



Signposting Guide



SURREY
STUDENTS'
UNION

Your Surrey Life.

Introduction

Dear Reader,

This Signposting Guide has been developed to aid you in supporting students, and help navigate them to the correct services when they approach you for guidance. It is separated into sections. If you need any support, all the services are available to you. You can contact me at ussu.vpsupport@surrey.ac.uk, or your advice team at ussu.advice@surrey.ac.uk.

Vice President Support
Surrey Students' Union

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Emergency Support

All of these emergency support services are available 24/7.

Campus Safety are an on campus service trained to provide an immediate response to all reported incidents, working closely with internal departments and external agencies when required. They are there to help, with a focus on care in their pastoral role.



- **General security enquires 01483 682002 / 01483 689114**
- **Emergency only 01483 683333**

Surrey Police are there to serve and protect the local community. If a serious offence is in progress or has just been committed or someone is in immediate harm please use the emergency contact.



- **Non-Emergency 101, 01483 571212 or 18000 textphone if you have a speech or hearing impairment**
- **Emergency only 999 or 999 textphone service if you have a speech or hearing impairment**

NHS 111 can help if there is an urgent medical problem. When calling, one will be asked questions about their symptoms by a fully trained adviser. Advisers can then connect callers to a healthcare practitioner, organise face-to-face appointments, find out what local services can help or provide advice about medication.



Report + Support

When something unwanted happens around campus, people may wish to think about reporting it to the Union, the University or even to the police.

Report + Support is the best, and easiest way to report something happening - this includes reporting a staff member, another student, or a visitor to the University or the Students' Union.

Reports can be made **anonymously** or, **with contact details**.

One can report instances of abuse, racism, harassment, sexual assault, bullying, mental health concerns for a friend, homophobia or **anything else that raises concern**.

Once the report is made, someone from the University will be in touch to ensure that support is in place, and to discuss the report in order to find out what the person making the report would like to happen next.

<https://reportandsupport.surrey.ac.uk/>

Anonymous Reporting: Report + Support can be used to report anything anonymously to the University. Anonymous reporting helps the University by building up a picture of what is happening on campus, by whom and where. Although the University **won't be able to act upon any anonymous reports**, it helps identify what is happening so we can keep campus as safe as possible.

Peer Support

Talk Together is a peer support service that is supported and overseen by Surrey Students' Union. The aim of Talk Together is to help create an environment in which Surrey students can thrive and where wellbeing is promoted, supported, and celebrated.



- **121 Listening Service** – Students will be able to have an informal 121 chat with a Talk Together Volunteer.
- **Student Skills Workshops** – Wellbeing relates to all parts of our lives and a key worry students have is being able to succeed at Surrey University.

Sessions run Tuesday evenings 18:00 - 20:00 in the Students Union Building.



Nightline is a confidential listening service for students, run by trained student volunteers. You can call, instant message or email Nightline about any problem.

Availability: aim Monday - Friday 19:00 - 7:00 during term time
*can depend on calling-volunteer availability for shifts



Welfare Watch are trained volunteers who reside in the Front Room on Citrus (Wednesday) and Future (Friday) nights out at Rubix (campus nightclub)! They are there to help if you've been kicked out, not let in, or just need a breather and someone to talk to.

Availability: Wednesday and Friday 22:45 - 15 mins before Rubix closes *can depend on calling-volunteer availability for shifts.

Peer Support



MySurrey Hive Mentors are current students who work in MySurrey Hive. They are trained to help with general enquiries about student life and to provide pastoral support for distressed students who enter the building.

Availability: Monday - Friday 11:00 - 15:00 & 17:00 - 21:00 within term time.



Wellbeing Champions part of the committee for most clubs and societies. Their role is to support the wellbeing of both existing and potential new members. They can also signpost you to the most relevant mental health service, or feed-back your concerns to the rest of committee.

Availability: through Sports Clubs and Societies

External Wellbeing Support

Some people may feel uncomfortable speaking to University or the Students' Union services so here are some fantastic external ones:

The logo for Samaritans, featuring the word "SAMARITANS" in white, uppercase letters on a green rectangular background.

