

**Sheffield  
Hallam  
University**

A large group of students is sitting on a grassy hill in front of a modern building with large glass windows. A large, leafy tree is on the right side of the hill. The sky is clear and blue. The students are engaged in various activities, some looking at their phones, some talking to each other. The overall atmosphere is relaxed and social.

# **Welcome to Sheffield Hallam**

**Support for care leavers**

# Top tips for new students

- Find out from your personal adviser or social worker exactly what support they are providing during your time at University. You could be eligible for a higher education bursary of £2,000 from your local authority, and you can get support from a personal adviser until you're 25 if you're in education or training. Search 'leaving care' on gov.uk
- Come along to our Moving Day Drop-in on Saturday 17th September. We can help you find out what university and Sheffield have to offer, talk to you about support available, liaise with our Accommodation team for you and provide a friendly face and listening ear! If you're reading this after 17th September, why not book an Individual Support Appointment with Emily or Ruby?
- Join a club or society. It's one of the best ways to meet people and have fun. Check out [hallamstudentsunion.com](http://hallamstudentsunion.com) to see a list of societies.
- If you start to feel lonely or isolated, speak to someone. Many students struggle to settle into university life, so you're not alone. But we understand that there may be more complicated feelings if you're coming from care and you may not be sure who to turn to for support. We can help you through until you're feeling more confident and settled. Get in touch with Student Support Services to speak with an adviser.
- Join the SHU GoGlobal Facebook group to find out about social activities and meet students from different countries at [facebook.com/groups/SHUGoGlobal](https://www.facebook.com/groups/SHUGoGlobal)
- Get familiar with your campus, as lecture locations can change at the last minute – check shuspace regularly for updates.
- Take part in our Buddying Scheme to help you settle into university life and make the most of your time here. The majority of students taking part in the scheme will be mature (over 21 at the start of their course) but you don't have to be a mature student to take part. This scheme is also open to students that are care leavers, offering the opportunity to be mentored by more experienced and independent students, some of whom are care leavers themselves.
- Get a welfare check and make sure you're getting everything you're entitled to. The Students' Union can provide advice on things like benefits, funding, debt and budgeting. It's easy to arrange and you will get a quick appointment if you let them know you're a care leaver. Call 0114 225 4148 and quote CL16.
- Keep a note of key contacts at University. You may never need to call on them for support, but it's good to know where they are if you do. There is a list of contacts in this booklet.
- Listen to this advice from one of our students who left care – 'Make time for yourself, look ahead and follow your dreams. If your dream doesn't scare you, you're not dreaming big enough!'
- Start thinking about your career early. Take advantage of the specialist Careers and Employability support for care leavers. Contact Maggie (0114 225 6736 or [m.bamford@shu.ac.uk](mailto:m.bamford@shu.ac.uk))
- Be yourself and enjoy it!

# Welcome to Sheffield Hallam!



Hello, my name is Emily and I am one of the named contacts for students who are care leavers here at Sheffield Hallam. I really enjoy being a part of Student Support Services and I am proud to be able to offer a supportive and welcoming

environment for students. We invite all care leavers who enrol on a full time undergraduate course at Hallam to apply for our Care Leaver Bursary. This is £1,500 per taught year and should help with the costs of being a student.

Often, students tell us that enrolling at University is a fresh start. It's a chance to make a life for yourself and make your own choices. Students also often tell us that their experiences in care have made them more independent and able to cope well with university life. However, there may also be some things about your university experience that differ from the experiences of students who are not coming from care.

Maybe you will need to stay in Sheffield during the holidays. You might need to spend time liaising with your local authority about things like who is paying your rent. Perhaps you have other commitments like caring for children or relatives, or you might be finding it difficult to care for yourself if you don't have a strong support network. We are here to listen to your individual situation and to discuss the support that is available, so please don't hesitate to get in touch!

Hello, my name is Ruby and I am also one of the named contacts for students who are care leavers here at Sheffield Hallam. I really enjoy meeting new students, hearing about your successes and offering a space for you to talk through anything that is impacting on your university life. It's wonderful to see students progressing through their course and realising ambitions.

I understand that you won't necessarily want to be singled out as a care leaver and you might never need or want to access support from the University. At the same time, as Emily says, coming into higher education from care can mean it's helpful to have someone within the University to ask for help sometimes. Emily and I are available for you to contact and happy to meet with students one-to-one or via telephone. You can contact us or one of our colleagues Monday to Friday and talk to us about anything. We can put you in touch with the right person to help you, whatever your enquiry.

Whatever your situation, we are always delighted to meet students and listen to your thoughts and experiences. So please do keep in touch with us!



