

Citizens Advice Sutton Annual Review 2020/21



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Comment from anonymous client in the Citizens Advice Sutton feedback survey

My appeal was complicated and involved a tribunal judge and Sutton Job Centre. At all stages the advisors were outstanding; sympathetic and supportive. But most of all they got things done step by step and never gave up, however complicated it got. I was so impressed with the free advice and professional, knowledgeable support I got every step of the way. In the end my family member got all the money he was owed back (it took over a year but worth the wait), which was almost £8,000 owing to an error made by the DWP. It went as far as a judge at a tribunal and when I lost faith they kept standing by me to fight for our rights.

The CEO reviews the year



The last year was a very difficult year for Citizens Advice Sutton, the country and the world. The coronavirus pandemic started to impact on the demand for our service from early March 2020. On 23rd March we started to run our service with nearly all staff and volunteers working from home. Over the year we partially re-opened and re-closed the office several times in accordance with government lockdown requirements. The pandemic did not cause a single day of unscheduled closure. We provided our service Monday to Friday through the year with residents contacting us by telephone, online, and during the periods when 'non-essential' shops could open, face-to-face in our covid secure Information Centre. We provide detailed information about how Citizens Advice Sutton supported residents through the pandemic on page 5 of this review. I am extremely proud of the Citizens Advice Sutton volunteers and staff who worked incredibly hard, in very difficult circumstances to adapt and run our service, responding to enquiries about complex and rapidly changing issues including government support for people impacted by the pandemic, welfare benefits and employment rights.

Over the year, we supported over 7,000 individual clients including 1,603 anonymous clients, (not including our Pension Wise clients). We handled 9,420 calls through our telephone contact centre. The information centre team recorded contact with 1,971 individual people who received information or advice. The information centre team recorded 4,486 contacts with people who needed support with issues including homelessness, the EU Settlement Scheme and domestic violence.

We handled 1,007 enquiries through our Sutton ALPS website. We responded to many of our website enquiries by telephone - people do not need an email address to access our service online. The pandemic led to a very significant increase in the number of clients referred to us by other agencies such as social services and local voluntary organisations.

Our specialist debt advice team supported 1,251 individual people. Our debt team arranged debt write-offs with Debt Relief Orders or other measures which resulted in £348,570 of debt written-off. The debt team provided 37 Debt Relief Orders. Our specialist housing advisers handled 160 housing cases including 45 cases funded by Legal Help. Our solicitor provided five clients with a complex case work service funded under a legal aid certificate.

Citizens Advice Sutton 2020/21

- 7,000 individual clients
- 9,420 initial telephone contacts
- 1,971 Information Centre clients
- £1,255,718 financial gains

Our National Lottery grant enabled us to continue our Advicelink project, working with partners across the borough to support vulnerable people, many of whom were struggling with the pandemic. We were unable to have a physical presence at most of our 'outreach' locations because of pandemic restrictions, but we provided telephone and online advice to people who contacted us through the Sutton Mental Health Foundation, Sutton Carers Centre, the Domestic Violence One Stop Shop and Jobcentreplus.

Our Home Office grant enabled us to support vulnerable EU nationals with applications to the EU Settlement Scheme. The Trust for London provided us with a grant for a Universal Credit project. The grant funded an advice worker and a Universal Credit Research & Campaigns post. Our grant from the Henry Smith Charitable Trust funded us to provide welfare benefits casework for people with disabilities.

2020/21 was the fifth year of our contract with the local authority to deliver the Advice Link Partnership

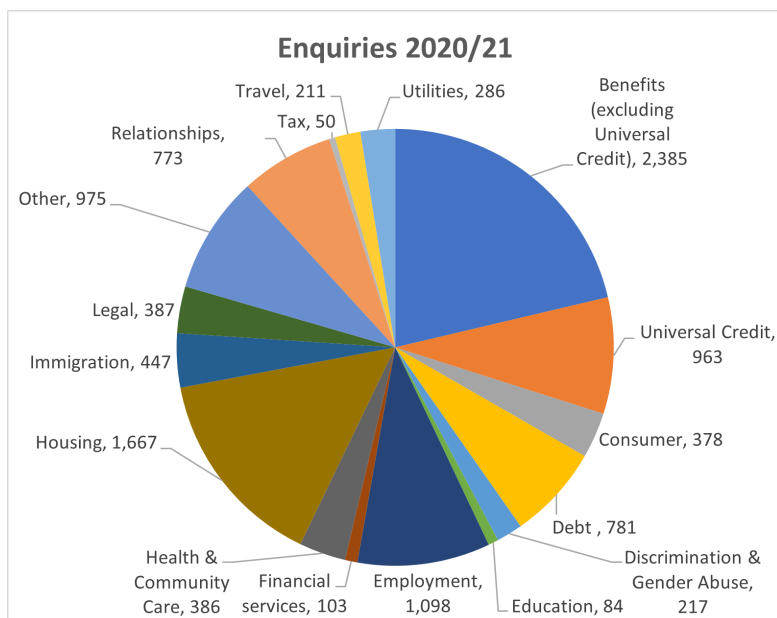
Sutton (ALPS) information and advice service. We deliver the ALPS service with Age UK Sutton and Sutton Carers Centre. ALPS provides one phone number with access to multiple local and national organisations. The core services are all available from 9.00 am to 5.00 pm Monday to Friday. People can telephone ALPS on 020 8254 2616 or contact ALPS online at www.suttonalps.org.uk.

Citizens Advice Sutton is a member of Citizens Advice - the national organisation for Local Citizens Advice services. Citizens Advice holds the Pension Wise contract with the Money and Pensions Service and makes sub-grants to a small number of Local Citizens Advice services. We have been a Pension Wise Delivery Centre since the inception of the service in spring 2015. Our Pension Wise guidance specialists usually provide a face-to-face service, but due to the pandemic provided the service by telephone throughout the year.

Citizens Advice also provides us with funding for the Help to Claim project that helps people to make Universal Credit claims. The service was extremely important during the pandemic as many people lost their jobs or had reductions in income and needed to claim Universal Credit for the first time. Citizens Advice also funded the Energy Advice Programme - a project to help people in fuel poverty save money on their gas and electricity. Our membership of Citizens Advice is one of the reasons that residents know and trust our service. A very high proportion of people who contacted us at the height of the coronavirus pandemic were 'new' clients, who at a time of national crisis sought advice from a well respected and trusted national 'institution.' At the height of the pandemic, the national Citizens Advice website - which includes reliable and up to date information on topics such as welfare benefits, debt, housing and employment, was receiving 2.2 million page views in a week and on one day in March 2020 received 390,000 page views.

Volunteers have been crucial to the delivery of our service since our inception in 1939. Our volunteers supported the service through the pandemic, providing advice by telephone from their own homes. In the last year our volunteers contributed approximately 14,000 hours of time, recording 5,901 contacts with clients. At least 40 individual people volunteered with us, in a variety of roles including advisers, contact centre and information centre team members and providing administration support. 35 individual volunteers recorded at least one client contact.

In 2020/21, we responded to 11,191 enquiries. Some clients have several distinct enquiries. Our main enquiries were welfare benefits including Universal Credit (29.9%), employment (10%) housing (14.9%) and debt (7%).



