



University of East Anglia

Information Compliance (ITCS)

The Library
University of East Anglia
Norwich Research Park
Norwich NR4 7TJ
United Kingdom

Email: foi@uea.ac.uk
Tel: +44 (0) 1603 593651
Web: <http://www.uea.ac.uk>

[REDACTED]

04 July 2019

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_19-168)

We have now considered your request of 18 June 2019 for information relating to student referrals to counselling services and waiting times.

Our response is on page 3 of this letter, together with a copy of your request.

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 any information relating to waiting times for the years 2015-16 to 2017-18. Further information is on page 3 of this letter.

We have assumed that the figures requested in questions 2, 3 and 4 are a sub-set of our response to question 1, and therefore have interpreted your questions as requesting the number of students waiting for a first appointment. Should this not be the case, and you wish us to include staff members within those figures, please do not hesitate to get in touch.

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.

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Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Kirsty McDonald
Information Compliance Assistant
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_19-168)

- *The total student referrals to university counselling services for years:*
2015-16
2016-17
2017-18
2018-19

Our response is in the table below:

| <i>Academic Year</i> | <i>No. of student referrals</i> |
|----------------------|---------------------------------|
| 2018-19 | 1,339 |
| 2017-18 | 939 |
| 2016-17 | 523 |
| 2015-16 | 758 |

Please note that all cases are student self-referrals. The University does not have a formal referral process allowing staff to directly refer a student to counselling services.

- *The number of people waiting 2+ weeks for first appointment for years:*
2015-16
2016-17
2017-18
2018-19
- *The number of people waiting 4+ weeks for first appointment for years:*
2015-16
2016-17
2017-18
2018-19
- *The number of people waiting 6+ weeks for first appointment for years:*
2015-16
2016-17
2017-18
2018-19

No students have had to wait more than two weeks after requesting an appointment from 01 April 2019 until present.

[Information not held - s.1(1)(a), Freedom of Information Act]

The University does not hold waiting times for counselling services prior to 01 April 2019.