

WELCOME to University Locks



BIRMINGHAM CITY
University

Welcome Letter

Know before you go

YOUR BCU

Useful Contacts

The Student
Accommodation Code

Repairs & Maintenance

Fire Safety

PAT testing

Electrical Safety

Electric Heaters

Police

Visitors

BCU Sports

Print Services

BaxterStorey Catering

Endsleigh Insurance

Glide Student Network

Circuit Laundry

Student Switch Off

Student Support

Blackbullion Money
Control

Mental health &
wellbeing support

Togetherall mental
health support

Kooth online support

The Waiting Room
health & wellbeing

Coppafeel

Meningitis Support

NHS Direct

First Aid St John
Ambulance

British Heart
Foundation

Electoral Register

TV Licensing

August 2022



Dear Student

Welcome to University Locks, all the staff here hope you have an enjoyable stay. Please be aware that it may be necessary to change some practises, which will be reviewed alongside Government guidelines and University risk assessments, if restrictions are required due to Covid-19.

Deborah Scrivens, Operations Manager, **Sue Price-Evans**, Accommodation Manager and **Tracy Day**, Receptionist, are in reception and will be able to deal with any problems or queries you may have. Accommodation staff will be on site Monday to Thursday 08:00 to 17:00 and Friday 08:00 to 16:00.

You can call University Locks Accommodation staff on **0121 331 5359**

Security

Security, based in reception, will be on duty from Monday to Friday 16:30 to 08:30 and 24 hours Saturday, Sunday and Bank Holidays. You can call Security on **0121 331 5359**.

You can also contact the BCU Security Control Room based in Curzon Building on **0121 331 6325** for general enquiries or in an emergency on **0121 331 6969**

Communication

We will advise you of any important information throughout the year by emailing your BCU email address, so it is essential that you access this on a regular basis. This will include details regarding access to your room/flat for planned maintenance and inspections as well as events and activities. These will also be displayed on the plasma screen in reception.

Problems

We hope that your time at University Locks will be problem free however if you do experience any problems, please speak to a member of Accommodation staff. If you are unable to do so during office hours, please email unilocks@bcu.ac.uk and someone will get back to you.

Report and Support

Report and Support is an online tool where staff, students and others can report bullying, harassment, discrimination and other issues. Reports can be made anonymously or with named details. Report and Support also provides information about internal and external support, policies and procedures. Report and Support is also used for reporting safeguarding issues. Concerns relating to students are processed by the Mental Health and Wellbeing Team. Concerns relating to staff are processed by HR. Report and Support is accessed at the below link. This site is most compatible with Chrome and Edge

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



Your BCU

Our support services are here for you whenever you need them. From academic to personal and career support, our staff are always happy to help. [Help and advice | Birmingham City University \(bcu.ac.uk\)](#)

Complaints

If you wish to make a complaint, please do so by email unilocks@bcu.ac.uk. The Accommodation Manager will respond to the complaint in the first instance however if you feel that it has not been dealt with satisfactorily it will be referred to either the Operations Manager or Assistant Director.

Fire Safety

Smoking is not permitted in all areas of University Locks including the outdoor terrace.

You are not allowed to use any cooking equipment in bedrooms, including kettles, toasters and rice cookers. Please only use these in the kitchen.

Please do not cover heaters

It is a criminal offence to tamper with firefighting equipment, which is provided for your safety, and anyone found doing so would face disciplinary action and exclusion from halls.

Fire alarms are tested every Friday between 11:00 and 14:00

Maintenance

Should you have any maintenance problems in your room, flat or block they should be reported by emailing unilocks@bcu.ac.uk (please note that the emails will only be read during office hours). Please include your name, block/floor/flat/room, location of fault and full details of fault. If the fault is an emergency, please call reception on **0121 331 5359**. The on-site maintenance staff, **Craig Lynch**, **David Lloyd** and **Andrew Witherspoon**, or University appointed contractors will carry out repairs.

Cleaning

Cleaning of all areas outside of your flat will take place Monday to Friday. The cleaners are **Carmen Moga** and **Jayne Day**.

You are responsible for the cleaning of your bedroom including the en-suite. All students in the flat are collectively responsible for cleaning all other areas in the flat (kitchen/dining/lounge area, corridor in cluster flats and bathroom in 2-bed flats).

Free replacement vacuum bags are available from reception

Laundry

The laundrette is located on the ground floor next to the social common room. A wash is £3.00 and a dry £1.50. Laundry cards will be available from the laundrette for £2 and top-ups are available online at www.circuit.co.uk. An app is also available to download.



Rubbish and Recycling

All rubbish should be taken to one of the refuse areas, which are located on the lower ground floors of A and B blocks. Please ensure you put all refuse bags into the large bins and not leave them on the floor.

We would also encourage you to recycle paper, cardboard, glass, cans and plastic bottles, which should be taken to the refuse areas on the lower ground floors of A and B blocks and put in the appropriate bins. Please do not put plastic bags in the recycling bins.

Free bags for the kitchen waste and recycling bins are available from reception

Visitors

All visitors must be signed in and out at reception and are to be always accompanied by the resident student. Please see separate visitors page.

Mail Collection

Mailboxes are in the reception area on the lower ground floor and can be accessed by using the **post box key** provided. Parcels, recorded, registered or special delivery items may be collected from reception at any time once you have received an email from University Locks to confirm it has been delivered and processed. You will need to bring your BCU ID card with you.

Common Rooms and Terraces

There are two common rooms available for you to use. The social common room is where you can get together with other residents to socialise, play pool, table tennis or foosball, or watch TV or just chat. The study common room is for both individual and group study. These areas will remain open 24/7 but please be considerate of other residents living near them.

Board games and books are available in the study common room for you to borrow but please return them when you have finished with them for other residents to use. There is also a MY PRINT printer/ photocopier available.

The outdoor terraces will be open for use between 09:00 and 22:00 daily

Parking

Students and visitors are not permitted to park at University Locks except for disabled students who will need to apply for a parking permit at reception

Bicycles are not permitted within the accommodation, but secure storage is provided on the lower ground floor of B block. Please register your bicycle at reception to obtain access to the store.

E-scooters are not permitted on University property, which includes University Locks

Know Before You Go

Helping you
to navigate
university life



Acknowledgments

This resource has been adapted by Student Minds with permission from Dr. Stan Kutcher, ONS, MD, FRCPC, FCAHS Professor of Psychiatry and Sun Life Financial Chair in Adolescent Mental Health IWK Health Centre, Dalhousie University. The original edition can be obtained through teenmentalhealth.org.

Know Before Your Go: UK © Dr Stan Kutcher

With special thanks to;

The mental health organisations that offered feedback and support with the dissemination of this work. To the individuals that gave their time to provide feedback through focus groups, telephone calls and survey responses and to the Rethink Mental Illness Coproduction team 2018 for their feedback and contribution to the guide.

In partnership with Southern Universities

The [Southern Universities Network \(SUN\)](http://Southern Universities Network (SUN)) is a collaborative partnership comprising HE providers in Hampshire, Dorset and the Isle of Wight. The Network partners include; Arts University Bournemouth, Bournemouth University, Solent University, University of Portsmouth, University of Southampton and the University of Winchester.



SUN SOUTHERN
UNIVERSITIES
NETWORK

If you would like an accessible version of this document please email us, along with your requirements, at info@studentminds.org.uk.

Student Minds is the UK's student mental health charity.

We empower students and members of the university community to develop the knowledge, confidence and skills to look after their own mental health, support others and create change. We train students and staff in universities across the UK to deliver student-led peer support interventions as well as research-driven campaigns and workshops. By working collaboratively across sectors, we share best practice and ensure that the student voice influences decisions about student mental health.

Together we will transform the state of student mental health so that all in higher education can thrive.

**student
minds**

Find us on
social media:
[@StudentMindsOrg](https://www.instagram.com/StudentMindsOrg)

Congratulations!

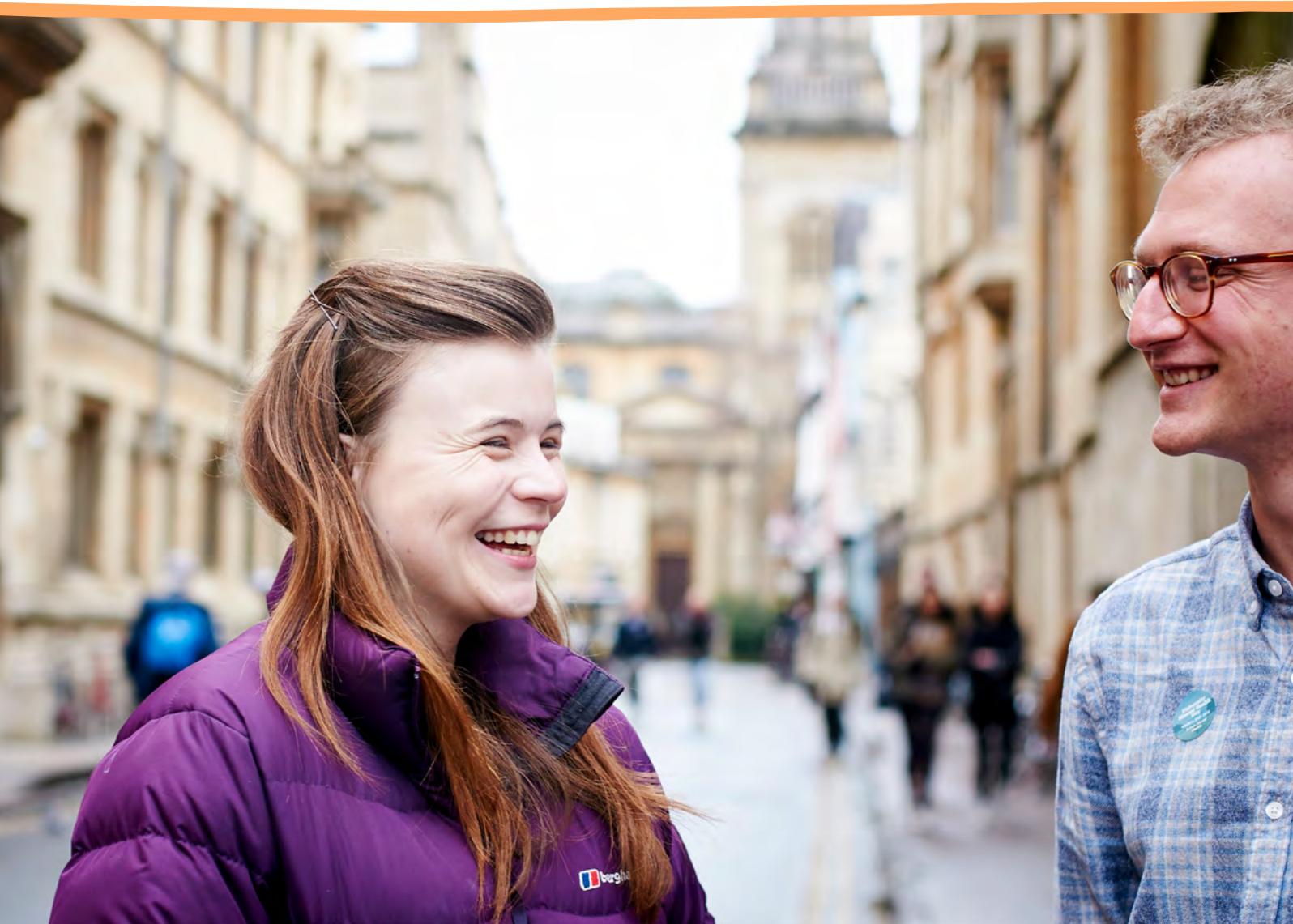
Starting university can be a wonderful and exciting experience, but it can also bring its own unique challenges. It's natural to feel nervous or overwhelmed during the first few weeks at university, and it can be a while before you feel like you've found your feet.

At times you may need some information to help you successfully solve the problems you encounter and perhaps help others who need your assistance. This is normal and expected as you transition from one part of your life to another.

We created this resource as a way to help you and your peers address some important things that aren't usually talked about, but are important to think about at this transition point in your life. We know that not all life's lessons need to be learned the hard way. Sometimes knowing what to expect and getting some tips on what to do can go a long way to helping a person find their own way. Know Before You Go, the book that you are now reading, was designed to help you do just that!

Know Before You Go is here to provide a single source that you can reach for when you need that information or could use some tips.

You might not need to know what is on every page of this book and that's okay. But we hope that you'll keep it in on hand, as there is likely something in here that will be helpful to you, or to a friend, at some point over the next few years.



Contents:



Identity

Identity is all of the pieces of you that make you who you are.

You actually have many identities, not just one, and you play many roles in every part of your life. Your identity will also change as you evolve throughout your life. You are not defined in only one way. All of the different parts of you work together, and each aspect of what is called your identity influences and contributes to each other part. Sometimes figuring out who you are is shaped largely by you and sometimes it can be influenced by others, which can at times be confusing and challenging. Understanding yourself and knowing who you are can help you to respond to new situations and be more understanding of new people and points of view.

Let's explore some different parts of identity...



In this section:



Racial and Ethnic Identity

The particular racial or ethnic group(s) you feel a part of may influence your identity. This may affect your dress and language, and the ways in which you engage and communicate with others from and outside of your race or ethnic group(s). Some people may have advantages in life because of their race or ethnicity while others, because of their race or ethnicity, may face disadvantages and challenges. Although establishing racial or ethnic identity may be confusing at times, it can also be empowering and provide you with a sense of self and community.

Things to think about:

1. Do you identify with a particular race or ethnicity?
2. In what ways do you feel disadvantaged by your race or ethnicity?
3. How does your race or ethnic community influence who you are?
4. In what ways do you feel advantaged by your race or ethnicity?
5. In what ways do you define yourself by what others think or feel about you or how your race or ethnicity is commonly portrayed?
6. How does your race or ethnicity impact the other parts of your identity?



Cultural Identity

A particular cultural group(s) you feel connected to may influence your identity. This may include a geographic area, such as a country, region or community that you live in. It may also include belonging to the LGBTQ+ community, a particular race or ethnic community, a spiritual or faith group, or the disabilities community, for example. Your cultural identity may also be shaped by an interest oriented community such as music, art, gaming, or athletics. And, to make it even more complicated, you are likely to have a number of different cultural identities at the same time (for example: your city, your school, your athletic team, your synagogue).



Things to think about:

1. What cultural group(s) do you identify with?
2. How does your cultural group(s) influence who you are?
3. How does your cultural group(s) influence your interests?
4. In what ways does your cultural group(s) impact your values?
5. How do your cultural connections provide you with a sense of self and/or belonging?
6. In what ways does your culture impact the other pieces of your identity?

Family and Community

The people you consider to be your family and your community will play a significant role in your identity. They will influence what you do, the way you think, the things you care about, and more. Sometimes that influence means that you function similarly to your family or community, or it may mean that you do things differently. Understanding your family and community and the role they play in your life will help you better understand who you are and help you navigate the experiences that come your way.

Things to think about:

1. How do you define your family and community?
2. In what ways do your family and community influence how you think about the world around you?
3. In what ways do you function similar to your family and community and in what ways are you different?
4. How do your family and community influence how you interact with other people?
5. How do your family and community influence what you value as important?
6. In what ways do your family and community impact the other parts of your identity?



Personality

Your personality traits, of which you have many, will help shape your identity. One aspect of your personality may include whether you prefer quiet and value alone time or prefer being more social and around others. Your sense of humour, how animated and expressive you are, whether you prefer routine or spontaneity, whether you are cautious or a risk taker, and if you are more optimistic or pessimistic, are just some of the other aspects of personality to consider.

Things to think about:

1. How would you describe your personality?
2. If there is a difference in the way that you describe yourself and ways others describe you, why do you think that is?
3. In what ways does your personality influence how you think about the world around you?
4. How do you think others would describe your personality?
5. How does your personality influence how you interact with other people?
6. How does your personality influence what you value as important?
7. In what ways does your personality impact the other parts of your identity?



Values

Values are principles or judgments about what is important to you and to others. They can help shape your views and behaviour, and impact your personal growth and development. Values come from our homes, parents, communities, schools, peers, culture, religious and spiritual teachings, people we appreciate, respect and cherish, and society in general. Sometimes there can be a “clash” amongst different values and sorting out what to do in that kind of situation may be challenging.

Things to think about:

1. What do you value?
2. How do you feel when your values are different from others?
3. How can values influence the way you view the world?
4. Where do your values come from?
5. Can values change?
6. Which values are most important to you?

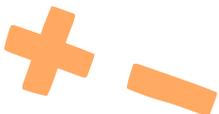


Strengths and Challenges

We all have things that come naturally or more easily to us, in the same way that we have things that take more time and attention before we get them. It is important to have a good sense of what your own strengths and challenges may be, as well as how they connect with the other aspects of your personality. Strengths and challenges don't make us more or less intelligent or capable — just different and unique.

