

Citizens Advice Sutton

Service Information



Tel. 020 8405 3552

www.suttonalps.org.uk / www.citizensadvicesutton.org.uk

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Citizens Advice Sutton provides free, confidential, independent, impartial information and advice on issues such as welfare benefits, debt, housing, employment and other issues related to residents' rights and responsibilities. We have *adapted* our service to protect clients, volunteers and staff from Coronavirus. People can contact us as follows:

- Telephone 020 8405 3552. Monday to Friday, 9.00 am to 5.00 pm
- We have had to temporarily close the Information Centre at our Sutton office. We will provide updates on opening at www.Citizensadvicesutton.org.uk
- Submit an online enquiry at www.suttonalps.org.uk.
- Partner organisations including Social Services can refer clients to us through the [ALPS](#) website or refer clients for debt advice by email debtadvice@citizensadvicesutton.org.uk

Welfare Benefits Advice

We provide the full range of welfare benefits advice including advice on entitlements to all benefits including Universal Credit, disability benefits and benefits for people unable to work. We provide support with challenges to welfare benefit decisions.

We are part of the nationally funded Universal Credit Help to Claim service. People needing help to claim Universal Credit can contact the national service on 0800 1448 444 or phone CAS on our usual number. We work closely with the Sutton Foodbank.

Employment Advice

We provide advice on all aspects of employment including employment issues arising from the Coronavirus situation including furlough, statutory sick pay, redundancy, lay-offs and discrimination.

We provide advice on the government support available to self-employed people.

Support for EU Nationals

We support EU Nationals with applications to the EU Settlement Scheme.

Support for people experiencing domestic abuse

We attend the Domestic Violence One Stop Shop. We take referrals from Transform Sutton for people needing advice on benefits etc.

Fuel Poverty

We run the Energy Advice Programme, providing advice for people at risk of fuel poverty.

Debt Advice

We provide an FCA authorised and regulated debt advice service, delivered by our award-winning team of specialist debt advisers.

We provide advice on all aspects of debt including priority debts such as rent / mortgage arrears and non-priority debts. We provide the full range of support including negotiation with creditors, Debt Relief Orders and income maximisation.

People can contact the debt advice on our usual number or directly on 0203 463 1913 or email debtadvice@citizensadvicesutton.org.uk

Housing Advice

We provide specialist advice on housing, including the rights of homeless people and issues relating to people in private rented accommodation. Our housing solicitor and case-worker provide specialist, advice, funded by Legal Aid on issues including serious disrepair, eviction and the rights of homeless people.

Local Solicitors

We work with local solicitors who provide a small number of telephone appointments for clients on topics such as divorce, probate and civil litigation.

Income maximisation

We advise people on benefit entitlements and provide support with claims and appeals.

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Company Limited by Guarantee

Registered Number: 3179963 (England)

Registered Office: 68 Parkgate Road, Wallington, Surrey, SM6 0AH

Authorised & Regulated by the Financial Conduct Authority

Bureau Authorisation Number: 617761

Citizens Advice Sutton is an operating name of Sutton Borough Citizens Advice Bureau