In 2020/21, we achieved financial gains for our clients of £1,200,645 including £870,753 in welfare benefits. The 'true economic benefit' to the borough of these financial gains is much higher than the total financial gains achieved for individuals as people on low incomes were the main beneficiaries of these gains and will have spent a very high proportion of that increased income in local shops and businesses.

Supporting residents through the Coronavirus crisis

We started to see the impact of the coronavirus pandemic in March 2020, as people, in particular self-employed people, enquired about government support for businesses and welfare benefit entitlements. On the afternoon of Friday 20th March, we reconfigured our telephone service, without interrupting the service and from 9.00 am on Monday 23rd March 2020, we provided our service remotely, with calls to our contact centre diverted to mobile phones with staff and volunteers working from home.

In the first two months of the first lockdown, 1,277 named, individual Sutton residents contacted us. 48% of these residents had not previously contacted us, but needed our advice due to sudden reductions in income or loss of employment etc. We had 2,247 visitors to the Citizens Advice Sutton website in this period and over 9,000 unique visitors to our website over the year. The numbers of clients contacting us in distress and possibly suicidal increased and we arranged suicide awareness training for our staff and volunteers. We continued to provide a casework service for clients, with clients sharing documents with us by email and WhatsApp. We set up systems to provide support and supervision to volunteer advisers who were working from their homes.

People often contacted us within hours of the government announcing new policy initiative such as furlough, the self-employed income support scheme and changes to welfare benefits. We provided online training sessions to update staff and volunteers on the support available to people impacted by the pandemic. At least 40 individual people volunteered with us over the year, providing information, advice and administrative support. We set up many new referral arrangements with organisations including Jobcentreplus, social services and other voluntary organisations. Over the year, we provided advice to at least 200 people who were referred to us by Sutton council and about 40 people who were

Cont. p.6

Volunteering through the pandemic - In the words of our Volunteer Coordinator

During the lockdowns we worked hard to engage and support our existing volunteers and at the same time remotely recruit and train new volunteers. The fact that most of our volunteers stayed with us during the pandemic is a testament to their commitment and desire to continue helping people.

When the lockdown was announced, we swung into action with contact centre assessors taking incoming calls on mobile phones, and advisers undertaking call backs to advise clients on complex benefits, debt, employment, housing and consumer issues. With phones glued to ears and laptops perched on knees and kitchen tables, volunteers and staff continued to provide the same quality and standard of service.

We recruited new volunteers during and between lockdowns conducting online interviews and training sessions. While not ideal, it proved to be a successful, if a little stressful, experience for both sides. Training also continued with an emphasis on both providing refresher training for existing volunteers, and foundation training for new recruits which normally would have been classroom based followed up by independent learning, shadowing and on-the-job experience. Overnight we transferred to virtual training and delivered a programme of training at the level and depth we would have done face-to-face.

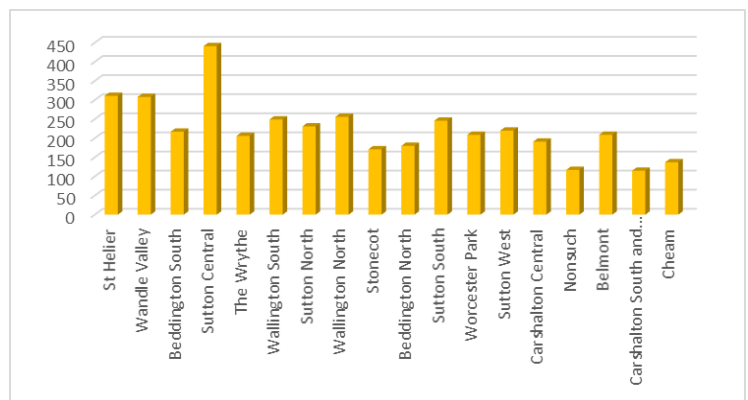
Like the rest of the population, we had some people shielding or only being allowed out for the permitted daily shopping/ exercise trip. Once again Zoom became the vehicle of choice for keeping in contact with people through some fiendishly difficult quizzes and our annual Christmas party. Lockdown was challenging but, in its way, it also demonstrated the depth of commitment and professionalism of our existing and new volunteers to Citizens Advice Sutton. We cannot thank them enough.

From p. 5 referred to us from the local Jobcentreplus office. During the periods when we had to close our offices, we took referrals from the council reception team. Several times a week, during the lockdowns, the council reception staff referred people who needed urgent advice to us. A very experienced adviser provided a socially distanced, safe service, to those people, in the council foyer. Several local voluntary organisations referred numerous people to us for complex advice. Our facility to make online referrals to the foodbank was very useful. We referred 414 people to the foodbank over the year.

We partially re-opened our Sutton office on 1st July 2020. We carried out a comprehensive risk assessment and re-opened our Information Centre, from 10.00 am to 3.00 pm, with social distancing measures in place including a screen, a one-way system and a 'one in-one out' procedure. We closed the Information Centre in November to comply with the second lock down and again in January to comply with the third national lockdown. From 12th April 2021, our Information Centre has been open 10.00 am to 3.00 pm, Monday to Friday. We are carefully restoring our usual services.

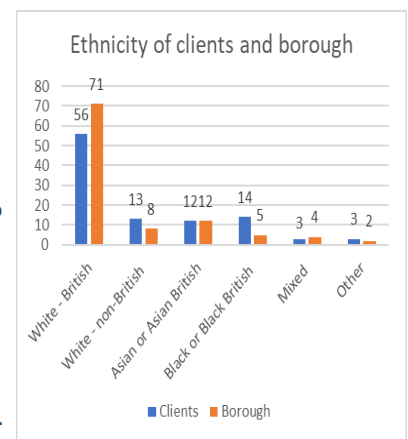
Working for all residents across the borough

People resident across the borough access our service. In the two year period-1st April 2019 to 31st March 2021-we had contact with over 15,000 Sutton residents. We had contact with 11,141 individual named residents plus 4,375 anonymous clients. The equivalent figures for the five year period 1st April 2016 to 31st March 2021 are 23,819 and 13,551.

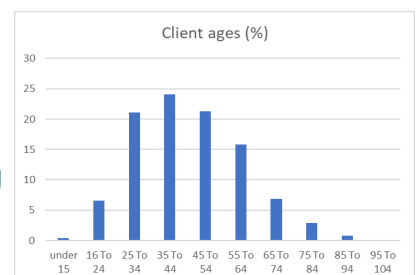


Our service is particularly needed by residents of the lower income wards. The chart above shows the numbers of Citizens Advice Sutton clients from each ward in 2020/21. The horizontal axis ranks the wards in order of income from St Helier-the ward with the lowest average household income, to Cheam with the highest average household income. There also appears to be a connection between the number of clients in a ward and the number of people living in private rented accommodation. A very high proportion of Sutton Central residents live in such accommodation-22%-compared to 14.9% for the borough.

The chart on the right compares the proportion of clients by ethnicity with the proportion of residents by ethnicity. Some ethnic groups such as White non-British and Black /Black British are a relatively high proportion of clients. We propose that these variations relate to advice needs, with people, who have recently arrived in the country and/or are more likely to experience disadvantage being more likely to need our service.



The chart on the right shows the age profile of our clients. People of working age, particularly with children and or caring responsibilities are likely to need our services for reasons including the means testing and conditionality of working age welfare benefits, the costs of bringing up a family and employment issues.