Samaritans offer listening and support to people and communities in times of need - you can sometimes find them on Stag Hill Campus in the Hive. Whatever someone is going through, a Samaritan will help you through it.

Availability: Call 116 123 - 24/7 - 365 days a year.

The logo for Shout, featuring the word "shout" in a dark blue, lowercase, sans-serif font above a dark blue speech bubble containing the number "85258" in white.

Shout offers a free, confidential, 24/7 text-messaging support service for anyone who is in immediate distress and struggling to cope. Anyone of any age, who is a resident in the UK, can text the service for support.

Availability: Text 85258 - 24/7 - 365 days a year

The logo for Togetherall, featuring three overlapping speech bubbles in yellow, green, and teal above the word "togetherall" in a bold, lowercase, sans-serif font.

Togetherall is a safe, online community where people support each other anonymously to improve mental health and wellbeing. Students have access to togetherall through their university by registering at <https://account.v2.togetherall.com/register>

Availability: 24/7 - 365 days a year

External Wellbeing Support

Safe Haven
in Guildford



The Safe Haven is a crisis centre based in Guildford and working on a drop-in basis. Safe Havens provide out of hours help and support to people and their carers who are experiencing a mental health crisis or emotional distress.

Availability : 18:00 - 23:00, 365 days a year

Oakleaf Enterprise, 101 Walnut Tree Close



Oakleaf is the only mental health charity in Surrey working as a social enterprise to provide subsidised counselling for students, practical support for those with mental health difficulties, and vocational training for those suffering from mental health issues.

<https://www.oakleaf-enterprise.org/i-need-help/>



Papyrus HOPELINEUK is a call and texting service for those under 35 and struggling with suicidal feelings, or concerned about another young person who might be struggling.

Availability: Text 07860 039967 or call 08000684141 from 9:00 - 00:00 7 days a week.

University Wellbeing Support

There are some students who will need to speak to full time members of staff at the University or healthcare professionals.



The Centre for Wellbeing are a multidisciplinary service experienced in offering advice and support for a range of mental health, emotional or psychological conditions. Appointments can be booked using their online form, calling them at **01483 689498** or via email at centreforwellbeing@surrey.ac.uk.

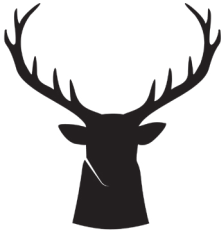
Availability: Monday - Friday 8:00 - 17:00 (Summer break included)



The MySurrey Hive is the go-to place for all student-life related enquiries. The Hive team provide information, advice and support on topics such as transport, visas, finance and accommodation queries.

Availability: Monday - Friday 8:30 - 17:00 within term time.

Academic Support



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Your Students' Union has trained academic advisors to help you navigate the Universities Regulations including: extenuating circumstance, academic appeals, academic integrity, complaints to the University, disciplinary action, fitness to practise, support to study.

They are able to provide you impartial advice and guidance for whatever process you are going through. Always advise students to email ussu.advice@surrey.ac.uk as this is the quickest way to get a response.

Availability: Monday - Friday 9:00- 17:00 within term time.

The Academic Skills and Development team provide advice and strategies for all students at Surrey, helping you to enhance and develop your academic, personal and professional skills.



Key areas where we can help you to develop include:

- Critical thinking
- Researching and referencing
- Planning and writing assignments, projects, or dissertations
- Developing sustainable study habits and be an effective remote learner
- Revision and preparation for take-home exams

Availability: Mon- Fri 9am-5pm within term time.

Academic Support

Academic Hives

Academic Hives are responsible for providing support to students within undergraduate and postgraduate taught programs. Academic Hives can help with issues surrounding accessing timetables, module selection and changes, course transfers, and the withdrawal process.

Academic Administration are the point of contact for all questions, queries and support regarding your course. Accessed through [My Surrey](#)

Academic Departments

Personal Tutors are there to support academic, personal, and professional development throughout a student's time at university. They will refer a student to appropriate academic, welfare and support services when necessary. Programme Leaders can help when experiencing difficulties with a specific course. They can discuss actions and decisions relating to the course.

Availability: Monday - Friday 9:00 - 17:00 within term time.

