



*"Your Voice, Your Care, Your Support, Your Independence"*

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

***Please only use the most recent edition and check with all providers before travelling.  
The information contained in this document is as most recently provided to People Matter IW by each organisation.***

**Updated 12<sup>th</sup> February 2026**

<b>Organisation:</b>	<b>Contact:</b>	<b>Help offered:</b>
People Matter IW	Phone: 01983 685348  email: <a href="mailto:admin@peoplematteriw.org">admin@peoplematteriw.org</a>	People Matter IW is here for any local person, from birth to end of life and without discrimination, who defines themselves as having support needs.

<p>PARES – the Personal Assistant Recruitment and Employment Service</p>	<p>For more information, charges and options for this service please contact:</p> <p>PARES  The Independent Support Centre  1 and 2 Bernard Way  Newport  Isle of Wight  PO30 5YL</p> <p>Phone: 01983 685348</p> <p>Email: <a href="mailto:pares@peoplematteriw.org">pares@peoplematteriw.org</a></p> <p>Website: <a href="http://www.peoplematteriw.org">www.peoplematteriw.org</a></p> <p>Face-to-face appointments available by prior arrangement only</p>	<p>People Matter IW now provide a service to help people who are self-funding. It enables them to access Care and Support in a person-centred and timely way.</p> <p>This provides choice and control for self-funders and their families. It gives information and advice to ensure they get the support they choose.</p> <p>Ring 685348 for more details.</p>

AIM – Autism Inclusion Matters	<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 have reopened 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>
Healthwatch Isle of Wight	<p>Phone: 01983 608608</p> <p>email: <a href="mailto:enquiries@healthwatchisleofwight.co.uk">enquiries@healthwatchisleofwight.co.uk</a></p> <p>Share your views and help make local NHS services better.</p>	<p>Information, advice and signposting service for people relating to health and social care.</p>
IW Council Safeguarding Team	<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>

Samaritans	<p>Tel: 116123 or e mail: <a href="mailto:jo@samaritans.org">jo@samaritans.org</a>.</p> <p><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>
Learning Disability Support Centre IW	<p>The Learning Disability Support Centre IW is in Newport.</p> <p>Our centre offers training and qualifications that specifically help and support our students to grow the skills for learning, skills for employment and skills for life. 1:1 sessions can be arranged by application or referral.</p> <p>We offer short courses through our ASDAN project and provide support that enables our students to gain the skills to better accomplish day to day activities and integrate with the community.</p> <p>Contact details: Telephone: 01983 685348 Lines open: Monday – Thursday 10am – 4pm Email: <a href="mailto:LDSC@peoplematteriw.org">LDSC@peoplematteriw.org</a> Website: <a href="http://www.peoplematteriw.org">www.peoplematteriw.org</a></p>	<p>People Matter IW introduces The Isle of Wight Learning Disability Support Centre - a fresh and dynamic centre for adults with a Learning Disability.</p> <p>If you have a learning disability and want to know how we can support you, find out more about the services we offer and book an assessment.</p>

SWAN Advocacy	<p>SWAN Advocacy is commissioned by the local authority to provide Independent:</p> <ul style="list-style-type: none"> <li>• Health Complaints Advocacy</li> <li>• Mental Health Advocacy</li> <li>• Mental Capacity Advocacy</li> <li>• Care Act Advocacy</li> </ul> <p>Address: Riverside Centre, The Quay, Newport, Isle of Wight, PO30 2QR</p> <p>Telephone: <a href="tel:03333447928">03333 447928</a></p> <p>Email: <a href="mailto:IoW@swanadvocacy.org.uk">IoW@swanadvocacy.org.uk</a></p> <p><b>Do you find it hard to speak up for yourself? Do you want to be confident when communicating your wishes? Would you like to learn the skills needed to be able to advocate for yourself?</b></p> <p>SWAN Advocacy also provide free self-advocacy training sessions on a monthly basis. The sessions include:</p> <ul style="list-style-type: none"> <li>• Self-Advocacy Toolkits</li> <li>• Group self-advocacy training with your peers</li> <li>• One-to-one self-advocacy training and coaching</li> </ul> <p>Contact SWAN to book on the next session. <b>Spaces are limited so please book early to avoid disappointment.</b></p>	<p><u>Independent Health Complaints Advocacy:</u> support, including information and practical assistance to anyone wishing to make a complaint about the NHS, either about their own care or the care of a friend or relative.</p> <p><u>Independent Care Act Advocacy:</u> support for anyone when the local council is making decisions about their care.</p> <p><u>Independent Mental Health Advocacy:</u> support for anyone being detained under the Mental Health Act, to understand and exercise your rights and improve your care.</p> <p><u>Independent Mental Capacity Advocacy:</u> support for anyone lacking capacity when decisions are made about their long-term accommodation or serious medical treatment.</p>
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Independent Arts  
(*a creative health charity*)

