

oneIsland

Your magazine from the
Isle of Wight Council
Issue nineteen
October 2008
www.iwight.com

Larking in
the mud!

**A summer to
remember**

Also inside: **Thumbs up for museum visits**
Fund raising firefighters



Welcome



Welcome to the October issue of the council's magazine, which this month brings you an eight page summary of the council's annual report for 2007/2008.

The annual report outlines many of the improvements the council carried out in the previous 12 months, and explains our future plans for delivering improved services. The report shows you how we were funded and how much we spent in 2007/2008.

This issue also includes an annual report of the activities of the Isle of Wight NHS Primary Care Trust, one of our key partners in the Island Strategic Partnership and the Eco Island vision.

We also bring you articles on progress with our various improvement projects for the Island community and a feature celebrating some of the major events which brought enjoyment to thousands of Island visitors and residents over the summer.

The work put into these events and the amount of people they involve is a fine example of the community spirit we have here on the Island.

**Councillor David Pugh,
Leader of the Isle of
Wight Council**

One Island is published ten times a year, each month except for September and January – these editions are combined with those of the previous month. If you have community news to share with other readers or would like to advertise in *One Island*, we would like to hear from you.

We also welcome your letters – you can contact us by post, email or telephone.

Post One Island, Communications, County Hall, Newport
PO30 1UD

Email Onel Island@iow.gov.uk

Telephone 823105

makingcontact

USEFUL CONTACTS

Isle of Wight Council, County Hall,
Newport PO30 1UD

Fax 823333

Email customer.services@iow.gov.uk

Website www.iowight.com

TELEPHONE SERVICES

Call centre 821000

Mon to Fri: 8am to 6pm

Saturday: 9am to 1pm

For telephone assistance we recommend you contact the call centre directly where we aim to answer as many enquiries as possible at this first point of contact.

Popular numbers

Automated telephone payments 559310

Council tax 823901

Education 823455

Environmental health 823000

Housing benefits 823950

Libraries 203880

Licensing 823159

Planning 823552

Refuse collection 823777

Roads and highways 823777

Tourism 813813/813823

Trading standards 823396

Consumer Direct 08454 040506

Leisure services 823828

Wightbus 823782

Dial-a-bus 522226

Adult and children's services

Adult services 520600

Children's services 525790

Local centres: Cowes 291144

Newport 823340

Ryde 566011

Sandown 408448

Headquarters 520600

Housing 823040

EMERGENCY NUMBERS

In an emergency dial 999

Fire and rescue
control centre (24hrs) 525121

Out of hours:

Highways 525121

Waste disposal 0800 3283851

Wightcare 821105



FACE TO FACE SERVICES

Newport Help Centre

Tel 821000

County Hall, Newport PO30 1UD

Mon to Fri: 8am to 6pm

Sat: 9am to 1pm

Ryde Help Centre

Tel 812678

Ryde Library, 101 George Street, Ryde

PO33 2JE

Mon to Fri: 9am to 5pm

Brading Help Centre

Tel 401770

West Street, Brading PO36 0DR

Mon to Fri: 9am to 12 noon

Shanklin Help Centre

Falcon Cross Hall, Falcon Road, Shanklin

Mon only: 10am to 4pm

West Wight Information Centre

Tel 756140

Freshwater Library, School Green Road,

Freshwater PO40 9AP

Mon: 9am to 5.15pm,

Tues and Wed: 9.30am to 5.15pm, Thur:
(closed), Fri: 9.30am to 4.45pm. Closed for
lunch (1pm to 2pm each day)

Wootton Bridge Centre

Tel 884361

Joanne's Walk, Brannon Way,

Wootton Bridge PO33 4NU

IW Council desk – Mon, Tues,

Thurs, Fri: 9.15am to 1pm

Cowes Help Centre

Beckford Court, Beckford Road, Cowes

Fri (mornings): 9am to 12 noon

A comprehensive listing of all the council's services and contact numbers can be found in the A to Z booklet sent out with your council tax information earlier this year. You can also find an online A to Z of council services at iowight.com



council meetings

Unless otherwise stated, all meetings are in public at County Hall. Call 823200 24-hours before a meeting to ensure it is going ahead and to check if any items are likely to be held in private session.

Council (council chamber)

15 October (5pm)

19 November (6pm)

Cabinet

21 October (6pm)

(St Peter's Hall, Seaview)

3 November (6pm)

(committee room one)

2 December (6pm)

(Seely Hall, Brook)

Audit Committee

(committee room one)

4 November (6pm)

Planning Committee

(council chamber)

28 October (4pm)

25 November (4pm)

Licensing Sub-committee

(committee room one)

13 October (4pm)

8 December (4pm)

Scrutiny Committee

(committee room one)

30 October (6pm)

Ethical Standards Committee

(committee room one)

17 November (6pm)

Policy Commission for Care, Health and Housing (committee room one)

5 November (6pm)

10 December (6pm)

Policy Commission for Business and Infrastructure (committee room one)

12 November (6pm)

Policy Commission for Children and School Results (committee room one)

22 October (6pm)

3 December (6pm)

Policy Commission for Safer Communities (committee room one)

16 October (6pm)

27 November (6pm)

Island Strategic Partnership Board

(council chamber)

26 November (5pm)

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Events and activities

Cover picture: A pair of costumed Bestival-goers make light of the muddy conditions at this year's event



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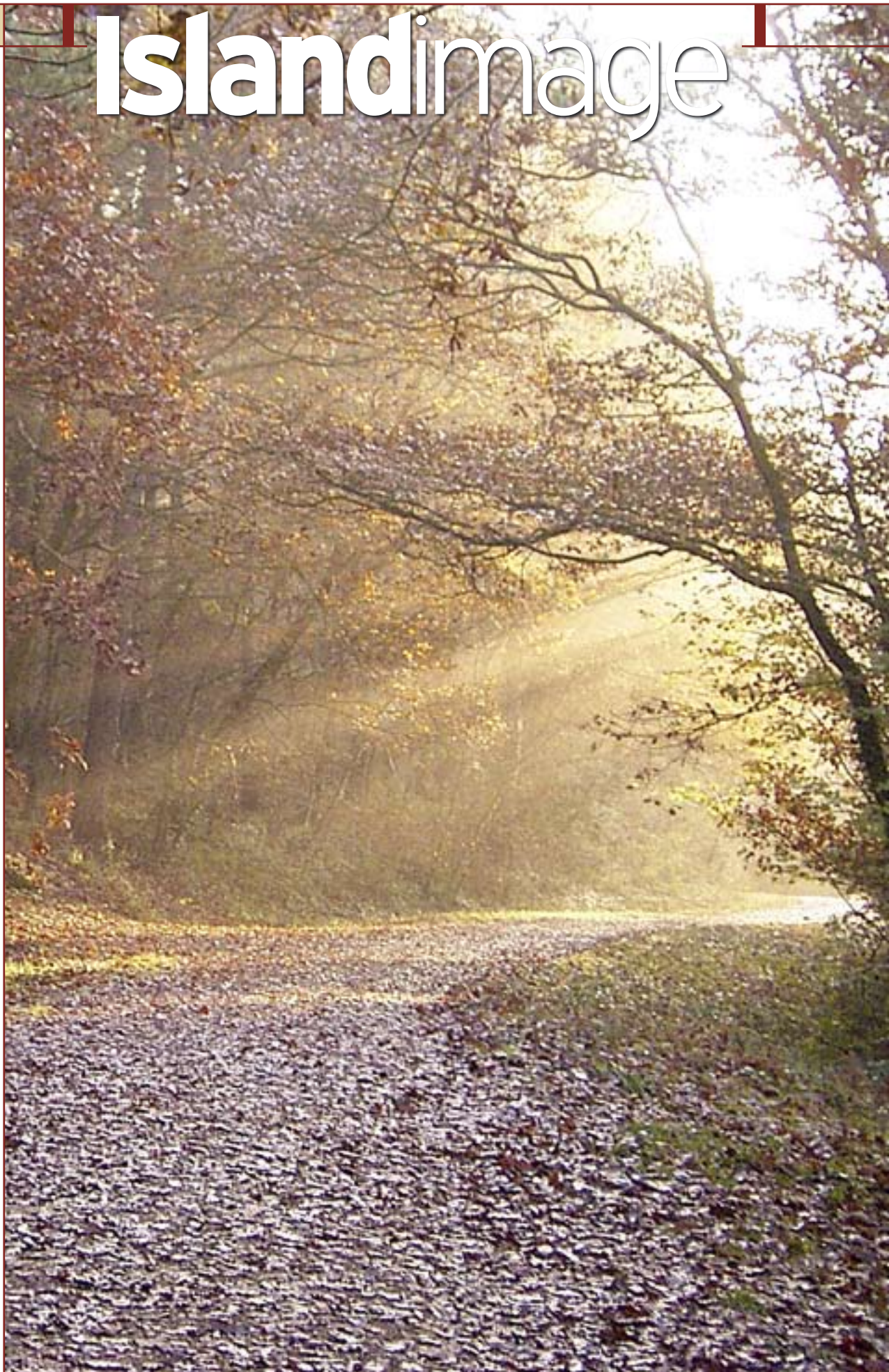
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Isle of Wight PO30 1UD.
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When you have finished with this magazine
please pass it on or recycle it

Islandimage



Firestone Copse, by Doreen Gazey

One Island is available on request as an audiotape, in large print, in Braille and in other languages.
For further details, please contact One Island on 823105. The magazine is also available online at www.iwight.com

Island is top for school museum visits



Isle of Wight schools are the best in the south east for visiting their local museums as part of their learning curriculum, a new report has revealed.

Figures released by the South East Schools' Database Project show more than 90 per cent of Island primary schools and all middle and high schools took part in museum-related learning during the 2006/2007 academic year.

The figures also show almost half of the primary schools taking part in museum learning have visited museums off the Island.

The museum visits for Island schools are linked to a partnership between the council's heritage education service and local attractions and museums. The sites include Brading Roman Villa, Dimbola Lodge at Freshwater, Carisbrooke Castle Museum, Dinosaur Isle at Sandown (*pictured above*), and Newport Roman Villa.

Each year Island schools also borrow more than 1,000 museum items free of charge via the heritage education service, greatly enhancing history lessons.

Councillor Alan Wells, cabinet member for children and young people, said: "Students often learn more with practical demonstrations and visits to local museums. Not only do these visits help their learning, but they also teach them about the history of the Island."

The Isle of Wight well and truly flew the flag to mark the recent Olympic handover from Beijing to London.

A 32ft yacht owned by the council-supported Island Youth Water Activity Centre not only flew the official handover flag with the official London 2012 logo, but also a huge spinnaker displaying the logo.

Every council in Britain was invited to hoist a handover flag to celebrate the occasion, and the Island's choice was intended to represent its strong sailing heritage and inspire young sportsmen and women to become Olympians of the future.

Council leader, Councillor David Pugh said: "The 2012 Olympic Games will provide a great focus and source of inspiration to young people both on the Isle of Wight and around the world. The raising of the handover flag was an historic moment marking London's status as the next city to host the Olympics, and the Island was proud to be taking part."

