

From: Freedom of Information

Sent: 16 December 2020 16:37

To:

Subject: Freedom of Information Response (Our Ref: K/20/480)

Dear

Freedom of Information Response (Our Ref: K/20/480)

Thank you for your Freedom of Information (FOI) request dated 18 November 2020, reference K/20/480.

Your request read:

“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 three academic years (2017/18, 2018/19 and 2019/20), and the current academic year (2020/21) to date.

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

The University of Leeds holds some of this information. The information we hold varies slightly in format between years.

Please note that the information held by the University for the 2017-18 and 2018-19 academic years demonstrates the number of requests made for support. Students may have engaged with the counselling service multiple times over the course of a year and as such the total number of requests for a service does not necessarily equate to the number of students who have engaged with the service.

Year	Total requests
2017-18	3048
2018-19	3797

We can advise that in 2019-20;

- 2854 students registered for counselling and wellbeing support.
 - Of these, 516 registrations were made after ‘lockdown’ (i.e. after 23 March 2020) and these students received online support.
- 228 students registered with our mental health advisor team.
 - The majority received online support post-lockdown.

Our reporting for this period is slightly different due to remote working in response to the coronavirus pandemic.

In the 2020-21 academic year so far, we can provide the following information:

Count

Completed Self-referral forms for counselling, wellbeing and mental health support, from start of term for first five weeks of term (accurate to Friday 23 October 2020)	512
Students Attending Student Counselling and Wellbeing Daily Drop-In sessions (to Friday 23 October 2020)	39

We are unable to provide a full list of each individual presenting issue, as to do so would risk the identification of students (either by recognising their own attendance, or that of their friends/housemates/classmates etc.) We are therefore withholding the full list under section 40(2) of the Freedom of Information Act. Section 40(2) sets out that information is exempt from disclosure if it is the personal data of someone other than the person making the request, and disclosure would; contravene the data protection principles; contravene an objection to processing; or if the data is exempt from the right of subject access. However, we are able to provide a list of the most commonly cited (by more than 5% of attendees) issues in the years you have set out. Please find this information set out in the table below. The gaps in the table represent issues which were prevalent in one year, but not another, or where categories have been introduced or withdrawn. The introduction or withdrawal of a category is based on the issues students are presenting with. We will not hold information in relation to presenting issues for 2020-21 until the end of the academic year.

Presenting issue	Percentage of students				
	2017/18	2018/19		2019/20	
	Counselling	Counselling	Wellbeing	Counselling	Wellbeing
Academic Difficulties	22%	24%	20%	21%	67%
Anxiety	66%	66%	75%	56%	69%
Bereavement	9%	10%	-	12%	-
Depression	27%	22%	31%	22%	47%
Disordered Eating	-	-	10%	-	11%
Emotional Regulation	-	5%	10%	6%	26%
Identity/self	-	7%	9%	11%	38%
Isolation	8%	9%	13%	11%	25%
Loss	13%	13%	-	7%	9%
Low Mood	-	14%	32%	18%	41%
Panic	-	6%	19%	5%	21%
Perfectionism	-	-	7%	6%	30%
Procrastination	-	-	9%	-	23%
Relationships – Family	32%	40%	7%	33%	12%
Relationships – Peers	15%	22%	9%	18%	17%

Relationships – Primary	15%	18%	7%	15%	12%
Self-esteem/Confidence	17%	18%	18%	21%	30%
Sleep	-	7%	15%	10%	24%
Stress	15%	18%	38%	19%	67%
Unhelpful Thinking Patterns	-	-	-	-	54%

Please note that the totals will not equate to 100% as some students will present with multiple concerns. This information is specific to presenting issues; other issues may have been covered during ongoing appointments.

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

