



THE UNIVERSITY OF  
YORK STUDENTS' UNION

# SIGNPOSTING GUIDE

EVERYTHING YOU COULD POSSIBLY NEED  
TO SUPPORT YOU WHILE AT YORK

# Contents

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Take a look through everything you can find in this guide below. If you feel like any support services, or areas are missing, just email [WelComOfficer@yusu.org](mailto:WelComOfficer@yusu.org) and they will seek to add it to the next update of the guide.

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## Campus Security and SafeZone

York has Security Officers who are on duty 24 hours a day, 365 days a year, coordinated through the Security Centre on Campus West.

They are the first response for everyone on campus. All our officers are first aid trained in both physical and mental health first aid. We provide security advice, facilities management and aid the emergency services on campus.

### Contact Security in an Emergency

- Call **01904 32 3333** or freephone **0800 43 3333**
- Or just call **3333** on a campus phone
- You can also use the **SafeZone app**, which can help you call security at the touch of a button.
- If you are calling **999** and requesting an emergency vehicle to come onto campus, also attempt to contact campus security on their emergency number.

### Contact Security for a Non-emergency

- You can call **01904 32 4444** (or **4444** on campus phones)
- Or email the Security Control room via [security-control-room@york.ac.uk](mailto:security-control-room@york.ac.uk)

### SafeZone App

The SafeZone App is an app that you can download on your phone which allows you to contact campus security by a touch of a button when in an emergency. It has the following functions for you to use while on campus.

- **Emergency call** – if your personal safety or that of others is (or has been) threatened
- **First aid call** – if you or others require medical assistance (all Security Officers are first aid trained)

- **Help desk** – for non-urgent help on campus
- **Lone working** – make Security aware that you're working alone outside office hours
- **Torch** – useful for walking to your car on campus at night, with handy access to SafeZone if you need it

## Colleges

The University of York is one of the few universities in the UK which have a college system.

Not only do York-based students tend to live in a [college](#) as a first year undergraduate, but throughout your whole time as a student you can engage with college events, activities, sports and support. Colleges offer a friendly face, a space to meet people and a team of staff that can help support and advise you throughout your time here at York.

### **In each college there are four key people that you can contact for support:**

- College Administrators: Deals with the day to day running of things. Your first point of contact for general enquiries and support.
- College Manager; Your college's operational lead. Oversees welfare issues and can talk through any of your more serious concerns if needed.
- College Life Coordinator; Provides welfare and wellbeing support and delivers key student experience projects.
- College Life Advisor; Supports college community activity and offers peer support for issues such as homesickness, making friends and settling into uni life.

You can find out more about colleges, college life, and the support it can give you by heading over to the [University of York Webpage on Colleges](#). This site also has the contact details for each college for you to use to contact them for support.

## Contacting Emergency Services

### In an emergency:

- If you or someone else is in immediate harm or danger, call 999.
- Wait for the call handler to ask whether you require the police, ambulance or fire service, then state which service you require.
- If you are unable to speak, or answer questions, use the [Silent Solution](#) by pressing 55 when prompted and your call will be transferred to the police. Pressing 55 only works on mobiles and doesn't allow the police to track your location. If you don't press 55 your call will be ended.

### Reporting a non-emergency crime:

- You can call the police on 101 if your situation does not require immediate attention.
- You can use the [police.uk question form](#) to be connected to the correct local forces for the crime.
- You can head over to the ['Report it Section'](#) of North Yorkshire Police's Website if you need support to identify the best way to deal with your problem.
- If you have a general enquiry for the police you can email [generalenquiries@northyorkshire.pnn.police.uk](mailto:generalenquiries@northyorkshire.pnn.police.uk) with information about your enquiry alongside your First and Second Name, Date of birth, home address and postcode, and a contact number.
- To contact the York Inner Police Force (Town Centre) you can email [SNAYorkcity@northyorkshire.pnn.police.uk](mailto:SNAYorkcity@northyorkshire.pnn.police.uk). To contact the York Outer Police Force by emailing either of the following [snayorknorth@northyorkshire.pnn.police.uk](mailto:snayorknorth@northyorkshire.pnn.police.uk) or [snayorkwest@northyorkshire.pnn.police.uk](mailto:snayorkwest@northyorkshire.pnn.police.uk).

### When to contact Campus Security?

- If you are calling 999 and requesting an emergency vehicle to come onto campus, please also contact campus security on their emergency number: 01904 32 3333 or 0800 43 3333. It is important

to let campus security know you've contacted emergency services so that they can assist emergency services with locating the incident on campus, and assist with the incident itself, as required.

- Find out more about Campus security by heading over to the Campus Security section of this guide.

## Disability Services

The University of York's [Disability Service](#) is there to help any and all students who have a disability or long term health condition.

They can arrange academic support and adjustments if you have a disability or long-term health condition that has an impact on your ability to study. This may include:

- an autistic spectrum condition
- a visual impairment
- a hearing impairment
- a long standing illness or health condition such as diabetes or chronic fatigue
- a mental health condition
- a specific learning difficulty (SpLD) such as dyslexia, dyspraxia or attention deficit hyperactivity disorder (ADHD)
- physical/mobility difficulties.

To access support from the Disability Services Team you can [read more about the support they can offer](#) and [fill out their referral form](#).

You can also [contact](#) the Disability Services Team by:

Email: [disabilityservices@york.ac.uk](mailto:disabilityservices@york.ac.uk)

Calling: +44 (0)1904 324785

# Support Services

## GPs, Pharmacies, Dentists and Contacting 111

The NHS (National Health Service) provides a range of medical support for all people in the UK, including students! It is important that you register with your new local GP and dental practice as you never know when you might need it during your time at York.

### **General Practitioners (GPs)**

- [General Practitioners](#), also known as GPs, are there to provide non-urgent medical treatment. They can provide care for long-term health conditions, newer medical problems and can also write prescriptions for medication.
- You can find your local GP surgery [by using this search tool](#).
- [Unity Health](#) is our on-campus GP surgery, based on Campus East.

### **Pharmacies**

- [Pharmacists](#) are able to dispense medication, dispose of old medications, repeat prescriptions and offer medical advice on things such as: colds, flu, aches and pains. Itches and rashes, red eye, earache and more. You can [read more about what they do here](#).
- You can [find your nearest Pharmacy here](#).

### **NHS 111**

- 111 is the NHS service that people can use when they have an urgent medical problem and you're not sure what to do.
- You can simply call 111 or use [111 Online](#) in order to access quick and urgent medical advice.

### **Dentists**

- Registering at your local dentist is something that you might not think you need to do, but there might come a time when you do.
- [Find your local dentist service here](#).



## Open Door

[Open Door](#) is the University of York's team of Mental Health Practitioners and Student Wellbeing Officers providing support to registered students experiencing psychological or mental health difficulties. They are able to provide students with a few counselling sessions, as well as support in accessing further support if need be.

They can help provide a range of support for students, including post-graduate research and taught students. [You can head over to this webpage](#), which will talk you through what Open Door is able to provide for you.

You can access their self-referral form on the [webpage](#), as well as more information about what will happen after you refer to yourself and what to expect. The page also has all information about the confidentiality of the service, and the opportunity to give feedback on your experience.



## Report and Support

[Report and Support](#) is the University of York's reporting tool which enables students to access a range of information and support on the site. Students are also able to report forms of student to student misconduct with contact details or anonymously, such as:

- Bullying
- Harassment
- Sexual Harassment
- Sexual Violence
- Physical Violence
- Covid 19 related concerns.

If you report with contact details you will be contacted by a member of staff from the University's Conduct and Respect team to talk about your options of reporting.

Visit: [www.reportandsupport.york.ac.uk](http://www.reportandsupport.york.ac.uk)

Confidential and independent advice and support, for both the reported and reporting parties, can be accessed at the YUSU or GSA Advice and Support teams.

## Scholarships and Bursaries

The University of York offers a range of scholarships and bursaries which enable students from a range of backgrounds, and with a range of talents study at York. [Full information about Scholarships and Bursaries can be found here](#), including the deadlines for applications.

