



M
Merton Centre
for
Independent
Living **CIL**

**Impact Report
2019 - 2020**



Welcome to our Impact Report 2019-20

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Registered charity number: **1152825**

Registered company number: **7645926**

An Introduction from our Chair, Roy Benjamin

On behalf of the board, it is with great pleasure that we present to you our impact report for 2019-20, that highlights all that we have achieved over the past 12 months.

The last quarter of 2020 has been a difficult and unprecedented time and we are very proud of our members, supporters, volunteers, trustees and staff that have pulled together to continue to help Deaf and Disabled People to live independent lives, in the face of a pandemic.

Throughout 2019-20, we went through a number of substantial changes from a new CEO to a new office space. All whilst continuing our important work fighting for the rights of Deaf and Disabled people in Merton and beyond.

The quality of our advice and advocacy service was recognised when we were re-awarded the AQS mark for the third time. Our service also provided 1087 sessions of support to 265 unique individuals contributing £634,965 to the local economy.

Our Craftivism and Chat group addressed the needs of Deaf and Disabled people throughout the year offering support around isolation and loneliness and we got more local and Disabled artists involved in the project.

Merton CIL participated in a number of consultations, wrote extensive reports and developed campaigns speaking up for Deaf and Disabled People.

Our partnership work went well and we supported 5 DDPOs to develop disability hate crime services and

We are very grateful for the continued support from our funders, you can find out more about them on page 20. We are also extremely thankful for all of the donations that we received throughout the year. They will help to keep our important work going.

We were very sad to see Lyla leave the role of CEO in August 2019. Tom Lichy was her successor but

unfortunately decided to move on in April 2020. We thank both Tom and Lyla for their hard work and dedication. Our organisation is now co-managed by our skilled senior management team.

This year's impact report shows the difference that our unique service, members, volunteers, supporters and staff make to the lives of Deaf and Disabled People in Merton. Our annual survey found that 76% of people think that we address issues that are important to Deaf and Disabled people. Feedback like this confirms people value our efforts and support our strategic direction.

I will finish by thanking staff and volunteers of Merton CIL, whose hard work and dedication to supporting local Deaf and Disabled People is the reason why Merton CIL goes from strength to strength. I would also like to thank my fellow trustees who have supported and guided us so expertly throughout the year.

Let's continue to fight for the rights of Deaf and Disabled People, in Merton and Beyond!



Roy Benjamin, Chair of Merton CIL



About Merton Centre for Independent Living

We are Merton Centre for Independent Living (Also known as Merton CIL). We are the only user-led pan-disability Deaf and Disabled people's organisation based in the London Borough of Merton. We support Deaf and Disabled people, across the full spectrum of disability including mental ill-health and long-term ill-health, living in Merton.

We were set up in 2008 and we are incredibly proud of what we have achieved alongside Deaf and Disabled People over the past 12 years. With cuts to funding within the voluntary sector, we are the only organisation within an area of high need providing advice and advocacy specialising in disability.



Merton CIL works hard to address the marginalisation of Deaf and Disabled people and make a real difference in Merton and the wider community. You can read more about our work throughout this report.



We want a society where Deaf and Disabled people can take control over their lives and achieve full participation.

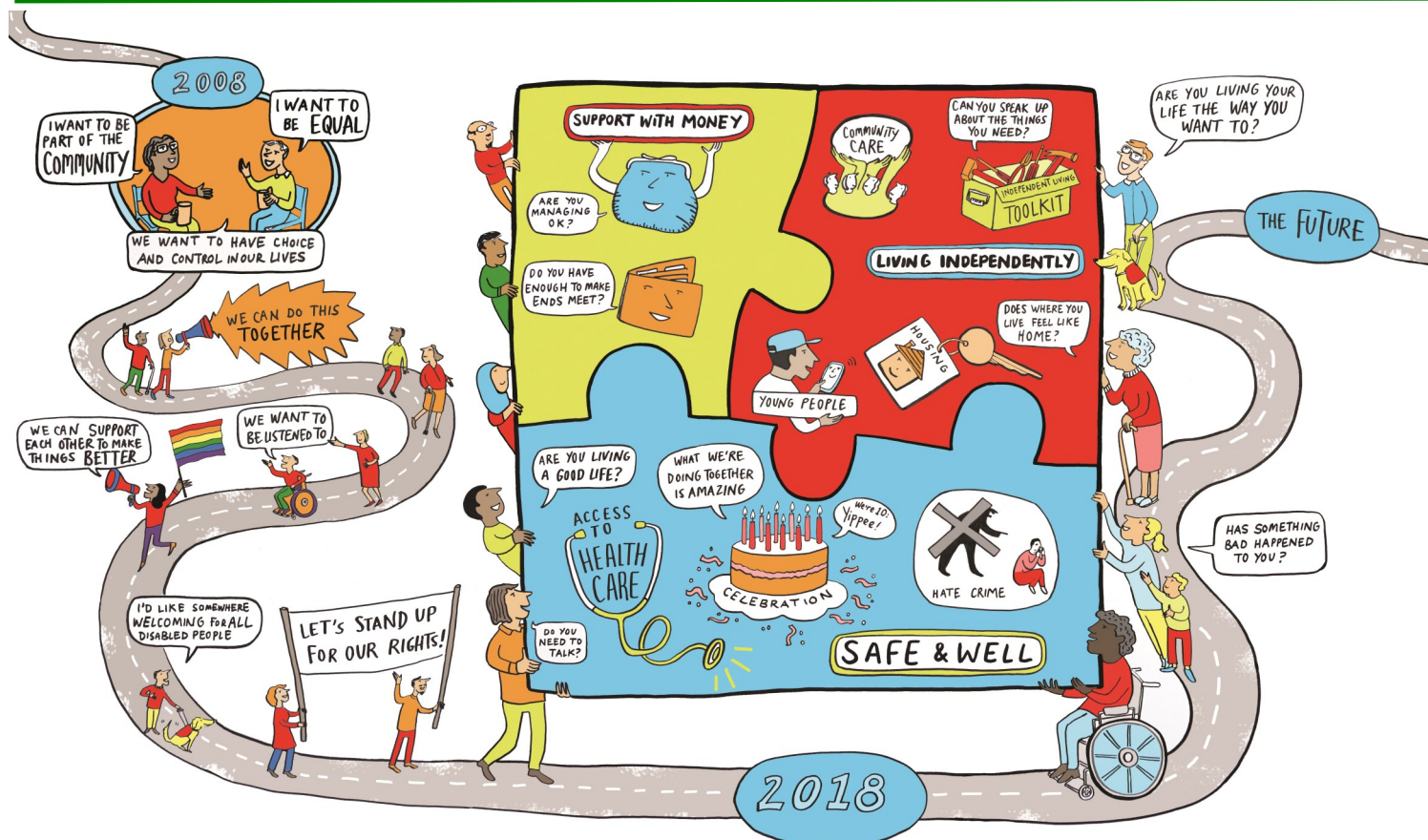
We work within an independence charter that was co-produced with Deaf and Disabled people so that they can have a say in what happens in their life in a number of ways.



