



Welfare

Club & Society Committee Training

In this module we're going to cover...

- Students' Union Support
 - Student Officers
 - Campaigns
 - Welfare Fund
- Welfare Officers
 - Your role
- Equality, Diversity and Inclusion
 - Tackling barriers to participation
- Signposting & Support
 - Services available

Students' Union Support...

In this section we'll cover:

- Student Officers
- Campaigns
- Welfare Fund

So what is a Students' Union?

- A students' union is a **charity**, that is **independent** of the university it is associated with. Students' Unions are **democratic** organisations – they represent the interests of their members.
- Students' unions are **student-led**. You elect your fellow students at the end of each year to lead on the activity we run, and decide the direction we take as an organisation.
- Usually you automatically become a **member** of the Students' Union when you enrol at UCL, but you have the choice to opt-out of joining. If you opt out you don't become a member.
- Students' Union UCL aims to **advance education** by **promoting the interests and welfare of students**; representing, supporting and advising students; and providing social, cultural, sporting and recreational activities for students' personal development.

Who leads the Students' Union?

Each year you elect students to represent your views – full time! These students are your Sabbatical Officers – paid members of staff at the Union. Together, we look out for students best interests, working with UCL to make sure your views are heard.



Union Affairs Officer

[Deniz Akinci](#)



Activities
& Engagement Officer

[Mary McHarg](#)



Equity & Inclusion Officer

[Seyi Osibamowo](#)



Postgraduate Officer

[Suhaila Adan](#)



Education Officer

[Hamza Ahmed](#)



Welfare & Community Officer

[Muhammad Umair
Mehmood](#)

Democratic Structure of the Union

- As well as full time sabbatical officers, you elect part-time student officers who fulfil their roles alongside their degrees – representing your views.
- Sabbatical Officers and Part-Time Officers work in three 'zones' – Activities, Education and Welfare & Community. These democratic structures make them accountable to you.
- The Activities Zone is made up of the Activities & Engagement Officer, Arts Officer, Sports Officer, Societies Officer, non-portfolio Sports, Societies, Arts and Volunteering Representatives and all other student officer positions.
- The Activities Zone discusses policy ideas to improve student activities at UCL, and makes decisions such as affiliations and disaffiliations.
- All our officers are supported by a full time staff team who deliver our services.

Student Officers

- Your full-time sabbatical officers next year will be:
 - Activities & Engagement Officer
 - Education Officer
 - Postgraduate Officer
 - Equity & Inclusion Officer
 - Welfare & Community Officer
 - Union Affairs Officer
- As a team, part of their role is ensuring inclusivity for specific groups.
- The role of Equity & Inclusion Officer in particular will be focusing on this area.
- There are also a number of part-time officers, including:
 - BME Students' Officer; Community Relations Officer; Women's Officer; LGBTQ+ Officer; Disabled Students' Officer; Trans Officer; Academic Department and Halls of Residence reps; and Arts, Sports, and Societies Officers.
- Check the [full list of roles](#) for contact details. They're here to help, and will be happy to discuss how you can make your activities more inclusive.

What services does the Union offer?

Student Activities

Societies
Sports Clubs
Project Active
Skills Sessions

Policy, Governance & Insight

Student representation
Campaigning
Liberation networks

Advice

Free, confidential and independent advice on academic issues, housing, employment, money and other areas...

Volunteering

Student-Led Volunteering
One-Off Volunteering
Community Research Initiative

We'll tell you more about some of these services in this module!

Bars

Phineas
Mully's
The Huntley Institute Bar

Gym

Bloomsbury Fitness

Cafés

George Farha
Gordon's
Bloomsbury Print Room

Shops

Stone Willy's Pizza
The Hanger

The Advice Service

- The Students' Union Advice Service has trained and experienced Advisors who offer free, confidential and independent advice on the following areas:
- **Academic:** extenuating circumstances, student complaints, interrupting or withdrawing from studies, disciplinaries, academic misconduct and the OIA (Office of the Independent Adjudicator).
- **Housing:** tenancy agreement checks, council tax, disputes with landlords or housemates, disrepair and return of tenancy deposit.
- **Money:** applying for grant and hardship funding, applying for grants, welfare benefits advice, help with budgeting, income maximisation and managing debt.
- **Hate Crime Reporting Centre:** confidential platform to report hate crime/hate incidents and independent advocacy support.
- And **more**, including employment rights, consumer advice, personal support and wellbeing (including referral to specialist services).

