



University of East Anglia

Information Compliance (ITCS)

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26 June 2019

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_19-150)

We have now considered your request of 29 May 2019 for information relating to student mental health provision and the use of student support services. For reference, we have provided a copy of your request on page 3 of this letter.

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 take over 18 hours to respond to question 3.2 of your request. The record of appointments held by our Student Support Services (SSS) are categorised by the primary topic of discussion in a particular session. Whilst we have specific categories that apply to questions 3.1 and 3.3 - 3.5 of your request, we do not have a specific category for eating disorders.

We would therefore have to manually review files flagged by categories that are most likely to contain such appointments; in our case that would be the categories 'Mental health' and 'General anxiety'. For the years requested, we have 2,206 appointments flagged under those two categories. Even if it were to take only 1 minute per file to determine if eating disorders were involved, we would still be clearly in excess of the appropriate limit.

If you wished to submit a revised request to the University, we would be in a position to provide a response to all other parts of your request were you to withdraw question 3.2.

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

Dave Palmer
Information Compliance Manager
University of East Anglia

Freedom of Information Act request (FOI_19-150)

I am seeking information about the mental health of students at your university.

Please could you provide a list of:

- 1) What mental health provisions the university currently has in place.*
- 2) How much the university has spent on mental health each year for the past three years.*
- 3) How many students have approached the university's student support services for support to deal with the following issues:*
 - 3.1) self harm*
 - 3.2) eating disorders*
 - 3.3) stress/anxiety/depression*
 - 3.4) drug or alcohol issues*
 - 3.5) Suicidal thoughts*
 - 3.5) Mental health issues not included in questions 3.1-3.4*
- 4) The number of confirmed student suicides.*

I would like this information broken down annually for the past three academic years up to the time that this request is answered.

Please can you also provide a breakdown in gender for each category for each year.