



## Christmas Edition 2020

from Councillor Lora Peacey Wilcox – Cowes Town Mayor

### Message from the Mayor of Cowes

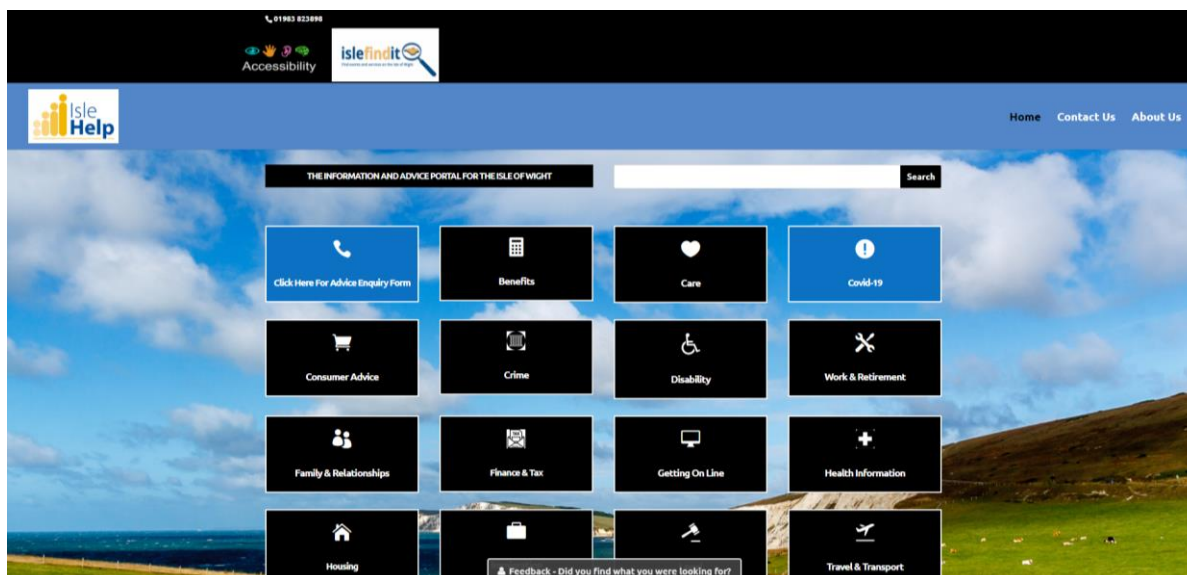
YOU ARE NOT ALONE. Whatever you are going through there IS someone who can help you. In this edition are all the organisations just waiting to help.

Isle Find It, Citizens Advice Isle of Wight – Directory of Services and Events on the Isle of Wight

Telephone: (01983) 823898 ext: 2822

<https://islefindit.org.uk/>

Information and advice portal: <https://www.islehelp.me/>



### Looking after your wellbeing in isolation

It is important to take care of your mind as well as your body when you are staying at home. You may feel isolated, anxious about your health or finances. You may feel lonely. These feelings are ok and for most of us they will pass. But they don't for everyone. There are things you can do to help your mental wellbeing when staying at home. You could make yourself a daily checklist – example right.

There is support available to you if you need it.

### Coronavirus update



Please stick to latest government guidelines and remember:

**Hands, Face, Space.**

Visit <https://www.gov.uk/coronavirus> for latest restrictions and guidance.

#### Wellbeing Checklist

- ☐ Shower
- ☐ Medication
- ☐ Drink Water
- ☐ Clean one thing / space
- ☐ Tend to something growing / living
- ☐ Be mindfully present to:
  - A sound or song
  - A sensory feeling
  - Something you see
  - A spiritual practice
- ☐ Reach out to a human outside your home
- ☐ Do one thing to get your heart rate up
- ☐ Do one thing you'll be glad you did later
- ☐ Do one thing just because you want to
- ☐ Get in at least one good laugh

[Source: unknown]

### Isle of Wight Council helpline and other local support

The COVID-19 helpline remains open for anyone that needs additional support, seven days a week.

Call (01983) 823600 between 9am and 5pm Monday to Friday, and between 10am and 3pm at weekends for support. You can also email [contact.centre@iow.gov.uk](mailto:contact.centre@iow.gov.uk).

