



Policy:

EST 001 - Pest Prevention and Management

Executive Director Lead	Director of Strategy
Policy Owner	Head of Facilities and Health & Safety
Policy Author	Head of Facilities and Health & Safety

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Ratified by	Finance and Performance Committee
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Summary of policy

This policy is a statement of the Trust’s intention to manage the pest control services within its premises and ensure good practices are maintained.

Target audience	All Trust staff, agency staff working for the Trust and contractors engaged by SHSC.
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Keywords	Pest, riddance, infestations
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Storage

Version 3 of this policy is stored and available through the SHSC intranet/internet. This version of the policy supersedes the previous version (V2). Any copies of the previous policy held separately should be destroyed and replaced with this version.

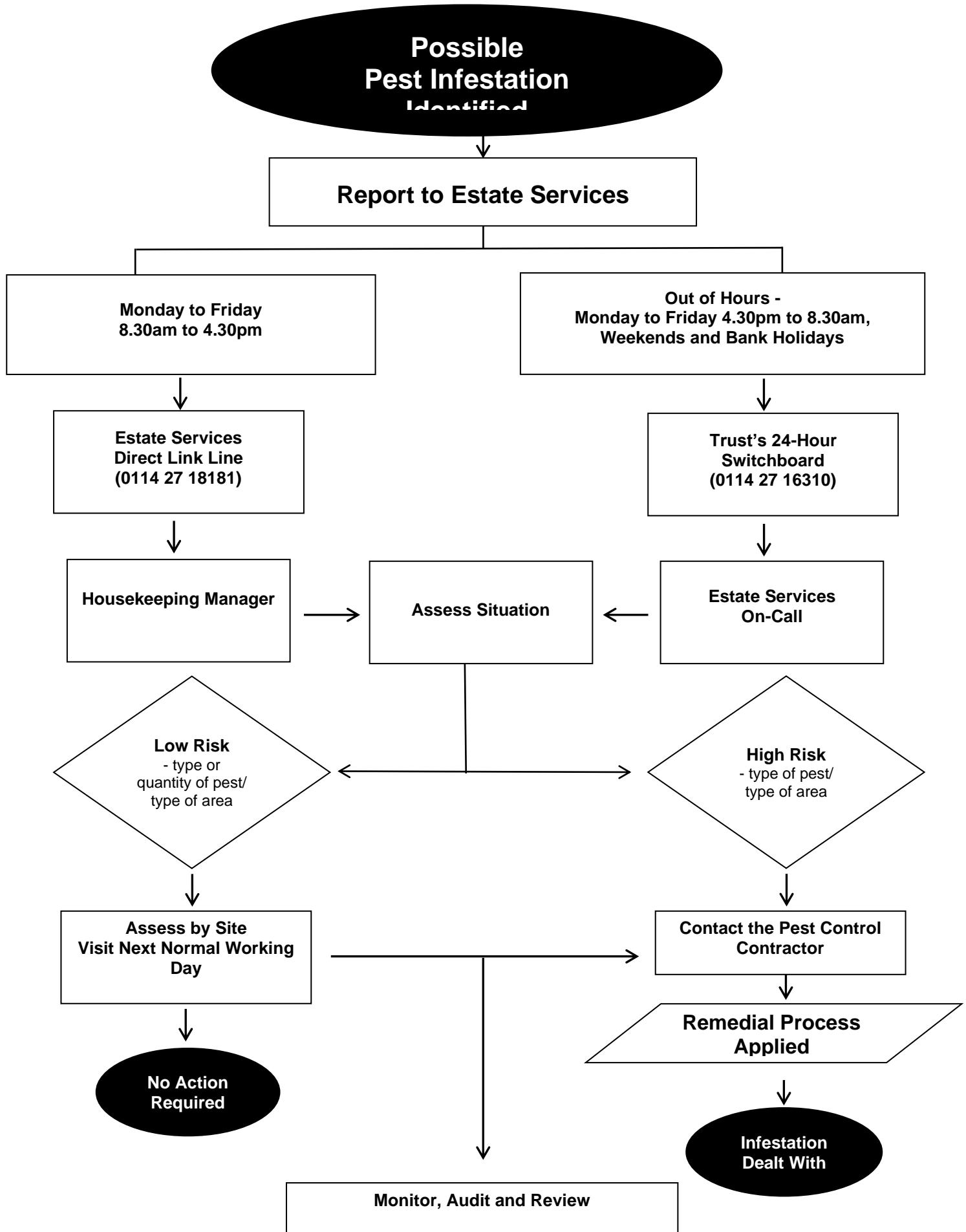
Version Control and Amendment Log

Version No.	Type of Change	Date	Description of change(s)
1	Ratification and issue	September 2017	A new policy was commissioned via the Director of Facilities Management to address a gap in statutory requirement.
2	Update due to policy renewal/review	June 2020	<p>Text changes made during consultation, prior to ratification, e.g.</p> <p>Section 4 <i>Definitions</i> - identification of the Contracts Manager</p> <p>Section 6 <i>Duties</i> - identifying the Pest Control Contractor</p> <p>Section 7.1 <i>Procedure for the Reporting of Pests</i> - insertion of paragraph re <i>Out of Hours</i></p> <p>Section 7.3 <i>List and Description of Common Pests</i> - text change re control of birds</p> <p>Section 7.4 <i>Procedure for Dealing with Biting Insects</i> - text change</p> <p>Section 7.6 <i>Pets as Therapy</i> - text change and reference to the Visitors Policy</p>
3	Full review due to policy renewal date	December 2023	<p>Significant changes throughout the document, including change of title, due to more information and clarity being required, included removal of section relating to List of Common Pests – placed in an appendix.</p> <p>Additional roles including Head of Facilities and Health & Safety, Head of Estates Services/Hard FM and Pest Control Contractor.</p>

