



**SANDOWN TOWN COUNCIL – EXTRAORDINARY MEETING MINUTES
20 JUNE 2023**

Minutes of the Meeting of Sandown Town Council held on **MONDAY, 20 JUNE 2023** at 10:00 am at The Broadway Centre, 1 Broadway, Sandown, Isle of Wight PO36 9GG.

Present: Debbie Andre, Frank Baldry, Emily Brothers, Ian Fletcher, Jenny Hicks, Heather Humby, Alex Lightfoot, Paddy Lightfoot, Ian Ward.

Also Present: Richard Priest (Clerk), Jennifer Armstrong (RFO), and four members of the public.

PUBLIC QUESTIONS:

A member of the public made a representation in relation to the planning application for the Esplanade Hotel, requesting that the application require works be started within a specified time period rather than being left until the land has more value.

25-2023/2024 APOLOGIES

Apologies were accepted from Cllr Toby Wilcock.

26-2023/2024 DECLARATIONS OF INTERESTS

1. To receive any declarations of pecuniary and non -pecuniary interests

Cllrs Debbie Andre and Ian Ward declared interests as members of the Isle of Wight Council. Cllr Andre also advised that as ward member for the Esplanade planning application she would not be commenting.

2. To receive and consider granting any written requests for dispensations.

No requests for written dispensations had been received.

27-2023/2024 MINUTES OF THE LAST MEETING

Cllr Andre proposed an amendment to the minutes, suggesting that Minute 23-2023/2024 should be expanded to include details of the staffing matter discussed. She was reminded that the matter was confidential and should not be discussed in open session. In addition, the Mayor advised that since the amendment was not to correct an inaccuracy and did not relate to the information that must be included in the minutes as outlined in Standing Order 9.9, he did not consider the amendment could be moved under Standing Order 23.3.

A proposal to approve the minutes of the meeting held on 15 May 2023 was moved and duly seconded.

Councillors' votes were confirmed verbally to meet accessibility requirements; the results were as follows and it was:

For (5), Against (3), Abstentions (2).

RESOLVED:

THAT the minutes of the meeting held on 15 May 2023 be approved as a true record.

28-2023/2024 MOTION WITHOUT NOTICE

A motion was moved without notice, and duly seconded, to change the order of the business on the agenda under Standing Order 21.1(vi), bringing forward the item on the Bay Place Plan. Councillors' votes were confirmed verbally to meet accessibility requirements; the results were as follows and it was:

For (10), Against (0), Abstentions (0).

29-2023/2024 BAY PLACE PLAN

Members were advised that that the decision relating the Bay Place Plan in September 2022 needed to be revised.

The invoice received had included VAT which had been challenged as a contribution would have a different VAT treatment. Subsequent correspondence had revealed that the Isle of Wight council considered that the town council was commissioning the regeneration work jointly with the other Bay councils and as such there was a business supply which would be subject to VAT.

The decision made by council needed to reflect that work was being commissioned and the council was not simply making a contribution. Clarification was provided there would be no impact to the overall costs as the council was VAT registered and could reclaim the monies.

Revised wording for the decision was proposed and duly seconded. Councillors' votes were confirmed verbally to meet accessibility requirements; the results were as follows and it was:

For (10), Against (0), Abstentions (0).

RESOLVED

- (i) THAT council enter into a joint arrangement with the Isle of Wight Council and other Bay councils (Shanklin Town Council and Lake Parish Council) to develop a Bay Place Plan.
- (ii) To pay the Isle of Wight £5,000 costs for the project.

30-2023/2024 PLANNING MATTERS – ESPLANADE HOTEL

Cllr Andre left the meeting.

Members debated planning application [22/00660/FUL](#) - The Esplanade Hotel 40 - 44 High Street, Sandown, PO36 8AE. The clerk advised the Isle of Wight Council Planning Officer had been invited to provide a briefing. They had not been able to attend in person but

had provided a written response which he read to councillors (attached to and forming part of these minutes).