Things to think about:

1. How would you describe your strengths and challenges?
2. How do your strengths and challenges influence how you interact with other people?
3. In what ways do your strengths and challenges impact your connection to or engagement with school?
4. How would you share your strengths and challenges with those in your life?
5. In what ways do your strengths and challenges influence how you feel about yourself?
6. In what ways do your strengths and challenges impact the other parts of your identity?



Social Identity

All people have a personal identity and multiple social identities – all of which contribute to our sense of self. Our personal identities, such as our name, specific family and place in the family, age, personality, interests and talents are attributes that provide us with a sense of individuality. Our social identity, in contrast to our personal identity, refers to the significant group categorisations assigned to us by the society in which we grow up and live and which we share with many others. These include components of identity that we have already described, such as our racial/ethnic/cultural, gender and religious identities, as well as identities that pertain to economic class, geographic identities, and identities that pertain to sexuality. All people are born into social identities and it is important to note that our social identities can and will likely change throughout our lifetime.

Things to think about:

1. What social identities do you most associate yourself with?
2. In what ways has your social identity changed over the course of your life?
3. How does your social identity influence your belief about your own capacity for or limitations in achieving life goals?
4. What social identities were you born into?
5. What aspects of your social identity are you proud of? Are there any aspects of your social identity (now or in the past) that are or have been a struggle?
6. In what ways does your social identity (s) impact your values?
7. In what ways does your social identity provide you with a sense of self and/or belonging?

Spirituality and Faith

Spirituality is a sense of connection to something bigger than oneself. It comes in many different forms and is considered a universal human experience. It is a look at our inner selves and way of being as we relate to our surroundings, including interactions with others and our environment. We usually look for meaning in our spirituality. Some people describe themselves as highly spiritual while others do not consider themselves to be spiritual at all. There is no “right” degree of spirituality. Faith, or religion, is a strong belief that is shared by a community that helps followers find meaning in their world. Spirituality and faith/religion are two separate but common phenomena. Both shape who we are and may provide us with community as well as helping us determine our values and life directions.

Things to think about:

1. Where do you find meaning?
2. How do you feel you should live?
3. How do you determine what is right and wrong?
4. How do you feel connected to others?
5. What rituals do you follow?
6. What do you believe and why?



Sexuality

Sexuality is an important part of who we are. It encompasses sex, sexual orientation (who we are sexually attracted to), gender identities and roles, eroticism, pleasure, intimacy, and reproduction. Sexuality is experienced and expressed in our thoughts, values, behaviours, fantasies, desires, beliefs, and attitudes. Our sexuality is personal and how we express it can be influenced by facets such as our family, culture, social group, religion, and/or spiritual beliefs. At times, components of our sexuality may not align; for example, our religious beliefs may not support our sexual fantasies or notions of pleasure.

Things to think about:

1. What would you identify as the different components of your sexuality?
2. Are there aspects of your sexuality that make you feel uncomfortable? If so, how can you effectively address that discomfort?
3. From the following, which have had a strong influence on how you express your sexuality: family, culture, social group, religion, and/or spiritual beliefs?



Gender Identity and Expression

Gender identity is a person's internal sense of being male, female, both, or neither. It is a person's internal feeling about who they are and it may be different from their biological sex. Gender expression, on the other hand, is the way in which we present or show our gender to the world. The world around can often put pressure on people to define and express their gender in a particular way (for example: boys should dress like boys and girls like girls). This can limit the way that people express their gender.

Things to think about:

1. How do you identify your gender?
2. Do you feel like your gender expression is limited by society?
3. What aspects in your life influence how you express your gender (such as family, friends, religion, social media, cultural or ethnic group)?
4. Of these, what would be most influential? How do you like to express your gender?



Becoming Independent

Becoming more and more independent is an expected and natural part of every person's path through life.

It requires the development of new skills and the confidence to use them to help us shape our own destiny. Becoming and building independence is actually a lifelong journey and many students find that their time at university is a key period in defining who they are and becoming more independent – whatever their age. Being more independent will give you the freedom to make choices for yourself and greater opportunity to chart your own path.



In this section:



Building Resilience

Resilience means having the skills to be better able to adapt to the inevitable stresses of everyday life. When life difficulties, adversity or even trauma strikes, you may experience a range of challenging thoughts and negative emotions. Resiliency will help you to keep functioning both physically and psychologically through these rough patches. However, resilience is more than just coping with life's challenges on your own. Being able to reach out to others for support is a key component of being resilient, as is learning from failure.

Living Arrangements

Respect for others and clear communication are two important aspects of making any living arrangement work. Another important consideration is being aware of and reasonably accommodating to the needs of others. In college, university or when you begin to work, you may set up an independent living space, often shared with others. It is important that you choose your roommates or living partners carefully. As you make your plans, it is a good idea to discuss any specific concerns you may have (for example: dietary needs, party space versus study space, guests, etc.) or write out a contract which clearly outlines everybody's responsibilities and conditions when you move in, if you do not have the option to meet first.

Managing Stress

Experiencing stressful situations is a normal, and expected part of life and is not harmful. On the contrary, it can be healthy and it is part of how we learn to become resilient and develop skills that we need to adapt to the challenges life brings us. It is necessary to understand that when we experience the sensations we call stress, that this is a signal that we have a problem or challenge that we need to solve. Solving the problem reduces or shuts off the stressful feelings and our solution now becomes a new skill that can help us in the future. Avoiding stress or focusing only on reducing our stressful feelings can change every day positive stress into chronic long-term negative stress – because we have not successfully addressed the challenge we have encountered, even if we have reduced our feelings of stress.

There are many useful strategies we may be able to consider in managing the normal stresses of life. These include changing how we think about stress.

Making Decisions

Every day we make many decisions — sometimes on our own and sometimes together with others. Some are simple and others are complex. There is no formula for making the best decision, and often we may not know the outcome of that decision for some time in the future. When making a decision that's important to you, it's often best not to rush and instead, to take the time to consider your options, the likely outcomes of your decision, and the advice of people you trust. Don't expect to get every decision right. We can learn valuable lessons from all the wrong decisions that we make! It's good to keep in mind this quote from the famous inventor:

**"I have not failed. I've just found
10,000 ways that won't work."**

- Thomas Edison



Managing Money

Understanding your total expenses compared to how much money you have is important to help you budget. The preparation of a budget is a good starting point, but sticking to it can be a challenge. It is important to know where your money goes! Planning well may help you avoid getting over your head in debt.

Relating to Family, Friends and Community

Positive support from family, friends, and community promotes better health throughout your life. Culture, customs, traditions, and beliefs of family and community can all contribute to your health. However, as human beings we are continuously evolving and the way we relate to family, friends, and community may change over time. And, not all family, cultural or community influences may be helpful or supportive to you.

As you become more independent you will make important choices that will determine how all these different influences interact to help make you the person that you are and that you will become.

Building Relationships

When we experience a change in our lives, such as getting a job or going off to school, there is an opportunity to meet new people and build new relationships.

Not knowing many people can be a bit scary at first, but don't let your "stress signal" stop you from making new friends. Most people feel some stress when meeting new people and making new friends. Instead of thinking about meeting others as a "stress", imagine how exciting it can be to develop new friendships and discover new ways of looking at the world. And remember, not every new person you meet will be an automatic friend. You get to choose who you will be friends with! The more people you meet, the more likely you will be to find another person who will become a friend.



In this section:



Meeting New People

Get Involved

Look for opportunities to get involved in activities that are of interest to you. It might be a sports team, club, faith group, or a volunteer organisation. Your involvement can lead to meeting others that have interests similar to you. Don't wait for people to come to you; get out there and look for opportunities to meet others.

Communication

Do all you can to be welcoming and open to new people. Engage with others, introduce yourself, and listen to others and their stories and perspectives. Depending on your comfort level — smile, make eye contact, laugh, and enjoy relating to others. At the same time, be aware that not everyone greets each other the same way. For example, hugging someone when you greet them is common in some cultures but not in others. Be respectful and considerate, while at the same time being yourself.



Be Open-minded

As you meet new people, you will be exposed to new cultures, values, and beliefs. These may be different from those you have been exposed to in your home town, your family, or with your high school friends. If you are going to college or university, one of the most exciting parts of that experience is being exposed to ideas that are different from your own. Being exposed to different ideas can make you feel uncomfortable, but don't shut yourself off from ideas that are new to you or different than yours. Try to be open-minded. Be inquisitive and interested in others and their lives. Think about things critically — both the new ideas you are facing and those you have carried with you from before. This will help lead you to new and potentially enriching life experiences and relationships.



Being with Yourself

Loneliness

Change is never easy and it is normal to feel lonely if you are in a new place and are looking to build new relationships. If you are experiencing loneliness over an extended period of time, try to change your daily patterns and connect more with people. Don't be afraid to reach out to people you trust and let them know how you are feeling!

Role of Solitude

When we are going through transitions in our lives, spending a certain amount of time alone can help us to pause, recharge, and reflect on life. These pauses can help us reflect on what is going well, changes we might like to make, and plans for how to move ahead. Different people need different amounts of solitude, so opt for however much feels right for you.



Self-Awareness

Being self-aware can help you through many challenging times in your life. It can also be important to the types of relationships you choose, how you function in those relationships, and what your expectations and needs are from those relationships. Spend some time getting to know yourself — it is time well spent.



Dating, Romantic Relationships and Encounters

There are many types of relationships that we form with people throughout our lifetime. Sometimes we have intimate encounters that can be brief in duration, sometimes we are dating, sometimes we have friendships, and other times we are involved in more committed and long-term romantic relationships. Sometimes more than one relationship with others can exist at the same time. Regardless of the type of relationship you form with others, there are some important things to consider.

Things to think about:

1. Be safe and choose partners who respect you and whom you respect
2. Communicate your expectations, needs and boundaries with your partners
3. If a relationship is not working out for you, consider safe and healthy options to deal with ending it
4. Find a balance that works for you of time for yourself, your friends and family, and the things you enjoy
5. Remember that you are not the only person in the relationship, so listening to and respecting your partners and friends is essential

Abusive Relationships

What is an Abusive Relationship?

Abusive relationships occur whenever one person tries to dominate and control the other person, this may be through violence, intimidation, threats, manipulation, emotional abuse or by controlling money or other resources. Abusive relationships often develop over time. At first, the signs may be subtle and you may hope that the relationship will change and improve over time, but abusive relationships tend to worsen and become more violent or controlling. If you are concerned about a relationship, you should seek support from your university support services or a relevant charity.

Forms of Abuse

Emotional Abuse

The use of constant criticism, insults, threats, and intimidation to isolate another person and make them afraid to leave the relationship or seek help.

Physical Abuse

Any kind of assault with the body (e.g., punching, kicking) or with an object (e.g., gun, knife, baseball bat) intended to cause physical harm.

Sexual Abuse

Any kind of forced sexual act, ranging from sexual touching to intercourse (rape). Some people believe you cannot be raped by someone you are in a relationship with; this is not true. If you don't agree to have sex, it's rape. It does not matter who the person is or what your relationship is to that person.

Financial Abuse

Limiting access to financial resources (e.g., cash, bank accounts, credit cards) so as to limit your ability to leave a relationship or to control you within a relationship.

Warning Signs of Abuse

Remember — the warning signs may be subtle and you may hope that the relationship will improve but abusive relationships often worsen over time. And, remember, the abuser in a relationship is not determined by sex, wealth, or other identifying feature.



1. Your partner isolates you, limiting your time with family and friends.
2. Your partner is jealous and accuses you of things you did not do.
3. Your partner tries to control many aspects of your life (e.g., decisions, finances, how you dress, your friends, etc.).
4. Your partner criticizes you and makes you feel ashamed.
5. Your partner calls you names or ridicules you.
6. Your partner uses intimidation to make you feel afraid of them or to control your behaviour.
7. Your partner is violent and may yell at you, push you, or hit you.
8. Your partner demands you have sex, even if you say no.
9. Your partner threatens to hurt themselves, you or your family or friends if you do not do what they want.
10. You feel you always have to always act a certain way to please your partner (i.e. walking on eggshells).
11. Your partner frequently demeans or humiliates you in front of others (this can be done as a “joke”).

Getting Help

It is very important that you speak to someone you trust if you are experiencing these warning signs.

If you are concerned that you are in an abusive relationship, don't wait until something bad happens. Make an appointment with a health care provider (such as a nurse or psychologist) on campus and share your situation with them. You can also check out the following websites:

Education

People may change careers several times in their lifetime and they may take many paths to learning along the way. Some people may choose to go straight into the working world after leaving school, while some will take a gap year, and others will go directly to university. Whether you make the choice by yourself or with the support of your family or your friends, remember that there is no single “best” life path.

While having a life goal may be a good plan for some people, others may flourish without one. If you have a goal, don't forget that opportunities and challenges that you did not anticipate will arise. Don't miss opportunities because you are focused only on one goal.



In this section:



Course Selection

Your first year of university or college is a year of discovery. Choosing a course or program can be challenging and exciting at the same time. Some people know exactly what they want to study but many don't. When choosing, it can help to ask yourself: What interests me the most? What are my hobbies? Which courses did I enjoy in high school? What am I good at? What am I not so good at? Are there courses I need to take to help me achieve what I may want to do? Asking your family, teachers, and friends what courses they took and enjoyed may also help.

Once you have an idea of what interests you, you should check the admission requirements for relevant programs so you know if there are specific A-Level/pre-entry courses you have to take in order to apply. Some useful points to consider;

1. Read the departmental calendar or website thoroughly – It will provide you with a basic description of the courses.
2. Class size – Do you prefer bigger, lecture-type classes? Or do you prefer smaller, discussion based classes?
3. Class time – How much contact time do you prefer? Courses may vary on the amount of independent learning expected.



Organisation

Being organised when transitioning to university life will help you manage your time, reduce stress, and help keep you on a path to success. You are probably going to be responsible for your meals, laundry, bills, and many other things that you may have had help with in the past. Different strategies work for different people and you may find that some things work really well for you at one point but that you need a completely different approach a few weeks later. All of this is fine – just experiment and keep trying new ways to stay organised. We've listed a few tips to think about below.

Set Goals

Set realistic goals for your first school year and break them down into smaller, more manageable goals. Writing them down can make them more concrete and help motivate you.

Stay Healthy

Try to eat three meals a day, and healthy snacks. Look for vegetables, fruit, whole grains, and lean proteins when possible.



Colour Code Your Calendar

For example, highlight all of your tests in yellow, assignments in purple, study time in blue, etc.

Use "To-Do" Lists

Spend a few minutes each evening preparing a list of things you need to accomplish the next day.

Use a Student Planner

Schools give these out for a reason - they work! You can also use your phone to help you keep track of your assignments, work schedule, class times, study groups/times, as well as fun events like school functions, society meetings, etc.



Don't Forget to Reward Yourself

Reaching goals you set is an accomplishment. When you set your goals, also decide on the reward you will get once you reach that goal. Make sure you reward yourself for all the small goals along the way to your larger goals as well! This may help keep you motivated.



Study tips



1.

Ask questions.

Ask yourself questions about what you are reading. This can help you figure out the most important areas to focus on.

2.

Quiz yourself.

Use chapter review questions to reinforce what you know and determine what you need to review.

3.

Cramming is not ideal.

It can cause added stress, loss of sleep, and loss of concentration. Also, it does not promote long term learning. Pace your studying.

4.

Highlight key points.

This can help you recognise the most important parts and can help you with a last minute review.

5.

Take scheduled breaks.

Commit to taking a break from studying at regular intervals. Sometimes walking away for a few minutes can be refreshing.

6.

Group study.

Sometimes studying with your classmates can help with areas you find difficult.

7.

Stay away from distractions.

Study where you will not be distracted. Remember, the TV and your phone count as distractions!

8.

Sleep.

Studying will be much less effective if you are tired. Try to get a good night's sleep, or take a nap (20 – 30 minutes) if you are tired.

9.

Careful with caffeine.

Too much caffeine can increase feelings of anxiety and restlessness. However, caffeine in moderation can be helpful (just know your limits!).

10.

Do not procrastinate.

This may lead to cramming and that does not help. However, some people study best under stress, and they procrastinate as a way to get into their optimal study zone. Know your study sweet spot!

11.

Reduce your stress levels.

If you start to feel stressed, taking a few deep breaths can help you relax. Exercise and good time management can also help. And, remember that the stress feeling is there to encourage you to study!

Resiliency

Things in life don't always go your way. Nobody lives a life that is stress-free. Experiencing set-backs teaches you how to recover from them and move on. Learning to cope with academic challenges is important and many students will experience academic difficulties when they first start university or college.

1. Lessons to learn. Ask "what could I have done differently and how can I apply what I have learned from this to other situations?"
2. Accept it. You cannot always control what has happened, but you can control how you deal with it. Focus on what you learned, not on what you think you may have lost.
3. Be realistic. Put things into perspective and don't sweat the small stuff. Not every stressor is the end of the world. Indeed most of them are good for you.
4. Relationships matter. A good support network can go a long way in helping you cope with stressors.
5. Put yourself first. Taking care of yourself with proper food, exercise, rest and friendships is an important part of preparing yourself to deal with stressors.
6. Trust yourself. Know that you are capable of success, and that some areas may just need more effort than others.
7. Learn from your failures. We tend to learn more from our failures than our successes. When you fail at something (and you will), use that experience to help you develop new skills and strategies.

