



Student Support and Wellbeing

SSW offer a confidential and non-judgemental space for students to discuss any issues that may be affecting their ability to study including adjustment to study/and or UCL accommodation; special exam arrangements and signposting or direct referrals to further support. SSW can refer students directly to Rape Crisis and Survivors UK for therapeutic support.

- ◆ For drop-in sessions and appointments, please come to the Student Support & Wellbeing Student Enquiries Centre, First Floor, Student Centre, Gordon Street, WC1E 6BT.
- ◆ For general enquiries call **+44 (0) 20 7679 0100** or email student.wellbeing@ucl.ac.uk

SSW's Student Psychological and Counselling Services

Provide short-term counselling, cognitive behavioural therapy, psychiatric support and psycho-educational groups to help you deal with a range of personal, emotional and psychological concerns.

- ◆ For general enquiries call **+44 (0) 20 7679 1487**.
- ◆ You can find us on the ground floor, 3 Taviton Street, London WC1H 0BT.

Students' Union UCL Support

Offer a free, confidential and independent advice service. They can support and assist UCL students with a range of issues including academic, housing and accommodation, safety, employment, money and debt. The advice service is a Hate Crime Reporting Centre, where students can report incidents of hate crime and seek support from an advocate.

- ◆ To get in touch with the Advice Service call **+44 (0) 20 7679 2998**, email su.rights.advice@ucl.ac.uk or fill out their online form: <https://studentsunionucl.org/user/login-options?destination=node/117572>

UCL Student Mediator

Provides advice and assists UCL students with the resolution of complaints, involving staff or other students or services of UCL. Student Mediation always starts with a one-to-one appointment to jointly decide the best course of action.

- ◆ To make an appointment, please email studentmediator@ucl.ac.uk

Rape Crisis Outreach Worker

Can see female students affected by sexual misconduct for confidential one-to-one appointments in person or via phone. The Outreach Worker can assist with discussing the impact of the incident; options and process reporting to the police; signpost or refer to therapeutic support.

- ◆ To make an appointment, please contact SSW through the drop-in sessions, call **+44 (0) 20 7679 0100** or email student.wellbeing@ucl.ac.uk and note 'appointment with Rape Crisis Outreach Worker.'

Survivors UK Independent Sexual Violence Adviser

Can see male students affected by sexual misconduct for confidential one-to-one appointment. The ISVA can assist with discussing the impact of the incident; options and process of reporting to the police; signpost and refer you to therapeutic support.

- ◆ To make an appointment, please contact SSW through the drop-in sessions, call **+44 (0) 20 7679 0100** or email student.wellbeing@ucl.ac.uk and note 'appointment with Survivors UK ISVA.'



Bullying, Harassment & Sexual Misconduct Line

- ◆ 24 Hours a day, 7 days a week, 365 days a year support.
- ◆ Confidential support that is provided independent from UCL
- ◆ No cost to you
- ◆ Professional consultation, counselling, information, resources and referrals to services in your local area
- ◆ No limit to the number of issues you can get support on
- ◆ Dedicated Line: **+44 (0) 33 3212 3182**
- ◆ Online: <https://www.ucl.ac.uk/human-resources/health-wellbeing/occupational-health/employee-assistance->

Silver Cloud

All staff and PhD students have free access to SilverCloud, an online cognitive behaviour therapy tool targeting stress, depression, anxiety and negative body image.

- ◆ Access SilverCloud, select the programme you wish to follow and register with your UCL email address.

Trade Unions

UCL recognises three campus trade unions including UNISON, UNITE and UCU. Staff who are members can contact them for support and advice.

- ◆ UNISON: <https://www.unison.org.uk/>
- ◆ UNITE: <https://unitetheunion.org/>

Staff Wellbeing

- ◆ Wellbeing at UCL is the five year wellbeing strategy for the whole UCL community.
- ◆ UCL has a staff wellbeing hub where you can find a variety of initiatives developed to support our staff.

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For further information please visit this site:

- ◆ <https://report-support.ucl.ac.uk/support>