

Student Health and Wellbeing Services

Level 2 King's Gate
Newcastle University
ncl.ac.uk/wellbeing
0191 208 3333

About Us

We understand that sometimes students may require extra support or even need treatment for mental and physical health conditions. While we encourage students to make the best use of their existing support networks, such as family and friends, we know that independent support may also be necessary.

The Student Health and Wellbeing Services aim to help students maximise their potential whilst at university by providing support, information, and guidance on a wide range of student support issues. Through our partnerships with health care providers we can also support students to access treatment for mental and physical health conditions. All of our services are available without charge to all current students.

How to find us

The Student Health and Wellbeing Services' staff are located throughout campus with a central team in King's Gate – a fully accessible site at the heart of the campus.

Contact Us:

Tel: +44 (0)191 208 3333

Find out more

ncl.ac.uk/wellbeing

"I don't know what I would have done without the support - thank you so much!"

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Student Welfare Team

We recognise that the wellbeing of our students can be as important to those around them as it is to the students themselves.

The Student Welfare Team is available to anyone with concerns about the physical or mental wellbeing of a Newcastle University student. The team provides advice and guidance on how best to help our students, will proactively contact students, and take swift safeguarding action when required.

If you have concerns about the wellbeing of a Newcastle University student:

Call **+44 (0)191 208 3333** during office hours
(Mon-Fri 9am-5pm)

Call our 24/7 security team **+44 (0)191 208 6817**
outside of office hours

Counselling Support

COUNSELLING TEAM

The Newcastle University Counselling team provides time-focused counselling for students who may be struggling with the common life concerns that many students face. If you are unsure what support may benefit you, please contact us for an initial appointment.

INITIAL APPOINTMENTS

During an initial appointment one of our counsellors will offer you a safe space to talk about the concerns you have. They will listen without judgment and help you to establish the support options available.

WELLBEING WORKSHOPS

We provide a wide range of workshops for students, each one running at different points in the year. Please check the centralised workshop booking system for workshops that are currently running and their availability - workshops.ncl.ac.uk

ONLINE SUPPORT

We also have a range of online, therapeutic self-help resources:

Silvercloud is available to all Newcastle University students, free of charge. Silvercloud is a suite of online CBT (Cognitive Behavioural Therapy) programmes, which can be tailored to your specific needs. Silvercloud has been developed over ten years and has helped many students improve their mental health.

Our **iNCLude app** is designed for you to take small but impactful steps to improve and maintain your wellbeing. The app has been designed with specialists, using evidence-based methodology and looks at how to maximise your experience at university by creating positive habits to ensure you're focusing on more than just your academic studies.

TalkCampus 24/7 is based around student peer support. Safe and moderated, it is designed as a place where you can just be yourself and talk about how you're really feeling.

"My counsellor was so supportive and really helped me improve recognising patterns in my thought process."

Disability Support

SUPPORT FOR DISABLED STUDENTS

Advice, information and guidance is available to all future and current students with a disability, including anyone with a long-term health condition, mental health concerns and neurodiverse conditions.

DISABILITY PRACTITIONERS

Our Disability Practitioners will be able to work with you to help identify the support requirements you need to meet your academic potential and will offer guidance on how to access appropriate resources, software and support.

GOING ABROAD OR ON A YEAR IN INDUSTRY?

If you have plans to study abroad, or take a year out in your chosen industry, our Disability Practitioners will work with you to ensure you have the relevant support or adjustments in place.

"My Disability Practitioner has been so helpful and supported me through my personal struggles and facilitating me going back to university. He has been so supportive and I am thankful for him."

DISABILITY SUPPORT ADJUSTMENTS

Your Disability Practitioner liaises with academic schools and relevant university departments to discuss your support requirements. This includes the Exams Office, regarding appropriate and reasonable adjustments to the exam arrangements.

To assist the Disability Practitioners in identifying the best support and adjustments for you, it will be helpful for them to be able to review available information about your health and wellbeing, such as diagnostic reports and information from your Doctor or other medical professionals who may have been helping you.

DISABLED STUDENTS' ALLOWANCES (DSA)

If you are a UK UG or PG student you may be eligible to apply for DSA. This is a non-means-tested grant which covers some additional study-related costs that you may incur because of a disability. The allowance can cover such things as specialist equipment and assistive software, a non-medical helper or travel costs. For more information, visit - www.ncl.ac.uk/wellbeing/supportservices/disabilitysupport/#overview.

Disability Support cont'd

TRANSITION SUPPORT

We offer a pre-registration transition event for new students who disclose an autism spectrum condition and/or a mental health condition.

This event includes workshops on: Managing stress and anxiety, IT familiarisation, academic expectations, and campus tours. We also arrange social events.

AUTISM AND ASPERGERS SUPPORT NETWORK

This is facilitated by the Student Health and Wellbeing Services with the aim of creating a peer-support group. This is a friendly and informal group that meets every 2 weeks during term-time (on Wednesdays between 3pm-5pm). Past activities have included trips to museums, cafes, and games afternoons with pizza, afternoon teas and film screenings.

