



People Matter IW Executive Report

“Your Voice, Your Care, Your Support, Your Independence”



AGM 2022 - 2023

Charity Number: 1150937
Company Number: 7805451
PARES - CQC Rated Good
ISO 9001:2015 Certificated

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

People Matter IW is the Island's User Led Organisation. People Matter IW is here to support the Island's community in having a voice and to ensure that they are heard when there may be planned changes to services that they are provided with. This collating of Service Users' views is varied to ensure that there is opportunity for all members to get their concerns and voices heard.

As a User Led organisation People Matter IW is managed by a board of Directors and Trustees all of whom are either Service Users or Carers or have their own disability. This is a major requirement of the '21 ULO Design Criteria'.

Directors of People Matter IW – the Charity Trustees:

John Roberts

John Phillips

Jane Lambert

Rodger Gray

Irene Burkett

Jim Mitchell

Manager's Report

This has continued to be a difficult year with the closure Independent Living Centre closure on 1st April 2023. We have continued to develop the Learning Disability Support Service and Personal Assistant Recruitment and Employment Service, Find Your Care, and received funding to continue the We Stand Together Training, building on the success of the pilot project, partnering with Family Action – PARCS in Portsmouth. We have also been awarded funding in partnership with the Citizens Advice and Age UK IW to provide Information, Advice and Guidance around Care and Support.

People Matter IW have adopted the following as our shared values:

People Matter IW: We listen, you decide

- Led by you the users of local services
- Helps you to obtain person centred services to keep your independence

- A caring, professional organisation working to national quality standards for you
- Providing you with relevant, unbiased easy to understand information, guidance and support
- We provide your link to making sure that service users voices are heard where decisions are made

I am proud that, with the support of our Directors and the fantastic staff team, all of whom understand and believe in supporting people with support needs within our community, People Matter IW are the key local organisation in ensuring the users of services are listened to.

The Independent Living Centre closed its doors in April 2023 so changed a lot for the services we provide and regretfully said goodbye to Cathy Hayes and Sophie Reynolds

We are looking forward to new projects and challenges and another year supporting people who need a voice. **Terri Baker – Manager – People Matter IW**

Groups and Membership report

Since its inception, in 2011, People Matter IW has always been an effective membership and User-Led organisation. Historically we have provided personalised and detailed health and social care related Advice, Information and Guidance to the ultimate benefit of very many individuals, both our members and the public, without discrimination. People Matter IW has also always organised, on behalf of its members, as requested and required, a number of mainly user-led groups representing a wide range of Island residents with differing support needs. Most of our hosted and facilitated groups have traditionally operated in a similar fashion as People Matter IW has always actively promoted self-advocacy, peer advocacy and group advocacy. Although Covid-19 had a negative impact on our face-to-face meetings we managed to maintain our quality services throughout and retain and actually increase our numbers. We have regularly, effectively communicated with all of our members, affiliated organisations and interested professionals. We have done this mainly through our group meetings, via e mail or by phone and also, on occasions, and at some rapidly increasing expense, by posting information out to all of those who had informed us that they do not use a computer.

The various forums we have consistently worked with include groups for people with Learning Disabilities, Autism, Attention Deficit Hyperactivity Disorder, Older People, Carers, Long Term Conditions and Parents Voice IW. This has usually involved all People Matter IW staff and volunteers in about 250 meetings a year, in various locations, across the full range of groups. In many instances, we have provided a comprehensive and professional administrative support, follow-up and minute taking service also chasing-up and dealing with various 'action points' between meetings.

This has sometimes involved challenging statutory bodies, on behalf of both individuals and groups, for their inactions or breaches of protocols, processes or procedures. We make no apologies for this as this was the very reason that People Matter IW was originally set-up – to be the voice of the Island's Service Users. We have always looked to see how we might help either existing groups or new groups and have been keen to hold discussions with other user-led groups which we may be able to assist. In addition to our regular activities we have, in recent times hosted many one-off 'focus groups' or 'task and finish' groups, on behalf of other organisations, such as Age UKIW, the Isle of Wight Council, the local NHS or the Hampshire and Isle of Wight Integrated Care Board, for specific projects or purposes. These have always been well attended and well received by our members and have always proved to be worthwhile avenues of ideas sharing, consultation and, most importantly, co-production.

Social Care and Health professionals have always been invited along to most of our user group meetings, when they occur, where they can be held to account, in person, by our members and, most importantly, the people who use the services. The various professionals have assisted, where possible, with providing information and guidance on behalf of the council and the local NHS and CCG (now ICB) and our members have always been grateful for their presence.

