



Student Support and
Wellbeing Services



Here to Support You Guide



Your helping hand
at university





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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 Services (SSWS) provide advice, information and support services to help you reach your full potential at UCL, 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 at an appointment, over the phone, a video call or contacting us through [askUCL](#) (see p. 7).



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

All our services are inclusive, caring, non-judgmental, confidential, free of charge and tailored to your individual needs. This guide introduces the support available to every enrolled UCL student.



Student Support and Wellbeing Services



askUCL and our phone lines

Our online student enquiries system, askUCL, is an information hub designed to streamline your queries. You can also access advice over the phone for mental health, psychological, wellbeing or emotional concerns.

askUCL

If you can't find the answer to your question on our website, [askUCL](#) provides a comprehensive knowledge base and a large bank of FAQs. You can raise an enquiry on the system and track its progress.

Student Support and Wellbeing Services Phone Line

Call this number during office hours for support with Mental Health, Disability and Neurodiversity, Counselling or any other enquiry.

- Call **+44 (0) 20 3108 8836**.
- Open 9am to 12pm and 2pm to 5pm on Monday, Tuesday, Wednesday and Friday.
- 9am to 12pm and 2pm to 4pm on Thursday.

UCL 24/7 Student Support Line

This [phone service](#) offers solution-focused advice and counselling from a professionally accredited adviser for in-the-moment support.

- Call **+44 (0) 808 238 0077**.
- Open 24 hours a day, 7 days a week, 365 days a year.



Student Support and Enquiries

The Student Support and Enquiries team is available in-person, via telephone and askUCL for any enquiries and administrative support.

How can Student Support and Enquiries help you?

You can visit us in-person on the first floor of the Student Centre on UCL Main Campus and the second floor of UCL East (Marshgate).

The team can help with a range of tasks, including:

- accessing UCL Student Support and Wellbeing Services.
- support from our Specialist Housing Advice Service.
- confirming your student status at UCL and 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, such as your [Trusted Contact](#) in case of an emergency.

You can call us on +44 (0)20 3108 8836. Please refer to our website for more information on [visiting the team](#) and opening times.

Disability and Neurodiversity

Our team provides dedicated support and reasonable adjustments for students who are disabled or have a long-term health condition.

How can our advisers help you?

We aim to enable all students to study as independently as possible during their time at UCL. Our adviser can support you with:

- [Specialist Study Skills Tutoring](#).
- applying for a Summary of Reasonable Adjustments (SoRA).
- the process of applying for Extenuating Circumstances.
- applying for a Disabled Students' Allowance (DSA).
- interrupting your studies on health and wellbeing grounds.
- signposting or directly referring you to external services.
- two [Digital Accessibility Hubs](#) UCL Bloomsbury and UCL East.

How can you see an adviser?

We offer same-day appointments for immediate support and longer appointments (up to one hour). You can request a Black, Asian or Minority Ethnic adviser, a male or female adviser, an adviser who is LGBTQ+ or has specialist training.

To schedule your appointment, go to [askUCL](#) or call +44 (0)20 3108 8836. Learn more about [seeing an adviser](#).



Mental Health and Wellbeing

We offer a safe, confidential, and non-judgmental space to navigate barriers to learning or any personal challenges you may be experiencing.

What support is available to you?

Our professional staff can provide you with advice and support on a wide range of mental health and wellbeing subjects, to help you get the most out of student life. The support we provide includes:

- [Specialist Mental Health Mentoring](#).
- applying for a Summary of Reasonable Adjustments (SoRA).
- the process of applying for Extenuating Circumstances.
- interrupting your studies on health and wellbeing grounds.
- arranging your Return to Study welfare appointment.
- signposting or directly referring you to external services.

How can you see an adviser?

We offer same-day appointments for immediate support and longer appointments (up to one hour). You can request a Black, Asian or Minority Ethnic adviser, a male or female adviser, an adviser who is LGBTQ+ or has specialist training.

