

# Useful contacts for Isle of Wight residents

Isle of Wight Council website – [www.iow.gov.uk](http://www.iow.gov.uk)

Please contact organisations directly for more information and opening times.

Organisation:	Contact:	Help offered:
<b>Samaritans</b>	Tel: 01983 524914 (Isle of Wight) or 116 123 (national) 24 hours a day confidential service. <a href="http://www.samaritans.org/branches/isle-of-wight">www.samaritans.org/branches/isle-of-wight</a>	Support for people who have feelings of distress or despair.
<b>Isle Help</b>	Tel: 01983 684684 Email: <a href="mailto:enquiries@iwcab.org.uk">enquiries@iwcab.org.uk</a> Or leave a voicemail for a call back on 01983 309309 <a href="http://www.islefindit.org.uk/advice-pages/help-through-crisis">www.islefindit.org.uk/advice-pages/help-through-crisis</a>	Help through crisis. Advice and information on benefits, money issues, rent concerns, referrals to Isle of Wight Foodbank.
<b>Isle of Wight Community Mental Health Support Hub (NHS)</b>	Tel: 111 <a href="http://www.iwmentalhealth.co.uk">www.iwmentalhealth.co.uk</a>	Online self-help and signposting to support your mental health and wellbeing.
<b>Community Mental Health Safe Haven (for adults)</b>	Tel: 01983 520168 Email: <a href="mailto:safehaven@twosaints.org.uk">safehaven@twosaints.org.uk</a> Monday to Friday, 5 to 10pm Weekends and bank holidays, 12 to 10pm	Trained professionals can discuss your mental health concerns and provide you with some help.
<b>Space 4 U safe haven (for young people aged 11 to 17)</b>	Tel: 07741 665182 Monday, 5 to 8pm Wednesday, 5 to 8pm Thursday, 5 to 8pm Saturday, 10am to 1.30pm	An emotional crisis support service for young people.
<b>Foodbank</b>	Tel: 01983 292040 <a href="http://isleofwight.foodbank.org.uk">isleofwight.foodbank.org.uk</a>	Foodbank
<b>Citizens Advice-Help Through Crisis</b>	Tel: 01983 684684 for free, Monday to Friday, 9am to 5pm. Or leave a voicemail for a call back on 01983 309309 <a href="http://www.citizensadviceiw.org.uk">www.citizensadviceiw.org.uk</a>	Talk confidentially with a trained Citizens Advice adviser. They can: <ul style="list-style-type: none"><li>• provide support to maximise your income;</li><li>• help you navigate the benefits system;</li><li>• identify eligibility for other additional grants.</li><li>• provide a voucher for an emergency food parcel from the Foodbank in an emergency.</li></ul>
<b>Isle of Wight Autism Support Hub</b>	Tel: 07498 500607 (Text or WhatsApp only) Email: <a href="mailto:admin@aimisleofwight.co.uk">admin@aimisleofwight.co.uk</a> <a href="https://www.facebook.com/aimisleofwight">www.facebook.com/aimisleofwight</a>	For autistic adults and their families and parents and or carers of autistic children and young people. AIM is the Island's autistic peoples organisation offering support, advice, community, and connection for autistic people of all ages.

