



Information service for people living,  
working or studying in Merton.

Merton Civic Centre, London Road,  
Morden SM4 5DX

Telephone: 020 8545 4710

Text phone: 020 8545 4356

Fax: 020 8274 4932

E-Mail: [info@care-connect.info](mailto:info@care-connect.info)

## Welfare Benefits - Information and Advice

### **\*Age Concern – Merton**

227 London Road, Mitcham CR4 3NT

Telephone 020 8648 5792

Office hours 9am – 5pm

Opening Hours for welfare benefits service - As below

Information and Advice - welfare benefits, filling out forms, housing concerns, information on community care and other general issues that affect carers and the cared for. Hours are between 10am and 1pm on Mondays, Tuesdays, Thursdays and Fridays - just drop-in no appointment needed - for home visits call for an appointment. The DWP runs a weekly drop-in surgery at their office on Mondays between 10am and 1pm (no appointment needed).

### **\*Asian Elderly Group of Merton**

28 St George's Road, Wimbledon, London SW19 4DP

Telephone 020 8944 9545

Office hours 10am-4pm Monday, Tuesday, Wednesday, Friday

Drop-in Thursdays at Merton Hall, 71 Kingston Road, SW19

Day Centre Taylor Road every Tuesday and Wednesday

Provides information and advice to elderly Asian people in Merton on welfare benefits issues.

### **\*Bengali Association of Merton**

42 Quicks Rd., Wimbledon, London SW19 1EY

Telephone 020 8540 7990

Advice for Bangladeshi community in Merton on housing, benefits etc.

## **\*Carers Support Merton**

The Vestry Hall, London Road, Mitcham CR4 3UD

Tel.: 020 8646 7515.

E-mail [info@csmerton.org](mailto:info@csmerton.org)

Information and advice on all aspects of your caring responsibility - the services available to you e.g. how to get a sitting service, correct benefit entitlements, direct payments, help with carers assessments, employment and training issues, help with emergency care planning in case you are faced with a personal emergency.

## **\*Merton & Lambeth Citizens Advice Bureaux**

**Morden**

7 Crown Parade, Crown Lane, Morden, SM4 5DA

Telephone Helpline ☎ 020 86878380

Website

[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

Email

[advice@mertoncab.org.uk](mailto:advice@mertoncab.org.uk)

Merton & Lambeth Citizens Advice Bureaux are a generalist advice service. Using the Citizens Advice service's unique information system we can give you free, confidential, impartial and independent advice and information on a wide range of subjects – benefits, housing, tax, consumer, debt, employment, legal system, immigration and family. If you need further advice or information and you live in the boroughs of Merton or Lambeth, we offer an advice by email service or you can contact us in person, by phone or in writing.

Telephone Advice Line - You can reach them on 0844 2438430 (Calls to this number are charged at 5p per minute from BT landlines) during the following hours:

Monday: 10.00–2.00

Tuesday: 12.00–3.00

Wednesday: 10.00–2.00

Thursday: 12.00–3.00

Friday: Closed

The telephone assessor will take you through an initial assessment to determine how they can best help you. This may include providing you with information, including factsheets and leaflets; directing or transferring you to another service; or, if you need further advice, booking an appointment at a local bureau.

Email advice - When sending your initial enquiry, please provide as much information as possible using the following headings: Outline of problem, What has been done so far and preferred outcome. We will automatically reply to your default e-mail account. For security reasons we are unable to open any attachments. We aim to provide a response within ten working days. We may need to contact you by telephone for further information. Please be prepared to provide a phone number where we can contact you during the day. NB. Due to the high number of emails we can only respond to those living and working in Merton and Lambeth. Please specify in your email enquiry if you either work or live in the boroughs of

Merton and Lambeth. If we are unable to deal with your enquiry by e-mail we will try to arrange an appointment to see you or refer you to one of our specialist services.

Specialist Advice - These numbers should only be used by existing clients, who already have a specialist caseworker. Clients wishing to make an appointment should visit a bureau in person, for a referral.

