



University of East Anglia

Information Services Directorate

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13 March 2018

Dear 

Freedom of Information Act 2000 – Information request (ref: FOI_18-042)

We have now considered your request of 13 February 2018 for the following information:

'I am looking to find out as much detail and information as possible on the mental health support offered by the University to its students. Specifically, my questions are as follows:

- *How much has the university spent on mental health provisions for students and staff in the academic years 2014/15, 2015/6 and 2016/17?*
- *How many students have accessed or requested mental health support in the academic years 2014/15, 2015/6 and 2016/17?*
- *How many students have requested, but been unable to access support in the academic years 2014/15, 2015/6 and 2016/17?*
- *How many staff have accessed or requested support in the academic years 2014/15, 2015/6 and 2016/17?*
- *How many staff have requested, but been unable to access support in the academic years 2014/15, 2015/6 and 2016/17?*
- *How many students have dropped out of or deferred their courses due to mental health issues in the academic years 2014/15, 2015/6 and 2016/17?*
- *How many students have applied for mitigating circumstances to university assessments or exams in the academic years 2014/15, 2015/6 and 2016/17?'*

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 particular, to provide a response to the last question of your request concerning the number of individuals requesting extenuating circumstances would, in combination with the time required to locate and extract the information requested elsewhere in your request, be in excess of the appropriate limit. We do not have a central data source for the identity or number of individuals requesting extenuating circumstances so in order to determine the number of such individuals we would have to examine records from each School, for both postgraduate and undergraduate students, for each year requested, and then review the data to ensure that we do not double count students. Given that we would need to review over 200 spreadsheets covering the requested time period, even at only 5 minutes per spreadsheet, we would exceed the appropriate limit.

To assist you in formulating a request to which we can respond, we can advise that, if the last question was withdrawn, or if you were willing to accept the number of applications for extenuating circumstances, we can then respond to every other question within your request within the appropriate limit. It should also be noted that much of the information sought in your request is available within other responses within our Disclosure Log¹.

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, 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

¹ See: <https://portal.uea.ac.uk/information-services/strategy-planning-and-compliance/regulations-and-policies/information-regulations-and-policies/freedom-of-information/disclosure-log/student-issues/2017> (esp. FOI_17-147, and FOI_17-094)