Here to support you.

A guide to UCL Student Support and Wellbeing services
Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who are we and what can we do for you?</td>
<td>3</td>
</tr>
<tr>
<td>Student Centre</td>
<td>5</td>
</tr>
<tr>
<td>Wardens and Student Residence Advisers</td>
<td>6</td>
</tr>
<tr>
<td>Student Support and Wellbeing Advisers</td>
<td>7</td>
</tr>
<tr>
<td>Therapeutic support on campus</td>
<td>9</td>
</tr>
<tr>
<td>Evening and weekend support</td>
<td>10</td>
</tr>
<tr>
<td>Support for mobility difficulties</td>
<td>11</td>
</tr>
<tr>
<td>Support for visual impairments</td>
<td>12</td>
</tr>
<tr>
<td>Support for hearing difficulties</td>
<td>13</td>
</tr>
<tr>
<td>Support for dyslexia and dyspraxia</td>
<td>14</td>
</tr>
<tr>
<td>Support for Autistic Spectrum Conditions</td>
<td>15</td>
</tr>
<tr>
<td>Support for AD(H)D</td>
<td>16</td>
</tr>
<tr>
<td>Support for mental health difficulties</td>
<td>17</td>
</tr>
<tr>
<td>Support for long-term health conditions</td>
<td>19</td>
</tr>
<tr>
<td>Support for international students</td>
<td>20</td>
</tr>
<tr>
<td>Support for students on Study Abroad placements</td>
<td>21</td>
</tr>
<tr>
<td>Support for students with religious concerns</td>
<td>22</td>
</tr>
<tr>
<td>Support for student parents and carers</td>
<td>23</td>
</tr>
<tr>
<td>Support for care leavers and estranged students</td>
<td>24</td>
</tr>
<tr>
<td>Support for students transitioning gender</td>
<td>25</td>
</tr>
<tr>
<td>Support for students affected by sexual violence</td>
<td>26</td>
</tr>
<tr>
<td>SSW Blog</td>
<td>27</td>
</tr>
<tr>
<td>Top tips for looking after your wellbeing</td>
<td>28</td>
</tr>
<tr>
<td>Support elsewhere at UCL</td>
<td>30</td>
</tr>
<tr>
<td>Tutors, mentors and financial support</td>
<td>31</td>
</tr>
<tr>
<td>Students’ Union UCL</td>
<td>32</td>
</tr>
<tr>
<td>Support outside UCL</td>
<td>33</td>
</tr>
<tr>
<td>Support through GPs</td>
<td>34</td>
</tr>
<tr>
<td>External listening and discussion services</td>
<td>35</td>
</tr>
<tr>
<td>External psychological support</td>
<td>36</td>
</tr>
<tr>
<td>Emergency contacts and urgent support</td>
<td>37</td>
</tr>
<tr>
<td>#UCLcares</td>
<td>38</td>
</tr>
</tbody>
</table>
Who are we and what can we do for you?
Your wellbeing is just as important as your academic success. UCL Student Support and Wellbeing (SSW) provides advice, information and support services to help you gain the most from your time at UCL, whilst leading a balanced and healthy life.

Your needs are our primary concern. We offer services through a range of channels such as through drop-in sessions, appointments and workshops, by telephone, email and Skype, enabling you to choose the medium of support that works best for you. We also provide information and support on interruption of studies and return following an interruption. In addition, we have strong ties to external organisations within the local community, so that we can ensure that your needs are met if they fall outside of our expertise.

We pride ourselves on our empathetic approach and our excellent customer service. We have a friendly team with a wealth of expertise, who are here to listen to your concerns in order to understand your needs. We aim to help you to find solutions through confidential, focussed conversations and we will follow up on any actions that have been agreed in advance with you.

This guide provides information on some of the support services available to UCL students.

**UCL cares about your studies; UCL also cares about your health and wellbeing.**

Find out more about us by visiting: [www.ucl.ac.uk/students/ssw](http://www.ucl.ac.uk/students/ssw)
The Student Centre provides administrative support to all students at UCL and is a central hub for student enquiries.

How can we support you?
The Student Centre routinely issues Statements of Student Status, which may be required to open bank accounts or apply for council tax exemption (if you are a full-time student). In addition, we are the first point of contact for general student record and exam queries and international student support questions. It is also within our remit to sign and stamp a variety of forms confirming your enrolment, such as railcard applications and those for Erasmus students.

