



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

**Updated Wednesday 22<sup>nd</sup> April 2020**

<b>Organisation:</b>	<b>Contact:</b>	<b>Help offered:</b>
<p>Local Authority working in conjunction with Community Action IW – co-ordinating local efforts</p>	<p>01983 823600 – open 9am to 5pm everyday</p> <p>(Please do not ring The Riverside Centre number as The Riverside is closed)</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.</p> <p>Volunteers also needed – Isle of Wight Coronavirus Community Help Group on Facebook</p>

<p>Isle of Wight Positive Minds (Two Saints/Mind District)</p>	<p>Contact the Isle of Wight Safe Haven on 01983 520168 during their normal opening hours: Monday to Friday – 5pm – 10 pm Weekends and Bank Holidays - 10am – 10 pm</p>	<p>Support around mental health and wellbeing</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>03444 111444</p>	<p>Issues around money, benefits, housing or employment</p>
<p>West Wight Coronavirus Support</p>	<p>01983 752168 <a href="mailto:help@westwight.org.uk">help@westwight.org.uk</a></p>	<p>Support to access groceries and medication. Volunteers also needed</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>. <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>Carers IW</p>	<p>Carers IW Tel Calls – 533173 9-4pm Mon – Fri &amp; 10-4pm Sat-Sun for urgent calls only</p> <p>Carers IW Video Calls Attend Anywhere – confidential – through NHS network</p> <p>Carers IW Email: <a href="mailto:info@carersiw.org.uk">info@carersiw.org.uk</a></p>	<p>Advice and support for unpaid Carers</p> <p>Advice and support for unpaid Carers</p>

Carers IW Carers Assessments We will offer these via the telephone or video call.

All face-to-face meetings and events are suspended until further notice.

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.

If you have no access to online shopping or friends and family who can help you get shopping, but we are a small team, so we are looking at supporting the vulnerable of our carers. Please contact us and we may be able to assist you or put you in contact with someone who can.

<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>We are also looking for volunteers, particularly younger adults, to help us provide this service. Please contact us.</p>	<p>For those most affected by self-isolation who live within Pan, Pan Meadows and Barton</p> <p>Pan Together will be offering:</p> <p>a 'special of the day' meal delivery service for £4 per meal. Order by 10.30 am for a delivery between 11.30 am and 1.30 pm;</p> <ul style="list-style-type: none"> <li>• help with essential shopping; and</li> <li>• a prescription-collection service.</li> </ul>
<p>Coronavirus Ryde Support Hub</p>	<p>You can call 01983 811105 between 10am and 4pm Monday to Friday</p>	<p>Ryde Town Council are working closely with Aspire Ryde and other organisations to help support residents of Ryde and the surrounding areas.</p> <p>Residents can access:</p>

		<ul style="list-style-type: none"> <li>• Advice and information from Citizens Advice</li> <li>• Assistance for those in food poverty</li> <li>• Assistance for those in vulnerable situations</li> <li>• Assistance for those experiencing difficulties with self-Isolation</li> <li>• Assistance with the delivery of prescriptions</li> </ul> <p>Please call in order to access these services.</p>
Ventnor Town Council	<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 have set up a helpline</p> <p>If Ventnor residents need -</p> <ul style="list-style-type: none"> <li>• Help with essential shopping</li> <li>• Collection of prescriptions</li> <li>• Information or advice</li> <li>• Dog walking</li> <li>• Other help</li> </ul>

<p>Action on Hearing Loss (Isle of Wight)</p>	<p>Ring 01983 529533 or email <a href="mailto:iow@hearingloss.org.uk">iow@hearingloss.org.uk</a></p>	<p>Action on Hearing Loss are continuing to provide service and support. However, some of their service provision has changed to fall in line with current Government guidelines.</p>
<p>Wessex Cancer Trust Isle of Wight</p>	<p>Help line is operational 10 am – 3 pm Mon – Thu 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>Support line for people affected by cancer or those who might be supporting somebody affected by cancer</p>
<p>Daisy Bus services</p>	<p>Running to amended timetables (meeting Red Funnel car ferry and Hovertravel) and free of charge</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>Cross Solent Travel Scheme (information provided by Wessex Cancer Trust)</p>	<p>Wightlink and Red Funnel car ferries</p>	<p>Cancer and Renal patients can now claim refunds on car ferry travel</p> <p>Red Funnel: £10.60 return (day return or period return) for ALL NHS patients via the booking centre. Pre-book.</p>
<p>Adult Social Care hotline for PAs for Covid19 queries</p>	<p>01983 821000 extn 6322</p>	<p>Advice for Personal Assistants</p>

**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@peplematteriw.org](mailto:admin@peplematteriw.org)

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