

# Aligning the Commissioning Intentions with the priority areas for Buckinghamshire's Health and Wellbeing Strategy refresh 2016-2021

The Joint Health and Wellbeing Strategy refresh aims to create the best conditions in Buckinghamshire for people to live healthy, happy and fulfilling lives and achieve their full potential. The Health and Wellbeing Board's vision is to improve outcomes for the whole population as well as having a greater impact on improving the health and wellbeing of those people in Buckinghamshire who have poorer health and wellbeing.

As part of its Terms of Reference the Health and Wellbeing Board is committed to using its power of influence to encouraging closer working between health and social care commissioners who have a duty to ensure that their commissioning intentions are aligned to the priorities of the JHWBS.

The refreshed priority areas for actions for 2016-2021 are:

- 1. Every child has the best start in life**
- 2. Keep people healthier for longer and reduce the impact of long term conditions**
- 3. Promote good mental health and wellbeing for everyone**
- 4. Protect residents from harm**
- 5. Support communities to enable people to achieve their potential and ensure Buckinghamshire remains a great place to live**

The following sections focus on how partner commissioning intentions for 2017/18 align with the Joint Health and Wellbeing Strategy priorities.

**Children's Social Care and Learning Commissioning Intentions 2017/18**

**Children, Young People and Maternity Commissioning Intentions 2017/18**

**High Level Overview of Commissioning Intentions 2017/18:**

Commissioning Intention	Key Deliverables 2017/18	H&WB Strategy Priority Areas	Commissioning Partners
Strategic development of educational provision to ensure sufficient school places	<ul style="list-style-type: none"> <li>Publication and consultation on area plans across the 20 primary planning areas and 11 secondary planning areas.</li> <li>Progress feasibility studies for all proposals - concentrated in Wycombe West, Marlow, Bourne End, Haddenham, Wendover and Princes Risborough</li> <li>Design, procurement and progression of capital projects through planning to end of defect liability period.</li> <li>transfer of schools to Academy status in line with Government guidelines</li> </ul>	Every child has the best start in life	BCC
	<ul style="list-style-type: none"> <li>Progression of new schemes to provide additional places for 2, 3 and 4 year olds in greatest need.</li> </ul>	Every child has the best start in life	BCC
Strategic development of early years provision to provide sufficient 2, 3 and 4 year old places for eligible families	<ul style="list-style-type: none"> <li>Targeted market shaping in Aylesbury &amp; High Wycombe areas to maintain 2 year old take up.</li> <li>Facilitate and shape the market to meet new 30 hour childcare place entitlement for eligible families from Sept 2017</li> </ul>	Every child has the best start in life	BCC
High quality early years provision	<ul style="list-style-type: none"> <li>Good and outstanding early years providers.</li> <li>2, 3 and 4 year old learning and development outcomes</li> <li>Safeguarding children .</li> <li>Workforce development</li> </ul>	Every child has the best start in life	Buckinghamshire Learning Trust (BLT)  Public Health

<b>Commissioning Intention</b>	<b>Key Deliverables 2017/18</b>	<b>H&amp;WB Strategy Priority Areas</b>	<b>Commissioning Partners</b>
<b>Raising the participation age</b>	<ul style="list-style-type: none"> <li>Consolidate work with Bucks Youth (Action4Youth &amp; Connexions are partners)</li> <li>Review delivery of statutory duties associated with RPA with possible recommissioning of existing provision</li> <li>Ensure BRIDGEs Programme is rolled out successfully and mainstreamed</li> <li>Review of Support for the Buckinghamshire Skills Hub</li> </ul>	<b>Every child has the best start in life</b>	
<b>Buckinghamshire Learning Trust</b>	<ul style="list-style-type: none"> <li>Review options regarding the future of the funding arrangement, agreement and specified services.</li> <li>Review Specialist Teaching Service.</li> </ul>	<b>Every child has the best start in life</b>	
<b>Deliver our CAMHS transformation ambitions</b>	<ul style="list-style-type: none"> <li>Review CAMHS transformation plan and second year of new service model implementation.</li> <li>Review perinatal mental health pathway after first year of implementation</li> </ul>	<b>Promote good mental health and wellbeing</b>  <b>Every child has the best start in life</b>	Joint – BCC/CCGs
<b>Establish a joint arrangement process for children with complex needs</b>	<ul style="list-style-type: none"> <li>Establish and implement a complex needs pathway and decision making process across health, education and social care.</li> </ul>	<b>Every child has the best start in life.</b>	Joint – BCC/CCGs & Spec. Commissioning (NHSE)
<b>Maternity</b>	<ul style="list-style-type: none"> <li>Continue to drive and implement locally specific initiatives that reduce variation and inequalities in: <ul style="list-style-type: none"> <li>i) Low birth weight babies</li> <li>ii) Infant mortality</li> </ul> </li> <li>Work in partnership across the STP and with NHSE to develop and begin implementation of regional maternity plan securing sustainable maternity services for the future.</li> </ul>	<b>Every child has the best start in life.</b>	CCG led  Public Health and BCC
<b>Paediatrics</b>	<ul style="list-style-type: none"> <li>Reduce inappropriate attendances to A&amp;E by improving urgent care pathways for children and their families.</li> <li>Continue to drive and implement a community paediatric service that meets statutory duties, RTT NHS target.</li> <li>Improve consistency of quality including service user experience.</li> </ul>	<b>Every Child has the best start in life</b>	CCG led  Public Health and BCC

