

20 March 2019

Dear 

**Freedom of Information Act 2000– Information request (ref: FOI\_19-046)**

We have now considered your request of 06 February 2019 for information relating to students and counselling services. Our response is on page 3 of this letter and supersedes our previous letter dated 07 March 2019. Please note that we have now provided a response to your fourth question, which we were not in a position to do at the time of our previous letter. Once again, please accept our apologies for this delay.

Thank you for your clarification of 15 February in which you confirmed that you would like to receive the data for the last five academic years, and would accept, in relation to your second question, the average waiting time over the five year period (i.e. not by individual students). Unfortunately, on this occasion it is not possible to provide this particular information, as the University does not hold recorded information on waiting times for students accessing counselling.

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 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](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

Kirsty McDonald  
Information Compliance Assistant

**Response to Freedom of Information Act 2000 request (FOI\_19-046)**

*How many students (both undergraduate and postgraduate) are there at your institution? Please provide figures for the last five academic years.*

Our response is within the table below

<i>Academic Year</i>	<i>Number of students enrolled</i>
2017/18	20,193
2016/17	19,061
2015/16	17,945
2014/15	17,513
2013/14	17,779

*How long is the wait time per student, between contacting the counselling service and receiving the counselling?*

*[Clarified by requester on 15 February to accept the average waiting time over the five year period]*

***[Information not held, s.1(1)(a) FOIA]***

The requested information is not held for the reasons set out in the above letter.

*On average how many sessions does a student attend before leaving the counselling?*

Our response is within the table below

<i>Academic Year</i>	<i>Average number of sessions</i>
2017/18	6
2016/17	6
2015/16	6
2014/15	5
2013/14	5

*What percentage of requests for counselling are followed up by attended counselling sessions?*

100%. Every student who contacts the counselling service is provided with an appointment for face to face counselling.