



## Directory of Wellbeing and Voluntary Sector Services in the London Borough of Richmond upon Thames



**CILS is a partnership of 20 local Richmond upon Thames charities, supporting adults of all ages to live independently, improve wellbeing and stay connected with their local community.**

This is a directory of the CILS partnership and other related wellbeing and voluntary sector services- aimed at professionals.

*Version 1 – Updated October 2019*

# Introduction

## What it is:

A directory of wellbeing and voluntary sector services across The London Borough of Richmond upon Thames including services covering older people; mental health; dementia; learning disabilities; physical disabilities; neurological conditions and general wellbeing- updated every 6 months.

Includes services funded through the Community Independent Living Service (CILS); other services provided by CILS partners; other commissioned voluntary sector services and other wellbeing related services in the borough.

## What is the Community Independent Living Service (CILS)?

The Community Independent Living Service is a partnership of 20 local Richmond upon Thames charities providing information & advice; wellbeing activities; social and practical support across the borough.

The service has a central access point (CILS Information Navigation) that offers advice and navigates individuals into the partnership and other services. All 20 partners can also be contacted and referred into directly.

**CILS INFORMATION NAVIGATION**  
Free information, advice & support to find the right service

**CILS HEALTH AND WELLBEING**  
A range of wellbeing, social & practical support

## This guide is aimed at:

- Information navigators and social prescribers
- Advice workers, link workers and social workers
- CILS partners, staff and volunteers
- Other voluntary and community groups

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Guide produced by Age UK Richmond upon Thames. Contact [gavin.shand@ageukrichmond.org.uk](mailto:gavin.shand@ageukrichmond.org.uk)

## Our Partnership



## 1. CILS Information Navigation

### Delivered by Richmond AID

Information Navigation acts as the **central access point** into the service, but all partners can also be contacted directly (See 2. CILS Health & Wellbeing).

Information Navigators can:

- Offer Information, advice and support on a range of subjects
- Help individuals find the right services to support their needs
- Support individuals through the health & care system

Areas of support include:

- Housing
- Benefits
- Grants and food vouchers
- Social and leisure opportunities
- Employment, education and training
- Health, social care and independent living
- Transport and mobility
- Access, aids and adaptations
- Consumer issues
- Volunteering
- Befriending



#### Contact Information:

**Email:** [advice@richmondaid.org.uk](mailto:advice@richmondaid.org.uk)

Phone: 02088316464

Website: <http://www.richmondaid.org.uk/>

Text / SMS: 07894215835

**Address:** Disability Action & Advice Centre, 4  
Waldegrave Road, Teddington, TW11 8HT

## 2. CILS Health & Wellbeing

### Led by Age UK Richmond

The 20 CILS partners are listed below, with more information on each partner on the following pages. **Please note that only a small number of the services listed are funded by CILS- but all services provided by partners are listed to give a complete picture.**

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**Partner:**

**Age UK Richmond upon Thames**

**Social & wellbeing centres for older people in Barnes, Twickenham and Whitton:**

Exercise classes (Zumba, chair, pilates .etc.), lunch clubs, IT & technology support, dance, falls prevention, hairdressing, massage, chiropody, coffee mornings, games. Accessible transport available at Barnes. Small annual membership fee and activity charges.

Centres available free of charge for use by CILS partners for activities / sessions subject to availability (apart from Barnes evening and weekends).

Working in partnership with FiSH Neighbourhood Care at the Barnes Social Centre.

**Community Outreach Services:**

Wellbeing activities across the borough aimed at older people unable / unwilling to access centres and in particular older men: Monthly outings, golf, hydrotherapy, bowls, table tennis, walking football, fit for men, health walks, language lessons, instruments, pub lunches, Technology workshops, song time, allotment, cooking. Small activity charges.

**Information & Advice:**

1. **First Contact Helpline:** Basic information and signposting available Monday – Thursday 10 – 4.
2. **Advice Extra:** In depth advice including home visits for older people facing significant issues or in need of more comprehensive support. Introducing and connecting older people with community and voluntary sector services.
3. **Welfare Benefits:** Help with accessing welfare benefits and other forms of financial support. Home visits available.

**Home Services:**

1. **Handyperson / Home Maintenance:** Highly subsidised service to help older and disabled people live independently at home. Including key safe fitting, home safety checks, grab rail fitting, furniture moves, security devices, light bulbs, basic plumbing.
2. **Gardening** – chargeable.
3. **Housekeeping** – chargeable, usually waiting list.

**Nightingale / Home From Hospital:**

Support for people at home immediately upon return from hospital to reduce readmission rates. Available only through GP / hospital referral.