Commissioning Intention	Key Deliverables 2017/18	H&WB Strategy Priority Areas	Commissioning Partners
<b>Clinical variation and inequalities</b>	<ul style="list-style-type: none"> <li>Identify clinical variations and inequalities and devise and commence implementation of action plan to redress the imbalance.</li> </ul>	<b>Every Child has the best start in life</b>	CCG led Public Health
<b>Continuing Care</b>	<ul style="list-style-type: none"> <li>Award new contract for healthcare at home for children with continuing care needs.</li> </ul>	<b>Every Child has the best start in life</b>	CCG led NHS Arden GEM
<b>Strategic development of in county provision for children in care</b>	<ul style="list-style-type: none"> <li>Review and develop business case for regional residential provision to enable more Buckinghamshire children in care to be placed locally. Commission and contract award Jan 2018.</li> <li>Review and develop business case for a Buckinghamshire based residential children's home provision. Implementation from Jan 18 onwards.</li> <li>Develop strategic partnership with IFAs to secure all Bucks carers for Bucks children.</li> <li>Implement fostering improvement plan to increase BCC fostering offer.</li> <li>Continue development of the regional adoption agency.</li> <li>Develop business case for residential care services for children with disabilities, under 16 yrs of age, to access provision locally to home.</li> </ul>	<b>Every Child has the best start in life</b>	Cross regional local authorities x7 CCGs 6 IFAs 5 LA partners and 3 adoption agency partners
<b>Strategic development of education and care provision for young people over the age of 16</b>	<ul style="list-style-type: none"> <li>Review and develop business case for wrap around support and independent living options alongside an appropriate education offer.</li> </ul>	<b>Every child has the best start in life.</b>	Education Funding Agency (EFA) Adult Social Care - CHASC Local Colleges

# Adult Social Care Commissioning Intentions 2017/18

## High Level Overview of Commissioning Intentions 2017/18:

Commissioning Intention	Key Deliverables 2017/18	H&WB Strategy Priority Areas	Commissioning Partners
<p><b>Develop a new model of prevention which supports people to maintain their independence and dovetails into the new model of social care</b></p>	<ul style="list-style-type: none"> <li>• Business case for a new model of Prevention (Spring 2017)</li> <li>• Recommissioning of the elements which are not addressed by the new model of social work</li> </ul>	<p><b>Keep people healthier for longer and reduce the impact of long term conditions</b></p>	<p>Children’s Social Care &amp; Learning – CSCL (Early Help; Services for Children in Care and SEND/CWD work strands)</p>
<p><b>Sustaining independence by reducing social isolation</b></p>	<ul style="list-style-type: none"> <li>• Provision of small grants to voluntary sector partners to sustain a diverse range of prevention and early intervention offers in place till March 18</li> <li>• Review and recommission as appropriate in line with the new model of Prevention</li> </ul>	<p><b>Promote good mental health and wellbeing for all</b></p>	
<p><b>High quality support to carers</b></p>	<ul style="list-style-type: none"> <li>• Tender of Carers Support contract tbc based on the recommissioning requirements of the new model of prevention (Current Carers Bucks contract extended to 31.3.18)</li> <li>• recommissioning requirements of the new model of prevention (Current Carers Bucks contract extended to 31.3.18)</li> </ul>	<p><b>Keep people healthier for longer and reduce the impact of long term conditions</b></p> <p><b>Ensure Children have the best start in life.</b></p>	<p>Children’s Social Care &amp; Learning – CSCL (Early Help work strand)</p>
<p><b>High quality engagement is available to those who need to be enabled to present their views and thoughts</b></p>	<ul style="list-style-type: none"> <li>• A negotiated contract will be in place from 1/4/17 for 2 years to align end dates with other engagement services</li> </ul>	<p><b>Promote good mental health and wellbeing for all</b></p>	
<p><b>Provide flexible support services to enable people to maintain independence</b></p>	<ul style="list-style-type: none"> <li>• Review sheltered housing support in the context of the new model of prevention Spring 17 and commission as appropriate</li> </ul>	<p><b>Keep people healthier for longer and reduce the impact of long term conditions</b></p> <p><b>Promote good mental health and wellbeing for all.</b></p>	<p>Children’s Social Care &amp; Learning – CSCL  (Children in Care and SEND/CWD workstrands)</p>

