Here to Support You

A guide to UCL Student Support and Wellbeing services
Contents

Who are we and what can we do for you?

06  askUCL and enquiries
07  Wardens and Student Residence Advisers (SRAs)
08  Disability, Mental Health and Wellbeing Advisers
09  Counselling
10  Extra phone and online support
11  Supporting students with mobility difficulties
12  Supporting students with visual impairments
13  Supporting students with hearing impairments
14  Supporting students with Specific Learning Difficulties (SpLD)
15  Supporting students with Autistic Spectrum Conditions
16  Supporting students with mental health difficulties
17  Supporting students with suicidal thoughts
18  Supporting students with other long-term health conditions
19  Supporting international students
20  Supporting students on study placements abroad
21  Supporting students with religious or faith concerns
22  Supporting students who are parents and carers
23  Supporting students who are care leavers or estranged
24  Supporting students who are transitioning gender
25  Support for students affected by bullying, harassment or sexual misconduct
26  UCLcares – an online space to support your wellbeing
27  Essential tips for looking after your wellbeing

Support elsewhere at UCL

29  Other support at UCL
30  Students’ Union UCL

Support outside of UCL

33  Support from your GP (General Practitioner)
34  External listening services
35  External psychological support
38  Emergency contacts and crisis support
Who are we and what can we do for you?

We offer a variety of services, enabling you to choose what works best for you. You can easily and quickly access support from our advisers and counsellors in appointments, over the phone, or through video call, and you can contact us through askUCL.

We provide information and support for all sorts of issues affecting students’ ability to study, including disability, physical and mental health conditions, anxiety, depression, stress, isolation, identity, suicidal thoughts, and sexual violence. We also offer guidance on processes such as interrupting study and implementing reasonable adjustments.

We are here to listen and understand your needs. We aim to help you find solutions, and we will always follow up with you afterwards.

SSW services are available to everyone with a UCL student ID, regardless of programme, location, background or personal circumstances. We can also advise staff and students alike on how to support others.

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.

Our mission
To enable all our students to reach their full potential, by providing excellent support services and helping you to look after your own health and wellbeing.

Our commitment to you
All the support we offer is:
- inclusive
- non-judgmental
- caring
- confidential
- based around your needs
- #UCLcares
askUCL and enquiries

Our online student enquiries system, askUCL, helps you get the answers you need. Our Student Enquiries Centre staff handle enquiries through the system and work hard to provide administrative support to all students at UCL, helping you with any questions you may have.

How does askUCL work?
If you can’t find the answer to your question on the Students site, then askUCL provides a comprehensive knowledge base with answers to students’ most common questions. If you still can’t find what you’re looking for in these FAQs, then you can raise an enquiry directly through the system, which you can then track to see progress.

To access askUCL, go to: www.ucl.ac.uk/students/ask

How can the Student Enquiries Centre team support you?
The Student Enquiries Centre staff can help with a wide range of questions and tasks including:
- confirming to third parties that you’re a student at UCL
- signing official forms
- updating your student details
- making changes to your studies
- fees and funding
- exams and assessments
- certificates, transcripts and results
- thesis submission
- council tax
- Oyster cards and travel
- international student support

We will always signpost you to the appropriate team if you require information outside our expertise.

For more information of how the Student Enquiries Centre can help you, go to: www.ucl.ac.uk/students/life-ucl/student-enquiries-centre-0

Wardens and Student Residence Advisers (SRAs)

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

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

SRAs aim to ensure you have a healthy, happy and safe stay in halls and will help you get to know your fellow residents through various activities.

SRAs are available out of office hours for you to talk to about wellbeing issues for you or a friend. They can also signpost you to UCL services and help you familiarise yourself with the site and university. On top of this, they run regular community building events to help you make the most out of your time in halls.

Between SRAs, office staff and security, there is always someone available to provide help in halls if you need it, 24/7.

How can you get in touch?
Contact details for your hall’s Warden and SRAs are displayed in your hall of residence, online and in your hall’s welcome information.

To find out more about the Wardens and SRAs, go to: www.ucl.ac.uk/students/life/accommodation/wardens
Disability, Mental Health and Wellbeing Advisers

Our team of expert Disability, Mental Health and Wellbeing Advisers provide a safe, confidential and non-judgemental space.

