

# Multi-Agency Risk Management (MARM)

## Directory of Agencies

### Notes

- Information in this directory may be shared for arranging a MARM meeting, not for routine contact.
- Entries will be checked quarterly [last update 16/04/26]
- All requests for Police attendance at MARM meetings must be directed to the generic email as detailed in this Directory

Agency	Contact Details	Agency Details
Access to Intervention (A2i) Service	<p>T: 01983 522214 (8am–4pm, 7 days a week)</p> <p>E: <a href="mailto:lownt.accesstointervention@nhs.net">lownt.accesstointervention@nhs.net</a> (monitored by shift co-ordinator who can notify involved Mental Health services)</p>	<p>Access to Intervention (A2i) are the triage and assessment mental health service for 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.</p> <p>(NB Details 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)</p>
Care Providers	<ul style="list-style-type: none"> <li>• Domiciliary Care Agencies</li> <li>• Residential &amp; Nursing Homes</li> </ul>	<p>Contact individual Domiciliary Care Agencies.</p> <p>Contact individual Residential and Nursing Homes.</p>
Hampshire and Isle of Wight All Age Continuing Care – NHS Continuing Healthcare Service (Adults)	<p>Duty Nurse: Senior Clinical Practitioner</p> <p>T: 03001234448 (option 1)</p> <p>E: <a href="mailto:hiowicb-hsi.aacc.iow.chc@nhs.net">hiowicb-hsi.aacc.iow.chc@nhs.net</a></p>	<p>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.</p>
Hampshire & Isle of Wight Fire & Rescue Service	<p>Community Fire Safety Officer</p> <p>T: 023 80644000</p> <p>E: <a href="mailto:CSOGeneral@hantsfire.gov.uk">CSOGeneral@hantsfire.gov.uk</a></p>	<p>Community Fire Safety offers home fire safety advice and free home fire safety visits to Island residents who meet vulnerability criteria (a current MARM process would meet those criteria). If individual presents a fire risk, HIWFRS can provide advice to professionals and attend a MARM Meeting.</p>
NHS Hampshire & Isle of Wight Integrated Care Board	<p>E: <a href="mailto:hiowicb-hsi.iw.safeguarding@nhs.net">hiowicb-hsi.iw.safeguarding@nhs.net</a></p>	<p>Safeguarding team inbox is monitored. Any queries will be passed on to the correct person.</p>

Agency	Contact Details	Agency Details
Hampshire & Isle of Wight Police	E: <a href="mailto:safeguarding.reports@hampshire.police.uk">safeguarding.reports@hampshire.police.uk</a>	Dedicated email address to request Police attendance at MARM meetings or Safeguarding Planning/Review Meetings. A police report will be supplied even if a representative is unable to attend.
Hampton Trust	Deborah Gearing, Isle of Wight ISVA Service Manager T: 023 80001061 M: 07376 083950 E: <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 offering specialist support to anyone who has experienced sexual abuse, irrespective of whether that be recently, non-recent, or through domestic sexual abuse.
Healthwatch	Joanna Smith, Healthwatch Manager T: 01983 608608 W: <a href="#">Home   Healthwatch Isle of Wight</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 T: 01983 821000 Ext 6942 E: <a href="mailto:Jem.Seaward@Isle of Wight.gov.uk">Jem.Seaward@Isle of Wight.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 T: 01983 821000 Ext 5851 E: <a href="mailto:Lauren.Smith@iow.gov.uk">Lauren.Smith@iow.gov.uk</a>	Island Home Finder 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).

Agency	Contact Details	Agency Details
Inclusion Isle of Wight	<p>Annette Davolls, Service Manager</p> <p>T: 01983 526654</p> <p>M: 07929 725230</p> <p>E: <a href="mailto:Annette.davolls@mpft.nhs.uk">Annette.davolls@mpft.nhs.uk</a></p> <p>E: <a href="mailto:inclusioniow@mpft.nhs.uk">inclusioniow@mpft.nhs.uk</a></p>	<p>Inclusion Isle of Wight 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: 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	<p>Rachel McCleave, Service Manager, Long Term Support &amp; Resilience</p> <p>T: 01983 821000 ext:6018</p> <p>E: <a href="mailto:Rachel.mccleave@iow.gov.uk">Rachel.mccleave@iow.gov.uk</a></p>	<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>

<p>Involving People Isle of Wight</p>	<p>Nathan Holt, Community Engagement and Development Officer</p> <p>T: 07967 326787</p> <p>E: <a href="mailto:involvingpeopleiow@helpandcare.org.uk">involvingpeopleiow@helpandcare.org.uk</a></p> <p>W: <a href="#">Involving People Isle of Wight</a></p>	<p>Involving People is the Isle of Wight Council-commissioned service to ensure that the voice of people in receipt of care and support services is heard.</p> <p>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>
<p>Isle of Wight NHS Trust Adult Safeguarding Team</p>	<p>Louise Carrington, Lead for Adult Safeguarding</p> <p>T: 01983 822099 Ext:5706</p> <p>E: <a href="mailto:iownt.adultsafeguarding@nhs.net">iownt.adultsafeguarding@nhs.net</a></p>	<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.</p> <p>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 quality assurance framework for safeguarding is implemented.</p>
<p>Living Well &amp; Early Help</p>	<p>Shirley Bradshaw, Operations Manager</p> <p>T: 01983 240732</p> <p>E: <a href="mailto:Reception@lweh.org.uk">Reception@lweh.org.uk</a> (first point of contact team)</p>	<p>Living Well and Early Help are a low-level intervention-support offer. We work with community members and focusing on their specific low-level needs around 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 person's needs. Occasionally we work with a</p>

