



NatiCare – Consultation Services Report

Period: August 2024 – April 2025

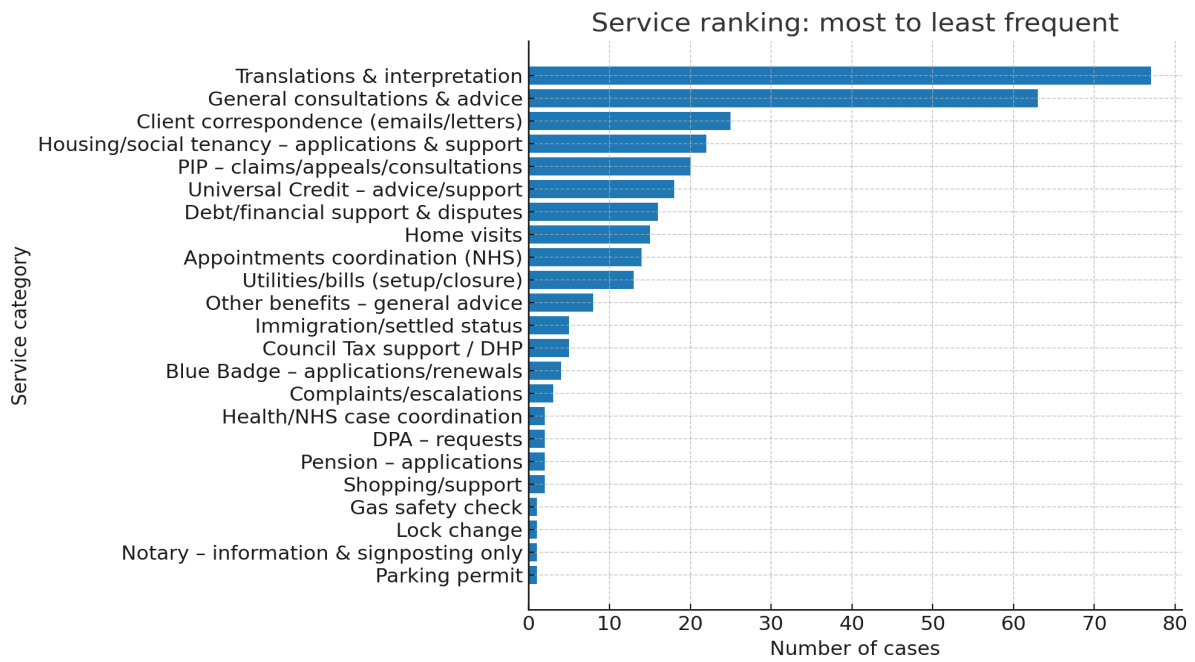
This report presents NatiCare’s consultation services delivered from August 2024 to April 2025. It summarizes service volumes by category, total time by (anonymised) person initials, and monthly workload. All personal names have been removed; only initials are shown.

Important: NatiCare provides information, signposting, administrative support, and language assistance. We do not provide legal advice and do not perform regulated or reserved legal activities. Where regulated activities were involved (e.g., notary), our role was limited to information and signposting to qualified professionals; no notarial acts or legal representation were carried out.

Total cases: 90 | Total time: 332.59 h | Average per case: 3.7 h

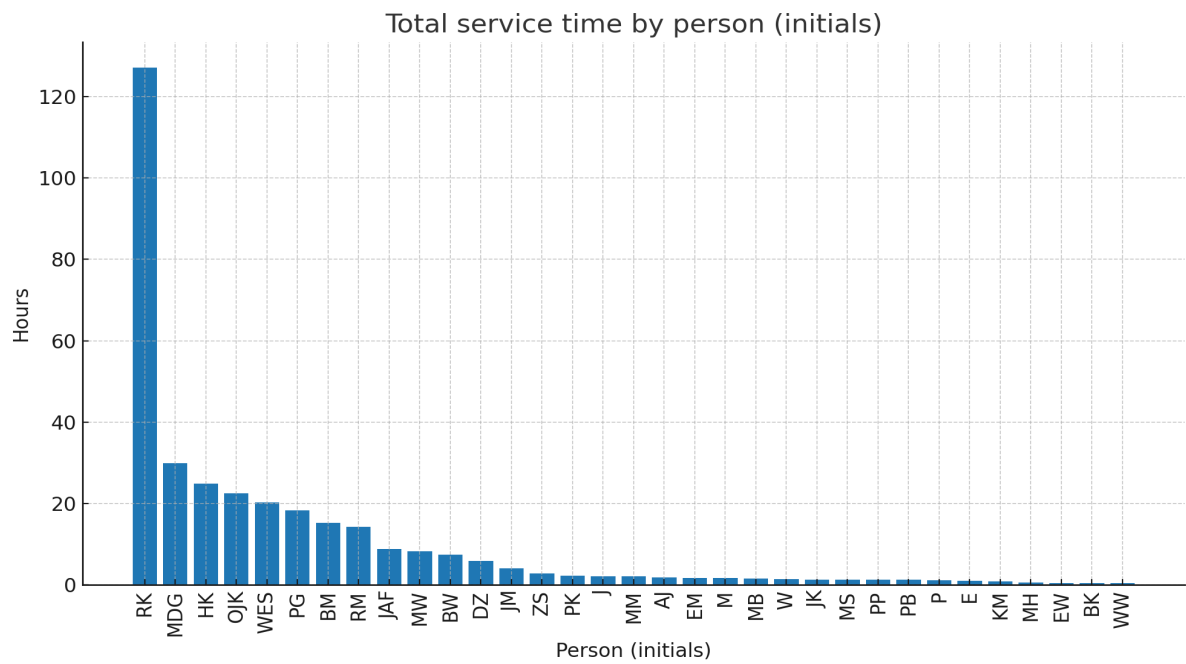
Service ranking (most to least frequent)