The Student Centre can also offer advice regarding student fees and funding.

We are also happy to signpost you to the appropriate staff member/team should you require information outside of our expertise.

To find out how to get to the Student Centre and when they are open, please see the site below.

For more information about how the Student Centre can help you, go to:
www.ucl.ac.uk/students/student-centre
Wardens and Student Residence Advisers (SRAs)

Most UCL halls of residence have a dedicated Warden and a team of Student Residence Advisers to help students in halls to settle in, stay safe and get involved in campus life.

How can we support you?
Wardens are members of UCL staff and the Student Residence Advisers are current UCL postgraduate students, and both live among students in UCL halls and houses.

You can have an informal chat with the SRAs about a range of matters, from advice on pastoral issues for you or a friend, to maintenance issues. They can signpost you to UCL services and help you familiarise yourself with the site and university.

They provide an out-of-hours call-out service; as such, there is always someone available to provide help in the case of an emergency.

How can you get in touch?
Should you have an emergency, out-of-hours contact details for the Warden or the SRA on call are provided in each hall office and online at the site below.

During standard working hours, the office staff on your site will be able to help, ensuring you have 24/7 support.

To find out more about the Wardens and SRAs, go to: www.ucl.ac.uk/students/life/accommodation/wardens
How can the SSW Advisers help you?

You can speak to an Adviser about any concerns related to your wellbeing and/or mental health. This encompasses any personal or emotional challenges you may be experiencing. We also offer support to students with disabilities and/or long-term health conditions, ensuring that appropriate support is in place. The Adviser will work collaboratively with you throughout the process and you will be actively involved in the development of appropriate solutions.

We can support you with applying for reasonable adjustments, discuss the process of applying for extenuating circumstances and advise you on the possibility of interrupting your studies on health and wellbeing grounds. The SSW Advisers can refer you to external services or signpost you to an appropriate service if your needs are outside our area of expertise.

Where can you find the SSW team?
For current contact details and locations, see the UCL Students website on the next page.
What are the SSW drop-in sessions?
Our drop-in sessions are ideal for brief enquiries and initial contact with the service. When you attend a drop-in session, you will be seen by one of our Advisers, who will focus on assisting you to find solutions to the issue(s) that you present. No appointment is required. Drop-in sessions can last up to 20 minutes, and are available during designated hours from Monday to Friday, enabling you to access our support services quickly and effectively (see our website for times).

What about longer appointments?
If you have a longer or more complex issue, please contact us in order to book an appointment with one of our Advisers. An appointment affords you more time to discuss the issues which are affecting you. Appointments are recommended for specialist issues, as our Advisers will be able to explore the presented issue further and work with you to find a solution that best meets your needs.

All appointments need to be booked in advance; please contact us on student.wellbeing@ucl.ac.uk to reserve a time. If you would prefer not to come in for a face-to-face appointment or are unable to do so, you can also arrange to speak to one of our Advisers over the phone or by Skype, at a time convenient for you (during office hours).

Find out more about us:
www.ucl.ac.uk/students/support-and-wellbeing/wellbeing
Therapeutic support on campus

If you experience mental health or psychological issues during your time at UCL, you can access face-to-face support through our psychological support team.

How can we support you?
Our team of professionally accredited counsellors and therapists can help you address psychological and mental health difficulties (e.g. anxiety, depression or relationship difficulties) through the provision of free, confidential and time-limited psycho-dynamic counselling or cognitive behavioural therapy, psychiatric assessments and support, or psycho-educational workshops.

Following an initial consultation to explore how best to meet your needs, you may be offered one-to-one psychological or psychiatric support, a place on one of our workshops or a referral to a specialist NHS, private or voluntary sector mental health service.

To access this support, students need to complete an online registration form. For this and more information, go to: www.ucl.ac.uk/students/support-and-wellbeing/student-psychological-services
Evening and weekend support

Should you require support for an emotional difficulty (e.g. homesickness, low mood or exam stress) outside of our office hours, you can access our telephone and online advice and counselling service.

How can we support you?
SSW works in partnership with an external advice and counselling service to provide telephone and online support in the evenings and during weekends, bank holidays and UCL closure periods.

A team of professionally accredited advisers can help you address your emotional difficulties through the provision of free, confidential, one-to-one and solution-focused advice and counselling. This is available both by telephone and online, in real-time instant messaging advice and counselling. If you just need someone to talk to, or if you need tips and techniques to help you find solutions to your problems, you can talk to one of our advisers out of office hours.

