



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

London Nightline

A confidential listening
and information service

What is London Nightline?

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

- Non-judgmental
- No advice
- Empathetic
- Open every night of term,
6pm – 8am



What do we stand for?

- Set up in 1971 after a number of suicides at Imperial College
- Our mission is to provide confidential support to students across London who might feel like they have no-one else to turn to every night of term
- Strive to be as accessible as possible, with a range of ways to contact us, and with no judgement about what you want to discuss
- To make sure every student feels supported throughout their university experience, whatever that may mean to them

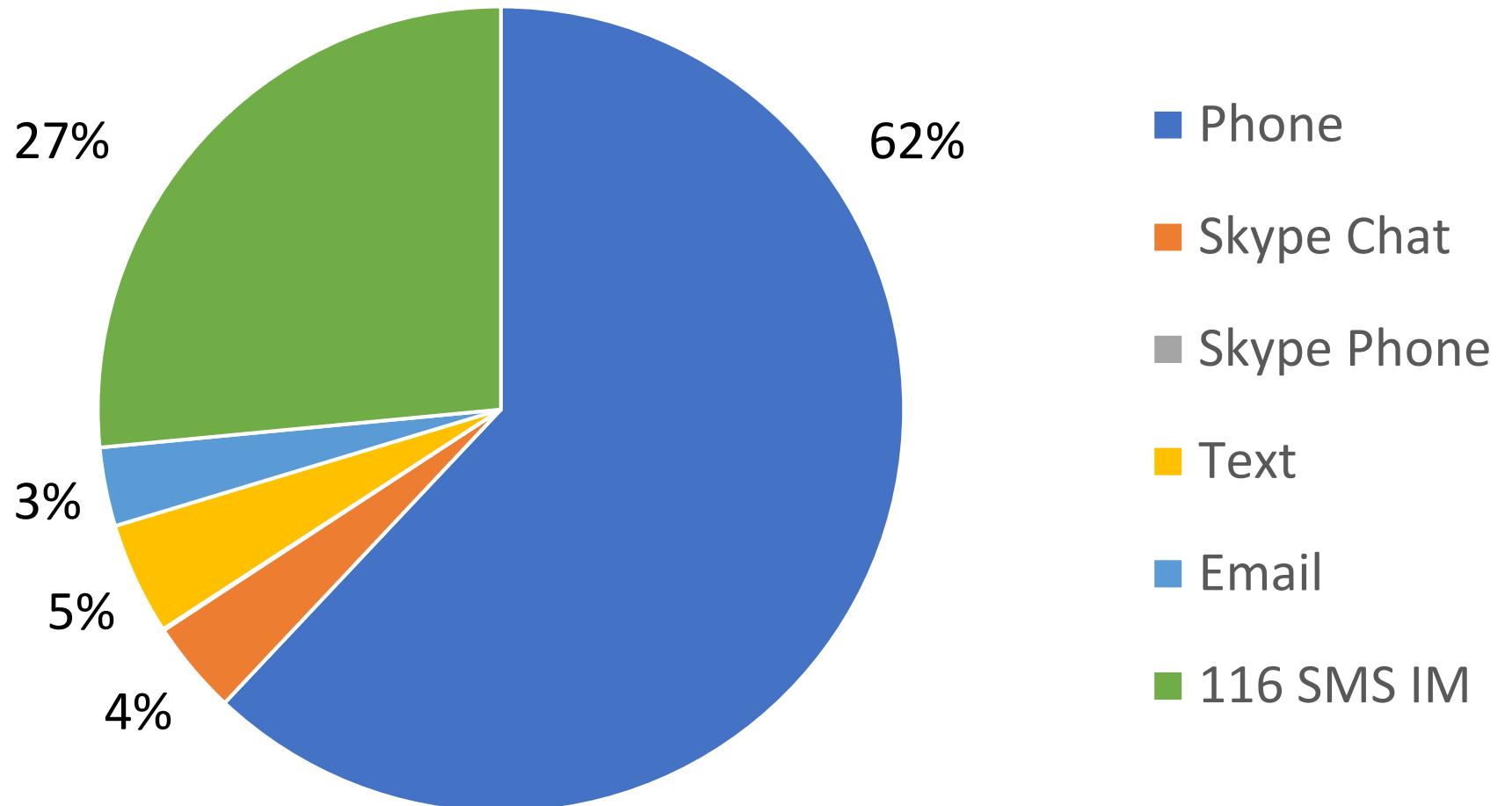
How many calls do we take?

