



University of East Anglia

Information Services Directorate

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██████████

23 November 2016

Dear ██████████

Freedom of Information Act 2000 – Information request (ref: FOI_16-227)

We have now considered your request of 17 November 2016 as clarified on 17 and 18 November for information relating to provision of counselling services at UEA.

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

On this occasion 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 for the academic years 2014/15 and 2015/16. This is due to a change made in 2014/15 to the way the University recorded, logged and reported on such appointments.

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, or by telephone on 0303 123 1113.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

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_16-227)

Please release the following information under the Freedom of Information Act within 20 working days:

1. *How much does the University spend on student counselling from the years 2012, 2013, 2014, 2015?*

[Clarified on 17 November to accept data by academic years, i.e. 01 August – 31 July]

For the academic years 2012/13, 2013/14, 2014/15, please refer to our response to a prior similar request, FOI_16-054, within our Disclosure Log:

https://portal.uea.ac.uk/documents/6207125/11655983/160224_response+letter_FOI_16-054_Redacted.pdf/

In 2015/16, the Counselling Service received £190,545.00 in funding. Please note that there has not been any reduction in funding in real terms for the Counselling Service in 2015/16, merely the reassignment of some salary costs from one cost centre to another within UEA.

2. *Does the university offer a counselling service?*

Yes.

3. *How long are students waiting to see a counsellor?*

[Clarified on 18 November to accept average waiting times and to cover the same time period as in question 1 above]

For the academic years 2012/13, 2013/14, 2014/15, please refer to our response to a prior similar request, FOI_16-054, within our Disclosure Log:

https://portal.uea.ac.uk/documents/6207125/11655983/160224_response+letter_FOI_16-054_Redacted.pdf/

[Information not held - s.1(1)(a), Freedom of Information Act]

UEA does not hold information on the average waiting times to see a counsellor for the academic years 2014/15 and 2015/16 for the reasons noted in the above letter.