



Our Ref: FOI 19/114

01 July 2019

Nicky Michaels
request-581193-593b8b86@whatdotheyknow.com

Dear Nicky

Re: Freedom of Information Act 2000 (FOIA)

Thank you for your Freedom of Information request received on <insert date>.

Under the FOIA you made the following request to the University:

QUESTION ONE: COUNSELLING AND MENTAL HEALTH SERVICES The total number of staff that accessed University counselling and mental health services in 2016/17 and 2017/18. Please present in a table – ideally an excel document - showing figures separately for each academic year (e.g. 2016/17, 2017/18) or by each calendar year, where data is collected in this way - according to the following categories:-

- a) How many were academic staff?*
- b) How many were professional services staff?*
- c) How many were male?**
- d) How many were female?**

**Please note that some institutions now collect non-binary gender information. Where your institution collects information in this way, please provide in that format. Where data relating to gender is not collected, please simply highlight "n/a".*

Where you, or an external provider (e.g. EAP/EAFP), also breaks down this information by category (e.g. anxiety, bereavement/loss, work-related etc.), please also provide a separate table with this information.

QUESTION TWO: OCCUPATIONAL HEALTH

During the last two full academic years (please present in a table – ideally an excel document - showing figures for each academic year i.e. 2016/17 and 2017/18) or by each calendar year as appropriate, how many staff members were referred to Occupational Health (please highlight by year, whether these were self-referrals, management referrals, or referrals falling into different categories)?

Where the information is available (i.e. either collected by you or held for you by an EAP/EAFP), please separate into the following categories (for each year):-

- a) How many were academic staff?*
- b) How many were professional services staff?*
- c) How many were male? **
- d) How many were female?**

**Please note that some institutions now collect non-binary gender information. Where your institution collects information in this way, please provide in that format. Where data relating to gender is not collected, please simply highlight "n/a".*

QUESTION THREE: EAP/EAFP PROVIDER CHANGES Please also indicate whether you have changed EAP/EAFP since 2015 and if so, in what year. If you are able to provide a link to the provider in question, or forward the EAP/EAFP reports from 2016/17 and/or 2017/18 so that I can see the reporting methodology that would be helpful.

FURTHER NOTES FOR CLARIFICATION

- If the decision is made to withhold some of this data using exemptions in the Data Protection Act, please inform me of that fact and cite the exemptions used.*
- If you need any clarification then please do not hesitate to contact me. If some parts of this request are easier to answer than others, I would ask that you release the available data as soon as possible.*
- Where some parts of the information requested cannot be presented in the format requested above, or has not been collected by the University (or where applicable, an external provider collecting and holding this information for the University), in a way that satisfies the FOI request, please exercise your duty under section 16 and highlight what information you are able to provide.*
- Please note that this information is being collected as part of a follow-up pan-HEUK study of trends in Counselling Services and Occupational Health in respect of HEI staff.*

I would be grateful if you could confirm in writing that you have received this request, and I look forward to hearing from you within the 20 working day statutory time period. Thank you in advance for your assistance

Before the end of the 2017/2018 academic year the University used the same system for recording referrals to counselling from both Students and Staff. The CRM system holding this data is unable to separate which referrals were for staff. For us to be able to answer your request it would be necessary to enter each of the thousands of records and ascertain if the record relates to a staff member. We have calculated the length of time this would take and have estimated that the costs of the work would exceed the £450 limit for refusing requests set out in section 12 of the FOIA. This means that we are unable to answer your request due to the costs that would be incurred.

If you would like to make a request for data that we might be able to provide then you may want to limit a request to the past 12 months, or to focus on the occupational health referrals.

The University considers it has fully complied with your request, but if you wish to seek an internal review, you should do so in writing to Professor Robin Leatherbarrow, Pro-Vice-Chancellor (Scholarship, Research and Knowledge Transfer), Liverpool John Moores University, Egerton Court, 2 Rodney Street, Liverpool, L1 2UA or by email at R.J.L Leatherbarrow@ljmu.ac.uk

Once having appealed, if you are still not satisfied with our response, you have the right to apply to the Information Commissioner for a decision whether, in any specified respect, your request for information has not been dealt with in accordance with the requirements of Part I of the Freedom of Information Act 2000. The Information Commissioner's address is: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Details on how to complain can be found on the Information Commissioner's website: www.ico.org.uk

If you require any further assistance please do not hesitate to contact me.

Yours sincerely

Simon Horsfield
Information Officer (Governance and Compliance)