

Factsheet 7: Wider voluntary sector offer

MERTON COVID-19 COMMUNITY RESPONSE HUB	
Age / Criteria	All ages (including children)
Service	<p>The Merton COVID-19 Community Response Hub is a partnership between Age UK Merton, Merton Voluntary Service Council and Wimbledon Guild. It was set up in March 2020 to help isolated households and those at risk from COVID-19.</p> <p>Call handlers provide support for people isolated, at risk of Covid-19 and needing advice / guidance on Covid-19 related issues:</p> <ul style="list-style-type: none"> • Support with shopping and basic supplies • Access to prescription and medication • Telephone befriending • Advice and practical help to stay active • Support to stay independent at home
Referral / Contact details	<p>Phone: 020 8685 2272 - between 10am and 4pm, Monday to Friday.</p> <p>Email: help@mvsc.co.uk</p> <p>Website: www.mvsc.co.uk/CoronavirusSupport</p>

AECHO	
Age / Criteria	The African Educational Cultural Health Organisation (AECHO) is a volunteer led organisation based in Merton which assists people of African descent integrate positively into British society.
Service	<ul style="list-style-type: none"> • Information & Advice: Range of information and support in parenting, employment, education, community cohesion, citizenship, financial, health and wellbeing. • Publications: Newsletter on Covid-19 and its impact on African health workers and communities in the UK • Friendship Scheme: Telephone match with someone the caller can relate to either socially, culturally or spiritually.
Referral / Contact details	<p>Phone: 020 8648 5405</p> <p>Email: info@aecho.org.uk</p>

AGE UK LIVING WELL SERVICE	
Age / Criteria	50+
Service	<p>Holistic, person-centred assessment, support and navigation through:</p> <ul style="list-style-type: none"> • Home visits • Direct, practical advice & support • Navigation & connected referrals to partners <p>Addressing issues of: Social isolation; Mental wellbeing; Physical wellbeing - frailty, long-term condition management, physical activity; Home safety & independence, and: Finances</p> <p>Fresh Start:</p> <ul style="list-style-type: none"> • Support for people with low-level hoarding and clutter issues.
Referral details	<p>livingwell@ageukmerton.org.uk</p> <p>Include details of referral (name, age, address, contact details & case summary)</p> <p>020 8648 5792</p>

Response	Contact will be made with resident within 3 working days, home visits usually arranged within a week
-----------------	--

AGE UK MERTON AT HOME SERVICE	
Age / Criteria	50+
Service	<p>Practical, domestic support and companionship to maintain independence through:</p> <ul style="list-style-type: none"> • Home visits • Practical support with housework, shopping and preparation of light meals • Respite for carers • Companionship <p>This service is not currently rapid response. This is a charged-for service at £17 per hour.</p>
Referral details	<p>athome@ageukmerton.org.uk Include details of referral (name, age, address, contact details & case summary) 020 8648 5792</p>
Response time	Contact made with client within 3 working days, home assessments usually arranged within a week Service usually implemented within a fortnight

Age UK MERTON INFORMATION & ADVICE SERVICE	
Age / Criteria	65+
Service	<p>Specialised advice, tailored to the needs of older adults through:</p> <ul style="list-style-type: none"> • Home visits • Telephone • Email <p>Providing specialised support on issues with:</p> <ul style="list-style-type: none"> • Money & benefits • Community care (health, social care, residential care) • Consumer issues • Housing • Transport • Local services
Referral details	<p>advice@ageukmerton.org.uk Include details of referral (name, age, address, contact details & case summary) 020 8648 5792</p>
Response time	Contact will be made with resident within 3 working days, home visits usually arranged within a week