The clerk also advised members of the comments from other statutory consultees including comments from Hampshire Constabulary regarding securing the site, two comments from Guy Eades, three residents supporting the application and one objection due to the lack of parking. No ecological objections had been raised.

On the matter of parking members agreed with Island Roads opinion that there would be reduced demand as a result of the change of use. Questions were raised regarding the change of use and members were advised that the Island Planning Strategy no longer required hotels to remain as such of there was evidence it was no longer a viable business. There was general agreement that a change of use was preferable to an derelict site taking up so much of the high street.

The design was considered including the additional balconies, larger outside space and coloured rendering which members considered would brighten the high street and break up the large building.

An additional comment was also made by an individual councillor that provision for affordable housing on the site be considered.

Members were reminded the submission of comments from the council as a corporate body did not prohibit them submitting individual comments as residents.

A representative from the town council would attend the Isle of Wight Council meeting if the decision was called in.

A proposal that a comment in support of the application including key points discussed was moved and duly seconded. Councillors' votes were confirmed verbally to meet accessibility requirements; the results were as follows and it was:

For (9), Against (0), Abstentions (0).

RESOLVED

THAT the council submit comments in support of the application which included the following points:

- Pre-application advice had been sought
- The comments of the highways authority regarding the reduction in parking demand as a result of the change of use.
- The very steep stairways off the pavement on the high street being made safe prior to development starting.
- The proposed pastel rendering to break up the bulk and mass of the building.
- A time limit on when work should begin to avoid the site remaining derelict.
- A restriction on residential properties being sold as second homes.

PUBLIC QUESTION TIME

No questions were raised.

SUMMARY FROM ISLE OF WIGHT COUNCIL PLANNING OFFICER 19-JUN-23

[22/00660/FUL The Esplanade Hotel, 40-44 High Street, Sandown, Isle of Wight, PO36 8AE](#)

Proposed conversion of hotel into 14 residential apartments and 6 holiday apartments [20 apartments total] (revised plans received, changes to layout and appearance, including boundary treatments) (re-advertised application)

Public consultation end date: Friday, 23 June 2023

The current consultation is the second round of consultation following receipt of the revised plans listed below:

/5604/3	revision C	Lower Ground Floor and Ground Floor Plans as proposed
/5604/4	revision B	First Floor and Second Floor Plans as Proposed
/5604/8	revision B	Front [High Street] Elevation as Existing and proposed
/5604/9	revision B	Rear [Esplanade] Elevation as Existing and proposed
/5604/10	revision A	Side Elevation Existing and Proposed
/5604/12	revision C	Site Layout as Proposed

The above plans are those on the website with a published date of 25 May or 19 June 2023.

The revised floor plans note proposed Flats 4, 5, 9, 10, 15 and 20 as holiday accommodation.

The updated plans detail a series of changes to the layout and appearance of the proposed development, as well as to the existing plans, including to:

- architectural detailing
- arrangement and styling of windows and exterior doors
- balconies (railing styling)
- external services (showing removal of)
- layout and landscaping of the external spaces, including boundary treatments
- accommodation layout – particularly the layout of Flat 1 on the lower ground floor

Existing elevation plans have been updated to show the existing appearance, including architectural detailing, more accurately.

Revised plans were submitted by the applicant in response to officers' assessment and feedback on the application. This included advice from the IWC Conservation Projects Officer.

[Sandown Conservation Area Management Plan \(May 2023\)](#)

The Management Plan (MP) is a material consideration in the planning process, as is the Sandown Conservation Area [Character Appraisal](#), and the [National Planning Policy Framework](#) (NPPF). The latter setting out national planning policy, with section 16 covering conservation and enhancement of the historic environment and heritage assets. The MP also refers specifically to policies DM2 and DM11 of the [Island Plan Core Strategy](#), as well as the Council's duty under Section 72(1) of the Planning (Listed Buildings and Conservation Areas Act 1990), to pay special attention to the desirability of preserving or enhancing the character and appearance of the conservation area in the exercise of its planning functions.

Section 5 of the MP highlights a number of key issues for the conservation area, and The Esplanade Hotel is specifically discussed in section 8. of the MP. The MP discusses the neglect of this key building, its deterioration, and past changes that have had a harmful effect on its appearance.