This helpline is for anyone who needs help because of self-isolation, who is alone with no local network of friends, family or neighbours and needs support, or who feels vulnerable and may need assistance with:

- help to access pharmacy medication delivery services and healthcare needs;
- access to online shopping delivery services or small essential shopping requests;
- signposting to partner agencies for support with issues arising from isolation including welfare, finance, mental health, childcare issues, crisis advice and support or other caring responsibilities.

The IW Council has also committed extra money to the 'Help Through Crisis' scheme which is already operating on the Island to provide crucial help to those Islanders struggling to afford food and other essentials during the pandemic.

If you do not have a local network of friends or family to support you during lockdown, please call

# 01983 823600

for support.

Monday to Friday, 9am to 5pm  
Saturday and Sunday, 10am to 3pm

**HANDS** **FACE** **SPACE**

### Other sources of help

**Community Action IOW** - For help with: Business Support; Mental Health; Benefits and Money; Domestic Abuse; Faith; Transport; Families; Activities to do at home.  
Phone: 01983 524058

<https://www.communityactionisleofwight.org.uk/>

<https://crisis.communityactionisleofwight.org.uk/>

**Age UK Isle of Wight** - Advice and support for those living alone or elderly; tips for winter; banking support and contact information for local supermarkets.

Phone: 01983 525282

<https://www.ageuk.org.uk/isleofwight/>

**DOMESTIC ABUSE**

Help is closer than you think...

0800 234 6266  
[iwight.com/domesticabuse](http://iwight.com/domesticabuse)



The Footprint Trust offer impartial information on saving energy and water in homes on the Isle of Wight.

Phone: 01983 822282

Email: [info@footprint-trust.co.uk](mailto:info@footprint-trust.co.uk)

<https://footprint-trust.co.uk/>



# TOP TIPS FROM THE FOOTPRINT TRUST TO HELP YOU KEEP WARM & SAFE THIS WINTER

**IF YOU ARE WORRIED ABOUT YOUR  
FUEL BILLS CALL 01983 822282**

- Talk to your energy company. Are you on the best deal? Can you get the £140 Warm Home Discount?
- Keep safe in a power cut or water failure. Join the free Priority Service Register. [www.ssen.co.uk/psr/southernwater](http://www.ssen.co.uk/psr/southernwater) or phone 0800 294 3259.
- Lag your water pipes.
- Save £200\* on your utility costs! Talk to the Warm Island team at The Footprint Trust on 01983 822282 or email [info@footprint-trust.co.uk](mailto:info@footprint-trust.co.uk)
- Phone 0800 027 0800 and ask about the Watersure tariff if you have a disability or high water usage due to illness.
- Make sure your torch is charged, and you have spare batteries.
- Keep a supply of tinned and nonperishable goods in case extreme weather prevents you from going out to the shops.
- Make sure you have enough medicine; don't leave re-ordering to the last minute.
- Keep important phone numbers on your fridge.

## USEFUL HELPLINES

**Islehelp** for advice and information on benefits, money issues, rent concerns  
☎ 03444 111 444 🌐 [www.islehelp.me](http://www.islehelp.me)  
✉ [enquiries@iwcab.org.uk](mailto:enquiries@iwcab.org.uk)

**Isle of Wight Council Covid-19 support**  
☎ 01983 823600

**Struggling on your pension?**  
You may be entitled to more money.  
☎ **Pension Credit helpline** 0800 991 234

\*per year

Garfield Weston Foundation  
The Henry Smith Charity  
Founded in 1818  
**HiWCF**  
LOCAL GIVING FOR LOCAL NEEDS  
COMMUNITY FUND

 **The Footprint Trust**    **@footprinttrust**  
[www.footprint-trust.co.uk](http://www.footprint-trust.co.uk) Reg Charity No. 1106024. Reg Company No. 04587815.

