

[www.suttonalps.org.uk](http://www.suttonalps.org.uk)  
020 8254 2616

Citizens Advice Sutton is the lead agency for Advice Link Partnership Sutton (ALPS). ALPs is a partnership of local Not for Profit organisations providing free, confidential, independent and impartial advice for people who live or work in the London Borough of Sutton. You can contact Citizens Advice Sutton, Sutton Carers Centre and Age UK in the following ways:

Alps Web site - [www.suttonalps.org.uk](http://www.suttonalps.org.uk) –No email address is needed as we can call you back.

By Telephone call 020 8254 2616 between 9.00 and 5.00 Monday to Friday. Sutton Library & Heritage Service provides local community information from this number Monday – Friday from 9.30 – 5.00 pm.

The ALPS number also provides access to the following national organisations:

- Samaritans
- Citizens Advice Consumer Service
- National Domestic Violence Helpline
- Age UK Advice line
- Carers Direct Helpline

Citizens Advice Sutton, Sutton Carers Centre and Age UK Sutton are established registered local charities who have served the people of Sutton for many years providing free, confidential, independent and impartial advice on issues such as welfare benefits, debt, housing, employment and social care issues.

### **Services from Citizens Advice Sutton**

Citizens Advice Sutton holds the Advice Quality Standard for Advice. Our services are provided by both paid staff and volunteers.

Citizens Advice Sutton also provides various specialist services:



### **Pension Wise**

Pension wise is a new, free, impartial and confidential guidance service from Government, to help people understand their pension choices. If you are aged 50 or over and have a Defined Contribution pension you are eligible for a face to face appointment. You can book an appointment by visiting [www.pensionwise.gov.uk/](http://www.pensionwise.gov.uk/) or telephone 0800 138 3944



### **Debt Advice**

The Capitalise team at Citizens Advice Sutton provides advice on all aspects of your debt and money issues. We are part of the Capitalise partnership and funded by the Money Advice Service.

We can help you to budget, maximise your income and provide you with all the options available to you to deal with your debts. We also have approved debt relief order intermediaries within the bureau to process debt relief orders (DROs).

We are authorised and regulated by the Financial Conduct Authority FRN 617761

You can contact us on either online [www.suttonalps.org.uk](http://www.suttonalps.org.uk)

or telephone 020 8405 3552 Monday- Friday 9:00am – 5:00pm.

You can also directly access debt advice from debt hotline located in the Jubilee Health Centre.



## Legal Aid Agency

### **Specialist housing advice**

The housing solicitor at Citizens Advice Sutton can assist clients entitled to legal aid with certain housing issues including possession, disrepair, homelessness, anti-social behaviour and eviction. To book an appointment please call us on 020 8405 3552 between 9.00 and 5.00 Monday to Friday or submit an enquiry via our website [www.suttonalps.org.uk](http://www.suttonalps.org.uk)



### **Carers Centre – outreach sessions**

Citizens Advice Sutton offers appointments at Sutton Carers Centre, on Wednesdays and Thursdays between 9am & 5pm at 12-14 Benhill Avenue, Sutton SM1 4DA. To book an appointment call the Carers Centre on 020 8296 5611 or call 020 8254 2616.



### **Sutton Mental Health Foundation (SMHF) - outreach session**

Citizens Advice Sutton provides advice at Sutton Mental Health Foundation on Thursdays for people experiencing mental distress. SMHF is at 63 Downs Road Belmont, Sutton SM2 5NR and Cheam Resource Centre, 671 London Rd, North Cheam SM3 9DL. To book an appointment to see a Citizens Advice Sutton adviser at SMHF telephone 020 8770 0172



### **Direct into advice line (DiAL)**

DiAL is funded by the big lottery to provide priority access to telephone advice for those in urgent need or those with difficulty accessing advice services. You can get immediate, direct telephone advice from Citizens Advice Sutton, Age UK Sutton and Refugee and Migrant Network Sutton by asking staff to connect you at Homestart, Children's Centres, Sutton

Mental Health foundation and the Womens Centre. It operates Monday to Friday between 10.00 am to 12.30 pm and 1.00 pm to 3.00 pm



### **Royal Association for the Deaf (RAD)**

RAD provides a drop in service and appointments on Mondays between 10am and 4pm at Citizens Advice Sutton, St Nicholas Way, Sutton, SM1 1EA. An RAD adviser provides BSL advice on benefits,

employment, debt, form filling and understanding correspondence. Text 07749965727 to book an appointment or call 0845 688 2525. Email [advice@royaldeaf.org.uk](mailto:advice@royaldeaf.org.uk)



### **Sutton Uplift**

Sutton's Primary Care Mental Health Service, Sutton Uplift, hold a Wellbeing Drop in Clinic in the Sutton bureau every Monday between 9-5pm. The Wellbeing Navigators will be able to offer information, and advice around wellbeing and practical issues that may be impacting on people's daily lives, including offering ongoing short term one to one sessions if needed. Sutton Uplift aims "to help people to connect and access activities and resources to meet their physical, social and emotional needs. Our team are experienced in supporting people with their Wellbeing, either professionally or through lived experience." Contact them on 0800 032 1411 or 020 3513 4044, lines are open 9am to 6pm. Website <http://www.suttonuplift.co.uk/>