



Information Assurance and Governance
Office of the Principal

Dear Kirsty,

Freedom of Information (Scotland) Act 2002
Our Ref: 417-18

I write regarding your request for information, dated 07 December 2018. The University is responding under the provisions of the Freedom of Information (Scotland) Act 2002 ("the FOISA").

The University's response

1. *How many support service staff have been employed with a mental health remit (e.g. counselling, wellbeing) in each of the last 5 academic years. If a breakdown is not available for mental health staff, please provide a total for the closest possible category?*

The table below provides the number of Counsellors employed by the University along with these figures represented as full time equivalent.

Academic Year	Counsellors	Full Time Equivalent
2013/14	5	4.38
2014/15	8	4.29
2015/16	10	4.68
2016/17	8	3.77
2017/18	8	3.69

Please note that Student Services also employ sessional counsellors to complement full time staff, particularly in busy periods. This additional resource can involve up to circa 500 hours per academic year.

2. *Budget for mental health support for each of the last 5 academic years, and where possible a breakdown on how that money is allocated, e.g. staff, marketing, equipment etc.?*

Mental health support, including counselling and other welfare services is provided for our students, by the University's Student Services function. Student Services offer a range of support to students in all aspects of their life, during their time with St Andrews. This can include signposting students to NHS Services where appropriate to do so.

The Student Services budget, does not attribute costs for mental health/welfare activities etc. The Student Services budget is structured to present costs for staff, accommodation, ICT and other resources used to develop, maintain and run the range of services provided, of the unit as whole. The University does not record information in the way or to the level of detailed needed to answer your request.



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Freedom of Information law (FOISA, section 17(1)) requires that the University confirms in writing where information requested of it is not held. For the reasons noted above, the University does not hold any information that would enable it to answer part 2 of your request.

3. *Number of students seeking mental health support in each of the last 5 academic years.*

The table, below, details the number of students who have approached the University's Student Services function to make use of the mental health services available to them.

Academic Year	Number of students
2013-14	169
2014-15	711
2015-16	1252
2016-17	1310
2018-17	1269

Students may have been in contact with Student Services in person, by phone, email, letter, text, message or video call.

4. *Average waiting time for mental health support in each of the last 5 academic years?*

The University does not operate a waiting list. Students are assessed by one or our advisers in the Student Life and Wellbeing team who assess and prioritise appointments, providing support to students until their appointment with the relevant member of the Counselling and Wellbeing team.

Freedom of information legislation requires that a public authority provides notice when information requested of it is not held. For the reasons introduced, above, notice is given with reference to FOISA, section 17(1), that no information on waiting times for mental health support is held by the University.

5. *Any internal reports or reviews relating to mental health provision over the last 5 years?*

University provision for mental health services, specifically 'Psychological Therapies' is presently subject to an external validation, by the Royal College of Psychiatrists. The outcome and the final copy of the review will not be known until January 2019, at which point the review and the findings will be made available.

The University is withholding information from that review, which is of relevance to part 4 of your request, by application of the exemption available at FOISA, section 27(1) *information intended for future publication*. This exemption is subject to the public interest test. The University is of the view that the public interest is best served by allowing the



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external review process to conclude, unhindered, before information associated with it is released. Early release, prior to planned conclusion of a review can undermine due process, which would be contrary to the public interest.

Your right to seek a review of how your information request was managed

If you are not satisfied with the University's response and/or our reasoning set-out above, you have the right to request a review of our decision. The time lines in which this right is available are set out in section 20(5)(a) and (b) FOISA. In broad terms the right to seek a review must be exercised within 40 working days of receiving this response.

Any request for review should be put in writing or some other permanent form e.g. an e-mail and should be sent to the University of St Andrews, through the contact details provided below.

A request for a Review should:

- a) state your name and address;
- b) describe the nature of your original request; and
- c) explain the reasons why you are dissatisfied with our response.

Freedom of Information / Environmental Information
University of St Andrews
Butts Wynd (Building)
St Andrews
Fife
KY16 9AJ

Email foi@st-andrews.ac.uk
Telephone +44(0)1334 462776

If you remain dissatisfied with how your request for information has been dealt with following Review, you also have the right to apply to the Scottish Information Commissioner (SIC) for a decision. In the event of an appeal to the SIC, the Commissioner will generally only be able to investigate the matters raised in the request for review.

Details on how to make an appeal online to the SIC can be found on their website:
<http://www.itspublicknowledge.info/YourRights/Unhappywiththeresponse/AppealingtoCommissioner.aspx>

Alternatively, you can contact the SIC by post, telephone or email at:

Scottish Information Commissioner



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Telephone: 01334 464610
E-mail: enquiries@itspublicknowledge.info
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This concludes the University's response.

Yours sincerely,

Chris

Christopher Milne
Head of Information Assurance and Governance
Office of the Principal
University of St Andrews