



## 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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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>