It is absolutely vital that specific and effective two-way communication is maintained at all times. We have always successfully facilitated this through our groups as the professionals have always been a good source of reassurance and information for our members. Special mention goes to Ann, Jess, Donna and Daron who have been very active supporters of our work.

As a responsible charity and organisation, we remain mindful that, because of all the changes introduced over recent years, both nationally and locally, in the provision of both health care and social care, there is an acute need for much more in the way of coproduction and meaningful involvement, with the statutory bodies, from the people who use the various services. This remains patchy at best but it something that People Matter IW has actively pursued throughout its existence. In the current disastrous financial and political climate the point needs to be made over and over again that people actually do matter, they must be better supported, more engaged with and fully and properly consulted.

People using statutory services actually have an absolute right to a direct say in any and all changes in service delivery that may affect them both as groups and as individuals. This should never be ignored or forgotten. *"Nothing about me without Me"* is a wonderful motto. Whatever happens in the future I am confident that People Matter IW will continue to embrace and assist this process known as *'Person Centred'*.

Thank you all for your support over the years.

Graham Drudge, outgoing Membership, Quality and Communications Officer

Quality Assurance and ISO 9001:2015



ISO 9001 sets out very detailed criteria for a quality management system. It can be used by any organisation, large or small, regardless of its field of activity. ISO 9001 is a globally recognised standard which is based on several quality management principles including a strong customer focus, the motivation and implication of top management, the process approach and, importantly, continual improvement. Using ISO 9001:2015 helps People Matter IW to ensure each of our customers gets a consistently good, high-quality service.

The Board of Directors of People Matter IW, our Charity Trustees, made the decision to work towards external certification, through the ISO 9001 standard, when the organisation was originally formed in 2011. From that time onwards, as a team of Directors and staff, we have worked very hard on our quality assurance and management systems, within People Matter IW as an organisation. This has involved both volunteers and all the staff in constantly refining our many processes and procedures. Due to the nature of what we do this type of work continues to this day and, if anything, was amplified due to the Covid-19 pandemic and our return to face-to-face working over the last couple of years.

On the 27th of November 2015 People Matter IW and The Independent Living Centre attained certification as an ISO 9001:2008 certificated charity and company. It was pointed out to us that this award was recognition of the dedication and the professionalism demonstrated by our Directors, Management, staff and volunteers and, we all feel it marked a coming of age for People Matter IW as an organisation.

Over time, and to retain our Certification, we had to fully transition to the more modern ISO 9001:2015 standard. We underwent our first, full external audit, to this standard, in September 2018. The transition work demanded a complete rewrite of our Quality Management Systems manual and reviews of all our processes and, for the first time, introduced a requirement to consider the context of the organisation and the requirements of all our interested parties. Everything we do needs to be regularly reviewed and internally audited. This is now a regular and ongoing exercise built into the way we work, think, and operate as a business and charity.

Since August 2015, People Matter IW has now been externally audited, under ISO 9001, on nine separate occasions.

Our most recent Surveillance Audit took place on Thursday the 31st of August 2023. I am very pleased to report positive news and confirm that People Matter IW have been successfully recertificated for another year.

Graham Drudge, outgoing Quality Officer and ISO 9001:2015 QA Lead

Safer Spaces – We Stand Together



We were successful in partnering with PARCS – Portsmouth Abuse and Rape Counselling Service. This is part of the National 'Family Action' to get Safer Streets 4 funding to expand on the training

for the night-time economy and training staff from venues across the Island to be more aware of violence against women and girls and not accepting behaviours which make women vulnerable in our community.

We were successful in training staff from 6 further venues across the Island including one gym.

We were visited by the Hampshire and Isle of Wight Crime Commissioner Donna Jones and the MP Bob Sealy for them to hear about the work being carried out on the Island, this included the experiences of the Manager of the Blacksmiths Arms describing how the training had helped them as a team to tackle unwanted behaviours in their premises.

Autism Inclusion Matters and Sensory Library



AIM has continued to expand and develop over the last year. During that growth we have held on to our core identity and leadership as an entirely Autistic Peoples Organisation. We have kept to our aims and values and reflect regularly on our

purpose to ensure that we continue in the right direction. We now have 7 autistic members of paid staff and 4 volunteers. We currently have over **1800** followers on social media and a comprehensive website with high traffic. From **April 2023** we have had **339 separate individuals** attend our building for groups, sessions, and workshops. Many of these are recurring visits making **1180** visits overall. This figure does not include the Sensory Library, training sessions, meetings, forums, professionals and doesn't include the **hundreds** of people we have supported through other mediums such as WhatsApp, messenger, text, and email. We are closed in August and half of December so that is 1180 visits over 10.5 months. We have rented an extra room in our building for use as a staff room. The feedback we continue to receive on the building and the set-up is overwhelmingly positive, with the only real issue being the lack of free parking. The outside area is our biggest challenge as it is currently unsafe for use.

