

ISLE OF WIGHT COUNCIL ANNUAL REPORT 2018 to 2019



Our vision is for the Isle of Wight to be an inspiring place in which to grow up, work, live, and visit

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GROWTH

We want to grow and improve the Island, not only in terms of overall wealth, but also in education standards, skills and the availability of jobs.

REGENERATION

We will make time to celebrate and make the most of the Island's unique characteristics to promote and secure inward investment and appropriate development.

OPPORTUNITY

We will make the best advantage of our own assets to improve business and job opportunities and the provision of appropriate housing for everyone who needs it.

WELLBEING

We will ensure that everyone has the opportunity to live their lives as they wish in a safe and independent manner and where they have the tools and skills to take responsibility for their own quality of life.

Message from the leader of the Isle of Wight Council

I am pleased to present to you the second Annual Report of the Isle of Wight Council during my tenure as leader. Through the content of the report, we highlight to you what the administration has achieved on behalf of the Island over the past year.

At the core of our record of achievement remains our ambition to deliver our strategic vision:

'For the Isle of Wight to be an inspiring place in which to grow up, work, live and visit.'

As leader of the council, my personal ambition is also to ensure that the commitments we have made to our local community remain at the heart of our decision-making.

Therefore, we will continue to:

- provide sound financial management;
- deliver economic growth and prosperity;
- preserve our environment;
- protect our community;
- plan for our future needs; and
- create opportunities for all.

The Annual Report 2018/19 provides you with the detail that sits behind the delivery of these priorities and points towards next year's highlights. I hope you will find this information informative and that it helps to reassure you that we are working hard to deliver for our community and that we are succeeding in our ambitions.

The report includes some clear measures of success for each priority and how we are performing against those measures, demonstrating that we are on track and in many places exceeding our targets already.

I wish to thank all those who have contributed to the level of service being provided by the Isle of Wight Council.

In this way we will remain a council that works for everyone.



Councillor Dave Stewart

Message from the chief executive of the Isle of Wight Council

The highlight of the past 12 months was Ofsted's judgement of our Children's Services department as being a good service, with the authority praised for its leadership, child protection work and innovative social work practice.

This is a long way from the 2013 judgement of inadequate and is a just reward for the determination, professionalism and dedication to doing the right things for all the Island's young people by our team working in, or supporting, this vitally important service. I was so pleased to see their work recognised, placing the Isle of Wight Council in the top 25 per cent of highest performing councils in the country. Our desire now is to press on to achieve the higher accolade of 'oustanding'.

Unsurprisingly for me Her Majesty's Chief Inspector of Constabulary and Fire and Rescue Services found similar levels of professionalism and dedication in its inspection of the Isle of Wight Fire and Rescue Service. Although the inspector does not give an overall judgement, being rated as good in two of the three key inspection themes puts the service among some of the higher performing services of those that have been inspected. This result is all the more deserved as it comes against a backdrop of a number of potential changes we have had to consider for the service.

These results are down to our first class staff working in these areas but I am privileged to be able to see similar achievements that may not make the same headlines being delivered by the council's staff in every area of the organisation. They share my determination to continue our improvement journey so that the council provides great services to you, our Island community. It

is particularly pleasing that these efforts have been recognised in the council being shortlisted for five awards at the annual ceremony organised by the *Municipal Journal*, the most of any council. This follows our adult services being shortlisted at the *Local Government Chronicle* awards for the impact of its care closer to home strategy and the council's waste and recycling team being shortlisted for its increase in recycling rates at the *Materials Recycling World* National Recycling Awards.

While we have strengthened our financial position over the last year, it still continues to be the biggest challenge we face as an organisation. We have successfully persuaded the government to recognise the Island's unique funding challenges in its review of local government funding, but we are unlikely to know whether this will be of financial benefit to us until December. In the meantime we will continue to make the best use of the resources available to us.

It is plain there can never be enough money to do everything we or you would like. We continue to explore innovative and creative ways to generate more income and do things differently if we are to avoid some of the most difficult decisions to balance our books.

Everyone who works for the council is at the heart of everything we do and, as the majority of our #TeamIWC are also Island residents, they feel the impact of what we do as users of our services. I know how much they care about the Island and the services they provide. They are a team of which I am immensely proud, who I know will always do their best for you and the Isle of Wight, no matter what.



John Metcalfe



A financially balanced and sustainable council

Pictured: Forest Road waste processing plant

Key to securing a sustainable future for both the council and the Island's community is good, robust financial management.

Both last year and with our approved budget for the next 12 months, we will ensure this continues.

Our budget last year (2018/19) featured a package of spending and savings measures to help achieve the Island's vision

of the future – investing in growth and regeneration, alongside improvements to our resilience and capacity to transform.

Our revenue and capital spending included:

- £5.5 million of revenue savings in line with our Medium Term Financial Strategy;
- strengthening general reserves by £3.2 million, to boost resilience

against current and future financial risks;

- allocating an extra £3 million for capital investments in future years;
- investing substantially in core services and improving the Island's economy;
- spending £3 million on the first phase of reablement care facilities at the Gouldings,

Our transformation fund, contributed £2.2 million to projects to generate almost **£12 million** of savings or additional income over the next five years

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Freshwater and the Adelaide, Ryde;

- creating a new 'one stop shop' at County Hall, Newport with partners from Age UK and Citizens' Advice IW;
- investing £10 million on a new waste processing facility at Forest Park, Newport (due to open later this year);
- contributing £5 million of capital investment on improvements to schools and other children's facilities.