Career Planning

When you are making career choices, it may be helpful to review the Identity and Becoming Independent sections of this resource. It may also be helpful to think about the following:



Things to think about:

1. What path do I want to take? Straight to university or college? Take a gap year? Go straight to work or into a job-training program?
2. Is the choice my own or are my family and friends a part of my decision making? Who can I ask for advice?
3. What is my financial situation and how will that impact my study and career choices?
4. Where do I want to work or study?
5. What opportunities exist in the place where I want to study or work?
6. What are my goals now and in the future?
7. What am I passionate about and can I fulfil those passions in other ways or only through work?
8. How and where can I get all of the information I need to help me make the most informed decisions?

Mental Health

Mental health is an important part of everyone's health. Mental health, like physical health, will help us live full and rich lives.

Just as we are encouraged to take care of our physical health, we also need to promote and maintain our mental health. Lucky for us that many of the things that are good for our physical health are also good for our mental health; what is good for your bicep is also good for your brain! Indeed, we are now realising that we cannot separate mental and physical health. After all, your brain is a part of your body.



In this section:



Introduction

Different models exist to help explain mental health. Student Minds often refers to mental health on a continuum and below is a model that describes 'states' of mental health. It can be useful to be aware of different models to give you an understanding of how to talk about your own mental health in different settings, for example to friends, classmates, teachers and health professionals.

'States' of mental health

It is useful to think about different categories related to mental health. These are mental distress, mental health problems and mental disorders.

Mental distress is normal, expected, and necessary for growth and resilience. It is characterised by the stress response, your body's signal that something in your environment needs to be addressed (for example: facing a final exam or going to a new school). This signal (often called stress) helps you assemble your resources to solve the problem and learn new skills. A mental health problem arises from a much greater challenge in your life (for example, death of a loved one) and may require additional resources and supports to assist you in navigating that challenge. A mental disorder is a diagnosed medical illness that requires professional interventions using effective treatments to help you. All of these (mental distress, mental health problem, mental disorder) include difficulties with how we feel, think, and behave. It's very important not to confuse these different categories. Just because you are feeling sad, low, down, or depressed does not mean you have a mental disorder!

And, a person can be in more than one category at any point in time! A person can have mental health and a mental disorder at the same time.

Examples of these different categories would be:

1.

Disappointment or sadness after a relationship breakup or failing at something important (such as not being selected to be part of the school team).

This is mental distress.

2.

Grief and poor ability to function at school after someone close to you has died.

This is a mental health problem.

3.

Intense sadness along with negative thoughts (such as hopelessness), fatigue, and sleep problems that interferes with your ability to live your life.

This is a mental disorder.

Developing Positive Mental Health



Exercise

Daily physical activity improves your physical and mental health. Any exercise is better than no exercise, but 30 minutes per day of exercise that increases your heart rate to a robust level (e.g., running, playing football) is recommended.

Sleep

Sleep is an important part of staying healthy. Although the amount necessary varies from person to person, most adults need 8-9 hours of sleep each night.

Developing good sleep hygiene is important – check out [Healthy Sleeping](#) for tips on how to develop your own sleep hygiene routine.



Take Time to Relax

Taking time each day to do something that you find relaxing is important for your mental health. It might be listening to or playing music, reading a book, talking to a friend, or meditating – whatever you find to be relaxing. Taking time to relax on a regular basis can help you recognise the strategies to use when you are feeling stressed or overwhelmed.

You may also find it helpful to practice strategies such as Deep Breathing (Breathe in for 4 seconds. Through your nose, if possible). Hold your breath for 4 seconds (You're not trying to deprive yourself of air; you're just giving the air a few seconds to fill your lungs). Exhale slowly through your mouth for 4 seconds. Pause for 4 seconds (without speaking) before breathing in again. Repeat this process as many times as you need or Hand Relaxation [Clench the muscles of your left hand into a really tight fist for 5 seconds. Gradually let go of your fist (for about 15 seconds) while breathing slowly and concentrating on the way your hand feels. Repeat using your right hand] during times of stress. Often about three cycles (left plus right hand relaxation is one cycle) is enough to help decrease the stress response.]

Time Management

Having structure in your day and an understanding of what activities and deadlines are coming up can help you avoid unnecessary stress, help keep your mood stable, and help prevent you from feeling overwhelmed. Keeping a daily agenda or schedule can be very helpful – even if it only includes basic daily activities, such as when to exercise.

For help getting started, check out [Taking Charge of Your Health](#).

Limit/Avoid Alcohol or Drugs (including cigarettes and caffeine)

Although you may feel better temporarily, alcohol, marijuana and other drugs won't solve your problems and may even make them worse in the long-term. The UK guideline for both men and women is that to keep health risks from alcohol to a low level it is safest not to drink more than 14 units a week on a regular basis. What does that look like?

Take a look [here](#) for a helpful infographic.

Limiting your caffeine intake can also be helpful. Caffeine can temporarily make us feel more alert or less drowsy but you should limit your intake (this includes in energy drinks) as excess caffeine consumption can have adverse effects on your sleep. It can be particularly useful to limit your intake after midday.

Eat Healthy

Eating a balanced diet gives your body the fuel it needs to help it get well and stay well. Try not to skip meals and go easy on the junk food. There are many free apps and online tools that you can use to help ensure you're getting the right balance of healthy nutrients each day.

Check out [this website](#) for more information.

Build Healthy Relationships

Having a good support network of people that you can talk to when necessary for help or advice is an important part of staying mentally healthy. Also, helping others is a good way to boost your health.

See the [relationships section](#) for more information.



Mental Disorders and Other Related Concerns

That may require professional care

Depression

Depression affects approximately 7% of people over the course of one year. It often begins during the teenage years.

Symptoms

For More Information:

1 A Major Depressive Episode that lasts at least 2 weeks, where you've felt sad or depressed most of the day, almost every day.

2 You might also experience most of the following symptoms:

- Eating much more or much less than normal
- Sleeping much more or much less than normal
- Moving restlessly or barely moving at all
- Feeling really tired and lacking energy
- Losing feelings of pleasure or enjoyment
- Feeling worthless, hopeless, or guilty
- Having trouble concentrating or making decisions
- Losing interest in activities you usually enjoy
- Having thoughts of death and dying, including suicidal thoughts and plans
- Attempting suicide

3 These symptoms prevent you from being able to do well at school, at work, or in your relationships and are not due to an obvious cause.

Self-Harm

Self-harm is when someone hurts themselves as a way of dealing with very difficult feelings, painful memories or overwhelming situations and experiences. It is not an attempt to die and it is not a suicide attempt, however, self-harm may lead to unintentional death. People who self-injure often need to learn alternative coping strategies (often in counselling or therapy) before they are able to stop self-harming. Self-harm can take many forms and some people will use more than one method.

Warning signs

that suggest someone you know may be harming themselves:

For More Information:

1 Unexplained or poorly explained cuts, burns, bruises, or scratches, especially on their arms, legs or stomach.

2 Wearing clothing that isn't appropriate for the weather or situation but covers most of their body (for example, long sleeves and trousers on a very hot day).

3 Hoarding razors/knives and other objects that could be used for self-injury.



Suicide

Suicide is the biggest killer of young people, male and female, under 35 in the UK . Most people who attempt suicide have a mental illness and effectively treating that mental illness is one of the most important steps in reducing the risk of dying by suicide.



Warning signs

For More Information:

1. Intense hopelessness or sadness
2. Preoccupation with death
3. Talking about what it will be like when they're gone
4. Giving away valued possessions
5. Loss of interest in regular activities
6. Withdrawal from family and friends

It is important to note that it is not always possible to tell if someone is going through emotional distress and having suicidal thoughts. Sometimes there are no warning signs.

Generalized Anxiety Disorder

Generalized Anxiety Disorder affects approximately 9% of people over their lifetime, affecting twice as many women as men.

Symptoms

1 Excessive and persistent worry about many different things that last at least several weeks at a time, and usually for several months.

2 You will also experience most of the following symptoms:

- Restlessness, feeling on edge
- Difficulty swallowing
- Difficulty concentrating
- Trouble falling asleep
- Trembling or twitching
- Hot flashes
- Nausea
- Light-headedness
- Going to the bathroom often
- Feeling like you cannot get enough air
- Difficulty relaxing
- Being easily startled
- Anticipating the worst outcome for any situation
- Excessive concerns and worries about usual daily activities

3 These symptoms prevent you from being able to do well at school, at work, or in your relationships and are not due to an obvious cause.

For More Information:

Social Anxiety Disorder

Social Anxiety Disorder affects approximately 4% of people between the ages of 15 and 24.

Symptoms

1 Intense fear of social situations where people could judge you or you could feel embarrassed that lasts at least 6 months.

2 Fear or anxiety is much stronger than it should be for that type of threat.

3 Avoiding these social situations whenever possible.

4 These symptoms prevent you from being able to do well at school, at work, or in your relationships and are not due to an obvious cause.

For More Information:

Panic Disorder

Panic Disorder affects approximately 2% of people between the ages of 15 and 24.

Symptoms

[For More Information:](#)

1 Intense uncontrollable panic attacks that occur for no obvious reason

2 Panic attacks are intense feelings of fear that are at their worst for about 10 minutes. They may include:

- Fear that you're going to lose control, go crazy, or even die
- Feeling like you cannot breathe or like you're choking
- Feeling like you're not in your own body, like you're watching yourself freak out
- Sweating, chills, or hot flashes
- Trembling or shaking
- Feeling dizzy or faint
- Numbness or tingling
- Pain in your chest
- Racing heart
- Nausea

3 Worry about having another panic attack

4 Avoiding places that would be difficult to escape from if you had a panic attack (e.g., crowds, buses).

5 These symptoms prevent you from being able to do well at school, at work, or in your relationships and are not due to an obvious cause.

Body Image and Confidence

Body Image is the perception that a person has of their physical self, and the thoughts and feelings that result from this perception. Just like everybody has mental health, everybody has a body image which can be positive or negative.

There is no “correct” body type and there is no reason to expect everyone to try to conform to any body type.

Threats to our body image can include;

1 Appearance Ideal. Take a look at this [animation](#) for appearance ideals through history.

2 Comparisons. Constantly comparing ourselves to others – whether that’s our peers or celebrities – tends to lead to unhealthy thinking patterns and behaviours.

For More Information:

Many thanks to Rethink Mental Illness: Co-Production Team 2018 for the content on Body Image

Eating Disorders

BEAT, the UK’s eating disorder charity, report that approximately 1.25 million people in the UK have an eating disorder and cite the most common disorders as anorexia, bulimia and binge eating disorder (BED), eliminating EDNOS (eating disorder not otherwise specified).

Symptoms

1 Becoming so focused on your weight and eating habits that it interferes with your emotions, your thoughts, your behaviour, and all aspects of your life.

2 Depending on the particular disorder, you might:

- Use unhealthy strategies to try to reduce your weight
- Feel out-of-control when you eat
- Base most of your self-esteem and self-worth on how you look or how much you weigh
- Feel depressed and unhappy most of the time

For More Information:

Bipolar Disorder

Bipolar Disorder affects approximately 1% of people over the course of their lives and often begins before age 25. With Bipolar Disorder a person has both major depressive episodes and manic or hypomanic episodes.

Symptoms

1 A Major Depressive Episode that lasts at least 2 weeks, where you've felt sad or depressed most of the day, almost every day.

For More Information:

2 You might also experience most of the following symptoms:

- Eating much more or much less than normal
- Sleeping much more or much less than normal
- Moving restless or barely moving at all
- Feeling really tired and lacking energy
- Losing feelings of pleasure or enjoyment
- Feeling worthless, hopeless, or guilty
- Having trouble concentrating or making decisions
- Losing interest in activities you usually enjoy
- Having thoughts of death and dying, including suicidal thoughts and plans
- Attempting suicide

3 A Manic Episode that lasts at least one week, where your mood has been extremely elevated or irritable and you are much more active and energetic than usual.

4 These symptoms prevent you from being able to do well at school, at work, or in your relationships and are not due to an obvious cause.

5 You will also experience most of the following symptoms:

- Feeling really confident, like you can do anything (even if it's impossible)
- Feeling like you don't need to sleep, and not getting much sleep
- Feeling super talkative, like there's a build-up of words inside you that need to get out, and speaking much more than usual
- Feeling like your thoughts are racing and jumping from one idea to another really quickly
- Feeling easily distracted by small and unimportant details
- Feeling motivated to move around and get things done, often without accomplishing goals
- Feeling like nothing can go wrong, even when you do really risky things, like having unprotected sex, using drugs, speeding, or blowing all your money

Obsessive-Compulsive Disorder

Obsessive-Compulsive Disorder (OCD) affects approximately 1-2% of people in the UK during their lifetime. It often begins in late childhood for boys and slightly later for girls. Someone with OCD experiences obsessions, compulsions, or both, which can cause a lot of distress, take up a lot of time, and prevent you from being able to do well at school, at work, or in your relationships.

Symptoms

1 Obsessions are frequently occurring thoughts that feel out of your control and cause you significant distress and anxiety. They may or may not be realistic. Some examples include:

- Contamination by germs
- Doubt about whether a particular action was performed (e.g., was the front door locked?)
- Having things in a particular order
- Impulses to commit a violent act
- And more.

For More Information:

2 Compulsions are repetitive and frequent behaviours or rituals. Although compulsions are performed to decrease the anxiety caused by an obsession, they actually make the obsession worse in the long-term. Compulsions are very difficult to resist. Some examples include:

- Washing or cleaning
- Checking if something was done
- Putting things in a specific order
- Counting objects
- Repeating actions
- Asking for reassurance

Psychosis

Psychosis occurs in a range of disorders that affect 3-4% of people over the course of their lifetime and usually begins before 25. It is often transient and most people recover well with early intervention, but some have continuing difficulties.

Symptoms

1 Delusions: Beliefs that may be bizarre or untrue and beyond culturally accepted norms.

2 Hallucinations: Hearing, seeing, or otherwise sensing things that cannot be heard, seen or sensed by others.

3 Other symptoms:

- Disorganised thinking or speech that is difficult to understand or follow
- Abnormal movement (repetitive or strange movements) or lack of movement (completely rigid)
- Lack of emotions
- Loss of goal-directed or purposeful activity
- Loss of speech
- Loss of pleasure
- Lack of interest in social interaction

For More Information:

Gambling Problems

Although many people are able to gamble without experiencing problems, some students are gambling large amounts of money – both in casinos and online.



Warning signs

1. Ongoing money problems because of gambling.
2. Constantly borrowing money from friends.
3. Avoiding friends to whom you owe money.
4. Relationship problems because of gambling or money losses from gambling.
5. These symptoms prevent you from being able to do well at school, at work, or in your relationships.
6. Acting secretive or lying about gambling.
7. Nervousness or anxiousness, usually about money.
8. Constantly talking about gambling or money.
9. Neglecting your responsibilities due to gambling.
10. Choosing to gamble instead of spending time with friends or family.

For More Information:

Drug & Alcohol Misuse

Drugs and alcohol are misused by many people, which can impact not only themselves but the other people in their lives. If someone in your family struggles with alcohol or drug abuse, you may be at risk for misuse.

The following can indicate signs of dependence:

- Craving alcohol or drugs
- Drinking more alcohol or taking more drugs than you meant to
- Difficulty reducing the amount of alcohol or drugs that you use
- Spending a lot of time trying to get, use, or recover from alcohol or drugs
- Not doing what you're supposed to do at home, school, or work because of alcohol or drug use
- Continuing to drink or do drugs, even when it causes or worsens social, physical, or psychological problems
- Consistently choosing alcohol or drug use over other social, work, or entertainment activities
- Using alcohol or drugs in situations where it could cause you harm
- Needing to drink more alcohol or take more drugs than you used to in order to get the same effect
- Experiencing withdrawal from alcohol or a drug

For More Information:

Even without the presence of these signs, drug use can be harmful for a variety of reasons; there can be an impact on your physical and/or mental health; increased vulnerability; changes in your behaviour that may result in contact with the police or disciplinary action at university.

Grief & Loss

Everyone experiences loss at some point in their life. Although grief can be very painful, it is a natural and normal part of life. There is no right way to grieve – everyone grieves in their own way. For some people, the grieving process may:

1 Last a few weeks or months until they have time to adjust and adapt to the loss. Other people may not show any outward signs of grief, and appear to move on quite quickly. Still others may grieve for much longer periods of time and need professional help to move on.

For More Information:

2 If you are grieving a loss and the pain that you feel doesn't weaken or diminish as time goes on, consider talking to your doctor about how you're feeling. You may benefit from talking to a trained mental health professional.

Trauma

Trauma is the term used for an upsetting event or events in a person's life that start to greatly affect their life, either physically or emotionally. We know that it is a major factor in many people's mental health and wellbeing, and examples would include:

- Accidents, war, natural disaster
- Bullying
- Sexual abuse
- Physical assault
- Domestic abuse
- Neglect

Trauma can be connected to many symptoms, behaviours and diagnoses, including self harm or drug and alcohol problems. It can impact on relationships and also the capacity to trust others, including those who are trying to help.

