YOUR WELFARE MATTERS

An introduction to the welfare services available to YOU at Birmingham...

Izzy Bygrave
Welfare and Community Officer
@Guild_Welfare

SUPPORTING YOUR JOURNEY

A RANGE OF SUPPORT INFORMATION INSIDE!
Hello from Your Welfare Officer

Hi, I’m Izzy, and I’m your Welfare and Community Officer at the Guild of Students this year!

The Guild is your student’s union, and your Officer Team is here to help with any problems you might have. We are a group of 7 elected students who take a year to work on improving the issues that really matter to you. As the Welfare and Community Officer, I’m here to look after your health, wellbeing, and any housing or accommodation problems you may have. If you have any issues or are ever unsure of what to do or where to go, feel free to drop me or any of the other Officers a message and we will try our hardest to help you out!

This booklet is a quick introduction to the services we offer at the Guild, as well as others services offered at the uni and further. We want to make sure that nothing prevents you from enjoying uni life to the full, and make sure everyone is aware of the support available to them whenever they should need it.

No matter what support you want or need, we’re here to help. If you have any questions or issues, don’t know where to go, or even just want a chat, you can contact me at any time!

welfare@guild.bham.ac.uk
facebook.com/guildwelfare1
@guild_welfare

Guild Advice offers a free, impartial and confidential advice service for all students at the University of Birmingham. Our team of Education and Welfare Advisors specialise in supporting students experiencing a wide range of welfare issues, including:

- **Academic** - appeals, ECs, misconduct, complaints, Fitness to Practice, transfers or withdrawals, leave of absence
- **Finance** - SFE & DSA, Student Support Fund, international & postgraduate funding, budgeting and debt, benefits
- **Housing** - tenancy rights, contracts, deposits, landlord disputes, council tax

Our Advisors can support you with any issues that are impacting your studies, general welfare or wellbeing. We are also a Hate Crime reporting centre.

We are located on the ground floor of the Guild of Students and offer a weekday drop-in from 12-2pm. Drop by to speak to an Advisor or email guildadvice@guild.bham.ac.uk for confidential advice and support.

0121 251 2400
guildadvice@guild.bham.ac.uk
guildofstudents.com/support
Global Buddies is an International Buddying Scheme. We offer peer-to-peer support and a range of mixing events, activities and trips for international students to get involved with.

Come to an event and meet one of our Buddies; students who volunteer their time to help you meet others, settle in and make the most of your University experience!

To find out more, visit:

- [guildofstudents.com/globalbuddies](http://guildofstudents.com/globalbuddies)
- [globalbuddies@guild.bham.ac.uk](mailto:globalbuddies@guild.bham.ac.uk)
- [UoBGlobalBuddies@twitter](http://UoBGlobalBuddies@twitter)
- [@global_buddies](https://twitter.com/global_buddies)
- [@uob_globalbuddies](https://twitter.com/uob_globalbuddies)

Global Buddies is an International Buddying Scheme. We offer peer-to-peer support and a range of mixing events, activities and trips for international students to get involved with.

Just phone, email or visit us in the Student Mentor Scheme office at The Vale Hub, Shackleton, next to the Duck & Scholar. If you can’t get to the office please let us know and we will come and visit you.

**Our office opening hours**

Monday – Friday 4pm-8pm, term time only.

Outside of these opening times, please contact your accommodation reception or email mentorwelfare@guild.bham.ac.uk

- [0121 415 8568](tel:0121 415 8568)
- [studentmentors@twitter](http://studentmentors@twitter)
- [studentmentorscheme](https://studentmentorscheme)
- [mentorwelfare@guild.bham.ac.uk](mailto:mentorwelfare@guild.bham.ac.uk)
- [guildofstudents.com/studentmentors](http://guildofstudents.com/studentmentors)
The Guild of Students has four Liberation Associations and Liberation Officers representing oppressed groups within society. These student-led groups provide a safe and supportive space for self-defining students through regular social events, whilst also representing them and leading on relevant campaign work and awareness raising on campus.