To see what is available, visit our website or pop into the Creative Hub to pick up a What's On Guide.

These guides are also distributed via outlets all across the Island.

The Creative Hub, 48/49 High Street  
Newport  
PO30 1SE

Tel:  
01983 822437

Email:  
[info@independentarts.org.uk](mailto:info@independentarts.org.uk)

website:  
[www.independentarts.org.uk](http://www.independentarts.org.uk)

We are a charity that uses the arts to improve the health & wellbeing of island residents, through tackling social isolation with creative activities.

Our participants are all ages, and our programmes are varied, from arts and crafts, chess, to movement and singing!

We are inclusive and some of our groups are intergenerational. We deliver into care homes, schools, community settings and from our own Creative Hub.

Most of our programmes are free and many are drop-ins with no booking required. For some workshops there is a small charge to cover funding requirements, £3 per week for SingAbout and £5 per week for Move & Groove, for instance.

Please contact the team for more information regarding any of our workshops.

Diabetes Group IOW	<p>Phone 07415 399 102</p> <p>Email: <a href="mailto:info@diabetesiow.org.uk">info@diabetesiow.org.uk</a></p> <p>Website: <a href="http://diabetesiow.org.uk">diabetesiow.org.uk</a></p> <p>Facebook: <a href="https://www.facebook.com/DiabetesGroupIOW">Diabetes Group IOW</a></p>	<p><u>Every month - Support Groups/Drop ins/coffee mornings</u></p> <p>We hold support groups in Ryde, Freshwater and Newport, Gurnard and Sandown, currently.</p> <p>These groups are for anyone living with or caring for someone with diabetes.</p> <p>The groups are peer led, and we encourage everyone with the condition to live their best life possible.</p> <p>Details of the groups and events can be found in our contact details.</p>
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<p>Hampshire &amp; Isle of Wight Fire &amp; Rescue Service - Safe &amp; Well Service</p>	<p><a href="https://www.hantsfire.gov.uk/safety/home-safe-home/safe-and-well/safe-well-visit-referral">https://www.hantsfire.gov.uk/safety/home-safe-home/safe-and-well/safe-well-visit-referral</a></p> <p>If you meet any of the criteria below or you know somebody that does, then please make a referral</p> <p><b>HIWFRS Community Safety:</b> 02380 626751</p> <p><a href="mailto:community.firesafety@hantsfire.gov.uk">community.firesafety@hantsfire.gov.uk</a></p> <ul style="list-style-type: none"> <li>• Anyone who is over 65.</li> <li>• There is evidence of fire risk concerns eg. burn marks on bedding, furniture.</li> <li>• There are signs of hoarding.</li> <li>• There are signs of unsafe cooking practices.</li> <li>• You/they would not hear the smoke detector if it went off.</li> <li>• You/they would not know what to do if the smoke detector sounded.</li> <li>• You/they would be unable to get out if the smoke detector/alarm activated.</li> <li>• Anyone who is substance or alcohol dependant.</li> </ul>	<p><b>Safe and Well home fire safety visit)</b></p> <p>Safe and Well is a free home fire safety visit, tailored to an individual's needs that can support members of our community to help protect them and their home from fire.</p>
<p>Paragon Isle of Wight</p>	<p>Tel no: 08002346266</p> <p><a href="mailto:ParagonIOW@theyoutrust.org.uk">ParagonIOW@theyoutrust.org.uk</a></p>	<p>Paragon is the local charity to contact if anyone is suffering Domestic Abuse and in need of a Refuge.</p>

