



University of
Nottingham

UK | CHINA | MALAYSIA

Directory of services for students at the University of Nottingham

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Wellbeing – first contacts and information

UoN student welfare, health, and wellbeing

Range of services to support you during your studies

[Welfare, Health and Wellbeing](#)

UoN health & wellbeing Pro actively taking care of your mental health with steps you can take and a link to the Togetherall App available free to all UoN staff and students

[Health, wellbeing, and Togetherall App](#)

HealthyU offers information and advice of a number of health issues important to students

[HealthyU](#)

Health information for international students – explain access to health services for students arriving from the EU and students on visas

[UK Health Services](#)

[Welcome Kit for International students](#)

The Support and Wellbeing Team work in schools and faculties with other university services to provide practical advice and support on a wide range of issues. If you have a problem then this is a good place to start.

[Support and Wellbeing team](#)

The Chaplains offer spiritual and emotional support and guidance, to students and staff of all faiths or none. Chaplains are based on University Park, Jubilee, or Sutton Bonington

[Chaplaincy and faith support](#) - Tel: 0115 951 3931

Support in accommodation

Accommodation - Information about practical aspects of living in university accommodation, options, and contacts can be found here

[Accommodations Services](#)

The Residential Experience team will provide daytime and out of hours support to students living in halls on and off campus, reaching out to students where necessary and offering signposting to relevant services

[Residential Experience Team](#)

E-mail resx@nottingham.ac.uk - **Tel** - 0115 748 7600

Off-Campus Student Affairs team: provide advice and guidance for those living off campus in the local community

[Services for Students](#)

Your studies

Academic Skills offer support to students experiencing study issues, for example, academic writing, time management, note making etc.

[Student Academic Skills](#)

Student Services Centres - Can provide help and signposting for a wide range of issues including induction, registration, university card information and room bookings

[Student Services](#)

Extenuating Circumstances information for problems affecting your ability to study or complete assessments.

[Extenuating circumstances - The University of Nottingham](#)

General advice and information

Students' Union Advice helps students with information, advice, and representation around all aspects of student welfare and education such as financial housing and course issues

Location: Portland Building C Floor - Tel: 0115 846 8730

[Students' Union Advice](#)

UoN advice for family and friends helps answer frequently asked questions on how to offer support to students whilst studying at the University of Nottingham

[Support for family and friends](#)

Support following distressing events

Report and Support - report bullying, harassment, hate crime, abuse, and discrimination anonymously or speak to an advisor

[Report + Support - University of Nottingham](#)

UoN Sexual Violence Liaison Officers: Support for students who have experienced sexual harassment and or violence, either recently or in the past.

[UoN sexual violence liaison officers SVLO](#)

Specialist support

Disability Support Services provides help and support if you have a disability, long-term medical condition, autistic spectrum condition, or a specific learning difference such as dyslexia, dyspraxia, dyscalculia, or ADHD.

[Disability Support Services](#)

Disability Liaison Officer (DLO) Each school appoints a DLO to provide advice and guidance for students and members of staff, about disability issues and to offer support.

[Disability Liaison Officers](#)

The University Counselling Service offers free, confidential counselling consultations, group work, and workshops to undergraduate and postgraduate students. They also offer a service to university staff. There is a short wait for an appointment.

[The University Counselling Service - The University of Nottingham](#)

NHS and mental health support

Your GP/doctor can offer support, advice, referral to specialist help or medical treatment.

If you are registered at Cripps Health Centre telephone 0115 846 8888.
Out of hours, calls will be referred to Nottingham Emergency Medical Services.

[Cripps Health Centre](#)

UoN mental health support – you can find information about mental health support and services at UoN here.

[Mental health support and wellbeing](#)

NHS Lets talk Wellbeing (IAPT) Improving Access to Psychological Therapies

Offers talking therapies, including cognitive behavioural therapy and guided self-help
Online self-referral

[Lets Talk IAPT](#)

Counselling Xtra – low cost counselling service based in Nottingham

0115 9605577

[Counselling Xtra](#)

The Wolfpack Project - helps people (16 - 35) who are feeling lonely. They offer a number of ways to connecting to others including a buddy system, coffee meet ups and LGBTQ+ meet ups.