The Students' Union Advice Service is located on the **1st floor of 25 Gordon Street**.

Find the Advice Service Reception opening hours and contact form on the [Union website](#).

Email address:

- su.advice@ucl.ac.uk

Student Activities

- We support one of the largest student activities programmes in the UK!

This year:

- We have over 380 clubs and societies, with 54 new groups affiliated.
- Over 83,700 memberships were bought (up from 48,249 last year).
- 20,032 students have membership of a club or society (up from 13,453 last year). 41% of all UCL students joined a club or society.
- 950+ external speaker events have been facilitated.
- 8000+ tickets were sold to student-led arts productions.
- 700+ students were involved with 26 major performances at the Bloomsbury Theatre.
- Sports clubs took part in 1280 fixtures, with 79 teams competing in BUCS and 58 teams competing in LUSL.
- 450+ students competed in TeamUCL intramural leagues.
- 1170+ students have taken part in Project Active sessions.

The Student Activities Reception is located on the **2nd floor** of the **Bloomsbury Theatre Building**.

Reception opening hours:

Monday to Friday – 10:00 to 21:00, and Saturday – 11:00 to 19:00.

Email us:

su.activities@ucl.ac.uk

Student Activities

- The Students' Union Student Activities team helps you to deliver a wide range of activity – run by and for students. One of the areas we provide support for is society activity:

General Interest

Societies: we support you to run a huge range of activity from award winning conferences to weekly language classes.

General interest societies cover: academia, altruism, culture, faith & spirituality, finance & enterprise, politics, common interests and university departments.

Arts & Media Societies:

we support a sector leading arts programme including student-led productions in the Bloomsbury Theatre, and at the Edinburgh Fringe Festival. Our student media groups also produce leading newspapers, magazines, journals, radio and film & TV productions.

Skills Sessions:

we offer a range of drop-in skill development workshops focussing on transferable skills which you can use to run your club or society, or in your future career. Topics include Running Events, and How to be a Great Leader in the New Normal.

The Students' Union Societies staff team is located on the 2nd floor of the Bloomsbury Theatre Building.

Find out our dedicated drop-in hours on our website.

Student Activities

- The Student Activities team also provides support for a wide range of sporting activity:

Sports Clubs: we support some of the best sports clubs in London with sports fixtures, leagues, cup competitions and large scale events like Varsity.

Project Active: we offer drop-in beginner friendly activities to help you get active in a way that works for you... Get involved:

- Join one of our weekly sessions ranging from Postgraduate Yoga to women's only Barre Fitness classes. Some classes are online now!
- Take part in one of our social sports leagues from Touch Rugby to Netball. Come along on your own or bring your friends!
- Run a Project Active Session with your club or society, or take part in a Project Active campaign like This UCL Girl Can.

Performance Sport: we provide high performing sports teams and individuals a dedicated programme of support including strength and conditioning sessions.

The Students' Union Sports staff team is located on the 3rd floor of the Bloomsbury Theatre Building.
Find out our dedicated drop-in hours on our website.

Meet the Student Activities Team

Societies and Projects Team

- Head of Societies and Projects: **Carl Salton-Brooks**
- Societies Support Manager: **Rupinder Sandal**
- Activities Administration Coordinator: (being recruited!)
- Student Activities Finance Coordinator: **Tanisha Veerasawmy**
- Societies and Media Coordinator: (being recruited!)
- Societies Development Coordinator (Events): **D'arcy McGuinness**
- Societies Events Assistant: **Daniel Edge**
- Societies Development Coordinator (Departmental): **Jo Swo**

Check our drop-in hours on the Students' Union website!

Meet the Student Activities Team

Sport and Physical Activity Team

- Head of Sport and Physical Activity: [Katie Sykes](#)
- Sports Club Development Manager: [Henry Warne](#)
- Sports Development Coordinator: [Chloe Longdon](#)
- Sports Administrator: [Scott Dale](#)
- Project Active Coordinator: [Lilley Kennedy](#)
- Fitness Centre Manager: [Jordan Halliday](#)

Check our drop-in hours on the Students' Union website!

