



ST HUGH'S COLLEGE, OXFORD

Health & Welfare pages

MICHAELMAS TERM 2024

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Student Health, Welfare and Support

Life at university can be stressful. At times, the pressures of work, together with personal or financial worries, may begin to take their toll. St Hugh's takes the health and welfare of its members very seriously, and the College has a series of informal and formal resources that can help you if you are finding things difficult.

Most of us turn to friends when we have problems, but there will be times when you feel you cannot do this, and at such times you should not hesitate to get in touch with one or more of the people whose details are given in these pages. St Hugh's has a team of officers who are employed to help you. That may mean that they will simply listen, or it may mean that they will offer advice or refer you to someone who is better placed to offer you the right kind of support.

Should you find yourself in distress or difficulty, please do ask for help at an early stage. You should not ever worry that you are wasting anyone's time: we are here to help you. You should feel free to approach whoever you feel most comfortable speaking to. You should also feel free to approach any of these people if you have concerns about another member of College.

The College Bylaws set out the circumstances in which information of a personal and private nature may need to be disclosed. As is made clear there, any disclosure without consent from the individual concerned would only be made in exceptional circumstances, on a strict 'need to know' basis, confined to the minimum practically necessary and only after due consultation with the Principal or immediately concerned College Officers. Such an event is rare and restricted to cases where there is very serious risk to one or more individuals.

St Hugh's College's Governing Body emphasises that the principles of free expression, academic freedom, autonomy, confidentiality, privacy and equality of rights, according to law, provide the overarching context within which any policy of the College is to be implemented; and any duty imposed by regulation must be implemented in a manner that is proportionate and positively secures and protects those rights.

The College Welfare Team

Medical Issues

The College has a dedicated group of medical professionals, who are available to advise and support any member of the College who is injured, ill or in distress or difficulty.

The **College Nurse and Wellbeing Coordinator**, Sarah Dragonetti, is available in College on week days during term-time only, from 10.30am to 3.30pm. If you would like a consultation, please contact her by email at nurse@st-hughs.ox.ac.uk or pml.sthughsnurse@nhs.net.

The **College Doctors** are Dr Siobhan Becker and Dr Charles Luo. There is a designated St Hugh's surgery at Summertown Health Centre on Tuesday mornings from 08.30 - 11.30. Please book via Summertown on **01865 515552** or you can access other appointments via [econsult](#). The GPs at Summertown can also be consulted at other times by appointment at the Summertown Health Centre, 160 Banbury Road OX2 7BS 01865 515552 www.summertownhealthcentre.co.uk.

The College Nurse and College Doctor are available to students who have problems or questions relating to **sexual health**. If you would prefer to talk to someone outside college, the Oxfordshire Sexual Health Service at the Churchill Hospital, Old Road, Headington, Oxford OX3 7LJ can be contacted about sexual health. More details and appointments can be found at: www.sexualhealthoxfordshire.nhs.uk/

The Nurse can authorise the Lodge to order **taxis** for a student who, through illness or injury, finds it difficult to get to their out-of-College academic commitments or medical appointments. The cost of these journeys will be **recharged** to the student. The Academic Registrar may deputise for the Nurse in this respect. If the Nurse or the Lodge Porters judge that a student, while not requiring an ambulance, should be seen immediately by a doctor, a taxi will be called to take the student to and from A&E; emergency journeys of this sort will not be recharged to the student.

The UK's 24-hour non-emergency medical advice helpline number is 111 and the emergency number is 999.

Counselling and Support

The **College Counsellor** is available to students who may need to discuss personal matters in strict confidence. Appointments may be made through the College Nurse, or by email: counsellor@st-hughs.ox.ac.uk.

The **Chaplain** is available to members of College in any kind of need, to offer support in strict confidence. Students can email: chaplain@st-hughs.ox.ac.uk, or telephone: 01865 (2)74955 to arrange a meeting, or just drop in.

The **Tutor for Equality, Diversity and Inclusion** may be consulted by any student, and organises events to promote equality and inclusion. Appointments may be arranged by email: tutorforequality@st-hughs.ox.ac.uk.

Academic Issues

Each undergraduate has a **Personal Tutor** (normally one of the Fellows or Lecturers in College in the relevant subject) who directs their studies, helps to arrange teaching for them, and is available to offer academic and general advice. Personal tutors will normally see their undergraduates for report readings at the end of term, and may also arrange other meetings from time to time.

