildings

by the Lions Day and Community Centre Association at Lake; and other projects as shown below.

Grassroots Grants are administered through the Hampshire and Isle of Wight Community Foundation (www.hantscf.org.uk), and supported locally by the Rural Community Council.



Angel Radio

Angel Radio is a community radio station staffed and run by volunteers, broadcasting 24 hours a day on 91.50 FM, and aimed at an audience aged 60 years plus. The station cannot take sponsorship or advertising revenue and exists purely on listener donations and grant help. Grassroots funding will help the station to buy new equipment and increase its music collection.

Angel Radio can be contacted on 246810 or at www.angelradioisleofwight.moonfruit.com

Motoring ahead with the purchase of new boat

The latest project at Fishbourne Sailability Club has involved the purchase of a roll-on roll-off motorboat for wheelchair users and those with limited mobility.

Patrick De Payer, club secretary, said: "This is a big project for

us and we are indebted to the Hampshire and Isle of Wight Community Foundation for the Grassroots grant that helped the project get off the ground."

The club would welcome new members at its start of

All created equal!

Equals

An organisation called Equals has been set up to celebrate equality and diversity on the Island – as well as raising awareness about and actively promoting anti-discriminatory practices and attitudes.

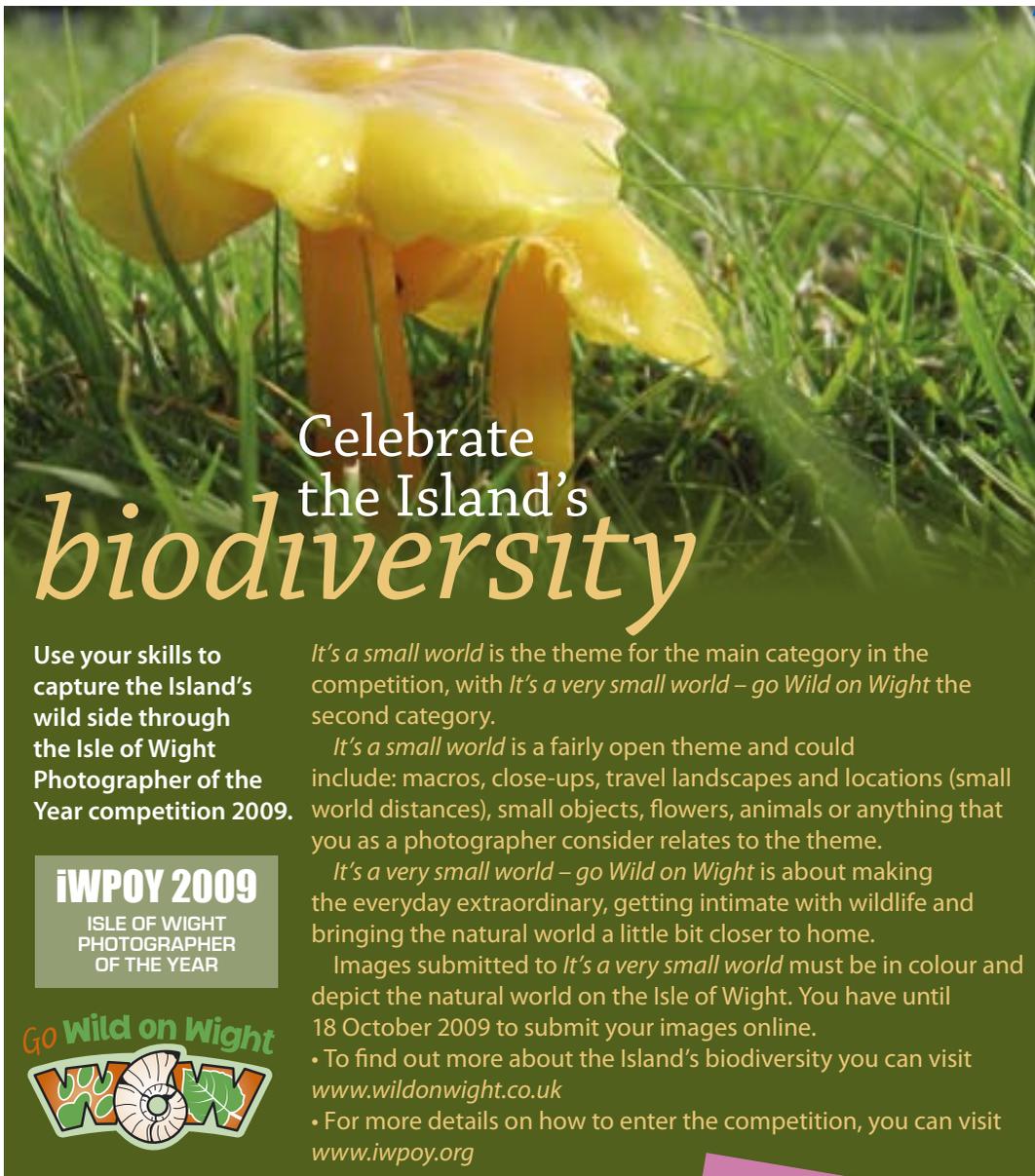
Grassroots funding will help Equals to set up at least four friendship groups for people from ethnic communities to improve social inclusion. These will cover issues such as family development, explaining children's services in health and education, and promoting discussion of their own issues.