The four Liberation Groups are:

- **BEMA** (Black and Ethnic Minorities Association)
  - Association email: bema@guild.bham.ac.uk
  - Ethnic Minorities’ Officer: EMO@guild.bham.ac.uk

- **LGBTQ** (Lesbian, Gay, Bisexual, Trans & Queer Association)
  - Association email: lgbtq@guild.bham.ac.uk
  - LGBTQ Officer: LGBTQO@guild.bham.ac.uk

- **Women’s Association** (for women and non-binary students)
  - Association email: womens@guild.bham.ac.uk
  - Women’s Officer: WO@guild.bham.ac.uk

- **DAMSA** (Disability and Mental Health Student Association)
  - Association email: disability@guild.bham.ac.uk
  - Disabled Students’ Officer: DSO@guild.bham.ac.uk

Guild Advice has 4 Not On Student Ambassadors who are advocates for the Not On campaign. They deliver interactive workshops to students on the topic of sexual harassment and consent as well as bystander intervention. Over 200 Students took part in Not On workshops in 2017/18 - contact us to find out how you could get involved.

- [guildofstudents.com/NotOn](https://guildofstudents.com/NotOn)
- [noton@guild.bham.ac.uk](mailto:noton@guild.bham.ac.uk)
- [@notoncampaign](https://twitter.com/notoncampaign)
The Guild also has Representation Associations and Part-Time Officers who provide support, information and events for underrepresented groups of students.

- International Students Association
- PGMSA (Postgraduate and Mature Students’ Association)
- Student parents and carers

You can find out more about your Part-Time Officer Team and how to contact them at guildofstudents.com/representation/officerteam/part-time-officerteam/

More information and contact details for the groups can be found by searching for the group here: guildofstudents.com/studentgroups/find-groups/

**LGBTQ Students’ Officer:**
Josie Hyde/Jess Rutland
lgbtqso@guild.bham.ac.uk

**Commuter Students’ Officer:**
Jules Singh
cso@guild.bham.ac.uk

**Anti Racism, Anti Fascism Officer:**
Rachel Fisch
arafo@guild.bham.ac.uk

**Women’s Officer:**
Alif Trevathan/Holly Battrick
wo@guild.bham.ac.uk

**Mature Students’ Officer:**
Lauren Kennedy
mso@guild.bham.ac.uk

**Disabled Students’ Officer:**
Shamima Akhtar/Jay Martin
dso@guild.bham.ac.uk

**Ethnic Minority Students’ Officer:**
Damilola Oyeleke
emso@guild.bham.ac.uk

**Trans Students’ Officer:**
Finn Humphris
tso@guild.bham.ac.uk

**Women’s Officer:**
Alif Trevathan/Holly Battrick
wo@guild.bham.ac.uk

**Mature Students’ Officer:**
Lauren Kennedy
mso@guild.bham.ac.uk

**Disabled Students’ Officer:**
Shamima Akhtar/Jay Martin
dso@guild.bham.ac.uk

**Ethnic Minority Students’ Officer:**
Damilola Oyeleke
emso@guild.bham.ac.uk
University Student Services

The University has a range of professional services based in the Aston Webb Student Hub including:

Disability Service

The service provides advice and guidance to students with diagnosed disabilities on a range of support that can be accessed to enable them to achieve their academic and personal development goals.

The services include assessing needs and providing Reasonable Adjustments Plans for students who have diagnosed:

- Physical and sensory disabilities
- Mental health difficulties
- Dyslexia and other specific learning difficulties (SpLD)
- Autism and Asperger’s syndrome
- Other long-term health conditions

They will work with you to create a plan which will include developing skills and strategies for managing the impact of your disability and recommending reasonable adjustments for your studies, exams and other assessments. If you require a Reasonable Adjustment Plan please contact the Disability Service as soon as possible, so they have enough time to create and implement your plan. More information can be found at: www.intranet.birmingham.ac.uk/rap

Mental Health and Wellbeing

The service offers a range of interventions to support students to maintain good mental, psychological and emotional wellbeing.