Looking ahead to London 2012



Big tidy up at East Cowes



People at East Cowes joined forces for a mass litter clear up in September, as part of a major national campaign.

The initiative was part of the countrywide Big Tidy Up project, run nationally by the environmental charity Encams (formerly Keep Britain Tidy), and locally by the council's town centre manager, Gillian Mulcahy.

As well as the Big Tidy Up, Gillian has initiated various other projects to improve the public realm at East Cowes, including 'Thumbs Up', an anti-litter pledge supported by local school-children.

The Big Tidy Up at East Cowes was supported by the town's churches and other volunteers.

Gillian Mulcahy said: "Although East Cowes doesn't have a serious litter problem, we do have several litter hotspots that spoil an otherwise clean town. It is important that we, as a community, can come together to give the town a spruce up."

New signs are slowing traffic

Speed reactive signs and advisory 20mph speed signs installed by the council at selected points across the Island are proving effective in slowing down traffic, new data shows.

One hundred and thirty signs were installed at targeted locations as part of the council's One Island programme – and as well as illustrating the speed of approaching cars or flashing when the limit is being exceeded, the signs are also able to collect data about the speed of passing vehicles.

The data currently shows that the signs alone have been effective in cutting speeds wherever they have been erected. Manually collected data shows 20mph limits



introduced outside schools are also reducing the speeds of motorists.

Statistics reveal that of pedestrians hit by vehicles most are killed when a vehicle's speed is 40mph, but half are killed at 30mph, and at 20mph most survive. If average speeds increase by just 1mph, collisions can increase by 19 per cent.

The speed signs are part of a comprehensive range of road safety initiatives and campaigns being undertaken by the council.

Parishes conference is big success

Close to 200 delegates from the Island and mainland attended a Power to the Parishes conference at Gurnard Pines, Cowes in September.

The conference, focusing on the role of parish and town councils, attracted speakers including yachtswoman Dame Ellen MacArthur, Ken Cleary (chairman of the National Association of Local Councils), and Nick Randle (chief executive of the Society of Local Clerks).

Isle of Wight Council leader, Councillor David Pugh, addressed delegates on the authority's programme of improvements and how parish and town councils have got involved.

There were also workshops giving delegates the chance to focus on key issues facing the parish sector.

Councillor Pugh said: "Power to the Parishes was an extremely worthwhile event, showing just how much good work is being done by our town and parish councils."

Walking celebrations with an autumnal flavour

Don't miss the Isle of Wight Walking Festival's celebratory tenth anniversary weekend this month – a special extra event following on from May's successful 16-day festival.

The event takes place from 24 to 27 October and features more than 40 autumnal walks taking in a wide variety of themes.

The walks include treasure hunts, wild food walks, ghost walks, twilight walks, friendship walks as part of Breast Cancer Awareness Month, Nordic walking, and downland and forest walks.

One of the highlights of the weekend is *An Evening with Alan Hinkes* – the only Briton to climb all the world's highest mountains – at Medina Theatre, Newport on Sunday 26 October. For ticket details contact the theatre on 527020 or book online at www.medinatheatre.co.uk

The sponsors of the weekend walking festival are the council, Red Funnel, Wightlink, the Ordnance Survey and Millets.

More information about the event and various walks is available at www.isleofwightwalkingfestival.co.uk



Don't delay, claim today!

If you are struggling in the current economic climate it may be worth checking to see if you are entitled to housing and council tax benefit, or a reduction in your council tax.

Island residents are being reminded they can also call the council if they are having difficulty paying rent or their council tax.

The number to call for help is 823950, or you can check for information on the council's *iWight.com* website.

If you are currently in receipt of housing and council tax benefits, don't forget this is the time of year when there are a lot of changes to incomes, for example wages increasing or decreasing, Working and Child Tax Credits changing or someone either leaving or moving into your home.

If there is anything that could affect your benefits, please let the council know when they occur.

Advice and help is available from local offices across the Island, at:

Sandown – Civic Centre, Sandown;

Newport – County Hall, Newport;

Ryde – Ryde Library;

Freshwater – Freshwater Library

(Tuesdays and Fridays);

East Cowes – North Medina Trust, Ferry Road, East Cowes (Wednesdays, 9.30am to 12.30pm);

Cowes – 5 Beckford Road, Cowes (Fridays, 9am to 12 noon).

A new office was also due to open at Ventnor on 2 October, at Ventnor Coastal Centre, with an officer in attendance each Thursday, 9am to 12 noon.



Look out for your public transport handbook



The latest Isle of Wight Public Transport Handbook is now available from libraries, council help centres and tourist information centres across the Island.

The comprehensive handbook contains route maps and timetables for all bus, train and ferry services on the Island as well as mainland bus and train connections.

It also contains information about concessionary fares, school bus travel, the Cowes Floating Bridge, how to get to hospitals in Portsmouth and Southampton and details of National Express routes and timetables.

Turning the Island pink in October

In support of Breast Cancer Awareness Month, the Isle of Wight is turning pink throughout October.

The council is working in partnership with the Breast Cancer Campaign to encourage tourist attractions across the Island to get involved and host pink-themed days and activities in support of the cancer charity.

At Sandown, Dinosaur Isle is holding pink fossil walks and treasure hunts and the Isle of Wight Zoo will be giving pink treats to their animals. Other activities being organised on the Isle of Pink include a friendship walk, taking place as part of the council's tenth anniversary walking festival

weekend on the 25 October and a wear it pink day on Friday 31 October.

Lauren Basket, Breast Cancer Campaign community development manager, said: "There is a strong community spirit on the Isle of Wight, and thanks to the support we've received from local businesses and attractions, we're sure the Isle of Pink is going to be a complete success."

All monies raised from turning the Isle of Wight pink will help the charity to continue funding vital breast cancer research. For information on how to take part in an Isle of Pink event or how to organise your own call 0207 7493708 or visit www.breastcancercampaign.org.

Binning butts gets easier

Additional facilities are being introduced across the Island to make it easier for smokers to dispose of their cigarette butts.

As part of the council's ongoing litter bin replacement programme new bins have been introduced with purpose fitted stubbing plates.

It is estimated around 200 million cigarette butts are thrown away in Britain each day, with each one taking 12 years to biodegrade.

The first new stubbing plate bins were introduced in Newport and Ventnor during the summer, with more bins to be installed

elsewhere later this year.

Mike Rowlands, one of Newport's town centre managers, said: "The majority of cigarette

litter is generated on our streets during the evenings when people are out socialising. The location of the new bins makes it more convenient for smokers to dispose of their butts and in Newport we are already seeing the positive impact the new bins are having on the town's streets."

The council is also working with local businesses, providing advice on the installation of ashtrays and bins outside their premises.

For information about quitting smoking, contact the Isle of Wight Specialist Stop Smoking Service (Island Quitters) at 46, Sea Street, Newport, tel: 814280.



Move for free with McCarthy & Stone!



The UK's biggest retirement housebuilder, McCarthy & Stone, is tackling the credit crunch headlong with a finance package that eliminates the cost of moving to one of their new apartments.

From this month, anyone who purchases one of the company's apartments designed specifically for the over-60s can sign up to the Free Move scheme, which is aimed at supporting the customer throughout their move and taking away much of the worry, work and hassle associated with moving.

Free Move entitles the McCarthy & Stone customer to:

- Free estate agents' fees for the sale of an existing home
- Free legal fees associated with the move
- A free Home Information Pack – compulsory nowadays – for the customer's previous home
- Stamp Duty paid
- Removals service

Customers will also find that the offer includes a superior removals service that consists of the careful packing, transportation and unpacking of their belongings, and a professional and personal service from McCarthy & Stone's sales consultants who will liaise with them every step of the way – all for free.

All told, the Move for Free package could amount to substantial savings of well over £5,000, as well as peace of mind at a potentially stressful time.

McCarthy & Stone are Britain's biggest retirement housebuilder and have won major awards for the quality of their developments, which can be found right across Britain.

Typically, they comprise of spacious one and two-bedroomed apartments with their own front door, entrance hall, living room/dining room area, bathroom and fitted kitchen.

The buildings are also designed to minimise heat loss through features such as effective insulation, double glazing on windows and doors and heating and hot water systems, which make the most of cheaper off-peak electricity.

As well as the communal areas, which include a large residents' lounge with adjoining kitchen, the laundry room, a guest suite and landscaped gardens, there is also a lift to all floors.

In addition to Move for Free, McCarthy & Stone also offer a variety of other initiatives from Part-Exchange to Try Before You Buy to make things as easy and worry free as possible for their customers.

The apartments are all designed specifically for the over-60s, with careful attention to details such as the siting of electricity points and the user-friendliness of kitchen taps. Security has also been made a priority, with every apartment linked up to a 24-hour emergency Careline system and TV surveillance at the main entrance enables residents to see callers outside using their own TV set.

In every McCarthy & Stone development there is a

House Manager present who helps residents settle in and can act as a point of contact for social activities and property maintenance.

McCarthy & Stone have won a number of awards for the quality of their buildings, and earlier this year came top in two separate independent surveys of customer satisfaction.

For more information on McCarthy & Stone – and the Free Move scheme, call 0800 919 132 or visit www.mccarthyandstone.co.uk

RETIREMENT LIVING | Security and independence

Sales Centre Now Open at McCarthy & Stone



Discover how easily you could settle into one of our new self-contained retirement apartments. With comfort, safety and security built in, you'll not be disappointed.

Call for details.



McCarthy & Stone

RETIREMENT LIVING



**ONE & TWO BEDROOM
RETIREMENT APARTMENTS
AVAILABLE**

Newport, Isle of Wight

Medina Court, Old Westminster Lane
Open daily from 10.30am - 5.00pm

01983 822559

- House Manager ► Lift
- 24 Hour Careline
- Security Entrance System
- Intruder & Smoke Alarm

www.mccarthyandstone.co.uk

Fund raising firefighters - pride of the Island



A group of Island firefighters raising money for cancer patients have been congratulated on their marathon 1,488 mile charity cycling trek from St Thomas' Square, Newport to St Peter's Square in the Vatican City.

The firefighters were aiming to raise £60,000 for the Wessex Cancer Trust, for the diagnosis, treatment and care of Island cancer patients, and were cycling in memory of the late film director, Anthony Minghella.

On their arrival in Rome the Island team was joined by members of the Italian fire service's cycling team who rode alongside the Islanders for the last 29 miles of their two-week challenge. The Italian firefighters guided the team through Rome's busy streets into St Peter's Square where they were greeted by friends, families and supporters including the British Ambassador to the Vatican City, the parents of Anthony Minghella and Isle of Wight chief fire officer Paul Street.

Paul Street said: "I am immensely proud of the team which has shown great strength and determination throughout the challenge. They have pulled together as a tight team to raise funds for cancer treatment on the Isle of Wight, and I am sure the whole Island community will join me in congratulating them on their achievements."

Anyone wishing to make a donation can do so online at www.justgiving.com/squaretosquare2008 or by following advice at the firefighters' website www.sq2sq.com

New wave of super-loos

New eco-friendly conveniences at Brading, Yaverland and Wootton are now all open to the public – and work is about to begin on a further facility in Ventnor.

