

Support Contact Information

Crisis Support

If you are feeling suicidal, please tell someone.

NHS 24 and Samaritans are available 24 hours a day to take your call.

Alternatively, you can visit your GP or your local hospital (Accident and Emergency Department).

NHS 24 **111**

Samaritans Glasgow **0141 248 4488**

Samaritans UK **116 123**

Breathing Space **0800 83 85 87**

UofG Crisis Support Team **+44 (0) 141 330 4444 (ext. 4444) (24hr) ([more information here](#))**

Services available through the University of Glasgow

SUPPORT FOR STUDENTS:

Counselling & Wellbeing

67 Southpark Avenue, Glasgow, G12 8LE. Tel: 0141 330 4528

The purpose of the University of Glasgow Counselling Service is to support students to manage their mental health and to build strategies that will help them successfully complete their course of study.

The Service is primarily designed to support those with mild to moderate needs. The Service does not diagnose or prescribe and is not a crisis service, although we do offer Crisis Support. Students who require medical support should consult their GP (General medical Practitioner).

Students can self-referral to the Counselling Service via the website:

<http://www.gla.ac.uk/services/counselling/yourappointment/>.

Upon fully registering with the Service, students will be offered an initial 1-2-1 consultation. Depending on need, the support we then offer includes:

- Short term, focussed blocks of therapy, subject to assessment
- Wellbeing Consultations
- Mental Health Advisory Services (by referral from the Disability Service)
- Psychoeducation and group work
- Self-help resources

We also have information on self-help materials and courses/groups on our website. Please feel free to have a look: <https://www.gla.ac.uk/myglasgow/counselling/>.

Wellbeing Masterclasses

Students can come along to our Wellbeing Masterclasses and learn practical skills to help them effectively and proactively manage their mental health and wellbeing through their time at university and beyond.

All our Masterclasses will last between 45 and 60 minutes, and students are very welcome to attend all sessions or just drop into single sessions that are of particular interest. Sessions will be held on Zoom and led by members of the Student Wellbeing and Inclusion Team, and cover topics including Finding Motivation and Overcoming Procrastination, Managing Stress and Managing Change.

24-hour Confidential Student Helpline and App

The University has partnered with Health Assured to deliver a 24- hour, confidential service to support students with a wide variety of issues.

All University students can access the free confidential helpline on 0800 028 3766 or using the App to discuss any difficulties they may be facing. Help is available 24 hours a day, 365 days a year, with counsellors on hand to provide guidance and help students work through any concerns.

This service is designed to operate alongside the existing provision from our internal counselling and support teams. Colleagues at Health Assured have been provided with details of internal services and will signpost students as required.

For more information on accessing the service and downloading the App, visit

https://www.gla.ac.uk/myglasgow/students/newsletter/stories/headline_903568_en.html

Peer Wellbeing Support

<https://www.gla.ac.uk/myglasgow/peersupport/>

Our Supporters are students who have been recruited and received 27 hours of specialised, evidence-based training by qualified counsellors/psychotherapists to equip them for the role.

Peer Wellbeing Supporters are trained to assist students who are experiencing mild mental health issues and/or with issues such as:

- anxiety
- stress
- isolation and/or loneliness
- making friends
- dealing with change
- relationship problems
- homesickness
- financial stress
- academic concerns

There is no issue too small for Peer Wellbeing Support. We all have mental health and we all need help from time to time. Opening up and talking to someone is one of the most effective ways to keep good mental health and can stop your problems becoming overwhelming. Supporters are there to listen and help you explore how you are feeling with empathy and without judgement. They will not tell you what to do. The benefit of speaking with trained, fellow students is the understanding of shared experiences.

Peer Wellbeing Support is not the same as counselling. A student may use the service if they were feeling more worried, anxious, stressed or sad than normal. If symptoms are becoming unmanageable and are having an impact on a student's ability to function, then they can access specialised support via the university's Counselling Service or through their GP.