We plan to continue to be innovative and efficient in how we deliver our services for the year ahead, alongside initiatives to generate more income for re-investment.



A number of schemes this year have addressed urgent building conditions at our schools, including works on roof replacements, installation of modular buildings and full refurbishment.

The most extensive project (costing £1.3 million) was at Shalfleet Church of England Primary School, where major building condition issues were addressed, and the

main school building remodelled to provide suitably sized classrooms, a new library and a special educational needs resource base. The scheme also relocated a pre-school into a purpose built modular building.

A more recent project, completed in March this year, was an extension to the East Cowes Family Centre, to provide an additional 45 pre-school places for the area.

Next year's highlights

- Capital Investment of £43 million, including £29 million for regeneration projects.
- Continued investment in care services for our most vulnerable residents.
- £1.1 million towards reserves to further boost financial resilience – taking the total to £12.2 million.

MEASURES OF SUCCESS

Total value of gross business rates payable
(Source: local count)





Businesses have the confidence to invest

Pictured: Newport Harbour
(image © Patrick Eden)

Major progress with our regeneration programme has been achieved in the past year, with outline plans for investment in The Bay area, a masterplan progressing for Newport Harbour and a review of the Island Plan (the Island’s planning blueprint for the future) continuing.

The new Island Plan will set out how the council’s planning decisions can contribute to the vision for the Island.

It will deal with future needs and opportunities in relation to infrastructure, homes, jobs and businesses, community facilities and the environment, ensuring they:

- happen in the right place;
- fit in with the character of the Island; and
- are developed alongside the right supporting roads, schools, services, retail, leisure and community facilities.

Without a plan we run the risk of piecemeal and uncoordinated development, out of keeping with the Island’s character and needs and which may detract from, rather than add to the overall quality of Island life.

A great example of an innovative community engagement programme is ‘Shaping Newport’, which is drawing together a key partnership of local stakeholders to support the regeneration process in the Island’s county town.

With our growing population, the plan will also make sure that growth protects and enhances what people love about living on the Island.

We are now 18 months into our regeneration programme, and to see that key council-owned sites are now coming forward to unlock direct investment and new business opportunities, is greatly encouraging for the Island.

For this year, we have also secured £800,000 of government funding to further extend faster broadband to the south and west of the Island, aiming for 100 per cent connectivity islandwide. We’ve also supported Wight Fibre in the rollout of its ‘gigabit Island’ programme to make digital accessibility second-to-none.

Next year’s highlights

- Launch of Island Digital Strategy.
- Develop a three year programme of investment to deliver our Regeneration Strategy.
- Complete plans for new council owned homes for rent.
- Opening of new incubation facilities for start-up businesses – especially digital businesses.



The ‘Digital Disrupt’ event was supported by the council and presented after our big Digital Island Conference.

It was created by volunteers from the Island’s digital technology industry to offer an alternative to formal presentations, and to promote the Island’s unique benefits for small tech start-ups.

The event brought together tech neighbours and businesses face-to-face to share ideas, talk about new projects and do some job-hunting. Entertaining talks and discussions included Banksy’s auction shredder prank simulated on stage by an ex-Robot Wars judge.

The lively new event was a great success, attracting about 200 delegates and demonstrating great interest and excitement in the Island’s digital economy.

We currently have 256 members on the Isle of Wight Trader Approval Scheme

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MEASURES OF SUCCESS

Proportion of the working age population qualified at NVQ level 2 or higher
(Source: Office for National Statistics)





Pictured: *Neovenator* model on display in Japan

The environment and unique Island characteristics are celebrated

The Island's unique environment is one of its greatest assets and it is our role as a custodian to ensure it is maintained, enhanced and protected for future generations.

Our plans to improve waste and recycling management have been to the fore in recent years and will remain so into the future.

- The recycling rate for the Island now stands at 54 per cent, the Island has risen more than 90 places in national rankings, to 51st out of 345 local authorities.
- We have created an environment forum to lead and inspire ambitions

to tackle other related environmental issues of concern to residents and to reduce plastic use across the Island.

- We are close to the opening of our own waste recovery park at Forest Park, Newport, which will mean the Island can process all of its recycling here, saving money in transport and creating energy from waste.

The first full year of our kerbside garden waste collection service is now complete, with more than 7,000 subscribers. Nearly 2,000 tonnes of

garden trimmings and clippings were collected at the kerbside. And we composted just over 8,000 tonnes of household garden waste last year.

The draft Island Plan, meanwhile, has designated a large proportion of the Island for the promotion of dark skies status to encourage astro-tourism and preserve wildlife. The Island already has a relatively high quality of night sky with low levels of light pollution. The intention is to encourage the better use of lighting and understanding its impact on the night sky – particularly in rural areas.

Also last year, our prehistoric heritage took to the global stage, with the fossilised bones of the

Householders have reused, recycled and composted 34,100 tonnes of waste in the last 12 months

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meat-eating *Neovenator* featuring as the main attraction at an international exhibition in Japan. And the Island's very own dinosaur hunter, Nick Chase, received a prestigious international award from the Palaeontological Association for his impressive finds and position as one of the country's most prolific discoverer of dinosaurs; most of which are curated at Dinosaur Isle Museum at Sandown.

The museum also supported outreach events at the Lyme Regis Fossil Festival, the Yorkshire Fossil Festival, the Winchester Science Centre and the Hampshire Rock and Mineral Show.