<p>The Blue Lamp Trust</p>	<p><a href="https://www.bluelamptrust.org.uk/bobby-scheme-landingpage/">https://www.bluelamptrust.org.uk/bobby-scheme-landingpage/</a></p> <p>0300 7770157</p> <p>The service is available to anyone who is vulnerable due to:</p> <ul style="list-style-type: none"> <li>• Circumstance e.g. domestic abuse, hate crime, dementia, serious health condition (18+)</li> <li>• Physical or Mental disability (18+)</li> <li>• Victim or repeat victim of crime (18+)</li> <li>• Age (over 60)</li> </ul>	<ul style="list-style-type: none"> <li>• Practical security and safety advice</li> <li>• Fit security equipment</li> <li>• Fire safety check</li> <li>• Fit smoke alarms</li> <li>• Gas safety advice</li> <li>• Fit Carbon Monoxide detectors</li> <li>• Fraud and scam advice</li> <li>• Advice on crime prevention</li> </ul>
<p>Two Saints Ltd – Outreach</p>	<p>The service operates 365 days per year and is Islandwide. Contact can be made via email: <a href="mailto:iow.outreachreferrals@twosaints.org.uk">iow.outreachreferrals@twosaints.org.uk</a></p> <p><a href="http://www.twosaints.org.uk">www.twosaints.org.uk</a></p>	<p>Support for anyone rough sleeping – 365 days a year.</p>
<p>Stroke Association</p>	<p>If you or someone you care for has had a stroke, ring: Stroke Association Helpline: 0303 3033 100</p> <p><b>Helpline from a textphone: 18001 0303 3033 100</b></p> <p>Website: <a href="http://www.stroke.org.uk">www.stroke.org.uk</a></p>	<p>We offer support to stroke survivors and their close network.</p>

<p>Two Saints Ltd – Safe Haven</p>	<p>Our Safe Haven is based at 7 High Street, Newport, PO30 1SS (next to the Police Station and opposite County Hall)</p> <p>Contact can be made by telephone, text, video call, email or in person at the above address. No appointment or referral necessary.</p> <p>The service is open 5-10pm Monday to Friday and Midday to 10pm Weekends and Bank Holidays.</p> <p>01983 520168 or 07759 707881  <a href="mailto:safehaven@twosaints.org.uk">safehaven@twosaints.org.uk</a>  <a href="http://www.twosaints.org.uk">www.twosaints.org.uk</a></p>	<p>Support for anyone aged 18+years who is in, or nearing, a mental health crisis.</p>
<p>Isorropia Foundation (Mental Wellbeing Organisation)</p>	<p>Phone: 01983 217791  Website: <a href="http://www.isorropia.uk">www.isorropia.uk</a>  Email: <a href="mailto:hello@isorropia.uk">hello@isorropia.uk</a></p>	<p>Mental health and wellbeing organisation offering workshops to empower individuals with practical strategies for stress management, resilience, positivity, and reconnecting with life.</p>

Inclusion	<p>“Supporting people affected by drugs and alcohol on the Isle of Wight”</p> <p>Inclusion Buckleuch House 192 Carisbrooke Road Newport Isle of Wight PO30 1DB</p> <p>Phone: 01983 526654 Email: <a href="mailto:inclusioniow@mpft.nhs.uk">inclusioniow@mpft.nhs.uk</a> Website: <a href="http://www.inclusioniow.org/">www.inclusioniow.org/</a></p> <p>Self-Referrals – <a href="http://www.inclusioniow.org/online-referral/">www.inclusioniow.org/online-referral/</a></p> <p>Professional Referral – <a href="http://www.inclusioniow.org/professional-referral/">www.inclusioniow.org/professional-referral/</a></p>	<p><b>We provide a free, confidential and easy to access service to all age groups on the Isle of Wight who are using, or affected by someone else's use of alcohol or drugs.</b></p> <p>At Inclusion Isle of Wight, we believe individuals are capable of changing their lives for the better. We are committed to help you do this by providing high quality, caring and evidence-based services.</p> <p>If you are concerned and looking for some advice or support then please call us or refer yourself online.</p>
Alzheimer's Society	Dementia Connect Support Line -	Advice, information and support by phone or email to anyone affected