AGE UK MERTON ACTIVITIES SERVICE	
Age / Criteria	50+
Service	<p>Social, physical and special interest activities to help older people stay connected and active. Services delivered online or remotely through door stop deliveries.</p> <ul style="list-style-type: none"> • Activity packs (games, art, craft etc.) • Intergenerational activities (pen pals etc.) • Keep in touch calls • Newsletter • Online exercise • Physical activity packs (guides & materials) • Walking groups
Referral details	<p>caroline@ageukmerton.org.uk Include details of referral (name, age, address, contact details & case summary) 020 8648 5792</p>
Response time	Contact will be made with client within 3 working days, activities available weekly, fortnightly and monthly

AGE UK MERTON BEFRIENDING SERVICE	
Age / Criteria	65+
Service	<ul style="list-style-type: none"> • Volunteer-delivered social connection for Merton's most isolated older adults. • Weekly telephone calls to provide emotional support and share interests.
Referral details	<p>befriending@ageukmerton.org.uk Include details of referral (name, age, address, contact details & case summary) 020 8648 5792</p>
Response time	Contact will be made with client within 3 working days, volunteers matched as soon as possible based on compatibility and availability.

AGE UK MERTON VOLUNTEERING SERVICE	
Age / Criteria	18+
Service	<p>Recruiting volunteers to support client service delivery, particularly with:</p> <ul style="list-style-type: none"> • Activity pack delivery • Support with shopping for basic supplies • Telephone befriending
Referral details	<p>volunteering@ageukmerton.org.uk 020 8648 5792</p>
Response time	Contact will be made with resident within 3 working days, volunteers matched to residents as soon as possible – matches are usually made based on compatibility and availability.

ASIAN ELDERLY GROUP OF MERTON	
Age / Criteria	65+
Service	<ul style="list-style-type: none"> • Providing a keeping in touch service for clients • Assisting with shopping and other errands
Contact details	<p>Phone: 07734 110739 Email: asianelderly@gmail.com</p>

BAME VOICE	
Age / Criteria	Black, Asian and Minority Ethnic organisations and communities
Service	<p>The Black, Asian, Minority Ethnic Voice (BAME VOICE) provide support and a voice for BAME organisations and communities in Merton.</p> <ul style="list-style-type: none"> • Infrastructure support: Operates as an umbrella body in particular but not exclusively for functioning BAME organisations in Merton and the surrounding areas. It is a resource body for the Merton community as a whole. • Information & Advice: General Advice on Covid-19 related issues and all BAME issues such as discrimination, inequalities, integration and community participation. • Hate Crime: Third Party Reporting Centre.
Referral / Contact details	Phone: 020 8542 3285; 020 648 5405 Email: info@bamevoice.org

CARERS SUPPORT MERTON	
Age / Criteria	Unpaid Carers, all ages
Service	<p>Telephone and online service that includes:</p> <ul style="list-style-type: none"> • Telephone advice line to carers to alleviate anxiety • Care calls to check on wellbeing and signpost • Carer assessments and reviews over the phone • Carer discretionary grants • Virtual health and wellbeing programme for carers online led by a qualified coach on exercise, nutrition, healthy recipes • Peer support – a closed Facebook community support group meeting on Thursdays (2-3pm) • Young carers connected – an online space for young carers to connect with their ideas, thoughts, stories, artwork, etc. • Weekly news bulletin / website: A weekly bulletin with up to date government information and other useful tips. • Mentoring for children age 10-17 years
Referral / Contact details	Phone: 020 8646 7515 Email: info@csmerton.org Website: https://www.csmerton.org

CITIZENS ADVICE MERTON AND LAMBETH	
Age / Criteria	People living in Merton and Lambeth
Service	<ul style="list-style-type: none"> • Information and Advice by telephone, video conferencing, online query and email covering issues such as benefits, tax credits, housing, debt and budgeting, employment. <p>Access to the following specialist services:</p> <ul style="list-style-type: none"> • Disability Welfare Benefits service mertondisability@caml.org.uk • EU Settlement scheme service eusettlement@caml.org.uk • Universal Credit Help to Claim (Tel: 0800 144 8444) • Windrush compensation claim service (Tel: 0800 678 1925) • L&Q Housing residents seeking debt and financial capability support (Tel: 020 3475 2221) • Clarion Housing residents (email: clarion@caml.org.uk)

