

Mental Health at Queen Mary: Freedom of Information data

Like many universities, Queen Mary University of London's student wellbeing services receive many freedom of information requests, particularly with reference to student mental health. While it is encouraging that so many people are interested in how support for students experiencing difficulties with their mental health is resourced and configured, collating responses for external parties is very time-consuming and can take vital resources away from our core business of supporting students. This is particularly true during term-time.

To ensure that interested parties can access key information while not affecting the experience of our students, we have decided to publish as much data as possible on the growing numbers of students with mental health difficulties, as well as the strands of support that they access here at Queen Mary and information about staffing levels in our two chief wellbeing services, [Advice and Counselling](#) (ACS) and [Disability and Dyslexia](#) (DDS).

Notes on the data: student numbers

Higher Education Providers (HEPs) are required to return data to the [Higher Education Statistics Agency](#) (HESA) on how many disabled students they have. To do this, the sector uses specific disability codes, which students select either on application, enrolment, or after meeting with disability services. It is only possible to select one code, but many students have more than one condition, e.g. a specific learning difference (such as dyslexia) and a mental health diagnosis.

See Appendix One for details of this data since 2016/17.

The categories we currently record are:

- A disability not listed
- Autistic Disorder
- Blind/partial sight
- Deaf/partial hearing
- Developmental Condition
- Learning Difficulty
- Long standing illness
- Mental Health
- Multiple disabilities
- Other disability
- Prefer not to say
- Wheelchair/Mobility

NB: due to the prevalence of students with dual diagnoses, we cannot provide details of which students have which specific learning differences and/or mental health diagnoses, e.g. dyslexia *and* dyspraxia, or depression *and* anxiety.

Notes on the data: staffing

While the Advice and Counselling Service and the Disability and Dyslexia Service are the two main departments serving students with mental health difficulties (and disabilities) at Queen Mary, the university employs Student Support Officers / Managers in its Schools and Institutes who do vital work in signposting students to specialist services, as well as implementing the support and reasonable

adjustments to which students are entitled.

A full list of these members of staff can be found here: [Student support contacts - MyQMUL](#)

The reality of life at a campus-based university is that many staff play a crucial role in supporting the wellbeing of our students, including those based in our Library Services, Registry, Residential Support, Security, [Chaplaincy](#) and a wide array of other departments.

Commonly requested data: the configuration of student support services

Queen Mary's model of student support is to have named contacts in most (but not all) of our Schools and Institutes, along with dedicated Professional Services. These services are situated in our Student Experience Directorate. As such, there is no one, distinct department which provides mental health services/support to students at Queen Mary.

The Advice and Counselling Service (ACS) offers welfare advice, as well as counselling, CBT and group therapy. It also offers support for students with emerging and pre-existing mental health conditions through our Mental Health Advisers and Student Wellbeing Advisers.

The Disability and Dyslexia Service (DDS) supports all disabled students at Queen Mary, including those with diagnosed mental health conditions (in addition to specific learning differences such as dyslexia).

The Student Life team is responsible for an array of student-facing provision, including our on- campus [Student Health Service](#), although its staff would not ordinarily meet or have appointments with students.

Both ACS and DDS provide many other services which means there is no one, ring-fenced budget for student mental health. The costs of most specialist support for students with mental health diagnoses is paid for through individual students' Disabled Students' Allowances, the figures for which we do not hold. Queen Mary funds the Student Health Service to support patients, some of whom will have mental health issues.

Advice and Counselling Service Staffing

The breakdown of staff within Advice and Counselling who support students with mental health and emotional difficulties as of 2024/25 is now as follows:

Role	FTE	Notes
Co-Head of Advice and Counselling Service (Wellbeing)	1	
Counselling Manager	0.92	
Senior Counsellor	2.4	
Counsellor	6.5	
Cognitive Behavioural Therapist	1.8	(One of the Senior Counsellors is a CBT therapist)
Group Therapist	0.34	
Mental Health Adviser	4	(Since 2021/22)
Student Wellbeing Adviser	3	(These posts have been in place since 2021/22 academic year)
Sexual Assault and Harassment Adviser	2	

In AY 2019/20 the total spend on the salaries in the counselling service within ACS was £570,742.