Merton Money Advice Service - 020 8640 3194 – Mon 2pm to 4pm, Tue & Wed CLOSED, Thu 10.30am to 12.30pm and Fri CLOSED

LSC Welfare Benefits / Debt Advice- 020 8687 8386

Merton & Lambeth CABx also holds advice sessions in various outlets throughout Merton & Lambeth boroughs; including our bureau, community centres and other agencies. Leaflets, self-help materials, other sources of information are available whenever the outlets are open. A trained receptionist is available to help you. Advisers are only available at the times shown.

For bureau & projects in Merton:

Morden Bureau, 7 Crown Parade, Crown Lane, Morden SM4 5DX

Advisers, leaflets, and self-help materials are available Monday to Thursday 10 am to 2pm (open door), 1pm to 3pm (pre-booked appointments) and 4pm to 7pm (open door); Fri-CLOSED. It will help us to help you if before you contact us you take a few minutes to gather together and sort out any relevant letters, documents or other information.

Other Services from Morden:

Specialist Services Outreach - Advice, casework and advocacy. Funded under the Community Legal Services initiative, this service is only available to those who qualify for legal help (former legal aid).

St Marks Family Centre - Advice sessions on alternate Tuesdays 9.00-12.00pm at: St Mark's Family Centre, St Marks Road, Mitcham CR4 2LF - Telephone 020 8640 9595 for further information.

South Mitcham - Advice sessions on alternate Tuesdays 1.00-4.00pm at: South Mitcham Community Centre, Cobham Court, Haslemere Avenue, Mitcham CR4 3PR - Telephone 020 8648 3740 for further information.

Asylum Welcome - Advice sessions on alternate Thursdays 9.30-12.50pm at: Queens Road Church, 20 Queens Road, Wimbledon, London SW19 8LR - Telephone 07956 990671 for further information.

Wimbledon Guild Outreach Advice for people living in the Wimbledon area, by appointment only. Advice sessions every Tuesday and Friday 10.00 - 1.00pm at the Wimbledon Guild. To arrange an appointment telephone 020 8946 0735.

Pollards Hill Outreach - Advice for people living in the Pollards Hill area, by appointment only. Advice sessions every Thursday 10.00 - 2.00pm at the Pollards Hill Community Centre. To arrange an appointment telephone 020 8764 5157.

Evening (Pro Bono) Legal Advice - Every Tuesday and Wednesday evening from 7:00-9:00pm, at Morden bureau. These are on a first-come first-served basis, as numbers are limited. These are run in conjunction with South West London Law Centres for residents within the boroughs of Merton, Wandsworth, Kingston, Sutton, Richmond & Croydon. They cover the areas of consumer (not debt), parking fines, employment, small claims, general litigation, & private tenants housing issues. All other issues will mean that you will not be able to see an adviser, but can be redirected to another session run at another Law Centre outlet.

Mitcham Bureau, 326 London Road, Mitcham CR4 2ND. Advisers, leaflets and self-help materials are available from Mon-Wed 10am to 2pm (open door and assisted help); Thu 10am to 3pm (assisted help) and Fri CLOSED. It will help us to help you if before you contact us you take a few minutes to gather together and sort out any relevant letters, documents or other information.

Other Services from Mitcham:

LSC Welfare Benefits – Phone 020 8288 0411 - Advice, casework and advocacy. Funded under the Community Legal Services initiative, this service is only available to those who qualify for legal help (former legal aid).

LSC Debt – Phone 020 8288 0437 - Advice, casework and advocacy. Funded under the Community Legal Services initiative, this service is only available to those who qualify for legal help (former legal aid).

Merton Money Advice – Phone 020 8640 3194 - For Merton residents, advice and information on debt including mortgage arrears, rent arrears, council tax arrears, secured loans, credit and store cards, bank and finance house loans. Telephone advice available between 2:00-4:00 Mondays & 10:30-12:30 Thursdays. The help we provide may include checking benefits, preparing a budget, negotiating with creditors, completing court papers and representation.