We have three key aims that direct what we do:

- 1. To promote the independence and inclusion of Deaf and Disabled people in Merton.**
- 2. To identify and challenge discrimination faced by Deaf and Disabled people.**
- 3. To encourage Deaf and Disabled people and supporters to achieve change locally.**

Our Co-Produced Strategy 2018-23



Our 2018-23 strategy was co-produced with members, supporters, trustees, staff, volunteers and local Deaf and Disabled people. Our strategy has 3 priority areas that all of our current work feeds into. These priorities are:

- 1. Increased financial security and resilience.**
- 2. Greater ability to live independently.**
- 3. Being able to live safe and well.**

Our Advice and Advocacy service has grown in size over the past year to ensure that we fulfil these priorities. We also provided disability hate crime support and craftivism & chat helped to increased independent living skills. At My Voice Matters we also explored the development of our independent living toolkit. You told us what was important in helping you to maintain choice & control, confidence and connection so that you can live independently. You can read more on page 18. You can also read about our plans for the next year on page 23.



Headlines 2019-20



1087

Sessions of in-depth support delivered.¹

Advice & Advocacy support provided in

215 cases



100%



of attendees rated Craftivism & Chat good or great

MY VOICE MATTERS!



30

events and activities held including Craftivism & Chat, pop ups across Merton and My Voice Matters



"Merton CIL is a valued organisation doing great work"



Local Deaf & Disabled people are lucky to have such a hardworking, passionate and understanding service in their borough.

£643,965



Contributed to the local economy through our work.²

76% of people



agree that we address the issues that are important to Deaf and Disabled People³



100%

of service users agree that **we are welcoming**⁴



861 hours

spent working on policy and strategy issues on behalf of local Deaf and Disabled People

362 Members



This is a 12% increase since last year.

265

Unique individuals supported through our casework services¹



Information, signposting and guidance and connection provided in a further

150 cases

to people who Merton CIL could not support in depth¹



VOLUNTEERING



Volunteers and Trustees gave us

Over 405 hours

"Merton CIL helps me to stay connected"

8

Consultation responses on behalf of our members



88%

of service users feel that Merton CIL is compassionate⁴



"Merton CIL is a voice for Deaf & Disabled People In Merton"

"You do a super job! Your staff are knowledgeable and Disabled people are sure to have a positive experience"



42%

of service users have improved well-being after using our services⁷

Nearly 50%



of service users feel safer after using our services⁶

1121

people engaged with Merton CIL in person through events activities outreach and another

3023

across our social media platforms



We're motivated and guided by our members

96%

of service users agree that we listen⁴

41%



of people have increased resilience after using Merton CIL⁶

"If it wasn't for Merton CIL we would not be in the position that we are today"



Nearly 4 in 10

people have increased confidence after working with us⁵

WE CAN SUPPORT EACH OTHER TO MAKE THINGS BETTER

26,258

unique visitors to our website.



Footnotes:

1. Correct as of 31/08/2020
2. Amount obtained directly for Deaf and Disabled people, including social value and net salaries of local and local Disabled staff
3. Based on our 2019-20 annual survey
4. From in-depth feedback collected covering 2019-20
5. Based on the ladder outcomes 'I am confident talking to professionals', 'I can speak up for myself' and 'I am aware of my rights' for people whose case ended in 2019-20
6. Based on the ladder outcomes 'I can access the services I want and need', 'I feel listened to' 'My finances are secure and 'I feel safe'.
7. Based on the ladder outcomes 'I am satisfied with my life, 'I am optimistic about my life' and 'I am confident taking control in the future'

Our Advice & Advocacy Service

Find out more about our AQS accredited service...



1087
sessions of
support

£643,965
contributed
to the local
economy

265
unique
individuals
supported

We provide an AQS accredited and unique home visiting advice & advocacy service that supports on issues relating to benefits & low income and social care. We are the only pan disability specialist service in the borough of Merton that advises on social care and supports people to attend formal meetings such as benefit assessments and tribunals. Our Advice and Advocacy

service provided 1087 sessions of in-depth support to 265 unique individuals last year. We also contributed over £643,000 to the local economy through our work. Throughout the pandemic we have continued to provide accessible and specialist support remotely/ this support remotely.

Helping to increase independent living



Rachel is a young Disabled woman living in her own flat in Merton. She has daily support from PA's with tasks like eating and drinking. Rachel likes to live an independent, active and busy lifestyle.

Rachel is unable to work but she has to pay for the costs of her care. The local authority provide some financial support with her care costs. Rachel approached Merton CIL because she found that after paying for care she had no money left to support herself or pay bills. She had tried contacting the council for help but found it very confusing and did not achieve anything.

