

# YOUR GUIDE TO TEMPORARY ACCOMMODATION

Advice and support for you and  
your family.



Keep this booklet safe - it has lots of helpful information  
for you to refer back to.



Information you'll find in this booklet

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## **Use this checklist to remember what you must do in the first few days in your new accommodation:**

- ☐ Complete a 'change of circumstances' update on your Universal Credit account (page 15)
- ☐ Provide the documentation your housing adviser requests
- ☐ Make a separate claim for Housing Benefit on the Council's website to get support with housing costs (page 15)
- ☐ Read and understand your license or tenancy agreement
- ☐ Check if you're liable to pay utility bills at the property, if so take meter readings upon moving in
- ☐ Check if you're liable for Council Tax, if so apply for Council Tax Reduction from the council where you have been placed (page 15)
- ☐ Register with a local GP (page 21)
- ☐ Get to know the services available to help you in Sutton or locally (pages 30 - 31)

**If you need help with anything on the checklist, please contact Together For Sutton on 020 8254 2616 or visit their website to fill in an online form [www.togetherforsutton.org.uk](http://www.togetherforsutton.org.uk)**

**If you have children and are living in temporary or insecure accommodation, you can come to The Pod.**

The Pod is a safe, welcoming place to meet, relax and play.

Visit the Pod to talk to somebody about:

- income and benefits
- housing
- health and wellbeing
- relationships
- food and lots more

**There's a consultation room on site in case you need to speak to someone in confidence.**

### Contact details

**Where:** The Pod is held at the Girl Guides Hall, 10 Clarence Rd, Sutton, SM1 1RQ

**When:** Tuesday from 10am to 1pm (term-time).

If you'd like more information, you can call Home-Start Sutton:

- 020 8647 6501
- 0771 947 4200

or email [admin@homestartsutton.org.uk](mailto:admin@homestartsutton.org.uk)



[homestartsutton.org.uk](http://homestartsutton.org.uk)

**Tuesday 10am - 1pm**  
**Girl Guides Hall**  
**10 Clarence Rd**  
**Sutton SM1 1RQ**

# YOUR RIGHTS AND RESPONSIBILITIES



## Understanding emergency accommodation

### What is emergency accommodation?

When you make a homeless application, you will be offered interim emergency accommodation while your case is being assessed. It is very likely that the 'emergency' or 'nightly paid' accommodation that's provided by the Council will be shared accommodation. This means that you will have your own room but the bathroom and kitchen facilities will be shared with other families. What we offer you depends on your family composition and what is available at the time.

A lot of emergency accommodation has a 'no pets policy'. We can help with kennelling if you need it, but you will have to cover these costs yourself.

Please discuss your questions with the temporary accommodation team via email: [property-managementHAS@sutton.gov.uk](mailto:property-managementHAS@sutton.gov.uk) or phone 020 8770 5000.

### Will I be moved into accommodation that is not shared?

As your homeless application progresses, you will eventually be moved into self-contained accommodation. We try to move households with children into self-contained accommodation within six weeks. For all other households, the time it takes to move into self-contained accommodation can be longer and is entirely dependent on the availability of suitable units.

### How long will I be outside of the borough for?

It is unlikely that your first self-contained accommodation will be within the London Borough of Sutton and may be some distance from the borough. There is no limit on the time you can spend in accommodation out of the borough.

We will move families back into Sutton as and when properties become available. Moves are usually prioritised based on how long a household has been outside of Sutton and the housing duty that has arisen. Other factors such as support needs may also be taken into account.



## Can I refuse emergency accommodation?

We will only offer you accommodation which we believe is suitable and meets your needs - but we will listen to your reasons for refusing a property if you feel it is unsuitable for you. However, if the Council believes that the accommodation we have offered is suitable, and we don't accept your reasons for refusing it, we may discharge our duty to provide you with emergency accommodation and no further offers of accommodation will be made.

Before refusing the offer of emergency accommodation, please seek advice from organisations such as:

- Shelter  
<https://england.shelter.org.uk>
- Citizens Advice Sutton  
[www.citizensadvice.sutton.org.uk](http://www.citizensadvice.sutton.org.uk)

This factsheet 'applying as homeless: suitable accommodation' created by the [National Homeless Advice Service](#), is another useful resource <https://bit.ly/46Ttc28>

## Understanding temporary accommodation

### What is temporary accommodation?

You will be offered temporary accommodation once the Council has accepted a duty to house you when you are homeless.

This may be the accommodation that you're already living in, as emergency accommodation, if it meets your needs.

We have a duty to provide temporary accommodation if you are:

- eligible for assistance
- in priority need
- not intentionally homeless

If you disagree with the decision made on your homeless application, you have the right to ask for a review.

Please consult this Right to Review information leaflet at [bit.ly/3l3tyvZ](http://bit.ly/3l3tyvZ) and the Review Process leaflet at [bit.ly/3qwun19](http://bit.ly/3qwun19)

The 'Applying as homeless: tips on temporary accommodation' fact sheet also provides more useful information about temporary accommodation at <https://bit.ly/46Ttc28>

## Will I still be living outside of the borough?

When you move into temporary accommodation, you may still be living outside of the borough. Families are moved back into Sutton as and when properties become available. Moves are usually prioritised based on how long a household has been outside of Sutton and other factors, such as support needs.

## Who should I contact if there is a problem with my accommodation?

Once you have been allocated temporary accommodation, you will be contacted by your new landlord to arrange a meeting. At the meeting, you will sign up and collect the keys for the property. Remember to ask how to contact your landlord directly because this is who you will deal with about maintenance issues in your accommodation.

