- **Human Rights:** Voting Procedure, Access to Personal Records, Discrimination Acts, Lesbian and Gay Rights, Defamation of Character, Rape and Sexual Assault, Personal Injuries.
- **Immigration and Nationality Citizenship:** Dual Nationality, Immigration and Working in the UK, Overstayers, Visa Nationals.
- **Legal Enquiries:** Wills and Obtaining Probate, Court Procedures/Forms, Jury Service, Police, Solicitors, Legal Services Scheme, County Court Judgements.
- **Taxes:** Income Tax, Council Tax, Inheritance Tax, National Insurance, PAYE, Fringe Benefits, Tax Rebates/Arrears.
- **Travel, Transport and Holidays:** Holiday Problems/Complaints, Passports, Moving Overseas, Driving Licences, MOT.

Discuss any issue in confidence.
Call **Care first** free 24 hours a day
to speak to a counsellor
or an information specialist.

The Care First service can be accessed via Typetalk and minicom for people with hearing difficulties. The service can also be used through our interpreter service in 150 languages.

If you have used the **Care first** service we would really like to know whether it was helpful. There is a 2-minute evaluation form on our web site which can be submitted anonymously. We appreciate your comments and aim to constantly improve our service.

www.care-first.co.uk

Care first

advice, information and counselling service

here to help, 24 hours every day

Services for your wellbeing

Your employer has made an investment in your wellbeing. Independent help and advice whenever you need it. Nobody can reach their full potential if they are weighed down with troubles either at work or at home. We can't promise to remove every difficulty in your path – but we can help you through them.

Care first is a confidential service for information and advice or counselling, available to you free of charge. Calls to **Care first** are voluntary – you decide when and if you want to use the service and you make the call yourself – from wherever you want. We are here 24 hours a day, 365 days of the year – your call will be answered by a professional and there is no limit to the number of times you can contact us.

Confidentiality

The **Care first** service, although provided by your employer, is completely independent and your calls will be treated in the strictest confidence. When you call you will be asked to identify your employer and you may also be asked for other information, this is purely for statistical use.

Counselling service

Our counsellors can help you with work-related issues or personal problems. Your call will be taken by a qualified and professional counsellor in confidence.

All our counsellors are members of, and accredited to, the British Association for Counselling and Psychotherapy (BACP), with significant experience in a supervised clinical setting.

You can call us about anything that is troubling you whether it is personal difficulties – for example relationships, family matters, stress, loss or bereavement; or work-related issues such as feeling pressure, work-load, changes at work, bullying or harassment. Whatever your situation you can be sure of a supportive and constructive response. You are not alone.

Information and advice service

Save yourself a lot of time researching and sifting though overwhelming amounts of information, and make use of the wide practical experience of our specialists.

Our highly trained, professional information specialists can provide comprehensive answers and assistance on a wide range of issues which affect daily life.

The following list gives examples of just some of the subjects on which we can offer information and advice. Our information resources relate to the whole of the UK including Scottish law.

- **Animals:** Owning a Pet, Animals and the Law, Animal Passports.
- **Benefits:** Housing Benefit, Incapacity Benefits, Disability Benefits, Tax Credits, Maternity Benefits, How to Claim.
- **Communication Problems:** Phones/Mobile Phones, Complaints about the Media, Television Licences, Unsolicited Mail.
- **Consumer:** Goods and Services, Consumer Problems, Problems with Second Hand Cars, Car Repairs, Insurance, Problems with Builders, Credit.
- **Debt:** Credit, Debt, Banks, Loans, Consolidation. Full debt counselling service.
- **Education:** Problems at School, Bullying, Student Grants/Loans.
- **Employment:** Rights of Employees, Bullying and Harassment, Discrimination, Disability, Transfer of Business, Maternity Rights/Pay, Sick Pay, Health and Safety at Work, Dismissal.
- **Family and Personal:** Relationships, Divorce, Child Support, Domestic Violence, Childcare, Eldercare, Community Care, Changing a Name.
- **Health:** Patients Rights/Complaints, Health Costs, HIV/AIDS, Abortion, Infertility.
- **Housing:** Buying and Selling a House, Mortgages, Renting, Tenancies, Homelessness, Neighbour Disputes, Residential Care, Nursing Homes.

Care first

advice and information service
and counselling service

0800 174319

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