



University of East Anglia

Information Compliance (ITCS)

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08 May 2019

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_19-112)

We have now considered your request of 11 April 2019 for the following information:

'I therefore request the following information:

- 1. The amount of funding spent by your university on mental health services in each of the last five years.*
- 2. The number of a) counsellors b) other clinical staff employed or engaged by your university in each of the last five years.*
- 3. The average waiting times and longest wait for a) counselling b) other mental health services at your university in each of the last five years.*
- 4. The number of students referred to counselling by in-house services at your university in each of the last five years.*
- 5. The number of students enrolled at your university in each of the last five years.'*

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.

Specifically, it would exceed the appropriate limit to locate and extract the information requested in question 4 above. The University's counselling service is part of our Students Support Service. They do not accept referrals from anyone other than the University Medical Services (UMS), but any referrals that are made are not recorded separately. To determine if a referral from the UMS had been received we would need to manually review every file for those students who had contacted our Student Support Service. There are just over 4000 files in total for the last five complete

years, and with an estimate of 2 minutes per file, we estimate the review would require 134 hours of work, which is clearly in excess of the appropriate limit.

If you wished to submit a revised request to the University, we would be able to provide a response to all questions, apart from question 4. Given the number of files per annum and the time required to review each file, we do not believe that there is any timeframe for this question that would be short enough to give us enough time to provide a response within the appropriate limit.

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

Dave Palmer
Information Compliance Manager
University of East Anglia