



University of East Anglia

Information Services Directorate

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21 June 2017

Dear 

**Freedom of Information Act 2000 – Information request (ref: FOI\_17-139)**

We have now considered your request of 03 June 2017 as clarified on 05 June for information relating to counselling services.

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

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\_17-139)

*How many student applicants did the university's counselling and/or wellbeing service receive in the 2015-16 and 2016-17 academic years?*

*If full statistics are not available for the 2016-17 academic year, please provide figures as up to date as possible, and indicate at which month figures cannot be found.*

*If student and staff applications are inseparable, please provide the data for all applicants.*

*[Clarified on 05 June to include both the number of students seeking counselling and the number of students actually attending an appointment]*

Our response is provided in the table below:

	2015/16	2016/17 <sup>1</sup>
Total appointments booked	3752	3932
Total appointments held	2676	3194
Total appointments cancelled	720	515
Total appointments marked DNA <sup>2</sup>	335	192
Total appointments marked as pending <sup>3</sup>	21	31

### 2015/16

Of the 2676 appointments seen, this was made up of 758 unique students. Of the 335 DNA's, this was made up of 268 unique students, however, these may also be included in the total seen students as they may have arrived for some appointments but not for others, hence being included in both categories.

### 2016/17

Of the 3194 appointments seen, this was made up of 663 unique students. Of the 192 DNA's, this was made up of 169 unique students, however, these may also be included in the total seen students as they may have arrived for some appointments but not for others, hence being included in both categories.

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<sup>1</sup> Data is provided up to 24.04.17

<sup>2</sup> DNA – Did not arrive

<sup>3</sup> Unknown whether the appointment was held or not