In the past year our Heritage Education Service has delivered more than 150 workshops on a variety of topics - using artefacts, costumes and replica armour to bring the Island's heritage to life.

More than 4,500 people attended the workshops.

The service is also working with teachers as part of a Department for Education, museums and schools project to create trial workshops bringing Island heritage to schools.

Other projects have included supporting Newport and Carisbrooke Parish Council to create resources to support its 'living history' project and an archive resource pack for Brading Town Council and Trust.

Also in 2018/19, more than 100 items from the heritage service collection



were loaned for display to other organisations, at Carisbrooke Castle Museum, Yarmouth Castle and Quay Arts, Newport; and items including 580 coins are currently with the British Museum for identification and study.

Next year highlights

- Opening of our new £58 million waste recovery park.
- Improve green infrastructure in partnership with sustainability stakeholders.
- Develop and implement an environment action plan.

MEASURES OF SUCCESS

Percentage of contract waste recycled or composted (Source: Contract data)





Every child has the best start in life

One of our biggest achievements in the past year has been the incredible improvement in children’s services, as recognised by a positive Ofsted inspection.

We were rated good by Ofsted and praised for our leadership, child protection work and innovative social work practice.

All aspects of the service were judged to be ‘good’, putting the Isle of Wight in the top 25 per cent of equivalent councils across the country - a significant turnaround from 2013 when it was rated ‘inadequate’ by the watchdog.

Inspectors found “children in need of help and protection receive a good service” and multi-disciplinary teams were a strength adding “value, capacity and expertise” in supporting families and children. Ofsted said the partnership with Hampshire County Council since 2013 had “brought stable and consistent leadership, increased resilience and a firm focus on continual improvement”.

There was also good news for our young

readers during the year, with reading skills in Year 1 (children aged five to six years) at Island primary schools rising to above the national average thanks to a special new project.

Our phonics programme – which started last November – focused on 18 primary schools where a phonics check was considered a priority and the number of children who met the national standard rose by 11 per cent, raising the overall average figure for the Island, from 41 primary schools, by five per cent. The Isle of Wight percentage of those meeting the national standard is now at 81.8 per cent. The national average for 2017, the latest available figure, is 81 per cent.

Also in 2018/19, our 14 young inspectors (who are responsible for providing feedback on the services provided through our Short Breaks scheme) represented the voice of children and young people on the Island who have a disability and/or additional

73 per cent of our 1,324 reception aged children (aged 4-5) attained a ‘good level of development’ by the end of their early years education, compared to 71.5 per cent nationally

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needs. Aged between six and 19, the team form a skilled workforce, working in small groups to assess provision and activities by participating, observing and giving their opinions to help shape future opportunities.

Care leavers no longer have to pay council tax – we have agreed funding to give them every opportunity of staying in their own place.

Next year’s highlights

- Continually improve children’s safeguarding practice through our strengths based, family focused and multi-agency approach, to ensure a high quality of service with effective systems to protect children and keep them safe.
- Through joint working across council services, work to ensure that care leavers’ housing needs are properly met.
- Work with and challenge schools performance to ensure that all are good or outstanding.



In 2018 performance at the end of the Foundation Stage (children at the end of reception year in school) was above the national average for the key measure, a ‘good level of development’ (GLD), for the fifth year in a row, with 73 per cent of all children achieving this standard.

This shows that our children are being well prepared for the next stage of their learning. Outcomes for children with special educational needs were also above the national average.

In addition, Ofsted found the quality of provision of early years in schools on the Island, those judged ‘good’ or better, is markedly stronger than the national average. Given the relative levels of deprivation and low starting points of many children entering schools, Ofsted judgements indicate that children’s needs are being well met.

MEASURES OF SUCCESS

Children on a child protection plan that are there for a second or subsequent occasion.

(Source: Local count)



The Isle of Wight is a leading UK visitor destination



Pictured: Pride 2018 (image © DK Photography)

In summer 2018 the Isle of Wight hosted UK Pride, taking place at Ryde.

The council offered support in preparations, guiding the team of volunteers about health and safety, event management, licensing, crowd control, traffic management and other topics that need consideration for any big event, and also provided the team with Pride HQ at Ryde free of charge.

Each year we support many events across the Island to ensure they are run effectively and safely, including the Isle of Wight Festival and Cowes Week.

As we know, the Island has much to offer visitors, such as our extensive coastline,

outdoor activities, natural environment and visitor attractions, including our very own Dinosaur Isle, Newport Roman Villa and Museum of Island History – all of which saw high visitor numbers through their doors last year, with a 200 per cent uplift on some special events.

This year, our countryside management partners Gift to Nature launched a new Trail Guide Pack, with maps and illustrations by local artist Alan Rowe, featuring many council-owned landscapes. With activities, suggested walks, wildlife tips and brand-new maps of the areas, the packs are intended to encourage everyone to explore and enjoy some of the Isle of Wight's most



Pictured: Appley Beach (image © Patrick Eden)

Last summer we teamed up with Southern Water, community groups and the Environment Agency, to celebrate the Island's coastline – and help people play a part in keeping our beaches beautiful.

The Beauty of the Beach

campaign aimed to help people understand more about what impacts bathing water quality and give them the power to protect their beaches by taking some simple steps.

The standards are now twice as strict as before. Bathing waters along the

57 miles of Island coastline have never been cleaner in recent times and following changes to the way bathing water quality is measured since 2015.