Merton CIL supported Rachel pull together details of her disability related expenditures to prove that under the Care Act she should not be charged for all the care she was receiving. Merton CIL also helped Rachel to speak up at tribunal in support of her claims.

Outcome: Rachel's tribunal was successful and as a result she was reassessed by the council. She is now paying an affordable amount towards her care and is able to make ends meet. Rachel now feels less worried and can focus on her independence again.



**We were awarded
the AQS quality
mark for the third
time in 2019-20**

James' Story: Increasing Independence Through Benefits Support

This is a case study detailing how we helped James with his benefits and promoted his independence.

James* was receiving Disability Living Allowance (DLA). He was awarded the middle rate for daily living and the high rate for mobility. This showed that at the time of the award the DWP recognised that James' mobility was severely restricted. The high rate for mobility allowed James to get a Motability car, which he depended on to get around.

James had had an accident a few years ago, which resulted in the amputation of his leg above the knee. This severely restricted his mobility. His Motability car gave him independence and allowed him to live the life that he wanted.



James was required by the DWP to transition from DLA to PIP (Personal Independence Payment). James independently completed the PIP application form and was asked to attend a PIP medical assessment, which he also did independently. After the medical assessment, the DWP decided to award the standard rate for daily living and nothing for mobility. This resulted in James having his Motability car taken away. This impacted on his ability to live independently. He was no longer able to get around.

James was highly distressed and contacted Merton CIL for support around appealing this decision.

One of our specialised caseworkers supported James through all stages of the PIP appeal process, including mandatory reconsideration and preparing for and attending first-tier tribunal. We supported James to build his confidence to speak up at tribunal. We also helped him to gather medical evidence and write submissions to challenge the DWP's decision.

Outcome: At the tribunal, James and his allocated caseworker were successful in convincing the panel to overturn the DWP's decision and award James the highest rate of the mobility component of PIP. This would allow him to get his Motability car back. The panel agreed that DWP had made a serious error in their decision to remove the mobility component and recognised that the removal of the award had a negative affect upon James' life. James was pleased to have his car and independence back.

*James is not their real name and posed by a model.

Disability Hate Crime Prevention

Find out about our hate crime work over the past year...



We provided support for 24 Hate Crime cases this year.

2 Support groups that all attendees rated good or great.

41% of people feel safer after using our service.

We provide support to Deaf and Disabled People on issues they identify as a Disability Hate Crime. This can be support ranging from reporting a hate crime, to addressing a neighbour dispute.

We also do lots of work raising awareness in Merton, as well as conducting social policy work in relation to disability hate crime. We will be publishing a disability hate crime review in October 2020.



Very Informative session. I learned a lot about hate crime
- Attendee at Hate Crime Support Group



Feeling safe and secure after Disability Hate Crime support

Ama did not feel safe where she was living so she contacted Merton CIL for support. Ama was living with her extended family including her parents whilst undergoing chemotherapy. Her relatives would continuously belittle her pain and conditions, open her letters, invade her privacy and make her feel uncomfortable. Building works that were disruptive and damaging to Ama's health were planned without Ama being informed. Relatives also accused Ama's mother of trespassing to the police and she was removed from the home. We provided Ama with a safe space to discuss the issues that were affecting her and to think about what kind of help she wanted. Ama was uncomfortable with reporting any incidents to the police, as she did not want to make the situation worse. We explained that we felt there was abuse and agreed to provide ongoing support but also

make a referral to the council and get her an independent domestic violence advocate (IDVA).

Outcome: With support from Merton CIL and the IDVA, Ama felt more safe and confident and less anxious as she knew she had options. She understood disability hate crime and Ama and her parents are due to move into a new property.

*Ama is not their real name and posed by a model.

Pan-London Disability Hate Crime Project

Find out about our hate crime work across London...



5 DDPO's
across
London
involved in
project

1540
hours of
support

Disability
Hate Crime
Toolkit
developed

In 2018-19, we partnered up with Inclusion London and Stay Safe East on a Pan-London Disability Hate Crime Project that aimed to increase support for Deaf and Disabled people in London around disability hate crime and raise awareness.

We identified a number of Deaf and Disabled Peoples Organisations (DDPOs) across London and worked with them to build and develop their hate crime projects. We do this by providing a seconded hate crime advocate and developing their recording, evaluation and monitoring approaches. We hope that this will provide them with strong evidence to secure funding to keep their hate crime services going. This project has been very positive and we have learned a lot.

Hate Crime Awareness week with Safer Merton

Throughout hate crime awareness week 2019, we worked closely with Safer Merton to run a number of pop up stalls across the borough raising awareness of Disability Hate Crime, where to get support and how to report it.

Hate Crime Drop In Sessions at Merton Civic Centre

Throughout 2019-20, we worked with partner organisations in Merton (Merton Stops Hate) to provide monthly sessions where people could drop in to the civic centre in Morden to get support around hate crime.



Picture above: Merton CIL & Tell Mama covering hate crime drop in stall.

Our Policy and Strategy Work

Supporting Deaf and Disabled people to speak up...



861 Hours spent on policy & strategy work

8 Consultation responses on behalf of Disabled

76% agree that we address important issues

Our Policy and Strategy work enables Deaf and Disabled people to speak up and make change happen on a local level.

We support people to be aware of their rights and have the confidence to be involved in decision making. We also ensure that the priorities of local Deaf and Disabled people are represented in groups, forums and consultations.

You can read about some of our policy work from 2019-20 below:

Bricks, Mortar and Independent Living

In 2019, we conducted extensive research into the issues Deaf and Disabled people face around social housing in Merton. This had been identified as a key area of policy work. We looked into issues of concern in preparation to raise with the Council and social housing providers but unfortunately the COVID 19 pandemic has brought this work to a halt and we have not been able to progress this piece of work.

