Your Wellbeing
Welcome to the University of Nottingham Students’ Union!

I'm Zoe, your Equal Opportunities and Welfare Officer for 2018–19.

When you start your studies here at Nottingham, you automatically become a member of your Students' Union. And that means you're part of our student community. We're all here to help each other have the best University experience, and that includes looking after your welfare and wellbeing.

So we’ve put together this handy booklet that shows you where to find support during your time at Nottingham. It's split into sections to help you find info on general wellbeing, mental health, night time safety and academic support.

And the best bit? It's for everyone, whether you're an international, mature, undergraduate or postgraduate student. So there's always something available to help you during your degree – whatever stage you're at.

Need to get in touch?
Email me at suwelfare@nottingham.ac.uk

Zoe MacKenzie
Equal Opportunities and Welfare Officer 2018–19

@UoNSUWelfare  facebook.com/uonwelfarenetwork
@UoNSU_Welfare  twitter.com/uon_wn
Important contacts

University of Nottingham Security (open 24/7):
+44 (0)115 951 3013 (ext. 13013 internally)
Emergency security: +44 (0)115 951 8888
Non-emergency security: +44 (0)115 951 3013

Students’ Union Reception: +44 (0)115 846 8800
Cripps Health Centre: +44 (0)115 846 8888
Orchard Surgery, Kegworth: +44 (0)1509 674919
Registering with the health service

It’s important to register with a Health Centre during your first week at University. That way, you’ll be able to access GP and nurse support if you need it.

And it’s really easy. Registration for Cripps Health Centre on University Park will run from Monday 24 – Wednesday 26 September in the Great Hall, Trent Building. It’ll take place during the Welcome fairs at University Park.

You’ll need to fill in a registration form when you get there. And if you have an NHS number, please bring it with you as it’ll help with the registration process.

Not arriving during Welcome Week? No problem. You can still register with Cripps Health Centre. Just visit their reception and complete a registration form and medical questionnaire.

Cripps Health Centre, University Park, Nottingham, NG7 2QW
T: +44 (0)115 846 8888

Orchard Surgery, The Dragwell, Kegworth, Derby, DE74 2EL
T: +44 (0)1509 674919

Cripps Dental Centre, University Park, Nottingham, NG7 2RD
T: +44 (0)115 951 3099

If you’re based at Sutton Bonington, you can also register with the Orchard Surgery in Kegworth. They’ll have dedicated sessions to help you register during the first week of term; all the details will be advertised on campus.
Campus services

Living on campus? There are loads of services to help you feel safe in your new home.

Campus security

The campus security team work 24 hours a day, 365 days a year. It's their job to make sure all the Nottingham campuses are safe, secure places, and to provide you with support in an emergency.

**Emergency:** +44 (0)115 951 8888
**Non-emergency:** +44 (0)115 951 3013

Support in your accommodation

The hall warden team provide welfare support if you're living in a University Hall of Residence, and a hall tutor is on duty every night. You can get in touch with them by phone if there's an emergency.

Each hall also has its own Hall Committee. It's made up of students who organise events, sporting activities and wellbeing campaigns, and they're here to help you settle into life here at Nottingham.

Respect each other

The University and the Students' Union expect everyone in the University community to be treated – and to treat others – with respect. This is set out in the Student Community webpages, as well as in the Code of Discipline for Students, which applies to your behaviour both on and off-campus.

If you do experience any discriminatory behaviour, hate crime or harassment, you can report it and get support from the University by emailing harassment@nottingham.ac.uk
Off-campus services

Living off-campus? Take a look at our handy tips:

• Find out your bin collection day and avoid getting a fine: check your local council websites for collection details
• Check your property, and let your landlord know if anything needs reporting
• Check whether you need a parking permit
• Contact SU Advice if you need any housing advice or information
• Say hi to your neighbours!

Living Out Committee

If you're in your first year and not living in University-owned accommodation, you're ‘living out’.

This means you’re either living at home with your parents and commuting, or living in private accommodation such as private halls (not run by or associated with the University) or shared houses in the local community.

The Living Out Committee gives you and other students living off-campus the chance to have the best Welcome and a fantastic University experience throughout your first year and beyond.

