

WELFARE & GUIDANCE



Welcome to Pendle College! We are so excited to welcome you all to Lancaster. In this document we'd like to highlight some services and information available which may be useful during your time here at Lancaster.

As your JCR Exec and Welfare team, we're here to help make your time in Pendle College as happy and positive as possible.

Please be aware that the availability of some of the services mentioned may change or be limited due to the onset of Covid-19. We would recommend emailing/calling the service to get the most up to date advice. Alternatively, you can email one of us on the email addresses below and we will do our best to help.

Any questions or concerns?

Email us at the following addresses:

l.bellis@lancaster.ac.uk (Lydia Bellis, VP Welfare and Education)

y.zhong3@lancaster.ac.uk (Yifei Zhong, Welfare Officer: Self-defining Woman)

s.arnold@lancaster.ac.uk (Simon Arnold, Welfare Officer: Self-defining Man)

INTRODUCTION TO THE CAT AND PENDLE SERVICES

The Pendle College service team includes our senior staff members, College Advisor Team (CAT), College Wellbeing officer, the Deanery and Porters. They are always happy to help or provide advice to students when needed.

COLLEGE SERVICES MANAGER & COLLEGE ASSISTANT

LUKE GACESA & CHANTELLE CLARK

Drop into the college office
(door on the left)
or contact Luke & Chantelle via
pendlecollege@lancaster.ac.uk
if you have any questions/issues about
college life and accommodation.

COLLEGE ADVISOR TEAM (CAT)

The CAT team is made up of University Staff who are trained to provide welfare support for students in Pendle.

They are available to listen and advise about any welfare issues you have. You can contact them via pendlecat@lancaster.ac.uk to arrange an appointment!

COLLEGE WELLBEING OFFICER

SARA MELLIN

Sara is a trained wellbeing officer who provides support for students with mental health issues. You can make an appointment via pendlecat@lancaster.ac.uk

THE DEANERY

The College Dean and Dean assistants provide advice on student behavioural issues. You can contact them via pendledeanery@lancaster.ac.uk

PORTER

In an emergency, call Pendle Porters on 01524 592360 or Campus Security on 01524 594541.

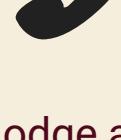
The porter is also who you will collect your parcels from. You will need to bring your student ID to collect a parcel and all letters can be collected from the lettered boxes (which are opened using your key – sorted by surname). Alternatively, if bought on the amazon website, you can send your parcels to an amazon locker with the closest to Pendle being the Management building.

EMERGENCY CONTACTS

In the unlikely case of an emergency, please use the information below appropriately:

If you are on campus, call:

Pendle Porters: 01524 594541



Campus Security: 01524 594541

If safe for you to do so, you can also go directly to the Porter's lodge and ask for assistance. Incidences which require support but are not an urgent emergency can be reported via the Unisafe section on the iLancaster app.

If you are off-campus, call:

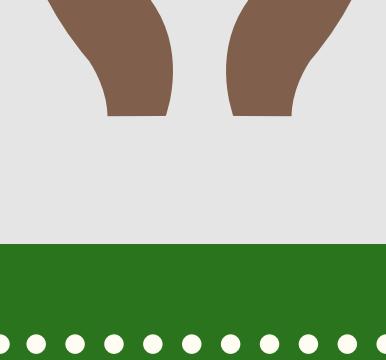
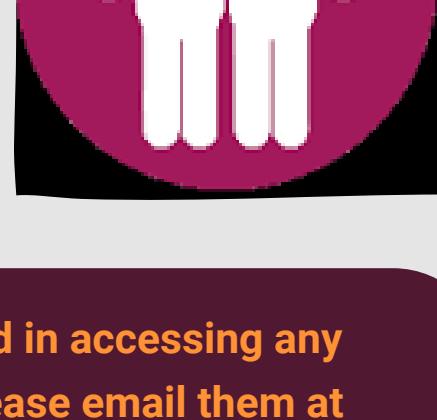
Emergency service: 999

Non-urgent police action: 111

TRANSITIONS TEAM

The Transitions Team offers pastoral support to help students with settling in, connecting with others, and looking after your own wellbeing. They offer a range of programmes including Peer and Group Mentoring, Buddying, and a Wellbeing Programme.

