



South Eastern Health
and Social Care Trust

Information Governance

7 January 2025

Our Ref: FOI 318

Dear

**Freedom of Information Act 2000
Information in Relation to Issues with Toilets Logged on the Estates Fault
Reporting System**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to the above, which you requested on 31 October 2024. Please accept my apologies for the delay in responding to your request. Thank you for your understanding and forbearance.

A response to the questions you have raised has been provided by the Finance and Estates Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital (informationgovernance@setrust.hscni.net) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

Keith McCollum
Information Governance Team

Q1. How many estates calls have been placed between 18/08/2024 and 30/10/2024 for issues with the Toilet in the GP Out of Hours (GPOOH), Enhanced Care at Home (ECAH) and District Nurse (DN) area of Lagandoc (beside the Urgent Care Centre in Lagan Valley Hospital) and logged on the Estates Fault Reporting System?

A1. There has been four calls raised on the Estates fault reporting system between 18/08/2024 and 30/10/24.

Q2. The dates and times that a Plumber has attended for issues with the Toilet during the Day and Night for the 24/7 for the periods between 18/08/2024 and 30/10/2024.

A2. Table 1 records the dates and timings of the four calls referred to at Answer 1 above.

Table 1

Actual From	Actual To
13/09/2024 16:32	13/09/2024 16:38
30/09/2024	30/09/2024
Unknown times due to contractor attendance	Unknown times due to contractor attendance
23/09/2024 14:00	23/09/2024 15:14
24/09/2024 15:12	24/09/2024 16:37