



## Phone numbers and contact details for support for Island residents:

**Please only use the most recent edition and check with providers before travelling.**

**Updated Monday 23<sup>rd</sup> August 2021**

Organisation:	Contact:	Help offered:
<p>Local Authority working in conjunction with Community Action IW – co-ordinating local efforts</p>	<p>01983 823600 – open 9am to 5pm Monday to Friday and 9am to pm Saturday. (Closed on Sunday).</p> <p><i>(Please do not ring The Riverside Centre number for either help or vaccination appointments)</i></p> <p>Website: <a href="http://www.iowcoronavirus.co.uk">www.iowcoronavirus.co.uk</a></p> <p>E mail: <a href="mailto:contact.centre@iow.gov.uk">contact.centre@iow.gov.uk</a></p>	<p>Support to access groceries and medication and advice around issues including welfare, finance, mental health, childcare issues, crisis advice and unpaid caring.</p>

<p>Healthwatch Isle of Wight</p>	<p>Phone: 01983 608608</p> <p>email: <a href="mailto:enquiries@healthwatchisleofwight.co.uk">enquiries@healthwatchisleofwight.co.uk</a></p>	<p>Information, advice and signposting service for people relating to health and social care. Share your views and help make local NHS services better.</p>
<p>The Advocacy People's Independent Health Complaints Advocacy Service</p>	<p>Tel: 0330 440 9000</p> <p>Address: PO Box 375, Hastings, East Sussex, TN34 9HU</p> <p>Email: <a href="mailto:info@theadvocacypeople.org.uk">info@theadvocacypeople.org.uk</a></p> <p>Website: <a href="http://www.theadvocacypeople.org.uk">www.theadvocacypeople.org.uk</a></p> <p>Text: 80800 start messages with: PEOPLE</p>	<p>Free, independent and confidential advocacy and support for anyone wishing to make a complaint about NHS care and treatment.</p>
<p>IW Council Safeguarding Team</p>	<p>Worried that an adult who is vulnerable may be at risk of or experiencing abuse or neglect?</p> <p>Please contact the Adult Safeguarding Team at the Isle of Wight Council on 01983814980, or email <a href="mailto:safeguardingconcerns@iow.gov.uk">safeguardingconcerns@iow.gov.uk</a></p>	<p>Contact us if you are worried about an adult who is vulnerable and may be at risk of or experiencing abuse or neglect</p>

<p>Suicide Prevention and Intervention Isle of Wight</p>	<p><b>Call: 667 247 24 hours a day 7 days a week</b></p> <p>This service is available 24 hours a day 365 days of the year.</p> <p>If you would like to join the team contact:  <a href="http://www.spiiow.org/joinus">www.spiiow.org/joinus</a></p>	<p>SPIIOW is a registered charity who seek to save lives from suicide across the Isle of Wight. This is done by Prevention, Intervention and Education.</p> <p>If you, or someone you know, need to reach out we have a dedicated team, trained and skilled, who can you get the help you need.</p>
<p>Samaritans</p>	<p>Tel: 116123 or e mail: <a href="mailto:jo@samaritans.org">jo@samaritans.org</a>.  <a href="http://www.samaritans.org/branches/isle-of-wight/">www.samaritans.org/branches/isle-of-wight/</a></p> <p>The Samaritans provide 24 hours a day confidential service</p>	<p>Support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.</p>

<p>YouFirstIW</p>	<p>Tel no': 08002346266</p>	<p>YouFirstIW is the local charity to contact if anyone is suffering Domestic Abuse and in need of a Refuge</p>
<p>WightDASH/WOW</p>	<p>Tel: 01983 825981 to speak to someone</p> <p>Email: <a href="mailto:hellowow@wightdash.co.uk">hellowow@wightdash.co.uk</a></p> <p>We are based in Newport with many activities (obviously in abeyance at the moment) to help women.</p> <p>There is an outreach programme in normal times. We are an Island charity, working for all women on the Island.</p>	<p>We are an organisation determined to address the difficulties that domestic abuse, poor mental health, substance misuse, loneliness and isolation and many other factors, cause to women in our community.</p>
<p>Isle of Wight Positive Minds</p> <p>(Two Saints/Mind District)</p>	<p>Contact the Isle of Wight Safe Haven on 01983 520168 during their normal opening hours:</p> <p>Monday to Friday – 5pm – 10 pm, Weekends and Bank Holidays - 10am – 10 pm</p>	<p>Support around mental health and wellbeing</p>