The Peer Mentoring programme offers you the opportunity to connect with an experienced Lancaster student to talk about any issues or challenges you may be facing. Support is pastoral, and closely supervised by a member of the Transitions Team.



If you are interested in accessing any of their support, please email them at transitions@lancaster.ac.uk

THE BASE

The Base is the one-stop student enquiry desk which can be found next to the library in Alexandra Square. They can offer you guidance on a range of topics including:

- Course changes
- Exam requirements
- Councilling
- Disabilities services
- Financial issues
- International student advice

Open Monday - Friday from 9am-5pm

Email: thebase@lancaster.ac.uk Call: +44 (0) 1524 592525

NIGHTLINE

Nightline is a confidential listening and advice service run by students. All calls are anonymous, confidential and provide a listening ear for students requiring help at nighttime. They are available to speak to via email, skype, instant message or call.

The service runs from 10pm – 8am

Call: 01524 594444

Email: nightline@lancaster.ac.uk



FINDING YOUR WAY AROUND CAMPUS & TOWN

THE BUS SERVICE

You can check and view the live bus and train service timetable via the TRANSPORT section in the iLancaster app. It will show you the bus timetable for the nearest stop and it's applicable both on campus and in town.

The main place to catch the bus is from the Underpass (underneath Alexandra Square). But other stops can be found around campus e.g. by Alexandra Park (near Lonsdale – great if you live in Superior Ensuite accommodation).

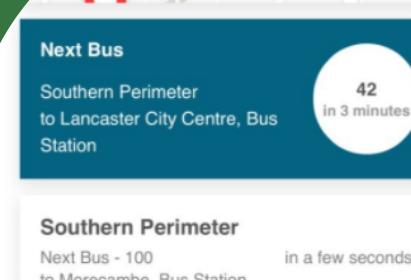
The 1A is the quickest bus to get into town and the number 4 has a stop at the train station. The 100 will also get you into town but will take a detour into Hala.

TRANSPORT

MOODLE

LIBRARY

NOTES

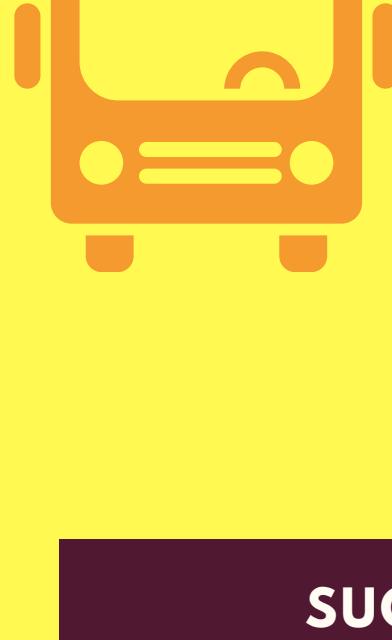


THE SAINSBURYS BUS

Every Wednesday during term time, there is a free bus available from the Underpass to Sainsburys in town – great for doing your weekly food shop.



The bus will drop you off directly at Sainsburys and assuming you spend £5 there, you can also get the bus back to campus for free by showing your receipt. Details of the bus times will be available on [iLancaster](#).



SUGARHOUSE & THE SUGAR BUS

Our Student's Union nightclub – 'Sugarhouse', is open Wednesdays & Fridays every week with special events taking place on some Saturdays (see their Facebook page for the most up to date details).

The club is specifically for students from Lancaster University and the University of Cumbria so make sure to take your **student ID** (in addition to your usual ID) to ensure entry.

The sugar bus runs from both Lonsdale and the Underpass at various times which will drop you directly at the club for free, with return buses home starting at 1:50am.

For updated info check the iLancaster app & the Sugarhouse Facebook page.



T A X I S

Need to get a taxi home? The following taxi services are available in Lancaster:

848 848 Radio Taxis - 01524 848848

Coastal Taxis - 01524 60000

32090 Taxis - 01524 32090

A1 Taxis - 01524 35666

ALCOHOL AWARENESS

It is recommended that an individual should not drink more than **14 units a week** on a regular basis.

