

2023 CHRISTMAS AND NEW YEAR COVER ARRANGEMENTS – COUNCIL & VCS

London Borough of Merton Services:

| Council Service | Opening Hours | Additional Details |
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| Council Tax & Benefits | Operating as usual - no service on bank holidays. | Residents are reminded that Council Tax & Benefits does not operate a face-to-face service at the Civic Centre |
| Libraries | Operating as usual - no service on bank holidays | |
| Locality Team | Operating as usual - no service on bank holidays Calls taken from 9am – 1pm | Contact email address is: asclocalityduty@merton.gov.uk |
| Mascot | Operating as usual, including on bank holidays | |
| Supported Living Services | Operating as usual, including on bank holidays | |
| All Saints Day Centre | Open as usual until Afternoon on 22 nd December 2023. Re-opening Tuesday 2 nd January. | All Saints clients requiring the service will be able to use the Leyton Road Day Centre. |
| Leyton Road Day Centre, JMC Day Centre & Eastway Day Centre | Operating as usual – no service on bank holidays | |
| ASC First Response | Operating as usual – no service on bank holidays - TBC | Telephone lines open 9.30 to 1.30 – Crisis Line after 1.30 for Emergencies only 07903 235282 |
| Merton Integrated Learning & Transition Teams | Operating as usual – no service on bank holidays | Out of hours and bank holiday contact can be made via the Adult Emergency Duty Team on 02087705000 |

Merton Voluntary and Community Sector Services:

| Organisation | Opening Hours | Additional Details |
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| Citizens Advice Merton & Lambeth | 25 Dec – 1 Jan: Closed 2 Jan onwards | t: 0808 278 7831 w: https://www.caml.org.uk/ |
| Merton Community Hub | Usual opening hours up until and including Friday 22 nd December. 23 rd -26 th December CLOSED 27 th -29 th December Open 10am-4pm 30 th -1 st January CLOSED 2 nd January Resume usual hours 10am-4pm. | Residents are advised to call MASCOT (020 8543 9750) if they require urgent help on the days where the Merton Community Hub is closed |
| Merton Community Fridge (Sustainable Merton) | 25 & 26 Dec: Closed 27 Dec: OPEN 28 Dec to 2 Jan: Closed 3 Jan: Open 4:30pm-5:30 pm 4 Jan: Open 1:30pm-2:30 pm | The Merton Community Fridge at Morden Baptist Church (Crown Lane, SM4 5BL) will be open only 1 day during Christmas Week e: communityfridge@sustainablemerton.org w: https://www.sustainablemerton.org/communityfridge |
| Wimbledon Foodbank (Trussell Trust) | Elim Wimbledon - Closed 25 th , 26 th , 28 th December and Closed 1 st January. Elim Mitcham - Closed Saturday 23 rd , 30 th and 6 th Jan. Morden Baptist Church - Closed 27 th December. Mitcham Merton Grow Baby - Closed 26 th and 28 th December. Pollards Hill Baptist Church - Remains open as normal. | The Pollards Hill Baptist Church foodbank will remain open throughout the holiday period, with foodbanks on Wednesday 27 and Friday 29 December. All other Wimbledon Foodbank locations (including Merton Growbaby) will be closed from 23 December and will resume usual service on 3 January. t: 020 8544 0126 e: wimbledonfoodbank@gmail.com w: https://wimbledon.foodbank.org.uk/ |
| Power Church Centre Food Bank | Closed on Thursday the 28/12/23 and Thursday the 04/01/24. Re-open on Thursday the 11/01/24. We will be opened to receive deliveries from | t: 07909486846 e: pccheadoffice@gmail.com |

