



University of East Anglia

Information Services Directorate

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██████████  
  
24 February 2016

Dear ██████████

**Freedom of Information Act 2000 – Information request (ref: FOI\_16-054)**

Thank you for your revised request of 17 February 2016 for the following information:

*'For each question please provide a year by year break down for the last 5 years between 2010 and 2015 [confirmed academic year is acceptable].*

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

*How many students have had an appointment for counselling services over the last 5 years?*

*How long did the students requesting counselling have to wait for an appointment in each year? [Confirmed by telephone on 23 February that an average waiting time would be acceptable]*

*How much funding did the university receive each year for counselling services?*

*How many students attended the university?*

*How many students took their own lives during this period?'*

Our response is provided in the table on page 3. As I mentioned in our telephone conversation of 23 February, it is not possible to provide all the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm that the University does not hold information on the average waiting time for a counselling appointment in 2014-15. This was due to a change in the way the University recorded, logged and reported on such appointments.

We hope our response will meet your requirements, however if you are not satisfied you have the right of appeal. 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](https://ico.org.uk/Global/contact_us), or by telephone on 0303 123 1113.

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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

**Response to Freedom of Information Act 2000 request (FOI\_16-054)**

	2010-11	2011-12	2012-13	2013-14	2014-15
Number of students who applied for an appointment for counselling services	See below. Every student who applies for an appointment is offered an appointment so our figures for applications and appointments are identical.				
Number of students who had an appointment for counselling services	636	<i>694</i>	736	<i>841</i>	968
Average waiting time for a counselling appointment (between initial assessment and first session)	<i>23.2 days</i>	<i>22.1 days</i>	24.9 days	<i>28 days</i>	[Information not held - s.1(1)(a), Freedom of Information Act]
Counselling service funding	<i>£236,965</i>	<i>£241,389</i>	£242,017	<i>£244,050</i>	£252,934
Number of students attending UEA	See <a href="https://portal.uea.ac.uk/planningoffice/biu/planning-and-management/facts-and-figures">https://portal.uea.ac.uk/planningoffice/biu/planning-and-management/facts-and-figures</a> for details of the student population in each academic year.				
Number of students who committed suicide	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	1

Italicised text indicates figures obtained from our responses to previous FOI requests published on our disclosure log: <https://portal.uea.ac.uk/information-services/strategy-planning-and-compliance/regulations-and-policies/information-regulations-and-policies/freedom-of-information/disclosure-log>