



General Support

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Contents:

Durham Support	1
External Support	2
External Listening Services	3
Helpline Directories	4

Durham Support

- **Durham University Report and Support** (info/signposting/reporting/counselling) a central hub of University support. All the following services can be accessed through this link: <https://reportandsupport.durham.ac.uk/>
 - Report anonymously.
 - Report to the university with contact details and get support.
 - Report to the police: Call 101, or 999 (in emergencies)
 - Access university mental health support without reporting
 - Signposting to other relevant resources
- **University Counselling Service** (support) comprises two teams of trained and experienced practitioners to help students manage any difficulties that are impacting your successful engagement with their studies and with University life. They are available, free of charge, all year round to registered students. They are located in the Palatine Centre. They offer face-to-face and remote sessions (via Teams or telephone).
<https://www.durham.ac.uk/colleges-and-student-experience/student-support-and-wellbeing/counselling/>
 - **To self-refer, you can contact the service directly via cmh.service@durham.ac.uk.**
 - Please note, if you are currently receiving therapeutic support from another service, the university Counselling Team is unlikely to be able to offer ongoing sessions, to prevent duplication or conflict of support.
- **Disability support service** (support/accommodations). Staff who work with disabled students to discuss any academic difficulties encountered in relation to their disability.
<https://durhamuniversity.sharepoint.com/teams/AccessDS>
- **Chaplaincy service** (religious oriented support). Faith, belief and worldview support at Durham University and signposting. They also offer a listening service.



<https://www.durham.ac.uk/colleges-and-student-experience/student-support-and-wellbeing/faith-support/>

- Email: chaplaincy@durham.ac.uk

- **College Student Support Services**

- The College Student Support Office can help you to access further support in your departments and/or with the specialist support services within the University

College	Email Address
University (Castle)	univcoll.studentsupport@durham.ac.uk
Collingwood	collingwood.studentsupport@durham.ac.uk
Grey	grey.student-support@durham.ac.uk
Hatfield	hatfield.studentsupport@durham.ac.uk
Hild Bede	hildbede.studentsupport@durham.ac.uk
John Snow	snow.studentsupport@durham.ac.uk
Josephine Butler	jb.studentsupport@durham.ac.uk
St Aidan's	sa.studentsupport@durham.ac.uk
St Chad's	chads.support@durham.ac.uk
St Cuthbert's Society	cuthberts.studentsupport@durham.ac.uk
St John's	johns.studentsupport@durham.ac.uk
St Mary's	stmarys.studentsupport@durham.ac.uk
South	south.studentsupport@durham.ac.uk
Stephenson	stephenson.studentsupport@durham.ac.uk
Trevelyan	trevelyan.studentsupport@durham.ac.uk
Ustinov	ustinov.studentsupport@durham.ac.uk
Van Mildert	vm.student-support@durham.ac.uk

External Support

- **Durham and Darlington Talking Therapies**

- Talking Therapies is a self-help, counselling and talking therapies service designed to help anyone living in the County Durham and Darlington area to deal with common mental health problems such as stress, anxiety or depression, as well as panic phobias obsessive-compulsive disorder (OCD) and post-traumatic stress disorder.



- You can self-refer on the website:
<https://durhamanddarlingtonalkingtherapies.org.uk/>
- **GP**
 - To seek ongoing professional support, the caller can contact the GP they are registered at and ask for an appointment
 - General practitioners (GPs) treat all common medical conditions and refer patients to hospitals and other medical services for urgent and specialist treatment.
 - For details on what GPs are and to find a GP, see here
<https://www.nhs.uk/nhs-services/gps/>
- **NHS** - Find a local urgent mental health helpline (info/helpline). NHS urgent mental health helplines are for people of all ages. You can call for 24-hour advice and support - for you, your child, your parent or someone you care for. NHS webpages also contain information for mental health conditions that someone may be experiencing.
<https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline>

External Listening Services

- **Samaritans** (support/email). A listening service that provides emotional support to anyone in emotional distress, struggling to cope, or at risk of suicide.
 - Phone: 116 123
 - Available 24/7
 - Email: jo@samaritans.org
- **Campaign Against Living Miserably (CALM)** (helpline/webchat/info) Offers anonymous and free mental health support information and advice anywhere in the UK through their online services and helpline. They also have a space to jot down thoughts and info guides surrounding many topics that people can struggle with.
<https://www.thecalmzone.net/>
 - Phone: 0800 58 58 58
 - Everyday (5pm-12am)
 - Webchat: <https://www.thecalmzone.net/get-support>
- **Saneline** (helpline) offers emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers.
sane.org.uk
 - Phone: 0300 304 7000
 - Everyday (4pm-10pm)



- Text: info at: <https://www.sane.org.uk/how-we-help/emotional-support/textcare>
- **Shout** (text crisis line) - offers a confidential 24/7 text service providing support if you are in crisis and need immediate help. As well as listening without judgement, Shout volunteers may provide the texter with further resources or tools to help them get more expert support
 - text SHOUT to [85258](https://www.sane.org.uk/how-we-help/emotional-support/textcare).
- **The Mix** (helpline / webchat / email). Emotional support for those under 25.
 - call on [0808 808 4994](https://www.themix.org.uk/) (3pm–midnight every day)
 - <https://www.themix.org.uk/> - request support by email using the form or use their crisis text messenger service (3pm–midnight every day)

Helpline Directories

- **Find Help Fast - NSN x Nightline Association** (UK Directory) provides a searchable directory of signposting, which can be filtered by contact method and format.
<https://nightline.nsn.org.uk/>
- **Find a Helpline** (Directory) provides a directory of helplines for all countries. Could be helpful for international students wanting to find helplines in their home countries
<https://findahelpline.com/>
- **Helplines Partnership** (UK Directory). Find a Helpline directory lists approved members of Helplines Partnership providing support via various channels.
<https://www.helplines.org/helplines/>