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Managing Pest Infestation(s)



1 Introduction

Sheffield Health and Social Care NHS Foundation Trust, (SHSC), recognises its legal obligation to take necessary measures to prevent the risk of a pest infestation. SHSC ensure that all parts of premises, in which it provides healthcare, are suitable for purpose, kept clean and maintained in good physical repair and condition.

This includes having a robust approach to the management of pest infestation and taking preventative measures, as outlined in the Health and Social Care Act 2008 (2015) – Code of Practice on the prevention and control of infections and related guidance and the National standards of healthcare cleanliness 2021: pest control.

Pest prevention and management is essential for safe and hygienic healthcare facilities, therefore SHSC must have effective and appropriate pest control management.

Pest activity can pose unacceptable risks to patients, staff and visitors, undermine reputation and public confidence and damage the environment and food products.

Satisfactory standards of pest control in both clinical and non-clinical areas are an integral part of providing a safe, clean environment for the delivery of high-quality patient user care.

The policy specifies a system of management that will ensure that pest infestations are prevented, where possible, but if infestations do occur that the effects are minimised, and appropriate and effective actions are taken by:

- Proactive management to reduce the potential for infestations
- Reactive management to eliminate infestations found
- Maintaining records of infestations and actions taken

2 Scope

This Policy will apply across the whole Trust. The process for ensuring suitable and sufficient pest control measures are in place will be managed within the Estates and Facilities Directorate. SHSC has a Nominated Pest Control Lead to manage this process; this is the Housekeeping Manager.

3 Purpose

The purpose of this policy is to ensure that the Trust's risk of exposure to pest infestation is minimised. The Trust has an obligation to take necessary measures to prevent pest infestation in all food storage, distribution and catering areas and to ensure good standards of pest control in all other areas.