If you are planning to drink as much as 14 units a week, it is recommended to spread this over **3 or more days**.

In the UK, you need ID to prove you are over 18 in order to buy alcohol from a supermarket/pub. A driving license, passport or BRP card are some examples of suitable forms of ID.

Here are some examples of common drinks and their alcohol content:



Vodka and coke (25ml vodka)

ABV: 40%, Units: 1



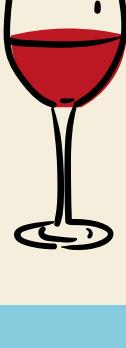
1 Jägerbomb shot

ABV: 35%, Units: ~0.9



1 VK (275ml)

ABV: 4%, Units: 1.1



Glass of Red Wine (175ml)

ABV: 12%, Units: 2.1



Pint of Beer

ABV: 5.2%, Units: 3

HOW TO CALCULATE UNITS

ABV (Alcohol by volume) is used to represent a drink's alcoholic content. This can be used to work out how many units are in a specific drink using the following equation:

$$\text{Strength (ABV)} \times \text{Volume (ml)} / 1000 = \text{units}$$

NEED HELP?

Drinkline is the national alcohol helpline. If you're worried about your own or someone else's drinking, you can call this free helpline in complete confidence.

Call **0300 123 1110** (weekdays 9am to 8pm, weekends 11am to 4pm).

Drinkchat – Online support similar to that of Drinkline:

<https://www.drinkaware.co.uk/advice/support-services/chat-with-an-advisor>

(Monday – Friday, 9am-2pm).

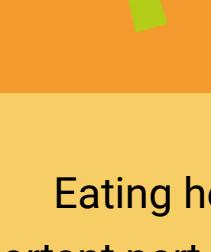
You can also speak visit the **GP** who will be able to advise you on appropriate steps for your personal situation.

Sources:

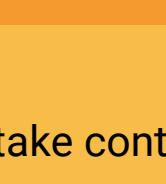
<https://www.globalbrands.co.uk/brands/vk>

<https://www.nhs.uk/live-well/alcohol-support/calculating-alcohol-units/>

<https://www.drinkaware.co.uk/facts/alcoholic-drinks-and-units/units-and-calories-in-alcoholic-drinks/vodka>

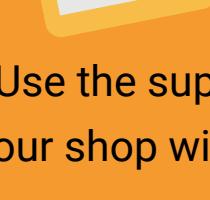


EATING HEALTHILY



Eating healthily is an important part of university which is often looked over. Having a healthy, balanced diet can affect both your physical and mental wellbeing.

It can be hard to take control of organising your food shop and knowing what to buy, especially if you are used to family meals at home.



Take time to write a list of the foods you want to buy for the week and outline some staple meals which you know you can make.



Use the supermarket's website to work out how much money your shop will cost and look at alternatives for expensive items.

Meal prepping can also be a great option to save you time on busy days and ensure you eat properly. Look at the JCR cook-along videos on our website for some simple ideas for some fun, student-friendly meals.

With the majority of lectures being online, it's important to take time to isolate your meal time from work time. Set a time when you plan to eat and put your work away during this time. Eating with your flat in the kitchen is also a nice idea!

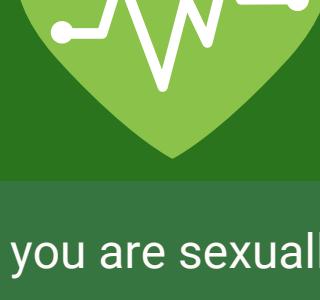


MEDICAL & SEXUAL HEALTH ADVICE



If you are planning to live in Lancaster during the academic year, it is recommended to sign up for the GP on campus to ensure if you become ill, that you can access help easily.

When returning home at the end of each term, you can sign up for a temporary 3-month registration at your home GP which will allow you to access help at home but still be registered in Lancaster for when you come back.



It is recommended that if you are sexually active, you should have a routine STI test each year, or for each new sexual partner.

The **University Medical Centre** offers a free and confidential sexual health service every Monday (term time) 4-6.30 pm.

