

## Fact Sheet 5: Financial Hardship

Financial Support Merton		Referral / Contact details
<b>Council Tax Support</b>	You may be eligible if your income has been affected by COVID-19.	<b>Phone:</b> 020 8274 4901 <b>Out of hours support:</b> 020 8543 9750  <b>DX:</b> Document exchange
<b>Local Welfare Support Scheme</b>	Merton Council has a limited fund to support the most vulnerable Merton residents with short-term severe financial difficulties.	<b>TEL:</b> 0208 274 4908 for emergency payment applications <b>Opening times:</b> Monday to Friday 11am-3pm. <b>Website:</b> <a href="https://www.merton.gov.uk/council-tax-benefits-and-housing/benefits/money-advice/local-welfare-support-scheme">https://www.merton.gov.uk/council-tax-benefits-and-housing/benefits/money-advice/local-welfare-support-scheme</a>
<b>Test and trace support payments</b>	If you are on a low income and you have been told to self-isolate by NHS Test and Trace, you may be entitled to a payment of £500 if you cannot work from home and will lose income as a result.	<b>Website:</b> <a href="https://www.merton.gov.uk/council-tax-benefits-and-housing/benefits/apply-for-a-test-and-trace-support-payment">https://www.merton.gov.uk/council-tax-benefits-and-housing/benefits/apply-for-a-test-and-trace-support-payment</a>
<b>Wimbledon Guild</b>	Providing support to the residents of Merton to access: <ul style="list-style-type: none"> <li>• <b>Small grants</b> to people for impacted by Coronavirus who are eligible for assistance. Details of information and criteria of the service are on the website.</li> </ul>	<b>Phone:</b> 0208946 0735672 <b>Email:</b> <a href="mailto:info@wimbledonguild.co.uk">info@wimbledonguild.co.uk</a> <b>Website:</b> <a href="https://www.wimbledonguild.co.uk/howwe-help/financial-assistance/small-grants">https://www.wimbledonguild.co.uk/howwe-help/financial-assistance/small-grants</a>
<b>The Family Fund</b>	Grants for disabled children	<b>Website:</b> <a href="https://www.familyfund.org.uk/">https://www.familyfund.org.uk/</a>

Benefits		
<b>The Council Welfare Benefits Service (WBS)</b>	<ul style="list-style-type: none"> <li>• Welfare benefit enquiries (via telephone and/or email)</li> <li>• Requests for a welfare benefit check (via telephone appointments and/or email)</li> <li>• Requests for assistance to complete welfare benefit forms (via telephone appointments)</li> </ul>	<b>TEL:</b> 020 8545 4178  <b>Email:</b> <a href="mailto:WelfareBenefitsTeam@merton.gov.uk">WelfareBenefitsTeam@merton.gov.uk</a> <b>Opening times:</b> Monday-Friday 9am-5pm

