



# ANNUAL REVIEW 2021 - 2022

# MESSAGE

## From our Chair and CEO

The Annual Review covers another challenging year where the Covid pandemic has had a major influence on the activities of Merton Connected. Importantly we have continued to support local voluntary, community and faith organisations who provide essential local services to Merton residents.

Our Core Services are shown in a diagrammatic representation later in this Annual Review, demonstrating how all our activities are integrated to facilitate co-operation and partnership working across Merton Borough's voluntary sector.

These Services are: Building the capacity of third sector organisations in Merton; facilitating co-operation and partnership working.

Despite such a challenging year, we have been able to set up and support new organisations and continue with a range of assistance for existing organisations, including helping them to produce successful applications to the Merton Giving scheme and other funding activities.

Our development of Social Prescribing continues, within ongoing support for the 22 GP Practices across Merton.

Healthwatch Merton has maintained its outreach activity to ensure the voice of health and social care service users are able to influence how services develop going forward.

In July 2022 the Integrated Care System (ICS) will replace the Clinical Commissioning Group (CCG). As the ICS develops there will be more locally commissioned health-based services, with more focus on local community delivery. Over time we expect the ICS to include an increasing number of local third sector organisations supporting the direct delivery of front-line health and care services. This approach will further address and remedy health inequalities and will build on the successful involvement of local organisations and volunteers who, for example, successfully supported the Covid vaccination programme.

As ever, the principles of collaboration and partnership working have been and will continue to be a common thread through all the activities of Merton Connected. We are grateful for all the excellent support and partnership working we enjoy with statutory, business and third sector organisations and their teams, which enables Merton Connected to deliver maximum impact within the local community. Summary examples are shown throughout this Annual Review.

