

Citizens Advice Sutton
Service Information and update



Tel. 020 8405 3552

www.suttonalps.org.uk

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The Citizens Advice Sutton volunteers and staff are continuing, through the Coronavirus crisis to provide free, confidential, independent, impartial information and advice. We have *adapted* our service.

- We have suspended our Sutton office's face to face drop in service.
- We have suspended face to face outreach services.
- We are providing advice exclusively by telephone and online.
- We are all working from home / away from the office.

We are running our usual telephone and online service.

People needing information and advice can contact us as usual, Monday to Friday, 9.00 am to 5.00 pm – 020 8405 3552 - or online at www.suttonalps.org.uk. We are continuing to provide our full range of information and advice (by telephone and online) *including* the following:

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.

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 1813.

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 caseworker provide specialist, advice, funded by Legal Aid on issues including serious disrepair, eviction and the rights of homeless people.

We will restart our usual face to face services as soon as we can safely do so.

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