



03 June 2019

Dear 

Freedom of Information Act 2000 – Information request (ref: FOI_19-107)

We have now considered your request of 09 April 2019 for information relating to mental health provision available to students at UEA.

As requested, our response is in the accompanying file, FOI_19-107 Appendix A.

We have now been able to provide a response to question 3)b)ii) of your request which we were unable to do in our prior response of 10 May 2019. Therefore, this letter constitutes our complete and final response to your request and should supersede our prior response. Please accept our apologies for the delay.

As noted previously, on this occasion, it is not possible to provide some of 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 information relevant to question 3c) of your request as the University had not introduced Silver Cloud to students until January 2019.

Secondly, in relation to question 6) and 6a) of your request, we cannot provide the number of students who claimed extenuating circumstances citing mental health issues. Students who are granted extenuating circumstances concessions for any type of health reason are recorded under the category 'Health Conditions', which can include both physical and mental health.

Finally, in relation to question 3)b)ii) only, we have determined that the cost of finding and assembling 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 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. As we have already supplied a response to all other questions, this only applies to question 3)b)ii).

Specifically, our records indicate that for the period specified, 1,931 individuals declared a mental health condition to the University. We estimate it would take approximately one minute to check the student ID of each of these records against our Student Support Service (SSS) records to determine if the individual had sought

assistance from SSS. To check all 1,931 records would require 32 hours, which is in excess of the 18-hour limit.

If you wished to submit a revised request to the University, we have established that we could provide a response to question 3)b)ii) for any of the three individual years you cite but would only be able to provide a response for that one year. Any combination of two years would exceed the time limit.

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, 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

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