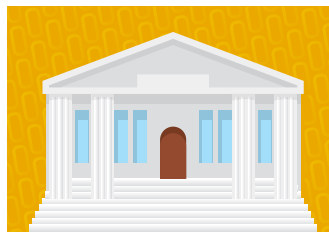
We also held a competition to discover your favourite Island beach, which was: Appley, Ryde.

popular local green areas. Sales of the pack are raising funds to go directly towards managing the wildlife and nature sites.

Areas covered include Brading Down, Sibden Hill, Afton Marsh, Golden Hill Country Park, Bonchurch Landslip, Pig Leg Lane and many more.

Next year's highlights

- Secure the future of the Island's geological collection through working with Regeneration and Commercial Services on the future of Dinosaur Isle.
- Continue to support the AONB Partnership with the UNESCO Biosphere designation.
- Work towards the delivery of a new Records Office.



1,617 visitors attended 11 low or no cost community events held in 2018/19 at Newport Roman Villa and the Museum of Island History

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MEASURES OF SUCCESS

Number of visitors to the Isle of Wight (Source: Visit Isle of Wight)

2.5 million
2029 target

2.43 million
2022 target

2.4 million
2018/19 position

2.35 million
2015 baseline



Picture: New Isle Help facilities at County Hall, Newport

Community needs are met by the best public services possible

Our website is the main route for residents to contact and engage with us, request services and manage their own council interactions.

It is well used with more than eight million average page views made last year.

We are making it better all the time as we focus on digital opportunities to improve efficiency, save time and minimise the need for people to contact us – while making the routes to contacting us as simple and accessible as possible.

As society moves forward, with greater technological improvements, skills and practice, keeping up-to-date is key. Behind the scenes we have upgraded staff hardware, and are also ensuring our software is cutting edge.

Last year we moved a number of our back-office services into the cloud, and we updated and launched new portals to make it easier for people to manage payments and accounts online for services like council tax and benefits.

Through the development of our online activities, as well as investment in our telephone contact centre, phone calls to the Isle of Wight Council are now answered, on average, in 60 seconds or less. This is no mean feat when you consider that the team manages more than 600,000 calls each year.

In November, following a few weeks of renovation, we opened the doors to a new reception area at County Hall, Newport, under a

new banner: 'Isle Help'. This innovative face-to-face help centre not only hosts our team, but colleagues from Citizens' Advice IW and Age UK to create a single door to service.

The centre boasts new seating, a confidential meeting pod, self-service computers, terminals for access to a range of council services, meeting rooms and pre-programmed phones with numbers for government agencies. Island companies were used throughout the refurbishment including Mountjoy, Wight Vending and Signpost Express.

We invested around £214,000 in the project, which is the start of our ambition to offer a 'One Public Service' to the Island.

Last year there were **614,376** visits to our six council run libraries and mobile libraries

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Next year's highlights

- New council website including improved online account facility – all your details in one place.
- Develop the council's e-newsletter to provide a range of targeted digital publications to better inform the community about council news.
- Work to ensure the council is recognised as a good employer and a great place to work, recognising the value of staff to the organisation.

In December we launched a new electronic newsletter to help the Island stay up-to-date with all the latest news and special features about the council – direct to your inbox. 'The Island' is the first of what will become a series of e-newsletters.

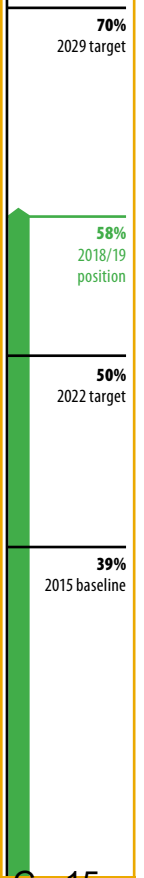
The e-newsletter provides you with exclusive information from the council, key signposting to all our services and much more, including the latest projects, initiatives and services we are delivering on your behalf. It also highlights our key partner organisations – as we all work to make the Island a better place for you.

With more than 2,500 subscribers already, this new community communication has already highlighted key projects relating to the Island's digital connectivity, economy and regeneration projects, and heritage and environment.

As we develop the e-newsletter you will also be able to receive more targeted information – about those services and areas that especially interest you – such as leisure services, libraries, museums and others. Simply register online at www.iwight.com/enewslettersto set up and manage your account, and look out for the next edition straight to your inbox.

MEASURES OF SUCCESS

Residents, very or fairly satisfied with the way the Isle of Wight council runs services.
(Source: Local Government Association Resident Satisfaction Survey)



Vulnerable people are supported and protected



In the first year of our ‘Personal Assistant (PA) noticeboard’ initiative, 240 people have been accredited to work as PAs, supporting more people to live better lives in their own homes.

This project is central to our ‘care closer to home’ strategy to support people to live independently at home for longer, providing better quality of life and value for money to the council.

The personal assistants support people in their own homes by providing personal care, meal preparation, access to the

community and other help and guidance.

Sarah-Jane employs a PA; she said: “I chose to employ a personal assistant to help with things like going out, cooking, socialising, making sure my flat’s nice and tidy... it’s [improved my] confidence. It’s impacted on my life. I’m getting up and doing things more, and I can get things done that I need to do; paying bills. It’s easier to have one person to do everything with.”

And we received national recognition for our approach with shortlisting in two major awards (*Local*

Government Chronicle and the *Municipal Journal*) – with a particular focus on our continued success in improving DTOC rates (delayed transfer of care from hospital to home), working with our health service partners.