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| | DONS LOCAL ACTION GROUP | |
| Association for Polish Family PYZA | 18 Dec – 2 Jan: Advice service closed 20 Dec: Community Fridge open 22 Dec – 2 Jan: Centre closed 3 Jan onwards: Open as usual | The bilingual Ukrainian support service will be closed from 22 December – 3 January. The WhatsApp/Viber contact for Ukrainians will be available throughout the holiday period for emergencies only (e.g. housing/homelessness, domestic violence). |
| Dons Local Action Group | Available throughout the holiday period | As usual, Dons Local Action Group will be available every day over the holiday period for emergency food parcels, including Christmas Day. t: 0203 301 4511 e: info@donslocalaction.org w: https://donslocalaction.org/ |
| Springfield Advice and Law Centre | Main office at Springfield Hospital, will be open up to 5pm on 22 nd December, then open on 27 th & 28 th December (but with skeleton service between 10am to 4pm only) Closed on 29 th December and then re-open at 9am on 2 nd January 2024. | |
| Merton Dementia Hub CR4 4AB (Alzheimer's Society) | 23 Dec – 27 Dec: Closed 28 Dec – 30 Dec: Open 31 Dec – 2 Jan: Closed 3 Jan onwards: Open as usual | t: 020 8687 0922 e: Merton@alzheimers.org.uk |
| Commonside Trust (New Horizon Centre CR4 1LT) | 23 Dec – 5 th January: Closed Jan 5 th onwards: open as usual | This year we are taking a complete break and the New Horizon Centre will be closed to the public throughout this period. There will be some emergency support run behind the scenes and we will share an emergency number with networked colleagues. The New Horizon Centre will fully reopen on 5th January. t: 020 8764 9582 w: https://commonside.net/ |

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| Friends in St Heliers | 15 Dec – 2 Jan: Closed 3 Jan onwards: Open as usual | t: 0208 640 0829 e: fish.morden@gmail.com w: http://www.friendsinsthelier.co.uk/ |
| Merton Centre for Independent Living | 22 Dec at 3pm – 1 Jan: Closed 2 Jan onwards: Open as usual, 9am | |
| Carers Support Merton | CSM will be closed from 2pm on Friday 22 nd December and will re-open 10am Tuesday 2 nd January. | Information will be added to the website of local and national organisations open over the Christmas to support Carers. W: http://www.csmerton.org |
| Merton Community Transport | 24 Dec – 1 Jan: Closed 2 Jan onwards: Open as usual | t: 020 8648 1001 e: info@mct.uk.com w: https://mct.uk.com/ |
| Age UK Merton | 23 Dec – 1 Jan: Closed 2 Jan onwards: Open as usual | t: 020 8648 5792 e: info@ageukmerton.org.uk w: https://www.ageuk.org.uk/merton/ |
| South West London Law Centres | Cost of Living, Money and Debt Emergency service: OPEN: 18 Dec to 22 Dec 10am to 2pm 27 Dec to 29 Dec 10am to 2pm 2 Jan 10am to 2pm Other services: Offices closed to the public from 25 December to 1 January (inclusive). During this time, we will not be conducting in-person consultations, and our main reception phone line will be temporarily closed. For urgent matters that require immediate attention, we will provide a limited reception service on the following dates: 27 Dec: 11am – 2pm 28 Dec: 11am – 2pm | South West London Law Centres t: 0808 109 8032 e: debt@swllc.org w: https://swllc.org/ |

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| | <p>29 Dec: 11am – 2pm</p> <p>The main reception phone line will be closed during these hours. However, we will be actively responding to email enquiries and handling urgent matters.</p> <p>Community one-off advice programme will have no appointments available from 18 December to 5 January.</p> <p>If you require assistance with debt-related matters, our line for debt advice appointments will remain open throughout the holiday season.</p> <p>Turn Up Tuesdays will be closed on 19 December, 26 December, and 2 January, resuming on 9 January.</p> <p>Housing Advice Helpline will be closed on 28 December but will be open on 21 December and 4 January.</p> | |
| Thinking Works | <p>December 18th to 22nd – open as usual 9am-5pm</p> <p>23rd / 24th / 25th / 26th – CLOSED</p> <p>27th December – 29th December open 9am-5pm – Skeleton service only (Fuel vouchers / urgent cases)</p> <p>30th / 31st Dec / 1st Jan – CLOSED</p> <p>2nd Jan onwards usual service weekdays 9am-5pm</p> | |
| Merton and Morden Guild | The Guild will CLOSED at 3.00pm on Friday 22nd December and reopen on Wednesday 3rd January at 10.00am. | For urgent contact please ring 07803080925. |

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| Alexandra Pub | Free lunch for anyone alone on Christmas Day | 33 Wimbledon Hill Road SW19 7NE |
| Churches Together in Mitcham | The Christmas Day lunch Vestry Hall, on Monday 25th December 2023, from 11:00am -4:00pm | Vestry Hall 336-338 London Road, CR4 3UD Places must be booked in advance. No charge To book call 07841 691 466 or email b-mary@hotmail.co.uk |