



THE UNIVERSITY OF
YORK STUDENTS' UNION

SIGNPOSTING GUIDE

EVERYTHING YOU COULD POSSIBLY NEED
TO SUPPORT YOU WHILE AT YORK

Contents

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 and they will seek to add it to the next update of the guide.

Key Services and Provisions:

- [Campus Security and SafeZone](#)
- [Colleges](#)
- [Contacting Emergency Services](#)
- [Disability Services](#)
- [GP's, Pharmacies, Dentists and calling 111](#)
- [Open Door](#)
- [Report and Support](#)
- [Scholarships and Bursaries](#)
- [Sexual Violence Liason Officers \(SVLOs\)](#)
- [The Student Hub](#)
- [Student Union Advice and Support Teams \(Both YUSU and GSA\)](#)
- [Student Wellbeing Officers](#)
- [Support to Study/Attend](#)
- [University Complaints Procedure](#)
- [YorSexual Health](#)

Issue Based Support:

- [Abortion](#)
- [Addiction](#)
- [Bereavement](#)
- [Domestic Abuse](#)
- [Drug and Alcohol Support](#)
- [Eating Disorders](#)
- [Exploitation, Trafficking and Modern Slavery](#)
- [Financial Support](#)
- [Trauma Support](#)
- [Housing and Bills](#)
- [Mental Health](#)
- [Night-Life and the Night-Time Economy](#)

-
- [Pregnancy, Maternity, Paternity and Adoption](#)
 - [Sex Worker Support](#)
 - [Sexual Violence](#)
 - [Spiking](#)

Support for Student Communities:

- [BAME Students'](#)
- [Care Experienced and Estranged Student's](#)
- [Students who are Carers](#)
- [Disabled Students'](#)
- [International Students Support](#)
- [Local and Commuting Students](#)
- [LGBTQ+ Students'](#)
- [Mature Students'](#)
- [Refugees, Asylum and Sanctuary seekers](#)
- [Religious and Faith Based Support](#)
- [Students with children](#)

Support Services

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

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)

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- **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

Support Services

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.

Support Services

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 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. To contact the York Outer Police Force by emailing either of the following snayorknorth@northyorkshire.pnn.police.uk or 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.

Support Services

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

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.](#)

Support Services

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.

Support Services

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: <https://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.

Support Services

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 under 25 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. The term 'estranged student' describes someone who has no communication with both of their biological or adoptive parents, and the situation is likely to remain permanent.

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 a student with 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 Student 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

Sexual Violence Liaison Officers

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

Support Services

The Student Hub

[The 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 offer advice and support for all students studying at York, regardless of fee status. The Student Hub is able to provide students with formal letters, such as those that can help with council tax exemption. Some examples of what The Student Hub can help with are:

- Student Finance and Additional funding applications
- Disability Support
- Support for International students
- University's Immigration Advice Service
- 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 [Student Communities](#).

If you don't know where to go to get help, The 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.

Support Services

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
- **Telephone:** 01904 32 3724
- **Website:** 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
- **Telephone:** 01904 32 3724
- **Website:** www.yorkgsa.org/welfare

Support Services

Student Wellbeing Officers (SWO)

Each department has an allocated Student Wellbeing Officer (SWO) who is someone you can discuss any concerns or struggles you may be experiencing while you are at University.

If you're feeling stressed or worried, or struggling with your studies, feeling overwhelmed with your academic work, or if you're experiencing a personal issue, a health issue, a relationship problem or financial concerns, they are available to listen and to talk things through.

They provide support, information and guidance and can help you navigate the support available on and off campus.

If you are experiencing any challenges and you would like to speak to someone, **please ask your academic supervisor**, or **a member of your departmental administration team**, how you can contact your SWO.

Support Services

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.](#)

Support Services

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 judgement (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](#), and on the [YUSU website](#). 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 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 or the GSA's Advice Service (for postgraduate students) at advice@yorkgsa.org

Support Services

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.