What can students expect from accessing Peer Wellbeing Support?

In line with established practice across universities, students will be supported by two trained Peer Wellbeing Supporters throughout the session. Students can have a quick 10- minute chat or stay up to an hour - this is the student's decision.

For further information, please visit <https://www.gla.ac.uk/myglasgow/peersupport/> or email studentpeersupport@glasgow.ac.uk.

Chaplaincy

The Chaplaincy Service is a non-denominational service, committed to offering support to staff and students and their relatives. Chaplains are available to people of all faiths (and to those of no faith) and can be contacted 24 hours a day, seven days a week.

<https://www.gla.ac.uk/myglasgow/chaplaincy/>

Respect at Work & Study (Bullying & Harassment)

Respect Advisers' Network

The Respect Advisers Network (previously known as the Harassment Volunteer Network) can provide support and guidance to staff and students throughout the informal process and is intended to complement existing support structures within the University.

<https://www.gla.ac.uk/myglasgow/humanresources/equalitydiversity/policy/dignityatwork/ran/>

Other helpful websites/ contacts

<http://www.gla.ac.uk/studentlife/support/>

<http://wellbeing-glasgow.org.uk/>

<https://www.nhsinform.scot/healthy-living/mental-wellbeing>

SUPPORT FOR EMPLOYEES:

Employee Assistance Programme (Including counselling)

The University's Employee Assistance Programme (EAP) provide a range of services and support, including counselling, across a number of wellbeing themes. You can access them in a number of ways:

- You can call their free confidential helpline on 0800 028 0199
- Find more information about our Employee Assistance Programme provider Health Assured including access to self- help resources on our [Health and Wellbeing Hub](#).

Able Futures

Endorsed by the University's Mental Health Working Group and Health, Safety and Wellbeing Committee, Able Futures is a free Access to Work Mental Health Support Service and supports people in employment who are experiencing mental health challenges to have more good days than bad. Support from Able Futures can help you learn mechanisms so you can feel more able to tackle issues, feel better and learn new ways to manage your mental health throughout the ups and downs of life.

Able Futures is not a counselling service but a longer term and practically focused mental health support service which complements our existing EAP counselling services delivered by Health Assured. Colleagues can utilise both concurrently, or following utilisation of our EAP services, where longer-term support of this nature may be beneficial towards improving symptoms and aiding recovery. Support from Able Futures is

available over the phone, video calls and through email. There is no cost to using this service, no waiting list and it's a completely confidential service.

Occupational Health and Wellbeing

<https://www.gla.ac.uk/myglasgow/occupationalhealthunit/staff/occupationalhealthreview/>

Occupational Health and Wellbeing is an advisory service whose role is to provide impartial advice regarding fitness for work to line managers responsible for the monitoring and control of sickness absence, and staff as well as provision of advice and wellbeing, including overseeing the EAP. It is part of People & Organisational Development.

The OH clinical staff are all trained health professionals and are governed by the same moral, professional and ethical codes of conduct to which all medical and nursing professionals have to adhere. Confidentiality is fundamental.

However, because Occupational Health has a dual role - to advise both employees and managers - access to Occupational Health is via a management referral, either by your line manager or local HR Adviser, so you will first need to discuss your mental health issue with one of those in order for this to happen.

Please be assured that your best interests and wellbeing are of primary concern to all of us in the OHU. Therefore, we will try to make your visit to the department as straightforward and comfortable as possible.

This advice is aimed at assisting employees to regain and retain their good health and remain in or return to a suitable job as soon as their recovery allows.

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Useful Websites

<http://wellbeing-glasgow.org.uk/>
<https://www.nhsinform.scot/healthy-living/mental-wellbeing>

Other External Glasgow Counselling & Support Services Contact Information:

Alcohol and Drug Misuse

NAME	Drinkline
①	0300 123 1110
ABOUT	Drinkline's aim is to offer free and confidential information to callers who are concerned about their own or someone else's drinking regardless of the caller's age, gender, sexuality, ethnicity or spirituality.

