UCL Student Support and Wellbeing

You've got this.

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](http://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
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
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
#UCLCares