In AY 2020/21 the total spend on the salaries in the counselling service within ACS was £535,949.

In AY 2021/22 the total spend on the salaries in the counselling service within ACS was £551,205. We also spent £256,401 on our Mental Health Advisers and Student Wellbeing Advisers.

Following an internal re-organisation, our Mental Health Advisers moved to the Advice and Counselling at the end of the 2020/21 academic year. We have also recruited a Senior Mental Health Adviser and three Student Wellbeing Advisers.

In AY 2022/23 the total spend on the salaries in the counselling service within ACS was £652,486. We also spent £203,979 on our Mental Health Advisers and Student Wellbeing Advisers.

In AY 2023/24 the total spend on the salaries in the counselling service within ACS was £847,041. We also spent £361,501 on our Mental Health Advisers and Student Wellbeing Advisers.

DDS Staffing for mental health support

Queen Mary's DDS employed a Mental Health Co-ordinator from 2009 through to 2020. This was a Grade 5 post from its creation but was revised as a Grade 6 as of 2016/17. The service also employed a Mental Health / Autistic Spectrum Disorder Adviser (Grade 4 previously, Grade 5 from 2016/17 until 2020/2021).

In 2019/20 the service recruited two new Mental Health Advisers, both full-time, both permanent. As such, in AY2019/20 the service had:

- 1 FTE Mental Health Co-Ordinator (Grade 6)
- 2.6 Mental Health Advisers (Grade 5)

In AY 2020/21 the service still had the 2.6 Mental Health Advisers, but the post of Mental Health Coordinator was deleted following an internal re-organisation with effect from October 2020. This was replaced by a Grade 5 Disability Adviser (Mental Health). The Mental Health Advisers remained in post, although they were moved over to our Advice and Counselling Service.

Since that time, i.e. academic year 2021/22, the service has had two full-time permanent Disability Advisers (Mental Health and Autism).

The total spend on the mental health team within DDS for 2019/20 was £116,854. This was comprised of one Grade 6 Mental Health Co-ordinator, one Grade 5 Mental Health Adviser and one Grade 5 Autism / Mental Health Adviser (0.4 FTE). There was also one Grade 5 Mental Health Adviser paid from the Strategic Investment budget in 2019/20. The staff costs totalled £38,461 (from November 2019). As such, the total cost of the Mental Health situated in DDS for AY 2019/20 was £155,315.

Overall, the total staff spends for the three 'wellbeing' services within Student and Academic Services for 2019/20 was:

Advice and Counselling Service: £956,657
Disability and Dyslexia Service: £545,249
Student Life: £296,527

AY 2020/21

The Queen Mary staff spend within the three student wellbeing services for 2020/21 were:

- Advice and Counselling Service: £1,174,887
- Disability and Dyslexia Service: £631,258
- Student Life: £278,131

AY 2021/22

As of the start of the 2021/22 academic year, the DDS had two Disability Advisers (Mental Health), both full-time and permanent roles.

The Queen Mary staff spend within the three student wellbeing services for 2021/22 were:

- Advice and Counselling Service: £1,405,737
- Disability and Dyslexia Service: £718,077
- Student Life: £245,625

AY 2022/23

The Queen Mary staff spend within the three student wellbeing services for 2022/23 were:

- Advice and Counselling Service: £1,741,596
- Disability and Dyslexia Service: £775,225
- Student Life: £246,840

AY 2023/24

The Queen Mary staff spend within the three student wellbeing services for 2023/24 were:

- Advice and Counselling Service: £2,070,617
- Disability and Dyslexia Service: £808,813
- Student Life: £306,212

Student facing data

Advice and Counselling

Academic Year	Number of students who have had at least one appointment for counselling (NB these will not all be for mental health reasons)
2015/16	875
2016/17	664*
2017/18	780
2018/19	1,077
2019/20	884±
2020/21	2,753
2021/22	2,547; 469 of these were 'intake' appointments. In addition to 843 Did Not Attends (DNA)
2022/23	4,426; <i>in addition to</i> 1,105 DNAs / cancellations
2023/24	4,308 in addition to 1427 DNAs / cancellations

*This fall was due to unforeseen vacant posts / staff absences in 16/17.

