



*"It's our role to ensure  
that you can give your time  
to your community and feel  
supported in your journey  
of volunteering"*

**MERTONCONNECTED.CO.UK**

## A RESOURCE FOR VOLUNTEERS IN MERTON

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Welcome to the Merton Connected  
Resource for Volunteers in Merton.

Please note that this document is  
subject to change due to changes in  
Government guidance.



### **Note**

Information included in this document has been collected by staff at Merton Connected. We will always try to include as much information as possible but please note that this does not cover every service available in Merton.

## **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

INFORMATION PROVIDED BY MERTON COUNCIL

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During these difficult times the level of pressure and anxiety in families can increase, bringing additional stress and difficulties.

As the situation with COVID-19 (Coronavirus) continues to develop, we remain committed to helping families to stay safe. The Council and our partners, including the community and voluntary sector, are working together to continue to support and safeguard children and vulnerable adults.

To further help our volunteers in being alerted to possible signs of abuse or neglect within families, we are sharing this short video, produced by our colleagues in Waltham Forest. It is only 3 minutes long and it will support our volunteers in considering what to look out for.

Click on the picture below to access the film:



# CONCERNED ABOUT A CHILD

INFORMATION PROVIDED BY MULTI-AGENCY SAFEGUARDING HUB (MASH)

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The Multi-Agency Safeguarding Hub (MASH) is the single point of contact for all safeguarding concerns regarding children and young people in Merton. It brings together expert professionals, called “navigators”, from services that have contact with children, young people and families, and makes the best possible use of their combined knowledge to keep children safe from harm.

It is everybody’s responsibility to keep children and young people safe. If you’re concerned that a child is being abused or neglected you should report it so that the child can be protected. If you are a member of the public and think the child is in immediate danger or in a life threatening situation you should call the police. For all other less urgent concerns speak to somebody in the Multi-agency Safeguarding Hub (MASH) team below:

- 020 8545 4226 or 020 8545 4227
- 020 8770 5000 (out of hours)
- Mash@merton.gov.uk
- www.mertonscp.org.uk

# CONCERNED ABOUT AN ADULT

INFORMATION PROVIDED BY ASC FIRST RESPONSE

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Safeguarding adults means protecting a person’s right to live in safety, free from abuse and neglect. The Care Act statutory guidance defines adult safeguarding as:

‘Protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.’

- 020 8545 4388
- Safeguarding.adults@merton.gov.uk
- 0845 618 9762 - 24 hour line answered by MASCOT



# SAFEGUARDING AND DBS FACTSHEET

INFORMATION PROVIDED BY GOVERNMENT

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The Government has produced an FAQ Safeguarding Factsheet. It is designed to address specific concerns that volunteers may have at this time, and is split into two sections:

1. Advice for those organising a community volunteer group, and
2. Advice for individuals wanting to assist those in their local community

Many people will want to volunteer to support people in Merton, either individually or as part of an organised group. There are many ways to help, but it is important it is done safely for all involved. The 'how to help safely' guidance explains this.

- Full guidance from Public Health England is available, [here](#).

# DOMESTIC VIOLENCE AND ABUSE

INFORMATION PROVIDED BY MERTON SAFEGUARDING CHILDREN PARTNERSHIP

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The document linked below highlights a range of topics around domestic abuse. They look at forms of domestic violence and abuse, coercive control, sexual abuse, financial or economic abuse, harassment and stalking, online or digital abuse and staying safe.

You can also find services that are available in Merton and ways to report any form of abuse mentioned in the document.

- [Domestic Violence and Abuse Report](#)

# SUPPORT FOR VOLUNTEERS

INFORMATION PROVIDED BY MERTON CONNECTED

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It is our role to ensure that you can give your time to your community and feel supported in your journey of volunteering. Our team can help you in a number of ways. Please visit our website for more information:

- [www.mertonconnected.co.uk/volunteering](http://www.mertonconnected.co.uk/volunteering)

