



University of East Anglia

Information Compliance (ITCS)

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28 June 2019

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_19-160)

We have now considered your request of 06 June 2019 for information relating to the total number of staff accessing the University's counselling and mental health services and the total number staff referred to Occupation Health. This information was to cover the years 2016-17 and 2017-18.

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 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 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 provide any of the information.

In this case, we cannot provide the information for the University's counselling service. For 2016/17, 178 records exist for individuals accessing the counselling service, and for 2017/18 there were 174 records. We would need to examine each record individually in order to obtain the breakdown you requested.

If we were to allow five minutes per file in order to extract the required information, this would equate to approximately 14.8 hours for 2016-17 and 14.5 hours for 2017-18. This totals 29.3 hours, exceeding the 18 hour limit.

If you wish to submit a revised request to the University, it would be possible to provide you with the information you require for either 2016-17 or 2017-18. We could also provide the occupational health data in its entirety.

We should point out that any reformulated request you submit to us will be treated as a new FOI request, and the 20 working day time limit will begin again.

We are sorry we cannot provide the data you requested, but trust this letter explains our position. If you are unhappy with our response, you have the right of appeal against this decision. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 40 working days of the date of this letter. In line with section 5.3 of the UK Government's Freedom of

Information Act Code of Practice, we are not obliged to accept internal reviews after this date.

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

Paul Cutting
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University of East Anglia