## Fact Sheet 5: Financial Hardship

<b>Universal Credit</b>	<p>Can be applied for online. Before you apply, check if you're eligible using this link: <a href="#">Eligibility</a>. You cannot claim Universal Credit and tax credits at the same time. If you get tax credits, they will stop when you or your partner applies for Universal Credit. <a href="#">Check how tax credits and Universal Credit affect each other</a>. You might also need to book and attend an interview at your local Job Centre Plus. You'll be told if you need to after you apply. You'll get your first payment around 5 weeks after applying online if your application is successful.</p>	<b>Website:</b> <a href="#">Check how tax credits and Universal Credit affect each other</a>
<b>Pension Credit</b>	<p>Is a means-tested benefit that provides financial assistance to people who have reached state pension age.</p> <p>On 6 May 2020 an online claim option was opened to support existing methods of applying for Pension Credit by telephone or post. Existing methods of claiming Pension Credit, by phone or on paper, will both remain available to claimants. The digital claim will simply provide an additional option. You can make an online application for Pension Credit by visiting the <a href="#">how to claim</a>.</p>	<b>Website:</b> <a href="#">how to claim</a> .
<b>Citizens Advice Universal Credit Help to Claim service</b>	<p>This service can help residents with Universal Credit claims and full benefit checks and is available via phone/web-chat</p>	<b>Freephone:</b> 0800 144 8 444 It is advisable for residents to ring up directly rather than being transferred  <b>Website:</b> <a href="https://www.citizensadvice.org.uk/benefits/universal-credit/claiming/helptoclam/">https://www.citizensadvice.org.uk/benefits/universal-credit/claiming/helptoclam/</a>
<b>Local Information and Advice</b>		
<b>Citizens Advice Merton and Lambeth</b>	<p><b>Telephone and online advice and support services covering a range of issues including:</b> benefits and tax credits; housing; debt and budgeting; employment; relationships and families; and: consumer goods and services. Access to specialist advice including:  <b>Disability Welfare Benefits service, Email:</b> <a href="mailto:mertondisability@caml.org.uk">mertondisability@caml.org.uk</a>  <b>EU Settlement Scheme service</b>  <b>Email:</b> <a href="mailto:eusettlement@caml.org.uk">eusettlement@caml.org.uk</a>  <b>Windrush Compensation Scheme</b> Phone: 0800 678 1925  <b>L&amp;Q Housing residents</b> - Service for L&amp;Q Housing resident seeking debt and <b>Financial capability support</b></p>	<b>Phone:</b> 020 3475 2221 <b>Email:</b> <a href="mailto:pound@we-are-digital.co.uk">pound@we-are-digital.co.uk</a> <b>Clarion Housing residents</b> - Service for Clarion Housings resident seeking debt/benefit advice. <b>Email:</b> <a href="mailto:clarion@caml.org.uk">clarion@caml.org.uk</a>  <b>Windrush Compensation Scheme</b> Phone: 0800 678 1925
<b>Association for the Polish Family (PYZA)</b>	<p>Provides information, advice and support to the Polish and Eastern European community in Merton including:</p> <ul style="list-style-type: none"> <li>• <b>Co-vid related advice:</b> Up to date information on government guidelines and where to get help.</li> </ul>	<b>Tel:</b> 07917401064 <b>Email:</b> <a href="mailto:info@polishfamily.org.uk">info@polishfamily.org.uk</a> <b>Website:</b> <a href="https://www.polishfamily.org.uk/">https://www.polishfamily.org.uk/</a>

