



University of East Anglia

Information Services Directorate

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19 July 2016

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_16-129)

We have now considered your request of 27 June 2016 for the following information:

- the number of students who presented at your university's student counselling service with one of the following issues, as categorised by the British Association of Counselling and Psychotherapy - Universities and Colleges (BACP-UC):

- Anxiety (which includes both stress and anxiety as subcategories)*
- Depression and mood change or disorder (which includes depression as a subcategory, along with such others as low mood, mood swings, depression – slight, depression – moderate, depression - clinical)*
- Self-harm (which includes such subcategories as intentional self-harm, recent suicide attempt, suicidal thoughts or feelings, high risk behaviour etc.)*
- Eating disorders (which includes such subcategories as anorexia, bulimia, compulsive eating etc.)*
- Addictive behaviours (which includes drug abuse (prescribed medication) as well as drug abuse (illegal substances) and alcohol abuse and several other addictions such as nicotine abuse and gambling as subcategories)*

Please provide the information for the calendar years 2010/11 - 2014/15, and 2015/16 if available.

Please break the numbers down by gender.

Unfortunately, on this occasion it is not possible to provide any of the requested information. 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.

The 'appropriate limit' of £450, which equates to 18 hours' work, can relate to one request in its 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.

Information regarding both the gender and condition presented by an individual seeking support from the UEA Counselling Service is not collated centrally and would have to be obtained from individual case files. Additionally, our statistics are organised by academic, not calendar year, and placement into the latter could only be done by way of a review of individual files.

We have over 600 such files per annum and for the period 2010 to 2015, for which we have some 3,875 such files. Even if we were to take only 1 minute per file to locate and extract the information, we would expend some 64 person-hours which is well in excess of the appropriate limit. Or, to put it another way, we would need to spend no more than 15 seconds per file in order to be within the appropriate limit.

To assist you in formulating a request to which we can respond, we would suggest that you resubmit your request by academic year absent the request for a breakdown of data by gender. We would also note that we do not classify students using Counselling Services into the categories you have provided. Were you to accept whatever classification UEA provides, we would be able to respond.

You have the right of appeal against this decision. If you wish to appeal, please set out in writing your grounds of appeal and send to me at the address noted in the heading to this letter.

You must appeal our decision 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 whose [contact details](#)¹ can be found on their website.

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://ico.org.uk/Global/contact_us