

ST JOHN'S COLLEGE



**WELFARE AND WELLBEING GUIDE FOR STUDENTS
2025-2026**

Introduction

This short guide draws together information on some of the welfare and wellbeing support available to students at St John's College. The guide covers some, but not all, welfare and wellbeing topics and has key information about who you can ask for help and supportive resources. When you have a problem it can be very easy to think that you are the only one facing challenges, and that everyone around you is doing well. This is never the case. We are all human beings who all face obstacles, challenges, bad as well as good luck, and difficult decisions throughout our lives. Knowing how to ask for help and actually doing so is really important. College has lots of people who can and want to help you.

University websites and external organisations are also listed in the guide so you can do your own research and seek help if you prefer. The College Welfare and Wellbeing team will support you wherever you are in your search for help, support and information. We will always be there if you would like to speak to someone in confidence to work out a starting point, ask questions or understand what options are available to you for help. We will listen and offer non-judgemental and confidential advice, help and support for as long as it takes for you to find what you are looking for.

All you have to do is ask.

Hanne Clark

Head of Student Welfare and Wellbeing.

St John's College Welfare and Wellbeing Team

Hanne Clark, Head of Student Welfare and Wellbeing.

Hanne is Head of Student Welfare and Wellbeing at St John's College Oxford. She has worked in student support at Oxford University for 8 years and at St John's since 2023. Hanne and her team are always happy to meet students who would like to talk about any aspect of their Oxford life which is impacting their wellbeing or welfare. They will meet with you, hear your concerns and help you identify what options you have for support and help. Sometimes a quick chat is all it takes to see the wood for the trees or other times, support can be needed for much longer. They can help you find the service or team in College, the University or sometimes the local community who can best help. They offer support to move forwards at a pace which suits you. Book a 1 to 1 Wellbeing appointment [here](#) to chat through anything you'd like some help and we will work out the options and first steps with you.

Rob Styles, Senior Welfare and Wellbeing Officer.

Rob Styles is Senior Welfare and Wellbeing Officer. Rob's background is in social work where he worked in a statutory role with young people aged 18-25 who were leaving the care system. You can make an appointment to talk to Rob [here](#) about anything which is worrying you about your College or University life and as a starting point to sourcing support. Rob will listen and go through the options you might have to try and help you work out the next steps. Rob can also give you more information about who else in the College or University might be able to support you.

Ellen Skidmore, College Counsellor

Ellen Skidmore is our College Counsellor. Ellen is a Cognitive Behavioural Therapist and Integrative Psychotherapist who also works as part of the wider University Counselling services. Ellen is available to offer counselling onsite to students in term time and vacations. Ellen can also provide direct access to specialist mental health support within the wider Uni counselling services. Ellen will be taking appointments for the academic year 2025-2026 from 11th August 2025. You can contact Ellen here. Ellen.skidmore@admin.ox.ac.uk

Kinneret Milgrom, College Nurse

Kinneret Milgrom is our College Nurse. Students can see Kinneret for confidential professional support on a variety of health issues such as minor illnesses, accidents and injuries, contraceptive pill checks, sexual health, health travel advice, initial mental health

Support, assistance in navigating the NHS for International Students and more. You can make an appointment with the nurse in term time [here](#)

Mrs Elaine Eastgate, Disability co-ordinator

Elaine is St John's Disability Co-ordinator, and she works closely with the University's Disability Advisory Service. If you have a specific learning difficulty, or a physical or mental health issue which might affect you during your time at St John's, please contact Elaine in confidence to talk about how to register with the DAS. You can do this at any point, but starting the conversation early is advised so you can get support and help faster.

Elaine works regular office hours, (Monday to Friday 9am-5pm) and the best way to contact her is via email: elaine.eastgate@sjc.ox.ac.uk

Fellow for Welfare

The Fellow for Welfare sits on the College Welfare Committee and is engaged in strategic, policy, governance, and administrative issues related to student welfare in college. They also chair the Financial Assistance Committee.

Confidentiality

We know that students worry about talking about difficult things in their lives. When you speak to a member of the Welfare and Wellbeing team, you do so in confidence. We will not discuss or report what you say to other people without your consent. The exception to this would be if there was perceived risk of serious harm either to yourself or to anyone else. Our aim is to ensure that you can speak as openly as you choose, and that together, we can find you any help and support you need.