4 Definitions

Rid and Riddance	Eradication or achieving the best level of control that is technically and practicably possible
Pest	Includes a wide variety of insects, mammals and birds that are actual or potential carriers of disease and/or cause nuisance or damage in various ways

Infestation	The presence of a pest where it transmits disease, causes damage, fouling, fear, offence or nuisance
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5 **Detail**

This policy is an overview of how the Trust approaches the management of pest control services by preventative measures and ensuring good housekeeping. The information is applicable to all employees in the Trust to ensure safe practices are complied with effectively in accordance with the Health and Social Care Act 2008 (2015) – Code of Practice on the prevention and control of infections and related guidance and the National standards of healthcare cleanliness 2021: pest control.

6 **Duties**

6.1 Chief Executive Officer

The Chief Executive has overall statutory accountability for ensuring compliance with all statutory regulations.

6.2 Head of Facilities and Health & Safety

Is the lead for the overall management of pest prevention and control and is responsible for ensuring premises are suitable for providing healthcare, that premises are well maintained, and pest free, as far as is practicable, given the age and condition of the estate, this will be done through the following actions:

- Ensuring that SHSC complies with all relevant legislation with respect to pest control and any other appropriate regulations.
- Ensuring that all the premises have active pest control measures in place.
- Appointing trained and competent managers to oversee pest control.
- Ensuring that suitable and sufficient resources are made available so that specialist service contractors may be engaged.
- Ensuring as far as is practicably possible, all buildings are designed, constructed, and maintained to prevent ingress and harbourage of pests and for all refurbishment projects current guidance on preventing pest ingress is incorporated.

6.3 Nominated Pest Control Lead

The nominated Pest Control Lead will maintain a management system that effectively reduces the risk of infestations and will be responsible for monitoring the performance of the Pest Control Contractor to ensure that the contract specifications and standards are being met and that there is an efficient service provision.

Has the responsibility for ensuring that:

- Buildings under the control of the estates function have routine checks by a BPCA (British Pest Control Association) accredited pest control contractor, responsible for pest prevention and control monitoring and eradication across all SHSC sites.
- Ensuring there is an efficient system in place to allow staff a means of effectively communicating the sighting or suspicion of a pest infestation or the need to introduce pest proofing measures.

- The day-to-day monitoring of the pest control services being provided by the approved contractor.
- Assessing the need for, obtaining quotes and approving pest proofing expenditure where required.
- Collating data and reporting trends or significant incidents to the Head of Facilities and Health & Safety so that further action may be taken, or notifications made to the correct authorities.

6.4 Head of Estate Services/Hard FM

Is responsible for seeing that all buildings, gardens, and grounds are maintained in a good condition in order to prevent pest ingress. This will be done by ensuring the following actions:

- Any reported building defects that are repaired in a timely manner to stop the ingress of pests.
- Ensuring the Estates Team and any contractors are aware of pest control measures required when carrying out building maintenance.

6.5 Local Managers

Local managers are responsible for ensuring good domestic housekeeping is in place to prevent the enticement of pests into their area of responsibility, and Reporting Process for reporting any pest control issues promptly through the proper channel.

Will maintain a management system that effectively reduces the risk of infestations and will be responsible for monitoring the performance of the Pest Control Contractor to ensure that the contract specifications and standards are being met and that the Trust is receiving an efficient service.

6.6 Staff Responsibilities

All staff are responsible for promptly reporting the presence, or suspected presence, of pests by following the Trust Policy.

All staff, working for and/or on behalf of SHSC, are required to take care that their actions do not facilitate or encourage the ingress of pests such as cockroaches and rodents.

All staff are responsible for promptly reporting the presence, or suspected presence, of pests by following the Reporting Process for reporting any pest control issues.

6.6 Specialist Pest Control Contractor

Is contracted to:

- Eradicate established infestations using only approved treatments suitable for a health care environment.
- Monitor vulnerable areas on a regular basis.
- Treat sporadic episodes e.g., at the request of the nominated pest control lead.
- Establish surveillance systems.
- Monitor the environment for the presence of pests.
- Identify environmental or other factors that may contribute to or sustain the presence of pests.

