



University of East Anglia

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[REDACTED]

12 September 2017

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_17-203)

We have now considered your request of 14 August 2017 as clarified on 22 August for information relating to the University's counselling and well-being services.

Our response is on pages 2-3 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, 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_17-203)

Please disclose the following under the FOI Act.

1. How many students registered to use university counselling and wellbeing services over the last five academic years (2012-13, 2013-14, 2014-15, 2015-16 and 2016-17)? 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.

For the years 2013/14 to 2016/17 (as of April), the total number of students seen by our Counselling Service broken down by gender is within our response to a prior request, FOI_17-095, available here:

https://portal.uea.ac.uk/documents/6207125/15932495/170516_Response+letter_FOI_17-095.pdf/608ef842-a473-46e2-bd5d-76ffece85424

A breakdown by gender for 2012/13 and updated figures for 2016/17 for students using Counselling Services are presented within the table below:

<i>Gender</i>	<i>Academic Year</i>	
	<i>2012/13</i>	<i>2016/17</i>
Female	530	603
Male	206	264
Unknown	0	23
<i>Total</i>	736	890

The number and gender of students seeking assistance from our Mental Health team is presented within the table below:

<i>Year</i>	<i>Female</i>	<i>Male</i>	<i>Unknown</i>	<i>Total</i>
2012/13	366	179	2	547
2013/14	276	160	0	436
2014/15	316	167	0	483
2015/16	332	180	14	526
2016/17	519	243	15	777
<i>Total</i>	1809	929	31	2769

2. How many counsellors has the university employed on a full-time or part-time basis over the last five academic years (2012-13, 2013-14, 2014-15, 2015-16 and 2016-17)? Please can you break this down by year and say whether they are on permanent or zero-hours contracts.

For the years 2013/14 to 2016/17, the total number of counsellors employed in counselling and well-being services is within our response to a prior request, FOI_17-095, available here:

https://portal.uea.ac.uk/documents/6207125/15932495/170516_Response+letter_FOI_17-095.pdf/608ef842-a473-46e2-bd5d-76ffece85424.

For 2012/13, there were 11 staff employed in total, of which 2 were on permanent contracts and the remaining 9 were on zero hours / sessional contracts.

3. How many counsellors will the university employ on a full time or part time basis in the forthcoming academic year 2017-18?

In 2017/18, counselling and well-being services are being restructured and staffing will be as follows:

<i>Staff type</i>	<i>Contract type</i>		<i>Total</i>
	<i>Full-time</i>	<i>Part-time</i>	
Trainee student counsellors	0	14	14
Trainee staff counsellor	1	0	1
Staff counsellors	3	0	3
Student counsellors	4	6	10
TOTAL	8	20	28