Commissioning Intention	Key Deliverables 2017/18	H&WB Strategy Priority Areas	Commissioning Partners
<b>Support to prevent homelessness</b>	<ul style="list-style-type: none"> <li>Contract extension until Mar 18</li> <li>Review support to prevent homelessness in the context of the new model of prevention Spring 17 and commission as appropriate</li> <li>prevent homelessness in the context of the new model of prevention Spring 17 and commission as appropriate</li> </ul>	<p><b>Keep people healthier for longer and reduce the impact of long term conditions</b></p> <p><b>Promote good mental health and wellbeing for all</b></p>	<p>Children's Social Care &amp; Learning – CSCL</p> <p>(Children in Care and SEND/CWD work strands)</p>
<b>Integration of re-ablement and other community rehabilitation services to reduce duplication and maximise available capacity</b>	<ul style="list-style-type: none"> <li>Integrated re-ablement and rehabilitation service to begin operating April 2017</li> </ul>	<p><b>Keep people healthier for longer and reduce the impact of long term conditions</b></p> <p><b>Promote good mental health and wellbeing for all</b></p>	<p>Joint – BCC/CCGs</p>
<b>To support vulnerable people leaving hospital safely that will help to prevent delayed discharges and re-admissions</b>	<ul style="list-style-type: none"> <li>Recommission the service for new arrangements in place from Dec 2017</li> </ul>	<p><b>Keep people healthier for longer and reduce the impact of long term conditions</b></p>	<p>Joint – BCC/CCGs</p>
<b>To explore integration opportunities for health and social care which move us to the point of full integration by 2020</b>	<ul style="list-style-type: none"> <li>Joint market management and market stimulation</li> <li>Joint procurement</li> </ul>	<p><b>Keep people healthier for longer and reduce the impact of long term conditions</b></p> <p><b>Promote good mental health and wellbeing for all</b></p>	<p>Joint – BCC/CCGs (CHASC and CS&amp;L)</p>



Commissioning Intention	Key Deliverables 2017/18	H&WB Strategy Priority Areas	Commissioning Partners
<b>Working towards the DH target of “graduation” from the Better Care Fund (We have sufficiently robust integration plans not to require DH intervention)</b>	<ul style="list-style-type: none"> <li>Fully pooled Better Care Fund 1/4/17</li> <li>New integrated commissioning unit established</li> </ul>	<p>Keep people healthier for longer and reduce the impact of long term conditions</p> <p>Promote good mental health and wellbeing for all</p>	Joint – BCC/CCGs
<b>Provision of high quality support for adults living with sensory disability</b>	<ul style="list-style-type: none"> <li>Contract award following the ongoing retender process by Summer 17</li> <li>Contract start date 1/10/17</li> </ul>	<p>Keep people healthier for longer and reduce the impact of long term conditions</p> <p>Promote good mental health and wellbeing for all</p>	Children’s Social Care & Learning – CSCL  (SEND/CWD work strand)
<b>Review our strategic approach to whole life course Transitions</b>	<ul style="list-style-type: none"> <li>Recommendations regarding the improvement in planning and co-ordination and user experience, and provision of timely information to families</li> </ul>	<p>Keep people healthier for longer and reduce the impact of long term conditions</p> <p>Promote good mental health and wellbeing for all</p>	Joint – BCC/CCGs CHASC and CS&L  (SEND/CWD and Children in Care work strands)
<b>Sustain the breadth of the day services offer</b>	<ul style="list-style-type: none"> <li>CIC to sustain the provision of the horticulture offer at the Garden Centre Great Missenden</li> <li>(Intending to launch April 17)</li> </ul>	<p>Keep people healthier for longer and reduce the impact of long term conditions</p> <p>Promote good mental health and wellbeing for all</p>	BCC Carers Working party
<b>Provide high quality day services premises</b>	<ul style="list-style-type: none"> <li>Design and planning project milestones</li> <li>Carer engagement meetings</li> <li>Implementation of the end of Consultation decision (Seeleys Day Centre)</li> <li>Project plan for transition of service from Seeleys to Orchard House produced and shared with stakeholders April 2017</li> </ul>	<p>Keep people healthier for longer and reduce the impact of long term conditions</p> <p>Promote good mental health and wellbeing for all</p>	Joint – BCC/CCGs

