



CiC

supporting organisations

Confidential Care

Imperial College London

Bianca Rice – Senior Account Manager

Available Support



24x7 Adviceline

- Managed referral to Counselling
- Separate Managerial Adviceline



- Legal/Tax information
- Debt Advice
- Finance Advice
- Family Care
- Everyday Matters



Active Account Management



Online Resources & Tools

Adviceline

- Free & Confidential
- Available 24 x 7 x 365
- Available to employees & family members
- Information & support on all work/life issues
- All calls handles by qualified counsellors
- Clinical Management Support



Structured Counselling

- Fully Confidential
- Brief solution focused therapy
- Appointment within (3) working days
- Specialist interventions as needed
- Inclusive Structured Counselling
- Face to face / Telephone / cCBT / Online
- Access to Counselling chat rooms,
- 'Live Agent'



Debt & Financial Support

- Advice on unsecured debt
- Negotiation with creditors
- IVAs
- Bankruptcy
- Repossessions
- Income maximisation
- Financial makeover



Legal & Tax Advice

- Consumer law
- Estate planning
- Family law
- Capital Gains Tax
- HMRC penalty regime
- Inheritance Tax
- IR35 – general advice
- N1 thresholds & PAYE
- Property



Everyday Matters

- Time Management
- Moving House
- Finding a doctor /dentist
- Finding schools/nurseries
- Evening Classes
- Driving Instructors
- Benefits



Family Support Services

- Parenting
- Child care
- Education
- Divorce/separation
- Elder care
- Disability care
- Bereavement
- Pet care
- Being made homeless



“A case study created by CIC on our work with Birmingham Children’s Hospital”



CIC and Birmingham Children’s Hospital

Birmingham Children’s Hospital
NHS Foundation Trust

CIC has worked with Birmingham Children’s Hospital since 2014 providing the Staff Support Service to employees at the organisation. As part of the collaborative relationship between the two organisations, Birmingham Children’s Hospital contact Sarah Brown, president CIC with her opinions on how CIC drastically improved the service levels in this field at the hospital.

This case study details Sarah’s response as well as the challenges and solutions that faced both organisations.

Birmingham Children’s Hospital leading providers of paediatric care supporting 90,000 children, young people and their families each year.

The hospital has a global reputation for exceptional services, including the treatment of complex conditions, chronic liver and kidney disease, epilepsy, neurology and cystic fibrosis. It is also intensive care unit for children, a major trauma centre and mental health services.

No facilities and technical expertise at the site, the hospital’s team of 3,700 people that care for the children and their families, providing care and support.

Working with psychological wellbeing specialists, the hospital delivered a 24/7 back-up service adding a level of security for all employees, demonstrating 12 cases - all of which had led to employee success.



“Some of the issues CIC can provide support for”



Reasons for Contacting Us

Personal Crisis

- Divorce / Separation
- Infertility
- Miscarriage
- Abuse
- Anxiety disorders
- Racial Discrimination

Returning to Work

- Maternity leave
- Child care
- Overseas relocation
- After illness
- Role change
- Working tax credits

Starting a new job

- Preparation
- Fitting in
- Support
- Work colleagues
- Stress
- New skills

Family Crisis

- Bereavement
- Caring for relatives
- Disputes
- Conflict over possessions
- Legal
- Ill Health
- Unplanned Pregnancy

Illness

- Diagnosis
- Terminal illness
- Depression
- Drug & Alcohol abuse
- Living with illness
- Telling the family
- Addiction

Getting Married

- Budgeting
- Guest list
- Venues
- The dress
- Organisation
- Honeymoon
- Family Inclusion

