



University of East Anglia

Information Services Directorate

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[REDACTED]

17 February 2016

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_16-025)

We have now considered your request of 25 January 2016 as clarified on 26 January for the following information:

For each question please provide a year by year break down (non-academic) for January 2010 to January 2016.

Please can you provide statistics to show the number of students who applied for an appointment for counselling services?

How many students had an appointment for counselling services during that time?

How many students during that period were referred to specialist mental health services?

How long did the students requesting counselling have to wait for an appointment?

How much funding did the university receive for counselling services?

How many students attended the university?

What percentage of your students tried to access counselling services during that time?

How many students took their own lives during this period?

Unfortunately, on this occasion we have determined that the cost of finding and assembling some of the requested information 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. Specifically, to provide a response to your third question requesting the number of times students were referred to specialist mental health services will greatly exceed the appropriate limit.

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 3 above 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.

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 all other questions within your request. Please let me know if you wish to submit a revised request for these figures only.

I would also note that some of the requested information is available either within our 'Facts and Figures – The University Student Body' page³ (e.g. number of students attending UEA) and available within our Disclosure Log on the UEA website (e.g. for student suicides in the years 2010-2013, please refer to our response to a prior request, [FOI 14-038](#)).⁴

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

Yours sincerely

Dave Palmer
Information Policy and Compliance Manager
University of East Anglia

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

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/

³ <https://portal.uea.ac.uk/planningoffice/biu/planning-and-management/facts-and-figures>

⁴ https://portal.uea.ac.uk/documents/6207125/6946481/FOI_14-038.pdf/b99e1848-6fa6-45b2-b0e3-8f5b1b04aea8