Dear

Freedom of Information Response (Our Ref: K/21/117)

Thank you for your Freedom of Information (FOI) request dated 3 March 2021, reference K/21/117.

Your request read:

“Number of students that have been on the waitlist for mental health services on campus for longer than a month in 2018
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Number of students that have been on the waitlist for mental health services on campus for longer than a month in 2020”

Due to the ongoing coronavirus pandemic, the vast majority of staff are working remotely. Access to campus is strictly limited to those who need to be on site in order to carry out essential activity, in order to limit numbers and therefore reduce the risk of transmission of the virus.

For information security purposes, not all information is available off-campus, and as such we are not currently able to access information in relation to waiting times for 2018 and 2019.

Waiting times depend on the type of appointment. We offer 30 same day/Drop-In appointments weekly, bookable each morning from 9am. In the 2020/21 academic year so far, there have 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.

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.

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 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