<p>Isle of Wight Prostate Cancer Support Group</p>	<p>Phone: 07568 2452 24</p> <p>Email: <a href="mailto:iwpcsg@gmail.com">iwpcsg@gmail.com</a></p> <p>Website: <a href="http://www.iwpcsg.org.uk">www.iwpcsg.org.uk</a></p> <p>Talk to people who have been through diagnosis, treatment and after care.</p>	<p>Information, advice and signposting support and services.</p> <p>Advice about claiming ferry transport costs.</p> <p>Free PSA blood tests.</p> <p><b>Next event: Saturday 25<sup>th</sup> September 2021 at Ryde. Booking open from August 9<sup>th</sup> via the website</b></p>
<p>IOW Family Centres – Barnardo’s</p>	<p>Email <a href="mailto:iowfamilycentres@barnardos.org.uk">iowfamilycentres@barnardos.org.uk</a> or phone between 9am – 4.30pm</p> <ul style="list-style-type: none"> <li>• Ryde Family Centre 01983 617617</li> <li>• East Newport Family Centre 01983 529208</li> <li>• Sandown Family Centre 01983 408718</li> </ul> <p>Facebook page – Isle of Wight Family Centres</p> <p>Website for Information – Barnardo’s Family Space: <a href="https://www.isleofwightfamilycentres.org.uk">https://www.isleofwightfamilycentres.org.uk</a></p>	<p>Information advice and guidance for parents of children 0 – 19 years.</p> <p>Get in touch if needing advice or support or more information</p>

Working Towards Wellbeing

[www.workingtowardswellbeing.org.uk](http://www.workingtowardswellbeing.org.uk)

FB page – [workingtowardswellbeingIW](https://www.facebook.com/workingtowardswellbeingIW)

WTW are also on the the Isle of Wight Community Mental Health Support Hub website.

<https://www.iwmentalhealth.co.uk/local-support-adult-mental-health>

You can refer yourself to this service either through their website or by using a referral form.

(You can contact People Matter IW for a Self-Referral Form at [admin@peoplematteriw.org](mailto:admin@peoplematteriw.org)).

Working Towards Wellbeing is able to offer the following support to anyone employed or self-employed, currently affected by the Covid-19 situation:

Support in retaining current employment

Support in securing new employment

Support for the self employed

Guidance in applying for relevant benefits

Guidance in applying for mortgage holidays and council tax breaks

Furlough – understanding and guidance

<p>'No Limits – Space 4U'</p> <p>(Isle of Wight mental health crisis helpline for children and young people)</p>	<p>Space 4U now accessible by phone or webchat on: Monday 5pm to 8pm, Tuesday 11am to 1pm, Wednesday 5pm to 8pm, Friday 10am to midday.</p> <p>To speak to a youth worker in these times, call 0774 1665182 or visit <a href="http://nolimitshelp.org.uk">nolimitshelp.org.uk</a> to speak to a youth worker on webchat.</p> <p>For further details, phone 02380 224224, email <a href="mailto:enquiries@nolimitshelp.org.uk">enquiries@nolimitshelp.org.uk</a> or visit <a href="https://nolimitshelp.org.uk/get-help/support-groups/">https://nolimitshelp.org.uk/get-help/support-groups/</a></p>	<p>Support for young people (11 to 17yrs) to de-escalate emotional crisis and promote positive mental health.</p>
<p>AIM – Autism Inclusion Matters</p>	<p>Telephone 07498500607</p> <p>Facebook @aimisleofwight</p> <p>Email <a href="mailto:support@aimisleofwight.co.uk">support@aimisleofwight.co.uk</a></p> <p>Our face to face groups are starting to reopen in the community to provide advice and support where needed. You can find dates and times of groups at:</p> <p><a href="https://bookwhen.com/aimisleofwight">https://bookwhen.com/aimisleofwight</a></p>	<p>Peer support.</p> <p>Talk to people with lived experience and who understand.</p> <p>For Autistic adults and their families and parents/carers of autistic children and young people</p>

