



Ref. FOI/20191010/1

11 October 2019

Reply to request for information under Freedom of Information Act	
Your Ref	Email of 10 October 2019
Address	request-610613-3caac7da@whatdotheyknow.com
Request	<p>I would like to receive information about the number of your full-time employees who have (certification or have attended) mental health first aid training.</p> <p>I would like to also kindly ask for the total number of students attending your university at the moment.</p>

Dear Louise Lea

I write in response to your email of 10 October requesting the above information.

Statistics on the number of students at the University can be found online here: <https://www.ox.ac.uk/about/facts-and-figures/student-numbers>

The Collegiate University has extensive welfare provision both at Colleges and through central services. Each College has its own Welfare Team, often including professional Nurses, GPs and Chaplains who are trained to identify students at risk. Some Colleges also provide a Counsellor on their College site. Students are assigned a personal tutor or supervisor who can direct students to appropriate support. The University's Student Welfare and Support Services works with Colleges to offer training to staff on supporting students in distress.

The University issues guidance for staff who may be concerned about the welfare of a student: <http://www.admin.ox.ac.uk/aad/swss/counselling/#d.en.220128>. This includes specific advice on students thought to be at risk of harming themselves and information on the support available for colleges or departments coping with a trauma.

The University has a mental health policy here: [http://www.ox.ac.uk/sites/files/oxford/field/field\\_document/Student%20Mental%20Health%20Policy%20-%20PDF%20Version.pdf](http://www.ox.ac.uk/sites/files/oxford/field/field_document/Student%20Mental%20Health%20Policy%20-%20PDF%20Version.pdf), which includes a section on 'Helping students in crisis'.

General welfare concerns relating to students will be picked up in colleges in the first instance, which are separate legal entities from the University, and public authorities in their own right under the Freedom of Information Act, and the University would not hold information relating to members of College staff.

Centrally the University offers a range of specialist support services for students who experience mental health difficulties whilst studying. The Counselling Service provides a number of online supportive resources to students as well as offering workshops, group sessions, and individual therapeutic counselling. The Service employs qualified and experienced counsellors and psychologists who come from diverse backgrounds and operate a range of modalities. Counselling staff have regular specialist training and clinical supervision. The Service operates to the BACP Ethical Framework and all referrals are risk assessed so that the most vulnerable students are prioritised.

Further information on the services offered by the University can be found here:

<https://www.ox.ac.uk/students/welfare?wssl=1>

[https://www.ox.ac.uk/sites/files/oxford/field/field\\_document/CS%20Annual%20Report%2017-18.pdf](https://www.ox.ac.uk/sites/files/oxford/field/field_document/CS%20Annual%20Report%2017-18.pdf)

Qualified Mental Health First Aid training courses would form part of the collegiate University's welfare provision, and these courses are organised for staff at departmental level. A record of staff who have completed a Mental Health First Aid course is not held centrally by the University, and as such we will not comply with your request, as we estimate that the time required to determine whether the information requested is held, and to locate, retrieve and extract it, would exceed the maximum amount of time a public authority is required to spend on a single request, namely, 18 hours.

The University has a devolved structure, comprising over 100 academic divisions, academic departments, academic sub-departments, research institutes, research centres, libraries, museums, service departments or other similar units. A full list is available here: [www.ox.ac.uk/about/departments-a-z](http://www.ox.ac.uk/about/departments-a-z). To comply with your request, each of these units would need to be consulted and examine their records for staff who have received Mental Health First Aid training. We estimate that such a search would easily exceed 18 hours in total.

For this reason, we are refusing your request under section 12 of the Freedom of Information Act. Section 12 allows a public authority to refuse a request for information if the authority estimates that the cost of complying with it would exceed the 'appropriate limit' prescribed in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (the 'Regulations'). The appropriate limit for universities is £450, which, because the Regulations fix staff costs at £25 an hour, corresponds to a time limit of 18 hours or just over two working days.

The University is mindful of its obligation under section 16 of the Act to provide advice and assistance. In this instance, we consider that it might be possible for us to comply with a request that was limited to a single department. Further information on the structure and governance of the University is here: [www.ox.ac.uk/about/organisation](http://www.ox.ac.uk/about/organisation).

## INTERNAL REVIEW

If you are dissatisfied with this reply, you may ask the University to review it, by writing to the Head of Information Compliance at the following address:

University Offices  
Wellington Square  
Oxford  
OX1 2JD

Alternatively, you may request a review by e-mailing [foi@admin.ox.ac.uk](mailto:foi@admin.ox.ac.uk)

## THE INFORMATION COMMISSIONER

If, after the internal review, you are still dissatisfied, you have the right under FOIA to apply to the Information Commissioner for a decision as to whether your request has been dealt with in accordance with the FOIA. The Information Commissioner's address is:

Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF



Tel: 0303 123113

Further information for submitting complaints to the Information Commissioner is available at <http://www.ico.gov.uk/complaints.aspx>

Yours sincerely

**FOI OXFORD**