### **\*Disability Alliance Merton – Welfare Benefits Service for Disabled People**

The Welfare Benefits Adviser will be able to give advice to people with a learning, physical disability and/or sensory impairment and their carers from one of these centres by appointment only (home visits – only in exceptional cases) :

The Vestry Hall, Mitcham	High Path
All Saints Centre	Merton Phab
Weir Road Employment Assessment Centre	Fairgreen Centre
Beehive Centre	Merton Oasis Project

To book an appointment please contact Nana Suronku-Lindsay (aka ATU) on :

Telephone: 020 8646 4723 Mobile: 07834 460 959

Email: [merton.disabilityalliance@virgin.net](mailto:merton.disabilityalliance@virgin.net)

## **\*Disability Employment Adviser**

If you need extra employment support because of a disability, your local Jobcentre Plus can put you in touch with one of their Disability Employment Advisers (DEAs). DEAs can give you help and support regardless of your situation. They can help you to find work or gain new skills even if you have been out of work for a long time, or if you have little or no work experience.

Please contact your local Jobcentre Plus:

Mitcham Jobcentre Plus, Boundary House, 317-321 London Road, Mitcham CR4 4YF  
Telephone 0845 604 3719; Textphone 08000 234 888

Sutton Jobcentre Plus, Helena House, 348 High Street, Sutton SM1 1PX - Telephone 0845 604 3719; Textphone 08000 234 888

Kingston Jobcentre Plus, 3 Brook Street, Kingston-upon-Thames KT1 2EY  
Telephone 0845 604 3719; Textphone 08000 234 888

## **\*Disability Law Service**

39-45 Cavell Street, London E1 2BP  
Telephone: 020 7791 9800

Provides expert legal advice and representation (e.g. in complaints, using the Ombudsman, tribunals and courts) to disabled people, their families and carers. Disabled people and their families, carers and advocates, are all welcome to get in touch with the help line for advice. DLS prides itself on providing a quality service in areas of public and social welfare law, and hopes to demystify the legal system by giving concise and timely legal advice and information. From one to one consultations to full representation in the courts, DLS can work with individuals at any level of the legal system. The Disability Law Service (DLS) has provided high quality information and advice to disabled and deaf people for over 30 years. DLS is run by and for disabled people as an independent, national registered charity.

DLS only provides advice and information in these six areas of law: (1) Disability Discrimination - If you are disabled or have had a disability, the DDA makes it unlawful for you to be discriminated against: in employment; access to goods, facilities and services; the management, buying or renting of land or property; education. And there is additional legislation, apart from the DDA, that protects your rights of equal access to health and social care entitlements; (2) Consumer; (3) Community Care; (4) Further and Higher Education; (5) Employment; and (6) Welfare Benefits (Greater London Area). For these areas of law DLS also provides a casework service, and support at any level of the legal system. If you believe your legal problem fits our remit then please call our helpline staff. It is advisable to have read the online resources within our site [www.dls.org.uk](http://www.dls.org.uk) to make the most of your call.

## **\*Ethnic Minority Centre**

The Vestry Hall, 336 London Road, Mitcham  
Telephone 020 8648 0084 or 020 8648 9500  
E-mail [ethnicminority@btconnect.com](mailto:ethnicminority@btconnect.com)

Welfare benefits advice available to members of black and ethnic minority communities.

### **\*Kingston Churches Action on Homelessness**

36A Fife Road, Kingston Upon Thames, Surrey, KT1 1SU

Telephone ☎ 020 8255 7400

Opening Hours Monday & Thursday 10 am – 1pm and 2pm to 4pm (Full advice service).  
Tuesday, Wednesday & Friday 10am – 1pm (hostel placement)

Website [www.kcah.org.uk](http://www.kcah.org.uk)

Email [matt.h@kcah.co.uk](mailto:matt.h@kcah.co.uk)

Offers advice and information on most aspects of housing laws and on welfare benefits.

### **\*Merton Sickle Cell and Thalassaemia Group (MSCTG)**

Room 10, Vestry Hall, 336-338 London Rd, Mitcham, Surrey CR4 3UD

Telephone: 020 8646 8778

Website [www.msctg.org.uk](http://www.msctg.org.uk)

E-mail [info@msctg.org.uk](mailto:info@msctg.org.uk)

Advice (including welfare advice), information and befriending for people with sickle cell and thalassaemia and their carers. Welfare benefit advice by appointment only at Vestry Hall (address above); to attend ring 8646 8778.

### **\*Mushkil Aasaan**

220-222 Upper Tooting Road, 1<sup>st</sup> Floor Side Entrance, Tooting, London SW17 7EW

Telephone 020 8672 6581

Email [Mushkilaasaan@btconnect.com](mailto:Mushkilaasaan@btconnect.com)

Offers bilingual welfare rights advice for Asian families in crisis.