- Use appropriate pesticides and methods of work that includes the provision of risk assessments/method statements
- Provide details of all pesticides and therefore appropriate documents to comply with Control of Substances Hazardous to Health 2002.
- Keep all equipment and goods safe and under control at all times.

The contractor must obtain written permission from the Head of Facilities and Health & Safety before using a pesticide/chemical on SHSC premises that was not included in the original specification.

The pest control contractor will record all pest activity and corrective actions and send copies to the nominated pest control lead.

6.7 Contractors

All contractors who work within SHSC premises shall do so in accordance with this policy. Their activities shall at no time result in the removal of any pest proofing measures, such as pigeon netting, without explicit permission. Any pest proofing removed to allow access to an area must be put back after the work is completed. No action on their behalf should cause the deterioration in pest management, eradication or infestation prevention.

7 **Procedure**

7.1 Procedure for the Reporting of Pests

All sightings of pests or evidence of their existence should be reported in the first instance to the Estates Service, via the helpdesk, at the earliest opportunity (see Flowchart: Possible Pest Infestation Identified).

The information required will be:

- Location i.e., ward, department, clinics etc.
- Precise location i.e., bathroom, office etc.
- Type of pest if known
- Possible numbers of and the frequency of sighting
- Name and contact number of the person reporting
- Date and time of sighting

During office hours, the incident will be logged by the helpdesk operator and relayed to the Housekeeping Manager, for further advice.

If the incident requires further information, the Housekeeping Manager, will liaise with the member of staff making the report before deciding whether to call out the Contractor directly, or conduct a site assessment first.

7.2 Pest Control Measures

All staff to:

Check deliveries carefully; pests can enter premises in packaging and food items.

- Food must be covered or stored in pest-proof containers and stored off the floor.
- Spillages must be promptly removed. Maintain a clean workplace, paying special attention to food preparation areas, stores, drains and gullies.
- Waste must be stored in a manner suitable to prevent access by pests.
- Accumulation of static/stagnant water must be avoided.
- Buildings must be of sound structure and well maintained; drains must be covered; leaking pipework repaired and damaged surfaces made good. Defects must be reported to Estate Services via the Direct Link Maintenance Line.
- Cracks in plaster and woodwork, unsealed areas around pipework, damaged tiles, badly fitted equipment and kitchen units, are all likely to provide excellent harbourage for pests and must be repaired and maintained in a suitable condition.
- Where fitted, fly screens should always be closed when windows are open.
- Doors to food preparation areas must be kept closed.
- Treatment with insecticides and rodenticides alone is seldom sufficient; attention must be paid to good hygiene and structural maintenance.
- It is the responsibility of all users of buildings NOT to feed any birds, squirrels, or any other pests.
- Pest control devices must not be removed or disposed of, except by the contractor. Any damage to devices should be reported immediately to the Pest Control Lead.

7.3 Active Pest Control Measures

The pest control contractor will use active measures to prevent pest activity and to monitor the pest situation on site. These may include:

- Rodent monitors which contain bait, where suitable, tamper resistant tubes will be placed externally around sites, both outside for rats and inside for mice to check for any rodent activity (following an appropriate risk assessment).
- Identifying where any additional electronic fly killing units (insectocutors) may be needed within food handling areas.
- Insect monitors, these are sticky boards which are placed in specific areas to monitor the types and number of insects within the area.
- Identifying the need for additional fly screens in food handling areas to prevent insects from entering buildings whilst the windows are open.
- Using chemical pesticides, or heat treatment if necessary to remove a pest infestation.

7.4 Procedure for Dealing with Biting Insects

A common phenomenon in the ward, clinical area, office, and similar environments, occurs when occupants complain of bites, rashes and itching and it's the perception that these symptoms are caused by insects, (or other arthropods), in the premises.

