



University of East Anglia

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[REDACTED]

09 August 2016

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_16-151)**

We have now considered your request of 27 July 2016 as clarified on 29 July for information relating to the waiting times of student wishing to access University counselling services.

Our response is on pages 2-3 of this letter, together with a copy of your request.

As requested and confirmed in our phone conversation of 29 July we have excluded paper-based or 'otherwise inaccessible' data from your request. We have defined 'otherwise inaccessible' data as being information which would take over 18 hours to locate and extract and would therefore be exempt under s.12 of the Act. This applies to data from the academic years 2014/15 and 2015/16.

We hope this information 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

Dave Palmer  
Information Policy and Compliance Manager  
University of East Anglia

## Response to Freedom of Information Act 2000 request (FOI\_16-151)

*Could I please request the following information under the Freedom of Information Act:*

*- The average waiting time for students accessing the counselling service, between their first assessment appointment and their next appointment within the University's Counselling Service, or equivalent.*

*Please provide data for the past five years, by monthly intervals. If records are not held digitally, or are otherwise inaccessible, please provide the available digitally-held data. If records are held in semester-long intervals, instead of monthly intervals, please provide that data instead.*

Our response is presented within the table below:

Academic year	Average waiting time
2011/12	22 days
2012/13	25 days
2013/14	28 days
2014/15	<b>[Information out of scope]</b>
2015/16	

*- The number of students, as both a raw number and a percentage of those accessing the counselling service, who wait more than two weeks (or ten working days) between their first assessment appointment and their next appointment at the University's Counselling Service, or equivalent service.*

*Please provide data for the past five years, by monthly intervals. If records are not held digitally, or are otherwise inaccessible, please provide the available digitally-held data. If records are held in semester-long intervals, instead of monthly intervals, please provide that data instead.*

*- The number of students, as both a raw number and a percentage of those accessing the counselling service, who wait more than two months between their first assessment appointment and their next appointment at the University's Counselling Service, or equivalent service.*

*Please provide data for the past five years. If records are not held digitally, or are otherwise inaccessible, please provide the available digitally-held data.*

*- The number of students, as both a raw number and a percentage of those accessing the counselling service, who wait more than six months between their first assessment appointment and their next appointment at the University's Counselling Service, or equivalent service.*

*Please provide data for the past five years. If records are not held digitally, or are otherwise inaccessible, please provide the available digitally-held data.*

Our response is presented within the table below. Please note that we are only presenting the number of students who had both an exploratory appointment and one or more follow up appointments. This comprises 75% of students accessing counselling services in 2011/12, and 72% in both 2012/13 and 2013/14.

As per your request, the percentage figure represents the percentage of students in each category as against all students who accessed counselling services. Finally, as agreed in our phone conversation of 29 July, we are presenting the data by waiting times recorded within our records as opposed to those stated in your request.

Year	Students	Waiting time (in weeks)						
		0-1	1-2	2-3	3-4	4-8	8-12	12+
2011/12	No.	104	166	86	46	82	18	13
	%age	15.0	23.9	12.4	6.6	11.8	2.6	1.9
2012/13	No.	100	145	63	56	127	25	16
	%age	13.6	19.7	8.6	7.6	17.3	3.4	2.2
2013/14	No.	50	132	109	97	175	31	14
	%age	5.9	13.0	13.0	11.5	20.8	3.7	1.7
2014/15	No.	<b><i>[Information out of scope]</i></b>						
	%age	<b><i>[Information out of scope]</i></b>						
2015/16	No.	<b><i>[Information out of scope]</i></b>						
	%age	<b><i>[Information out of scope]</i></b>						