

Date: 17th March 2026
Ref: CORP 25/26 - 196

Dear xxx

Freedom of Information request: Pest control services (CORP 25/26 – 196)

Thank you for your request for information which the Trust received on 4th December 2025. We apologise for the delay in response; we had difficulties getting the information as it was not digitalised with our previous supplier.

Your Request:

- Can you clarify whether the 4 call-outs for rats covers the most recent logged period or if that represents call outs since 2020?

Please find the Trust's response below:

The 4 call outs were for 2020 only.

Previous request: **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).**

Velindre Cancer Service have called our pest control contractor for the following:

- 2020 (4 x rodent episodes) 2 x call out and 2 x routine
- 2021 (8 x Rodent activity and 1 x wasp activity) 5 x call out and 4 x routine
- 2022 (1 x Rodent activity) 1 x call out
- 2023 (3 x Rodent activity 1 x Gull) 4 x Call outs
- 2024 (6 x Rodents, 1 x Flies) 7 x Call Outs
- 2025 (7 x Rodents) 7 x Call Out

I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to complain and request a review. Please note that you must submit a request for a review within 40 days of the date of this letter.

You should forward your complaint to:

Mae Ymddiriedolaeth GIG Prifysgol Felindre yn hapus i dderbyn gohebiaeth yn y Gymraeg neu'r Saesneg.
Velindre University NHS Trust is happy to receive communication in Welsh or English.





Pencadlys Ymddiriedolaeth GIG Prifysgol Felindre
Velindre University NHS Trust Headquarters
2 Cwrt Charnwood
Heol Billingsley
Parc Nantgarw
Caerdydd/Cardiff
CF15 7QZ
Ffôn/Phone : (029) 20196161
<https://velindre.nhs.wales>

Mr Ian Bevan via FOI.VUNHST@wales.nhs.uk
Head of Information Governance
Velindre University NHS Trust
2, Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff
CF15 7QZ

Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:

Information Commissioner's Office - Wales
2nd Floor,
Churchill House,
Churchill Way,
Cardiff,
CF10 2HH
Telephone: 0330 414 6421
email: wales@ico.org.uk

Yours sincerely

Non Gwilym
Interim Director of Corporate Governance
Velindre University NHS Trust
2 Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff
CF15 7QZ

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