Consultation is also underway on five more public toilets, scheduled to open in June next year, at: Moa Place, Freshwater; Eastern Gardens, Shanklin; Eastern Esplanade, Ryde; Bridge Street, Yarmouth; and Pier Street, Sandown.

Major refurbishments meanwhile are to be carried out at Church Litten, Newport and Lind Street, Ryde.

The quality of the Island's public conveniences was highlighted as a priority area for improvement in recent consultations.

All the toilets feature natural ventilation and high level windows to increase natural light and also low energy light fittings and low maintenance planting schemes.

Stuart Love, director of environment and neighbourhoods, said: "The public has clearly told us that they wish to see improved public toilet provision on the Island so I hope these new eco loos will be well received and well used."



PICTURED (top to bottom): The new toilets at Brading, Wootton and Yaverland

Relive your Bestival memories



The council's *iwight.com* website is once again featuring an extensive gallery of highlights from this year's Bestival at Robin Hill Country Park – mud and all!



More than 300 photographs can be browsed on the site, including some of the best fancy dress costumes, artists' performances, and a reminder of a thoroughly muddy September weekend. Have a look at iwight.com



Many prospective first time buyers on the Island are now eligible for a grant of between 15 and 50 per cent towards the cost of buying a home.

The help in getting on the housing ladder comes through the government's Open Market Home Buy Scheme, which provides a grant as an equity loan.

As well as first time buyers, others in housing need may also be helped, including key public sector workers, housing association tenants and people on the housing waiting list – as long as their household income is below £60,000.

The scheme can also help some people who previously owned their own home and are now not able to buy again.

Two roadshows are being held to provide details of the scheme: at the Broadway Centre, Broadway, Sandown, on 14 October and the Riverside Centre, Newport, on 15 October. Doors open at 7pm and the presentations start at 7.15pm.

The scheme is being launched on the Island through a partnership between the council and Thames Valley Housing Association. You can find out more at www.Homebuy4u.co.uk or by calling 0845 6006699.

Keith is new education chief



The council has appointed two highly experienced officers to help with its drive to improve educational standards.

The new director of children and young people is Keith Woods (*above left*), who has worked for many councils, including as director of learning at Bury, and assistant director of children's services at Essex Council.

He has also been part of an Ofsted team of inspectors that reviews how children's services at councils across the country are performing.

Also joining the council, as commissioner for school standards, is Alan Stubbersfield (*above right*), who has previously worked for Dorset County Council, and as head of school improvement at Gloucestershire County Council.

Crackdown on insurance fraud

A new hotline is being adopted by the council to tackle the issue of people lodging fraudulent insurance claims against the authority.

Last year there were more than 200 claims made against the council. Although the authority has a comprehensive insurance policy, it has to pay an excess on all claims met.

The new Insurance Fraudline is a 24-hour confidential line where any details of a fraudulent or embellished claim against the council can be reported. Many other councils subscribe to the service.

If there is sufficient evidence that a fraudulent claim – false claims or exaggerated claims – has been made, then details will be reported to the police.

Already the council takes measures to weed out false claims before a claim is passed on to insurers.

Details of the hotline and warnings against making embellished claims will be displayed on posters placed at public buildings.

The new hotline number is 0800 3289270.



Sports unit round-up

Key conference for sports clubs



Island sports clubs are being invited to attend an annual conference at St George's Park, Newport on 3 November.

The Isle of Wight Community Sports Club Conference 2008 is designed for all involved in sport, especially sports clubs, club officials, coaches and volunteers.

The aim of the conference, which takes place from 6.30pm to 9pm, is to highlight important information for sports clubs as well as build new links and share good practice.

Issues to be discussed include funding, child protection, school club links and Clubmark accreditation.

Speakers will include representatives of the council's sports unit and Sport Hampshire and Isle of Wight.

Places must be booked in advance (for catering purposes), and you should contact the sports unit on 823818 or email: sports.unit@iow.gov.uk

New website for sports unit

The council's sports unit now has a new dedicated section on the [iwight.com](http://www.iwight.com) website, giving information for clubs, talented athletes and individuals looking to get involved in sport.

Clubs can access the latest information on funding, coaching, officiating and accreditation, while budding athletes can find information about support available to them through the council's talented athlete programme.

A new sports directory compiled by the sports unit contains key information along with contact details of the diverse range of clubs on the Island.

The site also contains details of the council's sports unit team, useful links, the latest Island sports news and a list of forthcoming events. Visit www.iwight.com/sportsunit to find out more.

Fewer councillors from 2009



The Electoral Commission has confirmed that the number of Isle of Wight Council members will be cut from the current 48 to 40.

The change will come into effect from the next elections in May or June 2009, as will a change from 48 wards to 39. One of the new wards – Brading, St Helens and Bembridge – will elect two members to the council.

Details of the changes and maps of the new boundaries and wards will be available at www.iwight.com in the near future.

There will be no alterations to the existing boundaries between parish and town councils, although there will be some changes to the wards within these boundaries.



Complete this questionnaire for a chance to win a £50 gift voucher

We know that visitors to the Island are impressed with the standard of cleanliness of our Garden Isle, but we would like your views as well. Some of you may notice that these questions are the same as those we asked last year. This enables us to undertake comparative analysis of each year's results.

Please tick the answer you feel is the most applicable.

STREET SWEEPING

(Please note that Island Waste Services' contract does not include weed removal)

1 The contract is responsible for cleaning over 800km of roads and 22km of cycle track. In relation to your own locality do you feel it is?

- ☐ **Very clean** ☐ **Acceptably clean**
☐ **Not clean enough**

2 When travelling around the Island do you generally perceive it to be?

- ☐ **Very clean** ☐ **Acceptably clean**
☐ **Not clean enough**

3 The Isle of Wight Council provides over 270 dog bins, emptied by the contractor. Are you...

- ☐ **Satisfied with the frequency of emptying dog bins**
☐ **Not satisfied with the frequency of emptying dog bins**
☐ **Not applicable/don't know**

4 The Isle of Wight Council provides over 1,200 litterbins. Are you...

- ☐ **Satisfied with the frequency of emptying litterbins in your area**
☐ **Not satisfied with the frequency of emptying litterbins in your area**
☐ **Not applicable/don't know**

5 The contract includes a rapid response team able to react to littering and fly tipping.

Are you aware of any litter hot spot/fly tipping areas?

- ☐ **YES** ☐ **NO**

If you answered YES, please state where.

To help us, please could you complete this section:

- | | | |
|------------------------------------------------|---------------------------------------|----------------------------------------|
| <input type="checkbox"/> AGE – Under 21 | <input type="checkbox"/> 41-50 | <input type="checkbox"/> MALE |
| <input type="checkbox"/> 21-30 | <input type="checkbox"/> 51-60 | <input type="checkbox"/> FEMALE |
| <input type="checkbox"/> 31-40 | <input type="checkbox"/> 61+ | |

POST CODE (please complete)

PO

Please return this questionnaire to: Island Waste Services, Freepost, SCE6194, Newport, Isle of Wight PO30 5YX

If you would like to be entered into the prize draw to win a £50 gift voucher, please complete the section below.

If you also require a recycling box and/or bucket please complete this section as well.

Name

Address

Postcode

Please deliver (tick as appropriate): ☐ Organic waste bucket ☐ Kerbside recycling box

REFUSE COLLECTION

1 When your household waste is collected each week, where do you think it is taken?

- ☐ **Landfill**
☐ **The Resource Recovery Facility in Forest Road**
☐ **Other (please state)**

2 How satisfied are you with your refuse collection service?

- ☐ **Very satisfied** ☐ **Satisfied**
☐ **Not satisfied**

3 How satisfied are you with recycling services on the Island?

- ☐ **Very satisfied** ☐ **Satisfied**
☐ **Not satisfied**

4 How satisfied are you with the facilities at the Island's three civic amenity sites (Afton Road, Freshwater; Forest Park, Newport; and Lynnbottum, Arreton)?

- ☐ **Very satisfied** ☐ **Satisfied**
☐ **Not satisfied**

5 Are you aware of the organic kitchen waste collection service (green buckets) and kerbside recycling service (black box) for newspapers, magazines, glass bottles and jars and textiles?

- | | | |
|---------------------------|-------------------------------------|------------------------------------|
| Organic waste | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Kerbside recycling | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

NB. You can request a FREE bucket or box if you do not have one, by filling out the form below.

6 Please could you indicate in how many of the following you have seen/heard information about Island Waste Services in the last year. Please tick all that apply.

- | | |
|------------------------------------------------------|-----------------------------------------------------------------|
| <input type="checkbox"/> IW County Press | <input type="checkbox"/> One Island magazine |
| <input type="checkbox"/> From your children | <input type="checkbox"/> Local community group talks |
| <input type="checkbox"/> The Beacon | <input type="checkbox"/> Local shows, eg Garlic Festival |
| <input type="checkbox"/> Isle of Wight Radio | <input type="checkbox"/> Guided walks |
| <input type="checkbox"/> Other (please state) | <input type="text"/> |



Foreword

The council's vision for the Island and for our services has been developed with partners and the wider community as a focus for future development.

It is my privilege to be the chairman of the Island Strategic Partnership, whose Eco Island strategy aims to improve the quality of life for our whole community. We will deliver this through our shared priorities with our partners and the council's own modernisation agenda.

Our progress with these priorities is outlined in this annual report.

The achievement of these priorities has only been possible through sound financial management of the council's budget, robust governance standards and consistent improvement of our performance. This has allowed the council to address priority service areas and respond to residents' needs during the year, while keeping council tax increases at no more than the rate of inflation. This is against a background of grant settlements from the government which reduces the Island's calculated share of grant to compensate other councils and against which we will continue to seek a fair settlement for the Isle of Wight.

This is the first time we have presented the information in this format. It follows consultations in which you said you wanted to see our performance and services linked to our finance in an easy to understand way. We hope you find this helpful and would welcome your feedback.

David Pugh
Leader of the council



Isle of Wight Council Annual Report 2007/2008

This annual report is a summarised version of information available in three documents published by the council:

• **The annual governance statement**
available at: www.iwight.com/council/committees/Audit%20Committee/23-6-08/agenda.pdf

• **The statement of accounts**
available at: www.iwight.com/council/departments/finance_business/statemen.asp

• **The best value performance plan**
available at: www.iwight.com/council/documents/performance_and_assessment

The annual governance statement outlines the governance framework within the council.

This includes the systems, processes, culture and values by which the council is directed and controlled, and the ways in which it accounts to, engages with and leads the community.

The governance framework helps the council to monitor the achievement of its strategic objectives and to ensure these lead to appropriate, cost effective services.

The system of internal control is a significant part of that framework and is designed to manage risk to a reasonable level. It cannot eliminate all risk of failure to achieve policies, aims and objectives and can therefore

only provide reasonable and not absolute assurance of effectiveness.