Neighbourhood helpline

If you have a question about uncollected rubbish or noisy neighbours, get in touch. The University has a 24 hour helpline where you, other students and local residents can get in touch to raise non-urgent concerns. **T: +44 (0)115 846 8666**
Health and wellbeing

Chaplaincy

Whatever your background or faith, the chaplaincy team are here to support you during your time at University. Our chaplains represent different faith communities, and will aid you – as well as University and SU staff – in exploring your personal faith journey. They’re also here to help you find a faith community within the University and the local area, and organise events including trips and talks.

T: +44 (0)115 951 3931

Drop in for a coffee and a chat with a chaplain:
- A Floor, Portland Building, University Park
- B Floor, XU Yafen Building, Jubilee Campus
- B Floor, The Barn, Sutton Bonington

HealthyU

You know what they say: healthy body, healthy mind! If you need some top tips for eating healthily on a budget, or are looking for info on health services and support for alcohol, smoking and addiction, visit the HealthyU website.

You can also find out about all the wellbeing events – which are held in collaboration with the SU Welfare Network – taking place throughout the year.

nottingham.ac.uk/currentstudents/healthyu

University of Nottingham Sport: Engage programme

Want to get active, but not sure how? Come and have a go at UoN Sport’s Engage programme. With weekly sessions across more than 20 different sports, there’s something for everyone. All you need to do is pull on your trainers and give it a go!

Each session is free for UoN Sport members or £3 for non-members.

nottingham.ac.uk/sport/engage
Students' Union Advice are here for you, whether you’re having issues with housing, money or your course.

Their service is free and impartial, and they’re independent from the University. So if you’re a University of Nottingham student and you need some advice or information, they can help.

You just need to make an appointment to talk to an Education or Welfare Adviser over the phone or face to face. You can also email them. They’ll give you confidential support and advice on a range of issues, including:

**Money:** budgeting, funding, tuition fees, benefits and tax credits

**Housing:** tenancy deposits, housing conditions, checking housing contracts before you sign

**Academic:** appeals, academic misconduct, disciplinary matters, complaints

You'll find SU Advice on C Floor of Portland Building, University Park.

**Opening times:**

- **Monday** 9am – 4.30pm
- **Tuesday** 9am – 4.30pm
- **Wednesday** 10.30am – 5pm (9am-4.30pm during holidays)
- **Thursday** 9am – 4.30pm
- **Friday** 9am – 4.30pm

Advisers also come over to Sutton Bonington during term time. Give us a ring to find out when they’re next there.

**T:** +44 (0)115 846 8730

**E:** suadvice@nottingham.ac.uk

Want more info? Visit su.nottingham.ac.uk/advice
University Counselling Service

This is a free service for you, as well as University and SU staff, where you can talk confidentially about any issues you're having.

You can book an individual counselling appointment or attend one of their free groups and workshops. And if you need some extra support, they also produce some self-help resources on a wide range of topics.

The Counselling Service is based at The Orchards, University Park, but they also offer appointments at Sutton Bonington, Jubilee campus and Derby Hospital.

To book a consultation:

1. Visit [nottingham.ac.uk/counselling](http://nottingham.ac.uk/counselling) to register online
2. Phone +44 (0)115 951 3685 or drop into the Counselling Service at The Orchards to arrange an appointment

Visit [nottingham.ac.uk/counselling/student-counselling](http://nottingham.ac.uk/counselling/student-counselling) to find out about groups and workshops, and how to access self-help resources.
External mental health services

**EDISS** (Eating Disorders in Students Service) is a specialist eating disorder support service.

If you need help, come along to a support session at Cripps Health Centre. You can self-refer to EDISS [firststepsed.co.uk/student-services](http://firststepsed.co.uk/student-services)

- **T:** +44 (0)1332 367 571
- **E:** info@firststepsed.co.uk

**Harmless**

Harmless provides a range of services and resources around self-harm. These include face to face support with therapists, regular drop-in sessions and email support.

- **E:** info@harmless.org.uk

**Let’s Talk Wellbeing**

Let’s Talk Wellbeing is a free NHS psychological service that offers treatment to people experiencing mental health problems including depression, anxiety and stress.

You can self-refer at [letstalkwellbeing.co.uk](http://letstalkwellbeing.co.uk)

- **T:** +44 (0)115 956 0888
- **E:** letstalknottingham@nottshc.nhs.uk

**Trent PTS**

Trent PTS is a free NHS psychological service that offers treatment to people experiencing mental health problems including depression, anxiety, stress and panic attacks.

