



University of East Anglia

Information Services Directorate

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

Email: [foi@uea.ac.uk](mailto:foi@uea.ac.uk)  
Tel: +44 (0) 1603 593 523  
Fax: +44 (0) 1603 591 010  
Web: <http://www.uea.ac.uk>

[Redacted]

12 July 2017

Dear [Redacted]

**Freedom of Information Act 2000 – Information request (ref: FOI\_17-147)**

We have now considered your request of 15 June 2017 as clarified on 16 and 20 June for information relating to the provision of mental health support to students at UEA.

Our response is on page 2 of this letter, together with a copy of your request and within the attached documents entitled FOI\_17-147 Appendix A, FOI\_17-147 Appendix B.

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 the information requested in a number of your questions. Further information is on pages 3-5 of this letter.

Additionally, the Act contains a number of exemptions that allow public authorities to withhold certain information from release. We have applied the following exemption to part of your request.

| Exemption                     | Reason   |
|-------------------------------|--|
| s.40(2), Personal information | Disclosure of information would contravene one of the data protection principles |

In line with s.40(2) of the Act, we have removed certain personal data from the document entitled FOI\_17-147 Appendix B.

We believe that information identifying students providing survey feedback and the student comments themselves are 'personal data', as defined by section 1(1) of the Data Protection Act 1998 (DPA).

We believe that disclosure of the information relating to individuals would be against the first data protection principle under the DPA; namely that information must be fairly and lawfully processed, and that the processing also meets one of the conditions set out in Schedule 2 of that Act. We do not have consent for the release of this information, and in this case we do not consider disclosure of the data to be necessary under any of the other conditions of Schedule 2.

Where information has been removed from the accompanying file in accordance with s.40(2), we have indicated this with text citing the exemption.

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 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

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](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

Dave Palmer  
Information Policy and Compliance Manager  
University of East Anglia

## Response to Freedom of Information Act 2000 request (FOI\_17-147)

Regarding to an investigation about mental health illnesses in the UK I would like to know:

Q1: How many support services staff have had students in the past 5 years regarding mental health problems? If breakdown is not available for mental health cases, the total of medical/health staff.

[Clarification of 16 June: "Number of staff assigned to help students with mental health issues (and the breakdown of the past 5 years, to know has increase or decrease the number of staff that help students with mental health issues).]

[Clarified on 20 June to accept data by academic year]

Primary responsibility for the provision of support for students with mental health issues lies with our Mental Health team. Mental health support to students is also provided by our Counselling Service (which also offers services to staff). Staffing levels for this unit over the specified time period are as follows:

| Year    | Counselling Services   | Mental Health Team       |
|---------|--|--------------------------|
| 2012-13 | See response to prior request, <a href="#">FOI 17-095</a> . <sup>1</sup> | 2 full-time              |
| 2013-14 |  | 3 full-time              |
| 2014-15 |  | 2 full-time, 1 part-time |
| 2015-16 |  | 2 full-time, 3 part-time |
| 2016-17 |  | 2 full-time, 2 part-time |

Q2: Breakdown of the student support services (SSS) for the last 5 years).

[Clarification of 16 June: "Number of services assigned to help student with mental health issues (like psychologists, therapy groups etc) and the number of these services in the past 5 years."]

Our response is within the table below. Please note that 'X' indicates the offer of service in the specified academic year.

| Services offered                         | 2012/13 | 2013/14 | 2014/15   | 2015/16 | 2016/17 |
|--|---------|---------|---|---------|---------|
| 1 to 1 counselling                       | X       | X       | X   | X       | X       |
| 1 to 1 integrative therapy               | X       | X       | X   | X       | X       |
| 1 to 1 cognitive behaviour therapy (CBT) | X       | X       | X   | X       | X       |
| Group sessions                           |         |         |   |         |         |
| Mindfulness                              | X       | X       | <b>[Information not held - s.1(1)(a), Freedom of Information Act]</b> |         | X       |
| Compassion                               | X       | X       |   |         |         |
| Bereavement                              |         | X       |   |         | X       |
| Relaxation / Sleep                       |         | X       |   |         |         |
| Exam stress                              |         |         |   |         | X       |
| Finals stress                            |         |         |   |         | X       |
| Focussing                                |         |         |   |         | X       |
| Imagery                                  |         |         |   |         | X       |

<sup>1</sup> [https://portal.uea.ac.uk/documents/6207125/15932495/170516\\_Response+letter\\_FOI\\_17-095.pdf/](https://portal.uea.ac.uk/documents/6207125/15932495/170516_Response+letter_FOI_17-095.pdf/)

| Services offered            | 2012/13 | 2013/14 | 2014/15   | 2015/16 | 2016/17 |
|-----------------------------|---------|---------|---|---------|---------|
| Anxiety                     |         |         | <b>[Information not held - s.1(1)(a), Freedom of Information Act]</b> |         | X       |
| Coping and panic            |         |         |   |         | X       |
| Improving sleep             |         |         |   |         | X       |
| Building resilience         |         |         |   |         | X       |
| Christmas coping strategies |         |         |   |         | X       |
| Working with worry          |         |         |   |         | X       |
| Settling in to Uni          |         |         |   |         | X       |
| Anxiety & panic (CBT)       |         |         |   |         | X       |
| Low mood (CBT)              |         |         |   |         | X       |
| Worry (CBT)                 |         |         |   |         | X       |
| Drop-in sessions            | X       | X       | X   | X       | X       |

Q3: SSS budget for mental health (if available) for the last 5 years.

