A guide to UCL Student Support and Wellbeing services
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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 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. Further information on askUCL can be found on page 6.

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 every enrolled UCL student, regardless of programme, location, background, or personal circumstances. We can also advise staff and students alike on how to support others.

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

This guide introduces many of the support services available to UCL students.

Find out more about us by visiting: www.ucl.ac.uk/students/ssw
askUCL and the Student Enquiries Centre

Our online student enquiries system, askUCL, helps you get the answers you need. It is an Information Hub designed to streamline the way we handle your Student Support and Wellbeing questions and queries. With a large bank of FAQs available and staff on hand to help with your enquiry, you will have your questions answered in no time. Our Student Enquiries Centre are available in person and via telephone and askUCL, working hard to provide administrative support to all students at UCL.

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?
As well as contacting us via askUCL, you can visit us in-person on the first floor of the Student Centre or call us on +44 (0)20 3108 8836. You can also use letter self-service on Portico. The team can help with a range of tasks including:
- helping you access UCL Student Support and Wellbeing services
- confirming your student status at UCL
- completing forms
- initiating DBS applications for current students
- verifying registration and award details with third parties
- supporting with enrolment and pre-enrolment queries
- helping you update your personal details

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

Student Advisers

Part of UCL Student Support and Wellbeing, our Student Advisers are allocated to specific departments to provide first-year undergraduate students with support throughout the academic year.

How can we support you?
Student Advisers can help you with:
- matters relating to your wellbeing and university life
- identifying solutions to questions and challenges
- offering advice and guidance on exam preparation, time management and other life skills
- hosting departmental events to bring students together
- navigating policies and processes such as Extenuating Circumstances and SORAs (Summary of Reasonable Adjustments)
- signposting you to other UCL or external support services

How can you get in touch?
Student Advisers proactively reach out to all first-year undergraduates throughout the academic year, however, to get in contact with them, you can request an appointment via askUCL or book directly via their web page.

To find out more, go to: www.ucl.ac.uk/students/support-and-wellbeing/meet-ssw-team/meet-your-student-advisers
Disability, Mental Health and Wellbeing Advisers

Our team of Disability, Mental Health and Wellbeing Advisers provide a safe, confidential, and non-judgmental 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 or by calling +44 (0) 20 7679 0100.

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.

Students can request a BAME (Black, Asian and Minority Ethnic) adviser and/or a male or female adviser - simply let us know when you contact the team.

Students can also request a male or female adviser, and/or an adviser who is LGBTQ+ or has specialist training in supporting students from the LGBTQ+ community – simply let us know when contacting the team.

For more information, go to: www.ucl.ac.uk/support-and-wellbeing/seeing-adviser

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 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, psychodynamic 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.

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.

For more about SPCS: www.ucl.ac.uk/students/support-and-wellbeing/student-psychological-and-counselling-services
UCL 24/7 Student Support Line

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?
The UCL 24/7 Student Support Line is a free, confidential telephone helpline offered to all UCL students.

A team of professionally accredited advisers can help you address any difficulties you might be facing through free, confidential, solution-focused 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 support service might be the answer.

To speak to an adviser, call: +44 (0) 808 238 0077. This service is available 24 hours a day, 7 days a week, 365 days a year.

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.

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.

To arrange an appointment, call us on +44 (0) 20 7679 0100.

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/support-we-provide
Supporting students with sight loss

For students with sight loss, 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.

To arrange an appointment, call us on +44 (0) 20 7679 0100.

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

Supporting students with hearing loss

For students who have hearing loss, 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, lip speakers or specialist language support for students with hearing loss.

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 neurodivergent students

We can help students who have an SpLD, such as dyslexia, dyspraxia, or AD(H)D, 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, 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.

To arrange an appointment, contact us via askUCL or call us on +44 (0) 20 7679 0100.

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.

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.

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

To arrange an appointment, contact us via askUCL or call us on +44 (0) 20 7679 0100.

For more information, go to: https://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.

You should speak to one of our advisers in an appointment, via askUCL or by calling us on +44 (0) 20 7679 0100, for referrals to specialist mental health mentoring.

For more information, go to: www.ucl.ac.uk/students/support-and-wellbeing/about-usability-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 (see page 40).

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

If you or someone else is experiencing a mental crisis and are at immediate risk of harming yourself (or someone else), call 999 in an emergency. An ambulance will be able to bring you directly to the Accident & Emergency (A&E) department of your local hospital to get urgent help.

UCLH has the nearest A&E department to UCL’s main campus.

If you live in the borough of Camden, you can attend Camden Crisis Sanctuary between 5pm and 11pm on Monday to Sunday, 365 days a year. This is a free, walk-in service.

