



# ISLE OF WIGHT COUNCIL ANNUAL REPORT 2017 to 2018



***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

Dear reader,

Although the past 12 months have been incredibly busy for me as the new leader of the Isle of Wight Council, I am pleased and proud of the work that we've achieved on behalf of our community.

This annual report presents a summary of the council's activity during the past year (April 2017 to March 2018); a year in which we launched our corporate plan and made a commitment to our vision, for:

***"The Isle of Wight to be an inspiring place in which to grow up, work, live, and visit."***

The corporate plan guides our direction of travel and details the activity that will take place over the next four years to achieve the outcomes identified as priorities for the Island:

- **commercialisation;**
- **digitalisation;**
- **housing provision;**
- **'One Public Service';**
- **financial sustainability.**

If we are able to achieve some success against these priorities we will have achieved a lawful and balanced budget, delivered economic growth, preserved the environment and protected our community.

During the year we have already achieved many of our goals, particularly in relation to sound financial management.

We have also addressed some unexpected challenges, such as protecting secondary education in The Bay, and managing

financial concerns associated with Christ the King College. We have improved delivery of adult social care services (especially in reducing the number of people waiting to transfer out of the hospital), and supported the creation of many new Island jobs, and the introduction of new technology and digital aspirations for the Island.

Through a series of conferences we have addressed topics such as regeneration and digitalisation, we've also had engagement with Island young people and are shortly to host an environmental conference; all of this is helping to shape ambitions for the future that align with community need.

We have built a positive relationship with the government and with our Island partners through greater integrated working. We have fought hard for government recognition, not only of our financial challenges as an Island but also in highlighting the efforts we have made to improve our financial position.

From the outset I promised that my administration would be professional, ethical and act with integrity. I have sought to maintain this approach and although I know we have made some difficult and uncomfortable decisions, we have acted in what we believe to be the best interests of the Island.

I have personally sought to show clear leadership and direction not only for my colleagues but also for the community we serve. I look forward to continuing to do so and my ambition is to help ensure this truly is an inspirational place in which to grow up, work, live and to visit.

I thank all those who have shown their support during the year and I undertake to continue to lead a council that works in the best interests of all Islanders.



**Councillor Dave Stewart**

# Message from the chief executive of the Isle of Wight Council

**We've had** a lot of successes over the past year, not least that we bridged the required funding gap we faced and set a legal and balanced budget for next year against a challenging backdrop.

Through a lot of hard work and innovative approaches to how we manage our business, we are also now in a positive position to move the council and the Island forward towards a better future.

I am immensely proud of everyone that works for the council; our Team IWC.

Our dedicated council team works round the clock to ensure that our community and our Island, can grow up, live and work. Whether it's in supporting your children in their education, or helping people to live independently, or by ensuring that our environment is maintained and clean, through to supporting the creation of new jobs, businesses and industries, each and every one of our team helps the Isle of Wight to thrive.

I thank all of our team for their commitment to the Island, the country and the council.

This year the team has really pulled together when it's counted, whether it was to deliver elections (twice), support major Island events like the Isle of Wight Festival, resolve the issues with the Bay Academy, or when it really stood out this year; during the snow and ice in the spring, and when Newport's water supply was threatened.

We have also managed to innovate and make our services more efficient. We've taken a new and strengthened approach to delivering adult social care services, improving outcomes for our residents. We've set and started to deliver against a regeneration strategy and begun a meaningful dialogue with the community about what they want to see as this progresses. These two areas are key to shaping a sustainable future for the Island. We want to do more in the coming year with a particular emphasis on housing and income generation and the digital economy.

While our financial challenges continue, I am encouraged by the foundations we have laid which allow us to explore a wide range of opportunities in response. Our approach to creating a financially balanced and sustainable, commercially-focused organisation will ensure that the Island remains an inspiring place to grow up, live, work and visit; now and in the years to come.



**John Metcalfe**

## A financially balanced and sustainable council



Pictured: The new gym facility at 1Leisure Heights, Sandown

**Investment is** key to enhancing residents' lives, protecting our Island and, crucially, securing our long-term future.

In order to grow the Island's economy and opportunities for our community, it is important the council maintains robust financial management and protects vital services; our 2018/19 budget does this. It moves us into a more positive financial position and provides us with much needed financial stability. It gives a firm foundation for future growth and is in line with our corporate plan and medium

term financial strategy.

A dynamic budget, it aims to unlock development opportunities, encourage further investment and enable plans to generate more income.

An additional £10 million will be spent on capital projects to benefit the Island in regeneration, education

and social care.

These include:

- Investment of £1.8 million (over the next three years and already underway), to enable and safeguard jobs on the Island,

providing infrastructure to unlock development of key sites – which could create 550 jobs.

**“A dynamic budget, it aims to unlock development opportunities, encourage further investment and enable plans to generate more income.”**

- £1.9 million to be provided as grants to individuals to adapt their homes so they can meet their care needs and remain living independently.
- £515,000 for improvements at 1Leisure Heights in Sandown, which should increase annual

Through robust financial management, in 2017/18 we identified **£7.5 million** savings against target to enable a legal and balanced budget

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**Our staff** are committed to moving the organisation forward, to make it a more modern organisation that aligns to the needs of our community and to be a place they can feel proud to work.

