

Our Ref: NG/RM/25350
Date: 13th October 2025

Nicola Griffiths
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 2nd October 2025. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

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 on pest control services, including both in-house provision and external/contracted services.
 - **01/04/2020 – 31/03/2021 - £1173.00 plus VAT**
 - **01/04/2021 – 31/03/2022 - £1819.00 plus VAT**
 - **01/04/2022 – 31/03/2023 - £650.00 plus VAT**
 - **01/04/2023 – 31/03/2024 - £3135.00 plus VAT**
 - **01/04/2024 – 31/03/2025 - £2466.00 plus VAT**
- 2) If any services are contracted out, please provide the supplier's name(s) and the contract value(s). **Pestproof Ltd - Current cost for routine pest control - £1200.00 plus vat per annum.**
- 3) The number of callouts/ treatments by species category (e.g. rats, mice, pigeons, gulls, foxes, grey squirrels, wasps, bedbugs, cockroaches—please use your own categories if recorded differently). **Please see Appendix 1 attached.**
- 4) For any lethal control commissioned or carried out by the Trust, the number of animals killed by species and, where recorded, the method used (e.g. trapping, poisoning, shooting). **N/A**
- 5) A copy of any policy, guidance, or standard operating procedure relating to the Trust's pest control service or contractors. **Trust procedures are in place to enable staff to know who to contact in the event of acquiring this service – Facilities Department monitor this contract.**

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. 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: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal 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.

Yours sincerely



Nicola Griffiths
Deputy Director of Governance

Ashcombe Medical Centre

Pest Species Category	No. Call outs/Follow ups 2020	No. Call outs/Follow ups 2021	No. Call outs/Follow ups 2022	No. Call outs/Follow ups 2023	No. Call outs/Follow ups 2024	No. Call outs/Follow ups 2025
American Cockroaches						
Bed Bugs						
Bees						
Biting Insects						
Cockroaches						
Feral Pigeons					1	
Garden Ants					1	
German Cockroaches						
Grey Squirrels						
House Mice						
Oriental Cockroaches						
Pharaoh Ants						
Brown Rat						
Seagulls						
Wasps		2	1			
Total						

Assessment and Treatment Unit

Pest Species Category	No. Call outs/Follow ups 2020	No. Call outs/Follow ups 2021	No. Call outs/Follow ups 2022	No. Call outs/Follow ups 2023	No. Call outs/Follow ups 2024	No. Call outs/Follow ups 2025
American Cockroaches						
Bed Bugs						
Bees						
Biting Insects						
Cockroaches						
Feral Pigeons						
Garden Ants						
German Cockroaches						
Grey Squirrels						
House Mice						
Oriental Cockroaches						
Pharaoh Ants						
Brown Rat	1		1			
Seagulls						
Wasps	2	1	1	2		

Bungalow 4-5 Dragon Square

Pest Species Category	No. Call outs/Follow ups 2020	No. Call outs/Follow ups 2021	No. Call outs/Follow ups 2022	No. Call outs/Follow ups 2023	No. Call outs/Follow ups 2024	No. Call outs/Follow ups 2025
American Cockroaches						
Bed Bugs						
Bees						
Biting Insects						
Cockroaches						
Feral Pigeons						
Garden Ants			1		3	2
German Cockroaches						
Grey Squirrels						
House Mice						
Oriental Cockroaches						
Pharaoh Ants						
Brown Rat		3				2
Seagulls						
Wasps						

Darwin Centre

Pest Species Category	No. Call outs/Follow ups 2020	No. Call outs/Follow ups 2021	No. Call outs/Follow ups 2022	No. Call outs/Follow ups 2023	No. Call outs/Follow ups 2024	No. Call outs/Follow ups 2025
American Cockroaches						
Bed Bugs						
Bees						
Biting Insects						
Cockroaches						
Feral Pigeons						
Garden Ants				1		
German Cockroaches						
Grey Squirrels						
House Mice						
Oriental Cockroaches						
Pharaoh Ants						
Brown Rat	2		4			
Seagulls						
Wasps		2	1	2	1	

