



Our working hours:

We are here to support you during your time living in LSBUHalls.

Follow our shift pattern on @LSBUHalls Instagram.

Feedback:

Share your feedback with us!

Please email thrive@lsbu.ac.uk with your thoughts and comments.

We look forward to hearing from you.

Where are we?

The **THRIVE** team are located in the Wellbeing Hub in McLaren House in C Block, ground floor.

We offer you a comfortable and dedicated area in which you can meet, relax, and talk with us.

Alternatively, we can communicate via phone, text, or visit you in your hall – the choice is yours.

Key Contacts:

PAPYRUS HOPELINEUK:

Provides a safe space to talk about anything that could be impacting on your or anyone else's ability to stay safe.

Call - 0800 068 4141 (9am-12am)
Text - 07860 039967

Samaritans:

Get free, confidential support by phone from trained volunteers.

Call Free - 116 123 (24 hour support)
Student Space: (3pm-12am)
Call Free - (+44) 0808 808 4994

Black River Counselling/Lambeth and Southwark Mind:

A free online service supporting people of Black African/African-Caribbean heritage who are residents of Southwark Borough.

Call - (+44) 0808 196 3007

Muslim Youth Helpline:

Non-judgemental faith and culturally sensitive support by phone, live chat, WhatsApp, or email.

Call - (+44) 0808 808 2008
Everyday 4pm-10pm
or myh.org.uk

Frank - Drugs Helpline:

Call - (+44) 0300 123 6600
talktofrank.com

The Havens:

Specialist centres in London for people who have been raped or sexually assaulted. Urgent advice/appointments available.

Call - (+44) 020 3299 6900

The Mix:

Essential support for under-25s.

Call - (+44) 080 8808 4994
Weekdays 4pm-11pm

<https://www.themix.org.uk/>



We Empower You

You are unique! Empowering you means that you are in control. We will help you to solve the problems faced in your life by exploring your thoughts and feelings around your current situation.

We will offer you the help and support that you need to find out what works best for you. You make decisions for yourself, and we help you to feel more confident and stronger in the choices that you make for your future.

Non-Judgemental

You can talk to us about anything. We do not judge you. We listen and understand your needs whilst providing you with a choice. We believe that everyone has the right to speak openly in a safe space where your concerns matter.

Non-directional:

We won't tell you what to do or impose any moral or religious beliefs on you.

How to Contact us:

Email: thrive@lsbu.ac.uk

Our Telephone Numbers:

Residential Wellbeing Manager:
0781 063 7356

Residential Wellbeing Advisor:
0796 776 5597



Our Promise to You:

- To listen while you talk through your issues and help you find your own solutions
- To understand your needs
- To signpost you to other services if required
- To provide you with information about services including the Mental Health and Wellbeing Team (MHWB)
- To help you get the most out of your time in halls and the university

About us:

The **THRIVE** Residential Wellbeing Team provides sensitive support and information to students in LSBUHalls.

We can help you overcome issues around loneliness, low mood, unhappiness, and general life stressors whilst connecting you with support and services if required.

We are here to listen to your needs and ensure that we try to talk with you whenever you need.

Confidentiality:

We respect you, your privacy and your confidentiality. Written records of appointments are held in a secure database, the records are essential to ensure we are able to provide appropriate support to you.

Any information you give us is strictly confidential within our service. We do not pass on personal information about you to anyone outside the service (such as course team or family).

Please be aware that we do work collaboratively with the Mental Health and Wellbeing Team and may need to share information that leads us to believe that you, or someone else, is at serious risk of harm and take steps to minimise this danger.

Any action would usually be discussed with you first. It is important to emphasise that no one will be told who does not need to know.

For further information please search: London South Bank University Halls of Residence Privacy Notice.

Health Assured - your helpline when THRIVE is not available:

Health Assured is a 24-hour helpline to support you through any of life's issues or problems. It is free to call at any time.

They provide support with stress and anxiety, student issues, financial wellbeing, family issues and much more.

Telephone:
0800 028 3766

Please note, when calling – you will need to inform them that you are a student at LSBU.