## Fact Sheet 5: Financial Hardship

	<ul style="list-style-type: none"> <li>• <b>EU Settlement Scheme service:</b> accessing government schemes and local support. This service is available in Polish/English from 9am- 2pm Monday-Friday.</li> </ul>	
<b>Age UK Merton</b>	<p>Advice and Information service to older people (55+) living in Merton.</p> <ul style="list-style-type: none"> <li>• <b>Housing support:</b> Helping people look at alternative housing provision for older people.</li> <li>• <b>Social care support:</b> Help with social needs including advice with customer rights / concerns.</li> <li>• <b>Keeping warm and well:</b> Working with EON energy with boiler provision and Thinking works to help ensure that people are able to have savings with their energy supplies (gas / electricity).</li> </ul>	<p><b>Website:</b>  <a href="https://www.ageuk.org.uk/merton/our-services/information-and-advice/">https://www.ageuk.org.uk/merton/our-services/information-and-advice/</a>  <b>Tel:</b> 020 8648 5792  <b>Email:</b>  <a href="mailto:advice@ageukmerton.org.uk">advice@ageukmerton.org.uk</a></p>
<b>DeafPLUS</b>	<p>A national charity supporting people with sight and hearing difficulties providing:</p> <ul style="list-style-type: none"> <li>• <b>Information &amp; Advice:</b> Telephone advice on welfare benefits; housing; debt; employment; consumer and community care; access to council services; advice on access to legal services.</li> </ul> <p><b>This service operates Monday to Wednesday, 9.30am – 5.30pm by appointment.</b></p> <ul style="list-style-type: none"> <li>• <b>Advice line:</b> through the National BSL Advice Line you can arrange a video call or text chat with a BSL helpline advisor. This service is accessible at:</li> </ul>	<p><a href="http://www.deafplus.org/deafplus-advice-line">www.deafplus.org/deafplus-advice-line</a>  <b>Text:</b> 07861499235  <b>Email:</b>  <a href="mailto:mary.hicks@deafplus.org">mary.hicks@deafplus.org</a>  <b>Skype:</b> Mary.hicks83  <b>Website:</b>  <a href="https://www.deafplus.org/our-locations/merton/">https://www.deafplus.org/our-locations/merton/</a></p>
<b>Springfield Advice and Law Centre</b>	<p><b>Legal Advice:</b> Provide one off initial advice across social welfare issues, to clients who are mental health service users.</p> <p><b>Specialist legal advice:</b> Provision of specialist and outreach legal advice services in debt, welfare benefits, housing and community care–related issues (do not cover family/employment/immigration law).</p>	<p><b>Tel:</b> 020 8767 6884  <b>Email:</b>  <a href="mailto:info@springfieldlawcentre.org.uk">info@springfieldlawcentre.org.uk</a>  <b>Website:</b>  <a href="http://springfieldlawcentre.org.uk/contact.php">http://springfieldlawcentre.org.uk/contact.php</a></p>
<b>South London Tamil Group</b>	<ul style="list-style-type: none"> <li>• <b>Information and advice:</b> On employment, housing, health, immigration, training, education and domestic violence to Tamil refugees and community members.</li> <li>• <b>Community support:</b> Supporting people through social contacts.</li> </ul>	<p><b>Phone:</b> 020 8542 3285  <b>Email:</b> <a href="mailto:admin@sltwg.org.uk">admin@sltwg.org.uk</a>  <b>Website:</b>  <a href="https://www.surreyinformationpoint.org.uk/Services/2630/South-London-Tamil-W">https://www.surreyinformationpoint.org.uk/Services/2630/South-London-Tamil-W</a></p>
<b>Thinking works</b>	<p>A non-profit organisation working across 5 London boroughs limited to telephone and email advice providing:</p> <p><b>Information and advice on:</b> How to save your energy costs switching energy suppliers, practical help to improve the energy efficiency in homes.</p>	<p><b>Phone:</b> 0800 118 2327  <b>Text:</b> 07928 394 482  <b>Email:</b>  <a href="mailto:enquiries@thinkingworks.co.uk">enquiries@thinkingworks.co.uk</a></p>

## Fact Sheet 5: Financial Hardship

	(No home visits because of Coronavirus) Help with keeping warm and well in Merton working with Age UK and Wimbledon Guild.	<b>Website:</b> <a href="https://www.thinkingwork.co.uk/">https://www.thinkingwork.co.uk/</a>
<b>Food and Provision Support</b>		
<b>Commonside Development Trust</b>	Providing support to people in the East Merton area through: <ul style="list-style-type: none"> <li>Food provision on Fridays - fresh food (9.30 - 10.30am) Fridays - food parcels (11-12pm)</li> <li>Supporting older people in the community through network connections.</li> </ul>	<b>Email:</b> <a href="mailto:Joy@commonside.net">Joy@commonside.net</a> <b>Phone:</b> 0208764 9582 <b>Website:</b> <a href="https://commonside.net/">https://commonside.net/</a>
<b>Dons Local Action</b>	Providing support to the residents of Merton in need of support. We help fight poverty and isolation by providing access to: <ul style="list-style-type: none"> <li>Food support: The delivery of emergency food parcels to those in need.</li> <li>Access to: Household goods that include furniture, appliances and laptops to help with the education of school students.</li> </ul>	<b>Website:</b> <a href="https://donslocalaction.org/">https://donslocalaction.org/</a> <b>Phone:</b> 020 3301 4511
<b>Friends In St Helier (FISH)</b>	Supporting residents of Merton in the SM4 area. Involved in the provision of hot meals to vulnerable people in the area. <ul style="list-style-type: none"> <li>Local provision at Oak Court Wednesday lunch time with plans to increase depending on demand.</li> <li>Food delivery to people in their homes.</li> <li>Shopping done for vulnerable people.</li> </ul>	<b>Website:</b> <a href="http://www.friendsinsthelier.co.uk">http://www.friendsinsthelier.co.uk</a> <b>Referrals email:</b> Nicola.fish.morden@gmail.com
<b>Happy Families</b>	A local support network providing support through community network and cooked meal provision for the South Asian community in the CR4 and surrounding area. <ul style="list-style-type: none"> <li>Cooked meals delivered up to 3 times per week to those in need.</li> </ul>	<b>Website:</b> <a href="https://www.happyfamilycareservices.co.uk/">https://www.happyfamilycareservices.co.uk/</a> <b>Phone:</b> 07799 486781 <b>Email:</b> <a href="mailto:hfcare-service@gmail.com">hfcare-service@gmail.com</a>
<b>Merton's Community Fridge and Sustainable Merton</b>	Part of the Sustainable Merton food project helping to provide fresh food to residents in Merton and reducing food wastage by working with supermarkets and other food suppliers.  <b>Provision of food parcels:</b> Food can be picked up at the Community Fridge at Morden Baptist Church, SM4 5BL on the following days:  <b>Wednesdays (3.30pm – 6.30pm) and Thursdays (1.30pm -3.30pm).</b>	<b>Phone:</b> 0203417 0476  <b>Email:</b> <a href="mailto:info@sustainablemerton.org">info@sustainablemerton.org</a>  <b>Website:</b> <a href="https://www.sustainablemerton.org/community-fridge">https://www.sustainablemerton.org/community-fridge</a>

