



Community Independent Living Service

This briefing outlines the progress made during the mobilisation period for CILS project and highlights specific areas of interest as follows:

- Details on services provided by each CILS provider
- Information Hubs
- Transport
- Finance (including Transitional funding)
- Leases
- Working in partnership with Neighbourhood Care Groups

1. CILS Lead Providers and partners:

CILS contracts have been awarded to the following providers:

- **Contract 1** (Barnes, Mortlake and East Sheen area) to GoLocal (Age UK Richmond with Subcontractors and Partners)
- **Contract 2** (Richmond, Ham and Kew area) to Integrated Neurological Services with Subcontractors and Partners
- **Contract 3** (Teddington and Hampton area) to Richmond AID with Subcontractors and Partners
- **Contract 4** (Twickenham and Whitton) to GoLocal (Age UK Richmond with Subcontractors and Partners)

Subsequently INS and RAID have formed a partnership (**Community Partnership**) to deliver the CILS services in their localities.

Below is a list with the lead providers and their current partners and subcontractors.

GoLocal	Community Partnership
<ul style="list-style-type: none"> • Age UK Richmond (lead provider) • Mencap • RUILS • EMAG • Citizens Advice Bureau 	<ul style="list-style-type: none"> • Richmond AID and INS (lead providers) • Alzheimer Society • Richmond Borough Mind • Ham and Petersham SOS • Kew Community Trust • Richmond Adult Community College

	<ul style="list-style-type: none"> • Linden Hall • The Greenwood Centre • Richmond Homes and Lifestyle Trust • EMAG • Elleray Hall
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2. Added value

Each organisation will be working in partnership with the following organisations:

- St. Mary's University Twickenham
- Whitton Community Association, Social Club
- Taking Control
- The Third Age Trust
- Together as One
- Rotary Club
- FISH
- Hands
- Kew Neighbourhood Association
- Richmond Good Neighbours
- Whitton Network
- Teddington and Hampton Wick Voluntary Care Group
- RHP
- Richmond upon Thames council for voluntary service
- Richmond Carers Centre
- Volunteering Richmond
- Live Well Richmond
- Friends of Barnes Hospital
- Mortlake Community Association
- BCA
- Castelnau Centre Project
- Still Building Bridges
- Connaught Opera
- London Borough of Richmond upon Thames
- Richmond Clinical Commissioning Group
- HRCH (Hounslow and Richmond Community Healthcare) etc.

CILS providers and their partners are independent voluntary organisations which have a wide range of funding available to provide a diverse range of local services. The CILS contract does not prevent organisations delivering their own services in different areas in partnership or independently in line with their charitable remit.

3. Services available under CILS

Community Independent Living Services will deliver a wide range of services designed to maximise people's independence, help them make a positive contribution to their local community, reduce social isolation and improve their wellbeing either through delaying deterioration and dependency or aiding recovery.

Services are designed to deliver a network of informal support services for vulnerable adults in each of 4 localities. These localities reflect the current boundaries for adult social care teams and GP clusters, to provide better synergy with statutory services.

CILS will offer people tailored support focusing on the following:

3.1. Advice, information and signposting (venues)

GoLocal (Age UK Richmond and partners)	Community Partnership (INS, RAID and partners)
<ul style="list-style-type: none"> Whitton Library East Sheen Library 	<ul style="list-style-type: none"> Disability Action and Advice Centre Richmond Adult Community College Ham and Petersham SOS Kew Community Trust

3.2. Support Groups (examples)

GoLocal	Community Partnership
<ul style="list-style-type: none"> Self-help groups for individuals accessing mental health services Support groups for people living with dementia Activities, Drop-Ins and peer support groups for people with learning disabilities 	<ul style="list-style-type: none"> Multiple Sclerosis Support Group Stroke Support Group Parkinson’s Support Group 6 x Peer support group for people with dementia 6 x Peer led activity groups for people with mental health problems