Email: disabilityadvisor@newcastle.ac.uk

School based Student Wellbeing Advisers

Student Wellbeing Advisers (SWAs) are school-based points of contact for when you need advice and guidance with any health and wellbeing concerns. They will provide you with a comprehensive signposting and follow-up service to ensure you have the best opportunity to fulfil your potential and gain the most from your university experience. Our SWAs are based in your schools and have a great understanding of your academic experience and expectations.

SWAs offer both in-person and remote appointments, or can correspond with you via email, depending on your preference. You can find a range of information and guidance on your school's Student Wellbeing Canvas Community, including how to contact your Student Wellbeing Adviser.

"My adviser has been an absolute star and has really helped me with understanding and controlling my anxiety."

Survivor Support Service

Supporting Survivors of Sexual Violence, Spiking and Hate-related incidents

SURVIVOR SUPPORT SERVICE

Newcastle University will respond swiftly to all reports of sexual violence, spiking and hate-related experiences, and we have a dedicated Survivor Support Service. Our Survivor Support Service is here for all students who have experienced hate-related incidents, sexual violence, or spiking since coming to the University.

WHAT SUPPORT IS AVAILABLE?

First and foremost, our Survivor Support team will provide a confidential, non-judgemental space to talk about what has happened. Depending on what you have experienced, a member of our team will talk you through your options for making a formal report to the Police or the University. We will provide information to help you make informed choices about your support needs. We know that experiencing hate-related incidents, sexual violence, or spiking can impact upon your studies. Our team can help you navigate this and ensure you have appropriate academic support in place. With your agreement, we may also facilitate your ongoing support via one of our external partners.

IMPORTANT If you have been raped or sexually assaulted within the last 7 days, free confidential specialist support is available nationwide. To access this support, you can dial 111 for NHS choices who will direct you to your nearest Sexual Assault Referral Centre (SARC).

SEXUAL VIOLENCE LIAISON OFFICERS

We have a team of Sexual Violence Liaison Officers (SVLOs) who can offer tailored support and guidance for students who have experienced sexual violence since coming to Newcastle University. With your consent we will match you with an SVLO who can advise on the reporting, safeguarding, care and study support.

HOW DO I ACCESS THE SURVIVOR SUPPORT SERVICE?

To get in touch with our team visit the Student Wellbeing homepage and click on the 'Survivor Support Service' option from the left side menu. From there you can leave us your contact details. You can also contact us by telephone on **0191 208 3333** or email **survivorsupport@ncl.ac.uk**

CAN I TELL YOU ABOUT AN INCIDENT ANONYMOUSLY?

Yes – to tell us what has happened anonymously visit the Student Health and Wellbeing homepage and click on the 'Survivor Support Service' option from the left side menu. There is an option on the online form to tell us what has happened anonymously. Anonymous reports enable us to be aware of what is happening in our community and can inform preventative action.

We believe you. We will support you and your choices.

Chaplaincy and Pastoral Support

CHAPLAINCY

Our Chaplains are representatives of faith and belief traditions and come together in the Chaplaincy Team. The Chaplains provide support and encouragement to students and colleagues, of all faiths and none.

MEDITATION FOR MINDFULNESS

Please feel free to explore samples of our guided meditation activities at Newcastle University.

LISTENING EAR

The Listening Ear service can be a one-off or an on-going conversation with a member of the Pastoral Care team, an opportunity to check in and chat through concerns, and receive support. These can take place in person or remotely. Initial calls/meetings can be booked online and subsequent conversations are arranged with the member of the Team.

FAITH AND SPIRITUALITY

The Chaplains offer opportunities for prayer and worship, confidential listening and support, faith exploration, spiritual accompaniment, mindfulness, meditation and discussion.

CHAPLAINCY ACTIVITIES

The Chaplaincy provides various activities throughout the year, ranging from a traditional carol service to offering pastoral support to students in the libraries during exam periods. The Chaplaincy also supports student faith societies and constantly endeavours to work closely with the Students' Union to facilitate inclusive, student-led faith events.

FAITH FACILITIES ON CAMPUS

We provide a Muslim prayer space in the King George VI Building, which is accessible to all staff and students with a smartcard. We also provide quiet rooms located across the campus which can be used for prayer and reflection.

Email: chaplaincy@newcastle.ac.uk or pastoral.support@newcastle.ac.uk

"I don't know what I would have done without the support - thank you so much!"

Student Financial Support Team

Student Finance Advisors can provide information, advice and guidance at all stages of your university career. The range of support available includes help with budgeting and managing your money, assistance with student finance issues such as problems with student loan entitlement, and information about the range of university funding available. One-to-one appointments can be arranged and a weekly drop-in session is available, as well as group sessions.

