From: Freedom of Information  
Sent: 11 February 2021 15:51  
To:  
Subject: Freedom of Information Response (Our Ref: K/21/001)

Dear

Freedom of Information Response (Our Ref: K/21/001)

Thank you for your clarified Freedom of Information (FOI) request dated 14 January 2021, reference K/21/001/

Your original request read:

“Please send me any data you have on:
• average wait time for the university counselling service
• any data you have on student feedback that relates to wait times for university counselling services.”

Your clarification email read:

“To clarify my last request, I am seeking average wait times during this year so far and the previous year. I am also seeking any feedback that the university has received in relation to wait times, e.g. complaints.”

The University of Leeds holds some information relevant to your request.

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). Due to the coronavirus pandemic, the vast majority of staff are currently working remotely. For security reasons, some information including counselling appointments data is not accessible when off campus. As such, we cannot provide any more detailed information at this time. However, we hope that the following information regarding our approach to booking appointments is helpful.

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.
We invite students who have engaged with the Student Counselling and Wellbeing service to complete a Feedback and Evaluation form.

In 2019/20, approximately 3% of students completed a Feedback and Evaluation form. 89.4% of respondents agreed with the statement “I obtained an appointment within a reasonable time”. In 2020/21 to date (11 February 2021), approximately 3% of students have completed a Feedback and Evaluation Form. The percentage of respondents who agreed with the statement has increased to 91.2%. Full details are set out in the table below.

<table>
<thead>
<tr>
<th>“I obtained an appointment within a reasonable time”</th>
<th>2019/20</th>
<th>2020/21 (to 11 Feb 2021)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
<td>58.5%</td>
<td>47.8%</td>
</tr>
<tr>
<td>Agree</td>
<td>18.1%</td>
<td>39.1%</td>
</tr>
<tr>
<td>Somewhat agree</td>
<td>12.8%</td>
<td>4.3%</td>
</tr>
<tr>
<td>Disagree</td>
<td>6.4%</td>
<td>8.7%</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>4.3%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

The Student Counselling and Wellbeing service have not received any complaints regarding waiting times in the last five years.

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

Secretariat  
University of Leeds