

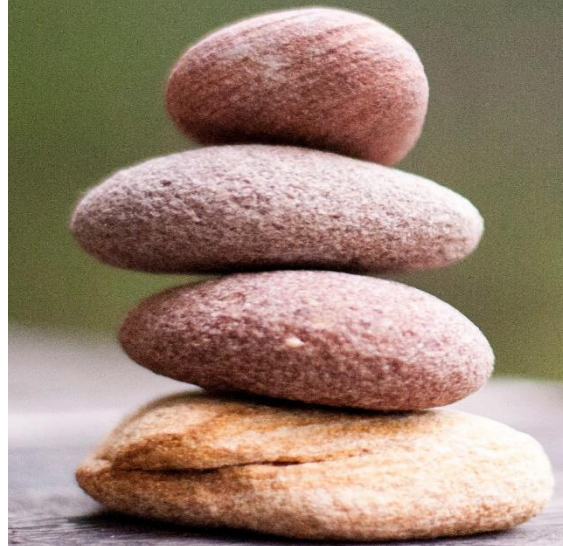
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# CIW GUIDE TO WELLBEING AND MENTAL HEALTH RESOURCES IN CAMBRIDGE

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October 2019

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# About the Guide

Life in academia can be challenging. But many different people and institutions exist to help you in a variety of ways. We've created a resource guide to map out different options for support, and different ways to report anything you find inappropriate. Please also remember you can use this to help out your peers if you notice they are struggling.

We continue to update and improve this guide, so if you have suggestions or edits, please contact [cavendishiw@gmail.com](mailto:cavendishiw@gmail.com). We also ask you to report to us if any links are broken or have migrated.

We also ask users to note that we have compiled the information in good faith and that this guide is not a substitute for professional medical advice.

## Handbook Team

**Alice Shipley** CiW Welfare Officer

**Hope Bretscher** CiW Co-President

**Akhila K Jayaram** CiW Co-President

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## Mental Health Emergencies

If you are experiencing a mental health emergency, **please obtain help immediately.**

If you believe that you or someone you know is in immediate danger and you are concerned about your/their safety, please dial **999**.

If there is no immediate threat to life, please follow the steps below:

- During working hours:
  - If you are a student in daytime hours, contact your college tutor, college nurse, [University Counselling Service](#), [Students' Union Advice Service](#) or your NHS GP.
  - If you are a staff member, contact your GP during working hours
- Out of hours
  - For both students and staff, you can call 111 and select 2 to be connected to a mental health professional

For further advice, this [page](#) provides information for students, and [here](#) for staff.

## Departmental Resources

The department has wellbeing resources that you can access if you log in to the department [intranet](#).

- There is often a lunchtime pilates series you can check out! Information is sent out through the departmental mailing lists and you can also contact [hr@phy.cam.ac.uk](mailto:hr@phy.cam.ac.uk)
- There is a monthly wellbeing newsletter sent through the departmental mailing lists

The department also has **Wellbeing Reps** who will listen effectively to concerns, and can provide advice to students and staff concerned about mental health or wellbeing. They can provide information on guidance on how to deal with concerns and navigate different courses of action.

- Clare Bates | Senior HR Administrator | [ceb215@cam.ac.uk](mailto:ceb215@cam.ac.uk) | Bragg 205 | 65743
- Dr Claire Donnelly | Early Career Fellow | [cd691@cam.ac.uk](mailto:cd691@cam.ac.uk) | Mott 439
- Dr Andy Irvine | Senior Research Associate | [aci20@cam.ac.uk](mailto:aci20@cam.ac.uk) | Mott 442
- Richard King | Undergraduate Lab Manager | [rjk45@cam.ac.uk](mailto:rjk45@cam.ac.uk) | Bragg 171 | 37405
- Helen Marshall | Undergraduate Administrator | [hm328@cam.ac.uk](mailto:hm328@cam.ac.uk) | Bragg 212B | 65798
- Dr John Young | Senior Research Associate | [jsy1001@cam.ac.uk](mailto:jsy1001@cam.ac.uk) | Battcock Centre G21 | 37347
- Alicja Dabrowska | Research Associate | [ad981@cam.ac.uk](mailto:ad981@cam.ac.uk)

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## College Resources

The university has documents describing the role of colleges for both [undergraduates](#) and [graduate students](#) - these can be really helpful to understand the resources that exist and what different terms or titles mean!