Call 01524 541653

to make an appointment or leave a message and they will get back to you.

The clinic is totally confidential, nothing is recorded on your records and results are numbered instead of named. You do not need to be registered with the health centre to use the Clinic.

The service offers:

- Sexually transmitted infection screening
- Peace of mind checks
- HIV testing
- Free treatment with no prescription costs

You can also call **01524 541653** to arrange for sexual health appointments in town. Alternatively you can contact your **GP** or any **Brook Advisory Service** (sexual health advisory service).

MEDICAL/SEXUAL HEALTH CONTACTS:

Lancaster University Health Center: 01524541653

Lancaster Medical Practice (Dalton Square): 01524585413

Queen Square Healthhub: 01524580970

The CaSH Clinic Ashton Community Care Center (only sexual health): 01772401140

Or view NHS website for further information/advice

Access to free resources on campus:

Students Union: free condoms/pads/tampons available on the welcome desk.

Pendle porters lodge: free condoms/pads/tampons/anti-spiking stoppers available in Pendle welfare jar on the desk.

SETTLING IN TO YOUR NEW HOME

Moving can be a stressful yet exciting experience. So many new people, new routines and different surroundings to get used to. Of course, there is no one piece of advice which will help everyone settle in well, but the next section might have some useful tips.

ADVICE FOR WELCOME/FRESHERS' WEEK:

1

You're all in the same boat.

It's important to remember that going to university is a new experience for nearly everyone and that you are all in the same boat. Taking the time to explore campus and town together can make the whole task seem a little less daunting and also help to form friendships.

Don't worry about getting everything done in

the first seven days.

With so many new opportunities and some newfound freedom, it can feel like there's pressure to try everything, know everyone and socialise along with drinking and staying up late every night. There will be plenty of time for that in the rest of the year if it's something that you want to do. So, find your way through, whilst knowing your limits. Welcome week is your opportunity to settle in and get to know your surroundings – there will plenty of time over the year to do all those things, enjoy yourself but don't tire yourself out.

2

Make an effort to introduce yourself.

Meeting new people can be a daunting scenario where nobody wants to make the first move but making that extra effort to introduce yourself when moving in is a great way to feel more at home. Knocking on someone's door might be a nice way to get them involved - ask them if would they like to play card games or explore campus.

3

Chances are they forgot your name at some point too.

Naturally, everybody will react differently and do your best to remember, but it's okay to forget someone's name. Asking for their social media, or asking for someone's name again is probably going to be better than never talking to them. Making a flat group chat can also be a great option to allow you to keep in contact with your flatmates, particularly when it comes to making group plans or asking quick questions.

4

Discussion of the cleaning plan for the communal area.

If you have already set up a group chat, try to organise a time where you will all be free to discuss the cleaning & recycling plan (face to face or online). It would be advised to set up a rotation plan for removing rubbish and recycling within the flat early on to ensure everyone does their part in keeping the flat clean. A cleaner will wipe down surfaces and mop the floor in the kitchen however they will not remove rubbish or clean surfaces which are excessively messy.

Continuous excess rubbish will lead to a warning, followed by a fine.

5

CONVERSATION STARTERS

- Freshers' week will have loads of fun activities to take part in but you will still most likely have some free time. Here's a few suggestions of conversation starters or activities you can use in a group or with a flatmate.**
- How was their journey?
 - Where have they travelled from?
 - Ask which pronouns they use and how they would like to be addressed.
 - Ask them if they have any nicknames and what the story is behind it.

- Tell an anecdote about yourself (maybe something funny).
- Ask about their favourite TV shows, movies, books or music . You may have something in common with someone!
- Ask people about what subject they are studying & why they chose it.
- Talk about your favourite food & what you like to cook. Is anyone a vegan or vegetarian?

RELAXATION IS IMPORTANT

Given how intense it can be, sometimes you just need to take a break from all the new experiences – allowing yourself time to recharge.

Maybe you can take an hour or so out of the day or evening to watch your favourite show on Netflix?

The campus also has some woodland trails which you can explore easily from Pendle, if they are accessible/open.

