



Information Assurance and Governance
Office of the Principal

11 September, 2017

Dear Helen,

Freedom of Information (Scotland) Act 2002
Our Ref: 230-17

I refer to your request for information received by the University on 14 August, 2017 under the Freedom of Information (Scotland) Act 2002 ("the FOISA") in relation to students accessing the University's counselling and wellbeing services. I confirm the University does not hold all the information requested. The information that is held is being partially released to you and an explanation is provided where information is being withheld.

- 1. How many students registered to use university counselling and wellbeing services over the last five academic years (2012/12, 2013/14, 2014/15, 2015/16 and 2016/17)? Please can you include all students (including UG and PG students both full-time and part-time) and break it down by gender if possible.*

Student Services offer a confidential and professional service providing support to our students in all aspects of their life such as:

- Counselling;
- Personal advice;
- Provision of support for students who declare a disability;
- Financial advice;
- Wardennial services;
- International and immigration advising; and
- Discipline.

Full details can be found on our website at: <https://www.st-andrews.ac.uk/study/why/support/student-services/>.

You have asked to be supplied with data in relation to 'counselling and wellbeing services'. While liaising with Student Services to gather data in answer to this part of your enquiry there was uncertainty as to exactly what data was being sought in terms of how you are defining 'wellbeing services'.

Two possible sets of data have been identified that may be of relevance depending on how this part of your enquiry is interpreted. I am sorry to come back to you on this at such

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a late stage but we want to ensure that you are provided with the most appropriate information. Can you clarify which of the following options best meets your requirements:

1. The University can supply you with figures that represent solely the number of students who used our counselling service during the specified reporting period.
2. Alternatively, the University can look to supply the overall number of students accessing the full range of services provided by Student Services.

In the context of your overall enquiry, option 1 would appear to be of most relevance however, I would be grateful if you could confirm please.

This request for additional information is made under section 1(3) of the FOISA. On receipt of the requested additional information the University has 20 working days in which to answer this part of your enquiry and this will be held pending until I hear from you further.

2. *How many counsellors has the university employed on a full-time or part-time basis over the last five academic years (2012/12, 2013/14, 2014/15, 2015/16 and 2016/17)? Please can you break this down by year and say whether they are on permanent or zero-hours contracts.*

The number of counsellors employed by the University to provide Counselling for students are presented in Table 2 below.

Table 2

Academic Year	Full Time	Part time	Total number of counsellors
2012/13	2	4	6
2013/14	2	5	7
2014/15	2	6	8
2015/16	2	7	9
2016/17	2	8	10

The terms of an employee's contract is a private matter between an individual and the University. Information relating to the contract of employment of the above reported members of staff is being withheld under section 38(1)(b), *Personal Information* of the FOISA.

Due to the small sample group, and information readily available there is a high risk of personal data being disclosed relating to a living identifiable individual. It would be unfair for information relating to the personal circumstances of an employee to be released into the public domain where that person has no reasonable expectation of this happening. This is an absolute exemption and not subject to the public interest test.

To assist you in your enquiry, I can however confirm that no information on zero hours contracts is held. Section 17 of the FOISA requires that a Scottish public authority confirms in writing where information requested of it is not held and notice is therefore given to this effect.

3. *How many counsellors will the university employ on a full-time or part-time basis in the forthcoming academic year 2017/18?*



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In 2017/18, the University will employ 10 counsellors in total – 3 full time; and 7 part-time. In addition, the University would look to engage casual counselling if required should there be a peak demand.

Your right to seek a review of how your information request was managed

If you are not satisfied with the University's response and/or our reasoning set-out above, you have the right to request a review of our decision. The time lines in which this right is available are set out in section 20(5)(a) and (b) FOISA. In broad terms the right to seek a review must be exercised within 40 working days of receiving this response.

Any request for review should be put in writing or some other permanent form e.g. an e-mail and should be sent to the University of St Andrews, through the contact details provided below.

A request for a Review should:

- a) state your name and address;
- b) describe the nature of your original request; and
- c) explain the reasons why you are dissatisfied with our response.

Freedom of Information / Environmental Information
University of St Andrews
Butts Wynd (Building)
St Andrews
Fife
KY16 9AJ

Email foi@st-andrews.ac.uk
Telephone +44(0)1334 462776

If you remain dissatisfied with how your request for information has been dealt with following Review, you also have the right to apply to the Scottish Information Commissioner (SIC) for a decision. In the event of an appeal to the SIC, the Commissioner will generally only be able to investigate the matters raised in the request for review.

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Details on how to make an appeal online to the SIC can be found on their website:
<http://www.itspublicknowledge.info/YourRights/Unhappywiththeresponse/AppealingtoCommissioner.aspx>

Alternatively, you can contact the SIC by post, telephone or email at:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife KY16 9DS

Telephone: 01334 464610
E-mail: enquiries@itspublicknowledge.info
Website: www.itspublicknowledge.info

This concludes the University's response.

Yours sincerely

JUNE WEIR
Information Assurance and Governance Officer