Colleges usually have a number of people who act in pastoral roles, including tutors, tutorial office staff, a college nurse, and a chaplain. Their contact details can be found directly on the respective college website.

Another support system in the college is your JCR or MCR. Most committees have a Welfare officer who you can contact to discuss any issues you might be facing in a confidential manner.

Colleges can also be a great place to build a supportive community with people outside of your programme, and also a way to get involved in a range of activities!

## University Resources

### Wellbeing Resources

#### Mindfulness

The university offers term-long courses on mindfulness, a secular meditation technique that has been shown to provide a number of mental and physical benefits. Check out information [here](#).

#### Student Wellbeing Page

This [website](#) has a wealth of information useful for all (students and staff) and they can connect you to resources for a range of physical and mental wellbeing issues. It also has a helpful '[contacts and resources](#)' section that has a lot of links to other support, services and information sorted by topic.

### Mental Health Resources

#### University Counselling Service (UCS)

The university has a service both for [students](#) and for [staff](#).

Students:

In addition to individual counselling appointments held at both their office and through [some colleges](#), the counselling services has self-help guides, offers appointments on Cognitive Behavioural Therapy (CBT), and group counselling. They also have various topical classes that are offered throughout the year.

Visit their website for further details on these services. Prior to being allocated a counselling session, you need to fill out a pre-counselling form. This can be found [here](#).

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Staff:

The staff counselling service is available free of charge for all staff with a University contract. The service provides one-on-one appointments and specific training sessions on a variety of skills

If you are employed by a college, many colleges have agreements with the University counselling service to fund appointments for their staff. See details on this [here](#).

## Disability Resources

The [University Disability Resource Centre](#) provides support to students with physical and mental disabilities, and also has resources for supporting and working with a student with disabilities.

The University is a member of [Business Disability Forum \(BDF\)](#) - which provides practical advice and support for disabled staff.

## Equality and Diversity Resources

### Equality and Diversity Office

The University of Cambridge has an [E&D strategy](#). The E&D section is a specialist advisory section that sits within the University's Human Resources (HR) Division and Unified Administrative Service (UAS). It is responsible for supporting equality and diversity policy development and implementation, and reports to the [Equality & Diversity Committee](#). The University has also designated [Equality Champions](#) to demonstrate support for E&D campaigns.

### LGBT+ Staff Network

The University organises a network for [LGBT+ staff](#), which organises social events, networking opportunities, works on policy initiatives, can provide a safe place or resources for discussion, and other resources. There is also guidance on [gender reassignment](#) and resources on [safe travels for LGBT+ individuals](#).

### Faith-based Resources

Faith and Belief in Practice is a University initiative that seeks to increase awareness and understanding of religious and belief communities in the University. More information can be found [here](#).

### Race Equality at Cambridge

The University has set forth goals for achieving [race equality](#) at Cambridge. They have created a number of initiatives to achieve this, including the [University Diversity Fund](#), [training and development resources for EDI](#), and [staff](#) and [student](#) BAME networks.

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## Sexual Assault and Rape Resources

The University wants to ensure that all students and staff are safe and respected. If you have been the victim of sexual assault or rape, there are many routes to provide support and help. The notes detailed below apply to both students and staff of the University.

- If you are in immediate harm or at risk, please contact the police or phone an ambulance by calling 999
- [This document](#) provides helpful guidance through ensuring you are safe, and outlines different options for help as well as necessary timelines for certain reporting steps.
- The formal steps for reporting sexual assault are different than a normal complaints procedure - it gives more control to the complainant and ensures that no information will appear on a student's university record. No penalties will be sought without the approval of a student, and the complaints process can be followed without notifying other people within the University. Information on this procedure is located [here](#).
- The UCS also has a [Sexual Assault and Harassment Advisor \(SAHA\)](#) for rape, sexual assault, or abuse that has happened (it does not matter if it occurred at the university or not). This advisor can help to provide emotional support and to help you navigate other support services, and help you navigate reporting (should you decide to do so). It is a confidential service.

## Other Resources and Support

### Childcare

The University has a [Childcare Office](#) which offers support in a range of ways including holiday play schemes, information on university nurseries, and other information to support students and staff with children.

### Careers' Service

The [Careers' Service](#) offers one-on-one appointments, helpful guides, and an online portal to explore careers and job applications.

