

# London Nightline

A confidential listening  
and information service

**Rough day?**



Instant messaging at [nightline.org.uk](https://nightline.org.uk)

**Call: 0207 631 0101**

**Text: 07717 989 900**

Or email [listening@nightline.org.uk](mailto:listening@nightline.org.uk)

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

# 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

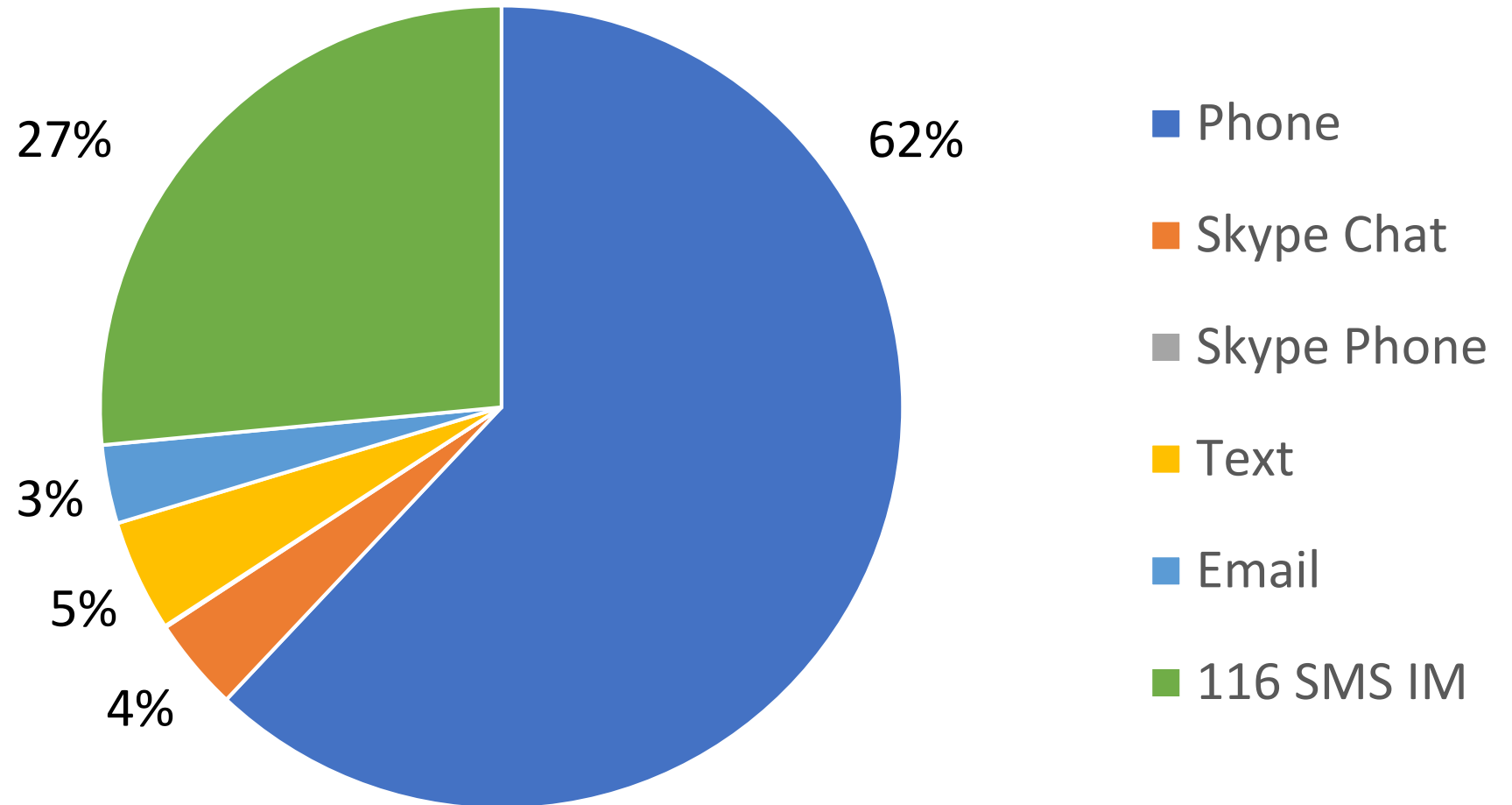
# How many calls do we take?

