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Childcare Support, Substance Abuse, Sexual Abuse and School Specific Support
Welcome to your one stop shop for everything related to wellbeing.

We know that multiple topics can affect your wellbeing, from accommodation issues, financial problems and legal battles through to poor mental health. But don’t worry, this little booklet is full of a lot of information, outlining support available from the Students’ Union, University and some external services too.

We’ve also got activity tips throughout for those who may just need a break and something fun to do to support your wellbeing. Anyone can use this booklet, whether you’re a student in need of support, a staff member supporting a student, or you’re a student looking out for a mate. So, what are you waiting for… Jump right in.
Our first activity in this booklet is simple... Take a break.

Student lifestyles are busy. Between studying, assessments, revising, part-time jobs, looking after children or loved ones, you wonder how you have any time left. Taking a break is the easiest way to help give you that little boost. Breaks can be as small or as long as you like. It helps reset your mind, regain focus, and can lead to more productivity.
Have a cup of tea or coffee with a friend – it can be done virtually if not in person.

Get outside. Go for a walk, run or cycle. You could do some gardening if you have a garden. Whatever you’re able to do, getting some fresh air can really help.

Get creative! Is drawing, colouring or painting your thing? Maybe you prefer baking, crafts or DIY face masks. Find something you find fun or branch out and try something new.

Get involved with HertSquad. Did you know they have Active Students and Active Staff programmes? With a range of free classes to suit everyone, yoga is one of our favourites!

Are you more on the logical side? Puzzles and books may be your thing, take a step away and read a chapter of your book or get a different part of your brain working with a crossword or sudoku.

Even if you choose to do nothing, remember it’s important to take breaks.

Tip: There is no official guidance on computer screen time, but try to follow the 20-20-20 rule – look away from the screen every 20 minutes or so and look at something around 20 feet away for about 20 seconds.
Mental health support

SUPPORT AT HERTS

University of Hertfordshire
Student Wellbeing: www.herts.ac.uk/life/support-and-wellbeing

Student Wellbeing offers confidential services specifically for counselling, mental health, and disabilities. All staff are experienced, trained and some specialise and have specific training in certain areas.

“Here to support you with any emotional, mental health, disability and health related issues which you may experience throughout your time at university.”

Email: studentwellbeing@herts.ac.uk
Phone: 01707 284453
Open Monday - Wednesday 8.30am to 5pm, Thursday 8.30am to 7pm and Friday 8.30am to 4pm

Chaplaincy: www.herts.ac.uk/chaplaincy

“We offer some quiet spaces and places to pray, meditate or reflect. The Chaplaincy team is here to help encourage spiritual growth, exchange and wellbeing at the University.”

Email: chaplain@herts.ac.uk
Phone: 07702 442696
Open: Monday - Friday 9am to 6pm

Hertfordshire Students’ Union
Advice & Support Centre: hertfordshire.su/advice

The team offer free, confidential, impartial information and advice for students here at Herts.

“We are not trained counsellors, but it can still help to get things off your chest by speaking to one of our Academic & Welfare Advisers.”

Email: advice@hertfordshire.su
Phone: 01707 285022
Open Monday - Friday 10am to 4pm (except bank holidays)
ADDITIONAL SUPPORT

Papyrus HopelineUK: [www.papyrus-uk.org/hopelineuk](http://www.papyrus-uk.org/hopelineuk)
Providing young people with a safe space to talk through anything happening in life that could be impacting on their or anyone else’s ability to stay safe. This service is specifically for people under the age of 35 or people of any age who are concerned about others.

“Are you, or is a young person you know, not coping with life? For confidential suicide prevention advice contact Papyrus.”

Email: pat@papyrus-uk.org
Phone: 0800 068 4141
Text: 07860 039967
Open 9am to midnight including weekends and bank holidays

Samaritans: [www.samaritans.org](http://www.samaritans.org)
Free support for anyone at any time of the day

“Whatever you’re going through, a Samaritan will face it with you. Samaritans are available 24 hours a day. 365 days a year. You can chat to Samaritans for free.”

Email: jo@samaritans.org
Phone: 116 123
Open 24 hours 7 days a week

Student Space: [studentspace.org.uk](http://studentspace.org.uk)
Led by Student Minds and set up due to the coronavirus pandemic, this is a space with advice and resources specifically for students with options for phone, text, webchat or email support.