You can self-refer at [trentpts.co.uk](http://trentpts.co.uk)

- **T:** +44 (0)115 896 3160
- **E:** enquiries@trentpts.co.uk

*If you’re currently experiencing a mental health crisis and don’t feel safe, dial 999 or go to your local A&E department immediately.*
Mental health support

Nightline

Nightline is a confidential listening and advice service run by students for students. Our trained student listeners are here from 7pm to 8am every night during term, and 24 hours during Welcome Week and exam time.

We’re here whether you’re feeling stressed, need information on health services or just need a chat.

T: +44 (0)115 951 4985
Text: +44 (0)7786 208 408
Skype (audio): Nottingham.Nightline
Instant message: nottinghamnightline.co.uk
Email (open 365 days a year): nightlineanon@nottingham.ac.uk

Student Minds

Student Minds is a student-led campaigns group running peer-led support groups and mental health campaigns.

Positive Minds is a support group that gives students like you somewhere confidential and non-judgemental to talk about low mood. We cover building support networks and establishing healthy routines.

E: positivenottingham@studentminds.org.uk

Mental Health Advisory Service

If you’re experiencing significant mental ill health, the University’s team of mental health professionals can help. You just need to see your GP, the NHS or a member of University staff for a referral.
Student Networks

Your SU is home to lots of different support Networks and each one has its own elected student Officer to represent their members' views to the SU and University.

Disabled Students' Network (DSN) – María Sigstad

If you self-define as disabled, then the Disabled Students' Network is here to represent you. It supports and empowers individuals, and regularly organises trips and social events.

Email María at sudisabledofficer@nottingham.ac.uk

And if you'd like to know more about our inclusive sports, get in touch with Hannah Webber, Disability Sport Officer at Hannah.Webber@nottingham.ac.uk

Black and Minority Ethnic Students' Network – Malak Mayet

Do you self-identify as BME? Then the BME Network is here for you. It represents all BME issues within the SU, University and the wider community. It also campaigns on inequalities such as the BME attainment gap, and challenges hate crime. Fancy getting involved and finding out about the Network’s events?

Email Malak at submeofficer@nottingham.ac.uk
Networks

Environmental and Social Justice Network (ESJ) – Bonni Jee

Are you interested in social justice issues? Do you want to do your bit to help the environment? The Environmental and Social Justice Network may be for you! Led by the ESJ Officer, Bonni Jee, the Network campaigns on environmental issues and works with political societies.

Email Bonni at suenvironment@nottingham.ac.uk

LGBT+ Network – James Pheasey

The LGBT+ Network is here to represent all of you who identify as LGBT+. The Network runs a wide range of social events and works with local LGBT+ organisations across Nottingham. Interested in getting involved with the Network, or fancy meeting new people at an event?

Email James at sulgbt@nottingham.ac.uk
International Students' Network (ISN) – Aanchal Rawal

The University is home to a really diverse community, and many of you have travelled from outside the UK to study here. The International Network brings you all together, represents your views within the SU and University and organises a range of inclusive events throughout the year, including International Week!

Email Aanchal at suinternationalofficer@nottingham.ac.uk

Mature Students' Network – Tom Leach

If you're 21 or over when you start studying with us, you automatically qualify to join the Mature Students' Network. Tom, your Mature Students' Officer, works closely with the full-time Officers to voice your concerns to the SU and University and organises events throughout the year, including family-friendly get-togethers and quieter social gatherings.

Email Tom at sumatureofficer@nottingham.ac.uk
Welfare Network – Zoe Mackenzie

The Welfare Network brings together SU and University staff, students and representatives from welfare services to run campaigns on welfare and wellbeing. The Network gives out free exam packs, runs campaigns on exam stress and organises events for Mental Health Awareness Week.

Email Zoe at suwelfare@nottingham.ac.uk

Postgraduate Students' Network – Cassie Ulrich

If you're a postgrad student (whether research or taught) the Postgraduate Network is here to represent you. If you'd like to find out more – including how to get involved with exclusive events –

Email Cassie at supgofficer@nottingham.ac.uk

Women's Network – To be confirmed in October

The Women's Network is an inclusive network that challenges and campaigns against discrimination faced by women* because of their gender. The Network is a safe and supporting environment, and organises regular socials, discussions and campaigns throughout the year.