Support available includes:

Self-help guides

Written by clinical psychologists, the self-help guides provide suggestions for simple ways in which you can make positive changes. The guides cover a wide-range of topics, including depression, sleeping problems and stress. More information at: www.intranet.birmingham.ac.uk/selfhelpguides

Workshops and Groups

A variety of workshops and groups are available throughout the year. These can be one-off sessions or group sessions that take place over a number of weeks, such sessions can explore strategies for managing common issues. More information at: www.intranet.birmingham.ac.uk/groupandworkshops

If you would like to access more personalised support you can register with the Mental Health and Wellbeing Service. Once they have accessed your needs they will allocate you to an appropriate option. This could be a one-off consultation, a group workshop or a series of one-to-one sessions.

www.intranet.birmingham.ac.uk/mentalhealth
The University of Birmingham is committed to ensuring a safe and supportive environment is provided for all its students and it responds appropriately to any incidents of sexual assault. The University’s online reporting tool is designed specifically for students who have been sexually assaulted. Support and advice will be available to any student who discloses an incident of sexual assault.

The University has a team of trained Responders who can provide support to any student impacted by sexual assault. Find the online reporting tool and further information at www.intranet.birmingham.ac.uk/youreportwesupport

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**Support for Academic Work**

**Welfare Tutors/Wellbeing Officers**
Each School has its own Welfare Tutor(s) or Wellbeing Officer(s) who are able to provide practical and emotional support for you, if you are experiencing personal problems that interfere with your academic work.

Find your Welfare Tutor(s) or Wellbeing Officer(s) at: www.intranet.birmingham.ac.uk/welfaretutor

**Extenuating Circumstances**
During your period of study any number of circumstances may affect your ability to perform well in assessments (this includes essays, class tests and final examinations). Extenuating Circumstances is the process of informing your School of circumstances that have affected you throughout the year. Depending upon the nature and severity of these circumstances your School may wish to take them into account when the Board of Examiners meet to decide what your progress decision should be.

You can present extenuating circumstances by completing a form which can be found at: www.intranet.birmingham.ac.uk/extcircs

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**HARASSMENT AND BULLYING**

**University Harassment Advice Service**
Provided by trained, volunteer members of staff to assist any member of the University of Birmingham affected by Harassment including staff, students, and visitors.

☎ 0121 415 8774 (ext 58774)
✉️ harassment@contacts.bham.ac.uk

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**SEXUAL VIOLENCE**

“You report, we support”
The University of Birmingham is committed to ensuring a safe and supportive environment is provided for all its students and it responds appropriately to any incidents of sexual assault. The University’s online reporting tool is designed specifically for students who have been sexually assaulted. Support and advice will be available to any student who discloses an incident of sexual assault. The University has a team of trained Responders who can provide support to any student impacted by sexual assault. Find the online reporting tool and further information at www.intranet.birmingham.ac.uk/youreportwesupport

**Rape and Sexual Assault (ROSA) Support Group**
The ROSA group is a 6 week programme for students who have been sexually assaulted or raped. It is run by two Counsellors. The group aims to develop coping skills so that you can recover from your experience. For more information please visit: www.intranet.birmingham.ac.uk/groupandworkshops
As well as supporting students directly, the University of Birmingham has formed The Institute for Mental Health, which works to understand the causes of poor mental health, to prevent mental health problems from developing, and to respond to mental illness by developing new treatments and services.