“Making it easier to find the support you need during coronavirus.”

Email: students@themix.org.uk
Phone: 0808 189 5260
Text: 85258
Phone lines are open from 3pm to 11pm 7 days a week
24-hour support via text – Text STUDENT to the number above
**ADDITIONAL SUPPORT**

**Mind Out: [mindout.org.uk](http://mindout.org.uk)**

A mental health support service run by and for LGBTQ+ people.

“We work to improve the mental health and wellbeing of LGBTQ+ communities and to make mental health a community concern.”

Support is available on their website through the chat function. Monday – Friday 5.30pm to 7.30pm, Saturday 12pm to 2pm, Sunday 2pm to 4pm, as well as specific sessions outside of these times which can be found on their website.

**Campaign Against Living Miserably (CALM): [www.thecalmzone.net](http://www.thecalmzone.net)**

“CALM specialise and support campaigns for male mental health and suicide prevention. Anyone who needs support can contact the CALM helplines. We run a free and confidential helpline and webchat for anyone who needs to talk about life’s problems. We also support those bereaved by suicide, through the Support After Suicide Partnership (SASP).”

Phone: 0800 58 58 58
Open 5pm to midnight 365 days a year
Can also talk through webchat.
Single point of access: [www.hpft.nhs.uk/contact-us](http://www.hpft.nhs.uk/contact-us)

“If you need to make a referral or talk about an urgent mental health problem please call the Single Point of Access (SPA)”

Email: [hpft.spa@nhs.net](mailto:hpft.spa@nhs.net)
Phone: 0800 6444 101

**Black Minds Matter: [www.blackmindsmatteruk.com](http://www.blackmindsmatteruk.com)**

“Our mission is to connect Black individuals and families with free mental health services — by professional Black therapists to support their mental health. To make this happen, we want to make mental health topics more relevant and accessible for all Black people in the UK, removing the stigma and remodelling the services to be relevant for the Black community.”

Email: [blackmindsmatter.uk@gmail.com](mailto:blackmindsmatter.uk@gmail.com)
check in with your mind
Going through a stressful period can sometimes feel like a rollercoaster. It’s great to be able to identify these periods when you’re feeling stressed so you’re able to do something about it.

1. THE CAUSE OF STRESS

Examples: upcoming deadline, juggling multiple responsibilities, finances, unexpected event.

Note: Try and identify what made you stressed, this may help in the future in regards to supporting yourself or seeking support.

2. REACTION TO STRESS

Examples: Not eating, over exercising, not sleeping, loss of motivation or concentration, crying.

Note: Everyone will have different reactions to stress, there is no right or wrong reaction.

Use the road and follow the bicycle to take you from that first feeling of stress through activities you can do to feel a little bit more at ease.
A great way to respond to a state of stress is by actively trying to relax. You can try deep breathing exercises, visualisation of a tranquil scene or focusing on calming words, yoga, tai–chi or prayer.

Note: Activities should be tailored to your needs and time constraints.

If you want to do something a bit more active to relieve stress, get outside and go for a walk. It encourages deeper breathing and joint/muscle movement.

Another way is getting social. Talking to friends, family, co–workers and acquaintances can not only help you offload, but also help you to find solutions and build stronger bonds.

For more information on stress, we used: health.harvard.edu
SUPPORT AT HERTS

Hertfordshire Students’ Union
SU Study Smart: hertfordshire.su/your-support/study-smart/

The sessions give you an opportunity to reflect and explore new study strategies that could lead to more efficient and interesting ways to study.

“SU Study Smart is a one-to-one session with one of our Academic & Welfare Advisers, exploring different approaches to learning and workload management techniques.”

Email: advice@hertfordshire.su
Phone: 01707 285022
Open Monday – Friday 10am to 4pm (except bank holidays)

Our Advice & Support team also offers free, confidential and impartial guidance and advice on the Academic Appeal process, all stages of the Academic Misconduct Investigation process and Student Complaints.

University of Hertfordshire
Library SkillUP: ask.herts.ac.uk/library-skillup

Accessible on any device via StudyNet or Canvas, the online module has been developed to help reinforce your learning. Covering referencing, searching, reading and evaluating.