Chief Executive, John Metcalfe, said: “Being BIG (Believe In Great) means inspiring and empowering staff, and bringing the workforce together as one BIG team; #TeamIWC. We are confident and proud of the services we deliver for the Island, for the benefit of our community.”

Our ‘BIG Agenda’ recognises the need for cultural and behavioural change, as well as practical

changes to meet the needs of those we serve; this is well underway.

This year we’ve focused on a few key areas, including communicating – where we’ve provided more change to discuss improvement and innovation ideas with all staff. We’ve also supported professional development of staff ‘leaders’ whose great passion and drive will improve services and deliver for the Island.

And we’ve improved how we recognise staff contributions – not through financial reward, but with improved staff awards, better management practice to encourage thanks and raise



Pictured: IW Council employee of the year Lizzie Harrison-Simmons with chief executive, John Metcalfe.

staff morale and pride. Our 2017 staff survey showed that 90 per cent of staff feel respected by colleagues, and 88 per cent feel unhappy when their workplace is criticised.

revenue by nearly £104,000. This year also saw a new partnership with our fellow Solent authorities of Portsmouth and Southampton city councils in a ‘business rate pilot’. This national pilot will see the partnership retain 100 per cent of all business rate growth across the three areas and should directly generate £2 million income for the council plus a share of a £4.3 million capital investment fund. The council has also

committed to make stable commercial investments of £19.5 million in long-term initiatives this year through our capital investment programme; generating new and additional income of £700,000 to support services in the coming years.

Our commercial and more business-minded approach will help us to improve the council’s financial position, and build a vibrant future for Islanders though new jobs, innovation in business, education, and tourism.

## Next year’s highlights

- Improved communication to the public
- Improved recruitment practices and processes
- Improved flexible working for front line staff



## Vulnerable people are supported and protected

In 2017 we adopted our 'Care Close to Home' strategy – a three year plan to reshape adult social care on the Island, putting those we serve at the heart of all we do.

When adult social care is designed and delivered well, it transforms the lives of those who benefit and achieves value for money. It is vital – for moral, community, and

financial reasons – that we get it right.

The strategy aims to close three gaps between:

- the quality of care and support;
- users' and carers' outcomes and wellbeing;
- organisational efficiency and finance.

It focuses on tackling the

**"It is vital – for moral, community, and financial reasons – that we get it right."**

previously high use of residential and nursing care, commissioning services that are modelled on peoples'

needs and preferences, delivering person-centred care and professional practice, strengthened integration and improved partnership working

through the Local Care Board, which brings together the IW NHS Trust, IW CCG and the council to better plan for the seamless delivery of health and care services to our residents.

We aim to become a centre of excellence for adult social care offering the highest standards of support to all our users.

A recent project has seen the launch of our 'PA noticeboard' which, while supporting individuals to select their own carer, also supports residents seeking careers in care to enter the workforce as a personal assistant, with the right support from the council.



In September 2017, the Isle of Wight was declared as the second best area in the UK for freeing up 'bed-blocking' or delayed transfers of care (DTC) of adults, from hospital.

The figures published for September, which compared local authority areas, placed the Isle of Wight as second of 44 areas hitting targets. A total of 106 authorities were failing to meet their targets.

DTCs are a problem for the NHS and patients alike: they reduce the number of beds available to other patients who need them; and cause unnecessarily long stays in hospital for patients which, in turn, can be harmful because people lose muscle and their independent living skills.

Dr Carol Tozer, director of adult social services at the council, said: "Our teams support many residents across the Island and our aim is always to ensure they have the best possible outcomes and care, for their wellbeing and to remain living at home for as long as possible."



In 2017 we safeguarded the finances of an additional 60 vulnerable adults

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## Next year's highlights

- Introduce and embed robust approaches in our professional practice
- Introduce the Shared Lives scheme for people with learning disability
- Further develop a digital focus for our service delivery



**Pictured:** Delegates at the 2017 Digital Conference

## Businesses have the confidence to invest

The arrival of Ascensos on the Isle of Wight in 2017 saw the creation of up to 600 new jobs for Islanders. The initiative was enabled through extensive work of the council, together with the Isle of Wight College and the Department for Work and Pensions. This effective partnership meant that a swift set-up could kick-off operations in Cowes in the autumn.

It is testament to the opportunities that the Island can offer to businesses, that the Island was selected as a new hub for the firm, demonstrating that the Island is very much open for business and can do innovative and creative deals to increase our prosperity and wealth.

Chris Ashman, director of regeneration at the council, said: "This opportunity came at a great time while we were seeking to expand and strengthen our efforts to bring real regeneration and opportunity to the Island. Regeneration isn't just about buildings, it's about creating a sustainable community that can thrive; from education and skills creation, to the provision of quality jobs and appropriate

housing, and in turn further investment.

"A robust and dynamic local economy that will be sustainable now and in the long term for our future generations, encouraging more businesses to grow and to locate on the Island."

We also launched our regeneration programme during the summer of 2017, placing the Isle of Wight firmly on the map with potential investors and developers who could help to deliver Island regeneration. The 'Isle of Opportunities' identified a number of key sites across the Island, including Newport Harbour, Ryde, and in the Bay area for physical regeneration.

And we began an extensive consultation process with Islanders about the "Wight we want". Local workshops have been taking place throughout the year to gauge interest and involvement in shaping the regeneration strategy, which will be published in 2018.

