



ACCESS TO ASSISTANCE

Introduction

1. “Valuing Staff & Promoting Equality of Opportunity” is one of the City of London Corporation’s core values as an organisation.
2. Access to assistance in areas such as childcare, elderly support and disability allows employees to get first hand information to actively manage their work-life balance.
3. Work-life balance benefits the City Corporation by maintaining performance, morale and productivity within the organisation.

General Principles

4. Access to assistance provides employees with timely access to practical information and advice on care issues.
5. Access to Information supports the policy on [Flexible Working](#).
6. For details of local nurseries and childminders visit:
www.childcarelink.gov.uk or telephone 08000 96 02 96.
7. For details of the local Children's Information Service telephone the Public Enquiry Unit (08700 002 288) or visit www.surestart.gov.uk.
8. For details of local support with elderly care visit:-
 - www.ageconcern.org.uk or telephone 0800 00 99 66
 - www.agecare.org.uk or telephone 020 7637 4577
 - www.contact-the-elderly.org or telephone 08000 716543
9. For further information on work-life balance visit
www.workingfamilies.org.uk or telephone 0800 013 0313.
10. If you are unable to find a particular service contact the Corporate Employee Relations Team on 0207 332 1423 or 0207 332 1183.
11. For further advice contact departmental HR or [Click for Welfare Information from the Occupational Health Service](#).
12. The City of London Corporation also offers employees an Employee Assistance Programme:-



Employee Assistance Programme (EAP)

Free phone: 0800 243 458

www.ear.co.uk

13. EAP supports the access to assistance programme within the City of London Corporation, and is available to BOTH you and but those close to you, such as your partner or a family member.
14. The EAP is made up of two components:-
 - a telephone information service offering support and information regarding legal, financial and practical issues;
 - unlimited access to short term telephone counselling support.
15. The EAP is provided by an organisation called Employee Advisory Resource who have been delivering these services since 1981.
16. The key benefits of the EAP include:
 - Completely free, confidential and unlimited support (you can use the service as often as you need);
 - Available 24 hours a day, 7 days a week, 365 days a year;
 - Independent, impartial source of support (EAR does not represent any organisation, including City of London).
17. The EAP can provide information on a wide range of work and personal issues including:

• Relationship problems (personal and at work)	• Consumer issues
• Financial/Debt issues	• Elder/Disability care
• Bullying	• Anxiety/Depression
• Legal matters	• Child care
• Bereavement	• Pressure/Stress
18. When accessing the service online through “EAP Direct”, click on “Member Login”, then “New User” and insert the following codes:

User Name: cityoflondon

Password: employee
19. The site gives you access to hundreds of fact sheets, a range of self assessment tools and email contact directly with the EAP Centre.
20. The City of London will receive utilisation statistics on the number of people using EAP and the issues raised BUT no personal, identifying information will be disclosed. No-one at City of London will know that you have called, unless you chose to disclose this.