	<p>0333 150 3456 9am – 8pm Monday – Wednesday: 9am – 5pm Thursday and Friday, 10am -4pm Saturday and Sunday</p> <p>Our activity group at Pan Together, Furrlongs, Newport, PO30 2AX and runs on the 3rd Wednesday of the month, from 10:30am – 12:30pm.</p> <p>Please call 02392 892035 for information or email <a href="mailto:HIP@alzheimers.org.uk">HIP@alzheimers.org.uk</a></p>	<p>by dementia; people living with a diagnosis, carers or family.</p> <p>Information and Advice</p> <p>Drop-In Ryde Library</p> <p>George St, Ryde PO33 2JE on 2<sup>nd</sup> Friday of the month 11:00am – 1:00pm</p>
<p>Alzheimer Café IOW &amp; Alzheimer Café Daily at Parklands</p>	<p>Address: Parklands Park Road Cowes Isle of Wight PO31 7LZ</p> <p>Call: 01983 220200</p> <p>Email: Alzheimer Café Isle of Wight <a href="mailto:info@alzheimercafeiow.org.uk">info@alzheimercafeiow.org.uk</a></p> <p>Alzheimer Café Daily @Parklands <a href="mailto:Parklands@alzheimercafeiow.org.uk">Parklands@alzheimercafeiow.org.uk</a></p> <p><a href="http://www.alzheimercafeiow.org.uk">www.alzheimercafeiow.org.uk</a></p>	<p>Alzheimer Café Isle of Wight welcomes anyone affected by dementia including individuals before and after receiving a diagnosis, families, carers, and healthcare professionals to join us for informal education about dementia, guidance and signposting to other services.</p> <p>Our cafés offer a friendly and welcoming environment where people can chat, share stories, make friends,</p>

		and relax knowing everyone there is 'in the same boat.'
Isle of Wight Prostate Cancer Support Group	<p>Phone: 07568 245 124</p> <p>Email: <a href="mailto:secretary@iwpcsg.org">secretary@iwpcsg.org</a></p> <p>Website: <a href="http://www.iwpcsg.org">www.iwpcsg.org</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>Check the website for the next available PSA event. Book via the IWPCSG website.</b></p>
IOW SENDIASS (Special Educational Needs Information, Advice and Support Service)	<p>Phone: 0808 1645492</p> <p>Email: <a href="mailto:info@iowsendiass.org.uk">info@iowsendiass.org.uk</a></p> <p>Website: <a href="http://www.iowsendiass.org.uk">www.iowsendiass.org.uk</a></p>	Providing a free, confidential, and impartial service to children and young people with special educational needs and their parents.

IW Family Centres - Barnardo's	<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:</p> <p><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	<p><a href="http://www.workingtowardswellbeing.org.uk">www.workingtowardswellbeing.org.uk</a></p> <p>FB page – workingtowardswellbeingIW</p> <p>Email: <a href="mailto:iownt.workingtowardswellbeing@nhs.net">iownt.workingtowardswellbeing@nhs.net</a></p> <p>WTW are also on the the Isle of Wight Community Mental Health Support Hub website.</p> <p><a href="https://www.iwmentalhealth.co.uk/local-support-adult-mental-health">https://www.iwmentalhealth.co.uk/local-support-adult-mental-health</a></p>	<p>Support in retaining employment.</p> <p>Support in finding employment.</p> <p>Support to find volunteering and/or education</p> <p>Advice and guidance surrounding benefits for those getting back into work.</p>