**Contact Information:**

Single access point into Age UK Richmond services is through the First Contact Helpline: [info@ageukrichmond.org.uk](mailto:info@ageukrichmond.org.uk) or 02088783073. Mon – Thurs 10 a.m. – 4 p.m. <https://www.ageuk.org.uk/richmonduponthames/>

**Office Address:** Age UK Richmond, Suite 301, 3rd Floor, Parkway House, Sheen Lane, East Sheen, London SW14 8LS

<b>Partner:</b>	<b>Elleray Hall Social Centre, Teddington</b>
<p>Social centre for adults living across Richmond upon Thames, open every weekday – with a focus on older people.</p> <p>Two course lunch available every day, coffee bar.</p> <p>Activities – Yoga, table tennis, tai chi, music &amp; movement, chair based pilates, singing, card making, talks, bingo, gentle exercise, darts, reminiscence, indoor bowls, dementia group, COPD group, outings, hairdressing and chiropody.</p> <p>Membership and activity charges apply. Accessible transport is available for those eligible. Rooms available for hire.</p>	
<p><b>Contact Information:</b> Open every weekday 9:30 – 3:30. Manager Emelia Harris <a href="mailto:manager@ellerayhall.org">manager@ellerayhall.org</a> or 02089770549</p> <p><a href="https://www.ellerayhall.org/">https://www.ellerayhall.org/</a></p>	
<p><b>Address:</b> Elleray Hall, Elleray Road, Teddington, Middlesex, TW11 0HG</p>	

<b>Partner:</b>	<b>Linden Hall Community Centre, Hampton</b>
<p>Social club for older people living in and around the Hampton area. Three days per week- Tuesday, Thursday and Friday. Two course lunch, activities, exercise sessions, bingo, quizzes, entertainment, hairdressing, chiropody.</p> <p>Outreach service every Wednesday at Dean Road Extra Care Housing Scheme, Hampton. Open to all.</p> <p>Membership and activity charges apply. Accessible transport is available for those eligible.</p> <p>Community centre open to all.</p> <p>Exercise sessions (slimming world, pilates, over 60's fitness, yoga, boxing fitness, body conditioning) parent &amp; toddler groups, drama group, local meetings.</p> <p>Rooms available for hire. Charity shop.</p>	
<p><b>Contact Information:</b> <a href="mailto:enquiries@lindenhall.org.uk">enquiries@lindenhall.org.uk</a> or 02089412373 <a href="https://www.lindenhall.org.uk/">https://www.lindenhall.org.uk/</a></p>	
<p><b>Address:</b> Linden Hall Community Centre, Linden Road, Hampton, TW12 2JG</p>	

<b>Partner:</b>	<b>Avenue Club, Kew</b>
<p>Social and wellbeing centre for older people in Kew and Richmond, open Monday to Friday.</p> <p>Two course lunches, art classes, book club, bridge, community choir, talks &amp; lectures, creative writing, French conversation, men's wellbeing, mindfulness, table tennis, exercise sessions (Pilates, seated exercise, yoga, Tai chi .etc.), walking group, ukulele classes.</p> <p>Monday Club- Aimed at older and frailer people who would be unable to get to the club without assistance. Taxi transport and carer from Crossroads.</p> <p>Hairdressing, chiropody and massage.</p> <p>Membership fee and activity charges apply.</p>	
<p><b>Contact Information:</b>  <a href="mailto:avenueclub@kewcommunitytrust.org.uk">avenueclub@kewcommunitytrust.org.uk</a> or 02089488807   <a href="https://www.avenueclubkew.com/">https://www.avenueclubkew.com/</a></p>	
<p><b>Address:</b> Kew Community Centre, St Luke's in the Avenue, Kew, Richmond, TW9 2AJ</p>	

<p><b>Partner: Hampton &amp; Hampton Hill Voluntary Care / Greenwood Community Centre</b>  <b>Neighbourhood Care Group for Hampton &amp; Hampton Hill</b></p>	
<p><b>Befriending and social activities-</b> Home and telephone befriending in Teddington and The Hamptons.  Men's Group and Knit &amp; Natter Groups at the Greenwood Centre.</p> <p><b>Accessible Transport</b> – Working with RAKAT, Hampton &amp; Hampton Hill Voluntary Care organise the transport to Elleray Hall and Linden Hall. The buses are also used for shopping visits and outings.</p> <p><b>Car Transport-</b> Volunteer car drivers available to take people with limited transport means to appointments, activities and groups.</p> <p>Membership fees apply.  Rooms available for hire at the Greenwood Community Centre.</p>	
<p><b>Contact Information:</b>  <a href="mailto:enquiries@greenwoodcommunity.org.uk">enquiries@greenwoodcommunity.org.uk</a>  General 02089799662 Room / hall hire 02089411611   <a href="http://www.greenwoodcentre.co.uk/">http://www.greenwoodcentre.co.uk/</a></p>	
<p><b>Address:</b> Greenwood Community Centre, 1a School Road, Hampton Hill, TW12 1QL</p>	



<b>Partner:</b>	<b>HANDS- Help a Neighbour in Distress Scheme</b> <b>Neighbourhood Care Group for Twickenham and St Margaret's</b>
<b>Car Transport:</b> Volunteer car drivers available to take people with limited transport means to appointments, activities and groups. Volunteers may also be able to go shopping on behalf of users. Usually limited to one trip per client per week.	
<b>Befriending:</b> Home befriending in Twickenham and St Margaret's.	
<b>Shopping Bus:</b> Fortnightly shopping bus to local supermarket. Limited capacity.	
<b>Small jobs:</b> Changing a light bulb, cutting the lawn, sorting out paperwork .etc.	
<b>Outings:</b> Outings to local places of interest.	
<b>Contact Information:</b> Monday – Friday 9:30 a.m. – 12:30 p.m. <a href="mailto:handscaregroup@handscaregroup.org.uk">handscaregroup@handscaregroup.org.uk</a> or 02088913346  <a href="https://www.handscaregroup.org.uk/">https://www.handscaregroup.org.uk/</a>	
<b>Address:</b> HANDS, 1 <sup>st</sup> Floor, Twickenham Library, Garfield Road, Twickenham, TW1 3JT	