A nice cup of tea with a good book, or a quiet chat on the phone to family every now and then can go a long way and really boost you for your time here.

COMMON CONCERNS & GENERAL HOW-TOS

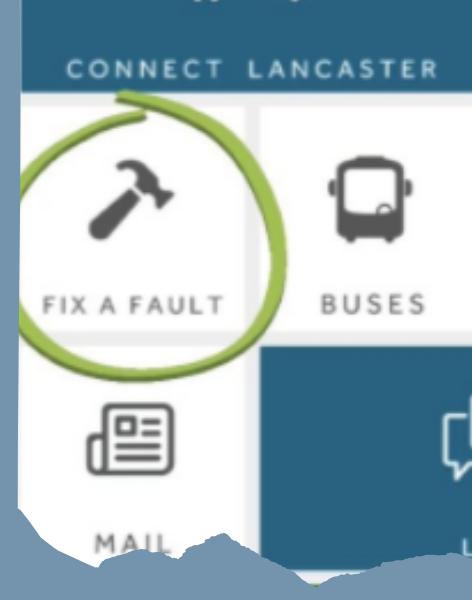
How to report a fault:

During the year, if you find a fault in your room e.g broken light, leaking taps etc.

you can simply report it via the **FIX A FAULT** section on the **iLancaster** app.

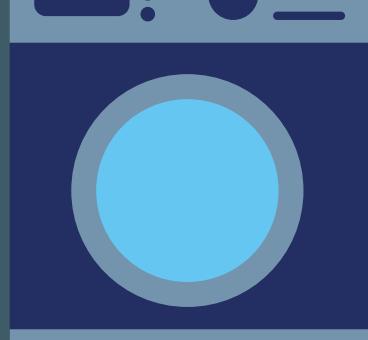
This will alert the university maintenance staff to come to check and repair the

fault within a few days depending on the emergency level.



How to do your washing:

To use the machines you will need to purchase Circuit laundry card which can be bought from the Launderette rooms.



For Pendle Standard Accommodation, the closest launderette will be next to Pendle Rooms.



For Pendle Ensuite Accommodation, the closest laundrette is either Lonsdale or Cartmel.

Washing pods/capsules are the simplest type of detergent to use for these machines and instructions on how to use them can be found on the machines themselves.



If you need to top-up your laundry card, you can do this online using the Circuit Laundry website. This will give you a pin number to input into the top-up machine in Laundrette before your top-up is activated on the card.

The screenshot shows the homepage of the Circuit Laundry website. At the top, there are navigation links: 'HOW-TO GUIDES', 'CIRCUITVIEW', 'NEED HELP?', 'MY ACCOUNT', and a 'TOP-UP CARD' button. Below this is a large purple banner with the text 'WELCOME TO CIRCUIT LAUNDRY'. Underneath the banner are two buttons: 'REGISTER NOW' and 'TOP UP YOUR CARD'. At the bottom of the page, there is a small note about cookie usage.



If you need more help, there are instructional videos

on the Circuit laundry website.

How to print off your work:

There are printers available **all over campus**

including Pendle Porter's lodge and the

library. You can find a map showing their

locations on **iLancaster**.

Work which you need to print can be uploaded to the printing section by going via

'Tools' on the **Student Portal** and then

clicking on '**LU Print**'.



The screenshot shows the 'Administration' section of the Student Portal. On the left, there are links for 'Address Details', 'Document Ordering', 'Fault Reporting', 'Financial Awards', 'Re-registration', and 'Tuition Fees'. In the center, there are sections for 'IT' (with 'AppsAnywhere (Windows)', 'Help Centre', and 'LU Print' highlighted), 'People' (with 'Part-Time Work'), and 'Learning' (with 'Book Study Space', 'Mahara', 'Module Evaluation (LUMES)', 'Module Evaluation Summaries', 'Moodle', 'OneSearch', 'Open Learning', and 'Paropto'). At the top, there are links for 'My Area', 'Services', 'Tools', 'Ask L.U.', and a search bar.