<p>Mencap - Learning Disability Helpline (national)</p>	<p>You can call the Learning Disability Helpline on <a href="tel:08088081111">0808 808 1111</a>, we're here from 9am to 3pm, Monday to Friday.</p> <p>Or you can <a href="#">fill in our online form</a> or email us at <a href="mailto:helpline@mencap.org.uk">helpline@mencap.org.uk</a>.</p>	<p>At the moment a lot of people are worried about coronavirus. We have been asked lots of questions about what coronavirus and the lockdown means for people with a learning disability. You can also ask us questions about things that aren't to do with coronavirus.</p>
<p>Alzheimer's Society</p>	<p>Dementia Connect Support Line - 0333 150 3456</p> <p>Our Isle of Wight staff can be contacted via email at the following address:</p> <p><a href="mailto:iowdementiasupportss@alzheimers.org.uk">iowdementiasupportss@alzheimers.org.uk</a></p>	<p>Local Dementia Support workers can offer guidance, information and support by phone or email to anyone affected by dementia; people living with a diagnosis, carers or family.</p>



<p>Bodster Equine Assisted (Community Interest Company)</p>	<p>Mr Giles Boddington Or Mrs Jo Boddington On</p> <p>07887876138</p> <p>Open 9am-5pm Monday to Friday</p> <p>Website: <a href="http://www.eaqbodster.co.uk">www.eaqbodster.co.uk</a></p> <p>Email: <a href="mailto:joandgi@googlemail.com">joandgi@googlemail.com</a></p>	<p>Support for people with depression/ Mental health needs through spending time with our ponies on the ground (No riding involved)</p> <p>Support to: complete Mindfulness activities complete courses to find re-direction and set new targets to increase positive mental health</p>
<p>Stroke Association Local Stroke Support, Isle of Wight</p>	<p>If you or someone you care for has had a stroke, ring: 01983 898301 or email: <a href="mailto:iow@stroke.org.uk">iow@stroke.org.uk</a></p> <p>Stroke Association Helpline: 0303 3033 100 Helpline from a textphone: 18001 0303 3033 100 Website: <a href="http://www.stroke.org.uk">www.stroke.org.uk</a></p>	<p>During the COVID 19 outbreak, we continue to offer support to stroke survivors and their close network</p>

<p>Isle of Wight Community Mental Health Support Hub (website only)</p>	<p><a href="http://iwmentalhealth.co.uk">iwmentalhealth.co.uk</a></p>	<p>Self-help, links to apps, videos and workshops, helpline numbers, local support services</p>
<p>Footprint Trust</p>	<p>01983 822282 E mail: <a href="mailto:info@footprint-trust.co.uk">info@footprint-trust.co.uk</a>  Website: <a href="http://www.footprint-trust.co.uk">www.footprint-trust.co.uk</a></p>	<p>Help and advice around fuel poverty Guidance on energy matters</p>
<p>Citizens Advice</p>	<p><b>Adviceline: 0800 144 88 48</b> and <b>Textphone: 18001 0800 144 8884</b> <a href="https://www.citizensadviceiw.org.uk/">https://www.citizensadviceiw.org.uk/</a></p>	<p>Money, benefits, housing or employment issues</p>
<p>West Wight Coronavirus Support</p>	<p>01983 752168 'option 2' <a href="mailto:help@westwight.org.uk">help@westwight.org.uk</a></p>	<p>Access to support and advice from a Community Connector and Just Ask Officer.</p>
<p>Wessex Cancer Trust, Isle of Wight</p>	<p>Help line is operational 10 am – 3 pm Tue – Fri on 01983 524186.  You can also email enquiries to: <a href="mailto:isleofwight@wessexcancer.org.uk">isleofwight@wessexcancer.org.uk</a></p>	<p>Support line for people affected by cancer or those supporting somebody affected by cancer</p>

Carers IW

**Carers IW Helpline – 533173** – 7 days a week  
8am - 8pm Monday – Friday and 10am – 4pm  
Saturday and Sunday  
Email: [info@carersiw.org.uk](mailto:info@carersiw.org.uk)

Carers Lounge Supporting Carers at St Mary's  
and Sevenacres - Send a Message Scheme  
Carers Lounge: 822099 ext. 2568 or email  
[carerslounge@carersiw.org.uk](mailto:carerslounge@carersiw.org.uk)

We are seeing carers **face to face** at the centre  
and all our groups and home visits are up and  
running.