However here is a quick run down of the Scholarships and Bursaries available:

### **Bursaries**

#### **Care Leavers and Foyer Federation**

The Care Leavers Bursary is available to students aged 25 and under who have come to York having been in the care of their UK local authority. This bursary is also available for students who have come to York through the national Foyer Federation for young people classed as homeless.

#### **Estranged Students' Bursary**

This bursary is available for students who have been assessed as independent by their funding provider because they are estranged from their parents.

#### **Foundation Year Bursary**

The Foundation Year Bursary is available to all students studying in a foundation year (also known as year zero). The Foundation Year Bursary is always paid as a tuition fee waiver.

#### **Hull York Medical School Bursary**

The HYMS bursary is for students studying medicine at HYMS. Students in their fifth year of their programme will continue to receive the bursary provided they meet the other eligibility criteria.

#### **Refugee Student Bursary**

If you are an international student studying under refugee status and your residual household income is less than £25,000, you may be eligible for the Refugee Student Bursary.

#### **York Bursary**

The York Bursary is available to students on most standard undergraduate courses and provides accommodation bursaries in year one, and cash bursaries in subsequent years paid into the student's bank account.

### **Scholarships**

#### **Laidlaw Scholarship**

An opportunity for students to undertake a unique research project and an innovative and accredited leadership development programme. For undergraduate students in their first year of a three year degree or in the first or second year of a four year degree

#### **York Futures Scholarship**

Funds students to access opportunities that give them a head start in the job market. For full time students studying for an undergraduate, integrated masters or postgraduate taught degree who meet certain criteria. Awards of £250, £1,000, £3,000 and £6,000 are available, depending on the opportunity.

#### **Mature Students Scholarship**

Supports *first year undergraduate students*, who were 25 or over on the first day of their course, with study related costs.

There are also some external scholarships from organisations outside of the University of York, which directly support York students, [you can read more about them here](#).

# Support Services

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## Sexual Violence Liaison Officers

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At the University of York we have two fantastic [Sexual Violence Liaison Officers](#) who are there to support any and all students who have experienced sexual violence. Be that while you were at University or before you joined York.

Our SVLOs can work with you one-to-one to talk you through your options in relation to the support you may like to receive, either from within the University or from external partner organisations, as well as explaining your reporting options.

They will support you through whatever choices are right for you right now and can provide ongoing support if needed.

Support is confidential and you will not be pressured into taking any particular course of action.

You can access the SVLOs by [filling out this form](#) or emailing [svlo@york.ac.uk](mailto:svlo@york.ac.uk)

To learn more about the University's SVLOs you can do so by heading over to [this webpage](#). It can also inform you about what to expect after you reach out to them for support.

## Student Hub

[Student Hub](#) is the University of York's first point of contact for their students to help find any relevant support and advice you may need during your studies. They have two advice and support teams, one for UK students and one for International Students. Student hubs are able to provide students with formal letters, such as those that can help with council tax exemption. Some examples of what student hub can help with are:

- Student Finance and Additional funding applications
- Disability Support
- Support for International students
- Academic Progress Issues
- Employment rights for working students
- Issues with private renting
- Formal letters
- Advice and Support on any issues you may face as a student
- Support for Care Leavers, givers and those who provide care.

If you don't know where to go to get help, student hub is always a good first point of call!

Find out the best way to contact Student Hub for what you need help with visit: <https://www.york.ac.uk/students/support/student-hub/>

The link will connect you to both home and international student support.

## Student Union Advice and Support Teams (Both YUSU and GSA)

**The Advice & Support Centres (ASC)** at YUSU and the GSA provide free, confidential and independent advice and guidance to students on a range of different issues, including:

- Academic issues and related processes and procedures
- University policies and processes
- Personal and wellbeing issues

The ASCs regularly supports students when they are seeking to challenge an academic decision or outcome and/or required to engage with a University process that may necessitate attending a meeting or hearing, completing forms or writing statements. For example, they can provide independent advice and support on the following University processes and procedures:

- Academic Appeals
- Complaints
- Academic Misconduct
- Support to Study
- Fitness to Practise
- Exceptional Circumstances
- Leave of Absence
- Student misconduct

Advice and support can include: discussing your specific situation and the options available to you; explaining relevant policies and procedures; helping you prepare for meetings or hearings; advising on key information to cover in written statements or forms; reviewing and providing feedback on draft statements/forms; attending meetings with students.

You can also contact the team to discuss any other issues that might be affecting your studies or your day-to-day life at University. While ASC is not a specialist mental health or counselling service, they can discuss your situation with you, including support options available to you, and signpost you to further support where appropriate, to help you make an informed decision about what to do next.

### **YUSU's ASC Contact Details:**

- **Opening hours:** 10:00– 16:00, Monday to Friday excluding national holidays.
- **Email:** [asc@yusu.org](mailto:asc@yusu.org)
- **Telephone:** 01904 32 3724
- **Website:** [yusu.org/advice-support](http://yusu.org/advice-support)

### **GSA's ASC Contact Details:**

- **Opening hours:** 10:00– 16:00, Monday to Friday excluding national holidays.
- **Email:** [advice@yorkgsa.org](mailto:advice@yorkgsa.org)
- **Telephone:** 01904 32 3724
- **Website:** [www.yorkgsa.org/welfare](http://www.yorkgsa.org/welfare)

## Support to Study/Attend

[Support to Study/Attend](#) is a University of York procedure which can be utilised by students who are finding it difficult to attend or study as part of their degree program.

The Support to Study/Attend procedure can be used to allow for adjustments required under equality legislation when:

- There are concerns about a student's ability to fulfil academic progress requirements without serious detriment to their own physical or mental health or the safety and wellbeing of others,
- Other support processes within the University have been offered and/or have not worked as ideally,
- A student is experiencing mental health difficulties which are adversely impacting on their day to day functioning. This may include students who are in hospital and who may have been detained under the Mental Health Act.

You can be referred to support to study/attend by:

- Self referring,
- By the head of your academic department or school,
- A member of senior college staff,
- A member of the Student and Academic Services Directorate Management Team or their Deputy.

[You can find out more by visiting this webpage.](#)



## University Complaints Procedure

The [University's Complaints Procedure](#) is available for students to raise complaints about the quality of provision of a University service or services, or specific actions taken (or not taken) by the University or on behalf of the University. Issues raised within a complaint can relate to academic matters (e.g. provision of teaching and assessments) or non-academic issues such as the provision of administrative or support services.

It is worth noting that the complaints procedure is not able to consider complaints raised about the conduct of another student (which can be raised via the [Student Misconduct Procedure](#), by submitting an online report) or academic decisions relating to academic judgment (e.g. where a student disagrees with the mark or feedback received for an assessment). Furthermore, students seeking to challenge an academic progression decision/outcome, such as the result of an assessment, failure of module or programme or their degree classification would need to do so via an Academic Appeal.

Information and guidance about the Complaints Procedure can be found on the University's website, [here](#), and on the YUSU website, [here](#). Some key points to note are:

- A complaint would usually need to be submitted within 6 months of the issue/event that occurred (or, if the complainant has recently left or withdrawn from the University, within 3 months)
- There are three potential stages to the process – informal, formal and review stages
- Where possible, the University would seek to resolve issues at the first, informal stage
- Informal stage complaints should be raised with the person or people that have responsibility for overseeing the service about which the complaint is being raised (e.g. head of department or

service manager). If you're unsure of who to submit a complaint to, or whether the complaint should be raised informally or formally in the first instance, you can contact the University's Complaints Officer for guidance at [complaints@york.ac.uk](mailto:complaints@york.ac.uk) or seek independent advice and guidance from YUSU or the GSA's advice services.

- Though complaints can be raised in person, it can be helpful for complaints to be initially raised via email so that there is a record of the complaint and subsequent response.
- When submitting a complaint, in addition to setting out details of any issues or incidents (including dates and names where relevant and appropriate) it is helpful to also include any evidence, such as email communications, that supports your complaint and also to outline the proposed outcome/resolution you are seeking.

