

Advice and Support for Students

The following University bodies will be able to help and to support you.
Please click on the headings for further information, or contact the appropriate area:

* **Urgent Support**

Website: <https://intranet.birmingham.ac.uk/student/urgent-support.aspx>

* **UoB World of Wellbeing**

The go to place for all your wellbeing support. Please note, some services are operating differently due to restricted campus operations.

Website: <https://intranet.birmingham.ac.uk/student/Your-Wellbeing/Index.aspx>

* **UBHeard**

UBHeard is a confidential listening and support service for all registered students (undergraduate and postgraduate) that gives you immediate emotional and mental health support 24 hours a day, 7 days a week, 365 days a year.

Website: <https://intranet.birmingham.ac.uk/student/your-wellbeing/mental-health/ubheard.aspx>

* **Guild Advice at the Guild of Students**

Free, impartial and confidential information, advice and representation on a wide range of issues to all students of the University.

Email: guildadvice@guild.bham.ac.uk

Website: <https://www.guildofstudents.com/support/guildadvice/who-we-are-guild-advice/>

* **Student Help**

The Student Hub that offers support from examinations to Visas, careers services to student support.

Phone: 0121 414 5130

Website: <https://intranet.birmingham.ac.uk/student/student-hub/homepage.aspx>

* **Your Wellbeing Officer**

You can contact any of the Wellbeing Officers in your School or College and they will be able to assist you.

Website: <https://intranet.birmingham.ac.uk/student/your-wellbeing/wellbeing-officers.aspx>

* **Your Personal Tutor**

Personal tutors are an academic member of staff who is assigned to you as your individual tutor for the duration of your study to support your academic progress

* **Student Disability Service**

For registration information and information regarding reasonable adjustments.

Website: <https://intranet.birmingham.ac.uk/student/Your-Wellbeing/disability/access.aspx>

* **Self- Help Guides**

UoB guides to provide practical advice and support for a range of issues.

Website: <https://intranet.birmingham.ac.uk/student/taking-care-of-yourself/self-help-guides.aspx>

* **Keeping Covid Safe**

Information and guidance on COVID-19. Please see also the COVID-19 [Reporting Form](#).

Website: <https://intranet.birmingham.ac.uk/student/2020/Keeping-Covid-safe.aspx>

Link to Reporting Form: <https://intranet.birmingham.ac.uk/student/2020/test-and-trace.aspx>

* **Student Mentors**

Student Mentors are a team of current students, trained to offer you help and support whilst you live in University accommodation.

Website: <https://www.birmingham.ac.uk/study/support/mentor.aspx>

* **The University Chaplaincy**

The Multi-Faith Chaplaincy offers an inclusive space for prayer, meditation, relaxation and worship, among many other activities. All students are welcome to visit - it does not matter if you are religious or not. Please note, due to current restrictions, opening times may vary.

Email: chaplaincy@contacts.bham.ac.uk

Phone: 0121 414 7000

Website: <https://intranet.birmingham.ac.uk/student/multi-faith-chaplaincy/index.aspx>

* **Personalised Support Information & Registration**

Personalised support is run by a friendly and experienced team of psychological practitioners and counsellors, and will offer you a safe and confidential space in which to explore the difficulties you may be facing, and will help you develop effective strategies to overcome them. You don't need a mental health diagnosis in order to access the service.

Website: <https://intranet.birmingham.ac.uk/student/Your-Wellbeing/mental-health/Personalised-Support.aspx>

* **Support for Students Booklet**

This guide gives an overview of support available at the University, from academic life through to wellbeing and international student support.

Website: <http://www.intranet.birmingham.ac.uk/student/documents/public/2020-support-booklet-for-web-without-spread.pdf>

* **University Medical Practice**

For students registered with the Practice. The University Medical Practice is a fully independent medical practice. Phone: 0121 687 3055.

Website: <https://www.theump.co.uk/>

External Sources of Help and Support

The following local and national bodies will be able to help and to support you. Please click on the headings (underlined) for further information, or contact the appropriate area:

Local Resources:

* **Forward Thinking - Birmingham Access Centre**

Provides access to urgent support in the event of a mental health crisis, 24/7.

Phone: 0300 300 0099

Website: <https://www.forwardthinkingbirmingham.org.uk/>

* **Mind - Birmingham**

Helpline: 0121 262 3555

Website: <https://birminghammind.org/wellbeing-hub/>

* **St Martins Centre for Health & Healing**

Counselling in the Bullring.

Phone: 07742419579

Email: counselling@smchh.co.uk

Website: <https://www.smchh.co.uk/contact-us/>

* **Carrs Lane Counselling Centre**

Carrs Lane, Birmingham B4 7SX

Phone: 0121 643 6363

Email: counselling@carrslane.co.uk

Please note, this is not a drop-in service - please phone to make an appointment to visit.

Website: <http://www.carrslanecounselling.co.uk/>

* **Birmingham Healthy Minds**

Help with depression and anxiety.

Website: <https://www.bsmhft.nhs.uk/our-services/birmingham-healthy-minds/>

National Organisations:

* **Samaritans**

Confidential listening service for people experiencing feelings of distress or despair

Phone: 116 123 (24-hour helpline)

Email: jo@samaritans.org

Website: <https://www.samaritans.org/>

* **PAPYRUS**

Young suicide prevention society

Phone: HOPELINEUK 0800 068 4141

Text: 07860 039 967

Email: pat@papyrus-uk.org

Website: <https://www.papyrus-uk.org/>

* **Mind**

Promotes the views and needs of people with mental health problems.

Phone: 0300 123 3393

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

* **Mind – Side by Side**

A supportive online community where you can be yourself. A safe place to listen, share and be heard.

Website: <https://sidebyside.mind.org.uk/>

* **Student Minds**

The UK's Student Mental Health Charity

Call: 0808 189 5260 between 4pm - 11pm

Text: 'STUDENT' to 85258

Website: <https://www.studentminds.org.uk/>

* **Mental Health Foundation**

Provides information and support for anyone with mental health problems or learning disabilities.

Website: <https://www.mentalhealth.org.uk/>

* **Anxiety UK**

Charity providing support for anxiety

Helpline: 03444 775 774 Mon-Fri, 9.30am-5.30pm

Text Service: 07537 416 905

Website: <https://www.anxietyuk.org.uk/>