

22 April 2022

Gender Neutral Toilets at BHSCT

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:

- **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.**
- **The cost of installing these toilets or the cost of converting the pre-existing toilets**
- **Copies of any complaints made to the Trust about these toilets, with any necessary redactions**

The Estates Department does not categorise works to toilets and therefore is not able to accurately report on this information.

Service groups/facility managers have the discretion to re-designate toilets to match service need and therefore the information requested is not held centrally by the Estates Team.

Estates are not aware of any complaints relating to the provision of gender neutral toilets.

It is not clear how the request could be refined to obtain any further information.

Following interrogation of the BHSCT Datix database complaints module **NIL** relevant complaints have been found across the time period.

NB:

- No regional complaints subject will extract information specific to this question; we are therefore reliant on a targeted review of subject(s) and keyword database extraction in order to respond. A known limitation of this method of information review is that we cannot guarantee that all relevant complaints will have been identified given that the interrogated fields are free text data input.

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- The following keywords were applied to the Datix complaints module for extraction and database review across the time period 1st April 2018 to 31 March 2022: ***toilet*** and ***gender*** in free text complaint 'description' and 'outcome' fields only.
- The regional complaint subjects 'Environmental' and 'Hotel/Support/Security Services' was also extracted and reviewed across 1st April 2018 to 31 March 2022 for any potential relevance.
- Any manual review of complaints records across the time period would be in excess of 18 hours and therefore not possible.