



University of East Anglia

Information Services Directorate

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13 November 2017

Dear 

Freedom of Information Act 2000 – Information request (ref: FOI_17-250)

We have now considered your request of 16 October 2017 as clarified on 23 and 24 October and 10 November for the following information;

Under the Freedom of Information Act please can enquire the following:

Q1) How many students are currently receiving mental health or wellbeing support from your university?

Q2) What is the current waiting time to access mental health or wellbeing support at your university?

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.

Mental health and wellbeing services for students are delivered by 2 separate teams within UEA; firstly by our Mental Health team and secondly by our Counselling Service. In relation to question 1, it would require more than the appropriate limit allows to locate and extract the number of students currently receiving mental health support from the Mental Health team.

This is due to the fact that appointment data for the Mental Health team must be manually input into the software the University utilises to record Mental Health appointments. Once this is completed a download from the system has to be undertaken and the data cleansed and evaluated. The manual inputting of this data for the current year, and the subsequent work required would, in our opinion exceed the appropriate limit of 18 hours effort.

In addition to appointment data, support is also provided on occasion by email. However, to provide this data would also exceed the appropriate limit as locating and

extracting this data would require a manual search of hundreds of case files to locate any instances of email support.

To assist you in formulating a request to which we can respond, we can provide information in response to question 2 of your request and can also provide the number of students receiving assistance currently from our Counselling Services. As discussed in our phone conversation of 10 November, we believe that, due to developments with our Mental Health team appointment data, we should, in approximately one month's time, be able to provide a response to a request for the number of students receiving support from the team for the period 01 August to 10 November 2017.

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, 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