



**Merton Centre for Independent Living**

# **Impact Report 2023-2024**



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# Welcome From the chair



## Welcome to our 2023/24 Impact Report.

We all deserve to live free from discrimination, poverty and exclusion. However, Disabled people experience structural inequalities that impact our ability to live independently and have choice and control over our lives. We continue to work to create more inclusive and equitable communities.

The past year at Merton CIL has been defined by learning, growth and change. The progress, impact and successes detailed in this report are truly a testament to the hard work and dedication of our staff, trustees, volunteers and members. Our organisation grows stronger because of you all. We are also very grateful for the continued support from our funders.

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

A handwritten signature in black ink that reads 'Gina Vettese'.

Gina Vettese, Co-chair of Merton CIL

## What do we mean when we say 'Disabled'?

Throughout our impact report we use the term 'Disabled people' to mean all people living with an impairment. This includes:

- People with physical impairments
- People who experience mental distress/mental health issues
- Deaf People
- People with visual impairments
- People with hearing impairments
- People with learning disabilities
- People with long term health conditions
- People who are neuro-divergent
- People who have invisible impairments

We recognise and respect that some of the people mentioned above do not think of themselves as Disabled but we believe the groups above can face disabling barriers in society.

# Run and controlled by and for **Disabled people.**

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# About Merton CIL

Merton Centre for Independent Living (Merton CIL) is a user-led Deaf and Disabled people's organisation (DDPO) based in the London Borough of Merton.

We were set up in 2008, by Disabled people living in Merton. We are incredibly proud of what we have achieved with our community over the past 16 years.

We are run and controlled by and for Disabled people. We work hard with local Disabled people to address the marginalisation and barriers that we face to create more inclusive and equitable communities.



We work within the social model of disability. This means that we believe that society disables people with impairments.

We support Disabled individuals across the full spectrum of impairments.

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

We also provide a range of free, holistic, person-centred and accessible services that support Disabled people to navigate a range of issues. All of our work feeds into our three aims:

- 1 To **promote the independence and inclusion** of Deaf & Disabled people.
- 2 To identify and **challenge discrimination** faced by Deaf & Disabled people.
- 3 To work with Deaf & Disabled people and supporters to **achieving change locally**.