Social and support groups

We are currently running many different groups and sessions detailed below along with the funding source. Items marked with a star are those we currently do not know if we have funding to continue from April 2024.

Children and Young People

- 4-11 Family Support Group (4-9 & 8-12) – Childrens ICB *
- 12-17 Teen Chill – Childrens ICB *

- 13-19 Dungeons and Dragons - Short Breaks Group
- 10-17 Autistic and Anxious – Childrens ICB / RAISE
- 8-12 I AM - Understanding Myself - Childrens ICB / RAISE

All Age

- Women and Girls Group – Childrens ICB *

Adults

- Adult Social and Support Group – General / NHS Pre assessment Service *
- Information and Advice Workshops NHS Pre Assessment Service *
- 16-25 Social Group – Early Help Connecting Communities
- Dungeons and Dragons – General *
- Post Diagnostic Support Workshops – No Wrong Door *
- Adult Pre-assessment Support Service – NHS Pre Assessment Service *

RAISE Respecting Autistic Identity in Schools and Education – NHS England

AIM has been thrilled to work with Parents Voice for the last 2 years on the RAISE project, part of the national Autism in Schools Project. The project has many aspects, our main role has been the delivery of training to the chosen cohort of schools and the children and young people's element. We are very pleased that year 3 funding has been agreed and we will continue to deliver our training to more schools throughout 2024

Training

We have delivered training to a number of organisations over the past year and the feedback has been incredibly positive. We have been successful in becoming a partner in delivering the Oliver McGowan Training with People Matter IW and begin our training for this on January 5th.

Autism Partnership Board and forums

This Partnership Board is organised and run by Autistic people, and we now have additional support from People Matter IW. The meetings are well liked and often very busy. We are also heavily involved as experts by experience in many groups and meetings.

Sensory Library The Sensory Library continues to be popular and successful and is managed by our volunteer coordinator. We now have items available for loan through our website and an updated management system.

We encourage people to collect and return to the Zone where possible but delivery and collection is still available.

No. of Loans	126	No. of Items	166	Value	£8,021.57	No. of Books
77	Value	£952.64				

We would like to extend our sincere thanks to People Matter IW for their continued support and faith in us and especially to Terri. We very much appreciate everything you do to help us in our journey.

Claire Collins - Service Manager

The People Matter IW Independent Living Centre

The Independent Living Centre (ILC) was located in the base of People Matter IW and functioned under the Charity PMIW. ILC staff offered advice to individuals enabling them to maximise their independence & improve their health & well-being and they supported people to maintain their mobility & independence. Staff helped people to find & choose equipment, technology, aids & adaptations to help them live independently and in a safe environment.

We had an open-door Policy; but we did find people got a better experience when they booked to see a member of ILC staff for an Independent Living Skills Assessment (ILSA). During these assessments Clients were prescribed equipment. Since January 2022 we were able to dispense equipment owned by the Local Authority from their Short-Term Equipment loan list.

Unfortunately, due to Isle of Wight Council Funding cuts, the Independent Living Centre closed its doors on the 31st of March 2023. We have returned or sold all of the equipment. We were successful in being awarded some funding to make the space functional with comfy seating. We re-purposed the centre into a light airy bright space in which our Learning Disability Support Centre meets two days a week and a room that different groups and meetings can use at other times.

Personal Assistant Recruitment and Employment Service (PARES)



It was with a heavy heart that Carla the PARES Co-ordinator left us this summer but we wish her well for the future.

PARES has continued to grow this year. We have branched out in supporting Continuing Healthcare Clients for PARES to employ their own personal assistants. They now are assured that the Personal Assistants have a contract of employment which includes training for their specific role, holiday pay, statutory sick pay, supervision and a support network.

We have worked closely with the Continuing Healthcare team so that we can streamline the process of employing PAs and are in the process of recruiting self-employed staff working with Continuing health Care funded clients.

We were delighted that one of our experienced Personal Assistants, John Ostacchini, was awarded Carer of the Year at the Isle of Wight Care Awards. We attended the awards with John and his wife and his client and we were very proud that his dedication to his role shone through and was recognised for the support he provides to his client.