Consultation responses

We responded to 8 consultations on behalf of Deaf and Disabled people. These included speaking up about Merton's local plans and changes to local hospitals.



Making Merton Accessible For All

We collaborated with Centre Court Wimbledon to host an event on Purple Tuesday that kick started a year of improving the customer experience for Deaf and Disabled people in Centre Court Wimbledon. This work is currently on hold due to the pandemic.

The Coronavirus Bill and what it means for Deaf and Disabled people

In March 2020, the Coronavirus Bill was passed and it reduced the rights of Deaf and Disabled people. We have been taking part in campaigning to reverse this decision and ensure Deaf and Disabled people's rights are protected. We have also been closely monitoring this locally so that there is no impact on local Disabled people's rights and support.



Lily's Story: A Person Centred Approach

This is a case study detailing how we helped Lily achieve what she wanted with personalised advice.

Lily* is a Disabled woman living and working in Merton. Lily was receiving Personal Independence Payment (PIP). This helped Lily to pay for the extra expenses she incurred due to her impairment. She would have been unable to afford these costs without the financial support the PIP award offered her.

Lily was asked by the DWP to complete a PIP review form. This is standard procedure. A few weeks later she received a decision letter informing her that her PIP award was to be withdrawn and she was no longer entitled. This would dramatically decrease her income and Lily was worried about how she would afford things she needed to maintain her wellbeing and independence.

Lily got in contact with Merton CIL for support around appealing this decision as she found it difficult to process complex information and get her point across. We were flexible and offered Lily a number of face to face appointments that fit around her work schedule to meet her communication needs.

Lily was supported by Merton CIL to write a detailed mandatory reconsideration and pull together her grounds for appeal. Her decision remained unchanged. We continued to support her through to tribunal stage. We helped Lily to get her point across at tribunal and speak up about why she felt the decision was incorrect.



Outcome: Following her tribunal Lily was awarded a higher rate than she previously received as well as a back-payment for what she should have received when her benefits stopped. Lily received £6,159 in back payments as well as £89.15 per week for ongoing care support and £23.60 for mobility.

Craftivism & Chat

Reducing isolation & loneliness and achieving change locally



Reducing isolation and loneliness

100% of attendees rated the group good or great.

46 unique individuals came along to Craftivism & Chat

5 sessions hosted by Deaf and Disabled people

Craftivism and Chat is our monthly group that aims to reduce isolation and loneliness for Deaf and Disabled People through connection and Disability arts. The group also aims to achieve change locally by encouraging involvement in local decision making. Craftivism and Chat is controlled by our members, supporters and volunteers and is always responsive to the needs of Deaf and Disabled people.



Craftivism and Chat also supports Disabled and local artists by hiring them to host workshops. At Craftivism and Chat in January 2020, local art group Made in Merton (@made_in_merton) hosted a fabric banner making workshop at Bee Creative Art Hub (@ieva_bee_art) in Merton Abbey Mills using William Morris and Liberty Fabrics. We created a beautiful banner that linked Merton's design heritage to what matters to Disabled people in Merton right now. We chose a slogan and picked all of the fabrics. We are extremely proud of what we created. Take a look below. If you want to see this banner in person it will be exhibited across Merton when life returns to normal.

Thank you to Kingston Burrowes, who funded this workshop. You can read more about past Craftivism & Chat sessions here -

<https://www.mertoncil.org.uk/getting-involved/craftivism-and-chat/>



Photo on the left: A piece of craftivism created by member and volunteer Debby



Photo above: Disabled artist Rich Downes and attendees.

Our Craftivism & Chat sessions are fun and friendly and developed in a way to reduce social isolation and loneliness in a relaxed way.

Craftivism & Chat volunteers support newer members of the group to feel welcomed and confident.

Getting involved with Craftivism and Chat - If you are a Disabled artist (do not have to be Merton based), a non Disabled artist based in Merton, creative and have a skill/hobby you would like to share with people, please get in touch! We can organise for you to run a paid supported session. We are also keen for Deaf and Disabled People to come together, socialise and share experiences. If there is a topic that you wish to speak about at the group, please also get in touch.

"Craftivism & Chat helps me to feel less lonely"

"I attended a number of Craftivism and Chat sessions throughout the year. I found the groups entertaining especially the Christmas session where we made wreaths that we could take home and put on our front doors. Coming along to Craftivism and Chat helps me to feel less lonely as have something to look forward to as I get to speak to people. I find that this can be both fun and challenging for me as I sometimes go a while without seeing or socialising with people".

October/November/December 2020

What's on at Craftivism & Chat
October/November/December 2020

Date	Time	What's happening
Thurs 15th Oct 2020	1pm to 3pm	Hate Crime Awareness Week! Come along and find out more about hate crime and where to get support. We will also be launching our new hate crime report that reviews a number of recommendations we set out in 2016.
Thurs 22 Oct 2020	11am to 1pm	Wellbeing Catch Up - We have collaborated with Merton Libraries on a creative writing workshop based on your favourite novels and personal stories. This is part of the BBC's The Novels That Shaped Our World library project. Please RSVP here https://bit.ly/313gBRj
Thurs 5th Nov 2020	1pm to 2pm	Connection & Confidence with Disabled Artist Richard Downes - A poetry workshop exploring why staying connected and having the confidence to speak up is important in helping us to live independent lives.
Thurs 19th Nov 2020	1pm to 2pm	Wellbeing Catch Up - A session teaching digital skills and South West London CCG informing of how to stay well in winter.
Thurs 3rd Dec 2020	1pm to 3pm	Annual Christmas Wreath Making session hosted by Merton CIL Members - Please check before attending. This session may change.

Photo above: Attendees at group in Dec 2019

You can see the agenda for future groups on our website. We would love to see you there.

Celebrating our volunteers

Thank you to our dedicated volunteers...



