



29 October 2025

Our Ref: FOI 1443

Dear

**Freedom of Information Act 2000
Information in relation to Pest Control Services**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to above which you requested on 2 October 2025.

A response to each of the questions raised has been provided by the Finance & Estates Directorate and is attached in 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

Rebecca Manning
Information Governance Officer

Please provide the following information for the period 1 April 2020 to 31 March 2025, broken down by financial year:

Q1. Total expenditure by the Trust/organisation on pest control services, including both in-house provision and external/contracted services.

A1. Please see below for the requested data from 2022/23 to 2024/25.

Please be advised that the Trust is unable to provide the requested information for the financial years 2020 to 2021 and 2021 to 2022. The Trust Estates Service implemented a new reporting system and data from the previous system did not successfully transfer in full, therefore there are no figures to report for these years.

- Table 1 - Total expenditure for pest control services in house.
- Table 2 – Total expenditure for pest control services for External/Contracted Services.

Table 1

Financial Year	Total Spend
2020 – 2021	-
2021 – 2022	-
2022 - 2023	£258.16
2023 – 2024	£897.98
2024 - 2025	£378.47

Table 2

Financial Year	Total Spend
2020 – 2021	£33,109.72
2021 – 2022	£33,059.52
2022 – 2023	£18,255.18
2023 – 2024	£49,426.56
2024 – 2025	£25,267.16

Q2. If any services are contracted out, please provide the supplier name(s) and the contract value(s).

A2. Rentokil Pest Control is on a Regional Health and Social Care Contract with a value of £22,119.

Q3. The number of call-outs/treatments by species category (e.g. rats, mice, pigeons, gulls, foxes, grey squirrels, wasps, bedbugs, cockroaches—please use your own categories if recorded differently).

A3. The Trust do not record callouts broken down by species or any other category, callouts/treatments are coded/reported as 'callouts'. Please see Table 3 for the number of Trust pest control callouts from 2020 to 2025.

Table 3

Financial Year	No. of Callouts
2020 – 2021	57
2021 – 2022	59
2022 – 2023	158
2023 – 2024	260
2024 - 2025	230

Q4. For any lethal control commissioned or carried out by the Trust/organisation, the number of animals killed by species and, where recorded, the method used (e.g. trapping, poisoning, shooting).

A4. The Trust do not record the information requested.

Q5. A copy of any policy, guidance, or standard operating procedure relating to the Trust/organisation's pest control service or contractors.

A5. The Trust does not have a pest control policy. Please see below providing an outline of the pest control procedures:

- Individual identifies a pest on site i.e. a confirmed sighting, evidence of pest such as droppings, etc.
- Individual reports issues to the Estates fault reporting system
- The Estates Department review the issue
- The Estates Department issues work instruction to the Pest Control Sub-Contractor to attend the site
- Pest Control Sub-Contractor attends the site and carries out action required
- When the job is complete the Pest Control Sub-Contractor issues a job report and closes job request