Referral / Contact details	Phone: 0344 243 8430 (Merton Adviceline) Email: appointments@caml.org.uk Website: https://www.caml.org.uk/
-----------------------------------	---

COMMONSIDE TRUST	
Age / Criteria	People living in the CR4 1 and SW17 postcodes
Service	<ul style="list-style-type: none"> • Two-course Meal service on Mondays, Wednesdays and Fridays for a charge of £5 for older people. Some dine-in, some transport provided, some delivered to homes in this area, depending on need and Covid Regulations. See contact below – case by case assessment. • Foodbank and emergency food supplies provided on Wednesday and Friday mornings (11 – 12 pm) at the New Horizon Centre CR4 1LT. NB Trussell Trust regulations (vouchers, ID etc.) apply. • Free pot-luck Community Fridge Network lunchtime meal Thursdays commencing November tbc. No referral needed. Take away service. • African and Afro-Caribbean menu for older people and Tuesdays commencing November. £5 charge. Pick up and take-away to start with. Details tbc. • Free vegetarian lunches on Sundays to commence November/December tbc.
Referral / Contact details	Phone: 020 8764 9582 x 205 - voicemail 24/7 checked daily Email: Older People: christine@commonsideside.net Other vulnerable adults: jenny@commonsideside.net General: naomi@commonsideside.net or 020 8764 9582 x 207
Response time	Within three days of referral by preferred method - phone or email

DeafPLUS	
Age / Criteria	The Merton Deaf Advice Service, run by deafPLUS, is open to all residents who are Deaf, Hard of Hearing or have a hearing loss.
Service	<p>Currently operating appointments through Skype and FaceTime.</p> <ul style="list-style-type: none"> • Information and Advice: Telephone advice on welfare benefits; housing; debt; employment; consumer and community care; access to council services; advice on access to legal services. This service operates Monday to Wednesday, 9.30am – 5.30pm by appointment. • Advice line: 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: www.deafplus.org/deafplus-advice-line.
Referral / Contact details	Text: 07861 499235 Email: mary.hicks@deafplus.org Skype: Mary.hicks83 Website: https://www.deafplus.org/our-locations/merton/

FRIENDS IN ST HELIER AND MERTON AND MORDEN GUILD	
Age / Criteria	55+
Service	<ul style="list-style-type: none"> • Working together to support the COVID-19 Community Response Hub • Mobilising volunteers to support customers. • Providing a telephone support and keeping in touch service. • Encouraging customers to stay active in their own homes. • M&M Guild also provide bespoke shopping, prescription deliveries, small tasks and acts of assistance.
Contact details	<p>FISH Contact Details: Phone: 020 8640 0829 Email: fish.morden@gmail.com Website: http://www.friendsinsthelier.co.uk/?LMCL=CthEiH</p> <p>M&M Guild Contact Details: Phone: 020 8640 1640 Email: mandmguild@aol.com Website: https://mandmguild.wixsite.com/mandmguild</p>

IMAGINE INDEPENDENCE	
Age / Criteria	18 -75, Living In Merton or with a Merton GP
Service	<p>We help try to prevent and minimise the incidence of relapse in anyone's Mental Health due to the effects of isolation, stress and anxiety through:</p> <ul style="list-style-type: none"> • Telephone support to help manage stress and anxiety particularly during the Covid pandemic about the virus itself and the implications of the situation. • Supporting self-isolating customers linking them with relevant agencies to ensure they are not without food or medication.
Referral / Contact details	<p>Email: mertonqueries@imagineindependence.org.uk Website: www.imagineindependence.org.uk Phone: Monday: 07816 131917 Tuesday: 07342999083 Wednesday: 07552 277145 Thursday: 07816 131354 Friday: 07816 131354 (am) / 07552 277145 (pm)</p>
Response	Referrals are acknowledged. There is currently a waiting list.