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/>

Issue Based Support

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

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.

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 or [visiting their website](#).

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.

Issue Based Support

Bereavement

Bereavement can be a difficult thing to experience, and there is a range of support out there for you. If you would like to access faith related support to help with a bereavement you can contact the faith based support services outlined in the Faith and Religious Based Support section 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.

Exceptional Circumstances

- If you are experiencing a Bereavement close to or within an assessment period you are able to [apply for exceptional circumstances](#). If you self certify you can have up to a 4 days extension on any coursework deadlines or examinations, or if you feel you may need longer than 4 days you can submit an application to the Exceptional Circumstances Committee.

City of York

Registering a Death in York

- If you need to register a death which happened in York you can do so by visiting the [City of York's webpage here](#), or if the death happened outside of the City of York you can use the Government's [search tool to find the appropriate Register to register the death here](#).

UK Wide

Cruse Bereavement Care

- [Cruse Bereavement Care](#) offers one-to-one counselling along with information and publications, and a support group where you can share concerns and feelings and exchange mutual support.

The Compassionate Friends

- [The Compassionate Friends](#) offer a range of support services, including a helpline open daily 10am-4pm and 7pm-10pm
+44 (0)345 123 2304

Issue Based Support

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 Liasion Officers:

- If the domestic abuse expereinced 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 4](#) 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 <https://reportandsupport.york.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

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

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

Issue Based Support

support, as well as an [online chat](#).

- 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 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

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

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 The 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,
- 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

Depending on your course, age, previous study and nationality or residency history, you may be eligible for Student Finance from the government. This could include tuition fees support, a maintenance loan or grant towards living costs, plus supplementary grants for dependants.

You should apply to the relevant provider depending on where you are ordinarily resident. You can find their contact details on the links below:

- Students ordinarily resident in England should apply to Student Finance England ('SFE'): www.gov.uk/studentfinance
- Students ordinarily resident in Wales should apply to Student Finance Wales ('SFW'): <http://www.studentfinancewales.co.uk>
- Students ordinarily resident in Scotland should apply to Student Awards Agency Scotland ('SAAS'): <http://www.saas.gov.uk>
- Students ordinarily resident in Northern Ireland should apply to Student Finance Northern Ireland ('SFNI'): <https://www.studentfinancenri.co.uk/>

If you face any difficulties with Student Finance during your studies at York, you should contact the Student Support and Advice team via their [self-referral form](#).

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.
- [Save the Student - Student Money, Discounts and Jobs](#) has useful information on saving and making money as a student, as well as signposting you to all the different student discounts.

Issue Based Support

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

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

The Survivors Trust – Lists Local and specialist services for survivors of sexual violence, including advocates and independent sexual violence advisors (ISVAs) 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

The National Association for People Abused in Childhood www.napac.org.uk

Disaster Action – Information and support for people affected by major disasters in the UK and overseas. www.disasteraction.org.uk

PTSD Resolution – Helps veterans, reservists, families, civilians and anyone affected by PTSD with their trauma and stress www.ptsdresolution.org

Freedom From Torture – Supports Survivors of Torture www.freedomfromtorture.org

Solace – [Solace](http://www.solace.org) provides mental health and well-being support for Refugees, asylum and sanctuary seekers. Students can contact The Student Hub to be referred.

Victim Support – Provides emotional and practical support for people affected by crime and traumatic events 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

Issue Based Support

Housing and Bills Support

Sorting housing, accommodation and bills / financing 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

The Student Hub

- The University of York's [The 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 The Student Hub by visiting the 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, calling +44 (0)1904 322165, and by tweeting [@UoYAccomm](https://twitter.com/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 The 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](#).

Issue Based Support

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

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.