## Fact Sheet 5: Financial Hardship

<b>Merton Growbaby</b>	<p>Working through Merton Vineyard Church to support parents with children under 5yrs old by the following:</p> <ul style="list-style-type: none"> <li>• Provision of items like baby food, wipes and nappies</li> <li>• Quality second-hand clothing</li> </ul>	<p><b>Phone:</b> 0208773 4559  <b>Email:</b>  <a href="mailto:growbaby@mertonvineyard.org">growbaby@mertonvineyard.org</a>  <b>Website:</b>  <a href="https://www.mertonvineyard.org/growbaby">https://www.mertonvineyard.org/growbaby</a></p>
<b>Merton Mutual Aid</b>	<p>An informal community based association helping those living within West Merton area by raising support within the local area.</p> <ul style="list-style-type: none"> <li>• <b>Covid support:</b> providing help with the delivery of food parcels</li> <li>• Picking up shopping</li> </ul>	<p><b>Email:</b>  <a href="mailto:support@mertonmutualaid.co.uk">support@mertonmutualaid.co.uk</a>  <b>Website:</b>  <a href="https://mertonmutualaid.co.uk/">https://mertonmutualaid.co.uk/</a></p>
<b>Merton Night Shelter</b>	<p>Working with Faith in Action, YMCA and churches in the Merton area, a service over the winter months for the homeless in Merton providing;</p> <ul style="list-style-type: none"> <li>• <b>Hot meals</b> on Monday, Tuesday and Thursday (11.30 – 1.30pm)</li> <li>• <b>Drop off provisions</b> to those unable to access the support</li> <li>• <b>Homeless bags</b> with supplies to take away</li> </ul>	<p><b>Phone:</b> 07476 343631  <b>Website:</b>  <a href="https://ymcastpaulsgroup.org/merton-night-shelter/">https://ymcastpaulsgroup.org/merton-night-shelter/</a></p>
<b>Morden Islamic Centre</b>	<p>Providing food support to the community of Merton through:</p> <ul style="list-style-type: none"> <li>• The distribution of food parcels on <b>Saturday (11-1pm)</b></li> <li>• Monthly soup kitchen</li> </ul>	<p><b>Email:</b>  <a href="mailto:admin1@miconline.co.uk">admin1@miconline.co.uk</a>  <b>Phone:</b> 0208540 0302  <b>Website:</b>  <a href="https://www.miconline.co.uk">https://www.miconline.co.uk</a></p>
<b>Wimbledon Food Bank</b>	<p>Based at the Elim Wimbledon church and working with other organisations in Merton to provide access to:</p> <p>Food parcels to residents in Merton at various locations in the borough using a voucher scheme. Food parcel collections arranged at Merton Park, Mitcham, Morden and Pollards Hill on different days of the week.</p> <p>Wimbledon Foodbank locations, days and times are:  <b>Wednesdays and Fridays (11 am till 12 noon) at: <u>New Horizon Centre, South Lodge Avenue, Pollards Hill, Mitcham CR4 1LT</u></b></p> <p><b>Monday, Tuesday and Thursday (12 noon- 1 pm) at: <u>Elim Pentecostal Church Wimbledon, 76 Kingston Road, South Wimbledon, SW19 1LA</u></b></p> <p><b>Wednesday (5 pm to 6pm) at:</b></p>	<p><b>Phone:</b> 0208544 0126  <b>Email:</b>  <a href="mailto:wimbledonfoodbank@gmail.com">wimbledonfoodbank@gmail.com</a>  <b>Website:</b>  <a href="https://wimbledon.foodbank.org.uk/">https://wimbledon.foodbank.org.uk/</a></p>