Further details can be found online at: [iwightinvest.com](http://iwightinvest.com)

In the last year, 212 new food businesses registered with the council's environmental health service

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## Next year's highlights

- Appointing a master-planning and development partner for Newport Harbour
- Expanding the supply of business accommodation on the Island
- Continuing to address local regeneration priorities by engaging with local communities.



More than 120 young people from across the Island gathered at a youth conference in March 2018 to shape decisions about the Island's future.

Business leaders from various different local industries including engineering, service, charity, leisure and environmental consultancies led proceedings to gauge insight into the hopes and aspirations of the Island's youth.

The students created architectural models and plans to redesign, redevelop or regenerate key Island sites, including Sandown seafront, Newport Harbour, Newport town centre and Ryde Esplanade. These are being used to shape future discussions.

Megan Turner, 15, from the Island Free School, said: "It was a really great opportunity to think about the possibilities for the Island's future too."

Orla Gradwell, 13, from Cowes Enterprise College, said: "I am interested in being an architect, so it was amazing to meet local architects and designers and work with them on our ideas for regeneration."



## A well-educated and skilled community

**Eighty per** cent of schools on the Island are now rated 'good', in line with our 'Delivering Educational Excellence' plan that was launched last year.

We are committed to delivering educational excellence across the Island. Our aim is that all schools will be rated as 'good' by Ofsted and at least 25 per cent as 'outstanding' by 2020/21.

The recent improvements in student outcomes in the Early Years, primary and secondary schools are testament to rigorous management, quality of teaching, dedicated support of parents and carers, and the commitment of Island pupils to achieving their very best. Our post-16 technical and vocational course results are above the national average.

We are committed to working closely with all schools on the Island, irrespective of status and governance arrangements, to support their pursuit of high standards to ensure that all children have the best possible start in life.

The four key focus areas that will drive the strategy for school improvement on the Island are:

- ensuring that all schools are 'good' or better;
- building on the improvements in standards;
- ensuring schools are good for all children;
- leading a cohesive system for children based on effective partnership working.

Continued secondary education in The Bay area was also secured this year. From September 2018, The Bay CE Primary School will become an 'all through school' for pupils aged four to 16, following the agreement to close Sandown Bay Academy. The new school will become a flagship for the Island, offering the highest possible level of education for children.

Further commitment was also assured this year when the successful partnership with Hampshire County Council, which began in 2013, was extended. The partnership provides valuable support and capacity to support education on the Island.



**Island adult** learners were celebrated in June 2017 as part of the national Festival of Learning, which showcases the wide range of opportunities and resources available to adults hoping to continue or resume their education on the Island.

Learning is a lifelong journey that creates opportunities for individuals and supports the local economy through the

creation of new skills, confidence and access to employment.

Award winners included:

- Briony Jordan, who completed a 30 hour Open College Network (OCN) qualification in 'Developing Personal Confidence and Self-awareness' with Bodster Equine Assisted Learning Centre. Briony grew in confidence to start applying for jobs and has

since gained employment in Cowes.

- Leyla Dafter, apprentice administrator at Storeroom Education, who has made extraordinary progression over the last two years achieving the Level 2 and Level 3 qualifications in Administration; she has since secured permanent employment and is exploring options for a Level 4 qualification in September.



**1,689 people** took part in at our adult community learning classes last year

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## Next year's highlights

- An Island-wide primary mathematics improvement project to improve outcomes
- Continuing the work to improve GCSE standards across the Island
- Establishing The Bay CE School
- Creating an Island-wide Post-16 strategy to drive up standards of attainment.



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

**A review** of the council's key strategic planning document, the Island Plan, began in 2017.

Activities that have taken place over the past 12 months, include a review of available 'brownfield sites' and a survey of retail habits.

The Island Plan was originally adopted in 2012 and sets the approach to planning for the Island. The review will ensure that this key planning strategy remains up-to-date, as well as

aligning it with the ambitions of the recently launched Regeneration Strategy, which is key to addressing the Island's financial situation, and the council's emerging corporate plan.

The regeneration programme on the Isle of Wight was given a major boost when the council's planning committee approved a programme to create and protect 500 jobs in new

industrial units, offices, shops and restaurants at Medina Yard in Cowes.

The new scheme will include re-construction of the sea wall, a new public slipway, new open space areas, a new riverside walkway and cycleway, 535 new homes and more than 18,000 square metres of non-residential space.

The scheme emphasises jobs from the start, as new industrial units for marine



1,221 planning applications were determined during 2017/18

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## Next year's highlights

- Extra care housing schemes with partners and developers
- Roll-out programme of delivery for supported accommodation
- Further improvements to the Severe Weather Emergency Protocol – working with Salvation Army

manufacturing will be built at the same time as the first phase of waterside apartments.

The project also supports the restoration of the Cowes hammerhead crane, a symbol of the Island's manufacturing and marine heritage.



**Residents of** both Gurnard and Freshwater voted to adopt neighbourhood plans for their areas this year, joining Brighthstone, Brading and Bembridge.

This process gives local people the chance to shape the future of their area and community.

The plans will now be the first point of reference to determine planning applications for the areas and give clear guidance to those looking to develop within the area of what the community would like to see in the future.