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From p. 6 In 2020/21, 61% of our clients were female. This gender imbalance is seen in advice services across the country. In summer 2020, we worked with local partners including Sutton Council on a campaign to encourage men to seek debt advice. We are concerned that men make up 75% of suicides, and despite debt being a factor in suicides, men are less likely to seek debt advice.

A high proportion of clients are adults living alone or single people. In 2020/21, 49% of clients who provided information about their relationship status described themselves as single, with a further 14% describing themselves as widowed, divorced or separated. 37% described themselves as married or in a civil partnership or cohabiting. In England & Wales, only 32% of women and 38% of men are single, suggesting that our service is particularly important to people who are isolated or lack family support .

Feedback from our clients

We participate in the national Citizens Advice client experience survey. The survey is anonymous -we do not know how particular clients responded. In 2020/21, national Citizens Advice contacted 364 people who had contacted Citizens Advice Sutton. The proportions of clients giving a positive response to the four questions were as follows:

- Easy to access the service : 83.6%
- Service helped [you] to find a way forward : 85.4%
- Problem now resolved : 77.9%
- Recommend the service : 92.1%

The survey provided clients with an opportunity to comment on our services. Many of the comments thanked particular volunteers or members of staff. The comments included the following:

It was actually a social care worker that contacted CAB on my behalf as I suffer from severe complex PTSD and I was contacted almost immediately by [a named adviser] who took my condition into consideration completely and went above and beyond to help me !

I do appreciate all the help and advice given by the advisors with whom I am still working, it is nice to have a 'listening ear', someone who walks along with you without being judgmental, and is supportive.

Thank you for being my side when I needed help

In spring 2020, we carried out our outcomes survey. A member of staff contacted 90 clients, between six weeks and three months after their last contact with us. We asked clients about the impact of our service on their health and wellbeing. 72% of clients who responded to the survey agreed that our service had improved their health and wellbeing including 44% who agreed that our service had improved their physical health, 54% who agreed that our service had improved their mental health, and 63% who agreed that our service had improved their emotional wellbeing.

81% of people who responded to the survey agreed that our service had improved their circumstances, including 40% who agreed that our service had improved their economic circumstances, and 77% who agreed that our service had improved their 'domestic, family or personal circumstances.'

We asked clients about the possible impact of failing to contact us. 82% of clients said that they would have experienced anxiety and 52% said that they would have lost income if they had not contacted us.

Telephone Contact Centre

Financial abuse

A client telephoned us because she was concerned about her brother's treatment of their elderly mother.

The client's brother had power of attorney for their mother's affairs. The client was concerned that her brother was misusing the power of attorney.

We provided the client with information from the gov.uk website about raising a concern with the Office of the Public Guardian and social services. We also signposted the client to the Hourglass Charity.

the pandemic). 21 individual volunteers supported the contact centre.

Uncovering a need for debt advice

A woman called us for advice about a family problem.

She was in dispute with her children's father. The adviser, as part of the interview process, asked her if she was receiving maintenance from him. The client said that she was not receiving any maintenance and was struggling on a low income. The adviser asked the client if she needed debt advice and the client told us that she had multiple priority debts including fuel debts.

The adviser provided the client with the information that she needed for the family problem and referred her to our specialist debt team.

first point of contact. In 2020/21, the contact centre team resolved approximately 70 % of enquiries at

Bank accounts

A young man called and asked us to speak to his father on his behalf. The father explained that his son had unwittingly allowed criminals to use his bank account. The bank identified the fraudulent activity, then froze and closed his account. The young man was innocent of any wrongdoing but was now unable to open a new bank account. The adviser sent a text message to the client with a link to information from 'Unlock.' The client opened the link and the adviser talked him through the information about 'managed' bank accounts and other options for people in this situation.

The staff and volunteers work hard to ensure that our service is accessible by telephone. We maintained our usual telephone service throughout the year, with staff and volunteers taking calls from home. Throughout the year, we provided the telephone service during our usual hours - Monday to Friday from 9.00 am to 5.00 pm. In 2020/21, the contact centre team handled 9,420 phone calls. 40% of these calls were handled by volunteers (lower than in previous years due to

From 23rd March 2020, the contact centre volunteers and staff handled the calls from home, with calls to our contact centre re-routed to mobile phones. When possible, small numbers of people took calls in our socially distanced office.

The contact centre takes calls on a very wide range of issues, with benefits, housing and debt being the most common. Many people have multiple, connected issues. For example, many people who contact us about Universal Credit also have debt issues. When possible and appropriate, we resolve the issue with the client at the

the first point of contact by providing information or advice. This was, because we were unable to offer face-to-face appointments, much higher than previous years. We provided 30% of clients with telephone advice appointments. We responded to 30% of calls to our contact centre by providing information including signposting to other organisations, including other local organisations, government services and other national organisations.

We resolve many enquiries by providing information. During the year, government policies were changing rapidly. Many people phoned us

to check if information that they had read on social media or heard from friends or family was correct.

We only use reliable and up to date information sources to advise clients, such as gov.uk and citizensadvice.org.uk. A high proportion of people who telephone us – at least 16% are not confident

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From P.8. or are simply unable to find information online or complete online forms.

In 2020/21, we handled 1,007 online enquiries. People can contact us-and our ALPS partner organisations-at www.suttonalps.org.uk. Members of the public can complete simple online, subject specific forms that interface with our case recording system. We respond to many website enquiries by telephoning the client-people do not need to have an email address to contact us online-we can simply telephone the client on receipt of the enquiry.

Healthwatch Information Service



We work with Healthwatch Sutton to deliver the Healthwatch information service which provides information about health and social care services. In

2020/21, we handled 386 unique enquiries from Sutton residents needing information about local health and social care services. We provided information about a very wide range of issues. including prescription charges, GPs, community care and residential care. The number of health enquiries from a locality of the borough relates to the average income of that locality. The number of enquiries from St Helier ward is much higher than for example, the number of health enquiries from Nonsuch ward.

Working with a solicitor on a medical negligence issue

A woman contacted us on behalf of a friend who did not speak English but needed advice on a claim against a hospital that had operated on her a couple of years ago. We made an appointment for the client and her friend who interpreted. We had to carry out the interview by telephone because of pandemic restrictions. The adviser explained the deadline and process for bringing a medical negligence claim and consulted with a medical negligence solicitor on behalf of the client. We helped the client to obtain her medical records from the hospital and arranged an appointment for her with a medical negligence solicitor to further consider and progress the case. We explained to the client that she could choose another solicitor and gave her information about Action for Victims of Medical Accidents.

Advicelink



Citizens Advice Sutton has a grant from The National Lottery Community Fund for our Advicelink Project. Advicelink is delivered by local organisations with expertise in information and advice, including Refugee Migrant Network Sutton and Age UK Sutton. The grant

funds Citizens Advice Sutton to provide advice two days per week for carers at Sutton Carers Centre, with another day of home visits for carers. Carers can arrange an appointment by contacting Sutton Carers Centre. We provide advice one day per week at the Sutton Mental Health Foundation. We continued to provide these services during the pandemic, by telephone and Zoom to carers and people attending or supported by Sutton Mental Health Foundation.

