

UCL Student Support and Wellbeing



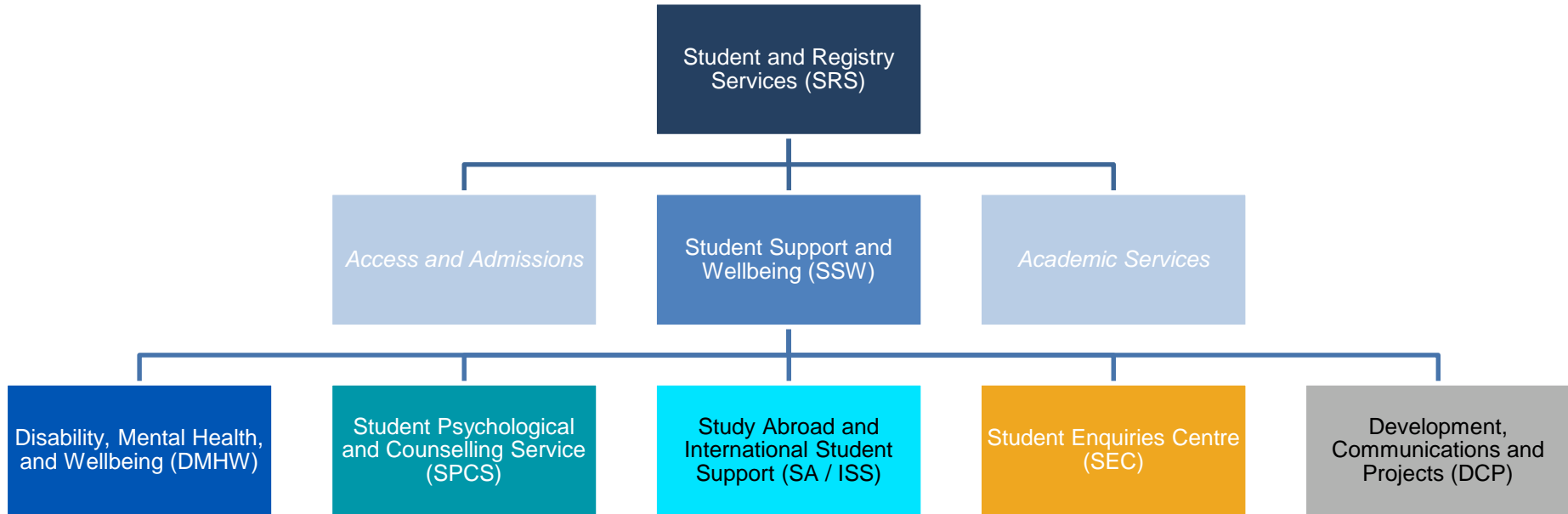
NICE CUBES

#UCLCares

Who are we?

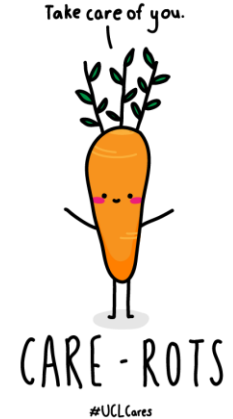
- Disability, Mental Health and Wellbeing (DMHW)
- Student Psychological and Counselling Services (SPCS)
- Study Abroad and International Student Support (SA / ISS)
- Student Enquiries Centre (SEC)
- Development, Communications and Projects (DCP)
- Faith Support
- *Student Residence Advisers (SRAs) and Wardens*





Disability, Mental Health and Wellbeing (DMHW)

- Located in the Student Centre building
- Disability, mental health and wellbeing advisers
- Support for any related issues affecting study
- Drop-in sessions take place each working day
- 2-hour slot, no appointment necessary
- Brief discussions

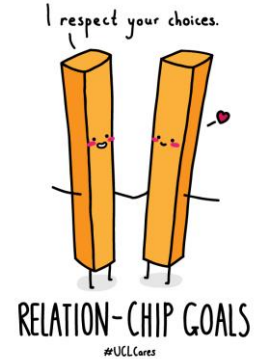


Disability, Mental Health and Wellbeing (DMHW)

- Longer appointments can be made by contacting us
- Times and location on Students website

www.ucl.ac.uk/students/ssw

- Follow-up with the same adviser where possible

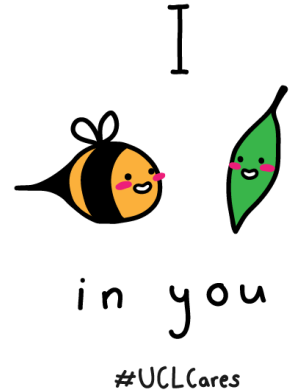


Disability, Mental Health and Wellbeing (DMHW)

- Summary of Reasonable Adjustments (SORA)
- Access to special facilities and equipment as appropriate
- Specialist staff e.g. support for dyslexia and dyspraxia, Autistic Spectrum Conditions
- Signposting to other internal services and referrals to external services
- Information and advice for interruption of study and return to study
- Specialist support e.g. for students affected by sexual misconduct

