



Communications update – social media examples

Scrutiny Commission, September 9 2020

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Bringing #MertonTogether



Protecting the vulnerable and thanking our #MertonHeroes

Merton Council
April 15 at 12:30 PM · 🌐

...oliaUK are working hard to provide your recycling and rubbish collection service during this difficult time.


...se help them by keeping your waste to a minimum and checking what to put out ➡ <http://ow.ly/3VnO50zeBC6>



...tonRecycles 🌱 #MertonTogether 🌈 #MertonHeroes 🙌





65 10 Comments 4 Shares

65 likes, 10 comments of support for our bins and recycling crews....

 **Terry Davies Snr** Doing a fantastic job on [redacted] thank you.
Like · Reply · 1w

 **Terry Davies Snr**

Like · Reply · 1w

 **Stanka Pantusheva** Never took the time to think about how important you are in our lives. Thank you for all the hard work! 🌈
Like · Reply · 6d  2

Merton Council
 April 18 at 11:00 AM · 🌐

Pat from the reablement team.
 that she wears to work - head-to-toe in PPE so she can give vital
 residents who have tested positive for #COVID19.
 e Pat the recognition she deserves for her totally selfless work.
 Heroes 🙌 #MertonTogether 🙌



Pat supporting those tested positive
 for COVID19. #MertonHeroes

4 Comments 5 Shares

Like Comment Share

Patricia Saunders You are fabulous Pat
 Like · Reply · 3d

Alyaan Tanv 🙌🙌🙌🙌
 Like · Reply · 3d

Sara Taylor 🙌🙌🙌

Pat – our PPE-clad
 Merton hero,
 supporting those with
 confirmed cases of
 coronavirus
 (65 likes, 4 comments, 5
 shares)

Merton Council
 April 17 at 1:15 PM · 🌐

This is Dean, who is one of our bailiffs.
 Usually, his job involves paying people visits to collect debts.
 However, now he is making welfare visits and delivering food parcels to
 residents most at risk of a serious illness if they catch #COVID19 ...
 See More



DEAN, IS ONE OF
 OUR #MERTONHEROES

MERTON TOGETHER

49 6 Comments 9

Like Comment Share

Oldest ▾

Clair Marshall Residents most at risk my family has to self isolate
 for 12weeks because of my daughter with severe respiratory
 conditions and son is special needs we got a letter from st George's
 to isolate we havent recieved one ounce of help or food paroeel, me
 and my husband are both carers and I still have to go out and risk
 the health of my daughter
 Like · Reply · 3d

Sara Taylor Clair Marshall Contact AFC Dons. They are
 delivering great food paroeels. There is an email address on
 this link

Dean – bailiffs take on
 food deliveries to the
 vulnerable
 (49 likes, 6 comments,
 9 shares)

Merton Council

April 17 at 5:20 PM · 🌐

Sharing some photos of some of our @VeoliaUK crew members who are our #MertonHeroes 🙌

Today they are working hard to maintain recycling and rubbish collection services, despite the current situation.

Doing our very best to bring #MertonTogether 🙌



9 Comments 2 Shares

Like

Comment

Share

Lara-jane Sharpe



Like · Reply · 3d

Melanie Pheasant Yes they are amazing and doing a brilliant job for us in garth close x thank you

Like · Reply · 3d

Online support for bin collection crews (40 likes, 9 comments, 2 shares)



Merton Council

April 16 at 10:00 AM · 🌐

We would like to say thank you to our Council officers who are our #MertonHeroes 🙌

Many of our officers have been redeployed from their usual role and are working hard to help prepare food and care packages for our most vulnerable residents.

It's just one of the ways we're helping to bring #MertonTogether 🙌



You and 32 others

11 S

Thanking our redeployment heroes (32 likes, 11 shares)

Supporting Merton businesses



Updates on grant distribution, and appeals for businesses to get in touch with us...



Weekly borough Covid-19 e-newsletter



Every week we will bring you the latest news about the response to the coronavirus pandemic in Merton.

Hopefully you are finding our updates helpful!

We offer updates on other topics you may be interested in. Just take a moment to [update your preferences](#) to receive even more news and information from us on events and services plus emergency alerts and updates.

**Support our borough's businesses
and shop local whilst staying safe**



As lockdown begins to ease it is clear that the COVID-19 pandemic has brought changes to everyone's lives. We have all had to make adjustments to the way we work, live, exercise and shop. Some of these adjustments have seen positive changes, such as shopping more locally and using independent traders.