If you are interested in the work of Equals you can find out more at the group's website at www.equalsiw.org.uk

season briefing held at the club, on Tuesday 14 April starting at 6.30pm).

• Anyone interested should contact Patrick De Payer by email at p.depayer@btinternet.com, or tel: 882560.





Celebrate the Island's *biodiversity*

Use your skills to capture the Island's wild side through the Isle of Wight Photographer of the Year competition 2009.

iWPOY 2009
ISLE OF WIGHT PHOTOGRAPHER OF THE YEAR

Go Wild on Wight

It's a small world is the theme for the main category in the competition, with *It's a very small world – go Wild on Wight* the second category.

It's a small world is a fairly open theme and could include: macros, close-ups, travel landscapes and locations (small world distances), small objects, flowers, animals or anything that you as a photographer consider relates to the theme.

It's a very small world – go Wild on Wight is about making the everyday extraordinary, getting intimate with wildlife and bringing the natural world a little bit closer to home.

Images submitted to *It's a very small world* must be in colour and depict the natural world on the Isle of Wight. You have until 18 October 2009 to submit your images online.

- To find out more about the Island's biodiversity you can visit www.wildonwight.co.uk
- For more details on how to enter the competition, you can visit www.iwpoy.org

Learn about Medina Estuary birdlife

Did you know the council plays a key role in protecting the many waterbird species that inhabit the sensitive environment of Medina Estuary?

Through the Isle of Wight Estuaries Project, the council not only works to protect these birds, but also encourages the sustainable management of the estuary.



Pictured: Oystercatcher
Illustration by Alan Rowe

The Medina Estuary is part of a larger network of estuaries across the Solent that is extremely important for waterbirds. The birds rely on the estuary's mud, saltmarshes and waters to survive, which provide food, shelter and a haven for young birds in the summer.

The estuaries project has also teamed up with the Isle of Wight Youth Activities Centre, Medina Valley Centre and the UK Sailing Academy to raise awareness of the estuary's environment and its most sensitive areas.

The project provides information about the different birds that can be seen and about activities that might be damaging. There are also helpful signs to advise people in the most sensitive areas.

If you would like to learn more about the Island's estuaries, you can visit www.iwight.com/estuaries

Get out and about on the Island this summer

Look out for the special edition of *Wight Summer Walks* – featuring countryside and coastal walks from April to September.