People experiencing abuse as children are three times more likely to go to mental health services for help. However, people who are most distressed and disabled over long periods of their lives are usually those with an accumulation of traumas.

For More Information:

Where to go for Help

Are you feeling desperate or distressed right now?

Need to talk to someone?

- **Samaritans** - open every day throughout the year, visit their website [here](#) or call 116 123
- You can book an emergency GP appointment with your **GP surgery**.
- If you need urgent medical advice call the **NHS 111** (England & Wales) or **NHS 24**(Scotland) - T: 08454 242424
- If you need immediate medical help or attention call **999** or visit **Accident & Emergency (A&E)**.

Other local resources

- [Mind](#), mental health charity.
- [Rethink Mental Illness](#).
- [The Mix](#), essential support for under 25s.
- [Young Minds](#).
- [Psychological Therapies \(IAPT\)](#).
- [Citizens Advice](#).
- [Relate](#).
- [Victim Support](#).

Help Seeking Tips

If you're concerned about your mental health or the mental health of someone you know, the first and most important thing you should do is tell a safe and trusted person. A doctor (general practitioner/family doctor) can help you determine what is going on and help you access the appropriate treatment. Many people find it helpful to tell a family member, teacher or school counsellor, coach, or friend first so that they have a support person to go with them to the doctor.

[This guide](#), which is shaped by students' own experiences, will support you to look out for your mates, from starting a conversation to navigating the student journey. You can view and download the full guide [here](#).

Sexual Health

This section has been included to help you make safe and informed decisions that will contribute to your own sexual health and that of your partner(s).

Sexual health is a state of physical, mental and social well-being in relation to sexuality. It requires a positive and respectful approach to sexuality and sexual relationships, as well as the possibility of having pleasurable and safe sexual experiences, free of coercion, discrimination and violence (WHO, 2006a).



In this section:



Safer Sex

WHO definition of Sexuality:

“...a central aspect of being human throughout life encompasses sex, gender identities and roles, sexual orientation, eroticism, pleasure, intimacy and reproduction. Sexuality is experienced and expressed in thoughts, fantasies, desires, beliefs, attitudes, values, behaviours, practices, roles and relationships. While sexuality can include all of these dimensions, not all of them are always experienced or expressed. Sexuality is influenced by the interaction of biological, psychological, social, economic, political, cultural, legal, historical, religious and spiritual factors.” WHO, 2006a

Having information on safer sex can contribute to making safe and informed decisions that contribute to positive sex-related outcomes and minimizes the risk of unintended pregnancy and Sexually Transmitted Infections (STIs).

Alcohol use and/or drug use combined with sexual activity increases the risk of potential unsafe sex and damage to your health, such as the ability to consent, sexually transmitted infections, unintended pregnancy, sexual violence and the emotional/social/physical and legal impact of generating and making public sexual images. When drinking in settings where there is the potential for sexual experiences, be mindful of ensuring your drink is with you at all times. Having a friend around when you are out, or establishing a buddy system, can help to keep you safe when you are drinking or engaged in drug use. Drink spiking is a serious crime.

Contraception

There are many different types of birth control available. You may wish to discuss options with your doctor in order to make an informed decision on what will work best for you. Contraception will significantly reduce your risk of unintended pregnancy and some forms of contraception will protect you and your partner(s) against STIs.

Sexually Transmitted Infections (STIs)

One aspect of sexual health and safe sex concerns understanding and practicing healthy behaviours that will protect you and a partner from Sexually Transmitted Infections (that can cause damage to your health if left untreated). It is important when entering into a sexual relationship, however brief, to decide together how to best avoid the likelihood of contracting an STI. Risks of contracting an STI increase when measures for protection are not taken, particularly when drug and/or alcohol use impact one’s ability to make safe decisions. If you are worried that you may have contracted an STI or have had unprotected sex and would like to be tested you may find it helpful to visit an [STI clinic](#).

Unintended Pregnancy

Find out where you can go for help and advice if you’re pregnant and not sure you want to continue with the pregnancy.

Sexual Violence and Harassment

Sexual assault is not about sex. It is an act of violence and power over another person. Sexual harassment is any unwanted behaviour of a sexual nature that you find offensive or which makes you feel distressed, intimidated or humiliated. You don't have to have objected to a certain kind of behaviour in the past for it to be unwanted and constitute harassment. 1 in 5 women aged 16 - 59 has experienced some form of sexual violence since the age of 16 (Rape Crisis). Although victims are more commonly female, males can also be victims of sexual assault and harassment. Statistics for sexual assault are believed to be an underestimate of how often sexual assault actually occurs, as many cases do not get reported.

Consent

The age of consent for sexual activity in England and Wales is 16. Those under 18 cannot consent to those in a position of power/care/trust. This protects people up to the age of 18 from those in positions of trust.

What is consent?

Where all parties involved are safe from emotional, social, and physical harm. This is a critical part of positive sexual encounters. Consent also refers to the sharing and/or posting of sexual images and/or videos online. A person has the right to say 'no' at any time and be heard. For more information on consent take a look at this [YouTube video](#) from The Mix.

Online safety

An emerging concern in the area of sexuality is the posting of sexually explicit pictures online. Remember that if you send or post a picture of anything electronically, you have little or no control over what will happen with that image. Before you send an electronic image it is a good idea to ask this question:

"Am I comfortable with having everyone in my family seeing this?"

If the answer is no, you may want to reconsider sending it. Remember, sometimes that picture you think is cute or sexy or funny can be used in harmful ways.

If you or someone you know needs help regarding harmful images/videos that have been posted online visit [Victim Support](#).

Where to go for Help

Tell a safe and trusted person in your life who can help you seek medical attention and/or help from the authorities. You can also seek help by calling 999, speaking to your GP or visiting your local emergency department or clinic.

You can also contact your local Sexual Assault Referral Centre (SARC) which provide support to victim/survivors of sexual assault regardless of whether you choose to report the offence to the police or not.

Most importantly, tell someone so that you are not dealing with this on your own.

Local Support

Urgent support

Are you feeling desperate or distressed right now?

Need medical help?

If you need medical advice you can book an emergency GP appointment with your GP surgery.

If you need urgent medical advice call the NHS 111 (England & Wales) or NHS 24 (Scotland) - T: 08454 242424

If you need immediate medical help or attention call 999 or visit Accident & Emergency (A&E).



At Birmingham City University

Name of service	BCU Counselling and Wellbeing Service
<i>What support is available/what the service does</i>	The University's Mental Health, Wellbeing and Counselling service is available to all students currently enrolled at BCU. Our Wellbeing and Mental Health team can provide support and information on a range of physical, mental, and emotional wellbeing, including reasonable adjustments you may need. We have a free, confidential one-to-one counselling service staffed by fully qualified counsellors for students experiencing emotional difficulties and distress. Please be aware that the BCU Wellbeing team cannot replace highly specialised support offered by doctors or psychiatrists. Where appropriate, our team will support you to access support within your community.
<i>How to access</i>	We offer sessions on an appointment-only basis, and you will need to register for our service by filling out a short online registration form on iCity. You can also get in touch via sa.wellbeing@bcu.ac.uk and request to be sent the link to the registration form, or ask any questions you may have.
<i>Opening hours</i>	We offer appointments Monday-Friday 9-5. You can reach us by phone on 0121 331 5188 between 9-4pm.
<i>Contact details</i>	Tel: 0121 331 5188 Email: sa.wellbeing@bcu.ac.uk iCity: https://icity.bcu.ac.uk/student-affairs/health-and-wellbeing/mental-health-and-wellbeing

Name of service	BCU Student Success Advisors
<i>What support is available/what the service does</i>	Student Success Advisors are found within each university Faculty. A student success advisor can help you to liaise with your academics if you are facing difficulties, and can signpost you to appropriate services within or out with the university.
<i>How to access</i>	To find out who your student success advisor is, and where you can find them, please ask at your school office.

Name of service	The Centre for Academic Success
<i>What support is available/what the service does</i>	The Centre for Academic Success can also provide practical educational workshops, small group tutorials and online resources. You can find out more information, and book in for tutorials via their webpage.
<i>How to access</i>	You can book tutorials on line, or can present to your centre for academic success at each faculty.
<i>Contact details</i>	Website: https://icity.bcu.ac.uk/celt/centre-for-academic-success/Index

Name of service	University Health Service
<i>What support is available/what the service does</i>	Students are free to choose any GP practice in the area. The most important thing is that you do register with a local practice so that you have timely access to healthcare whenever you need it.
<i>How to access</i>	You can present to a local GP and ask for a registration form or find further information through the website.
<i>Contact details</i>	Website: https://icity.bcu.ac.uk/Student-Affairs/Health-and-Wellbeing/Healthcare/Register-with-university-doctor

Name of service	Umbrella Sexual Health
<i>What support is available/what the service does</i>	Umbrella offer free and confidential sexual health services in Birmingham and Solihull, including all types of contraception and STI testing and treatment. The closest walk in centre to you will likely be Whittal Street. You can use the Umbrella website to find your nearest centre and book an appointment.
<i>How to access</i>	You can book an appointment here; https://umbrellahealth.co.uk/our-services/appointments .
<i>Opening hours</i>	Monday 09:00 – 18:30 Tuesday 10:30 – 18:30 Wednesday 09:00 – 18:30 Thursday 09:00 – 18:30 Friday 09:00 – 15:30
<i>Contact details</i>	Tel: 0121 237 5700 Website: https://umbrellahealth.co.uk/

Name of service	BCU LGBTQ+ Student Advice and Support
<i>What support is available/what the service does</i>	<p>Talking about issues surrounding sexuality and gender can sometimes be difficult with friends and family. The Wellbeing Team offers support to students who are questioning their sexuality, are worried about ‘coming out’, are reconciling their sexuality and/or gender with their identity, and any other concerns they may be experiencing.</p> <p>In addition, the Students’ Union has an LGBT+ society who arrange regular social events as well as coffee meetings. The LGBT+ society also has LGBT+ Welfare Officers (male and female) who can offer advice around LGBT welfare. For more information contact bcusulgbt@gmail.com.</p>
<i>How to access</i>	Student wellbeing on sa.wellbeing@bcu.ac.uk /0121 331 5188 or student union at https://www.bcsu.com/organisation/6099/

Name of service	Domestic Abuse and Forced Marriage
<i>What support is available/what the service does</i>	<p>Karma Nirvana is a UK based charity supporting honour based violence and arranged marriage.</p> <p>RSVP is a Birmingham based provision which offers compassionate support if you've experienced sexual violence or abuse at any point in your life.</p>
<i>How to access</i>	Karma Nirvana UK helpline Monday-Friday 9-5.
<i>Contact details</i>	<p><u>Karma Nirvana</u> Tel: 0800 5999 247 Website: https://karmanirvana.org.uk</p> <p><u>RSVP Services</u> Te: 0121 643 0301 Helpline: 0121 643 4136 Email: info@rsvporg.co.uk Website: https://rsvporg.co.uk/</p>

Name of service	Birmingham City University Student Union
<i>What support is available/what the service does</i>	As a Birmingham City University student you are automatically a member of your Students' Union and have access to the wide range of fantastic services and facilities on offer. They are independent from the University and offer support ranging from an advice centre, an accommodation letting agency, through to a wide range of societies and volunteering opportunities.
<i>How to access</i>	<ul style="list-style-type: none"> • For the advice centre you can log a query via the BCUSU website. • For individual societies please look at the website for up to date contact information. • The main SU office is in Curzon building and open Monday-Friday 9-5. • There is also an office on the ground floor of Seacole building which is also open Monday-Friday 9-5.
<i>Opening hours</i>	Monday-Friday 9-5pm.
<i>Contact details</i>	Website: https://www.bcusu.com/

University can be a very exciting time in your life.

By knowing what to expect and having a resource to help you navigate the ups and downs, you're setting yourself up for success over the next several years.

We hope that you'll return to flip through this resource whenever you have questions and that these next few years will help you create the basis for a happy and fulfilling life.



**Here for
students**

**student
minds**

YOUR BCU



Careers+



Graduate+



Centre for
Academic
Success



HELS
Academic
Development
Department



Doctoral
Research
College



Library and
Learning
Resources



IT Services
IT Training



International
Office



Disability
Services



Mental
Health and
Wellbeing



Student
Support



Student
Governance



Estates
and
Facilities



Environmental
Team



Students'
Union



BCU
Sport

HOME PAGE



CLICK HERE All your
support services in one place



University Locks reception (Accommodation & Security) **0121 331 5359**

University Locks email for repairs, problems and complaints unilocks@bcu.ac.uk

Accommodation Finance email accommodationfinance@bcu.ac.uk

BCU Security Control Room, Curzon Building general enquiries **0121 331 6325**

BCU Security Control Room, Curzon Building emergencies **0121 331 6969**

Emergency – Ambulance, Fire, Police **999**

Non-emergency Police **101**

Non-emergency medical help NHS **111**

Crimestoppers www.crimestoppers-uk.org or **0800 555 111**

Tracey Pickering, Police Liaison Officer t.pickering@west-midlands.pnn.police.uk or
Twitter [@BCUcop](https://twitter.com/BCUcop)

Safer Students www.saferstudents.co.uk

Samaritans www.samaritans.org or free phone **116123** or email jo@samaritans.org

Togetherall www.Togetherall.com

Kooth www.kooth.com

BCU Mental Health and Wellbeing sa.wellbeing@bcu.ac.uk or **0121 331 5188**

BCU Finance and Money Matters studentsupport@bcu.ac.uk or **0121 202 8627**

BCU Disability and Dyslexia Support disability@bcu.ac.uk or **0121 331 6495**

Handsworth Wood Medical Centre **0121 523 7117**

Blackbullion www.blackbullion.com

The Waiting Room www.the-waitingroom.org

Glide **0333 123 0115** or studentssupport@glide.co.uk or
my.glidestudent.co.uk/support or Twitter [@GlideStuHelp](https://twitter.com/GlideStuHelp)

Circuit Laundry www.circuit.co.uk

Endsleigh endsleigh.co.uk/confirm-your-cover

Student Switch Off www.studentswitchoff.org



Universities UK/GuildHE Code of Practice for the Management of Student Housing

The Student Accommodation Code has been designed to protect your rights to safe, good quality college accommodation, wherever you are studying, and to make sure you get the best out of your time living in university or college residences.

It outlines everything you should expect from your university-managed accommodation as well as your responsibilities as tenants.



A healthy, safe environment



Timely repairs and maintenance



A clean, pleasant living environment



A formal contractual relationship with your landlord



Access to health and wellbeing services



A living environment free from anti-social behaviour

The Student Accommodation Code protects your rights to safe, good quality college accommodation.

To find out more visit www.TheSAC.org.uk

Should you have any maintenance problems in your room, flat or block you should report them by emailing unilocks@bcu.ac.uk

Please include the following details:

- your name
- your phone number
- block/floor/flat/room
- location of fault
- details of fault – give as much information as possible, include a photo if possible
- if the fault has been previously reported when was this

Emails will only be read Monday to Friday during office hours only

If the fault is an emergency or urgent please call University Locks reception on **0121 331 5359** or BCU Security Control Room, Curzon Building on **0121 331 6969**

Reporting a fault will be taken as your consent for access to your flat and/or room, as appropriate. We are unable to make appointments to carry out repairs, but unless an emergency, these will be carried out during office hours. You may be asked to leave your room/kitchen whilst the repair is carried out in order to maintain social distancing.

The on-site maintenance staff, **Craig Lynch, David Lloyd** and **Andrew Witherspoon**, will carry out small repairs and replace faulty items. For larger or more specialised repairs, University approved contractors will complete these.

Your request will be classified as either emergency, urgent or routine. The classification will be dependent on a number of factors, for example, time of day when the fault occurs/request is submitted, location, alternative temporary provision, etc.

In the case of emergency or urgent repairs, the intention is to remove the element of danger on the initial visit. When it is not possible to complete the repair on the same visit, for example, when parts are required, the job will be left and arrangements made to return on a later occasion.

The classifications are:

Emergency

Expected timescale for preliminary response: 2 hours Monday – Friday during office hours and 4 hours outside office hours, weekends and holidays

Examples include total lack of heating during cold weather, total lack of lighting or complete electrical failure, severe flooding, security issues

Urgent

Expected timescale for preliminary response: 24 hours

Examples include shower not working, loss of hot water, blocked drain

Routine

Expected timescale for preliminary response: 10 working days

Examples include dripping tap, shelving or door hinges to be refitted, new toilet set, plastering and painting



FIRE SAFETY



The University takes the safety of staff and students very seriously and has but in place many measures to prioritise this. However, there are a number of things for you to be aware of so please take the time to familiarisation yourself with these points. Further information can be found in the Terms and Conditions of Licence Agreement.