Email: suwomensofficer@nottingham.ac.uk

*the Women's Network is trans and intersex inclusive, and includes people with complex gender identities that include 'women' and/or those who experience oppression as women.
Safety on nights out

Nottingham Night Owls

Night Owls are a group of students who are here to help you stay safe on nights out. The Owls will make sure you get home safely and provide you with supplies including water, first aid, food and flip flops. Spot them on patrol on Monday, Wednesday and Thursday nights. Pop over to say hello and grab a lollipop!

If you or a friend need help getting home safely, call the Night Owls between 12 midnight – 4am on +44 (0)115 7841580

Safer Taxi Scheme

Your SU and Unicab have teamed up to make sure you can always get a safe taxi ride home.

Text UNICAB to 80818 to get yourself on the fixed price list, call +44 (0)115 9 500 500, or book through the Unicab app.

Don't have enough cash to get home? No problem:

- Ring Unicab and let them know you want to use the UoN emergency Taxi Scheme
- Tell them who you are, what your student number is and where you want to go
- Show your student ID when your taxi arrives
- Get home safely!
- Head to the Students’ Union Reception in Portland Building the next day to pay
Sexual health

Everyone arrives at University with different ideas and experiences when it comes to sex. But it's important that we all look after our health.

If you're not sure what you need, or have any questions about emergency contraception, talk to the pharmacist or your GP.

Cripps Health Centre: +44 (0) 115 846 8888

Need condoms? C-Card
If you're 18–24, you can register on the C-Card scheme and pick up free condoms. Just pop into SU Advice or the Student Services Centres to register. The SU SPAR shops in Portland Building and the Exchange on Jubilee campus sell them at cost value. Remember, you can get hold of emergency contraception on campus. Pop into Boots Pharmacy at Cripps Health Centre, or Boots Pharmacy in Kegworth.

Make sure you get checked: The University's HealthyU campaign organises free sexual health screenings during the year. Find out when the next one is at nottingham.ac.uk/currentstudents/healthyu/events

If you're worried about sexually transmitted infections, you can get tested at the sexual health clinic at Nottingham's City Hospital, or the Victoria Clinic in the city centre.

T: +44 (0) 115 962 7627
W: nuh.nhs.uk

If you're at Sutton Bonington or in Kegworth, you may find it easier to access the Integrated Sexual Health Service in Loughborough.

T: +44 (0) 800 318 908 or +44 (0) 300 124 0102
Alcohol and drugs

Stay safe on nights out. Follow these really easy steps to make sure your night goes without a hitch (Source: Drinkaware.com)

- Plan your night out and make sure you **have a safe way to get home** – make a note of the Safer Taxi Scheme
- **Know your limits.** The recommended limit is no more than 14 units per week
- **Don't drink on an empty stomach,** and make sure you drink plenty of water
- **Don't drink every day** – there are lots of activities at University that don’t involve alcohol
- Don't accept drinks from people you don't know and **don't leave your drinks unattended.** If you think your drink has been spiked, ask a friend or staff member in the venue for help

If you're dealing with a drug or alcohol problem, or if you're worried about a friend, get in touch with one of our many support services for information and advice.

**Nottingham Recovery Network** provides support, advice and treatment to anyone using alcohol or drugs in a problematic way. If you're worried about drugs or alcohol, visit their website. It has a great set of resources you can use, and they run a **freephone helpline six days a week.**

  **T:** +44 (0) 800 066 5362  
  **W:** nottinghamrecoverynetwork.com

**Talk to Frank** has lots of up-to-date information on the law, risks and effects of drug use.

  **W:** talktofrank.com
Let's be Clear on Consent

‘Let’s be Clear on Consent’ is a campaign run by the SU and the University. It provides information about sexual consent, and tackles myths around consent.

W: nottingham.ac.uk/currentstudents/healthyu/lets-be-clear-on-consent

- Sexual consent is voluntarily agreeing to engage in sexual activity, and having the freedom and capacity to make that choice
- Sex without consent is a crime, known as rape and sexual assault
- Sexual consent can be withdrawn at any time
- You don’t have to consent to all forms of sexual activity

Where can I get support for sexual assault or rape?

