



University of East Anglia

Information Services Directorate

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10 November 2015

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_15-215)

We have now considered your request of 31 October 2015 for the following information:

- a) *The average waiting time for a student at your institution to get an appointment for mental health services*
- b) *The number of requests for mental health counselling sessions for academic years 2014/15, 2013/14, 2012/13, 2011/12 and 2010/11*
- c) *How many students are currently on your waiting list for mental health services*

Our response is as follows:

The University has a Wellbeing Service, which includes a team of Counsellors and a team of Mental Health Advisers¹. We have provided information below based on the part of the Wellbeing Service to which each question appears to relate.

- a) There is no waiting time for a student to get an appointment for the University’s mental health services, as appointments are made immediately upon request. Once made, the actual appointment is typically 4-6 weeks in the future.² Appointments will be prioritised for urgent or emergency cases.
- b) We hold information on both the number of requests for appointments and the number of requests from individual students for ‘mental health counselling sessions’. We are unsure from your request which figure is required, and have therefore provided both figures in relation to the University’s counselling service. We do not hold data on requests that did not result in an appointment.

	2010/11	2011/12	2012/13	2013/14	2014/15
No. of appointments	3961	5041	4135	4180	3407
No. of individuals	636	694	736	841	968

¹ <https://portal.uea.ac.uk/dos/counselling-and-mental-health>

² For waiting times during the 2013/14 academic year, see our response to a previous FOI request: https://portal.uea.ac.uk/documents/6207125/8146279/FOI_15-073.pdf/ee888fca-ba91-437b-bdd6-969b9f5838e7

The decrease in appointments despite the increase in students relates in part to the fact that a standard course of counselling now lasts for 6 sessions per student rather than 8, as was previously the case.

- c) 88 Students are currently on the post 'initial assessment' waiting list for counselling sessions.

We hope this information meets your requirements, however you have the right of appeal against this response. 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, 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

Ellen Paterson
Information Policy and Compliance Manager
University of East Anglia