SUPPORT FOR STUDENTS FACING FINANCIAL DIFFICULTIES

Students who experience unexpected financial difficulties may be eligible to apply to the Student Financial Support Fund (UK students) or the Financial Assistance Fund (International and EU students). Funding is made available by the University to provide discretionary support to registered students who find themselves struggling to make ends meet due to circumstances outside their control. The Funds aim to help students cover their living costs so they can remain on their course and participate in higher education regardless of financial circumstances. Successful applications may receive either non-repayable awards or repayable loans depending on circumstances. Due to the discretionary nature of the funding there is no guarantee of a successful outcome and underfunded students are not eligible to apply for assistance.

SHORT TERM EMERGENCY LOANS

Short-term emergency loans are available, interest-free, on a discretionary basis to assist registered students who experience a delay in funding, or who suffer an immediate financial crisis. Usually only a small sum will be loaned to cover essential living costs. If you wish to enquire about your eligibility for an emergency loan contact the Student Financial Support Team on student.fin-supp@ncl.ac.uk

OTHER FINANCIAL SUPPORT

The University is approved to participate in the US Federal Loan Program and the Canadian Loan Program, enabling American and Canadian students to access financial support. A range of scholarships of differing values are also available to assist eligible undergraduate and postgraduate students. For more details about discretionary financial support schemes, loan programs, and University scholarships please see: www.ncl.ac.uk/studentfinancial-support

Email: student.fin-supp@ncl.ac.uk

Follow us on Twitter [@NCLMoneyMatters](https://twitter.com/NCLMoneyMatters)

Physical Health

It is important to know that your physical wellbeing can have an impact on your emotional wellbeing and that staying healthy can contribute to good mental health. It is therefore vital that you always have access to NHS care, which is available to all students studying at Newcastle.

REGISTER WITH A DOCTOR (GP)

Newcastle University provides you with a free service so you can register with a local Doctor upon arrival.

Students should only register with a Doctor (known in the UK as a GP or General Practitioner) when they come to live in Newcastle or Gateshead. If you have yet to move to Newcastle or Gateshead and are still living at home, please refrain from registering until you arrive at university.

Students can register with a doctor here -

www.studentgpreg.org.uk/

You can find out more about Medical Matters here -

www.ncl.ac.uk/wellbeing/physicalwellbeing/medicalmatters/

Education and Support

ALCOHOL AND DRUG AWARENESS

At Newcastle University we understand that students may be tempted to consume alcohol or take drugs.

In response to this, we have created two videos along with training modules that all students should familiarise themselves with.

You can watch the videos via the links below:



Alcohol Awareness



Drugs

Postgraduate Support

We know that the experience of being a postgraduate student can differ to your experience as an undergraduate, and adjusting to any new way of working can be stressful. As such, we want to ensure all of our postgraduate students know where to receive advice and support.

Newcastle University Students' Union and Newcastle University have collaborated on www.ncl.ac.uk/wellbeing/pg-support/#resources to share resources available to all of our postgraduate students.

Some of the resources listed, such as staff-student networks, are more suitable for postgraduate research students, whilst others are open for all postgraduates to use. Remember all services are free.

Sanctuary Support

As a University of Sanctuary we offer support for students with pending asylum claims, who are unsure about their rights and what support is available, or are worried about family members and the situation in their country of origin. Whether those students may benefit from practical and/or emotional support, we are here to help them make the most out of their experience at university.

Email: sanctuarysupport@newcastle.ac.uk

"I can't begin to thank you (and the team) enough for everything this year. The difference in level of mental well-being as a result of the financial support has been staggering."

Other University Wide Support

Accommodation Service: residents are supported by on site staff during the day; an emergency out of hours service is provided by Accommodation staff and University Security staff when offices are closed.

Web: www.ncl.ac.uk/accommodation

ResLife: a programme of events to help make your transition to university life a smooth and enjoyable experience. Support for first year students in university accommodation.

Email: reslife@ncl.ac.uk

Visa and Immigration Team: answering visa queries from prospective and registered non-EEA students.

Web: www.ncl.ac.uk/international/visa

Students' Union: includes a team of Sabbatical Officers and Part-time Officers who represent students and offer support on a range of issues.

Tel: **0191 239 3900**

Students' Union - Student Advice Centre: advice, guidance, information and representation on academic, finance and housing issues, as well as legal, employment, health and consumer information.

Web: www.nusu.co.uk/support/advice-centre

Nightline: student-run listening service providing emotional support and information, open every night during term-time by phone (8pm-8am) and IM (8pm-midnight).

Web: www.nusu.co.uk/nightline

Safezone: a free app that connects you directly to University Security and emergency services.

Web: www.safezoneapp.com

Security: available 24 hours a day, 7 days a week for emergencies on campus, or if you are worried about your own safety or a fellow student's (including physical and mental health concerns).

Tel: **0191 208 6817** or **0191 208 6666**

For details of external support and out of hours help, visit www.ncl.ac.uk/wellbeing

Contact:

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Newcastle upon Tyne
NE1 7RU
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