NMH Provider Guidance

UCL prides itself on having good working relationships with NMH suppliers who are providing support to our disabled students. These relationships allow us to ensure and monitor the quality of support being provided to our students.

It is UCL’s policy that we only work with NMH providers who are DSA-QAG registered.

This document outlines key information that NMH providers should be aware of when working with UCL students.

Accommodation for NMH support

NMH providers are required to and responsible for arranging suitable meeting space to work with students. We expect that this space is in line with DSA-QAF requirements and agreeable to the student and their access needs.

Student Support and Wellbeing have limited access to space on the UCL campus and are therefore generally unable to provide space to external NMH providers. However we will always consider requests on a case by case basis. Please contact our main office number for any enquiries of this nature:

Tel: +44 (0) 20 7679 0100
Email: student.wellbeing@ucl.ac.uk

UCL does have a Room Bookings department, from which external organisations and companies can book a room (at cost). To book a room through our Room Bookings department please contact them directly:

Tel: +44 (0) 20 31087577
Email: roombookings@ucl.ac.uk

Students can also book a Study Space within the UCL Libraries estate. Students will need to book space using the following link: https://library-calendars.ucl.ac.uk/allspaces
Access to some libraries may be limited to students who study within the linked department.

Access to UCL Buildings

UCL has a very wide and often restrictive campus.
We have provided a list of NMH providers known to be working with UCL students to security services. It is expected that all support workers working on site at UCL have an ID card provided by the NMH provider they are employed by.

If staff providing support to students ‘in class’ find that they are having difficulty in accessing a particular part of our campus and require an UCL ID card, please contact Student Support and Wellbeing via email with the following information:

- Name
- Name of the NMH provider that you are working for
- Name of the student you are supporting
- Date of Birth
- Mobile Phone Number
- Name of the building(s) that you are trying to access

Where NMH providers are working in laboratories or workshops a Health and Safety induction may be necessary. This will be at the discretion of the student’s department.

Finance information

If you are a new supplier to UCL please ensure that you have provided us with the following information (on company headed or stamped paper) prior to beginning the assignment:

- Full company name (as registered with Companies House)
- Company Registration number
- Head office address
- Payment address (if different from Head office)
- Telephone Number
- Email address for order
- Remittance email address (if different)
- Bank Details and a sentence stating “please pay via BACS payment”.

All invoices should be sent electronically to Student Support and Wellbeing marked for the attention of Disability Administrator:
The Student Centre
27-28 Gordon Square
London, WC1H 0AH
Student.wellbeing@ucl.ac.uk

Invoices should clearly state the Student Name and will need to be supported with electronic or paper based timesheets, with all sessions signed / approved by the student and the following statement: “please pay via BACS payment”

When DSA Allowance will be exceeded

NMH providers must notify UCL Student Support and Wellbeing if it is estimated that a student is going to exceed their DSA allowance. Provision and payment of support above the student’s agreed DSA allowance will need to be pre-approved.
In these circumstances please contact Student Support and Wellbeing as soon as it is clear that there will be an overspend (the student’s DSA2 will usually indicate this) to discuss what support can and will be funded by UCL.

**Communication and Feedback**

If need to discuss anything in relation to a student’s welfare, progression or general concerns please direct your queries to Student Support and Wellbeing.

Where communication is about a particular student make sure that you include their name, Student ID number (if you know it) and the type of NMH support being provided.

Please direct any other queries and requests for feedback to Student Support and Wellbeing.

**Student Support and Wellbeing Key Contacts:**

Natalie Humphrey  
Head of Student Support and Wellbeing  
(Disability Mental Health and Wellbeing)

Michael Chung  
Student Support and Wellbeing Manager  
(Disability and Specific Learning Difficulties)

Caroline Burkitt  
Mental Health Coordinator  
(for queries specifically relating to Specialist Mental Health Mentoring)

Joanna Hooper  
Disability Administrator  
(for queries specifically relating to invoicing)