If you remain dissatisfied with the outcome of the complaint at the informal stage, you have the right to then submit a formal stage complaint form, within which it will be necessary to detail your complaint, the steps you have taken to resolve it at the informal stage, the response you have received and why you are dissatisfied with the outcome.

Students can access independent and confidential advice and guidance about a prospective complaints, and any questions or queries they have about the process, by contacting YUSU's Advice & Support Centre at [asc@yusu.org](mailto:asc@yusu.org) or the GSA's Advice Service (for postgraduate students) at [advice@yorkgsa.org](mailto:advice@yorkgsa.org)



# Support Services

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## YorSexual Health

[YorSexual Health](#) is York's Sexual Health Service, providing STI tests, contraception services and information and support on all things sexual health. Their service is free and confidential. They are also LGBTQ+ friendly!

YorSexual Health can be accessed at the clinic in [Wentworth College](#) or at their various [other clinics which are dotted across town](#).

Give them a call to book an appointment on 01904 721111 or if you have any queries or want to contact a member of the team you can also email them [yorsexualhealth@york.nhs.uk](mailto:yorsexualhealth@york.nhs.uk).

You can also access their free advice line, and referral form here: <https://www.yorsexualhealth.org.uk/yor-sexual-health-professionals/home/i-would-like-to-make-a-referral/>

Their service is changing a little bit at the moment due to COVID-19, so it is best to double check via their website: <https://www.yorsexualhealth.org.uk/yor-sexual-health-professionals/home/>

## Abortion

Below is the information for abortion clinics in York:

### **BPAS York Abortion Clinic:**

[BPAS York](#) is an abortion clinic based at Unity Health – Kimberlow Hill, which can be found on campus east. They are there to support you, discuss your options and enable an abortion upon request.

### **MSI Choices York Community Treatment Centre:**

MSI Choices an abortion clinic in York based at YorSexual Health in Monkgate. They have a 24hr advice line, which you can use to call and book an appointment before you arrive. The number is 0345 300 8090.

You can access support surrounding an abortion from the following services:

### **British Pregnancy Advisory Service (BPAS):**

- [The British Pregnancy Advisory Service \(BPAS\)](#) provides evidence-based [advice and counselling](#), as well as highly trained and experienced staff in providing information around pregnancy options and abortion treatments.

If you would like religious based support on Abortion, please visit the Religious and Faith Based Support section of this guide.

# Issue Based Support

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## Addiction

Addiction is most commonly associated with drugs, alcohol, gambling and nicotine, but it's possible to be addicted to anything, including work, the internet, shopping and sex. Addictions are not something to be ashamed of, and there are many support services where you can access support.

### University of York

#### **Open Door**

- [Open Door](#) is a team of Mental Health Practitioners and Student Wellbeing Officers at the University providing support to registered students experiencing psychological or mental health difficulties.

### UK Wide Support

#### **NHS**

The NHS has a [really helpful webpage](#) that outlines what they can do to support someone experiencing addiction, as well as ways that they can enable self help. It also helps guide you through accessing support.

#### **Alcohol Addiction**

- [The Mix](#) has a range of online content from shared experiences to self help, available to those struggling with addiction to drugs and alcohol; which is free and easy to access.
- [Alcoholics Anonymous](#) hold meetings up and down the UK for people who are experiencing negative or addictive relationships with alcohol.

#### **Drug Addiction**

- [Talk to Frank](#) has a range of information around addiction, and the [ability to search for drug related support services](#) in your local area

- [Narcotics Anonymous](#) has meetings up and down the UK for people who are experiencing negative or addictive relationships with any form of drug; be that prescribed or illegal.

#### **Gambling Addiction:**

- [Gamblers Anonymous](#) is a fellowship of men and women who have joined together to do something about their own gambling problem and to help other compulsive gamblers do the same. Meetings are held at locations across the UK and a range of other support is offered [via their website](#).

#### **Internet Addiction**

- The [Priory Group](#) provides a range of guidance and support on a variety of addictions.
- [UK Addiction Treatment Centres](#) provide support, and a dedicated helpline and online information, relating to many types of addiction.
- The [Video Game Addiction Help](#) website provides guidance and information on sources of support as well as a dedicated helpline.

## Domestic Abuse

According to the [Crime Survey for England and Wales](#) domestic abuse affected 2.3 million 16–74 year olds in 2020. This statistics includes students, be that the domestic abuse they suffer before university in their home, when they visit home or domestic abuse within a student household. The following are services that you can access for support.

### University of York

#### **College Support**

Colleges at York can provide a range of support, such as resolving household issues, be that arguments over cheese, or supporting students experiencing domestic abuse. Domestic abuse can happen between housemates and friends, you can reach out to your college manager, or administrator for support.

#### **Open Door**

[Open Door](#) is a team of Mental Health Practitioners and Student Wellbeing Officers at the University providing support to registered students experiencing psychological or mental health difficulties.

#### **Sexual Violence Liaison Officers:**

- If the domestic abuse experienced has been of a sexual nature the [University's Sexual Violence Liaison Officer \(SVLO\)](#) can work with you one-to-one to talk you through your support options and reporting options, both within the University and externally.
- They will support you through whatever choices are right for you. You can access support from an SVLO whether something has happened recently or some time ago. Support is confidential and you will not be pressured into taking any particular course of action.

**Campus Security:** If you would like immediate support you can contact campus security on 01904 32 3333 or use the safe zone app. Find out

more about campus security and Safezone on page \_ of this guide.

#### **Report and Support:**

If the incident has happened between yourself and another member of our University community, such as a student or a member of staff. You can report the incident by going to [www.reportandsupport.ac.uk](http://www.reportandsupport.ac.uk)

### City of York

#### **IDAS:**

- IDAS support people who have experienced sexual violence or domestic violence. They have Independent Sexual Violence Advisors (ISVA) and Independent Domestic Violence Advisors (IDVAs) who offer practical and emotional support to anyone who has experienced sexual violence or domestic abuse whether this is historic or current. IDAS can support people through the Criminal Justice System, but offer support whether or not you choose to report to the Police.
- Call **03000 110 110** or visit [idas.org.uk](http://idas.org.uk)

#### **Reporting Concerns to York City Council:**

- If you have a concern about a child or vulnerable adult you can contact [York City Council's Safeguarding Team](#) on 01609 780780. This will be answered by the emergency duty team if you are calling outside of our opening hours. Alternatively you can email [social.care@northyorks.gov.uk](mailto:social.care@northyorks.gov.uk)

### UK Wide

#### **Refuge:**

- [Refuge](#) runs a 24hour national helpline where you can call 0808 2000 247 to access support.
- They also have an online [web form](#) you can fill out to access support, as well as an [online chat](#).

# Issue Based Support

- Refuge also have a range of resources that you can use to learn more about domestic abuse, how to protect yourself against it and to teach yourself coping mechanisms.

## Respect - Men's Advice Line:

- [Respect](#) is an advice line for men who have experienced domestic abuse.
- You can call them for support on 0808 8010327

## Bright Sky:

- [Bright Sky](#) is a mobile app and website for anyone experiencing domestic abuse, or who is worried about someone else.
- Bright Sky gives access to a unique UK-wide directory of specialist domestic abuse support services with contact details, and nationwide helplines that are available 24/7.
- The app can be downloaded for free via the google and apple app stores. Please only download the app if it is safe for you to do so and if you are sure that your phone isn't being monitored.

## Women's Aid:

- Provides a [range of support](#) for those that have experienced forms of Domestic Abuse. Such as a [Live Chat](#), [Email address](#) support, a [Survivor's Handbook](#) and a [forum](#) where other women can speak to those who have also experienced domestic abuse.
- They also have a [directory](#) where you can find your local support service.

## Ask for Ani:

- If you are experiencing domestic abuse and need immediate help, ask for 'ANI' in a participating pharmacy. 'ANI' stands for Action Needed Immediately. If a pharmacy has the 'Ask for ANI' logo on display, it means they're ready to help. They will offer you a private space, provide a phone and ask if you need support from the police or other domestic abuse support services



# Issue Based Support

## Drugs and Alcohol Usage

If you are looking for support surrounding drug and alcohol addiction, please visit the addiction section of this guide.