		<p>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 1:1 work and more. Any enquiries received 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, Team Manager, Adult Social Care Mental Health Team/AMHP Team  T: 01983 822099 Ext: 6640  E: <a href="mailto:Katherine.Smith@IOW.gov.uk">Katherine.Smith@IOW.gov.uk</a></p>	<p>A Community Mental Health Team working with adults who are open to secondary mental health services.</p> <p>Can 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 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</p>

		experiencing schizophrenia, bi-polar disorder, psychotic depression, major depressive disorder, 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 service users.
No Barriers Employment Support	Alix Woodford, No Barriers Co-ordinator T: 01983 821000 Ext 5988 E: <a href="mailto:Alix.Woodford@iow.gov.uk">Alix.Woodford@iow.gov.uk</a>	No Barriers is part of the IW Council and aims to empower people with a disability or barrier to employment to achieve their goals. This is supported with information & advice, meaningful work-related activities, and 1:1 support in the workplace for 4-6 weeks if required.
People Matter IW	Terri Baker, Manager T: 01983 685348 E: <a href="mailto:terribaker@peoplesmatteriw.org">terribaker@peoplesmatteriw.org</a>	A charity and User Led Organisation with free membership. Services include: Personal Assistant Recruitment and Employment Service (PARES), who can employ a Personal Assistant on the person's behalf; 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.
Shared Lives	Yvonne Millmore, Registered Manager T: 01983 823209 M: 07807 159542 E: <a href="mailto:yvonne.millmore@iow.gov.uk">yvonne.millmore@iow.gov.uk</a> E: <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 noninstitutional alternative. Contact address: Shared Lives, County Hall, High Street, Newport, PO30 1UD.

Southern Housing	<p>Brea Attrill, Safeguarding &amp; Domestic Abuse Manager  T: 01983 539035  E: 07730 618584</p>	<p>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.</p>
Southern Housing	<p>T: 07747 840621  Victoria Mogford, CQC Service Manager  <a href="mailto:Victoria.Mogford@southernhousing.org.uk">Victoria.Mogford@southernhousing.org.uk</a>  <b>March 26</b> - currently covered by:  <a href="mailto:Sarah.watkinson@southernhousing.org.uk">Sarah.watkinson@southernhousing.org.uk</a>  (Green Meadows, Furze Brake, Southern Housing DCA)  <a href="mailto:Emma.bound@southernhousing.org.uk">Emma.bound@southernhousing.org.uk</a> (22 Argyll St, and Byrnehill Grove Registered Care Home)</p>	<p>Care Quality Commission Service Manager, responsible for all CQC-registered services and home care service.</p>
Southern Housing	<p>James Lucas, Quality Assurance &amp; Housing Manager  T: 0300 3031772  E: <a href="mailto:james.lucas@southernhousing.org.uk">james.lucas@southernhousing.org.uk</a></p>	<p>Responsible for managing all the general needs stock and the team of Housing Officers who cover the Island. James would be your point of contact for all general Needs accommodation.</p>
Southern Housing	<p>Steve Tanner, Sheltered Services Manager  Isle of Wight  T: 01983 539035  E: <a href="mailto:Steve.Tanner@southernhousing.org.uk">Steve.Tanner@southernhousing.org.uk</a></p>	<p>Manages all sheltered accommodation services for the Island.</p>

Southern Housing	<p>Sarah Watkinson, Support Services Manager  T: 07525 903271  E: <a href="mailto:sarah.watkinson@southernhousing.org.uk">sarah.watkinson@southernhousing.org.uk</a></p>	<p>Responsible for numerous supported accommodation-based services across the Island, and outreach support services.</p>
Sovereign Network Group	<p>Alison Rushton, Foyer Services Manager  T: 01983 567599  E: <a href="mailto:Alison.rushton@sng.org.uk">Alison.rushton@sng.org.uk</a></p>	<p>Responsible for The Foyer supported accommodation-based service.</p>
Sovereign Network Group	<p>David Bull, Locality Manager  T: 0300 5000926  E: <a href="mailto:david.bull@sng.org.uk">david.bull@sng.org.uk</a></p>	<p>Manage the Housing Service for SNG Customers on the Island (not Including the Foyer).</p>
The You Trust - Paragon	<p>Tracey Jackson, Paragon Manager  T: 0800 2346266  M: 07795 601532  E: <a href="mailto:Tracey.jackson@theyoutrust.org.uk">Tracey.jackson@theyoutrust.org.uk</a></p>	<p>Paragon is the Integrated Domestic Abuse and Sexual Crime Service on the Isle of Wight, providing 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. 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.</p>
Two Saints Limited	<p>T:07725 413576  Outreach &amp; Housing First – Becky Donovan  <a href="mailto:Becky.Donovan@twosaints.org.uk">Becky.Donovan@twosaints.org.uk</a>  Stage 2 Pathway – Donna Lynch  <a href="mailto:Donna.Lynch@twosaints.org.uk">Donna.Lynch@twosaints.org.uk</a></p>	<p>Responsible for several supported accommodation-based services across the Island, the street outreach service and Safe Haven.</p>

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