



People Matter IW Executive Report



November 2020

Charity Number: 1150937

Company Number: 7805451

PARES - CQC Rated Good

ISO 9001:2015 Certificated

Address: 1 and 2 Bernard Way, Newport, Isle of Wight, PO30 5YL

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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 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.

People Matter IW is managed by a board of Directors and Trustees all of whom are either Service Users, Carers or have their own disability

Directors of People Matter IW:

John Roberts

John Phillips

Jane Lambert

Rodger Gray

Manager's Report

I am delighted to say that People Matter IW has, in the last year, continued to grow and develop but wow!! What a year it has been! I am also proud to say that People Matter IW has kept true to the ethos and principles of being a User Led Organisation, which it really believes in, by keeping Service Users at the centre of everything it does albeit in a different way since April 2020.

People Matter IW have 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 organisation in ensuring the users of services are listened to. We have been successful in supporting consultations led by the Isle of Wight Council ensuring that the user voice is involved at every stage of the process. We also aim to ensure that all organisations will work co-productively in the future to help make the Isle of Wight a better place to live.

Additional funding sources this year, for new, specific projects in partnership with other organisations are: Safe Places, training for people who employ Personal Assistants through Skills for Care, a Short-Term Intervention Project providing Personal Assistants so that Carers can get some respite and stop them going into crisis, supporting the Isle of Wight Council in organising the Personal Assistants to allow people to come out of hospital straight to their own homes more quickly, and training for Self-Employed Personal Assistants. Full accounts for viewing are on the Companies House and Charity Commission Website.

Terri Baker – Manager – People Matter IW

Groups Report

People Matter IW is a membership organisation with over 230 individual members. We presently work with a number of mainly user-led groups for a wide range of Island residents with differing support needs. Most of the Groups traditionally operate in a similar fashion as People Matter IW actively promotes self-advocacy, peer advocacy and group advocacy although Covid-19 has had a negative impact on our face-to-face meetings during most of 2020. Despite this we have managed to stay in touch with all our members, mainly via e mail and also by posting information out to all of those who do not use a computer or by phone.

The various forums we work with include groups for people with Learning Disabilities, Autistic Spectrum Disorders, Older People, Carers, Long Term Conditions and Parents Voice IW. Usually this involves a variety of People Matter IW staff and volunteers in about 100 meetings a year across the range of groups. In a number of instances, we would normally provide a comprehensive and professional administrative support, follow-up and minute taking service also chasing-up and dealing with various 'action points' between meetings. Currently we are still dealing with all such issues, as best we can, but from afar without that much sought after personal, one-to-one contact.

We are always looking to see how we might help either existing groups or new groups and are keen to hold discussions with other user-led groups which we may be able to assist in the future. In previous years we have also hosted one-off 'focus groups' or 'task and finish' groups, on behalf of other organisations, such as

the Isle of Wight Council or Isle of Wight Clinical Commissioning Group, for specific projects or purposes. These have always been well received by the members and will, again, in the future we hope, remain worthwhile avenues of ideas sharing and co-production.

Social Care and Health professionals are always 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 assist, where possible, with providing information and guidance on behalf of the council and the local NHS and CCG and the members are grateful for their continued presence. Two-way communication has been maintained, despite Covid-19, and the professionals have been a good source of information for our members.

As an organisation, we are 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 a real need for much more involvement from the people who use the services. People must be more fully consulted as they have a right to a direct say in any and all changes in service delivery that may affect them both as groups and as individuals. *“Nothing about me without Me”* is a wonderful motto and People Matter IW continue to embrace and assist this process known as *‘Person Centred’*.

Graham Drudge, Inclusion Development Officer

Quality Assurance and ISO 9001:2015



ISO 9001 sets out detailed criteria for a quality management system and can be used by any organisation, large or small, regardless of its field of activity. It is important to note that ISO 9001 is a globally recognised standard. This standard is based on several

quality management principles including a strong customer focus, the motivation and implication of top management, the process approach and continual improvement. Using ISO 9001:2015 helps People Matter IW to ensure all of our customers get a consistently good, quality service.

The Board of Directors of People Matter IW 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 and, particularly, The Independent Living Centre, the higher profile, public facing element of our business.

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 has also been amplified due to the Covid-19 pandemic over the last few months.

On the 27th 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.