### City of York

#### **The York Drug & Alcohol Service**

- The York Drug & Alcohol Service is delivered in partnership between Changing Lives and Spectrum Community Health CiC and provides support for adults and young people in the city of York.
- They work to prevent and reduce harm, promote recovery and provide information on both alcohol and drug related issues.
- You can contact them by emailing: [york@changing-lives.org.uk](mailto:york@changing-lives.org.uk) or [visiting their website](#).

### Alcohol - UK Wide

#### **DrinkAware**

- [DrinkAware](#) has a variety of information, all alcohol related. You can find out more about alcohol and it's usage.
- It runs a [chat line](#) which enables anyone who is concerned about their drinking or someone else's, to call and talk to somebody.
- DrinkAware also provides a range of [tools and advice](#) for people concerned about their own or someone else's drinking habits.

#### **NHS**

- [The NHS has a rather helpful webpage](#) to help you understand the effects of alcohol and how to use it safely. It outlines how to work out units in drinks, as well as guides you through to places for further advice and support.
- It also has some [tips on how to cut down on alcohol intake](#), which can be handy if you find yourself going out for social drinks a lot. The NHS also has a website on [how to prevent and cure hangovers](#), thank them later.

### Drugs - UK Wide

#### **Talk to Frank**

- [Talk to Frank](#) is an online website that provides honest and clear information about drugs. You can use it about [how to take drugs safely](#), as well as how to access [support for drug usage in your local area](#).

#### **Talk to Frank**

- The NHS has a really helpful [support service finder](#) for those who would like to know more information or support regarding drug usage. It is able to connect you to services close to you, wherever you are in the UK.

# Issue Based Support

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## Eating Disorders

Student Minds has highlighted that [1 in 10 people](#) will experience an eating disorder at some point in their life. ON this page you will be able to find support at the University of York, the City of York and at a UK wide level for eating disorders.

### **University of York**

You are able to visit the [University of York Webpage on Eating Issues](#) to find resources that can help you spot an eating disorder, and support yourself.

#### **Open Door**

- You can get in touch with Open Door, the University of York's Counselling service to access support, by filling out this [online referral form](#). You can read more about what Open Door can do to support you in the Open Door Section of this Guide.

### **City of York**

#### **Your GP**

- You can set up an appointment with your GP to access emotional and practical support to address your concerns around your eating habits.

### **UK Wide**

#### **Beat**

[Beat](#) is the UK's eating disorder charity. They support those affected by eating disorders and campaign on their behalf. They offer a wealth of support services including:

- A Helpline of which students can speak to their advisor by ringing 0808 801 0811 between 12pm – 8pm Monday-Friday, and 4pm – 8pm on weekends and bank holidays. Phone lines are open 365

- days a year, are free of charge and do not appear on itemised bills.
- Online support groups include a dedicated online group (called 'Owl') that runs once a week on a Tuesday evening (7-8pm) where students affected by eating disorders can come together and discuss any issues they face in a non-judgemental environment.
  - One-to-one web chats

#### **NHS**

- The [NHS has a webpage on eating disorders](#), how to spot them, how to access further support, and what to do to help someone who you think may be struggling with an eating disorder.



# Issue Based Support

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## Exploitation, Trafficking and Modern Slavery

When a person takes part in the sale of sex through threat, abduction or other means of coercion this is called Sex Trafficking. In 2019, [10,627 potential victims of trafficking were referred to the appropriate services](#). Organisations such as '[Stop the Traffik](#)' provide information for you to learn more about how to spot the signs of trafficking. If you have concerns about trafficking you can contact the local police force using the information on the 'Contacting Emergency services' part of this booklet. The services outlined in this section are support services around the issues.

### **Modern Slavery and exploitation helpline:**

- The Modern Slavery and Exploitation helpline is there for those who have experienced or had concerns about others around the issue.
- You can call their helpline on 08000 121 7000
- You can [file a report online](#) regarding concerns of Modern Slavery and Exploitation.
- They are also able to give advice to those who have experienced Modern Slavery and Exploitation.

### **Human Trafficking Foundation:**

- Have a [webpage](#) that can direct those who need it to appropriate services to support them on a variety of problems they may encounter as result of experiencing trafficking and modern slavery.
- The Human Trafficking Foundation have a [Survivor Emergency Support](#) fund which can help those who have experienced human trafficking and modern slavery.

### **Beyond the Streets:**

- [Beyond the Streets](#) is a UK charity working to end sexual exploitation by working with women sex workers both on and off-

street across the UK who are looking for support and understanding and who might be ready to make changes to leave sex working.

- They also work more broadly to end sexual exploitation.

### **The British Red Cross:**

- The British Red Cross run a range of support programmes which can provide accommodation, advice and support for trafficked people right after they have left exploitation. You can learn more about the support they offer [here](#).

# Issue Based Support

## Financial Support

### University of York

#### Financial Advice:

- The University of York has a webpage with tips and tricks on how to manage your money, [which you can find here](#).
- They have web pages outlining the expected living costs of [Undergraduate students](#), [Taught Postgraduate Students](#), and [Postgraduate Research Students](#).
- You can also access financial advice at the University of York's Student Hub.

#### Assistance Funding:

The University of York offers a range of [assistance funding schemes](#) for students who are facing financial difficulties.

- They have the [Student Support fund](#) for students facing unexpected costs while studying at York,
- [The Wolfson PGR Support Fund](#), for Postgraduate researchers whose research was negatively impacted by the COVID-19 Pandemic,
- And [Refunds for Disability Related Costs](#), such as test refunds or the cost of additional equipment needed to study.

#### Emergency Loans:

- The University offers [Emergency Loans](#) to students who are facing short-term funding issues. It can be used to pay for food, utility bills, or travel to your site of study (including placements).
- You will have to repay the loan to the University.

As a student at York, you might also be eligible for a range of the University's Bursaries and Scholarships which you can read more about on page \_\_ of this guide.

## National Support

### Student Finance England

- [Student Finance England](#) is the UK's national student loans companies which organises loans for the payment of tuition directly to the University, and maintenance loans to enable students to live comfortably while studying.
- They also enable student loans for EU students who wish to study in the UK, [you can find out more about it here](#).

### Disabled Student Allowance

- [Disabled Students' Allowance \(DSA\)](#) is support to cover the study-related costs you have because of a mental health problem, long term illness or any other disability.
- You can have a conversation with the University of York's disability services before applying, or you can find out more information from them via their [Disability Services DSA page here](#)

### Benefits and Tax Credits

- Some students may be eligible for benefits or tax credits, provided by the government.
- Full time students are exempt from paying council tax, if you have been given a council tax bill, go to Student Hub and request a council tax exemption letter.
- Part-Time students might be eligible for the Government's [Universal Credit Scheme](#), which you can [find out more and apply for here](#).
- Students with a disability or children are able to receive additional financial support which you can read more about on the [University's web page here](#).

### Financial Advice

- [Money Helper](#), is an online budgeting tool which can help you organise your finances and not over spend.
- [Money Saving Expert](#), also has a webpage full of tools specifically for students to help them budget and plan their money usage. They have spreadsheets, top tips and guides - all to help students out.

# Issue Based Support

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## General Trauma Support

Trauma is an emotional response to an experience. The response may happen immediately afterwards, or as a long term response to the event. Trauma can represent itself in many different ways, in this section please find a series of trauma related support services.

