



## Support services for people with disabilities

These services are provided in the London Borough of Merton



Capitalise is a London-wide partnership of organisations funded by the Money Advice Service

## Introduction

Sometimes clients come to debt advisers seeking help with non-debt needs.

Without support for these other needs, it can be difficult for clients to engage in the debt advice process.

In some cases advisers know of organisations that can help their clients, in other cases they don't.

For this reason we've compiled a directory of non-debt services for disabled people. Some of these services are specifically for people with disabilities, others are designed for both disabled and non-disabled people.

It's designed to help you signpost disabled clients to the additional support they need, making space for you to help them with their debt problems.

## How do I access the directory?

In the Disability Toolkit section of the Capitalise website, you'll find a list of the key organisations that provide support across London (and in some cases across the U.K.).

In addition, this document includes a small sample of local organisations within your borough.

The listed services provide help with;

- **Benefits and grants**
- **Housing and utilities**
- **Employment**
- **Transport**
- **Independent living and assistive technology**

The information is not exhaustive, plus services may change. If you feel any services should be added, or if you find that details have become out-of-date, please email details to [info@Capitalise.org.uk](mailto:info@Capitalise.org.uk)

## How do I use the information?

Simply scroll down to the section covering the area your client needs help with. There you'll find brief overviews for each service. If you require further information, you can contact the organisations directly using the contact details provided.

Dependant on your client's capabilities, you may want to print out the relevant page of this booklet for them (just remember to select 'current page' to avoid printing the whole booklet), or, if they require more support, you may wish to contact the organisation on their behalf.

Please note: These lists are not exhaustive and services may change. If you feel any services should be added to the directory, or if you find that details have become out of date, please email the updated details to:

[info@Capitalise.org.uk](mailto:info@Capitalise.org.uk)

## Benefits and grants

Organisation	London Borough of Merton - Health and Social Care
Overview	<p>Merton Welfare Benefits Team offers local residents help and advice on the following benefits:</p> <ul style="list-style-type: none"> <li>•Attendance Allowance</li> <li>•Carers Allowance</li> <li>•Child Tax Credit</li> <li>•Council Tax Support</li> <li>•Disability Living Allowance</li> <li>•Employment and Support Allowance</li> <li>•Housing Benefit and Local Housing Allowance</li> <li>•Income Support</li> <li>•Local Welfare Support</li> <li>•Pension Credit</li> <li>•Personal Independence Payments</li> <li>•Social Fund loans and grants</li> <li>•State Pension</li> <li>•Working Tax Credit</li> </ul> <p>Also advise on services provided in the borough.</p>
Address	<p>London Borough of Merton Civic Centre London Road Morden SM4 5DX</p>
Phone number	<b>020 8274 4901</b>
Website	<a href="http://www.swlstg-tr.nhs.uk">http://www.swlstg-tr.nhs.uk</a>

Organisation	Springfield Hospital - Advice and Support
Overview	<p>Welfare benefits advice, consultancy and representation for patients of the Trust in Wandsworth, Merton and Sutton.</p> <p>People will get an assessment of their mental health needs and a plan of the care and support they will receive. They will also will also have one named person who co-ordinates their care and support (a named professional or, if needs are more complex a care co-ordinator).</p>
Address	<p>Springfield University Hospital 61 Glenburnie Road Tooting London</p>

	SW17 7DJ
<b>Phone number</b>	<b>020 3513 6469</b>
<b>Website</b>	<a href="http://www.swlstg-tr.nhs.uk">http://www.swlstg-tr.nhs.uk</a>

<b>Organisation</b>	<b>Carers Support Merton</b>
<b>Overview</b>	Advice on correct benefit entitlements, direct payments and help with carers assessments.
<b>Address</b>	The Vestry Hall 336-338 London Rd Mitcham CR4 3UD
<b>Phone number</b>	<b>020 8646 7515</b>
<b>Website</b>	<a href="http://www.csmerton.org">http://www.csmerton.org</a>

<b>Organisation</b>	<b>Age UK - Merton</b>
<b>Overview</b>	Advise on benefits and undertake welfare benefit checks to ensure that people are receiving all the benefits they are entitled to and making new claims.
<b>Address</b>	277 London Road Mitcham CR4 3NT
<b>Phone number</b>	<b>020 8648 5792</b>
<b>Website</b>	<a href="http://www.ageuk.org.uk/merton">http://www.ageuk.org.uk/merton</a>