The system of internal control is based on an ongoing process designed to identify and prioritise the risks to the achievement of the council's policies, aims and objectives, to evaluate the likelihood of those risks being realised and the potential impact and to manage them efficiently, effectively and economically.

The annual governance statement for 2007/2008 confirms that the governance framework has been in place for the year ended 31 March 2008 and up to the date of approval of the published financial statements.

ecol island



As part of the Island Strategic Partnership (ISP), the council has worked with its partners in the public, community, voluntary and business sectors to agree a vision, values, priorities and outcomes for the way ahead.

This vision is called Eco Island and is the over-arching plan for the Island. The Eco Island priorities are:

- a thriving island;
- a safe and well kept island;
- a healthy and supportive island;
- an inspiring island;
- and a modern council.

It is an ambitious programme, launched at a conference in March 2008 at which more than 250 community and business leaders heard keynote speakers highlighting energy efficiency and sustainable

ways of working.

Eco Island sets out ways we can work together to build thriving, strong, healthy, safe and sustainable communities.

The ambition for an eco Island grew out of public concern to protect and enhance our natural environment, which scored consistently high in residents' surveys. The ISP responded to these concerns following research commissioned by the council, which looked at the Island's ecological footprint – the amount of global landmass used per person.

A sustainable long-term footprint is described as "one planet living". The Isle of Wight is currently calculated as being "three planet living". Eco Island is intended to help remedy the imbalance.

The council's environmental footprint

The council worked with the Carbon Trust to quantify the carbon emissions from our activities and to identify what could be done to reduce these. The council's emissions increased from 25,939 in 2004/2005 to 28,440 in 2005/2006.

The Carbon Management Strategy and Implementation Plan contains projects to achieve a four per cent annual reduction in the next five years. By 2011/2012, we aim to:

- cut carbon emissions by 3,796 tonnes over a three year period (a reduction of 13 per cent), and by 6,240 tonnes over a five year period (a reduction of 22 per cent);
- cut carbon emissions at a rate of at least four per cent per year and review this target regularly;
- and cut carbon emissions from 28,440 tonnes (2005/2006 figure) to 24,644 tonnes by 2010/2011, and to 22,200 tonnes by 2012/13.

What have we done to reduce our emissions so far?

We are recruiting an energy manager and are implementing activities to reduce our own carbon footprint.

These include:

- reviewing our property with police and health partners;
- introducing smart meters in schools to accurately monitor energy use;
- installing very high efficiency gas boilers;
- using high efficiency and variable speed motors in leisure centres;
- fitting LED lighting;
- insulating of pipework in boiler houses;
- improving our office paper recycling scheme;
- providing seven smart electric cars as pool cars;
- and opening three new eco public toilets – with photo voltaic roofs, wind turbines and rainwater harvesting, designed in consultation with the community.



Sandown beach is one of the beaches on the Island with Blue Flag status



Sandown and Shanklin beaches retained their Blue Flag status while Ventnor regained its Blue Flag. One of the key qualifications for Blue Flag status is the provision of full time lifeguards. In 2007, the council funded lifeguards who are on duty between May and September.

Residents rate the need to improve our roads as a high priority and in 2008 the government

approved the Island's application for a £325 million private finance scheme, enabling every stretch of Island highway to be brought up to standard over the coming years.

The council cleans 894 kilometres of public highways every year. Also in 2007/2008, 75 speed reactive signs were installed across the Island, with more to follow, and 20mph speed restrictions were implemented outside schools.

The council recycled 14.15 per cent of household waste and composted 22.69 per cent. It collected 558 kilogrammes of household waste per head of population. One hundred per cent of the Island's population has a kerbside collection of recyclables.

The level of new homes built on previously developed land was 93.4 per cent, and 172 private sector vacant dwellings were returned to occupation. Five cases of homelessness were prevented.

A safe and well kept Island

Local residents can access free home safety checks provided by the fire and rescue service. These include testing and installing smoke alarms, making sure they are positioned in the correct areas, and advice on general fire safety awareness and escape routes. The safety checks are free and can be arranged by calling 525121 or emailing: fire.communitysafety@iow.gov.uk

Performance indicator	Target	Actual
Percentage of fires attended in dwellings where no smoke alarm was fitted	30%	16.9%



Some of the town centre managers employed by the council

The council has 11 town centre managers in place and spent £500,000 smartening up Island towns in 2007/2008.

Funding was also made available to tackle dog fouling (highlighted as a concern in the residents' survey), with two dog wardens recruited to supplement the existing service. Three new dog control orders were also introduced for the Island, replacing out of date by-laws, and there was a dog litterbin replacement programme. New dog litter bag dispensers were also purchased.

The council has been promoting geo-caching as a way of encouraging people to enjoy the Island countryside



A thriving Island

The Isle of Wight Geo-caching Project, organised by the council's parks and countryside section, is an innovative and interactive way of getting people to enjoy and explore the Island's 826 kilometres of footpaths and other rights of way (which the council maintains). Using a hand-held global positioning system (GPS), similar to those used in cars, 'geo-cachers' can explore the Island and discover its nature and heritage while following trails to hidden treasure, or 'caches'. During 2007, the council ran regular taster sessions and events across the Island.

The 2007 walking festival featured more than 200 walks and attracted more than 15,500 walkers.

Performance indicator	Target	Actual
Percentage of total length of footpaths/other rights of way easy to use by members of the public	90%	94%



In 2007/2008, around 1,000 free personal homecare packages for elderly residents were implemented, resulting in a 23 per cent reduction in the number of people living in residential care and a 56 per cent increase in older people being supported by the community. A figure of 92 per cent of care equipment was delivered in seven working days.

Island children missed 7.55 per cent of half days in secondary school and 5.24 per cent of half days in primary schools in 2007/2008. These were among the top results nationwide, and even more challenging targets are now being worked towards.

A total of 19,587 pupils visited museums and galleries in organised school groups, and the council funded thousands of free swimming sessions for Island children during the 2007 summer holidays.

Island GCSE results in 2007 showed that for the first time an average of more than 50 per cent of students achieved five A* to C grade passes.

Performance indicator	Target	Actual
Percentage of 15 year old pupils in schools maintained by the local education authority achieving five or more GCSEs at grades A* to C or equivalent	49%	51.3%



A healthy and supportive island

The national concessionary travel scheme applies to travel between 9.30am and 11pm on weekdays, weekends and bank holidays for residents aged 60 and over or those with an eligible disability. Following consultation with residents, the Island scheme was extended to 24 hours for those eligible and to those accompanying them for reasons of assistance.

The council also funded free rail travel on the Island to eligible users and those accompanying them.

The council agreed to fund free bus and rail travel during peak and off peak times for Island residents suffering severe and enduring mental illness.

The exemplary practice of the council's social care and development team was recognised at the national Skills for Care Accolades 2007 ceremony. The award recognised the team's ability to lead the way in the development of exciting new learning opportunities for social work students in Island schools.

Performance indicator	Target	Actual
Local bus services passenger journeys per year	6,282,000	7,712,010



Free bus and rail travel for eligible users

Personal homecare for the elderly



An inspiring island

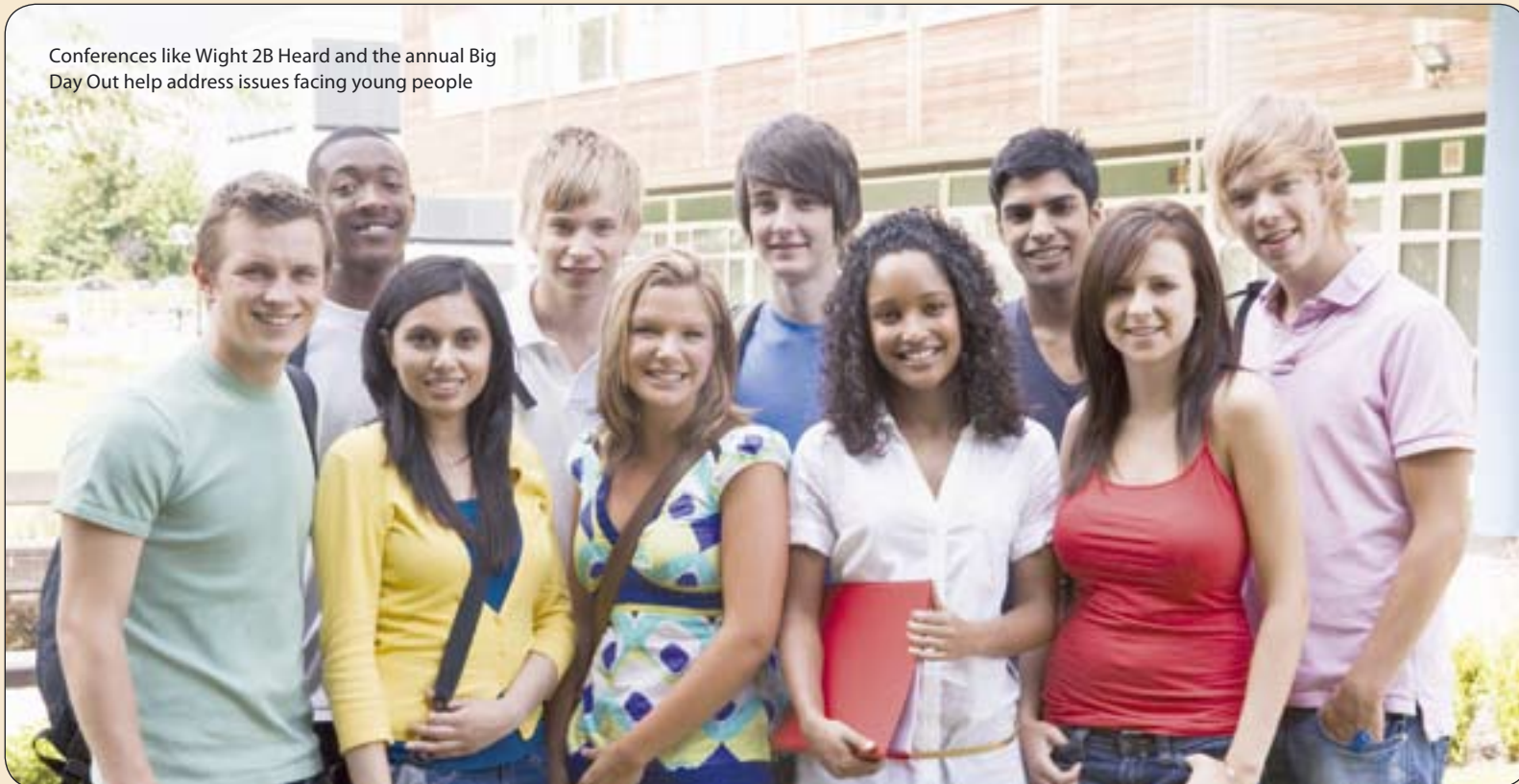
How young people confront problems in their lives such as bullying, alcohol and drug abuse and housing was the main theme of the 2007 Wight 2B Heard conference. The Wight 2B Heard conference is a multi-agency event, project managed by Connexions and the council.

The 2007 Big Day Out took place at the Isle of Wight Steam Railway, Havenstreet, attended by thousands of people. The free family event promotes services for children and young people.