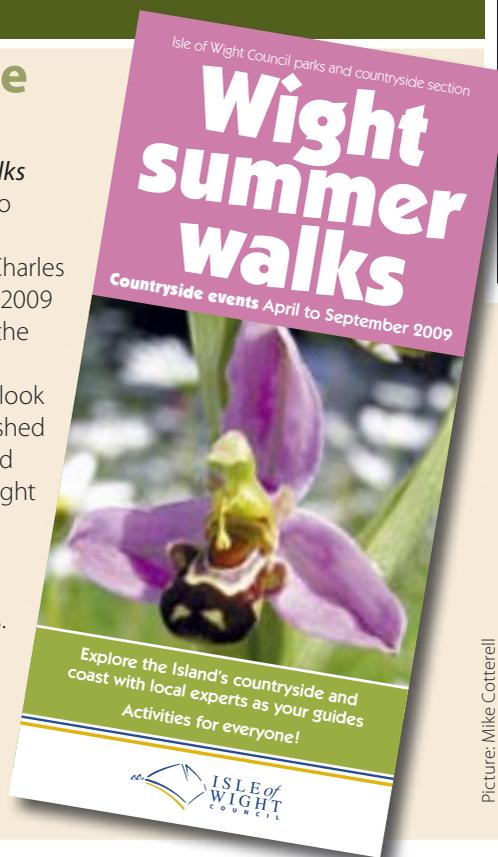
This summer's booklet also highlights the work of Charles Darwin and his ecological links with the Island – with 2009 marking 200 years since his birth and 150 years since the publication of *The Origin of Species*.

There are other Island natural history milestones to look out for in 2009. It is 100 years since Frank Morey published his *Guide to the Natural History of the Isle of Wight* and 90 years since Morey and others formed the Isle of Wight Natural History and Archaeological Society.

The walks booklet has been put together by the council's parks and countryside section, with contributions from local organisations and individuals.

Copies are available from late March, at public libraries, tourist information centres and council help centres. There will also be a downloadable version available from www.iwight.com/walks

To whet your appetite, two walks scheduled to take place in April are featured on the right.



Isle of Wight Council parks and countryside section

Wight summer walks

Countryside events April to September 2009

Explore the Island's countryside and coast with local experts as your guides
Activities for everyone!

ISLE of WIGHT

Naturewatch April



Bluebells Carpets of spring bluebells are a special feature of the British countryside. Look out for them on countryside walks in April and May, such as *Return to Merstone* on 16 April.



Picture: Mike Cotterell

Kestrel Look out for the distinctive silhouette of a kestrel hovering over the landscape looking for mice and voles. You stand a chance of seeing a kestrel on many walks including *West Wight Views* on 19 April.

Nature notes

Over the winter, our sea cliffs are particularly exposed to the elements. Grey foaming seas with waves stirred up by blustery winds pound the shore, undercutting the base of the cliffs. Rain and frost break up the surface and rivulets soften the clay and sandy rocks. Together these forces of nature cause slippages; mudflows ooze over the surface and large rocks crash down to the beach. These unstable cliffs are dangerous places, best seen from a distance when you are out walking.

Coltsfoot comes into flower on the soft cliffs towards the end of January, bearing solitary bright yellow flowers, like small versions of dandelions, on short stems. They produce many windblown seeds, which germinate readily in the disturbed earth of the cliff falls. Once the flowers have set seed, the leaves unfurl. They are shaped like the hoof of a colt, which is how the plant gets its name. Later in the year the ground which is not colonised by plants, dries out and heats up in the sun, producing literal 'hotspots' for insects to bask and construct their nest chambers. These insects are valuable pollinators of both wild flowers and crops.

Look out for pairs of acrobatic ravens soaring above the cliffs, inverting and tumbling together during courtship flights. They are very large birds, all black in colour with a massive bill, long wings, a diamond shaped tail and a distinctive croaking call. They are early nesters and build on ledges high up the rocky sea cliffs and inland quarries.

Anne Marston
assistant ecology officer



Advertisement

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523041

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Keeping an eye on our changing beaches

If you have noticed people with yellow backpacks on Island beaches in the wake of storms, it could be they are members of the survey team from the coastal centre at Ventnor.

The team – using global positioning technology – carries out the surveys because the largest changes to beaches tend to come during storm events.

Recently, following a period of stormy weather in January, the team carried out a survey at Sandown Bay to assess the effect on beach levels.

To find out more about beach surveys and the Island's coastal monitoring programme, you can visit www.channelcoast.org or email: helen.fairbank@iow.gov.uk



Explore our fascinating coast

If you would like to learn more about the Isle of Wight's great variety of coastal areas, pay a visit to the Coastal Visitors' Centre at Salisbury Gardens, Ventnor.

The centre can provide information on a great range of coastal habitats, from low-lying estuaries to steep-sided chines, and from long promenades to the wild open coast.

