



Directory of Support



Scan here to visit our Advice
Centre Website



Scan here to contact our Advisor
& Wellbeing Coordinator



**ACADEMIC
ADVICE**



**WELLBEING
ADVICE**



**HOUSING
ADVICE**



**MONEY
ADVICE**

STUDENT LED, STUDENT DELIVERED. STUDENTS EMPOWERED.



Introduction

Winchester Students' Union Advice Centre can be accessed by all current University of Winchester students. We aim to support students to make their own informed choices by offering free, impartial advice and information, on a range of matters.

We operate independently from the University of Winchester and specialise in supporting students with academic issues. We can also advise students on issues such as money worries, wellbeing or problems with housing. If we can't help you, we will signpost you on to someone who can!

The Students' Union Advisor & Wellbeing Coordinator works closely alongside the Vice President, Education & Welfare and other elected officers, as well as staff from the University, and local and national advice organisations, to ensure we can help make your time as a student as carefree as practicable.

The purpose of this document is to provide quick access to specific advice services and resources when the Advisor & Wellbeing Coordinator is either not available or is at the limit of their own knowledge. It is also the intent for this document to be used when needed by wellbeing volunteers within the Students' Union, such as Student Listeners and Wellbeing Reps, when signposting students to support.

STUDENT LED, STUDENT DELIVERED. STUDENTS EMPOWERED.



Wellbeing Helplines

The Samaritans

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

116 123

jo@samaritans.org

Shout (text service)

Text "SHOUT" to 85258

<https://giveusashout.org/>

National Suicide Prevention Helpline

0800 689 5652 (option 1)

<https://spuk.org.uk/national-suicide-prevention-helpline/>

The Mix (under 25's)

<https://www.themix.org.uk/mental-health>

0808 808 4994

student@themix.org.uk

Papyrus (Suicide Prevention)

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

0800 064 4141

07860039967 (text)

pat@papyrus-uk.org

Switchboard (LGBT+ helpline)

<https://switchboard.lgbt/>

0800 0119 100

hello@switchboard.lgbt



WINCHESTER
STUDENTS' UNION

STUDENT LED, STUDENT DELIVERED. STUDENTS EMPOWERED.



Wellbeing Counselling & Long-Term Support Services

The University of Winchester - Mental Wellbeing Team

01962 827 341

mentalwellbeing@winchester.ac.uk

The University of Winchester - Chaplaincy

<https://www.winchester.ac.uk/accommodation-and-winchester-life/student-life/spirituality/our-chaplaincies/>

Winchester Youth Counselling

<https://winchesteryouthcounselling.org/>

01962 820444

admin@winchyc.org

The Olive Branch

<https://www.theolivebranch.org.uk/>

01962 842858

enquiries@theolivebranch.org.uk

ITalk

<https://www.italk.org.uk/>

023 8038 3920

info@italk.org.uk

Sport in Mind

<https://www.sportinmind.org/Listing/Category/adult-programme>

Signup sheet <https://app.upshot.org.uk/signup/68a5c5ab/>

Yellow Door (Domestic and Sexual Violent Support)

<https://yellowdoor.org.uk/>

023 8063 6313

info@yellowdoor.org.uk

First Steps ED (Support for Eating Disorders)

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

0300 1021 658

info@firststepsed.co.uk

Inclusion (Support with addiction, crime, mental and sexual health)

<https://www.inclusion.org/>

01785 221 662

inclusionadmin@mpft.nhs.uk



WINCHESTER
STUDENTS' UNION

STUDENT LED, STUDENT DELIVERED. STUDENTS EMPOWERED.



Money

Advice for money worries, debt support, and additional funding

The University of Winchester – Students and Money

01962 827008

studentsandmoney@winchester.ac.uk

UKCISA (UK Council for International Student Affairs)

<https://www.ukcisa.org.uk/>

+4420 7788 9214

communications@ukcisa.org.uk

Citizens Advice

<https://www.citizensadvice.org.uk/debt-and-money/>

0808 278 7861

advice@cwinchesterdistrict.org.uk

Gov.UK (Benefits)

<https://www.gov.uk/browse/benefits>

National Debt Line

<https://www.nationaldebtline.org/>

0808 808 4000

Winchester Basics Bank (Food Bank)

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

GamCare (Gambling Support)

<https://www.gamcare.org.uk/>

0808 8020 133

<https://www.gamcare.org.uk/get-support/young-peoples-support-service/>



WINCHESTER
STUDENTS' UNION

STUDENT LED, STUDENT DELIVERED. STUDENTS EMPOWERED.



Housing

Advice for housing worries, such as homelessness and disrepair

The University of Winchester – Housing (Halls & University managed properties)

<https://www.winchester.ac.uk/accommodation-and-winchester-life/accommodation/>

01962 827 533

housing@winchester.ac.uk

Citizens Advice

<https://www.citizensadvice.org.uk/housing/>

0808 278 7861

advice@cawinchesterdistrict.org.uk

Shelter

<https://www.shelter.org.uk/>

0808 800 4444

Centre Point (Accommodation for Homeless Young People)

<https://centrepoin.org.uk/>

0808 800 0661

<https://centrepoin.org.uk/make-an-enquiry/>

Winchester City Council

<https://www.winchester.gov.uk/>

01962840 222

customerservice@winchester.gov.uk

Housing Options (Homelessness WCC)

01962 848 163

homelessness@winchester.gov.uk

Housing Ombudsman Service

<https://www.housing-ombudsman.org.uk/>

0300 111 3000

info@housing-ombudsman.org.uk

STUDENT LED, STUDENT DELIVERED. STUDENTS EMPOWERED.



Academic

Advice for academic issues such as study skills, and English tutoring

Academic Appeals, and Misconduct / Integrity, need to be referred directly to the Advisor & Wellbeing Coordinator.

The University of Winchester – Academic Skills

<https://www.winchester.ac.uk/accommodation-and-winchester-life/student-life/student-support/academic-skills/>

01962827341

academicskills@winchester.ac.uk

The University of Winchester – SkillsNet

Search *SkillsNet* on the Internet

The University of Winchester – SMART Buddies

Studymentoring@winchester.ac.uk

STUDENT LED, STUDENT DELIVERED. STUDENTS EMPOWERED.



Standard Operating Procedures for Winchester Students' Union Staff & Volunteers.

Including part time bar and venue staff, Student Listeners and Wellbeing Reps.



Standard procedure when approached by a student who is seeking immediate support after failure to refer to the Advice Centre using the QR code on the Advice Centre door or on the front of this document.

- Inform the student that you are not an Advisor or a mental health professional, but that you can offer a listening ear.
- Ask the student which of the 4 categories outlined on the front page of the documents their circumstances fall into.
- Outline the support options available to the student (explanations have been used against options that may not be well known).
- Allow the student to explain their circumstances without reactively trying to solve the issue.
- Direct the student to the QR codes on the front of this document. Encourage them to review the information on the website or complete the Advice Enquiry Form for the Students' Union Advisor & Wellbeing Coordinator to contact them. Please note this may be up to three working days.
- Ensure the student has a plan to either get home or to a friend's house safely. If appropriate and/or possible, wait with them until they are ready to leave. If you feel it would be useful, you can provide the student with an Advice Centre Wellbeing Card, located in each office and back of house.

STUDENT LED, STUDENT DELIVERED. STUDENTS EMPOWERED.