



Support Advice Centre

Help in a Crisis or Emergency

Emergency Services – call 999 and request one of the following:

- **Police**
If someone is at risk of getting injured, being threatened or a crime is currently being committed.
(For all other enquires, advice on police matters and to report crimes which have already happened, you should **call 101**)
- **Ambulance**
If you or someone else requires serious and urgent medical attention.
(For all non-urgent medical situations you should **call 111**)
- **Fire Brigade**
If a fire is in progress and help is required.

Emotional Support

Nightline

Nightline is run entirely by student volunteers. It is a confidential listening and signposting service for students.
8pm – 8am, 7 days a week (term-time only)
02380 595236
[Nightline website](#)

Samaritans

The Samaritans provide confidential non-judgmental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide.
Call for free - **116 123**
Or email jo@samaritans.org
[Samaritans website](#)

University Services

Security

The University Security Service operates 24 hours a day, every day of the year and is always available to assist students, staff and visitors on any security related issue.
02380 593311

Support in Halls

The Student Life Team are dedicated to supporting student wellbeing and enhancing the student experience. Available 24 hours a day, seven days a week, Student Life are based within Halls of Residence and support all University of Southampton students.
Telephone: 02380 598180
Email: Studentlife@soton.ac.uk

Or visit us at your nearest Halls of Residence

Crisis Team

Security

First Support
02380 597488
02380 593311 (out of hours)
firstsupport@soton.ac.uk



Support Advice Centre

Debt

National Debtline is a free, independent and confidential debt advice service run by the charity Money Advice Trust.

Monday – Friday: 09:00 – 22:00

Saturday 09:30 – 13.00

0808 808 4000

www.nationaldebtline.org

Drugs

FRANK helps you find out everything you might want to know about drugs and how to get help for you or a friend.

Call **0300 123 6600**

Text **82111**

[Frank website](#)

Alcohol

If you are concerned about your use of alcohol or someone else's, call Al Anon

020 7403 0888 10.00 – 22.00 every day

Sexual Assault

If you have been affected by sexual assault, the following services can help:

Yellow Door **02380 636312**

Rape Crisis **0808 802 9999**

Disclaimer: While care has been taken to ensure that information contained in the Advice Centre publications is true and correct at the time of writing, changes in circumstances after the time of publication may impact on the accuracy of this information. The Advice Centre and SUSU cannot accept responsibility for any actions taken as a result of advice given in this publication.

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