To schedule your appointment, go to [askUCL](#) or call +44 (0)20 3108 8836. Learn more about [seeing an adviser](#).

Counselling

Should you experience mental health, psychological or emotional difficulties during your time at UCL, support is available through our Counselling Service.

How can we support you?

The team provides free and confidential cognitive behavioural therapy, psychodynamic counselling, psychiatric assessments, group workshops and more. Our professionally accredited counsellors can help you manage:

- 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 orientation.

Sessions are offered in a variety of ways to suit your needs, including over the phone and through video call.

How can you register?

To access counselling, please complete an online registration form on the [Counselling Service website](#). During the initial consultation, we will explore how your needs can be met. You will then be offered the pathway that works best for you.



Student Advisers

Our Student Advisers are allocated to specific departments to offer wellbeing support and host events 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.
- managing your wellbeing and meeting other students at departmental events.
- 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 undergraduate students throughout the academic year.

However, should you wish to contact your Student Adviser, you can request an appointment via [askUCL](#). You can also book directly on the [Student Adviser website](#).

Wellbeing events and activities

Student Support and Wellbeing Services host wellbeing events throughout the academic year. Our activities are designed to build social bonding, skills for life and wellbeing at university.

We strive to give all UCL students the chance to try something new, make friends and develop self-care techniques throughout the Student Life Cycle. Our diverse range of wellbeing events are led by UCL staff, students and Students' Union Societies.

The team hosts one campaign of events and activities per term:

Term 1: Your Guide to Thrive. Gain new study skills, budgeting tips, healthy sleep habits and explore Study Abroad opportunities at UCL.

Term 2: Beat the January Blues. Light up the winter days with cosy crafting, games, meditation and our Comedy Night with the SU.

Term 3: Exam Season Toolkit. Prepare for exams with [Your Assessment Wellbeing Guide](#) and take time out from revision with our motivating workshops, free drinks vouchers and Wellbeing Alpacas.

Recognising the mental health benefits of animal-assisted therapy, we also host Therapy Dog events throughout the academic year.

Please visit our [events and activities](#) webpage for further information and booking links.



SafeZone App

This free-to-download app enhances personal safety at UCL.

In an emergency, the app allows you to quickly request immediate assistance and share your location with the [Security Team](#). You can download the app on both iOS (Apple) and Android (Google) devices.

To learn more about the app, please refer to our [SafeZone app](#) FAQs. Our [Personal Safety](#) webpages offer extra information on our support.

Students with a physical disability

Before you come to campus, our advisers can organise a pre-arranged orientation to implement any necessary accommodations and modifications.

If a physical disability impacts your ability to study, book an appointment on [askUCL](#) or call us for support with:

- exam arrangements and reasonable adjustments.
- familiarising yourself with the site and accessible routes if needed.
- making sure your teaching is scheduled in accessible locations.
- liaising with library staff for book fetching or postal services.
- liaising with UCL accommodation for hall of residence adjustments.
- adapted facilities and ergonomic furniture.
- screen readers and voice-activated software.

Blind and partially sighted students

How can we support you?

We provide pre-arranged orientations and mobility training to help you learn accessible routes around UCL campuses and surrounding areas. You can also call us on +44 (0)20 3108 8836 to arrange:

- exam adjustments (extra time or use of assistive software).
- software and hardware (large-screen PCs, text-to-speech and magnification software, Braille translator and embosser).
- arranging small equipment loans (digital voice recorders).
- accessibly formatted materials (disks, large print or Braille).

d/Deaf students

What support is available to you?

If BSL is your preferred language, please contact us via [askUCL](#) to discuss interpretation options. We can also support you with:

- accommodation adjustments and nonmedical help (BSL interpreting, lip speakers or specialist language support).
- accessing assistive technology (mind-mapping software)
- small equipment loans (digital voice recorders or induction loops).