## Housing and utilities

<b>Organisation</b>	<b>London Borough of Merton - Health and Social Care</b>
<b>Overview</b>	Housing-related support services for vulnerable people
	Disabled facilities grants (DFGs) can be requested to help meet the cost of providing facilities and adaptations enabling people with disabilities to access their home and the facilities within it. DFGs are available to private tenants and people who own their own home.
<b>Address</b>	London Borough of Merton Civic Centre London Road Morden SM4 5DX
<b>Phone number</b>	<b>020 8274 4901</b>
<b>Website</b>	<a href="http://www.merton.gov.uk">http://www.merton.gov.uk</a>

<b>Organisation</b>	<b>Rethink Mental Health - Merton</b>
<b>Overview</b>	Nationally Rethink provide intensive 24-hour supported housing (as a step-down from residential homes and inpatient units). Accommodation plus recruits and trains private sector landlords to provide accommodation and support to tenants who have mental health needs locally in their own communities.
<b>Address</b>	Wimbledon Guild 30-32 Worple Road Wimbledon Greater London SW19 4EF
<b>Phone number</b>	<b>03005 000927</b>
<b>Website</b>	<a href="https://www.rethink.org">https://www.rethink.org</a>

<b>Organisation</b>	<b>South West London Law Centre</b>
<b>Overview</b>	Specialist housing advice including: <ul style="list-style-type: none"> <li>• Homelessness</li> <li>• Disrepair</li> <li>• Eviction</li> <li>• Repossession</li> <li>• Housing Court Duty Scheme</li> <li>• Rent Deposit Clinic</li> </ul>
	Debt advice includes required advice on utilities suppliers, debts and helping clients apply to trusts for help with energy costs if applicable.
<b>Address</b>	South West London Law Centres - Merton & Sutton 112 London Road Morden Surrey SM4 5AX
<b>Phone number</b>	<b>020 8767 2777</b>
<b>Website</b>	<a href="http://www.swllc.org">http://www.swllc.org</a>

<b>Organisation</b>	<b>Merton Faith in Action</b>
<b>Overview</b>	Supported internet access, giving assistance with online housing applications.
<b>Address</b>	c/o Wimbledon Guild 30-32 Worple Road Wimbledon London SW19 4EF
<b>Phone number</b>	<b>07843 280419</b>
<b>Website</b>	<a href="http://www.mertonfaithinaction.org">http://www.mertonfaithinaction.org</a>

<b>Organisation</b>	<b>London Borough of Merton - Housing Advice</b>
<b>Overview</b>	Advice and info on: <ul style="list-style-type: none"> <li>•Applying for social housing</li> <li>•Getting a home</li> <li>•Help with buying or renting a home</li> <li>•Homelessness</li> <li>•Private housing</li> <li>•Housing options for older people (Housing Matters Directory)</li> <li>•Landlord harassment and illegal eviction</li> <li>•Private sector rights and possession proceedings</li> <li>•Public health advice - housing</li> <li>•Relationship breakdown</li> </ul>
<b>Address</b>	London Borough of Merton Civic Centre London Road Morden SM4 5DX
<b>Phone number</b>	<b>020 8545 3636</b>
<b>Website</b>	<a href="http://homelesslondon.org">http://homelesslondon.org</a>

<b>Organisation</b>	<b>Citizens Advice Merton &amp; Lambeth</b>
<b>Overview</b>	Advice on supply, helping clients apply to trusts for help with energy costs.
<b>Address</b>	326 London Road Mitcham Surrey CR4 3ND  1 Barrhill Road Streatham Hill Lambeth SW2 4RJ  7 Crown Parade Crown Lane Morden Surrey SM4 5DA
<b>Phone number</b>	<b>0800 2540298</b>
<b>Website</b>	<a href="https://caml.org.uk">https://caml.org.uk</a>

<b>Organisation</b>	<b>The Wimbledon Guild</b>
<b>Overview</b>	Advice on supply, helping clients apply to trusts for help with energy costs.

<b>Address</b>	Wimbledon Guild Guild House 30/32 Worple Road Wimbledon London SW19 4EF  Drake House 44 St. George's Road Wimbledon London SW19 4ED
<b>Phone number</b>	<b>020 8946 0735</b>
<b>Website</b>	<a href="http://www.wimbledonguild.co.uk">http://www.wimbledonguild.co.uk</a>

## Employment

<b>Organisation</b>	<b>London Borough of Merton - Health and Social Care</b>
<b>Overview</b>	Merton Employment team offers a service with specialist advisers to deliver support and guidance towards paid employment.
<b>Address</b>	London Borough of Merton Civic Centre London Road Morden SM4 5DX
<b>Phone number</b>	<b>020 8274 4901</b>
<b>Website</b>	<a href="http://www.merton.gov.uk">http://www.merton.gov.uk</a>

