



Expanding Immediate Mental Health Support for Students and Staff

ABOUT

London College of Contemporary Music, located in London, offers undergraduate, CertHE, and postgraduate programs in Commercial Music, Music Performance & Production, Creative Music Technology, and Music Industry Management. LCCM supports 1,000+ student and staff.

THE CHALLENGE

Like many institutions across the UK, LCCM was seeing growing demand for mental health and wellbeing support.

Challenges included:

- Growing student wellbeing needs
- Rising crisis presentations, often outside normal business hours
- High stigma and low engagement among diverse students
- Limited staff capacity to meet demand
- Long NHS waiting lists meant students delayed or avoided seeking support altogether
- Financial barriers preventing access to private counselling

While LCCM's Student Services and Wellbeing teams provided exceptional pastoral care, students often required specialised support beyond what internal staff could provide.



We can be great listeners, but sometimes students need specialist help and strategies.

Tia Degannes-Mcgregor
Student Services Manager

THE SOLUTION

LCCM partnered with Uwill to expand immediate access to mental health and wellness support for students and staff. With increasing student wellbeing needs, this partnership helped lessen the pressure on LCCM's small student support team.

Through Uwill, students and staff gained immediacy, choice, and access without barriers:



Umatch: Immediate counselling appointment with an accredited counsellor based on individual needs and preferences. No waitlists, with support available outside traditional office hours – nights, weekends, holidays.



Uhelp: Direct crisis connection 24/7/365 with counsellors specialised in risk management.



Urise: On-demand wellness programming



Before Uwill, some other students were on a waiting list for months to years...most of our students cannot afford to get private counselling. Some students got worse and ended up being sectioned and that whole experience is traumatic. Being able to access Uwill before it gets to that stage...is really powerful for students – it's allowed our students to get the help they need when they need it.

Charlene Braithwaite
Student Disability and Well-being Office

THE IMPACT

Early Access to Support

“Early access has been very key. It means that they are more equipped to navigate the challenges of life, and they can access Uwill sooner than even reaching out to us, 24/7.”

With Uwill, students have immediate access to support 24/7/365. Students can book a counselling appointment within minutes, with same day appointments available. Students also have immediate access to direct crisis support with a specialised counsellor. Immediate access to support connects students to care when they are most motivated, reducing the likelihood they disengage before receiving needed support.

Fewer Crises

“Uwill has probably prevented serious crisis situations, because we’ve had a lot less this year since Uwill. It’s given them that ability to access support early on, so that it doesn’t escalate.”

With Uwill, students have access to support before challenges escalate. By removing delays and barriers to care, students can address concerns when they need it most.

Support Beyond Business Hours

“At three o’clock in the morning, I’m not checking my emails... but with Uwill if a student has a need or crisis, it’s invaluable that they know that they can access Uwill.”

Uwill ensures students can access help whenever they need it. With support 24/7/365, students can connect with counsellors at any time, even when campus offices are closed – nights, weekends, holidays, and breaks.

Enhancing Diverse Student Engagement Through Choice

“Many of our students come from demographics where mental health is a taboo. It is really empowering for them to have the choice of counsellor...[especially for] a lot of them... from different backgrounds.”

With Uwill, students can choose a counsellor and therapeutic approach that aligns with their needs and preferences, such as gender, ethnicity, language, timeframe, and clinical need. This flexibility has increased engagement and encouraged students who may not otherwise seek support.

Peace of Mind for the Student Support Team

“It is reassuring knowing there is something that can actually help our students when we can’t. It’s a relief – and it helps support me to do my job.”

Uwill has become an important extension of LCCM’s wellbeing provision, allowing students to access qualified counsellors 24/7/365, while campus teams focus on delivering broader student support services.

Realtime, Transparent Reporting to Strengthen Student Support

“The visibility with the reporting is great – we’ve not reported granular data on student service activity before... Now we can show our seniors the need and [build case for] more student support.”

Uwill’s unique realtime utilisation and reporting data have provided valuable insights into student wellbeing trends, helping LCCM to identify needs, plan interventions, and support conversations around future investment in student services.



RESULTS AND HIGHLIGHTS

Data through 9 June 2026

Immediate Access

34% of students requested same-day appointments,

100%

received same-day appointments

Crisis Support

100%

of crises successfully de-escalated

Strong Student Satisfaction

9.3/10

student feedback

Out-Of-Hours Support

31%

of appointments are out-of-hours (5PM – 9AM)

24%

of appointments are weekends

Enhanced Diverse Engagement

33%

of students who engage identify as male or non-binary

41%

identify as BME

Enhanced Diverse Support

90%

of students book with a BME or bilingual counsellor

Reasons for using Uwill:

- Anxiety
- Depression
- Stress
- Self-esteem
- Trauma

Top wellness programs watched:

- Not hiding your real self
- Three-minute meditation
- Going analog: Just a little less screen time
- Study Break: Breath Meditation
- 4-7-8: Breathing to Soothe an Active Mind

LOOKING AHEAD

Today, Uwill is embedded within the student experience at LCCM, from student induction through ongoing wellbeing communications.

For LCCM, the partnership is about more than providing counselling. It is about ensuring students can access support quickly, confidentially, and on their own terms, helping them focus on their education, creativity, and future success.

“With Uwill, students don’t have to carry the burden that they’ve been carrying for the longest time. They can actually do something about it and get immediate support they need, when they need it.”