# Your questions answered

## Where can I go for help?

We have advisers for students who are care leavers – you can find their contact details at the end of this booklet. They provide information, advice and guidance on a range of issues related to student life, including • your wellbeing • financial support • support for disabled students • careers and employment • help making difficult decisions.

You can also call us on **0114 225 2184** or email **transitions@shu.ac.uk**. Ask for Emily or Ruby.

Your faculty helpdesk is your first point of contact for all course-related enquiries, including • timetabling • module choice • seminar groups • absence reporting • assignment hand-ins • module results • contacting tutors. See the 'Virtual Reception' link on *shuspace* for details of your faculty helpdesk.

Your student support officer can also help you if you • are experiencing difficulties which are affecting your studies • need advice on extensions or extenuating circumstances • need help understanding your results • progressing and re-registering on modules • thinking of changing course or considering leaving

The Students' Union Advice Centre at the HUBs offers free, independent and confidential advice on • legal issues • funding • benefits and debt • academic problems • housing. See **hallamstudentsunion.com/advice** for further information.

## How do I sort out my accommodation?

If you still need to find somewhere to live, or if you're having problems with your accommodation, visit Accommodation Services at 38–40 Howard Street (opposite the main entrance at City Campus) or call them on **0114 225 4503**.

If you're having difficulties relating to your local authority and would like to speak to someone in the University about this, contact one of the advisers in Student Support Services.

For any queries about private sector accommodation, including advice on housing contracts, visit the Students' Union Advice Centre at the HUBs or call them on **0800 073 2002** or **0114 225 4148**.

## When will I get my student loan?

If you've made an application for financial support, we'll contact Student Finance England (or the appropriate funding body) once you enrol. You should receive the first instalment of your loan directly into your bank account within one week of enrolment.

If you applied to Student Finance England after the deadline date, there may be delays in your funding.

If you have not received your funding a week after enrolling, check for messages on *shuspace* via the My Student Record link in the top right hand corner > Enrolment and Student Fees > Student Loan Information.

If there are still problems, contact your funding body directly (Student Finance England are on **0300 100 0607** and NHS Student Bursaries on **0300 330 1345**). For further queries speak to an adviser in Student Support Services, level 5, Owen Building. You can also call **0114 225 3813** or email **transitions@shu.ac.uk**.

## When will I get my Care Leaver Bursary?

If you have confirmed your eligibility for the Care Leaver Bursary (this usually happens before you enrol) then you will receive the application form in semester 1. Once you have completed and returned the bursary application form, the payment will be made from March onwards in semester 2.

If you're not sure whether you are eligible for the bursary, contact us at **transitions@shu.ac.uk** or **0114 225 2184**.

## How do I register with a doctor?

Sheffield Hallam has its own medical centres for students. Register at our medical centres at level 1, Surrey Building, City Campus (0114 225 2134), or at Porter Brook Medical Centre, Sunderland Street, near Collegiate Campus (0114 263 6100). It's best to register with a doctor as soon as possible so try and get to the medical centre in your first week or so.

## Where can I get a part-time job?

Our Careers and Employability Service can help you find part-time and holiday work. Find out more on *shuspace* using the Employability tab or pop into the Careers and Employability Centre, next to the main entrance of the Owen Building or at Heart of the Campus, Collegiate Campus, or call 0114 225 3752.

Campus jobs can be useful part-time employment and they are also advertised on *shuspace*. We also have named contacts in the Careers and Employability Service for students who are care leavers. Just email Maggie ([m.bamford@shu.ac.uk](mailto:m.bamford@shu.ac.uk)).

## I think I might have chosen the wrong course. Who can I talk to?

Your faculty student support officer can help you talk through your options if you're thinking of changing or leaving your course. Search *shuspace* for further details.

The named advisers in Student Support Services are also available to talk things through. Go to level 5, Owen Building at City Campus or Heart of the Campus at Collegiate Campus, call 0114 225 3813 or email [transitions@shu.ac.uk](mailto:transitions@shu.ac.uk) and ask for Emily or Ruby.

## How can I get help with my academic work?

Speak to your module tutors if you have questions about your academic work. Study support tutors based in the libraries can also help you to develop your academic abilities. Search 'study support' on *shuspace* for more information or ask in the libraries.

The University English Scheme helps non-native English speakers to improve their academic English. Ask at your faculty helpdesk or search *shuspace* for further details.

## I'm feeling down or stressed. Who can help?

Student Wellbeing offer a range of workshops on topics from settling in to university life to helping improve your concentration. Search *shuspace* for further information. If you prefer speaking to someone on a one-to-one basis, you can arrange to see a wellbeing adviser. Care leavers can ask to speak to Kate or Hylda who are advisers who have a greater awareness of some of the things you might wish to discuss as a care leaver. Visit level 1, Surrey Building or call 0114 225 2136.

