

A Guide to Wellbeing at UoB

An overview of key services and teams, both internal and external to the University, that can provide you with support, advice and guidance throughout your time at UoB

Student Wellbeing & Partnerships Team



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Why are we here

- Mental health issues are common (1 in 4 will experience a mental issue of some kind in any given year)
- Early intervention is key
- Signposting is the best way to get someone to the right help at the right time
- Establish an overview of the wellbeing provision, both internal and external
- Encourage help seeking



Wellbeing Officers

- Available in each school
- Practical & emotional support
- Academic support
- Extenuating circumstances support
- In person and online
- [Wellbeing Officers \(birmingham.ac.uk\)](https://www.birmingham.ac.uk)



Student Wellbeing and Partnerships Team

- 1) Triage and manage escalations
- 2) Develop and lead on partnerships with services
- 3) Manage the Report + Support Service for students subjected to harmful behaviours



Report + Support

Your options, Your choices, Our support



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Mental Health and Wellbeing Service

- Available online and face to face
- Register via online form on website
- Emailed regarding next steps
- Personalised Support
(birmingham.ac.uk)



UBHeard

- Free confidential listening support service available 24/7 365 days a year
- Qualified Counsellor providing confidential (unless significant risk) in the moment support/referral
- If you're in the UK, access the free UBHeard service by calling **0800 917 9379**
- You can also download the free Wisdom App from the App Store (iOS) or Google Play (Android) for a range of features including contacting a dedicated wellbeing counsellor using live messaging and video calls.
- As well as access to mental health and counselling, you'll also now be able to access a legal, financial and medical support helpline (from 9am-9pm) through the **0800 917 9379** number.
- Support available in over 200 languages



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Student Disability Service

- Learning Support – students with Specific Learning Difficulties, e.g. dyslexia and dyspraxia
- Students with MH conditions & autism spectrum conditions
- Disability Services – sensory, mobility, long term health conditions, illnesses... everyone else!
- Create and support with Reasonable Adjustment Plans (RAP)
- [Student Disability Service Applications \(birmingham.ac.uk\)](https://www.birmingham.ac.uk)



2021	2022	2023	2024 01/09/24
1448	1632	1873	1227

Table displays the number of Reasonable Adjustment Plans (RAPs) each year

Hub Services Team

- Front of house at UoB Student Services
- First point of contact/signposting to key services
- General enquiries, supporting letters, ID cards, transcripts, proof of study, support with online registration
- Escalate cases to the Student Wellbeing and Partnerships Team



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Pause@Uni

- For ALL students ~~under 25~~
- No wait drop-in
- Mental Health Practitioners
- 1-1 support
- Weekly groups & social sessions
- Comfort Zone (every Thursday)
- Access to specialist services



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Other teams for signposting and support

- Security Services
- Community Safety Team (CST)
- Funding Graduation and Awards (FGA) - Student support /Summer crisis funds
- Student Conduct Complaints and Appeals (SCCA)
- International Students Team (IST)
- Doctoral School
- Chaplaincy



Wider Wellbeing in Birmingham – Grounded Selly Oak

- Wellbeing café
- Partnership between Living Well Consortium & Birmingham Mind
- Community events
- Wellbeing workshops/activities
- 1-2-1 therapy
- Group therapy
- Open Monday – Saturday (see website for opening times groundedcafe.co.uk)
- Alternate locations in City Centre (St Pauls Square) and Hall Green.



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Wider Wellbeing in Birmingham – Talking Space

- Out of hours mental health support
- Available for adults based within Birmingham & Solihull
- Drop ins
- Appointment booking by calling 0121 262 3555
- Support provided by Intervention workers
- Clinical Staff available for assessment
- Signposting/Onward Referrals

Selly Oak – Grounded

(11 Bournbrook Road, B29 7BL)

Monday – Wednesday

17.00 – 23.00

Northfield

(888 Bristol Rd S, B31 2PA)

Thursday - Sunday

17.00 – 23.00

Erdington – Beechcroft Hub

(501 Slade Road, Erdington, B23 7JG)

Monday - Sunday

17.00 – 23.00

Grounded. St Pauls

(55 St Paul's Square, Birmingham B3 1QS)

Friday - Monday

13:00 – 21:00



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Wider Wellbeing in Birmingham



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Emergency

- Emergency services (999)
- Security Services (0121 414 4444)

High concern

- Wellbeing Officer (<https://intranet.birmingham.ac.uk/student/your-wellbeing/wellbeing-officers.aspx>)
- UBHeard 0800 9179379
- Student Wellbeing & Partnerships Team (swp@contacts.bham.ac.uk)
- Mental Health and Wellbeing

Medium/low concern

- Direct to relevant service
- Signpost to Student Wellbeing Intranet pages
- NHS self-help guides



What do I do if concerned about someone else?

- Encourage them to talk to friends & family
 - Destigmatise mental health
 - Signpost to support services
 - Report concerns to staff
 - For urgent support call 999
-
- Wellbeing Officer
 - swp@contacts.bham.ac.uk
 - Student Minds have produced a 'Look after your mate guide'

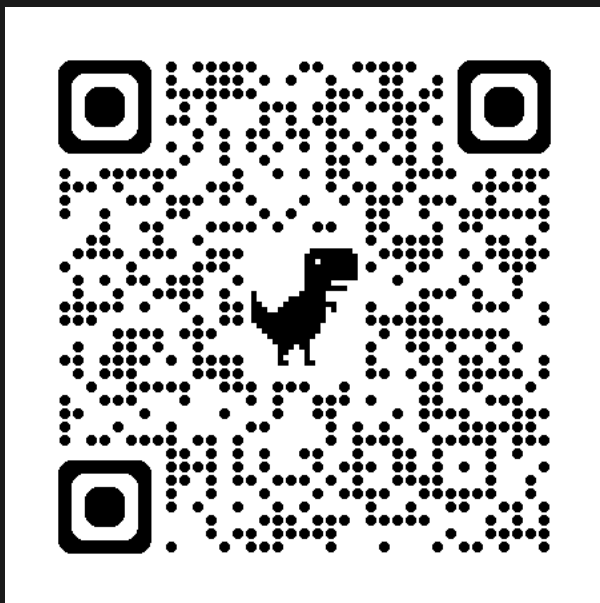


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studentminds.org.uk

Thank-you



[Your Wellbeing \(birmingham.ac.uk\)](https://birmingham.ac.uk)



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