Commissioning Intention	Key Deliverables 2017/18	H&WB Strategy Priority Areas	Commissioning Partners
<p><b>Improve the quality of the environment for people who use respite services</b></p>	<ul style="list-style-type: none"> <li>• Design and planning project milestones</li> <li>• Carer engagement meetings</li> <li>• Implementation of the end of Consultation decision (Seeleys Day Centre)</li> <li>• Project plan for transition of service from Seeleys to Orchard House produced and shared with stakeholders April 2017</li> </ul>	<p><b>Keep people healthier for longer and reduce the impact of long term conditions</b></p> <p><b>Promote good mental health and wellbeing for all</b></p>	<p>Joint – BCC/CCGs and CS&amp;L (SEND/CWD work strand)</p>
<p><b>Improve the quality of the living environment for people with learning disabilities who are living independently</b></p>	<ul style="list-style-type: none"> <li>• Small homes review – confirm preferred model for reconfiguring the small homes LD provision and consult with service users and carers</li> <li>• Mobilise project to begin delivery of modernisation programme</li> <li>•</li> </ul>	<p><b>Keep people healthier for longer and reduce the impact of long term conditions</b></p> <p><b>Promote good mental health and wellbeing for all</b></p>	
<p><b>Influence the development of Local Plans to reflect the needs of older people and others and the shaping of the Homes for life concept</b></p>	<ul style="list-style-type: none"> <li>• Local Plans for Aylesbury Vale, High Wycombe and Chiltern to have adopted the need for older people housing and the typology required</li> <li>• District planning processes to have mechanisms in place for addressing older people housing need.</li> </ul>	<p><b>Keep people healthier for longer and reduce the impact of long term conditions</b></p>	<p>All District Councils</p>
<p><b>Influence the development of new nursing home capacity to meet the local need for EMI, including changing the bed mix from residential to more nursing</b></p>	<ul style="list-style-type: none"> <li>• BCC decision to invest into new nursing home capacity for Aylesbury</li> <li>• Re-configured Fremantle contract to include more EMI nursing</li> </ul>	<p><b>Keep people healthier for longer and reduce the impact of long term conditions</b></p>	<p>All District Councils, Major Projects, Providers</p>

