

Hannah Dawson
request-595859-2d7da4ad@whatdotheyknow.com

30 August 2019

Our Ref: FOI 2019/337 – F1203970

Dear Hannah Dawson,

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

Thank you for your email which was received by the University on 8 August 2019 timed 19:54 hours, requesting the following information:

•The number of students who have sought support from the University because of gambling problems in the last seven years, broken down into academic years

For clarification, this could be asking for financial support, extenuating circumstances in examinations or coursework, or emotional or psychological support because of gambling.

University's Response

The number of students who have sought support from the University because of gambling problems in the last seven years, broken down into academic years

Financial support

The Financial Aid team do not record data on the number of students who have sought support for gambling problems. This may be discussed in person with the student during a meeting to discuss their application for financial aid but these discussions are not recorded. Therefore, 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 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.

Emotional or psychological support

In the time period requested 4 students sought support from the University's Counselling and Psychological Services for gambling problems. Due to the low numbers we are unable to provide a breakdown by year as this could lead to identification of individuals.

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

Please note, however, this does not include data for academic year 2015-2016 as these records have not been digitised. The University has estimated that the cost of responding to this part of your request will exceed the fee limit as set out in the Freedom of Information (Fees for Required Disclosure) (Scotland) Regulations 2004. As a result, we are not obliged to provide a response. The fee limit set down by the Regulations is £600, and in this instance, this equates to staff time capped at a rate of £15 per hour. It is estimated that providing the information requested would exceed the prescribed cost limit of £600 as it would require a manual review of over 2000 records to determine the reason for seeking emotional or psychological support.

Please be advised that a modified request will be given due consideration. Any modification of your request will be treated as a new request for the purposes of the Freedom of Information (Scotland) Act 2002.

Extenuating Circumstances

The University has estimated that the cost of responding to part of your request re: **extenuating circumstances in examinations or coursework** will exceed the fee limit as set out in the Freedom of Information (Fees for Required Disclosure) (Scotland) Regulations 2004. As a result, we are not obliged to provide a response. The fee limit set down by the Regulations is £600, and in this instance, this equates to staff time capped at a rate of £15 per hour. It is estimated that providing the information requested would exceed the prescribed cost limit of £600 as it would require a manual review of approximately 35,000 records covering the last 7 years to determine the reason for submitting extenuating circumstances.

Please be advised that a modified request will be given due consideration. Any modification of your request will be treated as a new request for the purposes of the Freedom of Information (Scotland) Act 2002.

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 Deputy Secretary, University Court Office, Gilbert Scott Building, University of Glasgow, Glasgow, Scotland G12 8QQ or e-mail: foi@gla.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