

## Multi-Agency Risk Management (MARM) – Directory of Agencies

All requests for Police attendance at MARM meetings **MUST** be directed to the generic email as detailed in this Directory

**Please note that the details of this Directory can be shared for the purpose of setting a MARM meeting and not for routine contact. The details are only up to date on the day of sharing. Regular updates will be made to the Directory (approximately every 6 weeks)**

Name of Agency	Name of Contact	Job Title	Phone External	Phone Mobile	Email Address	Agency Details
Access to Intervention (A2i) Service – representing NHS Mental Health Services for the Isle of Wight			01983 522214 (open 8 a.m.–4 p.m., 7 days a week)		<a href="mailto:iownt.accesstointervention@nhs.net">iownt.accesstointervention@nhs.net</a> (this e mail address is monitored by the shift co-ordinator who can forward as appropriate. A2i can also forward to involved mental health services if a person is open to one)	Access to Intervention (A2i) are the triage and assessment mental health service. A2i cover all of the Isle of Wight. A2i accept self-referrals by phone and professionals' referrals via e mail. A2i offer telephone support and assessment to people concerned about mental health difficulties and can provide signposting advice and referral for ongoing mental health support where indicated.  (Please note - this is currently correct however the service will be changing soon. Communications will go out regarding the change of phone number Crisis response will be provided by the 111 service)
Domiciliary Care Agencies						Contact individual Domiciliary Care Agencies.
Hampshire and Isle of Wight – All Age Continuing Care – NHS Continuing Healthcare Service (Adults)	Duty Nurse	Senior Clinical Practitioner	0300 123 4448 – Option 1		<a href="mailto:hiowicb-hsi.aacc.iow.chc@nhs.net">hiowicb-hsi.aacc.iow.chc@nhs.net</a>	The Hampshire and Isle of Wight ICB All Age Continuing Healthcare Service, would welcome receiving safeguarding concerns regarding any individuals who are funded through the NHS Continuing Healthcare Service. Please contact our Duty Nurse for support with the individual's needs.
Hampshire & IOW Fire & Rescue Service		Community Fire Safety Officer	02380644000		CSOGeneral@hantsfire.gov.uk	Hampshire and IOW Fire and Rescue Service Community Fire Safety offer home fire safety advice, and free home fire safety visits to Island residents who fit into the vulnerability criteria (If they are in a Multi-Agency Risk Management (MARM) process,

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						this would meet those criteria). If an individual is presenting a fire risk, HIWFRS can provide advice to professionals and attend a MARM Meeting.
Hampshire & the IOW Integrated Care Board					Hampshire and Isle of Wight Integrated Care Board, hiow.hiowicbsafeguardingteam@nhs.net	This is the safeguarding team in box which is monitored. Any queries will be passed on to the correct person.
Hampshire & IOW Police					For all adult safeguarding meetings that are MARM (Multi-agency Risk Management) or Safeguarding Planning/Review Meetings that require Police input or information, the following email address must be used to request this <a href="mailto:safeguarding.reports@hampshire.police.uk">safeguarding.reports@hampshire.police.uk</a>	Central email address to use when inviting Police to MARM (Multi-agency Risk Management) meetings or Safeguarding Planning/Safeguarding Review Meetings. This is a dedicated email that is used for any requests for Police attendance at the meeting, and a police report will be supplied even if a Police representative is unable to attend. This email address is the Single Point of Contact for all police requests to MARM OR Safeguarding Planning/Review Meetings.
Hampton Trust	Deborah Gearing	Isle of Wight ISVA Service Manager	02380001061	07376083950	<a href="mailto:isva@hamptontrust.org.uk">isva@hamptontrust.org.uk</a>	A team of Independent Sexual Violence Advisers (ISVAs) work with children and young people as well as adults across the Isle of Wight. The Hampton Trust is an inclusive service to all, offering specialist support to anyone who has experienced sexual abuse,