Follow us on social media to see what we are up to @MertonCIL

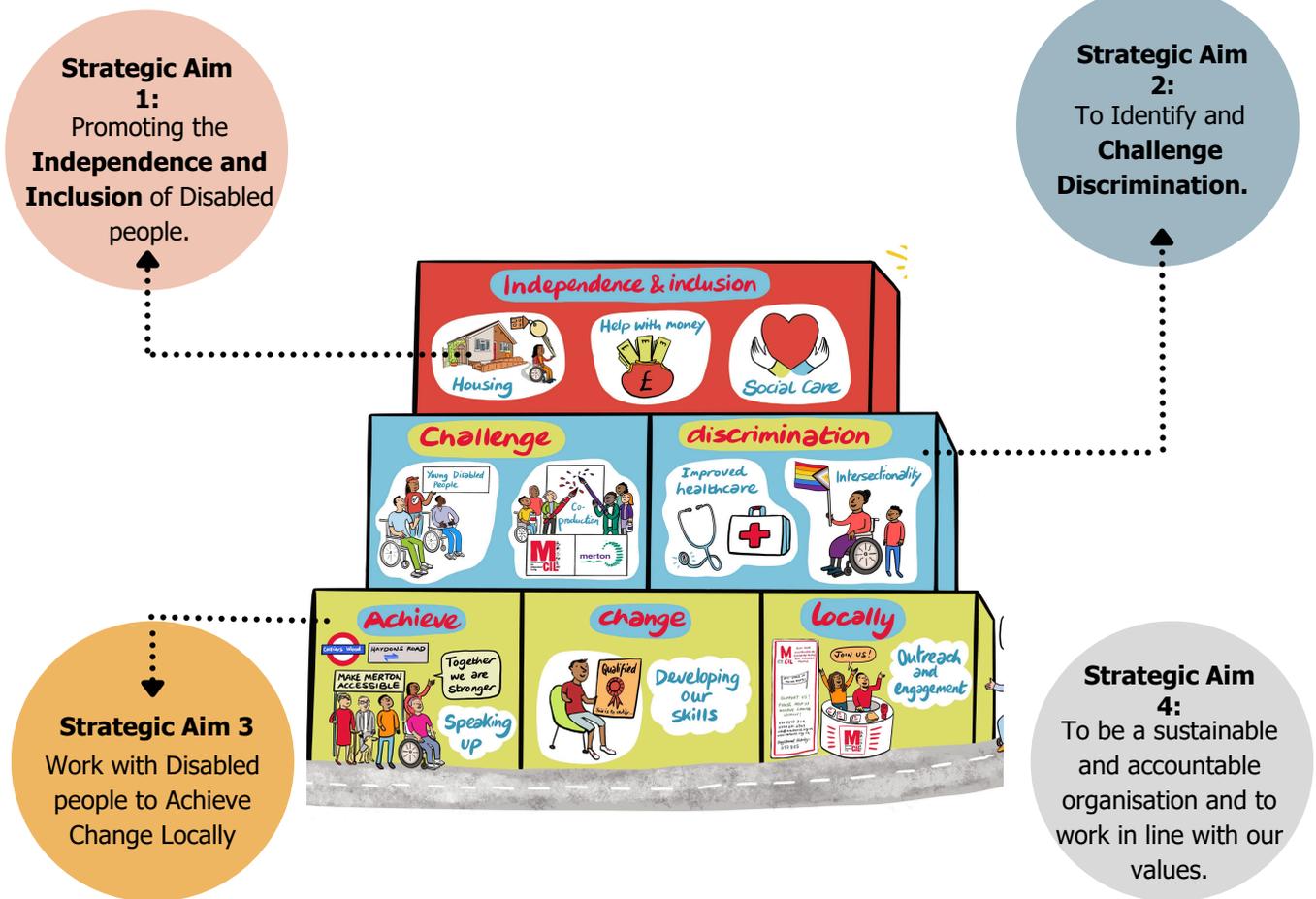


Our strategic aims from 2024, have been developed, based on the current and evolving needs of Disabled people and what our members, trustees, service users, staff and supporters have told us they would like to see delivered.

# Strategy 2024 - 2029

From 2020-2023, our delivery against our previous strategy was disrupted by the external environment (pandemics, lockdown and the cost of living crisis). The objectives under each aim were no longer as relevant as they once were as our needs evolved in response to current issues. This learning informed the decision to have an evolving strategy.

This will ensure that our organisation remains resilient and responsive. Each year, our Monitoring & Evaluation steering group will meet to analyse if objectives are still relevant to our community.



Thank you to everyone that got involved in shaping our new strategy and future work.

# 87%



of our team have lived experience of disability or the intersectional issues that impact our members.

# 100%



of people that took our annual survey agree that we address the issues important to Disabled people.

# £487,715



Contributed to the local economy through our work.

# 1210

Sessions of in-depth support delivered



# 289

Unique individuals supported through casework services

Advice & Speaking Up support provided in

# 252 cases



Information, signposting, guidance and connection provided in a further

# 288 cases

to people who Merton CIL could not support indepth.



# 100%

of attendees rated Craftivism & Chat good or great.

# 415

# members



78% are Deaf and Disabled people

# 466 hours

spent working on policy issues with and on behalf of Disabled people.



"Thank you for your support so far. The sensitive way that you work is amazing. You've been invaluable".

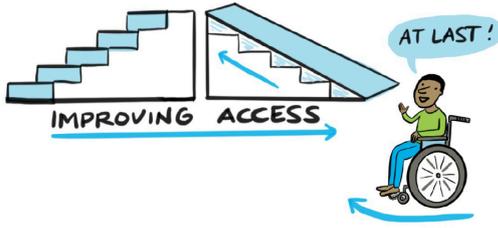


# 22

events held including My Voice Matters, Craftivism & Chat and Outreach

# 232

hours donated by volunteers and trustees.



Launch of:



# 5

Consultation responses, reports & statements on behalf of Deaf and Disabled People.