For more information, go to: www.ucl.ac.uk/students/support-and-wellbeing/evening-and-weekend-support
Supporting students with: 
**mobility difficulties**

Our SSW Advisers are here to provide advice, support and guidance, for both you and your department, on how your disability could impact your studies, and to ensure that any necessary accommodations and modifications are made.

**What support is available to you?**

Prior to commencing your studies, we can support you with pre-arranged orientation visits. While you are here, we will support you with access to the Student Enabling IT (SEnIT) Suite with adapted facilities, such as ergonomic seating, height-adjustable desks, adaptive pointing devices, contoured keyboards and voice-activated software.

Our Advisers will also be able to support you in arranging small equipment loans, (such as a digital voice recorder), in securing the extended library loan facility and applying for special exam arrangements.

We will also liaise with UCL Accommodation about any necessary modifications to your living space.

For more information, go to: 
www.ucl.ac.uk/students/support-and-wellbeing/disability-support/who-we-support/mobility-difficulties
Supporting students with: visual impairments

For blind or partially-sighted students, our SSW Advisers offer advice, support and guidance, for both you and your department, on how your disability could impact your studies and how this can be accommodated to ensure that your UCL experience is productive and enjoyable.

What support is available to you?
Prior to commencing your studies, we can support you with pre-arranged orientation visits and can provide mobility training to learn routes around the campus and surrounding area. While you are here, we will support you with access to the Student Enabling IT (SEnIT) Suite with assistive software and hardware.

Our Advisers will be able to support you with arranging small equipment loans, (such as a digital voice recorder) and asking your department to provide handouts and lecture notes in alternative formats, as well as prioritised reading lists.

We can also assist you to access the extended library loan facility and to apply for special exam arrangements.

For more information, go to: www.ucl.ac.uk/students/support-and-wellbeing/disability-support/who-we-support/visual-impairments
Supporting students with: hearing impairments

For students with hearing impairments, our SSW Advisers offer advice, support and guidance, for both you and your department, on how your disability could impact your studies and how this can be accommodated to ensure that your UCL experience is productive and enjoyable.

What support is available to you?
Our Advisers can support you with access to the Student Enabling IT (SEnIT) Suite, featuring assistive technology such as mind mapping software, and with arranging small equipment loans, such as a Deaf Alerter fire alarm pager, digital voice recorder or portable induction loop.

We can also assist you to access the extended library loan facility and to apply for special exam arrangements.

Our Advisers will also liaise with UCL Accommodation about any necessary modifications to your living space.

If BSL is your preferred language, please contact us to make an appointment so that we can organise an interpreter for your visit: student.wellbeing@ucl.ac.uk

For more information, go to: www.ucl.ac.uk/students/support-and-wellbeing/disability-support/who-we-support/hearing-impairments
Supporting students with: dyslexia and dyspraxia

We can help students who have a Specific Learning Difficulty (SpLD), such as dyslexia or dyspraxia, to access a wide range of support. Our team of Advisers are here to provide advice and guidance, for both you and your department, about the potential impact of your SpLD on your studies and how this can be accommodated to ensure that your UCL experience is productive and enjoyable.

What support is available to you?
Our Advisers can support you with access to the Student Enabling IT (SEnIT) Suite with assistive technology, such text-to-speech and magnification software, and with arranging small equipment loans e.g. digital voice recorders.

We can also support you in securing the extended library loan facility so that you can keep library materials for longer, and in requesting copies of handouts or lecture presentations in advance from your department.

Throughout the year, individual tuition in study and literacy skills is available (funding-dependent).

Before the exam period, our Advisers will be able to support you with applying for special exam arrangements, such as extra time or use of a computer.

For more information, go to:
www.ucl.ac.uk/students/support-and-wellbeing/disability-support/who-we-support/dyslexia-and-dyspraxia
Supporting students with: Autistic Spectrum Conditions

For students who have an Autistic Spectrum Condition (ASC), we offer extensive support and guidance to help minimise any obstacles you might face and ensure that your UCL experience is productive and enjoyable.

What support is available to you?

Before term starts (mid-September), there is an ASC induction event for new starters, in which you can find out more about disability support, tour the campus and learn more about university life. Throughout the year, you will also have access to support from a dedicated ASC Adviser.

