



Information Assurance and Governance
Office of the Principal

29 August, 2018

Dear Gurpreet,

Freedom of Information (Scotland) Act 2002
Our Ref: 269-18

I refer to your request for information dated 6 August, 2018 under the Freedom of Information (Scotland) Act 2002 ("the FOISA"). You have asked to be supplied with the following information:

1. *Could you please outline the measures you have in place to support students who seek help with problem gambling?*

Student Services provide a comprehensive welfare and support service to our students in all aspects of their life. This includes a confidential and professional service providing general support, counselling services and signposting students to external support services where appropriate. In the event of a student seeking support for a particular issue, Student Services would link up with relevant local services to assist them in finding a service to meet their needs.

Full details of the type of support Student Services provide can be found on our website at: <http://www.st-andrews.ac.uk/students/advice/> .

2. *Please specify the number of times the university has been contacted by students who seek support or advice for gambling in 2017-18 , 2016-17 , 2015-16, 2014-15,2013-14 (with an annual breakdown and gender breakdown of the pupil).*

The information requested is not recorded in such a way that enables the University to answer your enquiry through the process of locating and retrieving data. When a student makes contact with Student Services for privacy reasons, a limited amount of information is captured in a database with the more detailed explanation of the advice or support being sought being held on the student's individual file.

Information is not categorised under the heading of 'Gambling' or in such a way that a search of the database would locate cases where support or advice had been sought from Student Services specifically relating to the focus of your enquiry i.e. 'problem gambling'.

Information Assurance and Governance
01334 462776
foi@st-andrews.ac.uk

While a review of case notes held on a student's individual record, will determine the facts surrounding a student's contact with Student Services, to carry out this manual exercise will involve a significant amount of time. To demonstrate the scale of the exercise, in academic year 2016/17, 6,194 students used the services offered by Student Services.

To review case notes for one academic year alone will take weeks' of work. Based on the capped hourly rate of £15, it is estimated that this would cost in excess of £3,000 to complete, well in excess of the prescribed fee limit under the FOISA of £600.

The University is therefore unable to supply this data on the grounds of excessive cost and notice is given under section 12(1) of the FOISA in this respect.

Advice and Assistance

I would normally try to advise on ways to refine a request for information to make it more manageable or suggest alternative data that can be supplied however, in this instance there is no obvious solution that I can offer. For example, the cost calculation provided above is based on a single academic year and so a reduction in reporting period is not going to reduce the time involved any.

A further complication is that in some instances, the root cause of a request for support may not be immediately apparent making it impossible to identify cases that can be attributed to 'problem gambling' without some kind of assessment or judgement being made. This involves a level of intellectual input that goes beyond the scope of the FOISA.

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
Kinburn Castle
Doubledykes Road
St Andrews
Fife KY16 9DS

Telephone: 01334 464610
E-mail: enquiries@itspublicknowledge.info
Website: www.itspublicknowledge.info

This concludes the University's response.

Yours sincerely

JUNE WEIR
Information Assurance and Governance Officer

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01334 462776
foi@st-andrews.ac.uk