The council's coastal management department looks after many aspects of the Island's shores, and encourages people to explore their many attractions.

As well as reminding people to

respect the coastal environment, the centre offers some key safety first tips:

- Stay away from large waves and open water when stormy.
- Remember the sea is very cold in winter – stay safe and stay dry.
- Don't walk under the base of cliffs, rocks may fall.
- Don't stand on cliff edges, as they may be undercut.
- Check the tides before you go to the beach, and leave plenty of time to get back.
- Always let someone know where you are going and try to take a mobile phone.

Seasonal guide to wildlife in the garden

Frog spawn usually appears in ponds by the middle of February and sometimes earlier. It forms rounded clumps, rather than the strings of spawn produced by toads. Don't worry about overcrowding of the tadpoles. Many will fall prey to other animals in and around the pond and the numbers will regulate themselves naturally.

It's not a good idea to move spawn or frogs to new ponds as this risks spreading red leg disease. If frogs don't breed in your pond of their own accord, the pond or garden may not be suitable for them.

ACTIVITIES

Bodysmart Fitness

(20 March - 1 May)
Zumba, a combination of fitness and dance to a mix of Latin and international music (on Thursdays), legs/bums/tums (on Tuesdays), Body Blitz (on Wednesdays), all classes at Ryde High School gym hall, 6pm start, cost £3.50, contact Helen Baker, tel: 07732 879123.

Wightcat Crafts

(20 March - 25 April)
Parchment craft club (1, 15 April, 1.30pm to 4pm), beginners' parchment classes (25 March, 22 April, 1.30pm to 4pm), card making workshop (28 March, 25 April, 10.30am to 1pm), all at Wightcat Crafts, 14 Carisbrooke Road, Newport, booking in advance essential, tel: 527525, email: crafts@wightcat.com

NCT Nearly New Sale

(25 April)
National Childbirth Trust sale, Community Centre, Brannon Way, Wootton, 11.30am to 1.30pm, admission £1, good quality second hand items, contact Liz for further information, tel: 862471.

EXHIBITIONS

Freshwater through Fresh Eyes, Barry Ecuyer

(3 March - 3 May)
Drawings and paintings celebrating the place and people of Freshwater, Dimbola Lodge, Freshwater Bay, tel: 756814, website: www.dimbola.co.uk

Shadows of Africa, Jean Ferguson

(6 March - 19 April)
African tribal life from 1927 onwards, caught on camera

by the explorer, Professor Stanislav Skulina, Dimbola Lodge, Freshwater Bay, tel: 756814, website: www.dimbola.co.uk

Turning Point

(28-29 March)
Exhibition of handmade, hand-carved ceramic designs by Andrew Dowden, Echium Terrace Room, Ventnor Botanic Garden, 10am to 5pm each day.

At the End of a Rainbow, 20th century Isle of Wight Pottery Exhibition

(28-29 March)
Exhibition of historical Isle of Wight 20th century pottery, Canna Room, Ventnor Botanic Garden, 10am to 5pm each day.

Two Artists in the Picture

(9-15 April)
Easter exhibition of



Kathryn Tickell, Northumbrian smallpipes with accordion, violin and clog dancing, at Quay Arts, Newport, 26 March

recent paintings by Becky Samuelson and Kate Bolton, Brading Roman Villa, 10am to 4pm.

Not Just Driftwood, Gillian Connor

(9 April - 11 May)
Driftwood gathered from Isle of Wight beaches in inspirational art forms, Quay Arts, Newport

Life Stories, Susan Wilks

(11 April - 16 May)
Paintings and ceramics by Susan Wilks, Quay Arts, Newport.

Life of the Ganges, Jon Nicholson

(17 April - 14 June)
Images illuminating the spiritual influence of the Ganges, Dimbola Lodge, Freshwater Bay, tel: 756814, website: www.dimbola.co.uk

Fields, Sean Jefferson

(24 April - 7 June)
Oil paintings from ancient landscapes to flights of fancy rooted in fairy lore and nursery rhyme, Dimbola Lodge, Freshwater Bay, tel: 756814, website: www.dimbola.co.uk

MUSIC

Spring Blues

(21 March)
Annual Spring Blues Festival starring Errol Linton's Blues Vibe, The Amen Boogie Blues Band and special guests, Ventnor Winter Gardens, 7.30pm, tickets £12/£14, tel: box office 857581.