Hundreds of Island school pupils took part in the 2007 Junior Citizens' Week. They learnt how and when to make 999 calls, practical first aid and how a seatbelt works, the dangers of taking drugs, staying safe in the water, and being safe on the roads.

The council received national praise for being one of the first ten local authorities to meet its targets for children's centres. The Island has eight children's centres, which provide an environment for young children and their families to benefit from support relating to health, childminding, adult learning and training.

Conferences like Wight 2B Heard and the annual Big Day Out help address issues facing young people



The council's benefits fraud team – based at the Civic Centre, Sandown – has been rated as the best in the south according to a recent government report. During 2007/2008 the benefits investigation team looked into 363 cases of alleged benefit fraud. As a result of these investigations:

- 16 people were prosecuted;
- 19 people accepted an administrative penalty;
- and 60 people accepted a formal caution.

The revenues and benefits team collected 99.1 per cent of council tax, and 99.6 per cent of national non-domestic rates, the sixth best collection rate in the country. The benefits caseload increased in 2007/2008 from 14,160 to 14,272. The council paid 96 per cent of its invoices within 30 days of being received.

The annual efficiency statement (AES) is a statutory return which monitors efficiency savings. The council's target over a three year period was to deliver efficiency gains of £8.233 million, of which 50 per cent should be cashable efficiency gains. In the event, the council delivered a

total of £9.405 million of efficiency gains of which £8.097 million (86.1 per cent) were cashable savings.

A modern council

The 2007 annual residents' survey indicated more Island residents were satisfied with the way the council was running things than they were in 2006. The survey, which took place between April and May 2007 and used a representative sample of 800 residents, found that ten per cent more residents were satisfied with the way the council was running things. Those dissatisfied with the council had decreased by five per cent.

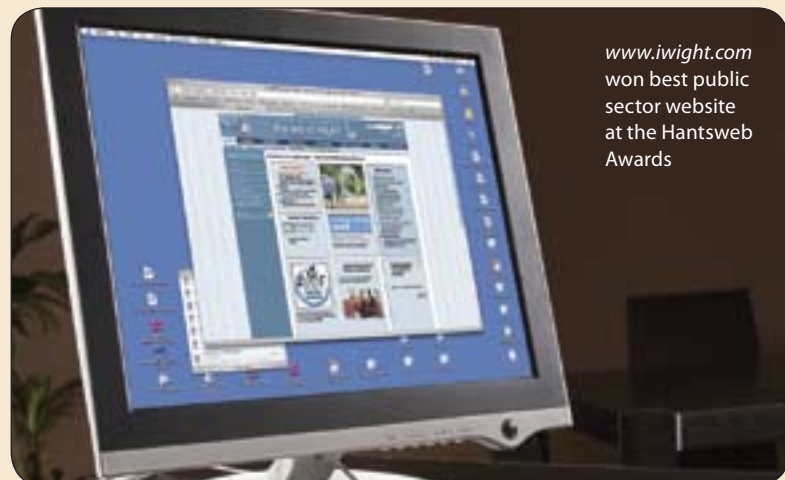
The survey also showed that residents' opinion of the council had improved, with slightly more likely to speak highly of the council (plus two per cent) and slightly less likely to be critical of the council (minus eight per cent). Indications reveal this was due to perceptions of an improved management style and that residents felt generally better informed via communications, consultation and about the council's plans for the future.

Although the survey indicated that a third of residents felt council services had improved over the previous 12 months, nearly half felt services were unchanged and that the council needed to focus on road maintenance, rubbish collection and recycling, tackling crime, and education.

The council's website, www.iwight.com, won the best public sector website award at the Hantsweb Awards.

Customers can use [iwight.com](http://www.iwight.com) to access online services including payment of council tax, car parking permits and invoices, reporting highways defects, flytipping and abandoned vehicles as well as information about latest roadworks, forthcoming meetings and planning applications.

In June 2007, almost 3.5 million pages were viewed by visitors to the site.



www.iwight.com
won best public
sector website
at the Hantsweb
Awards

Summary of accounts

In 2007/2008, the council spent £326.6 million on services.

Where the money came from in 2007/2008

	£000's	%
Dedicated schools grant	70,911	22
Formula grants	50,701	15
Other government grants	93,239	29
Council tax	63,290	19
Charges, rents and other income and adjustments	48,521	15
TOTAL	326,662	

What we are worth

Assets - owned	£000's
Land and buildings	250,642
Vehicles, plant, furniture and equipment	7,513
Infrastructure – roads, bridges etc	69,013
Shared ownership dwellings	1,204
Assets under construction	3,483
Surplus assets held for disposal	8,183
Other	2,000
Stock	609
Cash and investments	36,445
Money owed to the council	17,073
TOTAL	396,165
Liabilities - owed	
Borrowing – ie loans	-145,718
Money owed by the council	-28,372
Long term pension liability	-105,534
Insurance liabilities	-2,980
Capital grants and contributions	-24,328
Deferred liabilities	-520
TOTAL	-307,452
NET ASSETS at March 31, 2008	88,713
Financed by	
Earmarked reserves	18,917
General fund balance	16,001
Capital and accounting reserves	53,795
TOTAL	88,713

The council's annual budget consultation helps to determine the rate of council tax to be paid in the forthcoming year. A figure of 19 per cent of council funding is raised from the council tax and the council is keen to ensure this is spent on community priorities. Budget consultation is usually undertaken annually in the preceding autumn to allow more time and more people to get involved. A variety of methods are used to engage with people, including questionnaires and surveys, focus group meetings and public meetings. Results are taken into account when formulating the level of council tax and how we intend to spend the money.

The council's budget consultation exercise for 2009/2010 is currently being planned and will be announced shortly. If you would like to take part, look out for information in the local press and on the council's website.

Capital expenditure

In 2007/2008 the council spent £23.2 million on capital projects. This was £17.5 million less than the budget of £40.7 million and resources are available to be carried forward to meet areas of slippage in the capital programme.

The main items of capital expenditure were:

	£000's
Sandown High School	1,785
Medina High School	1,517
Oakfield housing scheme	1,105
ICT in schools	984
Summerfields Primary School	525
Arreton Primary School	506
Heathfield House	500
Nettlestone rural housing scheme	476
One school pathfinder	470
Road safety speed signs	425

In addition, major contracts had been entered into, with the following outstanding sums at 31 March, 2008:

	£000's
Medina High School	631
Children's centre - Sandown	400
Public convenience - Ventnor	257
Downside Middle School	255
Sandown High School	232
Public convenience - Yaverland	219

As the council's statutory chief financial officer, I can confirm that this year's statement of accounts has been prepared in line with the Accounting Code of Practice. The Isle of Wight Council's 2007/2008 accounts have been

audited by an auditor appointed by the Audit Commission – the government's public spending watchdog. We received an unqualified audit opinion as in previous years.

Dave Burbage, director of finance

What we spent the money on in 2007/2008

The council spent £23.2 million on **highways, roads and transport** in 2007/2008, undertaking routine and emergency maintenance of carriageways and pavements, and maintaining 12,000 streetlights. This included around £380,000 on roads affected by snow, ice and drainage problems. We have a cyclical maintenance programme of cleaning more than 1,600 gullies and maintaining 7,181 car parking spaces on the Island.

The council spent £4.3 million on **democratic services**, £400,000 on **court services** and £14.6 million on **corporate services**. This included £10.5 million in corporate services in respect of council tax benefit, which is matched by a reimbursed subsidy from central government.

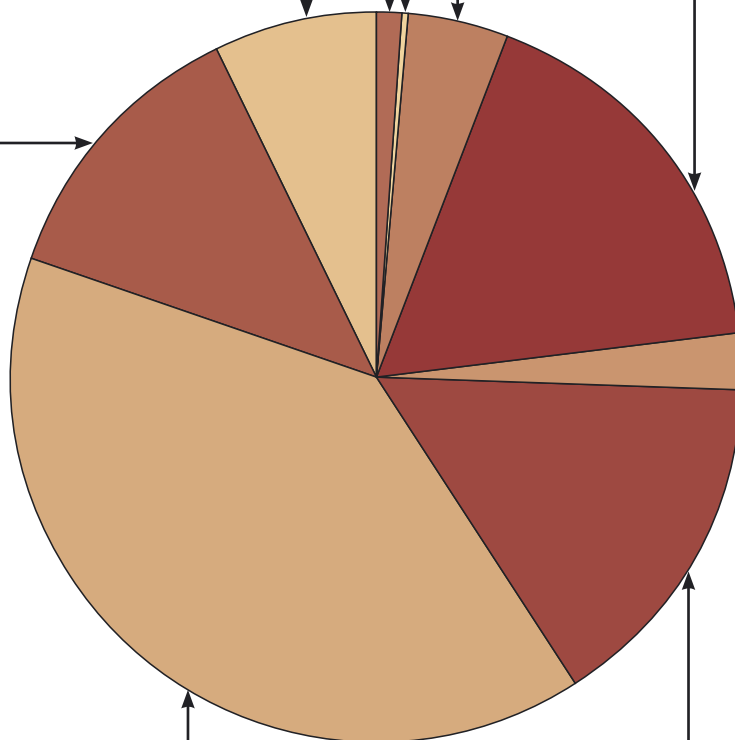
The council spent £56.5 million on **adult social care** in 2007/2008, including: the provision of 460,000 hours of home care supporting people to remain independent in their own homes; 72,000 weeks of residential and nursing care; and the provision of day care services to 850 adults (at 31 March 2008).

The council spent £40.2 million on **culture, environment and planning** in 2007/2008, which included the management and maintenance of more than 160 public parks, gardens, open spaces, sports grounds and amenity areas as well as leisure centres, museums, theatres, allotments, libraries, and 13 award winning beaches. It spent £1.6 million on the frontline environmental health services of licensing, trading standards, the Island's crematorium, 12 cemeteries and 11 closed churchyards.

The council spent £7.9 million on **fire services** in 2007/2008, providing one wholtime fire station, nine retained fire stations, community safety (prevention), technical safety and enforcement (protection) and performance and risk functions (response) and related support services. Fire and rescue staff visited schools, homes and business premises to spread the fire and road safety message and advise on fire prevention and detection. The service provided support to other emergency services and advised on safety issues at events throughout the year. A total of 2,841 emergency calls were received and 2,500 appliances attended 1,500 incidents throughout the year.

Total expenditure on services for **children and young people** in 2007/2008 was £128.5 million. Included in this figure is specific ring-fenced grant for educational provision totalling £92.5 million, of which £77.1 million was delegated to the authority's 69 schools. The remaining £15.4 million was spent on centrally retained educational services, including early years provision and pupils with statements of special educational needs. The authority was responsible for the education of 18,264 pupils in 2007/2008. The council spent £2.9 million on agency placements for more than 100 children with special educational and/or physical needs. A further £1.4 million was spent on boarding out allowances for approximately 180 looked after children. The council supported 31 families with 53 adopted children.

