

Email: foi.tsdfd@nhs.net
Our Ref: TSD10754

Dear Sir/Madam

Request for Information

We are writing to confirm that we have now completed our search for the information you requested.

Our response is set out below.

- 1. All training materials, briefing notes, guidelines, policies, instructions, and memorandums, including any draft guidelines, policies, and memorandums on matters related to transgender patients, staff, volunteers, or people more generally. Examples would include any policies or training materials related to sex-designated facility access. We can agree a cut-off point of since 1st of January 2016 (10 years).**
- 2. Please provide any meeting notes or agendas or communication records on discussions for the above materials requested in 1.**
- 3. Summaries of any external organisations that were collaborated with, approached, or engaged with to produce or provide such transgender-related policies, guidelines, memorandums, training, or training materials, the nature of such collaborations (e.g. whether paid or not, if so how much and for what), the time period, and the outcomes of any such collaborations.**
- 4. As well as providing summaries for the information requested in 3, please provide any materials received, training materials received, communications (including but not limited to emails and their attachments, letters, recorded voice notes or answer phone messages, SMS messages, WhatsApp or alternatives messages, and meeting agendas) between Torbay and South Devon NHS and any such organisations. I emphasise that no personal data is being requested and may be redacted as appropriate.**

The Trust is not complying with your request in full under section 12(1) of the Freedom of Information Act 2000, as we estimate that the cost of compliance as a whole would exceed the appropriate limit of £450. This is equivalent to 18 hours of staff time, calculated at the statutory rate of £25 per hour.

The information is not held in a single, readily searchable location. Responding would require searches across multiple systems and record sets, including historic email accounts, shared drives, SharePoint sites, committee papers and records held by current and previous postholders.

At least two former members of staff are known to have held the relevant role and are no longer employed by the Trust, and further work would be required to identify any earlier postholders and establish what records remain available. The request seeks records dating from 1 January 2016 to the present, covering a period of more than ten years. Each potentially relevant location would therefore need to be searched across this extended period using appropriate terms, with the results reviewed to identify information falling within scope. Given the length of the timeframe, the number and range of systems, the historic records involved and the volume of potentially relevant documents, communications and attachments, the Trust reasonably estimates that identifying, locating and retrieving the requested information would take more than 18 hours.

In accordance with our duty to provide advice and assistance under section 16 of the Act, you may wish to narrow your request by limiting it to a shorter period, a specific policy or training document, a named external organisation, a particular meeting or committee. Please note that any revised request would be considered as a new request; however, narrowing the scope does not guarantee that it would fall within the appropriate limit.

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting.

If you wish to discuss any of the above, please contact us, quoting the FOI reference number above.

If you are unhappy with the way in which we have handled your request, please contact the Data Protection and Freedom of Information Lead in the first instance. If you wish to make a formal complaint, you should write to our Complaints Manager at Torbay and South Devon NHS Foundation Trust, First Floor Bowyer Building, Torbay Hospital, Torquay TQ2 7AA or by email to tsdft.feedback@nhs.net

If you are not content with the outcome of your complaint or the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner will only make a decision once you have exhausted the complaints and/or internal review process provided by us. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or through this link <https://ico.org.uk/global/contact-us/>

Yours sincerely,



Torbay and South Devon
NHS Foundation Trust

Freedom of Information Team