



# AGENDA

Community Conversation

<b>10:00 – 10:10</b>	<b>Welcome and introduction</b> Cllr Michael Wilson, Spokesperson for Communities, Equalities and the Voluntary Sector
<b>10:10 – 10:40</b>	<b>Social Value: A fresh approach for Richmond</b> Mark Glaister, Head of Procurement - LBRuT
<b>10:40 – 11:00</b>	<b>Community Independent Living Service: Collaboration and Partnership</b> Lucy Byrne, Chief Executive - Richmond AID and Gavin Shand, Deputy Chief Officer - Age UK Richmond
<b>11:00 – 11:20</b>	<b>Getting ready for the launch of Social Prescribing in Richmond</b> Cathy Maker, Chief Executive - RUILS and Attracta Asika, Head of Primary and Urgent Care - Kingston and Richmond CCG
<b>11:20 – 11:40</b>	<b>Climate Emergency Strategy: How can you get involved?</b> Andrew Hagger, Policy and Review Manager - LBRuT
<b>11:40 – 12:00</b>	<b>Open Forum</b>



# Voluntary Sector Forum

## 13 January 2020

**Cllr Michael Wilson**

Spokesperson for Communities, Equalities and the Voluntary Sector

**Mark Glaister**  
**SSA Head of Procurement**



- Social Value
- Price v Quality
- Q&A

# Social Value

- Public Services (Social Value) Act 2012
- Public bodies legally required to “consider” social value during the commissioning and procurement of services
- Social Value supported via the Public Contract Regulations 2015

# Current Practice

- Assessed as part of the selection questionnaire phase
- Inconsistent approach
- Inconsistent monitoring of outcomes
- Challenging to openly and transparently compare social value proposals from bidders

# New approach to Social Value

- Finance, Policy and Resources Committee considering new approach on Wednesday 15<sup>th</sup> January
- Recommended to assign a degree of evaluation weighting to Social Value in all procurement activity.
- Recommended to adopt the National TOM's Framework (Themes – Outputs – Measures)
- Propose to develop a range of local TOM's specific to Richmond

# New approach to Social Value

- Engage the Social Value Portal (early February) to support the Council in the development, implementation and monitoring of Social Value.
- Engage with key stakeholders (RCVS for example) in the development of these local TOM's
- No fixed percentage for Social Value. Each procurement exercise will be considered on its own merits.

# National TOM's

- Theme

- Jobs – Promoting local skills and labour

- Outcomes

- More local people in employment
- More opportunities for disadvantaged people
- Improved skills for local people
- Improved employability of young people

- Theme

- Growth – Supporting growth of responsible regional business

- Outcomes

- More opportunities for local SMEs and VCSEs
- Improved staff wellbeing
- A workforce and culture that reflect the diversity of the local community
- Ethical procurement is promoted
- Social Value is embedded in the supply chain



# National TOM's

## • Theme

- **Social – Healthier, safer and more resilient communities**

## • Outcomes

- Crime is reduced
- Creating a healthier community
- Vulnerable people are helped to live independently
- More working with the community

## • Theme

- **Environment – Protecting and Improving our Environment**

## • Outcomes

- Climate impact is reduced
- Air pollution is reduced
- Better places to live
- Sustainable procurement is promoted



# Evaluation of bid submissions

## Price v Quality

- Bids are assessed on the basis of the Most Economically Advantageous **compliant** Tender (MEAT) in terms of a combination of price and “quality”
- Compliance is assessed against the specification.
- “Quality” is embedded within the specification
- Price is only considered after confirmation a bid meets the published specification.