<b>Partner:</b>	<b>FiSH Neighbourhood Care</b> <b>Neighbourhood Care Group for Barnes, Mortlake and East Sheen</b>
<b>Befriending:</b> Home visits and telephone befriending in Barnes, Mortlake and East Sheen	
<b>Social and therapeutic activities:</b> Regular activities for older and vulnerable people including Bridge, Choir, Community Lunches, drop in Coffee Corner cafe, Lunchtime Concerts, Meet up Mondays, Tuesday Talks and Walks in Richmond Park. Also, for people living with dementia and their carers, a Retro Café club and Art therapy workshops. Activities happen at the Barnes Social Centre in partnership with Age UK Richmond and at other locations in the area.	
<b>Accessible Transport:</b> Working with RaKAT, FiSH provides service users with door to door transport to the Barnes Social Centre. The buses are used for weekly shopping trips to local supermarkets, outings to places of interest and pub lunches. Buses and drivers are also available for hire by other not for profit organisations.	
<b>Helpline:</b> Through volunteers FiSH can organise shopping, car transport for medical and social appointments, simple 'handyperson' jobs in the home and gardening.	
<b>Contact Information:</b> FiSH Helpline is open Monday – Friday 9:00 – 12:00: <a href="mailto:info@fishhelp.org.uk">info@fishhelp.org.uk</a> or 02088763414 Office number 02088763335 / 6                      Transport 02088763765 Referrals <a href="mailto:referrals@fishhelp.org.uk">referrals@fishhelp.org.uk</a> or 02088788100 <a href="https://www.fishhelp.org.uk/">https://www.fishhelp.org.uk/</a>	
<b>Address:</b> FiSH Neighbourhood Care, Barnes Green Centre, Church Road, Barnes, London, SW13 9HE	

<b>Partner:</b>	<b>Kew Neighbourhood Association</b> <b>Neighbourhood Care Group for Kew</b>
<b>Befriending:</b>	Home befriending in Kew.
<b>Car Transport:</b>	Volunteer car drivers available to take people with limited transport means to appointments, activities and groups, including the Avenue Club in Kew.
<b>Shopping:</b>	Shopping on behalf of, or with an individual or help with setting up online shopping.
<b>Light Gardening:</b>	Light gardening help for those unable to manage.
<b>Contact Information:</b>	Monday – Friday 10:00 a.m. – 12:00 noon. <a href="mailto:mail@kna.org.uk">mail@kna.org.uk</a> or 02089488054 / 07951293319  <a href="https://kna.org.uk/">https://kna.org.uk/</a>
<b>Address:</b>	St Luke's House, 270 Sandycombe Road, Kew, Richmond, Surrey, TW9 3NP

<b>Partner:</b>	<b>Teddington &amp; Hampton Wick Voluntary Care Group</b> <b>Neighbourhood Care Group for Teddington &amp; Hampton Wick</b>
<b>Car Transport:</b>	Volunteer car drivers available to take people with limited transport means to appointments, activities and groups.
<b>Shopping Bus:</b>	Weekly shopping bus to local supermarket.
<b>Outings:</b>	Outings to local places of interest.
<b>Contact Information:</b>	Monday – Friday 9:30 – 11:30 <a href="mailto:office@tedcare.org.uk">office@tedcare.org.uk</a> or 02089433112  <a href="http://tedcare.org.uk/">http://tedcare.org.uk/</a>
<b>Address:</b>	Methodist Church, 1 Stanley Road, Teddington, TW11 8TP

<b>Partner:</b>	<b>Ham &amp; Petersham SOS</b> <b>Neighbourhood Care Group for Ham &amp; Petersham</b>
<b>Car Transport:</b>	Volunteer car drivers available to take people with limited transport means to appointments, activities and groups.
<b>Befriending &amp; Social Activities:</b>	Home befriending in Ham and Petersham. Monthly coffee morning; weekly sing-a-long group, Tea & chat, weekly lunch club
<b>Shopping Bus:</b>	Weekly shopping bus to local supermarket.
<b>Outings:</b>	Monthly outings to a range of locations.
<b>Contact Information:</b>	Monday – Friday 10:00 – 12:00 noon <a href="mailto:enquiries@hamandpetershamsos.co.uk">enquiries@hamandpetershamsos.co.uk</a> or 02089481090  <a href="https://hamandpetershamsos.co.uk/">https://hamandpetershamsos.co.uk/</a>
<b>Address:</b>	The Woodville Centre, Ham, Richmond, TW10 7QW

<b>Partner:</b>	<b>Whitton Network</b> <b>Neighbourhood Care Group for Whitton &amp; Heathfield</b>
<b>Car Transport:</b>	Volunteer car drivers available to take people with limited transport means to appointments, activities and groups.
<b>Befriending &amp; Social Activities:</b>	Home befriending in Whitton and carer support. Tea and coffee mornings.
<b>Shopping:</b>	Shopping on behalf of, or with an individual.
<b>Outings:</b>	Outings to a range of locations.
<b>Contact Information:</b>	Monday – Friday 09:30 – 12:00 noon <a href="mailto:whittonnetwork@btconnect.com">whittonnetwork@btconnect.com</a> or 02087551336  <a href="http://whittonnetwork.org/">http://whittonnetwork.org/</a>
<b>Address:</b>	1 Library Way, Whitton, TW2 7AP