This includes:

- working with the NHS, charities, researchers and academics from across the university to look at the impact of social media, sleep, diet and exercise on mental health
- producing guidance for GPs to help them support and talk to young people about suicide and self-harm
- looking at justice and inequality in youth mental health including LGBTQ+ and ethnic minority groups
- using state-of-the-art brain imaging facilities to identify and develop better treatments for people with mental health disorders

Find out more at www.birmingham.ac.uk/imh
Follow us @IMH_UoB

Our Youth Advisory Group work with us to produce high quality research and help improve services for young people with mental health problems. If you or someone close to you have experienced mental health issues, and you would be interested in joining our group contact imh@contacts.bham.ac.uk

Birmingham Nightline is a confidential and anonymous listening and information service run by students, for students.

Open every night of term, and regularly through the holidays, you can contact them for a chat about your worries and concerns in a confidential and non-judgemental environment.

Lines Open: 6pm – 8am for phone calls, instant messages and email
Drop In: 6pm – midnight
Based in: St Francis Hall – The Chaplaincy

0121 472 4621
nightline@guild.bham.ac.uk
bhamnightline.co.uk
**CHAPLAINCY**

St Francis Hall, the University’s multi faith chaplaincy, is located next to the Guild of Students (O2 on the campus map). It is a place to relax and escape from the busyness of campus life – it does not matter if you are religious or not. You can come to pray, meditate, eat lunch with friends or talk to one of our chaplains. They have a number of faith leaders from different religions. They will email the calendar of regular events on a weekly basis. If you want to be on the mailing list, please let Alex Ferranti know by emailing a.ferranti@bham.ac.uk

For more information visit www.intranet.birmingham.ac.uk/chaplaincy

**Address**
Multi Faith Chaplaincy, St Francis Hall, University of Birmingham, Edgbaston, Birmingham, B15 2TT

**Opening hours**
St Francis Hall is usually open 8am-10pm in term time, and 8am-8pm out of term, but can be used outside of these times on request.

**0121 414 7000**
Room bookings email: sfhreceptiondesk@contacts.bham.ac.uk
General enquiries: chaplaincy@contacts.bham.ac.uk

**BhamChaplaincy**
@bham_chaplaincy

**CRIME PREVENTION HUB**

The Crime Prevention Hub is located in University Centre, opposite GoMex (R23). Students can visit to receive advice, support and guidance on personal safety and crime prevention. They are there to help you stay safe during your time at the University of Birmingham.

The hub is occupied by the Crime Prevention Coordinator (UoB), and the Campus Police Officer (W.Mids Police). They hold regular drop in sessions, to discuss any issues in a safe and confidential setting. Please check https://intranet.birmingham.ac.uk/has/security/Crime-Prevention-Hub for the official drop in times for the new academic year. You can also collect personal safety freebies from the hub and attend one of the many events and campaigns throughout the year, so keep an eye out for those!
You can contact the Crime Prevention Coordinator on j.dalzell@bham.ac.uk / 0121 414 2253

If you need to report a crime on campus please contact the Police and Security Services:
Police: 999 (emergencies) or 101 (non-emergencies)

You can also report crime online www.west-midlands.police.uk/incident-report

Security: 0121 414 4444 (emergencies) or 0121 414 3000 (non-emergencies).

Campus security is a 24/7 service and is located behind Aston Webb (between R5 & R6 on the campus map).

Useful Links

Sexual Health help and find your nearest clinic:
www.umbrellahealth.co.uk/service-locator

Beat (Beating eating disorders) have a website and a society at the uni:
www.b-eat.co.uk

Mind provide online information and resources for mental health support:
www.mind.org.uk/

NHS Services
In an emergency, dial 999 immediately
For non-emergency support, dial 111 or visit www.nhs.uk/pages/home.aspx

NHS Moodzone provides wellbeing support:
www.nhs.uk/conditions/stress-anxiety-depression/

To find your nearest dentists/doctors:
www.nhs.uk/service-search

Or to find the University Medical Practise on Pritchatts Road: www.theump.co.uk

Download the free Callmy alert app which allows you to receive important security and safety alerts from UoB. Use the ID: UBSafe
Make the most of University life

guildofstudents.com