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Organisation:	Contact:	Help offered:
Suicide Prevention and Intervention Isle of Wight	<b>Call: 667 247</b> <b>Live Chat: <a href="http://www.spiiow.org">www.spiiow.org</a></b>  This service is available 24 hours a day 365 days of the year.	SPIIOW is a registered charity who seek to save lives from suicide across the Isle of Wight.
Samaritans	Tel: 116123 <a href="http://www.samaritans.org/branches/isle-of-wight/">www.samaritans.org/branches/isle-of-wight/</a> 24 hours a day confidential service	Support for people who have feelings of distress or despair.
Isle of Wight Autism Support Hub	Telephone 07498500607 Facebook @aimisleofwight Skype – Search: IOW autism support hub Email <a href="mailto:support@aimisleofwight.co.uk">support@aimisleofwight.co.uk</a>	For Autistic adults and their families and parents/carers of autistic children and young people.
Alzheimer's Society	Dementia Connect Support Line - 0333 150 3456 Our Isle of Wight staff can be contacted via email at the following address: <a href="mailto:iowdementiasupportss@alzheimers.org.uk">iowdementiasupportss@alzheimers.org.uk</a>	Local Dementia Support for anyone affected by dementia.
Stroke Association Local Stroke Support, Isle of Wight	If you or someone you care for has had a stroke, ring: 01983 898301 or email: <a href="mailto:iow@stroke.org.uk">iow@stroke.org.uk</a>	We offer support to stroke survivors and their close network.
Wessex Cancer Trust, Isle of Wight	Help line is operational 10 am – 3 pm Tue – Fri on 01983 524186. You can also email enquiries to: <a href="mailto:isleofwight@wessexcancer.org.uk">isleofwight@wessexcancer.org.uk</a>	Support line for people affected by cancer.
Carers IW	<b>Carers IW Helpline – 533173</b> – 7 days a week 8am - 8pm Monday – Friday and 10am – 4pm Saturday and Sunday Email: <a href="mailto:info@carersiow.org.uk">info@carersiow.org.uk</a>	Advice and support for unpaid Carers.
Priority Service Registers	Electricity: 0800 316 5457 (0800 316 5457 text phone) <a href="http://www.ssen.co.uk/PriorityServicesRegister/">www.ssen.co.uk/PriorityServicesRegister/</a> Water: 0330 303 0277 <a href="http://www.southernwater.co.uk/register-forindividual-needs">http://www.southernwater.co.uk/register-forindividual-needs</a> Gas: <a href="tel:08000728625">0800 072 8625</a> or <a href="tel:08002948604">0800 294 8604</a> if you're a Pay as You Go customer. Or you can contact by textphone on <a href="tel:1800108000728626">18001 0800 072 8626</a> . <a href="https://www.britishgas.co.uk/Priority-Service-Register">https://www.britishgas.co.uk/Priority-Service-Register</a>	Ensures vulnerable people are prioritised in the event of water or electricity outage or problems with their gas supply.
RNID (Isle of Wight)	Ring 01983 529533 or email <a href="mailto:iow@hearingloss.org.uk">iow@hearingloss.org.uk</a>	RNID are continuing to provide support.
Daisy Bus services	Please note: Call the minibus driver the day before travelling: Portsmouth: 0799 000 1072 Southampton: 0774 777 6874	Transport links for Island Cancer patients receiving treatment at QA Hospital, Portsmouth and Southampton General Hospital.

#### People Matter IW:

01983 241494. Lines open 10.00am – 4.00pm Monday to Thursday and 10.00am – 1.00pm on Friday.

Email: [admin@peoplematteriw.org](mailto:admin@peoplematteriw.org) Web: [www.peoplematteriw.org](http://www.peoplematteriw.org)



## Isle of Wight Foodbank



Local helpline - Please call 01983 823 898 to speak to Citizens Advice Isle of Wight, a referral partner of Isle of Wight Foodbank, who will be able to issue you with a food bank voucher if necessary.

Or alternatively call the free national helpline. If you are in financial crisis and live in England or Wales, please call 0808 2082138 for free (open Monday to Friday, 9am-5pm) to talk confidentially with a trained Citizens Advice adviser.

They can help address your crises and provide support to maximise your income, help you navigate the benefits system, and identify any additional grants you could be entitled to. If needed, they'll issue you with a voucher so you can get an emergency food parcel from your local food bank.

<https://isleofwight.foodbank.org.uk/>

## Dentist

Consultation

Your thoughts wanted, please use the link to have your say!