[The planning application](#)

The current planning application seeks to adapt and convert The Esplanade into 20 residential flats/apartments, 6 of which would be reserved specifically for holiday use, to ensure some dedicated holiday accommodation would remain on the site.

As part of the proposed development, the plans submitted show a series of improvements to the external appearance and setting of the hotel and its grounds, and the proposed change of use to residential would also be consistent with the aims of the MP in term of encouraging and promoting increased residential occupancy within the conservation area throughout the year.

Item 41(1) - Paper B

Cashed as of 31 May 2023				Balance Carried Forward		41,627.61	
Voucher	Date	Cheque No	Supplier	Description	Net	VAT	Total
26	02/05/2023		Crystal Clear Windows	Window Cleaning	20.00	0.00	20.00
27	02/05/2023		Wightfibre	Broadband and Telephone	53.51	10.70	64.21
28	02/05/2023		Isle of Wight Council	Business Rates	444.00	0.00	444.00
29	02/05/2023		Biffa Waste Services Ltd	Waste Collection (Wheelie Bins)	129.32	25.86	155.18
30	03/05/2023		Business Stream	Water	122.75	0.00	122.75
31	02/05/2023		Danfo (UK) Ltd	Cleaning	2986.25	597.25	3583.50
32	02/05/2023		Island Environmental Hygiene	Sanitary Services	75.40	15.08	90.48
33	02/05/2023		Gallagher (Hisock Insurance Company Ltd	Insurance (All)	527.52	0.00	527.52
34	02/05/2023		Scribe	Accounting Software	1140.00	228.00	1368.00
35	02/05/2023		Independent Cleaner	Cleaning and Cover	105.00	0.00	105.00
36	02/05/2023		IDM Ltd	Bags for school (Coronation)	1293.60	258.72	1552.32
37	09/05/2023		WBS Wight Business Services	Office Equipment/Stationary	24.99	5.00	29.99
38	09/05/2023		WBS Wight Business Services	Office Equipment/Stationary	4.76	0.95	5.71
39	09/05/2023		WBS Wight Business Services	Office Equipment/Stationary	5.02	1.00	6.02
40	09/05/2023		WBS Wight Business Services	Office Equipment/Stationary	6.43	1.29	7.72
41	09/05/2023		WBS Wight Business Services	Office Equipment/Stationary	27.98	5.60	33.58
42	09/05/2023		WBS Wight Business Services	Office Equipment/Stationary	37.16	7.43	44.59
43	09/05/2023		WBS Wight Business Services	Office Equipment/Stationary	7.40	1.48	8.88
44	09/05/2023		Heritage Attractions Ltd	Electricity - Sandham Lights	48.30	9.66	57.96
45	09/05/2023		Heritage Attractions Ltd	Electricity - Sandham Lights	61.35	12.27	73.62
46	09/05/2023		Wight Reclamation/Wight Confidential	Shredding	28.75	5.75	34.50
47	09/05/2023		Lake Cleaning and Catering Supplies	Cleaning Materials	14.25	2.85	17.10
48	09/05/2023		John O'Conner	Grounds Maintenance and Repairs	420.04	84.01	504.05
49	09/05/2023		Independent Cleaner	Cleaning and Cover	105.00	0.00	105.00
50	09/05/2023		Focus Plumbing and Heating	Legionella Risk Assements	390.10	78.02	468.12
52	15/05/2023		Community Action Isle of Wight	Payroll	8169.74	0.00	8169.74
53	15/05/2023		Sight for Wight (IWSB)	Braille Documents	322.00	0.00	322.00
54	16/05/2023		Community Action Isle of Wight	Payroll	4660.99	0.00	4660.99
55	17/05/2023		WBS Wight Business Services	Office Equipment/Stationary	107.96	21.59	129.55
56	17/05/2023		Eldridges Solicitors	Legal Advise (Contract)	250.00	50.00	300.00
57	17/05/2023		PRS/PPL Music Licence	Music License	606.00	121.20	727.20
58	17/05/2023		Garden Tidy	Grass Cutting (SIP)	80.00	0.00	80.00
59	17/05/2023		Garden Tidy	Litter Picking and Bin Emptying	125.00	0.00	125.00

