



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 / 02380 592811

Support in Halls

The Student Life Team is a dedicated team who are the first point of contact for halls residents out of hours. They are available every night, all year round, between 18.00 and 08.00.
02380 598180
studentlife@soton.ac.uk

Crisis Team

First Support

Student support hub call **02380 599599** and select option 2 for wellbeing, option 3 for Enabling Support
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/Date Published/Date for Review 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.

Date: 10/20 Next review 09/21