Bereavement Support



The Bereavement Support Group is run by the Students' Union and facilitated by the Chaplaincy.

This is a non-religious group that welcomes all faiths and is ran as a safe space to talk and express emotions for those that have experienced any form of bereavement.

Bereavement Café is on Wednesdays 15:30 – 16:30 in Manor Park Social. [Book here.](#)

Let's Talk About Loss is a safe space to talk through taboos and address the reality of losing someone close to you when you are young.

Let's Talk About Loss
talking through the taboo

If you are aged 18-35 and have experienced bereavement, they have over 30 in-person meet-ups across the UK that meet once a month. **These meet ups are not support groups or counselling sessions.**

Find more information here: <https://letstalkaboutloss.org/>



The Chaplains part of Surrey Chaplaincy are from all faiths and beliefs and offer confidential, discreet and nonjudgemental one-to-one pastoral care for anyone who needs it. **Availability depends on chaplain availability.**

Disability and Neurodiversity Support



The Disability and Neurodiversity Team will support any student who has specific learning differences, physical disability, those with diagnosed mental health difficulties, long-term health conditions, autism and sensory impairments.

They are able to support with reasonable adjustments to help you achieve your potential at University – from exam adjustments, to mentor support and supporting specific accommodation needs.

Availability: Monday - Friday 9:00 - 17:00 within term time.

Neuroinclusion are contactable via [MY Surrey](#).

The Student Success Team are here to support all students throughout their time at university.



Issues you can address include

- talking about your experience during your studies
- regular pastoral support
- advice if you are considering leaving the university
- finding out about any uni events
- make suggestions about how we can improve our community
- would like a safe space to talk and to find out about support

Availability: Appointments on Monday - Friday from 11:00 - 13:00.

Contact via [MY Surrey](#).

Drugs and Alcohol Support



Catalyst works with people who are dealing with issues stemming from drug and alcohol misuse and mental health – including housing, involvement with criminal justice, relationships with close ones, and getting back into work.

Catalyst focus on three main areas: Mental Health and Wellbeing, Drug & Alcohol and Specialist Outreach. They offer non-medical interventions in a friendly, accessible, professional, and non-judgmental way.

Their services can be accessed by calling 01483 590150 or by texting 07909 631623.

If you find yourself feeling overwhelmed and unable to cope at any point, you can make an appointment to see a wellbeing adviser or counsellor at the **Centre for Wellbeing**, located on the east side of Stag Hill campus.



The Centre is open Monday to Friday, 8:00 to 17:00, excluding bank holidays and University closure days.

Contact by calling **01483 689498** or drop in during the opening hours.

Availability: Monday - Friday 8:00 -17:00 (summer break included).

Employability Support



The **Employability and Careers** team offer careers information, advice and guidance throughout a student's journey as well as up to three years after graduation. They can provide advice surrounding finding a career, interview practice and CV writing. They also do one-to-one and drop-in appointments, employability skills workshops and careers fairs throughout the academic year.

The **Placements** team can also assist with Professional Training placement applications, will be there during the placement itself, and help with the return to studies.

Available: 9:00 - 17:00 Monday - Friday within term time.



Surrey Pathfinder is a digital hub which provides on demand access to booking careers appointments and events, searching jobs and placements and developing skills with interactive career development tools.

Access it at <https://pathfinder.surrey.ac.uk>



SurreyConnects is an exclusive online networking and mentoring platform. It is where students and recent graduates can reach out to ask one-off questions about your industry or request short-term career mentoring over a 'virtual coffee'. Additionally, you can join the Three Cups of Coffee - a short-term, informal, mentoring scheme on SurreyConnects.

Register on <https://surreyconnects.co.uk/>

Financial Support

Student Money Support offer advice to students around all money related issues. This includes funding, bursaries, student finance, council tax, the Guarantor Scheme, money management and budgeting, financial hardship and they also link to external student support organisations relating to money management like Blackbullion who run competitions and offer free advice.

Drop-in sessions are held from 11:00 - 13:30 every Monday in **MySurrey Hive**. No advance booking is required, but during busy periods students will be limited to 10 minutes each.

Contact via [MySurrey](#).

Available: 9:00 - 17:00 Monday - Friday within term time.