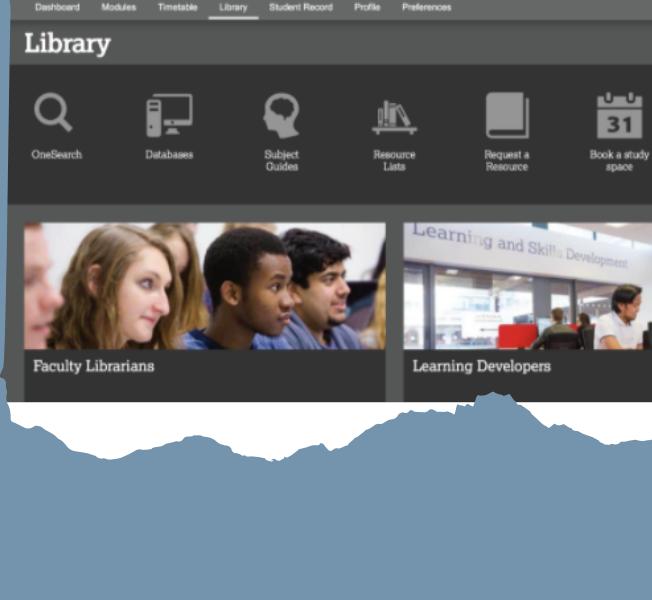
You will then need to upload the document you wish to print and the cost will be displayed. Ensure your printing budget on your library card is topped up.

You will need to use your **student ID to print**.

Most printers have instructions on how to use them written above them, but staff will be happy to help if you have an issue.

How to access the library and book a study pod:

Lancaster Campus library is open 24/7 for use by students. It can be accessed from Alexandra Square by the Base. The library is made up of three floors, the ground floor is for group work and quiet talking whilst the first and second floor are for silent study.



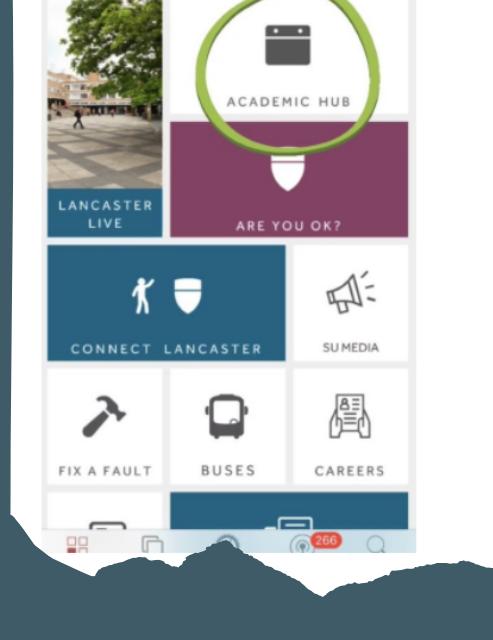
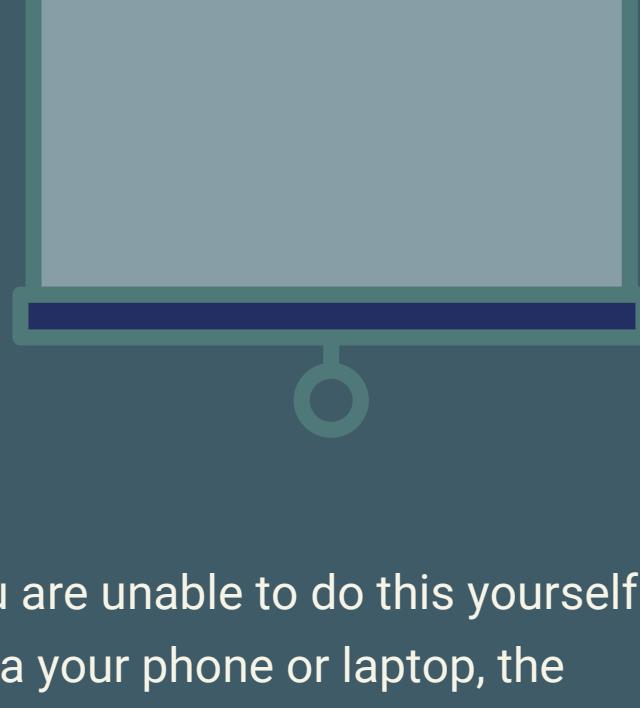
There are computers available to use, along with laptop hire, vending machines and study pods available for booking.