<b>Partner:</b>	<b>Richmond Good Neighbours Neighbourhood Care Group for Richmond</b>
<b>Car Transport:</b>	Volunteer car drivers available to take people with limited transport means to appointments, activities and groups.
<b>Befriending:</b>	Home befriending in Richmond.
<b>Shopping:</b>	Shopping on behalf of, or with an individual.
<b>Contact Information:</b>	Monday – Thursday 09:00 – 13:00 <a href="mailto:organiser@richmondgoodneighbours.org.uk">organiser@richmondgoodneighbours.org.uk</a> or 02035384060  <a href="https://www.richmondgoodneighbours.org.uk/">https://www.richmondgoodneighbours.org.uk/</a>
<b>Address:</b>	ETNA Centre, 13 Rosslyn Road, East Twickenham, TW1 2AR

<b>Partner:</b>	<b>Alzheimer's Society Richmond</b>
<b>Dementia Support:</b>	One to one support for individuals with a diagnosis of Dementia, including development of a personalised support plan.
<b>Peer Support Groups:</b>	Peer support groups for areas such as supporting a parent with dementia; people under 65 diagnosed with dementia and newly diagnosed. Some of these groups are run by other organisations, supported by the Alzheimer's Society.
<b>Dementia Friends Training:</b>	To support the community to understand and support people living with dementia.
<b>Carers Hub Dementia Support Service:</b>	Information, practical support and support for carers of people with a diagnosis of Dementia.
<b>Peer support groups for carers:</b>	Peer support groups for carers of people with a diagnosis of Dementia.
<b>Contact Information:</b>	<a href="mailto:richmondservices@alzheimers.org.uk">richmondservices@alzheimers.org.uk</a> or 02080369570  <a href="https://www.alzheimers.org.uk/find-support-near-you">https://www.alzheimers.org.uk/find-support-near-you</a>
<b>Address:</b>	Day Care Centre, St Vincents House, 49 Queen Caroline Street, London, W6 9QH

<b>Partner:</b>	<b>Integrated Neurological Services (INS)</b>
<b>Integrated and Holistic Therapy Service for individuals with long-term neurological conditions:</b>	
<ul style="list-style-type: none"> <li>- Physiotherapy led exercise and conditioning groups aimed at improving and maintaining physical fitness and promoting better symptom management.</li> <li>- Occupational therapy led groups aimed at reducing the functional consequences of specific impairments such as, fatigue, cognitive or sensory loss.</li> <li>- Speech and language therapy communication groups aimed at improving and maintaining communication skills.</li> <li>- Social Worker support, assisting in appeals, permit and grant applications, advocacy and living with long-term conditions.</li> <li>- Counselling: One-to-one sessions for clients and their unpaid carers.</li> <li>- Expanding Horizons: An INS programme to support clients and carers in engaging in social, leisure and cultural activities at INS and in the local community.</li> </ul>	
Each person works towards achieving SMART goals and is assigned a key worker who remains in contact with all relevant therapists throughout their therapy.	
<b>Contact Information:</b>	
<a href="mailto:admin@ins.org.uk">admin@ins.org.uk</a> or 02087554000	
<a href="https://www.ins.org.uk/">https://www.ins.org.uk/</a>	
<b>Address:</b> 82 Hampton Road, Twickenham, TW2 5QS	

<b>Partner:</b>	<b>Multicultural Richmond</b>
<b>Minority Ethnic Elders Group:</b> Social group and lunch club specifically aimed at ethnic minorities.	
<b>Wellbeing Activities:</b> Support groups; healthy cooking; multicultural events; exercise sessions- primarily aimed at ethnic minorities.	
<b>Advice / Casework:</b> Advice and support for people from ethnic minorities who may have experienced racial disadvantage or difficulty accessing services.	
<b>Contact Information:</b>	
<a href="mailto:hello@multiculturalrichmond.org.uk">hello@multiculturalrichmond.org.uk</a> or 020 8893 9444/9555	
<a href="https://multiculturalrichmond.org.uk/">https://multiculturalrichmond.org.uk/</a>	
<b>Address:</b> 111a Kneller Road, Whitton, TW2 7DT	

**Partner:**

**Richmond Borough Mind**

**Peer Group Network:** Peer support groups run by and for people who have experienced mental health issues.

**Richmond Wellbeing Service:** Part of the national Improving Access to Psychological Therapies (IAPT) scheme- provides therapies to people with common mental health problems. Talking therapies and specialist support. In partnership with NHS East London Foundations NHS Trust.

**Psychotherapy and Counselling Service:** Range of therapies to support people in emotional need and explore psychological difficulties. Chargeable.

**Money Advice Project:** Support for older people; disabled people and people with long term health conditions to manage money and debt issues.

**Wellbeing Centres:** Centres offering creative programmes to aid wellbeing and recovery, based in Twickenham and Mortlake. Twickenham centre requires Mental Health Trust referral.