2014/15: 2958

2015/16: 2781

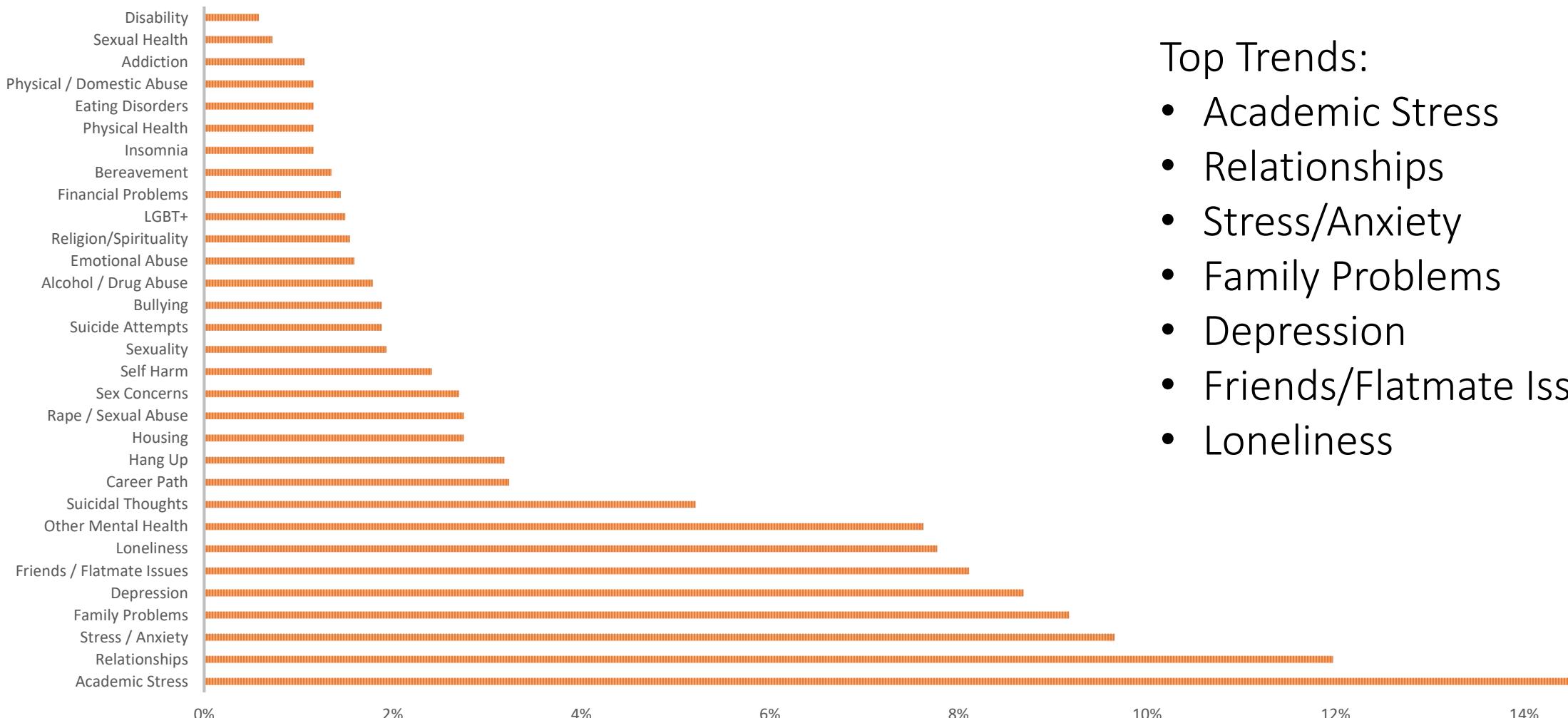
2016/17: 3573

How do we take our calls?



What do people call us about?

CALL TRENDS 2016-17



Top Trends:

- Academic Stress
- Relationships
- Stress/Anxiety
- Family Problems
- Depression
- Friends/Flatmate Issues
- Loneliness

Feedback from Callers

“The person that I spoke to was great in allowing me to explore how I was feeling, and I felt much calmer and much more at ease after speaking to them. They didn't seem in any kind of hurry to finish the conversation, so I had plenty of time to think through my answers and figure out for myself how I was feeling to be able to explain and discuss it.”

Feedback from Callers

“Wow. The problems that were causing me stress didn't go away, but at the end of the conversation I realised that I was incredibly calm - filled with an emptiness that was really wonderful. The person on the end of the line asked me questions I hadn't thought of and talked me through a plan of action without directing the conversation, so I also have more of a sense of what I am going to do. Thank you. I was putting off calling because I thought I'm not in a dire situation or seriously depressed, but I wish I had called earlier as they really just help.”

Volunteer with us!

“Absolutely amazing experience”

“Open, supportive, rewarding”

“Accepting, patient, diverse”

“Fun, necessary, caring”



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: 27th September

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: 6th November

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

**What is the
experience
of volunteering
with us like?**

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



Contact Us

Phone: 0207 631 0101

Text: 07717 989 900

IM: nightline.org.uk

Email: listening@nightline.org.uk

Skype Phone: [londonnightline](skype:londonnightline)

Open every night of term!

 London Nightline
 @londonnightline
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