Here to support you.

A guide to UCL Student Support and Wellbeing services
Contents

Who are we and what can we do for you? 3

Student Enquiries Centre 5

Drop-in sessions and appointments 6

Disability, Mental Health and Wellbeing Advisers 7

Therapeutic support on campus 9

Evening and weekend support 10

Mobility difficulties 11

Visual impairments 12

Hearing impairments 13

Specific Learning Difficulties (SpLD’s) 14

Autistic Spectrum Conditions (ASC’s) 15

Suicidal thoughts 16

Mental health difficulties 17

Long-term health conditions 19

International students 20

Students on placements abroad 21
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students with religious concerns</td>
<td>22</td>
</tr>
<tr>
<td>Student parents and carers</td>
<td>23</td>
</tr>
<tr>
<td>Care leavers and estranged students</td>
<td>24</td>
</tr>
<tr>
<td>Students transitioning gender</td>
<td>25</td>
</tr>
<tr>
<td>Bullying, harassment and sexual misconduct</td>
<td>26</td>
</tr>
<tr>
<td>Wellbeing for Success</td>
<td>27</td>
</tr>
<tr>
<td>Top tips for looking after your wellbeing</td>
<td>28</td>
</tr>
<tr>
<td>Other support 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.

We offer a variety of services, enabling you to choose what works best for you. You can get advice and support in drop-in sessions, appointments and workshops, or by contacting us on the phone, via askUCL or through Skype.

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 violation. 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, through focussed and confidential conversations, 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.

This guide provides an introduction to many of the support services available to UCL students.

Find out more about us by visiting: www.ucl.ac.uk/students/ssw
The Student Enquiries Centre provides administrative support to all students at UCL and is a central hub for any questions you may have.

**How can we support you?**
The Student Enquiries Centre can help with a wide range of questions and tasks including:

- Confirming to organisations that you’re a student at UCL;
- Signing official forms like railcard applications;
- Updating your student details;
- Changing your studies;
- Fees and funding;
- Exams and assessments;
- Certificates, transcripts and results;
- Graduation ceremonies;
- Schengen visa letters;
- Thesis submission;
- Council tax;
- Oyster cards and travel;
- International student support.

We will also always assist in signposting you to the appropriate staff member/team should you require information outside our expertise.

The Student Enquiries Centre is located on Floor 1 of the Student Centre (ID card required for entry).

For more information on how the Student Enquiries Centre can help you, go to: www.ucl.ac.uk/students/life-ucl/student-enquiries-centre
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 campus 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 hold regular meet and greet sessions where you can talk to them about a wide range of matters, from advice on pastoral issues for you or a friend, to maintenance issues. They can also signpost you to UCL services and help you familiarise yourself with the site and university.

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

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 booklet.

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

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 the 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 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 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.

**Where can you find the team?**

- The Disability, Mental Health and Wellbeing Support team are located adjacent to the Student Enquiries Centre on Floor 1 of the Student Centre (ID card required for entry).
**What are the 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 every day that UCL is open, enabling you to access our support services quickly and effectively (see our website for times).

**What about longer appointments?**
An appointment gives you more time to discuss your disability, mental health or wellbeing and the support we can put in place for you. Appointments are recommended for more specialist issues, as our Advisers will be able to explore these further and work with you to find a solution that best meets your needs.

All longer appointments need to be booked in advance. Get in touch with us to reserve a time slot.

Find out more about us:
www.ucl.ac.uk/students/ssw-drop-ins
Therapeutic support on campus

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

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).

The team can help through the provision of free, confidential and time-limited psycho-dynamic counselling, cognitive behavioural therapy, brief solution focused therapy, psychiatric assessments and support, psycho-educational workshops and more.

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.

How can I register?
To access this support, students need to complete an online registration form, which can be found on the website below.

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

If 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, bank holidays and during weekends and UCL closure periods.

A team of professionally accredited advisers can help you address your emotional difficulties through free, confidential, one-to-one and solution-focussed 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, or if you need tips and techniques to help you find solutions to your problems, you can talk to an adviser out of office hours.

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

Our Disability 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 begin your studies, we can help organise pre-arranged orientation visits, so you can familiarise yourself with campus 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 lectures are scheduled in accessible locations and liaising with library staff for support such as book fetching or postal services.

You will also have access to the Digital Accessibility Hub which has adapted facilities 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 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 Disability 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 will support you with access to the Digital Accessibility Hub which contains numerous pieces of assistive software and hardware that can assist you with your studies e.g. 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 special exam arrangements with you such as extra time, use of a PC or assistive software.

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 you have an enjoyable experience at UCL.

What support is available to you?

