

FOI Request dated 27/10/2023

Request Reference: 3008

Request –

- 1) *How many counsellors are available at the Student Counselling Service?*
- 2) *What is the percentage of students using these counselling services?*
- 3) *Is there a set annual or semester budget for the counselling services?*
- 4) *I have looked at the range of issues that the counselling services can assist with, but could you tell me what are the types of services that are offered? Are there digital ones too?*
- 5) *Are you considering offering digital solutions to the students? Have you considered it in the past?*
- 6) *How has the student feedback been?*
- 7) *What are the common challenges that you have faced in your counselling services?*

Response

- 1) We do not operate a student counselling service
- 2) N/A as per Q1
- 3) N/A as per Q1
- 4) We offer a comprehensive mental health and wellbeing service which is focused on providing short term psychotherapeutic interventions to students. The aim of the services offered are to help remove mental health and wellbeing related barriers to learning and to empower students to thrive throughout their student journey. We work closely with a range of external partners to facilitate access to a range of specialist services including solution focused counselling and long term psychotherapy. We also partner with Health Assured to provide 24/7 in the moment mental health and wellbeing support.
- 5) We partner with Health Assured who offer an App through which students can access a range of information and resources. We also provide self help information on our internal digital systems. We provide a range of contact options which are based on the individual needs of the student.
- 6) Not valid question under FOI, FOI is for information held only.
- 7) N/A as per Q1