Voucher	Date	Cheque No	Supplier	Description	Net	VAT	Total
60	17/05/2023		Garden Tidy	Grass Cutting (SIP)	80.00	0.00	80.00
61	17/05/2023		Garden Tidy	Litter Picking and Bin Emptying	50.00	0.00	50.00
62	17/05/2023		Garden Tidy	Grass Cutting	80.00	0.00	80.00
63	17/05/2023		Garden Tidy	Grass Cutting (SIP)	80.00	0.00	80.00
64	17/05/2023		Garden Tidy	Grass Cutting (SIP)	80.00	0.00	80.00
65	17/05/2023		Garden Tidy	Grass Cutting (SIP)	80.00	0.00	80.00
66	17/05/2023		Garden Tidy	Grass Cutting (SIP)	80.00	0.00	80.00
67	17/05/2023		Garden Tidy	Grass Cutting (SIP)	175.00	0.00	175.00
68	17/05/2023		Garden Tidy	Litter Picking and Bin Emptying	75.00	0.00	75.00
69	17/05/2023		Garden Tidy	Litter Picking and Bin Emptying	50.00	0.00	50.00
70	17/05/2023		Garden Tidy	Litter Picking and Bin Emptying	225.00	0.00	225.00
71	23/05/2023		Focus Plumbing and Heating	Yaverland - Toilet Repairs	2150.00	430.00	2580.00
72	23/05/2023		Focus Plumbing and Heating	Yaverland - Toilet Repairs	55.00	11.00	66.00
73	23/05/2023		Rod Father	Yaverland - Toilet Repairs	100.00	0.00	100.00
74	23/05/2023		Garden Tidy	Skate Park Repairs	40.00	0.00	40.00
75	23/05/2023		Garden Tidy	Grass Cutting (SIP)	30.00	0.00	30.00
76	23/05/2023		Garden Tidy	Grass Cutting (SIP)	80.00	0.00	80.00
77	23/05/2023		Garden Tidy	Litter Picking and Bin Emptying	100.00	0.00	100.00
78	23/05/2023		Independent Cleaner	Cleaning and Cover	126.00	0.00	126.00
79	23/05/2023		Independent Cleaner	Cleaning and Cover	105.00	0.00	105.00
80	23/05/2023		Maxine Warr	internal audit	250.00	0.00	250.00
81	23/05/2023		Doug Solutions	Sand Clearance	1170.00	0.00	1170.00
82	23/05/2023		Doug Solutions	New Beach Steps	1700.00	0.00	1700.00
83	31/05/2023		Wightfibre	Broadband and Telephone	54.38	10.88	65.26
84	30/05/2023		Garden Tidy	Grass Cutting (SIP)	80.00	0.00	80.00
85	30/05/2023		Isle of Wight Council	Business Rates	4673.40	0.00	4673.40
86	30/05/2023		Biffa Waste Services Ltd	Waste Collection (Wheelie Bins)	129.32	25.86	155.18
87	30/05/2023		Total Gas and Power Ltd	Gas	456.49	22.82	479.31
88	30/05/2023		Danfo (UK) Ltd	Cleaning	3383.42	676.68	4060.10
89	30/05/2023		Garden Tidy	Litter Picking and Bin Emptying	100.00	0.00	100.00
90	30/05/2023		Rod Father	Drain Clearance	100.00	0.00	100.00
91	30/05/2023		Danfo (UK) Ltd	Coin Mechanism	367.38	73.48	440.86
92	30/05/2023		Lifeline Alarms	Emergency Lighting Replacement	342.07	68.41	410.48
93	30/05/2023		Churcher's Solicitors	Legal Services	750.00	150.00	900.00

Voucher	Date	Cheque No	Supplier	Description	Net	VAT	Total
94	23/05/2023		Bodyshop Direct Ltd	Paint - Beach Safety Base	123.50	24.70	148.20
96	31/05/2023		Independent Cleaner	Cleaning and Cover	130.20	0.00	130.20
				End Balance			84,716.88