# Evaluation of bid submissions

## Price v Quality

- The term “Quality” can be misleading in this context. Preference for “Non-price” considerations such as:
  - Evidential track record of engaging with local communities
  - Collaborative working with partners
  - Effectiveness of communications strategy
  - Interoperability with Council systems
  - Reduced lifecycle costs
  - Innovation
  - Deliverability of proposals

# Evaluation of bid submissions

## Price v Quality

- Cheapest bid in terms of price does not always win.
- Evaluation weighting of 80% price and 20% Quality does not mean quality doesn't matter or won't be considered.
- There is no default to lowest price or 80/20, each procurement exercise is considered on its own merits following discussions between Commissioners and Procurement.
- The winning bid will be the submission which meets the specification and offers the best combination of price and quality

# QUESTIONS?





# Community Independent Living Service: Collaboration and Partnership

Lucy Byrne, Richmond Aid  
Gavin Shand, Age UK Richmond



Community  
Independent  
Living Service



## Background

- The Community Independent Living Services has been commissioned by the local authority since 2014
- Until recently, the contract was split geographically into four separate contracts
- The contract has recently been recommissioned for four years starting **November 2019**
- It has not been split geographically this time
- Instead split into two separate contracts based on service areas, with the expectation they work closely together: '**Information Navigation**' and '**Health & Wellbeing**'
- Information Navigation delivered by **Richmond AID**
- Health & Wellbeing led by **Age UK Richmond**, leading a partnership of 20 organisations
- Services and organisations funded outside of CILS in the previous contract are included for the first time- most notably accessible and car transport

# The Service

## CILS INFORMATION NAVIGATION

Free information, advice & support to find the right service



- Delivered by **Richmond AID**
- To work closely with Social Prescribing delivered by Ruils

## CILS HEALTH AND WELLBEING

A range of wellbeing, social & practical support



- **Led by Age UK Richmond**
- **20 partners:** all local charities
- **Not just older people:** all adults
- Physical disabilities, neurological conditions, dementia, older people, mental health, learning disabilities and general wellbeing

# The Partnership



# CILS Information Navigation

- Already **up and running!**
- New email address
- New team member
- Meeting with **Social Work teams**
- **Joint training** programme with Social Prescribing

## CILS Health & Wellbeing – Service Examples

- **Wellbeing activities**, groups and sessions across the borough
- **Social and wellbeing centres for older people**- Twickenham Wellbeing Centre, Barnes Social Centre, Whitton Social Centre, Ellera Hall, Linden Hall, Greenwood Centre, Avenue Club
- **Befriending** from the Neighbourhood Care Groups and Ruils
- **Peer support groups** for people with mental health conditions from Richmond Borough Mind
- **Employment support** for people with disabilities from Richmond AID and Richmond Mencap
- Specialist support for individuals with a **diagnosis of dementia** from the Alzheimer's Society
- **Accessible and car transport** from RAKAT and the Neighbourhood Care Groups
- Support and **engagement for ethnic minorities** from Multicultural Richmond
- Integrated therapy for individuals with **neurological condition** from INS
- **Volunteering** opportunities throughout

# Development Plans

- Continue to **develop the partnership approach**, with a focus on true partnership- rather than one just brought together for funding reasons
- **Avoid duplication of services**, particularly among those organisations supporting older people
- Ensuring **different levels of needs and conditions are being catered for**
- Developing areas such as IT & Technology; peer support; intergenerational working; coproduction and **increasing access for unpaid carers**
- Reviewing the Accessible Transport provision, and how it used across the borough
- Supporting and working closely with the role out of **Social Prescribing**
- Ensuring CILS helps to **deliver strategies** such as the Health & Care Plan, Carers Strategy and Dementia Strategy

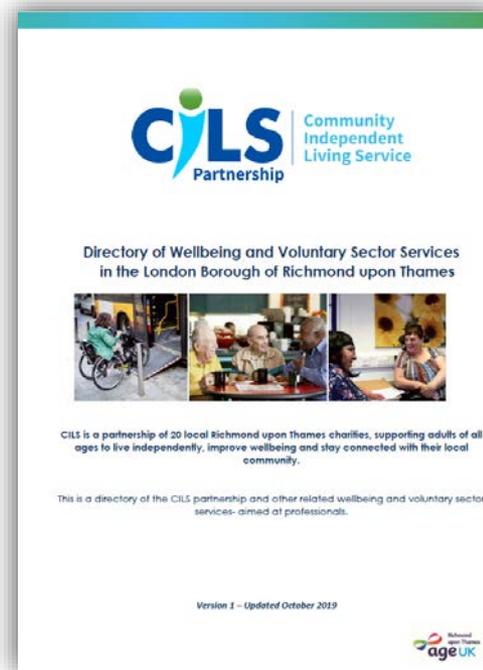
# Information Navigation & Health & Wellbeing: Working Together