The Student Finance Receivables team manage students accounts and if they are overdue. They also work with the student money support team to arrange payment plans if the student is struggling to pay for any reason.

Contact via [My Surrey](#).

Available: 9:00 - 17:00 Monday - Friday within term time.



Hate Crime Support



Surrey Police take reports of hate crimes very seriously and are committed to reducing the harm that hate crime causes victims - if in an emergency, call 999.

Some victims of hate crime may be reluctant to contact police - Guildford Fire and Rescue are able to take reports and offer information about hate crime **24 hours a day 7 days a week (except when on operational duties)**.



True Vision offers guidance on reporting hate crime and hate incidents - this can be done either in person, or via an online anonymous reporting form.

To report an incident: https://www.reportit.org.uk/your_police_force

For any other questions: email on enquiries@report-it.org.uk



Stop Hate UK is one of the leading national organisations working to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity.

To report an incident: <https://www.stophateuk.org/report-hatecrime/>

Revenge Porn Helpline are supporting adults (aged 18+) who are experiencing intimate image abuse, also known as, revenge porn.



Availability: Monday - Friday 10:00 - 16:00, excluding bank holidays.

Phone contact: 0345 6000 459

Email contact: help@revengepornhelpline.org.uk

Anonymous reporting form: <https://swgfl.org.uk/whisper/rph1/>

Health Support

Buryfields Clinic, Guildford offers free and confidential sexual health services.

This includes STI (sexually transmitted infection), HIV testing and contraceptive services.

Buryfields is located at 61 Lawn Road, Guildford, GU2 4AX

More information by calling **020 3317 5252** or on [website](#)

Available: Monday, Wednesday and Friday: 9:00 - 16:30

Tuesday and Thursday: 9:00 - 18:30



The **University Health Centre** is available for support with a range of physical health and wellbeing issues and offers many of the same services as other NHS surgeries in the area. It is located on the Stag Hill campus next to University Court and opposite Millennium House and is part of the Guildowns Group Practice.

It is recommended that all students register with a local doctor whilst at University as this will allow you to access local NHS services when you need them. You must be registered before you can book an appointment.

Availability: Monday - Friday 8:00 - 18:30

Housing Support

The Students' Union provides impartial advice to any students who need support with any University policy/regulation including ECs, housing, making complaints and misconduct allegations.



Our Advice team are able to:

- explain rights when dealing with local landlords, estate agents and the University accommodation team
- help and advise when dealing with local landlords, estate agents and the University accommodation team
- help advise when issues or disputes related to accommodation occur for students
- read through accommodation contract
- signpost additional accommodation support services

Availability: Monday - Friday 9:00 - 17:00 within term time.

Contact via email on ussu.advice@surrey.ac.uk



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The Accommodation service at the University offer a variety of accommodation options for students. They can also help students find the right place to live, on or off campus, at an affordable rent, throughout their studies.

This is the team to contact when considering to apply to live in Halls or want to move to new Halls on campus.

Book an appoint here: <https://surreyac.sharepoint.com>

Availability: Monday - Friday 9:00 - 17:00 within term time.

Housing Support



Hoods Residential is a local independent letting agency set up with a specialist service tailored to each individual clients needs.

Whether looking to let a property, or in need of some housing advice and guidance they are there to help.

They are located inside the Students' Union Building on Stag Hill campus. You can find their contact details on their website - www.hoodsresidential.com

Availability: Monday - Friday 9:00 - 17:00

Roome is an app where you can advertise spare rooms, search for housemates and find student homes. It is exclusive to University of Surrey Students and Surrey landlords and Agents.



You can **download the Roome app** on the App Store or on Google Play. You can also visit the Roome website for more details - www.roome-uni.co.uk

International Student Support

The **International Engagement Office** provides opportunities for students to spend a period studying or working abroad at our partner institutions and welcome students from our partner institutions to spend a period at Surrey.



For more information and contact emails for students coming to Surrey or wanting to study abroad [visit our website](#)

Available: Monday - Friday 9:00 - 17:00 within term time.