Student Psychological and Counselling Services (SPCS)

- Located at 4 Taviton Street
- Free face-to-face therapeutic support on campus
- Team of professionally accredited counsellors
- Can address psychological or mental health difficulties affecting study
- Initial consultation to assess how best to meet student's needs
- Time-limited counselling, cognitive behavioral therapy, workshops and more
- Psychiatric support if needed and referrals to partner organisations



Therapeutic support: evenings and weekends

- Partnership with **Care First** to provide counselling support out of office hours
- Accredited counsellors who can discuss any issue
- Telephone counselling – **0800 197 4510**
- Online counselling through one-to-one messaging service – www.carefirst-lifestyle.co.uk
(username = uclstudent / password = bentham)
- Available at the following times:
 - 5pm to 9am, Monday to Friday
 - 24 hours a day at weekends, during bank holidays and UCL closure periods

Study Abroad (SA)

- Coordination of undergraduate outgoing Study Abroad programme
- Pre-departure preparatory programme and ongoing support
- 800+ students sent abroad to 250+ partner institutions
- Short-term global mobility opportunities
- Target of 30% of undergraduate students having an international study experience



International Student Support (ISS)

- Advice and information for all non-UK students
- Issues affecting international students e.g. healthcare, banking
- Contact us with enquiries

internationalsupport@ucl.ac.uk

- Visa queries handled separately by Student Immigration Advice and Compliance

www.ucl.ac.uk/iss/immigration-visa/advice



You are enough.

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Student Enquiries Centre

- Located in the Student Centre building
- Front face of Student and Registry Services
- General point of contact for all student enquiries
- Form submissions
- Thesis submissions
- Verification of student status



Development, Communications and Projects (DCP)

- Communicating support services to students
 - Web presence
 - Social media @UCLcares
 - Events
 - Student induction activities and pre-arrival communications
- Making sure other staff know who we are and what we do
- Building partnerships with other organisations



CARES

Faith Support

- UCL Chaplain and Interfaith Adviser
- Provides pastoral support to students of all faith groups and none
- Manages Prayer Room and Meditation Room in Student Centre
- Works closely with faith societies in Students' Union UCL

Student Residence Advisers (SRAs) and Wardens

- An additional network of support in halls of residence
- Wardens are staff members, SRAs are fellow students (usually PGR), all living among students in halls
- Wellbeing support out of office hours
- Community building events to create a positive environment in halls

Student of Concern

- If you are concerned about a student's wellbeing or safety
- Monitored during office hours
- Discuss completing the form with the student
- Contact an adviser if you are unsure how to deal with the situation
- An adviser will contact the student and keep you informed
- Further information is available online:

www.ucl.ac.uk/students/support-and-wellbeing/if-you-are-concerned-about-student

Other sources of support

- Students' Union Advice Service – www.studentsunionucl.org
- Samaritans – national listening and advice service available 24/7
116 123 / www.samaritans.org
- Nightline – peer listening and advice service overnight
020 7631 0101 / www.nightline.org.uk
- iCope – free therapy for those registered with a GP in Camden or Islington
020 3317 6670 / www.icope.nhs.uk
- UCL Occupational Health – referrals and workplace adjustments for researchers
www.ucl.ac.uk/hr/occ_health



Urgent support

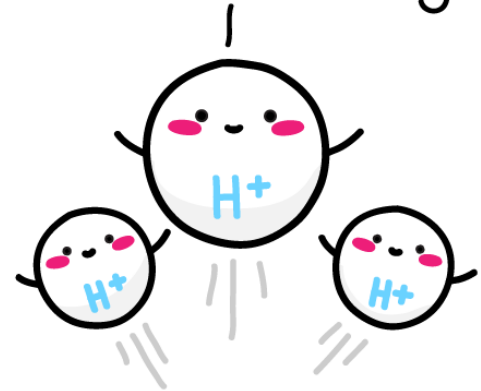
- In a crisis (if you or someone else needs urgent support and/or is at risk of harming themselves or others):
 - Go directly to the **Accident & Emergency** department of the nearest hospital
 - The closest A&E to the main Bloomsbury campus is at UCLH
 - If you are unable to do so, call **999** immediately for an ambulance
- Student Support and Wellbeing (including Student Psychological and Counselling Services) is unable to provide any form of crisis support

Key messages

- Easy access to support through daily drop in sessions and telephone counselling
- Contact an adviser for guidance: student.wellbeing@ucl.ac.uk / 020 7679 0100
- Rape Crisis training and specialist support around sexual violation, consent module
- Ongoing flow of information about student support
- Campaigns in 2019-20 on suicide prevention, awareness around the use of drugs and alcohol, and prevention of sexual misconduct
- Student Health and Wellbeing Community of Practice

THANK YOU

You can do the thing!



POSITIVE THINKING

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