If you have any issues or difficulties contacting your landlord please contact the temporary accommodation team via email [property-managementHAS@sutton.gov.uk](mailto:property-managementHAS@sutton.gov.uk) or phone 020 8770 5000.

## Your license or tenancy agreement

Your housing officer will go over the terms in your license or tenancy agreement and you should ask them to explain anything that you don't understand. Ensure you keep these documents for reference.

If you are unsure how to contact your housing officer, you can email [contactHAS@sutton.gov.uk](mailto:contactHAS@sutton.gov.uk)

## Paying your rent

It is your responsibility to ensure the rent is paid and you do not fall into rent arrears. It is a good habit to check your rent account regularly. Falling into arrears could limit your move-on options and might affect your access to the rent deposit scheme. Please email [property-income@sutton.gov.uk](mailto:property-income@sutton.gov.uk) for support.



## Will my temporary accommodation be furnished?

When you first move into temporary accommodation, it is likely to be fully furnished, so don't take large items such as sofas or beds, as you may be required to move at short notice and removal costs can be high. Later, when you move into more secure temporary accommodation, this is usually unfurnished and you will then need to provide all your own furniture and essential white goods.

If you have items in storage with Sutton Council, and are moving into an unfurnished unit, please contact the property management team to arrange for the delivery of your items.

For any queries please contact the Temporary Accommodation Team: property-managementHAS@sutton.gov.uk or phone 020 8770 5000.



## Can I refuse an offer of temporary accommodation?

We will only offer you accommodation that we believe is suitable and meets your needs; however you have the right to request a review if you feel the property is unsuitable for you. Please consult this Right to Review information leaflet (<http://bit.ly/3l3tyvZ>) and Review Process leaflet (<http://bit.ly/3qwun19>) for more information.

We will consider the reasons that you have told us that you believe the offer of accommodation to be unsuitable and, if we agree, a further offer of accommodation will be made. If we do not agree we will tell you why and reoffer that accommodation to you. If you still refuse the accommodation the Council may discharge its housing duty to you and you will be asked to leave your current accommodation and no further offers will be made to you.

Before refusing the offer of temporary accommodation, please seek advice from organisations such as:

- Shelter  
[https://england.shelter.org.uk/get\\_help/local\\_services/london](https://england.shelter.org.uk/get_help/local_services/london)
- Citizens Advice Sutton  
[www.citizensadvice.sutton.gov.uk](http://www.citizensadvice.sutton.gov.uk)

You can also read this useful factsheet for more information 'Applying as homeless: suitable accommodation' at <https://bit.ly/46Ttc28>

## How long will I be in temporary accommodation?

The length of time you spend in temporary accommodation will depend on how long it takes you to secure long-term accommodation. To find long-term accommodation, you can:

### Bid on the housing register

To enter the bidding process **you must apply to be on the housing register**. If you are eligible you'll need to log on every day to bid for suitable properties. How long it takes to find one will depend on the availability of accommodation and how flexible you are about the type and location. Please be aware that, **if you fall into rent arrears, your housing register application will be suspended and you can't bid**. That's why it's so important that you pay your rent regularly.

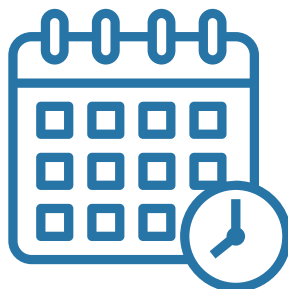
For more information and to find out if you are eligible visit Sutton Homechoice at [www.suttonhomechoice.org.uk](http://www.suttonhomechoice.org.uk) or email [housing-register@sutton.gov.uk](mailto:housing-register@sutton.gov.uk)

### Find privately rented sector accommodation (PRS)

Private rented sector accommodation will often be the quickest route to settled accommodation. If you find private rented sector accommodation please contact [housing-advice@sutton.gov.uk](mailto:housing-advice@sutton.gov.uk) or call 020 8770 5000 as soon as possible. If necessary, we can help you with rent in advance and a deposit. Please be aware that you are not restricted to consider accommodation inside the borough.

For more information on how to find private rented sector accommodation check the Council's website [www.sutton.gov.uk/private-sector-renting](http://www.sutton.gov.uk/private-sector-renting)

If you need advice or further assistance consult Shelter [https://england.shelter.org.uk/get\\_help](https://england.shelter.org.uk/get_help) [https://england.shelter.org.uk/housing\\_advice](https://england.shelter.org.uk/housing_advice) or Citizens Advice Sutton [www.citizensadvice.sutton.org.uk](http://www.citizensadvice.sutton.org.uk)





# LIVING ON A LOW INCOME



## Make a budget plan

Making a budget will help you understand where your money goes and where you can save money. It is the first step to take control of your financial situation, including knowing what's coming in, what's going out and when. It will also help you see whether you're living within your means.

- You can use a find a helpful budget planner here: [www.moneyhelper.org.uk/en/evryday-money/budgeting/budget-planner](http://www.moneyhelper.org.uk/en/evryday-money/budgeting/budget-planner)
- Christians Against Poverty offers a free course to help you budget your money. For more details visit their website: <https://bit.ly/3us6wCe>

In some accommodation you might not have access to laundry facilities, so you will need to keep a budget to do your washing at a laundrette.

## Ways to cut costs

It is easier to decrease your spending than it is to increase your income. There are simple ways to reduce your household bills, such as switching utility providers, shopping around for groceries or getting a cheaper mobile phone deal.