Neurodivergent students



We offer specialist support to students who are neurodivergent and will work with you to make accommodations during your time at UCL.

How can we support you?

Our advisers offer a range of support for neurodivergent students, including, but not limited to:

- arranging [Specialist Study Skills Tutoring](#) for in-person or online tuition in study and literacy skills throughout the year.
- access to assistive technology (text-to-speech, magnification, mind-mapping software).
- small equipment loans (digital voice recorders).
- accessing extended library loans to keep materials for longer.
- requesting learning documents or lecture presentations from your department in advance.
- reasonable adjustments and exam arrangements.

These adjustments can remain in place for the duration of your studies at UCL.

For further information on support for neurodivergent students, please refer to the [support we provide](#).

Students with an Autism Spectrum Condition

For students who have an Autistic Spectrum Condition (ASC), we offer extensive support to remove barriers to learning and ensure that your UCL experience is productive and enjoyable.

What support is available to you?

Before term begins in September, we host an Autism Welcome Event for new starters. At this event, you can learn about disability support at UCL, take a tour of the campus, meet new people in a small group setting and discover university life.

Throughout the year, you will also have access to:

- [Specialist Autistic Spectrum Condition mentoring](#) to identify and overcome barriers to your learning.
- assistive technology that may help you in your studies, such as mind-mapping software.
- discussing reasonable adjustments and exam arrangements with one of our advisers.

These adjustments can remain in place for the duration of your studies at UCL.

To arrange an appointment and discuss support for ASCs, please contact us via [askUCL](#) or call us on +44 (0)20 3108 8836.



Students with mental health conditions

Whether you have a pre-existing diagnosed mental health condition or an issue arises during your studies, we're here to help. Our advisers can help you minimise any obstacles you might face and help you thrive at UCL.

How can we support you?

Our advisers can support you with:

- arranging [Specialist Mental Health Mentoring](#) with our Specialist Mentors, helping you manage the impact of any long-term mental health conditions and overcome barriers to learning.
- guidance on how to access our [Counselling Service](#) or external psychological and psychiatric services.
- applying for reasonable adjustments and exam arrangements.
- accessing support for a Substance Use Disorder (SUD) in line with our approach to [Harm Reduction](#).

To book an appointment and speak to one of our advisers, log an enquiry on [askUCL](#) or call us on +44 (0)20 3108 8836.

You can also find additional information and general support resources on the [Student Support and Wellbeing Services website](#).

Suicide prevention

Many adults will experience suicidal thoughts at some point in their lives. Feelings that trigger suicidal thoughts are often temporary and situation-specific, e.g. a stressful event or feelings of loss. Please remember that you are not alone and help is always available.

What support is available to you?

You may feel isolated or worried about sharing thoughts of suicide. There is no right or wrong way to talk about suicidal feelings. The most important thing you can do is seek help and talk to someone:

- a trusted family member, friend or colleague.
- a staff member in your department or hall of residence.
- an adviser in [Student Support and Wellbeing Services](#).
- your GP or counsellor.
- an external organisation such as [Samaritans](#) or [Nightline](#).

Emergency contacts

If you or someone else is experiencing a mental health crisis and is at risk of harm, **call 999**.

For urgent mental health support, call **NHS 111** to speak to your local crisis team. If you live in the borough of Camden, you can attend [Camden Crisis Sanctuary](#) from 5pm-11pm, 365 days a year.

Please refer to our [Suicide prevention](#) webpages for further guidance.



Students with long-term health conditions

A long-term condition is one that has lasted (or is highly likely to last) more than one year. Examples include, but are not limited to, epilepsy, diabetes, chronic fatigue syndrome (CFS/ME), multiple sclerosis (MS), cancer or HIV.

How can we support you?

