



Advice Link Partnership Sutton



Carshalton & Clockhouse Local Committee



Advice Link Partnership Sutton



Advice Link Partnership Sutton - ALPS

LB Sutton Contract

**ALPS provided by:
Citizens Advice Sutton**

Sutton Carers Centre

Age UK Sutton



Advice Link Partnership Sutton



Other partners

Deaf Plus

Live well

Sutton Uplift

Advicelink partner agencies – Homestart; Children Centres; Sutton Womens Centre; Sutton Mental Health Foundation

Other local voluntary organisations



Advice Link Partnership Sutton



Citizens Advice Sutton contract with LB Sutton

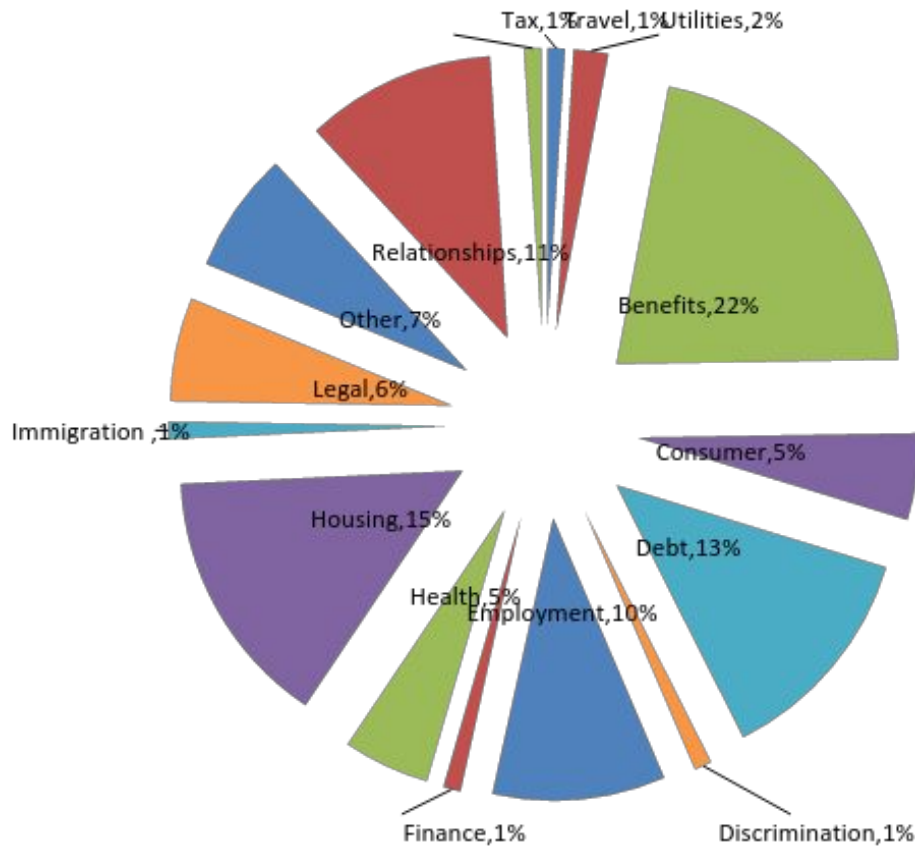
Substantial ‘added value’ from services funded by other sources, including Sutton Library & Heritage Services and from contribution of volunteers