The council spent £51.0 million on **housing services** in 2007/2008, including £40.4 million paid to rent allowance claimants as housing benefit and the associated costs of administering this benefit. This expenditure is almost entirely reimbursed by central government to the council as a subsidy. This also included £5.6 million spent on supporting vulnerable people through the provision of housing related support via the supporting people programme.



Glossary of accounting terms

Dedicated schools grant is a grant paid by central government that can only be used to pay for schools related spend.

Other government grants are grants from central government for support on a range of specific services.

Council tax is a property tax collected from local taxpayers.

Formula grant is made up of two elements, the revenue support grant and non-domestic rates. The revenue support grant is paid to support local services generally, whereas other government grants are paid to support a range of specific services or projects. Non-domestic rates, also known as business rates, is a tax collected by local authorities and paid into a national 'pool' which the government then shares back out to local authorities.

Charges, rents, adjustments and other income includes income from charging for services provided by the council, for example, leisure centres and car parking, and adjustments such as depreciation.

Earmarked reserves represent funds held by the council for specific purposes. They include unspent allocations of budget held by schools, as well as money set aside for insurance and risk management and to support future capital investment. Such reserves are held to meet future liabilities or spending commitments, as well as promoting good financial management by allowing a degree of flexibility between years.

General fund balances are required to provide adequate funds year on year to meet any unforeseen demands on the council's available resources.

Capital and accounting reserves are technical accounting entries, the majority of which represent unrealised gains on the value of assets and the long term pensions liability, and are therefore not available to finance the council's spend. Actual receipts from the sale of assets are available to finance the council's spend.


Questionnaire

This is the first time the council has published its summary of accounts and details of its performance in this format and we would very much like to know what you think and how you feel it could be improved.

- 1 On a scale of 1 to 5, where 1 is not useful at all and 5 is very useful, please rate how useful you found the annual report.

1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

- 2 What aspects of the summary did you find most useful?



Please complete this questionnaire and return it to Carol Harrison at: Financial Services, Isle of Wight Council, FREEPOST (SCE 13306) County Hall, Newport, Isle of Wight PO30 1UD.

- 3 Were there any aspects of the annual report which you did not find useful?

- 4 How do you think we could improve this annual report next year?

This summary of accounts is available on request in large print, in Braille, on audiotape and in other languages. For further details, please call the Isle of Wight Council on 821000.



Local NHS celebrates a year of challenge, achievement and success

The new organisation created two years ago in October 2006 which is responsible for all aspects of the NHS on the Isle of Wight, has now published details of its first full financial year.

NHS Isle of Wight – officially known as the Isle of Wight NHS Primary Care Trust – is unique in England. It is the only combined commissioner and provider of all NHS activity for its local population.

The organisation is split into two arms. The **commissioner** has a wider core purpose to improve the health of local people and cut health inequalities – the gap between the life expectancy and incidence of ill health between the best and worst off. As part of this role, it is there to ensure the health services Islanders and visitors need are in place, paid for and high quality. It also oversees the work of family doctors, dentists, pharmacists and opticians and their colleagues in primary care, as well as the ambulance and secondary care services.

The things that influence how healthy or otherwise we are, run deeper than the quality of local NHS services. They have far more to do with income, the environment, housing, transport and standards of education – all of which are outside of the direct control and influence of the NHS.

Therefore, we work hand-in-hand with those who have greater ability to influence these factors such as the Island's council, local businesses and the voluntary and community sector.

The **provider arm** of the local NHS comprises local acute hospital services, mental health care, community services and therapies and the ambulance service.



Over the financial year 2007/2008 there have been great improvements in all these services, which are dealt with in more detail elsewhere in this report.

In summary, waiting times for treatment are at their lowest ever, hospital infection rates are among the lowest in the south, mental health and primary care services are rated highly by patients and local people and our ambulance service continues to be the country's top performer.

New drugs, treatments and equipment have become available and despite fierce financial pressures, we ended the year with a surplus of £1.25 million to take forward into 2008/2009 for further investment in services.

Elsewhere in this summary of our annual report for 2007/2008 you will find stories which highlight the achievements of the local NHS and some of its individual members of staff.

We are now in 2008 and have recently celebrated the 60th anniversary of the NHS. It is worth reflecting just how far the NHS has come in that time. Generally, people are living longer, healthier lives and drugs and treatments that were unheard of in 1948 are now routinely available from the NHS.

The local NHS has enjoyed a very successful first year in its new guise but the challenges ahead are considerable.

The intention is to rise to these challenges and overcome them. The quality, dedication and passion of our staff means we are well equipped to deal with what lies ahead in partnership with our key strategic stakeholders – such as the council – patients, carers and the most important stakeholder of all – the people of the Isle of Wight.

From here to maternity!

Maternity services on the Island have won plaudits from an independent healthcare regulator.

A full review of all maternity units was carried out by the Healthcare Commission in 2007 to check whether or not they provide a high quality, value for money service.

The answer that came back for Isle of Wight was an emphatic yes, and the Healthcare Commission rewarded the Island's services with an overall "excellent" rating.

Its report shows that local maternity services scored above average in all three aspects investigated by the commission: ensuring safe and effective maternity services, providing good

information and support, and funding and managing services adequately.

Renewed efforts will be made to improve areas where the Island was below average.

Help your local hospital beat the bugs

The need for rigorous infection control measures was brought into sharp focus for the Island's NHS last winter when outbreaks claimed five lives at St Mary's Hospital.

In all, 45 people contracted *Clostridium difficile* (*C.diff*) infection and dozens more were laid low by the less serious but highly contagious *Norovirus* bug.



Special measures were put in place at the hospital, including bringing as many *C.diff* patients as possible together in a ward with isolation facilities under the care of a consultant who specialises in managing such cases.

In addition, a comprehensive action plan has been approved containing a range of initiatives to prevent and control infections. These include several actions associated with cleanliness and hygiene, isolation and treatment of infected patients and careful management of antibiotics.

Despite these problems, the local NHS did extremely well in reducing the numbers of cases of MRSA, with only six cases at St Mary's reported all year.

The Island's chief nurse and director of infection prevention and control, Carol Alstrom, said: "The impact of having outbreaks of two different infections at the same time was severe and led to tough restrictions being imposed on visiting.

"The real key to infection control is good personal hygiene and this seems to have hit home with staff, patients and visitors alike who acted on our appeal to use alcohol gel and thorough hand washing and, to a large extent, still do so."

Hospital environment gets the thumbs up

Hospitals on the Isle of Wight have been given an emphatic stamp of approval for their standards of environment.

Since 2000, all NHS hospitals are assessed annually by Patient Environment Action Teams (PEATs). Hospitals undertake a self assessment against criteria set by the Department of Health and the National Patient Safety Agency following a visit by a PEAT made up of a cross section of NHS staff, patients and their representatives.



They assess the hospital environment against three categories – environment, food and privacy and dignity for patients – examining things such as cleanliness of wards, bathrooms and other areas, food quality and external areas.

They award ratings from unacceptable to poor, acceptable, good and excellent.

The 2008 PEAT results show both St Mary's Hospital and the Whitelodge residential unit for people with severe learning disabilities, both in Newport, received scores of "good" for the quality of environment and "excellent" in the other two categories.

This is a significant improvement on the 2007 results when St Mary's received ratings of good in each category and Whitelodge good for environment and food and excellent for privacy and dignity.

Islanders give family doctors top marks

The results of a national survey show that patients rate local primary care services among the best in the country.

The Healthcare Commission patient survey for 2008 examines patients' satisfaction with 35 aspects of services provided by family doctors and dentists.

People were asked how they rated a wide range of indicators including how long they had to wait to see a GP, the quality of their treatment, clarity of information, being treated with dignity and respect and being helped to live a healthier life.

Out of the 35 scores awarded, Isle of Wight GPs were rated in the top performing 20 per cent nationally in 25 categories.

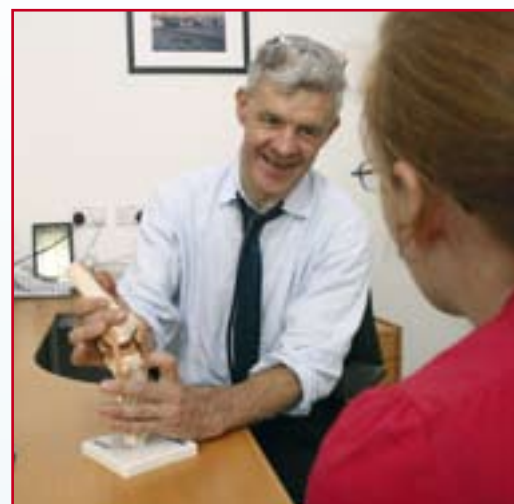
In three areas – information about side effects of medicines, advice about weight and support for long-term conditions – the Island NHS was rated best in the country.

Local NHS delivering what matters most

Island patients have given their local NHS a resounding thumbs-up in the National Inpatients Survey.

The survey, now in its fifth year and produced by the independent Healthcare Commission, compares all NHS organisations against a total of 62 specific areas related to:

- admission to hospital;
- the hospital and ward;
- doctors;
- nurses;
- your care and treatment;
- operations and procedures;
- leaving hospital;



- overall impressions and experiences.

In 21 of the 62 categories, the Isle of Wight NHS Primary Care Trust was among the best performing 20 per cent of all NHS Trusts across the country during 2007.

In 2006 the Island NHS was in the top 20 per cent of performers in only nine categories. Compared to the 2006 survey results, the Island NHS has improved in a total of 29 categories during 2007.

The Island NHS finds itself among the worst performing 20 per cent of NHS Trusts in only five categories compared with eight in 2006.

Interim chief executive, Margaret Pratt, said: "This is a very encouraging and positive set of results from the people who know best from personal experience what our services are like – our patients."

New name for Island health service

As a result of a national review of the future of the NHS, the Island's service is hoping to change its name.

Although our legal title will continue to be the Isle of Wight NHS Primary Care Trust, subject to government approval, we will become more widely known and branded as NHS Isle of Wight.

This change comes as a result of Lord Darzi's *Next Stage Review of the NHS* and reflects the status of primary care trusts as the leaders, or hub, of their local health system.

New scanner means more Islanders can be seen locally

A new state-of-the-art MRI scanner has been installed at St Mary's Hospital meaning fewer patients will need to travel to the mainland for advanced scans.

The £1.1 million machine was bought following a successful fund-raising appeal. Islanders chipped in with a staggering £640,000, with £25,000 raised from the sale of the machine it replaces, and the local NHS making up the difference.

The machine is capable of working at twice the speed of its predecessor and can also perform advanced scans for detailed examinations of blood vessels, more accurate assessment of cancers, whole body imaging and to show how well the brain functions after a stroke.

The scanner was craned into place in November 2007 and attracted interest from HRH Princess Anne when the Princess Royal visited the hospital in April of this year.

During her visit the Princess also visited the Neonatal Intensive Care Unit which has launched the Barely Born appeal to raise £700,000 needed to improve the unit.

The aim is to provide a modern, spacious unit next to the maternity department.

New vehicles for top performing ambulance service

A string of new ambulances has been handed over to the Island's top-performing ambulance service.