Evacuation information

A copy of the buildings fire procedure is displayed on the inside of your bedroom and flat doors as well as by every call point. University Locks is designed to ensure that should a fire occur within the building, it is contained within its place of origin for a sufficient period of time, ensuring that safe evacuation can be achieved. This means that you may not be required to immediately evacuate should the fire alarm activate in another part of the building which does not affect your location.

Should you hear or see a reason for the fire alarm activation within the building you must evacuate, ensure the alarm is raised and make your way to the designated assembly point. Once arriving at your designated assembly point please report to a member of staff and pass any relevant information to them on the fire itself, or if anyone has failed to evacuate.

Residents should only return to their accommodation on instruction from the Accommodation Services Team, Security or Fire and Rescue Service.

Banned items

There are a number of items that are not permitted as they are fire hazards and if found will be confiscated. These include the following:

- E-scooters
- candles, joss sticks, oil lamps or other such items
- hookhas, bongos, shisha pipes
- chip pans or pans with large quantities of oil - electric deep fat fryers are permitted in the kitchens
- flammable materials, such as turpentine and white spirit, and foam bedding and inflatable furniture
- quantities of aerosols
- plug-in fairy lights – battery operated ones are permitted but shouldn't be draped over flammable materials such as paper or soft furnishings
- heating appliances including fan heaters, electric blankets and electric clothes airers
- cooking appliances in bedrooms, including kettles, toasters and rice cookers
- fireworks, including sparklers

All electrical equipment needs to be tested before it is brought into the Halls of Residence or tested by the onsite time (dates to be advised). This is particularly important if an item is from outside the UK due to voltage differences. Please do not use this equipment before having it tested.

Due to fire safety legislation students must not bring their own furnishings or curtains. Foam covered bedding material and furnishings and inflatable furniture pose a particular risk and all students are prohibited from bringing any of those items into the Halls of Residence.

Never leave cooking unattended



You must not put anything directly on the heaters or very close by.

Please ensure that irons, chargers and hair appliances are turned off immediately after use. Only use chargers supplied with your mobile phone.

It is essential that no items are left in stairwells or corridors that could block a fire escape route. Clothes airers and ironing boards should be used in the lounge/dining areas.

Bicycles and similar objects are not permitted inside the Halls of Residence except, designated bicycle storage. This is regularly checked and enforced by Security and the Accommodation Services Team and any items blocking possible fire escape routes will be removed.

There are manually operated fire alarm call points located on the landing of each floor and they automatically sound the fire alarm when activated. Breaking the glass should only be done in the event of an actual fire.

In addition, heat detectors are fitted in all kitchens and smoke detectors are fitted in bedrooms and corridors and are linked to the fire alarms. These detectors are very sensitive and can be activated by steam, aerosols and hair styling appliances as well as smoke. Under no circumstance should these be covered or removed.

Fire alarm sounders are located in bedrooms and the corridor of every flat and provide early warning of fire alarm activation. Under no circumstances should these be covered to reduce the noise.

Emergency firefighting and other fire prevention equipment is provided for the safety of everyone. Deliberate misuse of such equipment constitutes a criminal offence. The fire prevention equipment is serviced on a regular basis. However, if you discover an empty fire extinguisher or faulty or missing equipment please report it immediately to the Accommodation Manager or Security. Fire extinguishers are provided on the escape routes. These should only be used if you know how to use one and only on small fires. Under no circumstances should you put yourself in danger. If in doubt leave it.

Fire blankets are provided in the kitchens and could be used to smother a small fire. Under no circumstances should you put yourself in danger. If in doubt leave it.

Door closers are fitted to bedroom, kitchen, flat and landing doors. Do not use door wedges or prop these doors open as they are fire doors and are designed to hold back a fire for a defined period, giving you time to evacuate safely. Do not use over door coat hooks.

Fire exits signs are provided to ensure you know how to get out of the building. These should not be covered, removed or defaced.

Fire notices, including fire instructions on bedroom doors, evacuation notices on landings, 'fire door keep shut' signs, smoke detector and fire extinguisher notices and 'keep corridor clear' notices all provide information to keep you safe; they should not be covered, removed or defaced. All of the above items are checked regularly to ensure they are in working order and have not been tampered with. If you find something has been used or damaged, please report it to the Accommodation Manager or security immediately.

To comply with legislation, full fire evacuation drills are carried out each term.

All portable electrical appliances must be electrically safe and you must be able to provide a certificate to confirm the items have been tested and passed as safe to use.

Ideally, electrical equipment should be tested before it is brought into the Halls of Residence. This is particularly important if an item is from outside the UK due to voltage differences. Please do not use this equipment before having it tested.

Full details can be found at:

www.bcu.ac.uk/student-info/accommodation/halls/university-locks

where you will find a PDF document called Portable Appliance Testing Procedure.

As part of the University policy, PAT testing will be carried out free of charge in the first couple of weeks, look out for notices of dates. Students will be required to leave any items they require testing on their bed and a representative from PHS will come to the room and test them. Any items that fail will be confiscated by Accommodation staff as they will be deemed unsafe to use on the premises. Details of how to retrieve the items will be provided.

Any students who arrive late or who bring electrical equipment to University Locks after the testing dates should advise the Accommodation staff who will arrange alternative testing dates.

Electrical equipment can be dangerous. Unauthorised repairs to communal equipment or modifications to electrical wiring must not be carried out. Radios, music systems, hairdryers and shavers, computers, televisions and DVD players/recorders are permitted but no other electrical appliances may be used in the Accommodation. You are not permitted to bring large electrical appliances, which includes but is not limited to fridges, freezers or washing machines, heating appliances or mini fridges into the Halls of Residence.

Appliances and equipment brought onto University premises should show no signs of cracks or overheating. Wires inside should be connected correctly and be screwed down tightly, and the right size fuse should be in place. The cable between the plugs and appliances should be free of damage and the coloured wires inside should not be visible. If you arrive without the appropriate plugs fitted to your appliances, they may be purchased from nearby shops. All plugs must be fitted by a competent person who has experience of this and PAT testing.

ELECTRICAL SAFETY

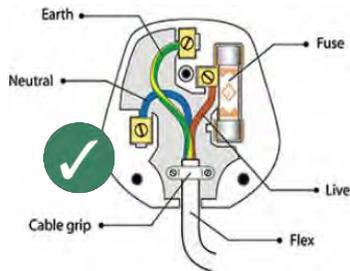
Plugs and cables are only dangerous if they are **NOT** used properly.

Here are some ground rules:-

WIRE PLUGS CAREFULLY

The outer cover of the power lead should go inside

- ◆ Make sure the right colour wires go to the correct connections.
- ◆ **ALWAYS** use the specified amp fuse for each appliance.



Throw away **ANY** damaged cables.

If a power cable has a crack or shows signs of damage you **MUST** stop using it immediately.

DO NOT repair the cable with insulation tape and **NEVER** join two piece of cable together yourself.



All portable electrical appliances over 12 months old **MUST** be electrically safe and a certificate provided to confirm the items have been tested and passed as safe to use.

If during your stay the 12 month guarantee on the appliance expires, it **MUST** be tested and a certificate provided.

Electrical equipment can be dangerous. Unauthorised repairs to communal equipment or any modifications to electrical wiring **MUST** only be carried out by a qualified person.

Hairdryers, straighteners, shavers, personal computers, televisions, DVD and Blu-ray players are permitted, but **NO** other electrical appliances may be used in your halls room. You are **NOT** permitted to bring large electrical appliances such as fridges, freezers or washing machines into halls of residence.

If you are concerned about the electrical equipment in your room, advice is available from your Accommodation Manager.

For Electrical equipment purchased outside the EU, check it is suitable for 240 volts, 50 Hertz power supply.

Equipment that is **NOT** CE marked by the manufacturer should always be accompanied by a test certificate from a qualified person.

ALWAYS use a three pin plug or an adaptor



NEVER attempt to plug in a two pin plug without an adaptor.

NEVER overload extension leads. **DO NOT** plug adaptors into adaptors and **ONLY** use one adaptor per socket.



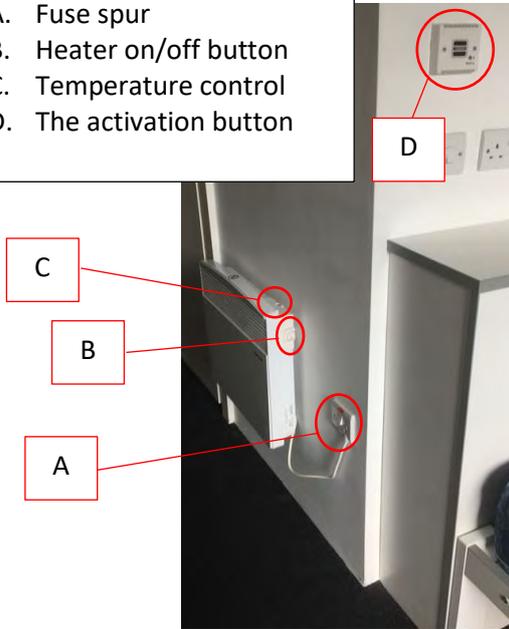
SAFETY TIPS

- ◆ **DO NOT** use **ANY** appliance while you are touching metal or anything wet.
- ◆ **NEVER** plug in or unplug an electrical cable while your hands are wet.
- ◆ When unplugging appliances, **DO NOT** pull the cable.
- ◆ **ALWAYS** unplug appliances **BEFORE** cleaning them.
- ◆ Any appliance that sparks needs to be repaired by a qualified person **IMMEDIATELY**.
- ◆ **DO NOT** overload outlets and extension leads.
- ◆ **ALWAYS** keep appliances such as straighteners and hair dryers away from sinks and water.
- ◆ **NEVER** run cables under carpets or mats.
- ◆ **ALWAYS** switch off and unplug electrical appliances which are **NOT** in use unless the appliance is designed to be constantly on standby mode such as microwave which displays date and time.

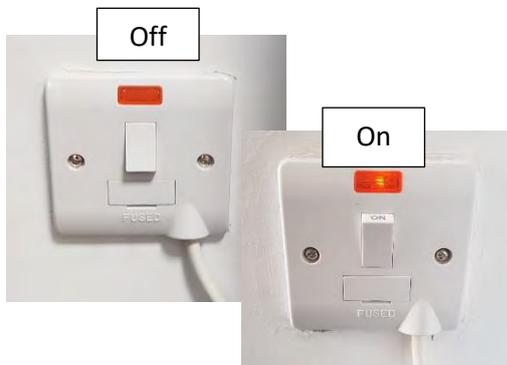
How to use the Electric Heater

To enable the heater in your room to work you will need to ensure that all the switches are on.
Please follow the below process.

- A. Fuse spur
- B. Heater on/off button
- C. Temperature control
- D. The activation button



1. Switch the fuse spur on, so the light is illuminated which will power the heater.



2. Switch the heater button to on.

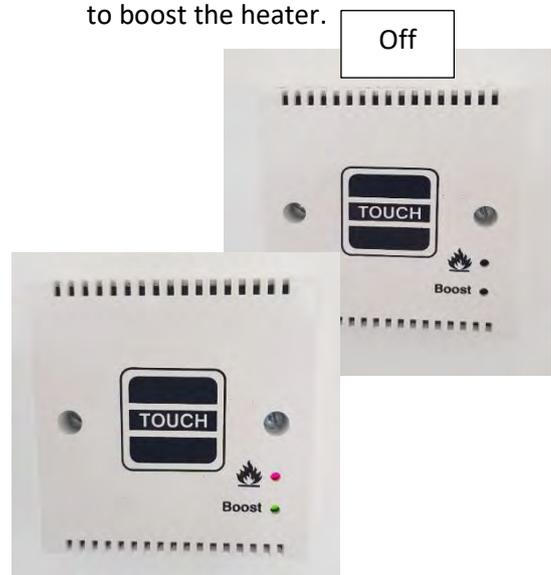


3. Set the dial on the top of the heater, this is also used to control the heat.

* = No Heat
1-7 = Heat
Max = Top setting



4. To enable the heater to work push the TOUCH button located above the bed. The heater is on a timer approximately 2-3 hours. If the green light is not showing press the TOUCH button again to boost the heater.



Under **NO** circumstances is the heater to be covered, this includes drying racks.

If after all the steps the heater is not working please report to reception.

Student Newsletter 2022

Birmingham City University Policing Team

If you are a new or a returning student. We would like to welcome you to Birmingham, to the next exciting chapter of your life. Whether you are living in Halls, or commuting into university, you may find the below information helpful as you discover new experiences here.

See you around the campus, PC Tracey Pickering, PSCO Adam Palmer and PSCO Blake Beach.

Safer YOU...

Being aware of your surroundings, keeping to well-lit paths, walking in groups, avoid using subways, if you do see suspicious activity contact security or the police.

- Beat robbers by keeping your phone out of sight. **Don't** text/call and walk
- Changing white ear buds to darker coloured ones, so there not as noticeable
- **Don't have the music too loud**, so you can hear people approaching
- Walk with other people
- Plan your route over underpasses not through them
- Use a Phone Tracker via your mobile phone app store

Safer MEET...

It's great to make new friends and meet new people. Here are a few tips to keep as safe as possible.

- Check them out online, do they seem like the same person?
- Travel independently, and meet in a busy public place
- Let everyone know **you're** going out. Tell your flat mates or parents what your plans are
- Use Hollie Guard app to track your location

Safer BELONGINGS...

You're not the only one who loves your property, thieves do too, **beat them by...**

- Keep your phones and electrical devices in your bag or pocket
- Try not to leave items unattended
- Download tracker apps, use BikeRegister.com its free

Safer NIGHTS OUT...

When you are going out, **leave as a group and come back in a group. Always keep enough cash and phone battery has charge for the taxi home!**

- Private Hire **must** be booked in advance. Do not get into a taxi car without booking it. Be safe - be insured! Check your text details
- **Don't take unnecessary items out with you**
- Know your limits with alcohol, stay within them
- **Don't leave your drinks unattended** - if you notice you're behaving differently stay with people you trust

Safer HOME...

Lock up, lights on. Use a simple timer to switch on a lamp within your property, this can be a great deterrent for burglars.

- **Don't** let anyone in unless you know them. Lock your door when leaving
- Keep ground floor windows closed **when you're not in** your room
- **Report people you don't recognise to security**

Safer ONLINE.....

We all love the net but are you keeping safe and secure? How to beat fraudsters.

- Keep the anti-virus software up to date
- **Don't** click on links inside emails
- Strong passwords are made of 3 unrelated words, symbols and numbers
- Never tell anyone your banking PIN number





www.wmnow.co.uk

Get to know what is happening where you live and work. Stay updated and get involved in the local area. Sign up to WMnow neighbourhood alerts from West Midlands Police for FREE stay connected.

ActionFraud
Report Fraud & Internet Crime
0300 123 2040

www.actionfraud.police.uk

Action Fraud is the UK's national reporting centre for fraud and internet crime where you should report fraud if you have been scammed, defrauded or experienced cyber-crime. Telephone 0300 123 2040



saferstudents.west-midlands.police.uk

For more advice on many topics. How to keep yourself safe in many different situations.

CRIMESTOPPERS
0800 555 111

www.crimestoppers-uk.org

You can report anonymously online or by telephone on 0800 555 111. They will take a report from you and pass the information to the local police. You will not be contacted again.



See ASB on the transport network, but can't talk out loud text it to the police on 83010.

SAMARITANS

www.samaritans.org

Contact them on telephone 116 123 free phone number or you can email on jo@samaritans.org you can talk to them any time you like, in your own way, and off the record – about whatever is getting to you. You don't have to be suicidal.

FRANK
Friendly, confidential drugs advice

www.talktofrank.com

Advice about drug use, what drugs are, alcohol advice, find support groups, what to do in an emergency you can also call them on 0300 123 6600.



Hollie Guard is a free app for your mobile device, it's fantastic, allowing you to set up emergency calling, recording and alarms.

RUN
HIDE
TELL

RUN - to a place of safety. This is a better option than to surrender or negotiate. If there's nowhere to go, then...

HIDE - Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can.

TELL - the police by calling 999 when it is safe to do so.

COUNTER TERRORISM POLICING

ACT

ACTION COUNTERS TERRORISM

If things go wrong... Don't suffer in silence

- On Campus: inform your **BCU Security Team 0121 331 6325**. They can give you the best advice on what to do next
- Off Campus: **Live Chat** on the West Midlands Police website or Call **101** to report non-urgent crimes
- Call **999** if the offender is still there

STOP HATE UK

Any crime which is motivated by hostility towards someone based on their actual or perceived ***Disability, *Race, *Religion, *Gender Identity or *Sexual Orientation**.



Students are required to comply with signing in/out requirements for all visitors to University Locks.

You are responsible for the conduct of visitors, and if visitors are causing a nuisance to others, or if we cannot establish that they are a visitor of a resident or have legitimate business at University Locks, they must leave if asked to do so by University or security staff.

You should always remain with your visitors as unaccompanied visitors will be requested to leave University Locks. You must not give visitors key/fobs to gain access to University Locks. Please note that if you do, or if your visitors do not comply with the terms of your contract, you could face disciplinary action and/or eviction from your Accommodation.