The Topaz Centre provides specialist support for survivors of sexual assault and rape. If you need to speak to them, you can self-refer and talk either face to face or over the phone. If you’re over 18 and don’t want to report the assault to the police, you don’t have to.

T: +44 (0) 800 085 9993
E: notts.sarc@nhs.net

Nottinghamshire Sexual Violence Service provides a counselling phone line and face to face or email support. Their online six-week programme, ‘Creating Safety’, is specifically for survivors of sexual violence.

T: +44 (0) 115 941 0440
E: support@nottssvss.org.uk
W: nottssvss.org.uk
Support in your school or department

When you arrive at University, you’ll be assigned a personal tutor or supervisor. They’ll guide you through your studies, and they’re your key contact in your school for any problems you may face. Make sure you meet them regularly so you can make the most of their support.

If your situation is more complex, speak to your school or department's Welfare Officer. They’ll be able to signpost you to appropriate support services. You’ll find their contact details on our website:

nottingham.ac.uk/studentservices/healthwelfare/welfare-support

If you find that you’re struggling to keep on top of your academic work, make sure you talk to your tutor, supervisor or Welfare Officer as soon as possible. **There’s lots of help available to get you back on track**, and they’ll be able to point you in the right direction.

**Graduate School**

If you're a postgraduate, you can access the Graduate School for support. They offer training and development opportunities, placements, and five dedicated study spaces, as well as practical advice to support your studies. **You can find it here:**

**University Park:** C.08, Engineering & Science Learning Centre
**University Park:** B Floor, Highfield House
**Jubilee:** B14–16, XU Yafen Building
**QMC:** C11, Medical School, Queen's Medical Centre (QMC)
**Sutton Bonington:** C Floor, The Barn

**Academic and Disability Support**

You can find the **Academic and Disability Support teams** in Cherry Tree Lodge on University Park.

**Are you an undergraduate or postgraduate with Specific Learning Difficulties?** The Academic Support team can help you develop your learning strategies. During the first two weeks of the new academic year, Academic Support tutors run pre-bookable drop-in sessions on University Park campus from Monday to Friday between 10am – 3.30pm.
You can also book an appointment at a Service Centre for the drop in at Sutton Bonington. E: dyslexia-support@nottingham.ac.uk

T: +44 (0) 115 846 6115

If you consider yourself disabled or have a long-term medical condition, the Disability Support team are here to offer you support and advice. During the first two weeks of the new academic year, Disability Support run drop-in sessions at University Park campus. Come and visit us from Monday to Friday between 10am – 4pm to speak to someone and make an appointment. E: disability-support@nottingham.ac.uk

T: +44 (0)115 951 5992

The ACCESS Centre can carry out Needs Assessments if you’ve applied for Disabled Students’ Allowance (DSA). You can book an appointment by contacting the Centre from Monday to Friday between 9.30am – 5pm.

E: accesscentre@nottingham.ac.uk

T: +44 (0)115 846 7780

Education Network

The SU’s Education Network is a collection of almost 900 student academic reps, led by the Education and Postgraduate Officers.

And its purpose? To represent and advocate you and your interests when it comes to your academic experience at Nottingham. Whether you’re an undergraduate or a postgraduate, the Network helps bring about changes based on what you want, and makes sure your views and opinions are included and heard in University decisions about education policy.

More than 800 of our undergraduates and postgraduates are Course Reps, and it’s their job to represent you at regular Learning Community Forum (LCF) meetings. So if you want to change the way things are run in your School or Department, or you’ve got some feedback that that you’d like to pass on to the staff in your School, get in touch with your Course Rep who can share your views in the next LCF.