They are the only ambulance service in the country to consistently exceed government targets, including the challenging eight minute response time from the time callers are put through, to a vehicle arriving at the scene, in at least three quarters of all cases

The service also hit the target for non-urgent calls, recording a response within 19 minutes in 97.9 per cent of cases against a target of 95 per cent.

As a result, they were given a £600,000 boost from the government in 2007/2008 to refurbish the fleet and buy replacement vehicles.



The first of those, two all-wheel drive rapid response vehicles (RRV), were delivered in February 2008. A further RRV has since been delivered along with four front-line emergency ambulances and two high dependency vehicles.

As well as buying these nine replacement vehicles, the service has also been able to refurbish five of its older ambulances.

Chris Smith, performance and resources manager for the Island's ambulance service, said: "We are the only ambulance service in the country to get this level of incentive funding from the government which is a tremendous boost for us."

Partners aspire to be nation's best

The NHS on the Island is working hand-in-hand with partner organisations to become recognised as one of the UK's leading health systems.

With these partners we have agreed a strategic direction for the next few years together with a Local Area Agreement (LAA) which sets a range of targets for improvements across the full spectrum of Island life.

The local NHS aims to commission and provide services which are locally valued, clinically safe and financially sound.

Perhaps the most influential of our partners, and the one we need to work closest with, is the Isle of Wight Council, and the Island NHS has signed up to the Eco Island initiative.

The two organisations have signed a joint Memorandum of Understanding setting out how we will work together. A key development during 2007/2008 was the creation of a Health and Wellbeing Board

which brings the two organisations together in a decision making body which also includes representative from a wide range of others with an interest in, and influence over, the things that affect health and wellbeing.

These partners include the Island's Children's Trust, the Prison Strategic Partnership Board, specialist service providers, the private sector, voluntary and community groups, the Policy Commission for Care, Health and Housing, other NHS organisations in the south central area, local GPs and their teams, patients and local people.

The new targets agreed within the LAA are each designed to make the Island a better place to live and work.

Island health service rises to challenge of prison health

The past year has seen considerable challenges in the commissioning and provision of health services for the Island's three prisons.

A review by an external expert and lead nurses from the Island NHS concluded that nurse staffing levels were too low and a better model for this service was needed.

As a result, responsibility for prisoners' healthcare will transfer from the prisons to the local NHS. The Isle of Wight NHS Primary Care Trust will provide general health services and a competitive tendering exercise will be carried out to find the best supplier of primary care services for prisoners.

A purpose built unit is to be established at Albany Prison for prisoners needing 24 hour nursing care and staff from the NHS and Prisons Service will continue to work closely together.

The doctor will see you – anytime!

Plans have been unveiled to provide GP services on the Island around the clock, 365 days a year.

A new GP-led health centre is set to be created in the Newport area to operate from 1 April next year.

It would be open between 8am and 8pm and operate urgent out-of-hours services at all other times. In addition, the centre will also provide:

- walk-in primary care services;
- bookable GP appointments to registered and non-registered patients;
- the opportunity for patients to register with the centre for all their primary care needs;

- sexual health services including contraception and advice and cervical screening;
 - some enhanced services such as blood tests, fitting of contraceptive devices, minor surgery and substance misuse services;
 - vaccines and immunisations;
 - provision of preventative drugs for needle stick injuries and in the event of meningitis outbreaks;
 - GP services for offenders;
 - support for the ambulance service in the event of a major incident.
- If possible, the Island NHS would also like the new centre to provide lifestyle advice and well-person clinics, mental health assessments, some services for people with alcohol problems and services for violent patients.

It is estimated that up to 5,000 people will become patients registered with the centre for all their primary care needs and it will provide around 15,000 patient contacts within three years of opening.

Top national award for Island nurse

Island nurse Teresa Day has scooped a prestigious national award, becoming the Learning Disability Nurse of the Year in the Royal College of Nursing and Nursing Standard Nurse Awards 2008.

Her award, which is sponsored by The Regard Partnership and Choice Support, was presented by former MP and Health Minister Edwina Currie in a gala awards night in London in March 2008.

Teresa is a health promotion specialist for sexual health and learning disabilities and has been recognised for her pioneering and innovative work helping people with learning disabilities to understand and cope with issues around their sexuality.

She has developed a system called SHIELD (Sexual Health Innovative Education for Learning Disabilities) which provides a complete learning, teaching and support package for those who work with people with learning disabilities including health workers, teachers, social services staff, outreach staff, volunteers and clients themselves.

In addition, a special SHIELD clinic is provided by appointment as and when required to provide clients with the usual full range of sexual health services. The clinic is available for appointments by calling 534202.

Record low waiting times achieved for Islanders

A drive to slash NHS waiting times on the Island has been an overwhelming success.

The government has introduced a nationwide target whereby 90 per cent of inpatients and 95 per cent of outpatients are treated within a maximum of 18 weeks from the time they are referred by their GP.

The NHS on the Island was among a small number of NHS organisations that agreed to implement this target early. Instead of meeting this challenge by December 2008, the Island did so by 1 April.

This means that more than 19 out of 20 patients are seen within 18 weeks if they are treated on the Island.

The local NHS has also performed strongly against a range of other waiting time targets. During 2007/2008 98.4 per cent of patients waited no more than four hours at St Mary's Accident and Emergency Department before being either admitted to a ward, transferred elsewhere or discharged.

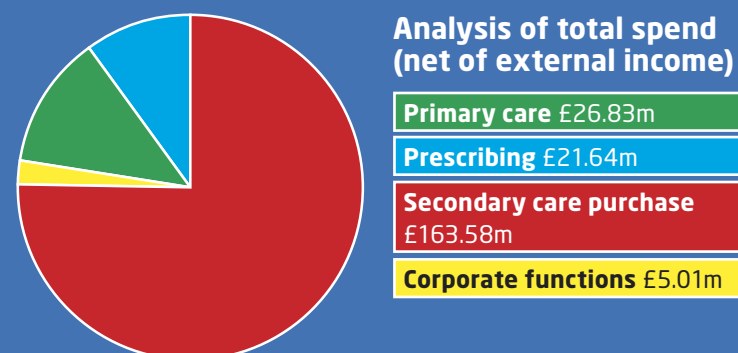
Targets for cancer treatment were also met. Patients are meant to wait no more than a month from diagnosis to treatment and this was achieved for 98.6 per cent of patients.

Where and how your money was spent

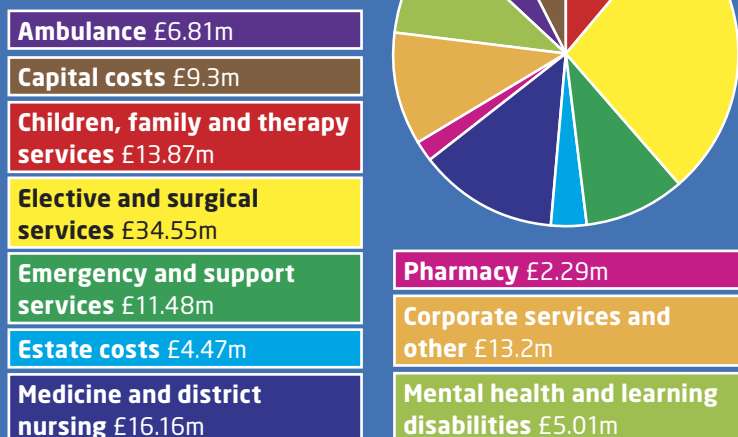
The NHS on the Isle of Wight spent more than £217 million during 2007/2008, making it one of the Island's largest financial concerns.

The large majority of our spending went on secondary care - mainly that provided from St Mary's Hospital, Newport - which amounted to more than £163 million.

The two diagrams below show where the money was spent both in broad terms (total spend) and more specifically on particular services and costs:



Analysis of provider spend (net of external income)



The local NHS gets the vast majority of its money directly from the government in the form of a cash limited allocation and we are legally obliged to live within the limits of that allocation.

We do, however, receive some extra money from other sources (net external income). These include other primary care trusts paying for treatment their patients receive while on the Island, income from catering and private patients and one-off extra cash allocations from the government.

In 2007/2008 we were set a target of making a saving of £1.25 million and despite increased demand placing great pressure on our finances, we managed to achieve that. This is money that is taken forward into 2008/2009 to be available to fund service improvements in the future.

Summer of success!

MAY

Walking Festival



More than 20,000 people attended the 275 walks organised during the fortnight of the tenth annual walking festival. A celebratory weekend is due to take place from 24 to 27 October.

The Big Green Picnic



More than 7,000 people attended the Big Green Picnic at County Hall car park, Newport over the spring bank holiday weekend. It was the first event of its kind on the Island to be entirely designated to promoting environmental issues and was completely free to attend. Numerous exhibits and stalls gave visitors the chance to sample local sustainable produce and many others provided information on how people can begin to lead more sustainable lifestyles.

Scores of events of all sizes and descriptions across the Island made the summer of 2008 one to remember and celebrate. From the Big Green Picnic to the Isle of Wight Festival, and from the cycling festival to the Bestival, the summer of 2008 was a great example of how the people of the Island can work together to bring pleasure to many and firmly put the Island on the map. You can see a full gallery plus reports of all the events that took place over the summer online at iwight.com

JUNE

Isle of Wight Festival



Around 55,000 people flocked to Seaclose Park, Newport to see The Police, Sex Pistols and Kaiser Chiefs headline the Isle of Wight Festival. There were also performances from James, The Stranglers, Iggy Pop and the Sugababes.

Round the Island Race



Olympic medallists and round-the-world racers joined forces with family cruisers to complete the 50 nautical mile course around the Island in one of the most popular fixtures in the Solent racing calendar.

Summer of success!

AUGUST

JULY

Ryde Arts Festival



The largest mixed arts event to take place on the Island propelled itself through the streets of Ryde on 5 July. The annual arts parade brought colour and fun to the Victorian town providing all the excitement and panache of a flamboyant Mardi Gras carnival display.



Osborne summer concerts



Following a gap of one year, Osborne House reprised its role as the top Island location for summer musical spectaculars in July by welcoming two top name acts, Paul Weller and Girls Aloud, to perform in its magnificent grounds.

Skandia Cowes Week



A total of 963 entries experienced some world-class racing during the week and enjoyed an exciting and varied social scene off the water in Cowes. Up to 40 races were held daily and in excess of 100,000 spectators visited throughout the week.



Garlic Festival



This year's Garlic Festival mixed first-rate entertainment, fine arts and crafts and the cream of local produce to create an unforgettable weekend.

Chale Show



The 82nd Chale Show attracted visitors from far and wide to join in the most traditional show on the Island.

International Scooter Rally



Thousands of scooter enthusiasts made their way to Ryde to be part of the world's largest scooter event and to enjoy a bumper weekend of entertainment, ride-outs and celebrations.



SEPTEMBER *Bestival*

Mass flooding leading to a deluge of mud failed to dampen the spirits of upbeat Bestival-goers who partied on regardless. Amy Winehouse, Underworld, Will Young, The Human League and The Specials were among the acts who raised the spirits.