Day time visitors

It is not intended that your visitors spend long periods in the Accommodation or persistently use any of the facilities and/or services. You are allowed up to two visitors between 08.00 and 01.00.

Overnight visitors

You are welcome to have one friend or family member stay overnight (any period between 01.00 and 08:00), but for safety reasons we must be informed of any visitor staying overnight. They are only permitted to stay in your bedroom (visitors must not sleep in the flat lounge or anywhere else in the building).

Overnight visitors must be booked at least 48 hours in advance. Weekend stays must be authorised by midday Thursday. Please provide the below information and send it to overnightvisitor.unilocks@bcu.ac.uk.

Name of student requesting visitor

Students block/floor/flat/room number

Students mobile number

Visitors name

Visitors mobile number

Date of visit (arrival & departure dates)

Number of nights (max. 3)

University regulations limit the number of nights any one guest may stay to three nights in any 7-day period and you are only permitted a maximum of two overnight visitors per month.

A separate overnight policy for under 18's is in operation.

Visitors will not be allowed to keep a car on site.

Please note that students from other rooms/flats/halls are classed as visitors and should abide by these rules.



ACTIVATE COMPETE EXCEL



BCU *SPORT*



BCU Sport are here to offer you a pathway to engage in sport and physical activity while supporting your wellbeing. We provide opportunities for students and staff to get active, compete and excel in sport and physical activity.



We offer a variety of sport and physical activity programmes to meet your needs including bespoke sport scholarship opportunities, recreational sport and physical activity and teams competing in the British Universities and Colleges Sport (BUCS) competitions.

To register an expression of interest for any sport or physical activity, please follow the link via the QR code here





2 WEEKS OF FREE ACTIVITY

Try out our new BCU Sport programme for free between Monday 19 September and Friday 30 September.

Whether you are looking to enter your own personal zone of zen during yoga, or to take part in a team sport, you are sure to find an activity that suits you.

> ACTIVE WELLBEING

The Active Wellbeing programme is designed to:

- Offer a fun and friendly way to keep fit
- Provide opportunities to try a new sport or activity in an informal setting
- Press 'reset' after a busy day
- Take a break from your everyday routine
- Meet new people

With your wellbeing in mind the timetable includes a range of activities such as: table tennis, volleyball, football, squash, hatha yoga and much more.

> TIMETABLE



View our icity page for the full timetable:
<https://icity.bcu.ac.uk/BCU-Sport/BCU-Activate>.

> NEWS AND UPDATES

Follow BCU Sport on Twitter and Instagram for the latest news and updates

 @BCUSport  @BCUSport

> GET IN TOUCH

Email sport@bcu.ac.uk.



DOUG ELLIS SPORTS CENTRE

Aldridge Road, Perry Barr
Birmingham B42 2TP

Gym

Sports hall

Fitness suite

All weather pitch



BIRMINGHAM CITY
University

HOME PAGE



STUDENT
GYM MEMBERSHIP

£10

PER MONTH

NO
CONTRACT

WEBSITE



MY PRINT

print | copy | scan

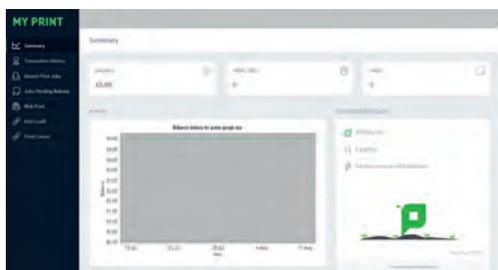
HOME PAGE



MY PRINT Self-service printers are located across our campuses allowing students to not only to print, but also provide photocopying and scanning facilities.

You will need to purchase printing credits before you can print from University printers. You can purchase print credits through the **MY PRINT** User Dashboard. (Please note, only top-up for what you need to print as print credits are non-refundable).

You can also print on campus by logging onto a BCU PC or Mac



£5

FREE print credit
is on your account now

MY PRINT USER DASHBOARD

The MY PRINT user dashboard allows you to view all of your live printing activity and you can also:

- Add print credit
- Check your balance
- View your transaction history
- View recent print jobs
- View print jobs pending release
- View your environmental impact
- Submit a job to print through Web Print from your personal laptop or mobile device



Contact Us

The Curzon Print Centre
Curzon Building
4 Cardigan Street
Birmingham
B4 7BD
United Kingdom

+44 0121 331 5384

Support information

MY PRINT iCity Home page
User video guides



CLICK HERE to log onto your
MY PRINT User Dashboard

THE CURZON PRINT CENTRE

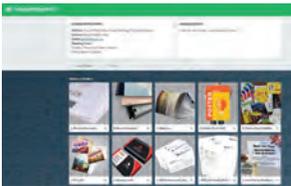


We support students by providing professional print services onsite at a price that will save you money from sourcing externally. We understand that our job is to make you look good on paper.

Services include:

Dissertations | Poster printing | Coursework | Binding | Presentations | Flyers | Brochures | T-shirt printing | Postcards | Stickers and much much more!

Find us inside the Students' Union shop on the ground floor of The Curzon Building



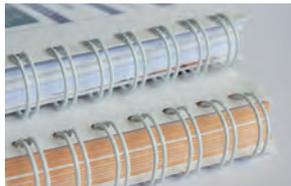
ORDER ONLINE

BCU students can now order print requests with our new online store.

Payment will be taken from your **MY PRINT** credit account. To see your balance or add credit please click here.

Documents MUST be saved in PDF format

[ORDER ONLINE](#)



BINDING SERVICES

Our experienced team can take any document (reports, dissertations, brochures, booklets, presentations, manuals, wall and desktop calendars, fictional work such as novels, diaries etc) and turn it into a smart and professional looking finished bound product.

[LEARN MORE](#)



GET IN TOUCH

If you would like a quotation for volume printing or would like to find out more about our services please email the team on the link below.

[EMAIL US](#)

Contact Us

The Curzon Print Centre
Curzon Building
4 Cardigan Street
Birmingham
B4 7BD
United Kingdom

+44 0121 331 5384

Opening Times

Monday to Thursday 8.30 - 17.00
Friday 8.30 - 16.00

Support information

[iCity Home page](#)
[Printing guides](#)

[HOME PAGE](#)





Welcome
BCU
Students

Food Outlets

**CURZON
THE CURB CAFÉ**

HOT AND COLD GRAB AND GO
DOWN TO EARTH COFFEE

**CURZON
MAIN CAFÉ**

HOT FOOD INCLUDING ASIAN
FUSION EVERY DAY SALAD BAR
SELECTION OF COLD SNACKS
COFFEE PODS
COSTA COFFEE
OFFER WITH GRAB AND GO

**MILLENNIUM POINT
MAIN CAFÉ**

SERVING QUIRKY BIRD ON
FALAFEL STREET WITH
HOT AND COLD GRAB AND GO
STARBUCKS PARKSIDE HOT
AND COLD GRAB AND GO
COFFEE SOCIETY HOT AND
COLD GRAB AND GO

CONSERVATOIRE

ILLY COFFEE OFFER HOT AND
COLD GRAB AND GO

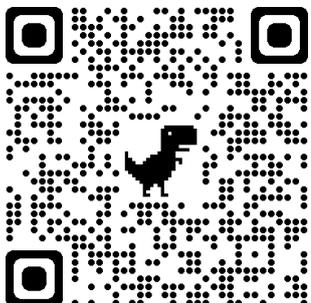
**CITY SOUTH
MAIN CAFÉ**

HOT AND COLD FOOD OFFER
GRAB AND GO
DOWN TO EARTH COFFEE
STARBUCKS ATRIUM HOT
AND COLD GRAB AND GO
COSTA COFFEE OFFER HOT
AND COLD GRAB AND GO

**ONLINE
ORDERS
NOW
AVAILABLE**

FUEL ON CAMPUS CLICK N COLLECT

25% DISCOUNT WHEN YOU SIGN UP TO CLICK N COLLECT
YOUR DISCOUNT WILL BE ADDED TO YOUR PERSONAL OFFERS



Be confident in your cover

Endsleigh are student insurance specialists and we've partnered with them to set you up with possessions cover in your accommodation. Confirm your cover in Endsleigh's new app!



Download the **My Endsleigh** app
now to confirm your cover



My Endsleigh
Insurance and cashback
Free to download





Let's connect

The easy setup guide



Get the Glide App

Download our App 'Glide Support'.



App Store



Google play

Step 1: Connect to Glide Wi-Fi

- Scan for available Wi-Fi networks and select **Glide** or
- Connect your device using an **Ethernet cable**.
- Open a browser and you will be re-directed to the Glide welcome screen.
- Click **Get Started**.

Step 2: Select your service

Free:

- If broadband is inclusive at your residence, complete the form, click **Register** and go to Step 4.
- If an upgrade is available but you still wish to order the inclusive product click **Register**.
- You will be automatically re-directed to a registration page.
- Complete all fields, choose a memorable username and password, click **Register** and then go to Step 4.

Upgraded:

- If your residence has upgrade options available, or the broadband is non-inclusive then
- Click the **basket** next to the product of your choice to **add it to your basket**.
- Click the basket icon in the top-right of the screen then **View Basket** to review your order and click **Continue**. Go to Step 3.

Step 3: Set up a payment

- If the services selected require payment you will be asked to enter your payment and billing details.
- Click **Pay Now** to accept terms and conditions.
- When payment is complete go to Step 4.

Step 4: Start browsing

- If registration has been successful a confirmation screen is displayed and you will be logged in automatically.
- You will receive an email confirming your order.

Need help?



0333 123 0115



studentsupport@glide.co.uk



@GlideStuHelp

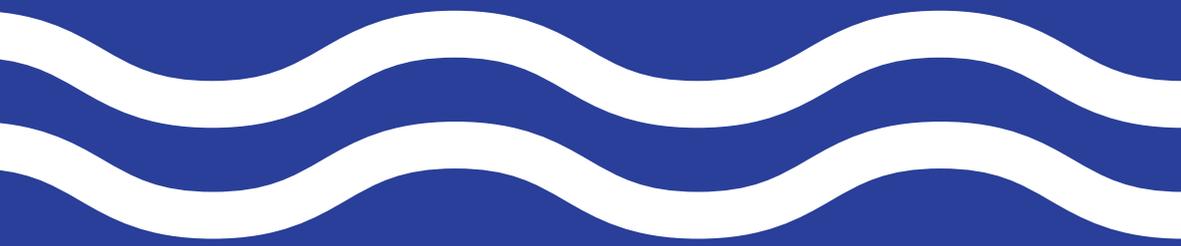


Glide

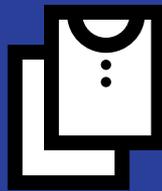
CIRCUIT



**NO NONSENSE
LAUNDRY**



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OF NEW FEATURES**



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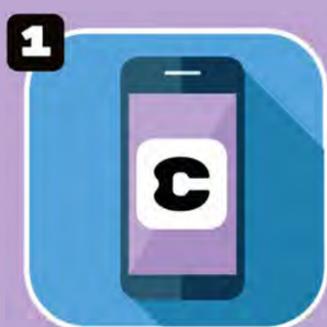


circuit.co.uk

LET'S GET STARTED



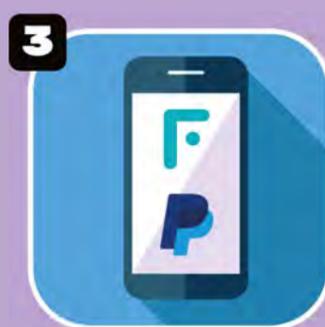
USE THE APP



DOWNLOAD THE
CIRCUIT LAUNDRY APP
TO YOUR DEVICE.
WE'VE GOT VERSIONS
FOR ANDROID AND APPLE.



SET UP AN ACCOUNT
BY REGISTERING
YOUR EMAIL ADDRESS
AND CREATING
A PASSWORD



TOP UP YOUR
ACCOUNT USING
PAYPAL OR
FREEDOMPAY



NOW YOU ARE
READY TO DO
YOUR LAUNDRY



USE A LAUNDRY CARD



MAKE SURE
YOU HAVE A
CIRCUIT LAUNDRY
CARD



VISIT CIRCUIT.CO.UK
AND FOLLOW
INSTRUCTIONS ONLINE
TO TOP-UP



TAKE YOUR LAUNDRY
CARD AND TOP-UP
CODE TO THE
TOP-UP MACHINE



ACTIVATE YOUR
CREDIT USING THE
TOP-UP MACHINE

CIRCUIT

CIRCUIT.CO.UK
0800 092 4068



Student Switch Off Sustainability Campaign at BCU University Locks

Reduce your impact on the climate crisis by taking personal action in halls this year through the University Locks halls of residence Student Switch Off campaign.

Residents of University Locks will compete to save the most energy, water and recycle the best, with the chance to win prizes and take part in fun activities throughout the year. There will be 3 Recycling Audit visits (one each term) over the year where each block will compete to have the best recycling rate.

How to take personal action in halls as well as win prizes this year:

1. Save energy by switching off lights and electrical appliances such as laptops when not in use. In the kitchen only fill the kettle with the water you need (the more you boil, the more energy you use) and put a lid on your pan to cook your food quicker.
2. Take part in our competitions and quizzes to learn more about various sustainability topics and have the chance to win prizes. We will also be running various webinars and masterclasses over the year.
3. Recycle well and correctly by segregating your waste and putting it in the correct recycling bin, or putting it into the waste bin if the item is non-recyclable. Make sure your items in recycling are clean (i.e. do not have food or liquid inside them!). Buy items with less packaging where possible too.
4. Take care of your wellbeing throughout the year and look out for our 3 Wellbeing action weeks where we will be sharing extra support and resources, as well as top tips and fun activities for you to learn more about how you can improve your wellbeing.

Taking action on the climate crisis in halls has a huge impact. Last year as part of the campaign over 390 students in University Locks took part – we hope to see you joining this year.

Get involved now!

- Enter our [freshers competition](#)
 - Let us know what sustainable action you pledge to do this year and be in with the chance to win a £25 voucher!
 - Sign up to our [Sustainable living at University mailing list](#) to be the first to hear about our opportunities and competitions!
 - Sign up to be an ambassador for the campaign in your hall
 - Through this role you will get the chance to become a paid recycling auditor too! (look out for emails about this in October!).
 - Find out more about sustainable living in halls and energy advice on [our website](#).
-

HOME PAGE 



BIRMINGHAM CITY
University

STUDENT SUPPORT



STUDENT SUPPORT

Whatever aspect of student life you would like help with, we are here to provide advice and support.

We can help with:

- Mental health and wellbeing
- Childcare advice
- Finance and money matters
- Disability and dyslexia support
- Appeals and resolutions





MENTAL HEALTH AND WELLBEING

We offer wellbeing, mental health and counselling appointments at City Centre and City South Campus. Our team has a range of specialist knowledge, and our counselling service is accredited by the BACP.

We can also liaise with specialist NHS services as needed.

All BCU students have free access to the digital mental health platform, **www.bigwhitewall.com**.

You can contact us at **sa.wellbeing@bcu.ac.uk** or on **0121 331 5188**.

CHILDCARE ADVICE

Our childcare adviser can provide information on a range of childcare issues such as finding suitable provision, funding and childcare vouchers. Our childcare advisor can be contacted on **0121 331 6064** or email **studentsupport@bcu.ac.uk**.



FINANCE AND MONEY MATTERS



Advisers are on hand to help with any queries relating to your student funding, budgeting and money management.

To support you with budgeting, you'll also be able to use our financial education platform **www.blackbullion.com**.

Contact us at **studentsupport@bcu.ac.uk** or call **0121 202 8627**.

DISABILITY AND DYSLEXIA SUPPORT

If you have a disability, health condition or a specific learning difficulty, such as dyslexia, we arrange the support you will need and advise you on how to apply for Disabled Students' Allowances.

We also screen and diagnose students who think they may have a specific learning difficulty, such as dyslexia.

Contact us at
disability@bcu.ac.uk
or on **0121 331 6495**.



APPEALS AND RESOLUTIONS

Our Student Governance team can help if you are unable to take an assessment due to personal circumstances, or if you want to raise a concern of any kind. The team can talk you through the relevant University processes and give you advice on how to make best use of procedures.

Contact the team at
AppealsandResolutions@bcu.ac.uk.