If you need urgent mental health support, call NHS 111 to be put through to your local crisis team.

For more information, go to: www.ucl.ac.uk/students/support-and-wellbeing/suicide-prevention-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 highly 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.

To arrange an appointment, contact us via askUCL or call us on +44 (0) 20 7679 0100.

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

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, 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 who are distance learners

Whether you’re on campus or studying remotely, you’ll still have access to our full range of support. Much of our support is offered through a variety of channels to suit your circumstances.

How can we support you?

Distance learners have full access to a wide range of frequently asked questions (FAQs) on askUCL so you can get the answers you need quickly and easily.

If you’re a disabled distance learner, you can still access disability support, and we can work with you to put reasonable adjustments in place as appropriate. Reasonable adjustments are encapsulated in the Summary of Reasonable Adjustments (SORA) document. Please contact us so that we can put the support in place as soon as possible.

We encourage you to access our team of Disability, Mental Health and Wellbeing Advisers, who can support you in finding solutions to any related issues affecting your ability to study.

To arrange an appointment (via phone or video call), submit an enquiry through askUCL or call +44 (0) 20 7679 0100.

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

Explore our FAQs at:
https://www.ucl.ac.uk/students/askucl

If you require support for an emotional difficulty (e.g., homesickness, family issues or exam stress) outside of office hours, all UCL students can access counselling from our external advice and counselling service partner (see page 10).

For more information, go to:
www.ucl.ac.uk/students/distance-learners
Supporting students with religion, faith, and spirituality

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 Chaplaincy and Interfaith Advice team 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.

You can contact the UCL Chaplain at: chaplaincy@ucl.ac.uk.

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

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.

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.

For more information, go to:
https://www.ucl.ac.uk/students/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 or call us on +44 (0) 20 7679 0100, 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.

UCL will provide 365-day accommodation for care-experienced students in their first year, and if needed, 365-day accommodation will be provided for subsequent years of study.

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 mature students

If you’ve been away from education for some time with work, family commitments or for personal reasons, we’re here to ensure that you have full access to the same support services as any other student.

How can we support you?
As a mature student, you may have several responsibilities to manage outside of your studies, and we recognise that this has the potential to become overwhelming.

If you’re experiencing any related issues affecting your ability to study, you have access to our team of Disability, Mental Health and Wellbeing Advisers, who can support you in finding solutions.

To arrange an appointment (via phone or video call), submit an enquiry through askUCL or call us on +44 (0) 20 7679 0100.

You also have full access to a wide range of Frequently Asked Questions (FAQs) on askUCL so you can get the answers you need quickly and easily.

Go to: www.ucl.ac.uk/students/askucl

If you require support for an emotional difficulty (e.g., exam stress, family issues or traumatic incidents) outside of office hours, all UCL students can access counselling from our external advice and counselling service partner (see page 10).

For more information for mature students, go to: www.ucl.ac.uk/students/mature-students
Supporting students who are: Black, Asian or from another minority ethnic background

For students who identify as Black, Asian, and Minority Ethnic (BAME), university life may be impacted by challenges not experienced by your white peers. At UCL we’re committed to providing equal opportunities for the BAME community, ensuring you have all the support you need.

How can we support you?

We encourage you to access our team of Disability, Mental Health and Wellbeing Advisers, who can support you in finding solutions to any related issues affecting your ability to study.

You have the option to request a BAME adviser who you may feel has better understanding of your cultural identity.

To arrange an appointment (via phone or video call), submit an enquiry through askUCL or call +44 (0)20 7679 0100.

You can also make the most of the Black and Minority Ethnic Students’ Network in our Students’ Union, which aims to empower and celebrate all BAME students through campaigns and social events.

Report + Support

All UCL students have access to the Report + Support online tool, which allows you to report bullying and sexual misconduct, including racial abuse or harassment. 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.

https://report-support.ucl.ac.uk

Find out more about the Network at:
www.facebook.com/UCLLGBT
www.instagram.com/ucllgbt

For all our resources and information, including mental health and wellbeing support, go to:
www.ucl.ac.uk/students/support-bme-students

Supporting students who are: Lesbian, gay, bisexual, transgender, queer and other sexuality or gender identities (LGBTQ+)

Whatever your sexual orientation or gender identity, it’s important to be yourself. At UCL we’re here for our LGBTQ+ community to ensure you feel welcomed and supported so can make the most of your university experience.

How can we support you?

We encourage you to access our team of Disability, Mental Health and Wellbeing Advisers, who can support you in finding solutions to any related issues affecting your ability to study.