The **International Student Support Team** are there to answer questions about visas or immigration. This includes questions about visa extensions, working rights, BRP issues and Police Registration. They offer **drop-in sessions every morning between 10:00 and 12:00 within term time.** Appointments can be booked via [My Surrey](#) as either an online 10 minute drop-in or an in-person 30 minute appointment.

For those finding themselves outside the UK, **Befrienders Worldwide** around the world provide confidential support to people in emotional crisis or distress. Their website can help find a crisis hotline in the area, get support via email or learn more about suicidal feelings: <https://www.befrienders.org/help-and-support>.

**Befrienders
Worldwide**
volunteer action to prevent suicide

LGBTQIA+ Support



The Pride Hub is a venue for the LGBTQIA+ community and allies in which to meet, socialise and access valuable services. They offer a safe space to talk about feelings and have a bank of information and resources and signposting services. Pride Hub located in Woking.

For more information call: 01483 663700 or email: hello@prideinsurrey.org



Outline provides support to people with their sexuality and gender identity, including but not limited to the lesbian, gay, bi-sexual and trans community of Surrey, primarily through a helpline, website and support groups.

Call: 01483 727667
Email: helpline@outlinesurrey.org.uk
Text/SMS: 07451 289261
19:30 - 22:00 every Tuesday, Thursday and Sunday



Mindline Trans+ is a confidential emotional, mental health support helpline for people who identify as Transgender, Agender, Gender Fluid, and Non-binary. It is a safe place to talk about feelings confidentially. They are also there to support family members and friends and to provide signposting to other services and resources.

Available: Monday, Wednesday and Friday from 20:00 - 0:00

LGBTQIA+ Support

Galop is the UK's LGBT+ anti-abuse charity, and has been championing the needs and safety of the LGBT+ community. They have multiple helplines including:



National LGBT+ Domestic Abuse Helpline

For LGBT+ people who have or are experiencing domestic abuse. They also provide support for survivors of domestic abuse; friends, families and those working with a survivor.

Phone: 0800 9995428

Email help@galop.org.uk

Monday - Friday 10:00 - 17:00

Wednesday - Thursday 10:00 - 20:00

LGBT+ Hate Crime Helpline

For those who have experienced anti-LGBT+ violence, abuse or harassment, and need a safe space to talk.

Phone: 0207 7042040

Email: HateCrime@galop.org.uk

Monday - Friday 10:00 - 16:00

National Conversion Therapy Helpline

For those currently experiencing abuse aimed at changing, altering, or 'curing' LGBT+ identity, or think this will happen to you if you come out.

Phone: 0800 1303335

Email: CThelp@galop.org.uk

Monday - Friday 10:00 - 16:00

Religion and Faith

The **Religious Life and Belief Centre** is home to all our spiritual, faith and belief communities on campus.

The team is here to listen to personal issues, bereavement support, questions of personal identity and faith/belief. Some of the Chaplains have expertise in couples counselling, domestic abuse issues and intersectional issues such as different forms of racism, antisemitism, Islamophobia and homophobia.

You can visit the Religious Life and Belief Centre on the Stag Hill Campus or make a booking to meet them at MySurrey Hive on Stag Hill Campus.



Meet the Chaplains:

- Rabbi & Dean of Religious Life and Belief - alex.goldberg@surrey.ac.uk
- Anglican Chaplain - duncan.myers@surrey.ac.uk
- Baha'i Chaplain - l.mohebati@surrey.ac.uk
- Buddhist Chaplain - g.hunt@surrey.ac.uk
- Catholic Chaplain - j.mccarthy@surrey.ac.uk
- Greek Orthodox Chaplain - c.christodoulou@surrey.ac.uk
- Hindu Chaplain - m.joshi@surrey.ac.uk
- Methodist Chaplain - keithcbeckingham@gmail.com
- Muslim Chaplain - h.hammuda@surrey.ac.uk
- Pentecostal Chaplain - r.akujuaobi@surrey.ac.uk
- Secular & Humanist Chaplain - e.franklin-kitchen@surrey.ac.uk
- Sikh Chaplain - b.singh@surrey.ac.uk

Sexual Abuse, Harassment and Domestic Abuse Support

The University and Student's Union have trained staff as Sexual Violence Liaison Officers (SVLOs).