Sutton Mental Health Foundation

63 Downs Road, Belmont,
Sutton, SM2 5NR.
Tel. 020 8770 0172.

The National Lottery grant also paid for a Citizens Advice Sutton adviser to provide advice at the Jobcentre Plus office and the Middleton Circle Library. We could not run these services in 2020/21 because of the pandemic, so we adapted the project to take many referrals from the DWP and council social services etc. In 2020/21 1,538 individual residents benefitted from this project.

Sutton Carers Centre

1st Floor, Benhill House,
12-14 Benhill Avenue,
Sutton, SM1 4DA.
Tel. 020 8296 5611.

The grant included funding for an external evaluation of the project which was carried out in spring 2021. The evaluation noted that the value of Advicelink was in its “*dedicated and skilled staff*” who were “*collaborative, vital advocates for the vulnerable people in Sutton.*”

Support for EU nationals

In April 2019, the Home Office awarded us a grant to support vulnerable EU nationals with applications to the EU Settlement Scheme. We delivered the project with Refugee Migrant Network Sutton. Most EU nationals wishing to remain in the UK needed to apply to the settlement scheme by 30th June 2021. We worked closely with Sutton council and other organisations to raise awareness of the scheme with EU nationals. We encouraged people to apply and provided practical support to people who would otherwise struggle to complete the online application process. In 2020/21, we engaged with 624 people and provided practical application support to 184 people, including the parents of 30 children. We supported people by uploading documents to the application website and helping with passport applications. We will continue to support EU nationals with pre-settled status who need support to apply for settled status.

Support for a homeless EU national

An EU national visited our drop-in Information Centre. He had lost his job and subsequently his home. He was sleeping rough. His passport had expired. We helped him to apply for a new passport and then with an application to the EU Settlement Scheme. We liaised with the local authority who arranged accommodation for him and helped him to apply for Universal Credit. We also liaised with a local charity who supported the client to secure employment.

An EU national needing end of life care

The client's mother was an EU national who was receiving end of life care at a nursing home. The home had told the client that her mother could not remain in the home beyond 1st of July 2021 unless she could prove that she had applied to the EU Settlement Scheme.

Our EUSS adviser visited the care home alongside the daughter who had power of attorney and supported her with the EU Settlement Scheme application. We liaised with the Home Office who expedited the application and the client was granted Settled Status within two days of the application. The notice served by the care home was cancelled and the client remained in the home to receive palliative care.

Support for a non-EU care leaver

The client was referred to us by Social Services. He was a young care leaver and a vulnerable non-EU national who relied on his EU family member for a right to continue to live in the UK. He had lived in the UK most of his life but had not regulated his complex immigration status. We supported the client to apply to the EU settlement scheme and he was granted Settled Status. We also supported the client and worked closely with the social worker to secure benefits entitlement so that he could move into and sustain independent accommodation.

A referral from Jobcentreplus

The local Jobcentreplus referred a man to the Citizens Advice Sutton Advicelink adviser. The man, who had severe mental health difficulties, was in receipt of Universal Credit. An unknown person had accessed his online Universal Credit journal and made a false report that the client had started employment. The DWP fraud team suspended the client's claim and alleged that he had committed fraud.

The adviser who was familiar with the client, asked the DWP who agreed to suspend, rather than terminate, the client's Universal Credit claim. The adviser explained the situation to Jobcentreplus who restored the client's benefit and helped him to secure his Universal Credit account.

Support for women experiencing domestic abuse

Our National Lottery grant funds our support for the Domestic Violence One Stop Shop (DVOSS). A specialist Citizens Advice Sutton adviser attended the DVOSS during the periods when the service was not closed due to pandemic restrictions. The adviser, throughout the year, took referrals from the local Independent Domestic Violence Advocates (IDVAs). The IDVAs referred people to CAS who needed advice on issues including welfare benefits, housing and debt. Our adviser also helped women with statements to help prepare for appointments with solicitors. In 2020/21, our specialist adviser received 37 referrals from IDVAs and provided intensive support to 74 individual women.

Connecting a domestic abuse victim with services

The client had mental health difficulties and substance abuse problems. She moved to Sutton to try to escape from an abusive relationship. The client telephoned the Citizens Advice Sutton contact centre for advice on her situation. The contact centre volunteer directed the client to the Domestic Violence One Stop Shop.

The Citizens Advice Sutton adviser at the DVOSS helped the client to obtain her entitlements to Personal Independence Payment, Universal Credit and (because she was occupying temporary accommodation) Housing Benefit. The adviser negotiated with the client's previous landlord who wrote off her former tenancy arrears. The Citizens Advice Sutton adviser supported the client with an application for a non-molestation order, providing advice about the application and help with completing the witness statement and access to legal aid services. The adviser connected the client with a range of local services a family solicitor, Encompass, Inspire and Sutton Uplift, Sutton Women's centre and Jobcentreplus.

Support with rent arrears for a woman escaping from domestic abuse

The client was a young vulnerable woman who had escaped from domestic abuse. She had applied to a London council as homeless. The council eventually placed her in temporary accommodation in Sutton. The council then told her that she had accrued rent and council tax arrears of over £6,000 because she had not completed the Housing Benefit and Council Tax Reduction application process for her previous accommodation. The young woman sought advice from us.

The adviser contacted the London council and successfully challenged the decision that she had not made valid claims for Housing Benefit and Council Tax Reduction. The council then awarded backdated Housing Benefit and Council Tax reduction which cleared the arrears. The CAS adviser helped the client with a successful claim for Housing Benefit and Council Tax Reduction for her current property in Sutton.

Kickstart

Citizens Advice Sutton is participating in the Kickstart scheme. Kickstart is a government scheme to give work experience to young people in receipt of Universal Credit. The scheme funds employers to provide paid work placements to people under the age of 25. The young people are paid at least the minimum wage and work for 25 hours per week for six months. We are providing placements for three young people who are supporting our Information Centre, our Contact Centre, and providing administrative support. The Kickstarters are making very substantial contributions to our service while, at the same time, gaining valuable new skills and experience. We know that employers really appreciate the skills and experience that people gain from volunteering or working at a Local Citizens Advice.

Information Centre

Recovering unpaid wages

The client visited the information centre for advice on her employment rights. She had recently changed jobs and the previous employer had failed to pay her last month's wages and outstanding annual leave entitlement.

The adviser supported the client by advising her of her rights and the deadline for making a claim to the Employment Tribunal for unlawful deduction of wages. The adviser wrote to the employer and asked for full payment to be made within two weeks. The client received the full payment within five days from the date of the letter.

Our Sutton office is currently open Monday to Friday from 10.00 am to 3.00 pm. The staff and volunteers in the centre provide information and advice to people who drop in. We provide information and advice on the full range of issues, signpost people to organisations, and help clients to access appointments with our appointment based services. In 2020/21, the information centre team recorded contacts with 1,971 individual residents. Nine people volunteered in the Information Centre during the year. We had to suspend the drop-in service for much of the year, in order to comply with lockdown restrictions. When we were able to open the centre, we provided a safe, socially distanced service with a 'one in-one out' system and low numbers of staff and volunteers in the office.

We aim to resolve issues, if appropriate at the first point of contact, so that people do not need to make another visit to our offices. A very high proportion of people who use our drop in service cannot easily contact us online or by telephone because of limited spoken English, digital exclusion or mental health difficulties. We estimate that 40% people who visit our Information Centre would have difficulty with contacting us by telephone because of limited spoken English. About 47% of visitors are anxious or have mental health difficulties. About 35% of visitors need help with accessing digital services.