# 68%

of service users have increased resilience after using our services.



# 5 in 10 People

have increased confidence after using our services.



# 3035

people engaged with at events and across social media platforms.



# 6

Access Champion Meetings pushing to #MakeMertonAccessible.

# 64%

of service users felt their wellbeing increased after interacting with our service.



# 16



years of supporting Deaf & Disabled people in Merton.



# 34,350

unique website visits in 2023-24.

Footnotes:

1. Based on our responses to our 2023-24 annual survey.
2. Amount obtained directly for Deaf and Disabled people through benefit awards and social care packages, also including social value and net salaries of local Disabled staff and local staff.
3. This was correct as of Oct 2024.
4. This was feedback received from a service user using our Information & Advice service.
5. This includes time invested in the trainee caseworker programme and volunteering programme.
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' for people whose cases ended in 2023-24.
7. 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 2023-24 & 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' for people whose cases ended in 2023-24.
8. From in-depth feedback collected covering 2023-24.

# Information & Advice Service



We provide an independent and free AQS accredited information & advice service that supports Disabled people living in Merton with issues relating to:

- Welfare Benefits.
- Social Care.
- Concessionary Travel.
- Grant applications.
- DFGs and Aids & Adaptions.
- Housing.



We are the only pan disability specialist service in the London borough of Merton.

We believe that society disables people with impairments. Therefore, we work within the social model of disability and an independence charter, co-designed with Disabled people.

This means that throughout your case we will aim to support you to build skills and confidence to navigate similar issues independently, if they arise in the future.

**1210**

Sessions of in-depth support delivered

**289**

Unique individuals supported through casework services

**252 cases**

supported on through casework services.



**“I enjoy using my lived experience to support Disabled people in Merton”.**

Paula joined Merton CIL in 2019 as a trainee caseworker and is now a qualified caseworker achieving great outcomes for her service users. Over the past 5 years, she has built skills and increased her confidence. Speaking up for others has also helped her to develop her own independent living skills and a better understanding of what she needs to live well.

To find out more about our Information & Advice service, book an appointment or refer (if you are a professional) - please contact us on 0203 397 3119, [info@mertoncil.org.uk](mailto:info@mertoncil.org.uk) or visit [www.mertoncil.org.uk/services](http://www.mertoncil.org.uk/services)



# Our Advice Traineeship

Since 2018, we adopted a 'grow your own' model within our advice service. We recruited and trained Disabled people, to become skilled advice caseworkers.

8

Individuals supported to build skills through the traineeship.

**Over 600**

hours of coaching and support provided each year.

4

Individuals growing within new roles within the organisation.

Disabled people face complex and varying barriers to employment and building skills. We aimed for our advice traineeship to allow people to develop free from barriers and in a person-centred way. 8 individuals passed through the programme with 4 growing and evolving within the organisation. The programme was funded by Trust for London's SVRR fund and concluded in March 2024.



We are now collaborating with 5 DDPOs in London to run a project that aims to use the learning from the SVRR trainee programme to build advice skills in Disabled people with the longer term vision of aiming to have more Disabled people in leadership positions. This project is funded by Propel.

"I came to Merton CIL after being out of the workforce for many years. Being a Trainee Caseworker, helped me to build up my confidence and advice knowledge. All the training has helped me to become the confident caring Caseworker that I am now".

# Speaking Up Service



Merton CIL's new 'Speaking Up' service aims to work with local Disabled people to navigate access & communication issues that are worsened by our impairments with the aim of challenging structural barriers to make sure that we get the support needed to feel included, listened to and able to live well. There will be an initial focus on navigating health care and health services.

We can provide holistic and personalised support if:

- You are having difficulties registering with a GP
- You need support to speak up at a GP appointment
- You have been removed from a GP's register
- You need support to build the confidence to ask for a change in your care or treatment
- You have been refused health care
- You are isolated and/or lonely and need support to explore options to help.
- You need support to speak up about accessibility issues within health care and services
- You need support around the extra cost of disability and its impact on your health and wellbeing



We will also provide 'Speaking Up' sessions which are a series of workshops that aim to increase self-advocacy skills for local Disabled people.

