

YOUR GUIDE TO TEMPORARY ACCOMMODATION



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.

Things you have to do in the first few days:

- Complete a 'change of circumstances' update on your Universal Credit account
- 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
- Read and understand your license or tenancy agreement
- Check if you're liable for council tax. If so, apply for Council Tax Reduction from the council where you have been placed
- Make a budget plan (including rent payments, service charges, council tax and other living expenses)
- Google search local services that can help you
- Register with a local GP and dentist



Information you'll find in this booklet

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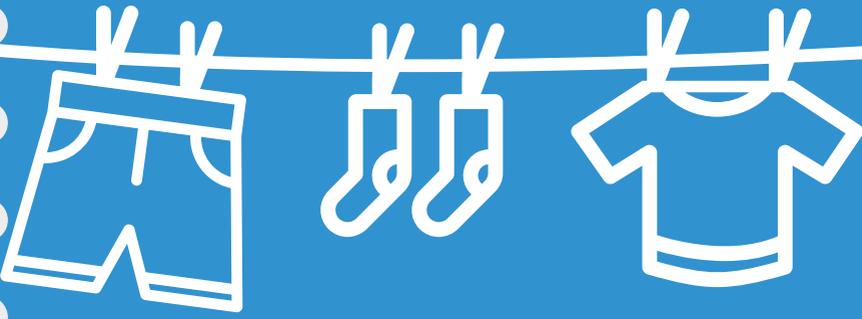
YOUR RIGHTS AND RESPONSIBILITIES

Living on a low income

Education and childcare

Health and wellbeing

Services that can help you



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 (email: propertymanagement@encompass-latc.co.uk or phone 020 8770 5000).

Will I be moved into accommodation that is not shared?

As your homeless application progresses, you will be moved into self-contained accommodation.

We try to move households with children into self-contained accommodation within six weeks. It can sometimes take quite a bit longer, depending on what is available at the time.

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.

Therefore, please seek advice from organisations like [Shelter](#) and [Citizens Advice Sutton](#) and read this factsheet '[applying as homeless: suitable accommodation](#)', before you refuse any offer of emergency accommodation from the Council.



Consult the 'applying as homeless' flowchart for more information.

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](#) and the [Review Process leaflet](#). This factsheet, [applying as homeless: tips on temporary accommodation](#) also provides more useful information about temporary accommodation.

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](#).
- **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 housingadvice@encompass-latc.co.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](#). If you need advice or further assistance consult [Shelter](#) or [Citizens Advice Sutton](#).

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 contact propertyincome@encompass-latc.co.uk for support.



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 on propertymanagement@encompass-latc.co.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 contact@encompass-latc.co.uk



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](#) and [Review Process leaflet](#) 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.

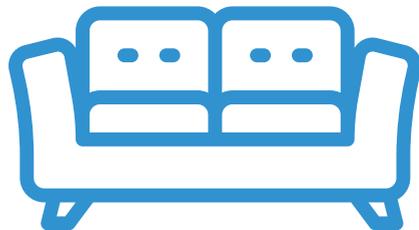
Before refusing the offer of temporary accommodation, please seek further advice from organisations such as [Shelter](#) and [Citizens Advice Sutton](#) and read this factsheet '[Applying as homeless: suitable accommodation](#)' for more information.

Will my temporary accommodation be furnished?

Most of our temporary accommodation is unfurnished. This means you will need to provide all of your own furniture and white goods. If you have any belongings in storage and you move to unfurnished accommodation, you will need to contact Encompass to make arrangements to move your items into your new temporary accommodation address.

You will find more information about obtaining white goods on the [Sutton Council website](#).

If you need support with storage and moving costs please contact the temporary accommodation team on propertymanagement@encompass-latc.co.uk or phone 020 8770 5000.





LIVING ON A LOW INCOME



Living on a
low income

Education
and childcare

Health and
wellbeing

Services that
can help you

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 [this budget planner](#) on the Money Advice Service webpage. [Christians Against Poverty](#) also offer a free course to help you budget your money.