“Library SkillUP is a series of new online support materials to help save you time and get better grades.”

Access to module: go.herts.ac.uk/libraryskillup
Module available 24/7
Online chat available Monday – Friday 10am to 4pm
Academic English Support: [www.go.herts.ac.uk/academic-english](http://www.go.herts.ac.uk/academic-english)

Pre-recorded content for you to watch in your own time as well as 20-minute one-to-one sessions for specific support to further clarify content.

“The UK education system may be different from the one you are familiar with. Our experience has been that students may face challenges with some aspects of their studies, including writing assignments, presenting and referencing. Our workshops can help you overcome these challenges, improve your Academic English and Study Skills and make you more confident in your classes and when studying.”

Maths Support Service (MSS): [www.go.herts.ac.uk/mathssupportservice](http://www.go.herts.ac.uk/mathssupportservice)

Offering support for any student who needs help when it comes to mathematical elements of their course. Away from pandemics, the MSS is normally offered within the Student Success area in the Learning Resource Centres. It is currently accessible through StudyNet as an online service.

“Our team of experts from the school of Physics, Astronomy and Mathematics are available to give assistance to any students.”

Open Monday – Friday 10am to 4pm
Evening sessions maybe arranged (for helping Degree Apprenticeship students, for example) by appointment.

Study Success Hub: [ask.herts.ac.uk/study-success-hub](http://ask.herts.ac.uk/study-success-hub)

Signposting to university online study tools to support student academic success. Away from pandemics, Study Success Hubs can offer face-to-face sessions in the Learning Resource Centres for students wanting specific study support.

“Expert study skills help & 1-1 support when you need it”

For school specific support, head to page 23 of the booklet, Extra Support.
Financial struggles can put a strain on your wellbeing. Understanding your finances and spending can put you in control and take away some of that stress. Something simple like a spreadsheet or table will help you visualise each month.

- Start out on Word, Excel, or with a pen and paper.
- Note down your expenses, and any incoming money. Go with the basics; rent, phone bill and weekly/monthly food shop for expenditure, then for income note down what you get from your job if you have one and student finance if you get it.
- After that, do you have a car? Are you a serial online shopper? Do you have children? Look at your personal circumstances, maybe check through some bank statements and add to the spreadsheet any extras.
- Then, if you’re using Excel and want to get super fancy, use the functions to do the work for you with the calculations. If not, just go old school with the calculator to work out your monthly expenditure and income.

We know that sometimes budgeting is hard, especially if your student finance doesn’t even cover your rent, but this is also a great exercise to do to see if there is any meaningless spending you can cut out, or you could be getting a better deal on your bills. For any advice on budgeting tools, or financial advice, there are people at the university and external services that can help on the next page.
SUPPORT AT HERTS

Hertfordshire Students’ Union

Financial Wellbeing: hertfordshire.su/money

If you want to save money, are having issues with Student Finance or want to find out more about funds the university offer, the Advice & Support Centre can help.

“We’re on hand to offer guidance surrounding your financial wellbeing.”

Email: advice@hertfordshire.su
Phone: 01707 285022
Open Monday - Friday 10am to 4pm (except bank holidays)

ADDITIONAL SUPPORT

Money Advice Service: www.moneyadviseservice.org.uk

Set up by the Money & Pensions Service, you can get free financial advice over the phone, WhatsApp or webchat. You can also access guides, tools and calculators to help plan and keep track of finances.

“Free and impartial money advice, set up by government.”

WhatsApp: 07701 342744
Phone: 0800 138 7777
Available Monday - Friday 8am to 6pm (except bank holidays)

Bright Knowledge: www.brightknowledge.org/money-housing

Useful guides and tips on student finance, budgeting and money management.
Hate crime support

SUPPORT AT HERTS

Hertfordshire Students’ Union
Advice & Support Centre: hertfordshire.su/your-support/hate-crime-reporting
The SU Advice & Support Centre is a hate crime reporting centre.
Email: advice@hertfordshire.su
Phone: 01707 285022
Open Monday - Friday 10am to 4pm (except bank holidays)

University of Hertfordshire
Report & Support: www.herts.ac.uk/reportandsupport
“These online forms enable students and staff to report anonymously or seek advice from an adviser. If you have witnessed or experienced an incident you feel uncomfortable with, you can report these.”