Wider Union Campaigns

Active Bystander

- Student's Union UCL says full stop to sexual misconduct, bullying and harassment in any form. This is why the Union and UCL have joined forces to run the [Active Bystander Programme](#) as part of the [Full Stop](#) campaign and continue to tackle unacceptable behaviours at UCL and beyond.
- We provide training for UCL students and dedicated support for clubs and societies, and ways to report bullying, harassment and sexual misconduct. Head to our [website](#) for more information.

If there are external campaigns that you want to promote that look to improve student wellbeing, get in touch!

I Heart Consent

As part of this, UCL and Students' Union UCL are working together on the I ❤️ Consent campaign to promote sexual consent across campus. We're committed to putting an end to sexual violence at UCL, and we're encouraging all our students to help by learning about consent in a brief online training course, and then ensuring they always get consent from their sexual partners.

Heads Up

Every year the Union run a mental health campaign known as 'Heads Up'. Reach out to the Union's [Welfare and Community Officer](#) to see what's going on this year and how you can get involved.

Funding Options

- To support you in your role the Union has created a specific Welfare Fund you can apply for to support new activities that do one of the following:
 - Raise **awareness** and support **positive mental health**
 - Improve student **wellbeing**
 - Support societies to deliver new **physical activity initiatives**
 - Promote an **inclusive environment**
 - Outreach to **underrepresented student groups**
- You can submit an application by [using this form](#), indicating you would like to request funding from the Welfare Fund.
- If you have an idea and you're not sure if it meets the above criteria or would like some advice, just get in contact – we are more than happy to help.
- Please note that only Welfare Officers can submit applications to the Welfare Fund.

The Welfare Fund
can't be used for
food, drink or non-
specific general
costs!

Funding Options

- **Karate Club** – requested funding to bring in a coach with specific experience coaching disabled athletes to run a session that was open to all UCL students.
- **Horse Riding Club** – requested funding to hold a “Meet the Ponies” event, to spend time grooming and petting horses.
- **Lacrosse Club** – requested funding to run a Yoga class for their members, working with Project Active instructors.
- **Writers’ Society** – requested funding to send journaling and letter writing kits to some of their members. This is because journaling can be a positive outlet for emotions, and letters and postcards can encourage students to communicate in more creative ways.
- **Behavioural Innovations Society** – requested funding to run a drawing class over Zoom for members to socialise and relax.
- **Hockey Club (RUMS Men’s & Women’s)** – requested funding to host a professionally led comedy murder mystery night, to help tackle social isolation.
- **Mindful Society** – requested funding to run a 5 week mindfulness course open to all students.

Funding Options

- The Union also has the **Participation Fund**, which any UCL student can apply to.
 - The [Participation Fund](#) is a pot of money to help students take part in Students' Union UCL clubs and societies.
 - Funds are awarded based on an individual's financial needs, and can be used to help cover the costs of membership fees, or any other costs associated with club or society activities.
 - Financial barriers can be especially hard for some students and that should not prevent them from having amazing experiences and opportunities as part of our clubs and societies.
 - [Students can apply for the fund online.](#)
- Students can apply to the fund if they are able to demonstrate that they would face a significant financial barrier to any of the following:
 - Paying the membership fee to join a club or society
 - The costs of taking part in club or society core activity
 - The costs of attending a club or society event
 - Purchasing equipment required to take part in a club or society
 - Purchasing or renting adaptive equipment for disabled students taking part in club or society activity

Welfare Officers...

In this section we'll cover:

- Your role

The Role of the Welfare Officer

Activity:

- Grab a pen and paper (or your phone), and write down what you think the main responsibilities of being a Welfare Officer are.

The Role of the Welfare Officer

- Role descriptions for compulsory officers are set out in the [Students' Union Club & Society Regulations](#).