Our advisers will listen to you, understand how your condition impacts your studies and facilitate accommodations. We can help you with:

- reasonable adjustments and individual exam arrangements to be in place for the duration of your study at UCL.
- consulting with your department regarding lectures and accessible room locations where necessary.
- arranging library support (extended library book loans, postal or proxy facilities, orientations and one-to-one inductions).
- organising small equipment loans such as digital voice recorders.
- providing access to assistive technology that suits your needs.

To book an appointment with our advisers, contact us via [askUCL](#) or call us on +44 (0)20 3108 8836.

You can refer to our website to learn how Student Support and Wellbeing Services offers [support for students with disabilities](#) at UCL.

Students affected by war, conflict or disaster

Some students may be impacted by global events, such as war, conflict, civil unrest and disasters, whilst they are studying at UCL. We can support students affected by these events.

What support is available to you?

In collaboration with the Department of Psychology and Language Sciences (PALS) and the University Clinic, our department provides [Psychological First Aid \(PFA\)](#) for students affected by war, conflict and disaster.

We recognise that you may be distressed by these events even if you are not present, especially if loved ones are involved. Our evidence-informed approach offers a supportive and compassionate space where you can talk to a team member.

We can help you make sense of normal psychological reactions, promoting self-care and practical assistance. This team does not offer psychological therapy for symptoms of mental health disorders (e.g. PTSD), but can make referrals where appropriate.

How can you access support?

Please log an enquiry on [askUCL](#) to access PFA. Students generally receive 2–4 sessions, but their needs are closely monitored.



International students

Starting a degree programme in a new country can be both exciting and challenging. 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 offer advice from pre-arrival to the end of your programme. If you are experiencing difficulties during your studies, we can connect you with the most appropriate service. We can support you with topics such as:

- accessing immigration advice services.
- bank accounts and finance.
- health care and registering with a doctor.
- personal safety in the UK.
- academic, social and cultural opportunities.

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

For new international students, we organise [orientation activities](#) to support your transition to UCL. We offer comprehensive information, resources and a range of social events throughout the year.

You can contact the International Student Support team via [askUCL](#).

Students on study abroad placements

Studying abroad offers a unique opportunity to experience a new cultural and academic environment. If you experience any difficulties during your period abroad, we are here to help.

What support is available to you?

You may be embarking on a short-term international opportunity or an international placement as part of your degree. The [Study Abroad](#) team can assist you before, during and after your time abroad.

Prior to your departure, we provide comprehensive information to help you make all the necessary preparations. We tailor our support to your own circumstances and needs as much as possible.

From visas and studies to finances and homesickness, you may experience difficulties when studying abroad. We can offer support and signpost you to an appropriate service. You can contact the team:

- by logging an enquiry on [askUCL](#).
- at our weekly drop-in hours with [Student Support and Enquiries](#) from 2pm-4pm on Wednesdays.
- by calling the [UCL 24/7 Student Support Line](#) for free and confidential advice and counselling, 365 days a year.

Students who are distance learners



Whether you are on campus or studying remotely, you can access our full range of services. We offer support through a variety of channels to suit your circumstances.

How can we support you?

The key resources for distance learners include, but are not limited to:

- frequently asked questions (FAQs) on askUCL to get the answers you need quickly and easily.
- [seeing an adviser](#) to find solutions to any related issues affecting your ability to study.
- disability support so that we can work with you to put [reasonable adjustments](#) in place as appropriate.
- access to our [Counselling Service](#) for psychological and psychiatric support.

To speak to one of our advisers, submit an enquiry through [askUCL](#) or call +44 (0)20 3108 8836.

Please refer to our [specific support for distance learners](#) for further information.

Students of faith, religion and spirituality

UCL benefits from a diverse population of many cultural and religious backgrounds. We are committed to providing an inclusive learning and working environment where students and staff of all religions, and none, can thrive.

What support is available to you?

The [UCL Chaplaincy team](#) is available to listen and talk in complete confidence to all UCL students, regardless of religious belief.