## Fact Sheet 5: Financial Hardship

	<b><u>Morden Baptist Church, Crown Lane, Morden, SM4 5BL</u></b>	
--	--	--

<b>National Support and Websites</b>		
<b>National Debt Help Line</b>	A national advice line for people with concerns about debt and money.	<b>Phone:</b> 0800 808 4000 <b>Website:</b> <a href="https://nationaldebthelp.org.uk/">https://nationaldebthelp.org.uk/</a>
<b>Mindworks UK</b>	A local charity supporting the residents of Merton and Wandsworth. They provide access to: <b>Food parcels and cooked meals:</b> Stalls open in Tooting and vegetarian meals delivered <b>Psychological support:</b> Coaching, psychotherapy, faith based therapy and workshops using counsellors and trainee staff.	<b>Phone:</b> 07590 041749 <b>Email:</b> <a href="mailto:admin@mindworks.co.uk">admin@mindworks.co.uk</a> <b>Website:</b> <a href="http://www.mindworksuk.co.uk/">http://www.mindworksuk.co.uk/</a>
<b>NHS Healthy Start Voucher Scheme</b>	A national government scheme promoting access to support for children under 5yrs. <b>Access to:</b> Vouchers for expectant mothers, young children to help fund infant milk, vitamins and healthy food (fruit and vegetables included).  Vouchers can be used in the supermarkets.	<b>Phone:</b> 0345 607 6823 <b>Website:</b> <a href="https://www.healthystart.nhs.uk/">https://www.healthystart.nhs.uk/</a>
<b>StepChange</b>	A leading national charity providing free debt advice, including advice on debt and coronavirus.	<b>Phone:</b> 0800 138 1111 <b>Website:</b> <a href="https://www.stepchange.org/debt-info/debt-andcoronavirus.aspx">https://www.stepchange.org/debt-info/debt-andcoronavirus.aspx</a>
<b>Turn2Us</b>	A national charity helping people when times get tough. Access to: Benefits calculator, small grants to households available.	<b>Email:</b> <a href="https://www.turn2us.org.uk/About-Us/Contact-us/Contact-us-form">https://www.turn2us.org.uk/About-Us/Contact-us/Contact-us-form</a> <b>Website:</b> <a href="https://www.turn2us.org.uk/">https://www.turn2us.org.uk/</a>
<b>The Family Fund</b>	A national charity helping with grants for disabled children	<b>Phone:</b> 01904 550055 <b>Website:</b> <a href="https://www.familyfund.org.uk/">https://www.familyfund.org.uk/</a>

## Fact Sheet 5: Financial Hardship

<b>Government Financial Advice</b>	<p>Financial Advice across Government in relation to Coronavirus (COVID 19) <a href="#">GOV.UK Advice Page &amp; Understanding Universal Credit and Other Benefit Changes</a>.</p> <p><a href="#">Benefits adviser (GOV.UK)</a> Check if you are entitled to benefits and how much you might get.</p> <p>A new '<a href="#">Find Help</a>' toolkit has been developed to support citizens if they, or someone else are struggling because of Coronavirus. It covers a range of circumstances including feeling unsafe, going in to work, paying bills or being unemployed, getting food, having somewhere to live and mental health and wellbeing.</p> <p>The Government has also launched <a href="#">Coronavirus Information Service</a> on WhatsApp.</p>
------------------------------------	---