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[REDACTED]

01 May 2015

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_15-073)

We have now considered your request of 05 April 2015 as clarified on 17 April and 24 April 2015 for information regarding University counselling and mental health services for 2013-2014. Our response is provided on pages 2-3 of this letter, together with a copy of your original request. We hope this response will meet your requirements.

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.

You have the right of appeal against this response to your request for information. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address.

You must appeal our response 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 whose [contact details](#)¹ can be found on their website.

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

Yours sincerely

David Palmer
Information Policy and Compliance Manager
University of East Anglia

¹ https://ico.org.uk/Global/contact_us

Response to Freedom of Information Act 2000 request (FOI_15-073)

Under the Freedom of Information Act 2000, could you please provide me with the following information:

1. The total number of students that accessed University counselling and mental health services in the last academic year 2013-14
 - a) How many were undergraduates?
 - b) How many were postgraduates?
 - c) How many were male?
 - d) How many were female?

The requested information is within the table below:

Students Accessing UEA Counselling & Mental Health Services 2013-14 ²				
Type of Service		Counselling Services	Mental Health Services	Total
Type of Student	Undergraduate	642	452	1094
	Postgraduate	194	77	271
	Other	5	1	6
	Total	841	530	1371
Gender of Student	Male	233	194	427
	Female	605	334	939
	Not stated	3	2	5
	Total	841	530	1371

2. What was the average wait time for a student applying to see a counsellor to seeing a counsellor?

The average wait time for a student applying to see a counsellor to seeing a counsellor in 2013-14 was 28 days.³

3. During the last academic year 2013-14, how many counsellors were employed by and working for the University?

[Clarified on 17 April to include both the number of persons actually employed and the full-time equivalent count, and to include services to both staff and students]

The requested information is within the table below:

Number of counsellors employed by UEA, 2013-14						
Staff type	Staff Counsellors		Student Counsellors		Total Counsellors	
	No.	FTE	No.	FTE	No.	FTE
Permanent staff	1	0.6	2	1.3	3	1.9

² Please note that the two sets of numbers (for counselling and mental health) do not necessarily represent unique groups of students as any one student may have accessed, and be recorded in, both services

³ As agreed on 17/04/15, 'wait time' given is the time between the exploratory session and the first counselling session

Staff type	Staff Counsellors		Student Counsellors		Total Counsellors	
	No.	FTE	No.	FTE	No	FTE
Permanent staff vacancy ⁴	0	0.0	1	0.6	1	0.6
Sessional staff	0	0.0	13	0.0	13	0.0
Total	1	0.6	16	1.9	17	2.5

4. *During the last academic year 2013-14, what was the counselling and welfare budget?*

[Clarified on 17 April to include services to both staff and students and on 25 April to apply to only the counselling budget]

The requested information is within the table below:

Counselling & Welfare budget – 2013/14⁵		
Staff counselling	Student counselling	Total
£36,971.00	£207,079.00	£244,050.00

5. *How many students are currently on the waiting list to see a counsellor?*

As of 10 April 2015, there were 142 students on a waiting list to see a counsellor.

⁴ This figure represents a permanent post that remained vacant in 2013/14 but was staffed during this period by sessional staff

⁵ Please note that these figures include all personnel costs (both FTE and sessional) and non-personnel costs.