

Issue 6 • July 2020

Newsletter

Registered charity number 1105384



Inform

Hello,

The Information & Advice team, Jo, Philippa and Dominic, have been working to keep the service running for all clients during Coronavirus. To protect our clients from the risks of Covid-19 we have moved the majority of our support to telephone. We are reviewing the guidance regularly and have begun to return to the office a couple of days a week. At the moment we can offer home visits on a limited basis but haven't yet restarted our office appointments.

We offer a comprehensive service providing essential information, to people 60 and over, on a variety of topics including pensions, welfare benefits, social care, health, housing, transport and more.

We also undertake benefit checks to ensure that you are receiving all the benefits you are entitled to.

Contact our Information & Advice team by phone using the numbers to the left or email advice@ageukmerton.org.uk.

Many of you will know Philippa, one of our advisers. Philippa has been with the Information & Advice team for over seven years providing fantastic support to our clients throughout. I am sad to report that Philippa is retiring, but as a new grandmother, she is looking forward to a busy retirement and we wish her well for the future. She will be missed enormously by her many clients and everyone at the Elmwood Centre.

We have a new adviser, Lorraine, joining the team in August. We look forward to welcoming her to our growing team.

Take care, **Rob Clarke**, Chief Executive

For practical or emotional support because of Covid-19 call Merton Community Response Hub on 020 8685 2272.



USEFUL CONTACTS

General queries

020 8648 5792 or
07542 284 914

Information & Advice

*Pensions, welfare benefits,
social care, health, housing,
and transport*

07840 378 560 or
07547 020 106

At Home

07783 644 828 or
07736 621 572

Community Helpline

020 8685 2272

**If you're feeling unwell
and need help call 111**



Do

Merton Abbey Mills in back open, it's a lovely place to do a spot of shopping or enjoy a refreshment in one of the many restaurants/ bars. You can also take a walk along the Wandle, this is a nice little walk to enjoy on a summers day.

Merton Abbey Mills to Wandle Park, Merton

0.78km, 11 mins

When you reach Merantun Way cross at the controlled crossing, and go through the archway. Cross over Station Road and go along the riverside path. Soon you will see Savacentre on your right across the river, and you will pass a plaque marking the site of the C19th William Morris factory.

Exit the path and across the bridge over the river (towards Savacentre) then with the river on your left. Follow the path across the bridge over the Pickle Ditch, follow the path round the building and down some steps to Merton High Street, then cross over the access road to Priory Retail Park (to avoid the steps, keep right after the Pickle Ditch and go around the pub keeping it on your left).

You then come to a large road junction. and cross using controlled crossing towards Wandle Park. Enter the park, follow path over two footbridges, then and follow the path, leaving the park, with the Lodge on your right, into Bygrove Road.

The large former water mill building on your left is the old Connolly's Mill, built in the late C18th by John Rennie, and which was linked to Wandsworth by the Surrey Iron Railway.

Ask

What have you been doing to keep your mind and body active? If you have any top tips we'd love to share them.

Inspire

Mrs S wanted to apply for Attendance Allowance as she needed more help at home. Her first language is not English, so her daughter contacted us, at the beginning of March, to seek our help.

We ordered the Attendance Allowance form but shortly afterwards the lockdown began. As a result we could not offer her a home visit appointment to help complete it and the form would normally need to be returned within six weeks of the issue date. We had no idea when the lockdown would be lifted but were able to reassure Mrs S's daughter that the Department of Work and Pensions were going to extend all return dates for benefits forms and prioritise new applications.

Our adviser, Dominic, was able to help Mrs S's daughter to complete the form over the phone and to give guidance on what medical evidence she needed to include. The form was submitted on 17th June and a decision was made within three weeks.

Mrs S was awarded Attendance Allowance at a rate of £59.70 per week backdated to 9th March when the form was originally issued.

Mrs S was very pleased as this will help her to access the extra support she needs to stay independent at home.