On the majority of occasions this is not the case, and the irritation is caused by environmental factors, which are not animal-borne.

When complaints of biting insects are received, it is important to ascertain what the potential cause could be and the Housekeeping Manager will ensure appropriate action is taken, including:

- Should the symptoms continue to exist, the Housekeeping Manager shall arrange a device, (flea trap), to be in the area(s) which will determine the type of biting insects and then arrange for the Pest Control Contactor to attend.
- On identification of potential biting insects, the contractor will treat the affected area with the appropriate insecticide.

7.5 Visiting Pets and Animals in Premises

Domestic pet animals can enhance the quality of life for many people. However, animals can carry infections such as MRSA, psittacosis and Salmonella, which can occasionally be transmitted to humans, particularly people who are immunosuppressed, allergies or who have other health problems. Some animals may also be difficult to control and may pose risks to service users due to their behaviour.

To minimise the risk to service users receiving care, domestic pets are not allowed in the premises. The definition of pets includes all warm- and cold-blooded species, including dogs, cats, lizards, snakes, fish, birds and insects.

The only exceptions to this rule are guide dogs for the blind; hearing dogs for the deaf; dogs trained to help people with conditions such as epilepsy and autism; and dogs/cats which belong to the Pets as Therapy (PAT) scheme. These animals are not excluded from premises because they are recognised as providing substantial benefits to service users.

7.6 Pets as Therapy (PAT) Animals and Guide Dogs, including Dogs Trained to Assist with other Conditions

All cats and dogs used by the PAT organisation will have a record detailing their vaccinations, visits to the vet and state of health. The PAT organisation ensures the checks are in place. The registered owner of the PAT animal has to submit all vaccination records and flea/worm records on an annual basis to those responsible for PAT and pay an annual subscription along with two character-references. They also arrange for an independent temperament assessment of the animal and provide indemnity insurance. A certificate/ identification is issued to show that the animal complies with the PAT registrant requirements. This helps to minimise the risk of the animal harbouring an infection which could be transmitted to service users. A copy of the animal's health record should be available on request.

There is strict guidance on the PAT website for conducting visits and that they must always be accompanied by a member of staff while on any clinical area.

Further information can also be found in the Trust's [Visitors Policy](#).

8 **Development, Consultation and Approval**

This policy has been developed to meet the legal obligation stated in the Health and Social Care Act 2008 (2015) – Code of Practice on the prevention and control of infections and related guidance and the National standards of healthcare cleanliness 2021: pest control. to take the necessary measures to protect the risk of a pest infestation within SHSC's premises.

The following groups/individuals were consulted:

Group/Individual	Comments	Policy Updated
Health and Safety	Remove a name of individual that has left	Name removed as per comment
Infection Prevention and Control Team	No response	N/A
Head of Estate Services/Hard FM	No changes required	N/A
All staff – via Jarvis	No comments received	N/A
All ward managers	No comments received	N/A
Staff Side Policy Group	No changes required	N/A
Site Services Manager/Co-Ordinator	One response with no changes	N/A
Housekeeping Manager	Change titles	Titles updated correctly
Catering Manager	No comments made	N/A
Infection Prevention and Control Committee members (oversight)		

9 Audit, Monitoring and Review

Monitoring Compliance Template						
Minimum Requirement	Process for Monitoring	Responsible Individual/group/committee	Frequency of Monitoring	Review of Results process (e.g., who does this?)	Responsible Individual/group/committee for action plan development	Responsible Individual/group/committee for action plan monitoring and implementation
Cleaning Inspections	Self-assessment housekeeping audit	Housekeeping Teams	Monthly	Housekeeping Manager	Housekeeping Manager	Infection Prevention and Control Committee
Cleaning Inspections	Efficacy Audit	Housekeeping Manager	Annual	Housekeeping Manager	Housekeeping Manager	Infection Prevention and Control Committee
Catering Audits and Inspections	Monthly HACCP audit	Catering Manager	Monthly	Catering Manager	Catering Manager	Head of Facilities and Health & Safety
Pest Control Active Measures are appropriate	Reports from Pest Controller Contractor	Housekeeping Manager	When remedial work is required	Housekeeping Manager	Housekeeping Manager	Head of Facilities and Health & Safety

