



University of East Anglia

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[REDACTED]

17 November 2017

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_17-257)

We have now considered your request of 20 October 2017 for information relating to the provision of counselling services to students at UEA.

Our response is on pages 2-3 of this letter, together with a copy of your request.

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 relevant to question 4 of your request. Further information is on page 2 of this letter.

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_17-257)

I would like to request the information for the following questions:

1. How many students (both undergraduate and postgraduate) are there at your institution?

There are 16,128 students currently registered with UEA for the 2017/18 academic year.

2. Does your institution offer student counselling for mental health issues?

Yes.

3. What percentage of students are currently accessing these services?

0.99% percent of currently registered students have accessed counselling services in the 2017/18 academic year.

4. Out of this total percentage what number of students are using counselling for:
a. Stress?
b. Anxiety?
c. Depression?

[Information not held - s.1(1)(a), Freedom of Information Act]

This information is not held due to the fact that we only categorise appointments and not the individuals attending those appointments. The 160 students who accessed the counselling service in the current year attended 742 separate counselling sessions. Each individual may have sessions that address different issues or conditions.

We can provide, upon request, the number of appointments broken down by the main topic of discussion but we do not categorise individuals.

5. What number of the students accessing counselling are in Year 1, Year 2, Year 3, Postgraduate?

Our response is within the table below. Please note that there were 3 students that accessed counselling services who did not fall within one of the categories provided.

Status	Number of students
Undergraduate – Year 1	18
Undergraduate – Year 2	62
Undergraduate – Year 3	48
Postgraduate	29

6. What number of student counsellors are there at your institution?

There are 21 counsellors within the Counselling Service at UEA.

7. How long is the wait time per student, between contacting the counselling and receiving the counselling?

On average, 2-3 weeks elapse between first contact with the Counselling Service and the date of the first appointment.

8. How many requests for counselling do you get?

To date, within 2017/18, we have seen 160 students.

9. What percentage of those requests are followed up by attended counselling sessions?

100%. Every student that contacts the Counselling Service is given an appointment for face to face counselling.

10. On average how many sessions does a student attend before leaving the counselling?

For 2015/16, there were an average of 6 sessions per individual.