

UCL WELFARE & WELLBEING

Where to Go for Support

A quick reference to UCL and Students' Union support services. Compiled August 2026.

IN AN EMERGENCY

If someone is in immediate danger of harming themselves or others, call **999**. On UCL campus, you can also alert UCL Security via the **SafeZone app** or by calling +44 (0)20 7679 2108 (ext. 32108). SSWS does not provide emergency/crisis support — for urgent (non-999) mental health support, use the **24/7 Student Support Line** (free, confidential, 35+ languages): [Urgent and out-of-hours support](#)

1. First Port of Call — Student Support and Wellbeing Services (SSWS)

SSWS is UCL's central team for mental health, wellbeing, disability/neurodiversity, and counselling. For most non-emergency welfare concerns, this is where to start.

- **Student Support and Wellbeing Services (SSWS) — general** — Advice on mental health, wellbeing, disability, and general welfare concerns affecting study. Drop-in or phone appointments.
<https://www.ucl.ac.uk/students/support-and-wellbeing-services>
- **24/7 Student Support Line** — Free, confidential in-the-moment wellbeing support, phone or webchat, any time, in 35+ languages. Not an emergency service.
<https://www.ucl.ac.uk/students/urgent-and-out-hours-support>
- **askUCL** — 24/7 self-help hub and enquiry system covering wellbeing, records, fees and more — good first stop if you're not sure who to ask.
<https://ucl.ac.uk/askucl>
- **Student Counselling (Student Psychological & Counselling Services)** — Free short-term counselling, single-session therapy, CBT, psychiatric support and group workshops. Up to 6 free sessions per year (1 Aug–31 Jul).
<https://www.ucl.ac.uk/students/support-and-wellbeing/counselling-services>
- **Disability, Mental Health and Wellbeing Team** — Assessments, reasonable adjustments, Disabled Students' Allowance (DSA) applications, and support for neurodivergent students (autism, SpLD, etc.). No formal diagnosis required to reach out.
<https://www.ucl.ac.uk/students/support-and-wellbeing/disability-and-mental-health>
- **Here to Support You Guide** — Comprehensive PDF directory of every UCL support service, internal and external — useful to keep on hand as a master reference.
<https://www.ucl.ac.uk/students/support-and-wellbeing-services>

2. Reporting Bullying, Harassment & Sexual Misconduct

- **Report + Support** — UCL's online tool to report bullying, harassment or sexual misconduct — anonymously, with two-way anonymous messaging, or with contact details for full casework support. Also hosts guidance, policies and the 'Full Stop' campaign.
<https://report-support.ucl.ac.uk>
- **Casework Team** — Handles formal reports made with contact details and can put support measures in place while a case is considered.
- **Sexual Violence support — ISVAs (Independent Sexual Violence Advisers)** — Confidential one-to-one support for students affected by sexual misconduct; separate male and female Rape Crisis Outreach Workers available. Discusses impact, reporting options (UCL and/or police), and referrals.
- **Students' Union UCL Advice Service** — Free, independent advice — academic, housing, safety, employment, money/debt. Also a designated Hate Crime Reporting Centre.
<https://studentsunionucl.org/advice-and-support>

- **Student Mediation** — Helps resolve complaints involving staff or other students through informal, facilitated one-to-one conversations.

3. Equality, Diversity & Inclusion (EDI)

- **UCL Equality, Diversity and Inclusion (EDI) team** — Policies and support relating to protected characteristics, Dignity at UCL, and inclusion initiatives across the university.
<https://www.ucl.ac.uk/equality-diversity-inclusion/>
- **Transgender and non-binary students** — Guidance on reporting transphobic bullying/harassment and support for students exploring or navigating gender identity.
<https://report-support.ucl.ac.uk/support/preventing-and-challenging-transphobic-bullying-and-harassment-2>
- **Students' Union UCL Liberation & Communities Network** — Student-led networks and part-time officers (e.g. Women's Officer, Welfare and International Officer, BME Officer, LGBTQ+ Officer, Disabled Students' Officer) — good for peer-level, identity-specific support.
<https://studentsunionucl.org>
- **Chaplaincy and Faith Advisers** — Pastoral support and advice around religious or faith-related concerns, for students of all faiths and none.
<https://www.ucl.ac.uk/students/support-and-wellbeing>
- **Support for Students with Refugee, Asylum-Seeking or Forced Migration experience** — Specialist casework role supporting affected students; part of UCL's University of Sanctuary work.
- **War, Conflict and Disaster Service** — Psychological First Aid and emotional/problem-solving support for students affected by conflict or disaster, run jointly with the Dept. of Psychology & Language Sciences and the University Clinic.

4. Study, Money & Practical Welfare

- **Student Funding** — Advice on loans, scholarships, bursaries, emergency loans and the UCL Financial Assistance Fund.
- **Cost of Living support** — Latest guidance and support for students affected by the rising cost of living.
<https://www.ucl.ac.uk/students/>
- **International Student Support** — Help with settling in, visas, healthcare registration, finances and adjusting to life in the UK for international students.
- **Student of Concern** — A form anyone can use to flag concern about a student's welfare (not an emergency) so SSWS can reach out to them.
<https://www.ucl.ac.uk/students/staff-guidance/raise-concern-about-student>
- **Interruption of study & return to study** — Advice if you're considering, or returning from, an interruption for health/wellbeing reasons.

5. Wellbeing & Community Activities

- **BeCalm / UCL Wellbeing app content** — Free relaxation content, live and recorded fitness sessions, and wellbeing webinars for all UCL students.
- **10 Minute Mind** — UCL-created mindfulness app to help students take a break and build a relaxation habit.
- **Wellbeing events & campaigns** — Term-time programme of social, crafting and skills events tackling loneliness/isolation and building community.
- **Mental Health First Aiders** — Network of staff trained by MHFA England to have first-line mental health conversations and signpost students — check who covers your faculty.
- **SafeZone app** — Connects students directly to UCL Security for urgent help or first aid, on or off campus.

Sources: [ucl.ac.uk](https://www.ucl.ac.uk) (Student Support and Wellbeing Services, Report + Support, Students' Union UCL).