

Date: 13 November 2017

Ref: 173_miller_counselling

Dear Ms Millar

Your request for information received on 8 November 2017 has now been considered and the information requested is as follows:

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.

	2014/15	2015/16	2016/17
Total accessing counselling	115	147	131
Addictions	4	6	2
Anxiety/Stress	58	95	92
Bereavement	20	18	18
Cognitive/ Learning	1	0	0
Depression/Low mood	48	59	55
Eating Disorders	2	3	4
Interpersonal/Relationships	29	34	33
Living/ Welfare	7	1	0
Work/Academic	12	8	7
Personality problems	3	4	0
Psychosis	0	0	0
Self-esteem	18	10	16
Trauma/Abuse	1	9	6

If you are dissatisfied with the handling of your request or wish to request an internal review please contact the Freedom of Information Officer at foi@glyndwr.ac.uk.

A senior member of staff, who has not been involved with the request, will undertake an internal review to ensure that due process has been followed and to determine whether or not sound reasoning in line with the FOIA or EIR has been followed. You may raise a complaint where you believe we have:

- Failed to respond to your request within the time limits (normally 20 working days)
- Failed to tell you whether or not we hold the information
- Failed to provide the information you have requested
- Failed to explain the reasons for refusing a request
- Failed to correctly apply an exemption or exception

You will be informed of the outcome of the internal review within 40 working days, in line with the Information Commissioner's guidance. The Review will either uphold the original decision, provide additional explanation of the exemption/exception applied or release further information, if it is considered appropriate to do so.

You can also complain to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire SK9 5AF
Telephone: 01625 545 700
www.informationcommissioner.gov.uk

Yours sincerely

Freedom of Information
Glyndŵr University