	<p>You can refer yourself to this service either through their website or by using a referral form.</p>	<p>There is also a service available for employers.</p>
Mencap - Learning Disability Helpline (national)	<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>A lot of people are worried about a lot of things.</p> <p>We are asked lots of questions about the cost of living and what it means for people with a learning disability.</p>
'No Limits – Space 4U'  (Isle of Wight mental health crisis helpline for children and young people)	<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</p>	<p>Support for young people (11 to 17yrs) to de-escalate emotional crisis and promote positive mental health.</p>

	visit <a href="https://nolimitshelp.org.uk/get-help/support-groups/">https://nolimitshelp.org.uk/get-help/support-groups/</a>	
Bodster Equine Assisted (Community Interest Company)	<p>Mr Giles Boddington Or Mrs Jo Boddington On 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 increase positive mental health</p>
Isle of Wight Community Mental Health Support Hub (Website only)	<a href="http://iwmentalhealth.co.uk">iwmentalhealth.co.uk</a>	Self-help, links to apps, videos and workshops, helpline numbers, local support services
Footprint Trust	01983 822282	

	<p>E mail: <a href="mailto:info@footprint-trust.co.uk">info@footprint-trust.co.uk</a></p> <p>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>
Citizens Advice	<p><b>Adviceline: 01983 684 684</b> and <b>Textphone: 18001 0800 144 8884</b></p> <p>Citizens Advice Callback Service Number: <b>01983 309 309</b></p> <p>Leave a message and they will call you back the same day Monday - Friday or next working day if you call at the weekend</p> <p><a href="https://www.citizensadviceiw.org.uk/">https://www.citizensadviceiw.org.uk/</a></p>	Money, benefits, housing, or employment issues
Wessex Cancer Support, Isle of Wight	<p>Help line is operational 10 am – 2 pm Tue – Fri on 01983 524186.</p> <p>You can also email enquiries to: <a href="mailto:isleofwight@wessexcancer.org.uk">isleofwight@wessexcancer.org.uk</a></p> <p>Centre Manager: Liz Tapsell</p> <p>The Centre is open Tuesday – Friday 10am – 2pm</p>	<p>Support line for people affected by cancer or those supporting somebody affected by cancer</p> <p>Offers trained listeners, counselling, holistic therapies, yoga, craft &amp; other activities. Some activities may need to be booked.</p>

	<p>Wessex Cancer Support Centre  21 Lugley Street  Newport  Isle of Wight  PO30 5HD</p>	<p>Drop in available to anyone affected by cancer.</p>
<p>Wight Sense – the Island's Sensory Service</p>	<p>Wight Sense is very happy to receive self-referrals or referrals from family and friends. The service is also happy to take referrals from any statutory or voluntary sector service who is working with a person who may benefit from this specialist support, provided they have the person's consent.</p> <p>You can access the service by emailing <a href="mailto:info@wightsense.org.uk">info@wightsense.org.uk</a></p> <p>or by ringing 01983 240222.</p> <p>Please do not hesitate to get in touch for further information.</p>	<p>Wight Sense provides specialist sensory support for local people with sensory loss.</p> <p>This includes assessments, individual home-based visits, mobility training, practical help and advice and help for people, with sensory loss, to remain independent and confident in their daily lives.</p> <p>Anyone with any level of hearing or sight loss, or both, may access the service.</p>

Veterans Outreach Support	<p>If a veteran, their spouse or carer needs urgent support they can contact us directly on <b>02392 731 767</b>.</p> <p>Our local contact is: Tony Gear: 07748 522 825</p> <p><a href="mailto:Tony.gear@vosuk.org">Tony.gear@vosuk.org</a></p>	<p>Provision of welfare, wellbeing, and mental health services for veterans. We are here to support them.</p>
Carers IW	<p><b>Carers IW Helpline – 533173</b> – 7 days 8am - 8pm Monday – Friday and 10am – 4pm Saturday and Sunday (Urgent or working carer calls) Email: <a href="mailto:info@carersiw.org.uk">info@carersiw.org.uk</a></p> <p>Carers Lounge Supporting Carers at St Mary's 822099 ext. 2568 or email <a href="mailto:carerslounge@carersiw.org.uk">carerslounge@carersiw.org.uk</a></p> <p>Carers Lounge Supporting Carers at Sevenacres 822099 ext. 2401 or email <a href="mailto:carerslounge@carersiw.org.uk">carerslounge@carersiw.org.uk</a></p> <p>We are seeing carers <b>face to face</b> at the centre and all our groups and home visits are up and running. Training and groups are running. Carers IW <b>Video Calls</b> – we can use a variety of technology to have a video call with you.</p>	<p>Advice and support for unpaid Carers.</p> <p>If you feel the need to have a regular telephone call with us, please do ask.</p> <p>For carers caring for those with high anxiety or dementia, it may be beneficial to avoid watching the news so to reduce their anxieties.</p> <p>If you are struggling with any aspect of their illness, please do ring us.</p>