We are not able to respond in detail to parents or carers' enquiries or concerns about you if you are over 18 years old. If parents or carers are in touch with the college, we will encourage them to talk to you directly, and we will contact you to ask if you need support.

Out of Hours Emergencies

The Lodge Porters
01865 277300

The Porters' Lodge is staffed at all times of the day and night. In case of emergencies within the main college site, the Porters are your first port of call. They can phone for an ambulance, and alert the welfare team member who's on duty. If you call the Emergency Services yourself, please also let the Lodge know so the crews can find you. The Porters will look out for the emergency services vehicles and direct them saving crucial time.

For those living outside St John's main site, please either call the Lodge, or for an ambulance 999.

Out of hours welfare support

[Student Welfare Advisors | St John's College, Oxford](#) offer welfare and wellbeing support out of office hours.

If you need welfare help and support out of office hours, you can call the Student Welfare Advisors directly on 07483924303 or you can contact the Lodge on 01865 277300. The Lodge team will get in touch with the person on duty for you. If you need urgent medical assistance and have already called for an ambulance, let the Lodge know immediately so they can look out for ambulance and direct the crew to find you.

JCR and MCR Officers

Confusingly, both undergraduate (JCR) and graduate (MCR) students are called 'junior members', and each common room has its own welfare representatives. Often, people choose to approach a welfare officer initially for advice, and they can give really important help, or suggest the right person for you to speak to. The welfare officers liaise with the Head of Student Welfare and Wellbeing and they attend the termly Welfare Committee where new initiatives are discussed. You can find a list of the current JCR and MCR committees on the JCR/MCR webpages.

Peer supporters

Peer supporters are students who have been trained to listen and support you if you have an issue you'd like to discuss. You can find a list of the current peer supporters on the JCR and MCR web pages.

New peer supporters are trained each year in Hilary term, and recruitment takes place at the end of Michaelmas term. If you would like to apply to train, please remember to ask your tutor. The Oxford Peer Supporter programme has been established for more than thirty years, and it has been a starting point for many careers within caring professions.

Physical health.

Being ill while you are living at University can be a worrying time. However, there are lots of ways you can get help and support and lots of people to help you get it. Here is what you can do.

If you or somebody else has a serious or life-threatening health emergency, call 999 for Emergency Services. If you call an ambulance, let the Lodge know that one is on the way so they can direct the ambulance onsite and the crew to you. The Porters can also call an ambulance for you or arrange a taxi to take you to the hospital and bring you back again free of charge. Even if you are not registered with the NHS, you will always be seen in an emergency at the John Radcliffe Hospital. If you go to hospital, it is important to contact the GP in Oxford when you are back in College so they can offer you follow up care. The College nurse can help you to do this. You can make an appointment [here](#) or email the nurse on nurse@sjc.ox.ac.uk. The nurse runs clinics in term time only. The College GP practice is called Beaumont Elms. Register with the practice or make an appointment [here](#). There is a tab for students along the top of the page with more information about their services.

You can make routine appointments with the GP practice using the website. Routine appointments are for issues which can wait for normal opening hours. If you want to speak to a doctor on the same day, call the practice and ask to go on the list for the duty doctor. That means that a doctor will call you back at some point on the same day. Make sure you have your phone with you as they will not make repeated calls. The number to contact the practice is 01865 240501

Mental health support in College and the University.

College Counsellor

Ellen Skidmore is the College Counsellor and is available to offer counselling onsite to students in term time and vacations. Ellen can also provide direct access to specialist mental health support within the wider Uni counselling services.

Ellen can be contacted directly via email at Ellen.skidmore@admin.ox.ac.uk

The University Counselling Service.

The University Counselling Service provides free and confidential support to students. It can be accessed a lot faster than NHS counselling and is tailored specifically for Oxford students. You can read more here [Counselling and mental health | University of Oxford](#) and can book an appointment by emailing counselling@admin.ox.ac.uk. The team also offer group sessions as well as workshops which are designed to help you build skills to cope with the demands of university. Topics have included mindfulness, perfectionism and overcoming panic. Their website also includes supportive resources and podcasts.

Togetherall

For those who prefer an online environment, Togetherall is a free online support service open to all Oxford students. Giving access to a global welfare community, moderated by mental health professionals, Togetherall provides a safe space for students to help self-manage their mental health and wellbeing.