We have also worked tirelessly in the past year on campaigns to raise awareness of scams that threaten vulnerable people.

As lead partner in IWASP (Isle of Wight Scams Partnership), we have scambassadors and are supporting the national friends against scams partnership. We have highlighted online Christmas and Black Friday shopping rogue advertising, scam tips and home improvement scams such as damp treatment and insulation telephone scams.

We also launched a new initiative this year with all local ferry partners, to support people on lower incomes to travel to the mainland for less. It means mainland travel costs will be made easier for work, health and other journeys for Islanders receiving housing benefit and/or local council tax support.

We’re currently supporting 370 people to live more independently, maintain and improve their wellbeing, through management of their Direct Payment funding for care and support

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In the summer of 2017 our adult social care team and a local care provider worked together to transform a property, already owned by the provider, into one that could accommodate individuals with learning



disabilities to move out of residential care.

This facility is now six flatlets and a communal space. The focus of the project was on helping people to identify their own desired outcomes to support them to live more independently in the community.

The project has seen many success stories, one of which involved an individual with a diagnosis of Autistic Spectrum Disorder, with psychoses and obsessional behaviour, who was supported to live more independently.

Prior to moving into the property this person had been living in residential care with deteriorating mental health. They were withdrawn and anxious and considered to be at high risk of self-harm.

With our support a focus was placed on safely accessing activities of interest, which included joining a running club (as well as being supported with budgeting and daily living skills). This person has since moved in to a shared house, with lower levels of shared support.

Next year’s highlights

- Exploring the introduction of digital technology to support people living at home.
- Lead the development of an integrated discharge pathway at St Mary’s Hospital.
- Invest in the Adelaide (Ryde) to create more opportunities to help people get back on their feet after periods of ill health.

MEASURES OF SUCCESS

Percentage of looked after residents supported to live at home.
(Source: local count)





The community feels safe and the Island is resilient

Our fire and rescue service was one of the first in the country to experience the new format of inspections by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services last year; and the findings were good.

The inspectors found that the service is good at understanding the risk of fires and other emergencies, and at fire prevention and response and responding to national risks, while being innovative and providing value for money. Improvements were also identified around staff wellbeing.

The Isle of Wight Community Safety Partnership (CSP) supported a range of events for 'Hate Crime Awareness Week' in October. The events sought to bring people together, to stand by those affected by hate crime and support those who need ongoing help.

Events included public community

safety events about what hate crime is, an LGBT+ drop in event, and schools across the Island held assemblies with a hate crime awareness theme. Vectis Radio also hosted a special discussion about the importance of raising awareness of what hate crime is and how to report it.

Alongside the football World Cup tournament last year, we ran a campaign to raise awareness of domestic violence and to help victims to know where to turn for help. Often sporting events and excess alcohol consumption can increase the risks of domestic violence taking place. The 'what's kick off time in your house?' campaign, in partnership with police and other agencies, saw a rise in people (in particular women) seeking help. The hard-hitting campaign was so powerful that it was adopted by other partnerships across the south coast of England.

We also have a new specialist drug, alcohol and psychological therapy provider, Inclusion, running services on the Island. It is our priority to ensure a full, clinically safe substance misuse service was available as soon as possible for residents. As a specialist provider, Inclusion holds true to NHS values by putting people at the heart of its services, empowering staff and service users to build successful futures and working in partnership to promote health, wellbeing and safer communities.



86 per cent of respondents to our community safety survey said they felt safe in their local community, up from 84.8 per cent in 2017

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Next year's highlights

- Ensure the smooth transition of assets and resources to the new combined fire authority, subject to secretary of state approval.
- Developing and delivering local safety-based highway schemes through our annual capital programme.
- Continuing to work with partners on One Public Estate schemes, including 'blue light hub', Pyle Street and Sandown Hub projects.



Image © IW Radio

Specialist oil spill response training has been delivered to a range of organisations, as part of a two-day course hosted by the council.

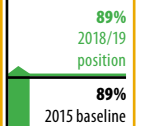
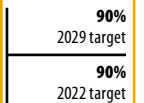
Run in conjunction with Bembridge Harbour Authority, the Maritime and Coastguard Agency's (MCA) beach supervisors training course was the first of its kind on the Island.

It featured classroom sessions on oil spillage contingency planning and methods of response, plus a practical exercise on protecting Bembridge Harbour from incoming oil.

Representatives from the local parish councils and sailing clubs, mainland councils, the Environment Agency, Natural England, the National Trust, the RNLI and Island Roads attended the event at Bembridge Sailing Club.

MEASURES OF SUCCESS

Percentage of residents fairly satisfied with the Isle of Wight as a place to live.
(Source: LGA Resident Satisfaction Survey)





People take responsibility for their own health and wellbeing

As part of a £600,000 makeover, The Tone Zone at Sandown's 1Leisure The Heights opened in December, hosting more than 100 different gym stations over a floor space of almost 600 square metres.

Kitted out with the latest equipment, including cardiovascular machines, the extension allows more people than ever before to achieve their fitness goals in the best facilities on the Island.

Enabling people to take responsibility and providing facilities to achieve this sits neatly alongside our PEACH (Partnership in Education, Attainment and Children's Health) approach with primary schools, focusing on physical activity, healthy eating, emotional health and wellbeing.

We have worked with schools, the college and local partners to develop supportive processes and resources that work in ways

that are effective for schools and enable children to be healthier and better able to learn in all subjects.