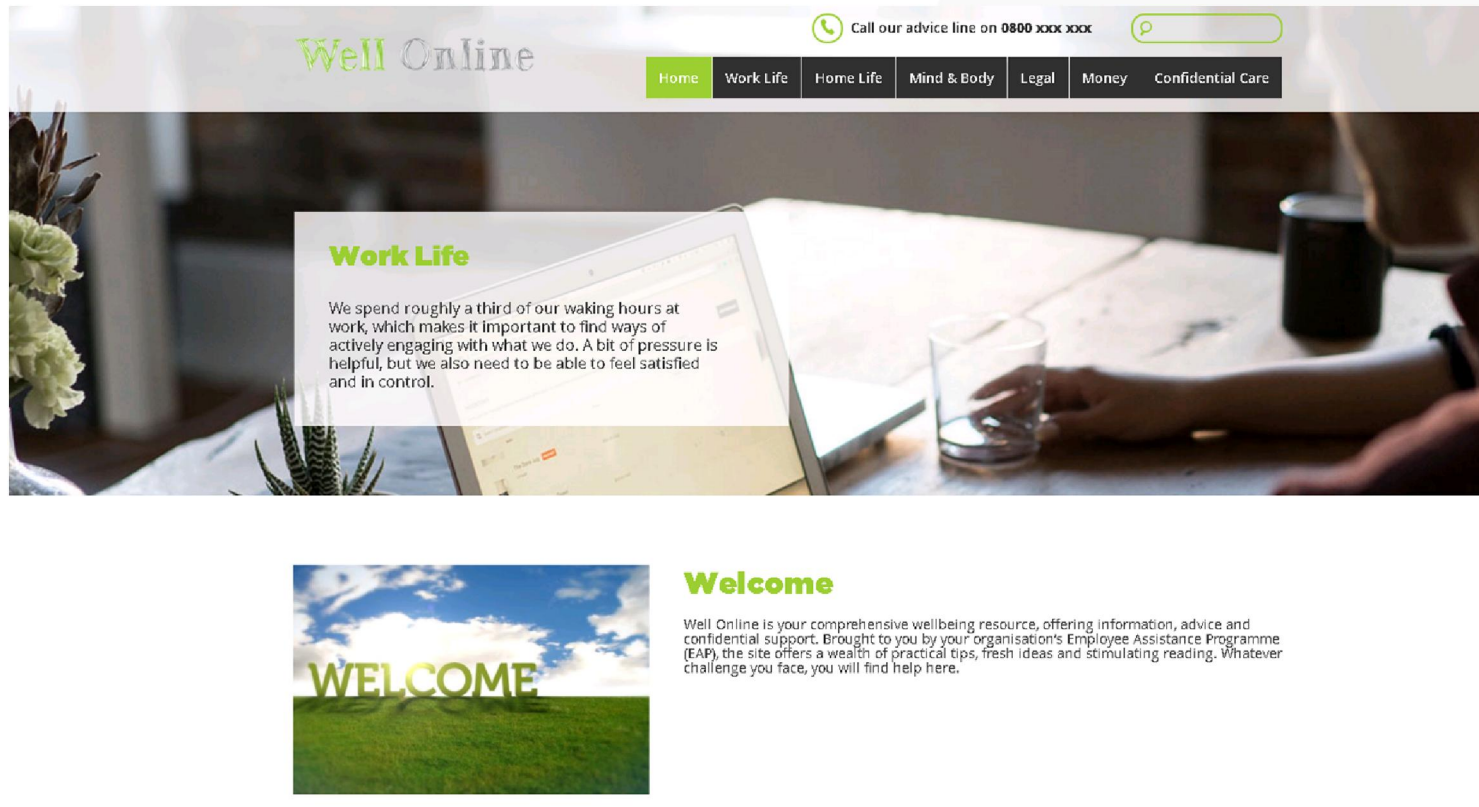
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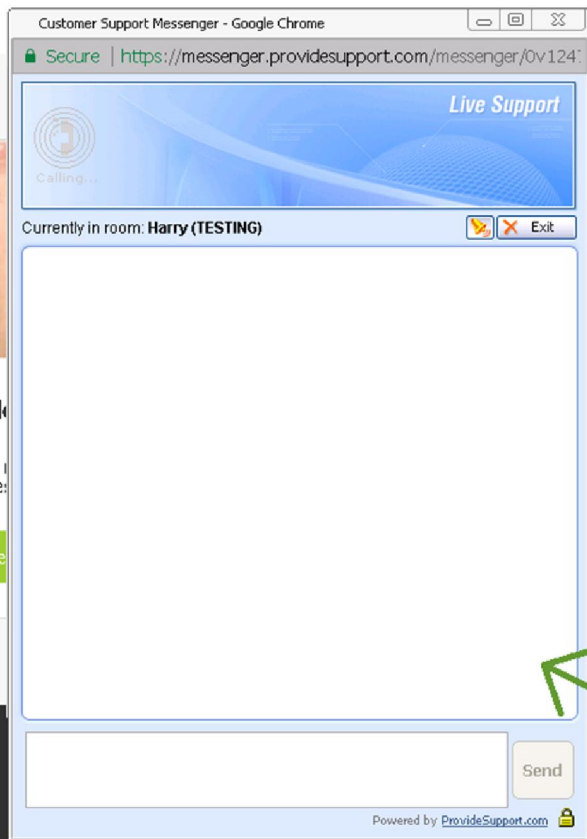
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Any Questions?