The Welfare Officer

- Shall hold office from the day after the end of term 3 until the last day of term 3 in the following academic year.
- Shall be the only officer of the club or society with access to the welfare officer funding pot and is responsible for applications and initiatives using that funding. Note: expenditure authorisations are the responsibility of the treasurer.
- Shall be responsible for the activity specified within the welfare officer remit including collaboration with other welfare officers in creation of demographic specific activity, recording of demographic specific membership and aware of the wider Union campaigns relevant to their club or society, specified or otherwise, on the welfare officer campaign timeline.

The Role of the Welfare Officer

- So what does this mean in practise?
- Your core responsibilities are to:
 - Signpost your members to wellbeing services.
 - Help to make your activities inclusive.
 - Make sure your members are aware of your role.
 - Promote an open environment to discuss and support positive mental health in your activities.
- Welfare officers are **not** expected to act as therapists, crisis workers, a 24/7 source of support or be responsible for their members' health.
- Ultimately, the role of the welfare officer is not to counsel members, but only to signpost them to the appropriate services. Please feel free to contact Union staff for further advice if you're ever unsure.

Equality, Diversity & Inclusion...

In this section we'll cover:

- Equality
- Diversity
- Tackling barriers to participation

The Importance of Equality & Diversity

- Under the Equality Act 2010, the following characteristics are protected:
 - Age
 - Disability
 - Gender reassignment
 - Marriage and civil partnership
 - Pregnancy and maternity
- You must not discriminate against someone on the basis of these factors.
- Students' Union UCL is committed to providing equal access to all our services and benefits to all of our members.
- All eligible members of Students' Union UCL must be able to join your club or society, and stand for election for any position on your committee. Some exceptions include visiting or associate members, who can't stand for election to your committee.
- You may need to restrict access to particular activities (for instance, students under the age of 18 cannot take part in BUCS competitions). If you're not sure what counts as a reasonable restriction, don't hesitate to get in touch with us.

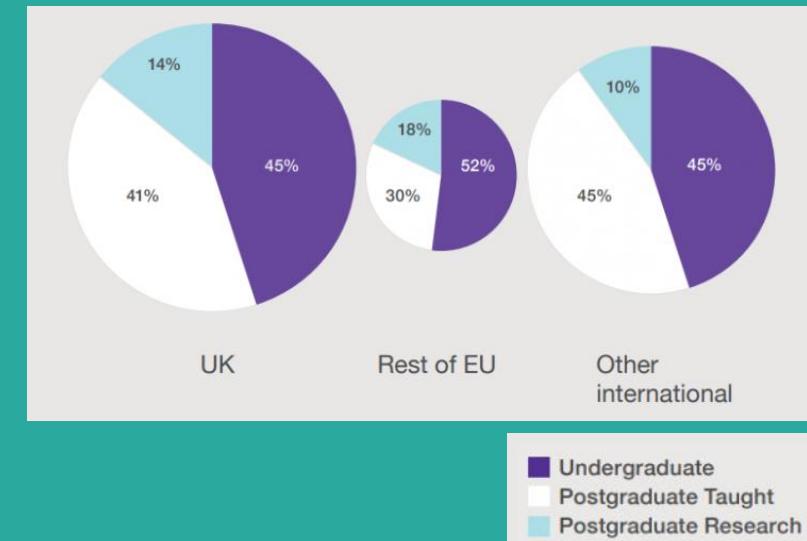
The Importance of Equality & Diversity

- We're committed to providing a safe space free from discrimination to all of our members.
- Both club and society committee roles and membership must be accessible to as many students as possible.
- You should aim to eliminate any barriers to accessing your club or society, and cannot prevent anyone from taking part in activities due to a protected characteristic.
- Over the year it's normal to become a group of close friends, but remember to include new people, and people who aren't a part of your friendship group. Everyone deserves an equal opportunity to take part.
- Don't tolerate discrimination against anyone in your committee or membership.
- Welfare Officers can introduce activities or initiatives to help make your activity and committee more accessible to students from a diverse range of backgrounds.
- As a world renowned university, UCL attracts some of the best students from across the world.
- Make sure your club or society is inclusive – this will help to attract students from a diverse range of backgrounds, and help to bring new perspectives, ideas and ways of thinking to your activity.