NAME	Glasgow Council on Alcohol (GCA)
①	Telephone: 0141 353 1800, Helpline: 0808 802 9000
ABOUT	With trained counsellors, either the person who feels they are drinking too much, or a friend/family member, can discuss the situation. The advisors offer help, advice and information and can help refer clients to the service.

NAME	Families Affected by drug and alcohol use (FASS)
①	0141 420 2050
ABOUT	FASS is a confidential support service for parents and adult family members affected by or concerned about a loved one's drug or alcohol use.

NAME	Addaction
①	0141-558-3230
ABOUT	A UK wide treatment agency, helping individuals, families and communities to manage the effects of drug and alcohol misuse and support individuals in recovery.

Any reason for distress

NAME	Breathing Space
①	0800-83-85-87 - 1800 – 0200hrs.
ABOUT	Breathing Space is a service for people in Scotland whose helpline is staffed by advisors from a range of mental health and social work backgrounds. It aims to give people who feel overwhelmed by their emotions and in distress a space to talk and a resource to find out about further services in their area.

NAME	Samaritans
①	Helpline: 116 123 (24hrs) Email: jo@samaritans.org Text: 07725909090
ABOUT	Provides confidential non-judgmental emotional support, 24 hours a day for people who are experiencing feelings of distress, despair or suicide.

NAME	Nightline
①	0141-334-9516, 1900 – 0700 (Listening Service for students of Glasgow, Strathclyde and Caledonian University)
ABOUT	Nightline is a confidential telephone support and information service run for students, by trained student volunteers. They are available Monday to Friday from 7pm till 7am and offer confidential listening and information to all students from of Glasgow, Strathclyde and Caledonian Universities.

Anxiety/phobias/panic attacks/Stress

NAME	No Panic
①	0300 772 9844

ABOUT	A confidential helpline that is staffed by trained volunteers on 0300 772 9844 and is available from 10am to 10pm every day of the year. After 10-00pm this number plays a recording of a Breathing and Relaxation Technique.
NAME	Lifelink
①	0141 552 4434 / info@lifelink.org.uk
ABOUT	Lifelink is there to offer a space for people to discuss stress and distress and coping-strategies. They aim to reduce people's need for further assistance going forward by assisting them in creating positive changes in their lives which will increase their quality of life
Assault	
NAME	Archway Glasgow (for victims within past 7 days)
①	0141-211-8175 (6pm – Midnight)
ABOUT	The Archway is a specialist service in Glasgow and is made up of a team of experts experienced in caring for people who have been raped or sexually assaulted within the past 7 days. This can include advice, a physical exam and specialist counselling.
NAME	Rape Crisis – General
①	0141 331 4180 Helpline 08088 01 03 02
ABOUT	Rape Crisis Scotland provides a national rape crisis helpline and email support for anyone affected by sexual violence, no matter when or how it happened.
NAME	Breakthrough for women
①	0141 552 5483
ABOUT	The service offers counselling on pregnancy, post-abortion, sexual violence and abuse.
Bereavement	
NAME	Cruse Bereavement Care
①	Helpline – 0845-600-2227
ABOUT	The Cruse Bereavement Care Freephone National Helpline is staffed by trained bereavement volunteers, who offer emotional support to anyone affected by bereavement. Our volunteers are here to help you talk things through. They can also help you find your local Cruse service, or signpost you to other services and useful sources of information.
NAME	Muslim Bereavement Support Service
①	0141-585-8026
ABOUT	The Muslim Bereavement Support Service is a registered charity, serving the Muslim community by supporting bereaved women who have lost a loved one. The confidential service is provided by trained volunteers.

Domestic Abuse

NAME **Scottish Domestic Abuse And Forced Marriage Helpline**
① **0800-027-1234**

ABOUT A confidential and sensitive service with trained staff and volunteers which support people with experience of forced marriage or domestic abuse.