Our Advisers can support you with access to the Student Enabling IT (SEnIT) Suite, which has assistive software, and they can also support you in requesting copies of handouts or lecture slides in advance of teaching lessons.

Before the exam period, our Advisers will be able to support you with applying for special exam arrangements.

Specialist mentoring support

We also provide specialist mentoring support. This involves meeting regularly with a mentor, who will work with you to help you identify and overcome barriers to your learning. To access this support, UK students must apply for the Disabled Students’ Allowance.

For more information, go to: www.ucl.ac.uk/students/support-and-wellbeing/disability-support/who-we-support/autistic-spectrum-conditions
Supporting students with: 
AD(H)D

For students with AD(H)D, our team are here to provide support, advice and guidance, for both you and your department, about the potential impact of your AD(H)D on your studies and how this can be accommodated.

What support is available to you?

Our Advisers can support you with access to the Student Enabling IT (SEnIT) Suite with assistive technology, such as text-to-speech and magnification software, and can assist you in requesting copies of handouts or lecture slides in advance of teaching lessons.

We are also able to support you in requesting small equipment loans, e.g. digital voice recorders, and an extended library loan facility, so that you can keep library materials for longer.

Before the exam period, our Advisers will be able to support you with applying for special exam arrangements, such as extra time.

For more information, go to: 
www.ucl.ac.uk/students/support-and-wellbeing/disability-support/who-we-support/adhd
Supporting students with: mental health difficulties

If you have a pre-existing mental health condition, or if a mental health difficulty arises during your studies, our Advisers will work with you to help minimise any obstacles you might face and ensure that your UCL experience is productive and enjoyable.

What support is available to you?
You can speak to an SSW Adviser in one of our drop-in sessions (see pages 7-8).

Our Advisers will be able to provide advice on how to access local psychological and psychiatric services and can also support you with practical matters during your studies, such as applying for special exam arrangements.

Specialist mental health mentoring
Aiming to help you mitigate the impact of any mental health difficulties on your studies, we provide access to a specialist mental health mentoring scheme. This involves meeting regularly with a mentor, who will work with you to help you identify and overcome barriers to your learning.

Students should speak to one of our Mental Health Advisers in a drop-in session, appointment or by email about referrals to specialist mental health mentoring: student.wellbeing@ucl.ac.uk

For more information, go to: www.ucl.ac.uk/students/support-and-wellbeing/wellbeing
Excellent student care
Help Guidance
Caring staff
Empathetic listeners
Solutions Expertise
Empowerment
Quick responses
Inclusiveness
Accessible support
Confidentiality Advice
Supporting students with other long-term health conditions

For students with long-term medical conditions, we are here to help. A long-term condition is one that has lasted (or is very likely to last) more than one year. Examples include epilepsy, diabetes, chronic fatigue syndrome (CFS/ME), cancer and HIV.

What support is available to you?
Our team of Advisers are here to offer advice and guidance, for both you and your department, about the potential impact of your condition on your studies and how this can be accommodated. We also liaise with UCL Accommodation about any necessary modifications to your living space.

Prior to commencing your studies, we can support you with pre-arranged orientation visits.

During your studies, our Advisers can support you with access to the Student Enabling IT (SEnIT) Suite with assistive technology, and with arranging small equipment loans e.g. digital voice recorders.

We can also assist you to access the extended library loan facility and to apply for special exam arrangements.

Before the exam period, our Advisers will be able to support you with applying for special exam arrangements, such as extra time or rest breaks.

For more information, go to:
www.ucl.ac.uk/students/support-and-wellbeing/disability-support/who-we-support/long-term-health-conditions
Supporting: international students

Moving to a new country can be both an exciting and challenging experience. We are here to guide you through your journey as a UCL student and make your transition to life in the UK as smooth as possible.

How can we support you?
Our international student support staff are here to help you throughout your studies at UCL, offering advice and guidance from the pre-arrival stage until the end of your programme. If you are experiencing difficulties during your time with us, but are unsure who to turn to, our international team can help you identify the most appropriate support service.

This specialist support service is available for all non-UK students at UCL. We can also assist you to access other services, such as immigration advice.

For new international students, we organise the International Student Orientation Programme (ISOP) to support your transition to UCL, which includes a day of talks specifically addressing issues that may affect international students.

