



University of East Anglia

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[REDACTED]

16 May 2017

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_17-095)

We have now considered your request of 16 April 2017 for information relating to provision to and use of counselling services by students at UEA.

Our response is on pages 2-3 of this letter, together with a copy of your request and within the attached document entitled FOI_17-095 Appendix A.

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 an appointment for years 2014/15 onwards. This is the result of a change in the way UEA recorded, logged and reported on 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_17-095)

• *How many students asked to use university counselling services over the last four academic years (2013-14, 2014-15, 2015-16 and 2016-17 so far)? Please can you include all students (including undergraduate and postgraduate students both full-time and part-time) and break it down by gender if possible.*

Our response is within the following table. Please note that the figures represent the number of individuals actually seen by counselling services. As all individuals requesting an appointment are granted one, the numbers represent individuals who requested and obtained an appointment. We do not hold a figure for 2014/15 onwards for those individuals who requested a first appointment and then did not arrive.

<i>Year</i>	<i>Male</i>	<i>Female</i>	<i>Unknown / Not stated¹</i>	<i>Total</i>
2013/14	233	605	95	841
2014/15	305	663	0	968
2015/16	222	518	18	758
2016/17 ²	162	409	17	588

• *What reason did these students give for needing counselling over the last four academic years (2013-14, 2014-15, 2015-16 and 2016-17 so far)? Please can you give a number for each category (eg anxiety, relationship help, grief counselling) and break this down by year. Again please include all students (including undergraduate and postgraduate students both full-time and part-time).*

Our response is within the attached document entitled FOI_17-095 Appendix A.

Please note that we are providing numbers of actual appointments, not students, and information showing the main topic discussed in each appointment as set out in the Student Services incident coding system. Some students may well have had several appointments covering a variety of issues. There is only one subject assigned to any particular appointment.

• *What has been the average wait time between a student asking for help and seeing a counsellor over the last four academic years (2013-14, 2014-15, 2015-16 and 2016-17 so far)? Please break this down by year and term (eg autumn term/ spring and summer) if possible.*

Our response is as follows:

<i>Year</i>	<i>Average waiting time</i>
2013/14	28 days
2014/15	[Information not held - s.1(1)(a), Freedom of Information Act]
2015/16	
2016/17	

¹ Within his figure for 2013/14 are 92 individuals who requested an appointment but did not arrive. We do not have gender information for these individuals.

² Data for academic year to date of receipt of request.

We do not hold any data on the average waiting time for an initial appointment from 2014/15 onwards for the reasons noted in the above letter.

• How many counsellors has the university employed on a full-time or part-time basis over the last four academic years (2013-14, 2014-15, 2015-16 and 2016-17 so far)? Please can you break this down by year and add whether any of these counsellors specialise in certain areas (eg grief/ sexual assault). Can you also say whether they are on permanent or zero-hours contracts.

Our response is within the table below.

Staff do not specialise in any particular area in terms of the services provided but do have specialist knowledge covering issues such as eating disorders, grief and loss, addictions, couples work, family work, 3rd wave and 2nd wave CBT, humanistic therapy, integrative therapy, domestic violence, safeguarding, trauma, employee assistance, and psychosexual issues.

It should also be noted that UEA makes use of volunteer trainees that provide counselling services and comprise an average of 14 individuals representing 0.2 fulltime equivalent staff per annum for the period 2014/15 to date.

Academic Year	Number of counsellors		Service FTE	Contract type		Specialty
	Fulltime	Part-time		Permanent	0 hours	
2013-14	0	13	[Not held]	2	11	See comments above
2014-15	0	10	1.8	3	7	
2015-16	1	6	3.8	7	1	
2016-17	2	3	3.4	5	0	