Not sure who your Course Rep is? Check your Moodle page or contact the SU’s Representation and Development team at suelections@nottingham.ac.uk
Directory of support services

**Academic Support**, Cherry Tree Lodge, University Park, Nottingham, NG7 2RD  
**T:** +44 (0)115 846 6115  **E:** dyslexia-support@nottingham.ac.uk

**Campus security**  
**Emergency:** +44 (0)115 951 8888  **Non-emergency:** +44 (0)115 851 3013

**Chaplaincy and faith support**, A Floor, Portland Building, University Park, Nottingham, NG7 2RD  
**T:** +44 (0)115 951 3931

**Counselling service**, The Orchards, University Park, Nottingham, NG7 2RD  
**T:** +44 (0)115 951 3695  
**E:** counselling.service@nottingham.ac.uk

**Cripps Dental Centre**, University Park, Nottingham, NG7 2RD  
**T:** +44 (0)115 951 3099

**Cripps Health Centre**, University Park, Nottingham, NG7 2RD  
**T:** +44 (0)115 951 3088

**Disability Support**, Cherry Tree Lodge, University Park, Nottingham, NG7 2RD  
**T:** +44 (0)115 951 5992  **E:** disability-support@nottingham.ac.uk

**EDISS** (Eating Disorders in Students’ Service)  
**T:** +44 (0)1332 367 571  
**E:** info@firststepsed.co.uk

**Harassment and hate crime**  
**E:** harassment@nottingham.ac.uk

**Harmless**  
**E:** info@harmless.org.uk or tomorrow@harmless.org.uk  
**W:** tomorrowproject.org.uk

**HealthyU**  
**W:** nottingham.ac.uk/currentstudents/healthyu

**Let’s Talk Wellbeing**  
**T:** +44 (0)115 956 0888  
**E:** letstalknottingham@nottshc.nhs.uk

**Neighbourhood concerns helpline**  
**T:** +44 (0)115 846 8666
**Nightline**  
**T:** +44 (0)115 951 4985  **Text:** +44 (0)7786 208 408  **E:** nightlineanon@nottingham.ac.uk  
**IM:** nottinghamnightline.co.uk/instant-messaging  **Skype:** Nottingham.Nightline

**Nottingham Night Owls**  
**T:** +44 (0)115 794 1580

**Nottingham Recovery Network**  
**T:** +44 (0)800 066 5362  **W:** nottinghamrecoverynetwork.com

**Nottingham Sexual Health Service**  
**T:** +44 (0)115 9627 627  **W:** nuh.nhs.uk

**Nottinghamshire Sexual Violence Service**  
**T:** +44 (0)115 941 0440  **E:** support@nottssvss.org.uk  
Orchard Surgery, The Dragwell, Kegworth, Derby, DE74 2EL  **T:** +44 (0)1509 674919

**Unicab Scheme**  
**T:** +44 (0)115 950 0500

**Student Minds ‘Positive Minds’ Group**  
**E:** positivenottingham@studentminds.org.uk

**Student Service Centres**  
**T:** +44 (0)115 748 6500  
**W:** Nottingham.ac.uk/studentservices/contact-us/locations

**Students’ Union Advice**  
C Floor, Portland Building, University Park, Nottingham, NG7 2RD  
**T:** +44 (0)115 846 8730  **E:** suadvice@nottingham.ac.uk

**Topaz** (sexual assault referral centre)  
**T:** +44 (0)800 085 9993  **E:** notts.sarc@nhs.net

**Trent PTS** (psychological therapies service)  
**T:** +44 (0)115 896 3160  **E:** enquiries@trentpts.co.uk

**Welfare Officers in Schools**  
**W:** nottingham.ac.uk/studentservices/services/welfare-support.aspx  
**W:** nottingham.ac.uk/studentservices/healthwelfare/welfare-support.aspx
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**Off campus: Emergency services 999** | | |
| **Financial concerns** | Student services Financial Support team | Students' Union Advice | |
| **Housing concerns** | Hall wardens and residential tutors, off-campus affairs | Students' Union Advice | |
| **Panic attacks** | University Counselling, GP/ Cripps | Nightline | Let’s Talk Wellbeing, Trent PTS |
| **Religion or spirituality** | Chaplaincy, University counselling (bereave-ment support etc.) | Student faith societies | |
| **Self harm** | University Counselling, GP/ Cripps | Nightline | Harmless |
| **Sexual assault, harassment or rape** | Harassment email, University Counselling, GP/Cripps | Students' Union Advice, Nightline | Topaz Centre, Nottinghamshire Sexual Violence Service |
| **Sexual health** | GP/Cripps, C-Card (Student Services Centres) | C-Card (SU Advice) | Nottinghamshire Sexual Health Service |
| **Substance misuse (alcohol and drugs)** | GP/Cripps | Nightline | Nottingham Recovery Network, Talk to Frank |