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. You can find more information and ideas on how to reduce your expenses on the [Money Advice Service webpage](#) and their [budgeting and saving community](#) on Facebook. You can obtain specialist debt advice from [Citizens Advice Sutton](#) and get free energy advice from [SHINE London](#).

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.

Emergency borrowing to make ends meet

[Crisis loans and grants from Sutton Council](#) provide help to cover unexpected expenses in a crisis or emergency. Support available includes:

- Food vouchers for Morrisons supermarket
- Beds, fridges, fridge-freezers, cookers and washing machines
- Key or card top-up for gas and/or electric meter (British Gas are not part of this scheme)

To find out if you are eligible visit the [Council's website](#).

[Discretionary Housing Payments \(DHP\)](#) can provide help if you need further financial assistance with housing costs or council tax payments. Anyone who requires assistance with housing costs and is currently claiming Housing Benefit or Universal Credit can apply for a DHP on the [Council's website](#).

[Budgeting loans and advances](#) are interest-free loans from the Social Fund that you might be eligible for. These can be used for:

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

The repayments are taken directly from your benefits. To find out if you are eligible visit <https://www.gov.uk/budgeting-help-benefits/eligibility>.

Turn to Us also offers support in the form of direct grants and funds. For more information [consult their webpage](#).

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.

Sutton, Merton and Croydon Credit Union is called Croydon Plus and is based at Bernard Weatherill House in Croydon.

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. Citizens Advice Sutton can offer help and advice.

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.

If you do not report a change of circumstances to the Department for Work and Pensions (DWP), you might be paid too much. If you are, you might have to [pay some of the money back](#).

You can calculate what benefits you are eligible for at: [Turn to Us](#).

Universal Credit

Report changes using your [Universal Credit online account](#) or contact the [Universal Credit helpline](#).

Disability benefits

Call the [Disability Service Centre](#) to report changes if you get Disability Living Allowance (DLA) or Personal Independence Payments (PIP).

Housing Benefit

Consult the [Council's website](#) to check how you can get help to pay for your rent or council tax.

Call Sutton Council on 020 8770 5000 or [apply online](#) to claim Housing Benefit to cover your housing costs.

Council Tax Reduction

If you need help paying your council tax, then apply for Council Tax Reduction on the [Council's website](#).

If you need support with the application please contact the Welfare Reform team on welfarereform@sutton.gov.uk or call 020 8770 6022 or 020 8770 5006.

Child Benefit

Report changes using the [Child Benefit online service](#) or call or write to the [Child Benefit Office](#).

All other benefits

Call [Jobcentre Plus](#) to report changes. You will need to have your National Insurance number when you call. You can find your National Insurance 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](#).

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

- Welfare Reform Team at Sutton Council: email: welfarereform@sutton.gov.uk or call 020 8770 6022 or 020 8770 5006. This team can provide advice about welfare and benefits and other issues including rent arrears and employment.
- Citizens Advice Sutton by calling 0208 4053552 or online via their [website](#)
- [Shelter website](#)
- [Government website](#)

“Even though you might not feel like it all the time, you are the most wonderful person in the world for your child. This doesn't mean you have all the answers – and that's okay. Just letting your child know that you're listening, and that you can hear that they're wondering what's going to happen, is enough.” Dr Eva Crasnow, a Child Psychotherapist working with families living in temporary accommodation.

Practical things about your accommodation

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

If the accommodation is unfurnished and you need help to obtain white goods and/or furniture, check the websites and shops on this page where you might find free or low-cost items.

[Crisis loan or grants](#) you can apply for white goods, gas and electricity top-ups, and food vouchers for Morrisons.

[Turn to Us](#) also offers support in the form of direct grants and funds.

