



University of East Anglia

Information Services Directorate

The Library
University of East Anglia
Norwich Research Park
Norwich NR4 7TJ
United Kingdom

Email: foi@uea.ac.uk
Tel: +44 (0) 1603 592 431
Fax: +44 (0) 1603 591 010
Web: <http://www.uea.ac.uk>

16 February 2016

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_16-044)

We have now considered your request of 02 February 2016 for the following information:

'1) For the most recent 60 months held on record, please break down by calendar year and gender:

- a) The total number of students enrolled*
- b) The number of times students used the university's mental health services*
- c) The number of times students were referred to external mental health services*

2) For the most recent 60 months held on record, please break down by calendar year the amount of money spent on university mental health services'

Following our email correspondence on 02-03 February, thank you for confirming that we should *'ignore 1)a) of my initial request, and amend the rest of my request to provide just data for the academic year 2014/15.'*

Our response is as follows:

Unfortunately, on this occasion we have determined that the cost of finding and assembling some of the requested information – specifically 1) c): the number of times students were referred to external mental health services in 2014-15 – will exceed the 'appropriate limit', as defined by section 12 of the Act and the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004/3244.

The 'appropriate limit' of £450, which equates to 18 hours' work, can relate to one request in entirety or to a series of linked requests. If the University cannot locate, retrieve and extract some or all of the requested information within the 18 hours we are not obliged to retrieve any of the requested information.

The information requested in question 1) c) is not routinely recorded by the University. Onward referrals are often discussed informally during appointments with the University's Counselling and Mental Health Services¹, but we do not routinely make formal referrals to external services.

¹ <https://portal.uea.ac.uk/dos/counselling-and-mental-health>

As there is no formal process there is no requirement to log referrals. The informal referrals may, or may not, be recorded within the student's file. Establishing if any relevant information was held would require every single file to be manually reviewed. Even allowing only five minutes to review each file, given the numbers of students involved², this process would clearly exceed 18 hours of work. Furthermore, any information retrieved would be highly likely to be incomplete, as referrals may be discussed but not documented.

We are sorry we cannot provide this particular information, however, we can readily provide a response to both questions 1) b) and 2). Please let me know if you wish to submit a revised request for these figures only.

We hope this adequately explains our position, however if you are not satisfied you have the right of appeal against this response. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Ellen Paterson
Information Policy and Compliance Manager
University of East Anglia

² For typical numbers of students accessing each service, see responses to the following related FOI requests:

https://portal.uea.ac.uk/documents/6207125/8146279/151110_Response+letter_FOI_15-215_Redacted.pdf : https://portal.uea.ac.uk/documents/6207125/8146279/FOI_15-073.pdf/