In order to retain our Certification, we have now fully transitioned 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 of our interested parties. Everything we do needs to be regularly reviewed and internally audited. This is now an ongoing exercise built in to the way we work, think and operate as a business and charity.

Since August 2015, People Matter IW have been externally audited on six separate occasions. Our most recent Surveillance Audit took place on Thursday the 8th October 2020. I am glad to be able to report positive news and confirm that we have been recommended for recertification again up until November 2021.

Graham Drudge, Inclusion Development Officer and ISO 9001 QA Lead



Safe Places Scheme - People Matter, Inclusion Outright and Healthwatch IW

Earlier this year, a multi-agency group made up of the IW Safeguarding Adults Board, Healthwatch IW, Inclusion Outright CIC and People Matter IW received a one-off grant to set up a Safe Places scheme on the Island. With this funding, a network of Safe Places are being developed where adults with learning disabilities can go to get advice and help if they feel vulnerable or unsafe. Adults with learning disabilities are sometimes singled out when socialising and are then open to being exploited, made fun of or intimidated.

This network of 'Safe Places' therefore will ensure individuals with learning disabilities have a trusted and much needed place they can go if they are feeling vulnerable or scared when they are out.

We are excited to have launched his scheme in Newport, with the Isle Help Hub at County Hall being the first Isle of Wight Safe Place. A range of additional Safe

Places will be based in community locations such as community centres, travel networks and shops, and there will be a series of engagement events with the local community and through specialist organisations working with higher risk groups. The Island has joined the well-established National Safe Places scheme for an initial membership period of 5 years, accessing resources and training materials, as well as use of the associated website and app. The Safe Places app can be downloaded onto a mobile phone and the O2 shop have offered to help anyone download the app. This will show the nearest available 'Safe Place' when people are out and about. By putting this scheme in place, it is hoped that individuals with learning disabilities and autism will feel more confident about accessing their community and enjoying their life on the island to the full, knowing that support can be located if they are feeling vulnerable. As well as the phone app, each venue will have a prominently displayed sticker in the window. Each Safe Place will be at a trusted location where people can feel safe to ask for assistance.

The front desk staff based at County Hall have all been trained, along with front office staff from Age UK and the Isle Help Hub staff and volunteers who sit at County Hall. The Police Community Support Officers are committed to this scheme and have all attended training. People will be able to ask them for help in finding a location if they see them on patrol.

Other venues staff will be being trained over the next few months so we can have a wide Island coverage. We are also looking for people who access the community to contact us so we can issue them with a Safe Places Card to show if they need support from a Safe Place.

Autism Inclusion Matters and Sensory Library



AIM has continued to grow well and develop over the last year. During that growth we have held on to our core identity and maintained our membership, and leadership as an entirely Autistic Peoples Organisation. Our membership has continued to grow.

Social and support groups

This year has obviously been very disjointed due to the Covid restrictions. Prior to March 2020 we were running 6 social groups, 2 community groups for adults, a teen girls' group in association with Network Ryde, a women and girls multi generation group, an adult women's group and a mixed adult support group. These were run with a mix of funding for 2 autistic staff and 2 volunteers. Since suspending the groups, we have received funding from the IOW CCG for a support Hub which includes a phone line and skype video support. We run this 5 days a week, providing employment opportunities for 3 peer support workers. The peer support line has so far had over 150 contacts and very positive feedback from its users. A report was provided to the CCG after the initial 3 months funding which secured a further 3 months, taking us up to December 2020. We have applied for funding to restart our social groups with additional peer support

resources to enable to us to provide safe and effective support to the community as we come out of Covid restrictions.

Autism Partnership Board

This Partnership Board is organised and run by Autistic people, for Autistic people. We currently have 6 Autistic people who are core members, making up approx. 33% of the core total. The Autism Partnership Board brings Autistic people together with people who have an interest in Autism, including families, community, statutory and third sector organisations. We have representatives from health, education, social care, parents, volunteers, young people, and organisations such as Parents Voice to ensure that the board can be aware of as many peoples' views as possible. We are incredibly pleased with the commitment of most of the members of the board, who have all attended regularly. We have continued to meet over TEAMS during lockdown and are about to begin work on the refresh of the Isle of Wight Autism Strategy. We ensure that there is representation at all key forums for autistic people and that our voices are heard.

