

Service Scope & Disclaimer

Prime Community Support Services CIC

Company No. 17432310 | Registered Community Interest Company | Private company limited by guarantee | Registered in England and Wales

Clear boundaries around the practical community support Prime provides.

Effective date: 2 September 2026 **Review:** at least annually and whenever services, law or website functionality materially change.

1. Our role

Prime Community Support Services CIC, Company No. **17432310**, exists to make services easier to access. We provide practical, inclusive and culturally appropriate community support, helping people understand processes, organise information, use digital services and communicate with organisations.

2. Support we may provide

- Help with forms, applications, letters, evidence organisation and online accounts.
- Practical support relating to council services, housing administration, welfare and benefits administration, NHS/GP access and utilities.
- Digital inclusion and employment support.
- Help to draft or organise complaints, requests and general correspondence.
- Early practical help, advocacy, signposting and warm referrals.

3. What we do not provide

Prime does not present itself as a solicitor, immigration adviser, debt adviser, financial adviser, medical professional, safeguarding authority or other regulated professional unless and until the relevant activity is lawfully authorised and delivered by an appropriately qualified person. We do not guarantee outcomes.

4. Client responsibility

Service users are responsible for providing accurate and complete information, checking documents where able, meeting deadlines and telling us about relevant changes.

5. Urgent situations and confidentiality

Prime is not an emergency service. Immediate danger or urgent medical, police or emergency needs should be directed to the appropriate emergency service. Information is treated confidentially subject to our Privacy Notice and lawful safeguarding or legal exceptions.

6. Fees

Where a service carries a fee, the scope and charge should be made clear before work begins. A fee is for the agreed support and does not purchase or guarantee a particular decision or outcome.

7. Complaints and contact

If you are unhappy with our service, please use our Complaints Policy. Questions about this policy can be sent to **info@primecss.org.uk**.

Organisation details: Prime Community Support Services CIC, Company No. 17432310. Registered Community Interest Company, private company limited by guarantee, registered in England and Wales. Website: primecss.org.uk. Email: info@primecss.org.uk.