**Assist Trauma UK** – Information and specialist help for people who have experienced trauma or are supporting someone who has. [www.assisttraumacare.org.uk](http://www.assisttraumacare.org.uk)

**Grief / Bereavement / Loss:** The NHS has a webpage which talks through the effects of loss and support services available. [You can access it here.](#)

**LifeCentre** – Support for survivors of sexual abuse and anyone supporting them, including a helpline, text support and email counselling. [www.lifecentre.uk.com](http://www.lifecentre.uk.com)

**The Survivors Trust** – Lists Local and specialist services for survivors of sexual violence, including advocates and independent sexual violence advisors (ISVAs) [www.thesurvivorstrust.org](http://www.thesurvivorstrust.org)

**Rape Crisis** – Focuses on women and girls who have experienced sexual violence. Offering an online and phone helpline, as well as support centres up and down the UK. <https://rapecrisis.org.uk/get-help/want-to-talk/>

**Birth Trauma Association** – Support for anyone affected by birth trauma [www.birthtraumaassociation.org.uk](http://www.birthtraumaassociation.org.uk)

**The National Association for People Abused in Childhood** [www.napac.org.uk](http://www.napac.org.uk)

**Disaster Action** – Information and support for people affected by major disasters in the UK and overseas. [www.disasteraction.org.uk](http://www.disasteraction.org.uk)

**PTSD Resolution** – Helps veterans, reservists, families, civilians and anyone affected by PTSD with their trauma and stress [www.ptsdresolution.org](http://www.ptsdresolution.org)

**Freedom From Torture** – Supports Survivors of Torture [www.freedomfromtorture.org](http://www.freedomfromtorture.org)

**Victim Support** – Provides emotional and practical support for people affected by crime and traumatic events [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

**RoadPeace** – Information and support for people bereaved by, seriously injured by or suffering trauma due to road crashes [www.roadpeace.org](http://www.roadpeace.org)

## Housing and Bills Support

Sorting housing, accommodation and bills can be one of the most stressful things at University, especially if you have not done it before. The University can provide a range of support on housing and bills, as can other places outlined in this section of the guide.

### University of York

#### **Student Hub**

- The University of York's [Student Hub](#) can give advice on a range of things, such as Housing and Bills.
- They can help with addressing poor quality housing, and letting agent behaviour, as well as signpost to additional financial support that students might require.
- You can find out more about the student hub by visiting the Student Hub Section of this guide.
- The University also has a [really helpful page on all things private rent issue here](#).

#### **University Accommodation Service**

- If you are experiencing issues with your on campus accommodation, you can contact the [University's accommodation team](#).
- If you would like to report a problem with your University accommodation, you can do so by [visiting this page](#), and filling out the appropriate form. The page linked also talks students through the complaints procedures for problems in the accommodation blocks.
- You can get in touch with them by emailing [accommodation@york.ac.uk](mailto:accommodation@york.ac.uk), calling +44 (0)1904 322165, and by tweeting [@UoYAccomm](#).
- If you have problems throughout the year outside of office hours you can call Campus Security on the emergency number: +44 (0)1904 324444.

#### **YourGuarantor**

- [YourGuarantor](#) is the scheme that the University of York has partnered with so that students can access a Guarantor if they do not have a person in the UK to use as a Guarantor when privately renting.

#### **University of York Rent Guarantee Scheme**

- The University of York runs a [Rent Guarantee Scheme](#) for students who are Care Leavers, estranged from their parents or experiencing exceptional circumstances.
- It is a type of Guarantor scheme that would enable the University to pay your rent, and then you would have 4 months to pay the University back.

### City of York

#### **City of York Council**

- [The City of York Council](#) has a [really helpful page](#) that outlines all things private renting, including information about Houses in Multiple Occupation (HMO's), which is typically the type that students rent after moving out of halls.
- They outline the legal requirements that are needed for renting, so you can check if your house meets them. If they don't you can talk to the Student Hub about what is best to do.
- The council also enables a council tax exemption for students, in order to get an exemption, contact Student Hub for a council tax exemption letter and then provide it to the city council.
- The City of York is also able to provide emergency housing, which you can read more about via [this webpage](#).

# Issue Based Support

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## Letting Agency

- If you are having problems with your privately rented accommodation, you should be able to contact the agency or landlord to make a complaint.
- If the issue is not resolved, you can contact the student hub who will give you the best advice on what to do next

## UK Wide

### Citizens Advice

- [Citizens Advice](#) is a UK wide advice service, which has a [local York Base](#), that provides advice on a range of issues, including [housing and bills](#).



# Issue Based Support

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## Mental Health

According to [Mind UK \(2021\)](#) 1 in 4 people will experience a mental health problem of some kind each year in England, while 1 in 6 people report experiencing a common mental health problem (like anxiety and depression) in any given week. Find in this section mental health support at the University, within the City and nationally.

If you are a LGBTQ+ or BAME student you can find out about more specific support by visiting the relevant sections of this guide.

### University of York

#### **Open Door**

Open Door is a team of Mental Health Practitioners and Student Wellbeing Officers at the University providing support to registered students experiencing psychological or mental health difficulties.

#### **TogetherAll**

Sometimes all you need is to share your problems and feelings with someone else. If you're going through a tough time, you can access free online support with [TogetherAll](#), an anonymous 24/7 online global community with support from trained professionals.

#### **College Life Advisors**

Each college has College Life Advisors to provide confidential pastoral care. They are a team of trained postgraduate students to help resolve issues or point you to specialists. Whether you are an on-campus resident or not, your college is ready to listen. You can access them by [completing this form](#).

#### **York Nightline**

[York Nightline](#) is a confidential listening service run by students, for students. They don't give advice; they are just there to listen to

whatever is on your mind. They also offer free sexual health supplies and information on a number of topics.

### City of York

#### **GP**

Your doctor can diagnose your mental health needs and offer guidance and medical treatment. Mental illnesses often have physical causes and symptoms. Your doctor may prescribe medication but they can also help you access talking therapies and psychological treatment.

#### **Improving Access to Psychological Therapies (IAPT)**

- [York & Selby IAPT](#) offer evidence-based psychological treatments for stress, anxiety difficulties and depression. IAPT is not a crisis or urgent response service.
- They offer appointments on campus and you do not need a referral from a GP, though you must be registered with a GP in York or Selby. Telephone +44 (0)1904 556840.
- IAPT also have an online service, SilverCloud Online CBT (Cognitive Behaviour Therapy). If you would like to access this free service, which can be prescribed instead of or before any other treatment options, please contact IAPT on 01904 294841 or email [iaptyorkselby.lypft@nhs.net](mailto:iaptyorkselby.lypft@nhs.net)

#### **The Haven @30 Clarence Street (Out of hours)**

- The Haven @30 Clarence Street provides a warm and welcoming space to access support and relieve emotional distress. It's open every night between 6pm and 11pm. No appointment is needed, just turn up or phone 07483 141 310.
- <https://www.mhm.org.uk/the-haven-30-clarence-street>

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## Mental Health and Wellbeing in York

- [The Mental Health and Wellbeing in York \(PDF, 21,218kb\)](#) directory provides a comprehensive list of external resources for support, advice and information on mental wellbeing available in York.

## UK Wide

### Samaritans

- [Samaritans](#) are available round the clock providing confidential support to anyone who needs it. Phone them anytime to discuss any concern – big or small. Call 116 123 (free to call).

**SHOUT:** [Shout](#) is a 24/7 free text service for support in a crisis. Text 85258 (it's free on all major mobile networks).

**Student Minds:** [Student Minds](#) is the UK's student mental health charity, providing peer support programmes and resources.

**Students Against Depression:** [Students Against Depression](#) is a service run by students offering advice, information, guidance and resources to those affected by low mood, depression and suicidal thinking.

**HopeLine:** [Hopeline](#) is a confidential support and advice service for people under 35 who are experiencing thoughts of suicide or anyone concerned that a young person could be thinking about suicide. Call 0800 068 4141 anytime between 9am and Midnight, any day of the year.

**The Mix:** [The Mix](#) provides essential support for under 25's. Call 0808 808 4994 or use the chat service.

**CALM (Campaign Against Living Miserably):** [The Campaign Against Living Miserably \(CALM\)](#) is especially aimed at males who may be experiencing isolation and low mood. Contact them between 5pm

and midnight on 0800 58 58 58 or use the chat service.



# Issue Based Support

## Pregnancy

### University of York Support

The university has a page for students experiencing Pregnancy, Maternity, Paternity and adoption [which you can find here](#). The University's policy to support these students [can be found here](#).