Commissioning Intention	Key Deliverables 2017/18	H&WB Strategy Priority Areas	Commissioning Partners
<b>Influence the development of extra care accommodation to provide alternatives to residential care</b>	<ul style="list-style-type: none"> <li>• Strategy and business case for Extra Care (Spring 17)</li> <li>• Delivery of strategy &amp; business case (summer 17)</li> <li>• Delivery of project plan with Extra Care Charitable Trust for 80 BCC nominations to Hughendon Garden (extra care) Village</li> </ul>	<b>Keep people healthier for longer and reduce the impact of long term conditions</b>	All District Councils, Major Projects, Providers
<b>Provision of cost effective transport solutions to promote and support independence</b>	<ul style="list-style-type: none"> <li>• Delivery of new CHASC transport policy .</li> <li>• Projects:               <ul style="list-style-type: none"> <li>- use of direct payments</li> <li>- independence travel training</li> <li>- NHS use of client transport services</li> </ul> </li> <li>• Work with Client Transport Services to deliver transformation programmes objectives.</li> </ul>	<b>Keep people healthier for longer and reduce the impact of long term conditions</b>	Joint – BCC/CCGs
<b>Expansion in the use of Assistive technology (AT)</b>	<ul style="list-style-type: none"> <li>• Implementation of the AT expansion project plan</li> <li>• Training of key personnel to support them to identify potential opportunities to reduce cost of health and social care interventions</li> <li>• Implementation and quality assurance of the ‘end to end’ AT pathway</li> <li>• Implementation of a robust financial benefits tracking tool for AT</li> </ul>	<b>Keep people healthier for longer and reduce the impact of long term conditions</b>	Joint – BCC/CCGs
<b>Promote the development and bringing to market of new and innovative assistive technology products</b>	<ul style="list-style-type: none"> <li>• Innovations hub development pending confirmation of EDRF and LGF applications(tbc Dec and Nov 2016)</li> <li>• Establish the hub and the lab testing facilities</li> <li>• Recruit MD for the Innovation Hub</li> </ul>	<b>Keep people healthier for longer and reduce the impact of long term conditions</b>  <b>Promote good mental health and wellbeing for all</b>	CCGs, Buckinghamshire NHS Healthcare Trust (BHT), Oxford Academic Health Science Network (OAHSN)

Commissioning Intention	Key Deliverables 2017/18	H&WB Strategy Priority Areas	Commissioning Partners
Review commissioning arrangements for Environmental Control Systems	<ul style="list-style-type: none"> <li>Delivery of a business case for future commissioning options and investment</li> </ul>	<p><b>Keep people healthier for longer and reduce the impact of long term conditions</b></p>	<p>Joint – BCC/CCGs and Spec. Commissioning (NHSE)</p>
Review the Integrated Community Equipment Service arrangement as end of the initial provider contract term approaches in 2019	<ul style="list-style-type: none"> <li>Continual improvement and innovation</li> </ul>	<p><b>Keep people healthier for longer and reduce the impact of long term conditions</b></p>	<p>Joint – BCC/CCGs and CS&amp;L (SEND/CWD work strand)</p>
Personal Health Budgets (PHBs) for Wheelchair and Continence Services	<ul style="list-style-type: none"> <li>Implementation of PHBs for Continence Services</li> <li>Transition of Wheelchair Voucher Scheme to PHBs</li> </ul>	<p><b>Keep people healthier for longer and reduce the impact of long term conditions</b></p> <p><b>Promote good mental health and wellbeing for all</b></p>	<p>CCGs and NHS Arden GEM CSU and CS&amp;L (SEND/CWD work strand)</p>
Develop a new model for the delivery of Disabled Facility Grants	<ul style="list-style-type: none"> <li>Delivery of a business case for future commissioning options and investment</li> </ul>	<p><b>Keep people healthier for longer and reduce the impact of long term conditions</b></p>	<p>All District Councils and CS&amp;L (SEND/CWD work strand)</p>

# Public Health

## High Level Overview of Commissioning Intentions 2017/18:

### Public Health Priorities:

- Early Years
- School Years
- Protecting from harm

- Healthy lifestyles
- Mental wellbeing and emotional resilience
- Preventing long term conditions

- Building individual skills and resilience and community capacity
- Place and environment
- Protecting from communicable disease and environmental hazards

Commissioning Intention	Key Deliverables 2017/18	H&WB Strategy Priority Areas	Commissioning Partners
<b>Promote the health of children and Young People</b>	Implement the new contract for the 0-19yrs public health nursing services	<b>Every Child has the best start in life</b> <b>Keep people healthier for longer and reduce the impact of long term conditions</b> <b>Promote good mental health and wellbeing for all</b>	BCC and BHT
	Ensure delivery and analysis of the National Child Measurement Programme	<b>Every child as the best start in life</b> <b>Keep people healthier for longer and reduce the impact of long term conditions</b>	BCC and BHT
	Commission and evaluate the maternity Skilled for Health course for women of child bearing age from selected BME groups	<b>Every child has the best start in life</b> <b>Keep people healthier for longer and reduce the impact of long term conditions</b> <b>Promote good mental health and wellbeing for all</b>	BCC and Healthy Living Centre
	Implementation and evaluation of an emotional resilience programme for primary and secondary aged school children	<b>Every child has the best start in life</b> <b>Promote good mental health and wellbeing for all</b>	BCC
	Contract manage the family weight management service - Service to be considered as part of Integrated Lifestyle Service Business Case	<b>Every child has the best start in life</b> <b>Keep people healthier for longer and reduce the impact of long term conditions</b>	BCC and Mytime Active