[The Wolfpack project](#)

Emergencies and out of hours

Dial 999 for Emergency services

NHS Emergency Services

[Locate nearest A&E](#)

UoN – Emergency Information

[Emergencies - The University of Nottingham](#)

[Concerned about suicide - The University of Nottingham](#)

Nottinghamshire mental health helplines 24/7

The crisis line number is **0808 196 3779** and is available 24/7 to anyone who needs immediate help anywhere across Nottingham and Nottinghamshire.

Nottinghamshire mental health helpline 9 am – 11 pm 7 days a week

If you need emotional support or information about what help is available locally but are not in crisis you can call the **Nottinghamshire Mental Health Helpline on 0300 555 0730** (open 9 am -11 pm 7 days a week)

[Turning Point helpline](#)

Nightline is a student-run service providing confidential listening and information.

Opening hours: 7 pm – 8 am every night during term time

[Nightline](#) - Tel: 0115 951 4985

CALM The Campaign against Living Miserably offers support to prevent male suicide.

National Helpline 0800 58 58 58

[CALM](#)

PAPYRUS provides confidential support and advice to young people struggling with thoughts of suicide, and anyone worried about a young person through our helpline 'Hopeline UK' Tel: 0800 068 41 41. Text 07860 039967

[Papyrus](#)

Local and national resources

Alcohol and Drugs

The Health Shop – Nottingham Recovery Network

Offers free and confidential information, advice, and counselling on sexual health and drug and alcohol use.

0115 9055001, 0800 066 5362

[Health Shop](#)

Base 51 – Provides counselling, group work and 1-2-1 support for people up to age 25 in Nottingham

0115 9525040

[Base 51](#)

Release National centre of expertise on drugs and drug law. Free specialist advice.

0207 324 2989

www.release.org.uk

NHS – Getting help for drug addiction

[NHS Drug addiction](#)

NHS – Getting help with alcohol problems

[NHS Alcohol support](#)

Anxiety and Panic Attacks

The Mix – Support for under 25's – Tel 0808 808 4994

[The Mix](#)

NHS Lets talk Wellbeing (IAPT) Improving Access to Psychological Therapies

Offers talking therapies, including cognitive behavioural therapy and guided self-help

Online self-referral

[Lets Talk IAPT](#)

Nottingham Counselling Centre

Tel: 0115 950 1743

Address: Unit 5, Victoria Court, Kent Street, Nottingham, NG1 3LZ

[Nottingham counselling centre](#)

Opening hours: Mon – Thurs 9am – 8pm, Fri 9am – 4pm

Base 51 – Provides counselling, group work and 1-2-1 support for people up to age 25 in Nottingham

0115 9525040

[Base 51](#)

The Samaritans – 24 hours a day 365 days a year call 116 123.
You can also email jo@smaritans.org, the response time is 24 hours

Bereavement

The Samaritans – 24 hours a day 365 days a year call 116 123.
You can also email jo@smaritans.org, the response time is 24 hours

Nottinghamshire Cruse offers bereavement counselling by trained volunteers.
Helpline **0808 808 1677** - Office/referral **01623 647645**
[Cruse](#)

SUDDEN offers support for suddenly bereaved people
Telephone **0800 2600 400** (Freephone) Check website for current hours
www.suddendeath.org

HELP IS AT HAND A guide for people bereaved by suicide and other sudden traumatic death. It can be downloaded as a pdf from the **Department of Health** website.
[Help is at hand](#)

SOBS Survivors of Bereavement by Suicide. Offers support to those bereaved by the suicide of a close relative or friend.
Tel 0300 111 5065
[SOBS](#)

Depression

The Emergency Department at Queens Medical Centre is available 24 hours for medical assessment and treatment.

The Samaritans – 24 hours a day 365 days a year call 116 123.
You can also email jo@smaritans.org, the response time is 24 hours

MIND – Mental health charity advice and support
Helpline 0300 123 3393 – info@mind.org.uk
[Mind Website](#)

Eating Difficulties

Beat - Telephone and online support for people affected by eating disorders
[Beat website](#)
Helpline: 0808 801 0677
Studentline: 0808 801 0811

FREED (First episode rapid intervention for eating disorders)

For young adults in Nottingham and Nottinghamshire aged 18-25. Referrals need to be made by a GP or healthcare professional

<https://freedfromed.co.uk/>

Notts Help Yourself.org.uk Referrals need to be made by a GP or healthcare professional

Tel 0115 876 0161

[NHS eating disorders](#)

First Steps 1 to 1 support to individuals ages 16 or over with eating disorders and general mental health difficulties.

