



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 26 April 2022

Re: Freedom of Information Request
Ref: 101-2022

Thank you for your email dated the 29/03/2022, requesting information in relation to gender neutral toilets.

The information that you require is as follows:

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.

We do not have signposted "gender neutral" toilets. We have a number of toilets which are not gender specific at The Clatterbridge Cancer Centre (CCC).

CCC has approximately 160 toilets which can be used by people of any gender, not including accessibility toilets. This figure includes 110 ensuites (patient bedrooms and isolation rooms at CCC-Liverpool) and then a number of both patient/visitor and staff toilets across CCC-Liverpool, CCC-Wirral and CCC-Aintree sites. [Note: All inpatients at CCC-Liverpool have their own ensuite room.]

- The cost of installing these toilets or the cost of converting the pre-existing toilets. We do not have this information. CCC-Liverpool is a new hospital which opened in June 2020. The toilets were installed as part of the total construction cost. It is not possible to isolate the cost of the toilets alone. The installation of the toilets at CCC-Wirral and CCC-Aintree pre-dates the time periods requested above.
- Copies of any complaints made to the Trust about these toilets, with any necessary redactions. We have not received any complaints of this type in the time periods you requested.

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>

Kind Regards,

The Information Governance Team
Contact Email: ccf-tr.foi@nhs.net