

**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, and some reading. The overall atmosphere is relaxed and social.

# **Welcome to Sheffield Hallam**

Support for students estranged from family

# Top ten tips for new students

- Find out how to apply for funding as an independent student. The organisation StandAlone have written a guide to support estranged students applying for independent status from Student Finance England and Wales. You can find that guide here: <http://standalone.org.uk/guides/student-guide/>
- 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 estranged from your family 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.
- 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. Call **0114 225 4148**.
- 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.
- Get familiar with your campus, as lecture locations can change at the last minute – check *shuspace* regularly for updates.
- 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)
- Start thinking about your career early. Take advantage of the specialist Careers and Employability support for those studying without family support. 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!

Studying at university can be exciting and full of wonderful opportunities. We also realise that coming to university as an independent student might bring additional challenges financially, practically and emotionally.

There are many reasons why people become separated from family; we understand that these reasons are personal to you. You may not wish to discuss your individual circumstances or access support but we would like you to know that we are here to offer advice and guidance should you wish to get in touch.



Hello, my name is Emily and I am one of the named contacts at Sheffield Hallam for students who are care leavers or who are estranged or separated from their family. 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.

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.

Maybe you will need to stay in Sheffield during the holidays. 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 or who are estranged or separated from their family. 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 talk about your circumstances or want to access support from the University. At the same time, as Emily says, we are available for you to contact if you feel like it. We're happy to meet with students one-to-one or via telephone. 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 estranged from their families and 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**.

University allocated accommodation (halls of residence) usually offer rooms to students just for the academic year (September to July).

However, if you need accommodation all year round, we will support you to find the most suitable accommodation for you so you don't have to worry about what to do in the holidays.

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**.

## Can I access any additional financial help?

The Sheffield Hallam Hardship Fund is open to certain categories of students who need extra financial support because they have higher than expected costs or they have a sudden financial emergency. Talk to us about to find out whether you're eligible to apply.

Contact **transitions@shu.ac.uk** or **0114 225 2184** for further information.

## 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. Just email Maggie (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. You can ask to speak to Kate or Hylida who are advisers who have a greater awareness of some of the things you might wish to discuss if you're distanced from your family. 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.

# Family Estrangement

## & studying without the support of family



Around 27 per cent of people will be estranged from family at some point in their life. What does this mean? And what are the implications for you as a student?

The word 'estrangement' is derived from the French word 'estranger', meaning 'to treat as a stranger' or 'not belonging to the family'. If you're estranged from someone it means you're not on speaking terms with them, or it's not possible for you to have a relationship with them.

We know that a sense of belonging is important to everyone's wellbeing. Isolation can really affect our health, welfare and opportunities.

University should be a place where everyone can feel welcome and valued. We want each student to be able to access the support and opportunities they deserve.

*We acknowledge that students and staff achieve their greatest potential in an environment that is intellectually invigorating, open and fair, which engages students, staff and partners and engenders a sense of belonging."*

- University Strategy.

# Useful Resources

Student Support Blog:  
[go.shu.ac.uk/studentsupportblog](http://go.shu.ac.uk/studentsupportblog)

Stand Alone (supporting adults that are estranged from their family):  
<http://standalone.org.uk/guides/student-guide/>

Buttle UK (support for people aged 16-20):  
<http://www.buttleuk.org/need-support/young-people#help>

Student Finance England form to evidence estrangement:  
<https://goo.gl/NygYOZ>

NHS Bursaries advice for estranged students:  
<https://goo.gl/l8Bn03>

Becca Bland, founder of **Stand Alone**, a charity supporting adults that are estranged from their family, says:

*Estrangement invites this question of right and wrong as it rattles hard at the idea of traditional family values. However, in the absence of representative research, it's crucial to consider that estrangement is different for each person or family. The hard reality is that for the many people who do the walking away, breaking out and living alone is often safer than the culture of abuse that came before it. Exposure to an antagonistic or rejecting 'close' relationship has a negative impact on physical and mental wellbeing, which is a fact that has been well researched and documented. Thus, surprisingly to some, walking away can be the 'healthy' choice.*

Becca Bland, 'Is It Right to Estrange Yourself From a Family Member?' Huffington Post.

# Your contacts at Sheffield Hallam



## **Student advisers**

*Emily Marsh and Ruby Robinson*

*(named contacts for students who are estranged from family,  
and 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 contact for students who are estranged from family,  
and for care leavers)*

Careers and Employability Centre

Hallam Square

**Maggie 0114 225 6736**

**m.bamford@shu.ac.uk**



## **Student wellbeing advisers**

*Kate Cowell and Hylida Taylor-Smith*

*(named contacts for students who are estranged from family,  
and 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**