Organisation:	Contact:	Help offered:
<b>Alzheimer's Society</b>	Dementia Connect Support Line Tel: 0333 150 3456 Support Care Team Tel: 0330 333 0804	Local support for anyone affected by dementia.
<b>Stroke Association</b>	Tel: 0303 3033 100 Email: <a href="mailto:helpline@stroke.org.uk">helpline@stroke.org.uk</a> <a href="http://www.stroke.org.uk/webform/online-stroke-activities-hub">www.stroke.org.uk/webform/online-stroke-activities-hub</a>	Stroke related advice and free online activities for support for stroke recovery.
<b>Wessex Cancer Support Isle of Wight</b>	Tel: 01983 524186. Tuesday to Friday, 10am to 2pm Email: <a href="mailto:isleofwight@wessexcancer.org.uk">isleofwight@wessexcancer.org.uk</a> <a href="http://www.wessexcancer.org.uk/support-services/isle-of-wight">www.wessexcancer.org.uk/support-services/isle-of-wight</a>	Support line for people affected by cancer.
<b>Carers IW</b>	Carers IW Helpline Tel: 01983 533173 7 days a week 8am to 8pm Mon to Fri 10am to 4pm Sat to Sun Email: <a href="mailto:info@carersiw.org.uk">info@carersiw.org.uk</a> <a href="http://www.carersiw.org.uk">www.carersiw.org.uk</a>	Advice and support for unpaid carers.
<b>Priority service registers</b>	<b>Electricity</b> Tel: 0800 316 5457 Textphone: 0800 316 5457 <a href="http://www.ssen.co.uk/power-cuts-emergencies/priority-services/priority-services-registration-form">www.ssen.co.uk/power-cuts-emergencies/priority-services/priority-services-registration-form</a> <b>Water</b> Tel: 0330 303 0277 <a href="http://www.southernwater.co.uk/help-advice/join-our-priority-services-register">www.southernwater.co.uk/help-advice/join-our-priority-services-register</a> <b>Gas</b> Tel: 0800 072 8625 or 0800 294 8604 if you're a Pay as You Go customer. Textphone: 18001 0800 072 8626. <a href="http://www.britishgas.co.uk/Priority-Service-Register">www.britishgas.co.uk/Priority-Service-Register</a>	Ensures vulnerable people are prioritised in the event of water or electricity outage or problems with their gas supply.
<b>Wight Sense Sensory Service</b>	Tel: 01983 240222 Email: <a href="mailto:enquiry@wightsense.org.uk">enquiry@wightsense.org.uk</a>	One-to-one help and support for any Islander who lives with sight or hearing loss.
<b>Daisy Bus services</b>	Tel: 01983 524186 Email: <a href="mailto:isleofwight@wessexcancer.org.uk">isleofwight@wessexcancer.org.uk</a> <a href="http://www.wessexcancer.org.uk/cancer-support-services/the-daisy-ring-bus">www.wessexcancer.org.uk/cancer-support-services/the-daisy-ring-bus</a> <a href="http://www.daisyringbus.org">www.daisyringbus.org</a>	Transport links for Island cancer patients receiving treatment at QA Hospital, Portsmouth and Southampton General Hospital.
<b>Homestart</b>	Tel: 01983 533357 Monday to Thursday, 9am to 4.30pm Email: <a href="mailto:admin@homestartiow.org">admin@homestartiow.org</a> <a href="http://www.homestartisleofwight.org.uk">www.homestartisleofwight.org.uk</a>	Support for families with young children.

<b>Organisation:</b>	<b>Contact:</b>	<b>Help offered:</b>
<b>Isle of Wight Fire Service</b>	Tel: 01983 407075 Email: <a href="mailto:fire.communitysafety@iow.gov.uk">fire.communitysafety@iow.gov.uk</a> <a href="http://www.hantsfire.gov.uk/safety/cost-of-living">www.hantsfire.gov.uk/safety/cost-of-living</a>	Free home fire safety check.
<b>Sight For Wight</b>	Tel: 01983 522205 Monday to Friday, 9am to 4pm <a href="http://www.iwsb.org.uk">www.iwsb.org.uk</a>	Local independent charity dedicated to providing information and support to visually impaired Islanders, their families, friends, and carers.
<b>Age UK (IW)</b>	Tel: 01983 525282 <a href="http://www.ageuk.org.uk/isleofwight">www.ageuk.org.uk/isleofwight</a>	Advice on benefits and or grants and handyman service.
<b>Jigsaw Family Support</b>	Tel: 07730 537405 Monday to Friday, 7.30am to 5pm <a href="http://www.jigsawfamilysupport.com">www.jigsawfamilysupport.com</a>	For everyone affected by family separation
<b>Pension Credit</b>	Tel: 0800 99 1234 <a href="http://www.gov.uk/pension-credit">www.gov.uk/pension-credit</a>	Pension Credit entitlement check
<b>Storeroom</b>	Tel: 01983 298679 <a href="http://www.storeroom.org.uk">www.storeroom.org.uk</a>	Charity furniture warehouse
<b>The Footprint Trust</b>	Tel: 01983 822282 Email: <a href="mailto:info@footprint-trust.co.uk">info@footprint-trust.co.uk</a> <a href="http://www.footprint-trust.co.uk">www.footprint-trust.co.uk</a>	Impartial information on saving energy and water in homes on the Isle of Wight.
<b>Healthwatch Isle of Wight</b>	Tel: 01983 608608 Email: <a href="mailto:enquiries@healthwatchisleofwight.co.uk">enquiries@healthwatchisleofwight.co.uk</a> Monday to Friday, 10am to 5pm <a href="http://www.healthwatchisleofwight.co.uk">www.healthwatchisleofwight.co.uk</a>	Information service about local health and social care. Share your views and help make local NHS services better.
<b>Household Support Fund</b>	Tel: 01983 823 644 <a href="http://www.iow.gov.uk/householdsupport">www.iow.gov.uk/householdsupport</a> or <a href="http://www.iow.gov.uk/keep-the-island-safe/cost-of-living">www.iow.gov.uk/keep-the-island-safe/cost-of-living</a>	Support from community organisations for the cost-of-living crisis (food vouchers, fuel costs, community pantries, housing etc.)
<b>People Matter IW</b>	Tel: 01983 685348 Email: <a href="mailto:admin@peoplematteriw.org">admin@peoplematteriw.org</a> <a href="http://www.peoplematteriw.org">www.peoplematteriw.org</a>	People Matter IW is available for any Islander, from birth to end of life, who defines themselves as having support needs. People Matter IW operates without discrimination.
<b>Learning Disability Support Centre IW</b>	Tel: 01983 685348 Email: <a href="mailto:admin@peoplematteriw.org">admin@peoplematteriw.org</a> <a href="http://www.peoplematteriw.org/learning-disability-support-centre-iw">www.peoplematteriw.org/learning-disability-support-centre-iw</a>	Our centre offers training and qualifications for people with a learning disability. The training helps grow: <ul style="list-style-type: none"> <li>• skills for learning</li> <li>• skills for employment</li> <li>• skills for life</li> </ul>
<b>Paragon Isle of Wight</b>	Tel: 08002346266 Email: <a href="mailto:ParagonIOW@theyoutrust.org.uk">ParagonIOW@theyoutrust.org.uk</a> <a href="http://paragonteam.org.uk/teams/isle-of-wight">paragonteam.org.uk/teams/isle-of-wight</a>	A local charity for people suffering domestic abuse and in need of a refuge.
<b>Isle of Wight Positive Minds</b>	Tel: 07753 286234 <a href="http://www.twosaints.org.uk/positive-minds">www.twosaints.org.uk/positive-minds</a>	Mental health and wellbeing support

