

# **Support and Signposting Guide for Trans and Non- Binary Students**



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# Introduction

Trans and non-binary people experience disproportionately high levels of mental health issues, homelessness and abuse.

You are not alone and there is support available.

Call these hotlines and access these resources.



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# **CRISIS AND MENTAL HEALTH SUPPORT HOTLINES**

## **24 Hour Hotlines**

Samaritans: 116 123

Leicestershire NHS urgent mental health hotline: 0808 800 3302

National Suicide Prevention Helpline UK: 0800 689 5652

Text SHOUT to 85258

## **Mental Health Hotlines (not 24 hours)**

SANEline (4.30pm–10.30pm every day): 0300 304 7000

CALM for men (5pm–midnight every day): 0800 58 58 58

Papyrus HOPELINEUK for under 35's (weekdays 10am-10pm, weekends/ bank holidays 2pm-10pm): 0800 068 4141

The Mix for under 25's (3pm–midnight every day): 0808 808 4994

Switchboard for LGBTQ+ individuals (10am–10pm every day): 0300 330 0630

Student Space in partnership with The Mix (3pm to 12am every day): 0808 189 5260

**Always call 999 if you are in immediate danger**

# LGBTQ+ SPECIFIC SUPPORT

**Knowing that the services you are reaching out to are inclusive and friendly, especially for trans and non-binary people, is vital in order to feel safe and able to open up and get any help needed. These services are all safe and welcoming for the LGBTQ+ community**

Mindline Trans+ (Mondays, Wednesdays and Fridays) 8pm till midnight: 0300 330 5468

note: calls are only free within your phone contracts hours, if you have no minutes there will be a charge

Mind out: A mental health charity for LGBTQ community.  
mindout.org.uk

Trans and gender-diverse services: mindout.org.uk/get-support/trans-and-gender-diverse-services/

Switchboard: phone, email and instant messaging.  
0300 330 0630  
switchboard.lgbt/how-we-can-help

The Leicester LGBT Centre: support groups, socials and counselling.  
leicesterlgbtcentre.org/

# LGBTQ+ HOUSING SUPPORT

Stonewall Housing: [stonewallhousing.org/services/advice/](https://stonewallhousing.org/services/advice/)

Albert Kennedy Trust. Support for 16 to 25-year-olds: [akt.org.uk/](https://akt.org.uk/)

# LGBTQ+ SEXUAL HEALTH

Trade sexual health. Confidential sexual health advice, services and support for the LGBTQ+ community in Leicester, Leicestershire and Rutland: [tradesexualhealth.com/](https://tradesexualhealth.com/)

you can contact them by dropping into their office, by phone or by email. Opening hours (Monday - Thursday: 9:30am - 5:00pm and Friday 10:00am - 4:00pm)  
Advice line: 0116 254 1747

Leicester Sexual Health. They offer a large range of services including free STI testing kits, advice and signposting and sexual health clinics.

LGBT clinics in Leicester. Clinic Xtra at Trade Sexual Health and Men's Sauna Clinics.

[leicestersexualhealth.nhs.uk/](https://leicestersexualhealth.nhs.uk/)

General enquiries (Monday to Friday 8:30am – 5:30pm, Saturday 10:30am – 3:00pm) 0300 124 0102

# LGBTQ+ ABUSE AND SEXUAL VIOLENCE SUPPORT

Galop. support for abuse and violence and conversion therapy. they offer helplines, webchats, forums and more: [galop.org.uk/](http://galop.org.uk/)

Trade sexual health. LGBTQ+ friendly abuse and sexual assault signposting: [tradesexualhealth.com/support/](http://tradesexualhealth.com/support/)

**For more in depth support and signposting for sexual violence see:**

[leicesterunion.com/support/adVICESERVICE/leicestertalks/a-z/sexualabuseandmisconduct/](http://leicesterunion.com/support/adVICESERVICE/leicestertalks/a-z/sexualabuseandmisconduct/)

or scan the QR code on the here to hear sexual violence guide in bathrooms doors on campus

## OTHER SUPPORT

Trans Can Sport. Online activities and fitness classes for trans adults: [transcansport.co.uk](http://transcansport.co.uk)

Leicester SU LGBT Society. Weekly meetups (LGBT Tea) and socials:  
[leicesterunion.com/opportunities/societies/findasociety/7220/](http://leicesterunion.com/opportunities/societies/findasociety/7220/)

[instagram.com/uollgbtsoc](https://www.instagram.com/uollgbtsoc)

# SELF HELP APPS

**These apps help you to manage your mental health and wellbeing by using interactive self-help resources.**

Worrydolls. Allows you to give your worries to dolls on the app so you have shared any burdens.