Around 90 per cent of residents in each area voted in favour of their local plans.



## All young people will have the best start in life so that they can fulfil their potential

In August 2017 a pilot thematic Ofsted inspection identified significant improvements within our Children's Services. It found that: "children and their families receive the right help at the right time"; "senior leaders have worked resolutely to implement systemic change to services for children in need of help and protection"; "social workers know the children they work with well, provide good support and help them to stay safe". This is a fantastic improvement since the service was found to be 'inadequate' in 2012.

One of our more exciting projects this year helps our children leaving care to achieve greater independence. The 'come dine with us' project promotes cooking skills, practical skills and enhances social skills with adults and has provided extreme personal satisfaction to the youngsters and grown-ups involved. The group meets monthly; those taking part plan, make

their own decisions, prepare and cook their own devised menus and then share the meal with others. It's been such a hit that the young people are now hoping to create and publish their own cookbook, with handy tips that they've picked up along the way.

We recruited 14 new households to foster and care for local children who need Island homes in 2017/18. One of our foster carers reported this year that they were "given new insightful ways to support young people" by our expert in-house team.

And, to give families more choice over when they take their holidays, we agreed to trial a new approach to school holiday patterns on the Island from next year. More than 1,800 people responded to our survey. The 2019/20 autumn term will have a two week break instead of the 'normal' one week.



98.2% of 16 to 18 year olds on the Island taking part in education at school, college or through an apprenticeship, compared to 93.8 nationally

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## Next year's highlights

- Investing in digital technologies for social workers to be more mobile; working in the community helping families.
- Delivering more integrated early support to families with health and other partners to improve outcomes for children and young people.
- Implementing our local offer for children who grow up in care and providing them with support in learning, employment and accommodation as they move into adulthood.



Over the past year, around 160 extra Island children with disabilities and/or additional needs (up to age 19) have benefited from our Short Breaks services.

Short Breaks offers a range of after-school clubs, evening and weekend activities, as well as short family getaways at Nodes Point Holiday Park, Seaview and Lower Hyde Holiday Park, Shanklin.

This year the team has increased its engagement with the community, through schools, events and in partnership, to encourage families to get involved with the programme. They provide opportunities for children and young people who might otherwise find barriers to accessing some activities that others take for granted, and help to shape the service that meets their needs.

Subsidised holidays are available to Gateway card PLUS holders – which is free and easy to sign up for online at: [iwight.com/shortbreaks](http://iwight.com/shortbreaks), where a full list of activities is also listed, including horse-riding, tree-climbing, fun clubs and forest schools.

## People take responsibility for their own health and wellbeing



In the last year we have introduced new fitness classes across our 1Leisure sites, such as Total Body Workout, Glow and Bounce and Burn. We've also increased the number of Aquacise classes to fit the growing levels of demand, and set aside extra swimming pool time for junior lessons, while more children than ever are joining us to learn to swim.

At 1Leisure, we constantly seek to innovate and evolve our facilities to offer an ever-increasing array of opportunities for people to improve their health and wellbeing. Our Tone Zone gyms now host new cardio-vascular equipment with full internet connectivity at Medina, The Heights and Westridge. The upcoming extension at The Heights continues our

drive to improve the Island's health and wellbeing.

Last year, more than 360 'health walks' took place across the Island – that's almost one every day of the year; more than 3,800 people took part! We also offered a range of 'social rides' for anyone with an interest in cycling over the past 12 months – 163 people came along to the 12 rides that took place. We also support many local clubs and organisations to extend their reach within the community, encouraging new people to turn out, keep coming and take a personal interest in their own levels of fitness and activity. In 2017, 68 people (from age seven to 78) benefited from our Talented Athlete scheme; supporting them to participate in their chosen activity.

Health and wellbeing isn't just about physical fitness and activity though; we've enhanced our work and made a commitment to support the 'mental health pledge' this year. Our library service, among others has been supporting mental health wellness for a long time, and this year it launched two new services that support this: the 'Reading Well' scheme for people living with long term conditions to access expert endorsed books on prescription, and the 'Borrow Book' scheme.

Our public health responsibility is to improve the health and well-being for our population; supporting those in worse health to have better health outcomes. This includes supporting

behaviour change, recovery from substance misuse and protecting the health of the population from infectious disease. In partnership with Hampshire County Council, we commission services from specialist partners for sexual health, substance misuse and the healthy child programme to meet the needs of the Island.

Further work this year includes a programme on Adverse Childhood Experiences (ACE's) network and work with schools. The public health team continue to support improvements in Island health care alongside our partners. Decision-making within the council is now also better utilising population health data to focus the work that we do.

**805 people engaged with our wellbeing service last year; 60 per cent lost weight and 27 per cent quit smoking within 12 weeks.**

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**We have** a responsibility to tackle obesity for the whole population. Ken's story is one of many...

Last year, our wellbeing service helped Ken to lose weight; he needed knee replacement surgery, but had been told that his BMI (body mass index) was too high, at 37. He weighed 109.8 kilograms and was considered obese.

After two-and-a-half months, Ken had lost two stone and his BMI had dropped to 33.4.

The surgeon was very impressed with his weight loss, and Ken put it down to the support he received from Dena, one of our wellbeing advisors.