Greenfield Centre and Summers View

Pest Species Category	No. Call outs/Follow ups 2020	No. Call outs/Follow ups 2021	No. Call outs/Follow ups 2022	No. Call outs/Follow ups 2023	No. Call outs/Follow ups 2024	No. Call outs/Follow ups 2025
American Cockroaches						
Bed Bugs						
Bees						
Biting Insects						
Cockroaches						
Feral Pigeons						
Garden Ants					1	
German Cockroaches						
Grey Squirrels						
House Mice						
Oriental Cockroaches						
Pharaoh Ants						
Brown Rat		3	13	3	3	1
Seagulls						
Wasps						

Hanley Health Centre

Pest Species Category	No. Call outs/Follow ups 2020	No. Call outs/Follow ups 2021	No. Call outs/Follow ups 2022	No. Call outs/Follow ups 2023	No. Call outs/Follow ups 2024	No. Call outs/Follow ups 2025
American Cockroaches						
Bed Bugs						
Bees						
Biting Insects						
Cockroaches						
Feral Pigeons						
Garden Ants						
German Cockroaches						
Grey Squirrels						
House Mice						
Oriental Cockroaches						
Pharaoh Ants						
Brown Rat					1	2
Seagulls						
Wasps						

Hilda Johnson HSE and Sutherland

Pest Species Category	No. Call outs/Follow ups 2020	No. Call outs/Follow ups 2021	No. Call outs/Follow ups 2022	No. Call outs/Follow ups 2023	No. Call outs/Follow ups 2024	No. Call outs/Follow ups 2025
American Cockroaches						
Bed Bugs						
Bees						
Biting Insects						
Cockroaches						
Feral Pigeons						
Garden Ants						
German Cockroaches						
Grey Squirrels						
House Mice						
Oriental Cockroaches						
Pharaoh Ants						
Brown Rat	6					
Seagulls						
Wasps						

Holmcroft Surgery

Pest Species Category	No. Call outs/Follow ups 2020	No. Call outs/Follow ups 2021	No. Call outs/Follow ups 2022	No. Call outs/Follow ups 2023	No. Call outs/Follow ups 2024	No. Call outs/Follow ups 2025
American Cockroaches						
Bed Bugs						
Bees						
Biting Insects						
Cockroaches						
Feral Pigeons						
Garden Ants					1	
German Cockroaches						
Grey Squirrels						
House Mice						3
Oriental Cockroaches						
Pharaoh Ants						
Brown Rat			2		3	
Seagulls						
Wasps			1		1	

Telford Unit

Pest Species Category	No. Call outs/Follow ups 2020	No. Call outs/Follow ups 2021	No. Call outs/Follow ups 2022	No. Call outs/Follow ups 2023	No. Call outs/Follow ups 2024	No. Call outs/Follow ups 2025
American Cockroaches						
Bed Bugs						
Bees						
Biting Insects						
Cockroaches						
Feral Pigeons						
Garden Ants						
German Cockroaches						
Grey Squirrels						
House Mice						
Oriental Cockroaches						
Pharaoh Ants						
Brown Rat			2			
Seagulls						
Wasps			2			

The Bennet Centre

Pest Species Category	No. Call outs/Follow ups 2020	No. Call outs/Follow ups 2021	No. Call outs/Follow ups 2022	No. Call outs/Follow ups 2023	No. Call outs/Follow ups 2024	No. Call outs/Follow ups 2025
American Cockroaches						
Bed Bugs						
Bees						
Biting Insects						1
Cockroaches						
Feral Pigeons						
Garden Ants						
German Cockroaches						
Grey Squirrels						
House Mice						
Oriental Cockroaches						
Pharaoh Ants						
Brown Rat		1			6	2
Seagulls						
Wasps						

Trust HQ

Pest Species Category	No. Call outs/Follow ups 2020	No. Call outs/Follow ups 2021	No. Call outs/Follow ups 2022	No. Call outs/Follow ups 2023	No. Call outs/Follow ups 2024	No. Call outs/Follow ups 2025
American Cockroaches						
Bed Bugs						
Bees						
Biting Insects						
Cockroaches						
Feral Pigeons						
Garden Ants						
German Cockroaches						
Grey Squirrels						
House Mice						
Oriental Cockroaches						
Pharaoh Ants						
Brown Rat				12		
Seagulls						
Wasps			1			1