

Reference:	FOI.18497.25
Subject:	Pest control
Date of Request:	2 October 2025

Requested:

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 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 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 organisation's pest control service or contractors.

Please also provide the information in CSV, Excel, or another machine-readable format where possible.

Response:

Hywel Dda University Health Board (UHB) has applied an exemption under Section 43 of the Freedom of Information Act 2000 (FoIA), to the contract costs requested for question 2, as they relate to third parties and would be prejudicial to their commercial interests. Section 43(2) exempts information, where disclosure would or would be likely to prejudice the commercial interests of any company.

Commercial interests may be prejudiced where disclosure would, or would be likely to:

- Weaken a company's position in a competitive environment by revealing market sensitive information or information of potential usefulness to its competitors
- Damage a company's business reputation or the confidence that customers/users, suppliers or investors may have in it.

This exemption is qualified; therefore, even if information falls within Section 43, public authorities must then apply the public interest test set out in Section 2(2)(b).

The information can only be withheld if the public interest in maintaining the exemption outweighs the public interest in disclosure.

The UHB has therefore considered the following:

In favour of disclosure: There is a public interest in transparency and in the accountability of public funds. Furthermore, it is in the public's interest that public funds be used effectively and that public

sector bodies obtain the best value for money when contracting for the provision of services. Private sector bodies engaging in commercial activities with the public sector must expect some information about those activities to be disclosed.

Against Disclosure: Disclosure of this information would be likely to have a direct impact and cause substantial harm to the suppliers, as it would disclose their pricing and products/services provided to the UHB, and it would be likely that this would damage their ability to work within a highly competitive sector. The information being requested is likely to be used by their competitors to gain a competitive advantage.

Decision: The UHB has consulted with the third party, Rentokil Initial UK Ltd, and has taken their comments into consideration. It has therefore been decided that releasing the information under the FoIA, to which the UHB is subject, will give an unfair advantage to the provider's competitors. The UHB believes that there is a wider established public interest in companies not being prejudiced merely because they have contracted with a public sector body, and that there is a public interest in ensuring that there is competition for public sector contracts.

Therefore, the UHB considers that the public interest in withholding the contract costs is greater than the interests in disclosing it and thereby giving unfair commercial advantage to competitors of the company to which this information concerns.

However, whilst operating in accordance with the Section 45 Freedom of Information Code of Practice, the UHB has a duty to provide advice and assistance and provides the information it holds within the spreadsheet as requested, at Attachment 1.