**Carers in Mind Project:** Support for unpaid carers supporting individuals with severe mental health problems. Part of the Carers Hub.

**Youth Wellbeing Project:** Wellbeing sessions for young people 8 -25, volunteer raining to deliver sessions.

**Training for organisations:** Mental Health Awareness, Workplace Wellbeing, Stress Management for managers.

**Contact Information:**

[info@rbmind.org](mailto:info@rbmind.org) or 02089487652

<https://www.rbmind.org/>

**Address:** 32 Hampton Road, Twickenham, TW2 5QB

<b>Partner:</b>	<b>Ruils</b>
<p><b>Wellbeing Activities:</b> A range of activities specifically aimed at individuals with long term health and mental health conditions and disabilities, including accessible wellbeing walks, a choir, art &amp; crafts groups and creative writing.</p> <p><b>Befriending:</b> Volunteer led Befriending service specifically aimed at individuals under 65 with long term health and mental health conditions.</p> <p><b>Direct Payment Support Service:</b> Support with setting up a Direct Payment, employing staff and choosing providers.</p> <p><b>Payroll and Managed Accounts:</b> Payroll support for those employing Personal (care) assistants; management of accounts on behalf of individual.</p> <p><b>Personal Health Budgets Support:</b> Advice on the process of applying for Personal Health Budgets for those with long term conditions and disabilities.</p> <p><b>Pathways:</b> Advice, advocacy and support on Benefits, Housing and Social Care for disabled people and people with long term mental health conditions.</p>	
<p><b>Contact Information:</b>  <a href="mailto:info@ruils.co.uk">info@ruils.co.uk</a> or 02088316083  <a href="https://www.ruils.co.uk/">https://www.ruils.co.uk/</a></p>	
<p><b>Address:</b> Disability Action &amp; Advice Centre, 4 Waldegrave Road, Teddington, TW11 8HT</p>	

<b>Partner:</b>	<b>Richmond Mencap</b>
<p><b>Information &amp; Advice:</b> Information service based around learning disabilities, including calendar of activities available across the borough.</p> <p><b>Employability Job Club:</b> To help people with learning disabilities to develop find employment; learn skills and develop employment profiles.</p> <p><b>The Meeting Place:</b> Weekly social group, including building independent living skills.</p> <p><b>Something to Say:</b> Drama group for people with learning disabilities.</p> <p><b>Wii &amp; Pizza Club:</b> Relaxed friendship group.</p> <p><b>Group Holidays:</b> Organised holidays for groups of adults with learning disabilities.</p> <p><b>Holiday Opportunities Programme:</b> Challenging and sociable activities for people ages 18 – 30 with learning disabilities during August.</p>	
<p><b>Contact Information:</b>  <a href="mailto:office@richmondmencap.org.uk">office@richmondmencap.org.uk</a> or 02087441923  <a href="https://richmondmencap.org.uk/">https://richmondmencap.org.uk/</a></p>	
<p><b>Address:</b> 342 Richmond Road, East Twickenham, TW1 2DU</p>	

<b>Partner:</b>	<b>Richmond AID</b>
<b>Information Navigation:</b>	See 1. Information Navigation
<b>Job Club:</b>	Peer support group for disabled people to work towards employment goals.
<b>Welfare Benefits:</b>	Support for disabled people and people with long term conditions to receive or apply for disability benefits.
<b>Money Advice:</b>	Support for disabled people and people with long term conditions to budget; manage debts; set up payments and plan affordable activities / transport .etc.
<b>SPADE:</b>	Basic gardening maintenance for disabled and older people.
<b>Counselling:</b>	Counselling for adults, but with a focus on people with long term conditions; disabilities; mental health problems and carers. Chargeable.
<b>Contact Information:</b>	<a href="mailto:advice@richmondaid.org.uk">advice@richmondaid.org.uk</a> or 02088316070  <a href="http://www.richmondaid.org.uk/">http://www.richmondaid.org.uk/</a>
<b>Address:</b>	Disability Action & Advice Centre, 4 Waldegrave Road, Teddington, TW11 8HT

<b>Partner:</b>	<b>Richmond &amp; Kingston Accessible Transport (RAKAT)</b>
<b>Accessible Minibuses:</b>	Accessible minibuses are available for hire to community, voluntary and statutory groups. Some minibuses owned by voluntary groups but operated by RAKAT.
<b>Social Centre Transport:</b>	Partnerships to provide transport to social centres including Barnes Social Centre, Elleray Hall and Linden Hall. These centres should be contacted directly to discuss transport options.
<b>Information &amp; Advice:</b>	Transport availability; minibus brokerage; compliance; good practice.
<b>Contact Information:</b>	<a href="mailto:info@rakat.org.uk">info@rakat.org.uk</a> or 02089421745  <a href="https://rakat.org.uk/">https://rakat.org.uk/</a>
<b>Address:</b>	The Liz Mills Depot, 32 Wellington Crescent, New Malden, Kingston upon Thames, Surrey, KT3 3NE.



