



People Matter IW Executive Report

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



AGM 2024 - 2025

Charity Number: 1150937
Company Number: 7805451
PARES - CQC Rated Good

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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 in the last year has been more directed at specifically people with a Learning Disability, Autism or ADHD

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 Phillips

Jane Lambert

Rodger Gray

Jim Mitchell

Manager's Report

At the start of April 2024 we became a stand-alone User Led Organisation as we were no longer funded by the Isle of Wight Council, a great challenge and one we aspired at the onset of setting up People Matter IW and to be self-sustaining, very challenging in the current economic climate nationally.

We have continued to develop the Learning Disability Support Service and Personal Assistant Recruitment and Employment Service, we continued to be funded in partnership with the Citizens Advice to support them to provide Information, Advice and Guidance.

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 one of the key local organisations in ensuring the users of services are listened to.

We are looking forward to new projects and challenges and another year supporting people who need a voice.

Terri Baker – Manager – People Matter IW

Income: £757082

Expenditure: £765903

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. In having a change in structure and not being funded to provide the Island User led Organisation from April 2025 and having a designated worker to arrange the meetings and groups in Graham Drudge, we then focussed on the area in which we felt we could make a difference in supporting.

We have continued to work with groups for people with Learning Disabilities, Autism, Attention Deficit Hyperactivity Disorder and Autism. 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 which 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 and have been

supportive in supporting the Involving People who are now providing support for gaining the Service user voice for the local Authority. We have continued to assist with getting as many peoples views for the Learning Disability and Autism

Strategy supporting the Isle of Wight Council, the local NHS or the Hampshire and Isle of Wight Integrated Care Board, for specific projects or purposes.

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. I am confident that People Matter IW will continue to embrace and assist this process known as ‘*Person Centred*’.

Autism Inclusion Matters and Sensory Library



Despite the challenging ending of March 2025, the period from April 2024 to April 2025 was a very positive and successful year for AIM and our community.

We currently have over **2400** followers on social media with a high level of engagement and a comprehensive website with high traffic. We have a dedicated and passionate staff team, which includes 6 volunteers and 5 paid staff. All of our staff are autistic, multiply neurodivergent, and disabled. Many are also parents of autistic children or adults.

From **April 2024**, we have had **554 separate individuals** attend our building for groups, sessions and workshops. Many of these are recurring visits, making **1539** visits overall. This figure does not include people who have contacted us through online sessions, text, WhatsApp, or Social media, bringing the total to well over 2000 contacts.

Social and support groups

We ran many different groups and sessions during 2024 – 2025 detailed below. We have also indicated whether the funding has continued for 2025-2026 and whether AIM has continued the sessions with fundraising. The sudden withdrawal of funding in March 2025 led to an incredible outpouring of support and fundraising.

	Funder	Funding Continuation	AIM Continuation
Children and Young people			
4-11 Family Support Group (4-8 & 9-12) –	ICB	No	Yes
12-17 Teen Chill	ICB	No	Yes
13-19 Dungeons and Dragons	Short Break	Yes	Yes
8-17 I AM - Understanding Myself	ICB	No	Yes
All Age			
Women and Girls Group	ICB	No	Yes
Adults			
Adult Social and Support Groups	NHS/ICB	Yes	Yes
Information and Advice Workshops	NHS/ICB	Yes	Yes
16-25 Social Group –	Community	No	No
Dungeons and Dragons –	None	Yes	Yes
Post Diagnostic Support Workshops –	NHS/ICB	Yes	Yes
1:1 and Drop in information and advice –	NHS/ICB	Yes	Yes
Sensory Library	ICB	Yes	Yes

RAISE Respecting Autistic Identity in Schools and Education – NHS England
AIM was a valued partner of the RAISE program and delivered 4 years of training to schools with consistent excellent or very good feedback across all domains.

100% of attendees for 4 years said that having autistic trainers made the course better, and 100% of attendees for 4 years said they would recommend the course to other schools. We received incredible support from schools that took part and teaching staff of all levels. Unfortunately, the decision was taken at the end of 2024 to end our involvement in RAISE.

Training

We have delivered training to a number of organisations over the past year including schools and the feedback has been incredibly positive. We have been delivering Oliver McGowan Tier 1 Part 2 Interactive Webinars with People Matter IW and have 2 training trios.

Autism Partnership Board and forums

The Partnership Board is organised and run by Autistic people. We are involved in other forums and have found climate change over the past year to become less accepting, less willing to make adjustments, to listen to lived experience and to work in partnership. This has had a negative impact on the emotional well-being of our team.

Sensory Library The Sensory Library continues to be popular and successful and is managed by our volunteer coordinator. Loans are made through groups, drop in and webform requests.

No. of Loans 216 No. of Items 211 No. of Books 201

Total value loaned £9447.87

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 November 2025

Personal Assistant Recruitment and Employment Service (PARES)



Overview of the Service: Homecare Service C.Q.C Registered

Number of Office Staff: 2

Number of Personal Assistants: 22

Number of Service Users: 18

6 x Personal Budget/Direct Payments (Local Authority)

9 x NHS Continuing Healthcare Budget

3 x Self-Funders

Throughout this year P.A.R.E.S has continued to provide personal-centred care across the whole Island, always ensuring the service user is treated with dignity, compassion and respect.