You can request a male or female adviser, and/or an adviser who is LGBTQ+ or has specialist training in supporting students from the LGBTQ+ community.

To arrange an appointment (via phone or video call), submit an enquiry through askUCL or call +44 (0) 20 7679 0100.

You can also make the most of the Students’ Union UCL LGBT+ Students’ Network to meet like-minded people and groups in the university and across London.

Find out more about the Network at:
www.facebook.com/UCLLGBT
www.instagram.com/ucllgbt

If you require support for an emotional difficulty (e.g., exam stress, family issues or traumatic incidents) outside of office hours, all UCL students can access counselling from our external advice and counselling service partner (see page 10).

For more information, go to:
www.ucl.ac.uk/students/lgbt-students
Supporting students who are transitioning gender

If you’re a student who wishes to take, or has taken, steps to present yourself to a gender different from that assigned to you at birth or in a gender fluid way, we are here to support you. We’re fully committed to providing an inclusive and welcoming community, where all students are respected as individuals and can be themselves.

How can we support you?

Whether you’re transitioning medically or socially, we recognise that it can be a difficult and complex time for you. At UCL, every effort will be made to accommodate your needs in a sensitive and supportive way to help you fulfil your potential at UCL. Please get in touch with our Disability, Mental Health and Wellbeing Advisers, who can provide practical support including any related issues affecting your ability to study. You can request a male or female adviser, and/or an adviser who is LGBTQ+ or has specialist training in supporting students from the LGBTQ+ community. To arrange an appointment (phone or video call), submit an enquiry through askUCL, or call us on +44 (0) 20 7679 0100.

All your queries will be treated sensitively and confidentially; no action will be taken at any point without your permission. The Student Support and Wellbeing team can help you write an action plan to coordinate the process of transition with 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. You can also make the most of the UCL Trans Network to meet like-minded people in the university.

Read our guidance and policy for trans students at:
www.ucl.ac.uk/students/policies/equality-and-diversity/students-transitioning-gender

For more information, go to:
www.ucl.ac.uk/students/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 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. There is also a resource bank of specialist support organisations for you to access should you need it. You can find it via the ‘Support’ tab on the main Report + Support website.

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: https://report-support.ucl.ac.uk/

For more information, go to:
https://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 blog 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.

Essential tips for looking after your wellbeing

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

Try going outside for a short walk around the block to get some fresh air, or to your local park to immerse yourself in nature and calm your mind and body.

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

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.

For more information, go to:
https://www.ucl.ac.uk/students/support-and-wellbeing/uclcares
Support elsewhere at UCL
Other support at UCL

Who are Personal Tutors and Transition Mentors?

If you are a first-year undergraduate student, you'll be assigned a Transition Mentor who is a student from your department in their second or final year. Your Transition Mentor will organise weekly mentor sessions in your first term, these will be conducted in a small group.

The informal mentor sessions will help you to settle in and cover academic and pastoral topics. Your Transition Mentor is also available as a point of contact for any questions and concerns you may have and will help to signpost support and services available at UCL.

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

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/fees-and-funding

How can you get involved in the Students’ Union?

The Students’ Union has over 360 different clubs and societies that you can join. Student-led groups are a fantastic way to meet people, develop an existing hobby or try something new. These groups also form vital support networks for students throughout your time here.

Bloomsbury Fitness is your gym on campus. It's a fully equipped gym and sports centre, offering reduced student rates, run by the Students’ Union.

If you're looking for informal ways to stay active, the Project Active scheme offers beginner sessions in things like yoga, Barre and HIIT, 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.

Finally, the Union runs an Advice Service. This is independent of UCL and can advise you on matters relating to academic life, finance, housing, and employment.

For more information, go to:
www.studentsunionucl.org

Students’ Union UCL

Students’ Union UCL offers a wide range of services to support you through your student journey and help you settle into the UCL community.
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 residence through various activities.

SRAs are available out of hours for you to talk 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 of your time in halls.

For more information, go to: www.ucl.ac.uk/students/life/accommodation/wardens

**How can you get in touch?**

To speak to the duty SRA please contact UCL Security on +44 (0)20 7679 2222 or via the SafeZone app.
Support outside of UCL

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?

Registering with a GP should be one of the first things you do when you start at UCL. You can register with a GP by visiting 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/

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).

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

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.

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.

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.

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.nightline.org.uk

For more information, go to:
www.samaritans.org

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/resources-and-information/external-organisations
Here to Support You

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

Emergencies on campus
In an emergency, call +44 (0)20 7679 2222, or 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

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

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

UCL Student Support and Wellbeing
Website: www.ucl.ac.uk/students/ssw
Contact: www.ucl.ac.uk/students/ask

Contact:
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