## 4. Other Local Authority Commissioned Health & Wellbeing Services

<b>General Information &amp; Advice</b>	Free, impartial confidential advice- delivered by Citizens Advice Richmond. <a href="https://www.citizensadvice-richmond.org/">https://www.citizensadvice-richmond.org/</a>
<b>Welfare Benefits Advice Service</b>	Support for individuals to claim welfare benefits and other forms of financial support. Delivered by Richmond AID (working age disability benefits) and Age UK Richmond (Post retirement age benefits) <a href="https://www.richmondaid.org.uk/benefits-advice-2/">https://www.richmondaid.org.uk/benefits-advice-2/</a> <a href="https://www.ageuk.org.uk/richmonduponthames/our-services/welfare-benefits/">https://www.ageuk.org.uk/richmonduponthames/our-services/welfare-benefits/</a>
<b>Advocacy</b>	Generic advocacy; Independent Mental Capacity Advocacy; Independent Mental Health Advocacy; NHS Complaints Advocacy; Advocacy under the Care Act- delivered by Cambridge House. <a href="http://ch1889.org/our-work/advocacy/richmond-single-point-advocacy-service/">http://ch1889.org/our-work/advocacy/richmond-single-point-advocacy-service/</a>
<b>Carers Hub</b>	Support for unpaid carers- information & advice, wellbeing activities, workshops. Partners: Richmond Carers Centre, INS, Richmond Borough Mind, Addiction Support & Care Agency, Crossroads Richmond & Kingston, Alzheimer's Society Richmond. <a href="https://www.richmondchs.org/">https://www.richmondchs.org/</a>
<b>Richmond Wellbeing Service</b>	Part of the national Improving Access to Psychological Therapies (IAPT) scheme- provides therapies to people with common mental health problems. Talking therapies and specialist support. <a href="https://www.richmondwellbeingservice.nhs.uk/">https://www.richmondwellbeingservice.nhs.uk/</a>
<b>Supported Employment Service</b>	Supporting people with autism, learning disabilities, mental health needs, physical disabilities and sensory impairment to gain and keep paid employment- delivered by Choice Support. <a href="https://www.choicesupport.org.uk/find-support/find-support-near-you/richmond-wandsworth">https://www.choicesupport.org.uk/find-support/find-support-near-you/richmond-wandsworth</a>
<b>Direct Payment Support Service</b>	Support with setting up direct payments; payroll; employing staff and choosing providers- delivered by Ruils. <a href="https://www.ruils.co.uk/services/direct-payment-support-service-richmond/">https://www.ruils.co.uk/services/direct-payment-support-service-richmond/</a>
<b>Richmond Integrated Recovery Service</b>	Free and confidential drug and alcohol service for adults in Richmond- delivered by Change. Grow. Live. <a href="https://www.changegrowlive.org/content/richmond-integrated-recovery-service#tab_1">https://www.changegrowlive.org/content/richmond-integrated-recovery-service#tab_1</a>
<b>Richmond Healthwatch</b>	Richmond Healthwatch is the independent local NHS & social care watchdog. <a href="https://www.healthwatchrichmond.co.uk/">https://www.healthwatchrichmond.co.uk/</a>
<b>Richmond CVS</b>	Richmond CVS supports voluntary and community groups in Richmond- advice, support, volunteering, and training. <a href="https://richmondcvs.org.uk/">https://richmondcvs.org.uk/</a>

## 5. Other Wellbeing Services

### Community Centres

Name	About
<b>Cambrian Centre - Richmond</b>	Community choir, Tai Chi, Zumba, Table tennis, meditation, Parkinson's people, creative writing, IT support, community gym <a href="https://cambriancentre.org/">https://cambriancentre.org/</a>
<b>ETNA Community Centre - Twickenham</b>	Pilates, University of the Third Age, Age UK Richmond sessions, Yoga, sing a long, creative art, Spanish sessions, sign language, bridge, counselling, Real Junk Food Project <a href="https://etnacentre.org/">https://etnacentre.org/</a>
<b>Mortlake Community Association – St Mary's Church, Mortlake</b>	Mortlake Community Garden, Gentle Exercise, Come and sing, Gardening, Positive Living, Reminiscence, Yoga and relaxation, Drawing Group, Richmond Borough Mind Drop in. <a href="https://www.mortlakecommunityassociation.org.uk/">https://www.mortlakecommunityassociation.org.uk/</a>
<b>Castlenau Centre – Barnes</b>	Mindful Monday walks, RUILS Crafty Café, Yoga, Gardening Club, Food Bank, IT Training, café, centre sports, let get it sorted (I&A drop in), pilates. Plus specifically for over 50s – Fry up Friday, community day trips, young at heart, monthly lunch, walking football, day trips, Citizen Advice drop ins <a href="http://www.castelnaucentreproject.co.uk/">http://www.castelnaucentreproject.co.uk/</a>
<b>Whitton Community Centre - Whitton</b>	Yoga, tea dance, ballroom dancing, ballet, line dancing, zumba toning, silver fit for over 45's, Parkinson's Keep Fit, Coffee Morning, Bridge, Alcoholics Anonymous, Table Tennis, Adult Community Singing <a href="https://www.whittoncommunity.org/">https://www.whittoncommunity.org/</a>
<b>White House Community Centre – Hampton</b>	Walks, Concerts, Community Café, Food Bank, Pilates, Tai Chi, Gentle Aerobic Exercise, Seated Exercise, Pilates, Zumba, table tennis, indoor bowls, bridge, bands <a href="https://ymcastpaulsgroup.org/centres/ymca-white-house-hampton/">https://ymcastpaulsgroup.org/centres/ymca-white-house-hampton/</a>
<b>Vineyard Community Centre - Richmond</b>	Morning drop in for those in crisis / homeless, community nursing, community café, foodbank, knitting club, Citizens Advice drop in <a href="http://www.vineyardcommunity.org/">http://www.vineyardcommunity.org/</a>