[Freegle \(free used items\)](#)

[Gumtree \(search for free used items\)](#)

[Freecycle \(free used items\)](#)



Shops in Sutton:

British Heart Foundation Wallington:
120 Woodcote Road, SM6 0LY

Emmaus shops:

- 5 High Street, Carshalton, SM5 3AP
- rear of 105 Stafford Road, Wallington, SM6 9AP

Shops in Croydon:

- Salvation Army Croydon: 157 Brighton Road, South Croydon
- British Heart Foundation Croydon: George Street, Croydon, CR0 1PE
- C & C Interiors: 1411-1413 London Road, Norbury, SW16 6AH
- Discount Furniture: 44 Station Road, West Croydon, CR0 2RB
- Priceless Carpets (Addington): 47 Central Parade, New Addington, CR0 0JD

Support with food

You can obtain food vouchers for Morrisons through the crisis loan/grant application form

Foodbank voucher

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

- **The Pod**, a support service run by Home-Start, call 020 8647 6501 or 07543 692 844
- Welfare Reform Team: email welfarereform@sutton.gov.uk or call 020 8770 6022 or 020 8770 5006
- Citizens Advice Sutton: call 020 8405 3552 or online via their [website](#)
- Sutton Salvation Army: call 020 8642 9862
- School nurses
- Health visitors

Once you have your foodbank voucher you can take it to your nearest Foodbank centre. To find the nearest centre please visit Foodbank [locations](#).

Community Foodshop

The Foodshop helps families and individuals struggling on a low income and finding it difficult to make ends meet. There is a small membership fee of £3 a week. In return, you can choose approximately 12 items of non-perishable, chilled and frozen food. These items are of greater value than the weekly membership fee so will reduce your weekly shopping bill.

For more information and to register, please visit [Sutton Community Works](#).

If you have been placed outside the borough, please contact the new council for a referral to local charities.

Healthy Start voucher

If you are pregnant or have children under the age of four, you may be eligible for Healthy Start. With [Healthy Start](#), you get free vouchers every week to spend on milk, fresh, frozen, and tinned fruit and vegetables, fresh, dried, and tinned pulses, and infant formula milk. You can also get free vitamins. You will find the [application form](#) at the end of this booklet.



EDUCATION AND CHILDCARE



Education
and childcare

Health and
wellbeing

Services that
can help you

If you have been temporarily placed outside the borough, your children might have to travel in to attend school, while you wait for longer-term accommodation. You might consider finding a school in the new area if it is too far for the children to travel into Sutton. If so, contact your new council schools admissions team for details of schools in the area and how to make an application. You will also be able to find out about schools and how to apply on the Council's website.

Contacts of other councils:

- [Croydon Council](#) or call 020 8726 6000
- [Merton Council](#) or call 020 8274 4901
- [Hounslow Council](#) or call 020 8583 2000

There are several government schemes and charities that can support you with play, childcare and other activities for your children. Please see below a list with contact details:

[Home-Start Sutton](#) or call 020 8647 6501. Home-Start runs [The Pod](#), a drop-in service to support families with children living in temporary accommodation.

Sutton Family Information Service: call 020 8770 6000 or email: familyinfo@sutton.gov.uk

Sutton [PlayWise Learning CIC](#) offers parents and carers of young disabled children a wider range of services to help reduce the impact of disability and

SEND (Special Educational Needs & Disability) and supports families on their journey.

Information on Sutton support services for children with special educational needs and disability and their families can be found at the [Council's Local Offer webpage](#).

For information on Education, Health and Care Plans (EHCP) please see the EHCP section on the [Local Offer webpage](#).

Lighthouse free clothing and equipment for unders 5s. Just fill in the form at [Sutton Vineyard's website](#) and one of the volunteers will contact you to assess your needs and book an appointment to collect the items. You can call 020 8641 1689 or 07519 239659.

If you have been placed outside Sutton, you can consult one of the following family information services, depending on your new borough:

[Croydon Family Information Services](#)

[Merton Family Information Services](#)

[Hounslow Family Information Services](#)

In case you need support with childcare costs, you can check what support you are entitled to at the [council's website](#).