People who need BSL advice but need assistance to access the *Deafplus* online services can visit our Sutton office, Monday to Friday. We have a dedicated room with a webcam and scanner so that can people can communicate and share documents with the *Deafplus* advisers.

A domestic abuse crisis

The client was a victim of domestic violence. She had been physically, financially and emotionally abused by her partner. She did not speak English and had no mobile phone or internet access. She was homeless and contemplating suicide. The adviser who spoke the same language, supported the client to make a homelessness application, applied for benefits and referred client to Uplift. The adviser supported the client to call her GP and referred the client to DVOSS. The client was housed immediately, she was issued a food voucher and a crisis loan application was successful on the same day. We also booked a free HLA appointment with a family solicitor to discuss her options. Client returned few weeks later to thank us for our support.

Support with housing costs following relationship breakdown

The client visited the information centre because she was worried about her ability to pay the rent. Her partner had moved out of the property and she applied for Universal Credit. The DWP refused to pay the full rent element because her ex-partner's name was still on the tenancy agreement. The client was accruing rent arrears and at risk of eviction. The adviser requested a Mandatory Reconsideration of the DWP's decision. The adviser also applied to the council for a Discretionary Housing Payment to help the client with an 'eligible rent' shortfall. The DWP changed their decision on receipt of the Mandatory Reconsideration request and the council approved the Discretionary Housing Payment. The client's rent arrears were cleared. The adviser also supported the client with an application for council tax reduction.

Debt Advice



Citizens Advice Sutton is a member of the Debt Free London consortium led by Toynbee Hall and funded by the Money and Pensions Service to provide face-to-face debt advice in London. CAS is authorised and regulated by the Financial Conduct Authority to provide debt advice. Our debt advice is delivered by a team of specialist advisers whose only motivation is to help people resolve their debt issues. We have, unlike other debt advice providers, no financial interest in any particular debt resolution option and our service is free, independent, confidential and impartial. We often advise people who have received poor advice from commercial debt advice services.

Our specialist debt advisers provide clients with a casework service or one-off advice depending on the client's circumstances and abilities. They assist clients with challenging liability for debts, advising and assisting clients who wish to go insolvent, and negotiating repayment plans. The advisers are also able to help clients maximise their incomes and budget to reduce spending where possible.

In 2020/21, the Citizens Advice Sutton debt advice team arranged for £348,570 of debt to be written off by Debt Relief Orders and other procedures. A DRO may be suitable for a person who, among other conditions, owes less than £30,000, has assets of less than £2,000 and has spare income of less than £75 per month. Debtors can only obtain a DRO through an 'approved intermediary,' such as a member of our debt team who is approved by the Insolvency Service to support people with DRO applications. We provided 37 DROs in 2020/21.

Maximising income and resolving debt

The client worked part time in a low paid job as a health care assistant. She was in poor health that restricted her ability to work but as she did not have significant limitations on her mobility or daily living activities she was not entitled to disability benefits. She had incurred debts from private health treatments. She had debts of over £16,000. The debt adviser checked the client's income and advised her that she was entitled to Universal Credit of over £300 per month which would help her with the rent. The adviser explained the options for dealing with her debt including a Debt Relief Order. The client decided that a DRO would be the best solution. The adviser, an 'approved intermediary' successfully applied for a DRO which ended the client's debt liabilities.

Resolving Council Tax arrears for a Care Leaver

Our client was a young care leaver. He had been in care with another South London borough but had moved to Sutton. The London borough that had placed him in care, contacted him about council tax arrears, claiming that he owed Council Tax from a previous address when he lived in that borough. He was referred to a Citizens Advice Sutton debt specialist. He asked her to help him negotiate a council tax payment plan with the London Borough.

The adviser contacted the London Borough and explained that our client was not actually liable for the Council Tax. The adviser told the Council Tax office that the council should have exempted our client from Council Tax. The borough had operated throughout the period covered by the alleged arrears, a care leaver council tax exemption scheme. The borough's personal adviser to care leavers should have helped him apply to the care leavers relief scheme but this had not happened. However, the borough accepted the late application from our debt adviser and applied the Council Tax relief which completely cancelled the Council Tax arrears.

Legal Aid housing



**Legal Aid
Agency**

Citizens Advice Sutton is one of a small number of Local Citizens Advice services to have a contract with the Legal Aid Agency to provide specialist housing advice. Anyone entitled to Legal Aid can access the service, which provides advice on issues including homelessness, serious disrepair and eviction. The service is provided by our specialist housing solicitor and case worker who can access Legal Aid for eligible clients to fund barrister's opinions, court representation and other services that may be required to progress the case. Entitlement to Legal Aid is means tested. People on low incomes may qualify. People in receipt of benefits such as Universal Credit are entitled to Legal Aid subject to the 'disposable capital' limit of £8,000. In 2020/21, the CAS specialist housing advisers advised 160 clients including 45 clients who received Legal Help funded advice and five clients who were advised under a legal aid certificate.

Support with an application for homelessness support

The client was being treated for cancer at the Royal Marsden Hospital in Sutton. He was staying with his mother, sleeping on her sofa in her sheltered accommodation. He contacted a South London council and requested support with housing. The council did not respond to him. The client came to our Sutton drop-in service. An adviser at our drop-in service contacted the council and explained that the client was homeless because he had no accommodation that he could reasonably occupy. The council did not formally accept the application. Our housing solicitor then wrote to the council, stating that if they did not accept the application in two working days, she would issue Judicial Review proceedings. The council did not respond. Our housing solicitor then obtained written advice from a barrister, confirming that a judicial review would be very likely to succeed. Our solicitor forwarded the opinion on to the council who then, finally, accepted the application and provided the client with accommodation.

Advice on suitability of accommodation

The client was a young single woman, living in a House of Multiple Occupation in South London. She had to undergo chemotherapy treatment for cancer. The cancer treatment meant that she was at increased risk of infection and the HMO was therefore not suitable accommodation. The client applied to the London council who accepted that she was homeless and in priority need. However, the council placed her in Bed & Breakfast accommodation—which exposed her to an even greater infection risk than the House of Multiple Occupation. Our solicitor wrote to the council, explaining that the council is under a legal duty to provide suitable accommodation and a failure to provide it can be challenged by judicial review. The council, rather than defend a strong Judicial Review action, moved her to suitable self-contained accommodation.

Disrepair and rent arrears

The client had, due to an issue with benefit entitlement, accrued substantial rent arrears on her rented house. The landlord issued a possession claim in the County Court. The client contacted CAS before the hearing. Our housing solicitor made a counter-claim against the Landlord for disrepair—the property was infested with vermin—and arranged for a barrister to represent her at the court hearing. The court offset the disrepair claim against the rent arrears. The rent arrears were substantially reduced. The court made a possession order, but the council asked the landlord to allow the tenant to stay in the property. The landlord agreed to this proposal, because the rent arrears had been substantially reduced by the successful disrepair claim. The landlord gave the client a new tenancy, agreed to resolve the vermin infestation and the client, rather than become homeless, remained in the accommodation.

Henry Smith Charity



Our grant from the Henry Smith Charity enables us to deliver welfare benefits case work. The advisers on this project, who are a combination of very experienced volunteers and paid staff, deal with complex welfare benefit cases including disability benefit appeals, benefits for EU nationals and overpayments. In 2020/21, this project supported 438 people. A measure of the complexity of the work undertaken by this project is the fact that the advisers on this project made over 3,000 contacts with, or on behalf of, those clients.