**One phone number – 020 8254 2616
to access multiple services**

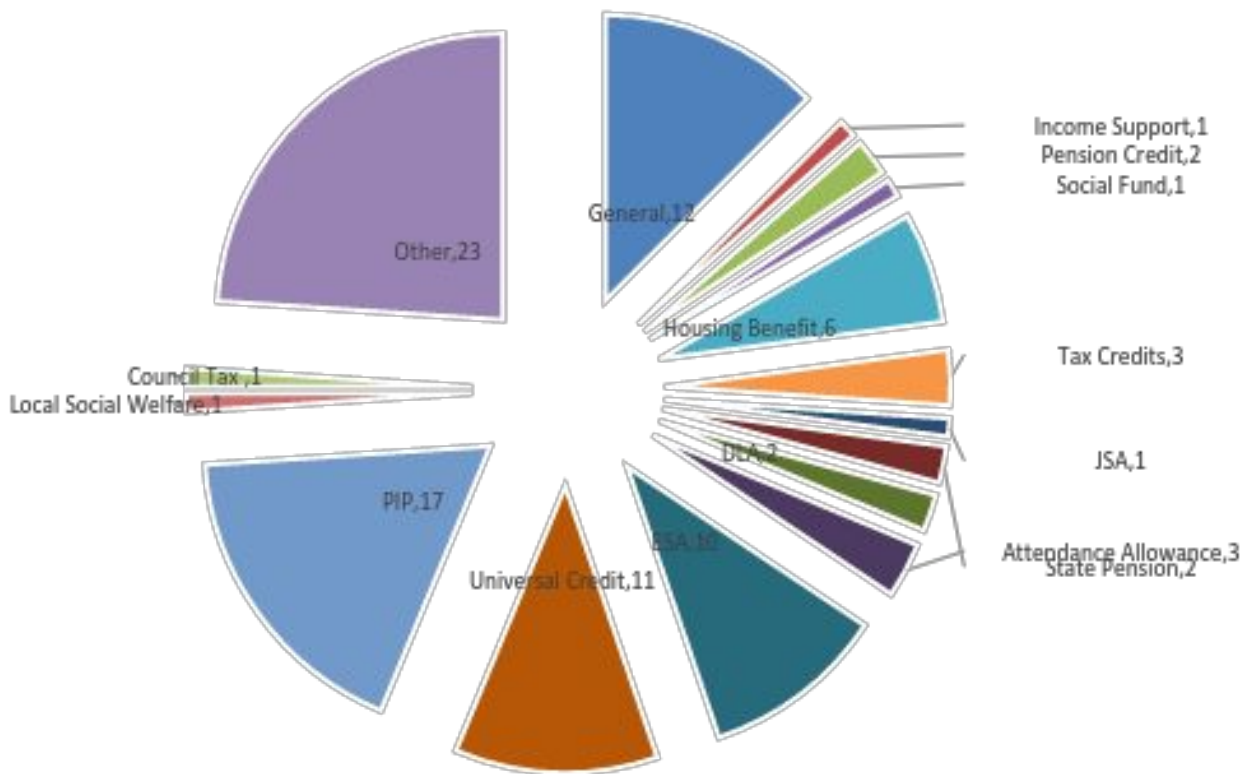
One website – www.suttonalps.org.uk for information and contact

