FOI 2553

Date 03/10/2023

Dear Requester,

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

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|  | L&D | Bedford |
| The total number of times exterminators or pest control services were called at each hospital between 2018 and 2023 to date. | This service is outsourced to ISS and we do not have this information. | A total of six unscheduled call-outs. |
| A detailed breakdown of the reasons or specific pest issues that led to the calls for exterminators during this period and the actions exterminators and pest control took to remedy this. | This service is outsourced to ISS and we do not have this information. | Report of a rat in the Porters Lodge – Nothing found  Report of rat in OPD – Trapped  Report of rat in offsite Ward kitchen – Trapped  Wasps in office – fly/wasp spray, keep windows closed until swarm moved on.  Ants in clinical area – ant traps deployed  Cockroach in ward kitchen refrigerator, trap deployed, problem solved. |
| The total cost incurred, broken down by hospital, for pest control services, including the costs of removing pests, shooting pigeons, and other related expenses in the timeframe. | Data not held as outsourced as part of an FM contract covering Catering, Cleaning and other related services. | £41,326.80 |

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests for internal review should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk. This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Yours sincerely,

*FOI Officer*

Bedfordshire Hospitals NHS Foundation Trust