- Launched to keep residents informed of latest local developments & decisions
- Short-term only, with 100,000 recipients each week
- Open rate of (on average) 40%
- Up to 4,000 website visits from most popular updates

Merton Council
 April 14 at 11:05 AM · 📍
 Latest edition of #MyMerton is out now! 🌟
 For a vulnerable family member, friend or neighbour the
 includes useful information on:
 informed about coronavirus... See More



2 Comments 3 Shares

feature
 Protect yourself and others

COVID-19

We all have a part to play in stopping the spread of COVID-19. Here is a summary of the key health guidance on how you can try to avoid catching the virus and help protect those most at risk of developing severe symptoms.

How to avoid catching and spreading COVID-19

- The most effective way for you to protect yourself from catching the virus is by regularly washing your hands.
- Wash your hands for at least 20 seconds with soap and water. This is safer than hand sanitiser.
 - Always wash your hands after using public transport or after blowing your nose, sneezing or coughing.
 - Avoid touching your eyes, nose and mouth with unwashed hands.
 - Cough and sneeze into a tissue, and then throw the tissue in a bin and wash your hands.
 - Clean and disinfect frequently touched objects and surfaces in the home.

Why social distancing is so important

It is vital for everyone to limit their contact with others as this will help to reduce the transmission of the virus. Social distancing aims to help slow down the spread of the virus to those who are most at risk of becoming severely ill, including people aged 65 or over, people with health conditions and pregnant women.

- Keep your distance**
- Stay 2 metres apart from other people.
 - Work from home if this is possible.
 - Avoid social gatherings.
 - Avoid visits from family and friends.
 - Avoid all non-essential travel.

Advice and information

- For advice on how you can protect yourself, visit www.gov.uk/coronavirus
- The latest information on the virus is available on www.gov.uk/coronavirus
- For updates on Merton Council's actions to support vulnerable residents, visit www.merton.gov.uk/coronavirus

feature
 How you can help your community

Joining forces to support vulnerable residents

In these toughest of times, heart-warming stories continue to emerge about how residents across the borough are volunteering to provide support for their vulnerable neighbours.

Merton's volunteer workforce

Merton Voluntary Service Council (MVSVC) is the umbrella body for voluntary and charity groups in Merton, together with the voluntary sector in the borough. The council, Healthwatch and Merton Clinical Commissioning Group, have mobilised the Merton COVID-19 Community Response Team to help isolated households and those most at risk from COVID-19. MVSVC is connecting people in need of support with a volunteer who can provide assistance. More than 600 volunteers have already signed up but more are needed. Anyone who puts themselves forward may be asked to support people who are currently unable to leave their home by helping with essential tasks such as shopping, picking up prescriptions and helping to top up electricity and water bills.

If you are able to volunteer, contact volunteers@mvsvc.co.uk to offer your services.

Merton Giving Coronavirus Fund

A fund has been launched by Merton Voluntary Service Council to provide grants to charities and voluntary groups, which are working locally to support people who are at risk of becoming severely ill with coronavirus. Please donate if you are able to. All money raised will help assist volunteers to deliver shopping and provide other vital support to vulnerable people who are isolated in their homes.

Friends In St Helier (FISH)

Friends In St Helier (FISH), usually run five social clubs which offer more than 500 older people every week a chance to meet friends, participate in activities and enjoy a freshly prepared hot meal. Now the group have adapted their services to make sure people are contacted whilst self-isolating, and are delivering meals to members of their group who are most in need. They are also providing...

Adult social care and support for vulnerable residents

Our social workers and other professionals are continuing to support our vulnerable residents. We are working with all providers of adult social care services and our care teams in Merton, to ensure we are helping our most vulnerable residents in line with the latest government guidance. This includes providing and ensuring open homes, as well as home care services. All providers are doing everything they can to keep as many people as possible safe and we are working to plan for the future.

How you can help your community

In line with the government's measures to prevent the spread of coronavirus, we made the very difficult decision to close Merton City Centre to the public from 23 March until further notice. We are continuing to work hard to provide vital services and to ensure our most vulnerable residents are supported. Alternative arrangements have been put in place for residents who require face-to-face services and we will provide further updates with details on this as soon as possible. If you can, we ask you to limit full use of our website, instead of phoning the council, so this gives us more capacity to speak to those who cannot access online services. If the information you need is not online, please refer to our A-Z guide of services in this edition of MyMerton for contact details and telephone numbers for specific services, or those who refer to adults and children, people requiring assistance and residents who are being subjected to harassment. Our customer contact centre is open on weekdays 9am and 5pm on 020 8545 4300. We appreciate your patience and support. Please check our website www.merton.gov.uk and our Facebook and Twitter accounts for further updates.

The Spring and Summer editions were redesigned to focus on the latest news for audiences, including health advice to older people and support available through the voluntary sector

feature
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Merton Covid-19 Mutual Aid Group

A longer term support group to help vulnerable residents in Merton. The group is working alongside other organisations to provide vital support to isolated residents. The group is working alongside other organisations to provide vital support to isolated residents. The group is working alongside other organisations to provide vital support to isolated residents.

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