[Clarification of 16 June: "Any budget that shows an investment on mental health issues to help students."]

Our response is presented within the table below.

| Year    | Counselling Services   | Mental Health Team |
|---------|--|--------------------|
| 2012-13 | See response to prior request, <a href="#">FOI 17-133</a> <sup>2</sup> | £100,566.00        |
| 2013-14 |  | £111,999.00        |
| 2014-15 |  | £105,798.00        |
| 2015-16 |  | £107,759.00        |
| 2016-17 |  | £134,724.00        |

Q4: Number of student seeking for mental health support (if available) in the last 5 years.

Our response is provided within the table below:

| Year    | Counselling Services   | Mental Health Team   |
|---------|--|--|
| 2012/13 | 736  | See response to prior request, <a href="#">FOI 17-048</a> <sup>3</sup> |
| 2013/14 | See response to prior request, <a href="#">FOI 17-095</a> <sup>4</sup> |  |
| 2014/15 |  |  |
| 2015/16 |  |  |
| 2016/17 | 726  |  |

Q5: Average of waiting list for this kind of treatments if available.

<sup>2</sup> [https://portal.uea.ac.uk/documents/6207125/15932495/170628\\_Response\\_letter\\_FOI\\_17-133.pdf/b6487b1a-a59e-4c44-80ea-b6e746f3f819](https://portal.uea.ac.uk/documents/6207125/15932495/170628_Response_letter_FOI_17-133.pdf/b6487b1a-a59e-4c44-80ea-b6e746f3f819)

<sup>3</sup> [https://portal.uea.ac.uk/documents/6207125/15932495/170327\\_Response+letter\\_FOI\\_17-048\\_revised\\_Redacted.pdf/](https://portal.uea.ac.uk/documents/6207125/15932495/170327_Response+letter_FOI_17-048_revised_Redacted.pdf/)

<sup>4</sup> [https://portal.uea.ac.uk/documents/6207125/15932495/170516\\_Response+letter\\_FOI\\_17-095.pdf/](https://portal.uea.ac.uk/documents/6207125/15932495/170516_Response+letter_FOI_17-095.pdf/)

*[Clarification of 16 June: "How many people were waiting to get treatment for mental health issues (the waiting list) for the past 5 years."]*

Our response is within the table below:

| Year    | Counselling Services   | Mental Health Team   |
|---------|--|--|
| 2012/13 | See response to prior request, <a href="#">FOI 16-054</a> . <sup>5</sup>     | <b><i>[Information not held - s.1(1)(a), Freedom of Information Act]</i></b> |
| 2013/14 | See response to prior request, <a href="#">FOI 17-095</a> . <sup>6</sup>     |  |
| 2014/15 | <b><i>[Information not held - s.1(1)(a), Freedom of Information Act]</i></b> |  |
| 2015/16 |  |  |
| 2016/17 |  |  |
|         |  |  |

Please note that we do not hold waiting times for Counselling Services for the years 2014/15 onwards for the reasons noted in the prior request responses.

We also do not hold any waiting time data for services provided by the Mental Health team for the period specified, as this data has never been recorded by the unit.

*Q6: Internal reports or reviews about health student services*

*[Clarification of 16 June: "Feedback from students about mental health services or internal reports, for the past 5 years"]*

Our response to this question is within the attached documents entitled FOI\_17-147 Appendix A and FOI\_17-147 Appendix B.

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

Please note that we do not hold annual reports for the Counselling Service for the period 2014/15 and 2015/16 as the reports were discontinued for these years.

***[Information exempted pursuant to s.40(2), Freedom of Information Act]***

Some information within the document FOI\_17-147 Appendix B has been exempted for the reasons noted in the above letter.

<sup>5</sup> [https://portal.uea.ac.uk/documents/6207125/11655983/160224\\_response+letter\\_FOI\\_16-054\\_Redacted.pdf/](https://portal.uea.ac.uk/documents/6207125/11655983/160224_response+letter_FOI_16-054_Redacted.pdf/)

<sup>6</sup> [https://portal.uea.ac.uk/documents/6207125/15932495/170516\\_Response+letter\\_FOI\\_17-095.pdf/](https://portal.uea.ac.uk/documents/6207125/15932495/170516_Response+letter_FOI_17-095.pdf/)