| Category | Cases |
|---|-------|
| Translations & interpretation | 77 |
| General consultations & advice | 63 |
| Client correspondence (emails/letters) | 25 |
| Housing/social tenancy – applications & support | 22 |
| PIP – claims/appeals/consultations | 20 |
| Universal Credit – advice/support | 18 |
| Debt/financial support & disputes | 16 |
| Home visits | 15 |
| Appointments coordination (NHS) | 14 |
| Utilities/bills (setup/closure) | 13 |
| Other benefits – general advice | 8 |
| Immigration/settled status | 5 |

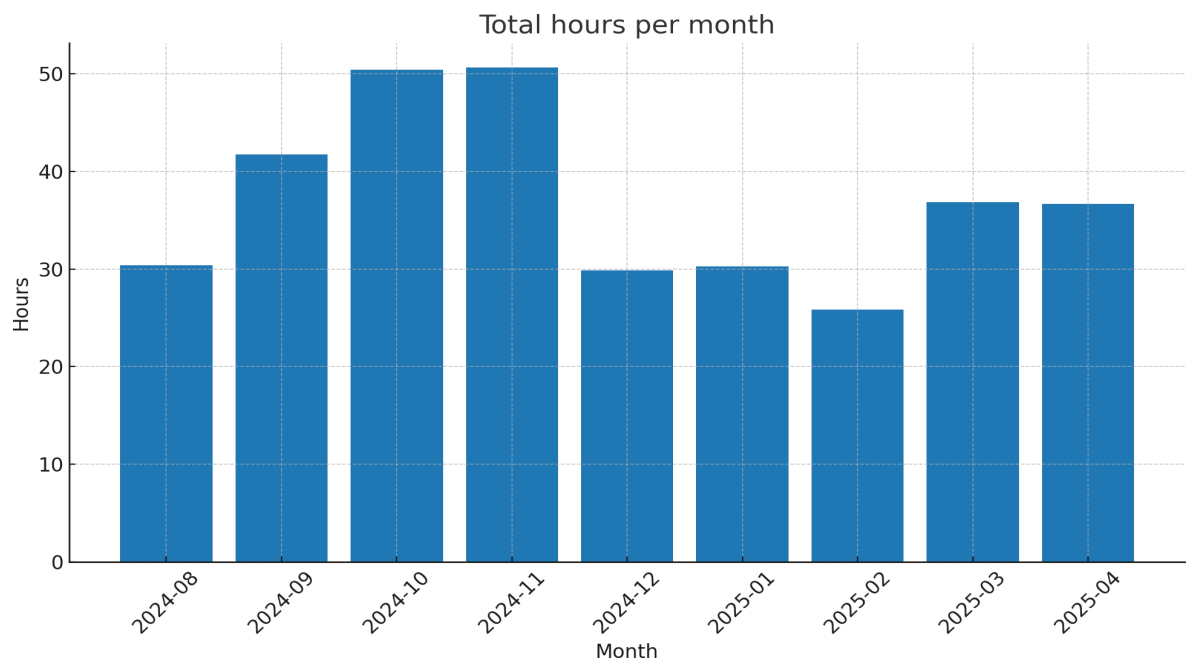


Total service time by person (initials)

All names removed; only initials are used.



Total hours per month



What kinds of translation/interpretation were needed?

| Translation subtype | Cases |
|-----------------------------|-------|
| Housing/landlord | 27 |
| Letters/emails | 24 |
| Benefits – Universal Credit | 19 |
| Benefits – PIP | 18 |
| Medical/NHS | 11 |
| General admin/forms | 10 |
| Debt & arrears | 9 |
| Utilities | 9 |
| Immigration/settled status | 5 |
| Education/school | 1 |
| Notary info/signposting | 1 |

Downloads & guides available on NatiCare.org

- Child Benefit Claim Form (Polish) — Template to apply for UK Child Benefit – helps parents initiate the claim in Polish.
- Maternity Allowance – Claim Form — Form for applying for Maternity Allowance in the UK.
- Additional Maternity Leave – Employer Letter — Ready-made letter template to notify an employer about additional maternity leave.
- Pregnancy Notification – Basic Letter — Template to inform an employer about pregnancy.
- Resignation Letter after Maternity Leave – Basic — Simple template to resign from employment after returning from maternity leave.
- PIP (Personal Independence Payment) – Self-Assessment — Self-assessment aid to prepare for a PIP disability benefit claim.
- Polish State Pension (ZUS) for Poles in the UK – eBook — Guide explaining required documents and how to apply (e.g., IPC BR1).
- “Kobieta Pozytywna” – eBook for pregnant women in the UK — Explains prenatal care and rights at work; includes maternity benefits and translated medical terms for the first midwife visit.

Source: naticare.org/downloads page and e-book resources.

Summary of client challenges

Summary of key challenges: language barriers (translations), the need for structured guidance across multiple systems (benefits, housing), formal correspondence with institutions, and support with disability-related claims (PIP). NatiCare’s role focuses on information, coordination, and empowerment so that clients can act with confidence and, where necessary, engage qualified professionals.