Multiple locations providing information and access

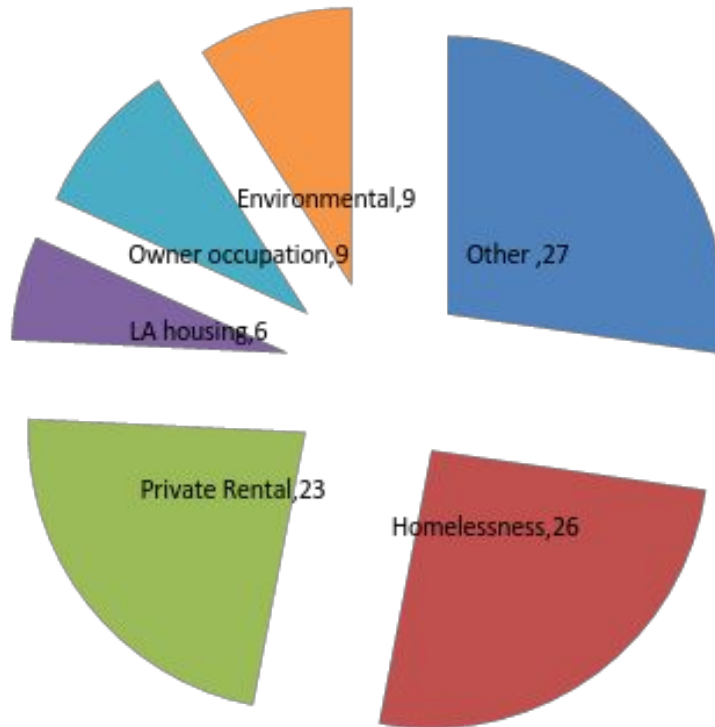
Enquiry types



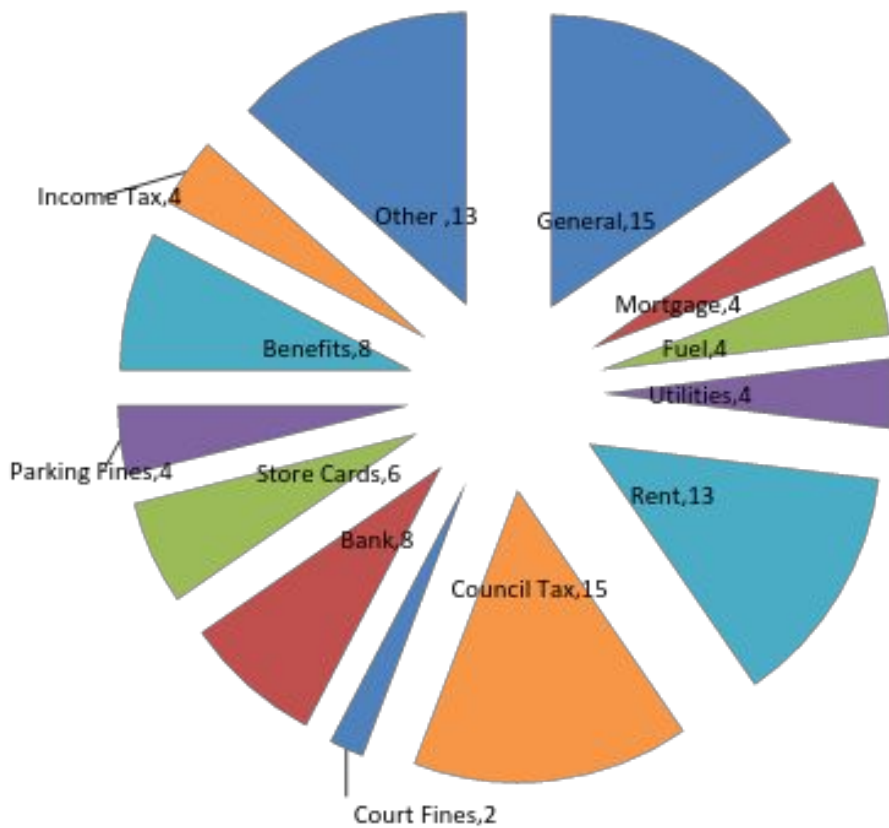
Welfare Benefit enquiries



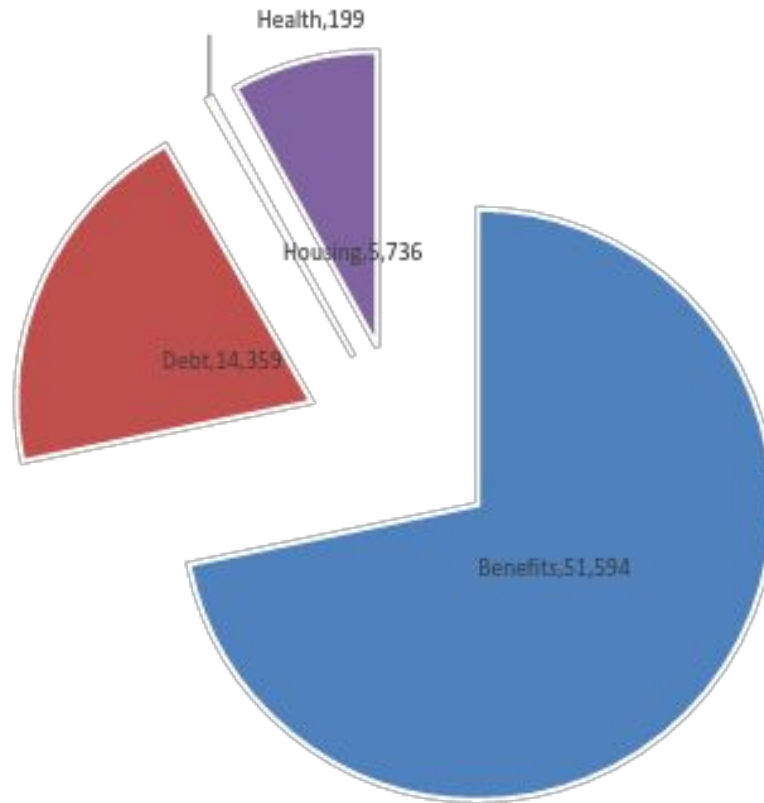
Housing enquiries



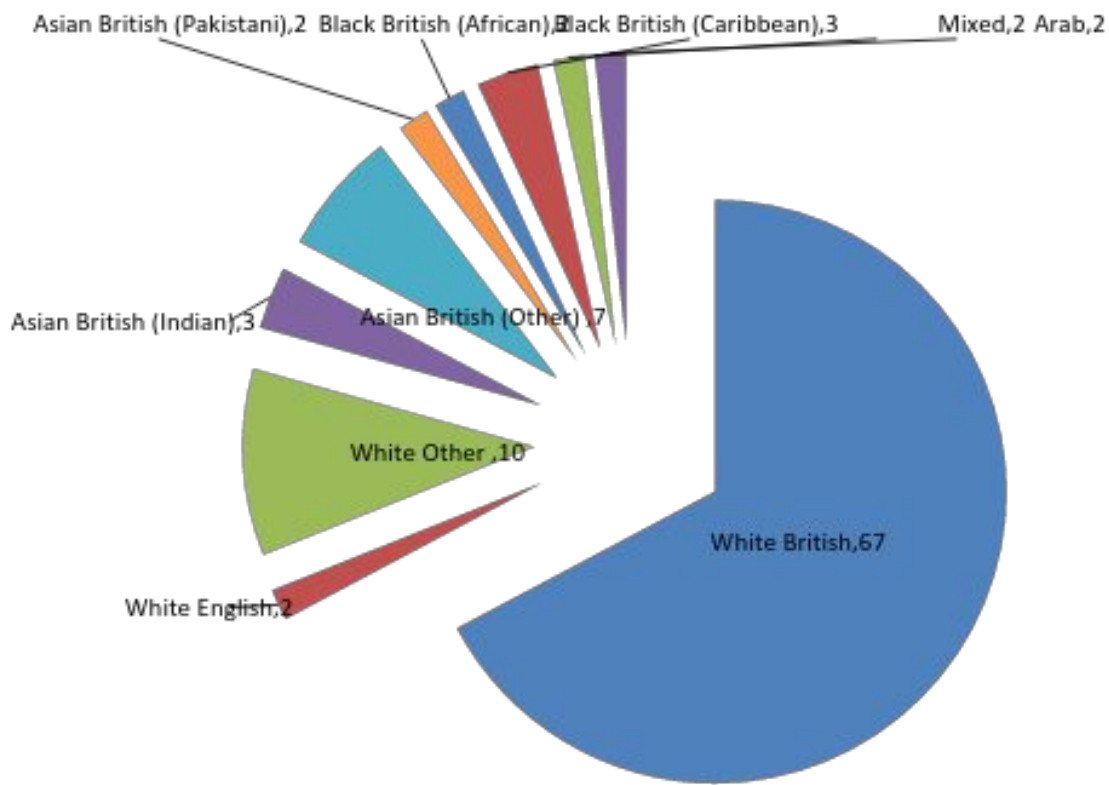
Debt enquiries



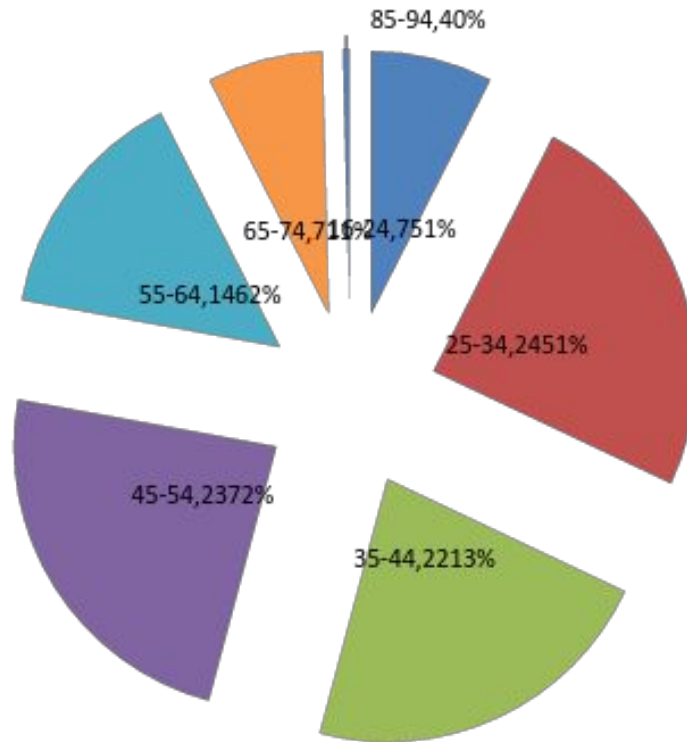
Financial gains for clients



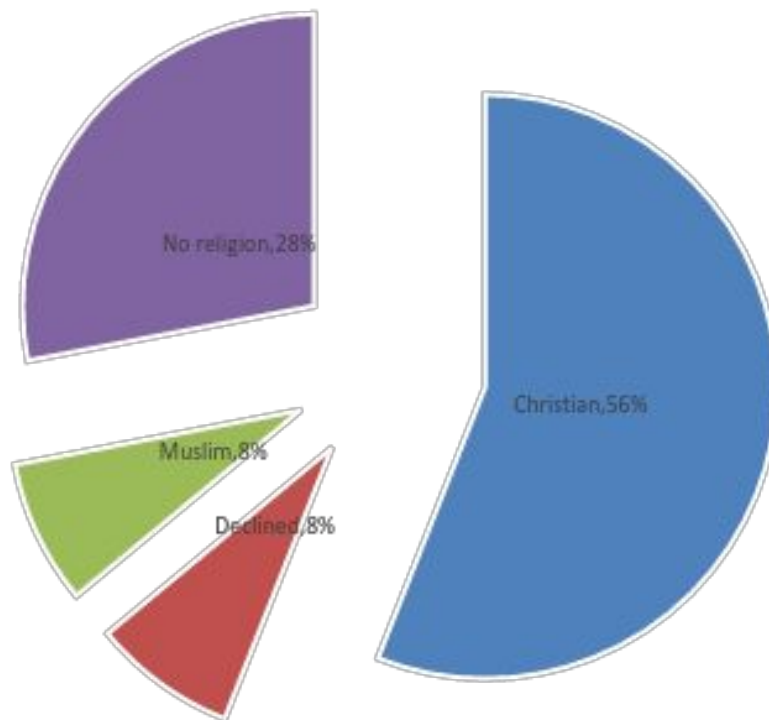
Ethnicity



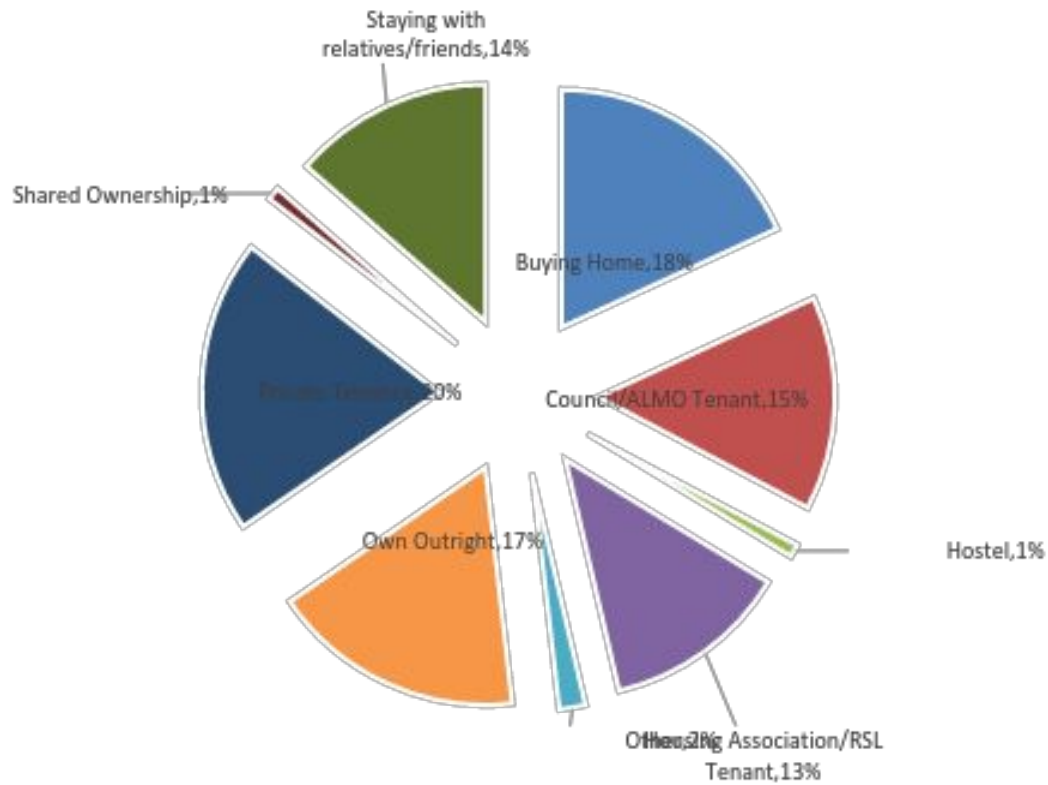
Age



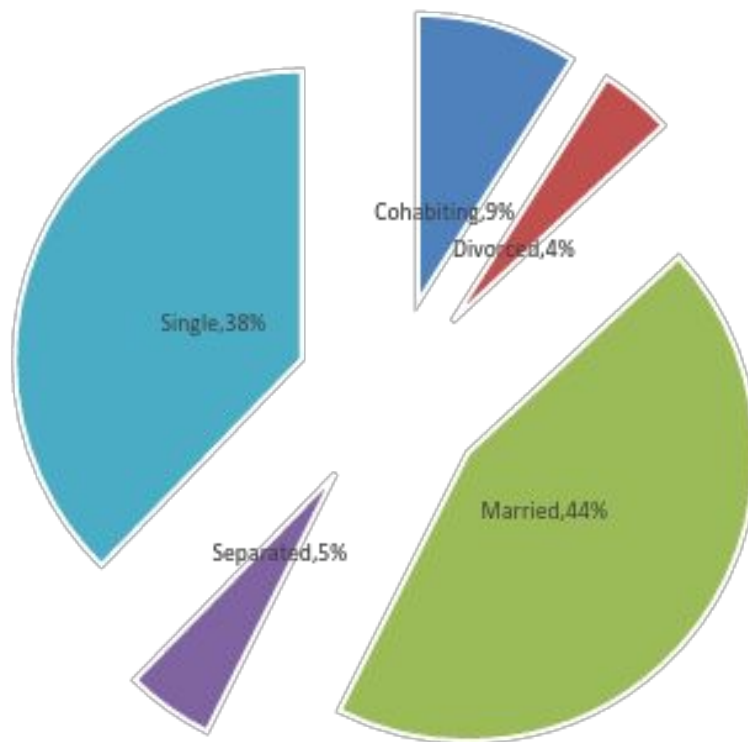
Faith and belief



Accommodation type



Relationship Status





Case study (1)

Enquiry Area	Benefits
