

# Access

your community



**Ruils Independent Living is working with the NHS to help you access your community and local health services.**



## Social Prescribing Richmond

Social Prescribing is delivered in partnership with your GP and is all about helping you to take control of your health and wellbeing. Our Link Workers can work with you to identify your goals and help connect you with activities, services and support in your local community.



## Health in Your Hands

Haven't been to the GP in a while? Want to speak with someone about your health? Our Well-being Coordinator can meet with you to talk about what you want to change and/or what you need support with. This service operates in Hampton North, Whitton and Heathfield areas.



## Connect to Tech

Connect to Tech gives you the opportunity to try out technology that enables you to be more independent before you buy it. We can provide you with a laptop, tablet, smartphone or Alexa to try for 3 months and will provide ongoing support until you find the device that works best for you.

## Get in touch

 020 8831 6083

 [socialprescribing@ruils.co.uk](mailto:socialprescribing@ruils.co.uk)



South West London



# Community organisations

## Richmond Adult Social Care Team

The first point of contact for information and advice for care and support services in Richmond Borough.

- ☎ 020 8891 7971
- @ adultsocialservices@richmond.gov.uk
- 📍 [www.richmond.gov.uk/services/](http://www.richmond.gov.uk/services/)

## Richmond Borough Mind

Offer information, advice and support to young people and adults experiencing mental health issues, as well as their carers.

- ☎ 020 8948 7652
- @ info@rbmind.org
- 📍 [www.rbmind.org](http://www.rbmind.org)

## Richmond AID

Support people of all ages with all disabilities, including physical and sensory impairments, mental health issues and learning difficulties.

- ☎ 020 8831 6070
- @ advice@richmondaid.org.uk
- 📍 [www.richmondaid.org.uk](http://www.richmondaid.org.uk)

## Age UK Richmond

Provide an information and advice service for older people, their families and carers, including benefits advice and a programme of activities.

- ☎ 020 8891 7971
- @ info@ageukrichmond.org.uk
- 📍 [www.ageuk.org.uk/richmonduponthames](http://www.ageuk.org.uk/richmonduponthames)

## Multicultural Richmond

Hold a range of regular events, activities and outreach to help local people from all multicultural communities.

- ☎ 020 8893 9000
- @ hello@multiculturalrichmond.org.uk
- 📍 [www.multiculturalrichmond.org.uk](http://www.multiculturalrichmond.org.uk)

## Richmond Wellbeing Service

Offer a range of free and confidential talking therapies and specialist support to help you feel better.

- ☎ 020 3513 4455
- 📍 [www.richmondwellbeingservice.nhs.uk](http://www.richmondwellbeingservice.nhs.uk)

## Citizens Advice Richmond

Provide specialist advice to those experiencing issues such as claiming benefits, employment issues, housing, immigration, debt, tax etc. They offer hardship grants on behalf of other local funders and food vouchers.

- ☎ 080 8278 7873
- 📍 [www.citizensadvice-richmond.org](http://www.citizensadvice-richmond.org)



## Richmond Carers Centre

Provide free and confidential information, advice and emotional support to unpaid carers. Carers who register can access a full range of services.

☎ 020 8867 2380  
📍 [www.richmondcarers.org](http://www.richmondcarers.org)

## Crosslight Advice

Provide face-to-face debt advice together with money education and budgeting support to individuals and families in need.

☎ 0300 373 1180  
@ [info@crosslightadvice.org](mailto:info@crosslightadvice.org)  
📍 [www.crosslightadvice.org](http://www.crosslightadvice.org)

## SWLEAP

Offer a free service that helps local people keep warm and reduce their energy bills without costing them any money.

☎ 0800 0862706  
@ [susan@habitatsandheritage.org.uk](mailto:susan@habitatsandheritage.org.uk)  
📍 [www.swleap.org.uk](http://www.swleap.org.uk)

## StepChange

Offer debt advice over the telephone or online. They offer free Debt Management Plans and Individual Voluntary Arrangements (IVAs).

☎ 0800 138 1111  
📍 [www.stepchange.org](http://www.stepchange.org)

## Thinking Works

Provide Winter Warmth home visiting and telephone advice services to make sure people stay warm during colder months.

☎ 0800 118 2327  
@ [enquiries@thinkingworks.co.uk](mailto:enquiries@thinkingworks.co.uk)  
📍 [www.thinkingworks.co.uk/richmond-winter-warmth](http://www.thinkingworks.co.uk/richmond-winter-warmth)

## Household Support Fund

Richmond AID and Citizens Advice Richmond have received household Support Funding to distribute to low-income households who are struggling and need help and support with food, energy bills or other household essentials. This includes working households on a low income.

☎ 080 82 78 78 73  
📍 [www.citizensadvice-richmond.org/grant-enquiries/](http://www.citizensadvice-richmond.org/grant-enquiries/)

## Richmond Food Bank

Have five food distribution points in and near the borough and can provide three days' nutritionally balanced emergency food for people. You need a food voucher to get provisions from the Food Bank.

☎ 020 8940 0274  
@ [foodbank@vineyardcommunity.org](mailto:foodbank@vineyardcommunity.org)  
📍 <https://richmond.foodbank.org.uk/>

## Local Assistance Scheme

For residents in receipt of welfare benefits, there are crisis grants available to help in an emergency for household items, food and baby essentials.

@ [LAS@richmond.gov.uk](mailto:LAS@richmond.gov.uk)  
📍 [www.richmond.gov.uk/apply\\_for\\_a\\_local\\_assistance\\_scheme\\_grant](http://www.richmond.gov.uk/apply_for_a_local_assistance_scheme_grant)






# Do you live in social housing in Richmond Borough? Have you had a disrepair?

We are collecting feedback from Richmond social housing tenants on their experience(s) and we want to hear from you!

Scan here to complete our survey online



## Get in touch with us:

-  07908 616082
-  [halliebanish@ruils.co.uk](mailto:halliebanish@ruils.co.uk)
-  <https://www.ruils.co.uk/news/social-housing-disrepairs/>

## Ruils Independent Living is a local charity based in Richmond that supports disabled people.

We work with disabled children and adults and people with long term health and mental health conditions to live independently, be part of their community and to live life to the full.

We provide information, advice, advocacy, befriending and activities to our clients and their families.

## Want to learn more about our services? Get in touch:

-  020 8831 6083
-  [info@ruils.co.uk](mailto:info@ruils.co.uk)
-  [www.ruils.co.uk](http://www.ruils.co.uk)



This resource was created by Ruils Independent Living in March 2023.

All information was accurate to the best of our knowledge at the time of printing.

**ruils**  
independent living

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