

To contact the service please call:

(023) 8062 6606

Access to a Textphone is available, please call 0808 100 2484 (this is **not** a confidential line) and a message will be passed on. For a confidential conversation, please use typetalk.

The information in this leaflet is also available on audio cassette, diskette or in large print from the Employee Support Officer on (023) 8062 6604.

If you would like any other information about the service

or

if you are not satisfied with the service you have received please contact:

Aileen Lee
Employee Support Manager
Employee Support Line
Eastleigh House
1st Floor
Upper Market Street
Eastleigh
Hampshire SO50 9FD

Telephone: (023) 8062 6603

www.hants.gov.uk/employeesupport

esl

employee support line

We are all faced with painful situations at times and feel unable to cope on our own. *esl* provides a confidential opportunity to meet with a counsellor. *esl* can help you to feel more in control of these situations, decide on a course of action and support you to take this action.

66661 (03/07), PRINTED BY HAMPSHIRE PRINTING SERVICES 01962 870099

**Counselling and Support
for Employees**





esl

employee support line

esl

What is *employee support line*?

esl is a confidential counselling service provided by trained, experienced counsellors. It provides face-to-face counselling and is available throughout Hampshire.

Who can use *employee support line*?

Anyone who works for the County Council can use *esl*, whether you work full-time, part-time, casually or as a volunteer. Whatever the issues you feel you need support with – work related or not – you can contact *esl*.

esl is also available to staff of other authorities / organisations who have contracted to use the service. If you are unsure if your organisation has contracted into *esl* your personnel department will advise you.

Is there a charge?

No, the service is provided free.

When and where is support available?

When and where you meet a counsellor is confidential and will be arranged where possible to suit both of you. Various venues across the county are available at varied times.

Is it really confidential?

Matters you discuss with us will not be passed to anyone outside of the *esl* service.

esl does keep confidential written records to enable us to properly manage your case. These records are carefully protected to ensure that no one else has access to them. The only exception will be where there is a serious risk of harm to yourself or others. In the rare event that we do disclose information this will be done where possible with your consent and then only to those who need to know.

Your counsellor will discuss Confidentiality, Record Keeping and the Law with you at your first meeting.

What support is available?

esl can provide counselling and support for a wide range of difficulties which include:

- stress at work or home
- relationship difficulties at work or home
- violence / aggression / harassment
- financial worries
- bereavement / loss
- alcohol / substance misuse
- critical incident de-briefing

- panic attacks / phobias
- illness of self / others
- gender issues

How do I get support?

If you would like to speak to a counsellor you should contact the 24 hour helpline on **(023) 8062 6606** or send a confidential e-mail message to: **eslhelp@hants.gov.uk** or internal 'Outlook' e-mail: **eslhelp**.

The helpline co-ordinator will be available to take your phone call in person at most times from Monday to Friday during working hours.

At all other times there is a 24 hour ansaphone; leave your name and telephone numbers (including codes) where you can be contacted during the day and the evening. E-mail and ansaphone messages are usually picked up at least once a day, and we will get back to you the same or the next working day, and definitely within a week.

When we speak to you we will ask for information, which will help us to match our service to your needs as closely as we can. If you are not available, any messages we leave will not identify us as a counselling service.

All information is recorded within the requirements of the Data Protection Act 1998.

Telephone: (023) 8062 6606