Undergraduates will be told the name of their personal tutor at the beginning of each academic year, and advised of any subsequent changes. If an undergraduate is unsure who their personal tutor is, they should consult the College Office. Students should feel free to consult their personal tutors about academic matters, as well as about pastoral or financial matters in the first instance. Undergraduates may also choose to approach any Fellow or Lecturer in College in the relevant subject for advice in the first instance.

The College's **Learning Development Support Tutor** runs Study Skills workshops throughout the year and can be emailed to book a one-to-one appointment: study.help@st-hughs.ox.ac.uk.

In addition, you may contact the **Academic Registrar**, Thea Crapper, thea.crapper@st-hughs.ox.ac.uk about specific or general academic and welfare matters, including examination arrangements. The **Senior Tutor**, Professor Robert Vilain, is able to give advice and can be contacted by email at: senior.tutor@st-hughs.ox.ac.uk.

Each year every student has a meeting with the Principal to discuss their student academic progress. Students are also encouraged to give feedback on their academic experience at these annual Principal's Collections.

The College makes use of the results of the Student Barometer survey conducted by the University, as well as the National Student Survey of finalists. In addition all students are encouraged to share feedback directly with the College.

Graduate students will find that their primary academic support comes from their supervisor and faculty/department. Each graduate also has a senior member of the College as an **Advisor**. This is in addition to their Supervisor, who is appointed by the University and has direct responsibility for monitoring academic progress. The College Advisor is usually a Fellow of St Hugh's, but may also be another member of the Senior Common Room who is familiar with the subject area. Advisors see the reports written by the Supervisor each term. College Advisors can act as the first port of call about personal or financial problems. Graduates can, for example, discuss eligibility for academic-related grants with the College Advisor before submitting applications or requests to the Senior Tutor. The **Senior Tutor**, Professor Robert Vilain, may also be consulted in his role as Tutor for Graduates about academic or other matters.

Financial Issues

Financial advice can be obtained from the **Senior Accountant** or the **Bursar**, who can also give informal advice about the application procedure to the College's Student Support Fund. Applications to this fund are considered by the Student Support Committee, chaired by the Vice-Principal. Information on financial support available from the College and the University can be found on the College website: www.st-hughs.ox.ac.uk/current-students/finance.

Equal Opportunities

The College aims to provide education of excellent quality at undergraduate and postgraduate level for able students, whatever their background. In pursuit of this aim, the College is committed to ensuring that all of its activities are governed by principles of equality of opportunity, and that all students are helped to achieve their full academic potential. This statement applies to academic disciplines, recruitment and admissions, to the curriculum, to teaching and assessment, to welfare and support services, and to staff development and training.

Disability Services

The University and College are committed to making arrangements to enable any student with a disability to participate as fully as possible in student life. Students with disabilities or specific needs, including SpLDs, are urged to notify College as soon as they are able of any special requirements or provisions, with respect to examinations, adapted rooms, ramps, fire evacuations *etc* so that individual support can be discussed. The College's **Disability Contact** is the Academic Registrar, Thea Crapper (01865 274918, or email thea.crapper@st-hughs.ox.ac.uk), who also works with the Disability Lead on policy matters. Students may also contact the University Disability Service directly on disability@admin.ox.ac.uk, where St Hugh's link advisor is Pauline Graham.

Accommodation

If you have any problems with your room in College, you should contact the Accommodation Office, on accommodation.manger@st-hughs.ox.ac.uk. If you are having problems with **neighbour noise** you should call the Lodge (anonymously if you wish) on 01865 274900 to report the matter, and action will be taken as necessary by the Porters or Junior Dean on duty.

Welfare Committee

The College has a formal committee that considers welfare matters and reports to Governing Body. If you have any general matters that you would like to bring to the attention of the committee, you should feel free to contact the JCR or MCR welfare representatives, or the Committee's Secretary, the Academic Registrar (thea.crapper@st-hughs.ox.ac.uk).

Harassment

The College has two **Harassment Advisors** who can advise on the appropriate course of action if a member of College feels subject to threatening or exploitative behaviour from a member or employee of College. They are: Nora Khayi, who can be contacted at nora.khayi@st-hughs.ox.ac.uk or on 01865274913, and Karen Peake, who can be contacted at karen.peake@st-hughs.ox.ac.uk.

Junior members who feel that they are being harassed by a member of the College may also approach the Dean, Dr Damian Jenkins (dean@st-hughs.ox.ac.uk), as well as any member of staff involved in welfare. The College's Harassment policy can be found on the website, and the University website also gives useful information: www.ox.ac.uk/students/welfare/harassment?wssl=1.

