

## **Factsheet 2: Supporting Families and Young People in Merton**

The information below gives a snapshot of the support and services on offer to families and young people in Merton. Please note that this is not an exhaustive list but provides an overview to support the partners in the Community Response Hub. Please note that despite the lock down a Covid-secure operating model remains in place in Education (including childcare) and Children's Social Services, the only activities that have been affected are activities which have a more 'social' focus (e.g. youth clubs) which will no longer be held in person.

### **Schools**

- Schools will continue to remain open with increased numbers of vulnerable children attending. Schools are contacting all their children and in particular vulnerable families in a range of ways – daily/ weekly calls and distanced home visits if no response. The more vulnerable the greater the support. If families raise concerns schools are making MASH and early help referrals.
- The School Improvement Team is in touch with all head teachers every few days to continue to pick up issues that they raise.
- Schools continue to support families around bereavement issues through an agreed bereavement pathway.

### **Family Information**

#### **Family Information Service Hubs**

Parents and carers of children and young people aged 0- 19 (25 for children with SEND) can come along to speak with an Early Help Support Coordinator to gain information, advice and guidance around the following; child development , living with teenagers , work and training ,money, housing and benefits ,finding childcare, accessing local support services. Sessions must be booked in advance and can be done by visiting the following links;

- Church Road Children's Centre (Monday afternoons) <https://fishchurchroad.eventbrite.co.uk>
- Acacia Children's Centre (Wednesday mornings) <https://fishacacia.eventbrite.co.uk>

Family Wellbeing Service and SEND targeted/early help services for under 5s – referral attached (Appendix 1). For families with additional needs.

Family Information Service can be contacted via email [fsd@merton.gov.uk](mailto:fsd@merton.gov.uk)

Information about services can be found here:

<https://directories.merton.gov.uk/kb5/merton/directory/family.page?familychannel=0>

Local Offer for children, young people and their families with SEND:

<https://directories.merton.gov.uk/kb5/merton/directory/localoffer.page?localofferchannel=0>, email [Local.Offer@merton.gov.uk](mailto:Local.Offer@merton.gov.uk)

## Children's Centres

In response to the coronavirus (Covid-19) outbreak, centre programmes and drop-ins have been suspended until further notice. This includes most Early Learning Together programmes, Health Clinics (drop-ins), Incredible Years programmes and Communication Groups

They are moving toward delivering some sessions virtually, starting with the Early Learning Together Baby programme (baby massage). Other programmes are following.

Families with new babies and vulnerable children under 5 will be being supported via their health visitor. Contact details of Children's Centres can be found via this link: <https://www.merton.gov.uk/communities-and-neighbourhoods/childrens-centres>.

To speak to the health visiting team in Merton during the Covid-19 outbreak, please call 03300 539 264 for confidential health advice and support, available every day from 9.00am - 5.00pm.

If your child attends a Merton Local Authority School and you would like to speak to the school nursing team during the Covid-19 outbreak, please call 020 8102 3350 or Email [CLCHT.schoolnursingmerton@nhs.net](mailto:CLCHT.schoolnursingmerton@nhs.net) for confidential health advice and support, available every day from 9.00am - 5.00pm.

Existing families in Merton Children's Centres will be having keeping in touch calls. Families with children under the age of 5 can contact their local Children's Centre.

## Youth services

As both centres are closed, staff have been calling families weekly / daily and providing learning resources and activities. The My Futures Team supports young people aged 13-19 in Merton either at risk of becoming Not in Education, Employment or Training (NEET) or who are currently NEET.

The My Futures and Employability Team have been working to support young people who are not in education training and employment up to 19 online contact: [fuad.hussain@merton.gov.uk](mailto:fuad.hussain@merton.gov.uk). Young people with SEN or disabilities can be referred on to the SEN Team for additional support if needed.

TE is a youth employability project funded by Future Merton, the DWP and MOAT housing association. TE aim to improve the overall wellbeing of YP aged 16 – 25 using employment/employability as an engagement tool to provide them with IAG, and access to mental, financial, sexual, physical wellbeing. All self-referrals/referrals go via a shared inbox: [towardsemployment@merton.gov.uk](mailto:towardsemployment@merton.gov.uk) and opportunities are promoted internally and externally via social media, Young Merton website and email. If you would like to be added to the circulation list, please contact them directly.

For latest news see Young Merton which can be found via this link: <https://directories.merton.gov.uk/kb5/merton/directory/youth.page?youthchannel=0>

## **Mental Health Services and Support**

<http://www.swlondonccg.nhs.uk/wp-content/uploads/2020/04/Crisis-Duty-line.docx.pdf>

## **Voluntary Sector and Community Support**

### **Carers Support Merton**

Resources and tools to support all carers including young carers' virtual workshops and support groups are in place and staff will be available on the phone during normal office hours, 10am-4pm, Monday to Friday.

**Tel:** 020 8646 7515

**Email:** [info@csmerton.org](mailto:info@csmerton.org)

**Website:** <https://www.csmerton.org/covid-19-update>

### **Off the Record**

Support for young people aged 11-25 in Merton through extended online service, workshops and telephone counselling during Covid-19.