### **\*New Horizon Centre (Pollards Hill Community Centre and Commonsense Trust)**

South Lodge Avenue, Mitcham CR4 1LT

Telephone 020 8764 5157 for an appointment at the community centre

Offers a 'Debtor Advice Service' (Grants Solicitors) on Mondays between 10am and 2pm and The Citizens Advice Bureau (CAB) on Thursdays between 10am and 1pm. Also, can offer you help and information on: Child Trust Fund Vouchers, Child Benefit, Child Tax Credits, Working Tax Credits, Self Assessment, National Minimum Wage and National Insurance Contributions. One to one support for parents, basic information on money that may be due to you, making phone calls, help with form filling. Contact: Becky Knight and Jenny Allison, Step Forward and Aiming High Coordinators – Phone: 020 8764 9582 Mobile: 07952 717 889.

### **\*Raynes Park Community Church**

496 Kingston Road, Raynes Park, London SW20

Telephone ☎ 020 8715 0106

Drop in Fridays 12.30 – 3.30pm

Advice and information on housing and money management.

### **\*Royal British Legion – Morden Branch**

Telephone ☎ 020 8640 4120, Fax 020 8141 1671.  
E-mail davidashbyash@hotmail.com  
Opening Hours 4<sup>th</sup> Thursday of the month at 7pm at Lawrence Weaver Hall, Morden.  
People in need may call Chair or Secretary on above number at any reasonable time.

The service is mainly for ex-service personnel and their dependants, including children and grandchildren. They offer help with war pensions, financial problems, convalescence and admittance to residential homes. Totally inclusive - will not discriminate against anyone. Will try to help non - service individuals by pointing them to the relevant organisations to help them

### **\*South London Congolese Association**

118 Windmill Road, Croydon CR0 2XQ  
Telephone 020 8664 8657

Provides advice and information for African refugees and asylum seekers from French speaking countries, particularly those from the former Zaire. Subjects include benefits, child protection, domestic violence, employment, health, housing rights, finding accommodation, immigration/ nationality, HIV/AIDS prevention. translation and interpreting service. hospital and prison visits. Mother-tongue classes. Can arrange home visits for people unable to attend the office.

### **\*South London Somali Community Association**

5 Upper Green West, Mitcham, Surrey, CR4 3AA  
Telephone ☎ 020 8640 6661

Runs an information and advice drop in service.

### **\*Springfield Hospital Welfare Rights Department**

Room 101 Admissions Block, 61 Glenburnie Road, London SW17 7DJ  
Telephone ☎ 020 8682 6469  
Website [www.swlstg-tr.nhs.uk/advice-support/benefits\\_advice](http://www.swlstg-tr.nhs.uk/advice-support/benefits_advice)  
Opening Hours Monday to Friday 10am – 12 30 pm

Advice and help with completing claim forms for any carer, inpatient or outpatient under the care of the SW London & St. George's Mental Health (NHS) Trust. Telephone or write for advice or an appointment. Also run a service at Sutton Hospital (Cotswold Wing).

### **\*St Mark's Family Centre – Mitcham**

St Mark's Hall, St Mark's Road, Mitcham, CR4 2LF  
Telephone 020 8640 9595  
Opening Hours Alternate Tuesdays 9am-12noon

CAB advice on a range of issues including legal advice. Drop-in or telephone.

### **\*The Pension Service (part of the Dept for Work and Pensions)**

2<sup>nd</sup> Floor, Boundary House, 317-321 Mitcham Road, Mitcham CR4 4YF

Telephone number for appointments and other enquiries is: **0208 687 3621**

**MOVIT** - The London Borough of Merton - Welfare Benefits Service and the Local Pension Service have joined together to make MOVIT - Merton Outreach Visiting Team for people over 60.

Offer benefits advice and assistance with completing forms. The Local Pension Service also provides a home visiting service. Phone to make an appointment to see someone at a surgery close to your house or to request a home visit for an elderly or disabled person. At **APPOINTMENT ONLY** events, customers will only be seen if they have an appointment.