MERTON COMMUNITY TRANSPORT	
Age / Criteria	Service provider within Merton
Service	<ul style="list-style-type: none"> • Covid-19 Support: Food collection and Transport. These services are funded to support Merton groups, organisations and individuals.
Referral / Contact details	<p>Phone: 020 8648 1001 Email: info@mct.uk.com</p>

MERTON DEMENTIA HUB	
Age / Criteria	People with dementia, their families and carers.
Service	<ul style="list-style-type: none"> • Information and Support Service: Phone support to people with dementia and their carers. Additional

	<p>information sent out by post or email.</p> <ul style="list-style-type: none"> • Signposting: We also continue to refer and signpost service users to other organizations in Merton that support people with dementia and their care givers. • Companion Calls: will be made by members of staff and our volunteers. • Side-by-Side service: Telephone support by our SbS volunteers to keep in touch with their clients. • Singing for the Brain: A virtual network for people to join via 'Zoom' or, if preferred, an individual service by telephone. • National Dementia Connect Support Line: Please call 0333 150 3456. <p>Opening hours: Monday to Wednesday 9am – 8pm Thursday and Friday 9am – 5pm Saturday and Sunday 10am – 4pm</p> <p>Our online peer support channel, Talking Point, is still operational. Click Here - how to use Talking Point A factsheet about Covid-19 written especially for people with dementia and their carers: Click here: Coronavirus: Information for people affected by dementia</p>
Referral / Contact details	<p>Phone: 020 8687 0922 Email: merton@alzheimers.org.uk Website: www.alzheimers.org.uk</p>

MERTON CENTRE FOR INDEPENDENT LIVING	
Age / Criteria	Deaf and Disabled residents of the London Borough of Merton
Service	<ul style="list-style-type: none"> • Advice and Advocacy support: with issues relating to benefits and low income (including support to attend tribunals and health assessments, social care and disability hate crime. They can provide appointments face to face or via telephone, email, on Zoom or WhatsApp and by letter. • Craftivism and Chat: Monthly meetings for Deaf and Disabled people and local residents to reduce isolation and loneliness through connection and disability arts. Also a space for Disabled people and supporters to work together to achieve change locally. • Policy and Strategy: Supporting Deaf and Disabled people to speak up about issues that affect them.
Referral / Contact details	<p>Phone: 020 3397 3119 SMS: 0779 671 2502 Email: info@mertoncil.org.uk Website: https://www.mertoncil.org.uk/</p>

MERTON MENCAP: Services for Parents and Carers	
Age/Criteria	Parents or Carers of those with a Special Educational Need, or Disability
Service	<p>Welfare Telephone Support Service</p> <ul style="list-style-type: none"> • Making making regular calls to parents and carers. • Contact is intended to help ensure people are receiving the support they need, and providing information. • Can also be contacted directly - a single number is all you need: 020 3963 0594. <p>Merton Autism Parent Service (MAPS)</p> <ul style="list-style-type: none"> • MAPS is a listening, support, information and advice service for parents of 0 – 25 year olds with a diagnosis of autism or who are likely to receive a diagnosis (e.g. referred for an assessment), running on Wednesdays 10am-1pm. • To book a session, contact office.admin@mertonmencap.org.uk or call 020 3963 0597. <p>LD Carers Support</p> <ul style="list-style-type: none"> • Supports the specific needs of carers of adults with a learning disability through the completion of carers assessments & reviews, help with problems and enquires relating to your caring role. • Contact Yvonne Dawes on 020 3963 0597 or ldcarers.support@mertonmencap.org.uk
Referral/ Contact Details	(See above)