Special Guest: Kathryn Tickell

(26 March)
Northumbrian smallpipes with accordion, violin, guitar and clog dancing, Quay Arts, Newport, 8pm, tickets £14/£13*.

Georgia Mancio

(3 April)
From jazz standards to Chilean folk, Quay Arts, Newport, 8pm, tickets £10/£9*.

Clara Mouriz and Joseph Middleton

(18 April)
West Wight Arts Association presents gypsy songs and folk melodies from mezzo soprano Mouriz and pianist Middleton, Memorial Hall, Freshwater, 7.30pm, for tickets tel: 752278 (within

a fortnight of the event).

Chris Wood

(26 April)
Presented by Vaguely Sunny in association with Quay Arts, music revealing a love for the unofficial history of the English speaking people, Quay Arts, Newport, 8pm, tickets £13/£12*.

THEATRE

Essequibo 'Strange Fruit'

(20 March)
A Billie Holiday retrospective with Keith Waithe and The Macusi Players, charting Holiday's life, Ryde St John's Church, 8pm, tickets £8 from the Park Centre, Ryde, tel: 611913.

Circus Berzercus 'Beyond a Joke'

(28 March)
Top class entertainment for all ages, tricks with hats, pots, plates, coats, crockery, cutlery and other items in an action-packed adventure, Bembridge Youth and Community Centre, 7pm, tickets from Lane End News or promoter, tel: 07841 713404.

Trailers

These listings are provided free, as a public information service. Details must be submitted either by: **filling out this form, or emailing your details to oneisland@iow.gov.uk**

Please conform to the format shown. Entries are included at the editorial team's discretion.

Deadline for the next issue: 29 May 2009 (26 June 2009 publication date).

Title of event/activity:

Date:

Brief description:

Venue:

Time:

Contact name:

Telephone:

Please return to:

Trailers, One Island, County Hall, Newport, Isle of Wight PO30 1UD or email to oneisland@iow.gov.uk no later than 29 May 2009



* Quay Arts box office, tel: 822490, www.quayarts.org

Isle of Wight Health Services **Your Guide**



Welcome to your guide to local health services on the Isle of Wight.

This guide has been produced by the Isle of Wight NHS Primary Care Trust. It aims to provide you with useful information about your local NHS as well as advice about staying healthy and getting the best from the services we provide. The guide includes:

- top ten tips for your health and well-being
- support available from your local NHS
- how you can get involved
- useful telephone numbers to cut out and keep



Get off cigarettes with NHS support

For many people, stopping smoking is one of the most difficult things they will do in their lives – your local NHS is here to help. Last year 1,100 smokers successfully quit smoking with the support of Island Quitters, the Island's NHS Stop Smoking Service. Island Quitters offers support to quit right across the Island. Support is available either on a one-to-one basis or with other former smokers at friendly drop-in sessions. Nicotine replacement therapy is available at the sessions. Remember, you are four times more likely to quit using NHS services and nicotine replacement therapy. Please call (01983) 814280 or call or text 07919 598549 for details of services near you.



Time to Change

Mental Health problems affect more than 18,000 people on the Island. Sadly, nine out of ten people who experience mental health problems also experience stigma and discrimination that impact on their quality of life and can stop them from seeking help.

Time to Change is a national campaign which aims to change attitudes to mental health and stop stigma ruining people's lives. In support of the campaign, the Island's NHS is planning mental health awareness sessions and training for employers, as well as a new supported parent and toddler group for mums and carers with enduring mental health problems.



Plans to improve access to psychological therapies in the community will be introduced in 2009. Low intensity workers will be employed to offer cognitive behavioural therapy (CBT) to people with mild to moderate depression, or anxiety and high intensity workers will be employed to treat people with more complex problems. For further information about the Time to Change campaign, contact Rachel McKernan, health promotion specialist for mental health, on (01983) 814282.