Tel 01332 367 571

<https://firststepsed.co.uk/>

Face-to-Face, video or voice counselling

Self-Harm

The Emergency Department at Queens Medical Centre is available 24 hours for medical assessment and treatment.

NHS Urgent Care Centre Offers assessment and treatment for urgent but not life threatening.

Tel: 0115 883 8500

Address: Seaton House, City Link, Nottingham, NG2 4L

Opening hours: 7am – 9pm

Web: www.nottinghamcitycare.nhs.uk

The Samaritans – 24 hours a day 365 days a year call 116 123.

You can also email jo@samaritans.org, the response time is 24 hours

MIND - Mental health charity with information and resources

Helpline 0300 123 3393

Web: <https://www.mind.org.uk/>

Email: info@mind.org.uk

Harmless - Information and resources for people who self-harm as well as for friends and family supporting someone who self-harms.

Tel: **0115 8800 280**

Address: The Sanctuary, 1 Beech Avenue, Nottingham, NG7 7LJ

Web: <https://harmless.org.uk>

Email: info@harmless.org.uk

Battle Scars - Charity offering support to anyone affected by self-harm via online support groups and Facebook support groups.

Web: <https://www.battle-scars-self-harm.org.uk/>

Email: info@battle-scars-self-harm.org.uk

Self-Injury Support Non-judgemental support for women and girls only, information and resources available to all

Helpline: 0808 800 8088

Email support (**for women only**): tessmail@selfinjurysupport.org.uk , email at any time but responses will be sent during opening hours only

Text support (**for women only**): 07537 432 444, text at any time but responses will be sent during opening hours only

Webchat also available via website

Opening hours: Tues-Wed, 7.30pm-9pm

Web: <https://www.selfinjurysupport.org.uk/>

The National Self-Harm Network Online support forum supported volunteers. Non-crisis service – replies usually within 72 hours.

Web: www.nshn.co.uk

Email: support@nshn.co.uk

NHS Information about self-harm and ways to get help

Web: <https://www.nhs.uk/mental-health/feelings-symptoms-behaviours/behaviours/self-harm/>

Nottingham Counselling Centre

Tel: 0115 950 1743

Address: Unit 5, Victoria Court, Kent Street, Nottingham, NG1 3LZ

[Nottingham counselling centre](#)

Opening hours: Mon – Thurs 9am – 8pm, Fri 9am – 4pm

Starting University – information for parents of new students

The **Parents Guide** aims to give parents and guardians an overview of the application process so that they can better support their child. It includes key things to consider when choosing a university as well as facts and figures about The University of Nottingham

[Parents' Guide](#)

If you have serious concerns about your young adult relative's health and wellbeing then encourage them to speak to someone, for example, their personal tutor, Support and Wellbeing Officer, one of the chaplains, or their GP and/or encourage them to contact the Counselling Service.

[The Counselling Service](#)

[Help for parents](#)

[FAQ for parents](#)

Surviving trauma and disaster – Victim Support

The Emergency Department at Queen's Medical Centre is available 24 hours a day, for medical assessment and treatment

The Samaritans – 24 hours a day 365 days a year call 116 123.

You can also email jo@smaritans.org, the response time is 24 hours

Nottinghamshire Cruse offers bereavement counselling by trained volunteers.

Helpline **0808 808 1677** - Office/referral **01623 647645**

[Cruse](#)

Victim Support helpline is available to anyone who has been affected by a crime.
Local helpline: 0300 303 1967 (Monday –Friday 9.00am-7.00pm and Saturday 10.00am-1.00pm)

National helpline: 0808 1689111 (Monday –Friday 8.00am-8.00pm Weekends Saturday 5.00pm to Monday 8.00am)

MIND (National Association for Mental Health). For details of local services, contact Mindinfo, telephone 0300 1233393 (Monday to Friday 9.00-6.00) or visit the web site at [Mind](#)

Women’s Aid offer advice and support to women who have experienced or are at risk of at risk of domestic violence, National Domestic Violence Helpline 0808 2000 247
[Womens Aid](#)

Rape Crisis.
Telephone 0808 8029999 or visit the website at www.rapecrisis.org.uk

The Topaz Centre: Nottinghamshire sexual assault referral Centre.
Helpline 0845 6001588 or visit the website at [Topaz Centre](#)

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