Sensory Library

AIM also runs the Sensory Equipment and Resource Library. This is a service which is highly valued by its users as it enables individuals to try out, for 2 weeks at home, equipment which is often expensive but may help with their sensory challenges. The equipment is kept in the People Matter IW room at the Riverside Centre. Due to Covid-19 the service had to adapt and so, from April, ran virtual appointments for people and delivered (and collected back) equipment to users' homes. Now in its 5th year, the service continues to be provided by the same 2 volunteers. A grant received in relation to Covid-19 has enabled us to purchase much needed additional equipment and for some of the volunteer's expenses to be reimbursed.

During the past year, 84 individuals have been given appointments with the Library and 63 home deliveries and collections have been made, with the remainder having attended at the Riverside Centre for their appointments, pre-Covid. The service is available for children and adults, with the vast majority being 0 to 15 years of age. 67% of users were male. Almost half of users heard about the service via Social Media, with others being referred by Occupational Therapists, Paediatricians, Schools, Nurseries and Barnardo's. The feedback received about the sensory library is excellent.

The Independent Living Centre

The Independent Living Centre (ILC) is located on the Riverway, and functions under the Charity People Matter IW. ILC staff offer advice, information and guidance to individuals enabling them to maximise their independence & improve their health & well-being.

Staff support people to maintain their mobility & independence and help them to find & choose equipment, technology, aids & adaptations to help them live independently in a safe environment. We provide booked appointments for the public to be assessed by a member of ILC staff for an Independent Living Skills Assessment (ILSA).

Since the pandemic we now offer online Independent Living Skills Assessments, through our virtual platform. We provide advice and guidance online, over the phone and by letter. We can also post research and information to a client's home address, about where they can source equipment.

At present members of the public can book an appointment to see an Independent Living Skills Assessor by calling 01983 241494. Pre - booked appointments are offered on Mondays and Wednesdays.

Much work has taken place to ensure the ILC is Covid 19 secure. Clients are requested to follow our Covid 19 precautions on entering and leaving the building.

From April 2020 the ILC no longer **host** NRS Occupational Therapy (OT). Clients are no longer seen in clinic by an OT and applicants are no longer assessed for a Blue Badge at the centre. These services are still provided by NRS OT and can be arranged by calling 01983 215774 for OT and using the IW council online application process for a Blue Badge.

From 1st October 2019 to 30th September 2020 PMIW contacts for information and guidance totalled 4658. On average we engage with 90 people per week, either by face to face contact, email, telephone call or letter. There has been a total of 12,702 Facebook hits since October 2019, an average of 244 per week.

We continue to listen to clients who have used our service and take their feedback, and with their suggestions alter what we do, to improve our service. The ILC again achieved it's ISO 9001:2015 Quality certification on the 8th October 2020.

We are always looking for ways to maximise our income and have calculated our Social Value to be £9.70. This equates to every £1 of funding making a £9.70 return.

The ILC operating hours are from 10.00 till 16.00 hrs Monday to Thursday & 10.00-13.00 Friday.

Cathy Hayes – ILC Manager and ILSA, Tina Routledge and Sophie Reynolds – Administrator/ Receptionists

Personal Assistant Recruitment and Employment Service (PARES)



Like everyone else PARES has had a very different year. Who knew what was ahead of us when I wrote this report last year!

In January the CQC came and inspected the service and we were extremely pleased to maintain our 'Good' rating.

In March when the first lockdown came myself, Alex and Terri all relocated to our home offices and adapted to working from home. Our PA's also made any changes needed at the time. The majority were furloughed as the support for their clients could be put on hold or provided by family or other care already in place. Our priority was to ensure our clients were still supported, their needs met and prevent isolation. There were PA's who were still able to support their clients all the way through the first lockdown and still are now.

We stayed in regular contact with all of our PA's and clients to make sure we could check on their welfare and refer on for additional support if required. We also encouraged the furloughed PA's to check in on their clients every so often to keep communication open. We felt that if there were any issues their PA's would be able to pick up on them and report back to PARES asap.

Training has always been a priority. PA's were upskilled in Infection Prevention and Control, Personal Care and Hand Hygiene asap to make sure we were following CQC guidelines. PPE supply was not too much of an issue and PA's are given PPE as and when they require it.