Samaritans Drop in Sessions on Campus

You can drop by and speak to one of their volunteers at their Fairhurst building drop-in sessions that happen term-time **Tuesdays 6pm - 8pm** in **LFA/134**. You can also ring them any time, day or night on 116 123. The Samaritans are here for anyone who's going through a difficult time. Whatever you're facing, they are there to listen. If you've lots on your mind, they can help you find your own way through it

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

Issue Based Support

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>

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. They also run [Student Space](#) that provides a range of support, from helplines to workshops, including specific support for:

- [Students Hearing Voices](#)
- [Students with OCD and BDD](#)
- [Support for Students with Eating Difficulties](#)

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

Night-Life and the Night-Time Economy

While studying, students will interact in the night-life in York in a variety of different ways. Be that going out clubbing, drinking in bars or working in them, participating in night-life can be difficult – but there is a range of support out there for you.

University of York

York Parties Reporting form

If you have experienced any issue on a York Parties Night out (YUSU Affiliated club nights) you can notify YUSU and York Parties about the spiking by [reporting the incident via this form](#).

Report and Support

If you experience anything that has happened between yourself and another student at York. You can report the incident by going to <https://reportandsupport.york.ac.uk/> as the University of York deem Spiking as a form of student misconduct.

Campus Security

If you would like immediate support for any on campus issues 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 4](#) of this guide. Equally if you are in a YUSU venue, you can let a member of staff know if it is an event you can talk to one of YUSU's Doorsafe staff.

Issue Based Support

Pregnancy, Maternity, Paternity and Adoption

University of York Support

The university has a page for students experiencing [Pregnancy, Maternity, Paternity and adoption](#). The University also has a [policy](#) in place to support students on this matter.

The University of York and Student Pregnancy

- Following a consultation with your General Practitioner (GP) and/or other appropriate services, you are encouraged to notify the University about your pregnancy through your Academic Supervisor or other member of departmental staff. You can also seek advice and support from; the Student Advisers in the Student Hub, University of York Students' Union or the Graduate Student Association.
- University policy, in line with Equality Challenge Unit guidance, recommends that students take a minimum of two weeks maternity leave.

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.

UK-Wide Support

NHS Support

- The National Health Service (NHS) provides a range of support to those experiencing pregnancy, [they have a form 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).

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.

Issue Based Support

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 4](#) 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 <https://reportandsupport.york.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

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

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: 0808 145 1887](tel:08081451887) (Open every Monday and Tuesday 4pm – 8pm)
- 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

Issue Based Support

Spiking

Spiking is when additional drugs or alcohol is added to a person's drink, or is potentially injected into them. Spiking can happen to anyone, of any age, of any gender and it is okay to seek support after experiencing being spiked. You can read the [Women and Non-Binary Officers 21/22 Blog on spiking](#) here for more information about spiking itself.

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 4](#) this guide.

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.

York Parties Reporting Form

If you have experienced a spiking on a York Parties Night out (YUSU Affiliated club nights) you can notify YUSU and York Parties about the

spiking by [reporting the incident via this form](#)

Report and Support

If the incident of spiking has happened between yourself and another student at York. You can report the incident by going to <https://reportandsupport.york.ac.uk/> as the University of York deem Spiking as a form of student misconduct.

City of York

York Hospital

If someone is at harm, feeling severely unwell, or has been subject to another crime alongside the spiking, you can go to A&E to receive medical treatment. That can either be done by [getting the individual to A&E yourself](#), or by calling 999 for immediate support if someone is extremely unwell.

North Yorkshire Police

You can report a spiking to North Yorkshire Police. Report the incident to the police as soon as you can by calling 101, or in case of emergency or immediate harm calling 999. If you don't feel comfortable talking to someone on the phone, you can [report online via the North Yorkshire police website](#). You can also report a historic spiking by calling 101 or using the online reporting tool

Issue Based Support

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

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/>

Support for Student Communities

BAME Students'

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.

Specific Student Support

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 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.

Specific Student Support

Care Experienced and Estranged Students'

University of York

The University of York provides a range of support for both Care Experienced and Estranged Students, including a dedicated contact for care experienced and estranged students'. Please contact them directly on student-independent@york.ac.uk for support.