MERTON MENCAP: Services for Adults (with a Learning Disability and/or Autism)	
Age/Criteria	Adults with a Learning Disability and/or Autism
Service	<p>Fitness Now!</p> <ul style="list-style-type: none"> • Mondays 1pm- 2pm (requires internet access) • Online Sports & aerobic activity • No charge – voluntary donations invited • Registration required: Contact Radek Switalski with your name and email address: travel.trainer2@mertonmencap.org.uk. A link is emailed before each session. <p>Dance Now!</p> <ul style="list-style-type: none"> • Thursdays 1pm- 2pm (requires internet access) • Online dance sessions provided by dance specialist • No charge – voluntary donations invited • Registration required: Contact Danielle Haslett with your name and email address: cem@mertonmencap.org.uk. A link is emailed before each session. <p>Hub Connected!</p> <ul style="list-style-type: none"> • Mondays, Wednesdays and Saturdays, 11.00 – 12.00 (requires internet access) • Variety of activities (e.g. simple exercises in limited space e.g. chair exercises, quizzes, art, Yoga) • No charge – voluntary donations invited

	<ul style="list-style-type: none"> • Registration required: Contact Radek Switalski to register your place: travel.trainer2@mertonmencap.org.uk A link is emailed before each session. <p>Learning Disability Facilitator</p> <ul style="list-style-type: none"> • Service supports people with a learning disability and/or autism to plan their lives, reach their goals and get the most from life • Contact Magda Faltynowicz on 020 3963 0595 and ldfacilitator@mertonmencap.org.uk
Referral/ Contact Details	(See above)

MERTON MENCAP: Services for Children and Young People	
Age/Criteria	See defined in each service below
Service	<p>ACES</p> <ul style="list-style-type: none"> • ACES is a youth club for young people with high-functioning autism or Aspergers. Currently running online. • When: Thursdays, 6pm- 8pm (requires internet access) • Where: Online activities provided by our usual team • Cost: Voluntary donations invited • Point of contact: For more information, contact Jane Birchmore on 020 3963 0594 or stream.leaderchildren@mertonmencap.org.uk <p>Giving Back Club</p> <ul style="list-style-type: none"> • The Giving Back Club supports young people with a learning disability or autism to 'give something back to their communities', currently running online. • When: Thursdays 2.30pm – 4.30pm & Saturdays 1pm-3pm (requires internet access). • Where: Online activities provided by our usual team • Cost: Voluntary donations invited • Point of contact: For more information, contact Danielle Haslett on 07714 206000 or cem@mertonmencap.org.uk <p>Buddies Going Out</p> <ul style="list-style-type: none"> • Buddies Going Out provide opportunities for young people with learning disabilities to take part in activities which promote health, wellbeing and their inclusion in the community. Currently running online. • When: Wednesdays, 6.30pm- 8.30pm (requires internet access) • Cost: Voluntary donations invited • Point of contact: For more information, contact Jane Birchmore on 020 3963 0594 or stream.leaderchildren@mertonmencap.org.uk
Referral/ Contact Details	(See above)

MERTON VISION	
Age / Criteria	Visually impaired residents of the London Borough of Merton
Service	<p>Rehab Service and Younger Working Age Outreach by:</p> <ul style="list-style-type: none"> • Completing assessments over the phone. • Offering a face to face visit at our Centre if requested

	<p>following social distancing and Government guidelines.</p> <ul style="list-style-type: none"> • Referral to Adult Social Care in urgent cases. • Keeping in Touch service through the support existing customers by keeping in touch via telephone.
Referral / Contact details	<p>Phone: 020 8540 5446 Email: info@mertonvision.org.uk Website: https://mertonvision.org.uk/</p>

