

Devon Support Resources/Signposting list

First and foremost, if you, or someone you know is in need immediate crisis support, please call the appropriate emergency services.

Below you will find the available internal support from within Exeter University:

College or teaching related – Undergraduate or Postgraduate taught

HWSS and welfare support for students is provided by a specialist student welfare team aligned to each hub.

If you have an enquiry or want advice, please contact the Education Support Advisor – Welfare (ESAW) who supports your hub:

<https://www.exeter.ac.uk/students/infopoints/specialistsupportcontacts/>

College or teaching related (PGR)

You may benefit from contacting a PGR Support Officer

<http://www.exeter.ac.uk/doctorscollege/aboutus/people/>

The Guild Advice Service

[The Students' Guild Advice Unit](#) have trained professionals who can provide you with a confidential and impartial listening space, advice and information - These are friendly, trained advisors who provide support and advice on any issues relating to university life and are independent to the University. I would like to make colleagues within the Guild aware.

<https://www.exeterguild.org/about/complaints/>

Wellbeing Service

If you need wellbeing support you can contact the Wellbeing Service, who are best placed to help you find the right support for you. You can contact them by phone on 01392 724381, email at wellbeing@exeter.ac.uk or by visiting them at Reed Mews Wellbeing Service, Streatham Campus, Exeter.

Wellbeing Services include: [Psychological therapies](#) (e.g. counselling), [Mental health support](#), [AccessAbility](#) (disability support), [self-help and peer support](#), and support with [mitigation processes](#).

Estate Patrol

Your safety is our primary concern and [Estate Patrol](#) are available 24 hours a day, 365 days a year should any instances arise where you are concerned about your safety (emergency contact number: **01392 72 22 22**).

Self-resolve

If you feel able to challenge the inappropriate behaviour yourself, the EDI pages provide guidance and resources about possible ways to do this – please see

<http://www.exeter.ac.uk/staff/equality/dignity/inappropriatebehaviour/>

LGBTQ+ Staff

You can also seek support by writing in confidence to the LGBTQ+ Staff Network co-ordinators at lgbtqPlusstaff-coordinators@exeter.ac.uk.

You may also be interested in reaching out to our networks who offer community support like the Student [LGBTQ+ Society](#), [Trans and Non-binary Café](#), or [LGBTQ+ Staff network](#).

BAME community support - (New – Nilaari)

Sometimes it can make things even harder if you feel that you are facing these things alone, you may wish to join the BME Network which is a place where everyone is fully free to express their concerns and experiences without fear of intimidation or harassment. They have frequent socials and you can find out more [here](#).

The Student Wellbeing Service has a dedicated counselling service for Students from Black, Asian or Minority Ethnic Backgrounds which is culturally appropriate. If this interests you please contact Nilaari directly to organise your support; you do not need a referral from Wellbeing Services. Find out more [information here](#).

Residence Life (Uni Accom)

We would encourage you to flag concerns with the [Residence Life team](#) who have an in-depth knowledge of the support and wellbeing services available at the University. They should be best placed to offer appropriate support and advice.

Stalking/Walking home alone

The Estate Patrol team also offers a “**Guardian Angel**” service to any member of the University who needs to walk alone after dark from any location on campus to any of the car parks. This involves using the CCTV system to monitor their route. If you wish to use this service, call Estate Patrol on **01392 72 39 99** when you are getting ready to leave your building to arrange with the duty supervisor to monitor CCTV cameras on the route that will be taken.

Private accommodation

You may also wish to speak to the Community Wardens, who offer advice and support for those living in private housing. More information available here: <https://www.exeter.ac.uk/accommodation/privatehousing/supportadvice/>

Nightline

Nightline is a confidential listening and information service run by students for students at the University of Exeter. Available from 8pm until 8am throughout the night during term time.

Dignity and Respect Advisors

You can informally and confidentially speak with one of the University’s trained [Dignity and Respect Advisors](#) who can provide you with a safe listening space and provide further information and support.

Speak Out Guardians

Our [Speak Out Guardians](#) also support the University in being an open and transparent place to work, where all staff are actively encouraged and enabled to speak out, specifically about any dignity and respect issues.

External support services and signposting

Below you will find the available **support externally within Devon**:

Police

If you are reporting particular behaviours (i.e. someone threatening physical violence), you may also wish to consider reporting it to the Police - you can contact them on their non-emergency number – <https://www.police.uk/contact/101/>

Victim Support

Victim Support is an independent charity, that works towards a world where people affected by crime or traumatic events get the support they need and the respect they deserve. They help people feel safer and find the strength to move beyond crime. If you think this might apply to you, their support is free, confidential and tailored to your needs you can access more information at: <https://www.victimsupport.org.uk/help-and-support/coping-crime>

Hospital Services

You may want to raise your concern with the Royal Devon and Exeter Hospital's Patient Advice and Liaison Service (PALS), who would be best placed to support you in this instance. You can find out more information about PALS [here](#) or alternatively, contact them on **01392 402093** or email rde-tr.PALS@nhs.net.

SARC – Sexual Assault Referral Centre

The Exeter SARC (Sexual Assault Referral Centre) is based at The Oak Centre, a safe location in Exeter.

Staff are specially trained to support anyone who experienced rape or sexual assault.

The Exeter SARC provides support and services to males and females of any age.

The services we offer here include:

Crisis worker support for victims; Forensic medical facilities and examination; Sexual health and contraception information and referral services; Follow-up emotional and practical support from an independent advisor (ISVA); Information about reporting to the police or sharing information anonymously; Information and referral to other support services in the area; Advice about personal safety and Referral to our counsellor.

Devon, Cornwall & Isles of Scilly Helpline: 0300 3034626

Devon Rape Crisis

You may also wish to contact [Devon Rape Crisis and Sexual Abuse Services](#) for specialised services and support. They offer confidential, professional support to survivors of rape and sexual assault over the phone, via email, or face-to-face, at a pace that you are comfortable with. Their [helpline](#) opening hours are Mon, Weds, & Fri 6.00pm-9.00pm.

Revenge Porn Helpline

Specifically the Revenge Porn Helpline is available on 0345 6000 459 Tues-Thurs 10am-4pm.

Hate Crime and Incidents

Students and colleagues are advised to report any racist behaviour to Devon and Cornwall Police, as well as reporting through Exeter Speaks Out. There is more information on reporting hate crime and hate incidents available on their website [here](#), but please don't hesitate to ask if you have any questions about this. [Stop Hate UK](#) also provide reporting services in Devon, for those who would prefer to report via a third party. I have attached a copy of your report for reference.

If you or someone you know is in need immediate crisis support, please call the appropriate emergency services.