HEALTH AND WELLBEING



Health and
wellbeing

Services that
can help you

How can I access health services?

The [NHS Choices website](#) is the best place to find health services in the borough. You will be able to find a GP, pharmacies, dentists, urgent care centre and other health services available to you and your family.

GP services

If you are not registered with a GP you will be unable to see a doctor unless you have a serious emergency. In most other cases, calling 111 is a better option.

If you are not registered with a GP but need treatment, you can [find a GP surgery](#) near you and register there as a temporary resident if you will be living in the area for up to 3 months. To register, the surgery will ask you to complete a [temporary registration services form](#).

When you register temporarily with a GP surgery you'll remain registered with your permanent GP surgery and the temporary GP surgery will pass details of any treatment you have back to your permanent GP. They will add the information to your medical records. If your application to become a temporary patient is refused, you can still receive emergency treatment for up to 14 days.

After 3 months, if you are still living near the GP surgery where you registered as a temporary resident, you will have to apply to register with the surgery as a permanent resident. You can find more information on the NHS website - [registering with a GP as a temporary resident](#).

Dentist

The [NHS Choices website](#) will provide 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 still get emergency dental care by calling 111.

Midwives

If you are pregnant and cannot travel to see a midwife at your usual GP's surgery you can find a midwife closer to your emergency or temporary accommodation by finding and registering with a GP, as set out above. Once you have registered with the GP, make an appointment and, at the appointment explain that you are pregnant and need a referral to a midwife. The GP will then make the referral.



Health Visitor

Health visitors work with parents offering support and informed advice from the antenatal period until a child starts school at five years old. Families from all walks of life may need support and information on issues that affect their children's health and development. If you need advice or support from a health visitor please speak to your local GP or contact one of the teams below, depending on the area you are living in:

Sutton Health Visiting service on 020 8770 5409 Monday-Friday, 9-5pm (excluding bank holidays) or email hcpadmin@sutton.gov.uk

Hounslow child health/health visiting service 020 3740 9482

Merton child health/health visiting service 020 3458 5228

Sexual Health Services

If you need advice and information on sexual health including STI testing and contraception, please consult this [Council webpage](#).

School Nurse

The school nursing team is a team of public health nurses and community nursery nurses. The service works with all children and young people who attend school in Sutton. The team is available Monday to Friday from 8am - 5pm (excluding Bank Holidays) to provide support for children, young people and families with any emotional and physical health needs. This could include concerns about sleep, bedwetting, behaviour, eating issues, sexual health and children with special needs. If you would like to contact the Sutton school nursing team their contact details are: tel 020 8770 5409 or email: hcpadmin@sutton.gov.uk.

Drug and alcohol services

If you are struggling with alcohol and/or drug misuse or are concerned about a loved one, you can complete a referral to [Inspire](#).



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

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



3

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



4

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



5

Take Notice. Remark on 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. Overleaf are some examples of local activities you can take on to practise the Five Ways to Wellbeing.

Connect

<p>The Pod</p>	<p>Drop-in service for families with children under 5 years old and living in emergency or temporary accommodation. Every Friday morning from 10am-12noon at The Dolphin, Sutton SM1 1PR. Lots of fun and games for your little ones while playing with other children and the chance for you to have a cuppa and talk to other parents living in similar situations. You will also have the chance to access support and advice on housing, benefits, finances, health and wellbeing. For more information check the Pod website or call on 020 8647 6501 or 07543 692 844.</p>
<p>Sutton Befrienders</p>	<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. For more information, check their website befriending@vcsutton.org.uk or call on 020 8661 5900.</p>
<p>Wallington Community Wellbeing</p>	<p>This charity provides information about group and leisure activities for adults living in the Wallington area. Check their website for more information.</p>
<p>Parent and Toddler groups and Children Centres</p>	<p>Parent and toddler groups are a good opportunity to meet other parents and enjoy activities with your toddler.</p> <p>Sure Start Children's Centres bring together a wide range of services for children 0-5 years and their families. The centre makes it easier for children and their families to access services such as health, employment, childcare and family support closer to where they live.</p> <p>The services available at each centre vary, but may include:</p> <ul style="list-style-type: none"> • Child and family health services • Support for parents • Integrated early education, childcare, play and early learning activities. <p>For information on what is available in Sutton check the Council's directory.</p>