FIND OUT MORE:

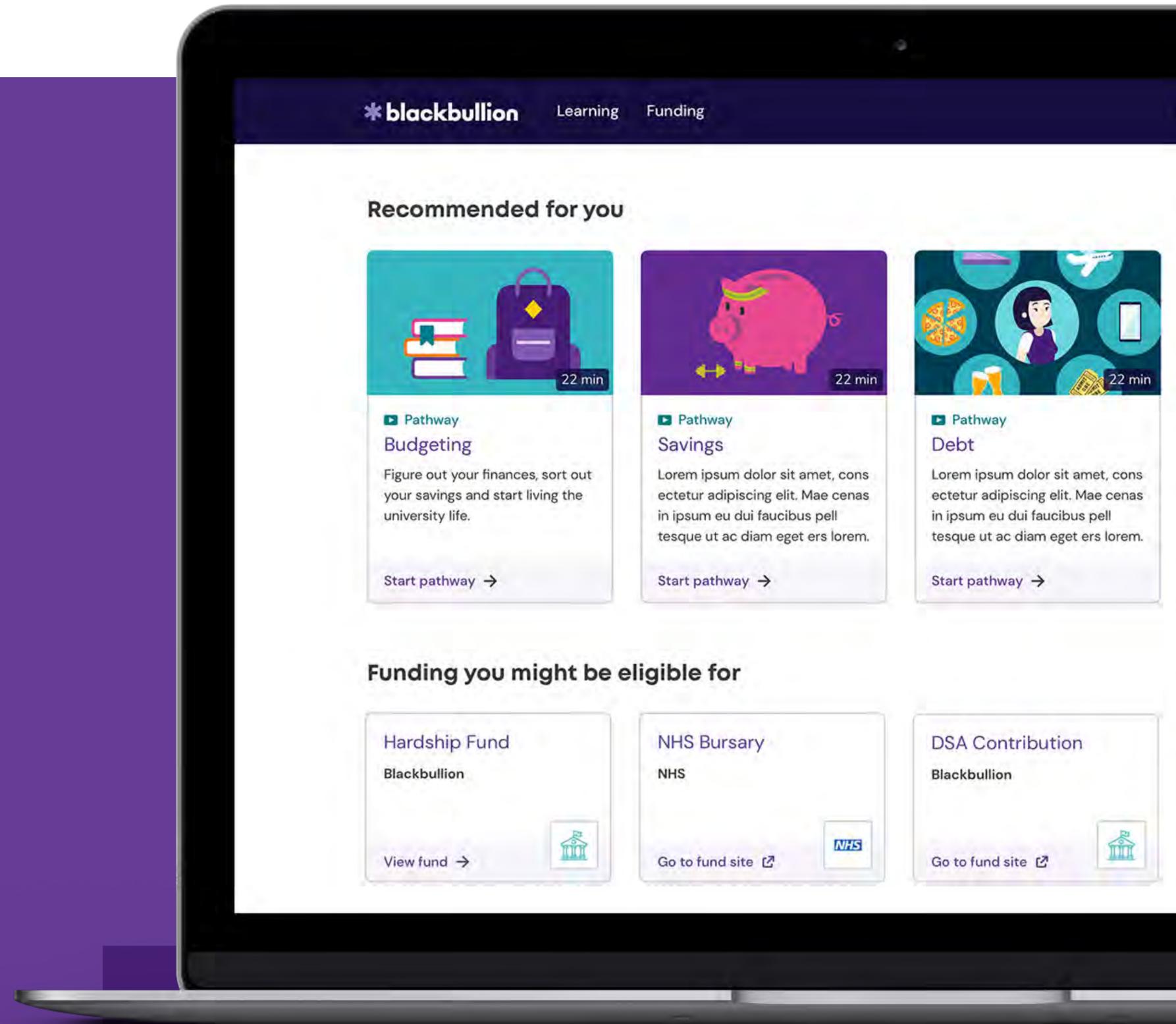
www.bcu.ac.uk/student-support

If you are an enrolled student,
ask at your school office, visit
iCity or log a query at
iask.bcu.ac.uk.

[@BCUsupport](https://twitter.com/BCUsupport)

Invest in yourself

Join for free at
blackbullion.com



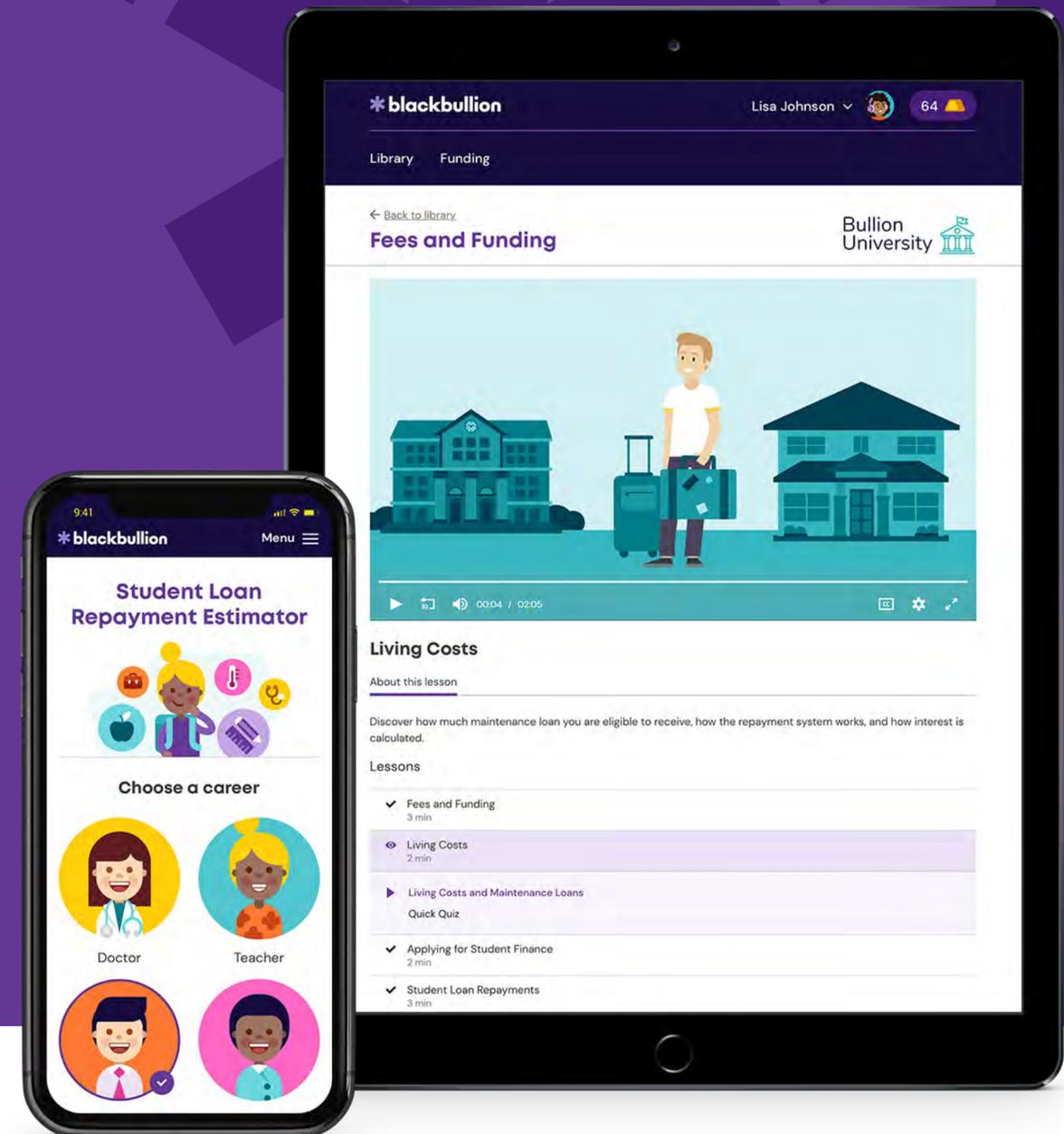
Get in control of your money

Become a budgeting pro

Master your living costs as student

Achieve your saving goals

Apply for funds, scholarships and bursaries



Contact us

Student Finance Support Team

For advice on money matters, ask at your school office or

log an enquiry at: <https://iask.bcu.ac.uk>

HOME PAGE



BIRMINGHAM CITY
University

MENTAL HEALTH AND WELLBEING SUPPORT



WHAT CAN WE HELP WITH

Every year, we see many students who have a range of wellbeing concerns or mental health support needs, so you are not alone in what you are experiencing, and our team does not have a certain 'criteria'. We are on hand to offer help, support and advice to all students at BCU.

Our experienced, professional advisers can help with a range of issues, including:

- Concerns about your wellbeing – anything that is getting in the way of your studying and enjoying life at university, including concerns about relationships, sexuality and gender, accommodation difficulties, healthy lifestyle and homesickness.
- Diagnosed mental health difficulties or illness.
- Emerging mental health issues – sleeping problems, feeling anxious or isolated, experiencing low mood, thinking about harming yourself.
- Implementing reasonable adjustments.
- Offering counselling and cognitive behavioural therapy.



HOW WE WILL SUPPORT YOU

The BCU Mental Health and Wellbeing Team consists of mental health advisers, wellbeing advisers, counsellors and cognitive behavioural therapists. We offer a free and confidential service to students. We are available 9am - 5pm weekdays (excluding bank holidays) for 51 weeks per year.

On registering with our service, students will have an initial assessment appointment to discuss any concerns and support needs. Our team can support with a very wide range of concerns ranging from adjusting to university life, relationships, sexuality, anxiety, grief, stress, implementing reasonable adjustments on your course and accessing support from specialist services.

We also provide an information and guidance service for young people leaving local authority care who are thinking about coming to university, applying or currently studying here.

Our service is BACP accredited.

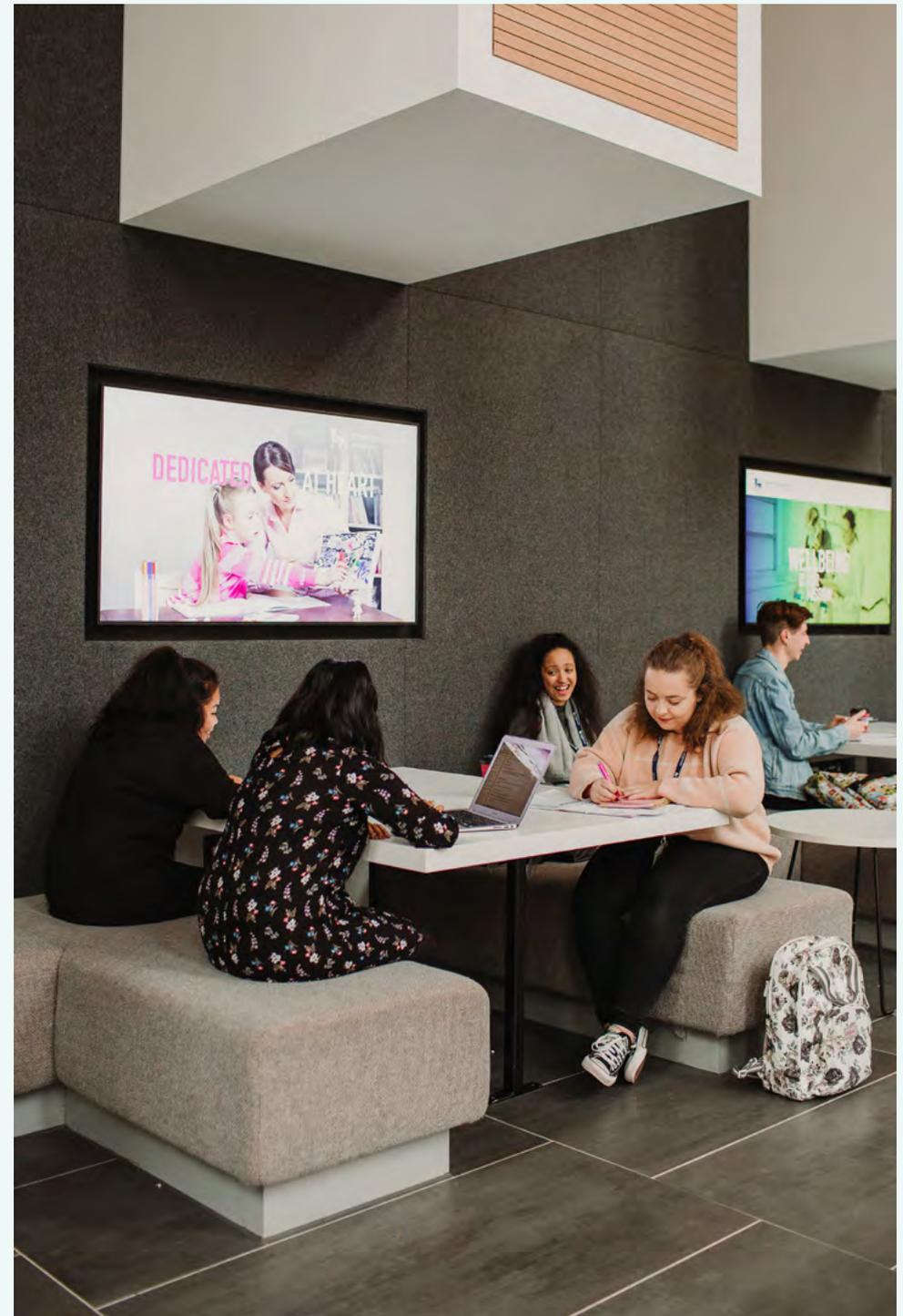


PRE-ENTRY APPOINTMENTS

Our mental health advisers offer pre-entry appointments for applicants who are yet to start their course. If you have declared you have a disability through your UCAS form, you will receive contact from either the Mental Health and Wellbeing Team, or the Disability Team, dependant on the nature of your disability with further information on our services and with the option of booking a pre-entry appointment. Don't worry if you did not declare your disability through UCAS, you can still contact us and request an appointment!

A pre-entry appointment is an opportunity for us to talk you through the support available from the university during your studies and get to know more about you. These appointments usually last around 45 minutes and include:

- Assessment of any practical support requirements you may need and liaise with your school to ensure that they are met. This could include reasonable adjustments such as extra time in exams or assignments, for example.
- Advice about your eligibility for Disabled Students' Allowance (DSA) and how to apply for it.
- Discussing the wider support available from other teams in the University.
- Finding out more about you and any support needs, and any community support you may already receive from other agencies.
- Arranging follow up support from a mental health adviser once you start your course. This can include acting as a link between NHS (or other specialist agency) treatment teams and the University.



EVIDENCE ABOUT YOUR DISABILITY AND REASONABLE ADJUSTMENTS

The Equality Act 2010 states that a disability is a physical or mental impairment that has a substantial and long-term (likely to last for 12 months or longer) negative effect on a person's ability to do normal day-to-day activities.

We will usually expect medical evidence with details of your condition, such as:

- A letter from a GP, community mental health team or consultant or other qualified medical professional that gives a diagnosis of your condition and the effects it has on you. We can give you guidance to show to the person who will be writing the letter.



Using your medical evidence, we can arrange for reasonable adjustments by creating a Disability Support Summary (DSS). This is an 'in-house' document that outlines your adjustments and will last for the duration of your course. You may need reasonable adjustments on your course to enable you to participate fully. This is not about giving you an advantage but removing barriers to enable you to engage in the teaching, demonstrate your learning and graduate with the best result possible.

Where students may also have another health condition or a specific learning difficulty (e.g. dyslexia), we can work with the Disability Team to ensure your DSS also covers these conditions. The Disability Team offer specialist support for students with disabilities, long term health condition and specific learning difficulties. You can find the contact information at the end of this leaflet.

You will be able to use the same medical evidence for your Disabled Students' Allowances application.

If you're not sure what you need or how to obtain this, please contact us and we can send you some guidance information.



DISABLED STUDENTS' ALLOWANCE (DSA)

DSAs are government grants that could help pay for extra costs you may incur while studying as a direct result of your disability or health condition. They are not means-tested and you do not have to pay them back.

DSA can help pay for specialist equipment (such as a computer and assistive software) and non-medical helpers (e.g. study skills tutor or mentor). You can apply for DSA from early spring in the year you will go to university. You do not have to know which university you are going to. Find out more here: [Disabled Student Allowance website](#).

To apply, you must provide evidence of your disability or health condition.



DISCLOSURE AND DATA PROTECTION

Information about your disability will be held securely and confidentially on databases within the Disability Team and/or Mental Health and Wellbeing Team. This information is deemed to be sensitive personal data and is only used to advise you about the support that may be available. Exceptions may arise where the service has a legal obligation to share information, for example, if there is serious concern about risk to your health and wellbeing or that of a third party.

The University ensures that all personal data is held in accordance with the Data Protection Act 2018 and the General Data Protection Regulation. If you have any queries regarding Data Protection Act issues, please contact the Information Management Team at informationmanagement@bcu.ac.uk or on +44 (0)121 202 2900. You can also read our privacy notices here www.bcu.ac.uk/privacy-notice.



WHAT TO DO NEXT

If you receive an offer from BCU, here's what to do next:

1. If you told us about a disability on your UCAS form, you will be contacted by a member of the team to be invited to a pre-entry appointment.
2. If you haven't already told us about a disability and would like to, you can contact us at SA.wellbeing@bcu.ac.uk or call 0121 331 5188 to ask to set up an appointment
3. If you have medical evidence, you may wish to send this to SA.wellbeing@bcu.ac.uk, and use it to apply for [Disabled Students' Allowance](#).
4. If you haven't got a diagnosed condition but are currently a student at BCU and would like some support from our service, search "Mental health and wellbeing team" on iCity, and complete our registration form to be offered an appointment. You can also contact us via email or phone.