For more information and ideas on how to reduce your expenses visit:

- The Money Helper website: [www.moneyhelper.org.uk/en](http://www.moneyhelper.org.uk/en) and their budgeting and saving community on Facebook: <https://bit.ly/30wZDm8>.
- SHINE London for free energy advice: <https://shine-london.org.uk/>
- Transport for London (TfL) travel discount <https://bit.ly/46LFRUI>

**For specialist debt advice visit Citizens Advice Sutton:**

[www.citizensadvice.sutton.org.uk](http://www.citizensadvice.sutton.org.uk)



## Support with food

### Foodbank voucher

If you are living on a low income, it can be hard to make ends meet. The following agencies can issue a foodbank voucher:

- Welfare Reform Team: email [welfarereform@sutton.gov.uk](mailto:welfarereform@sutton.gov.uk) or call 020 8770 6022
- Citizens Advice Sutton: call 020 8405 3552 or online via their website at [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- Sutton Salvation Army: call 020 8642 9862 email: [sutton@salvationarmy.org.uk](mailto:sutton@salvationarmy.org.uk) [www.salvationarmy.org.uk/sutton](http://www.salvationarmy.org.uk/sutton)
- School nurses (see page 22)
- Health visitors (see page 21)

To find a nearby foodbank please visit the foodbank locations website - <https://sutton.foodbank.org.uk/locations/>

**Turn to Us** has an easy-to-use benefits calculator and grant search tool to check what benefits you might be able to claim and what grants you might be able to apply for. For more information visit their website [www.turn2us.org.uk/Get-Support](http://www.turn2us.org.uk/Get-Support)

### Community food Shops

The Community Food Shop offers support to families and individuals living on a low income to reduce your weekly shopping bill. For a small membership fee of £4 a week, you can choose approximately 12 items of non-perishable, chilled and frozen food. These value of these items is greater than the weekly fee.

There are two community food shops in Sutton. For more information and to register, please visit:

- Hill House, St Helier  
[www.peoplearisenow.org/food-shop/](http://www.peoplearisenow.org/food-shop/)
- St Nicholas Centre, Sutton  
<https://suttoncommunityworks.org/community-foodshop/>

### Healthy Start

If you are pregnant or have children under the age of four, you may be eligible for Healthy Start. With Healthy Start, you get a prepaid card with money to spend on milk, healthy food and infant formula milk. You can also get free vitamins.

To find out more visit: [www.healthystart.nhs.uk/how-to-apply/](http://www.healthystart.nhs.uk/how-to-apply/) email [healthy.start@nhsbsa.nhs.uk](mailto:healthy.start@nhsbsa.nhs.uk) or call 0300 330 7010.



## Support with Utilities

Depending on the type of accommodation you are placed in, you might have to set up utility accounts or pay service charges to cover the cost of heating, electricity or cleaning.

If you are using a pre-payment meter and require assistance with energy bill top-ups please contact your energy supplier. They may have a scheme that can assist you.

If your own supplier cannot help, and you are in debt on a pre-payment meter, you could get support from <https://britishgasenergytrust.org.uk> (this is available to British Gas and non-British Gas customers).

### Turn2us

Provides additional information on support for energy and water bills [www.turn2us.org.uk/Benefit-guides/Fuel-Poverty/What-is-fuel-poverty](http://www.turn2us.org.uk/Benefit-guides/Fuel-Poverty/What-is-fuel-poverty)

### Thinking Works

Winter warmth home visiting programme can help signpost you to the right services.

[www.thinkingworks.co.uk/winter-warmth](http://www.thinkingworks.co.uk/winter-warmth)



## Support with Furniture

If your accommodation is unfurnished you may need white goods or furniture. This page has examples of websites and shops with free or low-cost items to help furnish your home.

### Facebook pages

- Freebay Carshalton and surrounding areas
- Little Free Cupboard - Carshalton, SM5
- Love thy neighbour (free stuff in and around Sutton)
- The Golden Hearted UK
- Free stuff in Sutton, Cheam, Carshalton, Banstead, Morden & Worcester Park

### Websites

- Freegle: free used items [www.ilovefreegle.org](http://www.ilovefreegle.org)
- Freecycle: free used items [www.freecycle.org](http://www.freecycle.org)
- Gumtree: free used items [www.gumtree.com/freebies/london](http://www.gumtree.com/freebies/london)

### Shops in Sutton:

- British Heart Foundation: 120 Woodcote Road, Wallington SM6 0LY
- Emmaus: rear of 105 Stafford Road, Wallington, SM6 9AP. For opening hours check <https://emmaus.org.uk/slc/our-shops/>

## Emergency borrowing to make ends meet

If things get very difficult you may need to consider emergency borrowing or a loan.

### Budgeting loans and advances

These interest-free loans can be used for:

- travelling expenses
- clothing or footwear
- furniture or household equipment
- money to help find or start work
- improving, maintaining or securing your home
- advance rent or removal expenses.

Repayments are taken directly from your benefits. To find out if you are eligible visit

[www.gov.uk/budgeting-help-benefits/eligibility](http://www.gov.uk/budgeting-help-benefits/eligibility)

### Discretionary Housing Payments

These payments can help if you need assistance with housing costs or council tax payments. Anyone currently claiming Housing Benefit or Universal Credit can apply at:

[www.sutton.gov.uk/w/discretionary-housing-payment-dhp](http://www.sutton.gov.uk/w/discretionary-housing-payment-dhp)

### Other Support

Sutton: Cost of living support

[www.sutton.gov.uk/w/cost-of-living-support-1-1](http://www.sutton.gov.uk/w/cost-of-living-support-1-1)

### Other loans

Be very careful with other kinds of borrowing. Things like payday loans, log book loans and doorstep lending can seem like an easy solution, but can make a bad situation worse. They're often a very expensive way of borrowing so always try to find other ways - such as joining a credit union.