	<p>Carers IW <b>Carers Assessments</b> We will offer these via a visit or the telephone, video call or a pre-booked appointment at the Centre. We offer a variety of support from emotional support, gym, craft, self-care café, training, quiet days, RITA sessions, dementia forum, male carers evening social, mental health carers drop in, information &amp; Advice.</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.</p> <p>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>

Ventnor Community Pantry & Foodbank	<p>We are open 10.00 am to 12.00 noon on Tuesday and Thursday at Baby Box, Victoria Street.</p> <p>Please call 07862 247694 for details. We are still here to help and do not require a voucher or a referral.</p> <p>Please contact:  <a href="mailto:ventnorcommunityfoodbank@gmail.com">ventnorcommunityfoodbank@gmail.com</a></p>	Help with foodstuffs for the people of Ventnor
Baby Box Isle of Wight	<p>Contact: 07961 959 003</p> <p>Opening Times:        Tuesday 2pm - 5pm        Thursday 10am - 12pm        Saturday 10am - 1pm</p> <p>No referral or appointment needed.</p>	Baby Box provide clothing, nappies, baby food, wipes and other items to families on the Island
Daisy Bus services (information provided by Wessex Cancer Trust)	<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        Southampton: 0774 777 6874</p>	<p>Transport links for Island Cancer patients receiving treatment at QA Hospital, Portsmouth and Southampton General Hospital.</p> <p><b>Booking advised on Hovertravel</b></p>

Breakout Youth	<p>Contact: 07741 663209</p> <p><a href="mailto:enquiries@breakoutyouth.org.uk">enquiries@breakoutyouth.org.uk</a></p>	<p>Help Offered: We are the LGBTQ+ charity for young people aged 11-25 on the Isle of Wight. We offer a safe and non-judgemental space for young people to access. From weekly group sessions and one-to-one's, help and advice are always available. Come and be yourself!</p>
Cross Solent Travel Scheme (information provided by Wessex Cancer Trust)	<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:02380 248501">02380 248501</a> to request</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>

	a space.	
Ventnor Well-being Café	<p>Based at the Green Room, Salisbury Gardens, Dudley Road, Ventnor, PO38 1EJ</p> <p>Call 07842 152 863</p> <p>The group meets four times per week &amp; provides a safe space for people with anxiety, are socially isolated or have mental health problems.</p> <p>Monday &amp; Wednesday – 10.00 am to 2.00 pm        Tuesday &amp; Friday – 12.00 noon to 4.00pm</p> <p>Tuesday is a minibus trip (£5) and must be booked beforehand with Terri the co-ordinator.</p>	<p>Members decide on activities – crafts, bingo, quizzes, chatting and refreshments, fundraising ideas and organising trips.</p> <p>A free lunch is provided on Friday.</p> <p>The Café is a self-help group &amp; does not require a referral.</p>
Adult Social Care hotline for PAs for queries	01983 821000 extn 6322	Advice for Personal Assistants
Ventnor Really Useful Thursdays	<p>Every first Thursday of the month at St. Catherine's Church, Church Street, Ventnor, from 10.30 am to 1.30 pm</p> <p>A free hot lunch served from 12.00 to 1.30 pm.</p>	A range of local and Island-wide agencies attend – including Citizen's Advice, Veteran's Outreach, Baby Box, Barnardo's, Sight for