MERTON VOLUNTARY SERVICE COUNCIL	
Age / Criteria	Voluntary sector organisations
Service	<p>Providing Volunteering Support:</p> <ul style="list-style-type: none"> • MVSC's Volunteering service supports people to engage in a variety of volunteering. • COVID-19 Community Response Hub: Working with the voluntary sector to mobilise a volunteer taskforce to help isolated households and those at risk from Covid-19. <p>Infrastructure support: range of support for voluntary, community, faith and social enterprise organisations, including:</p> <ul style="list-style-type: none"> • COVID-19 support (funding support and advice); organisational development support; funding and finance support; Quality Assurance support; Merton Giving Coronavirus Fund, providing financial support to local organisations impacted by Coronavirus. <p>Social Prescribing Programme: Social prescribing is a way of linking patients with support within the community improving wellbeing, recognising a range of factors that affect people's health.</p> <ul style="list-style-type: none"> • MVSC supports the social prescribing workforce in Merton.
Referral / Contact details	<p>Phone: 020 8685 1771 Email: info@mvsc.co.uk Website: https://www.mvsc.co.uk/ Social prescribing service can be accessed via a referral from a GP</p>

Polish Family Association	
Age / Criteria	All ages, Polish and Eastern European people
Service	<p>Information & Advice on the following:</p> <ul style="list-style-type: none"> • General advice, information and guidance: Advice and information on any Covid-19 related issues, accessing government schemes and local support. • Covid related issues: accessing government schemes and support. • Brexit: Advice and information around Brexit issues, preparing community and small businesses for 2021. • European Settlement Scheme: Advice, information and guidance on EU Settlement Scheme including digital ID check support. Service is available from Monday – Friday (9.00am – 3pm). Bookings for face to face taken for those requiring face to face support and digital assistance (service not available yet). • Hate Crime Third Party Reporting Centre: support to clients experiencing hate crime giving help with reporting. • Mental Health workshops: In partnership with Uplift, providing online workshops to support Polish and East

	<p>European communities around mental health issues such as stress management, relaxation, self-confidence, and managing irritation and anger.</p> <ul style="list-style-type: none"> • Food distribution: currently offering food distribution and delivery for Polish and Eastern European community on Wednesday and Friday (10am to 2pm). <p>For more information please visit www.polishfamily.org.uk</p>
Referral / Contact details	<p>Email: info@polishfamily.org.uk Phone: 07917401064 to speak to Slawek for more information.</p>
Response	<p>Acknowledgement of referral sent to referring organisation. Clients will be contacted accordingly (Covid-19 restrictions permitting).</p>

SOMALI COMMUNITY CIC	
Age / Criteria	Members of the Somalian community in Merton
Service	<p>Help with:</p> <ul style="list-style-type: none"> • Food provision for those in financial hardship • Food shopping for the vulnerable such as the elderly, disabled, sick and single mothers, jobless families. • Access to information written in Somali language to educate our community about Covid-19 and preventative measures • “Where to get help and advice” contact details on the many issues affecting the increasing BAME Somali Community in Merton.
Contact	Phone: Jamila Ahmed on 07826 160014

SPRINGFIELD ADVICE AND LAW CENTRE	
Age / Criteria	Service accessible to adults within the SW London area.
Service	<ul style="list-style-type: none"> • Legal Advice: Provide one off initial advice across social welfare issues, to clients who are mental health service users. • Specialist legal advice: Provision of specialist and outreach legal advice services in debt, welfare benefits, housing and community care–related issues <p>We do not cover family/employment/immigration law.</p>
Referral / Contact details	<p>Phone: 020 8767 6884 Email: info@springfieldlawcentre.org.uk Website: http://springfieldlawcentre.org.uk/contact.php</p>

South London Tamil Welfare Group	
Age / Criteria	Support mainly Tamil refugees and other community members in the London Borough of Merton.
Service	Support services: advice and services relating to immigration, housing, education, health, domestic violence, family learning, employment, and training needs.
Referral / Contact details	<p>Phone: 020 8542 3285 Email: admin@sltwg.org.uk Website: http://www.sltwg.org.uk/</p>