Be active

<p>Sutton Community Farm</p>	<p>Volunteering at the farm is a great way of meeting other people and giving your time to a worthwhile community activity. The work itself is great for improving physical health and mental well-being, and it's a joy to be outside in the fresh air, collectively working towards a more resilient local food system. Volunteers also benefit from the opportunity to learn new skills, gain confidence and expand their knowledge. This is a good activity for the periods when your children are in school. For more information consult their website.</p>
<p>Sutton Befrienders walking group</p>	<p>You can join a free low level walking group with social distancing. Walk starts at 10.30am and lasts 30-45 minutes, Monday at Beddington Park, Wednesday at The Grove and Thursday at Nonsuch park. For more info call 020 8661 5917 or email befriending@vcsutton.org.uk.</p>
<p>Leisure Centres</p>	<p>There are four leisure centres that offer a variety of activities to help you stay active.</p> <p>Cheam Leisure Centre, Malden Road, Sutton, Surrey, SM3 8EP</p> <p>David Weir Leisure Centre, Middleton Road, Carshalton, SM5 1SL</p> <p>The Phoenix Centre, Mollison Drive, Wallington, Surrey, SM6 9NZ</p> <p>Westcroft Leisure Centre, Westcroft Road, Carshalton, Surrey, SM5 2TG</p>



Take notice

Good Thinking resources

A range of online resources and tools, such as meditation, mindfulness, podcasts and blogs, to support mental health and wellbeing. Check their [website](#) for more information.

Parks

You can visit one of the many parks in the area, take notice of and be aware of what is happening in the present.

For a full list of the parks and open spaces in the borough please visit the parks and facilities page on the [Council website](#).



Keep learning

Sutton Cultural services

Sutton has a range of libraries, heritage museums, arts and events that you can use to learn new skills and increase your knowledge. Please check [Sutton Cultural Services](#) for more information.



Give

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 are.

You can find more information on their [website](#) or call 020 8661 5900.



If you need more focused support the organisations below are great places to start:

Support for your mental health and wellbeing

Sutton Uplift

Uplift accepts self-referrals from people with a mental health or wellbeing need, whether this is due to emotional difficulties or life stressors.

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 to go through a wide range of feelings and emotions.

Around one in five mothers and fathers experience a mental health problem at this time and in the first year of their baby's life. Please contact your GP or health visitor or Sutton Uplift for further help.

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

Social Prescribing Sutton

Social prescribing works alongside your GP to help you improve your general health and wellbeing, through a range of services and activities - such as home and family, hobbies and social life, or work and volunteering. You'll get one-to-one support from a link worker who will connect you with local groups and

services which could support, advise or inspire you.

If you would like to try social prescribing, please ask your GP to refer you to Social Prescribing Sutton. We work with adults aged 18+ who are registered with a Sutton GP. You can also meet a link worker at The Pod, in Sutton Central.

Domestic abuse support

Transform

A partnership of local organisations who provide advice and support to those experiencing domestic abuse.

You can complete a self-referral [form](#) or contact them using the email or phone number below.

transformsutton@cranstoun.org.uk

020 8092 7569

Local domestic abuse services

[Not Alone in Sutton](#) is a website that has resources to help if you are experiencing domestic abuse or know someone who is.

The Sutton Domestic Abuse One Stop Shop is a weekly drop-in session where you can get face to face support and guidance. Consult the [Not Alone in Sutton website](#) for more information.