Training and groups are running.

Carers IW **Video Calls** – we can use a variety of  
technology to have a video call with you.

Carers IW **Carers Assessments** We will offer  
these via a visit or the telephone, video call or a  
pre-booked appointment at the Centre.

**Gym session** with Ali – is up and running-  
please book 533173

Advice and support  
for unpaid Carers.

If you feel the need  
to have a regular  
telephone call with  
us, please do ask.

For carers caring for  
those with high  
anxiety or dementia,  
it may be beneficial  
to avoid watching  
the news so to  
reduce their  
anxieties.

If you are struggling  
with any aspect of  
their illness please  
do ring us.

All home visits are  
suspended

<p>Veterans Outreach Support</p>	<p>If a veteran, their spouse or carer needs urgent support they can contact us directly on <b>02392 731 767</b>. Our local contacts are:</p> <p>Tony Gear: 07584 308959  <a href="mailto:Tony.gear@vosuk.org">Tony.gear@vosuk.org</a></p> <p>Jan Brookes: 07385 380228  <a href="mailto:Jan.brookes@vosuk.org">Jan.brookes@vosuk.org</a></p>	<p>Provision of welfare, wellbeing and mental health services for veterans. We are here to support them.</p>
<p>Priority Service Registers</p>	<p>Electricity:  0800 316 5457 (0800 316 5457 text phone)  <a href="http://www.ssen.co.uk/PriorityServicesRegister/">www.ssen.co.uk/PriorityServicesRegister/</a></p> <p>Water: 0330 303 0277  <a href="http://www.southernwater.co.uk/register-for-individual-needs">http://www.southernwater.co.uk/register-for-individual-needs</a></p> <p>Gas: <a href="tel:08000728625">0800 072 8625</a> or <a href="tel:08002948604">0800 294 8604</a> if you're a Pay as You Go customer.  Or you can contact by textphone on <a href="tel:1800108000728626">18001 0800 072 8626</a>.</p> <p><a href="https://www.britishgas.co.uk/Priority-Service-Register">https://www.britishgas.co.uk/Priority-Service-Register</a></p>	<p>Ensures vulnerable people are prioritised in the event of water or electricity outage or problems with their gas supply.</p>

<p>Pan Together</p>	<p>Please phone 01983 248 170 between 9 am and 5 pm seven days a week or email <a href="mailto:enquiries@pantogether.org.uk">enquiries@pantogether.org.uk</a></p>	<p>Meal delivery service now only <b>£2</b> per meal.</p> <p>Order by 10.30 am for a delivery between 11.30 am and 1.30 pm.</p> <p>Help with shopping and a prescription-collection service.</p>
<p>Ventnor Town Council</p>	<p>Helpline: (01983) 853775 or 857848 between 09:00 and 16:00 Monday to Friday only</p> <p>E-mail: <a href="mailto:help@ventnortowncouncil.org.uk">help@ventnortowncouncil.org.uk</a></p>	<p>Ventnor Town Council helpline</p>
<p>Ventnor Community Foodbank</p>	<p>Delivery only service at present.</p> <p>Please call 07862 247694 for details.</p> <p>We are still here to help and do not require a voucher or a referral.</p> <p>Contact: <a href="mailto:ventnorcommunityfoodbank@gmail.com">ventnorcommunityfoodbank@gmail.com</a></p>	<p>Help with foodstuffs for the people of Ventnor</p>

