

27 April 2022

**Our Ref:** RFI 43748

Dear

**Freedom of Information Act 2000  
Requesting information relating to gender neutral toilets.**

I refer to your request for information regarding the above subject.

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for the information relating to the above.

A response to your question has been provided by the Human Resources & Corporate Affairs Directorate. Please see 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

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**Louise McNamara**  
**Information Governance Officer**

***This is an information request relating to gender neutral toilets at the Trust.***

***Please include the information for each of the following periods; 2018-19, 2019-20, 2020-21, 2021-22:***

***Q1. The number of gender neutral toilets installed at the Trust during this time or the number of pre-existing toilets which have been converted into gender neutral toilets. Please do not include disabled toilets in this list.***

***Q2. The cost of installing these toilets or the cost of converting the pre-existing toilets***

***If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.***

A1. & A2. The information requested is not held on a central information system. To obtain this information would require a manual review of records.

This would exceed the 'Appropriate Limit' as defined by the Freedom of Information Act 2000. The Trust therefore exempts the release of this information under Section 12(1).

12.-(1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

In accordance with the Freedom of Information Act 2000 this letter acts as a Refusal Notice in respect of Q1 and Q2.

**Q3. Copies of any complaints made to the Trust about these toilets, with any necessary redactions**

A3. The Trust cannot provide complaints relating only to gender neutral toilets. All complaints made to the Trust received regarding toilets over the requested years 2018 to 2022 are detailed in Table 1.

**Table 1**

Financial Year	Number of Complaints	Reason for complaint
2018-2019	2	Toilet Cleanliness
2019-2020	4	Toilet Cleanliness#
2020-2021	1	Toilet Accessibility*
2021-2022	2	Toilet Cleanliness

#One Complaint also included there being only 1 toilet available for patients.

\*Toilet either locked or out of Order.