



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

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

Date: 12 April 2021

Re: Freedom of Information Request
Ref: 76-2021

Thank you for your email dated the 11th March 2021, requesting information in relation to pest control.

The information that you require is as follows:

- i) **In the last calendar year (2020) how many times did you call out a specialist pest control agency to deal with pest/rodent incidents at any of your hospital premises?**

The number of call outs of a specialist pest control agency to deal with pest/rodent incidents at our hospital premises is as follows:

Wirral = 19

Aintree = 1

Liverpool = 0

- ii) **For the month of May 2020 and the month of November 2020 please provide me with copies of any reports that were completed by any pest control worker/agency explaining what the problem was, where it was and how they dealt with it.**

Reports for November 2020 are available upon request. There were no callouts during the month of May 2020.

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>