3.3. Clubs and Activities (examples)

GoLocal	Community Partnership
<ul style="list-style-type: none"> Job club for people with learning disabilities Drop-ins and activities for individuals accessing mental health services. Cinema Club Social activities for all ages and abilities: Twickenham Well-Being, Barnes Common and Whitton Community Centres Healthy living activities for all ages and abilities : Twickenham Well-Being, Barnes Common and Whitton Community Centres 	<ul style="list-style-type: none"> Expanding Horizons – taster sessions of activities for people with neurological conditions such as horse riding, water-skiing and archery Social activities for all abilities: The Avenue Club, Linden Hall and Elleray Hall such as Bridge Clubs, French Club and Book Clubs Job Club for people with any disability including people with a learning disability

3.4. Social educational and cultural events (examples)

GoLocal	Community Partnership
<ul style="list-style-type: none"> Befriending Service Outings and social events Poetry and music groups Reading & Creative writing groups Arts & crafts for all ages and abilities Singing groups Community events to celebrate religious and cultural events Workshops, talks and events on topics of interest 	<ul style="list-style-type: none"> Befriending Services Arts and Crafts, creative writing Outings and Social Events Well Being Day Services – Elleray Hall, Linden Hall and The Avenue Club Health Group for people from minority ethnic communities RACC provides a wide range of courses for all ages and abilities

3.5. Exercise and Fitness (examples)

GoLocal	Community Partnership
<ul style="list-style-type: none"> • Low level & high level exercises classes for older people e.g. Zumba Gold, Tai Chi, Pilates & chair based exercises. • Introductory sessions for disabled people to access local gyms or sports facilities. • Outdoor exercise classes e.g. Nordic Walking • Healthy cooking sessions • Well-being advice and services: Twickenham Well-Being, Barnes Common and Whitton Community Centres 	<ul style="list-style-type: none"> • Relaxation and Meditation Groups • Well Being Day Services – Elleray Hall, Linden and The Avenue Club • Health and Well Being Activities at RACC– complementary therapies • Low level & high level exercises classes for older people e.g. Zumba Gold, Tai Chi, Pilates & chair based exercises. • Self-management and Well Being Classes for neuro-specific groups • Outdoor exercise classes e.g. Nordic Walking

3.6. Education, Training and Employment Opportunities (examples)

GoLocal	Community Partnership
<ul style="list-style-type: none"> • Job Club for individuals with a learning disability, • Workplace project – providing work based opportunities for people with a learning disability. • Computer courses for all ages and abilities. • Workshops and talks on topics of interest e.g. Using Social Media, Writing a Will 	<ul style="list-style-type: none"> • Job Clubs for all disabilities including people with learning disabilities • Volunteering Opportunities • RACC provides a wide range of courses for all ages and abilities • Awareness training across all delivery partners on dementia, neurological conditions and mental health

The CILS providers will work in partnership to develop a consistent approach across each locality and the whole borough, whilst ensuring the services are targeted and responsive to each local community.


4. Single points of access locally (Information Navigators)

CILS provides an Information Navigation function that:

- Acts as an access point for people recently diagnosed with a health condition, to investigate and source information on their behalf based on individual requirements; or supports people to access e-information resources for themselves.
- Establishes and quality assures a library of leaflets fact sheets and printable catalogue of information, available. on a wide range of health and social care related services
- Understands and can explain the range of support that is available from health and social care related support services, advising on the required referral process and contact details and assisting people with completion of any relevant service application forms.
- Provides advice and information on the range of Telecare and other equipment available to support people’s independence in the borough.

- Ensures information is available in a variety of different formats and accessible for all who need it

The Information Navigators (working under CILS contract) also provide information and advice via telephone or face to face if required. Having a network of providers working together under the CILS contract will improve and join up local intelligence about where the gaps are for people.