Credit unions offer banking services to people who would otherwise find them difficult to get. The Citizens Advice Bureau has more information on their website: [bit.ly/4pghkqv](http://bit.ly/4pghkqv)

Locally, [Sutton, Merton, and Croydon Credit Union](#), called 'Your Community Bank' is based at Bernard Weatherill House in Croydon [www.yourcb.org.uk](http://www.yourcb.org.uk)

### Remember!

It's a good idea to discuss income maximisation and debt advice with Citizens Advice Sutton before committing to any kind of borrowing.



Citizens Advice Sutton:  
call 0208 4053552

or visit their website:

[www.citizensadvice Sutton.org.uk](http://www.citizensadvice Sutton.org.uk)

## Claiming benefits

If you are claiming benefits and have moved into emergency or temporary accommodation you **must** update whoever pays your benefits about your change of circumstances so that you keep getting the right payment. You will also need to make a separate claim for Housing Benefit from the Council to get support with housing costs.

### Universal credit

**Report changes** using your Universal Credit online account at [www.gov.uk/sign-in-universal-credit](http://www.gov.uk/sign-in-universal-credit) or contact the Universal Credit helpline at [www.gov.uk/universal-credit/contact-universal-credit](http://www.gov.uk/universal-credit/contact-universal-credit)

### Housing benefit

To claim Housing Benefit to cover your housing costs. Call Sutton Council on 020 8770 5000 or apply online at [www.sutton.gov.uk/housing-benefit](http://www.sutton.gov.uk/housing-benefit)



### Council tax reduction

If you need help paying your council tax, then apply for council tax reduction at [www.sutton.gov.uk/w/apply-for-council-tax-reduction](http://www.sutton.gov.uk/w/apply-for-council-tax-reduction)

If you need support with the application please contact the Welfare Reform team on [welfarereform@sutton.gov.uk](mailto:welfarereform@sutton.gov.uk) or call 020 8770 6022 or 020 8770 5000 and follow the option for housing benefits/council tax reduction.

### Disability benefits

Call the Disability Service Centre on 0800 121 4433 to report changes if you get Disability Living Allowance (DLA) or Personal Independence Payments (PIP). [www.gov.uk/disability-benefits-helpline](http://www.gov.uk/disability-benefits-helpline)

If you disagree with a decision about your entitlement to benefits, you can ask the DWP for a review. You usually need to request the review within one month. If you need help, contact Citizens Advice Sutton [www.citizensadvice.sutton.org.uk](http://www.citizensadvice.sutton.org.uk)

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## Child benefit

You can report changes by:

- using the Child Benefit online service at [www.gov.uk/report-changes-child-benefit](http://www.gov.uk/report-changes-child-benefit)
- calling the Child Benefit Office on 0300 200 3100 (you'll need your National Insurance number)
- writing to HM Revenue and Customs - Child Benefit Office  
PO Box 1, Newcastle upon Tyne,  
NE88 1AA, United Kingdom

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## All other benefits

Contact Jobcentre Plus  
[www.gov.uk/contact-jobcentre-plus/existing-benefit-claims](http://www.gov.uk/contact-jobcentre-plus/existing-benefit-claims)

Most organisations will need your National Insurance (NI) number if you contact them by phone. You can find your NI number:

- on your payslip
- on your P60
- on letters about your tax, pension or benefits
- in the National Insurance section of your personal tax account. You can check this at [www.gov.uk/personal-tax-account](http://www.gov.uk/personal-tax-account)

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## Services that can help you to understand which benefits you are entitled to:

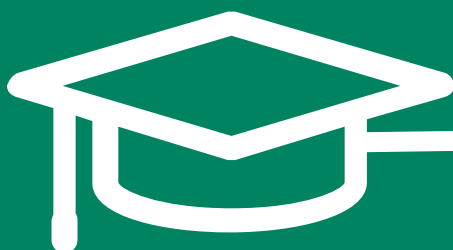
- Welfare Reform Team at Sutton Council: email [welfarereform@sutton.gov.uk](mailto:welfarereform@sutton.gov.uk) or call 020 8770 5000. This team can provide advice about welfare and benefits and other issues including rent arrears and employment.
- Citizens Advice Sutton: call 0208 4053552 or visit their website: [www.citizensadvice.sutton.org.uk](http://www.citizensadvice.sutton.org.uk)
- You can calculate what benefits you are eligible for at [www.turn2us.org.uk](http://www.turn2us.org.uk)
- Shelter website [https://england.shelter.org.uk/housing\\_advice/benefits](https://england.shelter.org.uk/housing_advice/benefits)
- Government website [www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits)

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## Please note

If you do not report a **change of circumstances** to the Department for Work and Pensions (DWP), you might receive more benefits than you are entitled to. If you do, you might have to pay some of the money back. For more information consult [www.gov.uk/benefit-overpayments](http://www.gov.uk/benefit-overpayments)

# EDUCATION AND FAMILY SUPPORT



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## Free nursery places

There are a range of funded early education and childcare schemes available for parents and carers.

- For advice on how to find childcare, get help paying for it and what to do if your circumstances change visit: [www.gov.uk/get-childcare](http://www.gov.uk/get-childcare)
- Sutton Council website [www.sutton.gov.uk/help-with-childcare-costs](http://www.sutton.gov.uk/help-with-childcare-costs)
- If you are living outside the borough please contact your local Council for more information.

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## Education and possibility of moving school

If you've been placed in temporary accommodation outside of Sutton, your children will need to commute back into the borough to go to school. If the journey is too difficult you might want to look for a school that is closer to where you are living. To do this, please contact your local Council's school admission team via their website (details of local councils can be found on page 30/31 of this guide).