#### **The University of York and Student Pregnancy**

- The policy states that once establishing a pregnancy with your GP, you are able to disclose the pregnancy or seek advice and support from; the Student Advisers in the Student Hub, University of York Students' Union or the Graduate Student Association.
- The policy also states you can apply for extra funding, as well as a minimum of 2 weeks maternity leave.
- Students who wish to take paternity leave are also able to, and can do so by discussing with their Academic Supervisor.

#### **The University of York and Adoption**

- Students who have been matched for Adoption, and their partners, are able to discuss Adoption Leave with their Academic Supervisor.

More information on setting up support plans for students who are experiencing Pregnancy, Maternity, Paternity and adoption can also be found within the policy itself.

### UK-Wide Support

#### **NHS Support**

- The National Health Service (NHS) can provide a range of support to those experiencing pregnancy, they have a [really fantastic form here](#) which can guide you through to the appropriate support options.

#### **British Pregnancy Advisory Service (BPAS)**

- [The British Pregnancy Advisory Service \(BPAS\)](#) provides evidence-based [advice and counselling](#), as well as highly trained and experienced staff in providing information around pregnancy.
- They deal with a range of pregnancy related issues such as: miscarriages, contraception, fertility, fetal anomaly care, vacitymies and more.

#### **Pregnancy Sickness Support**

- [Pregnancy Sickness Support](#) is a Charity that provides a range of coping mechanisms, self support and information for those that are experiencing high levels of morning sickness, also named Hyperemesis Gravidarum (HG). [You can access their support tools here](#).

# Issue Based Support

## Support for Student Sex Workers

People in sex work may be more at risk of harassment, crime and assault, but may also be reluctant to seek support, or to report to the police ([Swansea University, 2015](#); [NUS, 2016](#)). If you are a sex worker who has experienced forms of sexual violence and harassment, visit the sexual violence section of this booklet for support. More specific support is detailed in this section.

### National Ugly Mugs (NUMs)

[National Ugly Mugs](#) is a national organisation that enables sex workers to report incidents and receive warnings about dangerous individuals. If you report to National Ugly Mugs, this information is used to warn other sex workers and potentially save their lives.

NUMs can also:

- share anonymous intelligence with the police, if you consent for them to do so
- support sex workers in making full reports to the police so that the perpetrators can be identified, arrested and convicted
- ensure sex workers have access to professional services when they have been a victim of crime.

### English Collective of Prostitutes

[English Collective of Prostitutes](#) is a network of sex workers working both on the streets and indoors campaigning for decriminalisation and safety. They provide a range of useful documents, including:

- a [comprehensive guide to Sex Workers Rights](#)
- a range of [useful factsheets](#)

### SWARM

- SWARM is a collective founded and led by sex workers who believe in self-determination, solidarity and co-operation.
- They campaign for the rights and safety of everyone who sells

sexual services and organise skill-shares and support meet-ups just for sex workers, as well as public events.

- They have a northern chapter, called [SWARM North](#), who meet regularly in Leeds, York and elsewhere, where they host brunches and peer support groups for sex workers.

### Pineapple Support

- [Pineapple Support](#) is a registered charity that provides 24/7 online emotional support as well as free and subsidized professional therapy and advice to all performers and producers who have been active in the adult online industry within the past 6 months.

## Sexual Violence

In 2018, [Revolt Sexual Assault](#) found that 62% of UK University students had experienced some form of sexual violence during their time at university, and since then [reporting of sexual violence within universities has increased](#). In this section of the signposting booklet, you can find a range of University, York and UK wide support that you can turn to if you have experienced forms of sexual violence.

### University of York

#### **Sexual Violence Liaison Officers:**

- Our Sexual Violence Liaison Officers (SVLOs) can work with you one-to-one to talk you through your support options and reporting options, both within the University and externally. They will support you through whatever choices are right for you. You can access support from an SVLO whether something has happened recently or some time ago. Support is confidential and you will not be pressured into taking any particular course of action. [You can read more about them here](#).

#### **Campus Security**

If you would like immediate support you can contact campus security on 01904 32 3333 or use the safe zone app. Find out more about campus security and Safezone on page \_ of this guide.

#### **Report and Support**

If the incident has happened between yourself and another student at York. You can report the incident by going to [www.reportandsupport.ac.uk](http://www.reportandsupport.ac.uk).

You can read about other reporting options via this webpage: <https://www.york.ac.uk/students/health/advice/sexual-violence/>

### City of York

#### **Bridge House: Sexual Assault Referral Centre:**

Bridge House is York's Sexual Assault Referral Centre (SARC). They offer free and confidential support and information. If something happened in the last seven days, Bridge House can collect and store forensic evidence, even if you are not sure you want to involve the police at the moment.

0330 223 0362 (9am-5pm) 24 hour answer phone

Out of hours helpline: 0330 223 0099

[Bridgehousesarc.org](http://Bridgehousesarc.org)

#### **IDAS:**

- IDAS support people who have experienced sexual violence or domestic violence. Their Independent Sexual Violence Advisor (ISVA) service offers practical and emotional support to anyone who has experienced sexual violence or abuse whether this is historic or current. IDAS can support people through the Criminal Justice System, but offer support whether or not you choose to report to the Police.
- Call 03000 110 110 or visit [idas.org.uk](http://idas.org.uk)

#### **Survive:**

- Survive offer support for survivors of rape and sexual abuse in York and North Yorkshire. Support can be offered through ongoing counselling, a one-off 1:1 meeting, support groups, or through the helpline.
- Helpline: 01904 642830 (Wednesdays 1pm to 3.30pm)
- Office: 01904 638813
- [Survive-northyorks.org.uk](http://Survive-northyorks.org.uk)

#### **York Sexual Health Centre:**

- There are emergency appointments available for people who have been the victim of sexual assault. Please note that emergency

contraception is only effective if taken within five days of an incident. York Sexual Health Centre offers a free and confidential counselling service. You can be referred by a member of the York Sexual Health staff, self-refer online or you can call them on 01904 721111. [yorsexualhealth.org.uk](http://yorsexualhealth.org.uk)

## UK-Wide

### The Survivor Trust:

- A national charity, providing support for all those who have suffered sexual violence. Providing counselling, support, helplines and advocacy services
- <https://www.thesurvivorstrust.org/find-support>

### SafeLine:

- A national and all-inclusive charity which provides helplines, therapy, counselling, IVSA (advisor service), support groups and more...
- <https://www.safeline.org.uk/>

### Survivors UK:

- A service for men specialising in rape and sexual violence support which provides online help services and Independent Sexual Violence Advisors (ISVAs)
- <https://www.survivorsuk.org/ways-we-can-help/>

### Man Kind:

- Support for men affected by unwanted sexual experiences, which provides self help resources, online counselling and online group courses
- <https://mkcharity.org/>

### GALOP:

- Galop are an LGBT+ anti-violence charity who provide support, as well as signposting, for those who have experienced sexual violence, domestic abuse, and hate crimes.

- They also have dedicated sections for trans advocacy and 16-25 help (for those living in London). They have separate, dedicated helplines handling sexual abuse, domestic abuse, and hate crime.
- <https://www.galop.org.uk/>

### Rape Crisis England & Wales:

- Focuses on women and girls who have experienced sexual violence. Offering:
  - National Helpline (12-14:30 and 19:00-21:30, every day) - 0808802999
  - Online live chat and support from Rape Crisis Centres across England and Wales
- <https://rapecrisis.org.uk/get-help/want-to-talk/>

### RASASC:

- RASASC run a helpline for women & girls who have suffered sexual violence, no matter when it happened, and they explicitly state that they are LGBT+ friendly. They offer counselling, access to a dedicated helpline, as well as training to help others who have experienced sexual assault.
- <https://www.rasasc.org.uk/>



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## BAME Student Support

In this section please find an array of support that you can access as a BAME student. If you ever need to report racism, or a hate crime, you can do so by reporting to the police or by using the Universities Report and Support tool or Complaints procedure.