An appeal to the Upper Tier Tribunal

The client was a young woman with a long-term severe health problem. She had claimed Personal Independence Payment. The DWP awarded her no points at the assessment and her claim was refused. The client contacted us and we provided advice on how to request a mandatory reconsideration. The DWP reconsidered the decision but did not change it. The client then contacted us through our website, for advice on how to appeal to the First Tier Tribunal.

A very experienced volunteer supported the client to make an appeal to the First Tier Tribunal. The DWP provided the appeal documents. A volunteer working under the direction of a welfare benefit specialist, produced the detailed submission for the appeal hearing. The appeal submission included references to the case law on whether or not a PIP claimant can carry out an activity 'reliably.'

The client and her carer attended the hearing. The tribunal awarded the client a small number of points, but not enough points to give entitlement to benefit. The client asked the tribunal to send a copy of their statement of reasons and notes of the hearing to our office. An adviser drafted an application to the Tribunal for Leave to Appeal. In March 2020, the Tribunal refused to grant leave to appeal. The adviser then made a request for leave to appeal directly to the Upper Tier Tribunal. The Upper Tier Tribunal granted leave to appeal and asked the DWP for 'observations' on the appeal. The DWP actually agreed with our grounds for appeal. The Upper Tier Tribunal judge set aside the decision of the First Tier Tribunal and ordered a re-hearing. The rehearing allowed the client's appeal, awarding her the Enhanced Rate of the Daily Living Component and the Enhanced rate of the Mobility Component from the date of the claim. The successful appeal increased client's weekly income by over £150 per week. The case lasted two years but the Personal Independence Payment was paid from the date of the original claim.

Advicelink Partnership Sutton (ALPS)



Citizens Advice Sutton is the lead partner for ALPS - Advice Link Partnership Sutton. The London borough of Sutton has a contract with us for Information and Advice services. We deliver the service with Age UK Sutton and Sutton Carers Centre.

ALPS provides a single phone number -020 8254 2616-for information and advice. The ALPS phone number provides access to the three ALPS Delivery Partners -Citizens Advice Sutton, Sutton Carers Centre and Age UK Sutton. The phone service also provides access to Sutton Library Service, who provide local community information, and 24 hour access to the Samaritans and the National Domestic Violence Helpline. The ALPS 'core service' is available from 9.00 am to 5.00 pm Monday to Friday. During these times all of the services are available. The ALPS partners increased access during the pandemic working in the evenings and weekends to support vulnerable residents. In 2020/21, the ALPS partners handled 21,675 'initial contacts' from residents. The ALPS service produced financial gains of £2,840,715.

Volunteering at Citizens Advice Sutton

Volunteers are a fundamental part of our service. In 2020/21, 40 people volunteered with Citizens Advice Sutton providing more than 14,000 hours of time. We estimate that our volunteers' contribution to service delivery is the equivalent of over £200,000 per year of paid staff time. In 2020/21, our volunteers recorded 5,901 contacts with clients and handled approximately 40% of enquiries to our Telephone Contact Centre. We recruited 11 new volunteers during the year, providing online interviews and training sessions.

The CAS team is reflective of the local community. We have a very wide range of people including students and retired people and a wide range of ethnicities and skills. We provide comprehensive training and support to our volunteers but applicants need to be open-minded, non-judgemental, comfortable using or learning computer systems and must be able to work effectively as part of a team.

In spring 2020 we carried out a survey of volunteer satisfaction. Nearly every volunteer mentioned the satisfaction of the role with many volunteers also mentioning the good team spirit and the opportunity to learn new skills. If you are interested in volunteering with us visit www.citizensadvice.org.uk/volunteering.

A new volunteer's experience of training as an adviser

"I joined Citizens Advice in between lockdowns in September 2020. But as the next lockdown began my training started online, consisting of fortnightly sessions on the core areas of advice and completing exercises on the e-learning platform. There was a lot of ground to cover and in many ways the flexibility of completing the learning online made it easier to fit around my studies. With my crash course in the main advice areas complete, the next stage of my training was to put these skills into practice with practice call-backs. Pre-Covid this would be done by sitting in on appointments with experienced advisors, but the volunteer coordinator's ingenious alternative was 'mock' call-backs over zoom. Thanks to the excellent acting skills of another volunteer, I was able to practice dealing with clients and role-playing difficult scenarios. Training over Zoom allowed me to receive focussed feedback and develop my skills in a controlled and supportive environment.

After four 'mock call-backs' I was ready to see my first clients. The structured training programme meant that it had been less than six months between first stepping into Citizens Advice Sutton and making advice call-backs. I was grateful for the continued support from a supervisor during my first appointments, allowing me to hone my write-up skills and learn more about the (many) intricacies of benefits, debt and employment advice. I love the range of issues that I am now able to deal with as a trained advisor – one week I am exploring why a client's housing benefit has stopped and another trying to get to the bottom of an ongoing consumer contract dispute.

Finally, when the office reopened, I was able to come into the office each Friday morning and I felt part of the welcoming (and fun!) CAS team. Being able to quickly ask questions and bounce ideas off of other advisors put in perspective the benefits of doing call-backs from the office. It has been great to put what I have learnt into practice and have the satisfaction of learning new skills with each appointment. Overall, training and now working as a generalist advisor has been a rewarding and valuable experience. Even if training online wasn't the most 'normal' introduction to CAS, it provided greater flexibility and opportunities for feedback which has helped me to be seeing clients within six months of starting. I look forward to using my training for many more appointments in the future."

Support for people in fuel and food poverty

National Citizens Advice provides us with funding to support people in, or at risk of fuel poverty. The funding enables us to employ, during the winter months, a project worker who provides advice on issues such as the Warm Home Discount, switching suppliers to get a better deal, and maximising income through welfare benefits. We estimate that approximately 40% of our debt clients have multiple debts that include fuel arrears. We can support people with fuel debts by negotiating with the supplier and making applications to hardship funds to clear or at least reduce the arrears

In 2020/21, our welfare benefits advice produced financial gains for our clients of £870,753. Most of these financial gains were for the benefit of people on low incomes and will have significantly helped people at risk of food or fuel poverty by substantially increasing incomes. For example, we regularly help people, who are unable to work due to poor health, with claims for the 'limited capability for work and work-related activity element' in Universal Credit. We also regularly help people with refusals of this element. A successful application for this element, by a single person (aged 25 or over) in poor health and with no other income, would increase Universal Credit from £411.51 per month to £755.14 per month (plus housing costs) (2021/22 rates).

We work closely with Sutton Foodbank. During the lockdowns, we maintained a small number of staff in our offices so that we could make emergency referrals to the Foodbank. In 2020/21, we made 414 foodbank referrals. Most people who need foodbank referrals have issues with welfare benefits, including waiting for the first payment of Universal Credit. We provide advice to people who need foodbank referrals to try to address the underlying reason for the food poverty.

Disability claim forms completion

Many clients contact us because they need help with completing official forms including disability benefit claim forms. We run a disability benefit claim form project with Sutton Volunteer Centre to provide additional local capacity for completing these forms. We provided a training programme for people volunteering with the volunteer centre, to help people to complete claim forms. We quality assured the forms completed by the volunteers.