How can our advisers help you?
You can speak to an adviser about any support you may need to navigate barriers to learning or to discuss concerns related to your disability, mental health or wellbeing. This encompasses any personal or emotional challenges you may be experiencing.

We offer support to students with disabilities 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 also 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 advisers can signpost or even directly refer you to some external services as appropriate, if your needs are outside of our area of expertise.

How can I see an adviser?
The Disability, Mental Health and Wellbeing team offer advisory appointments in a variety of ways to suit your needs, including over the phone and by video call.

You can easily contact the team and schedule an appointment through askUCL.

We offer both shorter appointments as standard, up to 20 minutes, but you can also request a longer appointment of up to an hour if you need more time. Same-day appointments are available so you can get support quickly.

How can we support you?
Our team of professionally accredited counsellors can help you manage the following:

– a mental health condition, such as depression or anxiety
– the emotional impact of physical health problems
– the emotional impact of difficult life events, such as bereavement or a relationship breakdown
– difficult emotions, such as anger or guilt
– other topics, such as low self-esteem or sexual identity

The team can provide free and confidential cognitive behavioural therapy, psycho-dynamic counselling, psychiatric assessments and support, group workshops and more. Sessions are offered in a variety of ways to suit your needs, including over the phone and through video call.

Counselling

If you experience mental health, psychological or emotional difficulties during your time at UCL, support is available through Student Psychological and Counselling Services (SPCS).

How can I register?
To access this support, you simply need to complete an online registration form, which can be found on the website below. Following an initial consultation a few days later to explore how we can best meet your needs, you’ll be offered the support pathway that works best for you, and you’ll typically have your first counselling session soon after.

Find out more about us:
www.ucl.ac.uk/students/support-and-wellbeing/seeing-adviser

Find out more about SPCS:
www.ucl.ac.uk/students/support-and-wellbeing/student-psychological-and-counselling-services
Extra phone and online support

For mental health, psychological, wellbeing or emotional difficulties, you also have access to our phone and online advice and counselling service.

How can we support you?

SSW works in partnership with an external advice and counselling service to provide additional phone and online support.

A team of professionally accredited advisers can help you address any difficulties you might be facing through free, confidential, solution-focused advice and counselling.

This is available both over the phone and online, in real-time instant messaging advice and counselling.

If you just need someone to talk to and you feel counselling through SPCS might not be the right path for you, or if you need tips and techniques to help you find solutions to your problems, our phone and online support service might be the answer.

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

Supporting students with mobility difficulties

Our advisers are here to provide advice 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?

Before you come onto campus, we can help organise pre-arranged orientation visits, so you can familiarise yourself with the site and accessible routes if needed.

We can also discuss support options to help ensure campus is fully accessible. This could include things like making sure your teaching is scheduled in accessible locations and liaising with library staff for support such as book fetching or postal services as needed.

For more information, go to:
www.ucl.ac.uk/students/support-and-wellbeing/disability-support/support-we-provide

We can also help you access adapted facilities if needed, such as ergonomic seating, height adjustable desks, contoured keyboards and voice-activated software.

Our advisers will discuss individual exam arrangements and various other reasonable adjustments with you.

We can also liaise with UCL accommodation, regarding any necessary adjustments to your living space if you’re in a UCL hall of residence.

For mental health, psychological, wellbeing or emotional difficulties, you also have access to our phone and online advice and counselling service.
Supporting students with visual impairments

For blind or partially sighted students, our advisers can offer support and guidance 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?

Before you start your studies, we can support you with pre-arranged orientation visits and can provide mobility training to help you to learn routes around the campus and surrounding area.

While you are here, we can support you in accessing numerous pieces of assistive software and hardware that can assist you with your studies, such as large-screen PCs, text-to-speech and magnification software, and a Braille translator and embosser.

Our advisers will also be able to support you in arranging small equipment loans if necessary (such as a digital voice recorder) and can also liaise with your department to ensure that handouts and other materials are provided to you in an accessible format such as on disk or in large print or Braille.

We will also discuss exam adjustments with you such as extra time or use of assistive software.

