

# **Student Wellbeing and Support**

## **Supporting Student Wellbeing: Useful links for signposting for SU SABs**

**Jan Peilow and Lucie Duncan SWS  
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## Aims of the session

To offer guidance on how to support students, manage boundaries and look after your own wellbeing

To provide information on where to signpost students to get help

To provide a space to discuss issues and challenges around supporting students

## STUDENT ZONE



canterbury.ac.uk  
/student-zone

If you have a  
question, **we're  
here to help.**

## Wellbeing and Support



canterbury.ac.uk  
/wellbeing-support

Need to chat?  
**We're here  
for you.**



## STUDENT ZONE

**Course advice**  
**Assessments**  
**Student record**  
**Wellbeing support**  
**Finance**

**Money advice**  
**Placements**  
**IT**  
**Global Gateway**  
**...and more**

Got a question? We've got you covered!

**Location:** Maxwell Davis

**Phone:** 01227 922222

**Email:**

[studentzone@canterbury.ac.uk](mailto:studentzone@canterbury.ac.uk)



# SWS - Who we are and what we do...

- We are a team of advisers, trained practitioners and counsellors with a wide range of specialisms
- We support students with practical problems such as finance, budgeting, accommodation or academic issues and
- We support students with disabilities and mental health conditions that may impact on their university life by:
  - Supporting students in distress
  - Responding to 'Raising a Concern' and Incident Reports
  - Reasonable adjustments through Learning Support Plans (LSP) and Placement support plans (PLSP) and Interim Learning Support Plans (ILSP)

# Common factors affecting student wellbeing

## Stressors

- Academic stress
- Life transitions
- Personal relationships, homesickness
- Accommodation issues or homelessness
- Finances and budgeting
- Social/cultural pressures
- Identity including gender, sexuality, race, disability

## Increased distress, including:

- Anxiety and stress
- Isolation
- Depression
- Self-harm
- Suicidal thoughts
- Unhelpful behaviours e.g. using drink/drugs/gambling

## Difficult conversations... what can help?



- First conversations make a difference
- Find somewhere quiet
- Make sure you have time to chat - not rushing off or being interrupted
- Reassure the student, try to remain calm
- Explain that you can listen to them, but that you will need to signpost appropriately to get them the right support
- Make sure you record any relevant personal information – e.g., name, contact details
- Do not promise confidentiality – some things may need to be shared



## If there is an emergency, and a student is at risk of harming themselves or others:



- Contact the emergency services on **999** when you feel you need support from the police or ambulance service and Security on **2111** or via the **SafeZone** app
- You need to exercise a duty of care to that student until you receive a response from the emergency services
- You are advised (where possible) to elicit support from your colleagues or other university services until the student's safety and welfare has been secured
- If security are informed, our team will receive a copy of the *Incident Report* for any follow up required.
- Staff can inform Student Wellbeing and Support Service via a "Raising a Concern" referral form

If your student requires support but they are not at any immediate risk:

- Signpost to the **Student Wellbeing Service** drop-ins and webpages for information, support and guidance and our self-referral form here  
[Personal support - Canterbury Christ Church University](#)  
or use the QR code
- Use the **Report and Support form** to report harassment, discrimination, abuse, or bullying. There is a quick link to the form here:  
[Our approach to harassment and sexual misconduct - Canterbury Christ Church University](#)
- **The Chaplaincy Confidential Listening Service** also offer a safe space where any student can discuss their problems in a nonjudgmental environment. Email: [\*\*chaplaincy@canterbury.ac.uk\*\*](mailto:chaplaincy@canterbury.ac.uk)





**Ask the  
student to  
come and  
talk to us...  
informally**



**Chooseday Chill, Tuesdays, 5-7pm in the Student Union  
(Mary Seacole building ground floor)**

Meet new friends, chat over tea and toast. Choose from board games or craft, table tennis or wellbeing activities. We will be happy to chat with you if you need support or advice.

**Wellbeing Café – Wednesdays 11-2pm in the Chapel**

Grab a free snack and a hot drink. Play some games or do some wellbeing activities. Our staff will be available for an informal chat about your general wellbeing and can direct you in the correct place for support.



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***All up to date information and links to our services can be found on  
our website***

## External support for students

### Knowing where to signpost

- **GP or 111** (press option 2 for mental health) for medical advice

### Other Useful Helplines:

- **Samaritans** Tel: 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org) to talk through any distress including suicidal thoughts
- **Mental Health Matters** Tel: 08001 070160 (landline) or 03003 305486 (mobile) for emotional support.
- **Shout** – free confidential text support service for anyone struggling to cope. Text SHOUT to 85258 or visit [giveusashout.org](http://giveusashout.org)
- **Safe Haven**: Out of hours mental health support to anyone 16+ in Kent area. Tel: 07876 476 703 or 07483 163 953. Email [canterbury.mhm@nhs.net](mailto:canterbury.mhm@nhs.net). Open 6pm to 11pm every day inc. weekends and bank holidays. 22-23 North Lane, Canterbury CT2 7EE.



The free, confidential service is available to all our registered students 24/7, 365 days per year  
Phone: 0800 0318227  
Or access the Wellbeing portal for additional resources:  
[app.spectrum.life/login](https://app.spectrum.life/login) using the organisation code: **CCCU**



## Spectrum.Life Student Wellbeing Support

**Spectrum.Life offer immediate online or telephone support from qualified professionals for stress, anxiety, low mood, financial worries, loss and grief, relationship difficulties, and much more. They can provide initial support and liaise with our Mental Wellbeing practitioners for ongoing support if needed. There is a wide range of additional wellbeing resources available via the app.**



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## Further resources for you and other students

### Mental Health Support – For UK University Students | Student Minds

Student Space/Student  
Minds web-based support  
and resources

### Happier Kinder Together | Action for Happiness

Calendar and downloadable  
app resources

### Life at university poster

Resources from the Charlie  
Waller Trust

### Student mental health hub – Mind

MIND Mental Health Hub

### Mental Health Support for Young People | The Mix | The Mix

Support covering a variety of  
topics aimed at young people  
up to age 25

### University Students and Suicide Awareness Training

Zero Suicide Alliance training  
for students and staff

# Looking after yourself when managing difficult situations

Try not to get over  
involved – let the right  
teams know

Consider setting  
boundaries for your own  
wellbeing

Make sure you are  
getting support – talk to a  
member of staff or to us

It is ok if there are things  
you don't feel comfortable  
talking about

You do a great job!  
But you don't need to  
help with everything

Use Spectrum Life for  
your own wellbeing too!



**Your  
experiences...  
any other  
questions?**

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What are the challenges that you face  
when supporting students ?

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Do you have any questions you would like  
to ask us?

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Has this session helped you?



**Thank you for listening – Any questions?**



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**October 2025**