

**Sheffield
Hallam
University**

Museum, Café & Library

Common Room

Winter Street



Welcome to Sheffield Hallam

Support for Carers

Top tips for new students

1. **Get some support with settling in.**

Register your caring responsibilities with our Student Carer Advisers to receive regular email newsletters with information about relevant services, opportunities and events. For more information and to register for additional support, please email transitions@shu.ac.uk

2. **Don't feel alone.** During the year we will be running some Carers' Café events. These events are opportunities to have a cuppa and socialise with other carers. You can share experiences, talk to staff about the support you're eligible for and discover ways to balance University and home life.

3. **Know what to do if something unexpected happens.**

If there is a profound change in the condition of the person you care for, your university life can be seriously disrupted and you may have to ask for some help. Talk to your Student Support Officer within your faculty or one of our Advisers about what to do if something unexpected happens.

4. **Get to know other useful organisations like your local carers' service.**

They are not only a great source of information and advice but they also hold carers' events such as coffee mornings and massage days which can help you meet other carers and relax. Find contact details on page 7 of this leaflet and on our blog.

5. **Find out more about financial support.**

Caring for someone can involve additional costs which can be hard to manage if you are a student. As a carer, you are eligible to apply to Sheffield Hallam University's Hardship Fund. This fund is set up to help students who have additional or unexpected expenses which affect with their ability to continue their studies. Strict criteria apply, and you will need to evidence that you are a carer on your application. Contact us to find out more.

6. **Keep doing what you love.**

Being a student and a carer can be hectic, but remember to take a little time out to keep doing the things you love. University societies are a fantastic way to meet new people and get involved in an activity you enjoy or to even try something completely new. Check out hallamstudentsunion.com to see a list of societies. We also have a 'SHU Carers Support Group' on Facebook where you can ask questions and chat to other carers.

7. **Make sure you're getting everything you're entitled to.**

As a student with caring responsibilities you may be able to claim other government funding or state benefits depending on your circumstances. The Students' Union Advice Centre provides specialist money and benefits advice to students, so pop in and see them in person or give them a call on 0114 225 4148 to discuss your situation in more detail.

Welcome to Sheffield Hallam!

Do you spend time looking after or helping a friend, partner or family member due to illness, disability, frailty or addiction? The care you provide may be personal, practical, emotional or supervisory and is unpaid. If this applies to you then you are a carer.

You are not alone; students with caring responsibilities are estimated to make up between 3-6% of the student population. We recognise that trying to fit studying around your caring responsibilities, not to mention work and other commitments, can be challenging.

We are the named contacts for student carers and our role is to provide a point of contact for students who have caring responsibilities. We know that not everyone will want or need extra support but we want you to know where you can get advice from if you need it.

We offer a range of support including:

- one-to-one appointments and support over the telephone or via email
- referrals to local organisations and other support services
- information on what to do if something unexpected happens, including information about the University's Extenuating Circumstances Policy
- information on managing your finances and finding flexible work

- information about possible additional financial support including the Hallam Hardship Fund
- dedicated pages for student carers on the team's blog, providing relevant and useful information for carers
- regular newsletters with useful information and events
- regular Carers 'Café' events

We hope everything goes well for you during your studies and that you enjoy your time at Sheffield Hallam, but if you need anything don't hesitate to get in touch.

Lynette Granger & Robin Kerr



Student Support Services
Level 5 Owen Building, City Campus
Heart of the Campus, Collegiate
0114 225 2184
transitions@shu.ac.uk

Your questions answered

Where can I go for help?

As a student carer you can book an Individual Support Appointment with an Adviser to talk briefly about your situation, discuss any issues or concerns and identify sources of support. These appointments are also a great way to help you identify opportunities, services and events so you can make the most of your time as a student. If you would like to find out more about this support or to book one of our Individual Support Appointments then please visit the Student Support Reception at Owen Level 5 City or Heart of the Campus Collegiate.

You can also call us on **0114 225 3813** or email **transitions@shu.ac.uk**. Ask for Lynette or Robin.

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 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 or leaving course

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**.

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**.

How do I register with a doctor?

Sheffield Hallam has its own medical centres for students. You can register at Level 1, Surrey Building, City Campus (**0114 225 2134**), or at Porter Brook Medical Centre, Sunderland Street, near Collegiate Campus (**0114 263 6100**).

You can also download a registration pack from their website www.studentthealthatshu.co.uk. There is the option to let the medical centre know you are a carer in Section 11 of the second registration form. It's best to register with a doctor as soon as possible so try to do this in your first week or so.

Where can I get a part-time job?

As a student with caring responsibilities you might not be able to work as much as you would like, so look out for flexible on campus jobs which can fit around your other commitments.

Register with the University Campus Jobs Service at <http://careerscentral.shu.ac.uk> to search for casual and part-time roles. Find out more at 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**.