<p>Coronavirus Ryde Support Hub</p>	<p>You can call 01983 716020 (Aspire Ryde) between 10am and 4pm Monday to Friday</p> <p>Please call in order to access our services.</p>	<p>Ryde Town Council, Aspire Ryde and other organisations are supporting residents of Ryde and the surrounding areas. Residents can access:</p> <p>Advice and information from Citizens Advice</p> <p>Assistance for those in food poverty and for those in vulnerable situations, experiencing difficulties with self-isolation or with the delivery of prescriptions</p>
<p>Baby Box Isle of Wight</p>	<p>Contact: 07850 263477</p> <p>Appointment system only at present</p> <p><a href="https://www.facebook.com/BabyBoxIOW">www.facebook.com/BabyBoxIOW</a></p> <p>No voucher or referral required</p>	<p>Baby Box provide clothing, nappies, baby food, wipes and other items to families on the Island</p>

RNID (Isle of Wight)

Ring 01983 529533 or email [iow@hearingloss.org.uk](mailto:iow@hearingloss.org.uk)

General Enquiries - 07774724555 (Leave a message).

Batteries/Hearing aids – 07918740936  
Visual impairment – 07918148177  
Dual Sensory – 07918740942  
Hearing Loss – 07918740912

RNID has a 'drive through' service at its Newport office for Islanders who are hearing aid users. The service is designed to provide a safe 'Covid free' environment.

The service runs every **Wednesday** and **Thursday**. It is appointment only.

To book ring 07918 740936, 01983 529533 or 07918 133554 or email [iow@hearingloss.org.uk](mailto:iow@hearingloss.org.uk)

<https://rnid.org.uk/>

New: Hearing Aid Maintenance 'Appointment Only' Clinic, Freshwater Methodist Church, Brookside Road which started on Wednesday 5th May 2021 (and once a fortnight thereafter). 10:00am – 12:30pm

RNID are continuing to provide service and support.

Some of their service provision has changed due to Government guidelines.

Islanders can come along with their hearing aids and have them cleaned, serviced and re-tubed without having to come into physical contact with staff.

<p>Daisy Bus services (information provided by Wessex Cancer Trust)</p>	<p>Running to revised timetables (meeting Red Funnel car ferry and Hovertravel) and free of charge. <b>Check all timings carefully.</b></p> <p>Please note: Call the minibus driver the day before travelling:</p> <p>Portsmouth: 0799 000 1072</p> <p>Southampton: 0774 777 6874</p>	<p>Transport links for Island Cancer patients receiving treatment at QA Hospital, Portsmouth and Southampton General Hospital.</p> <p><i>Booking advised on Hovertravel</i></p>
<p>Cross Solent Travel Scheme (information provided by Wessex Cancer Trust)</p>	<p>Wightlink and Red Funnel car ferries now running to new, different timetables</p> <ul style="list-style-type: none"> <li>• FastCat - running a new timetable</li> <li>• Red Jet - running a new timetable</li> </ul> <p><a href="http://www.wightlink.co.uk">www.wightlink.co.uk</a> or by phone: Customer service: 0333 999 7333.</p> <p>If you would prefer to remain in a vehicle, email <a href="mailto:customerservices@redfunnel.co.uk">customerservices@redfunnel.co.uk</a> 10 days in advance of your journey.</p> <p>There are 2 free parking spaces at East Cowes for NHS patients travelling on the car ferry by foot. Call Red Funnel Customer Services on <a href="tel:02380248501">02380 248501</a> to request a space.</p>	<p>Cancer and Renal patients can claim refunds on car ferry travel Red Funnel: £10.60 return (day return or period return) for all NHS patients. Pre-book.</p> <p>Red Funnel staff are to ensure that patients travelling will be offered extra space on board. Ask any member of staff for this help.</p>



Adult Social Care hotline for PAs for Covid19 queries	01983 821000 extn 6322	Advice for Personal Assistants
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**Our Independent Living Centre is now open.**

**Appointments are being run in line with government guidance.**

**You can contact People Matter IW on: 01983 241494**

Lines open 10.00am – 4.00pm Monday to Thursday and 10.00am – 1.00pm on Friday.

Email: [admin@peoplesmatteriw.org](mailto:admin@peoplesmatteriw.org)

Web: [www.peoplesmatteriw.org](http://www.peoplesmatteriw.org)

The information contained in this document is as most recently provided to People Matter IW by the relevant organisation. People Matter IW does not accept responsibility for any incorrect information supplied by a third party. In every case; individual organisations should be contacted for more detailed information on their services. People Matter IW Registered Charity Number: 1150937 (England and Wales).