	<ul style="list-style-type: none"> <li>• Contact details – Catherine Hammond, email <a href="mailto:catherine@ventnortowncouncil.org.uk">catherine@ventnortowncouncil.org.uk</a></li> </ul>	Wight, Living Well and Early Help, Diabetes IOW, Cruse, Green IOW, The Footprint Trust, Solutions For Health, Paragon, Community Law service, Health Watch.
The Living Well and Early Help Service	<p>Living Well &amp; Early Help provide Independent Living Support, which is delivered in partnership between Aspire Ryde, Pan Together, West Wight Sports &amp; Community Centre &amp; Ventnor Town Council.</p> <p>Telephone: 01983 240732</p> <p>Email: <a href="mailto:reception@lweh.org.uk">reception@lweh.org.uk</a></p> <p>Website: <a href="https://lweh.org.uk">https://lweh.org.uk</a></p> <p>The Living Well &amp; Early Help Service provides free impartial advice and guidance on a wide range of daily concerns, including around equipment and aids to help keep people safe and independent at home. LWEH colleagues can carry out trusted assessor assessments to help residents choose the right product for their needs as well as offering advice about specific aids &amp; equipment over the phone, by email or</p>	<p>The Service offers:</p> <p>Support to help prevent people reaching crisis and where people are in crisis enable them to find support information and advice to get through it services based in the community at established community hubs.</p> <p>Access to advice guidance and support for people and their families to live well maximise their well-</p>

	<p>in person at one of the Living Well groups or information points. LWEH colleagues can also advise/assist with person specific needs around day-to-day concerns like financial worries, benefits, grants and any reductions/discounts they may be entitled to regards Council Tax or utilities.</p>	<p>being and maintain positive mental wellbeing.</p>
<p>Living Well &amp; Early Help Independent Living Support</p>	<p>Delivered as a partnership between Aspire Ryde, Pan Together, West Wight Sports &amp; Community Centre &amp; Ventnor Town Council.</p> <p>Phone: <b>01983 240732</b></p> <p>Email: <a href="mailto:reception@lweh.org.uk">reception@lweh.org.uk</a></p> <p>Website: <a href="https://LWEH.org.uk">https://LWEH.org.uk</a></p>	<p>The Living Well and Early Help Service provides free impartial advice and guidance is available on a wide range of daily living equipment and aids. LWEH colleagues may be able to help residents choose the right product for their needs and offer advice about specific aids /equipment and services over the phone by email or in-person at one of their groups held across the Island. LWEH colleagues can also advise people on a variety of topics including benefits , funds and discounts they may be entitled to or ways to</p>

		make energy saving changes to their home to reduce bills.
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<p>Mountbatten Coordination Centre</p> <p>The Mountbatten Coordination Centre operates alongside and supports existing core services such as GPs, community nurses, specialist nurses and social care practitioners. It also acts as a single point of access for our specialist care service. A minority of patients and families who have highly complex physical, psychological, social and spiritual needs, will access this service.</p>	<p>Contact Details:</p> <p>Email: <a href="mailto:Coordinationcentre@mountbatten.org.uk">Coordinationcentre@mountbatten.org.uk</a></p> <p>Tel: 01983 533331</p> <p>Service Details:</p> <p>The Mountbatten Coordination Centre is a service for people who may be identified as being in the last five years of life or who have palliative care needs. It is for people living with any disease in which a deterioration may be life threatening.</p> <p>The service is for those living on the Isle of Wight and it operates out of Mountbatten.</p>	<p>The Mountbatten Coordination Centre supports choice by:</p> <ul style="list-style-type: none"> <li>• Improving the coordination and continuity of care and support for patients and their families/carers.</li> <li>• Introducing a central 24/7 contact telephone number 01983 533331, offering information and support and enabling direct access to support for health and social care professionals, patients and their families/carers</li> </ul>
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<b>Smokefree Island</b> Isle of Wight Council commissioned service providing support to quit smoking.	Web: <a href="http://Smokefree Island">Smokefree Island</a> . Phone: <a href="tel:0800 999 1396/01983 642369">0800 999 1396/01983 642369</a> Email: <a href="mailto:smokefree.island@nhs.net">smokefree.island@nhs.net</a> Text QUIT to 66777	This FREE service offers face-to-face or telephone support and access to a stop-smoking app in conjunction with a range of nicotine replacement therapy or vape options.
<b>Gloji Isle of Wight</b> Isle of Wight Council commissioned adult weight management service.	Web: <a href="http://Gloji Isle of Wight">Gloji Isle of Wight</a> Phone: 0800 054 1190 (phone lines are open Mon – Fri 09:00 – 17:00) Email: <a href="mailto:support@gloji.co.uk">support@gloji.co.uk</a>	Subject to eligibility criteria, Isle of Wight residents can self-refer or be referred by a Healthcare Practitioner. Funded places on local Slimming World courses. Gloji lose weight 12-week online programme.
<b>Man v Fat Football</b> Isle of Wight Council commissioned weight management service (men only).	<a href="http://MAN v FAT Football Club in Sandown">MAN v FAT Football Club in Sandown</a> <a href="http://Man v Fat Football Club in Cowes">Man v Fat Football Club in Cowes</a>	Join your local Man v Fat Football Club and play small-sided football games against other men who also want to improve their health (there are some funded places available).