For more information, go to:
www.ucl.ac.uk/students/support-and-wellbeing/disability-support/support-we-provide

Supporting students with hearing impairments

For students who are deaf or have a hearing impairment, our advisers offer 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 you have an enjoyable experience at UCL.

What support is available to you?

Our advisers can support you in accessing assistive technology such as mind mapping software. We may also be able to help arrange small equipment loans, such as digital voice recorders or portable induction loops.

We will discuss reasonable adjustments and individual exam arrangements with you as well as any potential non-medical help that may be required such as BSL interpreting, lipspeakers or specialist language support for hearing-impaired students.

Our advisers can also put you in touch with the UCL Accommodation team to discuss any necessary modifications to your living space if you are living in a hall of residence.

If BSL is your preferred language, please contact us via askUCL to make an appointment, so that we can discuss interpretation here at UCL.

For more information, go to:
www.ucl.ac.uk/students/support-and-wellbeing/disability-support/support-we-provide
Supporting students with Specific Learning Difficulties (SpLD)

What support is available to you?

Our advisers can help to arrange individual tuition in study and literacy skills, which is available throughout the year. We offer these study skills sessions in a variety of ways including through video call.

We can help you access assistive technology such as text-to-speech, magnification and mind mapping software.

We can also arrange small equipment loans such as digital voice recorders.

Our advisers can discuss reasonable adjustments and exam arrangements with you which will remain in place for the duration of your studies at UCL.

For more information, go to:
www.ucl.ac.uk/students/support-and-wellbeing/disability-support/support-we-provide

Supporting students with Autistic Spectrum Conditions

What support is available to you?

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 begins in September, there is an ASC induction event for new starters, in which you can find out more about disability support, tour the campus, meet new people in a small group setting and learn more about university life. Throughout the year you will also have access to support from an adviser who will be familiar with your needs and will offer ongoing support. Our advisers can support you in accessing assistive technology that may help you throughout your time at UCL, such as mind mapping software.

We can discuss reasonable adjustments and exam arrangements and help to organise specialist mentoring sessions for you.

Specialist mentoring support involves meeting regularly with a mentor who will work with you to help you to identify and overcome barriers to your learning.

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

If you have a pre-existing diagnosed mental health condition, or if a mental health difficulty arises during your studies, our advisers will work with you to minimise any obstacles you might face and help you thrive in both your academic and personal life.

What support is available to you?
You can speak to an adviser about any mental health difficulties that might be affecting your studies very easily (see page 8).

Our advisers will be able to provide guidance on how to access UCL or local psychological and psychiatric services and can also support you with practical matters during your studies, such as applying for exam adjustments.

Specialist mental health mentoring
Aiming to help you manage 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 advisers in an appointment or via askUCL for referrals to specialist mental health mentoring.

For more information, go to:
www.ucl.ac.uk/students/support-and-wellbeing/about-disability-mental-health-and-wellbeing-team

Supporting students with suicidal thoughts

Thoughts of suicide are common. Many adults will experience suicidal thoughts at some point in their lives. The feelings that drive suicide are often temporary and situation-specific – for instance, a stressful event associated with feelings of loss can trigger suicidal thoughts.

What support is available to you?
If you are feeling suicidal, the most important thing is to talk to someone.

If you are going through a difficult period, you may feel isolated and disconnected from your personal support networks. You may also worry about the reaction from and impact on those close to you if you share thoughts of suicide. It may feel awkward to start a conversation, but there isn’t a right or wrong way to talk about suicidal feelings. Starting the conversation is what’s important.

You may want to talk to a trusted family member, a friend, a colleague, a staff member in your department or hall of residence, one of our advisers or counsellors, your GP, or an external organisation dedicated to supporting people experiencing suicidal feelings, like the Samaritans or Nightline.

It is important to remember that people care and will want to help. Professional support is available and it is easy to access.

For more information, go to:
www.ucl.ac.uk/students/support-and-wellbeing/suicide-prevention-awareness-and-support
Supporting students with other long-term health conditions

For students with other long-term medical conditions, we are here to help if needed. A long-term condition is one that has lasted (or is very likely to last) more than one year. There are all sorts of examples, including epilepsy, diabetes, chronic fatigue syndrome (CFS/ME), cancer or HIV.