SVLOs are trained in taking disclosures of historic or new incidents of sexual violence.



Your SVLO will be guided by you and ask you what you would like to happen next. They can then discuss all options with you from reporting to the Police, the University or even choosing not to report to anyone.

The conversation is safe and confidential however there may be situations where we have to breach confidentiality, for example where you or someone else is at risk of harm. The SVLO will inform you if such a disclosure needs to be made.

Can book a SVLO meeting on

<https://surreyac.sharepoint.com/sites/Hive/SitePages/SVLO.aspx>

SWSDAO provide free, confidential, independent and impartial advice to anyone over the age of 16 affected by domestic abuse living in the boroughs of Guildford or Waverley.



They offer anything from a one off opportunity to talk, to longer term ongoing support and assistance depending on your needs.

Availability: call Monday - Friday 9:00 - 16:00 01483 898884 or email: swr@swsda.org.uk

RASASC are a Guildford base charity that works with anyone in Surrey whose life has been affected by rape or sexual abuse, whether recently or in the past.

Their services include

- telephone helpline
- ISVAs (Independent Sexual Violence Advisors)
- adult counselling
- youth and group support



RASASC are an inclusive service that supports survivors of all genders over the age of 13 from across Surrey with the aim to help them overcome the abuse they have experienced and rebuild their lives.

Availability: 01483 546400 Monday - Thursday 19:30 - 21:30

Sexual Abuse, Harassment and Domestic Abuse Support



The Surrey Sexual Assault Referral Centre (SARC) support anyone in Surrey who have experienced a sexual assault.

SARC offer a range of support from forensic examination to counselling services. They have a dedicated team of forensic nurse examiners and crisis support workers who will help you throughout your time at the SARC.

If you do not wish to involve the police then you are able to self-refer to the SARC.

Availability: Book an appointment at 0300 130 3038 or email at surrey.sarc@nhs.net

Survivors UK is a society that acknowledges, supports, and advocates for men and non-binary people aged 13+ who have been affected by rape or sexual abuse or experienced sexual violence at any time in their lives.



They provide a national online helpline, individual and group counselling, emotional support through the justice system, support for friends and families of survivors, and training for professionals and organisations.

Availability: Monday - Sunday 12:00 - 20:00
1:1 chat session online at www.survivorsuk.org or via SMS at 020 3322 1860.



Women and Girls Network (WGN) is a free, women-only and survivor-led service offers a holistic response to women and girls who have experienced, or are at risk of, gendered violence. Their aim is to create a safe, nonjudgmental and non-directive space in which women and girls can explore their experiences, and know that they will be listened to and believed.

Availability: Monday - Friday 10:00 - 16:00 and Wednesday 18:00 - 21:00 by calling 0808 801 0660

Sexual Abuse, Harassment and Domestic Abuse Support



The National Centre for Domestic Violence is a free, fast emergency injunction service to survivors of domestic abuse and violence regardless of their financial circumstances, race, gender or sexual orientation. They can help you secure a Non-Molestation order which stops someone from contacting you directly or indirectly, and visiting your address among other restrictions.

Availability: Monday - Friday 9:00 - 17:30

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

0800 970 2070



The Flying Child is a survivor-led, non-profit charity that is available to victims/survivors of child sexual abuse. You can contact them no matter your current age.

Website: <https://theflyingchild.com/>

Contact: <https://theflyingchild.com/contact/>



Get help and support after rape, sexual assault, sexual abuse or any form of sexual violence. We are the charity working to end sexual violence and abuse.

Website: <https://rapecrisis.org.uk/>

Contact: <https://rapecrisis.org.uk/get-help/want-to-talk/>

Phone: 0808 500 2222 available 24/7

Sexual Abuse and Sex Work



NUM is a UK-wide charity working with sex workers to do research, design and deliver safety tools and to provide support services to people in adult industries. They're working to end all forms of violence against sex workers.

Availability: Monday - Friday 9:00 - 17:00

0800 464 7669

<https://nationaluglymugs.org/>

If there is a specific area or topic of support missing or a service you feel students would benefit accessing that isn't in the guide, please contact the VP Support to make ammendments.

Email: ussu.vpsupport@surrey.ac.uk