



University of East Anglia

Information Services Directorate

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[REDACTED]  
  
07 August 2017

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_17-180)**

We have now considered your request of 14 July 2017 for information relating to staff use of counselling and occupational health services at UEA.

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.

In this particular case, it would require in excess of the appropriate limit to provide a response to questions 3 and 4 of your request. Occupational Health (OH) at UEA is not legally a part of the University but is rather part of the University Medical Service, which is a separate legal entity to the University. Consequently, UEA has no legal right over information held by OH, nor is in a position to provide information held by OH pursuant to a request under FOIA.

In relation to information held by UEA, whilst all referrals to OH are processed via our Human Resources Division (HRD), we do not hold a central record of OH referrals as this highly sensitive medical information is held on individual staff files only.

The retrieval of information from staff files relating to OH referrals over the eight year period of the request, and subsequent determination and analysis of the staff categories and genders would substantially exceed 18 hours. We would anticipate that it would take each of the 14 members of HRD staff who are responsible for referrals a minimum of one day to gather the information for their areas. The minimum time period to retrieve the required information would therefore be two working weeks, with further time then required to determine and analyse the staff categories and gender.

To assist you in formulating a request to which we can respond, we can confirm that we could provide a response to both question 1 and 2 of your request. However, we should advise at this point that the response to question 2 is highly likely to be that we do not hold the requested information.

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