Meanwhile, to mark World Mental Health Day in October, we also signed the 'Time to Change' pledge, committing to making the mental health and wellbeing of our staff a top priority, and a commitment to changing the way we think and act about mental health at every level of the organisation.

Ryde is the first Island locality to set up a community alcohol partnership (CAP).

This national model brings together key stakeholders to bring about valuable changes to promote healthy communities and reduce harm to young people.

Impacts of such partnerships elsewhere in the country have led to reductions in crime, anti-social behaviour, littering and under age/proxy purchasing of alcohol.

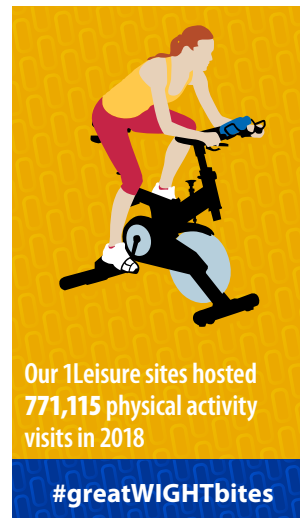
They have also increased residents' feelings of safety.



"There was growing concern in the area about the levels of underage drinking and the action plan aims to prevent youngsters damaging their health, development and opportunities, as well as lessening the impact on the wider community," said Ryde CAP chair, Julie Woodhouse.

"We are already off

to a good start - Ryde Academy has been proactively providing students opportunities to explore their relationship with alcohol and Network Ryde, a youth support project, will be offering an opportunity to explore alcohol misuse in young people through an art project based at the 147 café in Ryde."



Our 1Leisure sites hosted **771,115 physical activity visits in 2018**

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Next year's highlights

- Complete the commissioning of a Sexual Health Service for the Isle of Wight.
- Develop and start to implement a new Homelessness Strategy for the Island.
- Complete the delivery of our three-year plan for the care close to home strategy, promoting, improving and protecting wellbeing and making best use of the Improved Better Care Fund monies.

MEASURES OF SUCCESS

Successful completion of alcohol treatments (per month). (Source: DOMES report)

39%
2022 target

34.5%
2015 baseline

27.4%
2018/19 position



People have a place to call home and can live with independence

Building work is well and truly underway on a project at Ryde to provide new homes for older people and vulnerable adults.

Ryde Village (pictured), off Ashley Road, is an exciting partnership project between the council and Southern Housing – making available 75 homes by early 2020.

The 'Island Independent Living Scheme' is the first initiative of its kind on

the Island, and will give the security of extra care to its residents in their own homes.

It brings together the council's Island Independent Living Strategy and regeneration programme to make a real difference to people's lives. It also forms a key part of the council's corporate indicator to develop 750 'extra care' places by 2027.

A further development

in our 'care close to home' strategy to help people to live independently is our new 'Shared Lives' project, introduced to the Island last year. Carers use their own family home to support individuals, either over the long-term or for short stays, and offer day support or respite for a wide group of people.

It provides high quality, regulated care, helping people to build a complete

life in their community, enabling access to more activities through a supportive living environment.

In March, we received £175,000 of government funding to help the Island's rough sleepers find accommodation and support.

Dedicated members of staff will now support a community-based, multi-agency homeless hub with outreach services for those sleeping rough who have multiple and complex needs with alcohol, drugs or mental health.

Funds are also being used to help and support three people through a local pilot of the national 'Housing First' initiative to help the most firmly established rough sleepers into secure, stable accommodation.



We've invested £1.1 million in 158 disabled facilities grants for people within the community this year

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In 2018 we turned Brooklime House, Newport, into a live-in facility for people with a learning disability or autistic spectrum condition, to live independently.

The tenants who now reside in Brooklime House had previously been in residential care or living at home with parents and for all of them this is the first time that they have lived alone.

With funding from NHS England for transforming care, the property was adapted to support each new tenant.

Each of the tenants has their own individual care package which varies depending on the needs of the individual from a few hours per day up to a 24/7 live in carer. A wakeful night service and 50 hours of floating support throughout the week is also provided.

Based on feedback from the tenants via our care provider, it has been reported that they are feeling a sense of greater independence, are more in control of day-to-day activity and all of this while being safe in the knowledge that support when needed is accessible to them.

MEASURES OF SUCCESS

Proportion of older people (65+) still at home 91 days after discharge from hospital into reablement/rehabilitation services.
(Source: Adult Social Care Outcomes Framework)

91%
2022 target

91%
2017 baseline

73.7%
2018/19 position

Next year's highlights

- Complete further business cases and secure funds for council owned homes at council owned sites.
- Intervene in the housing supply to accelerate the delivery of new homes and increase the availability of suitable temporary accommodation and affordable housing.
- Work to ensure the transfer of key sites, currently in the ownership of government departments or Homes England, into council ownership in support of housing and employment priorities, namely Camp Hill and Venture Quays.



A well-educated and skilled community

We are promoting sustainable career pathways within the council and also across the Island as part of our regeneration strategy.

Supporting people to enter work or enhance their skills underpins our ambitions as an organisation to ‘grow our own’.

The council currently has 106 members of staff on apprenticeship programmes, including 27 new apprentices. It is also supporting 26 apprenticeships in schools.

At this year’s staff awards an apprentice of the year category was created – with Danielle Harris from Legal Services, the first recipient.