**MIND,
EXERCISE,
NUTRITION...
DO IT!**

The MEND Programme (Mind, Exercise, Nutrition... Do it!) offers free healthy lifestyle courses for overweight seven to 13 year olds and their families. MEND helps families improve their eating and exercise habits, thereby improving children's fitness, physical activity levels, nutrition and self-esteem. Following the success of the first programme, a second ten week programme has just started in the Ryde area.

The MEND Programme is just one of the initiatives which supports Change4Life, an ambitious new campaign that will help mums, dads and families eat well, move

more and live longer. Change4Life will help families to understand the harm that fat can cause to their children's health and warns that a bad diet and inactive lifestyle can lead to cancer, heart disease and diabetes.

For information about the MEND Programme, contact Rachel Squires, programme manager, on (01983) 814282 or visit www.mendprogramme.org and click on 'Join a MEND Programme'.

- For further information about Change4Life and how you can get involved, go to www.nhs.uk/change4life

The Expert Patients Programme (EPP)

The Expert Patients Programme is a free, confidential course for people with long-term health problems such as diabetes, coronary heart disease (CHD), chronic obstructive pulmonary disease (COPD) and asthma.



The programme provides people with the confidence, skills and knowledge to manage their health condition better and to be more in control of their lives. It covers topics such as dealing with pain and fatigue, coping with feelings of depression, relaxation techniques and exercise, healthy eating and planning for the future.

- If you would like to join a local EPP, you can find out more by calling Sue Littleford, Expert Patient Programme, on (01273) 704955.

Walking the way to health

Walking is great exercise and one of the best ways to improve both your physical and mental health. Trained and experienced volunteers lead a number of walks on the Island each week that cater for all levels of fitness. All short walks are fairly level and you can walk at your own pace. Isle of Wight Health Walks welcomes new walkers any time.

- If you would like to join the walks or train as a volunteer walk leader, contact Louise Gray, scheme co-ordinator, on (01983) 814283 or louise.gray@iow.nhs.uk





Top 10 Tips for health and well-being

Be physically active for at least 30 minutes every day – find something that you enjoy like gardening, swimming or dancing.

Improve the way you look and feel by eating at least five portions of fruit and vegetables every day and cut down on salt and fatty foods – www.nhs.uk/change4life

Maintain or aim for a healthy weight.

If you drink alcohol, do so in moderation. Safe guidelines over a week are less than 21 units for men and less than 14 units for women – www.knowyourlimits.co.uk

Give up smoking – it is the single most important thing you can do to improve your health.

Protect yourself and children from the sun – cover up, keep in the shade and use factor 15+ sunscreen – www.nhs.uk/livewell/summerhealth

Practice safer sex – always use a condom www.ruthe1.co.uk

On the roads, THINK safety.

Attend your routine screening appointments – they could help you survive breast or cervical cancer.

Manage stress levels – talking things through, relaxation and physical activity can help.



cleanyourhands®
campaign 

Wash your hands!

Hand washing is the single most important thing we can all do to protect ourselves and help reduce the spread of infections such as sickness, diarrhoea, colds and flu. Good hand hygiene is important, particularly before and after preparing food, after using the toilet and after coughing.

How many of us actually wash our hands really thoroughly? It should take at least 30 seconds to wash your hands properly, making sure that all areas of your hands including palms, thumbs and fingers, including tips, and backs of hands are washed.

More information about hygiene in the home can be found on the NHS Choices website at www.nhs.uk



Seeing your GP is now even easier

Making an appointment to see your GP at a time that suits you is now even easier, with Island GP practices extending their regular opening hours.

Eighty-eight per cent of local GP practices have extended their opening hours to give Island patients more flexibility, with the opportunity to see a doctor early in the morning, during the evening, or at weekends. Contact your local GP practice for details.

A new walk-in centre – Autumn 2009

From October 2009, as part of a national programme, Island GPs and St Mary's Hospital will open a new GP-led health centre. Based at St Mary's Hospital, it will offer a walk-in service available to any member of the public. It will be in addition to existing GP services and those provided by the Emergency Department at St Mary's Hospital. Further details will be published over the next few months.

Reducing infections is a top priority

The Island's NHS aims to reduce healthcare associated infections (for example *C.difficile* infection and MRSA bloodstream infections) to an irreducible minimum and ensure provision of clean safe care.