Alternatively, if you have just moved to Sutton, this link will help you to navigate the local admissions process [www.sutton.gov.uk/school-admissions](http://www.sutton.gov.uk/school-admissions)

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## Travel

If you're claiming certain benefits, you may get discounted travel on buses and trams. For more information see the TfL travel discount webpage: <https://bit.ly/46LFRUI>

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## School uniform

Sutton Community Uniform Bank offers free school uniforms for children aged 4 - 18 years. The Uniform Bank is available to help any family that is finding it difficult to cover the cost of uniforms. It is based at: Carshalton Family Hub  
Tweeddale Road,  
Carshalton  
SM5 1SW  
[www.suttonhealthandcare.nhs.uk/uniform-shop](http://www.suttonhealthandcare.nhs.uk/uniform-shop)

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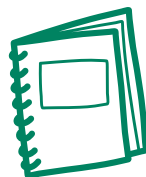
## Free school meals

To check your eligibility and apply for free school meals visit [www.sutton.gov.uk/w/apply-for-free-school-meals](http://www.sutton.gov.uk/w/apply-for-free-school-meals)

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## SEND local offer

Information on Sutton support services for children with special educational needs and disability and their families can be found on Suttons Information Hub: <https://bit.ly/47TNhF1>



## Family and children's services

Locally there are a number of services and voluntary sector organisations that can help you, some of them are listed here.

### Sutton Children's Centres

Sutton Children's Centres provide a range of services for local families with children under five. To find your local service visit:

[www.sutton.gov.uk/children-and-family-centres](http://www.sutton.gov.uk/children-and-family-centres)

### Sutton Family Information Service (FIS)

The FIS provides free information for families about childcare, early education, activities and services for children and young people aged between 0-19 years (or 25 if the young person has additional needs) living in the London Borough of Sutton. Call 020 8770 6000 or fill in the online enquiry form.

To find out more visit

<https://suttoninformationhub.org.uk/pages/sutton-family-information-service>

If you have been placed outside Sutton, see pages 30/31 of this guide.

### Home-Start Sutton

Home-Start Sutton offers support, friendship and practical help to families with young children. For information:

<https://homestartsutton.org.uk/>

Call 020 8647 6501 or email

[admin@homestartsutton.org.uk](mailto:admin@homestartsutton.org.uk)

### Gingerbread

Gingerbread provides support for single parents. For more information visit their website

[www.gingerbread.org.uk](http://www.gingerbread.org.uk)

### Sutton PlayWise Learning CIC

PlayWise offers parents and carers of young disabled children a range of services to help reduce the impact of disability and SEND (Special Educational Needs & Disability). To find out more: <https://playwise.org.uk> or call 0208 770 4812

### Growbaby

Provides free pre-loved, good quality, clothes and equipment, for children under five. Sessions run each Thursday during term time from 10:00 - 13:00 pm with last entry 12:30 pm. No need to book an appointment just visit The Dolphin, 316 Sutton High Street SM1 1PR.

[www.suttonvineyard.org/growbaby](http://www.suttonvineyard.org/growbaby)

Call 020 8641 1689

or email [growbaby@suttonvineyard.org](mailto:growbaby@suttonvineyard.org)

If you're living out of borough find your local growbaby storehouse here:

[www.growbaby.org/directory](http://www.growbaby.org/directory)

### The Lullaby Trust

The Lullaby Trust provides trusted guidance on safer sleep for babies, including sleeping away from home and in emergency situations.

<https://bit.ly/3XebtPL>

# HEALTH AND WELLBEING



## How can I access health services?

The NHS website ([www.nhs.uk](http://www.nhs.uk)) is the best place to go if you need help to find a local GP, pharmacy, dentist or urgent care centre. The site also has information about a range of health conditions (e.g. diabetes, pregnancy and mental health) and healthy living advice.

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### GP services

Anyone in England can **register with a GP** surgery to get NHS services. It's free and you do not need proof of address, immigration status, ID or an NHS number to register.

You can use the 'Find a GP service' on the NHS website to find a local practice: <https://bit.ly/2OGR7iO>

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### Dentist

The NHS website has the most up-to-date information about NHS dentists near you. If you don't have a regular dentist or can't travel to your registered dentist you can find out about emergency dental services by calling 111.

[www.nhs.uk/nhs-services/dentists/how-to-find-an-nhs-dentist/](http://www.nhs.uk/nhs-services/dentists/how-to-find-an-nhs-dentist/)

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### Midwives

If you're pregnant and can't visit your usual GP practice, you can register with a GP nearer to your temporary accommodation. After registering, book an appointment with a doctor and ask for a referral to a midwife.

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### Health visitor

Health visitors provide information and support to parents from the antenatal period through to when a child starts school at five years old. If you need to contact a health visitor please speak to your local GP practice or contact Sutton Health Visiting service on: 020 8770 5409 Monday-Friday, 9-5pm (excluding bank holidays) or email [hcpadmin@sutton.gov.uk](mailto:hcpadmin@sutton.gov.uk)

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### Childhood immunisations

It's important that vaccines are given on time for the best protection. If you or your child have missed a vaccination, contact your GP to catch up. For the most up-to-date information about vaccinations and when to have them please visit:

[www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/](http://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/)



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## Sutton school nurses

The school nursing team works with all children and young people who attend a school in Sutton. They offer support to children, young people and their families on emotional and physical health issues including: sleep, bedwetting, behaviour, eating issues, sexual health and children with special educational needs and disabilities (SEND).

