



University of East Anglia

Information Services Directorate

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[REDACTED]

14 August 2017

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_17-190)**

We have now considered your request of 31 July 2017 as clarified on 02 August for the following information

*In the academic year 2016/2017, the number of students who inquired about utilising the counselling services.*

*In the academic year 2016/2017, the number of students who attended a well-being triage.*

*In the academic year 2016/2017, the number of students who after triage attended at least one subsequent session within the well-being service.*

*In the academic year 2016/2017, the number of students who did not complete the full number of sessions they were allocated.*

*[Clarified on 02 August to limit 'well-being triage' to counselling services]*

Unfortunately, on this occasion it is not possible to provide any of the requested information. We have determined that the cost of finding and assembling some of the requested information will exceed the 'appropriate limit' as defined by section 12 of the Act and the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004/3244.

The 'appropriate limit' of £450, which equates to 18 hours' work, can relate to one request in its entirety or to a series of linked requests. If the University cannot locate, retrieve and extract some or all of the requested information within the 18 hours we are not obliged to retrieve any of the requested information.

Specifically, it would take in excess of the appropriate limit to locate and extract the information requested in the fourth element of your request; namely the number of students who did not complete/take up the full number of counselling follow-up sessions they were allocated.

This is because we would have to manually review all relevant counselling files to determine the number of sessions allocated and then match this against appointment data held within another, separate system. There are over 500 separate files to review, and we estimate a minimum of 5 minutes per file would be required to locate

and extract this information. This would consume almost 44 hours of effort which would be well in excess of the appropriate limit.

However, to assist you in formulating a request to which we can respond, we can advise that we would be able to provide a response to questions 1 to 3 of your request. We should advise, however, that it is highly likely that we do not hold information in response to the first question of your request.

You have the right of appeal against this decision. If you wish to appeal, please set out in writing your grounds of appeal and send to me at the address noted in the heading to this letter.

You must appeal our decision 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 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