



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:-