ADDITIONAL SUPPORT

Hertfordshire Beacon Clinic: hertfordshirebeacon.org
Partnering with the university and Students’ Union, Beacon supports victims and witnesses of hate crime as well as friends and family.
“Our team of dedicated and trained professionals will support you every step of the way.”
Email: info@hertfordshirebeacon.org
Phone: 03000 11 55 55
Now this one seems cheesy, but stick with us. When everything builds up, it can crowd your thoughts and manipulate your motivation. Wouldn’t it feel great to let go of what’s on your mind and regain focus?

Well, this activity may help you do that. You’ll need a pen, paper and if you randomly have access to them, helium balloons and the simple task of physically letting go of your worries.

There are a few ways you can do this.

The first one is creating space in your day for worry time. Throughout the day, note down anything that causes you to worry that is getting in the way of your motivation. Put it out of your mind until worry time. Use this time to go through each worry and if you can control and put a plan in place to change this worry, do it. If it’s uncontrollable, it’s not worth being a worry, so rip it up and throw it away.

Another one includes writing, but this is more about taking five minutes to offload your thoughts. Whatever comes to your head, spend five minutes doing nothing but writing those thoughts down. This one helps regain focus if you’re over thinking.

Then, finally, a super simple and no frills option is to write down your worries and throw them away. Want to be a little bit extra? Try writing them on your helium balloons and physically letting them go – this adds a little extra happiness to the process!
Cooking not only brings people together, but there is nothing better than the success of making something that you want to eat over again. So, we’ve picked an easy recipe that can be adapted to dietary requirements, and won’t cause a hole in your pocket.

**Spaghetti Bolognese – 4 servings**

- 500g mince beef
- 1 onion, chopped
- 1 clove of garlic, crushed
- 2 carrots, chopped
- 100g mushrooms, sliced
- 1 tin of chopped tomatoes
- 1 tablespoon tomato puree
- 1 beef stock cube, dissolved in 250ml hot water
- 1 teaspoon mixed herbs
- Salt and pepper to season
- 1 tablespoon oil
- 500g spaghetti

Add the oil, onion, garlic and carrots to a hot pan and gently fry until the onions are translucent, then add the mince and brown. Add all the other ingredients to the pan, stir and leave to simmer for 30 minutes, add more water if needed. Cook the spaghetti as advised on the side of the spaghetti packet, drain the water, add to the sauce and serve, or portion for another day.

If you have specific dietary requirements, replace any ingredients you need to with alternatives, for example; beef stock with vegetable stock.
SUPPORT AT HERTS

Hertfordshire Students’ Union
Housing Support: hertfordshire.su/housing

“Need help finding accommodation? Having problems with your housemates or landlord? Worried about safety? You’ve come to the right place. The Advice & Support team can help answer your questions.”

Email: advice@hertfordshire.su
Phone: 01707 285022
Open Monday – Friday 10am to 4pm (except bank holidays)

University of Hertfordshire
On Campus Accommodation Support: www.herts.ac.uk/life/student-accommodation/accommodation-support

Partnership Accreditation for Landlords Scheme (PAL): www.herts.ac.uk/life/student-accommodation/off-campus-accommodation

“It is a voluntary scheme which recognises Landlords and Letting Agents who provide safe and well-maintained private accommodation.”

More info & property search: www.pal-online.org.uk/students

ADDITIONAL SUPPORT

Citizens Advice: www.citizensadvice.org.uk/housing/renting-a-home/student-housing

“Many students live away from home when they go to university. Whether you’re living in university halls of residence or privately rented accommodation, it’s important to know what your rights and responsibilities are.”
SUPPORT AT HERTS

Hertfordshire Students’ Union
Legal Advice Clinic: hertfordshire.su/your-support/legal-clinic/
The Legal Advice Clinic is hosted once a week by appointment only, and offers students free advice on issues like small courts claims processes, consumer right matters and more.
Request an appointment: hertfordshire.su/appointment/advice
Legal Clinic is held on Wednesday afternoons from 1.30pm to 4pm

University of Hertfordshire
Hertfordshire Law Clinic: www.herts.ac.uk/lawclinic
Offering law students a host of voluntary opportunities to enhance their employability.
“Hertfordshire Law Clinic operates in conjunction with leading local law firms to improve access to justice by providing free legal advice to the local community.”
Email: probono@herts.ac.uk
Phone: 01707 284115
Open for appointments during term-time (October to July)

ADDITIONAL SUPPORT
Citizens Advice: www.citizensadvice.org.uk/law-and-courts
“You can find out more about your rights, as well as what to do if you face discrimination, need legal advice or have to go to court without a lawyer.”
The final activity is all about gratitude.