Our advisers can support you with access to the Digital Accessibility Hub, featuring assistive technology such as mind mapping software. We can also help to 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 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/who-we-support/hearing-impairments
Supporting students with: specific learning difficulties (SpLD’s)

We can help students who have an SpLD, such as dyslexia, dyspraxia or ADHD, to access a wide range of support. Our team are here to provide advice and guidance, to both you and your department, about the potential impact of your SpLD on your studies and how this can be accommodated to ensure that you are able to reach your full potential at UCL.

What support is available to you?
Our Advisers can help to arrange individual tuition in study and literacy skills (funding dependent), which is available throughout the year.

We can help you access the Digital Accessibility Hub for 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.

We can support you in securing an 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.

For more information, go to: www.ucl.ac.uk/students/support-and-wellbeing/disability-support/who-we-support
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 in mid-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 a Disability Adviser who will be familiar with your case.

Our advisers can support you with accessing the Digital Accessibility Hub with assistive technology which 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/who-we-support/autism-spectrum-conditions
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 and 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, UCL Student Support and Wellbeing services, your GP, or an external organisation dedicated to supporting people experiencing suicidal feelings. 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: 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 you thrive in both your academic and personal life.

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

Our Advisers will be able to provide advice 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 special exam arrangements.

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 a drop-in session, appointment or via askUCL for referrals to specialist mental health mentoring.

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 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. Examples include epilepsy, diabetes, chronic fatigue syndrome (CFS/ME), cancer and 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 can help to organise small equipment loans such as digital voice recorders and can discuss assistive technology with you, including access to the Digital Accessibility Hub.

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 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, healthcare, and integrating into life in the UK. If you are experiencing difficulties during your time with us, but are unsure who to turn to, our team can help you identify the most appropriate support service.

This specialist support 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 talks specifically addressing issues that may affect international students, social events, tours and much more.

You can contact the team via askUCL.

For more information, go to: www.ucl.ac.uk/students/international
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. 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 run a programme of events that will equip you with the information you need to make practical preparations for your period abroad.

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

Alternatively, students abroad can contact the Global Student Assistance Programme for free confidential advice - open 24/7, 365 days a year.

Short-term telephone counselling, if appropriate, is also offered at a time convenient to you.

You can contact the team via askUCL.

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

Prayer and meditation rooms
These spaces are available to all UCL students for prayer, meditation or quiet reflection. See the site below for locations and further details.

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 for the Financial Assistance Fund 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.

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.

If during your studies you find yourself 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 student carers.

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/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 SSW, 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 Student Support and Wellbeing 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 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
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 harassment, bullying and sexual misconduct, including harassment or sexual violence. This can be either anonymous or with contact details, allowing 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 are female, Rape Crisis can support you. To speak to a specialist Adviser, call +44 (0)808 802 9999. You can also meet an Outreach Worker on campus.

If you have been affected by sexual violence and are male, you can access support through Survivors UK and you can see one of their independent sexual violence advisers: www.survivorsuk.org

To report an incident contact report-support@ucl.ac.uk

For more information, go to: https://report-support.ucl.ac.uk
Wellbeing for Success

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 Wellbeing for Success platform 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 Wellbeing for Success platform features a range of helpful information on a variety of themes relevant to student life, all of which are written by staff, students and expert contributors across UCL and externally.

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 the Wellbeing for Success platform regularly for practical advice on how to live a happy, healthy and balanced life at UCL and in London.

For more information, go to: www.ucl.ac.uk/students/student-support-wellbeing-blog
Top 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.
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, 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 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.

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

**Who is the Student Funding Adviser?**
The Student Funding Adviser offers support, advice and guidance to students who are struggling with money management or experiencing complex funding issues.

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

You can arrange an appointment to see the Student Funding Adviser via askUCL.

For more information, go to: 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 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. It is open on weekdays from 7.30am to 10.30pm, and from 9am to 7pm 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 run the Volunteering Service. Volunteering is widely recognised in 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
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.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.

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 (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 available to you, on top of UCL’s own out-of-hours phone and online service, no matter what the 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 contact Nightline from 6pm to 8am every night of term by calling +44 (0)207 631 0101.

For more information, go to: www.nightline.org.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
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 crisis support

Crisis support
If you are in immediate danger of harming yourself or others (or if this is the case for someone else you know), 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

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

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 for more information.

Metropolitan Police
Call 999 in an emergency.

Call 101 for non-emergency crime reports, advice or enquiries, e.g. if one of your possessions has been stolen.
#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
Contact:  www.ucl.ac.uk/students/ask
Follow us:  @UCLcares
Address:  Floor 1, Student Centre, 27-28 Gordon Square, London WC1H 0AW
Telephone:  +44 (0) 20 7679 0100

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