10 Implementation Plan

Action / Task	Responsible Person	Deadline	Progress update
Upload new policy onto intranet and remove old version	Policy Governance Group administration		

11 Dissemination, Storage and Archiving (Control)

This policy will be available on the Trust's intranet/website and available to all staff in accordance with governance arrangements. Previous versions must be removed and replaced with this version, (V3). Managers are to ensure that members of staff for whom they have delegated responsibility are aware of the instructions contained within this policy.

Version	Date added to intranet	Date added to internet	Date of inclusion in <i>Connect</i>	Any other promotion/ dissemination (include dates)
1.0	2017	2017	/	/
2.0	July 2020	July 2020	July 2020	N/A
3.0	February 2024	February 2024	February 2024	N/A

12 Training and Other Resource Implications

The Pest Control service is currently contracted out to a reputable Pest Control Contractor therefore there are no identified training needs for staff other than a pest awareness course for Facilities Directorate staff responsible for reporting pest incidents to the Pest Control Contractor.

Training regarding food pests is covered within Food Safety courses.

13 Links to Other Policies, Standards (Associated Documents)

- The Food Safety and Hygiene (Amendment) Regulations 2016
- The Environmental Protection Act 1990
- Control of Pesticides (Amendment) Regulations 1997
- Control of Pollution (Amendment) Act 1989
- Control of Substances Hazardous to Health Regulations 2002
- The Public Health (Infectious Diseases) Regulations 1988
- Health and Safety at Work Act 1974
- The Wildlife and Countryside (Amendment) Act 1991
- Animal Welfare Act 2006
- Data Protection Act 2018
- Infection Prevention and Control Policy
- Waste Management Policy
- Code of Practice of the British Pest Control Association
- Department of Health (2015) The Health and Social Care Act 2008: Code of practice on the prevention and control of Infections. DOH, London (updated 2015)
- The Management of Health and Safety at Work Regulations 1999
- Provision and Use of Work Equipment Regulations 1998
- Workplace (Health, Safety and Welfare) Regulations 1992
- National standards of healthcare cleanliness 2021: pest control

14 Contact Details:

<i>Title</i>	<i>Name</i>	<i>Email</i>
Head of Facilities and Health & Safety	Samantha Crosby	Samantha.Crosby@shsc.nhs.uk
Housekeeping Manager	Melanie Dyche	Melanie.Dyche@shsc.nhs.uk

Appendix 1

Equality Impact Assessment Process and Record for Written Policies

Stage 1 - Relevance: is the policy potentially relevant to equality, i.e., will this policy potentially impact on staff, patients or the public? This should be considered as part of the Case of Need for new policies.

NO - No further action is required: please sign and date the following statement.
I confirm that this policy does not impact on staff, patients or the public.

I confirm that this policy does not impact on staff, patients or the public.

Name/Date: Samantha Crosby **January 2024**

YES, go to **Stage 2**

Stage 2 - Policy Screening and Drafting Policy: public authorities are legally required to have ‘due regard’ to eliminating discrimination, advancing equal opportunity and fostering good relations in relation to people who share certain ‘protected characteristics’ and those that do not. The following table should be used to consider this and inform changes to the policy (indicate yes/no/ don’t know and note reasons). Please see the SHSC Guidance and Flow Chart.

