

26th February 2018

Request under the Freedom of Information Act 2000 (FOIA) – Counselling for students

Dear Claire Miller,

Thank you for your request made under the FOIA.

You're Request

From: Claire Miller [<mailto:request-444812-89f3ea6e@whatdotheyknow.com>]

Sent: 08 November 2017 20:26

To: University Secretary <University.Secretary@uwl.ac.uk>

Subject: Freedom of Information request - Counselling for students

Dear University of West London,

Under the Freedom of Information Act, please could you provide me with the number of students who have accessed counselling services provided by the university for each of the past three academic years (2014/15, 2015/16 and 2016/17).

If possible, please provide a breakdown by the type of issue the students are seeking help for.

Yours faithfully,

Claire Miller

Response:

Number of students who have accessed Counselling services:

- Academic Year 2014-15: 177
- Academic Year 2015-16: 167
- Academic Year 2016-17: 249

Issues presented:

- **Academic Year 2014-15:**

Abuse (21); Academic Issues (51); Anxiety (56); Compulsive/addictive Behaviours (5); Depression, Anger & Moods (41); Circumstances & Transitions (13); Loss (25); Self-harm/Suicide (13); Mental Health Conditions (5); Physical Health (5); Relationships (47); Cultural/Social Issues (5); Self (42); Sexual Issues (3); Work Related Issues (1).

- **Academic Year 2015-16:**

Detailed stats not available due to changes in service structure.

However, the top 5 presenting issues are as follows: 1. Anxiety. 2. Depression, 3. Academic Pressure, 4. Relationships and 5. General Life Stresses.

- **Academic Year 2016-17:**

Not yet collated for end of year report.

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