## Older People

Name	About
<b>Adult Day Care Centres –</b> Access Project Whitton, Sheen Lane Intensive, Woodville Centre Ham	Council run day care centres for high need individuals with dementia; physical disability or sensory loss. <a href="https://richmond.gov.uk/services/adult_social_care">https://richmond.gov.uk/services/adult_social_care</a>
<b>Homelink Day Respite Centre</b>	Support for carers, respite care <a href="https://www.homelinkdaycare.co.uk">https://www.homelinkdaycare.co.uk</a>
<b>Contact the Elderly</b>	Monthly Sunday afternoon gatherings for small groups of older people aged 75 and over who are dealing with loneliness and social isolation – 2 groups in Richmond <a href="https://www.contact-the-elderly.org.uk/">https://www.contact-the-elderly.org.uk/</a>
<b>Independent Age</b>	Advice Helpline, Telephone befriending, Home Visiting Befriending- actively taking Richmond referrals <a href="https://www.independentage.org/">https://www.independentage.org/</a>
<b>Dial-a-Ride</b>	Door to door service for people with long term disabilities <a href="https://tfl.gov.uk/modes/dial-a-ride/">https://tfl.gov.uk/modes/dial-a-ride/</a>
<b>Embracing Age</b>	Friendship and support for older people in Richmond living in care homes- befriending, digital skills development, activities. <a href="https://www.embracingage.org.uk/">https://www.embracingage.org.uk/</a>
<b>My Life Films</b>	Free biographical films for people living with dementia by capturing individual unique life stories to help them celebrate and remember their lives. <a href="http://mylifefilms.org/">http://mylifefilms.org/</a>

## Culture, Leisure, Sport & Learning

Name	About
<b>Leisure Centres</b> – Hampton, Pools on the park, Sheen, Teddington, Teddington Pools, Whitton	Gyms, swimming pools, classes, sports. Set of 50 plus sessions- falls prevention, low impact conditioning (all Teddington Pools) <a href="https://www.richmond.gov.uk/services/sports">https://www.richmond.gov.uk/services/sports</a>
<b>Parks and Open Spaces</b>	Parks and open spaces across Richmond, outdoor gyms, health walks, volunteering, activities <a href="https://www.richmond.gov.uk/services/parks_and_open_spaces">https://www.richmond.gov.uk/services/parks_and_open_spaces</a>
<b>Sports Clubs</b>	Range of teams and clubs covering wide range of sports. <a href="https://www.richmond.gov.uk/services/sports/sports_clubs">https://www.richmond.gov.uk/services/sports/sports_clubs</a>
<b>Libraries</b>	Libraries across the borough, events, volunteering <a href="https://www.richmond.gov.uk/services/libraries">https://www.richmond.gov.uk/services/libraries</a>
<b>Arts and culture</b>	Museums, art galleries, places of interest <a href="http://www.visitrichmond.co.uk/attractions/">http://www.visitrichmond.co.uk/attractions/</a>
<b>Arts Richmond</b>	Umbrella organisation for over 100 Richmond cultural organisations, preforming arts events and artistic activity. <a href="http://www.artsrichmond.org.uk">www.artsrichmond.org.uk</a>
<b>South West London Environment Network (SWLEN)</b>	Walks/talks, ad-hoc volunteering or conservation work parties, gardening days and environmental activities <a href="https://swlen.org.uk/">https://swlen.org.uk/</a>
<b>Art &amp; Soul</b>	Creative activity to enhance the emotional and mental health of people in South West London. Various locations in Richmond- art workshops, outreach, taster sessions, exhibitions. <a href="https://artandsoul.org.uk/">https://artandsoul.org.uk/</a>
<b>Dose of Nature</b>	Promotion of mental health benefits of engaging with the natural world, based in Kew. Nature prescriptions, group therapy and workshops. <a href="http://www.doseofnature.org.uk/">http://www.doseofnature.org.uk/</a>
<b>Richmond and Hillcroft Adult Community College</b>	A range of courses, classes, exercise sessions and wellbeing activities- mainly based at Richmond location next to station. 25 / 50% discounts for certain groups (older people, carers, learning difficulties, mental health difficulties .etc.)
<b>Richmond Health Walks</b>	Health walks across Richmond <a href="https://www.walkingforhealth.org.uk/walkfinder/london/richmond-healthwalks">https://www.walkingforhealth.org.uk/walkfinder/london/richmond-healthwalks</a>