Ken said: "I give all the credit due to Dena who has encouraged me and showed me how to change my lifestyle and lose weight. She is a brilliant teacher who can explain anything in simple terms. I am grateful for her tuition. I hadn't been on a diet, but just changed my lifestyle."

## Next year's highlights

- Working with Island businesses to support people to reduce their sugar intake as part of our Sugar Smart campaign
- Developing and testing a Health Protection Response Plan
- Extension of 1Leisure Heights gym facilities to provide more fitness opportunities for the community.
- Ensuring that public health services meet the needs of our community.



**Pictured:** Newport Roman Villa

## The Isle of Wight is a leading UK visitor destination

**We work** closely with Visit Isle of Wight to identify new markets and provide the best possible experience for visitors to the Island. The Island continues to punch above its weight in terms of attracting UK and overseas tourism visits.

For the fifth consecutive year, the Island attracted government funding to support sustainable travel and transport initiatives; promoting environmental tourism. Working closely with a variety of partners, We are leading the introduction of new initiatives to encourage people to think about how they travel and their impact on the environment.

This year, we started the search for an investment partner for Dinosaur Isle museum at Sandown. The move is designed to

find vital extra funding and expertise to develop and expand the museum – while retaining accredited status and protecting its internationally-renowned collection. It is hoped that this will also kick-start revitalisation of the wider seafront area.

Our museums saw some of their highest volumes of visitors ever this year for special events, including a 100 per cent increase in visitors to Newport Roman Villa and the museum of Island history in September, for heritage open days.

The success of targeted campaigns and ever increasing interest from developers in providing a wider range of higher quality tourism accommodation will help to keep us in our place as one of the UK's leading holiday destinations.



**A new** electric-bike hire service was launched in Freshwater in April 2018 thanks to funding from the council's Active Travel Innovation Grant. The initiative aims to attract active

travellers to explore the beauty of West Wight, using electric bikes (e-bikes).

The Bay Boutique Bed and Breakfast operates as an environmentally sustainable

business and these new bikes will be charged by solar panels, making them an even greener form of transport. A suggested walk and cycle route map to inspire and motivate guests and support their West Wight adventure has also been created.

The owner of The Bay Boutique Bed and Breakfast, Paul Mocroft, said: "The advantage of e-bikes is that you don't have to be an expert cyclist or super fit to have a go. Knowing you've got an electric motor to boost your journey gives you the confidence to go further and tackle those hills with ease."

The Active Travel Innovation Grant forms part of a wider programme of sustainable transport interventions being delivered by the Isle of Wight Council and local partners, including Visit Isle of Wight, over the next three years and builds upon previous Department for Transport sustainable transport investment programmes on the Island from 2012.

## Next year's highlights

- Appointing of an investment partner to develop the Dinosaur Isle visitor attraction
- Opening of new tourism accommodation provision across the Island
- Further improvement to cycling and walking opportunities



**83,831 people visited council-run museums over the past 12 months**

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## The community feels safe and the Island is resilient

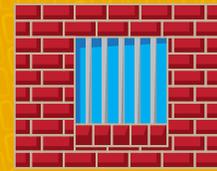
While we can and do plan and prepare for events such as outbreaks of mass illness or emergency incidents, we never know how, when or where these things might take place. This was proven this year with the cold snap in the spring, when a couple of bouts of snow and ice caused problems with the water network in the Newport area.

Council staff, together with colleagues from Southern Water, the emergency services, NHS and volunteers, came together to manage a 'major incident' (the first for many years) in March 2018 to ensure that our community had access to fresh water; up to 25,000 homes could have been affected.

Colleagues worked through the night alongside Southern Water, to bring water from the mainland and prepare to distribute it to areas in and around Newport that could have woken up to dry taps.

Our Community Safety Partnership (CSP) meanwhile spent the year working to make the Island a safer place on a day-to-day basis.

This year the partnership (that includes police and others) has: tackled 33 incidents of anti-social behaviour; set up an operation to reduce street drinking that resulted in a decrease of 70 per cent; talked to more than 250 residents at a series of multi-partner community safety events about crime priorities; and trained more



From October 2017 to March 2018, our Youth Crime Prevention (YCP) officer has worked directly with 17 young people to reduce their risk of offending

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than 60 people in the national PREVENT strategy that supports identification of people at risk of extremist activity.

The local authority has worked closely with partner agencies to raise awareness of the risks regarding child sexual exploitation, through events and sessions throughout the community and local schools.

## Next year's highlights

- Public consultation on fire service review
- Domestic abuse campaign
- Closer joint planning with NHS



**James Potter**, one of our trading standards inspectors received a prestigious award for his work following a successful prosecution under the Trade Marks Act 1994 last year.

James was nominated for his perseverance, dedication and coordination regarding raids against Facebook traders, resulting in the seizure of more than 2,000 items and a successful conviction at court; one of the biggest raids ever on the Island.

Twenty-six trademarks were found including Chanel, Superdry and Hugo Boss and were being sold through a Facebook account; the value of all of these goods could have been up to £46,000. If these were genuine, the approximate retail value would have been between £300,000 and £500,000.

Although the lure of cheap counterfeit items may appeal to many, few realise the impact on legitimate businesses or realise the links to organised crime.



## Outstanding digital and transport connectivity

Pictured: Coppins Bridge, Newport

**The Island** is open for business and the emphasis this year on improving connectivity with the mainland and beyond saw the start of many key projects.

