



University of East Anglia

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[REDACTED]

19 July 2018

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_18-130)

We have now considered your request of 06 June 2018, as clarified on 22 June, for information relating to the provision of mental health services for students at UEA.

Our response is on pages 2-5 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 recent information on the waiting times for an appointment for mental health support. Further information is on page 4 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.

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Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Dave Palmer
Information Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_18-130)

I would like to submit a Freedom of Information request for the following information.

1. The name of your organisation.

The University of East Anglia.

2. What university-run mental health services the institution currently offers to students, for example face-to-face counselling with a trained professional, a 24hr helpline, e.t.c.

In the 2017/18 academic year, UEA offers support via 2 units within the Student Support Services (SSS) division; the Counselling Service and the Mental Health Unit.

Services offered consists of the following:

- 1 To 1 counselling
- 1 to 1 integrative therapy
- 1 to 1 cognitive behavioural therapy (CBT)
- 1 to 1 Wellbeing appointments
- Group Wellbeing workshops on a variety of topics.

3. Total number of students enrolled at the university in the following academic years:

i) 2010-11

ii) 2011-12

iii) 2012-13

iv) 2013-14

v) 2014-15

vi) 2015-16

vii) 2016-17

Our response is within the table below

Year	Enrolled students
2010/11	17,566
2011/12	17,681
2012/13	17,993
2013/14	17,861
2014/15	17,450
2015/16	17,846
2016/17	18,910

4. Total number of students who applied for university-run mental health services in the following academic years:

- i) 2010-11
- ii) 2011-12
- iii) 2012-13
- iv) 2013-14
- v) 2014-15
- vi) 2015-16
- vii) 2016-17

Our response is within the table below:

<i>Year</i>	<i>Counselling Services</i>	<i>Mental Health Unit</i>	<i>Total</i>
2010/11	636	251	887
2011/12	694	547	1241
2012/13	736	599	1335
2013/14	841	530	1371
2014/15	968	483	1451
2015/16	758	526	1284
2016/17	726	755	1481

5. Total university budget per academic year for the following academic years:

- i) 2010-11
- ii) 2011-12
- iii) 2012-13
- iv) 2013-14
- v) 2014-15
- vi) 2015-16
- vii) 2016-17

This information is available in our annual financial statement which are available on our website here: <https://portal.uea.ac.uk/finance/financial-accounts>

6. Total amount of money spent on university-run mental health services and support services in the following academic years:

- i) 2010-11
- ii) 2011-12
- iii) 2012-13
- iv) 2013-14
- v) 2014-15

vi) 2015-16

vii) 2016-17

Our response is within the table below:

Year	Counselling Services	Mental Health Unit	Total
2010/11	£236,965.00	£88,776.00	£325,741.00
2011/12	£241,964.00	£85,569.00	£327,533.00
2012/13	£242,017.00	£100,566.00	£342,583.00
2013/14	£244,050.00	£111,999.00	£356,049.00
2014/15	£252,934.00	£105,798.00	£358,732.00
2015/16	£253,542.00	£107,759.00	£361,301.00
2016/17	£233,356.00	£134,724.00	£368,080.00

7. If you do run mental health services:

i) What was the average waiting time between students registering for counselling services and their first face-to-face appointment with staff.

[Clarified on 22 June to request data for all years, but with a preference for more recent years]

Our response is within the table below:

Year	Counselling Services	Mental Health Unit
2010/11	23.2 days	[Information not held, s.1(1), Freedom of Information Act]
2011/12	22.1 days	
2012/13	24.9 days	
2013/14	28 days	
2014/15	[Information not held, s.1(1), Freedom of Information Act]	
2015/16		
2016/17		
2017/18		

UEA does not hold information on the average waiting time for an appointment for appointments with the Counselling Services for the years 2014/15 onwards. This is the result of a change in the way UEA recorded, logged and reported on appointments. No waiting times have been recorded for the Mental Health Unit.

ii) The longest time a student has had to wait between registering for counselling services and their first face-to-face appointment with staff.

[Clarified on 22 June to request data for all years, but with a preference for more recent years]

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

As seen in question 7(i) above, UEA does not currently record exact waiting times for students to receive their first face to face appointment with either Counselling Service or Mental Health Unit staff.

However, for Counselling Services for 2010/11 to 2013/14 we did record waiting times by category and the longest category for which we have an entry is in excess of 12 weeks. This occurred in each of years for which we have records (i.e. from 2010/11 to 2013/14). In none of these years, however, did the percentage of students awaiting more than 12 weeks comprise more than 3% of the total number of students seeking assistance.