

Business Assurance
Information Compliance

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Tel: 020 7848 7816
Email: info-compliance@kcl.ac.uk

[REDACTED]
By email only to: [REDACTED]

10 July 2019

Dear [REDACTED]

Request for information under the Freedom of Information Act 2000 (“the Act”)

Further to your recent request for information held by King’s College London, I am writing to confirm that the requested information is held by the university.

Your request

We received your information request on 18th June 2019 and have treated it as a request for information made under section 1(1) of the Act.

You requested the following information:

- The total student referrals to university counselling services for years:

2015-16
2016-17
2017-18
2018-19

- The number of people waiting 2+ weeks for first appointment for years:

2015-16
2016-17
2017-18
2018-19

- The number of people waiting 4+ weeks for first appointment for years:

2015-16
2016-17
2017-18
2018-19

- The number of people waiting 6+ weeks for first appointment for years:

2015-16
2016-17

2017-18
2018-19

Our response

	15/16	16/17	17/18	18/19
The total student referrals to university counselling services (interpreted as Students registered for counselling)	2,429	2,644	3,085	3,043 up to and including 24 th June
<i>Less than 2 weeks (added for context)</i>	<i>248</i>	<i>270</i>	<i>186</i>	<i>157</i>
The number of people waiting 2+ weeks for first appointment	222	314	254	306
The number of people waiting 4+ weeks for first appointment for years	147	217	245	261
The number of people waiting 6+ weeks for first appointment for years	551	556	740	628

This completes the university's response to your information request.

Your right to complain

If you are unhappy with the service you have received in relation to your information request or feel that it has not been properly handled you have the right to complain or request a review of our decision by contacting the Assistant Director of Business Assurance (Information Compliance) within 60 days of the date of this letter.

Further information about our internal complaints procedure is available at the link below:

http://www.kcl.ac.uk/college/policyzone/assets/files/governance_and_legal/Freedom_of_Information_Policy_updated_Oct_%202011.pdf

In the event that you are not content with the outcome of your complaint you may apply to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have exhausted the internal complaints procedure provided by King's College London.

The Information Commissioner can be contacted at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely

[REDACTED]

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