In 2023-24, we delivered sessions on increasing digital skills and using your lived experience to push for change.

To find out more about our Speaking Up service or future Speaking Up sessions, book an appointment or refer (if you are a professional) - please contact us on 0203 397 3119, [info@mertoncil.org.uk](mailto:info@mertoncil.org.uk) or visit [www.mertoncil.org.uk/services](http://www.mertoncil.org.uk/services)



# Femi's Story

## Advice Case Study

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Femi is a Disabled adult who approached Merton CIL for help when his mental health was such that he was finding it impossible to function in a house of multiple occupancy, and his landlord had just served an eviction notice. Femi rarely left his bedroom and was, therefore, isolated, underearning, and not earning enough to rent a one-bedroom property.

He wanted the Council to rehouse him in a one-bedroom property, but was in the 'General' Band on the Housing Register, meaning that there was no chance of his case being prioritised.

Femi's caseworker helped him to submit a Medical Assessment Form to the Council's housing team, resulting in the award of 20 medical points out of a possible 30. However, he remained in the 'General' Band and ended up having to once again rent privately in a house of multiple occupancy. His mental health deteriorated. After a few months, the landlord served an eviction notice, leaving Femi threatened with homelessness for a second time. The Council assigned a Housing Officer, but their advice was simply to find another private rental.

Femi's caseworker helped him to submit another Medical Assessment Form, with up-to-date evidence and a detailed letter of support. Whilst the Council processed this, he slept on a friend's sofa.

**Outcome:** After about four months, Femi contacted Merton CIL to say that the Council had rehoused him in a one-bedroom property.

He said: 'I feel my health has improved a lot now that I have my own space. I feel more comfortable to do the things I want and take care of myself properly. It's given me peace. My confidence has increased because I know I have stable housing. I no longer have to worry about my health being affected by housing issues. I can now focus on my recovery. When I first met my caseworker, I felt like I was easily defeated and felt like giving up any time something went wrong. I've learnt that resilience leads to growth. Pushing through obstacles leads to success. I feel that when I'm faced with obstacles now, I'm not so quick to give up. My caseworker successfully managed to get me into a one-bed flat after years of living in unstable and unsuitable housing. They've been great to work with. They've helped me with so much and I couldn't be more grateful for all their hard work.'

# Challenging Discrimination



Our social policy work is interlinked with all services at Merton CIL. For example, we use our advice casework as evidence to push for improved support and services for local Disabled people. We work together to ensure that our community is informed about our rights, has the confidence to be involved in decision making that affects our lives and that we collectively see our lived experience as expertise in the push for a more inclusive society. We also support our members to lead on policy and campaigning work, which you can read more about on page 17.



## **Making Adult Social Care Fair**

Unaffordable social care costs result in some Disabled people being unable to live independent lives due to reduced care or being pushed into poverty due to the rising costs of disability. We are working to dramatically reduce or remove social care costs to help create a borough that is more inclusive for all.

## **We need more accessible housing**

The lack of accessible and affordable housing across London impacts the quality of life of many Disabled Londoners. Merton CIL has long expressed concern about the lack of accessible housing in Merton, which is why we continue to push to raise accessibility standards for new build homes in London.