The team is available Monday to Friday from 9am - 5pm (excluding bank holidays) and can be contacted by phone 020 8770 5409 or email: [hcpadmin@sutton.gov.uk](mailto:hcpadmin@sutton.gov.uk) [www.suttonhealthandcare.nhs.uk/school-nursing](http://www.suttonhealthandcare.nhs.uk/school-nursing)

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## Sexual health services

If you need advice and information about sexual health services including STI testing and contraception, please visit: [www.sutton.gov.uk/sexual-health](http://www.sutton.gov.uk/sexual-health)

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## Drug and alcohol services

If you are struggling with alcohol and/or drug misuse and need help please visit: <https://cranstoun.org/help-and-advice/alcohol-other-drugs/inspire-sutton/>

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## Free period products



Teenagers who are finding it hard to afford period products, can pick them up for free at one of Sutton's Children's Centres.

They simply need to ask 'can I have the parcel Sandy has left me?' to receive a pack of free period products.

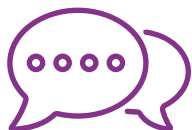
For more information visit: [bit.ly/48ekeMB](https://bit.ly/48ekeMB)

"I'm asking for Sandy"

"Can I have the parcel Sandy has left me?"

## Looking after your mental health and wellbeing

Research shows there are five simple things you can do as part of your daily life to build resilience, boost your wellbeing and lower your risk of developing mental health problems. These simple actions are known internationally as the Five Ways to Wellbeing:



①

**Connect** with the people around you. With family, friends and neighbours.



②

**Be Active.** Go for a walk or run. Step outside. Garden. Play a game.



③

**Keep Learning.** Try something new. Rediscover an old interest. Explore something new.



④

**Give.** Do something nice for a neighbour. Thank someone. Volunteer your time.



⑤

**Take Notice.** Observe the unusual. Notice the changing seasons. Savour the moment.

Regularly practising the Five Ways is beneficial for everyone – whether you have a mental health problem or not. It can provide much needed respite during this transition stage. The next pages show some examples of local activities you can take on to practise the Five Ways to Wellbeing.

## Connect

|                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The Pod            | <p>Drop-in service for families with children living in emergency or temporary accommodation. Tuesday mornings from 10am-1pm (term-time) at Girl Guides Hall, 10 Clarence Rd, SM1 1RQ. Lots of fun and games for little ones and the chance for you to have a coffee and talk to other parents living in similar situations. You can also get advice on housing, benefits, managing your money and health and wellbeing. For more information contact Home-Start Sutton on 020 8647 6501 or 07719474200 <a href="mailto:admin@homestartsutton.org.uk">admin@homestartsutton.org.uk</a> <a href="http://www.homestartsutton.org.uk">www.homestartsutton.org.uk</a></p>                                                                                                                                                                       |
| Sutton Befrienders | <p>The Volunteer Centre Sutton provides a befriending service for people aged over 18 years. The service supports people with anxiety and lower level mental health concerns.</p> <p>Website: <a href="https://vcsutton.org.uk/sutton-befrienders/">https://vcsutton.org.uk/sutton-befrienders/</a></p> <p>Email: <a href="mailto:befriending@vcsutton.org.uk">befriending@vcsutton.org.uk</a></p> <p>Call: 020 8661 5900</p>                                                                                                                                                                                                                                                                                                                                                                                                               |
| Children Centres   | <p>Sutton Children's Centres bring together a wide range of services for children for 0 - 5 years and their families.</p> <p>The services available at each centre vary, but include:</p> <ul style="list-style-type: none"> <li>• Child and family health services</li> <li>• Support for parents</li> <li>• Integrated early education, childcare, play and early learning activities.</li> </ul> <p>For information on what is available in Sutton please visit the Sutton Family Information Service page on the Sutton Information Hub at <a href="http://www.suttoninformationhub.org.uk/pages/sutton-family-information-service">www.suttoninformationhub.org.uk/pages/sutton-family-information-service</a> or <a href="http://www.sutton.gov.uk/children-and-family-centres">www.sutton.gov.uk/children-and-family-centres</a></p> |



## Be active

|                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Parks and Playgrounds            | <p>Sutton has more than 90 parks and green spaces. To find your local park or playground visit <a href="http://www.sutton.gov.uk/w/parks-and-facilities">www.sutton.gov.uk/w/parks-and-facilities</a></p>                                                                                                                                                                                                                                                                         |
| Sutton Befrienders walking group | <p>Sutton Befrienders host free walking groups. They are open to anyone who may enjoy a nice walk with some company. Walks last about 45 minutes.</p> <p>For more info call 020 8661 5917 or email <a href="mailto:befriending@vcsutton.org.uk">befriending@vcsutton.org.uk</a> <a href="https://bit.ly/3MkxBmn">https://bit.ly/3MkxBmn</a></p>                                                                                                                                   |
| Leisure Centres                  | <p>There are four Council leisure centres that offer a variety of activities to help you stay active:</p> <p><a href="#">Cheam Leisure Centre</a><br/>Malden Road, Sutton, Surrey, SM3 8EP</p> <p><a href="#">David Weir Leisure Centre</a><br/>Middleton Road, Carshalton, SM5 1SL</p> <p><a href="#">The Phoenix Centre</a><br/>Mollison Drive, Wallington, Surrey, SM6 9NZ</p> <p><a href="#">Westcroft Leisure Centre</a><br/>Westcroft Road, Carshalton, Surrey, SM5 2TG</p> |



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## Keep learning

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### Sutton College

Sutton College has a wide range of courses that can help you to gain qualifications, learn new skills and increase your knowledge. Many courses are free to people living on a low income. Please visit the website for more information:

[www.suttoncollege.ac.uk](http://www.suttoncollege.ac.uk)



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## Give

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### Volunteer Centre Sutton

The Volunteer Centre can help you find a suitable role to give back to your community and get some experience, whatever your interest, skills and availability is. You can find more information at <https://vcsutton.org.uk/contact-us/> or call 020 8661 5900.