To join, visit www.togetherall.com and register with your Oxford email address.

The college and the University will not be informed if students sign up to Togetherall or know of students' activities on the service unless Togetherall has serious safety concerns. If there are serious concerns over a student's safety, Togetherall will alert the central University student support team.

Support outside the University

Samaritans

The Samaritans offer a confidential, independent listening service for those in distress which is always staffed. Details of the Samaritans can be found on their website, <https://www.samaritans.org/> and they can be called free on any phone: 116 123. They have a useful self-help app for keeping a track of moods, feeling more in control and creating a plan to stay safe in a crisis.

Nightline

Oxford Nightline is an independent listening service run by students for students. They can be called between 8pm-8am on 01865 270270 from Sunday of 0th week through to Saturday of 9th week, and there are also message chat options: please see <https://oxford.nightline.ac.uk/>

NHS 'SHOUT' service

A free, confidential, 24/7 text service run by Oxford Health NHS Foundation Trust. Text the word 'SUNRISE' to 85258 to start a text conversation with a qualified mental health professional.

Talking Space

TalkingSpace is an NHS service offering a range of talking therapies. Please see their online referral form: <https://www.oxfordhealth.nhs.uk/talkingspaceplus/>

StudentMinds

Student Minds is an independent charity with some useful resources: <https://www.studentminds.org.uk/>

Mind

Another independent charity, with some helpful supportive resources, available at: <https://www.mind.org.uk/>

PAPYRUS

Suicide Prevention Website: [Papyrus UK Suicide Prevention | Prevention of Young Suicide \(papyrus-uk.org\)](#) Phone: call 0800 068 4141 (Monday to Friday, 10am to 10pm, and 2pm to 10pm on weekends) or text 07860 039967

CALM Men

(15-35) Website: [Homepage | Campaign Against Living Miserably \(CALM\) \(thecalmzone.net\)](#) Phone: 0800 58 58 58 (daily, 5pm to midnight)

Anxiety UK

Website [National charity helping people with Anxiety - Anxiety UK](#) Phone: 03444 775 774 (Monday to Friday, 9.30am to 5.30pm)

No Panic

Panic Attacks Website: [Home - NoPanic](#) Phone: 0844 967 4848 (daily, 10am to 10pm)

Financial Support

There is information and details about all College Awards, Grants and Scholarships here [Grants, prizes & scholarships | St John's College, Oxford](#)

Financial support in times of unexpected change.

"Life happens". We all meet twists and turns in the road which we didn't see coming. Circumstances can change in a totally unexpected way and in amongst the turmoil can be financial problems. College have a Financial Assistance grant which students can apply for to help with money matters in times of unforeseen changes in circumstance. Applications are

dealt with by the Fellow for Welfare, who can send you the application form and will submit it to the Financial Assistance Committee, who make any decision on support.

The Head of Student Welfare and Wellbeing and Senior Welfare & Wellbeing Officer do not sit on the Committee where decisions are made, but can support students with preparing their application forms and (only with their consent), can summarise students' individual situation for the Committee. She can also talk through your situation with you and see if there is any more help or support which might make things easier for you. More information, and the application form, can be found at: <https://www.sjc.ox.ac.uk/current-students/grants-scholarships-and-prizes/> (scroll down to near the bottom of the page). Or you can email welfare.fellow@sjc.ox.ac.uk

Stand alone pledge: support for estranged and care-leaver students

Oxford University committed itself to the 'Standalone Pledge' to support estranged and care-leaver students.

<http://www.thestandalonepledge.org.uk/champion-institutions/23-south/133-university-of-oxford>

St John's shares that commitment, and if you are a standalone student, please speak to the Welfare and Wellbeing team about the College and University provisions that are available.

Addiction and substance issues

If you would like to talk about your relationship with substances and how you might like to make a change in how you use them, you can talk in confidence to any member of the welfare team. We can talk to you and find out what your options for help and support are. We work really closely with an organisation called [Turning Point](#) who offer free, confidential and impartial advice to anyone looking to make a change in the way they use substances. The College Nurse or the GP practice is a good starting point for support and further information and there is also a confidential 24hr-chat facility which can be accessed through the independent Talk to Frank website:

<https://www.talktofrank.com/contact-frank>

Sexual Health

The Welfare and Wellbeing Team can support you to find any information you might be looking for or can signpost you to community organisations who will be able to offer any service supporting safe sex or advice about what to do if you are worried that you might have had unsafe sex. We will speak to you in confidence and will make sure you have all the information you need to make an informed decision about your body.