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						irrespective of whether that be recently, non-recent, or through domestic sexual abuse.
Healthwatch	Joanna Smith	Healthwatch Manager	01983 608608		<a href="https://www.healthwatchisleofwight.co.uk/">https://www.healthwatchisleofwight.co.uk/</a>	Healthwatch is the independent champion for people who use health and social care services. Healthwatch is there to make sure that those running services, and the government, put people at the heart of care.
Housing and Community Support	Jem Seaward	Senior Housing Officer	01983 821000 Ext 6942		<a href="mailto:Jem.Seaward@iow.gov.uk">Jem.Seaward@iow.gov.uk</a>	Homelessness Reduction provides statutory advice and assistance to persons and households who are threatened with or who have become homeless. Included within this service area is emergency and temporary accommodation in which the Council place households that trigger a statutory accommodation duty.
Housing and Community Support	Lauren Smith	CBL Team Leader	01983 821000 Ext 5851		<a href="mailto:Lauren.Smith@iow.gov.uk">Lauren.Smith@iow.gov.uk</a>	Island HomeFinder is the register of applications for social housing on the Isle of Wight. Housing is the Council's initiative to assist families into suitable accommodation in the private sector, which includes the Landlord Initiative Scheme (formerly the Find a Home Scheme).
Inclusion	Annette Davolls	Service Manager	01983 526654	Mobile: 07929725230	Annette.davolls@mpft.nhs.uk inclusioniow@mpft.nhs.uk Twitter - @InclusionIOW	Inclusion IOW provides a variety of services for individuals aged from childhood to adulthood. Inclusion facilitates both the adult treatment service along with the substance misuse service provision for young people (Inclusion Inspire) on the Island. These include but not exclusive to:

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						<p>brief interventions: support and advice, harm reduction including needle exchange, Naloxone. One to one work: health checks including blood borne virus testing and vaccination. Group work: structured psychological recovery courses, auricular acupuncture/outside activities/mindfulness. Whole Family Approach: whole family work, family &amp; carer support. Prescribing Services: substitute prescribing, community detoxification, access to residential detoxification and rehabilitation, relapse prevention medication/shared care agreements in place with local GPs. Partnership working: Hepatology, 24 hour follow up with local acute hospitals, JWP's in place – Mental Health Service/CJS agencies/Housing, Volunteer Programme/Service User Forum meetings &amp; forum/peer support; P2P support for BBV and Hep C treatment, Lloyds Sub Contract – certain pharmacies offer needle exchange. Student placements: Doctor, student nurses, social workers, and human science placements. Services for clients 18 – 24: client's transition from young people's services to adult services and substitute prescribing.</p>
Integrated LocalityService	Rachel McCleave	Service Manager, Long Term Support & Resilience	01983 821000 Ext:6018		<a href="mailto:Rachel.mccleave@iow.gov.uk">Rachel.mccleave@iow.gov.uk</a> Web: <a href="http://www.iwight.com">www.iwight.com</a>	<p>ILS support people over 18 who are resident on the Isle of Wight and registered with a GP who require help or advice from a range of professional services. Our aim is to improve quality of life through integrated working. Meetings are now held on a fortnightly basis and will be taking new introductions (referrals).</p>

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Involving People Isle of Wight	Suzanne Cambra (Nathan Holt from 31.3.26)	Community Engagement and Development Officer	07967326787		<a href="mailto:involvingpeopleiow@helpandcare.org.uk">involvingpeopleiow@helpandcare.org.uk</a>  <a href="https://involvingpeople.org/isle-of-wight">https://involvingpeople.org/isle-of-wight</a>	<p>Involving People is the IWC commissioned service to ensure that the voice of people in receipt of care and support services is heard. We provide opportunities for Isle of Wight residents to be involved in discussions about adult social care services and strategies, and to work together to co-produce and create solutions. We believe that having greater insight into what is working well will help to ensure that those services are better able to respond to people's needs.</p>
IOW NHS Trust Adult Safeguarding Team	Louise Carrington	Lead for Adult Safeguarding	01983 822099 Ext:5706		<a href="mailto:iownt.adultsafeguarding@nhs.net">iownt.adultsafeguarding@nhs.net</a>	<p>To ensure that all services of the Isle of Wight NHS Trust fulfil the requirements in relation to safeguarding patients/services users, carers, family, and staff. This includes training, implementation of best practice in safeguarding adults, dealing with issues or alerts, involvement in Section 42 of the Care Act processes, and supporting colleagues to contribute to safeguarding meetings. Support and advise colleagues from other disciplines and agencies where required, providing clinical support and advice or direction for at risk adults for the Isle of Wight NHS Trust, seeking all opportunities to improve the quality of safeguarding arrangements and staff awareness of their safeguarding responsibilities. This includes community, ambulance, mental health, and acute hospital services. Ensuring that robust adult safeguarding arrangements are maintained and contribute to fulfilling safeguarding training programmes. Collaboratively working with partner agencies and ensuring a robust</p>