The wider network of Harassment Advisors allows students to speak to an Advisor from another college, or with particular experience: <https://edu.admin.ox.ac.uk/support>.

The University has a dedicated **Sexual Harassment and Violence Support Service**, with a dedicated ISVA: www.ox.ac.uk/students/welfare/supportservice.

The Student Welfare Team

The JCR and MCR each elect their own welfare officers. Their details can be found on the JCR and MCR web pages, and on the welfare notice boards outside the JCR.

The welfare representatives arrange events to promote student welfare, and you should feel free to approach your JCR or MCR welfare reps about any matters of general concern, or for advice on where to seek help for specific welfare issues or. You may also contact one of the Peer Supporters. Peer Supporters are students who have been trained to provide support by listening in confidence. Names of current Peer Supporters can be found in the Lodge and on the welfare notice boards, or you can email peersupport@st-hughs.ox.ac.uk.

Support outside St Hugh's

If you feel it would be helpful to see a trained counsellor but, for any reason, you would prefer not to see the College's own counsellor, you should feel free to contact the **University Counselling Service**, on 01865 270300, or by email at counselling@admin.ox.ac.uk. The Counselling Service's website includes some useful resources, including a series of podcasts aimed at Oxford students www.ox.ac.uk/students/welfare/counselling?wssl=1.

The **Samaritans** are at 123 Iffley Road - 01865 722122. **Nightline** is a confidential term-time listening service (not counselling) offered to students by students between 8pm and 8am - call 01865 270270.

The Solace Centre, Oxford's nearest **Sexual Assault Referral Clinic (SARC)**, is in Bicester. SARCs provide medical, forensic, and emotional support, free of charge, to anyone who has experienced sexual violence; by collecting and retaining evidence, SARCs allow the decision of whether to make a police report to be deferred. Students wishing to use the Solace Centre should telephone 03001 30 30 36 to alert the centre to their journey, then call the Lodge and ask for a taxi to be ordered on 'the Solace Fund', to and from Biceseter. The taxi is paid for by the College and the process is anonymous.

For any guidance or support regarding sexual harassment, the University has a confidential specialist service: www.ox.ac.uk/students/welfare/supportservice. There is also help and advice available from the Oxford Sexual Abuse and Rape Crisis Centre: www.osarcc.org.uk/.

There are many useful links on the University's Student Gateway web pages on **health and welfare**: www.ox.ac.uk/students/welfare.

Students Against Depression (www.studentsagainstdepression.org/) is a website with useful resources and links to support.

ST HUGH'S: HEALTH AND WELFARE CONTACTS

College Nurse	Sarah Dragonetti	nurse@st-hughs.ox.ac.uk
College Counsellor	Dilys Codrington	counsellor@st-hughs.ox.ac.uk
Chaplain	TBC	chaplain@st-hughs.ox.ac.uk
Tutor for Equality	Shelagh Vainker	tutorforequality@st-hughs.ox.ac.uk
Disability Contact	Thea Crapper	thea.crapper@st-hughs.ox.ac.uk
Senior Tutor	Robert Vilain	robert.vilain@st-hughs.ox.ac.uk
College Accountant	Jeremy Weeks	jeremy.weeks@st-hughs.ox.ac.uk
JCR Welfare Reps	Kitty Dallas	katharine.dallas@st-hughs.ox.ac.uk
	Jack Jacobs	jack.jacobs@st-hughs.ox.ac.uk
	Kate Moir	kate.moir@st-hughs.ox.ac.uk
MCR Welfare Reps	Shannon Russell	shannon.russell@st-hughs.ox.ac.uk
	Ryan Smith	ryan.smith@st-hughs.ox.ac.uk
Peer Supporters	<i>The names and contact details of Peer Supporters are given on posters around the College</i>	
Harassment Officers	Nora Khayi	nora.khayi@st-hughs.ox.ac.uk
	Karen Peake	karen.peake@st-hughs.ox.ac.uk

IN AN EMERGENCY

Emergency Services	999
The College Lodge	01865 274900
	07966 382488
The College Doctors	01865 515552

(Out of hours, you will be put in touch with the Emergency GP service, or you can call the national non-emergency line: **111**)

To go to the nearest **Sexual Assault Referral Clinic**, in Bicester, telephone 03001 30 30 36 to alert the centre to their journey, then call the Lodge and ask for a taxi to be ordered on 'the Solace Fund'. The taxi is paid for by the College and the process is anonymous.