

[REDACTED]

11 July 2019

Dear [REDACTED]

Freedom of Information Act 2000– Information request (ref: FOI_19-179)

We have now considered your request of 26 June 2019 for the following information:

‘Under the freedom of information act I would like to know the following information:

- 1) How many students accessed counselling services at your university in the academic year 2018/2019 (September 2018- June 2019)?*
- 2) What was the average waiting time to access counselling services at your university in the academic year 2018/2019 (September 2018- June 2019)?’*

Our response is as follows:

<i>Number of students accessing counselling services</i>	<i>Average waiting time</i>
1,339	3 Days

On this occasion it is not possible to provide all 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 on waiting times for counselling services prior to 01 April 2019, as the recording of waiting times was not reintroduced by the University until then. Therefore the average waiting time is not a true reflection of the whole academic year to date and does not include students waiting for an appointment between September 2018 and April 2019.

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

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University of East Anglia