Stage 3 - Policy Revision: make amendments to the policy or identify any remedial action required and record any action planned in the policy implementation plan section

SCREENING RECORD	Does any aspect of this policy or potentially discriminate against this group?	Can equality of opportunity for this group be improved through this policy or changes to this policy?	Can this policy be amended so that it works to enhance relations between people in this group and people not in this group?
Age	No - This policy is consistent in its approach regardless of age		
Disability	No, this policy is consistent in its approach regardless of disability		
Gender Reassignment	No, this policy is consistent in its approach regardless of gender		
Pregnancy and Maternity	No, this policy is consistent in its approach regardless of pregnancy and maternity		
Race	No, this policy is consistent in its approach regardless of race		
Religion or Belief	No, this policy is consistent in its approach regardless of religion or belief		
Sex	No, this policy is consistent in its approach regardless of sex		
Sexual Orientation	No, this policy is consistent in its approach regardless of sexual orientation		
Marriage or Civil Partnership	No, this policy is consistent in its approach regardless of marriage or civil partnership		

Please delete as appropriate: **Policy Amended**/Action Identified
(see Implementation Plan) / no changes made

Impact Assessment Completed by: **Samantha Crosby January 2024**

Appendix 2 Reviewed/New Policy Checklist

This checklist to be used as part of the development or review of a policy and presented to the Policy Governance Group (PGG) with the revised policy.

		Tick to confirm
Engagement		
1.	Is the Executive Lead sighted on the development/review of the policy?	✓
2.	Is the local Policy Champion member sighted on the development/review of the policy?	N/A
Development and Consultation		
3.	If the policy is a new policy, has the development of the policy been approved through the Case for Need approval process?	N/A
4.	Is there evidence of consultation with all relevant services, partners and other relevant bodies?	✓
5.	Has the policy been discussed and agreed by the local governance groups?	✓
6.	Have any relevant recommendations from Internal Audit or other relevant bodies been taken into account in preparing the policy?	✓
Template Compliance		
7.	Has the version control/storage section been updated?	✓
8.	Is the policy title clear and unambiguous?	✓
9.	Is the policy in Arial font 12?	✓
10.	Have page numbers been inserted?	✓
11.	Has the policy been quality checked for spelling errors, links, accuracy?	✓
Policy Content		
12.	Is the purpose of the policy clear?	✓
13.	Does the policy comply with requirements of the CQC or other relevant bodies? (where appropriate)	✓
14.	Does the policy reflect changes as a result of lessons identified from incidents, complaints, near misses, etc.?	✓
15.	Where appropriate, does the policy contain a list of definitions of terms used?	✓
16.	Does the policy include any references to other associated policies and key documents?	✓
17.	Has the EIA Form been completed (Appendix 1)?	✓
Dissemination, Implementation, Review and Audit Compliance		
18.	Does the dissemination plan identify how the policy will be implemented?	✓
19.	Does the dissemination plan include the necessary training/support to ensure compliance?	✓
20.	Is there a plan to i. review ii. audit compliance with the document?	✓
21.	Is the review date identified, and is it appropriate and justifiable?	✓

Appendix 3 List and Description of Common Pests

Houseflies

Houseflies can transmit intestinal worms, or their eggs, and are potential vectors of disease such as dysentery, gastroenteritis, typhoid, cholera and tuberculosis. They will frequent and feed indiscriminately on any liquefiable solid food, putrefying material or food stored for human consumption.

Control

Flies have rapid, prolific breeding habits and high mobility. In order to break the life cycle, control measures should be directed against larval and adult flies.

Good hygiene is necessary to limit potential breeding sites and food sources. Entry of flies into buildings can be prevented by 1.2mm mesh fly screen, air curtains, bead screens or self-closing door equipment with rubber seals.

Cockroach

Cockroaches are common in premises associated with the production or handling of food. Gregarious and nocturnal they spend the day hiding in cracks and crevices around areas such as sinks, drains, cookers, the back of cupboards and in refrigerator motor compartments. They favour buildings with service ducts and complex plumbing installations which allow them to travel freely. Cockroaches are potential vectors of diseases such as dysentery, gastroenteritis, typhoid and poliomyelitis. Their diet is omnivorous and includes fermenting substances, soiled dressing, hair, leather, parchment, wallpaper, faeces and food for human consumption. The latter may be contaminated either by the mechanical transfer of causative agents of disease from the insect's body, or by transmission in the faeces.