405 Hours donated by Volunteers

9 Volunteers supporting Merton CIL's work

Merton CIL provides volunteer opportunities for Deaf & Disabled people and supporters.

Admin and Casework Support Volunteers

Without our volunteers we would not have achieved all that we did throughout 2019-20. Their support within the office has been invaluable.



Outreach and Events

Volunteers have supported us on a record number of pop ups, outreach stalls and events this year. We have raised lots of money and gained new members. Our Volunteers have also helped with craft sessions and discussions at Craftivism and Chat.



Our User Led Monitoring and Evaluation Steering Group

We would like to thank the five Merton CIL members who volunteer to develop and contribute to the monitoring and evaluation steering group. This group aims to help improve Merton CIL both internally and externally. The M&E group has been responsible for the development of Craftivism and Chat, staff surveys, and much more.

Picture to the left: Volunteer Rhianne covering outreach stall in Wimbledon.

Care trade - The Autism Project

We also worked with care trade to provide an autistic individual with space to get accessible support and gain administrative skills to help them move into the workplace.



Get autism working



If you are interested in volunteering, please get in contact. We are keen to get more people involved!

Mark's Story: Volunteering Improved My Wellbeing

This is a case study detailing how volunteering at Merton CIL helped Mark to increase his confidence.

Mark* is a young person living in Mitcham with caring responsibilities. Mark migrated to the UK and was struggling to settle in. Mark used to feel down a lot and did not understand why. Following a recommendation from a family member, Mark began to look into volunteering to give him something to do.

Mark attended the volunteer interview at Merton CIL and a few weeks later began supporting with admin tasks on a weekly basis.

For the first few weeks, Mark felt intimidated in the office as he felt as though he had so much to learn and was not used to working with a team. He was very shy and did not ask many questions.

However, throughout the year Mark worked closely with our communications and office manager and was given person centred support. Mark gained confidence. He asked lots of questions and as a result learned a lot. His work at Merton CIL and exposure to learning around mental health helped him to understand why he felt down and where he could get help. Mark feels more confident speaking to people and navigating the local community.

Mark also enjoys coming to our craftivism and chat group and talking to people. He finds it interesting to speak to others and hear about their experiences. He finds that this also helps he to learn and understand more about Deaf and Disabled issues. He sometimes volunteers to help out with the group.



Outcome: Mark now feels happier and is not down as much as he used to be. Volunteering gives Mark purpose and allows him to forget about his low mood and focus on something else. Mark has learned a lot about systems in the UK including local government and government structures and developed his administration skills. This has helped him to settle in and feel confident about handling issues he is faced with.

*Mark is not their real name and posed by a model.

My Voice Matters 2019

We can do this together! Our annual consultation event



100% of attendees rated the event good or great!

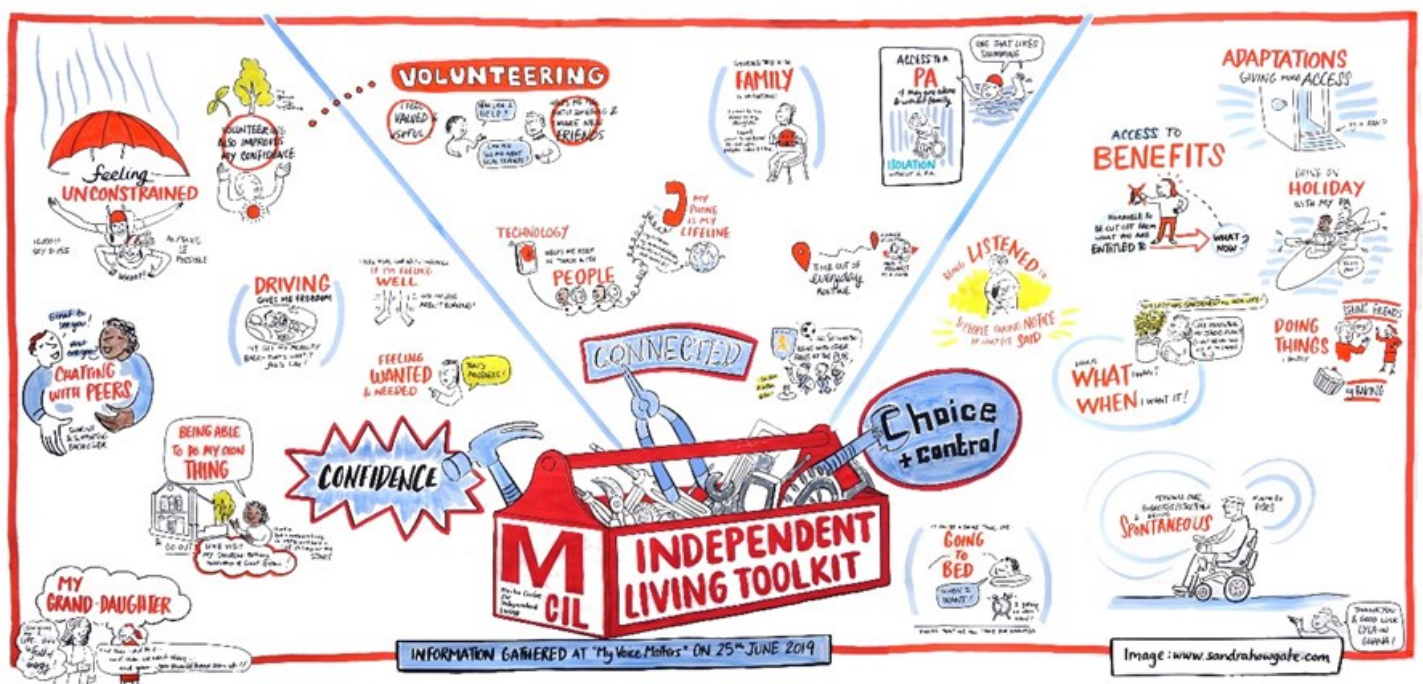
3 Disabled people spoke about their experiences.

