Dear

Freedom of Information Response (Our Ref: K/21/028)

Thank you for your Freedom of Information (FOI) request dated 15 January 2021, reference K/21/028. Please accept our sincere apologies for the delay in responding to your request.

Your request read:

“I am writing to you under the Freedom of Information Act 2000 to request the following regarding the University’s Student Counselling and Wellbeing Service.

Please could you break down the answers for each question into each term of the past two full academic years and the first term of the 2020-2021 academic year (therefore each term in the academic years 2018-2019, 2019-2020 and the first term of the 2020-2021 academic year).

Please could you provide:

1. The number of requests for counselling made by undergraduate students.
2. The number of requests for counselling made by postgraduate students.
3. The number of students on the waiting list for counselling (if this information is not held for each term, please provide it for each year, and if it is not held for each year please provide the number of students on the waiting list as of the date of receipt of this FOI request).
4. The number of referrals received by the Student Counselling and Wellbeing Service.”

The University of Leeds holds some of this information.

Due to the coronavirus pandemic, the Student Counselling and Wellbeing service continues to be delivered remotely. For information security purposes, some information is not available to staff who are working remotely (which the vast majority of staff continue to do). Access to campus is only available in very particular (and limited) circumstances. Some of the information you have requested is held on campus and is therefore not currently accessible.

1. The number of requests for counselling made by undergraduate students.
2. The number of requests for counselling made by postgraduate students.
We address these questions together. The information we hold is organised by academic year, rather than academic term. Due to remote working, we are not currently able to isolate requests for counselling appointments (as opposed to wellbeing appointment, mental health support etc.). However, in the hope that it is helpful we have provided, in the table below, information on self-referrals for all counselling, wellbeing and mental health support services.

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Undergraduate</th>
<th>Postgraduate</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018/19</td>
<td>3004</td>
<td>777</td>
<td>16</td>
</tr>
<tr>
<td>2019/20</td>
<td>2465</td>
<td>640</td>
<td>11</td>
</tr>
<tr>
<td>2020/21 (to 16 February 2021)</td>
<td>1440</td>
<td>257</td>
<td>4</td>
</tr>
</tbody>
</table>

3. The number of students on the waiting list for counselling (if this information is not held for each term, please provide it for each year, and if it is not held for each year please provide the number of students on the waiting list as of the date of receipt of this FOI request).

It may be helpful if we first provide some general information about how counselling appointments are booked.

Counselling appointments are booked two to three weeks in advance. As such, the average waiting time for an appointment over an academic year is two to three weeks (although there will be peaks and troughs reflective of demand throughout the year).

Waiting times depend on the type of appointment. We offer 30 same day/Drop-In appointments weekly, bookable each morning from 9am. This academic year there has only been two occasions when all six drop in sessions were filled in a day; otherwise there has been daily availability throughout. In addition, between 20 and 30 rapid access priority wellbeing, counselling and mental health appointments are available weekly. These appointments are booked within 24 to 72 hours of students contacting us. Routine appointments are booked up to three weeks in advance.

Students who are waiting for routine appointments are contacted on a rolling basis as each week new appointments become available. No one on has waited more than seven working days to be contacted with the offer of an appointment this academic session, with all students waiting offered Same Day Drop In sessions while they wait.

Due to remote working, we are not currently able to access historic waiting time information.

4. The number of referrals received by the Student Counselling and Wellbeing Service

We interpret this part of your request to relate to all self-referrals (i.e. requests for appointments) received by the service. We therefore refer to you to the information supplied in response to questions one and two. If we have misinterpreted your request, please advise us accordingly.
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.

Yours sincerely

Chloe Wilkins  
Freedom of Information Officer  
E: foi@leeds.ac.uk