### University of York

#### Open Door:

- Students who are experiencing mental health or wellbeing difficulties can access counselling and support from the University's Open Door team, which is an inclusive and confidential service that has a BAME Specialist practitioner.

#### Webpage for BAME Students

- The University of York has a [webpage for BAME](#) Students that outlines an array of support that they can access during their time at York, including financial scholarships.
- It also outlines a range of ways that BAME students can get involved with student life, through both societies and paid roles within the university.

#### BAME Network

- The [BAME Network](#) provides a safe space for students who identify as BAME who want to make a proactive change within university life. It is a chance to work with the Student Unions elected representatives to improve the way that York addresses BAME issues, and supports BAME students

#### YUSU Societies

- YUSU has a range of cultural societies to help make students feel more welcomed at York, as well as a way to celebrate different cultures. There is a range of societies, such as:

- [British Asian Society](#)
- [Association of British and Chinese University Students \(ABACUS\)](#)
- [African Caribbean Society \(York ACS\)](#)
- [Albanian Society](#)
- And [more that you can access here!](#)

### City of York

#### York Racial Equality Network

- The [York Racial Equality Network](#) provides direct support for people, individually in need of advice, or in groups through activities which aim to reduce isolation and loneliness and bring the community together.

#### The York Travellers Trust

- [The York Travellers Trust](#) gives support, advice and advocacy to the Gypsy & Traveller communities of York. They can act as a conduit between service providers and residents of York to allow an increased understanding of the communities and facilitate better community cohesion.

### UK Wide Support

#### Black Minds Matter

- Black Minds Matter connects Black individuals and families with free mental health services – by professional Black therapists to support their mental health. They also aim to make mental health topics more relevant and accessible for all Black people in the U.K., removing the stigma and remodelling the services to be relevant for the Black community.

#### The Black, African and Asian Therapy Network

- [The Black African and Asian Therapy Network \(BAATN\)](#) are able to help connect you with BAME support groups, and therapists across

# Specific Student Support

the UK or local to you. It also has a range of [focused support for BAME Students that can be accessed here](#).

## Mind: Young Black Men

- [Young Black Men](#) is a project run by the UK wide charity Mind. The project works with 11 to 30 year olds by offering a range of tailored local services working specifically with young Black men; to increase understanding of mental health problems, reduce the stigma surrounding them and learn about how and where to seek help when you need it.

## Rethink Mental Illness: BAME Page

- [Rethink Mental Illness](#) has a specific page outlining the different areas to access mental health support, focusing on the needs of BAME people. The page outlines the right to a second opinion and how to complain about treatment.

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## Care Leavers and Estranged Student's Support

### University of York

The University of York provides a range of support for both Care Leavers and Estranged Students, including a dedicated member of staff in the Widening Participation Team. They [outline it clearly in this PDF](#), but this section of the guide will give you a quick run down.

#### Accommodation:

- The University of York accommodation can offer year long lets to care leavers and estranged students to ensure that they are housed all year round.

#### The Care Leavers and Estranged Students Bursary

- The Care Leavers and Estranged Students Bursary is for students aged under 25, who come to York having been in the care of their UK local authority; or who have come through the national Foyer Federation ([foyer.net](http://foyer.net)), or who are irreconcilably estranged from their parents.
- It helps provide financial support to eligible students throughout their time at York.

There are also other forms of additional financial support that are [outlined in the PDF](#)

#### Careers Advice and Support

- Care leavers and estranged students are guaranteed an interview for any student ambassador role that the University offers.
- They are able to receive specific and tailored advice from the Careers Advice service at York in order to enable successful progression into their desired career.

You can read more about support for care leavers and estranged students support [here](#).



# Specific Student Support

## Caregiver Support for Students

The University of York provides a range of support for students who are Carers, for either a family member or friend. The main page to access all things student and Caregivers [can be found here](#). On that page you can:

- Find a form which allows you to let the University know that you are a carer
- All caregiving students are advised to have a [Carers Assessment](#), in order to ensure they will be properly supported during their studies.
- Connect you to the [Step Ahead scheme](#), which helps students ease into university,
- You can also sign up for a [student buddy](#), which is there to be a friend throughout your time at University.

### Financial Support

- As a caregiver you will be prioritised for the [York Student Support Fund](#), which can support you with additional transport, laundry and heating costs.
- If you are a student studying for less than 21 hours a week (not a full time student) you can apply for the [Carers Allowance](#).

## City of York

### York Carers Centre

- [York Carers Centre](#) has a range of activities, events and groups for you to get involved with.

### YorOK

- [YorOK](#) is a free information service for parents and carers of children and young people aged 0-19

## UK Wide

### Hope Support

- [Hope Support](#) offers online support for students with a close family member who has a serious illness. Amongst other things, they can offer advice on leaving home, living away, dealing with responsibilities, home visits and staying positive.

### Which? Elderly Care

- [Which? Elderly care](#) offers independent and practical advice for people who are caring for elderly parents or other relatives.

### Carers UK

- [Carers UK](#) is a national charity that enables carers to access advice, guidance, build connections with other carers and get involved with campaigning on issues relating to carers.

### Hope Support

- [Carers Trust](#) is a national charity that raises awareness of unpaid carers in the UK.
- They give carers a voice and highlight their work to the public and campaign to politicians and decision makers to create real change for unpaid carers throughout the UK. Campaigning is an important and powerful way of influencing change for unpaid carers.

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## Disabled Student Support

### University of York

#### **Disability Services**

- The University of York has a Disability Services team which is there to support all students who have a long term health condition, disability or mental health condition.
- They can support students by organizing Disabled Students Allowance assessments, arranging student support plans to enable ease of study and arrange other forms of additional support.
- Read more about the Disability Services in their section of this guide.

#### **Disabled Students Network**

- The Disabled Students Network is run by York University's Students' Union Disabled students officers.
- It is a place where any student who identifies as a student is welcomed to enjoy a range of accessible activities, events and even get involved with representing disabled students at York to the University and other major groups across York.

### UK Wide Support

#### **Disability Rights UK**

- Disability Rights UK is a national charity that enables disabled people to understand their rights.
- They run a student tailored [helpline](#), to offer students in England a range of advice.
- You can contact them by calling 0330 995 0414 or emailing [students@disabilityrightsuk.org](mailto:students@disabilityrightsuk.org) on Tuesdays and Thursdays, 11am-1pm.

#### **Disabled Students Allowance (DSA)**

- [Disabled Students Allowance](#) is a government funded grant that

pays for any equipment, transport or disability related costs that a student would face as a result of studying.

- You can [apply online](#) to talk to York's Disability Service before applying.

# Specific Student Support

## Support for International Students

At the University of York we have over [5,000 international students](#), who can access a range of social, emotional and academic support while studying at York. This page outlines some of the support that you are able to access while at the University of York.

### University of York Practical Support

#### **International Students' Self Referral Form**

- The [International Students' Self Referral Form](#) allows students to contact a member of the International Students Support Team to access advice on a range of issues, such as: Student Visas, EU Settlement Scheme, Police registration, Graduate Visa, BRP Issues, Lost Documents, Leave of Absences, Course Changes and any general students support matters.
- A member of the team will get back in touch with you within two working days.

#### **International Student Support drop-in sessions**

- Speak directly to a member of the International Student Support team via our online drop-in sessions (access to Zoom required).
- Sessions are for quick informal queries, typically no longer than 10 minutes of advice will be given. If you have something sensitive or complicated to discuss, please email us instead.
- You can find [information about the sessions here](#).

#### **Visa Support and Police Registration**

- The University of York provides support on applying for a student visa which you can access at the Student Hub. You can also [read more information about visas on the University's dedicated webpage](#).
- [Here you can access information on Police registration](#), as part of a visa or immigration compliance.

### University of York Academic Support

#### **Academic Writing and Skills**

- The University of York's [Academic Writing and Skills](#) centre is able to offer advice and guidance on academic writing, critical thinking and analysis skills, developing effective study habits and communication skills.
- You can book a writing skills appointment, apply for writing and study coaching.