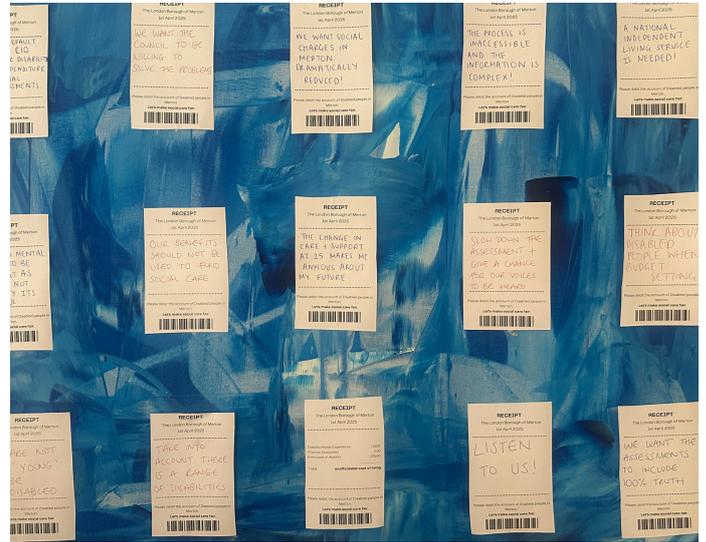


We are keen to hear your experiences and views (both good and bad) on social care, housing, health and welfare benefits to help power our work challenging discrimination. You can get in touch by email [info@mertoncil.org.uk](mailto:info@mertoncil.org.uk) or on social media @MertonCIL

## Disability Poverty Action Group Campaigning

We are a member of the Disability Poverty Action Group.

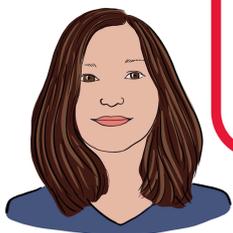
We encourage the government to act on key issues to reduce the poverty experienced by many Disabled people. We also continue to speak up about how the welfare benefits system impacts our community.



## Merton CIL's impact on Merton Council's new Equality, Diversity and Inclusion strategy.

In October 2023, Merton CIL responded to Merton Council's public consultation on their draft Equality, Diversity and Inclusion Strategy. In 2024, the final version of the Strategy was published and we were pleased to read that a number of our ideas were incorporated. We are particularly pleased that the Council would like to:

- Establish a Disability Forum to shape and influence Council policies and services.
- Improve Council services and communications to make them more accessible for Disabled people.
- Ensure that new housing developments achieve the highest standards in terms of accessibility and inclusivity.
- Make public spaces accessible for all.
- Increase Disabled people's access to sport and other physical activities in the borough.



We see clear aims to improve the lives of Disabled people in the borough. We hope that the Council are open to working with us and other relevant organisations to make these aims a reality.'

Pippa Maslin, Policy & Campaigns Manager at Merton CIL

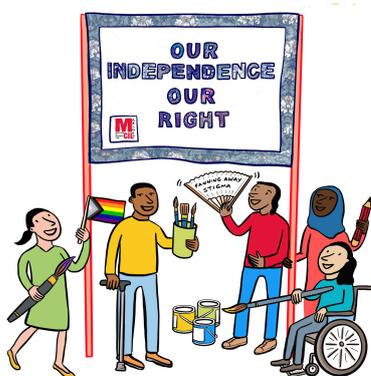
## Merton CIL's Response to Merton Council's Consultation on 2024/2025 Budget

We responded to the council consultation to inform that we would like to see free care in people's homes, more accessible housing and a focus on increasing accessibility.



# Achieve Change Locally

We work with local Disabled people to achieve change in our community allowing us to feel included, safe and able to participate. We do this through events and opportunities to connect, member led policy work, skills and confidence building and strategic communications.



## Craftivism & Chat

Our Craftivism (craft + activism) and Chat project is shaped and directed by our members. It supports local Disabled people to connect, reduce isolation and loneliness, build skills and increase confidence.

We also use creativity and connection to encourage speaking up and sharing of lived experiences to ensure that our voices are heard in decision making and conversations that affect our lives. We aim to use creativity to share our stories in impactful ways.



**100%**  
of Craftivism & Chat attendees  
rated sessions good or great!

**415**  
Merton CIL members supporting  
our work!

**22**  
inclusive events, workshops and  
skills building sessions.

## Get involved with Craftivism & Chat

- If you are a Disabled artist (do not have to be Merton based), A Merton based artist or art group, creative or 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 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  
and the access  
support provided  
helps me to connect  
**with others**”.

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# Access Champions

Our Access Champions are a passionate group of local Disabled people and supporters working to make our community accessible and inclusive for all.



We should all be able to access our community and travel safely and conveniently. However, inaccessible spaces and transport mean that some of us are stopped from doing this. The Access Champions get together to share lived experiences of some of the barriers in our community and aim to co-produce solutions with decision makers.