The work of the Island's Infrastructure Task Force is now shaping future plans. Recommendations from the wide-ranging stakeholder group, including residents, are in progress.

A project to reduce congestion in Newport has already started following £9.5 million government funding received this year, which plans to improve traffic flow in and around the town.

We have also set up a cross-Solent operators' partnership board, to ensure that relations and opportunities are maximised.

The increased use of digital

technologies to support services on the Island has seen much interest this year, starting with our Digital Solent Conference in November 2017. The conference saw a major announcement from WightFibre of a huge £35 million investment in 'Gigabit Island' supported by the government and many innovative ideas generated from the conference are



In 2017 we received **83,518 online requests** via our website [iwight.com](http://iwight.com) – the most popular were for waste and recycling services

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now being developed, with support from expert partners from across the Island's digital technology sector. The progress made in this area saw the Isle of Wight gain international recognition as global 'Smart Island 2018'.

Island Roads has completed their fifth year of the highways improvement partnership to bring our roads up to a high standard; around 400 kilometres of highway has now been resurfaced since the contract commenced.

While it is also recognised that the Island's 'gateways' require focus, Ryde Interchange has been included as a potential site for regeneration, and development work at East Cowes was granted planning permission during the year.



**Together with** Island schools, we created and implemented an innovative partnership project to share documents effectively between each other.

Using an entirely new product to everyone, it was a steep learning curve, and schools are successfully using the new system and sharing documents.

The new system is quicker, easier, secure and more efficient for the council and the schools.

## Next year's highlights

- Support the implementation of the first phase of Wight fibre's full fibre investment programme for residents and businesses on the Island
- Improved flexible working for social care teams to work 'out in the field'; increasing visits, reducing mileage
- Progressing the Newport transport plan to improve traffic flow around the county town



Community needs are met by the best public services possible

**Our two 'co-ro's'** (co-responder units) provide vital first response medical intervention on behalf of the Isle of Wight Ambulance Service in partnership with our Fire and Rescue team. Last year they attended 463 calls, 93 per cent of which was within the eight minutes target time.

The partnership is a great success and demonstrates true collaborative working. Initially the service was set up to provide medical support for people experiencing cardiac arrests, with breathing difficulties and unresponsive patients, however, they now also attend road

traffic collisions and other emergencies when the ambulance service is stretched.

In the past year, further collaborative working with health partners has seen the creation of a local care board, which is leading major change to improve health and care services on the Island.



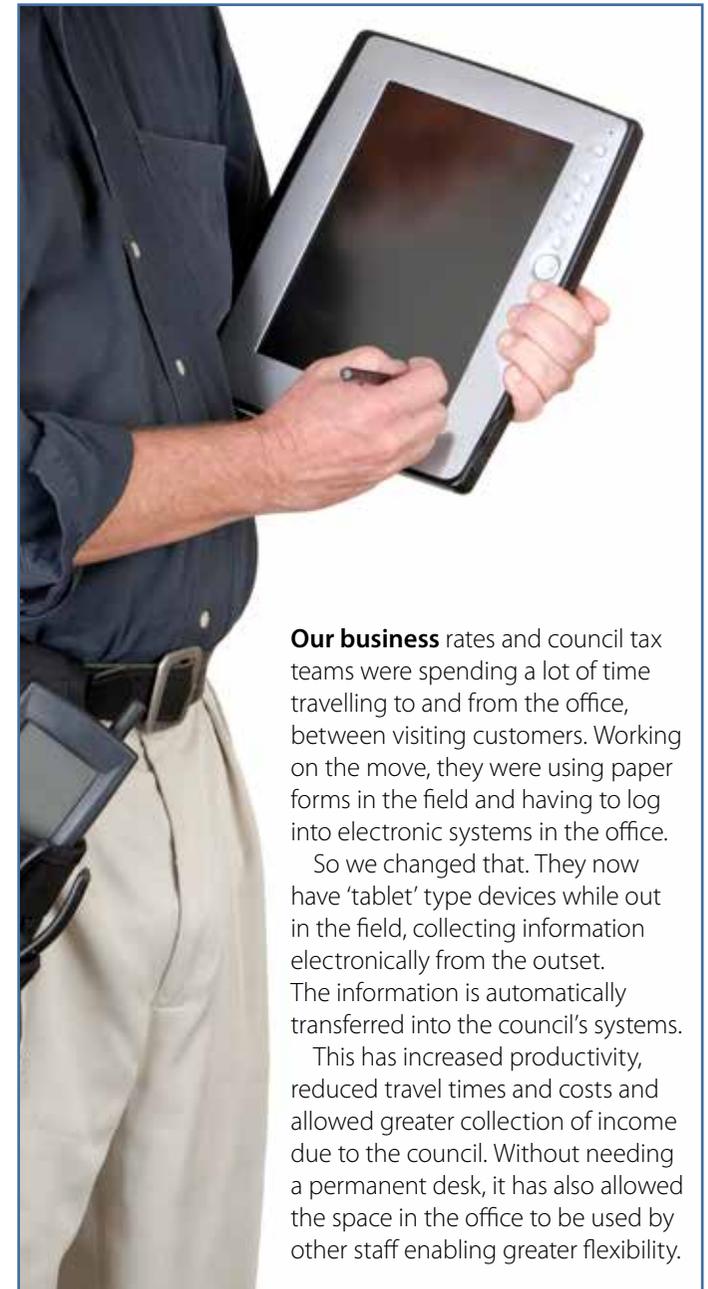
By January 2018 over **1 million** telephone or face-to-face interactions

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## Next year's highlights

- A redesigned and improved website
- An integrated 'one-stop shop' hub at County Hall for community information and advice
- Public consultation on fire service review

We will continue to work with NHS and CCG to shape the future of health and care services on the Island, to meet community needs last year.