2014/15: 2958

2015/16: 2781

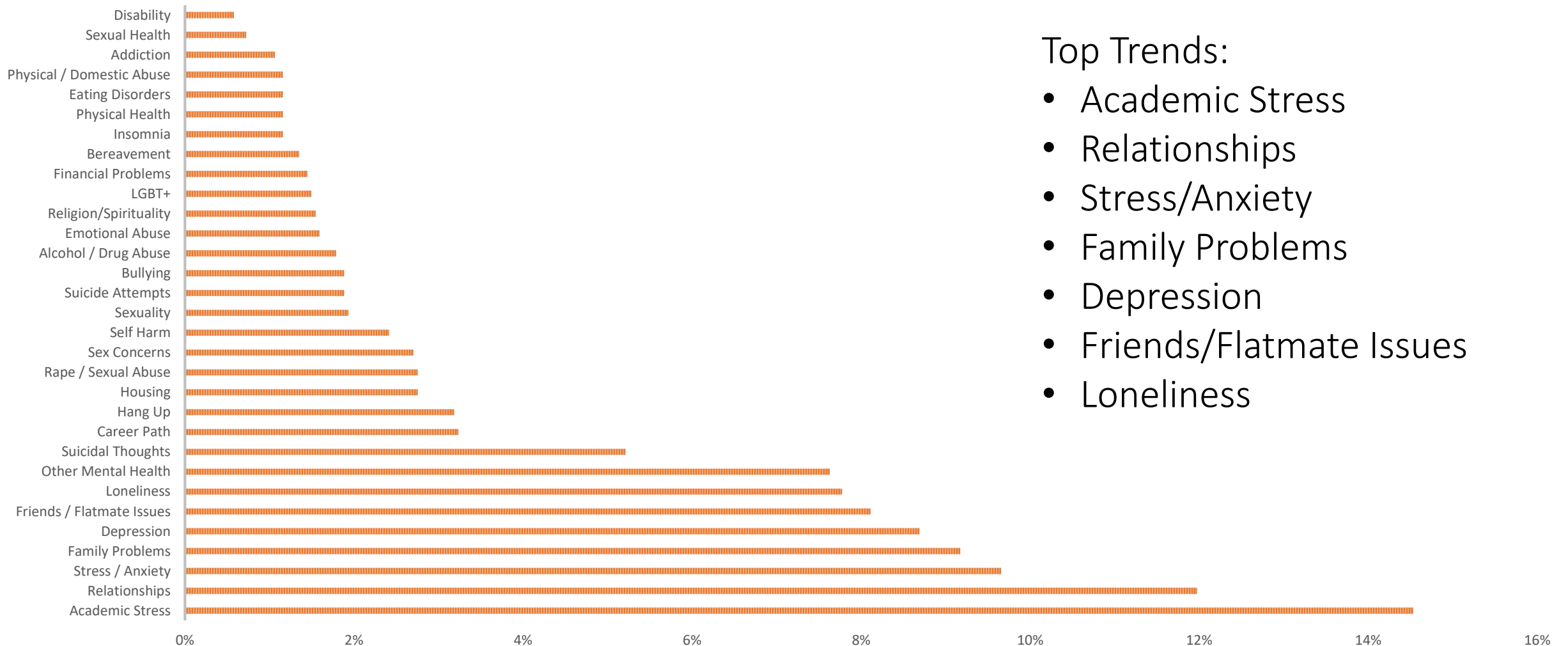
2016/17: 3573

# How do we take our calls?



# What do people call us about?

## CALL TRENDS 2016-17



# 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: 27<sup>th</sup> 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: 6<sup>th</sup> 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](https://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](mailto:volunteer@nightline.org.uk)



# Contact Us

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IM: [nightline.org.uk](https://nightline.org.uk)

Email: [listening@nightline.org.uk](mailto:listening@nightline.org.uk)

Skype Phone: [londonnightline](https://londonnightline.skype.com/)

Open every night of term!