Calm Harm. Provides guided activities in order to manage self-harm urges and keep you safe.

Headspace. Mindfulness and meditation app to help manage mental health.

MyPossibleSelf. Made by priory healthcare, it has a large range of features such as trackers, mindfulness, articles, guided exercises podcasts.

StayAlive. pocket suicide prevention resource for the UK packed with tools and information.

My Healthy Advantage. provides support for those living in university ran accommodation who have set up a health assured account (more information on HA in the next section).

MyWellbeing. an app by the University of Leicester that offers tools resources for your wellbeing, register using your university email

# **SUPPORT FOR TRANS STUDENTS AT LEICESTER STUDENTS UNION**

## **Leicester Student's Union Advice Service**

The SU advice service is on the second floor of the Percy Gee Building offers support and information on issues relating to your student wellbeing.

### **The SU advice service can:**

- Listen to you explain your situation and provide you with advice and support, identifying appropriate services for you and the next steps you can take.
- Liaise with other services and departments on your behalf where needed.
- Review and provide further guidance on any documentation you need to collate for any procedures you need to follow.
- Continue to provide advice on any outcomes you experience and anything else you'd like advice on during your student journey.

The advice Service is open Monday-Friday 10am-4pm.

# **SUPPORT FOR TRANS STUDENTS AT LEICESTER STUDENTS UNION**

## **Other wellbeing support includes:**

Peer Mentoring. A scheme where students in their second year or beyond act as Mentors, as they are in the perfect position to offer advice having already walked in the same shoes.

Therapy dog sessions. These occur every Tuesday between 1pm-3pm in the Advice Centre.  
To book a session, please email [advice@le.ac.uk](mailto:advice@le.ac.uk).

## SU website support and liberation pages:

[leicesterunion.com/support](https://leicesterunion.com/support)

[leicesterunion.com/liberation](https://leicesterunion.com/liberation)

From 2022, trans and non-binary students will be offered counselling from an external service. More details about coming soon.

# **SUPPORT FOR TRANS STUDENTS AT THE UNIVERSITY OF LEICESTER**

The Report and Support System is an online disclosure and advice service run by the standing together team. It allows you to report any unacceptable incidents or behaviour that occurred before or during your time as a student at Leicester.

You can report anonymously or leave contact details and the appropriate staff will get in contact to support you.

<https://reportandsupport.le.ac.uk/>

The Student Wellbeing Service is a free, confidential and professional service which offers wellbeing support and counselling for students at UoL.

The Student Welfare Service, based in the Percy Gee Building, provides a practical advice for a range of issues.

<https://le.ac.uk/study/wellbeing>

The AccessAbility Centre offers support and advice for students with a disability or long term health condition including mental health conditions.

<https://le.ac.uk/accessability-centre>

Togetherall is a confidential, online mental health support community, run by trained professionals, and available 24/7. Register at [togetherall.com](https://togetherall.com) . Sign up with your University email address.

# **SUPPORT FOR TRANS STUDENTS IN UNIVERSITY RAN ACCOMMODATION**

Residential advisers are students employed to support those living in university ran accommodation. They run events and help with settling in and are welcoming to talk to about anything.

Health Assured is a private wellbeing service offered to students living in university ran accommodation. They offer a 24/7 help line and short term counselling. For more information contact: [accommodation@system.le.ac.uk](mailto:accommodation@system.le.ac.uk)

Campus security are available 24 hours a day through the safe zone app or via telephone.

emergency number: 0116 252 2888

general enquiries number: 0116 252 2023

Accommodation reception staff are available at the 24 hour reception in the Village or the City for general accommodation issues or for a chat and a cup of tea.