



Care first

employee assistance solutions

information and advice

Information and advice service

Alongside our Counselling Service, Care First offers Information and Advice. Our expert advisors, trained by Citizens Advice, can provide comprehensive answers and assistance on a wide range of issues which affect daily life.



Whether you have a one-off question or a problem which takes longer to resolve, perhaps requiring ongoing help from one of our staff, we are here to help. Your calls will be treated in the strictest confidence.

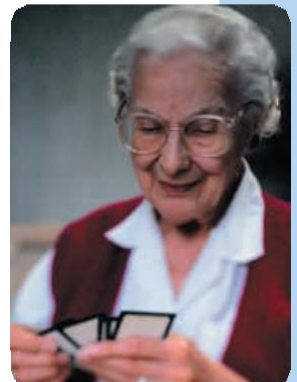
The following list gives examples of just some of the subjects on which we can offer information and advice, our information resources relate to England, Scotland and Wales.

- **Debt** Credit, Debt, Banks, Loans, Bankruptcy, IVAs, Bailiffs.
- **Employment** Rights of Employees, Bullying and Harrassment, Discrimination, Disability, Transfer of Business, Maternity Rights/Pay, Sick Pay, Health and Safety at Work, Dismissal.
- **Housing** Buying and Selling a House, Mortgages, Renting, Tenancies, Evictions, Bailiffs, Homelessness, Neighbour Disputes, Residential Care, Nursing Homes.
- **Family and Personal** Relationships, Marriage, Civil Partnership, Divorce, Child Support, Domestic Violence, Childcare, Eldercare, Community Care, Changing a Name.
- **Benefits** Housing Benefit, Incapacity Benefits, Disability Benefits, Tax Credits, Maternity/Paternity Benefits, Pension Credits, How to Claim.
- **Education** Problems at School, Bullying, Student Grants/Loans.
- **Legal Enquiries** Wills and Obtaining Probate, Court Procedures/Forms, Jury Service, Police, Solicitors, Legal Services Scheme, County Court Judgements, Scottish Legal System and Law.
- **Health** Patients Rights/Complaints, Health Costs, HIV/AIDS, Abortion, Infertility.





- **Taxes** Income Tax, Council Tax, Inheritance Tax, National Insurance, PAYE, Fringe Benefits, Tax Rebates/Arrears, Working Tax Credits.
- **Communication Problems** Phones/Mobile Phones, Complaints about the Media, Television Licences, Unsolicited Mail.
- **Travel, Transport and Holidays** Holiday Problems/Complaints, Passports, Moving Overseas, Driving Licences, MOT.
- **Immigration and Nationality Citizenship** Dual Nationality, Immigration and Working in the UK, Overstayers, Visa Nationals.
- **Human Rights** Voting Procedure, Access to Personal Records, Discrimination Acts, Lesbian & Gay Rights, Defamation of Character, Rape and Sexual Assault, Personal Injuries.
- **Consumer** Goods and Services, Consumer Problems, Problems with Second Hand Cars, Car Repairs, Insurance, Problems with Builders, Credit.
- **Animals** Owning a Pet, Animals and the Law, Animal Passports.





A wide range of printed material is available including the following booklets:

Bereavement Checklists of the practical matters that have to be dealt with when someone dies. There is also an outline of the 'normal' path of grief.

Childcare A practical guide to finding the right childcare for your family, covering the options, the help available and checklists for interviewing.

Dealing with Debt There is often more leeway than you think. A step by step guide to assessing your position, dealing with creditors and creating a workable solution.

Drinking Drinking may affect your job, family or friends; or all three. Use the scorecard to assess drinking habits; and find help if you or someone you know needs it.

Elderly Relatives An elderly relative can be a source of concern – information and advice on managing accommodation, finances and funding.

Family Breakdown Advice on the decision to separate, the practical implications for now and the future.