Contact:
internationalsupport@ucl.ac.uk

For more information, go to:
www.ucl.ac.uk/students/international
Supporting students on: Study Abroad placements

Studying abroad offers a unique opportunity for exposure to a different cultural and academic environment. The experience can be both challenging and rewarding, and a chance for substantial personal growth.

How can we support you?
Our Study Abroad staff provide advice and assistance before, during and after your time abroad. From making your application, through to your return to UCL, we are on-hand with information, resources and events.

If you find yourself experiencing any difficulties while abroad, whether emotional, medical, financial or otherwise, please contact us as soon as you can and we will do our best to support you.

Contact:
studyabroad@ucl.ac.uk

For more information, go to: www.ucl.ac.uk/studyabroad
Supporting students with: religious or faith concerns

At UCL, there is a rich mix of students and staff from a variety of cultural and religious backgrounds. UCL is committed to providing an inclusive and diverse learning and working environment where students and staff of all religions, and none, can thrive.

How can we support you?
The UCL Chaplain and Interfaith Adviser is available to listen and talk in complete confidence to all UCL students, regardless of religious belief. We can also provide information for those of all faiths and nationalities who are looking to find a place of worship to attend in London.

Quiet Contemplation Room
This space is available to all UCL students for prayer, meditation or quiet reflection. See the site below for location.

Societies
All major faiths are represented by a society at UCL. You can find their pages on the Students’ Union website, and many are on social media.

For more information and contact details, go to: www.ucl.ac.uk/students/support-and-wellbeing/information-specific-groups/religion-and-faith

For a full list of UCL clubs and societies, go to: www.studentsunionucl.org/clubs-societies/directory
Supporting students who are: parents and carers

Student parents and those with caring responsibilities have full access to the same support services as any other student. We are committed to supporting pregnant students and students who are parents, adopt during their studies or have caring responsibilities.

How can we support you?

- Student parents and carers are a priority group for the Financial Assistance Fund.

- UCL offers limited family accommodation that you may be eligible to apply for; this is offered subject to availability.

- If you or your partner becomes pregnant during your studies, please look at the guidance on our website for pregnant students.

- UCL’s Day Nursery is open to staff and students. We recommend that you apply for a place as early as possible, as there may be a waiting list.

- There are dedicated breastfeeding and baby-changing rest rooms available on campus.

- If during your studies you find yourself in a position where you are looking after another person who is unable to live on their own on an unpaid basis, please look at the guidance on our website for information for students with caring responsibilities.

For more information, go to: www.ucl.ac.uk/students/support-and-wellbeing/information-specific-groups/student-parents
Supporting students who are: care leavers or estranged

If you are a new student coming to university from a care environment or are estranged from your parents/family, university may present additional challenges. The SSW Advisers are here to support those of you who are studying independently.

How can we support you?
Please make direct contact with us as soon as possible, as this will enable us to ensure that reasonable adjustments are in place before you start university. Your personal information is always kept confidential and will have no effect on your application to UCL.

In addition, there is a position within Student Support and Wellbeing with dedicated responsibility for care leavers and estranged students (the Student Centre Coordinator), who can put you in direct contact with relevant support services:

Is there any additional financial support?
There are additional bursaries, scholarships and awards which could be available to you. For more information on financial support, please visit our website.

For more information for care leavers, go to: www.ucl.ac.uk/students/support-and-wellbeing/specialist-information-and-support/care-leavers

For more information for estranged students, go to: www.ucl.ac.uk/students/support-and-wellbeing/information-specific-groups/estranged-students
We are committed to providing an inclusive and welcoming community, where all students are respected as individuals and can be themselves. UCL fully supports all students who wish to take, or have taken, steps to transition to a gender different from that assigned to them at birth.

How can we support you?

The Director of Student Support and Wellbeing is the primary contact for providing practical support to transitioning students at UCL.

All of your queries will be treated sensitively and confidentially; no action will be taken at any point without your permission. We can help you write an action plan to coordinate the process of transition with the relevant academic, departmental and pastoral staff.

We may also put you in contact with other relevant staff, such as the Advice Service or networks in the Students’ Union, who offer comprehensive and practical advice.

Every effort will be made to accommodate your needs and help you fulfil your potential at UCL.

For more information, go to: www.ucl.ac.uk/students/support-and-wellbeing/specialist-information-and-support/lgbt-students
Both UCL and the Students’ Union take a zero-tolerance stance towards sexual harassment and sexual violence, and we understand that we all have a collective responsibility to make our university a safe space.