What support is available to you?
Our advisers can discuss reasonable adjustments with you as well as individual exam arrangements which will be in place for the duration of your study at UCL. We can also make arrangements with your department regarding your lectures and can organise accessible room locations where necessary.

We can liaise with the library on your behalf to arrange support, such as extended library book loans, postal or proxy facilities, orientations and one-to-one inductions.

Our advisers may be able to help organise small equipment loans such as digital voice recorders and can discuss assistive technology with you.

For more information, go to:
www.ucl.ac.uk/students/support-and-wellbeing/disability-support/tell-us-about-your-disability-or-long-term-health-condition

Supporting international students

Starting out on a degree programme in 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 team 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. The team can help with topics such as bank accounts and finance, travel, health care, and integrating into life in the UK.

If you are experiencing difficulties during your time with us, but are unsure where to go to, our team can help you identify the most appropriate support service.

This specialist support is available for all non-UK students at UCL, including those from the EU, the EEA and Switzerland.

We can also assist you to access other services, such as immigration advice.

For new international students, we organise orientation activities to support your transition to UCL, which includes comprehensive information and resources alongside a range of social events.

You can contact the International Student Support team via askUCL.

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

How can we support you?
Our Study Abroad staff provide advice and assistance before, during and after your time abroad, always tailored as much as possible to your own circumstances and needs. Whether you are undertaking an international placement as part of your degree, or a short-term international opportunity, we are on hand to support you. Prior to your departure, we provide comprehensive information to help you make all the necessary preparations for your period abroad.

If you find yourself experiencing any difficulties while abroad – whether these are related to your health, your wellbeing, your finances or something else – please contact us as soon as possible and we will do our best to support you or signpost you to an appropriate service.

Students abroad can also contact the Global Student Assistance Programme for free and confidential advice over the phone or online – open 24/7, 365 days a year. The Assistance Programme can also provide short-term telephone counselling, if appropriate.

You can contact the Study Abroad team via askUCL.

Supporting students with religious or faith concerns

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. They can also provide information for those of all faiths and nationalities who are looking to find a place of worship to attend in London.

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.

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:
www.ucl.ac.uk/students/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, those who are parents, those who adopt during their studies and those who have caring responsibilities.

How can we support you?
Student parents and carers are a priority group to UCL’s financial support and hardship funds should you find yourself experiencing financial difficulties. 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 for further details.

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 facilities available on campus.

How can we support you?
Please make direct contact with us in Student Support and Wellbeing via askUCL, as soon as possible, as this will enable us to ensure that support is in place before you start university.

Your personal information is always kept confidential and this will have no effect on your application to UCL.

In addition, there is a dedicated member of staff within our team with responsibility for care leavers and estranged students, who can put you in direct contact with relevant support services and is always on hand to help.

For more information, go to:
www.ucl.ac.uk/students/support-and-wellbeing/specialist-information-and-support/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 or family, university may present additional challenges. Our advisers are here to support those of you who are studying independently.

How can we support you?
Please make direct contact with us in Student Support and Wellbeing via askUCL, as soon as possible, as this will enable us to ensure that support is in place before you start university.

Your personal information is always kept confidential and this will have no effect on your application to UCL.

In addition, there is a dedicated member of staff within our team with responsibility for care leavers and estranged students, who can put you in direct contact with relevant support services and is always on hand to help.

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
Supporting students who are transitioning gender

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 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 support 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.

Support for students affected by bullying, harassment or sexual misconduct

UCL and the Students’ Union take a zero-tolerance stance towards sexual harassment, bullying and sexual misconduct, and we understand that we all have a collective responsibility to make our university a safe space.

How can we support you?
All UCL students have access to the Report + Support online tool, which allows you to report bullying and sexual misconduct, including harassment or sexual violence. This can be either anonymous or with contact details, the latter of which allows you to be put in touch with an adviser for further support.