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						quality assurance framework for safeguarding is implemented.
Living Well & Early Help	Shirley Bradshaw	Operations Manager	01983 240732		<a href="mailto:Reception@lweh.org.uk">Reception@lweh.org.uk</a>	<p>Living Well and Early Help are a low-level intervention-support offer. We work with community members from all walks of life focusing on their specific low-level needs around a multitude of topics like isolation, social groups, housing worries, financial concerns, accessing health, wellbeing concerns, staying safe at home and much more. We prioritise wellbeing and encourage access to the right service for the right assistance utilising island wide specialisms and offers to meet the community member's needs. Occasionally we work with a community member who needs a multi-disciplinary approach. Living Well and Early Help will escalate concerns that they are not qualified / best placed to address directly, we refer or signpost them to the correct service for the immediate need, i.e., Safeguarding, ASC, NHS, GP, OT, Carers, Statutory services or emergency services etc.</p> <p>We attend ILS meetings for each sector of the island and become aware and involved in vulnerable/multi concern cases. If a MARM meeting is arranged and LWEH are working alongside the community member, we could be invited to share information regards our involvement and any progress to date, including any other agencies we have approached regards specific specialised support for the person concerned. The team are island wide out every weekday covering groups, community, person specific work and more. Any enquiries received from</p>

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						<p>community members or professionals go directly to the First Point of Contact Team (Reception @ LWEH) who will verify if we are working with the community member already and/or process the enquiry following procedures, passing on any messages to the necessary colleague until they share their direct contact details with the caller.</p>
<p>Mental Health Team (Isle of Wight Council)</p>	<p>Katherine Smith</p>	<p>Team Manager Adult Social Care Mental Health Team/ AMHP Team</p>	<p>01983 822099 Ext: 6640</p>		<p><a href="mailto:Katherine.Smith@IOW.gov.uk">Katherine.Smith@IOW.gov.uk</a></p>	<p>The Mental Health Team (Isle of Wight Council) is a Community Mental Health Team that works with adults aged 18 and above. The team only work with individuals who are open to secondary mental health services. The team will provide support to other teams including consultation and joint visits when indicated for individuals who are potentially presenting with some suicidal ideation or chaotic behaviours. There is no upper age limit as the service will provide mental healthcare for adults older than 65 years of age who do not suffer from dementia. Its primary role is to provide an assessment under the Care Act to support any social care needs arising from their mental disorder for adults suffering from severe and enduring mental disorders. The Approved Mental Health Professionals provide triage and assessments under the Mental Health Act as and when indicated. The service has an eligibility criteria to ensure the multi-disciplinary team works with the most severely ill service users who have complex needs and high risk. The service works with patients experiencing schizophrenia, bi-polar disorder, psychotic depression, major depressive disorder,</p>

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						emotionally unstable personality disorder, treatment resistant anxiety spectrum disorders, and post-traumatic stress disorder. Irrespective of the nature of a person's mental health disorder, the CMHS has an aspiration to achieve the best possible recovery for all users of our service.
No Barriers Employment Support	Alix Woodford	No Barriers Co-ordinator	01983 821000 Ext 5988		<a href="mailto:Alix.Woodford@iow.gov.uk">Alix.Woodford@iow.gov.uk</a>	No Barriers is part of the IW Council. Its aim is to empower people with a disability or barrier to employment to achieve their goals. This is supported with information, advice and through meaningful work-related activities, and 1-1 support in the workplace for a 4-6- week period if required.
People Matter IW	Terri Baker	Manager	01983 685348		<a href="mailto:terribaker@peoplematteriw.org">terribaker@peoplematteriw.org</a>	People Matter IW is a User Led Organisation and Charity. People Matter IW have a free membership. Support services are provided which include a Personal Assistant Recruitment and Employment Service (PARES) which is a service where a Personal Assistant is employed on the person's behalf People Matter IW also have a Learning Disability Support Centre where ASDAN awards are facilitated or people with Learning Disability, Autism, ADHD, to be able to live independently, healthy relationships, getting into work and volunteering modules.