SOUTH WEST LONDON LAW CENTRES	
Age / Criteria	Service accessible to adults within the SW London area.
Service	<ul style="list-style-type: none"> • Legal Advice: Provide telephone advice on the following issues: Housing; Employment; Consumer; Family; Small claims; Personal injury; General litigation; Crime; Immigration. • Specialist legal advice: casework and representation covering: money and debt management; employment rights and obligations; housing and homelessness (including Housing Court Duty Scheme); immigration and asylum; EU Settlement Scheme; welfare benefits; community care.
Referral / Contact details	Phone: 020 8767 2777 Email: enquiries@swllc.org Website: http://www.swllc.org/

WIMBLEDON GUILD – KEEP IN TOUCH CALLS	
Age / Criteria	55+
Service:	<ul style="list-style-type: none"> • Match people who will benefit from friendship phone calls. • The volunteers will speak to them at least weekly, more often if required.
Referral details	help@mvsc.co.uk or call 020 8685 2272 (Community Hub line) or via direct referral to Wimbledon Guild Phone: 020 8946 0735 Email: info@wimbledonguild.co.uk Website: https://www.wimbledonguild.co.uk/
Response	A coordinator will contact the client or referrer directly by telephone

WIMBLEDON GUILD – BEFRIENDING SERVICE	
Age / Criteria	Older and Disabled people who live in Merton
Service	Our visiting befrienders are continuing to contact the people they usually do. Currently we are in touch by <ul style="list-style-type: none"> • Phone or letter. We are still accepting new referrals. • Finding and matching new volunteers for this service and are matching people for phone calls. We are gradually starting home visits for more isolated clients. Contact us on the number below.
Referral details	Phone: 020 8946 0735 Email: info@wimbledonguild.co.uk Website: https://www.wimbledonguild.co.uk/
Response	A coordinator will contact the client or referrer direct by telephone

WIMBLEDON GUILD – WELLBEING SUPPORT SERVICE	
Age / Criteria	55+ and all ages for Citizens Advice
Service	<ul style="list-style-type: none"> • Support to people for form filling • Information about health and care issues • Citizens Advice support to all ages by phone Face to face appointments on Mondays in our office are being planned.
Referral details	Phone: 020 8946 0735 Email: info@wimbledonguild.co.uk Website: https://www.wimbledonguild.co.uk/ Citizens Advice appointments can also be made on the above number
Response	A coordinator will contact the client or referrer direct by telephone

WIMBLEDON GUILD – VOLUNTEER SUPPORT SERVICE	
Age / Criteria	18+
Service	<ul style="list-style-type: none"> • Shopping and errands • Telephone befriending
Referral details	Via the Community Hub help@mvsc.co.uk or call 020 8685 2272 (Community Hub line)
Response	A coordinator will contact the client or referrer direct by telephone

WIMBLEDON GUILD – WELFARE GRANTS SERVICE	
Age / Criteria	18+
	Help through the provision of: <ul style="list-style-type: none"> • Supermarket vouchers • Grants for items which are urgently needed such as domestic appliances, bedding, school uniform etc. • Emergency cash (available from October 2020) Further information on the criteria can be found at https://www.wimbledonguild.co.uk/how-we-help/financial-assistance/small-grants
Referral details	Email: welfare@wimbledonguild.co.uk Phone: 020 946 0735 to discuss details
Response	Our Grants team will contact the applicant or the referrer

WIMBLEDON GUILD – GRIEF SUPPORT SERVICE	
Age / Criteria	All age groups who live or work in Merton or have a Merton GP who have recently been bereaved. Younger people under 25 may be referred to specialist services.

