



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 592 431  
Fax: +44 (0) 1603 591 010  
Web: <http://www.uea.ac.uk>

[REDACTED]

28 June 2016

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_16-123)**

We have now considered your request of 14 June 2016 for the following information:

- *'How long has the waiting list been on average for students using the counselling service for mental health reasons, over the past five years?'*
- *'How many students seeking help for the same reasons are seen each week?'*

Thank you for confirming, during our telephone conversation of 14 June, that you would accept data for academic years rather than by calendar year.

Our response is as follows:

As discussed in our telephone conversation and subsequent email, we believe our response to a previous FOI request<sup>1</sup> provides the answer to most of your first question. Given the nature of this service, we would expect that all students accessing counselling were doing so for a variety of mental health reasons.

I can also confirm that the data from the 14/15 academic year remains not held by the University, for the reasons mentioned in our previous response. We are however recording waiting list times for the current academic year, and should be able to provide these figures in future.

With regard to your second question, our response to the previous request also lists the numbers of students who had an appointment for counselling services in each of the requested years. While we have retained this total figure, we do not now hold a breakdown of the number of appointments which were met, i.e., the number of students who were actually seen each week.

Therefore, 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 a breakdown of the numbers of students seeking help for mental health reasons who were seen by the counselling service in each week of the requested years.

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

---

<sup>1</sup> [https://portal.uea.ac.uk/documents/6207125/11655983/160224\\_response+letter\\_FOI\\_16-054\\_Redacted.pdf/](https://portal.uea.ac.uk/documents/6207125/11655983/160224_response+letter_FOI_16-054_Redacted.pdf/)

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.

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

Ellen Paterson  
Information Policy and Compliance Manager  
University of East Anglia