### Housing

The [University Accommodation Office](#) can help you find a place to live, or navigate the housing market. If you have questions about how things work, how to find a place, how to navigate a challenge with a landlord, they can be contacted. They have a listing of properties available on their website only open to those affiliated with the university.



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# Students' Union Resources

## Students' Unions' Advice Service (SUAS)

The Students' Unions' Advice Service provides free, confidential and independent support to all Cambridge University students. In addition to supporting you with mental health concerns and welfare issues, they can also provide guidance regarding University and College regulations including intermission, extensions to submission deadlines, exam reviews and examination allowances, disciplinary issues. They can be contacted at 01223 746999, [advice@studentadvice.cam.ac.uk](mailto:advice@studentadvice.cam.ac.uk) or using the [contact form](#). Alternatively, if you would like to directly chat to them, they can be found in the [Cambridge University Students' Union \(CUSU\) and Graduate Union](#). They offer drop-in sessions on Tuesday or Thursday from 12pm-2pm (no booking needed).

## The Graduate Union (GU)

The [Graduate Union \(GU\)](#) is the University-wide representative body for graduate and mature undergraduate students at the University of Cambridge, and is one of the only students' unions in the UK that works exclusively with graduate students. The GU is run by a Board of elected sabbatical and student officers, and in the interest of representing graduate and mature undergraduate students, they focus on four key areas: representation, services, welfare and events. They run a number of events throughout the year including those focused on wellbeing, and offer a number of services such as room booking, thesis binding and gown hire.

## Students' Union Campaigns

Cambridge University Students' Union (CUSU) has different campaigns to support students of protected characteristics. We realize that the Physics Department isn't the most diverse place, and has a long way to go to be welcoming (though CiW is trying to change that)! Therefore, these groups can also provide a way to meet students and gain support and a community that may be lacking in your own research group:

- **LGBT+ Campaign:** <https://www.lgbt.cusu.cam.ac.uk/>
- **Black and Minority Ethnic (BME) Students' Campaign:** <https://www.bme.cusu.cam.ac.uk/about>
- **Women and Non-Binary Students' Campaign:** <https://www.womens.cusu.cam.ac.uk/>
- **International Students' Campaign:** <https://www.international.cusu.cam.ac.uk/>
- **Class Act:** <https://www.cusu.co.uk/about/cusu-campaigns/class-act/>
- **Disabled Students' Campaign:** <https://www.cusu.co.uk/about/cusu-campaigns/disabled-students-campaign/>

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# External Resources

## Services provided by the NHS

### Your GP

If you are facing mental health difficulties, your GP (general practitioner, also known as family doctor) would be able to provide advice as to what to do and services you can access. If you have just moved to the UK as an international student, here's a handy resource detailing how the NHS [works](#). If you are not registered with a GP, please do so as soon as you arrive in Cambridge as it can be difficult to access NHS services otherwise. In the UK, which GP practice you can register at depends on where you live. For more information on which practice you can register in, your college tutorial office will be able to help.

### Mental Health Services

The NHS also offers a range of free mental health services related to anxiety, depression, eating disorders, alcohol addiction and drug misuse. More information on how to access them can be found [here](#). Some services require you to obtain a referral from your GP before you can access them, however [certain psychological therapy services](#) allow you to self-refer yourself for treatment. Please keep in mind that these services are very busy, and you may have to wait a number of weeks before being seen by a specialist.

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## Charities

There are a number of charities supporting mental health and wellbeing, some of which are tailored towards young people and university students. We have compiled a list of relevant organisations below.

### **Anxiety UK**

Charity providing support if you have been diagnosed with an anxiety condition.

Phone: 03444 775 774 (Monday to Friday, 9.30am to 5.30pm)

Website: [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)

### **Bipolar UK**

A charity helping people living with manic depression or bipolar disorder.

Website: [www.bipolaruk.org.uk](http://www.bipolaruk.org.uk)

### **CALM**

CALM is the Campaign Against Living Miserably, for men aged 15 to 35.

Phone: 0800 58 58 58 (daily, 5pm to midnight)

Website: [www.thecalmzone.net](http://www.thecalmzone.net)

### **Men's Health Forum**

24/7 stress support for men by text, chat and email.