NAME **Men's Advice Line**
① **0808-801-0327** Monday-Friday 9am-5pm or email info@mensadvice.org.uk

ABOUT For men, regardless of sexual orientation, who are experiencing domestic abuse or concerned about their own behaviour

NAME **Shakti Women's Aid Edinburgh**
① 0131 475 2399

ABOUT Help for black minority ethnic (BME) women, children and young people who are experiencing, or who have experienced, domestic abuse.

NAME **Glasgow Women's Aid**
① 0141 553 2022 / 2411

ABOUT Women's Aid offers a listening ear, practical and emotional advice and, if required, a safe space to go for women suffering from domestic abuse.

Drug Misuse

NAME **Drug line Scotland**
① **0800-776-600** - 1000 – 1400hrs

ABOUT A free, confidential drugs information and advice helpline open from 8am to 11pm, 7-days a week. Trained advisors listen to your concerns and help you decide what to do next. They won't call the police, parents, schools or any other authorities unless you ask them to (or unless they think someone's life is in immediate danger).

Eating Disorders

NAME **B-eat beating eating disorders**
① **0845-643-1414** (adults) **0845-643-7650** (youth)

ABOUT Beat provides helplines for adults and young people offering support and information about eating disorders. These helplines are free to call from all phones. The helpline is staffed by trained support workers with experience of speak to and advising people with eating disorders.

Forced marriage

NAME **Forced marriage unit helpline**
① 020 7008 0151

ABOUT The FMU operates a public helpline to provide advice and support to victims of forced marriage as well as to professionals dealing with cases.

General Counselling Service

NAME	REACH Community Health Project
①	0141 423 2289/2894
ABOUT	Focusing on Black and Minority Ethnic people, this project aims to promote and improve healthcare provision tailored to the needs of BAME populations.

NAME	Tom Allan Counselling Centre
①	0141 221 1535
ABOUT	Counselling service which offers a range of support. While there is no fixed fee they do ask for a donation or, if you want their fast track counselling service, the sessions cost £45 per session.

NAME	Youth Counselling Service Agency (YCSA) *** check if still working
①	0141 420 6600
ABOUT	Based in Glasgow, the organisation aims to provide counselling, support and information/advice to young people up to 25 years old from an ethnic minority background.

Gambling

NAME	Gamblers Anonymous Scotland
①	0370 050 8881
ABOUT	A Scotland based free and confidential service open from 8 am to midnight 7 days a week, which offers advice and support for people suffering from problem gambling or worried about someone who is.

NAME	GamCare
①	0808 8020 133 (8am to midnight, 7 days a week)
ABOUT	A free and confidential service open from 8 am to midnight 7 days a week, it offers advice and support for people suffering from problem gambling or worried about someone who is.

Pregnancy Support

NAME	Glasgow Pregnancy Choices
①	0141 248 2667
ABOUT	The service seeks to allow time a free and confidential space for discussing topics and offering practical information around pregnancy – for example unplanned pregnancy, baby loss through miscarriage or adoption, and abortion recovery.

NAME	ARCH (Abortion Recovery Care & Helpline)
①	0141 226 5407
ABOUT	ARCH is dedicated to providing emotional, psychological and spiritual support through counselling and supportive help. They offer support to anyone affected by abortion, personally or professionally - parents, grandparents, siblings, nurses or doctors.

Sexual health

NAME	Sandyford Initiative
①	0141-211-8130

ABOUT	An NHS service which provides a range of sexual, reproductive and emotional health services and is open during weekdays. The number above is active between 8.30am and 4.30pm although it can be busiest during the morning. It provides assistance for emergencies around sexual and reproductive issues.
LGBTI+	
NAME	LGBT Youth
①	0141-552-7425
ABOUT	Focused on young people in Scotland, this organisation offers advice and support for LGBT young people themselves as well as information for organisations and individuals.

Many of these, and others, are also listed in your MHFA Handbook, in convenient locations at the end of each chapter