## Access Champions make Wimbledon more #incLOOsive for all.

We are delighted that the work of our Access Champions helped lead to a new Changing Places Toilet (CPT) being installed in Wimbledon Quarter Shopping Centre. This was a goal of the Access Champions from when the group was established in 2019/20. See Access Champions in the new Toilet on the left and a quote from Gina below.

## Speaking up about the impact of ticket office closures at train stations.

We supported Transport for All's successful campaign around ticket office closures which saw the Government make a U-turn decision. We also wrote to the two train companies operating in Merton. This resulted in a meeting with South Western Rail's Senior Accessibility and Inclusion Manager to discuss accessibility.



"This is a huge win. We are grateful to Romulus for investing in a CPT and thankful to everyone that was involved in pushing for this. It is so nice that all groups within our community can now come shopping and meet with friends knowing there is a toilet they can use. I can't express how much of a difference this will make to Merton CIL's members. This is a great move to making Merton more accessible for all".  
Gina Vettese, Co-Chair of Merton CIL



## Making Mitcham More Accessible.

Our Access Champions were pleased to meet with the Council's Town Centre Manager for Mitcham, Mark Warren.

Mark was very open to discussing accessibility in Mitcham and listen to our ideas and comments.

We hope to continue the conversation to make our community more inclusive for all.

## Interested in working with passionate local Disabled people and supporters to strengthen our community and #MakeMertonAccessible ?

Join our Access Champions group to:

- Influence and support work and campaigning to make Merton more accessible.
- Build skills and confidence around understanding our rights and speaking up.
- Connect with locals and participate in our community.
- And more.

You can find out more about the group and how to sign up on our website or by emailing [info@mertoncil.org.uk](mailto:info@mertoncil.org.uk)

## More Loo's for Merton

Accessible toilets in community spaces are crucial in supporting Disabled residents to live independently. The lack of accessible toilets in town centres across Merton is a recurring topic at our Access Champions meetings. We joined up with the More Loo's for Merton campaign to improve toilet provision. We fed into a council consultation and have been part of shaping the local response.

You can read more detail about all of the work of our Access Champions mentioned above on our website.



# Liz's Story

## Access Champion

Liz is a Disabled adult that lives in Merton. She enjoys exploring green spaces but constantly faced obstacles when using her scooter on Wimbledon Common.



This led Liz to decide to contact the rangers of Wimbledon Common and ask if there was an accessible route. Liz's contact with the Wimbledon Common Rangers led to a meeting with the head of maintenance (Jack) to further explore routes and suggestions for improvement. Liz was delighted that the rangers were open to hear ways that they could make Wimbledon Common more accessible. Liz and Jack took a route through Wimbledon Common together so that he could see the challenges she (and others with mobility issues or buggies) faced.

Together they made a note of things to be improved and where there were accessible crossings. Following their meeting, Jack responded with a map of satisfactory routes. You can find out how to see the map below.

Within the following month, Jack and his team added ramps and made changes to improve the accessibility of the route. Liz said **'I felt listened to. I felt as though the Wimbledon Common rangers actively wanted my feedback and took onboard all that I shared'**. A local resident who used the improved route said 'It is wonderful. It is now usable'.

**Outcome:** Liz worked with the Wimbledon Common Rangers to establish & improve an accessible route. This made Wimbledon Common more accessible for all!

Merton CIL is incredibly proud of Liz's success. It perfectly models how to be an Access Champion and how you can help make our borough more inclusive for all.

Follow us on social media (@MertonCIL) and watch a short video the details Liz's work. You can also find a map of the accessible route by visiting the 'Our Voices' section of our website.



# Our Board won in the Equality, Diversity & Inclusion category at the 2023 UK Charity Governance Awards.



# Thank You



We would not be able to provide our services and conduct important work without support from staff, trustees, members, service users, funders, supporters, the local community, volunteers and partners.

We would like to say a huge thank you to everyone who supported us financially in 2023-2024. Your funding helps us continue to pushing for a fairer and more equitable society. Thank you to the following organisations: City Bridge Trust, Trust for London, Henry Smith, The London Borough of Merton, The London Community Foundation, Wimbledon Foundation and Lloyds Banking Foundation.