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

Your named advisers in Student Support Services can help you talk through your options if you're thinking of changing or leaving your course. 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 asking for **Lynette or Robin**.

Your faculty student support officer might also be able to help if you have concerns or questions about your choice of course. Search *shuspace* for further details.

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. 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

Is there anything else I should know?

Remember, you will need your SHUcard to access both Adsets and Collegiate Libraries 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**, visit the **IT Helpdesk** on Atrium, level 4 (City) or email ithelp@shu.ac.uk

Every course at Sheffield Hallam fits into one of four faculties – Art, Computing, Engineering and Science (ACES), Development and Society (D&S), Health and Wellbeing (HWB) and Sheffield Business School (SBS). Make sure you know which faculty you're in and where your faculty helpdesk is. Search *shuspace* for further details.

Autumn-Rose Beard



‘My advice is to go for it. There will always be someone to help and support you.’

Autumn-Rose is currently in her second year of a nursing course at Sheffield Hallam. She has caring responsibilities for her step-dad and younger sister back home in Grimsby.

“I have cared for my step-dad and younger sister for a number of years. My sister has dyspraxia and I have cared for her physically and my step-dad has anxiety issues and I have supported him emotionally.

“It’s been a part of my life for so long that you get to a stage where it’s all you know and it feels normal but it’s still a weight on your shoulders that most people my age don’t have. It has had a significant effect on my social life, which is important to a young person.

“I was keen to move away to university but still be close enough to go home regularly and whenever my family needed me.

“When I was applying to university I looked to see if there was any support on offer for carers in case I needed to get things off my chest.

“I told Sheffield Hallam about my caring responsibilities in my interview and they were shocked. I was offered support from the start.

“There is lots of support from tutors and the Carers’ Café that is run in Sheffield is a really great thing to have. You can meet other young carers and share things that other people just don’t understand.”

“I have been very fortunate getting the support I have at university and I want to show other young carers they can do it too, which is why I wanted to be a carer ambassador.

“As part of my role, I will be visiting schools and speaking to year 10 and 11 pupils and reassuring them that they can make it to university, no matter what they’ve been through or the responsibilities they have.

“My advice to anyone with caring responsibilities who is considering applying for university would be to go for it, don’t underestimate yourself. There will always be someone to help and support you.”

Useful contacts

Sheffield Hallam Students' Union Advice Centre

www.hallamstudentsunion.com/advice

A team of professionally trained and experienced advisors, who are independent to the University. The Students' Union offer advice on university policies such as extenuating circumstances and can help with financial support for carers. They also offer help in non-academic areas such as housing, legal and benefit issues.

advicecentre@shu.ac.uk

0114 225 4148

Sheffield Carers Centre

sheffieldcarers.org.uk

Carers in Sheffield offer advice, information, support groups and a free newsletter for carers four times a year.

0114 272 8362

Sheffield Young Carers

www.sheffieldyoungcarers.org.uk

Sheffield Young Carers is an independent charity that has existed in Sheffield since 1997. They are dedicated to supporting young carers across the city.

information@sheffieldyoungcarers.org.uk

0114 258 4595

Sheffield Mencap & Gateway

www.sheffieldmencap.org.uk

Sharing Caring Project (SCP) runs regular support groups for family carers each month around the city.

mencapoffice@sheffieldmencap.org.uk

0114 276 7757

Sheffield City Council

www.sheffield.gov.uk/caresupport/carers

A full range of carers support and services is provided by Sheffield Council, including practical support, financial support and employment support.

Carers Trust

carers.org

Carers Trust Network Partners provide a range of support services for carers across the UK.

info@carers.org

NHS Direct

www.nhs.uk/CarersDirect/young

NHS based advice with links to useful support areas for young carers.

Sheffield Parent Carer Forum

www.sheffieldparentcarerforum.org.uk

An independent group of parents and carers of children and young people (0-25) with disabilities and special educational needs.

0300 321 4721

ACCT Asperger's Children and Carers Together

acctsheffield.org.uk

A parent-led support group for children and families affected by Asperger's syndrome and High Functioning Autism. They run activity groups for children and teenagers with Asperger's and Autism, as well as family days out and other trips. Siblings are welcome too.

enquiries@acctsheffield.org.uk

0114 223 0242

Your Hallam contacts



Student advisers

Robin Kerr and Lynette Granger
(named contacts for carers)

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

0114 225 2184
transitions@shu.ac.uk



Careers and employability advisers

Careers and Employability Centre
Hallam Square

0114 225 3752
careers@shu.ac.uk



Student Wellbeing advisers

Student Wellbeing Centre
Level 1 Surrey Building

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



Students' Union Advice Centre

The HUBS
Paternoster Row

0114 225 4148
advicecentre@shu.ac.uk