We continued to provide a form filling service during the lockdowns. We asked people who need help with claim forms to deliver or post the form to our office. A member of staff or a volunteer then collected the form and telephoned the client to complete the form over the phone. The adviser then returned the form to the client for signature.

Working with social services to support a client with a learning disability

A carer contacted us because his daughter was moving from residential care to supported living. The client's daughter had a learning disability. The client had a lasting power of attorney for his daughter and needed advice on how the change in accommodation would impact on her welfare benefits.

The Citizens Advice Sutton adviser worked closely with social services to identify the relevant changes in benefits. A person living in supported accommodation does not have the same entitlement to benefits as a person living in residential care. The adviser identified, for example that the client's daughter was entitled Housing Benefit rather than Universal Credit, for support with the rent. The adviser supported the client and his daughter with successful applications for grants to furnish the supported accommodation.

Trust for London / Research and Campaigns



The Trust for London awarded us a grant for a Universal Credit project. The project employs an adviser and a research & campaigns worker. The project provides specialist advice to clients on complex issues related to Universal Credit and gathers evidence about the difficulties that some people experience with the benefit. The project funding has enabled us to develop our research and campaigns work.

Our advice work with clients gives us insight and evidence about the everyday problems that our clients and wider communities face. We work with local partners including Jobcentreplus and the local council as well as local voluntary and charitable organisations, to respond to issues and influence our local MPs and other people to seek change. Over the last year the top five research & campaigns issues raised by our advisors were:

- Employment—the Impact of coronavirus
- Universal Credit-including No recourse to public funds, housing costs and the benefit cap
- Council processes including housing/Blue Badges;
- Housing, including rents/
- Living Standards and other benefits including Personal Independence Payment and bereavement benefits.

During 2020/21 as a result of our deep dive research we wrote to our two local MPs about the following policy issues which they raised with the relevant Secretaries of State:

- June 2020 - Universal Credit deductions and impact on claimant's Income – highlighting the impact of claimants losing 30% of their income to repay overpayments, arrears or court fines
- July 2020 - the 'domestic abuse support gap for EEA nationals – highlighting lack of access to UC for some vulnerable EU nationals fleeing domestic abuse
- October 2020 - loss of Working Tax Credit on UC application – raising the impact of the termination of legacy benefits when claimants apply for UC and then find themselves ineligible to claim
- October 2020 - Extending UC – Mortgage Support – raising the issue of lack of temporary support to enable house owners to retain their homes
- December 2020 - Retaining and extending COVID-19 Support – advocating for the continuation of the £20 per week Universal Credit uplift

A Research & Campaigns issue

A single parent aged 25 with two children, suffering from anxiety and depression in receipt of UC had seen a debt advisor on two occasions about a problem with UC deductions. On review of our client's claim, it became apparent that six deductions, none of which required consent, totalling £127.13, (the maximum % deduction allowable) were being made each month leaving the family very little disposable income. The case illustrates the cumulative nature of deductions from multiple sources impacting on the financial situation of the client. This level of deduction continued until the client, with our support, was able to renegotiate. Deductions from UC do not take into account the claimant's circumstances and ability to pay and are often applied without notice resulting in a cumulative cycle of debt. We resolved the individual client's issue by negotiating reductions in the level of deductions.

We raised the policy issue with the DWP as this issue impacts many people—not only our clients.



Citizens Advice Sutton is one of 38 local Citizens Advice who have been delivering the Pension Wise service for the last 6 years. The service offers free, impartial guidance about defined contribution pension options. An appointment with Pension Wise is free and helps people understand their overall financial situation when they retire. During 2020/21 we delivered Pension Wise appointments by telephone to people aged 50 and over with a defined contribution pension. During 2020/21, Citizens Advice delivered 77,631 appointments across England, Wales and Northern Ireland. Satisfaction scores have remained over 95% for 2020/21. For more information about the service and to book an appointment, visit www.moneyhelper.org.uk

Advice from local solicitors

We work closely with local solicitors, who provide free advice. In 2020/21, four local solicitors provided approximately 160 telephone appointments. We had to suspend our face to face solicitor appointments to comply with social distancing and lockdown requirements. Our solicitors provided a replacement telephone service. The service covers a range of issues and supplements the services provided by Citizens Advice Sutton advisers. The service covers a range of issues including family law, civil litigation, medical negligence and personal injury. Clients can access the service by referral from our contact centre or information centre.

Over the years, many law students and law graduate have volunteered with us. Citizens Advice experience certainly helps law graduates to obtain training contracts. Several volunteers who had legal qualifications left us to become trainee solicitors at local firms and returned several years later to provide advice, as part of our solicitor service.

Advice on travelling to work

A client telephoned our contact centre during the first lockdown. He was unable, due to the nature of his job, to work from home. He was worried about contracting Coronavirus while travelling to work on public transport. The adviser talked the client through the options, using information from the Citizens Advice and gov.uk websites. The adviser warned the client that if he refused to return to work, his employer could take disciplinary action against him. The adviser explained that the client could ask the employer to place him on furlough, or he could ask for flexible working so as to avoid travelling during peak hours. .

A complex Employment Tribunal

The client had resigned from her job following a dispute over sick pay. We advised her that before she could make an application to the Employment Tribunal, she needed to contact ACAS for 'Early Conciliation'. The client contacted ACAS but was unable to resolve the issue with the employer. The client returned to us for advice on how to apply to the Employment Tribunal. A volunteer adviser with expertise in employment cases drafted her application. The client had not worked for the employer for more than two years so could not claim constructive unfair dismissal. However, her employer had discriminated against her on grounds of race. The adviser completed the Employment Tribunal application. The employer made a small offer that the client considered to be insulting. The adviser assisted the client with a schedule of loss including, because the case involved discrimination, an award for injury to feelings, based on the middle of the 'Vento bands.' The client with the support of the adviser, continued to negotiate with the employer and eventually agreed a settlement of over £10,000. The client was happy to accept this compromise rather than endure a multi-day employment tribunal hearing.

A volunteer's experience of advising during the lockdown

"Since our call centre system was introduced a decade ago, advice-giving for us volunteer advisers had dropped into a calm routine. We had two morning appointments on the days we work, usually with new clients. Their interviews last about an hour and we often gathered papers from them building up a file for their problem. We gave initial advice and arranged to help them further if they needed a letter written to the DWP, to Sutton Council or to their employer etc.

This well-organised system ground to an instant halt in March 2020. We could not see our clients, but only speak to them on the phone. It was a reminder that communication can be as much as 50% 'non-verbal'. Worse still, we could not immediately see any papers they had about their problems. We could not read letters stopping their benefits, demanding Council Tax or sacking them from their jobs. Sometimes our colleagues at the call centre were able to persuade clients to email papers in advance, but often this wasn't the case. Many of the organisations such as government agencies, that we would normally telephone for instant clarification about problems were working with limited staff. We also had the complication of passing over clients' authority to speak on their behalf.

In my own specialism of employment we had to cope with the almost total stoppage of live hearings and the introduction of telephone or video hearings, with the added problems of preparing clients for this different experience. Somehow, however, we struggled through and clients adapted to the new modes of communication. It was a great relief when the lockdowns ended and we were able to see clients, even if only briefly, at the enquiry desk in our Sutton office."