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Residential & Nursing Homes						Contact individual Residential and Nursing Homes.
Shared Lives	Yvonne Millmore	Registered Manager	01983 823209	07807159542	<a href="mailto:yvonne.millmore@iow.gov.uk">yvonne.millmore@iow.gov.uk</a> Mail: <a href="mailto:shared.lives@iow.gov.uk">shared.lives@iow.gov.uk</a>	Shared Lives recruits comprehensively assessed carers who use their own family home as a resource to support individuals with care and support needs to live ordinary lives in their local communities. Shared Lives can offer long-term support, short-term support, respite opportunities, and day opportunities to a wide group of people and on top of this, it is a cost effective and flexible use of resources which promotes innovative and non-institutional alternative. Contact address: Shared Lives, Riverside, The Quay, Newport, Isle of Wight, PO30 2QR.
Southern Housing	Brea Attrill	Safeguarding & Domestic Abuse Manager	01983 539035	07730618584	<a href="mailto:Brea.Attrill@southernhousing.org.uk">Brea.Attrill@southernhousing.org.uk</a>	Safeguarding Lead for SHG. if you are unsure of who to contact from the list of descriptions below, Brea will be able to signpost you to the person able to support. If high level cases, then you may want to invite Brea.
Southern Housing	Victoria Mogford (currently on Maternity Leave and will be covered by Sarah.watkinson@southernhousing.org.uk)	CQC Service Manager		07747840621	Victoria.Mogford@southernhousing.org.uk	Care Quality Commission Service Manager, responsible for all CQC registered services and home care service.

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	ng.org.uk covering Green Meadows, Furze Brake, Southern Housing DCA), and <a href="mailto:Emma.bound@southernhousing.org.uk">Emma.bound@southernhousing.org.uk</a> covering 22 Argyll St, and Byrnehill Grove Registered Care Home)					
Southern Housing	Kirsty Pearce	Area Service Manager		03003031772	<a href="mailto:Kirsty.Pearce@southernhousing.org.uk">Kirsty.Pearce@southernhousing.org.uk</a>	Responsible for managing all the general Needs stock and the team of Housing Officers who cover the Island. Kirsty would be your point of contact for all general Needs accommodation.
Southern Housing	Steve Tanner	Sheltered Services Manager IOW	01983 539035		<a href="mailto:Steve.Tanner@southernhousing.org.uk">Steve.Tanner@southernhousing.org.uk</a>	Sheltered Services Manager IOW – Manages all sheltered accommodation services for the Island.
Southern Housing	Sarah Watkinson	Support Services Manager		07525903271	<a href="mailto:sarah.watkinson@southernhousing.org.uk">sarah.watkinson@southernhousing.org.uk</a>	Responsible for numerous supported accommodation-based services across the Island and outreach support services.

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Sovereign Network Group	Alison Rushton	Foyer Services Manager	01983 567599		Alison.rushton@sng.org.uk	Responsible for The Foyer supported accommodation-based service.
Sovereign Network Group	David Bull	Locality Manager	03005000926		david.bull@sng.org.uk	Responsible for managing the Housing Service for SNG Customers on the IOW (Not Including the Foyer).
The You Trust - Paragon	Tracey Jackson	Paragon Manager	0800 234 6266	Mobile: 07795601532	Tracey.jackson@theyoutrust.org.uk	Paragon is the Integrated Domestic Abuse and Sexual Crime Service on the Isle of Wight. They provide support, advocacy, help and guidance to female and male victims and survivors of domestic abuse and sexual violence. Paragon provides services to children as victims and/or instigators in their own right. The support provided includes outreach, refuge, resettlement, safety planning, emotional support, 24/7 client support, support groups, recovery groups, children and family work, Independent Domestic Violence Advisors, and Independent Sexual Violence Advisors.
Two Saints Limited	Outreach & Housing First – Becky Donovan  Stage 2 Pathway – Donna Lynch			Direct: 07725413576	<a href="mailto:Becky.Donovan@twosaints.org.uk">Becky.Donovan@twosaints.org.uk</a>  <a href="mailto:Donna.Lynch@twosaints.org.uk">Donna.Lynch@twosaints.org.uk</a>	Responsible for numerous supported accommodation-based services across the Island, the street outreach service and safe haven.

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	Dan Ormesher is picking up any Safe Haven at present while a new TL is advertised for SafeHaven				<a href="mailto:Dan.Ormesher@twosaints.org.uk">Dan.Ormesher@twosaints.org.uk</a>	
Vectis Housing	Jo Sandells	Director of Housing Services	01983 525985		Jo@vectishousing.co.uk	Vectis Housing is a Housing Association with properties across the Isle of Wight.
YMCA	Jo Mcgrath	Mother & Baby Support Manager	01983 861076		<a href="mailto:Jo.mcgrath@ymca-vg.org">Jo.mcgrath@ymca-vg.org</a>	Responsible for The Lodge Mother and Baby Accommodation.