Danielle is an excellent example of the

many great young people we have on the Island, and we are delighted that she is furthering her career in the council. She has excelled as an apprentice by going beyond her original remit and showing not just personal ambition in widening her skills and trade, but also good team ethics in supporting others during a very busy period.

Our Library Service, meanwhile, has helped to support more people to gain skills and access to learning by accessing digital services. More than 29,000 hours of computer time were logged, while 7,480 online digital newspapers and magazines were made available, and almost 10,000 books were added to our stock.

This year the council took on its first graduate trainees (Gino Wooldridge and Aaron Wheeldon, pictured) as part of an innovative approach to recruitment; supporting local graduates into careers.

Born and raised on this Island, Aaron tells us about his experience: “I studied for my A-Levels at Cowes Enterprise College and became particularly interested in dystopian literature. As a result of this growing interest in politics, I chose to study International Relations at the University of Southampton.

“When I graduated it came time to pursue a career in the busy (and incredibly competitive) graduate market. I never saw my future on the Island, however here I am, as the tide of opportunity turns for the Isle of Wight.

“There are many things that have



surprised me. I was told many things about working in local government and the public sector – but the benefits of this mostly revolved around pensions and job stability. What I have found since is a dynamic workplace that allows its employees autonomy and opportunity.

“My role allows me to tackle complex challenges with freedom and creativity; to think intuitively and apply ideas as solutions. Over the next two years I will be able to steer and influence a number of projects critical to the Island’s regeneration to benefit my community.”

Next year’s highlights

- Work to deliver an Island Higher Education (HE) Prospectus, based on current opportunities offered on the Island.
- Work with businesses and training providers to develop a plan for increasing the number of apprenticeship placements and reduce the number of young people not in education, employment or training.
- Encourage schools to work collectively in the delivery of sixth form provision on the Island.

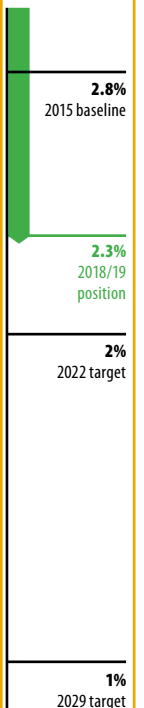


1,072 people took part in our Adult Community Learning classes last year and 136 adult learners gained qualifications in maths, English or computing

#greatWIGHTbites

MEASURES OF SUCCESS

Percentage of 16 to 18 years old Not in Education, Employment or Training.
(Source: Department for Education/ONS)



Outstanding digital and transport connectivity



The next generation of even faster broadband will be reaching more remote areas of the Island over the next few months - thanks to £800,000 of government funding that we received in March 2019.

The investment will upgrade connectivity in schools, community and health buildings at locations across the south and west of the Island, extending the estimated 98 per cent of the Island that is already connected. Our ambition is to achieve 100 per cent coverage of the fastest possible connection speeds.

The project, which begins in September 2019, will help make it more cost-effective for internet providers and businesses, and for residents wanting to buy future-proofed internet speeds.

Meanwhile, in terms of transport connectivity, we have helped to secure discounts for families on lower incomes to travel across the Solent, and new big screens displaying information about onward travel connections have also been installed by the Island's cross-Solent operators – thanks to the Isle of Wight Transport

Infrastructure Board.

The independent board focuses on connectivity, integration, regeneration and funding issues vital to the Island's future and to the benefit the public. We are a member and provide admin support, alongside a range of representatives from business, tourism and official bodies.

2018 also saw the completion of the fifth year of our highways improvement partnership with Island Roads. Significant and regular inspections and maintenance to help to



A total of 71km of carriageways and 25km of footways were resurfaced or reconstructed in-year, including 10km of the scenic Military Road

#greatWIGHTbites

keep the highway network safe and clean included: approximately 800km of carriageways and footways inspected for their safety, 500 tonnes of salt was used in the winter operations, 17,000 gullies were emptied and 255 tonnes of dog waste was removed from dog bins.

Next year's highlights

- Complete the externally funded works to open up regeneration sites in and around Newport and ease congestion in the town.
- Undertake a feasibility study to understand the potential cost benefit analysis for a Medina Bridge.
- Undertake an Islandwide consultation to understand the communities views on re-opening Undercliff Drive.

Under our highways improvement partnership with Island Roads we received more than 28,000 telephone enquiries last year some of which led to additional maintenance requests. Out of these enquiries just 290 complaints were received; each was followed up with an explanation, apology or correction. A total of 257 people took the time to write to us appreciating the work that was undertaken to continue to improve the service. Here are a few quotes:

- "I just wanted to say thank you to Island Roads for the excellent job they have done of the pavements in Highfield Road, Cowes. They have been polite, clean and tidy and the pavements are looking very good."
- "I would like to compliment Island Roads on the outstanding work they have done over the past couple of years making the roads safer for cyclists and motorbikes and therefore cars as there are so many fewer potholes cyclist[s] have to avoid swerving around holes and ruts and drain covers."
- "This has been mentioned many times, by visiting cyclists to the Island, who come over usually at the weekends, how good the country roads are and so much better than the mainland. Keep up the good work."
- "Just a quick note to say thank you for the new grilles put in Upper Lane [Brighstone] to prevent flooding. I happened to be up there for another reason and noticed that the job had been done, so thank you very much for a quick response and a satisfactory job done."
- Customer called to say a big thank you to the gritting crews for getting and keeping the Island's roads passable and also to the background staff taking calls.