<https://www.healthwatchisleofwight.co.uk/news/2020-11-10/finding-it-difficult-find-nhs-dentist>

Please click on the link above to complete. The closing date for the survey is the 31st December 2020.

## Virtual Council Meetings

The Town Council's meetings continue to be held virtually via Zoom. It is working well and enabling us to make decisions that keep the town working together during such unprecedented times.

## Finance Committee Report

The Finance, Acquisitions and Staffing Committee have considered a draft budget and have recommended no increase in the precept for the 2021/22 financial year. The final decision will be made at the Town Council meeting on 10 December 2020.



The Town Council is still open for applications for community grants for events or projects. For more information please either contact the Town Clerk or see the Town Council's website for further details.

## Planning and Licensing Committee Report

The function of this committee is to inspect planning and licencing applications, advising the appropriate departments of the IW Council whether we support an application or oppose them. We can only oppose planning applications following national planning guidance, although we can suggest areas of concern. If the application is acceptable there is no need for comment. We will sometimes express support for applications which we feel benefits the town; a recent example is Spinlock's plans to develop the former Police Station.

While other committees make recommendations to be ratified at a full Town Council meeting, the Planning and Licencing Committee has delegated powers to make decisions.

The Committee's role is purely advisory, the final decision is made by the IW Council.

APPROVED



## Accessing dental care

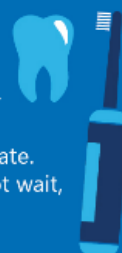


**Dental Practices are open, however practices will need to prioritise patients with the most urgent need.**

If you need help from a dentist:

- Contact your regular dentist or if you do not have one, call any NHS dental practice.
- You will be given advice or offered an appointment if appropriate.
- For urgent dental care, out of hours or at weekends that cannot wait, please ring NHS111 or use the NHS111 online service

Please do not visit your dental practice unless you've been advised to. This will ensure the practice can continue to provide essential care safely.



## **Free Parking for Mainland NHS Patients**



There are limited parking permits available for free parking in Northwood House Car Park for Island residents attending NHS mainland hospital appointments. The scheme has been extended by Northwood House Charitable Trust Co. Ltd. currently until the end of December 2020. Our thanks to Northwood House for continuing the scheme to assist patients travelling to the mainland for treatment.

The scheme is administered by the Town Clerks. Further details are available on our website:

<https://www.cowestowncouncil.org.uk/wp/homepage/nhs-parking-scheme/>

Knowing how debilitating chemotherapy and operations leave you, it is the least we can do for Island residents. We have received a number of thanks from those benefiting from the scheme.

## **Christmas Church Services**

Current information from Reverend Poppe regarding services over the festive period at St Mary's and Holy Trinity Churches:

Holy Trinity is planning a carol service to be streamed on 13 December at 11:15am.

St Mary's is planning a streamed 9 lessons and carols by candlelight (probably to go out on 22 December at 4pm – usual time for the annual service). Sadly with no congregation as singing is still banned.

We hope to do a Midnight service on Christmas Eve. This will probably be a streamed service as we will have different people in the Church less than 72 hours later.

Christmas Day:

There will be a 9:30am Christmas Day service in Holy Trinity. Limited to 50 people and no congregational singing, though I hope to have a small Choir.

There will be an 11am Christmas Day service in St Mary's. Limited to 50 people and no congregational singing, though I hope to have a small Choir.

Christmas Day services are expected to be ticketed as a result of such limited numbers. These services will also be live streamed. There will be further instructions from the Church nearer the time.



## **Pharmacy Christmas opening hours**

Day Lewis, High Street: Tel 01983 293011

Christmas Eve: 9am – 5.30pm

Christmas Day: CLOSED

26 December: 9am – 3pm

27 December: CLOSED

New Year Hours: TBC

Boots, 200 Newport Road: Tel 01983 294467

Christmas Eve: 9am – 6pm

Christmas Day: CLOSED

26 December: 9am – 5pm

27 & 28 December: CLOSED

29 & 30 December: 9am – 6pm

New Year's Day: CLOSED

2 January: 9am – 5pm

## **Flu and Covid Vaccines**

Residents are encouraged to check Cowes Medical Centre's website for up to date information on flu vaccines and (in due course) Covid vaccinations. <https://www.cowesmedicalcentre.co.uk/> or telephone 01983 294902 (appointments) or 01983 295251.

