

Richmond Users Independent Living Scheme (RUILS) is an independent, user-led organisation.

We act as the champion & peer supporter for anyone who has a Personal Budget and in particular a Direct Payment. We are constantly looking for better ways to make our voice heard in places that matter. We like to believe that our journey is your journey and our wins are yours to celebrate.

We support disabled people (both young & old), older people and people who use mental health services to live the life of their choice and to reach their full potential.

We will:

- Ensure that your views and needs are at the centre of everything that we do,
- Support you to be independent,
- Work in partnership with other organisations to ensure that you have real choice.
- Campaign to ensure that you are able to get the support that you need.

“ RUILS staff are all very friendly and helpful.”

RUILS Client Satisfaction Survey

“ The newsletter is useful in so many ways, it covers hints and advice, local information and info about our Rights.”

RUILS Client Satisfaction Survey

We are only a phone call away
Call our Helpline

020 8831 6083

Independent Living Advisors:

Help you to set up and manage your Direct Payment.
(A Direct Payment is money that you can get from Social Services that you can use to purchase the support that you need).

Support Brokers:

Help you to write your Support Plan and to get that plan up and running.

paFinder:

Helps you to find the right individual to employ as your Personal (care) Assistant.

Options:

Our newsletter keeps you up to date on the latest events & gives you information, advice and tips on how to get the most out of your support.

www.ruils.co.uk:

Our website carries a whole host of information and keeps you up to date with events.

Helpline:

Open between 10am and 4pm Monday to Friday, our advisors can give you the help and advice that you need.

Where to find us



Richmond Users Independent Living Scheme (RUILS)

Disability Action & Advice Centre (DAAC)

4 Waldegrave Road (A309)
 Teddington, TW11 8HT
 Helpline: 020 8831 6083
 E-mail: info@ruils.co.uk
www.ruils.co.uk

Office Hours:

Monday to Friday: 9am - 5pm

The DAAC Centre

Our offices at the DAAC are fully wheelchair accessible. Disabled parking is available at the front and rear of the centre.

Charity No: 1127896

Company No. (England & Wales): 6682677

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There are many ways that you can get involved with RUILS:

YourSay:

This is a group of individuals that meet monthly to discuss the issues that they face in everyday life. They give their opinion on policies and publications and this is fed back to the Council, our partners and to the RUILS team.

Volunteering:

Whether it is helping out in our office or telling your story at one of our training events, you will be a valued member of our team.

Become a member:

Make sure our work reflects what you want by voting for the RUILS Board of Directors or standing to be one of them yourself.

The RUILS Forum:

For those of you who like to go online, RUILS has a forum where you can post your questions, take part in discussions and share your experiences.

www.ruils.co.uk/ruils_forum

ruils
 Better Support
 for a better life