Signed _____ Date _____

Signed _____ Date _____

Received as of 31 May 2023							
2022-2023 Receipts					Balance Carried Forward		566,728.30
Voucher	Date	Description	Net	VAT	Total		
29	02/05/2023	Eastern Gardens Toilet Income (cash)	61.60	0.00	61.60		61.60
30	02/05/2023	St John's Toilet Income (cash)	9.95	0.00	9.95		9.95
31	03/05/2023	Room Hire	41.67	8.33	50.00		50.00
32	04/05/2023	Room Hire	50.00	10.00	60.00		60.00
33	04/05/2023	Room Hire	50.00	10.00	60.00		60.00
34	04/05/2023	Room Hire	155.83	31.17	187.00		187.00
35	04/05/2023	St John's Toilet Income (cash)	4.70	0.00	4.70		4.70
36	04/05/2023	Eastern Gardens Toilet Income (cash)	13.80	0.00	13.80		13.80
38	31/05/2023	Bank Interest (32 Day)	812.82	0.00	812.82		812.82
44	03/05/2023	Room Hire	291.67	58.33	350.00		350.00
45	03/05/2023	Room Hire	36.67	7.33	44.00		44.00
46	09/05/2023	Eastern Gardens Toilet Income (cash)	41.20	0.00	41.20		41.20
47	09/05/2023	St John's Toilet Income (cash)	11.10	0.00	11.10		11.10
48	05/05/2023	Room Hire	250.00	50.00	300.00		300.00
49	10/05/2023	Room Hire	50.00	10.00	60.00		60.00
50	15/05/2023	Eastern Gardens Toilet Income (cash)	93.20	0.00	93.20		93.20
51	15/05/2023	St John's Toilet Income (cash)	23.15	0.00	23.15		23.15
52	17/05/2023	Room Hire	50.00	10.00	60.00		60.00
53	17/05/2023	Room Hire	33.33	6.67	40.00		40.00
54	22/05/2023	Eastern Gardens Toilet Income (cash)	100.70	0.00	100.70		100.70
55	22/05/2023	St John's Toilet Income (cash)	23.90	0.00	23.90		23.90
56	15/05/2023	Room Hire	178.33	35.67	214.00		214.00
57	15/05/2023	Room Hire	230.42	46.08	276.50		276.50
58	15/05/2023	Room Hire	178.33	35.67	214.00		214.00
59	15/05/2023	Room Hire	178.33	35.67	214.00		214.00
60	12/05/2023	Room Hire	100.00	20.00	120.00		120.00



SANDOWN TOWN COUNCIL

Grant Application Form

Please complete this form as clearly as possible. You may continue onto additional sheets if necessary, but please indicate where you are doing so and ensure they are securely fastened to this form on submission.

Applicant Details

A1. Name of Club/Organisation

Please give the name of your organisation as it appears on your constitution or set of rules.

Age Concern Isle of Wight

A2. Name of Contact

This should be the main contact in respect of this application.

Cara Hetherington – cara.hetherington@ageukiw.org.uk (Data Coordinator)

A3. Address

This should be the address of the organisation or the main address for correspondence.

147 High Street, Newport, PO30 1TY

A4. Additional Contact Details

Please provide daytime contact details for your organisation.

Phone: 01983 525282 Mobile: n/a Email: as above
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A5. Club/Organisation Description

Briefly describe your organisation’s activities. Please include your aims and objectives and tell us how long your club/organisation has been in existence.

We are an independent charity working in every Island community to provide services to older residents aged 50+, their families and carers. We are celebrating our 50th anniversary this year.

Whilst we are a federated brand partner to the National Age UK Charity, we have independent governance and our own responsibility for income generation. Every penny we receive stays on the Island and is used solely for the benefit of our local residents. Our support is themed around isolation, inclusion, poverty relief, independence at home, and trusted impartial information, advice and support; helping older Islanders improve their quality of life, whatever their situation. We are specifically requesting a grant to support our Information and Advice service – the details of which are listed below.