Almost £100 in donations raised on our stalls

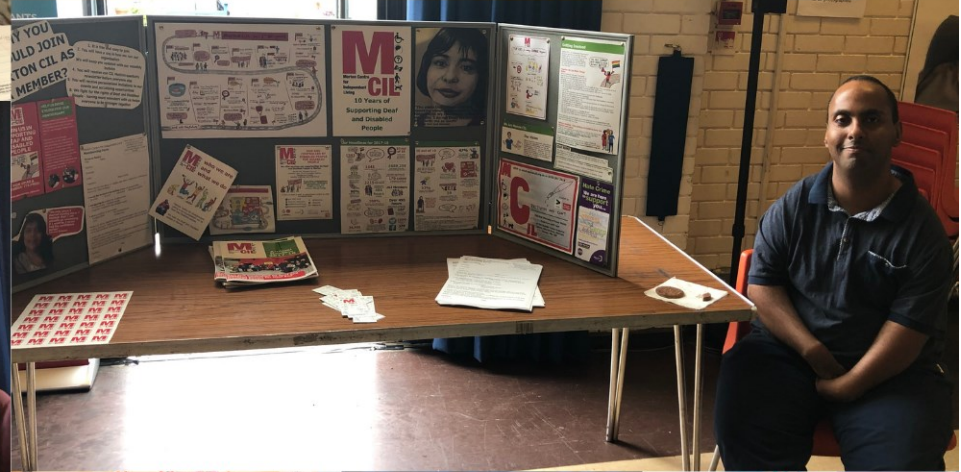
On June 25th 2019, Merton CIL held its annual consultation event 'My Voice Matters' at the New Horizons Centre in Mitcham. Deaf and Disabled People came together with the local community to discuss and share views on why having choice and control, feeling confident and feeling connected is so important in helping them to live independent lives.

"Accessing services and activities in Merton, stops me feeling isolated and builds my confidence. Having the choice and control to do things like drive a car, when I want, is so important. It makes me feel like I have my mobility back" - Service User & Member Chris Bull

We will use the information gathered at My Voice Matters 2019, to help feed into the development of our independent living toolkit, which we are co-producing with our members. You can see what people discussed at the event in the illustration below:



If you were unable to make it on the day and would like to tell us why having confidence, feeling connected and having choice and control are important in helping you live an independent life, please email info@mertoncil.org.uk



Thank you to our Funders and Supporters

We rely on their generosity and we are extremely grateful to everyone.

We would not be able to provide our services without the support from funders, supporters, the local community and volunteers. We would like to say a huge thank you to everyone who supported us financially in 2019-20. Your money helps us continue to support local Deaf and Disabled people and keep our important work going.



Thank you to the following organisations:



MOPAC

The London Community Foundation



Wimbledon District Nurses and Midwifery Benevolent Society

A special thank you to our anonymous donors, also Patrick Coleman and Sally Yarwood. As well as everyone who made generous donations at My Voice Matters 2019, via give as you live, wonderful, PayPal and at our pop up stalls across Merton and in Sainsburys Local Morden.



Also a big thank you to; Our hard-working staff, all our enthusiastic volunteers who have supported us at events, consultations and on the front line. Our committed trustees who have steered the organisation. Our service users, members, supporters and partners. We appreciate you all! We are achieving our aims due to your continued support.

..and £347 in other income which is made up of things like contributions for consultation involvement and more

Sainsburys Local Charity of the Year

Sainsburys Local on Central Road in Morden named us their chosen local charity...



Over £500 in donations raised on our pop up stalls

12 hours of volunteering donated by staff

Merton CIL would like to say a special thank you to the staff and customers of Sainsburys Local Central Road Morden, who voted us their charity of the year from 2018. They wanted to support Merton CIL as they felt that we make a big difference in the local community. This opportunity provided us with the chance to engage with the local community, increase our visibility in the local area, fundraise and sign up new members.

Three members of the Sainsbury's team also donated their time to help out at our annual My Voice Matters event. They hosted a raffle which included a donated Sainsbury's voucher (donated by Sainsbury's local Centre Road) and helped to fundraise on the day.

Picture to right: Sainsbury's local team and Rhianne, Volunteer presenting Merton CIL member with raffle prize.



Our volunteers and members also used our pop up stall in store to fundraise with crafts they had made at Craftivism and Chat and raise awareness of our services.

Thank you to the staff and customers of Sainsburys Local Central Road Morden

Picture to the left: Poster in Sainsburys Local store

Getting Involved With Merton CIL

Find out how you can support Merton CIL and its important work...

All of our services are provided through funding which we have to raise. At a time where cuts are continuously made to services and Deaf and Disabled Peoples rights and entitlements are reduced, we rely upon the support of the community more than ever.

We can do this Together!

We are looking for new and innovative ways of doing things and we would love to work in partnership with local organisations who share our vision. We have some ideas for how this might work, and we know that you will have some great ideas too which we are keen to hear! Here are some of ours:

- We can provide Disability Awareness & Equality or Independent Living Training for your staff teams
- We can offer volunteer opportunities or management challenges
- Advertising space in our quarterly newsletter
- We can host consultations and research with your Deaf and Disabled customers
- We can be your Charity of the Year
- You can refer Disabled staff or customers to our services like Advice & Advocacy
- We can promote your support for our events or you could help us host an event
- You can be part of our circle of support offering advice around legal, HR, IT, etc
- You could sponsor a service or member of staff
- You could offer benefits and discounts to our members
- You could donate food, catering or prizes for raffles at events
- We can help evaluate the impact of your work, for example for community groups

Making a donation - Help us Raise £ to keep our important work going

Merton CIL relies upon the generosity of donors and we are extremely grateful for any support that we receive. You can make a donation online here - <https://bit.ly/2SVsOvE>

We understand that not everyone can afford to make a financial donation. We have developed a list of activities which you could carry out to raise funds on our behalf - <https://bit.ly/2TwH39p>

Sign up as a member of Merton CIL - It's Free

By being a member of Merton CIL you will support our work and values, receive our monthly update and quarterly newsletter, invitations to our events and much more. Please share the link below with your networks and help us to grow our membership <https://bit.ly/2HoTiSS>

Why Join Merton CIL?