Our Demographics

- Based on 2019/20 figures, UCL has nearly 43,900 students.
- 19,994 are undergraduates.
- 23,842 are postgraduates.
- About 53% come from countries outside the UK.
- 15.58% of students are from the rest of the EU, while 37.48% are from other international countries (non-EU).
- 46.94% of our students are from the UK.
- Approximately 60% of our students are female, while 40% are male.

	Undergraduate	Postgraduate Taught	Postgraduate Research	Total	Percentage
UK	9,147	8,477	2,951	20,575	46.94%
Rest of EU	3,540	2,027	1,263	6,830	15.58%
Other international	7,307	7,423	1,701	16,431	37.48%
Total	19,994	17,927	5,915	43,836	



Our Demographics

- If you'd like to find out the demographic breakdown for your club or society, get in touch and we'll be able to send you the details for your group.
- Have a look at your membership. Who doesn't engage with your group? Do you think your activity is inaccessible to any particular group of students?
- Does the demographic of your club or society reflect the demographics of UCL?
- You may for example not have any postgraduate members in your group, even though the majority of students at UCL are postgraduates.
- How can you tackle the barriers that stop students taking part? Of course, if you're the Men's Football Team, you don't need to worry about recruiting female members, but look at areas which are relevant to you.
- You can run taster sessions, run activities for under-represented groups, or collaborate with other clubs and societies to reach a wider variety of students.
- Some groups might be better able to take part in your activities if you make small adjustments such as changes to your messaging. We'll go through more specific examples in this training module...

Barriers to Participation

Activity

- Grab a pen and paper (or your phone), and take a couple of minutes to:
 - Write down as many different **student groups** you can think of.
 - Are all of the groups you've identified reflective of societal groups, or are some specific to the university environment?
 - What barriers might each group face? How can you make your activities more inclusive or accessible for these groups?

Barriers to Participation

- Does your list include the following groups? Are there any groups on your list which aren't included below?

- Undergraduate
- Postgraduate Research
- Postgraduate Taught
- Overseas (non-EU)
- Rest of EU
- UK (home) students
- Minority Faith Groups
- Disabled students
- Black and Minority Ethnic Students
- LGBTQ+ students
- Women
- Parents and carers
- Mature and part time students
- Live at home students

- What barriers do you think these groups may face when getting involved with your activities?

Tackling Barriers to Participation

International Students

- Run taster sessions.
 - Try to avoid technical terms, and imagine students have no idea what you do!
- Collaborate with cultural societies.
 - Are there any groups that might be particularly interested in your club or society? Run a joint session to help increase interest in your group.
- Work with our International Students' Officer.
 - Email them at su-is.officer@ucl.ac.uk.
- Run an event during International Student Orientation Week (before Welcome Week) especially for international students.

BME Students

- Work with our Black & Minority Ethnic Students' Officer.
 - Email them at bmes.officer@ucl.ac.uk.
 - They also convene the BME Network – get in touch if you want to get involved.
- Collaborate with cultural societies.
 - Are there any societies that might be particularly interested in your activity? Can you run a joint event or initiative to increase your membership?

Tackling Barriers to Participation

Postgraduate Students

- Run one-off drop-in sessions.
 - This will help postgrads get involved when their schedule allows.
- Run postgraduate only sessions.
 - This could help postgrads feel more comfortable joining in to start with, before taking part in more sessions.
- Elect a Postgraduate Officer.
- Work with our Postgraduate Students' Officer.
 - Email them at ps.officer@ucl.ac.uk.
- Work with our Project Active team.
 - Email them at su.projectactive@ucl.ac.uk.

Women

- Run female only sessions.
 - This could help women feel more comfortable joining in with your activity to start with, before taking part in more sessions.
- Work with our Women's Officer.
 - Email them at w.officer@ucl.ac.uk.
- Collaborate with societies such as Women in Finance, or Women's Engineering Society.
 - Or try collaborating with another gender sports club!
- Work with our Project Active team.
 - Email them at su.projectactive@ucl.ac.uk.