At St Mary's Hospital every ward has a hand hygiene champion who has been specially trained to teach hygiene techniques to staff and oversee hand cleaning. Regular hand hygiene audits are carried out in all inpatient wards to ensure that hygiene standards remain high. To build on existing high standards of cleanliness the hospital recently underwent a deep clean process whereby every surface in the wards and other public areas of the hospital was deep cleaned.

A large majority of infections develop in the community or get passed on to patients and staff by people visiting the hospital. Before visiting a healthcare facility or a relative in hospital it is important to have clean hands and use the hand gel provided on entering and leaving the facility. And if you are a patient, it is ok to challenge NHS staff on their hand hygiene.



Are you being referred to hospital?



When you are referred to hospital by your GP, you can now choose to go anywhere in England where care is funded by the NHS. You can still go to your local hospital as before, but you now have a greater choice.

Ask your GP for further information or log on to the NHS Choices website at www.nhs.uk. Once your GP has suggested a referral,

they will tell you which choices are available for your care. If you require more information and assistance you can speak to an advisor in the local Referral Support Centre on (01983) 534027. Some libraries also have staff who have been trained to help you access the information you need.

Giving babies room to grow

The Barely Born Appeal has been launched to raise additional funds to help provide St Mary's Hospital with a new neonatal intensive care unit for the Island's sick babies and their parents. For further information about the appeal and how you can help, telephone (01983) 552264 or go to www.barelyborn.co.uk



NHS Isle of Wight Occupational Health Services

Occupational Health Commercial Services have been situated at Suite 5, The Courtyard, St Cross Business Park, Monks Brook, Newport, PO30 5BF since 2004. Our friendly staff are available Monday to Friday between 8.30am and 4.30pm and provide a wide variety of services. These include independent medical assessments about all aspects of fitness to work, from pre-employment checks to concerns related to sickness absence and advice on when and how an employee might be assisted to return to work. Additionally, lung function, hearing and hand arm vibration assessments to help employers comply with their health surveillance requirements can be undertaken on or off company premises. All services are offered at competitive prices for local businesses, the general public, drivers, care workers and other professions. We are also a registered Yellow Fever Centre and Travel Clinic, providing advice, vaccinations and travel accessories to suit your needs. For more details please telephone (01983) 537553 or email occupationalhealthcommercial@iow.nhs.uk or visit our website at: <http://www.iow.nhs.uk/occhealthcommercial>

About us...

The Isle of Wight NHS Primary Care Trust commissions and provides health services for the Isle of Wight. During 2007/2008 the PCT spent over £217 million funding local NHS services. Our role includes ensuring excellence in patient safety, improving the health of Island people, working with the local community to develop services that improve their health and well being, and developing services that are sustainable for the future. This means ensuring that we do the right things, in the right places, at the right time. By making the most of advances in technology and medicine we strive to constantly improve sustainability by adopting new ways of providing services. You can find out more about NHS Isle of Wight health services on our website at www.iow.nhs.uk



Strengthening the voice of local people

Local Involvement Networks (LINKs) are made up of individuals and community groups who work together to improve local services. Their job is to find out what the public like and dislike about local health and social care, and to work with the organisations which plan and run services to improve them. To find out more about LINKs or to give your opinion on health and social care issues so that LINKs can look into matters further, call 0300 111 0102 (03 numbers are charged at local rates and included in mobile phone bundle packages), email: isleofwightlink@makesachange.org.uk or visit www.makesachange.org.uk

Join our patient panel – we are currently creating a panel of people who are willing to be patient representatives on our committee and take part in discussion groups and complete surveys.

Patient involvement is about making improvements to patient care by enabling patients to have their say on how they are treated and how health services are run. If you are interested in becoming a patient representative, please telephone the number above.

PALS are here to help

The Patient Advice and Liaison Service (PALS) on the Island offers help and support to patients, their relatives and/or carers, who may wish to comment or raise a concern about NHS treatment and/or care provided or commissioned by the PCT.

The service will do all it can to help resolve your concerns or answer your questions as soon as possible. If you would like more information about PALS, please contact the service on (01983) 534850 or email: pals@iow.nhs.uk



Get the right treatment

There is a wide range of health services available locally, so it is important to know where to go for specific health problems. Making the right choice for health advice or treatment means you get the right treatment and care in the right place.