Gratitude is ‘the quality of being thankful; readiness to show appreciation for and to return kindness.’

One introductory activity you can do to get you started is writing down one thing you’re grateful for every day. It could be anything. You can do this the moment you wake up or just before you go to sleep. Doing it the moment you wake up will help set up positivity for the day; doing it before you sleep will enable you to go to bed thinking about something that makes you happy. Find what works for you and roll with it.

If you need more direction, you can follow these:

• Someone you’re grateful for
• Something that happened during the day you’re grateful for
• A time of the day you’re grateful for
• Food that you’re grateful for
• A place you’re grateful for

If you want to move on from the basics, there are many more activities you can do. Online you can find journals and diaries specifically for gratitude and websites with suggestions of other activities you can do.
CAREER PLANNING

Hertfordshire Careers and Employment: www.herts.ac.uk/careers

The Careers and Employment Service is here to help University of Hertfordshire students and recent graduates by offering guidance, advice and resources to support your job search. You can also find e-learning articles to support with things like balancing work and life, developing emotional intelligence and managing relationships.

CHILDCARE SUPPORT

There is a University Nursery on campus that students and staff can use for children from 3 months to 5 years: www.herts.ac.uk/life/support-and-wellbeing/childcare

On the Gov.uk website, there is information about childcare grants for students in higher education: www.gov.uk/childcare-grant

SUBSTANCE ABUSE


There are local hubs in Hatfield, Stevenage, Watford and Hertford.
Email: herts@cgl.org.uk
Phone: 0800 652 3169

SEXUAL ABUSE

Herts SARC: www.hertssarc.org

“Herts SARC offers free support and practical help to anyone in Hertfordshire who has experienced sexual violence and/or sexual abuse.”

Phone: 0808 178 4448
Open 24/7 or message using the contact page

Life Centre: lifecentre.uk.com

“We are a UK based charity that supports survivors of rape and sexual abuse of all ages and genders.”

Phone: 0808 802 0808
Text: 07717 989 022
Phone lines are open Sun, Mon, Tues & Thurs, 7.30pm to 10pm
SCHOOL SPECIFIC

Every student in every school should have access to a Personal Tutor.

Business – Centre for Academic Skills Enhancement (CASE) and Mental Health Support
Email: hbspastoral@herts.ac.uk
CASE is to help support students with academic skills like referencing and assignments, this can be accessed via StudyNet.

Creative Arts – Student Engagement Lead
Email: lharrisonbarker1@herts.ac.uk (Lewis Harrison Barker)
Supports with many things including academic writing, presentations and research skills.

Education – Student Success and Engagement Team
Email: eduset@herts.ac.uk
Can support in many academic areas, as well as time management.

Health & Social Work – Academic Skills Support Team and Website
Email: v.brossier@herts.ac.uk (Valerie Brossier)
Website: academic-skills.health.herts.ac.uk

Humanities – Student Support Team and Academic Skills Team
Wellbeing resources are available on the UG and PG programme sites. Academic Skills Team offer one-to-one or small group consultation resources are available on the UG and PG programme sites.

Law – Student Enhancement Team and Wellbeing Appointments
1-1 wellbeing appointments can be booked via email: lawschoolwellbeing@herts.ac.uk
The team also advise on employability and academic writing, which can be accessed on Canvas.

Life & Medical Sciences – Academic Support Unit available via StudyNet.
ASU StudyNet includes support services, workshop information and university wide sessions.

SPECS – There are three different areas of support.
Computer Science: Peer Assisted Learning, Engineering: Student Proctors, PAM: Maths Ambassadors.

For immediate emergency assistance in the United Kingdom call 999
You can call 111 for NHS medical assistance
For the clickable links, please download the interactive PDF below!