Thank you to...

Accord Family Mediation

ADS Insurance

Age UK Sutton

Bellwether Solicitors

Bernie Lowman

Charitylog

Citizens Advice

Citizens Advice Croydon

Citizens Advice Kingston

Citizens Advice Merton & Lambeth

City Bridge Trust

Community Action Sutton

Cygnet IT

Eastside Primetimers

Eco-Local

Free Representation Union

Glasspool Charity Trust

Good Shepherd Church Centre

Health Watch Sutton

Henry Smith Charity

Inspire

Jobcentre Plus (Wallington)

Johnson Crilly Solicitors LLP

London Borough of Sutton

London Legal Support Trust

Machew LLP

Mark Kelly

Myrus Smith

Refugee and Migrant Network
Sutton

Revolution Phones

Russell-Cooke

Spear

Sutton Carers Centre

Sutton Chamber of Commerce

Sutton Foodbank

Sutton Friends of the Elderly

Sutton Libraries, Heritage & Arts
Services

Sutton Mental Health Foundation

Sutton Nursing Association

Sutton Parents Forum

The National Lottery

Thompson Plastics

Sutton Uplift

Volunteer Centre Sutton

Sutton Women's Centre

Trust for London

W H Matthews

Volunteers 2020/21

Angela Claxton*
Aleda Kosova
Ali Ganiji
Andrea Rivers
Anne Gladysz
Azra Malick*
Bob Russell
Boris Petrie
Brenda Samuel*
Callisto Singh
Cedric D'Almedia
Chandrashekar Narasim-
haiah
Cherise Graham
Clare Lewis
Daniel Barclay
David Astill
Deborah Raymond
Elizabeth Elkan
Eric Afram
Geoff Green
Gerry Upjohn
Jacqueline Reardon
Janine Bensadon
Jeanette Townley
Jo Owusu-Boadi
Joanna Murphy
Isabel Denton
Lynda Curtis
Lynda Morris
Margaret Laurence
Marilyn Aitkin
Marilyn Ruttley
Maureen Massay-Alstrom
Michael Boateng
Michael Bryan
Mike Patterson
Melanie Garcia
Michelle Flook
Millie Anne Steadman
Nicholas Morgan

Nigel Dickinson
Onyema Onwochei
Pat Simons
Patricia Faiers
Peter Badham
Peter Flaschner
Peter Griffiths
Phil Laurence
Philip Ang
Philip Wallace
Pooja Nigam
Richard Hope
Russell Williams
Sofia Riccio
Sheila Heard
Stephen Halfyard
Sue Clark
Sue Robinson
Susan Deville
Vaahine Rubakumar
William Haslam
Zafrin Ferdous

Trustees 2020/21

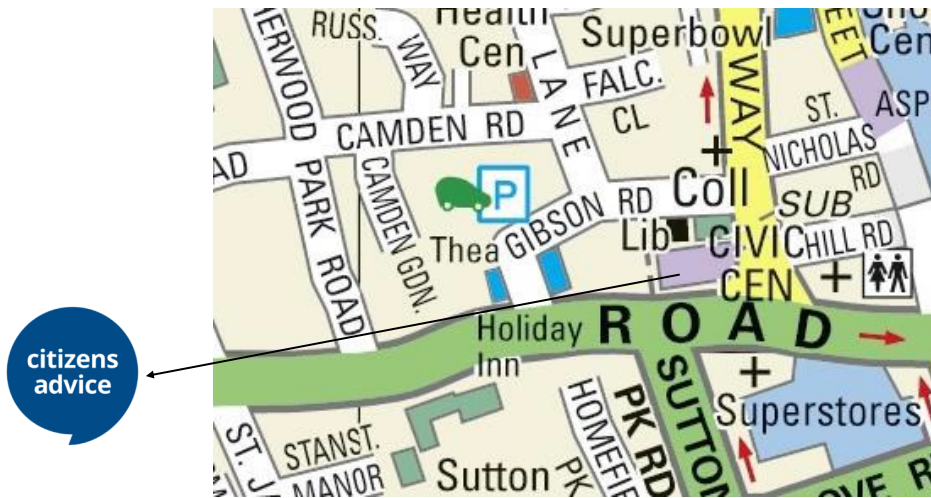
Andrew Theobald
Phillip Ang
Andrew Burchell
Ashley Thomas
Jason Gold
Firas Al-Fakhri
Nigel Quinney
Shirley Mason

Staff 2020/2021

Aida Torkamani
Aleda Kosova
Atula Gor
Beatrice Balcu
Christine Johnston
Christine Kawesi
Daniella Krasteva-Wilson
Danielle Low-Hing
Dave Colley

Debbie Fashina
Debbie O'Neil
Doug Simpson
Elizabeth Lathbridge
Godfrey Bwalya
Ifat Khawaja
Jacquie Conroy
Jona Gjoka
Katarzyna Konstanty
Joanne Owusu-Boadi
Maria O'Shaughnessy
Maxine Brown
Nawal Elbana
Nicola Hinde
Noemi Kovacs
Olu Adeoye
Onyema Onwochei
Pat Ndudi
Paula Swann
Pavithra Krishnamani
Peter Moody
Raffael Ruggieri
Rhia Hedden
Rhiannon Bevan-Walker
Richard Chilton
Richard Greig
Rosalind Gordon
Samantha Richardson
Sarah Mountjoy
Sharon MacRitchie
Sherina Rafi
Steve Triner
Sue Logan
Titi Balogun
Trefor Parry
Val Lavington

Sutton Office



Below library Civic Offices

St Nicholas Way

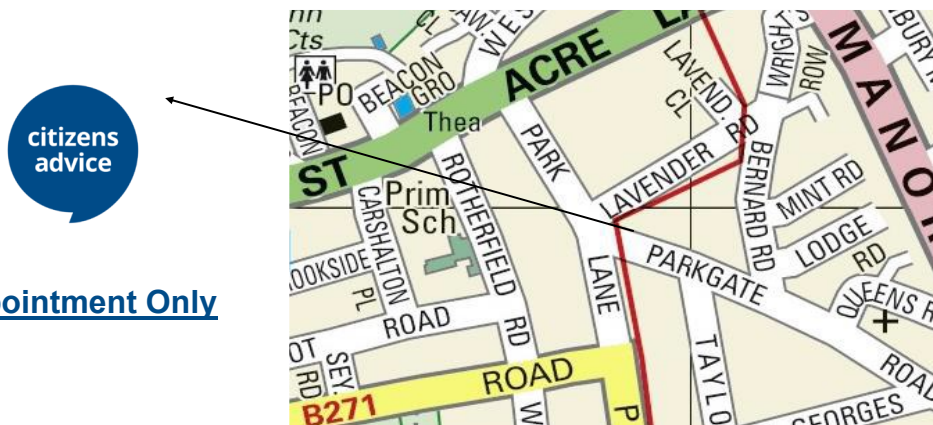
Sutton SM1 1EA

Monday to Friday

10.00 am to 3.00 pm

We are providing a safe coronavirus-secure service in our Sutton office. We have restricted the hours in order to run a socially distanced office.

Wallington Office



Appointment Only

68 Parkgate road

Wallington

SM6 0AH

020 8405 3552

Monday to Friday

9.00 am to 5.00 pm

www.suttonalps.org.uk

www.citizensadvicesutton.org.uk