During the early months of the pandemic recruitment and new client applications were naturally low. This has picked up since June. We have been interviewing potential new PA's and clients at different venues where social distancing can be observed. Where not appropriate we have been using Teams and Zoom and the good old phone as methods of communication.

We have been advertising through the normal routes e.g. directly to PA's, website and Job Search websites but have also tried Facebook jobs which reaches a huge audience for minimal cost. We have added new policies and updates to existing policies. We have also designed and started using a new logo which has given PARES its own identity and makes us recognisable.

In the month September to October we provided 485.25 hours of support to our service users. Support packages range from 4-30 hours weekly.

Breakdown of funding sources:

7 x Personal Budget – Local Authority

3 x Continuing Healthcare Budget

4 x Self-Funding and some users use a combination of sources.

Our PA's and PARES staff, as ever, have shown amazing strength and resilience. They have adapted to supporting their clients in sometimes very different ways.

They have faced challenging circumstances in their working and personal lives but their care, commitment and positivity have never faltered.

Carla Evely – PARES Officer and Alex Crilly – PARES Administrator

Support for Parents Voice IW



Parents Voice have had a quieter year understandably, with not being able to arrange any face to face support groups or training.

Having said that we have had two very successful online training sessions. One with Steve Broach about the changes that were made at the beginning of the pandemic around the responsibilities of the local authority and EHCP's and a second about the Mental Capacity Act and how it effects families with children and young people with learning disabilities.

We continue to support the local authority, health and social care partners in their work and attend as many virtual meetings that our time as volunteers allows us to.

We are developing a new website currently and working on becoming a charity in the new year.

We are working closely with the SEN team to develop a co-production strategy which was fed back from last years OFSTED inspection as an area that needed improvement and as always remains a priority for Parents Voice IW.

We are looking forward to a time when we can get back to seeing all our members properly and having a coffee together.

Joanne Lawlor – Parents Voice Participation Co-ordinator

Team Around the Person – TAP



The current situation has been a challenging time for all, including TAP. We received increased referrals from the Help Through Crisis Team shortly after lockdown in April and May.

Referrals decreased in June July and August, this has been the usual trend in previous years, perhaps to do with improved weather. Referrals are now increasing.

Each referral is more time consuming as clients have complex issues and other organisations are at capacity.

We have found that there are many clients now struggling to meet their housing costs. They may receive some costs through Housing Benefit or Universal Credit,

but there is a shortfall of actual rent to pay. This has resulted in several Discretionary Housing applications to IW Council, requesting assistance for shortfall in rent for fixed period. If awarded this will provide some breathing space for each client.

We have recently seen increase in referrals for those who have lost employment due to Covid 19. These clients may have had a comfortable lifestyle previously and are now in a situation where they are unable to pay their mortgage or other financial commitments made whilst in employment.

It is frustrating times, as normally clients are seen at a face to face appointment either in booked office room or at their accommodation. This has resulted in obtaining information and assisting with forms etc in person.

For the majority of referrals, we are posting letter of authority for client to sign and return (data protection purposes) and then corresponding by telephone or email. If client is able to attend ILC we have booked room and followed Covid 19 guidelines to meet with client. We are also trying to be more inventive as to places we can meet with client, but for all to remain safe. Unfortunately, we are often chasing client for information etc, everything seems to take so much longer. Often dependant on client's telephone signal, communication skills and IT skills.

Although it is a challenging time the TAP team are continuing to do their best to assist clients in addressing the issues they may have.

Toni Flint - TAP Coordinator

Improved Better Care Fund – Living Well Programme



We are now just completing our third year of Brokerage support. The big story over this year has been the Covid-19 pandemic of course and this has had some effect on our referral numbers and has made quite a difference to the way we are operating.

The March – May 2020 period was a time of great uncertainty for most people and services generally were having to revise their working practices quite rapidly. This, coupled with fear of infection among older and more vulnerable people on the Island, resulted in a drop in referral numbers for those months.

Comparing our referral numbers with those from last year, we had 401 clients between October 2018 and September 2019 compared to 396 between October 2019 and September 2020 and it is very clear that numbers were low during March, April and May 2020. During the Summer though, referral numbers picked

up again and in the quarter from July – September 2020 there were 119 referrals as against 125 in the same period last year.

