

1958 The Provision of a Sufficient Office Space for Nightline passed 20

October 2016

Proposer: Alyssa Girvan (Nightline)

Seconded: Adrian Moore (Drama Society)

Nightline Notes:

1. In July 2016, Nightline were forcibly removed from their long existing office in Suffolk Terrace by former senior staff of the Dean of Students without consulting the Union, UEA Security, or other University bodies.
2. Nightline was moved into a room on floor 02 of the library, which they do not have exclusive, confidential access to or control over.
3. Nightline volunteers are restricted by the rules of this new space, meaning volunteers are not able to officially sleep or eat in the office for the whole twelve-hour period of their shift.
4. Nightline has spent almost $\frac{1}{4}$ of their annual budget on equipping the new space for volunteers and on new promotional material, as all existing advertising was made redundant by forced changes and no provisions were provided to us by the library for storage of Nightline materials.
5. Last year we received a total of 896 contacts. 427 of these were phone calls, and 108 were drop-ins. Both of these services have been impeded by the forced office move.
6. The new space was not properly prepared for the Nightline occupation, with phone lines failing to be established for a week and a half and promises from the Library to publicise Nightline's move within the library not being met.
7. Nightline have been unable to take drop-in cases for the past two weeks due to ongoing negotiations with the Library, UEA Security, and the Union about the confidentiality of the space.
8. The confidentiality and security of the new office has been repeatedly breached by library staff, library security, and cleaning staff entering the office during Nightline operational hours. On several occasions, the intrusion of cleaning staff has meant we are forced to close the office early.
9. The former panic button that existed within the Suffolk Terrace office that sent a direct alarm to UEA Security has had to be replaced by a system

that is only capable of sending an email to the security team, compromising the safety of volunteers in an emergency situation.

10. Nightline is one of the biggest and most expansive Nightlines in the country in terms of the number of contacts we receive and has received interest from 74 potential new volunteers this semester.
11. It can take several weeks to be seen by a counsellor in the student support services, and they currently advise students on their website that the service is over subscribed with the notice 'The wellbeing service is experiencing very high levels of demand at the moment'. A 2015 report by the BBC found university counselling services are facing an annual rise in demand of 10%.

Nightline Believes:

1. The Union and the University have a moral obligation to guarantee an effective, exclusive, and confidential space for Nightline as a student society and an organisation at the forefront of mental welfare in the university.
2. With the increase in mental health concerns that face the student community and the oversubscription to the University counselling services, Nightline is more important than ever as a confidential and non-judgemental organisation for students to bring their personal problems to.
3. That the forced move and lack of support in facilitating the adjustment to the new space from the former Dean of Students office and the Library reflects a disregard and disrespect for Nightline and the important service it provides.
4. As one of the most expansive Nightlines in the country with a large volume of volunteers, we require an office that can suitably meet the expectations of our service and cater to the wellbeing of our volunteers.
5. Nightliner volunteers are entitled to basic human needs of rest and food when working for a twelve-hour period.
6. As a confidential organisation, we should have an office that Nightline volunteers have exclusive access to at all times of the day and night.
7. The issues surrounding the forced office move have resulted in a compromised Nightline service that has not been able to adequately assist students since the beginning of the academic year.

8. The Nightline committee have been unfairly burdened with the laborious task of adjusting to this office move without adequate support, forcing many to over commit themselves as volunteers and compromise other student obligations.
9. That while the Union, Student Support Services, and UEA Security have pledged their support to us, no concrete moves have been taken to ensure these issues will be remedied.

Nightline Resolves:

1. For the Union to establish a formal agreement with Nightline guaranteeing their commitment to ensuring Nightline has an adequate office space for as long as they exist as a society.
2. For the Union and Student Support Services to endeavour to find a temporary replacement office for Nightline for the remainder of the academic year that, at a minimum, includes the same provisions and securities as the former Suffolk Terrace office.
3. For the Union and Student Support Services to locate, allocate, or construct a suitable office for Nightline that adequately meets the needs of the volunteers; accommodates for the expansion of the organisation; is completely confidential and exclusive; and caters to the volume and nature of contacts Nightline receives by the beginning of the next academic year. This office space must be approved by the committee of Nightline.
4. For Nightline to be partially compensated for the excessive costs they have incurred in equipping this new space.