

WELFARE PROVISION 'CARE FIRST'

With effect from 1 November 2008, a 24/7 telephone line will be available to all NARPO members and their near families for the purpose of providing a welfare service.

The cost of the scheme is £2.00 per member per year and will be initially funded out of the Central Reserve Fund for a trial period of 12 months or less.

The scope of the subjects that are covered are practically in exhaustive but there are matters that are best referred to the experts we already are connected with, i.e. Thompsons for legal matters, Roland Smith Ltd for questions regarding Insurance and Investments and Angela Maxwell for State Benefits. Questions generally regarding Police Pensions will continue to be answered by this office where local information is not available.

'Care First' will be made aware of all these avenues of enquiry and where necessary will refer members to where is considered best.

Branch Secretaries will be a source of referral where suitable and members accessing the system which is confidential will be asked to furnish as much information as they feel able to impart so that monitoring can take place.

I attach a copy of a full page advertisement which will appear in the November NARPO NEWS which has a free phone telephone number which will be live for the launch.

The usage of the system will be constantly monitored and a decision will be made by the NEC before Conference 2009 whether to recommend the scheme and ask for formal funding or to discontinue it.

Michael Thornton
Chief Executive Officer

NEW FREE AND CONFIDENTIAL SUPPORT SERVICE

AVAILABLE TO ALL NARPO MEMBERS

0800 197 4513

With effect from **1 November 2008** all NARPO Members will have access to the following independent, confidential support resources provided by Care First:

- **24 hour Telephone Counselling helpline** - always answered by professionally qualified counsellors.
- **Information Specialists** (available 8.00 a.m. to 8.00 p.m. Monday to Friday) who are Citizens Advice trained and experienced and who can provide information and advice on a wide range of issues including: Debt, Housing, Family and Personal concerns, Benefits, Legal Enquiries, Health related issues, Consumer Travel, Transport and Holiday problems.
- **Referral for short term Face to Face counselling** (up to 3 sessions per referral to a local counsellor). The first session usually takes place within just 5 working days so no waiting lists to see someone when you need to talk through any concerns.
- **Immediate family members** are also eligible to access all telephone based support from Care First. When immediate family member calls the helpline, they need to be clear that they have access via a relative who is a NARPO Member.

Employing professionally qualified staff, Care First has a great deal of experience in providing support for the practical and emotional aspects of a very wide range of issues, including relationship concerns, money matters and legal enquiries.

These services are available free of charge to all NARPO Members 24 hours a day, every day of the year.

Counselling takes place over the telephone which means it is immediately available whenever you may need the support. The service is confidential and Care First adheres fully to the Code of Ethics of the British Association for Counselling and Psychotherapy.

'Care First' is not an expert in every area, but we are an excellent starting place to think about how best to deal with a problem or concern. If you have any questions about any aspect of the above services, please call the 'Care First' help line number above.

This new member service although highly comprehensive is provided as an additional support to members to supplement the service that many local branches and some forces still provide and is not intended to replace those services. If in doubt contact your Branch Secretary.