Children and young people counselling and advice

Off the Record

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

sutton@talkofftherecord.org

020 8680 8899

Monday-Friday, 9am-5pm or

020 8175 6776 Saturday, 10am-1pm

KOOTH

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

Opening hours: Monday-Friday,

12noon - 10pm Saturday-Sunday,

6pm-10pm

Sutton School Nursing Service

Emotional and physical health advice for young people who live and go to school in Sutton.

schoolnursing@sutton.gov.uk or call

020 8770 4409 Monday-Friday, 9am-4pm

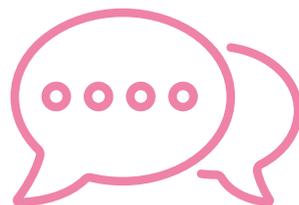
Sutton CAMHS

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](#)

Call 020 3513 3800 Monday-Friday, 9am-5pm

Wellbeing Practitioners

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







Sutton

SERVICES THAT CAN HELP YOU



Services that
can help you

Housing

Shelter

National Homelessness Advice Service

Citizens Advice Sutton

call 020 8405 3552 or
online via their [website](#).

Debt management and financial services

Citizens Advice Sutton

call 020 8405 3552
or online via their [website](#).

Welfare Reform Team at Sutton Council

email welfarereform@sutton.gov.uk or
call 020 8770 6022 or 020 8770 5006

Gingerbread

A charity that provides support
for single parents. For more information
call 0808 802 0925 or check
their [website](#).

Turn to Us

Employment and training

Family Works Programme

This employment programme provides
specialist support to families that are
experiencing challenging issues.
For more information check their
[website](#) or call 020 3735 8955.

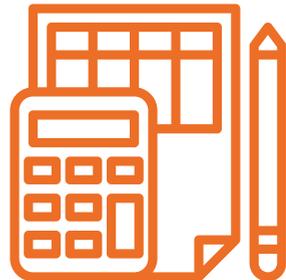
Opportunity Sutton

A local programme that supports
employment, career advice and
training. For more information check
their [website](#).

Travel

Tfl travel discount:

[https://tfl.gov.uk/fares/
free-and-discounted-travel/
bus-and-tram-discount](https://tfl.gov.uk/fares/free-and-discounted-travel/bus-and-tram-discount)



List of essential contact details:

Citizens Advice Sutton

020 8405 3552

Croydon Council

020 8726 6000

Encompass

020 8770 5000

housingadvice@encompass-latc.co.uk

Home-Start Sutton

020 8647 6501

admin@homestartsutton.org.uk

Hounslow Council

020 8583 2000

customerservice@hounslow.gov.uk

LightHouse

020 8641 1689 or 07519 239659

lighthouse@suttonvineyard.org

Merton Council

020 8274 4901

Off the Record

020 8680 8899

sutton@talkofftherecord.org

School nursing service

020 8770 4409

020 8770 5409

schoolnursing@sutton.gov.uk

hcpadmin@sutton.gov.uk

Sutton Befrienders walking group

020 8661 5917

befriending@vcsutton.org.uk

Sutton CAMHS

020 3513 3800

SuttonCAMHSAdmin@swlstg.nhs.uk

Sutton Council

020 8770 5000

Sutton Family Information Service

020 8770 6000

familyinfo@sutton.gov.uk

Sutton Salvation Army

020 8642 9862

office@suttonsa.org

Sutton Uplift

0800 032 1411

020 3513 4044

Temporary accommodation team

020 8770 5000

propertymanagement@

encompass-latc.co.uk

The Pod

020 8647 6501

07543 692 844

admin@homestartsutton.org.uk

Transform

020 8092 7569

transformsutton@cranstoun.org.uk

Volunteer Centre Sutton

020 8661 5900

befriending@vcsutton.org.uk

Welfare Reform

020 8770 6022

020 8770 5006

welfarereform@sutton.gov.uk

Special thanks

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- Citizens Advice Sutton
- Encompass
- 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, Public Health and Children's Public Health teams at Sutton Council