- **Single CILS ‘identity’** created covering both
- **One point of entry** for the service through Information Navigation available, although users will access the service through all partners
- Quarterly partner meetings
- Establishing and **improving referral routes**
- **Monitoring gaps** in services and emerging needs



# Communication / Contact

- Information Navigation: [advice@richmondaid.org.uk](mailto:advice@richmondaid.org.uk) or **02088316464**
- All 20 partners can be contacted directly
- **Online-** CILS page on Age UK Richmond and Richmond AID websites
- Leaflets and Posters
- **Directory for professionals-** available as a PDF download from the websites – a directory of services both inside and outside CILS
- **CarePlace** is the online directory
- Contact either of us if needed





Any Questions?

# Getting ready for the launch of Social Prescribing in Richmond



working together for **independent living**

Cathy Maker



*Richmond*

*Clinical Commissioning Group*

Attracta Asika

# Richmond Social Prescribing

System Model  
1) Adults  
2) Families and  
Children

Recruitment

Training

**Social prescribing is one of the six pillars of Personalisation. Its aim is to deliver a person-centred approach that sees a person holistically focusing on 'What matters to me' conversation and drawing out individual strengths and needs and connect to community assets.**

**Delivery of social prescribing requires a collaborative and partnership approach, bringing partners together to integrate services and maximise opportunities for optimal health and wellbeing of Richmond residents.**

Communications

Engagement

Soft Launch  
role out on 12  
March 2020 –  
National  
Prescribing Day



## Training

SWL Induction training

Tailored local training

## Recruitment

Successful recruitment of 6 Link Workers.

By 1st week of March all the Link Workers will be in post.

## Communication

A communication plan has been drawn up.

## Engagement

Two engagement events will be hosted on: 12 March and April 2020.

# Questions/Comments

# Climate Emergency Strategy: How can you get involved?

Andrew Hagger – Policy and Review Manager

13 January 2020

# Climate Change – the impact



Increased temperatures – hotter periods and drought



Extreme weather events – flash flooding from concentrated rainfall



Loss of local biodiversity



Impact felt by the poorest and most vulnerable in society

# Climate Change – it's happening now

- Extreme weather events are increasing
- Australian bush fires
- 2019 summer heat wave impact:
  - Public Health England identified 900 extra deaths in England
  - 235 of these in London

# Climate Change – our response

- Richmond declared a Climate Emergency in July 2019
- We consulted on our draft Climate Change and Sustainability Strategy throughout the autumn
- A new Climate Emergency Strategy and Action Plan is going to committee tonight

# Climate Change – what we're going to do

- We will reduce our carbon emissions as to become carbon neutral by 2030
- We will look for ways to help support everyone to reduce their carbon emissions
- We will talk to residents, communities, businesses, partners and organisations like yourselves

# Our response – what's relevant for you?

- Improve the energy efficiency in Council owned properties which we lease to others
- Ask that contracted providers provide carbon emissions data

# Our response – what's relevant for you?

- Ensure that reducing carbon emissions are parts of future contracts for commissioned services
- Richmond Climate Charter
- Support those vulnerable to ill health from cold homes or extreme weather

# Climate Change - how to get involved

- Calculate your own carbon emissions
- Calculate your carbon footprint
- Sign up to the Richmond Climate Charter
- Find out what you can do (and make a plan to do it!)
- Carbon Literacy Training

# Questions/Comments



# Open Forum



# Date of next meeting:

11 March 2020, 10am-12pm

The Salon, Richmond Road,  
Twickenham, TW1 3AA