At the Multifaith Chaplaincy, level 2, Owen Building, you can find meditation, religious advice and space for prayer or stillness. To find out more search *shuspace*, call 0114 225 4577 or email [chaplaincy@shu.ac.uk](mailto:chaplaincy@shu.ac.uk)

## Is there anything else I should know?

Remember, you will need your SHUcard to access both Adsets and Collegiate Learning Centres and to borrow items and print. If you lose your SHUcard, contact Main Reception in the Owen Building or Heart of the Campus reception.

For help with IT queries – big or small – talk to the helpdesk staff in the libraries, call 0114 225 3333 or email [ithelp@shu.ac.uk](mailto:ithelp@shu.ac.uk)

Every course at Sheffield Hallam fits into one of four faculties – ACES, Development and Society, Health and Wellbeing, and Sheffield Business School. Make sure you know which faculty you're in and where your faculty helpdesk is.

# Esther Adewole



**‘My advice to care leavers is: follow your dreams.’**

Esther is a third year student on the BSc Events Management with Arts and Entertainment. She spent time in the UK and Nigeria as a young child and lived with her aunt in London from the age of ten before going into foster care at 14.

‘My first year at university was spent settling in and trying to get used to a new subject that I’d never studied before, as well as the Sheffield lifestyle and university life. Just little things like registering with the medical centre were new to me and I felt quite alone at times.

‘Going into the second year, things were more settled in Sheffield but I found it difficult juggling family relationships and personal issues along with my education. When I lived with my foster mum, I knew I could visit my social workers at the drop-in centre whenever I wanted, but at uni I felt very alone.

‘I sometimes do find it hard to get support because I don’t want people to label me as a foster kid or give me special treatment just because I’m a care leaver.

‘My goal now is to achieve a 2:1 in my final year and go on to do a masters as well as working one-to-one with other care leavers. I recently got a job as a student ambassador at Sheffield Hallam and am hoping that will give me the chance to meet young people in care at events.

‘My advice to care leavers is: do what you want to do, not what your family want you to do, make time for yourself, look ahead and follow your dreams. If your dream doesn’t scare you, you’re not dreaming big enough!’

# James Richardson



**‘For me, the best thing about coming to university is meeting a lot of new people.’**

**James is just starting his final year of a BSc in Biomedical Sciences. Last year he worked in Sheffield Children’s Hospital for his placement year. His long-term goal is to become a medical doctor. He works part time as a care assistant and has applied to volunteer with St John’s Ambulance. James was fostered at the age of ten and is still in contact with his foster parents, who live in Sheffield.**

‘For me, the best thing about coming to University is meeting a lot of new people. Seeing new faces and making new friends is really refreshing and has boosted my confidence enormously. I think to enjoy the university experience, it is essential to make those new friendships.

‘Ever since I was a young child, I have always wanted to work as a doctor - as clichéd as that sounds. I enjoyed my placement as a biomedical scientist in the Children’s Hospital but I looked at what the doctors were doing and thought - that’s what I want to do! So now I’m studying for my entrance exams to medical school.

‘From school to University, yes it has been a bumpy journey but I have remained extremely determined and passionate. I started a degree at another university first but I didn’t like it so I took time out, studied an extra AS Level and re-applied to Sheffield Hallam the following year.

‘My advice to care leavers is: if you want the chance to enjoy yourself as much as possible, definitely do so in your first year - get it out of your system.

‘If you do not have that extra support from home, don’t feel excluded or isolated. The care leaver support team are here to support you. They can assist students coming to University from all backgrounds and different experiences. Whether you have support from home or not, they are there to help you.

‘If I didn’t have support at home from my foster family, I’d definitely access support from the University.’

# Contact details



## **Student advisers**

*Emily Marsh and Ruby Robinson  
(named contacts for care leavers)*

Student Support Services  
Level 5 Owen Building and Heart of the Campus

**0114 225 2184**  
**transitions@shu.ac.uk**



## **Careers and employability advisers**

*Maggie Bamford  
(named contacts for care leavers)*

Careers and Employability Centre  
Hallam Square

**Maggie 0114 225 6736**  
**m.bamford@shu.ac.uk**



## **Student wellbeing advisers**

*Kate Cowell and Hylda Taylor-Smith  
(named contacts for care leavers)*

Student Wellbeing Centre  
Level 1 Surrey Building

**0114 225 2136**  
**student.wellbeing@shu.ac.uk**



## **Students' Union Advice Centre**

HUBS  
Paternoster Row

**0114 225 4148**  
**advicecentre@shu.ac.uk**