

Alisa Wylie
request-486239-cd9c956c@whatdotheyknow.com

14 June 2018

Our Ref: FOI 2018/208 – F1022457

Dear Alisa Wylie,

Re: Freedom of Information (Scotland) Act 2002 – Request for Information

Thank you for your email which was received by the University on 19 May 2018 timed 20:15 hours, requesting the following information:

In 2016-2017, how many students accessed mental welfare counselling services and how long did it take for them to access these services after raising an issue? Are there any reports or statistics that indicate how effective the counselling services have been for students struggling with their mental health?

University's Response

In 2016-2017, how many students accessed mental welfare counselling services?

In 2016/17, 2330 students accessed Counselling and Psychological Services.

And how long did it take for them to access these services after raising an issue?

The shortest waiting time was 0 days, the longest 141 days and the average was 37.2 days. Priority or crisis students are seen on the day or, if this is not possible, the next available day. Also students who access our One on One consultation service are seen on the day they book (the sessions go live at 9am and students can book in for that day only).

Are there any reports or statistics that indicate how effective the counselling services have been for students struggling with their mental health?

Counselling and Psychological Services does not currently collate statistics around effectiveness however students are asked to complete a questionnaire after their sessions are concluded. Completion of this questionnaire is low therefore any statistics that could be generated may not be representative.

The University of Glasgow does not hold the information that you have requested and is not aware of any other public authority that could respond to your request. Section 17 of FOISA

DATA PROTECTION AND FREEDOM OF INFORMATION OFFICE

University of Glasgow, Tay House, Glasgow G12 8QQ

Data Protection: Telephone: 0141-330-3111 E-Mail: dp@gla.ac.uk

Freedom of Information: Telephone: 0141-330-2523 E-Mail: foi@gla.ac.uk

The University of Glasgow, charity number SC004401

states that where public authorities receive requests for information that they do not hold, they must issue a notice advising that they do not hold the requested information.

The supply of documents under the terms of the Freedom of Information (Scotland) Act 2002 does not give the applicant or whoever receives the information any right to re-use it in such a way that might infringe the Copyright, Designs and Patents Act 1988 (for example, by making multiple copies, publishing or otherwise distributing the information to other individuals and the public). The Freedom of Information (Scotland) Act 2002 (Consequential Modifications) Order 2004 ensured that Section 50 of the Copyright, Designs and Patents Act 1988 (“CDPA”) applies to the Freedom of Information (Scotland) Act 2002 (“FOISA”).

Breach of copyright law is an actionable offence and the University expressly reserves its rights and remedies available to it pursuant to the CDPA and common law. Further information on copyright is available at the following website:

<http://www.ipo.gov.uk/copy.htm>

Your right to seek a review

Should you be dissatisfied with the way in which the University has dealt with your request, you have the right to require us to review our actions and decisions. If you wish to request a review, please contact the University Secretary, University Court Office, Gilbert Scott Building, University of Glasgow, Glasgow, Scotland G12 8QQ or e-mail: foi@qla.ac.uk within 40 working days. Your request must be in a recordable format (letter, email, audio tape, etc). You will receive a full response to your request for review within 20 working days of its receipt.

If you are dissatisfied with the way in which we have handled your request for review you may ask the Scottish Information Commissioner to review our decision. You must submit your complaint to the Commissioner within 6 months of receiving the response to review letter. The Commissioner’s Office may be contacted as follows:

Online Appeal Service:

Website: www.itspublicknowledge.info/Appeal

By post:

The Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Telephone: 01334 464610

Fax: 01334 464611

E-mail: enquiries@itspublicknowledge.info

An appeal, on a point of law, to the Court of Session may be made against a decision by the Commissioner.

For further information on the review procedure please refer to (<http://www.gla.ac.uk/services/dpfoioffice/policiesandprocedures/foisa-complaintsandreview/>)
All complaints regarding requests for information will be handled in accordance with this procedure.

Yours sincerely,

Data Protection and Freedom of Information Office