Website: [www.menshealthforum.org.uk](http://www.menshealthforum.org.uk)

### **Mental Health Foundation**

Provides information and support for anyone with mental health problems or learning disabilities.

Website: [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

### **Mind**

Promotes the views and needs of people with mental health problems.

Phone: 0300 123 3393 (Monday to Friday, 9am to 6pm)

Website: [www.mind.org.uk](http://www.mind.org.uk)

### **Nightline Cambridge**

Listening service run by students for students, independent of the university.

Phone: 01223 744444 (7am to 7pm, during term time)

Website: <http://cambridge.nightline.ac.uk>

Email: [email@cambridge.nightline.ac.uk](mailto:email@cambridge.nightline.ac.uk)

Online Chat: <https://im.cambridge.nightline.ac.uk/webim/>

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### **No Panic**

Voluntary charity offering support for sufferers of panic attacks and obsessive compulsive disorder (OCD). Offers a course to help overcome your phobia or OCD.

Phone: 0844 967 4848 (daily, 10am to 10pm)

Website: [www.nopanic.org.uk](http://www.nopanic.org.uk)

### **OCD Action**

Support for people with OCD. Includes information on treatment and online resources.

Phone: 0845 390 6232 (Monday to Friday, 9.30am to 5pm)

Website: [www.ocdaction.org.uk](http://www.ocdaction.org.uk)

### **OCD UK**

A charity run by people with OCD, for people with OCD. Includes facts, news and treatments.

Phone: 0845 120 3778 (Monday to Friday, 9am to 5pm)

Website: [www.ocduk.org](http://www.ocduk.org)

### **PAPYRUS**

Young suicide prevention society.

Phone: HOPElineUK 0800 068 4141 (Monday to Friday, 10am to 5pm and 7pm to 10pm, and 2pm to 5pm on weekends)

Website: [www.papyrus-uk.org](http://www.papyrus-uk.org)

### **Rethink Mental Illness**

Support and advice for people living with mental illness.

Phone: 0300 5000 927 (Monday to Friday, 9.30am to 4pm)

Website: [www.rethink.org](http://www.rethink.org)

### **Samaritans**

Confidential support for people experiencing feelings of distress or despair.

Phone: 116 123 (free 24-hour helpline)

Website: [www.samaritans.org.uk](http://www.samaritans.org.uk)

### **SANE**

Emotional support, information and guidance for people affected by mental illness, their families and carers.

SANEline: 0300 304 7000 (daily, 4.30pm to 10.30pm)

Textcare: comfort and care via text message, sent when the person needs it most:

[www.sane.org.uk/textcare](http://www.sane.org.uk/textcare)

Peer support forum: [www.sane.org.uk/supportforum](http://www.sane.org.uk/supportforum)

Website: [www.sane.org.uk/support](http://www.sane.org.uk/support)

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## Routes for Reporting Concerns

Routes for reporting concerns vary depending on who you are (undergrad, postgrad, staff), and the nature of a problem. We've tried to include as many different options as we can, and to note to whom, and for what types of problems, these may be relevant. We recommend that students speak with the [Students Union Advice Service](#). They are confidential, and exist to protect and support *you*, and will be able to give you thorough information guidance through any further routes of action.

## Departmental Resources

### For Students

**Supervisor:** The department recommends that your supervisor is your first point of contact for many problems, though it is recognized that sometimes this may not be someone who you are comfortable speaking with.

**Advisor:** Every graduate student should have been assigned an advisor, who is to act as someone who you can discuss or report any problems (This information should be listed on your camsis account.) The advisor is not necessarily related to your PhD project or knowledgeable in your research area, but can give independent advice on a student's PhD and progress.

### For Staff

Your first point of contact is your line manager and also your departmental administrator.

### Dignity at Work

The University's [Dignity at Work policy](#) is based on creating a safe and healthy work environment, without being subject to harassment, bullying, racial discrimination, sexual violence, abuse, coercive behaviour, sexual harassment or related misconduct. It applies to all staff and visitors, including academic visitors and visiting researchers, visitors to University museums or those attending public events, customers, contractors, suppliers and their staff.

No bullying or harassment is acceptable. If you feel that you are suffering from either of these, (see the intranet, or the university's [Breaking the Silence](#) page for more information), you have a couple of resources to report or seek information on possible further steps

You can obtain confidential support and advice through the department's dignity at work contacts ([Dignity@phy.cam.ac.uk](mailto:Dignity@phy.cam.ac.uk)) or the University Dignity at Work contact ([dignitycontacts@admin.cam.ac.uk](mailto:dignitycontacts@admin.cam.ac.uk)).