## Condition / situation specific support

Name	About
<b>RISE</b> – Disability sports and inclusive activities	Council run programme of activities for people of all ages with special educational needs and disabilities- Canoeing, Football, wheelchair rugby .etc. <a href="https://www.richmond.gov.uk/services/sports/disability_sports_and_activites">https://www.richmond.gov.uk/services/sports/disability_sports_and_activites</a>
<b>SPEAR</b>	Range of support services in Richmond linked to homelessness. <a href="https://www.spearlondon.org/?utm_source=thebestofrichmond&amp;utm_medium=websitelink&amp;utm_campaign=featurepage">https://www.spearlondon.org/?utm_source=thebestofrichmond&amp;utm_medium=websitelink&amp;utm_campaign=featurepage</a>
<b>Richmond Homes and Lifestyles Trust</b>	Supporting adults with learning disabilities- activities, workshops. <a href="https://www.rhlt.org.uk/#">https://www.rhlt.org.uk/#</a>
<b>Companion Cycling</b>	Helping people with disabilities to cycle through specialised cycles in Bush Park. <a href="http://www.companioncycling.org.uk/">http://www.companioncycling.org.uk/</a>
<b>Cruse Bereavement Care</b>	Supporting residents who have been bereaved one to one or via group sessions. <a href="https://www.cruse.org.uk/get-help/local-services/south-east/richmond-upon-thames">https://www.cruse.org.uk/get-help/local-services/south-east/richmond-upon-thames</a>
<b>Diabetes UK- Richmond Support Group</b>	Monthly support group for people living with Diabetes <a href="https://richmond-and-twickenham.diabetesukgroup.org/">https://richmond-and-twickenham.diabetesukgroup.org/</a>
<b>Richmond &amp; Kingston ME Group</b>	Support group for people with ME / CFS <a href="https://www.richmondandkingstonmegroup.org.uk/">https://www.richmondandkingstonmegroup.org.uk/</a>
<b>Middlesex Association for the Blind</b>	Support for people with visual impairments <a href="http://aftb.org.uk/">http://aftb.org.uk/</a>
<b>Macular Society- Richmond Support Group</b>	Support group for people with Macular Disease <a href="https://www.macularsociety.org/groups/richmond-support-group">https://www.macularsociety.org/groups/richmond-support-group</a>
<b>Richmond Gateway Club</b>	Weekly leisure and social club for adults with learning disabilities <a href="https://richmondgatewayclub.org/">https://richmondgatewayclub.org/</a>
<b>The Mulberry Centre</b>	Cancer support charity <a href="https://www.themulberrycentre.co.uk/">https://www.themulberrycentre.co.uk/</a>
<b>Richmond Talking Newspaper</b>	Local news in audio form <a href="http://richmondalkingnewspaper.org.uk/">http://richmondalkingnewspaper.org.uk/</a>
<b>Together as one - Twickenham</b>	Support for anyone experiencing loneliness or social isolation, particularly as a result of mental health issues. <a href="https://www.togetherasone.co.uk/">https://www.togetherasone.co.uk/</a>
<b>The Visually Impaired Society of Richmond</b>	Support for people with visual impairments. <a href="http://visoruk.50webs.com/">http://visoruk.50webs.com/</a>
<b>South West London Environment Network (SWLEN)</b>	Walks/talks, ad-hoc volunteering or conservation work parties, gardening days and environmental activities <a href="https://swlen.org.uk/">https://swlen.org.uk/</a>
<b>National Autistic Society – Richmond Branch</b>	Parent led group supporting autistic individuals of all ages in Richmond. Information, advice and coffee mornings. <a href="http://www.richmondnas.org/index.html">http://www.richmondnas.org/index.html</a>

Name	About
<b>Reaching Hearts and Lives Together (RHLT)</b>	Support for individuals with a learning disability in Richmond. Workshops and wide range of activities. <a href="https://www.rhlt.org.uk/">https://www.rhlt.org.uk/</a>
<b>Otaker Kraus Music Trust (OKMT)</b>	Music therapy for people who have physical, psychological, learning, behavioural or emotional difficulties. <a href="https://www.okmtrust.org.uk/">https://www.okmtrust.org.uk/</a>
<b>Relate- South West London</b>	Relationship support charity based in Richmond. Relationship counselling; sex therapy; family counselling; children and young people's counselling; family mediation. <a href="https://www.relate.org.uk/find-my-nearest-relate/centre/london-south-west-relate">https://www.relate.org.uk/find-my-nearest-relate/centre/london-south-west-relate</a>
<b>Richmond Foodbank</b>	Three days emergency food and support for people referred in crisis. <a href="https://richmond.foodbank.org.uk/">https://richmond.foodbank.org.uk/</a>
<b>Off the Record Twickenham</b>	Drop in counselling, information and sexual health service for young people aged 11 – 24. <a href="https://otrtwickenham.com/">https://otrtwickenham.com/</a>
<b>Addiction Support and Care Agency (ASCA)</b>	Addiction support charity working in Richmond- one to one counselling and group activities for individuals with or recovering from addictions, as well as friends, family and carers.
<b>MiD Mediation &amp; Counselling</b>	Mediation and counselling for divorcing couples and impacted children in Richmond. <a href="https://www.midmediation.org.uk/">https://www.midmediation.org.uk/</a>
<b>Learn English at Home (LEAH)</b>	Support for refugees and migrants resident in Richmond to improve English language skills one to one and via group sessions. <a href="https://www.leah.org.uk/">https://www.leah.org.uk/</a>
<b>Room for Work</b>	Free employability course for skilled workers, managers and professionals specialising in mature workers. <a href="https://www.roomforwork.org/">https://www.roomforwork.org/</a>