Organisation:	Contact:	Help offered:
<b>Isle of Wight Prostate Cancer Support Group</b>	Tel: 07568245124 Email: <a href="mailto:secretary@iwpcsg.org">secretary@iwpcsg.org</a> <a href="http://www.iwpcsg.org">www.iwpcsg.org</a>	Information, advice and signposting support and services. Advice about claiming ferry transport costs. Free PSA blood tests.
<b>Isle of Wight Family Information Hub</b>	Tel: 01983 823169 Email: <a href="mailto:familyinformationhub@iow.gov.uk">familyinformationhub@iow.gov.uk</a> <a href="http://familyinfohub.iow.gov.uk/kb5/iow/directory/home.page">familyinfohub.iow.gov.uk/kb5/iow/directory/home.page</a>	Support and advice for Island families. Includes Isle of Wight Family Hub network.
<b>Veterans Outreach Support</b>	For urgent support tel: 02392 731 767 Local contact: Tony Gear Tel: 07584 308959 Email: <a href="mailto:Tony.gear@vosuk.org">Tony.gear@vosuk.org</a>	Welfare, well-being and mental health services for veterans.

## Other useful contacts

**Crimestoppers** – 0800 555 111

**Electricity emergency** – 0800 072 7282

**Emergency services** – 999

**Environment Agency** – 0800 807 060

**Floodline** – 0345 988 118

**Hovertravel** – 0345 222 0461

**Island Roads (24hrs)** – 01983 822440

**Isle of Wight Council** – 01983 821000

### Members of Parliament:

Richard Quigley (West Wight) [richard.quigley.mp@parliament.uk](mailto:richard.quigley.mp@parliament.uk)

Joe Robertson (East Wight) [joe.robertson.mp@parliament.uk](mailto:joe.robertson.mp@parliament.uk)

**Non-emergency ambulance, fire or police** – 101

**Non-emergency NHS** – 111

**Rail Enquiries** – 03457 484950

**Red Funnel Ferries** – 02380 019192

**Social Services (Adult)** – 01983 814980

**Social Services (Children)** – 0300 300 0117

**St Mary's Hospital** – 01983 822099

**Wightlink** – 0333 999 7333

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**All Islanders**

**CAN GET SUPPORT WITH THE**

**COST**

**OF LIVING**

01983 823644
[iow.gov.uk/costofliving](http://iow.gov.uk/costofliving)