Commissioning Intention	Key Deliverables 2017/18	H&WB Strategy Priority Areas	Commissioning Partners
<b>Promote the health of children and Young People</b>	Continue to contract manage young people specific drug and alcohol services (prevention and treatment) and develop a business case for recommissioning	<b>Every child has the best start in lie</b> <b>Keep people healthier for longer and reduce the impact of long term conditions</b> <b>Promoting good mental health and wellbeing for all</b>	BCC and Adaction
<b>Reducing the risk of cardiovascular disease and other related long term conditions</b>	Commission the NHS Health Check I primary care and outreach service	<b>Keep people healthier for longer and reduce the impact of long term conditions</b>	BCC and GP Practices, To Health, CV Health
<b>Support residents to take responsibility for adopting healthier lifestyles</b>	Commission smoking cessation services	<b>Keep people healthier for longer and reduce the impact of long term conditions</b>	BCC, BHT, GPs, Community Pharmacists and S4H
	Commission adult weight management services		BCC/ Weight Watchers/ Slimming World
	Commission a Health Trainer Service		BCC, Parkwodd Healthcare
	Develop a business case for an integrated lifestyle service with enhanced digital offer		BCC/CCGs
	Implement strategies and action plans for: <ul style="list-style-type: none"> <li>• Promoting Physical activity</li> <li>• Promoting Healthy Eating</li> <li>• Promoting Positive Sexual Health</li> <li>• Tobacco Control (including reducing smoking in pregnant women)</li> </ul>	<b>Keep people healthier for longer and reduce the impact of long term conditions</b> <b>Promoting good health and wellbeing for all</b>	BCC, District Councils, CCG, NHS providers and other multi agency organisations
	Ensure delivery and evaluation of Active Bucks Programme	<b>Keep people healthier for longer and reduce the impact of long term conditions</b> <b>Promoting good health and wellbeing for all</b>	BCC, District councils, LAFs, CCGs Multiple providers

<b>Commissioning Intention</b>	<b>Key Deliverables 2017/18</b>	<b>H&amp;WB Strategy Priority Areas</b>	<b>Commissioning Partners</b>
<b>Reduce the harms resulting from substance misuse</b>	Complete procurement process and implement the new contract for the integrated adult substance misuse service	<b>Keep people healthier for longer and reduce the impact of long term conditions</b> <b>Promote good mental health and wellbeing for all</b>	BCC
	Contract management of GP Shared Care	<b>Keep people healthier for longer and reduce the impact of long term conditions</b>	BCC and GP practices
	Implement the strategy and action plan for substance misuse	<b>Keep people healthier for longer and reduce the impact of long term conditions</b>	Multi-agency
<b>Ensure safe and effective Specialist Sexual Health Services</b>	Contract management of the integrated sexual health service	<b>Keep people healthier for longer and reduce the impact of long term conditions</b>	BCC, BHT and Terence Higgins Trust
<b>Reducing the risk of falls in older people</b>	Contract management of the falls prevention service	<b>Keep people healthier for longer and reduce the impact of long term conditions</b>	BCC and BHT
<b>Promote adult mental wellbeing</b>	Review the adult mental wellbeing action plan	<b>Promote good mental wellbeing for all</b>	Multi-agency
	Review the suicide prevention action plan	<b>Promote good mental wellbeing for all</b>	Multi-agency
<b>Increase the confidence and capacity for communities to help themselves</b>	Contract manage the community development for health improvement programme delivered by the Walton Court and Southcourt Healthy Living Centre	<b>Keep people healthier for longer and reduce the impact of long term conditions</b> <b>Promote good mental wellbeing for all</b>	BCC and Healthy Living Centre
	Ensure delivery of the pilot for a community organising model in High Wycombe and evaluation the effectiveness	<b>Keep people healthier for longer and reduce the impact of long term conditions</b> <b>Promote good mental wellbeing for all</b>	BCC, CIB and Citizens UK