Service	<ul style="list-style-type: none"> • Short term advice or 6 emotional support sessions, currently being offered by phone or video call. • Some face to face sessions for people who cannot use phone or video.
Referral details	Phone: 020 8946 0735 Email: griefsupport@wimbledonguild.co.uk
Response	A coordinator will contact the client or referrer direct by telephone

WIMBLEDON GUILD – EMOTIONAL SUPPORT (UPLIFT) SERVICE	
Age / Criteria	55+ (people with Mental Health needs, referred by Uplift staff)
Service	Emotional Support: <ul style="list-style-type: none"> • Regular support is offered by phone audio or video call. • Support to access other services including volunteering opportunities and activities.
Referral details	Information about Uplift is on the website: https://www.mertonuplift.nhs.uk/
Response	A coordinator will contact the client or referrer direct by telephone

WIMBLEDON GUILD – ONLINE EXERCISE AND SOCIAL ACTIVITIES	
Age / Criteria	55 +
Service	A range of online social and exercise activities including <ul style="list-style-type: none"> • Dancing with Parkinson’s, Yoga, Pilates, Seated exercise; talks; games.
Referral details	Phone: 020 8946 0735 Email: info@wimbledonguild.co.uk Website: https://www.wimbledonguild.co.uk/
Response	A coordinator will contact the client or referrer direct by telephone

WIMBLEDON GUILD – MEAL DELIVERY	
Age / Criteria	55+ disabled people who are isolated
Service	<ul style="list-style-type: none"> • Subsidised meals home cooked in our café • Delivered frozen to the door weekly. Meals are £3.60 per meal. All meals include 2+ vegetables and food requirements can be catered for.
Referral details	Phone: 020 8946 0735 Email: info@wimbledonguild.co.uk Website: https://www.wimbledonguild.co.uk/
Response	A coordinator will contact the client or referrer direct by telephone to place a weekly order for meals. Card payment will be taken over the phone.

WIMBLEDON GUILD –TALKING THERAPIES: 1:1 COUNSELLING AND GROUPS	
Age / Criteria	18+ Residents, working or studying in Merton Service is chargeable with some charitable subsidised rates
Service	Professional psychological support for people experiencing difficulties through: <ul style="list-style-type: none"> • One to one counselling • Group therapy We have a team of therapists that are either fully qualified and experienced or at advanced stages of counselling/ psychotherapy training. Service provided on line by video or phone call.
Referral details	Online: https://www.wimbledonguild.co.uk/how-we-help/talking-therapies Phone: 020 8296 0030 Email: counselling@wimbledonguild.co.uk
Response	Referrals taken by phone on Mondays and Tuesdays (9.30am -12 pm) and Thursdays (2pm - 4pm). https://www.wimbledonguild.co.uk/how-we-help/talking-therapies

WIMBLEDON GUILD AND AGE UK: WARM AND WELL IN MERTON	
Age / Criteria	Please see below for eligibility criteria for each service
Service	A partnership between Merton Council, Wimbledon Guild, Age UK Merton and Thinking Works, raising awareness of the importance of staying healthy and active year-round. Currently providing information on staying warm and well in the winter. <ul style="list-style-type: none"> • Keeping well in the winter: online talks and information for community groups (Wimbledon Guild: 020 8946 0735). • Energy saving telephone advice: referrals to Thinking Works for Merton residents aged 65+, or with a long-term health condition/disability or on a low income (Wimbledon Guild: 020 8946 0735). • Information and advice: Age UK Merton are providing free, confidential advice over the telephone on pensions, welfare benefits, social care, health, housing, transport and more (State pension age or over - Age UK Merton: 020 8648 5792). • Financial support for individuals: Wimbledon Guild provide grants for eligible people in Merton to help with items such as food, warm clothing, utility bills, essential furniture and appliances in the home (such as a fridge/freezer, microwave, cooker etc.). Please contact us to find out more about the application process. • Handyperson service: Merton Council have a handyperson to help people aged 65+ or with long-term health conditions or disabilities with minor jobs to ensure their homes are safe at these times and to help them stay well (Wimbledon Guild: 020 8946 0735).

**Referral / Contact
details**

Phone:

- Wimbledon Guild: 020 8946 0735
- Age UK Merton: 020 8648 5792
- **Website:** www.warmandwellinmerton.co.uk