



Rough day?

Instant messaging at nightline.org.uk

Call: 0207 631 0101

Text: 07717 989 900

Or email listening@nightline.org.uk

Confidential listening, support and practical information for students, by students. Lines open from 6pm-8am term time

Nightline

A confidential listening
and information service

Grace Handley

What is Nightline?

“A confidential and anonymous listening and information service run by students for students”

- Non-judgemental
- No advice
- Empathetic
- Open every night of term



What is Nightline?

“A confidential and anonymous listening and information service run by students for students”

Nationally:

- 37 Nightlines
- Support over 85 higher education institutions and student accommodation providers
- In 2016/17, took over 36,000 calls

What is Nightline?

“A confidential and anonymous listening and information service run by students for students”

Locally:

- London has 55 affiliates, including distance learning institutions and housing providers
- We take over 3000 calls per year
- We're a registered charity

Our Mission

- To provide a safe space where students can get confidential support in the event that they need it
- That fewer students have their education compromised by emotional difficulties
- Fewer students die by suicide
- To make emotional support as accessible to the student population as possible

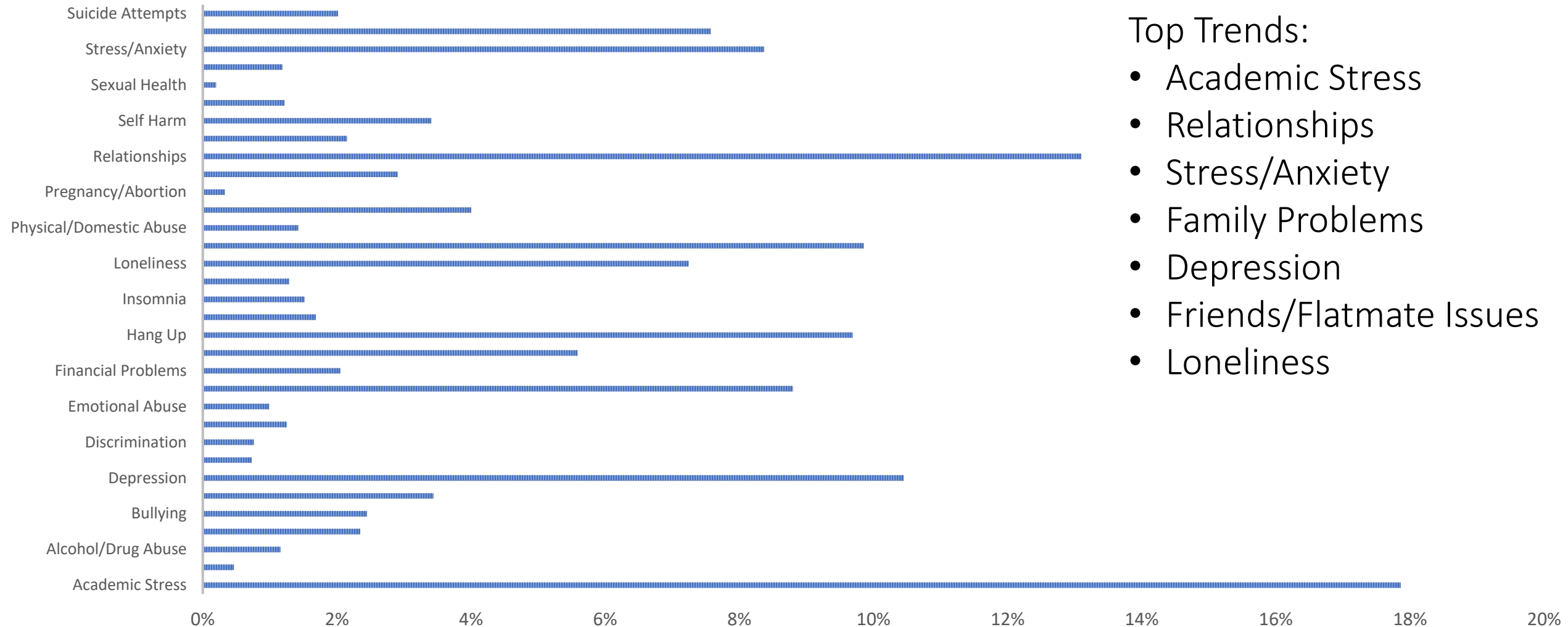
To make sure every student feels supported throughout their university experience, whatever that may mean to them

London Nightline

- About 70 volunteers who run our helpline
- Around 20 volunteers who organise our publicity
- We offer: phone, instant messaging, text, email and Skype phone
- We take about 3000-3500 calls per year
- Average call length is now 38 minutes, and we take about 17 calls a night
- We have more male contacts than the average helpline

What do students want to talk about?

2017/18 THEMES



What can potential callers expect?

- All of our volunteers are students themselves with 20+ hours of training
- They're there to listen, and volunteers will not end the call after a certain time
- Everything is anonymous: we don't ask where people study
- It's all confidential (except if they ask for emergency services)
- The service is the same across all formats, so whether the caller uses phone, IM, text, or email they will receive the same service each time

How Nightline Can Support You

- We're **open every night of term**, so if a you can talk to use when other services are closed
- We offer **written formats**, which can make it easier to talk about something for the first time, or if you aren't comfortable talking out loud
- We're **anonymous and confidential**, so we won't follow up and you won't bump into us in the hallway
- We can also find **information** for you, whether it be about local GPs, transport or what pizza places are open near you

Feedback from Callers

“It was so helpful to be able to talk to someone who was unbiased, anonymous and wouldn't judge in the middle of the night. It helped me to figure out my thoughts and actually come to solutions for my problems. It was great because I often get stressed when other services/people aren't available to talk to, so it meant so much to me that someone was there.”

“I just needed to vent and they were amazing, really empathetic and just let me talk for as long as I needed to.”

Feedback from Callers

“As a mature student it can be difficult talking through worries and troubling times with other students on my course, due to differences in experiences, so Nightline felt like a great alternative option. The person I talked to by IM made it easy for me to say what was troubling me, and found ways to get me thinking about and talking about things I hadn't really delved too deeply into. They helped to break me out of my current emotional meltdown and got me thinking, which made me calm and helped me realise things I could not do by myself. It was just nice to be able to talk and to be heard. Thank you!”

Hotline Volunteering

- Work on the lines listening to our callers
- Go through extensive active listening and skills training, which is topped up every term
- Have to do a minimum of 12 shifts per academic year
- Opportunity to specialise your interests with exec roles
- Application on our website

Deadline: 3rd October

Ambassador Scheme

- Runs events specifically associated with their campus
- Opportunity to work with different communities at the university
- Creative element of organising events, such as comedy evenings and cake sales, in association with Nightline
- Help to create awareness about student welfare and mental health on campus
- Application on our website

Deadline: 24th October

Publicity and Fundraising Volunteers

- Create and implement campaigns that run across all universities and organisations affiliated with London Nightline
- Organise both on the ground events, and national social media campaigns
- Get to help work on our annual Nightline Awareness Week in November
- Can attend events at any affiliate university, and get to know how they run things
- Opportunity to meet other creative people from other universities
- No deadline – applications always welcome via email

How do I sign up?

- Find the Hotline Volunteer and Ambassador applications on our website, nightline.org.uk, under the volunteer tab
- For more information, or to express an interest in Publicity and Fundraising volunteering, email volunteer@nightline.org.uk



Any Questions?