- It is free and easy to join - you can also leave at any time
- You will have a say in how we run our organisation
- We will keep you updated with our monthly bulletin
- You will be the first to receive our CIL Matters quarterly newsletter - which you can contribute to
- You will receive personalised invitation to our events and socialising opportunities
- We fight for the rights of Deaf and Disabled People, having more members with us helps everyone to be stronger together

The Year Ahead at Merton CIL

Find out about what we plan to work on over the next year...

JANUARY
2020



Corona Virus begins:



Applied for
extra
emergency
funding...

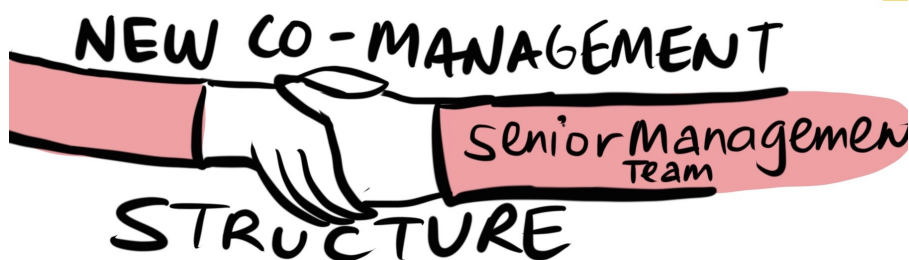
In January 2020, we began to feel the effects of the coronavirus pandemic. We immediately responded by adapting our front line services and applied for emergency funding to sustain the organisation and ensure that we could continue to provide accessible support to local Deaf and Disabled people. The pandemic has pushed us to reconsider how our services are delivered and how we are using digital and technological solutions. Over the next year, we hope that our services will reflect a new and digital way of working.

We have secured funding to ensure that work towards achieving in each strategic priority area continues throughout the year ahead 2020-21.

We are working to sustain our core services given the current pressures on usual funding sources and a number of our main grants coming to an end in March 2021. We have applied to a range of emergency funds and we are using our relationships with funders to explore how we transition into the next stage of covid-19 restrictions and how best our core services can adapt to support Deaf and Disabled people based on what they have told us that they need. We have redeveloped our fundraising strategy and financial model to take into account the new funding landscape.



This year, we plan to better integrate our hate crime casework into our mainstream Advice and Advocacy service. We also plan to conduct a policy review of disability hate crime in Merton and work with local agencies to implement recommendations set out in 2016 when our service launched. This will also support funding applications and clearly evidence a need for specialised support.



combined have a wealth of varied experience. The organisation will effectively utilise and develop the skills of the team. This will ensure stability and consistency for the organisation during a time of unprecedented change.

As we go into the new financial year, trustees have decided to adopt an innovative co-management structure. This means that the organisation will be managed by all members of the skilled senior management team who

Meet Merton CIL's Board of Trustees

Find out more about our board of trustees below...



Roy Benjamin, Chair has worked in the social care for a number of years and has been campaigning for equality for over 30 years.



Gina Vettese, Vice Chair has been Disabled since she was 13 and has been part of Merton CIL from when it was just a steering group. Gina is a talented seamstress.



Amanda Edwards, was previously a social worker & worked on policy at Department of Health and SCIE. She has seen that a strong voice and good support can make a difference to people's lives.



Claire Benjamin, is a visually impaired mum of 2 Disabled teenagers. She has lived in Merton for over 20 years. She is also our Health and Safety Champion.



Slim Flegg MBE is extremely active locally having been a local councillor and Mayor of Merton (twice) in the past, and helped found both Go4M and Merton CIL



Estifanos Habtesellasie, has been involved with Merton CIL since 2015. He represents Merton CIL at a number of meetings. He is also a founding member of our M&E steering group



Sarah Henley is Disabled and lives in Merton. She brings her sense of fun and adventure to every board meeting. Sarah enjoys skiing and painting.



Raheema Olajide is Disabled and has an interest in helping others. She previously worked as a Civil Servant and is a founding member of our M&E steering group



Investing in our Trustees - Our Vice Chair Gina took part in a year long leadership program for Disabled leaders across London that supports to develop skills around steering a DDPO and ensuring the sustainability of Merton CIL.

Interested in Becoming a Trustee at Merton CIL?

Could you bring something unique to our board of trustees? Find out more about how you could join our board and support our important work...



What difference do you make as a trustee? | #TrusteesWeek



Picture above: NCVO tweet for trustee week featuring our trustee Estifanos

This is a great opportunity to join our dynamic user-led Deaf and Disabled people's organisation in Merton and to support our continued growth, strategic direction and governance on the trustee board.

You could be part of our great team enabling Deaf and Disabled people to take control over their lives, be independent and challenge discrimination.

What are we looking for? We are looking for someone who can actively contribute their views, brings lived experience to the trustee role, and is able to question and challenge the organisation and always work in the best interests of Merton CIL.

You can find out more about the role on our website.