#### **University of York International Student's Support Blog**

- [The International Students Support Blog](#) is a blog that enables students to express themselves, and their experiences of being an international student, in a creative way, while developing their writing skills Any international student is able to submit to the blog

### University of York Social Support

#### **International Students Association**

- The [International Students Association](#) is ran by students for students. It hosts a range of events for all international students to take part in throughout the year, as well as help represent international students to groups at the University.

#### **YorWorld Community Facebook Group**

- The YorWorld Community group is set up by the University of York to enable students to connect with each other from across the world

#### **YUSU's International Creative Writing Society**

- The International Creative Writing Society gives an opportunity for students from all across the world to learn creative writing skills and engage with students through different languages and writing abilities in order to develop their skills.
- They also help connect students to each other by holding a range of events.

# Specific Student Support

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## LGBTQ+ Student Support

In this section please find an array of support that you can access as a LGBTQ+ student. If you ever need to report racism, or a hate crime, you can do so by reporting to the police or by using the Universities Report and Support tool or Complaints procedure.

### University of York

#### **Changing your pronouns/titles**

- If you would like to change your pronouns or titles on documentation at the University of York you can contact Student Hub and ask to speak to a student advisor who will be able to help you with the process. They can also help you with the process within governmental departments and alternative identification documents.

#### **LGBTQ Social**

- [LGBTQ Social](#) provides a friendly, safe environment for all LGBTQ identifying students at York. We aim to run events twice weekly, ranging from movie nights to fancy dress bar crawls. We also have contacts with other university LGBTQ societies for joint community and socials.

#### **YUSU LGBTQ+ Network**

- [YUSU's LGBTQ+ network](#) provides a safe space for students who identify as LGBTQ+ who want to make a proactive change within university life. It is a chance to work with the Student Unions elected representatives to improve the way that York addresses LGBTQ+ issues, and supports LGBTQ+ students.

#### **Open Door**

- Students who are experiencing mental health or wellbeing difficulties can access counselling and support from the University's

Open Door team, which is an inclusive and confidential service which is able to support LGBTQ+ students.

#### **YUSU and GSA Advice and Support Team**

- You can always contact YUSU and GSA's Advice and Support Teams to seek further advice and guidance on issues relating to LGBTQ+ matters.
- YUSU has a page on their website dedicated to outlining support for [Trans and Non-Binary Students](#).

### City of York

#### **LGBT Forum**

- The [LGBT Forum](#) helps ensure that the rights and interests of LGBT people are represented in York and North Yorkshire.
- They run workshops designed to help people along with their transition as well as more general LGBT+ social events.

#### **Lunar Café**

- The [Lunar Café](#) in the city centre is a cafe with a hairdresser, dedicated to the LGBTQ+ community in York.
- Lunar is a safe and creative space which enables people from the LGBTQI+ community across York to connect with each other.

#### **Yorkshire MESMAC**

- Yorkshire MESMAC provide a range of sexual health services for the LGBTQ community as well as others affected by HIV.
- Services and support include: HIV and STI testing drop-in sessions, 1-1 support, Trans & non-binary sexual health sessions, LGBT Youth Group for ages 14-25, Sex worker sexual health drop-in, Free condoms and lubricants
- Mesmac also run a weekly HIV and STI testing drop-in at the University of York every Tuesday during term-time from 12pm-2pm in ARC/110 (Interview Room 2, Alcuin Research Resource Centre Campus West)



# Specific Student Support

## UK Wide

### **GALOP**

- [GALOP](#) is a national charity that works against the abuse of the LGBTQ+ community; specialising in domestic abuse, sexual violence and hate crimes.
- It can offer emotional support, practical support, advice, advocacy, information on housing support and referrals to local services.
- They run the [national LGBTQ+ Help Hate Line](#) which helps those who have experienced anti-LGBT+ violence, abuse or harassment, and need a safe space to talk. You can contact them Monday-Friday, 10am-4pm by either Phone: 0207 7042040 or Email: [HateCrime@galop.org.uk](mailto:HateCrime@galop.org.uk).
- They also offer a [National LGBTQ+ Domestic Abuse helpline](#) which can be accessed by phoning 0800 9995428, Emailing [help@galop.org.uk](mailto:help@galop.org.uk). They Also have a webchat, and a chat bot.

### **LGBTQ+ Switchboard**

- The [LGBTQ+ Switchboard](#) is a safe space for anyone to discuss anything, including sexuality, gender identity, sexual health and emotional well-being; who support people to explore the right options for themselves.
- You can contact the Switchboard by calling 0300 330 0630 which is Open 10:00-22:00 every day, emailing [chris@switchboard.lgbt](mailto:chris@switchboard.lgbt) or using the [online chat which you can find here](#), alongside more information about the switchboard.

### **Stonewall's Information Service**

- Stonewall is a national charity that addresses issues facing the LGBTQ+ community, as well as actively raising awareness and providing support.
- They run an [informational service](#) which can signpost, and help people with any LGBTQ+ related enquiries.

# Specific Student Support

## Mature Students

A mature student is any student coming to the University of York who is aged 21 before the start of their undergraduate degree.

### For new undergraduate students:

- New Mature Undergraduate students are able to take part in the [Student Buddy scheme](#) run by the University. Giving opportunity to be paired with another mature student so that you can share your university experiences with each other and lend some friendly advice.

### University of York Mature Students Webpage

- You can access the University of York mature students webpage which signposts to a range of resources and support tools that mature students can use while studying at the University of York.
- York is able to provide accommodation suitable for students with families, as well as [nursery provision](#) for children.
- The University of York mature students facebook group [can be found here](#).

### University of York Mature Students Association

- There is also a [Mature Student's Association](#), which is run by mature students for mature students.
- They act as a social and representative function for mature students and are run by [Student Union's Mature student's officers](#).

### Financial Support for Mature Students

- If you are a mature student who is experiencing financial difficulties while studying at York, the University has a really [helpful page, that you can find here](#), on their website that can inform you of the financial support available to you specifically as a mature student.

### UCAS

[UCAS has a support page](#) designated to mature students which covers a range of issues that mature students may face while studying at University.



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## Faith and Religious Based Support

### University of York

#### Chaplaincy

- All students are welcome to contact the [full-time Anglican, Methodist and Roman Catholic chaplains](#). The chaplains have email lists you can join to receive information about their events and activities. The chaplains are independent of the University; appointed by their faith organisations to minister to the University community. They can be contacted to speak in confidence by any student, regardless of their faith background.

#### Prayer Facilities

Across campus on the University of York is a range of prayer facilities that students are able to use.

- **W/029 in Wentworth College:** is a 24hr prayer room, just as the receptionist in Wentworth or Vanbrugh College for the key! You will need your student card to be given it.
- **Ron Cooke Hub, Second Floor:** There is a male and female prayer room located on the second floor of the Ron Cooke Hub, accessible 24 hours a day. Staff at reception in the Ron Cooke Hub can provide directions.
- **Seebohm Rowntree Building:** Has a prayer room located on the ground floor of the Seebohm Rowntree Building in Alcuin College. To use this room you need to [fill out an access form](#) and then visit Alcuin College reception to activate your student card.
- **The Quiet Place:** Between Derwent College and Heslington Hall, [The Quiet Place](#) is a place for all members of the University community for silence, quiet reflection or prayer. You do need to go to Derwent or Vanbrugh Reception to access the key.
- **More House Chapel:** More House is the Catholic Chaplaincy for the University, located on Heslington Lane. They have a simple prayerful chapel that is open from 8.30am – 11am and 4pm – 6.30pm each

weekday during term and is available to students and staff of all faiths and none as a place of reflection and prayer.

#### YUSU Societies

- YUSU also has a range of [faith based societies](#), which encourage students of the same faith to practice and socially connect with each other.

### City of York

Within the City of York, there is a wide range of faith groups that the University works in partnership to build a connected and inclusive community for it's students. [You can access information about the faith groups available to students here.](#)

- All of the groups on this list work with the University to meet requirements outlined by the Equality Act 2010, to enable faith based support to be inclusive and accessible to all students.



**yusu.org**