Tackling Barriers to Participation

Disability

- Make your activity accessible.
 - Is your event wheelchair accessible?
Does your venue have a hearing loop?
Have you used large-print copy? For more advice, check out our [how-to-guide](#).
- Advertise how your event is accessible on the What's On Calendar, or on social media.
 - Email students beforehand to ask if they have any accessibility requirements.
- Work with our Disabled Students' Officer.
 - Email them at su-ds.officer@ucl.ac.uk.
- Run guided taster sessions.
 - [Get in touch with us](#) for further support.

Socio-Economic Class

- Make sure at least some of your activities are free or affordable.
- Students who need additional funding to take part in clubs and societies will be able to apply to the Participation Fund.
 - This can help students address the additional barriers to getting involved such as the cost of new equipment or joining trips.
- Run free taster sessions.
 - This can help students decide if they want to pay your groups full membership fee.

Tackling Barriers to Participation

Faith Groups

- Take into account dietary requirements and religious dates.
 - Run an alcohol-free event, or a celebration event for a religious holiday.
- Collaborate with faith based groups.
- Get in touch with the UCL Student Support and Wellbeing team, or Equality, Diversity and Inclusion team.
 - UCL have various quiet reflection and prayer spaces available on campus which may be available to book.

LGBTQ+ Students

- Work with our LGBQ+ Officer.
 - Email them at su-lgbq.officer@ucl.ac.uk.
- Work with our Trans Officer.
 - Email them at su-trans.officer@ucl.ac.uk.
- Raise awareness of LGBT+ issues.
 - Support the rainbow laces campaign, or ask individuals about their pronouns.
- Collaborate with the LGBT+ Network.
 - Find out more on our [website](#).

Tackling Barriers to Participation

Mature and Part-Time Students

- Work with our Mature and Part-Time Students' Officer.
 - Email them at su-mpts.officer@ucl.ac.uk.
 - The Mature and Part-Time Students' Officer represents those who are studying part-time at any level and students who are over the age of 21 at starting their undergraduate degree.
- Run shorter sessions, or drop in sessions that can be attended on a one off basis.
 - This will help students get involved when their schedule allows.

Parents and Carers

- Work with our Officer for Students with Caring Responsibilities.
 - Email them at su-scr.officer@ucl.ac.uk.
 - This role works with both student parents, and students who may have caring responsibilities, for example for their parents or siblings.
- Sports Clubs could work with our Project Active team to run a parent and child session.
 - In the past we've run yoga sessions open to both parents and their children to attend.

Tackling Barriers to Participation

Students from a Widening Participation background

- Students from Widening Participation backgrounds are those who are traditionally less likely to go to university.
- This includes students from lower socio economic backgrounds, care leavers, BME students, mature students, those that are the first in their family to attend university, disabled students, some live-at-home students and student parents.
- These groups are less likely to go to university, and less likely to get involved with the Students' Union, or clubs and societies.
- Consider hosting sessions which are held at convenient times of the day for live-at-home students, or introduction taster sessions, or guided sessions for students who may not have tried your activity before! In some cases, students might be more likely to get involved if they see themselves represented in your group.
- Run free taster sessions for all students at the start of the year.

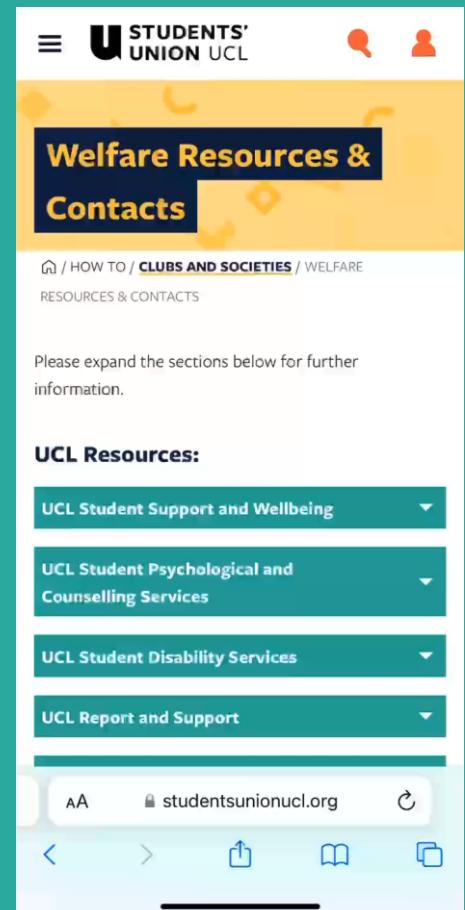
Signposting & Support

In this section we'll cover:

- Signposting
- UCL Student Support & Wellbeing
- Reactive Support
- Proactive Support
- Scenarios

Signposting

- There are two key ways in which you can provide support for your members:
 - **Reactive support** – signposting to relevant services when someone is seeking help.
 - **Proactive support** – initiatives you can implement to make your activities inclusive and provide a supportive environment.
- As Welfare Officers, the primary way you can provide reactive support is to signpost to resources available.
- **Welfare Officers must familiarise themselves with the resources on this page:** <https://studentsunionucl.org/how-to-guides/welfare-resources-contacts> (bookmark it to refer back to!)
- Make sure to expand and read all the sections above.
- Remember, you're not an expert, so you don't need to have all the answers. Point your members in the right direction, and encourage them to get support from expert resources.



Signposting

UCL Resources:[UCL Student Support and Wellbeing](#) ▾[UCL Student Psychological and
Counselling Services](#) ▾[UCL Student Disability Services](#) ▾[UCL Report and Support](#) ▾[UCL Student Funding Team](#) ▾[UCL Care First Help Line - phone and
online support](#) ▾

If you're not sure about the best place to start, the Students' Union Advice team provides a range of services and can signpost you to the best place!

Financial Support and Advice:[Hardship Funding](#) ▾[Postgraduate Funding](#) ▾[Financial Advice](#) ▾**External Resources:**[Rape Crisis](#) ▾[Samaritans – mental health support](#) ▾[The Havens – sexual abuse support](#) ▾[Mind – mental health support](#) ▾[Nightline – general support](#) ▾

Head to our website for more!

General Help and Advice:[Academic Support, Advice and
Information](#) ▾[Student Health and Wellbeing](#) ▾[Safety](#) ▾[Hate Crime Reporting](#) ▾[Employment, Housing and
Accommodation Rights](#) ▾[How to Self-Define](#) ▾[Have Your Say](#) ▾

UCL Student Support & Wellbeing

- UCL Student Support and Wellbeing provide a wide variety of resources for students such as:
 - Same day appointments for support with mental health and wellbeing
 - Advice on crime, safety or security
 - Care First – evening and weekend mental health support available over the phone
 - Access to counselling
 - Crisis support for urgent mental health support
 - And much more...
- These services are linked in the previous slides and on the Union website, but you should also familiarise yourself with the services provided on the [UCL Student Support and Wellbeing](#) page so you will be able to signpost to these services if helpful.

I want to...

- speak to someone about my mental health
- get disability support
- access counselling
- report sexual misconduct, bullying or harassment
- see what help there is for different issues
- speak to someone about safety or crime
- read advice on how to look after myself
- ask a question
- get urgent help for a mental health crisis
- access out-of-hours support
- let someone know that I'm worried about a student
- get my COVID-19 vaccination
- register with a GP (doctor)
- get help for international student issues
- speak to an adviser from Students' Union UCL
- get financial support



Mental health and wellbeing

Information and advice on managing any mental health or wellbeing difficulties impacting your ability to study.



Disabled students

Dedicated support and reasonable adjustments for students who are disabled or have a long-term health condition.



Crisis support

If you or anyone else is experiencing a mental health crisis, support is available from the nearest A&E department or 999.



Resources and information

Mental health and wellbeing resources, information for specific student groups, external specialist support and more.



Concerns about a student

If you're concerned about the wellbeing or safety of a student, please contact Student Support and Wellbeing.



Suicide prevention

If you're feeling suicidal or know someone else who may be, you can find comprehensive guidance here.

UCL Student Support & Wellbeing

- If you are concerned about a student participating in your activity, you can raise a concern with UCL Student Support and Wellbeing so trained members of staff can follow up.
- <https://www.ucl.ac.uk/students/support-and-wellbeing/if-you-are-concerned-about-student>
- You might use the form if:
 - A student has stopped engaging meaningfully or completely with their study, and you believe that this may be due to health and wellbeing issues.
 - A student has shared suicidal feelings with you and you need to ensure they receive the appropriate support.
 - A student is showing signs of risky behaviour which may involve alcohol or drugs.
- If you have concerns that a student is in immediate danger of hurting themselves or others, phone 999 or take them to the Accident and Emergency (A&E) department in the nearest hospital.