Control

Monitoring and control is essential although successful control of cockroaches is a complex subject and depends very much upon tailoring control measures to the species concerned. Infestations can be difficult to control as cockroach eggs are poorly penetrated by insecticides. Consequently, surveillance of the area by the Pest Control Contractor may be required.

Ants - Black Garden Ants

Foraging worker ants cause a nuisance as they travel widely in search of food, following well-defined trails and clustering around the food source. Sweet foods are preferred. They are obviously an unpleasant sight and may damage food for human consumption.

Control

Although frequently inaccessible and difficult to destroy, ants' nests must be eradicated. If infestation is to be successfully controlled, hormone treatment is required, which sterilises the female ant.

Wasps / Bees

Wasp stings cause pain and distress. Some individuals are particularly sensitive. Wasp nests are only used for one season so it may be possible to put up with the problem temporarily. They are often found in cavities in brickwork, in air bricks and roof vents.

Control

If a wasp/bee nest is identified, then the nominated pest control lead must be informed as there are times where it is appropriate to leave the nest alone and implement other control measures.

If deemed appropriate by the nominated pest control lead, contact will be made with the pest controller contractor to agree measures to be taken. The nest can be treated by the Trust's Pest Control Contractor; such work may be best carried out in the evening or weekend as poisoned stupefied wasps can cause problems. Particular attention should be paid to areas around rubbish bins that must be kept in a hygienic condition.

Mice and Rats

These are the vertebrates with greatest potential for damage to food stocks and building fabric in hospitals or healthcare areas. Modern rodenticides are extremely efficient in the eradication of mice and rats from these areas.

SHSC will notify the relevant local authority of any infestation of its land or buildings by rats and mice in 'substantial numbers' as required by the Prevention of Damage by Pests Act 1949. Rodents have been known to gnaw through electric cables and cause fires.

Control

All sightings and other evidence of their presence should be reported. The Trust will take reasonable steps to ensure that its buildings are rodent-proofed by, for example, fitting collars where pipes pass through walls and by filling gaps in the building fabric, etc. All food and organic waste shall be kept in rodent-proof containers

Squirrels

The most serious damage in urban areas arises where the squirrel enters the roof spaces of premises by climbing the walls or jumping from nearby trees. Once inside, they chew woodwork, ceilings, electrical wiring insulation or tear up loft insulation to form a drey.

Control

The best method of control is to proof the building/loft. Prevention is better than cure. If a cure is required, the best form of control is trapping with the use of a squirrel trap.

Birds

The nuisance of birds can be damage to property and health problems.

Control

In the first instance they can be controlled by preventative measures, e.g., blocking of nesting holes and application of devices to discourage perching. Netting and trapping

can also be considered with the aim of immediate release from the area/location of capture. Whichever method is employed, advice will be sought from the pest contractor regarding the legal aspects and advice from the Royal Society of Protection of Birds.

Staff must ensure all windows are closed at the end of each working day when leaving premises to prevent birds entering buildings and fouling the interior. Should birds be found to have entered via an open window this must be immediately reported to the Estate Services Direct Link who will liaise with nominated pest control lead to decide upon appropriate action. The affected room/area must be kept closed until the matter is dealt with and the room has been deep cleaned. Staff should not re-enter the room until cleaning has taken place.

Bats

Bats are protected by The Conservation of Habitats and Species Regulations 2010. The penalties for contravention are severe. If bats are discovered in any of the Trust's buildings or on any of its land, they must not under any circumstances be killed, expelled, stopped from gaining access, touched or disturbed. Contractors must be prevented from doing work anywhere near them. English Nature should be contacted for advice.