### **Pension Tracing Service**

Tyneview Park, Whitley Road, Newcastle upon Tyne NE98 1BA

Telephone 0845 6002 537 - Monday to Friday 8.00am to 6.00pm

Textphone 0845 3000 169

Website [www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk)

If you think you may have an old pension, but are not sure of the details, the Pension Tracing Service can usually help by tracing it for you, for free. Can help to trace occupational and personal pension schemes. Once a trace has been completed they will write to you to let you know the outcome.

### **\*South West London Law Centres**

**THESE AGENCIES ARE FACING CLOSURE IF GOVERNMENT FUNDING IS NO LONGER AVAILABLE. AS SUCH, IT IS UNCLEAR HOW LONG THEY WILL CONTINUE TO PROVIDE SERVICES.**

Merton Law Centre, 112 London Road, Morden SM4 5AX

Areas of Law Housing Law and Immigration

Telephone 020 8543 4069

Opening Hours Monday to Friday 9am – 5.30pm **by appointment only**

Drop-in **NO DROP IN SESSIONS**

Wandsworth Law Centre, 101a Tooting High Street, Tooting, London SW17 0SU

Areas of Law Housing, Immigration and Welfare Rights

Telephone 020 8767 2777

Opening Hours Monday to Friday 9am – 5.30pm **by appointment only.**

Drop-in Evening Advice surgeries at various places in South West London.

Call 020 8715 0707 to find one that applies to your case.

Battersea Law Centre, 14 York Road, Battersea, London SW11 1LJ  
Areas of Law Community Care, Employment, Education, Housing and Immigration  
Telephone 020 7585 0716  
Opening Hours Monday to Friday 9am – 5.30pm **by appointment only.**

Drop-in Evening Advice surgeries at various places in South West London.  
Call 020 8715 0707 to find one that applies to your case.

Croydon and Sutton Law Centre, 79 Park Lane, Croydon CR0 1JG  
Areas of Law Employment, Housing and Immigration  
Telephone 020 8667 9226  
Opening Hours Monday to Friday 9am – 5.30pm **by appointment only.**  
Drop-in Evening Advice surgeries at various places in South West London.  
Call 020 8715 0707 to find one that applies to your case.

Please note:

1. If you are seeking advice on a specific area of law and your nearest Law Centre cannot help, you can contact any Law Centre that covers that particular area of law.
2. The South West London Law Centres do not advise or act for landlords or employers. Also, they do not swear affidavits or statutory declarations.
3. You must live, work or study in Merton, Sutton, Kingston, Croydon, Richmond, Battersea or Wandsworth to use any of the law centres.

### **Welfare Benefits Advice (London Borough of Merton)**

Merton Civic Centre, London Road, Morden, Surrey, SM4 5DX  
Telephone 020 8545 4178  
Email: [welfarebenefitsteam@merton.gov.uk](mailto:welfarebenefitsteam@merton.gov.uk)  
Opening Hours Monday to Friday 10am – 4pm

**MOVit** - The London Borough of Merton - **Welfare Benefits Service has created a Joint Visiting Team with the Local Pension Service called MOVit to assist Merton Pensioners.** The team consists of 4 fully trained and capable Visiting Officers for the whole of the London Borough of Merton's pensioners who will visit Merton pensioners in their homes to help fill-in benefit forms and give advice about entitlements to benefits.

If someone needs a home visit you can contact the booking line on **020 8687 3621** or for more information about the service, contact Suzie Rollins, Welfare Benefits Co-ordinator on **020 8545 4178.**

## **Surgeries**

As well as the home visits (for vulnerable people) and office appointments every Wednesday and Thursday between 10am and 3.30pm, they also offer a drop-in session (no appointment needed) on the first Thursday of every month between 1pm and 3pm - Venue: London Borough of Merton, Merton Link Civic Centre – Room 7 - London Road Morden.

If you have any special requirements, for example, if you need a translator please contact them to arrange an appointment for any Thursday between 10am and 3pm.

**Please note this list is not exhaustive – please also refer to Yellow Pages and the Thompson Local telephone directories for details of other organisations.**

<p>We take care to update the information we provide regularly to try to ensure it is accurate. However, CareConnect cannot accept liability for any errors or omissions, nor can we be held responsible for the services provided by any of the agencies or bodies referred to.</p>
--