<b>Organisation</b>	<b>Merton Centre for Independence Living</b>
<b>Overview</b>	Free home visiting advice and information service for deaf and disabled people. Advise on getting into employment and education.
<b>Address</b>	22 Wandle Valley Resource Centre Church Road Mitcham Surrey CR4 3BE
<b>Phone number</b>	<b>020 3397 3119</b>
<b>Website</b>	<a href="http://www.mertoncil.org.uk">http://www.mertoncil.org.uk</a>

<b>Organisation</b>	<b>Rethink Mental Health - Merton</b>
<b>Overview</b>	Rethink Merton is a support group but nationally Rethink Mental Illness provide a wide range of employment and training services to people with severe mental illness.
<b>Address</b>	Wimbledon Guild 30-32 Worple Road Wimbledon Greater London SW19 4EF
<b>Phone number</b>	<b>03005 000927</b>
<b>Website</b>	<a href="https://www.rethink.org">https://www.rethink.org</a>

<b>Organisation</b>	<b>Merton Faith in Action</b>
<b>Overview</b>	Help in the search for work: assistance with putting together CVs, looking for jobs, and making online applications.
<b>Address</b>	c/o Wimbledon Guild 30-32 Worple Road Wimbledon London SW19 4EF
<b>Phone number</b>	<b>07843 280419</b>
<b>Website</b>	<a href="http://www.mertonfaithinaction.org">http://www.mertonfaithinaction.org</a>

<b>Organisation</b>	<b>Shaw Trust</b>
<b>Overview</b>	Work choice Croydon: Specialist support for people with disabilities to find and stay in work. Day One Support for Young People Trailblazer
<b>Address</b>	Marco Polo House, 3-5 Lansdowne Road, Croydon CR0 2BX
<b>Phone number</b>	<b>03002 472530</b>
<b>Website</b>	<a href="http://www.shaw-trust.org.uk">http://www.shaw-trust.org.uk</a>

## Transport

<b>Organisation</b>	<b>Merton Community Transport</b>
<b>Overview</b>	MCT supports independent living by taking disabled people to work, children to school, sick people to healthcare and older people to the shops. MCT provides transport to a wide range of clubs, voluntary bodies and care homes, and run local Dial-A-Ride services supporting TFL. They are looking to provide a community car scheme, community bus routes and NHS non-emergency patient transport services.
<b>Address</b>	Wandle Valley Resource Centre



	Church Road Mitcham Surrey CR4 3BE
<b>Phone number</b>	<b>020 8648 5792</b>
<b>Website</b>	<a href="http://www.mct.uk.com">http://www.mct.uk.com</a>
<b>Organisation</b>	<b>London Borough of Merton - Health and Social Care</b>
<b>Overview</b>	Contact for info on: <ul style="list-style-type: none"> <li>•Blue Badge parking permits</li> <li>•Disabled parking bays</li> <li>•Freedom Passes for disabled people</li> <li>•Motability website</li> <li>•Taxi Card and Capital Call Scheme</li> </ul>
<b>Address</b>	London Borough of Merton Civic Centre London Road Morden SM4 5DX
<b>Phone number</b>	<b>020 8274 4901</b>
<b>Website</b>	<a href="http://www.merton.gov.uk">http://www.merton.gov.uk</a>

## Independent living and assistive technology

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<b>Website</b>	<a href="http://www.merton.gov.uk">http://www.merton.gov.uk</a>

<b>Organisation</b>	<b>Merton Mencap</b>
<b>Overview</b>	Services and activities offered promote independent living by supporting people with a learning disability to be safer, healthier, develop interests and take part in the mainstream as far as possible.

<b>Address</b>	Merton Mencap Wilson Hospital Cranmer Road Mitcham CR4 4TP
<b>Phone number</b>	<b>020 8646 0965</b>
<b>Website</b>	<a href="http://www.mertonmencap.org.uk">http://www.mertonmencap.org.uk</a>

<b>Organisation</b>	<b>Age UK - Merton</b>
<b>Overview</b>	Age UK Merton and Merton Centre for Independent Living are working together over the coming year to help people become more active and meet friends. The programme is aimed at people who have been inactive previously and particularly at people with a disability. Participants will have the opportunity to set goals and develop a plan on a one to one basis and then encouraged to take part in different activities to suit their abilities and help them to achieve their personal goals. They will be given 8 vouchers to use on a range of activities at Age UK Merton (from April 2016).
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<b>Phone number</b>	<b>020 8648 5792</b>
<b>Website</b>	<a href="http://www.ageuk.org.uk/merton">http://www.ageuk.org.uk/merton</a>

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<b>Phone number</b>	<b>020 8648 5792</b>
<b>Website</b>	<a href="http://www.mct.uk.com">http://www.mct.uk.com</a>