## **Festive Lights**



The town's festive lights have been installed and are brightening up the town centre from Birmingham Road, Shooters Hill, the High Street and Bath Road. We were disappointed not to have held our annual switching on event but hope everyone enjoys seeing the lights and our lovely Christmas tree in Francki Place.



## Training available



The Community Resilience Project is offering FREE online training:

December 2020		
Training event	Date & Time	Contact for bookings
Introduction to Active Listening Skills Part 1 (live online) Part 2 (live online)	Dates and times TBC	Zoryna O'Donnell <a href="mailto:zodonnell@actioniw.org.uk">zodonnell@actioniw.org.uk</a>
Training event	Date & Time	Contact for bookings
Advice First Aider Volunteer – Part 1 (live online)	9 December 2020 (Wednesday) 13.30 to 15:00	Simon Barton <a href="mailto:simonb@iwcab.org.uk">simonb@iwcab.org.uk</a>
Resilience during challenging times (live online)	15 December 2020 (Tuesday) 14:00-16:00	Zoryna O'Donnell <a href="mailto:zodonnell@actioniw.org.uk">zodonnell@actioniw.org.uk</a>
Advice First Aider Volunteer – Part 2 (live online)	17 December 2020 (Thursday) 10:00-11:30	Simon Barton <a href="mailto:simonb@iwcab.org.uk">simonb@iwcab.org.uk</a>
January 2021		
Training event	Date & Time	Contact for bookings
Mental Health Aware (live online)	12 January 2021 (Tuesday) 9:00 -12:00	Zoryna O'Donnell <a href="mailto:zodonnell@actioniw.org.uk">zodonnell@actioniw.org.uk</a>
Advice First Aider Volunteer – Part 1 (live online)	21 January 2021 (Thursday) 10:00 to 11:30	Simon Barton <a href="mailto:simonb@iwcab.org.uk">simonb@iwcab.org.uk</a>
Resilience during challenging times (live online)	22 January 2021 (Friday) 10:00-12:00	Zoryna O'Donnell <a href="mailto:zodonnell@actioniw.org.uk">zodonnell@actioniw.org.uk</a>
Advice First Aider Volunteer – Part 2 (live online)	27 January 2021 (Wednesday) 13:30-15:00	Simon Barton <a href="mailto:simonb@iwcab.org.uk">simonb@iwcab.org.uk</a>

## Seasonal planting

We have been able to provide seasonal colourful displays in the town centre's planters again this year, which is a great way to keep the town looking bright and welcoming. All plants are supplied and maintained by Care in the Garden.

## Place Plan for Cowes and Northwood

Data gathering for the Place Plan was extended until the end of November. We eagerly await the results.

## And finally ...

A thank you to all those businesses that have kept us going during the whole of 2020 - too many to name and I don't want to offend if I forget anyone. All those care workers and essential workers that have also supported us all to carry on. The town is indebted to you all, please accept this as a personal thank you! xx

2020 is the year that few will ever forget. It is such a lesson for us to become as self-sufficient, thrifty and clever, and imaginative cooks than ever before. I wish you all a healthy, uplifting, debt free Christmas.

Wishing you good health and prosperity for 2021!

