

# Social Value within Richmond Community Independent Living Services (CILS) Case Study



# Community Independent Living Services

## Lead Provider, Multiple Partners Approach to Social Value

On the 16 November 2018, the Council published a contract notice inviting expressions of interest in relation to the provision of Community Independent Living Services (CILS) comprised of (Lot 1) Information Navigation Services and (Lot 2) Health and Wellbeing Services in the London Borough of Richmond upon Thames. The purpose of the CILS service provision is to enable residents to improve or maintain their overall health and wellbeing and stay independent in their local community for longer.

Two lead providers were selected for these lots (Richmond Aid and Age UK Richmond), delivering these services in collaboration with other partners to ensure the best service could be delivered to the borough's residents. The model of a single contract and provider for each service delivers the benefits of a single management structure that will reduce costs and offer a more consistent approach across the borough.



# Community Independent Living Services

## Lead Provider, Multiple Partners Approach to Social Value

### Social Value at the core

#### Practical independent living support

Shopping services for older and vulnerable people; Prescription collection and delivery; One to one transport service to medical appointments; Shopping buses in some areas; Accessible Transport to social / day centres and other support; Accessible transport hire for community groups.

#### Information & advice for all adults through Information Navigation

Including on housing, wellbeing & social support, independent living, and transport. Telephone and face to face.

#### Condition specific support

Group sessions, advice and one to one support specifically for individuals with neurological conditions; Peer support sessions specifically for individuals with mental health conditions; One to one support for people with dementia and their carers; Support and group sessions for individuals with learning disabilities; Group sessions for individuals with long term health conditions



Over 86,000 voluntary hours donated across the contracts



Employed 68 local staff on both lots



Over 400 hours of equality, diversity and inclusion training