Cowes Men's Shed	<p>Contact Details:</p> <p>Phone: 01983 209734</p> <p>Email: <a href="mailto:meninshedscowes@gmail.com">meninshedscowes@gmail.com</a></p> <p>Website: <a href="https://www.storeroom.org.uk/cms-in-action/">https://www.storeroom.org.uk/cms-in-action/</a></p>	<p>Cowes Men's Shed offers a welcoming space for adults aged 18 and over to connect, create and share skills. Open Monday to Friday, 10 a.m. to 3 p.m., we provide a carpentry workshop, craft room, IT area and community gardens with raised beds and greenhouses. Our Shed helps reduce social isolation, improves mental wellbeing and increases physical activity in a fun, friendly environment where everyone is valued and welcome.</p>

Age UK Isle of Wight offers a variety of services designed to work directly with older residents, their family, friends or carers to promote independence, support and health and wellbeing.

Good Neighbour Scheme	Vital assistance, friendship and reliable support for local older people who have no one to turn to.	<a href="mailto:GNS@ageukiw.org.uk">GNS@ageukiw.org.uk</a> 01983 525282
Information & Advice	Free and impartial information and advice for older people, carers and family members.	<a href="mailto:Info@ageukiw.org.uk">Info@ageukiw.org.uk</a> (01983) 525282
The Hospital Project	Crisis and community support working with St. Mary's hospital to provide support to older Island residents	(01983) 822099 Ext. 4052
Digital Inclusion	Offering workshops and drop-in sessions to support with all of your technology needs	<a href="mailto:digital@ageukiw.org.uk">digital@ageukiw.org.uk</a> (01983) 525282

Welfare Benefits Advice	A free and confidential service for anyone 50+ who requires help with their benefits	<a href="mailto:Info@ageukiw.org.uk">(01983) 525282</a>
Dementia Care Navigation	Support to help you navigate the health and social care system and memory services	<a href="mailto:dementiacarenavigators@ageukiw.org.uk">(01983) 525282</a>
Just About You Home Help Support	Our friendly and trustworthy personal assistants help with a range of domestic tasks to help you live well at home	<a href="mailto:JAY@ageukiw.org.uk">(01983) 301470</a>
Daily Respite Service	Offering a little bit of time out for those caring for another. If you are a carer and want the opportunity to pop out to the shop, run errands or socialise we can help	<a href="mailto:JAY@ageukiw.org.uk">(01983) 301470</a>



*"Your Voice, Your Care, Your Support, Your Independence"*

**You can contact People Matter IW on 01983 685348. Face-to-face appointments remain available – preferably by prior arrangement.**

Lines open 9.00am – 4.00pm Monday to Thursday

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

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

**Please be aware that the information contained in this document is as most recently provided to People Matter IW by each 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).*