*Lora*



## USEFUL NUMBERS.

**Cowes Town Council Councillors:** (\* Also Isle of Wight Councillor)

<b>Name</b>	<b>Tel No./ Mobile/ Email</b>	<b>Ward</b>
Ken Gilpin	07518 766295, <a href="mailto:ken.gilpin@gmail.com">ken.gilpin@gmail.com</a>	Medina
Lynn Hammond	01983 282308; 07803 161272, <a href="mailto:lynn.hammond21@btinternet.com">lynn.hammond21@btinternet.com</a>	Medina
David J Jones	01983 298445, <a href="mailto:davwin@talktalk.net">davwin@talktalk.net</a>	Medina
Lora J Peacey Wilcox* <b>(Town Mayor)</b>	01983 645765; 07970 424214, <a href="mailto:lora08@sky.com">lora08@sky.com</a>	Medina
John "Jock" Rafferty	07860 929462, <a href="mailto:jockrafferty@gmail.com">jockrafferty@gmail.com</a>	Medina
Anni L Adams	07715 253558, <a href="mailto:anni.adams@outlook.com">anni.adams@outlook.com</a>	North
Paul M Bertie* <b>(Deputy Town Mayor)</b>	01983 243100; 07711 255000, <a href="mailto:cllr.paul.bertie@btinternet.com">cllr.paul.bertie@btinternet.com</a>	North
Paul A Fuller*	01983 289595; 07935 090835, <a href="mailto:paulfulleriw@gmail.com">paulfulleriw@gmail.com</a>	North
Neil G Oliver	01983 291179; 07969 258366, <a href="mailto:councillor.neil.oliver@gmail.com">councillor.neil.oliver@gmail.com</a>	North
Wendy Wardrop	01983 298687	North
Linda Brown	01983 295222; 07443 335107, <a href="mailto:lindymlou47@gmail.com">lindymlou47@gmail.com</a>	South
Stuart Ellis	01983 246352; 07721 606934, <a href="mailto:bigstu2006@hotmail.co.uk">bigstu2006@hotmail.co.uk</a>	South
John U A Nicholson*	07918 757843, <a href="mailto:cllr.john.nicholson@btconnect.com">cllr.john.nicholson@btconnect.com</a>	South
Christine Bustin	01983 508933; 07976 802679, <a href="mailto:jimchris3@sky.com">jimchris3@sky.com</a>	West
Stephen C Reynolds	07734 931066, <a href="mailto:dj.1066@hotmail.co.uk">dj.1066@hotmail.co.uk</a>	West
Paul G Taylor	01983 295222; 07443 332497, <a href="mailto:paul.taylor.9393@gmail.com">paul.taylor.9393@gmail.com</a>	West

**Town Clerk:** Ms Debbie Faulkner, Town Council Office, Northwood House, Ward Avenue, Cowes. PO31 8AZ  
[townclerk@cowestowncouncil.org.uk](mailto:townclerk@cowestowncouncil.org.uk) Tel: 01983 209022.

**Assistant Town Clerk:** Mrs Kate Gibbs, Town Council Office, Northwood House, Ward Avenue, Cowes PO31 8AZ  
[assistanttownclerk@cowestowncouncil.org.uk](mailto:assistanttownclerk@cowestowncouncil.org.uk) Tel: 01983 209022.

**Cowes Town Council Emergency Out Of Hours Number:** 07502 444883

	<b>Tel. Number</b>		<b>Tel. Number</b>
St Mary's Hospital	01983 822099	Isle of Wight Council	01983 821000
Cowes Medical Centre	01983 295251	Member of Parliament (Bob Seely)	01983 220220
Emergency Services (all)	999	Red Funnel Ferries	02380 019192
Ambulance/Fire/Police (non emergency)	101	Rail Enquiries	03457 484950
NHS (non emergency)	111	Cowes Primary School	01983 293261
		Lanesend Primary School	01983 293233
Crimestoppers	0800 555 111	Gurnard Primary School	01983 295713
Environment Agency	0800 807 060	Northwood Primary School	01983 293392
Floodline	0345 988 118	Cowes Enterprise College	01983 203103
Gas Leaks	0800 111 999	Cowes Library	01983 293341
Electricity Emergency	0800 072 7282	Citizens Advice Bureau	0344 411 1444
Southern Water	0330 303 0368	Age UK (IW) (Advice on benefits/ grants and handyman service)	01983 525282
Island Roads (24hrs.)	01983 822440		
Homestart - Support for families with young children	01983 533357	Foodbank	01983 292040
IW Fire Service - Free home fire safety check <a href="mailto:fire.communitysafety@iow.gov.uk">fire.communitysafety@iow.gov.uk</a>	01983 407075	Social Services (Adult)	01983 814980
Jigsaw Family Support - community based for everyone affected by family separation <a href="http://www.jigsawfamilysupport.com">www.jigsawfamilysupport.com</a>	01983 639 793	Social Services (Children)	0300 300 0117
Pension Service (Pension Credit entitlement check)	0800 99 1234	Samaritans Isle of Wight	01983 521234
The Footprint Trust	01983 822282	Storeroom (Furniture project)	01983 298679