±The lower figure for this academic year reflects the time it took the counselling team to attain the requisite accreditation to deliver online support in the wake of the first Covid-19 lockdown from March 2020.

Academic Year	No. of student appointments with Mental Health Adviser(s)
2022/23	885 (plus 141 DNAs/cancellations)
2023/24	1,439 (plus 222 DNAs/cancellations)

Disability and Dyslexia

Academic Year	No. of student appointments with the Mental Health Co-ordinator / Mental Health Adviser(s) / Disability Advisers (Mental Health and Autism)
2015/16	495 (in addition to 51 'DNAs' and 25 cancellations)
2016/17	744 (in addition to 109 'DNAs' and 45 cancellations)
2017/18	860 (in addition to 143 'DNAs' or cancellations and 60 drop-in appointments)
2018/19	844 (in addition to 203 'DNAs' or cancellations and 30 drop-in appointments)
2019/20	1,029 (in addition to 198 'DNAs' or cancellations)
2020/21	990 (the Mental Health Advisers left the Disability and Dyslexia Service at the end of the 2020/21 academic year) +134 appointments which took place within the Advice and Counselling Service
2021/22	503 (in addition to 102 cancellations of 'DNA' appointments, i.e. where students did not attend). NB: this figure is now made up exclusively of appointments with Disability Advisers (Mental Health and Autism)
2022/23	657 (in addition to 107 DNAs and 53 cancellations).
2023/24	678 (in addition to 92 DNAs and 95 cancellations).

Academic Year	No. of students receiving specialist mental health mentoring*
2015/16	128
2016/17	105
2017/18	182
2018/19	192
2019/20	237 (equates to 1,626 hours of support)
2020/21	243 (equates to 3,414 hours of support)
2021/22	256 (equates to 3,547.75 hours of support)
2022/23	130 (equates to 3,837 hours of support)
2023/24	242 (equates to 3,067.50 hours of support). 17 from UMO = 305 hours of support; 225 from Equality Focus = 2,762.50

*These numbers reflect the number of students accessing specialist mentoring through the agencies which the Disability and Dyslexia Service has links with (i.e. Equality Focus and the University Mentoring Organisation). There will be other Queen Mary students accessing this support, but who either have not engaged with our service or who have not consented to share this information with the University as they are accessing it via their DSA.

SAHA appointments

Academic Year	No. of students accessing SAHA advice	Number of individual appointments
2022/23	90	366

2023/24	85	535 (734 including DNAs and cancellations)
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Togetherall

We have had a licence for Togetherall (formerly Big White Wall), since March 2019. This is an online service open to students and staff 24/7/365 days of the year.

Student Assistance Programme

As of the start of the 2023/24 academic year, i.e. September 2023, the University has arranged for the students to be able to access a Student Assistance Programme, i.e. a 24/7 Wellbeing Helpline, which is provided through an external organisation called Health Assured.

Appendix One: HESA disability returns since 2016/17

2016/17

Disability	Number of registered students
Autistic Spectrum Disorder / Asperger's Syndrome	60
Blind/Partially sighted	22
Deaf/Partial hearing	25
Learning difficulty (e.g. dyslexia)	1,037
Mental Health	512
Multiple disabilities	90
Unseen disability (e.g. diabetes, sickle cell anaemia)	173
Wheelchair/Mobility difficulties	45
A disability not listed	169
TOTAL	2,133

2017/18

Disability	Number of registered students
Autistic Spectrum Disorder / Asperger's Syndrome	88
Blind/Partially sighted	30
Deaf/Partial hearing	38
Learning difficulty (e.g. dyslexia)	1,049
Mental Health	637
Multiple disabilities	118
Unseen disability (e.g. diabetes, sickle cell anaemia)	180
Wheelchair/Mobility difficulties	42
A disability not listed	179
TOTAL	2,361