We also provide information for students of all faiths and nationalities who are looking to find a place of worship in London.

You can contact the UCL Chaplain and Interfaith Adviser via email at chaplaincy@ucl.ac.uk.

Students' Union Societies

All major faiths are represented by a Student's Union UCL society. You can search for the societies on the [Students' Union directory](#).

Many of the faith, religion and spirituality societies in the Students' Union can also be found on social media channels.



Students who are parents or carers

We are committed to supporting pregnant students, student parents, students who adopt during their studies and students with caring responsibilities.

How can we support you?

You will have full access to the support services offered to any other UCL student.

Student parents and carers are a priority group for the [UCL Financial Assistance Funds](#). Should you find yourself experiencing financial difficulties, UCL offers limited family accommodation that you may be eligible to apply for (subject to availability).

The [UCL Day Nursery](#) is open to staff and students. We recommend applying for a spot as early as possible, as there may be a waiting list. There are also dedicated [breastfeeding and baby-changing facilities](#) available on campus.

Our website offers specific advice and resources for:

- [Students with children](#)
- [Adopting or pregnant students](#)
- [Care experienced students](#) (student carers)

Care leavers and estranged students

If you are 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 help.

What support is available to you?

Please contact Student Support and Wellbeing Services via [askUCL](#) or call us on +44 (0)20 3108 8836 as soon as possible. This enables us to ensure that support is in place before you start university. Your personal information is always kept confidential and will have no effect on your application to UCL.

There is a dedicated member of staff within our team with responsibility for [care experienced students](#) and [estranged students](#). They can put you in direct contact with relevant support services.

Is there any additional financial support?

There are additional bursaries, scholarships and awards which could be available to you. Please refer to our website for more information on the [financial support](#) available at UCL.

UCL provides 365-day accommodation for care leaver students in their first year and, if needed, for subsequent years of study.

Mature students



You may have been away from education for some time due to work, family commitments or personal reasons. You have full access to the same support services as any other UCL student.

How can we support you?

As a mature student, you may have several responsibilities to manage beyond your studies. We recognise that this has the potential to become overwhelming.

If you are experiencing any issues affecting your ability to study, we recommend [seeing an adviser](#). Our team can work with you to support you with:

- applying for [reasonable adjustments](#).
- making exam arrangements.
- signposting to relevant resources and services.

To arrange an appointment, submit an enquiry through [askUCL](#) or call us on +44 (0)20 3108 8836.

You can refer to the Student Support and Wellbeing Services website for further information on specific [support for mature students](#).

Students who are LGBTQ+

Whatever your sexual orientation or gender identity, UCL is committed to making you feel welcomed and supported, so that you can be yourself can make the most of life at university.

How can we support you?

Should you experience any issues affecting your ability to study, we encourage you to [see an adviser](#) in our team. You can also request an adviser who has specialist training in supporting students from the LGBTQ+ community.

To arrange an appointment, submit an enquiry through [askUCL](#) or call us on +44 (0)20 3108 8836. Our website provides further details of the specific support available for [LGBTQ+ students](#).

Report + Support

All UCL students have access to the [Report + Support](#) online tool, which allows you to report bullying, harassment and sexual misconduct.

You can report anonymously or with contact details. Reporting with contact details allows you to be contacted by an adviser for further support.



Students who are transitioning gender

If you are gender-fluid, trans or currently transitioning, we are here to support you. We are fully committed to providing an inclusive community, where all students are respected and can be themselves.

What support is available to you?

We will accommodate your specific needs in a sensitive, confidential and supportive manner. Our practices are in accordance with [our policy](#), and we will not act at any point without your permission.

Should you experience any issues affecting your ability to study, we encourage you to [see an adviser](#) in our team. You can request an adviser who has specialist training in supporting LGBTQ+ students. We can help with:

- signposting you to specialist support services.
- applying for our [Gender Expression Fund](#).
- coordinating the process of transition with relevant academic, departmental, and pastoral staff.
- changing your name and email address on our internal systems.
- inviting you to Students' Union networks such as the UCL Trans Network where you can join a support group with your peers.