6. Link to the Sandown Community

Briefly explain how your organisation is linked to Sandown and supports its Community.

We support clients from all wards on the Island, including the Sandown area. The Information and Advice service supported more than 120 Sandown residents last year, including benefit applications for almost 50 of those residents.

Local people are facing barriers to services as well as strains on their income, so services like ours are vital in helping to improve our clients' quality of life – by making benefit applications on their behalf and providing impartial advice on a variety of topics from housing, community care, travel, and local services.

A7. Membership N/A

Total Membership: Adults Children
Sandown Residents Membership Adults Children

A8. Registered charity Yes

If yes, charity registration No:	Registered Charity Number 1118711.
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A9. VAT registered - no

If yes, VAT No:

Grant Details

B1. Description

Please briefly describe the project, scheme or service for which this grant is intended. Only applications for specific projects will be considered. Expenses linked to the day to day running of an organisation will not be funded.

We are applying for this grant to fund our information and advice project which includes welfare and benefits support. This project provides information and advice that is impartial, confidential and free to our Island residents. We support anyone who requires help or assistance with a multitude of needs, including welfare benefits to ensure that each resident is receiving all of the support that they are entitled to.

Post-pandemic, the demand for Information & Advice support significantly increased by 40% on the previous year. This past October, in line with the increased cost of living, we saw another rise in clients accessing our I & A services showing a staggering 102% increase vs last year. November & December evidenced even further elevated referrals heading into Winter, up by 119% vs last year - many of which are self-referrals by those struggling to cope with the rising energy prices.

Since our Welfare Benefits support began 5 years ago, we have helped older Islanders to claim over £8 million in benefits. Last year, we made 584 benefits applications on behalf of clients in need, and were successful in claiming £1,858,080 in benefits, a further £291,883 in back pay, secured £8,763 in grants for individuals, and 54 foodbank vouchers too.

The two biggest challenges our service faces are capacity and funding. We were hoping to secure funding to ensure our existing service staff beyond June 2023, however whilst successful in our bidding, we have been faced with significant funding cuts that have left us desperate to cover a huge shortfall of almost £100,000 that is now endangering the very future of this vital service. Due to local austerity, our support service is now at risk of closure at a time when local people need it most.

We have a shortfall of £100k in this project so any amount that are you able to donate will help us to close this gap and continue the service. Our Information & Advice service is seen as a lifeline to our vulnerable older residents, for many a relief from poverty and depression. Help us to ensure we can remain at the end of phone, providing vital advice, information and companionship to those with no one else to turn to.

B2. Grant Beneficiaries

Please indicate which sections of the community will benefit from your project.

All Island residents over 50 years of age are eligible for our support. We also support the families, friends and carers of our older island residents.

B3. Timeline

Please indicate when the project will start. Grant funds will not be released earlier than 3 month before the start of the project. This also applies to events.

The project has already been running for many years.

Funding Details

C1. Total Cost

Please use the table below to provide an itemised breakdown of the expenditure for which this grant is being applied for. This must include evidence (i.e. suppliers’ estimates or price lists) of the likely cost of all items of expenditure, e.g. goods, labour or facilities.

Item	Costs	
Staffing	£	128,219
Project Delivery Costs	£	27,741
Office Costs	£	1,127
	£	
	£	
	£	
	£	
	£	
Total:	£	157,087

C2. Additional Funding

Please give details (including amounts and dates) of all other sources of funding you have secured for what this grant is going towards. This may include funding received from other bodies applied to for grant aid, own funds that will be contributed towards the project and contributions in kind received for this purpose. Sandown Town Council will usually not fund more than 50% of a project.

£56,066 funding already secured for this financial year leaving a shortfall of around £100k, any amount that can help close this gap will be greatly appreciated.

C3. Previous Applications

If your organisation has previously applied for a grant from Sandown Town Council, please provide the grant ID and details of the grant and what it was used for.

N/A

Additional Information

D1. Additional Information

Please use this section to provide us with any further information you feel is important to the consideration of your claim.

