

24 May 2019

Request under the Freedom of Information Act 2000 (FOIA) – Mental Health

Dear Kirsty Card,

Thank you for your request made under the FOIA.

You're Request

From: Kirsty [<mailto:request-537669-f75efece@whatdotheyknow.com>]

Sent: 07 December 2018 13:57

To: Data Requests datarequests@uwl.ac.uk

Subject: Freedom of Information request - Mental Health

Dear Universities,

I am writing to you under the Freedom of Information Act 2000 to request the following information in regards to the mental health resources at your university.

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.
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.
3. Number of students seeking mental health support in each of the last 5 academic years.
4. Average waiting time for mental health support in each of the last 5 academic years.
5. Any internal reports or reviews relating to mental health provision over the last 5 years.

Please provide the above information digitally, preferably in the form of an excel spreadsheet.

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under your Section 16 obligations, as to how I can refine my request to be included in the scope of the Act.

In any case, if you can identify ways that my request could be refined please provide further advice and assistance to indicate this.

I look forward to your response within 20 working days, as stipulated by the Act.

If you have any queries please don't hesitate to contact me and I will be happy to clarify what I am asking for.

Yours faithfully,

Kirsty Card

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.

Academic Year	No Service Staff	Type
13/14	6	counselling only
14/15	6	counselling only
15/16	5	counselling only
16/17	9	counselling only
17/18	9	counselling only
18/19	12	counselling only

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.

We operate within a staff based overarching budget for all of Student Services and the money is spent each year accordingly on need.

Below is the budget for counselling staff:

	2015/16	2016/17	2017/18
Total	£129,967	£179,768	£188,760

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

NB: The table below only reflects counselling statistics between 2013 and 2018.

From 2018-19 Disability and Mental Health statistics.

Academic Year	No of students	Counselling	Mental Health
2013-14	207	207	Unavailable
2014-15	177	177	Unavailable
2015-16	167	167	Unavailable
2016-17	248	248	Unavailable
2017-18	324	324	Unavailable
2018-19 (to date)	557	356	201

The number of students seeking mental health support outside of counselling was not recorded from 2013-18. It is now recorded and I have added the number in the 2018-19 field.

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

NB: The table below only reflects counselling statistics.

Academic Year	Waiting Time	Semester
2013-14	2 weeks approx.	both semesters
2014-15	2 weeks approx.	both semesters
2015-16	6-8 weeks approx. (emergency/high risk cases either same day or within 1 week)	Both semesters due to changes and cuts within the service causing severe understaffing.
2016-17	4 weeks approx.	semester one
	2-4 weeks approx. (emergency/high risk cases either same day or within 1 week)	semester two The extended wait times have been due to understaffing and increase in referral numbers.
2017-18	4 weeks average approx. (Emergency/high risk cases either same day or within 1 week)	Both semesters – increased staff numbers means more clients were being seen however increase in referrals and risk presenting has maintained slightly elevated waiting times for general ongoing counselling)
2018-19 (to date)	4 weeks average approx. (Emergency/high risk cases either same day or within 1 week)	Both semesters – increased staff numbers means more clients were being seen however continued increase in referrals and risk presenting has maintained slightly elevated waiting times for general ongoing counselling)

The Disability and Mental Health Service operates an appointment and drop-in system. Students can be seen on the day if they report for a drop-in appointment. Also, if a student presents in mental health crisis they will be seen immediately by an appropriate member of the team. If a student wishes to wait for an appointment then the waiting times can vary depending on the time of the year. Typically September-November are the busiest months when waiting times may be slightly higher than other times of the year.

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

[https://www.uwl.ac.uk/sites/default/files/Departments/About-us/cause for concern policy aug 2017.pdf](https://www.uwl.ac.uk/sites/default/files/Departments/About-us/cause%20for%20concern%20policy%20aug%202017.pdf)

[https://www.uwl.ac.uk/sites/default/files/Departments/About-us/mental health policy final june 18 0.pdf](https://www.uwl.ac.uk/sites/default/files/Departments/About-us/mental%20health%20policy%20final%20june%2018%200.pdf)

[https://www.uwl.ac.uk/sites/default/files/Departments/About-us/fitness to study regulations june 18 final.pdf](https://www.uwl.ac.uk/sites/default/files/Departments/About-us/fitness%20to%20study%20regulations%20june%2018%20final.pdf)

Complaints

If you believe that the University has not dealt with your request in accordance with the FOIA, you may raise a complaint in accordance with the complaints mechanism set out in the attached link <http://www.uwl.ac.uk/about-us/how-university-works/governance/public-information>

Kind regards,

Ann-Marie Spittle
Complaints and Appeals Administrator
Directorate
University of West London