

From: Freedom of Information

Sent: 23 November 2020 16:12

To:

Subject: Freedom of Information Response (Our Ref: K/20/435)

Dear

Freedom of Information Response (Our Ref: K/20/435)

Thank you for your Freedom of Information (FOI) request dated 26 October 2020, reference K/20/435.

Your request read:

1. "The number of students accessing ('accessing' defined as having had a session) mental health counseling support from the university for each of the past 5 academic years, as up to date for 2020/21 as possible.
2. The number of students that have applied ('applied' defined as having started the process of accessing counselling and any stage after) for mental health counseling support from the university for each of the past 5 academic years, as up to date for 2020/21 as possible.
3. The number of formal complaints made about the universities mental health counseling service for each of the past 5 academic years, as up to date for 2020/21 as possible.
4. The average wait time from a student applying for mental health counselling with the university and them taking the first session for the 2020/19 academic year"

The University of Leeds holds this information.

- 1. The number of students accessing ('accessing' defined as having had a session) mental health counseling support from the university for each of the past 5 academic years, as up to date for 2020/21 as possible.**

Please find this information disclosed in the table below:

Academic year	Total attendances (Counselling, Wellbeing and mental health)
2020/21 (to 20 November 2020)	685
2019/20	2403
2018/19	2890
2017/18	2406
2016/17	1897

- 2. The number of students that have applied ('applied' defined as having started the process of accessing counselling and any stage after) for mental health counseling support from the university for each of the past 5 academic years, as up to date for 2020/21 as possible.**

Please find this information disclosed in the table below:

Academic year	Total self-referrals	1 st appointment booked and confirmed	Drop In attendance
2020/21 (to 20 November 2020)	940	559	126
2019/20	2767	1945	458
2018/19	3797	2510	380
2017/18	3105	2406	0
2016/17	2535	1772	125

3. The number of formal complaints made about the universities mental health counseling service for each of the past 5 academic years, as up to date for 2020/21 as possible.

Two complaints have been made over this timeframe. We consider that to provide any further information, including providing a breakdown by academic year, would risk the identification of students. This would breach their rights under the Data Protection Act, and as such we are withholding this information under section 40(2) of the Freedom of Information Act.

4. The average wait time from a student applying for mental health counselling with the university and them taking the first session for the 2020/19 academic year

This part of your request refers to the “2020/19” academic year. Based on your other questions, we believe this is a typo which should have read “2020/21”.

Waiting times depend on the type of appointment. We offer 30 same day/drop-in appointments weekly, bookable each morning from 9am. This term there has only been one occasion when all six drop-in sessions were filled in a day, with this exception there has been daily availability throughout the term. In addition, over 30 rapid access priority wellbeing, counselling and mental health appointments are available weekly; these appointments are booked within 24-72 hours of students contacting us. Routine appointments are booked up to three weeks in advance.

A waiting list was opened on Monday 19 October 2020 for routine Wellbeing appointments. We operated a short (40 students) waiting list for counselling appointments for two weeks in mid-November, which as of 20 November 2020 is no longer required. Students who are waiting are contacted on a rolling basis. There are currently 30 students waiting for Wellbeing support. No-one has waited more than seven days to be contacted with the offer of an appointment, and all students who are waiting are offered same day/drop-in sessions while they wait.

We hope this information is helpful. If you have any questions about this email, however, please do not hesitate to contact us on foi@leeds.ac.uk

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you can request an

Internal Review. Requests for Internal Review should be made in writing using the following contact information:

Post: Mr D Wardle
Deputy Secretary
The University of Leeds
Leeds
LS2 9JT

Email: foi@leeds.ac.uk

Requests for Internal Review should be submitted within 40 working days of receiving the University's response to your request. Further information about how the University manages Freedom of Information requests and about our complaints procedure is also available on our website (www.leeds.ac.uk).

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review/complaints procedure provided by the University. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Kind regards

Chloe Wilkins
Freedom of Information Officer

Secretariat
University of Leeds