

Appendix to letter dated 12 December 2014
Reference: 2014-140

From 2009 to October 2011 there was in existence a “Shared Service” arrangement which covered three Trusts- NHS Islington, NHS Camden and Camden and Islington Foundation Trust. Records were kept manually and on each sheet of paper, the pest control visits were recorded to different sites across the three Trusts.

In October 2011 Camden and Islington Foundation Trust together with Central and North West London Trust (CNWL) commenced a Total Facilities Management (TFM) contract with Balfour Beatty Workplace (BBW) in which Balfour Beatty Workplace provided pest control for these sites, as well as some buildings occupied by Whittington Health and The Royal Free Hospital Trust. The data relating to pest visits was held on a software system called Maximo. When Balfour Beatty Workplace was sold to Cofely in December 2013, this data was archived. To retrieve it, and analyse it, and remove all calls related to Whittington Health, CNWL and the Royal Free hospital would take some time.

Unfortunately, it is also not simple to analyse calls by site, as some sites such as Peckwater Health Centre, Hunter Street for example, are multi-tenanted, with CNWL on one floor and Camden and Islington on another.

Full pest control records are not kept by the Trust’s Estates and Facilities team because calls made to the Trust’s pest contractors are made via phone or email, which are transmitted to an operatives smart phone, although paper reports are made in folders on individual sites.