Brokerage staff have been working from home throughout the pandemic. This means that the service is now very much phone-based but we are continuing to provide information advice and guidance and to support clients to put care packages in place. Since October 2019 we have assisted 188 clients to set up a care package. The vast majority of these, over 65%, have been with self-employed Personal Assistants sourced through the local authority PA Noticeboard.

We continue to work alongside colleagues at Age UK and Carers IW who have referred 18% and 10% of clients respectively, while 28% of our clients were referred by Adult Social Care.

Alison Ings – Brokerage Support Co-ordinator – Andrew Milford-Wood, BSS Officer

Learning Disability Support Officer

The Learning Disability Support Officer (LDSO) role is part of the Living Well Programme. It is funded by the Isle of Wight Council and, in working in partnership with the council, provides/ assists with current data information on who is waiting for accommodation and what the current need is in terms of projected forecasts for the future planning of supported housing on the Island. The data has shown the type of accommodation people are requesting and the type that isn't working. This can best inform providers when they are looking to provide new opportunities for housing in the future.

Over the past year, a total of 20 referrals on the LDSO case load, have been allocated suitable housing placements and their cases closed. Most of these were at the beginning of the year, before Covid-19.

At the moment there are 45 active cases, 29 of which have been added this year. Sixteen of these referrals have been offered, and accepted placements, which are currently being held up due to supplies not getting through on time and generally Covid-19 hindering projects.

The pandemic has caused more anxiety and mental health problems for everyone with some parents/carers, postponing their child's move until later dates so they are not isolated if they move from home and there is another lockdown. This, then, leads to the providers needing to fill placements, thus allocating them to others who are ready and willing to move in, to fill their properties.

Others who are waiting to move are becoming more anxious due to the waiting period for them transitioning to their new homes. This has meant that some of the clients are finding it exceptionally difficult to leave their current placements to more suitable housing.

Ordinarily, with a job role such as LDSO, it would be important and beneficial for the carers/parents, clients, providers and ASC to be able to meet up on a regular basis with face to face meetings, which provide all parties with a common ground of familiarity, support and trust. Although this is now being done via email, phone and some visual internet meetings with professionals, it does not seem to be as beneficial to clients/carers/parents who either don't know how this system works or they don't have the technology to use it. This means telephone calls and emails take precedence over my introduction to them face to face and establishing the personal relationship ideally suited for the support they would need.

Mandy Morritt – Learning Disability Support Officer

Delayed Transfer of Care Project



We were awarded funding in January of this year to provide a service for the Isle of Wight Council. It is aimed at assisting people who are looking at being supported at home whilst a care package is sourced in the community. It can last for up to 6 weeks, thus freeing up beds in the Hospital.

This project was initially for 6 months but it has now been extended for a further 6 months. The work involves timetabling Self-Employed Personal Assistants, who are paid on 'block-hours', to attend calls and to make sure that all of the referrals are covered by this group of PAs. Often these calls are for 2 carers for 4 calls a day - a big undertaking.

This has been a particularly difficult project to manage as we have to communicate between the hospital, families, PAs and Social Workers. The PA Market Team and the SPOC Team at the IW Council are also involved.

It's been a big learning curve for Terri and the team, consisting of Lea and Emma, who have been brilliant at developing the skeleton process we inherited.

This project will be ceasing early in 2021.

Emma Simmons and Lea Fairclough – DTOC Co-ordinators

Short Term Intervention Project



We received a grant from the Isle of Wight Council initially to do a pilot project for Carers. We were working with Carers IW to provide up to 6 hours of support for Carers who were struggling and needed a bit of additional support to help stop

them going into crisis.

We put an advert onto the council's Personal Assistant Noticeboard to source PAs who were able to provide the support. We introduced the parties and the support was carried out. This could include: sitting with the cared for person so that the carer could shop, go out or have some space to helping with gardening or day-to-day things that the Carers are struggling with. When evaluating the project, 50% of the Personal Assistants were taken on directly by the Carers to continue supporting them.

Carers IW then were successful in receiving Lottery funding to carry out the same work but with an increase for up to 12 hours support.

We were asked to continue to oversee this project and, since September, we have received over 70 referrals for this support. We will be evaluating this early next year as to the overall success of this new, short-term piece of work.

Emma Simmons and Lea Fairclough – DTOC Co-ordinators

Thank you for reading our 2020 Executive Report and for your continued support.

The People Matter IW team.