Client profile	Client is 61 year old single lady living in Housing Association accommodation. Client has severe disabilities and uses a wheelchair but cannot mobilise herself due to lack of strength caused by arthritis. Client received ESA with the work related activity component . She also received DLA but was being migrated to PIP.
Problem	Client needed advice on challenging the DWP’s decision to place her in the Work Related Activity Group rather than the Support Group. Client also needed support with the ‘migration’ from DLA to PIP
How CAS helped	A CAS adviser made several home visits and assisted Client with a successful ESA appeal. The Client was put in the EAS Support Group. The CAS adviser also supported client through the process of migrating from DLA to PIP.



Case study (2)

Enquiry Area	Housing/Benefit
Client profile	Client is 81 year old lady living in shared house with her niece and husband. Client has a heart condition; her sole income is Pension Credit. Client pays rent and has periodic tenancy agreement in place. Niece and husband moved from Harrow to Sutton. Client had previously claimed Housing Benefit in Harrow.
Problem	The local authority refused client's claim for Housing Benefit because they considered that her agreement to pay rent was not commercial.
How CAS helped	CAS adviser helped Client to challenge HB claim successfully thereby allowing Client to stay in existing accommodation.

Case study (3)

Enquiry Area	Debt
Client profile	Client is 55 year old male living in HA accommodation. Client was rehoused recently as a result of financial abuse by his previous live-in carer. Client has mental health and literacy issues and is now being supported by Social Services.
Problem	Client had a number of debts but as his previous live-in carer took charge of Client’s financial affairs, the nature and extent of the debts was unclear.
How CAS helped	CAS specialist debt adviser worked with Client’s Social Worker to identify Client’s debts, and negotiated with the creditors. Adviser then advised Client on way forward to manage his financial affairs, with help from Social Services.



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www.suttonalps.org.uk

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