What are sexual harassment and sexual violence?
Sexual harassment is any unwanted and/or persistent behaviour of a sexual nature, including sexual comments, groping or stalking. Sexual violence is any sexual act committed or attempted against a person without their consent; there is no context in which sexual violence is valid, understandable or acceptable.

How can we support you?
If you have been affected by sexual harassment, or if you wish to talk to someone within UCL about sexual violence, we can help advise you on reporting procedures. Please get in contact with us by email: student.wellbeing@ucl.ac.uk

What other support is available?
If you have been affected by sexual violence and are female, Rape Crisis can support you. To speak to a specialist Adviser, call 080 802 9999. You can also meet an Independent Sexual Violence Adviser on campus.

If you have been affected by sexual violence and are male, you can access support through Survivors UK: www.survivorsuk.org

For more information, go to: www.ucl.ac.uk/students/support-and-wellbeing/specialist-information-and-support/sexual-violation
Health and wellbeing articles and tips

As UCL students, we know how hard you work, but it is essential to remember that your wellbeing and mental health are just as important as your academic success. Our SSW Blog is here to remind you that your wellbeing deserves the same degree of attention as your studies.

Aimed at students of all levels, from undergraduates to PhD researchers, the SSW Blog features a range of helpful articles on a variety of themes relevant to student life, all of which are written by staff, students and expert contributors across UCL.

Looking after your mental and physical wellbeing will help you to have a healthy, happy and balanced student life here at UCL, so visit the SSW Blog regularly for practical advice on how to do this.

For more information, go to: www.ucl.ac.uk/students/student-support-wellbeing-blog
Tips for taking care of your health and wellbeing

☐ Get between seven and nine hours of sleep per night to avoid poor concentration and low mood during your studies.

☐ Make sure you drink between two and three litres of water every day.

☐ Have a break a few times a day to relax - this will help you manage stress levels, sleep better and improve your mood.

☐ Sign up for UCL’s 10 Minute Mind, an audio programme introducing you to mindfulness practices such as meditation, which can help reduce overthinking and worrying.

☐ Be creative - outlets for creativity such as cooking, dancing or writing can erase negative emotions and increase feelings of achievement.

☐ Try something new, as this helps boost self-esteem and gives new opportunities to succeed and grow.

☐ Talk about your feelings with friends, classmates, family members and colleagues. This can help you to gain new perspectives and advice on the issues you are dealing with.

☐ Most importantly, have fun!
Support elsewhere at UCL
Other support for you at UCL

**Who are Personal Tutors and Transition Mentors?**
All UCL students on taught programmes are assigned a Personal Tutor, who is there to offer guidance and support on matters relating to your academic progress, careers and personal or professional development, in addition to general wellbeing issues.

If you are a research student, your supervisory team fulfils a similar role.

If you are a first-year undergraduate student, you will also have a Transition Mentor in your first term, who will normally be a student from your department in a year above you. Your mentor will be available for an informal discussion about university life and to help you settle in.

For more information, go to: [www.ucl.ac.uk/transition](http://www.ucl.ac.uk/transition)

**Who is the Student Funding Adviser?**
Our Student Funding Adviser can help you with financial management and budgeting, and can provide information about financial assistance options and student loans.

For brief enquiries, visit the Student Centre to see the Adviser (see page 5). Longer or more complex queries are best handled via a confidential one-to-one appointment or by email: [studentfundingadvice@ucl.ac.uk](mailto:studentfundingadvice@ucl.ac.uk)

For more information, go to: [www.ucl.ac.uk/students/fees-and-funding](http://www.ucl.ac.uk/students/fees-and-funding)
The Students’ Union offers a wide range of services to support you through your student journey and help you become an active member of the UCL community.

How can you get involved in the Students’ Union?

The Students’ Union has over 250 clubs and societies in which you can participate. Societies are a great way to meet people, develop an existing hobby or try something new.

Managed by the Students’ Union, Bloomsbury Fitness is UCL’s fully equipped gym and sports centre, offering reduced student rates. It is open on weekdays from 7.30am to 10pm, and from 9am to 5pm on weekends.

The Union’s Project Active scheme offers beginner sessions in many different sports, all of which are a great way to improve your fitness and enhance your sense of wellbeing.