New Service - Find Your Care



This new service has been slow to take off. However, we have successfully found a Personal Assistant for 8 families and have supported 3 in finding a residential

care home. These are not high numbers but we continue to support this project and will assist people to find the right support when it is required.

Learning Disability Support Centre



The LDSC was started in June 2022 to provide support and education for adults with learning disabilities, Autism, ADHD, and other problems as there was very limited choice around support, education, training, work, and volunteering opportunities. A lot of co-produced work went into assessing current needs by running groups prior to opening the centre. An open drop-in, for anyone interested, was held at Holyrood Hall, High Street, Newport IW. The information gained from these groups was fed into the Learning Disability Partnership Group (LDPG) so that people in charge of services listen to what is being said. People Matter IW aim is to keep people talking to make services better.

People Matter IW founded the LDSC and became an ASDAN (Award Scheme Development and Accreditation Network) accredited learning centre to meet some of these needs locally. The first course to be delivered which was ASDAN PHSE which had 11 modules to choose from. These were interspaced and supported by guest speakers such as a Police Officer on Cyber Safety, and Police Community Support Officers on keeping safe when out. Also, town walks were taken to locate Safe Places for the students to know where they could go if they were out without support and feeling worried. Certificates of attendance or completion are awarded for each module working toward the ASDAN Accredited Certificate which needs a set number of credits. . The centre runs ASDAN 2 days a week for group educational courses on Wednesdays and Thursdays. Christmas 2022 was celebrated with bottles of alcohol-free prosecco and seasonal treats, presentation of educational certificates and a visit from Father Christmas.

2023: More students enrolled and they all began the sexual health course with some sessions supported by Sexual Health Nurse Specialist and Sexual Health Advisor. The opportunity arose for the centre to move from the hall in Newport to People Matter IW at Bernard Way in April 2023 and students helped plan the décor of the 'chill out' area.

Plans: Local businesses were contacted to discuss the opportunity to have 'work taster experiences' and to run the Living Independently Course in 2023.

Attendance: Some students attend twice weekly and also in term holidays the centre stays open for most of the usual holidays to maintain sustainability in learning. On offer is individualised specialist training in sexual health and relationships by referral.

Educational Sessions provided: There were over 80 educational group sessions delivered between June 23rd, 2022, and March 31st, 2023.

LDSC now offer '*FREE TASTER*' Sessions for people to come and see if it meets their needs.

Support for Parents Voice IW



This past year has been challenging. With the loss of David Botell our Chairman, there has been a period of change.

This said, we have held a number of successful events, engaging with families on the Island:

- A Winter party at Riverside Centre
- An Easter day out at Monkey Haven
- Stay and Play sessions in the Summer holidays, including drumming and craft sessions from the New Carnival Company
- Outreach pop up events held at East Cowes, Ryde and the Ventnor Day event
- Parents Voice IW are now part of the community of charities that Tesco Ryde support.
- We were nominated as the charity of the month that Isle Second That Charity Shop in Ryde support - donating their profits for January 2023 to PV.

Training:

- In February, we hosted training for parents and carers delivered by Yvonne Newbold of Newbold Hope.
- We are currently working with Contact A Family, who are offering training to local practitioners and parents.
- Very soon we are hosting EHCP Outcomes Workshops delivered by Eleanor Wright.

Staff: Two new members of staff were employed.

RAISE: Respecting Autistic Identification in Schools and Education.

We continue to work as part of the RAISE Team and are now approaching Y3 of this very successful programme. Training is delivered by professionals at AIM.

Local Island primary schools were invited to attend a pilot of the SWAN programme (School Wide Advocates for Neurodiversity). This was run by Educational Psychologists. This provided us with an opportunity to engage with colleagues who had attended and encourage them to continue developing awareness of autism/neurodiversity in schools by attending RAISE training.

As well as primary schools, we are seeing some FE provision on the Island engaging in the training, which is hugely important in fulfilling a lifetime commitment to supporting children and young people in education.

We are actively encouraging secondary provision to come on board.

Youth Trust and Autism Outreach are part of the RAISE team, so we feel we have a huge backbone of support to parents and carers. Moving forward, we recognise the need to form stronger links with the wider SEN sector.

We would like new parents and carers to join the work of the Steering Group. Through the Joint Working Group we are aiming for a bigger impact in the widening of our reach and network. We are hoping to jointly work on a Directory of SEN Services on the Island.

Thank you for reading our AGM 2023 Executive Report and for your continued support.

The People Matter IW team and Directors.