The department has a number of representatives who maintain the dignity@phy email (one of whom is a committee member of CiW). These representatives can help to give you confidential advice on different options to report or handle harassment and bullying.

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You can also reach out to the Dignity at Work contacts through the University (and not directly affiliated with the department). These are located at: [dignitycontacts@admin.cam.ac.uk](mailto:dignitycontacts@admin.cam.ac.uk).

## College resources

College resources for reporting problems are similar to those resources for discussing welfare. Key people may include tutors, tutorial office staff, chaplain and college nurse. For undergraduate students, it may also be appropriate to inform your Director of Studies (DoS).

## University resources

### Code of Practice

The University publishes a code of practice each year. This outlines expectations, guidelines, and responsibilities as a student, as well as the responsibilities of your department, supervisor and advisor (for research postgrad students). These are located [here](#).

### The Office for Student Conduct, Complaints and Appeals (OSCCA)

The OSCCA are part of Student Operations a team within the Academic Division and part of the Unified Administrative Services of the University. This office exists to provide ‘procedural advice, case handling and oversight of a number’ for a range of student complaints. Their role and remit are best described and visualized [here](#).

If you are unhappy with the experience you have received from a University department, faculty, service or staff member, the University has a [Student Complaint Procedure](#) for you to use in order to try and resolve the situation. All complaints are treated seriously and are handled sensitively.

### Research Integrity

One resource that may provide helpful information is the [research integrity website](#), as well as a statement outlining the University policy on [research misconduct](#).

## Union resources

### Students’ Unions’ Advice Service (SUAS)

Submitting formal complaints or some of the other disciplinary processes are formal procedure and so have strict guidelines on timing of certain steps. Given the complexity of these procedures, SUAS is an invaluable resource for navigating these situations. They will advocate for you!

### The University and College Union (UCU)

If you are a staff member (research assistant or otherwise), the [UCU](#) can be a helpful resource. Postgraduate students with a teaching responsibility (supervisions or demonstrations) can also apply to be members. They have an active branch in Cambridge and their website can be accessed [here](#).

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## Formal Complaints Procedures

The complaints procedure is very formalised and has fairly strict guidelines on how a complaint can be made. We recommend speaking with the SUAS for guidance on how to file complaints.

### General Guidelines

If you would like to make a complaint after an incident such as harassment or bullying by a supervisor, you have **28 days** after an incident such as harassment or bullying to raise this issue. The university recommends you first try to raise this within your department. However, if it is not resolved there, or if you do not feel comfortable raising the issue there, then you have 28 days from the written decision of the department to further file this complaint with OSCCA. If you do not wish to raise a complaint with your department first, then you have 28 days from the incident to file the complaint with OSCCA.

If you would like to challenge a decision by a University Body such as the Board of Graduate Studies, you have **14 calendar days** to file a complaint with the OSCCA. Depending on how you are complaining you can either appeal based on a review of examination or university decision.

A challenge to a University decision can be made on these conditions:

- a) procedural irregularities that occurred during the decision-making process, which were material or potentially material to the decision reached; and/or
- b) the decision is unreasonable, in that no reasonable person or body could have reached the same decision on the available evidence; and/or
- c) the availability of new evidence, which materially impacts the outcome and which, for valid reasons, could not have been submitted at an earlier stage.

If out of the time limit, the complaint will not be looked at by the OSCCA and you will have to appeal via the [Office of Independent Adjudicator \(OIA\)](#). The OIA cannot make any decisions but can place a check on University if it has been out of line.

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## Anonymous Reporting

There are a couple of options available if you do not want to make a formal complaint, but have an incident anonymously documented.

### Anonymous reporting through the University

This [site](#) collects anonymous reports of harassment, bullying, discrimination and sexual misconduct. This allows the University to monitor the rate of incidences, and try to understand the impact of measures to reduce their prevalence. The most previous report based on the collection of anonymous data is located [here](#).

### End Everyday Racism

This [platform](#), developed by The Whistle, aims to document incidents of racism at Cambridge. The stories collected will be used to create a case against racism. Make a report [here](#).