What other support is available?
If you have been affected by sexual violence and identify as female, Rape Crisis can support you. To speak to a specialist adviser, call +44 (0)808 802 9999. We can also arrange an appointment for you with one of their outreach workers: www.rapecrisis.org.uk

If you have been affected by sexual violence and identify as male, trans or non-binary, you can access support through SurvivorsUK and you can see one of their independent sexual violence advisers: www.survivorsuk.org

To report an incident visit: www.report-support.ucl.ac.uk

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

For more information, go to:
www.report-support.ucl.ac.uk
UCLcares – an online space to support your wellbeing

As 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. The online UCLcares site provides you with tips on how to look after your health and wellbeing.

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

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

For more information, go to: www.ucl.ac.uk/students/support-and-wellbeing/resources/uclcares

Essential tips for looking after your wellbeing

Get between 7 and 9 hours of sleep per night to avoid poor concentration and low mood during your studies.

Make sure you drink between 2 and 3 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 to 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 reduce 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.
LISTENING solutions professional solidarity welcoming CARING SUPPORTIVE NON-JUDGMENTAL accepting friendly committed confidential safe patient respectful encouraging

Support elsewhere at UCL
Other support 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, your personal or professional development, and your general wellbeing.

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

If you are a first-year undergraduate student, you’ll also have a Transition Mentor, who is 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.

Who are the Student Funding Advice team?
The Student Funding Advice team offers support and guidance to students who are struggling with money management or experiencing complex funding issues.

They can provide information on issues such as funding from Student Finance; interrupting, withdrawing or repeating study; budgeting; and support for independent students or those estranged from their family.

You can arrange an appointment to speak to a member of the Student Funding Advice team via askUCL.

For more information, go to:
www.ucl.ac.uk/students/academic-support

For more information, go to:
www.ucl.ac.uk/students/fees-and-funding

Students’ Union UCL

The Students’ Union offers a wide range of services to support you through your student journey and help you integrate into the UCL community.

How can you get involved in the Students’ Union?
The Students’ Union has over 250 clubs and societies that you can participate in. 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.

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 run the Volunteering Service. Volunteering is widely recognised as having a positive impact on your personal wellbeing, by helping others in the local community. It 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 around your other commitments.

For more information, go to:
www.studentsunionucl.org
Support from your GP (General Practitioner)

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.ridgmountpractice.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.

Much more information on health care is available on our website: www.ucl.ac.uk/students/support-and-wellbeing/health-care/register-doctor

Do you need to have any vaccinations?
There are 2 key vaccinations all students should have:
Meningitis (ACWY) – all university students under 25 years of age should be immunised against meningitis
MMR – all university students should have two doses of this vaccine, which protects you against measles, mumps and rubella (German measles)

External listening services

If you need support outside of office hours, there is still plenty available to you, on top of UCL's own phone and online support service, no matter what time of day you need it.

Nightline – peer-to-peer support
Nightline is a confidential listening, support and practical information service for students in London.
As students themselves, 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 contact Nightline in a variety of ways to suit your needs.

For more information, go to:
www.nightline.org.uk

Samaritans – nationwide listening service
The Samaritans work to make sure there’s always someone there for anyone who needs someone. They provide 24-hour support to those in need by phone on 116 123.

For more information, go to:
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).

Are there 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, go to:
www.icope.nhs.uk

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 crisis support

Crisis support
If you are in immediate danger of harming yourself or others, you should go directly to the nearest hospital Accident & Emergency (A&E) department.
If you are unable to reach the hospital yourself, call 999 immediately to request an ambulance.
For more information, go to: www.ucl.ac.uk/students/support-and-wellbeing/crisis-support

UCL Security
For on-campus security issues call: +44 (0)20 7679 2108 (extension 32108)
For more information visit: www.ucl.ac.uk/estates/our-services/security-ucl

Metropolitan Police
Call 999 in an emergency.
Call 101 for non-emergency crime reports, advice or enquiries, e.g. if you’ve had something stolen.

Emergencies on campus
In an emergency, call 222 from a UCL phone.
Follow us on social media and search for our hashtag #UCLcares

@UCLcares (Instagram)
@UCLcares (Twitter)
@UCLcares (Facebook)

UCL Student Support and Wellbeing

Website: [www.ucl.ac.uk/students/ssw](http://www.ucl.ac.uk/students/ssw)

Contact: [www.ucl.ac.uk/students/ask](http://www.ucl.ac.uk/students/ask)

Follow us: @UCLcares

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