Safe Sex

Safe sex starts with getting informed. The NHS Choices website is a good starting point for advice and information. <https://www.nhs.uk/live-well/sexual-health/>.

The College Nurse can talk to students about contraception, protection against and testing for sexually transmitted infections (STIs), managing risk or what you can do if you think you have had unsafe sex. Any member of the welfare team will offer you non-judgemental,

supportive help and advice to find out whatever you need or you can speak with the GP about sexual health.

If you prefer to go to a clinic for advice, check here for services offered, opening times and appointment availability [Welcome to Oxfordshire Sexual Health Service - Sexual Health Oxfordshire](#)

The closest clinics to College are in Rectory Road, Cowley and the Churchill Hospital. Both these clinics are less than 50 minutes walk away from College. Both are on bus routes with frequent services.

Sexual Violence

Whilst this guide does not deal with disciplinary matters, if you have been involved in an incident of sexual harassment or violence, support and advice is available from the University's Sexual Harassment and Violence Support Service, as well as within college.

The Sexual Harassment and Violence Support Service provides a safe place to be heard. It offers free support and advice to any student who has been affected by sexual harassment or violence. All of the specialist advisors are trained to support you at your pace. They will help you explore your options and support you whatever route you choose. All information shared at the Service will also remain confidential (unless there is a risk to yourself or others). Accused students can access the service too. In order to avoid any potential conflicts, support for students who have been accused of sexual misconduct has been separated from support for survivors. There is an additional advisor who works solely with students who have been accused of sexual misconduct. The rest of the team works solely with student survivors.

For more information, see <https://www.ox.ac.uk/students/welfare/supportservice?wssl=1>

Contact details.

Email: supportservice@admin.ox.ac.uk

Accused students are referred to: caseadvise@admin.ox.ac.uk

Students in active criminal justice proceedings or seriously considering reporting to the police following an incident are invited to contact the Service's Independent Sexual Violence Advisor (ISVA) at oxforduniisva@osarcc.org.uk

Name changes

You can update your Preferred Name listing directly on Student Self Service.

To request the appearance of your e-mail address to be changed (to match your preferred name as displayed on Student Self Service, to reflect a recent official name change, or to reflect your department rather than your college if you are a research student) please contact IT Services: <https://help.it.ox.ac.uk/service-desk>

Quick guide: who do I contact if:

I'm ill?

In an emergency, contact either the Lodge 01865 277300 or 999

For health advice call 111; for a GP appointment, the college doctors 01865 240501

<https://www.19beaumontstreet.com/student-page>.

Contact the College Nurse

Health, Welfare and Wellbeing | St John's College, Oxford.

I'm unhappy or lonely/ seeking emotional support?

Within St John's: Any member of the welfare and wellbeing team.

Within the University: The University Counselling Service; TogetherAll

Beyond the University: Nightline, the Samaritans, TalkingSpace

I'm a student with a specific learning difficulty, or mental or physical health issue?

The Disability Co-ordinator: elaine.eastgate@sjc.ox.ac.uk

I'm facing financial hardship?

welfare.fellow@sjc.ox.ac.uk

I'm a care-leaver or estranged undergraduate student?

welfare.fellow@sjc.ox.ac.uk

I'd like to change my Oxford email name to reflect my identity?

<https://help.it.ox.ac.uk/service-desk>

I've been subject to sexual assault, either recently, or in the past?

If the assault has occurred very recently, please contact the Head of Student Wellbeing or another member of the welfare team in working hours or The Lodge if it is out of working hours.

If the assault occurred in the past, you can also speak to the Head of Student Wellbeing, any member of the welfare team, a peer supporter or a college harassment advisor, or get in touch with the University Sexual Violence and Assault Service.

I think I may have been exposed to an STI?

Either the local sexual health hub 01865 231231 or the college doctors 01865 240501

I'm concerned about issues of addiction/dependency for myself or someone else?

Confidential advice and help is available from the college doctors 01865 240501

<https://www.19beaumontstreet.com/student-page>

or the independent Talk to Frank website <https://www.talktofrank.com/contact-frank>