CONTACT US

Mental Health and Wellbeing Team

Email: sa.wellbeing@bcu.ac.uk

Telephone: 0121 331 5188

Disability Support Team

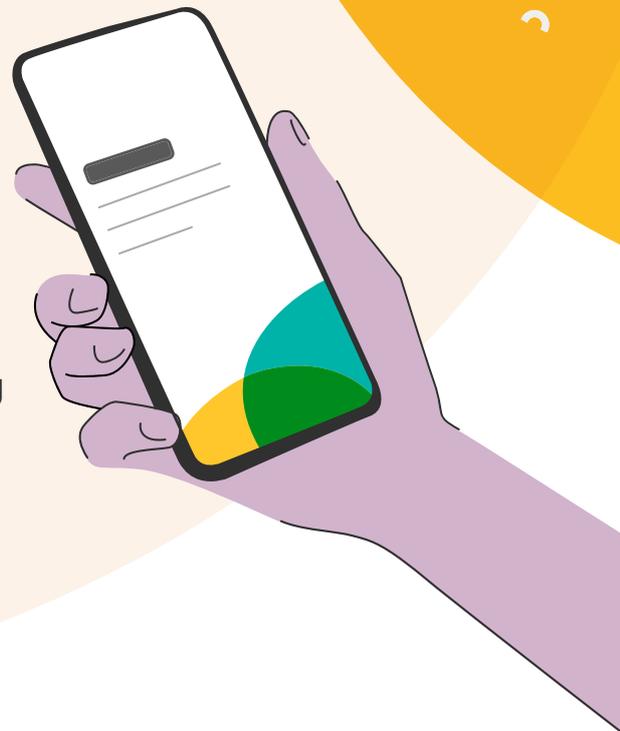
Email: disability@bcu.ac.uk

Telephone: 0121 331 6495



Join Togetherall Today

Maybe you are feeling overwhelmed with workload, struggling socially or just not feeling yourself? Togetherall is a safe, anonymous, online community for mental health support.



[Register today](#)

Get support



Community

We offer an anonymous community to share how you're feeling, listen and be heard.



Safety

We have registered mental health practitioners available 24/7 to keep the community safe.



Easy to Access

Free mental health support in minutes, there are no waiting lists to access Togetherall.

Take control



Courses

Find courses specific to your concerns and learn techniques to manage your mental health.



Resources

Tools, self-assessments and articles that help you understand how you're feeling and track your progress.

Feel better



I found it almost impossible to discuss my mental health with my parents and I was a bit frightened of disclosing it to my friends. Being able to talk online to other people about how i was feeling was really useful. Otherwise, I would have kept it all bottled up.”



Togetherall Member

[Learn more](#)

16+

FREE to all students

Sign up today with your academic email

[Register today](#)

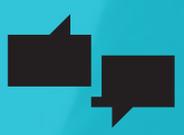
For more details, please refer to our T&C's during registration.



Free, safe and anonymous online counselling and support



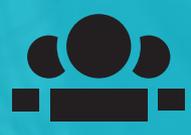
**“I don’t think I could’ve spoken
to someone face-to-face.”**



**Chat to our
friendly counsellors**



**Read articles written
by young people**



**Join live
moderated forums**



www.kooth.com

Your free, safe and anonymous online mental wellbeing community

Whether you are looking for advice or simply aren't feeling your best, Kooth offers a range of features and tools to support you.

Magazine

Helpful articles, personal experiences and tips from young people and our Kooth team.

Chat with the team

Chat to our helpful team about anything that's on your mind. Message us or have a live chat.

Discussion boards

Start or join a conversation with our friendly Kooth community. Lots of topics to choose from!

Daily journal and goal setting

Write in your own daily journal to track your feelings or emotions and reflect on how you're doing.

Mini activity hub

Select from a growing menu of fun, therapeutic and useful activities.



How to sign up

- 1 Head to **Kooth.com**
- 2 Click on the **'Join Kooth'** button on the homepage.
- 3 Choose your **area** and **location** from the drop down menu.
- 4 Select the **year** and **month** you were born.
- 5 Click on the **gender, ethnicity** and **background** that most closely describes you.
- 6 Create an **anonymous username** and secure **password**.
- 7 Let us know how you found out about Kooth from the drop down menu.
- 8 Select **Next Step** to complete your registration!

Where to find us



kooth.com



[@Kooth_UK](https://www.instagram.com/Kooth_UK)



[Kooth_UK & Kooth Podcast](#)



[Kooth-Podcast](#)

TWR[®]

THE WAITING ROOM

Birmingham & Solihull

Health & Wellbeing Services
At Your Finger Tips



Translation tool that speaks your language

Provides easy to access contact options

Keeps you up to date with current local health and wellbeing services

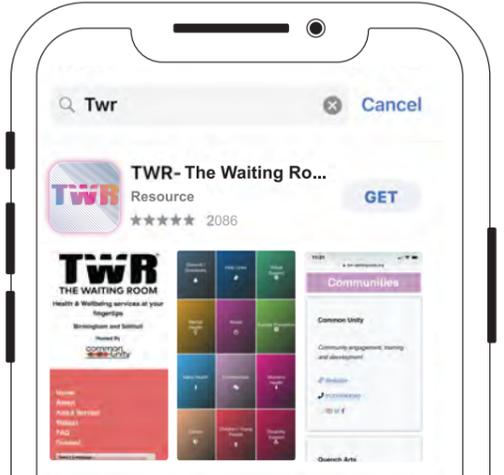
A fast growing online directory

Built in search engine

Share through #TWRdirect

www.the-waitingroom.org

Whether you are on Apple or Android
You can now find "TWR" in your local marketplace



TWR provides an effective approach to taking control of your own health and wellbeing. With an emphasis on protection and prevention, The Waiting Room is split into 24 key areas, that will take you through to a list of local and national services that can be accessed for the purposes of information and direct support.

For more information contact us on
t: 07990 947093 - e: info@the-waitingroom.org



GRAB YOUR BOOBS!

HOME PAGE 

OR YOUR PECS - GUYS, WE'RE TALKING TO YOU TOO!

Did you know that both men and women can get breast cancer? So get into a habit of regularly checking and be aware of the signs and symptoms below. Ladies - remember that some of these changes may occur naturally with your cycle and can be perfectly normal. But if in doubt, get it checked out...



LOOK

changes in skin texture
e.g. puckering/dimpling



LOOK

swelling in your armpit
or around collar bone



FEEL

lumps and thickening



FEEL

constant, unusual pain in
your breast or armpit



LOOK

nipple discharge



LOOK

a sudden change in size
or shape



LOOK

nipple inversion and
changes in direction



LOOK

a rash or crusting of the
nipple or surrounding area

NEED A REMINDER? TEXT BOOBS TO 70300 FOR A FREE MONTHLY TEXT FROM BOOB HQ

We'll never send you spam or ask you to donate money, you'll just get a friendly reminder to check your boobs, once a month. Standard network rates apply for the text you send to sign up but every text we send you is free after that, promise.



HELLO!

WE'RE COPPAFEEL!

OUR VISION:

We want to live in a world where all breast cancers are diagnosed at their earliest stage - giving everyone the best possible chance of surviving the illness.



OUR MISSION...

We're on a mission to stamp out late detection and misdiagnosis of breast cancer by ensuring that you check your boobs regularly, know the signs and symptoms to be aware of and have the confidence to see a doctor if you notice anything that doesn't feel right for you. Simple as that.



BOOB CHECK 101

What you can do to get to know your boobs.

1 CHECK REGULARLY

This will help you get to know what's normal for you. You can use any method you're comfortable with, such as lying down in bed, standing in front of a mirror or when you're showering.

2 LOOK & FEEL

Remembering to check all parts of your breast, including your armpits, up to your collarbones and your nipples.

3 IF IN DOUBT, GET IT CHECKED OUT

Early detection is the best form of defence, so if you notice anything unusual for you, get it checked out by your doctor.



Septicaemia

Some bacteria can cause meningitis and septicaemia (blood poisoning). People with septicaemia may develop a rash of tiny red 'pin pricks' which can develop into purple bruising.

THIS RASH DOES NOT FADE UNDER PRESSURE. DO THE GLASS TEST.

- Fever with spots/rash that do not fade under pressure is a **MEDICAL EMERGENCY**
- **DO NOT WAIT FOR A RASH.** If someone is ill and getting worse, get medical help immediately
- **ON DARK SKIN**, the spots/rash can be more difficult to see. Do not wait for a rash. Be aware of all the signs and symptoms.



Press the side of a clear glass firmly against the skin.

Spots/rash may fade at first.

Keep checking!

Medical help

**Call NHS 111
or your GP**

In an emergency you can:

- Dial 999 for an ambulance
- Go to your nearest accident and emergency department



**Download
our free app**

Available on iPhone
and Android

www.meningitisapp.co.uk

Describe the symptoms and say that you think it could be meningitis or septicaemia.

Early diagnosis can be difficult. If you have had advice and are still concerned, get medical help again.

Meningitis kills

This card could save your life

**Meningitis
NOW**

HOME PAGE



Meningitis Helpline
0808 80 10 388 (UK)
www.fightfornow.org

Supported by the Petra Ecclestone Foundation

© Meningitis Now March 2018. Next review March 2019.
References for content of this card are available on our website.
Reg. Charity Number 803016 (England & Wales) SC037790 (Scotland)
Company Registration Number 2469130.



Meningitis + septicaemia

Be aware of all the signs and symptoms.

Symptoms can appear in any order.
Some may not appear at all.

Early symptoms can include:

fever headache vomiting diarrhoea

muscle pain stomach cramps

fever with cold hands and feet

Someone with meningitis or septicaemia can get a lot worse very quickly. Keep checking them.

Trust your instincts - get medical help immediately

[HOME PAGE](#)



Common signs + symptoms



Fever, cold hands and feet



Vomiting



Drowsy, difficult to wake



Confusion and irritability



Severe muscle pain



Pale, blotchy skin
Spots/rash
See Glass Test



Severe headache



Stiff neck



Dislike bright lights



Convulsions/
seizures

If you need medical help fast, but it is not life threatening – call



What is ?

If you need medical help fast but it's not a life-threatening situation, you can now call the new NHS 111 number. When you call 111, a trained adviser will ask you questions to find out what's wrong, give you medical advice and direct you to someone who can help you, like an out-of-hour doctor or a community nurse.

If the adviser thinks your condition is more serious, they will direct you to hospital or send an ambulance. If you don't speak English, tell the adviser what language you want to speak and they will get you an interpreter. You can call 111 any time of the day. The call is free, from landlines and mobiles.

When do I use it?

You should only call 999 in an emergency – for example, when someone's life is at risk or someone is seriously injured or critically ill.

Call 111 if you need medical help fast, but it's not life-threatening – for example, if you:

- think you need to go to hospital
- don't know who to call for medical help
- don't have a GP to call
- need medical advice or reassurance about what to do next

For health needs that are not urgent, you should call your GP.

If a health professional has given you a number to call for a particular condition, you should continue to use that number.

Who can use it?

The NHS 111 number is currently only available in certain areas of England.

If you're outside of these areas, you should call NHS Direct on 0845 4647.



when it's less urgent than 999

More information

For more information on where the NHS 111 service is available or to get this leaflet in other languages, visit www.nhs.uk/111

EMERGENCY FIRST AID ADVICE

If you find yourself in an emergency situation, try to stay calm and do what you can until emergency help arrives.

Assess the situation

- > Is it safe to approach the casualty?
- > Don't put yourself in danger

Stay calm

- > Try to think clearly
- > Comfort and reassure the casualty

Give emergency help

- > Prioritise the most life threatening conditions
- > Try to treat any casualties where you find them
- > Ask bystanders to help you if they can
- > Call 999/112 for emergency help

The Primary Survey

- > Use **DR ABC** to identify life threatening conditions
- > Remember the unresponsive casualties are at greatest risk.

Remember

- D**anger
- R**esponse
- A**irway
- B**reathing
- C**irculation

WHAT TO DO IF SOMEONE IS UNRESPONSIVE

1. Open their airway
2. Tilt head



3. Check for normal breathing for up to 10 seconds



4. If they're breathing normally:

- > Put them in the recovery position
 - > Then call 999/112 for emergency help
- If they're not breathing**
- > Call 999/112 for emergency help
 - > Start CPR.



WHAT TO DO IF SOMEONE IS UNRESPONSIVE AND NOT BREATHING NORMALLY

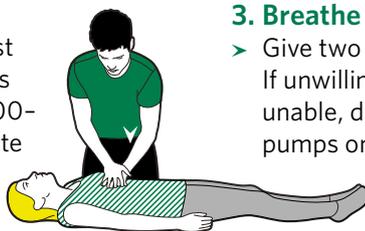
1. Call for help

- > Tell them to call 999/112 and find an AED



2. Pump

- > Give 30 Chest compressions at a rate of 100-120 per minute



3. Breathe

- > Give two rescue breaths. If unwilling or unable, do chest pumps only



Continue to pump and give rescue breaths until help arrives.

WHAT TO DO IF SOMEONE IS BLEEDING

1. Press it



2. Call 999/112 for emergency help



3. Secure dressing with a bandage to maintain pressure

4. Treat for shock.



WHAT TO DO IF SOMEONE IS IN SHOCK

1. Lie them down

- > Their legs should be raised and supported



2. Call 999/112 for emergency help



3. Loosen any tight clothing

4. Keep them comfortable and warm

5. Monitor their level of response

- > If they become unresponsive prepare to give CPR.

Make sure you have life saving knowledge at your fingertips. Download our free first aid app today.

Learn first aid.

Help save lives.

Be the difference.

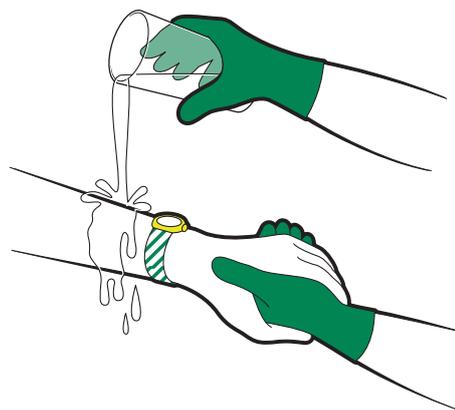
sja.org.uk



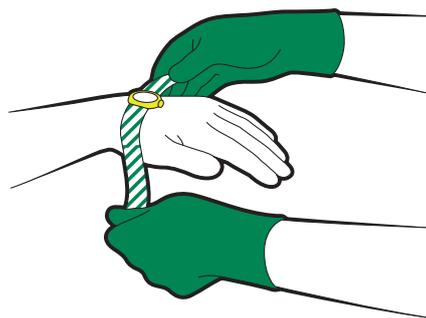
How to treat a burn or a scald

1. Move the person away from the heat

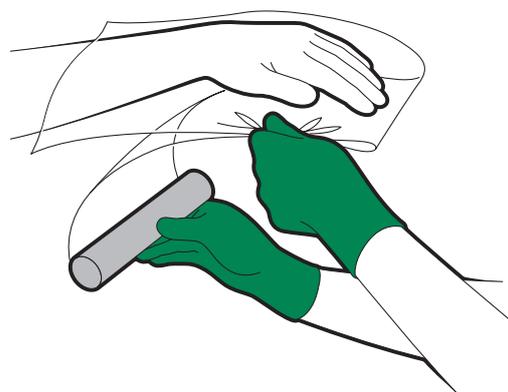
2. Place the burn or scald under cold running water for a minimum of 20 minutes



3. Remove jewellery and clothing around the area, unless stuck to the burn



4. Cover the burn loosely, lengthways with kitchen film to prevent infection. Don't burst the blisters



5. If it is serious call 999.

More life saving techniques and videos can be found on our website.

sja.org.uk

**St John
Ambulance**





[HOME PAGE](#) 

We are looking for new members to join us to help power research and save lives.

From quiz nights to bucket collections, bike rides to coffee mornings - have fun and meet new people.

Contact:



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registered charity in England and Wales
(225971) and in Scotland (SC039426)

ARE YOU REGISTERED TO VOTE?

If you want take out a mobile phone contract, apply for a credit card or rent a property in the future then it helps to be on the Register of Electors. In simple terms, this is a list of everyone who is registered to vote. Being registered also means that you will be able to vote in elections both locally and nationally.

If you are not already registered to vote, the quickest way to do this is on-line at www.gov.uk/register-to-vote

It only takes a few minutes - you will need to know your National Insurance (NI) number and the postal address of where you will be living.

As a student you can register at your home and term time addresses. If your home and university address are in two different local authorities, you can vote in local elections in both areas. In a General Election you can only vote in one.



The law says you need to be covered by a TV Licence to:

- **watch or record programmes as they're being shown on TV, on any channel**
- **watch or stream programmes live on an online TV service** (such as ITV Hub, All 4, YouTube, Amazon Prime Video, Now TV, Sky Go, etc.)
- **download or watch any BBC programmes on iPlayer.**

This applies to any device you use, including a TV, desktop computer, laptop, mobile phone, tablet, games console, digital box or DVD/VHS recorder.

Full details can be found at:

<https://www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1>