GoLocal	Community Partnership
<p><i>For residents of Sheen, Barnes, Mortlake, Twickenham or Whitton</i></p> <p>Tel: 020 8973 1877 Web: www.golocal.org.uk Email: hello@golocal.org.uk</p> <p> #GoLocal</p> <p><i>Other points of contact will be set up once the overall demand has been established.</i></p>	<p><i>For residents of Teddington and The Hamptons</i></p> <p>Tel: 020 8831 6464 Web: www.commpartnership.co.uk Email: richmondaid@commpartnership.co.uk</p> <p><i>For residents of Richmond, Kew, Ham or Petersham</i></p> <p>Tel: 020 3693 4000 Web: www.commpartnership.co.uk Email: ins@commpartnership.co.uk</p>

5. Transport

The CILS contract does not cover the provision of transport for people. Commissioners and CILS provider organisations are fully aware of the importance of transport for people who do not find it easy to access public transport. CILS providers will be working in their localities with the Neighbourhood Care Groups to identify local needs.

The commissioning of the voluntary sector transport provision will be reviewed in June 2014 and the gaps across the borough will be identified to ensure that vulnerable people can access their local services.

6. Finance

Organisation	Areas under CILS	Total CILS (£)	Transitional funding (£) 1 year only	Total CILS+ transitional funding (£)
Age UK	<ul style="list-style-type: none"> • Barnes, Mortlake and East Sheen area • Twickenham and Whitton 	442,000	20,000	462,000
RAID	<ul style="list-style-type: none"> • Teddington and Hampton 	305,827	34,900	340,727 ¹

¹ Raid receives £12k from INS (under CILS contractual agreements) which brings RAID's total funding to: **£365,827**

INS	<ul style="list-style-type: none"> Richmond, Ham and Kew area 	204,000	37,500	241,500 ²
Total		951,827	92,400	1,044,227

6.1. Transitional funding

The Council has set aside Transitional Funding available for CILS providers to ensure that they have sufficient capacity and capability to establish the working relationships within each locality.

CILS providers will use the money for re-shaping existing services, establishing partnerships or seeking professional advice e.g. to respond to the commissioning process.

7. Leases

The following buildings/venues will be used by CILS Providers to deliver their services.

CILS Provider	Council buildings
<i>GoLocal</i>	East Sheen Library
	The Old Sorting Office
	The Old Bakery
	Barnes Green
	Whitton Community Library
	Twickenham Wellbeing Centre
	Whitton Social Centre (Whitton Day Centre)
	Whitton Community Centre
<i>Community Partnership</i>	Disability Action and Advice Centre (DACC)
	Elleray Hall
	Dean Road
	Linden Hall

8. Working with Neighbourhood Care Groups

Neighbourhood Care Groups will be invited to work in partnership with CILS providers and partners to ensure that CILS outcomes are delivered consistently across the borough. This process will be guided by local discussions and in agreement with the Neighbourhood Care Groups. It is envisaged that the NCGs could provide:

- Health and well-being projects in the community that add value to contracted or statutory services, or have something special to offer over existing local services.
- Community based services in response to public feedback.
- Services which improve social inclusion for marginalised groups and promoting community cohesion.



The neighbourhood care groups offer support for older people, provide befriending services and volunteer transport to help older people get out and about in their community. This

² INS receives £20k from RAID (under CILS contractual agreements) which brings INS's total funding to: **£261,500**

provision could be developed to support the wider population who are not attending day centre provision.

In addition, the Neighbourhood Care Groups (NCGs) have been advised that any existing council funding/grants will continue.

9. Marketing

<p>CILS partnership logo has been developed in partnership with CILS providers</p>	
<p>A Council leaflet about CILS has been developed with CILS providers.</p>	 A5-CILS-9final.pdf

10. Next steps:

Timeline	Actions
May 2014	<ul style="list-style-type: none"> Agree the final version of the Performance Monitoring template
May 2014	<ul style="list-style-type: none"> 23.05.2014 – Community Partnership – INS - Launch for Richmond, Kew, Ham and Petersham area 28.05.2014 – Community Partnership - Richmond Aid - Launch for Teddington and Hamptons area
May – June 2014	<ul style="list-style-type: none"> Wider engagement with a wide range of stakeholders
June 2014	<ul style="list-style-type: none"> Communication strategy and marketing materials

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