MEASURES OF SUCCESS

Main (heirarchy 1 roads rehabilitated and meeting PFI contract specifications. (Source: Contract) (Ofcom))



Looking forward

Our funding settlement from the government for this year (2019/20) is in line with our expectation of continued reductions to council funding, as set out in the last comprehensive spending review

The outlook looking further ahead is subject to a number of uncertainties – dependent on funding reviews by the government planned for 2020/21.

We have made strong representations that the Island factor (the unique costs of providing services on an Island without a physical link to the mainland), should be reflected in our future funding allocations.

While we know that remoteness is a feature of the government review consultation, we will not know until autumn/winter this year the extent of additional funding, if any.

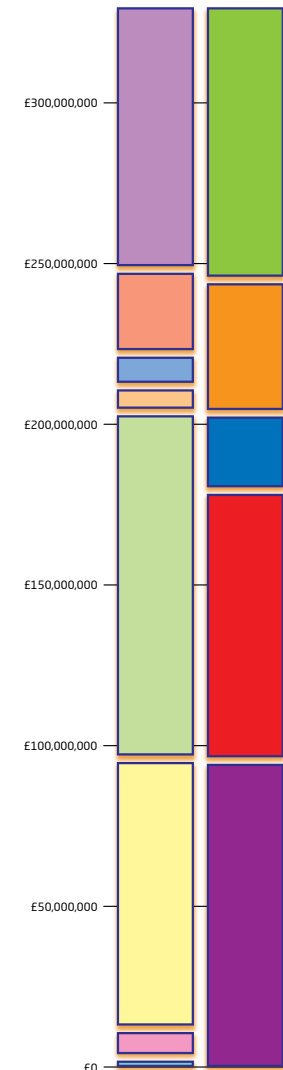
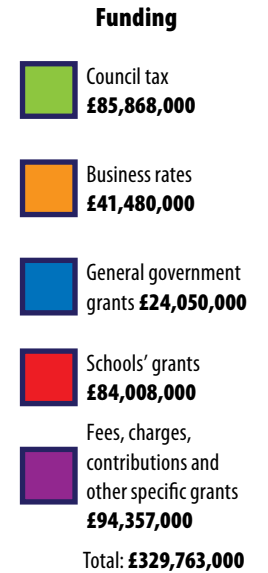
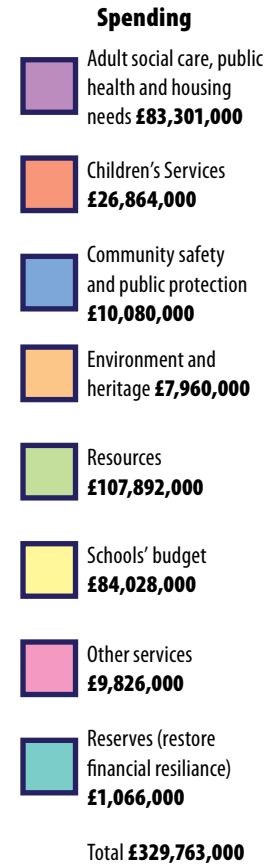
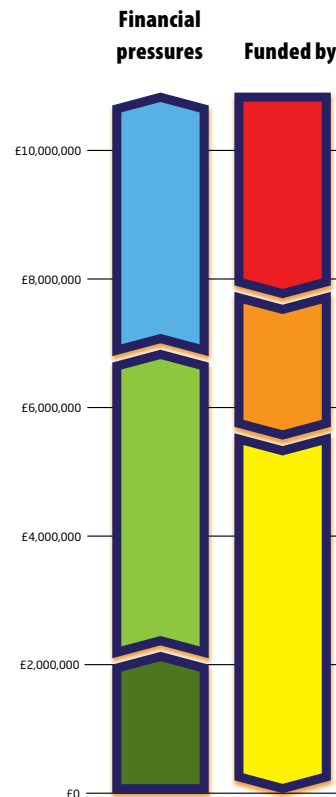
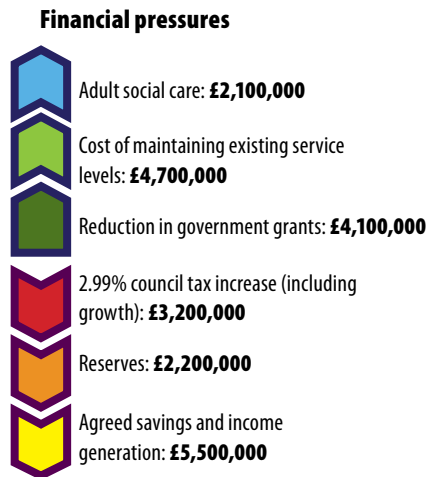
This uncertainty, together with increasing costs, inflation and an ageing population, means there is a continuing challenge in providing sustainable public services on the Island.

However, our Medium Term Financial Strategy has enabled us to take an evenly managed approach to addressing potential savings over the next three years to give reasonable time to adjust to future developments.

As well as providing funding to those areas experiencing the cost pressures (mainly adults and children's social care), this strategy funds a capital programme designed to invest in care facilities for residents, affordable housing, and infrastructure maintenance.

It also funds the council's regeneration aspirations for schemes which improve services and/or employment and also deliver a financial return by way of savings or income.

Overall, the council's current financial position together with plans for the future provide a good balance between safeguarding the delivery of council services over the next three years and providing a substantial injection to the Island economy.



ISLE OF WIGHT COUNCIL ANNUAL REPORT 2018 to 2019

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