These pods can be booked via the library website in hour slots. The pods are available in a range of sizes and are great for group work as many have their own screens and whiteboards.

If you are working from your flat, there is also the option to use the '**Onesearch**' feature on the Library website which will allow you to access books digitally.

How to sign into lectures:

Once lectures begin, you will be required to sign into them using iLancaster to track your attendance. You will need **location services** to be turned on and it is also recommended to have **bluetooth** turned on too.



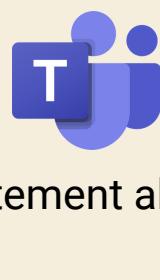
If you are unable to do this yourself via your phone or laptop, the lecturer will be able to do this for you if you ask at the end of your lecture. The academic hub can be used to view your timetable and also sign in. Lectures which are due to take place online may have an alternative way to mark your attendance.

COVID-19

ADJUSTING TO COVID-19 MEASURES AT LANCASTER UNIVERSITY:

Although the circumstances are changing rapidly, at time of writing this is what the welfare team have identified at Lancaster university:

- Departments/faculties have released statements detailing their own procedures.
 - Currently many aim to continue some face-to-face teaching where possible, in small groups, socially distanced (**subject to change and not universally applicable**).
 - Majority of lectures are planned to be online for at least first term. During the summer term they were either live, on Microsoft Teams, or recorded and made available via Moodle (which may redirect to PanOpto or another host site) or sometimes live and recorded. This may change in the new academic year, so it is wise to keep an eye on communications from your department.



- In a statement about the year 2020-2021, the university wrote
 - “We will also timetable online interactive teaching and feedback sessions to support your learning and to give you a forum to ask questions and engage with staff and other students. Our changed circumstances may require us to adapt some of the ways we assess your work. We will make sure that you have every opportunity to meet the learning outcomes of your programme”.

- The Library reopened on the 6th of July and admits students and staff only until further notice, limiting access should help to maintain safety.



- Remember, until regulations change, **wearing a mask is the law in shops, and on public transport.**
For current information the page <https://www.gov.uk/coronavirus> is regularly updated and will help you, and others stay safe.



- The student portal <https://portal.lancaster.ac.uk/portal/news> offers the university's latest advice and services and will keep you updated.

Useful links include:

- Building closures and opening of key university facilities <https://www.lancaster.ac.uk/facilities/buildings/>

- Mindfulness sessions

<https://www.facebook.com/events/2510332485878185/>

- Online worship
- <https://www.facebook.com/LancasterChaplaincyCentre/>

Please remember to regularly check your university email account to stay updated with the university's current information, guidance and measures.

ADJUSTING TO COVID-19 MEASURES WITH YOUR FLATMATES:

Whatever kind of accommodation you are living in, you are almost certainly going to have to share some space. It may be a kitchen, bathroom, toilet, or living area/communal space.

Please keep in mind:

- Many people may have additional health concerns, or different standards of hygiene which they are used to, particularly now, having been advised to wash hands more thoroughly, clean surfaces more often, wear masks etc.



- Not everyone will have the same experience of Covid-19 and, given how varied the UK has been, not everyone will have the same expectations. It would be a positive step for you and your flat to have a conversation with everyone about how far above and beyond the government regulations you want to go.

For those that do not wish to follow the advice, we remind you that some of the regulations are law and urge you to stay safe and respect others' safety.

- Be aware that people may have personally been affected by Covid-19, so please remain sensitive and mindful when discussing it with other.

A FINAL NOTE

We hope this document will help you to get to know the services available in Lancaster and help you settle into university life. Most services you will need at Lancaster can be found using our iLancaster app, so we would suggest taking some time to check out the variety of services that it can help with. The Student Portal is also a great place to gain knowledge of Lancaster and keep up to date with news. If you have any questions, feel free to ask your Freshers' rep, us in the JCR Exec or college staff.

Best wishes and good luck!
Lydia, Yifei and Simon

