



Patient and Client Council
5th Floor, 12 -22 Linenhall Street
Belfast
BT2 8BS

6th November 2025

By Email

Ref: FOI 2616

Dear [REDACTED]

I am writing to you in response to your Freedom of Information request received by the Patient and Client Council (PCC) on 2nd October 2025 in which you requested information relating to pest control.

Firstly, please accept my sincere apologies for the delay in this matter.

Please find the response below:

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

- 1) Total expenditure by the Trust/organisation on pest control services, including both in-house provision and external/contracted services.**
- 2) If any services are contracted out, please provide the supplier name(s) and the contract value(s).**
- 3) 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).**
- 4) 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).**

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

In relation to all the above questions, I should advise you that the PCC have no information / data to provide. The PCC offices were previously within a building occupied by the Business Services Organisation (BSO), and as such any pest control was arranged by this organisation.

The PCC are now accommodated within HSC Public Health Agency offices and as such have no separate arrangements in place for pest control.

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter, as the PCC, along with all other public authorities are not obliged to accept internal review requests after this period has lapsed.

In the event that you require a review to be undertaken, you can do so by writing to The Business Services Organisation (BSO), which provides an Information Governance service on our behalf:

Post: Information Governance Manager,
2 Franklin Street,
Belfast,
BT2 8DQ

Email: foi.bso@hscni.net

If, following an internal review, carried out by an independent decision-making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint to the Information Commissioner's Office and ask that they investigate whether the PCC has complied with the terms of the Freedom of Information Act

You can contact Information Commissioner at:

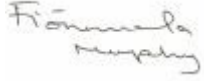
The Information Commissioner's Office – Northern Ireland
10th Floor
Causeway Tower
9 James Street South
Belfast
BT2 8DN

Telephone: 0303 123 1114

Email: ni@ico.org.uk

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,

A handwritten signature in dark ink, appearing to read 'Fionnuala Murphy'. The signature is written in a cursive, flowing style.

Fionnuala Murphy
Business and Governance Manager
Patient and Client Council