The Students’ Union also runs the Volunteering Service. Volunteering is widely recognised to have a positive impact on your personal wellbeing by helping others in the local community. It also provides an opportunity to make new friends and to develop important skills. Volunteering does not always require a major time commitment, as the Union can engage you in projects that suit your interests and fit your study timetable.

For more information, go to: www.studentsunionucl.org
You can engage with the UCL community in so many ways. The university has some great support networks. Members of staff are always happy to help in any way they can with any issue at all.

— Elizabeth,
BA European Social and Political Studies

For me joining societies has been the key. They are a great way to meet people, take part in different events and make the most of university.

— Sam,
BA History
Support outside of UCL
Support through your General Practitioner (GP)

Registering with a GP is one of the first and most important things that you will need to do when you arrive at UCL. Whether you are facing a difficulty with your physical or mental health, your doctor should be your first point of contact.

How do you register with a GP?
If you live in central or north London, you will likely fall within the catchment area for Ridgmount Practice, UCL’s partner health clinic, and should be able to register there.

For more information, go to: www.ridgemountpractice.nhs.uk

If you live further away, visit the NHS website to find your closest GP surgery and contact them for registration information.

If your programme of study lasts for 6 months or less, you may not be eligible to register with a GP, but can still see one as a temporary patient for advice and basic treatment if needed.

Do you need to have any vaccinations?
There are two key vaccinations all students should have:

Meningitis (ACWY) – All university students under 25 years of age should be immunised against meningitis (ACWY).

MMR – All university students should have two doses of this vaccine, which protects you against measles, mumps and rubella (German measles).
External listening and discussion services

If you need support outside of office hours, there is still plenty of support available to you, no matter what time of day you need it.

**Term-time peer support**

Nightline is a confidential listening, support and practical information service for students in London. The Nightline volunteers understand that university life in London is not always simple and they are there to listen to whatever is on your mind. You can reach Nightline from 6pm to 8am every night of term by calling **0207 631 0101**.

For more information, go to:  
[www.nightline.ac.uk](http://www.nightline.ac.uk)

**Year-round telephone and face-to-face support**

Central London Samaritans are also available for emotional support. They provide 24-hour support by telephone on **116 123**. You can also visit the Samaritans in one of their branches.

For more information, go to:  
[www.samaritans.org](http://www.samaritans.org)
External psychological support

In addition to the support available at UCL, we have close links with organisations in the local area to ensure that your needs are met.

What is iCope?
iCope provides NHS psychological therapy for issues such as stress, worry, depression and insomnia. This free service can be accessed by anyone over the age of 18 who is registered with a GP in Camden or Islington. Students can self-refer to this service or discuss a referral via a GP.

If you are not a resident of Camden or Islington, you can find a similar service near to where you live via the NHS website. These services are part of the NHS Improving Access to Psychological Therapies Programme (IAPT).

For more information, go to: www.icope.nhs.uk

Are there any other services available?
If you have a mental health condition that requires specialist psychological treatment, your GP can refer you to the service that best suits your needs. Various voluntary and private sector therapeutic services are also available.

For more information on how to find an external service, go to: www.ucl.ac.uk/students/support-and-wellbeing/external-support
Emergency contacts and urgent support

**Urgent help**
If you are in immediate danger of hurting yourself or others (or if this is the case for someone else you know) go directly to the nearest Accident & Emergency (A&E) department.

If you are unable to reach the hospital yourself, **call 999 immediately** to request an ambulance.

**Emergencies on campus**
In an emergency, **call 222** from a UCL phone.

**UCL Security**
For on-campus security issues, **call 020 7679 2108** (extension 32108) or visit the UCL Security office.

**Metropolitan Police**
**Call 999 only** in an emergency.

**Call 101** for non-emergency crime reports, advice or enquiries, e.g. if one of your possessions has been stolen.

For more information on security at UCL, go to: [www.ucl.ac.uk/estates/security](http://www.ucl.ac.uk/estates/security)
#UCLcares

Follow us on social media and search for our hashtag #UCLcares.

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UCL Student Support and Wellbeing
UCL Student Support and Wellbeing

Website: www.ucl.ac.uk/students/ssw
Email: student.wellbeing@ucl.ac.uk
Follow us: @UCLcares
Address: See website above
Telephone: 020 7679 0100

UCL Student Support and Wellbeing is part of UCL Student and Registry Services (SRS): www.ucl.ac.uk/srs

Other UCL guides:

www.ucl.ac.uk