Since partnering with CHC you will see from the numbers below the care hours provided have increased at some points up to 412%

In March/April 2023 PARES PA's provided **553** hours of support.

In March/April 2024 PARES PA's provided **2832** hours of support (an increase of **412%** on last year)

In March/April 2025 PARES PA's provided **2053** hours of support (an increase of **217%** on 2023)

We now have a respectful relationship with CHC with ongoing new referrals being forwarded to us.

The understanding that the Personal Assistants, often already in situ without any training, are then DBS checked, enrolled on an Emergency First Aid Course, and required to complete all our mandatory training and specialist training, provides a level of security and faith to the funding CHC, that the PA's are managed professionally and fully trained to provide care to a high level.

Our Personal Budget/Direct Payment clients are provided support ranging between 2hrs – 40hrs per week. There continues to be concerns with the different rates allocated to these clients and a delay in receiving their annual care reviews, often requiring multiply requests to the Local Authority. If required, due to clients' needs and lack of family support, PARES have assisted the client with meetings with social workers, to ensure they are fully supported.

In January, an executive decision was made to keep us in line with CQC requirements. After discussion with other Island Care Providers, it was decided to financially invest in **Nourish**.

Nourish is a Digital Care Management System for Care Providers. The process of changing from a paper system to a digital system has proved time consuming, but in time, it will provide a secure and tailor-made record of every client and hopefully save our PA's time not having to complete paperwork for every support visit, instead being recorded live, by means of an APP on their mobile phones.

Goals for the Coming Year (2025/26)

Achieve or maintain *Good/Outstanding* C.Q.C rating.

Continue strengthening partnership with C.H.C and local authorities.

Launch Nourish, including family feedback portal or mobile app.

Lea Fairclough – P.A.R.E.S Officer

Learning Disability Support Centre



LDSC currently has 8 students. We do not close like other educational establishments in school holidays etc as we like to provide continuity and sustainability.

People Matter IW founded the LDSC and became an ASDN (Award Scheme Development and Accreditation Network) accredited learning centre to meet some of these needs locally.

We have delivered 48 sessions in 2024/2025.

During 2024 we delivered the Enterprise Course to enable the students to develop skills to plan our first Christmas Fayre which was a successful event held at the centre.

We revisited some of the previous topics such as emotional wellbeing, hate crime, social media and cyber safety including respectful relationships etc.

1 student is now employed as an Oliver McGowan Tier 2 Trainer and another is attending IW College and has St Marys Hospital IT placement and has passed his CBT and rides a scooter to commute to college and work. 2 other students have voluntary jobs in charity shops and Newport Minster.

We have focussed on Living Independently and this has resulted in two of our students moving out into supported living recently. Air Fryer cooking for one. We made Pizzas in the air fryers and these were enjoyed by all.

Also, more of our students are now travelling alone by bus to and from the centre.

Guest Speakers from Recycling Centre, Sexual Health, Read Easy and The Big Conversation and Learning Disability Nurse Team.

We had several local outings in 2024.

Students to talk about each outing's best moments

- Osborne House
- Portsmouth Historic Dockyard
- Wildheart Animal Sanctuary
- Wight Aviation Museum
- Quarr Abbey

We like to celebrate traditional festivals such as D Day, VE Day, Battle of Britain, Easter, Halloween Christmas etc

We are currently planning our Christmas Fayre which will be held at the Centre 11th December 2025. Claire is delivering different lessons in crafting in the

afternoons along with our brilliant volunteers. We are looking for donations for the tombola please.

Emma – Liked the Picnic on the beach at Osborne House

Sophie – Enjoyed the Historic Dockyard

Mike-Enjoyed the nature walk at Quarr Abbey

Freya- remembers preparing the food for the animals at Wildheart Animal Sanctuary and starting to work on the bear pen

Maisie- liked our trip round the Portsmouth Dockyard on a boat despite the rain

Tristan liked the Cannon demonstrations on the Warrior

Teresa Day – LDSC Lead Officer

Information 1st Aid Annual Report

Since July 2023, PMIW have been involved in working in partnership with Citizens Advice Isle of Wight to provide remote support for their local helpline. PMIW have provided one member of staff to answer the helpline, 3 days a week 10am – 3:30pm.

Since April 2024 until March 2025, 657 calls were answered on behalf of Citizens Advice Isle of Wight by People Matter IW.

We continue to provide information, advice & guidance in care, health & wellbeing and equipment loan to people who either drop in or by phone or email enquiries. This data is collected and reported back to Citizens Advice Isle of Wight.

In the months from April 2024 – March 2025, 131 information, advice & guidance queries have been answered and 62 queries regarding Care Services responded to.

Rebekah Brittan – Information First Aider

Thank you for reading our AGM 2024.25 Executive Report and for your continued support. The People Matter IW team and Directors.