



University of East Anglia

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21 August 2018

Dear

Freedom of Information Act 2000 – Information request (ref: FOI_18-165)

We have now considered your request of 23 July 2018 for information relating to UEA's counselling service.

Our response is, as per your request, in the attached Excel document, FOI_18-165 Appendix A. For your convenience, we have provided a copy of your request on page 2 of this letter.

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 data on the number of undergraduates or postgraduates seen by the Counselling Service for the years 2008/09 to 2012/13, nor data on the gender of persons seen for the years 2008/09 to 2011/12. These years preceded the implementation of a digital appointment system within the Counselling Service and the hard copy records have been disposed of in line with records retention policy of our Student Support Services department.

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 Compliance Manager
University of East Anglia

Freedom of Information Act 2000 request (FOI_18-165)

To whom it may concern,

...I would kindly like to make a Freedom of Information request regarding your university's mental health and counselling service.

We would like to get data from the past 10 full academic years, starting from 2008/09 and ending in 2017/18. However, if data isn't available from that far back, we would kindly ask for the most up-to-date data that you have. We would like the following information:

1. The number of students who received at least one individual counselling session (i.e. one-on-one counselling, as opposed to group sessions etc) each academic year since 2008/09

a. If you do not have data for individual counselling sessions, then we would please like the data of counselling in general (i.e. including group sessions).

2. The total budget of the counselling service each academic year since 2008/09.

3. A demographic breakdown of students using the counselling service, including:

a. Undergraduate vs postgraduate

b. Male vs female

To clarify: we are just looking for total numbers. So, for example, for point b), we are hoping to find out how many people who use the counselling service are male and how many are female. Again, we would like this annually since 2008/09.

4. The total population of the university itself, including all student types (i.e. not just undergrads and postgrads, but also executive masters students, etc) for each year since 2008/09.