**Our business** rates and council tax teams were spending a lot of time travelling to and from the office, between visiting customers. Working on the move, they were using paper forms in the field and having to log into electronic systems in the office.

So we changed that. They now have 'tablet' type devices while out in the field, collecting information electronically from the outset. The information is automatically transferred into the council's systems.

This has increased productivity, reduced travel times and costs and allowed greater collection of income due to the council. Without needing a permanent desk, it has also allowed the space in the office to be used by other staff enabling greater flexibility.

## The environment and unique Island characteristics are celebrated



**We all** know that the Island is a beautiful place to live and visit – with more than 50 per cent of our landscape designated as an Area of Outstanding Natural Beauty (AONB) – and that’s clear in how the community gets behind our ambitions to reduce local waste.

We need to say ‘thank you’ to our community, as we are currently well above the national average in our recycling rates – our household kerbside and recycling centre recycling rates are 58 per cent – the national average is due to be 50 per cent by 2020; so we’re already eight per cent ahead!

Fly-tipping on the Island also dropped in 2017-18, with 12 per cent fewer incidents. We’ve teamed up with the national Keep Britain Tidy campaign *#crimenottocare*, to tackle fly-tipping through education about how rogue traders, who offer to take people’s waste away for money can then dump it illegally.

Every year, more than 11,000 tonnes of garden waste is generated across the Island, so this year, we added a new service for residents, in partnership with our waste management partner Amey, for fortnightly kerbside collection of garden

waste. The uptake has been incredible for this flexible and simple solution with more than 5,000 households already signed up.

As the issue of plastic recycling has hit the headlines this year, the council is working with a huge variety of local partners to help to reduce the use of plastic on the Island, to recycle or reuse what we collect efficiently, and to support its clearance from our environment. We’ve supported a number of community ‘litter pick’ events throughout the year.

We’ve also supported plenty of ‘reuse’ campaigns



Ventnor Park won its **fifth consecutive Gold Medal** at the South and South East England in Bloom awards in 2017; Rylstone Gardens, Shanklin won a silver medal.

#greatWIGHTbites

throughout the year, including the donation of almost three tonnes of paint brought to our household waste and recycling centres and bequeathed to charities and local community groups in partnership.

## Next year highlights

- Plastic Island – a campaign to reduce plastic waste on the Island
- Host an environment conference to help shape future strategy
- Open and ‘energy from waste’ facility at Forest Park



**Did you** know that the Island has the world’s first SMART cycling corridor?

The Bicycle Island app covers the Cowes to Newport cycle path, but is due to be extended to cover the full Red Squirrel trail. It lets cyclists better interact with the route, record journeys and offer a more immersive experience of cycling via technology. It uses two-way real-time data, ‘gaming’ and ‘experience’ enhancements; it’s also FREE to download (from the App Store and Google Play).

This year 625 people downloaded the app and together they have cycled more than 2,000 kilometres each month. Users can compete with one another for ‘bragging rights’ on the leaderboard, while raising funds for local good causes such as, the Pop-Up Soup Kitchen. Hundreds of pounds have been raised for local groups over the past 12 months.

The cutting-edge project aims to influence the travel behaviour of residents and visitors to reduce and replace private car trips with sustainable modes, using Department for Transport Access Funding for sustainable travel.

# Looking forward

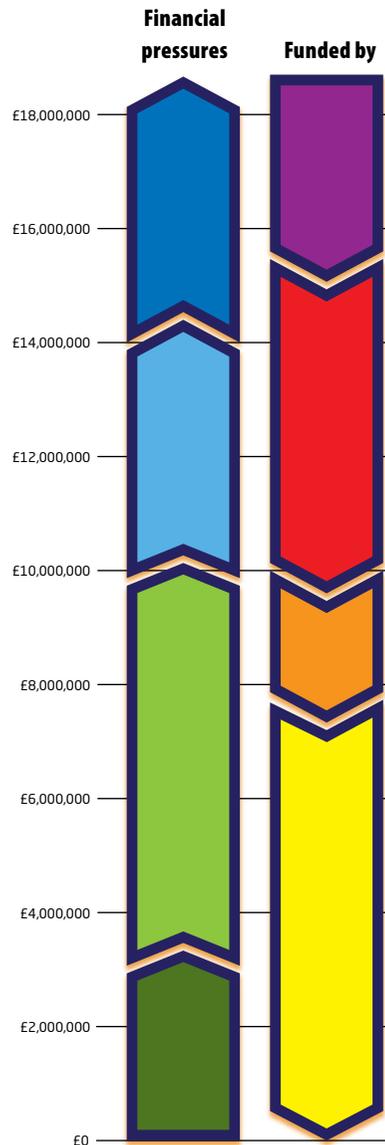
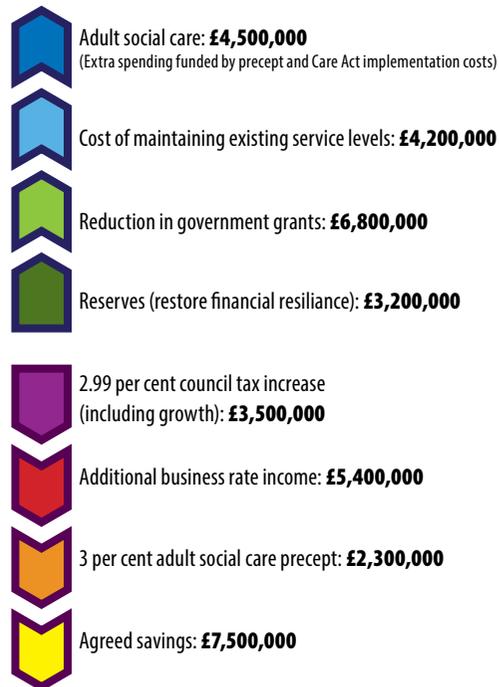
The Isle of Wight Council plans to spend £321.9 million in 2018-19 (revenue) on providing services for the Island.