**Monday online drop-in** service runs from 4.00 - 6.00pm every Monday

**Saturday phone-in** from 10am - 1pm on 020 8175 6776 for confidential support.

**Phone:** 020 8680 8899

**Email:** [onlinecounselling@talkofftherecord.org](mailto:onlinecounselling@talkofftherecord.org)

**Website:** [talkofftherecord.org](http://talkofftherecord.org)

### **Catch 22**

Catch 22 deliver services to young people, which includes: practical advice; support; emotional health interventions: counselling and specialist substance misuse service. They are providing support via telephone and video calling to ensure young people feel supported during this difficult time.

**Tel:** 020 3701 8641

**Email:** [sarah.bell@catch-22.org.uk](mailto:sarah.bell@catch-22.org.uk)

**Website:** <https://www.catch-22.org.uk/services/merton-young-peoples-risk-and-resilience/>

### **Jigsaw4u**

Jigsaw4u are a key partner supporting the Merton Community Response Hub. Existing Jigsaw4u service users are being contacted and support continues via video call or telephone.

**Tel:** 020 8687 1384

**Email:** [info@jigsaw4u.org.uk](mailto:info@jigsaw4u.org.uk)

**Website:** <https://www.jigsaw4u.org.uk/get-help-now/>

## **Dons Local Action Group**

Dons Local Action Group deliver food parcels and provide as much help as possible across Merton. The Dons are also helping to keep kids connected by providing laptops and hardware.

**Tel:** 020 3301 4511

**Email:** [DLA@afcwimbledonfoundation.org.uk](mailto:DLA@afcwimbledonfoundation.org.uk)

## **Association for the Polish Family (PYZA)**

Provides information, advice and support to the Polish and Eastern European community in Merton including advice, information and guidance on any COVID-19 related issues and accessing government schemes and local support.

This service is available in Polish/English from 9am- 2pm Monday-Friday.

Offering food distribution and delivery for Polish and Eastern European community on Wednesday and Thursday from 10am to 2pm.

**Tel:** 07917401064

**Email:** [info@polishfamily.org.uk](mailto:info@polishfamily.org.uk)

**Website:** <https://www.polishfamily.org.uk/>

## **Wimbledon Guild**

A local charity helping to improve the wellbeing of people who live, work or study in Merton. This includes family therapies service.

<https://www.wimbledonguild.co.uk/how-we-help/talking-therapies/family-therapy>

**Tel:** 020 8296 0030

**Email:** [counselling@wimbledonguild.co.uk](mailto:counselling@wimbledonguild.co.uk)

## **Merton Mencap**

The coronavirus (Covid-19) situation has meant some services have been temporarily suspended, some altered and has led to the development of some new services. To find out more about the support available for young people and adults with learning disabilities / autism (18+) - current and NEW members welcome!

<http://www.mertonmencap.org.uk/>

**ACES youth club (fun activities):** No in-person services are currently available however activities are continuing on-line. Contact Jane Birchmore on 020 3963 0594 or [stream.leaderchildren@mertonmencap.org.uk](mailto:stream.leaderchildren@mertonmencap.org.uk)

**Giving Back Club (fun activities):** No in-person services are currently available however activities are continuing on-line. Contact Danielle Haslett on 07714 206000 or [cem@mertonmencap.org.uk](mailto:cem@mertonmencap.org.uk)

**Buddies Going Out (fun activities):** No in-person services are currently available however activities are continuing on-line. Phone Jane Birchmore on 020 3963 0594, [stream.leaderchildren@mertonmencap.org.uk](mailto:stream.leaderchildren@mertonmencap.org.uk)

**Independent Travel Training (distance-learning for independent travellers):** Although they are unable to provide 1:1 training in the community currently, they are continuing to provide some degree of service through distance

learning and other activities. Contact Radek Switalski on 020 3963 0593 and [travel.trainer2@mertonmencap.org.uk](mailto:travel.trainer2@mertonmencap.org.uk)

The following services have been temporarily suspended, any queries can be managed by contacting Jane Birchmore on 020 3963 0594 or [stream.leaderchildren@mertonmencap.org.uk](mailto:stream.leaderchildren@mertonmencap.org.uk):

Holiday Playscheme Perseid  
Holiday Playschemes at Cricket Green School  
Saturday Club Perseid  
Buddies Holidays  
Buddies Incredibles (cooking courses)

For parents and carers:

The Learning Disability Helpline contact: 0808 808 1111, email: [helpline@mencap.org.uk](mailto:helpline@mencap.org.uk) or complete an on-line form on the web: <https://www.mencap.org.uk/advice-and-support/our-services/learning-disability-helpline>

**Mencap Welfare Telephone Support Service (emotional support + casework for families):** A single number is all you need: 020 3963 0594.

**Merton Autism Parent Service (evidenced-based strategies on communication, challenging behaviours, sleep issues, anxiety etc.):** 10am – 1pm term time only.

Contact Magda Faltynowicz on 020 3963 0595 and [ldfacilitator@mertonmencap.org.uk](mailto:ldfacilitator@mertonmencap.org.uk)

**LD Carers Support (carers assessments & reviews, help with problems and enquires):** Contact Yvonne Dawes on 020 3963 0597

[ldcarers.support@mertonmencap.org.uk](mailto:ldcarers.support@mertonmencap.org.uk)

**Adults First Carer Forum (online workshops & seminars for carers of adults 18+):** Contact Tracy Blackwell on [adults.first@mertonmencap.org.uk](mailto:adults.first@mertonmencap.org.uk)

**Kids First Parent Forum (online workshops & seminars for parents of young people & adults 0-25):** Contact Tracy Blackwell on [kids.first@mertonmencap.org.uk](mailto:kids.first@mertonmencap.org.uk)