



Understanding the Universities and Colleges Employee Support Helpline

Your ESH provides you with a range of support including information on practical issues and counselling.

Below are examples of the typical areas that AXA ICAS can support you with:

Consumer Issues:

- consumer rights
- faulty workmanship
- house purchase
- law
- travel
- insurance

Family Care:

- care of ill or dependent relatives
- finding childcare
- maternity/paternity
- adolescent issues
- bereavement
- care for the elderly

Employment Issues:

- career
- relationship issues
- contractual
- redundancy
- disciplinary
- employment law issues

Financial Information/Debt Management:

- organising finances
- state benefits
- pensions
- negative equity
- debts
- mortgage options
- savings and investments
- council tax
- court claims
- HM Revenue & Customs queries
- insurance

Housing:

- landlord/tenant rights and responsibilities
- managing agents
- 'right to buy' issues
- letting
- house purchase/sale
- leases
- insurance

Legal:

- probate
- separation/divorce
- wills
- employment law issues
- child residence and contact issues
- CSA situations
- neighbourhood disputes
- marriage/co-habitation
- traffic offences
- basic rights in law

Health:

- NHS patients' rights
- Department for Work and Pensions (DWP) systems
- NHS provision
- complaints about medical treatment

Education:

- special educational needs
- bullying
- grants
- further/higher education routes
- schooling problems
- school admission processes

Call. Any time. Whatever the reason.

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