D2. Checklist

In order to consider your claim for a small grant the following materials must be submitted to Sandown Town Council with this completed form:

A copy of your club/organisation's constitution or set of rules

A copy of your bank statement and recent accounts

A copy of any quotations as specified in section C1

Declaration

I certify that, to the best of my knowledge, all the information I have given in this application is correct and understand that any grant awarded and used for any other purpose than that detailed in this application or unused within 6 months must be returned in full to Sandown Town Council as set out in the Application Guidelines.

Signed

C. Hetherington

Date of Application 15.06.2023

Name (in capitals)

Cara Hetherington

Position in Club/Organisation:

Data Coordinator

Please return completed forms to:

Town Clerk
Sandown Town Council
The Broadway Centre
S1 Broadway
Sandown
IW
PO36 9GG

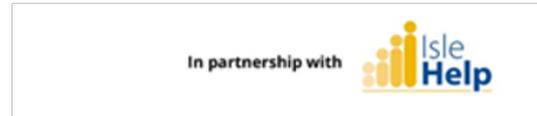
Email signed forms to: admin@sandowntowncouncil.gov.uk



Item 4 (6b) - Paper G

Isle Help Advice Centre
County Hall
High Street
Newport
PO30 1UD

Tel: 01983 823898
email: enquiries@iwcab.org.uk
www.citizensadviceiw.org.uk



15 June 2023

Sandown Town Council

Dear Chair and Council members,

Citizens Advice Isle of Wight is a local independent charity and continues to provide free, impartial, and independent advice to anyone who needs it. We hold the Advice Quality Standard for the quality of advice we give, and our advisers go through a comprehensive training program to ensure they meet the standards required to offer a trusted service for Islanders.

Over the last three years we have continued to adapt our services to the new and varied demands placed on us all by the pandemic, the cost of living crisis and new preferred communication channels. All our Advisers have needed laptops and phones to work from home or in the community. We are very proud of the service they have delivered, and are extremely confident that they will meet and overcome the expected challenges which are now surfacing on the Island.

What Have We Been Doing?

Our Advice First Aid project, launched just before the pandemic started, now benefits from Citizens Advice having trained over 200 signposting volunteers across the Island. Advice First Aiders (AFAs) are local community trusted sources of information such as librarians, councillors, clerks, hairdressers, charity workers and school secretaries, who use our local website Isle Find It to signpost services available where they live or work. We recruited many people running the amazing Warm Spaces that ran over the winter during the current cost of living crisis.

We answered even more telephone calls from worried Islanders (over 800 calls per month) whilst still being available to have face-to-face appointments when needed at the Advice Centres in Newport and

Chief Executive Officer Paul Savill
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Ryde or other community venues. We do our best to have advisers at the Foodbanks and the Our Place events in Freshwater and Ventnor.

We have collectively raised the income for our clients to over £1.1 million and resolved around £400,000 of problem debts.

Focus on Sandown

Between 1.04.22 and 31.03.23, we advised 315 clients with a total of 1084 issues from the Sandown area. The most common issue was Benefits, followed by Housing. If you require any further information, please get in touch with me, or visit our website – details at the top.

We would not be able to do what we do without our fully trained volunteer advisers who make up the majority of our work force. They work alongside our staff and provide vital support so that together we can reach across the Island to those who need advice. **The average cost of an Adviser is £972 a year (£18.69 weekly), which covers their training, equipment, and expenses. We currently have x volunteers working with us and the support of local donations allows us to keep their knowledge and training up to date.**

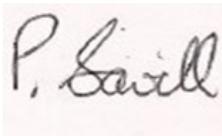
Given our activity in your area we would be very grateful if you were able to consider Citizens Advice IW again this year when drawing up your list of grants or donations to pay towards the expenses and costs of advisers supporting your residents.

You have nine Advice First Aiders in your area. If you would like to have more, please contact Simonb@iwcab.org.uk who can explain how easy it is to become an AFA.

We would also be delighted to come and present information on the work we do to your Council.

Thank you in anticipation for considering us.

Yours sincerely



Paul Savill

Chief Officer

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