A special thank you to everyone who made generous personal donations throughout the year. Thank you to the individuals who donated craft supplies to Craftivism & Chat and to Rebecca Cresta who donated her time and expertise to take some of the photographs included in this report.

Thank you to our hard-working staff, trustees and all our enthusiastic volunteers who have supported us on the front line, at events, and more.

A big thank you to our committed trustees who have steered the organisation.

We appreciate you all! **We are achieving our aims due to your continued support.**

Scan the QR code to the right to find out how you can get involved!





# The Year Ahead

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Throughout 2023-24, we continued our work with local Disabled people to navigate the complex and growing issues that we faced.

Our organisation had limited capacity throughout the year due to recruitment issues. We used this struggle to inform learning around developing our staff and to influence internal policy and culture changes. Our team, however, still managed to achieve great outcomes, which you will have read about in this report.

## **Over the next year we plan to:**

- Launch our new co-produced and evolving strategy.
- Begin work to start an organisational rebrand including a name change.
- To rethink the structure of the organisation to allow for more routes into leadership for Disabled people.
- Continue to provide quality services.
- To launch our new 'Speaking Up' service that works with local Disabled people to address barriers in a holistic manner and with the aim of increasing access to health care and services.
- To increase engagement with local council officers, councillors and local partners with the aim of more collaborative approaches and co-production work.
- To begin to explore intersectionality and how our organisation can better understand how social issues can intersect for some Disabled people to improve our work and services.
- To build skills and confidence with our members leading our member led policy work to further strengthen and mobilise our membership to push for change.
- To continue improve our strategic communications to ensure that our aims, values, mission and impact are evident.
- To continue to deliver Craftivism & Chat and support more Disabled people to build skills and confidence to host sessions.
- To reinstate volunteering opportunities for local Disabled people.
- Expand capacity around fundraising to bring in multi-year funding to support sustainability and unrestricted income to allow for growth and creativity.
- Continue work to strength and develop our organisational culture.

# HOW WE HAVE KEPT COUNT OF, SPENT A

The board of trustees presents the report and financial statement of Merton CIC at year end 31<sup>st</sup> March 2024



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



We received money from:



Cost of Charitable Activities:

	NOTE	£
Independence & Inclusion	4e	209,563
Challenging Discrimination	4g	38,185
Achieving Change Locally	4f	67,787
Total Cost of Charitable Activities		£ 315,535



This includes £130,327 unrestricted funds and £159,055 restricted funds

# AND RAISED MONEY IN 2023-2024

Lesley Cornwell of Cornwell & Cornwell → independently examined our accounts for 2023-24



We brought forward



from the previous accounting period.

Final balances to carry forward on 31<sup>st</sup> March 2024: £289,382

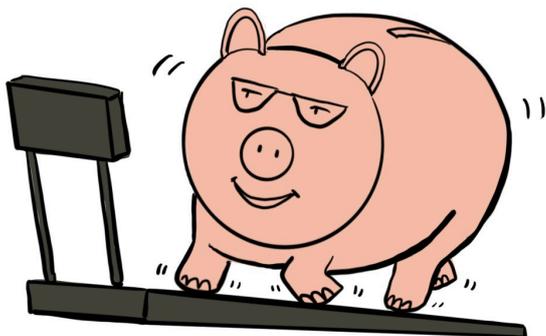


..and £12,645 in other income which is made up of things like contributions for consultation involvement, service fees and more.

Total expenditure for 2023-2024 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 4 months running costs and aim towards holding 5 months by 2024-25.



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

# Statement of Financial Activities

For year ended 31 March 2024

	Note	Un- restricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
<b>Incoming Resources</b>	2b				
Incoming Resources from Charitable Activities	3a	27,970	420,712	448,682	325,843
Voluntary income	3b	5,280	-	5,280	6,863
Other Income	3c	12,645	-	12,645	2,063
Interest	3d	1,400	-	1,400	-
<b>Total Incoming Resources</b>		<b>47,295</b>	<b>420,712</b>	<b>468,007</b>	<b>334,769</b>
<b>Resources Expended</b>	2c				
Charitable Activities	4d	1,268	305,449	306,717	318,221
Governance Costs	4l	-	8,014	8,014	9,072
<b>TOTAL RESOURCES EXPENDED</b>		<b>1,268</b>	<b>314,267</b>	<b>315,535</b>	<b>327,293</b>
<b>Net Incoming / (Outgoing) Resources</b>		<b>46,027</b>	<b>106,445</b>	<b>152,472</b>	<b>7,476</b>
Total Funds Brought Forward	3d	84,300	52,610	136,910	129,434
<b>Total Funds Carried Forward</b>	3e	<b>130,327</b>	<b>159,055</b>	<b>289,382</b>	<b>136,910</b>