To arrange an appointment, please submit an enquiry via [askUCL](#) or call us on +44 (0)20 3108 8836.

People of Colour (POC) students

For students who are people of colour (POC), university life may be impacted by challenges not experienced by white peers. UCL is committed to providing equal opportunities for the POC community.

What support is available to you?

Should you experience any issues affecting your studies, we recommend [seeing an adviser](#). We offer an additional service for students of colour to speak to an adviser who you may feel has a better understanding of your race and identity.

To arrange an appointment, submit an enquiry through [askUCL](#) or call us on +44 (0)20 3108 8836. Our website provides further details of the specific support available for [POC students](#).

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.

You can report anonymously or with contact details. Reporting with contact details allows you to be contacted by an adviser for further support.



Students affected by bullying, harassment or sexual misconduct

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

How can we support you?

The [Crime Prevention and Personal Safety Office](#) offer non-judgmental and confidential support for any personal safety issue.

All UCL students have access to the [Report + Support](#) online tool. You can access this tool 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 via the 'Support' tab on the main Report + Support website.

- If you identify as female, you can speak to a specialist adviser at [Rape Crisis](#) on +44 (0)808 802 9999. We can also arrange an appointment for you with one of their outreach workers.
- If you identify as male, trans or non-binary, you can access support at [SurvivorsUK](#) and see one of their independent advisers.



Transition Mentors and funding support

Who are Transition Mentors?

If you are a first-year undergraduate student, you will 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 address academic and pastoral topics.

Your Transition Mentor is also available as a point of contact for any questions and concerns you may have. They can signpost you to further [academic support](#) and wellbeing services at UCL.

Who are the Student Funding Advice team?

The [Student Funding Advice](#) team support students who are struggling with money management or experiencing complex [fees and funding](#) issues. Our advisers can offer guidance on issues related to budgeting and Student Finance, such as:

- repeating, interrupting or withdrawing from study.
- support for independent students.
- support for students estranged from their family.

You can arrange an appointment to speak to a member of the Student Funding Advice team via [askUCL](#).



Support elsewhere at UCL



Students' Union UCL

The Students' Union UCL offers a wide range of services to support you throughout your Student Life Cycle and help you find your UCL community.

How can you get involved in the Students' Union?

The [Students' Union](#) is home to over 360 different clubs and societies that you can join during your studies. Student-led groups are a brilliant way to meet people, develop an existing hobby or try something new:

- [Bloomsbury Fitness](#). A 90-piece fitness suite, squash courts and a range of classes with low-priced, flexible membership options.
- The [Project Active](#) programme provides low commitment, inclusive, non-judgemental and beginner-friendly sessions. Join us for weekly classes on campus, [Supported Fitness Sessions](#) for disabled students, 'Give it a Go' sessions and 'Learn to' courses.
- [Team UCL Social Leagues](#). Take part in friendly physical activity and social sports against other UCL students. All sporting activities are affordable and close to campus.
- The [All Jokes Aside](#) campaign offers events for male-identifying students at UCL to support their mental health and wellbeing.
- The [Volunteering Service](#). You can help others in the local community, make new friends and develop important skills. This is an opportunity to engage with projects that suit your interests and fit volunteering around your other commitments.
- The [SU Advice Service](#). This is independent of UCL and can advise you on matters relating to academic life, finance, housing and employment.



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 settle in, stay safe and get involved in university life.

What support is available to you?

Wardens (UCL staff) and the [Student Residence Advisers](#) (current UCL postgraduate students) live among students in UCL halls of residence. Student Residence Advisers aim to ensure you have a safe, healthy, happy stay in halls.

Whether you are concerned about yourself or a flat mate, SRAs are available out of hours to talk about wellbeing issues. They can signpost you to UCL services and help you familiarise yourself with the university.

