



University of East Anglia

Information Services Directorate

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[REDACTED]

27 March 2017

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_17-048)**

Further to our response of 23 March 2017 to your request of 22 February 2017 as clarified on 21 March for information relating to ambulance attendance at UEA and the provision of mental health services to students at UEA, we are herewith providing an updated and revised set of data in response to question 2 of your request.

Our revised response is on page 2 of this letter, together with a copy of your request. This response should replace the response sent to you on 23 March. Please note that, in relation to question 2 of your request, we have amended the figures for the 2015/16 academic year and have now included figures for the academic year 2016/17 to date.

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.

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\_17-048)

1) Please state the number of ambulance calls to university campus or university halls of residence or university owned buildings due to:

- a) Incidents of self-harm by students at your university
- b) Incidents of attempted suicide by students at your university

In the following academic years

- i) 2012/13
- ii) 2013/14
- iii) 2014/15
- iv) 2015/16
- v) 2016/17 to date

Our response is within the table below. Please note that these figures are likely not to be an accurate reflection of the number of calls to UEA for the reasons noted as it is not UEA policy to record this information as of course and the figures simply represent those instances in which the callout for the cited reason appeared in an incident report.

Year	Cause	
	Self-harm	Attempted Suicide
2012/13	0	1
2013/14	1	2
2014/15	0	0
2015/16	0	0
2016/17	4	1

2) Please state the number of students that

- a) Have contacted your university's mental health services
- b) Received mental health counselling provided by your university

In the following academic years

- i) 2012/13
- ii) 2013/14
- iii) 2014/15
- iv) 2015/16
- v) 2016/17 to date.

[Clarified on 21 March to define 'contacted' as the number of student appointments made and to define 'mental health counselling' solely as individuals attending an appointment with UEA's Mental Health Team]

Our response is presented within the table below. Please note that the number of appointments made will be an overstatement of the number of individuals contacting the Mental Health Services as some individuals may make multiple appointments.

Year	Number of appointments made	Individuals receiving mental health counselling
2012/13	1369	599
2013/14	1203	530
2014/15	1225	483
2015/16	1736	526
2016/17 (to date)	1062	602