



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](mailto:foi@uea.ac.uk)  
Tel: +44 (0) 1603 593 523  
Fax: +44 (0) 1603 591 010  
Web: <http://www.uea.ac.uk>

[REDACTED]

26 July 2016

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_16-134)**

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

*How many individuals who applied for university counselling dropped out before they get to see a counsellor? Please do not count initial assessment appointments. Please provide data for the past 5 years.*

*How many individuals who apply for university counselling drop out, or fail to finish their degree during or after seeing a university counsellor? Please provide data for the past five years, both raw numbers and as a percentage of total individuals who have applied to the counselling service. If the data is not held, please let me know as soon as possible.*

*How much funding does the university counselling (or equivalent) receive? Please provide yearly data for the past ten years.*

Unfortunately, on this occasion it is not possible to provide 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 the date of initial counselling sessions is not digitally collated centrally for the academic years preceding 2014/15 and would have to be obtained from individual paper-based case files.

For the period 2011/12 to 2013/14, we hold approximately 2,250 such files. Even if we were to take only 1 minute per file to locate and extract the information, we would expend some 38 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 30 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 we would be able to provide the requested data for 2014/15 and 2015/16 and would be able to respond to your question regarding funding of counselling services for the all the years requested.

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](#)<sup>1</sup> 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

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<sup>1</sup> [https://ico.org.uk/Global/contact\\_us](https://ico.org.uk/Global/contact_us)