



Information for external NMH providers

Disability and Neurodiversity Support Team

Our team can be contacted via AskUs@aston.ac.uk. We also hold drop ins for short queries on Wednesdays and Fridays, 1-3pm. These drop in sessions are prioritised for students but can be used by any member of staff or NMH provider.

Campus Requirements

All providers must report to the Main Reception, which is located in the foyer of the Main Building. They will also need to state the name of their parent company. All providers must carry an agency photo ID card. NMH providers can only gain access to Aston's Library and any other restricted area with a visitor badge, agency photo ID card, and when accompanied by their student.

Room Bookings

The Disability and Neurodiversity Support Team have a very limited supply of rooms. Priority will be given to specialist mentors for students with mental health and autistic spectrum conditions. Bookings are accepted on a week-by-week basis and should be sent to AskUs@aston.ac.uk; block bookings are not accepted. For lone worker safety reasons and for reasons of confidentiality, rooms can only be accessed after 8.45am and must be vacated by 5pm. Subject to prior agreement and parent company lone worker policy, a room may be available by exception between 5pm and 7pm.

As per DSA guidance, providing support in public areas such as a corner of the library, food court, or other public space is not permitted.

Car Parking

We have two car parks for visitors on campus:

- Car park 5: Holt Street, B7 4BH - £6 per visit (6am to 10pm)
- Car park 6: Coleshill Street, B7 4EJ (evenings and weekends only)

We recommend you visit JustPark, where you can find the nearest available parking, get costs, and pay online. Car Park 5 should have sufficient spaces although it shows as 'full' on the JustPark site. You will need to find a space and pay for parking after you have arrived.

We do have spaces for disabled parking, which will need to be reserved in advance. If you require disabled parking, please contact us.

Facilities

All public food and drinks areas are cashless, and so the provider would need to purchase any refreshments via card.

We do not have any printing or photocopying facilities for the public.