Cycling Festival



Fantastic rides with options for all levels of cyclist highlighted the annual cycling festival in September. The choice of rides included challenging off-road routes, leisurely afternoon options and plenty more for cycling enthusiasts.



Nature notes



In this 'season of mists and mellow fruitfulness', trees are heavy with apples and pears, but plums are less abundant this year. These are all plants in the rose family, which earlier in the year gave us strawberries and cherries. Centuries ago, medlars would have been on this list of familiar fruits, but they are uncommon today. Occasionally planted, or sometimes bird-sown, they produce fruits the size of a small apple, brown with a dense covering of hairs, which need to be softened by frost action (or cooked)

before they are edible. The soft thick flesh can be made into jellies, preserves and pies.

Blackberries, rose hips, haws, and sloes make up the autumn hedgerow harvest from the rose family. Sloes have not been so prolific this year, but the maroon haws and brighter red rose hips, together with other berries, will provide a feast for hungry wildlife in the weeks to come.

Hops scramble through hedgerows, particularly where the soil is damp. The stems have tiny hooks that help them gain a hold and allow the leaves to reach a sunny position. They can also climb up wires and festoon them with bunches of cone-shaped fruits at this time of year. Hops contain aromatic oils and resins, and their heady scent has been likened to a combination of garlic, ripening apples and yeast. They have been put to many uses, as the bitter flavouring in beer, as well as an appetite stimulant, a mild pain killer and as a sedative – George III's insomnia was reputedly cured by a hop pillow.

Anne Marston, assistant ecology officer



Seasonal guide to wildlife in the garden

Fallen leaves will be broken down by earthworms, and replenish the soil. If you remove leaves, put them in a pile in a sheltered spot and a hibernating hedgehog may make use of them.

trailers

What's on: 10 October to 12 December

ACTIVITIES

Charity Antique and Collectors' Fair

(12 October) To raise funds for the Isle of Wight branch of the Motor Neurone Disease Association, in memory of Mavis Summerfield, at Northwood House, Cowes, 10.30am to 3pm, stalls selling antiques and collectables.

Roman Voices Writing Competition Prizegiving

(18 October) Award ceremony and announcement of prizewinners by Alan Titchmarsh, readings by the successful authors and brief talk on recent excavations at the villa, Brading Roman Villa, 4pm to 6pm.

The Big Draw, The Art of Remembrance

(18-19 October) Join the Ryde Social Heritage Group for sketching in Ryde Cemetery, West Street, Ryde, 11am to 3pm, no need to book.

Canine Partners Puppy Training Open Day

(22 October) Training puppies to become assistance dogs for people with disabilities, Shorwell Village Hall, 10.30am to 12.30pm, contact Carol Court, tel: 07812 672702.

The Big Draw, Family Portrait

(23-25 October) Join the Ryde Social Heritage Group for an opportunity to draw a family portrait in historic surroundings, Victorian clothes available, St Thomas' Church, Ryde, 10am to 4pm, booking advised for Thursday and Friday, contact Carol Jaye, tel: 568957.

National Childbirth Trust Nearly New Sale

(25 October) Nearly new sale in aid of the trust charity, Wootton Community Centre, Brannon Way, Wootton, 11.30am to 1.30pm, admission £1, good quality second hand items for sale, tel: 862471.



Dean Friedman
will be
performing his
hits at the Quay
Arts, Newport
on 28 October

RNLI Lunch and AGM

(25 October) A lunch in aid of crew training, Royal Yacht Squadron, 12 noon for 12.30pm (tickets £22.50), AGM at 2.30pm, talk by Andrew Freemantle, chief executive RNLI.

Book Fair

(1 November) Small book, postcard and ephemera fair, Parish Centre, Town Lane, Newport, 10am to 3.30pm, admission 20p.

Sandown November Carnival

(5 November) A magical parade and celebrations featuring lanterns, spectacular

costumes, floats and bands through the town's streets, finishing with fireworks, Sandown town centre and esplanade, 6pm.

Huge Hospice Quiz

(6 November) Big fund raising quiz, to raise money for Earl Mountbatten Hospice, Newport, at Lower Hyde, Shanklin, 6.45pm, to register teams (of four) contact Parlex, tel: 526535.

Open Day at the Isle of Wight College

(15 November) For full-time courses starting in

September and part-time courses starting in January, view the college and facilities, meet the staff, 10am to 2pm, Isle of Wight College, Newport.

DANCE

Jaleo Flamenco

(23 October) Andalusian dance, song and guitar, Quay Arts, Newport, 7pm, tickets £7/£6*.

LEAHS Evening

(6 November) An evening of dance, physical theatre and sound expressing a sensation of femininity, Quay Arts, Newport, 8pm, tickets £6/£5*.

EXHIBITIONS

Art Exhibition

(9 October – 9 November) Paintings by Brother Duncan Smith, Quarr Abbey, Binstead, 10.30am to 4.30pm.

Sea Light and Landscape

(11 October – 15 November) Landscapes and seascapes by Island artist Andrew Drummond, Quay Arts, Newport.

Hot Air

(16 October – 1 December) A photographic exhibition inspired by inflated beach goods, images by Janice Thwaites and Tim Collard, Quay Arts, Newport.

Barbara Newman Painting Group

(18-19 October) Exhibition at Yarmouth Town Hall, 10am to 4pm, all paintings by local artists, and for sale.

Cowes Heritage Exhibition

(18 October – 9 November) Transport through the ages, Northwood House, Cowes, 10am to 4pm, free admission.



Jack and the Beanstalk will be performed at Quay Arts, Newport on 10 December

Brading Craft and Gift Fayre

(29 October) Handmade crafts and gifts for sale, St Mary's Church Hall, Brading, 10am to 3.30pm, admission free.

MUSIC

Susan Flannery and Michael Lunts 'Home Service'

(17-18 October) Music and humour of the Second World War, Brading Town Hall (17 October, 7pm, tickets £6 from Brading Centre, tel: 401770, and Brading Post Office), Brighstone Wilberforce Hall (18 October, 7.30pm, tickets £7, tel: 740295, and Brighstone Post Office).

Scottish Fiddlers

(18 October) An evening of Scottish music for St Agnes centenary appeal, at All Saints' Church,

Freshwater, 7.30pm, retiring collection.

Adriano Adewale

(18 October) A global fusion of musical influences by an outstanding ensemble, Quay Arts, Newport, 8pm, tickets £10/£9*.

Dean Friedman

(28 October) Chart-topping songwriter performs songs old and new, Quay Arts, Newport, 8pm, tickets £16/£15*.

Clive Gregson

(1 November) A songwriter who has worked with Eddi Reader, Quay Arts, Newport, 8pm, tickets £12*.

Frances Mason and Tim Sidford

(8 November) Violinist Frances Mason and pianist Tim Sidford perform compositions by Schubert, Bach

and others, for West Wight Arts Association, Memorial Hall, Freshwater, 7.30pm, for tickets tel: 752278 (within a fortnight of the event).

The Rick Harris Trio

(14 November) Improvised jazz and blues, Quay Arts, Newport, 8pm, tickets £10/£9*.

Ensemble Champagne Evening Concert

(15 November) Light classical music concert, St Mary's Church, Brading, 7pm, tickets £6, from Brading Centre, tel: 401770, and Brading Post Office.

Alex Roberts

(15 November) Memorable love songs, Quay Arts, Newport, 8pm, tickets £7/£6*.

The Truth About Love

(20 November) Helen Porter and Pete Rosser perform songs from the 1930s and 1940s, Quay Arts, Newport, 8pm, tickets £12/£11*.

Louis de Bernieres Words and Music

(21 November) Poetry and classical/traditional music with the well-known writer, with flautist and keyboard player Ilone Antonius-Jones, Brading Roman Villa, 7pm, tickets £7, tel: 406223.

Undercliff Singers

(25 November) A concert to raise funds for the Island group of Riding for the Disabled, St Catherine's Church, Ventnor, 7.30pm.

SHOWS

Photo Show

(1-2 November) Staged by Island Photo Centre, at Ryde Castle Hotel, 10am to 5pm, companies attending include Nikon, Olympus, Fuji and others, entrance is free.

TALKS

Catholicism in Victorian Ryde

(11 October) A talk by Peter Clarke following Ryde Social Heritage Group AGM, George Street Centre, Ryde, 10.30am, all welcome, free to group members, guests £2.

History of Ryde Pubs

(25 October) Illustrated talk by Tony Gale, Holy Trinity Church, Ryde, 7.30pm.

The Achievements of IK Brunel

(5 November) A talk to the Isle of Wight branch of the Historical Association by Professor Angus Buchanan, at the Parish Centre, Town Lane, Newport, 7.30pm.

* Quay Arts box office, tel: 822490, www.quayarts.org

THEATRE

The Deep Blue Sea

(17-18, 22, 25 October) Pepperpot Players perform an emotive drama by Terence Rattigan, Village Hall, Whitwell (17-18 October), Village Hall, Niton (22, 25 October), 7.45pm.

The Secret Agent

(21 October) Conrad's epic play, Quay Arts, Newport, 8pm, tickets £10/£9*.

Black Widow

(23-25 October, 30 October - 1 November) Trinity Theatre, Cowes presents the Edwardian ghostly thriller, 7.30pm, tickets £5/£6, available from the box office (open 11am to 2pm daily, not Sunday, from 17 October), tel: 295229.

Pathway to the Red Sun

(25 October) Rogue Theatre presents a fantasy action thriller inspired by Madam Butterfly, Ventnor Baptist Church, 7.30pm, tickets £6, from arts unit, tel: 823813, and the Ventnorian.

Inspector Drake's Last Case (30 October - 1 November) A classic whodunnit spoof, by David Tristram, Newchurch Drama Group, Community Hall, Newchurch, 7.30pm.

Sandcastles (30 October - 1 November) Curtain Up Amateur Dramatic Society presents a light-hearted play by Bob and Trish Larby, Totland Church Hall, 7.30pm, tickets £5.

Variety Concert (1 November) Music and comedy to suit all tastes, St Boniface Church, Bonchurch, 7.30pm.

Puck's Bottom

(9 November) Wild Wood Theatre Company presents an enchanting puppetry tale for children and families, Nettlestone Primary School, 3pm, tickets £6 and £4, tickets from the school in person.

Jack and the Beanstalk

(10 December) Traditional fun for all the family, Quay Arts, Newport, 6.30pm, tickets £7/£6*.

Trailers

These listings are provided free, as a public information service. Details must be submitted either by: **filling out this form, or emailing your details to oneisland@iow.gov.uk**

Please conform to the format shown. Entries are included at the editorial team's discretion.

Deadline for the next issue: 3 November (28 November publication date).

Title of event/activity:

Date:

Brief description:

Venue:

Time:

Contact name:

Telephone:

Please return to:

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SCHOOL PLACES

Don't miss the deadline

If you are applying for a school place for your child for September 2009, you must do so by

4.30pm Friday 28 November 2008

Don't forget you can now apply online at www.eduwight.iow.gov.uk/admissions

For help or advice, please call 823455, or email school.admissions@iow.gov.uk