Self-care

A well-stocked medicine cabinet will help you with many common illnesses such as colds, coughs, cuts and bruises.



GP surgery

GPs and practice nurses look after your general health and can refer you for specialist treatment if necessary. At your GP surgery you can receive flu jabs, prescriptions, medical advice and care. For out-of-hours GP services phone 0845 6031 007.



Opticians

It is important you have your eyes tested every two years to check for any problems. A sight test is the first chance to spot sight-threatening diseases like glaucoma and cataracts.



Local pharmacy

Your pharmacist is qualified to dispense prescriptions and offer expert advice, free of charge, on minor illnesses without an appointment. Pharmacists are also able to review the medicines you use.



Dentists

To receive emergency NHS dental care, contact the Dental Helpline on: 0845 050 8345. The service operates from 8.30am to 9.30pm, seven days a week, 365 days a year, offering help and advice or an emergency appointment with a dentist if you are in pain.



NHS Direct

Call 24 hours a day on 0845 46 47 for expert health advice from a qualified nurse and health information advisor. You can also visit their website at www.nhs.uk for health advice and information.



Emergency

Call 999 for emergencies such as loss of consciousness, severe chest pain, serious accidents or major loss of blood. For other potentially life-threatening emergencies, visit the emergency department at St Mary's Hospital.

Useful telephone numbers



GP surgeries

Argyll House Surgery, Ryde
01983 562955

Beech Grove Surgery, Brading
01983 407558

Beech Grove Surgery, Lake
01983 408408

Bembridge Surgery
0844 477 2454

Brookside Health Centre, Freshwater
0844 815 1428

Carisbrooke Health Centre
01983 522150

Cowes Medical Centre
01983 295251

Dower House Surgery, Newport
01983 523525

East Cowes Health Centre
0844 477 3116

Esplanade Surgery, Ryde
0844 477 0940

Garfield Road Surgery, Ryde
01983 565103

Grove House Surgery, Ventnor
01983 852427

Medina Healthcare, Newport
01983 522198

Medina Healthcare, Wootton Bridge
01983 883520

Shanklin Medical Centre
01983 862245

The Surgery, Brighstone
01983 740219

The Surgery, Godshill
01983 840625

The Surgery, Niton
01983 730257

St Helens Medical Centre
0844 477 2454

Sandown Health Centre
0844 477 3001

The Surgery, Yarmouth
0844 815 1428

Tower House Surgery, Ryde
01983 811431

Ventnor Medical Centre
0844 576 9260

Health clinics

Arthur Webster Clinic, Shanklin
01983 862589

Brookside Health Centre, Freshwater
0844 815 1428

Cowes Health Clinic
01983 290583

East Cowes Clinic
0844 477 3301

Ryde Community Clinic
01983 615555

Ventnor Clinic
01983 852083

General contacts

Island Health Line (out of hours GP service)
0845 6031 007

St Mary's Hospital (hospital switchboard)
01983 524081

NHS Direct
0845 46 47

Emergency Dental Service (Helpline)
0845 050 8345

Occupational Health Commercial Services
01983 537553 (includes Travel Clinic)

Mental Health Access and Treatment Service
01983 522214 (Crisis Line)

Contraception and Sexual Health Services
01983 534202

Island Quitters Stop Smoking Service
01983 814280

The District Nursing Service
01983 552456

Podiatry Services
01983 534933

Health Promotion
01983 814284

Patient Advice and Liaison Service
01983 534850

IOW Primary Care Trust Headquarters
01983 524081

National Blood Service
0845 77 11 711

Victim Support
0845 30 30 900

Isle of Wight Council
01983 821000

NHS Isle of Wight welcomes your views, comments and questions in relation to this guide to Isle of Wight health services. Please send any comments to: Communications, PCT HQ, St Mary's Hospital, Newport, Isle of Wight PO30 5TG or email: comms@iow.nhs.uk

If you would like a copy of this guide in an alternative format – such as Braille, LARGE PRINT, or a different language, please contact Communications at St Mary's Hospital