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## Take notice

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### Good Thinking resources

A range of online resources and tools, such as meditation, mindfulness, podcasts and blogs, to support mental health and wellbeing.

[www.good-thinking.uk](http://www.good-thinking.uk)

### Parks

You can visit one of the many parks and playgrounds. For a full list of the parks and open spaces in the borough please visit the parks and facilities page at [sutton.gov.uk/parks](http://sutton.gov.uk/parks)



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## Support for your mental health and wellbeing

### Sutton Talking Therapies

Provides NHS psychological and wellbeing services for common mental health problems. Self-referrals are accepted.

<https://swlstg.nhs.uk/sutton-talking-therapies>

0800 032 1411 (Freephone)

020 3513 4044 (charged at network rate)

### Perinatal mental health

Having a new baby is a big life event and it's natural for new parents to experience a range of feelings and emotions.

Please contact your GP, health visitor or Sutton Talking Therapies for further help and advice

If you are concerned about your safety please attend A&E or call 999.

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## Children and young people counselling and advice

### KOOTH

Free online counselling available to all young people over the age of 11 in Sutton.

[www.kooth.com](http://www.kooth.com)

### Off the Record

Free counselling service for young people aged 11-25 in Sutton.

Open Monday-Friday / 9am-5pm

[www.talkofftherecord.org](http://www.talkofftherecord.org)

[sutton@talkofftherecord.org](mailto:sutton@talkofftherecord.org)

Phone 020 7154 1040

Support Line (0800 980 7475 ) is open Monday - Friday 3 - 6pm

### Sutton School Nursing Service

Emotional & physical health advice for young people who go to school in Sutton. Open Monday - Friday / 9am-5pm

[www.suttonhealthandcare.nhs.uk/school-nursing](http://www.suttonhealthandcare.nhs.uk/school-nursing)

[hcpadmin@sutton.gov.uk](mailto:hcpadmin@sutton.gov.uk) or call 020 8770 5409

### Sutton CAMHS

CAMHS is for children and young people under 18 years of age, their parents/carers and other professionals who work with them. For more information please visit Sutton CAMHS at <https://swlstg.nhs.uk/sutton>

### Wellbeing Practitioners

You can contact your children's school and ask for a referral.

**24/7 South West London & St George's Mental Health crisis line:**

**0800 028 8000**

## Domestic abuse support

### Sutton DASS

Sutton DASS is a partnership of local organisations who provide advice and support to those experiencing domestic abuse.

Sutton DASS accepts self referrals visit: <https://bit.ly/3MfyMDB>

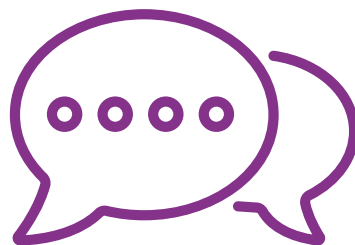
Email: [suttondass@cranstoun.org.uk](mailto:suttondass@cranstoun.org.uk)  
or call 020 8092 7569

The Sutton Domestic Abuse One Stop Shop is a weekly drop-in session where you can get face to face support. Consult the Sutton DASS website <https://bit.ly/3MfyMDB> for more information.

## Social Prescribing Sutton

Social prescribers can connect you to activities, groups and services to help improve your health and wellbeing.

If you would like to try social prescribing, please visit the Pod or ask your GP to refer you to Social Prescribing Sutton.





# LIVING OUTSIDE OF SUTTON



## Living outside of Sutton: contact details for other boroughs

|                   |                                                                                                                                                                                                                                                                                                                            |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Croydon Council   | Council contact: 020 8726 6000, <a href="http://www.croydon.gov.uk">www.croydon.gov.uk</a><br>Family Information Services: <a href="http://www.croydon.gov.uk/children-young-people-and-families">www.croydon.gov.uk/children-young-people-and-families</a>                                                                |
| Merton Council    | Council contact: 020 8274 4901 <a href="http://www.merton.gov.uk">www.merton.gov.uk</a><br>Family Information Services: <a href="http://www.merton.gov.uk/communities-and-neighbourhoods">www.merton.gov.uk/communities-and-neighbourhoods</a>                                                                             |
| Hounslow Council  | Council contact: 020 8583 2000 <a href="http://www.hounslow.gov.uk">www.hounslow.gov.uk</a><br>Family Information Services: <a href="http://www.hounslow.gov.uk/info/20059/children_and_families/1531/family_information_service">www.hounslow.gov.uk/info/20059/children_and_families/1531/family_information_service</a> |
| Lambeth Council   | Council contact: 020 7926 1000 <a href="http://www.lambeth.gov.uk">www.lambeth.gov.uk</a><br>Family Information Services: <a href="http://www.lambeth.gov.uk/children-young-people-families/families-information-service">www.lambeth.gov.uk/children-young-people-families/families-information-service</a>               |
| Lewisham Council  | Council contact: 020 8314 6000 <a href="http://www.lewisham.gov.uk">www.lewisham.gov.uk</a><br>Family Information Services: <a href="https://lewisham.gov.uk/organizations/family-information-service">https://lewisham.gov.uk/organizations/family-information-service</a>                                                |
| Bexley Council    | Council contact: 020 8303 7777 <a href="http://www.bexley.gov.uk">www.bexley.gov.uk</a><br>Family Information Services: <a href="http://www.bexley.gov.uk/services/children-young-people-and-families">www.bexley.gov.uk/services/children-young-people-and-families</a>                                                   |
| Bromley Council   | Council contact: 020 8464 3333 <a href="http://www.bromley.gov.uk">www.bromley.gov.uk</a><br>Family Information Services: <a href="http://www.bromley.gov.uk/children-families">www.bromley.gov.uk/children-families</a>                                                                                                   |
| Kingston Council  | Council contact: 020 8547 5000 <a href="http://www.kingston.gov.uk">www.kingston.gov.uk</a><br>Family Information Services: <a href="http://www.kingston.gov.uk/children-young-people-families">www.kingston.gov.uk/children-young-people-families</a>                                                                     |
| Southwark Council | Council contact: 020 7525 5000 <a href="http://www.southwark.gov.uk">www.southwark.gov.uk</a><br>Family Information Services: <a href="http://www.southwark.gov.uk/schools-and-education/family-information-service">www.southwark.gov.uk/schools-and-education/family-information-service</a>                             |
| Greenwich Council | Council contact: 020 8854 8888 <a href="http://www.royalgreenwich.gov.uk">www.royalgreenwich.gov.uk</a><br>Family Information Services: <a href="http://www.royalgreenwich.gov.uk/homepage/50/families_information_service">www.royalgreenwich.gov.uk/homepage/50/families_information_service</a>                         |
| Slough Council    | Council contact: 01753 475111 <a href="http://www.slough.gov.uk">www.slough.gov.uk</a><br>Family Information Services: <a href="http://www.sloughfamilyservices.org.uk">www.sloughfamilyservices.org.uk</a>                                                                                                                |