Accommodation:

- The University of York offers flexibility with accommodation lets, so that if they wish to, care experienced and estranged students can stay in on-campus accommodation all year round.
- To find out more, please [refer to our pages on accommodation support](#).

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), or who are irreconcilably estranged from their parents.
- It helps provide financial support to eligible students throughout their time at York.

Careers Advice and Support

- Care Experienced 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.

To find out more, please refer to our pages on [support for care experienced students](#) and [support for estranged students](#).

Specific Student Support

Students who are Carers

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.

Specific Student Support

Disabled Students'

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.

The Student Hub

- Disabled students can access information about disability benefits, student financial support and support with daily living from the Student Support and Advice Team, based in the Student Hub.

University of York Accessible Guides: [The University of York's Accessible guides](#) is an online site that outlines all buildings on campus and how accessible they are. It can support students with access needs to find their classes, best cafes and study spaces on campus.

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 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.

University of York Accessible Guides

- [The University of York's Accessable guides](#) is an online site that outlines all buildings on campus and how accessible they are. It can support students with access needs to find their classes, best cafes and study spaces on campus.

Specific Student Support

International Students'

At the University of York we have over [6,500 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 Student Support

- As an international student you are able to access support using the [International Students' Self Referral Form](#) allows students to contact a member of the International Student 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.
- If you are unable to access the form, you can email international-support@york.ac.uk.
- A member of the team will get back in touch with you within two working days.
- The team is also off the Winter Hosting Scheme and International Buddying, which you can find out more about by emailing international-support@york.ac.uk.

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](#).

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 Social Support

International Students Association

- The [International Students Association](#) is run 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

Local and Commuting Students'

The University of York is continuously welcoming increases in community students' numbers, and they are developing the support they have available for them as they understand that being local to the university you study at, or commuting to it, is a more accessible way for many to engage with University education.

If you are a local or commuting student you will still be [assigned a college](#) which can help you with wellbeing based support.

Student Buddy Scheme

- [A Student Buddy](#) is a second or third year student who will help you settle into university life and support you through your first year here. All local and commuting students are encouraged to request a Student Buddy, you can do this before you arrive or during your first few weeks here.

Accommodation Support

- The University does offer [subsidised overnight accommodation](#) on campus for full-time undergraduate students registered with a term-time address outside of the York Ring Road. They hope by offering this it will enable you to attend more evening social events and will also reduce any anxiety relating to arriving on time for early exams/assessments.
- To book subsidised accommodation please email student-communities@york.ac.uk with the night(s) you would like to book and once we have confirmed your eligibility we will forward your email onto STEM, who manage the Franklin House bookings, so they can check availability.

If there's any other information you need or anything you would like to discuss please email our Local and Commuting Students contact Nicola Browne at nicola.browne@york.ac.uk or get involved in our [Local and Commuting Students Facebook group](#).

Specific Student Support

LGBTQ+ Students'

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 University's [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 [The 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.

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.

- They also offer a [National LGBTQ+ Domestic Abuse helpline](#) which can be accessed by phoning 0800 9995428, Emailing 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 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 undergraduates are able to request a [Student Buddy](#). Giving this gives new mature students the opportunity to be paired with a continuing mature student who will share their own university experiences with you 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.

Specific Student Support

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.

UK Wide

Student Minds Student Space: The Student Minds Student Space outlines a range of support, such as phone lines, workshops WhatsApp Chats, Webchats and a Text Number for students of Muslim and Punjabi Students as linked below:

- [Support for Muslim Students](#)
- [Support for Punjabi Students](#)

Union of Jewish Students

[The Union of Jewish Students](#) is the voice of nearly 9000 Jewish students, spanning over 70 Jewish Societies on campuses across the UK and Ireland. The work to facilitate J-Socs across the country, including [York's J-Soc](#).



yusu.org