If you're concerned about a student's wellbeing or safety

If you are concerned about a student's wellbeing or safety, please complete the Student of Concern Form to inform Student Support and Wellbeing (SSW), providing as much information as you can.

Complete the Student of Concern Form

Reactive Support

- If a student confides a sensitive or confidential issue to you, this is known as a “disclosure”. Our Mental Health Awareness Training will guide you through dealing with disclosures in more detail, but to begin with you can follow these steps:
 - Ensure you are in a safe, comfortable environment to speak if possible.
 - Listen actively – pay attention, affirm you understand, keep your body language open.
 - Do not be dismissive or interrupt, and do not try to resolve the situation yourself if it is a serious matter. If you are not sure, you can report the issue to the Students’ Union and a member of staff will be able to support you.
 - If a serious disclosure is made to you, where you believe the student or other individuals may be at risk of serious harm – notify the individual you may need to inform UCL or the Students’ Union.
 - Signpost to the relevant services outlined in the previous slides.
- For emergency support on campus, call +44(0)20 7679 2222 (or 2222 from a landline extension).

Proactive Support

Ideas you can implement to proactively support your members:

- Try to get to know all your members by introducing yourself.
- Outline the services that are available to your club/society through an email to your members.
- Identify yourself as a point of contact for issues that might arise throughout the year, and let your members know about what your role is.
- Organise a family/buddy scheme in which existing members get partnered up with new members.
- Familiarise yourself with the services that the Union and the University offer.
- Go through the barriers to participation outlined in this module – what activities can you implement in your club or society that will make your activity more inclusive?

Your Role in Providing Support

Remember:

- Look after yourself and make sure to seek support if you need it.
- It's crucial for your role to know that the responsibility is in the hands of the person who has been directly affected to report the case.
- Ask permission before reporting any incidents to UCL or the Union.
- For issues like bullying you can report the perpetrator without reporting the victim.
- It's important that you're aware of the different services that are available both internally (at UCL and the Union) and also externally.

Scenarios

- Grab a pen and paper (or your phone), and write down what you'd do in each scenario.

Scenario 1

- You have noticed that one of your regular teammates hasn't shown up to training / practice recently and when you see them on campus they seem flippant and disinterested. What would you do?

Scenario 2

- Your club / society president has taken on a lot of work recently and you know they have a busy exam period coming up. What would you do?

Scenario 3

- There's been a controversial incident within your club / society, which has led to disciplinary action from the Union and many members being upset by the incident. What would you do?

Scenarios

Possible solution 1

- Approach them and see how they're getting on. You can chat to them about something that might get their mind off how they feel, let them know they can chat to you later, or signpost them to other services. Remember your role isn't to act as counsellor, so try to signpost on where you can.

Possible solution 2

- Have a chat with them and ask them how everything is going. Ask if you or any other committee members can support with some of the club / society responsibilities. Again, equip yourself with knowledge about the services that are available to them.

Possible solution 3

- Ensure any affected members are well, and have been made aware of the relevant services available to them. Speak to your group and outline that your club / society do not condone the inappropriate behaviour, and that there are support mechanisms in place to help anyone who has been affected.

Your Role

- Some scenarios might make you feel as though you need to take on more responsibility than you're able to, or you may feel like you're solely responsible for the wellbeing of your members.
- Remember it's never solely your responsibility to ensure the wellbeing of your members, and it's not your role to counsel your club / society members.
- The main responsibility of the Welfare Officer is to familiarise yourself with resources available and signpost your members to these services.
- Where possible, ask your members to seek expert advice. This helps make sure your members are getting up to date and accurate advice.
- If you're ever not sure, get in touch with us and we'll be able to help. You can email the Student Activities Reception at su.activities@ucl.ac.uk, or the Advice team at su.advice@ucl.ac.uk. You'll never be alone or unsupported in this role.

Quiz!

Please complete the following quiz to register your completion of this training module.