SRAs also run regular [community-building events](#), as well as activities during our [wellbeing campaigns](#), to help you make the most of your time in halls. The team will help you get to know your fellow residents through various communal activities.

How can you get in touch?

To speak to the duty SRA, please contact UCL Security on +44 (0)20 7679 2222 or get in touch on the [SafeZone app](#).

UCL East

Situated in Stratford on Queen Elizabeth Olympic Park, UCL East is an accessible and sustainable campus. Our two campus buildings, One Pool Street and Marshgate, offer exciting opportunities and innovative facilities.

How can you access support?

Student Support and Wellbeing Services are available at UCL East to ensure that all students have access to support. If you would like to make an enquiry in-person, you can visit us on the second floor of Marshgate at [UCL East](#).

At UCL East, [Student Advisers](#) are a first point of contact to support all students with any academic, personal or student experience matter. For disability and mental health support, you can [see an adviser](#) who is based at UCL East. We also host [wellbeing events](#) at UCL East.

How can you contact UCL East?

You can call us on +44 (0)20 3108 8836 or get in touch via [askUCL](#). Drop in to visit us at:

UCL East (Marshgate)
7 Sidings Street, Stratford, London
E20 2AE

The UCL East campus is car-free, except for disabled parking bays. Secure cycle storage is also available.



CUBE Clinic

The Changing Unwanted BEhaviour (CUBE) Clinic is a specialist NHS mental health service within the UCL University Clinic. The team can support you with problems related to use of alcohol, drugs and other addictive behaviours such as gaming, gambling and pornography.

What support is available to you?

The CUBE Clinic is a free and confidential NHS service open to all undergraduate and postgraduate students at UCL. The team consists of a consultant psychiatrist, a psychologist and a trainee clinical psychologist.

This clinic provides short-term evidence-based support for personal, emotional or psychological concerns related to substance use and other addictive behaviours. The service includes an initial assessment, psychiatric review and psychological therapy.

Our support aims to help you achieve your goals, from stopping a particular behaviour and gaining greater control, to changing aspects of the behaviour pattern. We are able to offer face-to-face or video appointments depending on your preference.

How can you access support?

You can make a referral on the [CUBE Clinic NHS webpage](#). Students can access a maximum of 8 sessions of psychological therapy. If you need further support, we will help you find the appropriate service.



Support from your doctor (General Practitioner)

Registering with a doctor (GP) is one of the most important things you need to do when you first 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 doctor (GP)?

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 six months or less, you may not be eligible to register with a GP. However, you can still see a GP as a temporary patient for advice and basic treatment if needed.

Do you need to have any vaccinations?

There are two 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).

Please refer to our [information on vaccinations](#) if you need to be vaccinated against meningitis or MMR when you arrive at UCL.



Support beyond UCL



External listening services

If you need support outside of office hours, there is plenty available to you in addition to UCL services.

- **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. You can [contact Nightline](#) in different ways to suit your needs.
- **Samaritans** is a nationwide listening service. The Samaritans work to make sure there is always someone there for anyone who needs to talk to someone. They provide 24-hour support to those in need by phone on 116 123 or on the [Samaritans website](#).

External psychological support

- **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 or acquire a referral via a GP. If you are not a resident of Camden or Islington, you can find local services on the NHS website.
- **Your GP** can make referrals if you have a mental health condition that requires specialist psychological treatment.

Please refer to our website for [additional external organisations](#).



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.

Please see our website for further [crisis support information](#).

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). Visit our website for more information on [UCL Security](#).

Metropolitan Police

- Call 999 in an emergency.
- Call 101 for non-emergency crime reports, advice, or enquiries, e.g. if someone has stolen your possessions.



Student Support and
Wellbeing Services



Thank you for reading

This guide was created by colleagues across UCL
Student Support and Wellbeing Services.

Contact us:



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