

## Nightline

### The Union Knows

- There is currently no out of hour's service provided by UWE or The Students' Union at UWE for students wanting advice, or emotional support.
- Services such as the Bristol Crisis are known to be overstretched, meaning that it's possible for some people to 'slip through the net' when it comes to getting support. Whilst there are other services such as SANEline and the Samaritans, research has shown that students are more likely to reach out for support from their peers (Nightline Association, 2013)
- Nightline is a national charity providing listening support to students across the UK. It runs when other service on campus would be shut. Nightline provides training and support for students to run the service themselves. The service is non advisory, and non-judgemental.
- There are a series of Nightline services run by Students' Unions across the UK, which provide confidential advice and support for students by students, whilst also providing taxi numbers, bus timetables, sexual health support and advice on a range of other topics, through various means, i.e. phone call, instant message and email.
- Nightline Association provides training, good practice guidelines, publicity and more.
- 2013 research from Nightline show us that 75% of UK students had experienced psychological distress whilst at university with 1/3 explicitly recalling it occurring at night – a time when university welfare services are usually closed, but when Nightline would be open.
- The research also found that students are more likely to access support from their family or peers (e.g. another student) than from university provided support such as counsellors and APTs.
- Nightline is a student led service.
- Nightline is well established and has had many successes. Its testimonials provide a strong case for Nightline:
  - "You saved my life. Thank you"
  - "Stressing at 3 am, it's always snice to have a friendly ear to turn to. Thanks"
  - "Was really helpful and seemed friendlier than other services I have used."

### The Unions Believes

- That with 1 in 4 individuals having reported suffering from a mental health problem, alongside the stress and isolation a student can face it is important that The Students' Union provides a service where students can seek support out of office hours.
- That there are unfortunately misconceptions that surround support services like the Samaritans and SANEline, with people feeling they should only call them when they are having suicidal thoughts. A Nightline service can help bridge the gap here.



- That a Nightline service will help enhance support for students and prevent students from dropping out, thereby saving the university money and justifying the funding of the service.

### **The Union Will**

- Lobby the University to deliver support for students when Wellbeing practitioners are out of hours or fund through funding a Nightline service.
- Create and run Nightline a Nightline service for students.
- Affiliate the service with the National Nightline Association to aid in its operation.
- Regularly collect student feedback on the service once it is in place to ensure it is the best it can be.
- Train volunteers through the advice centre, wellbeing service and other appropriate services to ensure they are trained to perform their role to the highest possible standard.
- Lobby the university to provide the Nightline number on university ID cards.
- Advertise volunteering for the service through (but not limited to) the SU volunteering website and SU Jobshop and any other advertising means.
- Ensure that the Nightline promotional material is added to the fresher's welcome pack.
- Ensure volunteers are supported and there is a limit on the amount of shifts they can do per term.
- Create space for the service within the Student's Union Building at Frenchay.

**The Union Chooses:** VP Education

**Proposer:** Siân Hampson