Our New Office

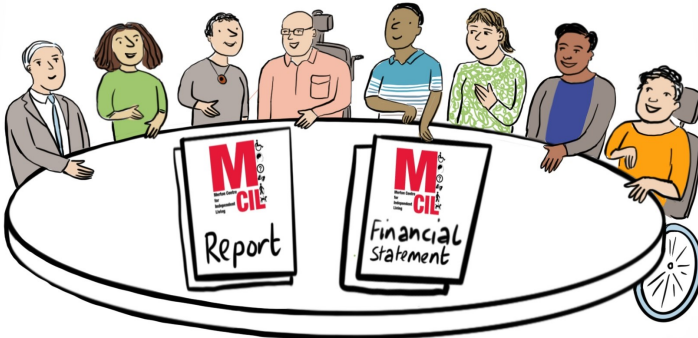
In Jan 2020, we moved to Unit 1 Batsworth Road, Mitcham, CR4 3BX



In 2019, our unsecure tenancy at the Wandle Valley Resource Centre was terminated and we had less than 6 months to find a new and accessible property in Merton. We found a property in Mitcham and moved into the space in January 2020 after a short period of home working. We now have brand new office, secure tenancy and space to grow the team. Over the next year we plan to contribute towards works and planning to ensure that the space is an example of a space that is fully accessible to all.

HOW WE HAVE KEPT COUNT OF, SPENT

The board of trustees presents the report and financial statement of Merton CIL at year end 31st March 2020



Company law requires the trustees to prepare financial statements to give a true and fair view of the state of affairs of Merton CIL, and the surplus or deficit each year



We received money from:



MOPAC



Cost of Charitable Activities:

Advice and Advocacy/
Independence & Inclusion £153,951

Disability Hate Crime Prevention/
Challenging Discrimination £123,495

Inclusion and Engagement/
Achieving Change Locally £25,770

Policy and Strategy/Achieving
Change Locally £31,460

Building Capabilities £7,741

Total Cost of Charitable Activities £342,117

Total reserves:



This includes £88,354 unrestricted funds and £41,407 restricted funds

AND RAISED MONEY IN 2019 - 2020

Lesley Cornwell
of Cornwell &
Cornwell →
independently
examined our accounts for 2019-20



We brought forward



from the previous accounting period.

Final balances to carry forward on
31st March 2020: £129,761

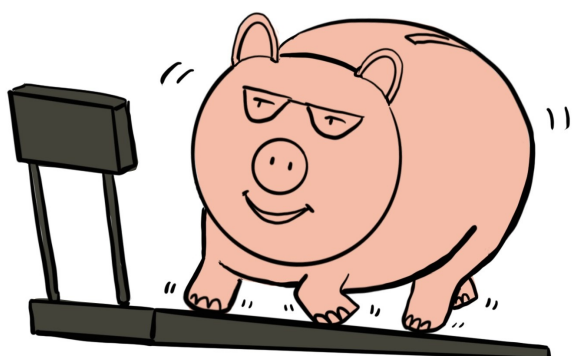


..and £347 in other income which is
made up of things like contributions for
consultation involvement and more

Total expenditure for
2019-2020 is:

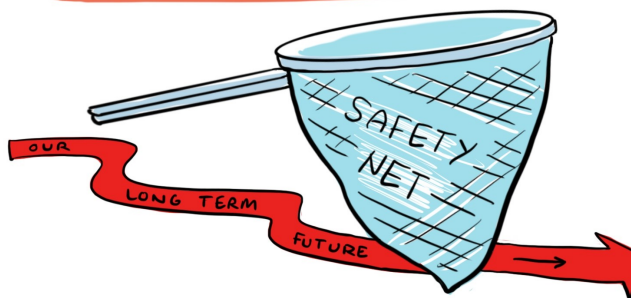


Reserves help to cover future running
costs in the event of lack of funding.



The board has set aside £13,600
to secure immediate business continuity

Merton CIL will hold unrestricted
funds to meet at least 2 months
running costs and aim towards holding
3 months by 2020-21.



This will enable provision of services over
the long term as well as a safety net

Finance

Statement of Financial Activities for year ended 31st March 2020 2a

	Note	Un- restricted Funds £	Restrict- ed Funds £	Total Funds 2020 £	Total Funds 2019 £
Incoming Resources	2b				
Incoming Resources from Charitable Activities	3a	33,316	324,308	357,624	394,956
Voluntary income	3b	6,171	-	6,171	7,716
Other Income	3c	347	-	347	273
Total Incoming Resources		39,834	324,308	364,142	402,946
Resources Expended	2c				
Charitable Activities	4d	21,127	320,990	342,117	386,039
Governance Costs	4l	-	6,788	6,788	5,198
Total Resources Expended		21,127	327,778	348,905	391,237
Net Incoming / (Outgoing) Resources		18,707	(3,470)	15,237	11,709
Total Funds Brought Forward	3d	69,647	44,877	114,524	102,815
Total Funds Carried Forward	3e	88,354	41,407	129,761	114,524

There are no recognised gains and losses other than those in the statement of financial activities. Therefore no statement of total recognised gains and losses has been prepared. All the above amounts relate to continuing activities.

The notes on pages 16-19 part of the financial statement form part of these accounts.

Finance

Balance Sheet at year ended 31st March 2020

	Note	2020 £	2019 £
CURRENT ASSETS:			
Cash at bank and in hand		147,466	155,896
Debtors and prepayments	3m	50,081	1,628
		197,547	157,523
LIABILITIES:			
Creditors: amounts falling due within one year	4k	67,786	42,999
		129,761	114,524
NET CURRENT ASSETS			
		129,761	114,524
TOTAL ASSETS LESS CURRENT LIABILITIES			
		129,761	114,524
RESERVES			
	5		
Unrestricted Funds		88,354	69,647
Restricted Funds		41,407	44,877
		129,761	114,524

For the year ending 31 March 2020 the company was entitled to exemption from audit under section 477 of Companies Act 2006.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006. The Directors' acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts. The financial statements were approved by the Board on 24th September 2020 and signed on its behalf by:



----- (Giovanna Vettese, Vice-Chair)



----- (Amanda Edwards, Secretary)

M
Merton Centre
for
Independent
Living

CIL



Registered charity number: 1152825

Registered company number: 7645926



*Cover illustration by
www.sandrahowgate.com*