



University of East Anglia

Information Services Directorate

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[REDACTED]

30 November 2017

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_17-278)

We have now considered your request of 08 November 2017 for information relating to counselling services at UEA.

Our response is on page 2 of this letter, together with a copy of your request and within the attached document entitled FOI_17-278 Appendix A.

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_17-278)

Under the Freedom of Information Act, please could you provide me with the number of students who have accessed counselling services provided by the university for each of the past three academic years (2014/15, 2015/16 and 2016/17).

Our response is within the following table.

Year	Students
2014/15	968
2015/16	758
2016/17	895

If possible, please provide a breakdown by the type of issue the students are seeking help for

Our response is within the attached document entitled FOI_17-278 Appendix A.

Please note that we are providing numbers of actual appointments, not students, and information showing the main topic discussed in each appointment as set out in the Student Services incident coding system. Some students may well have had several appointments covering a variety of issues. There is only one subject assigned to any particular appointment. Topics not recorded by the advisor are shown as blank.

Please note that in order to avoid inadvertently releasing personal data contrary to the provisions of the Data Protection Act 1998, all values between 1 and 4 are recorded as '<5'.