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| **Sources of Support for Students**  **The following websites provide details on the many different forms of support available for students.**  **Enabling Services** provides a wide variety of support for students who have disabilities, mental health problems or specific learning difficulties: <https://www.southampton.ac.uk/edusupport/index.page>  The **Students' Union** (SUSU) website provides details on many sources of support for students: <https://www.susu.org/help-and-support/2015/index.html>  Below are details of University and non-University services relevant to specific issues students may be experiencing. The websites listed are frequently updated: If any details differ to those listed below please follow those on the website. The list below is non-exhaustive, and the above websites should be consulted for additional services and details. | |
| **Issue** | **Sources of support** |
| **Personal difficulties** | **Enabling Services –** Offers a range of support, and can arrange for short-term counselling. The team may be contacted via email:[enable@soton.ac.uk](mailto:enable@soton.ac.uk) or phone: 023 8059 7726. Other services include:  - Drop-in: Monday to Friday 13:00 to 15:00 during term time, and Monday,   Wednesday and Fridays during vacation (Student Services Centre - Building 37)  - Live chat: Weekdays between 14:00-16:00  - Wellbeing and study workshops, Wednesday afternoons and Fridays (Mindful Fridays)  **SUSU Peer Support** - A confidential listening service delivered by students for students, available for 1-to-1 meetings. Email: [peersupport@unionsouthampton.org](mailto:peersupport@unionsouthampton.org) Skype: peersupport\_1  **Nightline** – A confidential listening and information service run by student volunteers, available 8pm to 8 am, accessed via phone: 023 8059 5236 or online chat: <http://southampton.nightline.ac.uk/>  **Steps 2 Wellbeing** - A free, confidential, NHS service for to people aged 18+ in Southampton and Dorset, who accept self-referrals. Website: <http://www.steps2wellbeing.co.uk/>  **Samaritans** – A confidential listening service available 24 hours a day: free to call phone 116 123, email: [jo@samaritans.org](mailto:jo@samaritans.org) |
| **Crisis situations** | **First Support** – Provides support to students facing significant difficulties, Monday to Friday 8:00 to 18:00. The team offer face-to-face, telephone and Skype appointments. Telephone: 023 80597488; email: [firstsupport@soton.ac.uk](mailto:firstsupport@soton.ac.uk)  Student Services along with **University Security** run an Out of Hours service contactable via the University’s Central Control Room (CCR) on 023 8059 3311 or 023 8059 2811. An Out of Hours Duty Manager is available from 6pm – 8am on weekdays, from 8am Saturday until 8am Monday, and 24/7 during bank holidays and university closure periods.  Life threatening or emergency issues should be directed to the appropriate emergency services by calling 999 |
| **Financial difficulties** | **Student Services –** The Student Services Centre is open 08:30 to 20:00 Monday and Tuesday, and 08:30 to 18:00 Wednesday - Friday in Building 37. Phone: 023 80 59 9599 or email: [ssc@soton.ac.uk](mailto:ssc@soton.ac.uk)  <https://www.southampton.ac.uk/studentservices/money-matters/index.page>  **SUSU Advice centre** – Provides students with free, independent, confidential advice and representation in a friendly, relaxed environment.<https://www.susu.org/help-and-support/advice-centre/2015/finance.html>  General enquiries: 023 80 595200 or email: [hello@susu.org](mailto:hello@susu.org) |
| **Harassment** | **Equality and Diversity Team –** The University has a committed team of trained Harassment Contacts. They provide a confidential service to students and staff who feel bullied or harassed, email: [diversity@soton.ac.uk](mailto:diversity@soton.ac.uk)  <https://www.southampton.ac.uk/diversity/how_we_support_diversity/harassment_contacts_details.page>  <https://www.southampton.ac.uk/diversity/how_we_support_diversity/harassment_contacts.page>  **Enabling Services – Bullying and abuse** <https://www.southampton.ac.uk/edusupport/mental_health_and_wellbeing/personal_problems/bullying_and_abuse.page> |
| **Accommodation issues** | **SUSU Housing Advice** – Provides a range of information and guidance on housing.  <https://www.susu.org/help-and-support/advice-centre/2015/housing.html>  **Student Life team –** Provides support for students in halls 24 hours a day seven days a week, supporting students well-being and also in cases of emergency. Can be contacted via telephone  +44(0)23 8059 8180 or email [studentlife@southampton.ac.uk](mailto:studentlife@southampton.ac.uk)  <https://www.southampton.ac.uk/uni-life/accommodation/support.page> |
| **Study support and academic advice** | **Enabling Services** - Run a Study Skills Room in the Hartley Library between 14:00-16:00 on Mondays, Wednesdays and Fridays (during term time). The Study Skills team offer quick practical study advice on a first come first served basis.  **Hartley Library** – Academic Skills hub <http://library.soton.ac.uk/sash>  **SUSU Academic Advice** – Provides information on a range of academic issues: <https://www.susu.org/help-and-support/advice-centre/2015/academic.html> |

Personal Academic Tutors can find more information in the online handbook:  
 <http://blog.soton.ac.uk/tutorhandbook/>  
and in the *Essential Guide for PATS*:  
 <http://blog.soton.ac.uk/tutorhandbook/article/1-7-being-an-effective-academic-tutor-useful-guides/>