To meet financial pressures on its spending plans of £18.7 million in 2018-19, the council plans to raise additional council tax of £5.8 million, additional business rates of £5.4 million and the remainder of £7.5 million from savings.

## Balancing the budget

The budget will be funded during 2018-19 as shown here.

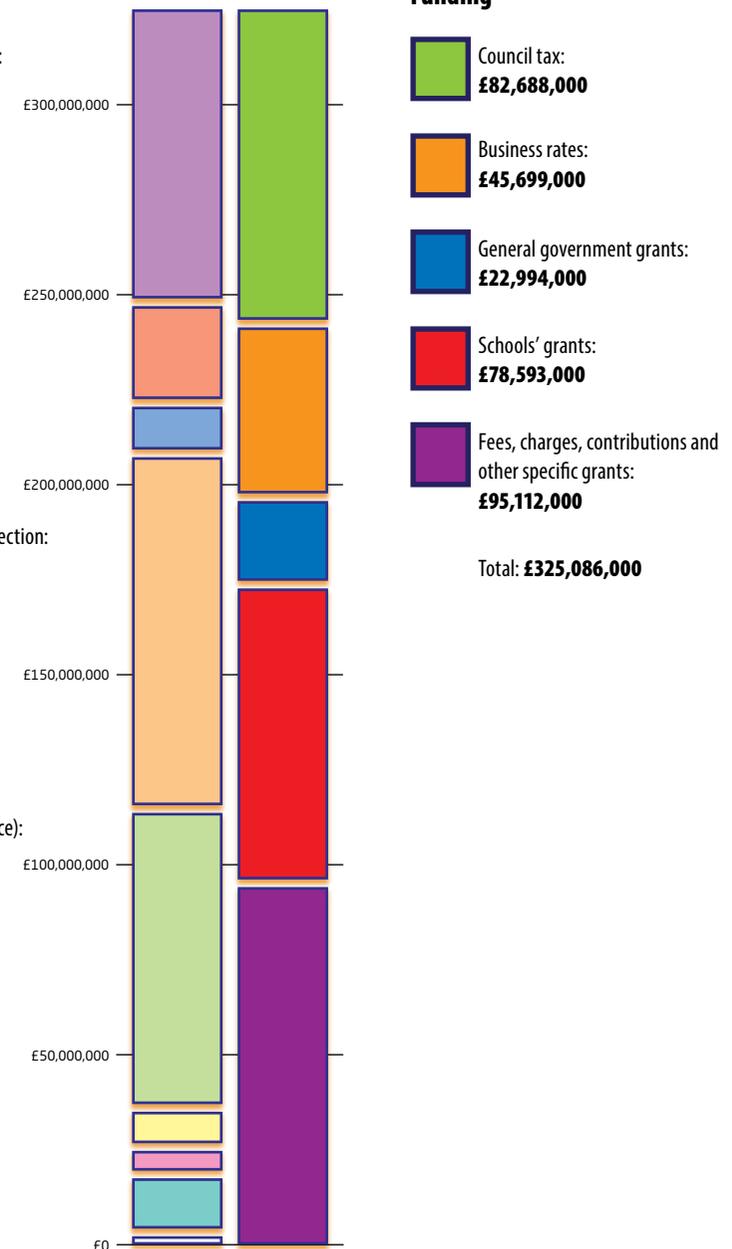
### Financial pressures:



### Spending



### Funding



# ISLE OF WIGHT COUNCIL ANNUAL REPORT 2017 to 2018

Save time,  
do it online...

Did you know that you can do most of your business with the Isle of Wight Council online?

More enquiries and tasks are now undertaken online, providing a quicker, easier, more flexible service to Islanders.



Pay your council tax or parking fine



Change your address with the council



Check your waste collection



Apply for housing benefit or council tax support



Access information, advice and guidance and much more...

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- set up a direct debit;
- pay your bill;
- view your outstanding balance;
- register for paperless billing;
- apply for housing benefit and council tax support;
- change your address;
- view information about discounts, exemptions and other council tax queries – check out the full council tax information leaflet for 2018 online too!

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