2018/19

Disability	Number of registered students
A social/communication impairment such as Asperger's syndrome/other autistic spectrum disorder	78
Blind or a serious visual impairment uncorrected by glasses	24
Deaf or a serious hearing impairment	43
Specific learning difference (e.g. dyslexia)	1,001
A mental health condition, such as depression, schizophrenia or anxiety disorder	713
Two or more impairments and/or disabling medical conditions	141
A physical impairment or mobility issues, such as difficulty using arms or using a wheelchair or crutches	44

A long standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	155
A disability, impairment or medical condition that is not listed above	205
TOTAL	2,404

2019/20

Disability	Number of registered students
A social/communication impairment such as Asperger's syndrome/other autistic spectrum disorder	97
Blind or a serious visual impairment uncorrected by glasses	35
Deaf or a serious hearing impairment	58
Specific learning difference (e.g. dyslexia)	1,198
A mental health condition, such as depression, schizophrenia or anxiety disorder	957
Two or more impairments and/or disabling medical	233
A physical impairment or mobility issues, such as difficulty using arms or using a wheelchair or crutches	54
A long standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	211
A disability, impairment or medical condition that is not listed above	233
TOTAL	3,076

2020/21

Disability	Number of registered students
A specific learning difficulty such as dyslexia, dyspraxia or AD(H)D	1,134
A social/communication impairment such as Asperger's syndrome/other autistic spectrum disorder	111
A long standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	227
A mental health condition, such as depression, schizophrenia or anxiety disorder	914
A physical impairment or mobility issues, such as difficulty using arms or using a wheelchair or crutches	56
Deaf or a serious hearing impairment	42
Blind or a serious visual impairment uncorrected by glasses	41
Two or more impairments and/or disabling medical conditions	201
A disability, impairment or medical condition that is not listed above	193
TOTAL	2,919

2021/22

Disability	Number of registered students
A specific learning difficulty such as dyslexia, dyspraxia or AD(H)D	1,180
A social/communication impairment such as Asperger's syndrome/other autistic spectrum disorder	141
A long standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	262
A mental health condition, such as depression, schizophrenia or anxiety disorder	945
A physical impairment or mobility issues, such as difficulty using arms or using a wheelchair or crutches	51
Deaf or a serious hearing impairment	44
Blind or a serious visual impairment uncorrected by glasses	40
Two or more impairments and/or disabling medical conditions	214
A disability, impairment or medical condition that is not listed above	240
TOTAL	3,117

2022/23

Disability	Number
A specific learning difficulty such as dyslexia, dyspraxia or AD(H)D	1,457
A social/communication impairment such as Asperger's syndrome/other autistic spectrum disorder	206
A long standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	371
A mental health condition, such as depression, schizophrenia or anxiety disorder	1,155
A physical impairment or mobility issues, such as difficulty using arms or using a wheelchair or crutches	90
Deaf or a serious hearing impairment	61
Blind or a serious visual impairment uncorrected by glasses	44
Two or more impairments and/or disabling medical conditions	No longer used by HESA
A disability, impairment or medical condition that is not listed above	342
Prefer not to say	<5
TOTAL	3,729

2023/24

Disability	Number
Learning difference such as dyslexia, dyspraxia or AD(H)D	1,289
Social/communication conditions such as a speech and language impairment or an autistic spectrum condition	133
Long-term illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	249
Mental health condition, challenge or disorder, such as depression, schizophrenia or anxiety	881
Physical impairment (a condition that substantially limits one	56

or more basic physical activities such as walking, climbing stairs, lifting or carrying)	
D/deaf or have a hearing impairment	43
Blind or visual impairment uncorrected by glasses	33
Multiple impairments, health conditions or learning differences	265
An impairment, health condition or learning difference not listed	277
Development condition that you have had since childhood which affects motor, cognitive, social and emotional skills, and speech and language	5
Not applicable or not known	151
TOTAL	3,382