



## First Support

First Support is a team dedicated to being the first point of contact and supporting students during times of crisis. They work with students to identify what support is needed, appropriately referring to the correct service (liaising where necessary) and assisting students until ongoing support is in place.

Staff, students or family and friends can refer to the service by contacting via email or phone. Contact will be made directly with the student who is causing concern by the team when required. Students will be assessed for risk and then signposted and referred to appropriate internal and external services for ongoing support.

The team works with students who may be experiencing the following types of difficulty:

- Mental health crisis
- Domestic abuse
- Relationship crisis
- Academic crisis (exam stress, missing deadlines)
- Substance abuse
- Death of family member/friend
- Serious illness
- Impact of someone else's difficulty on own health and/or study
- Violent sexual assault or attack
- Honour based violence
- Bullying/harassment
- Transitional/cultural crisis

The team can be reached out of hours in times of extreme crisis, contact the University of Southampton's security service using the number below.

Tel: +44 (0) 23 8059 7488

Email: [Firstsupport@soton.ac.uk](mailto:Firstsupport@soton.ac.uk)

Out of Office Hours: 023 8059 3311 (23311 internal)

[www.southampton.ac.uk/edusupport/wellbeing.html](http://www.southampton.ac.uk/edusupport/wellbeing.html)

## Residences Support

Residences Support (warden team) is available to students during their stay in Halls of Residence. They are made up of staff or students who have experience of University life and their role is to point students in the right direction for help or assistance they may need. They also facilitate communal living by ensuring students abide by the Hall Regulations in a social, but study conducive environment, in a way which is designed to help students settle. They check students are not breaching any Health and Safety rules in their accommodation. A rota system operates to provide out of hours cover. They are not trained to deal with health/emergency situations and will contact the appropriate services in these situations.

Contact via information in your halls pack/ notices in communal areas.

[www.southampton.ac.uk/edusupport/counselling](http://www.southampton.ac.uk/edusupport/counselling)  
[counser@soton.ac.uk](mailto:counser@soton.ac.uk)  
023 8059 3719

[www.southampton.ac.uk/edusupport/wellbeing](http://www.southampton.ac.uk/edusupport/wellbeing)  
[firstsupport@soton.ac.uk](mailto:firstsupport@soton.ac.uk)  
023 8059 7488

### Contact details

University of Southampton  
Wellbeing Support Services  
28 University Road  
Highfield  
Southampton  
SO17 1BJ

Useful information and numbers:  
Samaritans: 08457 909 090  
Nightline: 023 8059 5236

Wellbeing  
Support Services

**Counselling Service**  
(For staff and students)  
**First Support**  
(Formerly Wellbeing)  
**Residences Support**

## Support Services

Support Services at the University of Southampton enables students to access any emotional and personal support they may require whilst studying at University. We provide confidential and professional support across a range of personal and academic issues. Staff, students and family or friends can contact the services to register concerns or ask for advice at any time.

## Counselling Service

Counselling is provided for students and staff of the University throughout the year and is available at Highfield, Winchester School of Art and at St Mary's Hospital Portsmouth.

Everyone working in the Counselling Service follows the Ethical Framework for Good Practice produced by The British Association for Counselling and Psychotherapy. A copy of this ethical framework is available on request and can also be found in the waiting room.

## Why people come

People come to counselling to look at one or more of a wide range of personal, relationship or academic issues. These may include experiences of loss or change, anxiety and depression. There may be unhappiness in the present, concerns about past experiences or worries about the future. No problem is too big or too small to bring, and the service is happy to help identify alternative resources if they are not able to provide the most appropriate help.

## What counselling is

People make use of counselling sessions to explore and make better sense of the things that concern them. Counsellors work with respect for each individual's beliefs and values, aiming to offer the greatest opportunity for growth and change. Rather than giving advice the counsellor will help people to make their own decisions and choices. Many people find counselling has helped them to make positive changes in their lives. These changes include gaining confidence and assertiveness, understanding and managing things differently, and relief from worry, fear, conflict, isolation or confusion. Groups and workshops are offered from time to time on a variety of topics.

## Confidentiality and privacy

Details about people who use the Counselling Service are confidential. This information is normally held within the counselling team. If serious concern exists about a person's safety the Service may need to extend the normal level of confidentiality and will always try to inform the client beforehand. An information sheet is available on request about the Service and how it complies with current data protection legislation.

## Preliminary discussions

A counsellor can help someone decide whether to have counselling or some other type of support. Consultations are also available to anyone who might be concerned about the well-being of another member of the University community.

## The counsellors

Sessions are currently offered at the following campuses:

- Highfield Campus (HC) with 'drop-in' time, 1-2pm every day
- St Mary's Hospital, Portsmouth (StM)
- Winchester School of Art (WSA)

All the permanent counselling staff are experienced counsellors with professional qualifications. In addition, some client-work opportunities are offered to trainee or volunteer counsellors who are either undergoing training or who are trained and working towards a professional qualification.

## Enquiries and appointments

The reception is open between 10am and 4pm each weekday (except Thursdays 11am to 4pm). Messages can be left on the answerphone outside these hours. Both daytime and a limited number of early evening appointments are usually available within a few days of contacting the Service. However waiting periods can occur in the autumn and spring terms.

The Counselling Service on the Highfield campus has good disability access.

Please contact the Service reception on the Highfield campus for all enquiries and appointments.

Counselling is one of the teams which form the Support Services, committed to providing student -focussed services, and is part of Student Services.

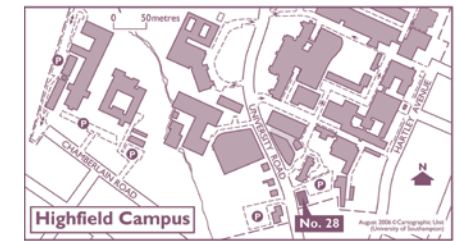
Tel: +44 (0) 23 8059 3719

Email: [counser@soton.ac.uk](mailto:counser@soton.ac.uk)

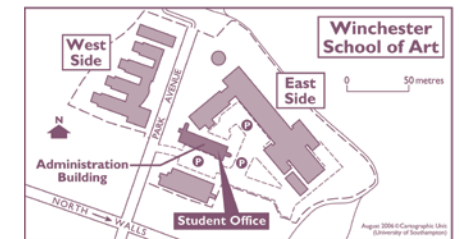
[www.southampton.ac.uk/edusupport/counselling.html](http://www.southampton.ac.uk/edusupport/counselling.html)

These maps show where counselling is offered on 3 University campuses. (Please note that the reception at Highfield should be contacted first for an appointment before attending any of the sites for counselling.)

### Map of Highfield Campus



### Map of Winchester School of Art



### Map of St Mary's Campus, Portsmouth

