

Alisa Wylie  
request-486243-80d2a1d0@whatdotheyknow.com

14 June 2018

Our ref: FOI 2018/133

Dear Ms Wylie,

**Request for Information under Freedom of Information (Scotland) Act 2002**

Thank you for your email which was received by the University on 19 May 2018 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 and how long did it take for them to access these services after raising an issue?**

642 students attended an assessment interview with a counsellor in the University in 2016-17.

During 2016/17 the Student Counselling Service operated a drop-in service three days per week and students were seen within these appointments, and often the issue resolved. If a further appointment was needed then this would be arranged, or if there were none available, then they would be put on to a waiting list.

The waiting time for an appointment to see a counsellor constantly changes. The University does not keep a rolling record of waiting lists, so it would not be possible to provide any individual time periods. Accordingly, I have to advise you under section 17(1)(b) of the Act, that the University does not hold the information requested on this subject and is not aware of any other public authority which may hold relevant information.

Information Governance Unit, University of Strathclyde, Room 2.52,  
McCance Building, 16 Richmond Street, Glasgow G1 1XQ  
Email: [foi@strath.ac.uk](mailto:foi@strath.ac.uk); Tel: 0141 548 5994

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

No.

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**Freedom of Information Review Procedure:**

If you are unhappy with the University's response, please contact the Information Governance Unit by post or email to request a review of our actions.

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16 Richmond Street  
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E-mail: [foi@strath.ac.uk](mailto:foi@strath.ac.uk)

The University will then undertake an internal review and inform you of the result of that review.

All such requests for review should be made in writing, setting out in full the nature of the enquiry to which it pertains, and stating why you are dissatisfied with the response. A request for review should be submitted within 40 working days of either the date on which you received a response from the University or the date by which you should have received a response under the terms of the Freedom of Information (Scotland) Act 2002, whichever is the later.

Please note that links provided to information available elsewhere are intended to assist Freedom of Information access. Requests for information held by other public authorities and any complaints regarding access to such information should be addressed to that authority. These review procedures relate only to information which is directly under the control of the University of Strathclyde.

If the University is unable to resolve any complaint, you can contact the Scottish Information Commissioner, the independent body which oversees the Freedom of Information (Scotland) Act 2002. A complaint to the Commissioner must be made within 6 months from the date of the University's response.

The Commissioner has an online appeal service which can be accessed via [www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/Appeal).

Alternatively, you can contact the Scottish Information Commissioner via the following methods:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road

St Andrews  
Fife  
KY16 9DS

Tel: 01334 464610

Website: [www.itspublicknowledge.info](http://www.itspublicknowledge.info)

E-mail: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

Yours sincerely,

Information Governance Unit  
University of Strathclyde