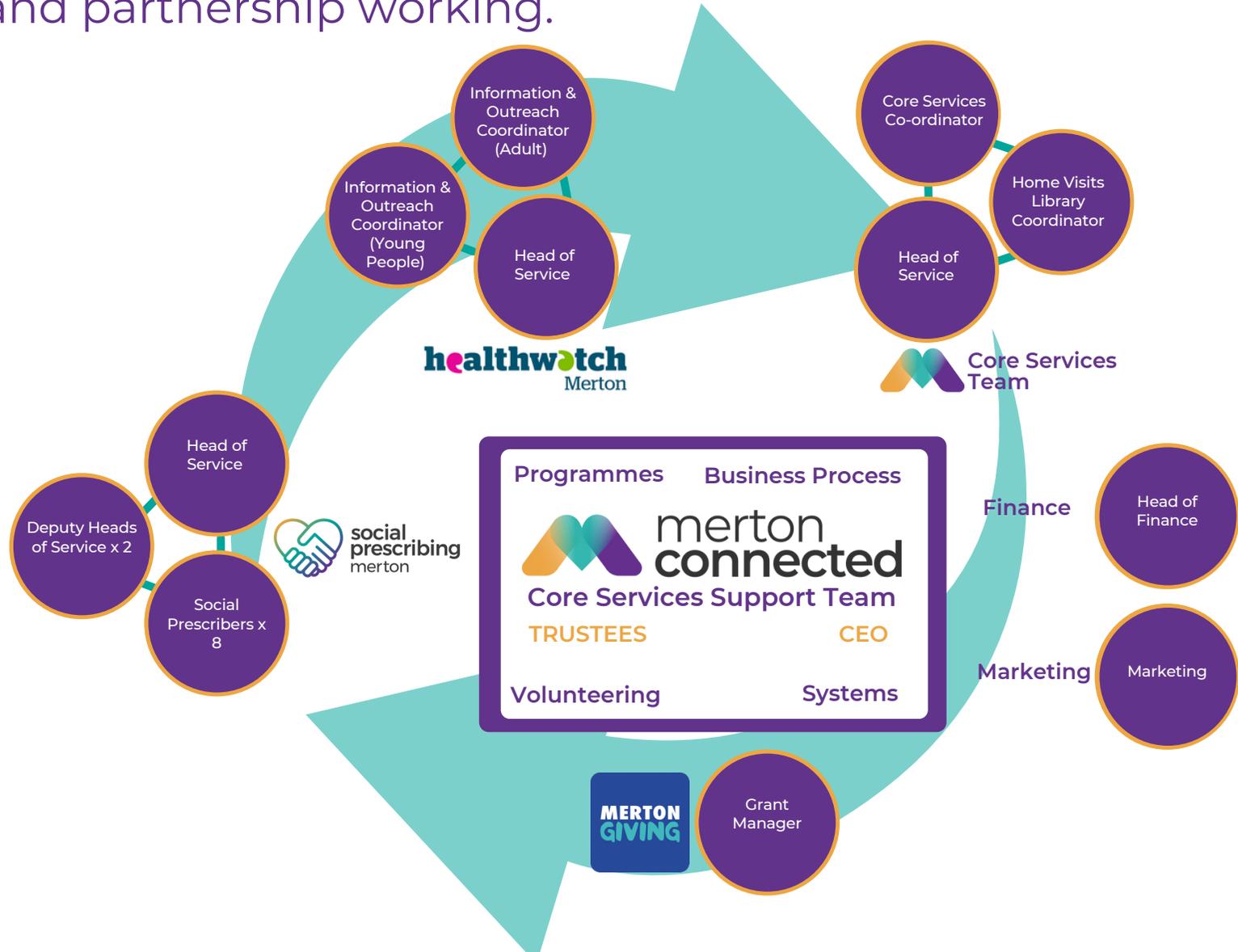
*Brian Dillon*  
Chair of Trustees

*Simon Shimmens*  
Chief Executive



# CORE SERVICES

Building the capacity of third sector organisations in Merton; facilitating co-operation and partnership working.



# CORE SERVICES

CAPACITY BUILDING AND DEVELOPMENT

1500

hours of 1-2-1 support and engagement provided to 80 local organisations

29

Voluntary Sector Forums; Mental Health, Youth Partnership and Small Organisations

9

new organisations were supported with their registration with the regulatory body

11

training workshops and CPD sessions facilitated with a combined attendance of over 200 VCF sector staff/volunteers

“ Youth Partnership has been great. It's really good to get to know other organisations and make new connections which has led to new collaborations and partnerships. ”  
National Trust, Morden Hall.

## VOLUNTEERING



260 individual volunteers signed up to volunteering database.

Worked with 16 organisations developing 21 new volunteering roles and 85 volunteering opportunities.

16



Recruited 9 Trustees for 5 local organisations.

Worked with 3 local employers on employee volunteer programmes.



“ Volunteers are the life blood of our organisations. Thank you for helping us with our recruitment. ”  
Ashdon Jazz Academy.

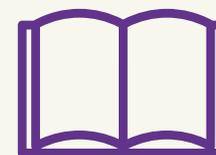
## HOME VISITS LIBRARY SERVICE

14

Home Visit Library Service Volunteers



“ I always look forward to receiving my book deliveries, they make me feel more connected to the world ”  
Evelyn – HVLS beneficiary.



Delivering 920 books to 84 households



social  
prescribing  
merton

**2,615**  
**NEW**  
**REFERRALS**



**930**  
**MENTAL**  
**HEALTH**



**500**  
**SOCIAL**  
**ISOLATION**



**776**  
**FINANCIAL,**  
**HOUSING**  
**& BENEFITS**

**68%**  
**OVERALL**  
**IMPROVEMENT**  
ONS Wellbeing  
Score\*

Satisfaction **70%**  
Happiness **70%**

\*2,246 patients surveyed

Worthwhile **64%**  
Decreased Anxiety **67%**

**16%** decrease from  
pre-pandemic score.

The team is building capacity for:  
- Increased Mental Health support.  
- Financial advice.

"I'm learning so much from you, I didn't know about these things and it's making me feel motivated because you sound positive about it, it's contagious." (Patient)

"Thank you for all your support. I don't know how we would have got through the past few weeks without it." (Patient)

We heard from

A graphic featuring the text "it starts with YOU" in a green speech bubble, followed by the number "497" in large green font.

people about their health and social care experience.

healthwatch

**You** should be told about **your** healthcare in a way **you** can understand.

Join our campaign

#YourCareYourWay

# 576

hours given by 13 volunteers helping to carry out our work.



We heard from 52 people about Long COVID between Aug 21 and Nov 21.

### Key findings:

**27%** had received a diagnosis

**80%** had not received support or were unsure

**63%** state it has impacted on their mental health

**32%** state living with Long COVID impacts on their working life

**70%** of the people who shared experiences were aged 30-59

**E-bulletin**

# 1400

people receive our monthly E-bulletin directly. Everyone can get access to it via our website.

# 56



outreach sessions, virtual forums and workshops completed.

**SHARE**

# 5105

people accessed advice and information through our website, social media, E-bulletin's and community events.

# MERTON GIVING

Two Funds featured during the year with a total of 70 grants allocated to organisations working locally.

## The Merton Giving Pandemic Community Outreach Fund

Launched in June 2021.

Focused on improved local engagement around health promotion including testing and vaccine confidence.

## The Merton Giving Renewal Fund

Launched in June 2021.

Supported organisations on their path to recovery, sustainability and renewal, whilst continuing our commitment to support organisations striving to meet the immediate needs of residents most affected by the pandemic.

This fund included an allocation of devolved funding from the National Lottery Community Fund.



GRANTS ALLOCATED



AVERAGE GRANT VALUE



Together We Can Change Lives



[www.MertonGiving.co.uk](http://www.MertonGiving.co.uk)

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Register to access benefits including feature in our online directory, to advertise volunteer opportunities and more.

[mertonconnected.co.uk](https://mertonconnected.co.uk)



@MCOrganisations



merton  
connected