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[REDACTED]

13 July 2015

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_15-126)

We have now considered your request of 09 July 2015 for information on student use of University counselling services.

Our response is on page 2 of this letter, together with a copy of your request, and we hope this will meet your requirements.

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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.

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

Response to Freedom of Information Act 2000 request (FOI_15-126)

Under the Freedom of Information Act, please could you provide me with the number of students who have accessed counselling services provided by the university for each of the past five academic years (2010/11, 2011/12, 2012/13, 2013/14, 2014/15).

Academic year	No. of students accessing University counselling service
2010/11	636 ¹
2011/12	694 ²
2012/13	736 ³
2013/14	841 ⁴
2014/15	917 ⁵

If possible, please provide a breakdown by the type of issue the students are seeking help for.

As agreed in our telephone conversation of 10 July, due to the difficulties in providing a consistent and accurate breakdown of the types of issue students are seeking help for, we have instead provided a list of the categories used by counsellors to record the primary concern.

Please note that these form just one part of the data used to categorise the main topics that students present with, however they represent the predominant issues identified by student counsellors.

Categories used by counsellors to identify the type of issue students are seeking help for:
Abuse
Addictive behaviour
Alcohol abuse
Anxiety
Bereavement
Depression and mood disturbance
Eating disorders
Extenuating circumstances
Family
Fitness for study
Friend/flatmate concerns
General anxiety

¹ Figure previously published in response to an earlier FOI request: https://portal.uea.ac.uk/documents/6207125/6949123/FOI_13-046.pdf/

² *Ibid*

³ Figure previously published in response to an earlier FOI request: https://portal.uea.ac.uk/documents/6207125/6946481/FOI_14-206+Appendix+A.xlsx/eb785e26-29ce-480d-a989-ee713d646261

⁴ Figure previously published in response to an earlier FOI request: https://portal.uea.ac.uk/documents/6207125/8146279/FOI_15-073.pdf/

⁵ As at 30 June 2015. Note the academic year runs from 01 September to 31 August, therefore this figure is subject to change.

Categories used by counsellors to identify the type of issue students are seeking help for:
Homesickness
Isolation (for illness)
Loneliness
Loss
Mental health
Mental Health Consultation
Missing student
Other mental health condition, including psychosis
Parental anxiety
Personal relationship issue
Physical health
Self and identity
Self-harm
Sexual issues
Staff concerns re. mental health
Staff concerns re. physical health
Student attendance/engagement
Suicidal thoughts
Transitions
Welfare