## Living outside of Sutton: contact details for other boroughs

|                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Wandsworth Council                 | Council contact: 020 8871 6000 <a href="http://www.wandsworth.gov.uk">www.wandsworth.gov.uk</a><br>Family Information Services:<br><a href="https://fis.wandsworth.gov.uk/kb5/wandsworth/fsd/home.page">https://fis.wandsworth.gov.uk/kb5/wandsworth/fsd/home.page</a>                                                                                                                                                                                   |
| Brent Council                      | Council contact: 020 8937 1234 <a href="http://www.brent.gov.uk">www.brent.gov.uk</a><br>Family Information Services: <a href="http://www.brent.gov.uk/children-young-people-and-families">www.brent.gov.uk/children-young-people-and-families</a>                                                                                                                                                                                                       |
| Essex Council                      | Council contact: 0345 743 0430 <a href="http://www.essex.gov.uk">www.essex.gov.uk</a><br>Family Information Services: <a href="http://www.essex.gov.uk/children-young-people-and-families">www.essex.gov.uk/children-young-people-and-families</a>                                                                                                                                                                                                       |
| Kent Council                       | Council contact: 03000 41 41 41 <a href="http://www.kent.gov.uk">www.kent.gov.uk</a><br>Family Information Services:<br><a href="https://local.kent.gov.uk/kb5/kent/directory/service.page?id=ehkENLK95w4">https://local.kent.gov.uk/kb5/kent/directory/service.page?id=ehkENLK95w4</a>                                                                                                                                                                  |
| Barking & Dagenham Council         | Council contact: 020 8215 3000 <a href="http://www.lbld.gov.uk">www.lbld.gov.uk</a><br>Family Information Services: <a href="http://www.lbld.gov.uk/children-young-people-and-families/family-information-service">www.lbld.gov.uk/children-young-people-and-families/family-information-service</a>                                                                                                                                                     |
| Epsom Council                      | Council contact: 01372 732000 <a href="http://www.epsom-ewell.gov.uk">www.epsom-ewell.gov.uk</a><br>Family Information Services:<br><a href="http://www.surreycc.gov.uk/children/support-and-advice/families">www.surreycc.gov.uk/children/support-and-advice/families</a><br><a href="http://www.epsom-ewell.gov.uk/residents/cost-living-crisis/help-families-children">www.epsom-ewell.gov.uk/residents/cost-living-crisis/help-families-children</a> |
| Reigate & Banstead Borough Council | Council contact: 01737 276 000 <a href="http://www.reigate-banstead.gov.uk">www.reigate-banstead.gov.uk</a><br>Family Information Services:<br><a href="http://www.surreycc.gov.uk/children/support-and-advice/families">www.surreycc.gov.uk/children/support-and-advice/families</a>                                                                                                                                                                    |

## Shops in Croydon:

- **British Heart Foundation Croydon:**  
George Street, Croydon, CR0 1PE
- **Discount Furniture:** 44 Station Road, West Croydon, CR0 2RB
- **Priceless Carpets** (Addington): 47 Central Parade, New Addington, CR0 0JD



# PERSONAL NOTES



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## Tips from other parents living in temporary accommodation

It may seem like a long road but no road is long when you know the destination is going to be permanent and beautiful. You are not alone.

Get to know your neighbours and take their contact number if possible, in case of anything. Be friendly and positive.

Being homeless is not easy, it's stressful and time consuming. But remember you are not alone in this, be positive and always grateful you have a roof over your head.

Patience is important. It's a queue, a waiting list, so one has to continue bidding and be positive. Having that patience to wait will make your life easy and put less stress on you. Carry on as normal and when you least expect... that phone call will come in.

The process is long and has a bumpy ride, you will get through it. There is a light at the end of the tunnel.

Remember, this is not forever. Just like it says, the situation is temporary. The sad thing in life is that good things never last, but the good news is that neither do challenging times.

## Special thanks

We would like to acknowledge the expertise and guidance in the development of this resource provided by the following organisations and groups:

- Citizens Advice Sutton
- Sutton Housing Partnership
- Experts by experience living in temporary accommodation in Sutton
- Home-Start Sutton
- Local Primary Care Network (PCN) Social Prescribing Link Workers in Sutton
- Shelter London
- Welfare Reform Team, Housing Team, Public Health and Children's Public Health teams at Sutton Council



Sutton