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 form part of these accounts.

# Balance Sheet

For year ended 31 March 2024

	Note	2024 £	2023 £
<b>CURRENT ASSETS:</b>			
Cash at bank and in hand		316,200	151,222
Debtors and prepayments		5,922	28,312
		<b>322,122</b>	<b>179,534</b>
<b>LIABILITIES:</b>			
Creditors: amounts falling due within one year	4k	32,740	42,624
<b>NET CURRENT ASSETS</b>		<b>289,382</b>	<b>136,910</b>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<b>289,382</b>	<b>136,910</b>
<b>RESERVES</b>	5		
Unrestricted Funds		130,327	84,300
Restricted Funds		159,055	52,610
<b>TOTAL RESERVES</b>		<b>289,382</b>	<b>136,910</b>

For the year ending 31 March 2023 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 October 31<sup>st</sup> 2024 and signed on its behalf by:

  
----- (Giovanna Vettese, Co-Chair)

  
----- (Amanda Edwards, Co-Chair/Secretary)

# Meet The Team

## Our Staff and Trustees

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### **Thank you to our Board of Trustees in 2023-2024:**

Gina Vettese, Co-Chair  
Amanda Edwards, Co-Chair  
Estifanos Habtesellasie, Vice-Chair  
Sarah Henley  
Claire Benjamin  
Raheema Olajide  
Chris Bull  
Daniel Beglin  
Kirstin Hellard

### **Thank you to our team in 2023-2024:**

Charlet Wilson, Joint CEO  
David Jenkins, Joint CEO  
Pippa Maslin, Policy & Campaigns Manager  
Stuart Butler, Advice Quality Manager  
Rey Campbell, Advice Service Supervisor  
Lauren Heanon, Comms & Admin Officer  
Paula Brown, Caseworker  
Sarah Jones-Nash, Caseworker  
Adrienne Di-Rizzio Palmer, Speaking Up Caseworker  
Miral Shaheen, Caseworker  
Philip Stapel, Trainee Caseworker  
Amelia Knipmeijer, Trainee Caseworker

“I want to thank Merton CIL for being there to support us as we manage our disability and issues we face.

**I think you provide an invaluable service and every staff member involved is so precious. I am so grateful and hope the good work can continue and expand”**

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# Get Involved at Merton CIL



## Help us to grow our membership

Sign up as a member or help us spread the word and get more Disabled people and supporters to get on board. It's free and we are stronger together.

## Come along to Craftivism & Chat

Get to know members of Merton CIL and share your lived experience to help make our work together more impactful.

## Join our access champions and push to #MakeMertonAccessible

Let's work together to ensure that our community is welcoming and inclusive for all.

## Get involved with our monitoring and evaluation work

Join our quarterly meetings to share your thoughts on our work and services and ideas for improvement to ensure that our work is directed by local Deaf & Disabled people.

## 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://wonderful.org/charities/1152825>

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. Find out more by visiting our website.

## Follow us on social media @MertonCIL

Share and support our content online to help us extend our reach. Please follow us on social media @MertonCIL.

Scan the QR code to the right to find out more about getting involved At Merton CIL.







**Website:** [www.mertoncil.org.uk](http://www.mertoncil.org.uk) **Social Media:** @MertonCIL

**Telephone:** 0203 397 3119 **WhatsApp & SMS:** 0779 671 2502

**Email:** [info@mertoncil.org.uk](mailto:info@mertoncil.org.uk)

**Registered Charity Number:** 1152825 **Registered Company Number:** 7645926