



The Scottish Parliament
Pàrlamaid na h-Alba

Information Management and Governance
Scottish Parliament
Edinburgh
EH99 1SP

foi.officer@parliament.scot

12 January 2023

Dear Requester,

REQUEST FOR INFORMATION: 2022-682743

We acknowledge your request for the following information:

I would be grateful if you could provide me with all correspondence, reports and other documents since 1 November 2021 about the issue of pigeons at the parliament - or the information contained in such documents - including the use of birds of prey to deal with the problem and any assessment of its success. I hope you can include a Breakdown of Reactive calls to Facilities Management Helpdesk relating to birds/bird prevention, Monthly Reports of bird activity and prevention reports and any discussion about the contract which covers the birds of prey.

Your request was received on 13 December 2022 and has been handled in accordance with the Freedom of Information (Scotland) Act 2002 (FOI(S)A).

Please find attached the following documents in response to your request:

- Bird reactive calls data
- Pigeon activity report data, including pigeon numbers and prevention data

The name of one member of staff is mentioned in the Bird reactive calls data and has been withheld, as we consider this information to be exempt information under section 38(1)(b) of FOI(S)A – for third party personal data. The reasons in support of the use of this exemption are set out in the attached refusal notice.

In terms of your question regarding “discussion about the contract which covers the birds of prey”, the contract with Avian Pest Control Solutions Ltd is not direct with the Parliament. This is delivered as a key subcontract through the High Level Maintenance contract. The current High Level Maintenance contract commenced on 08/11/2017. The contract runs until 07/11/24, after which a new contract will commence. The High Level Maintenance contractor is required to manage key subcontracts using the same standards, service-level agreements and key performance indicators that the main contract is subject to.

As this contract is not direct with the Scottish Parliament, we do not hold information discussing it. In line with the technical requirements of FOI(S)A, we have provided a notice advising of this.

In keeping with our FOI procedures, this information may also be posted on the Parliament's disclosure log (usually within 24 hours). For further details on the Parliament's Disclosure Log and the information released under FOI, visit: [FOI Request Disclosure Log | Scottish Parliament Website](#)

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<https://www.parliament.scot/about/copyright>

We would welcome feedback or comment on how we handled your request. Please feel free to contact the Head of Information Governance at foi.officer@parliament.scot

Please find below Annex A, which explains how we handle FOI requests and reviews.

We are currently working remotely and so would ask you to contact us by email at foi.officer@parliament.scot

Yours sincerely

Linda Forrest
Information Compliance Officer

**REQUESTS MADE UNDER
THE FREEDOM OF INFORMATION (SCOTLAND) ACT 2002**

How we handle FOI requests

Information on how we handle FOI requests is available on the Parliament's website at:

[Privacy notice: Information rights: Freedom of Information request handling | Scottish Parliament Website](#)

Alternatively, please contact the Public Information & Resources Team to request a copy.

<https://www.parliament.scot/contact-us>

Review

If you are dissatisfied with the way in which we have dealt with your request for information, you can ask us to review our decision and actions. You must do this in writing (or other permanent form) within 40 working days of the date of this letter, stating the reasons for your dissatisfaction, and we will respond within 20 working days of receipt. A request for a review should be made to the Head of Information Governance:

Post: Head of Information Governance
The Scottish Parliament
Edinburgh
EH99 1SP
Telephone: 0131 348 5281

We welcome calls using the Text Relay service or in British Sign Language through [contactSCOTLAND-BSL](#).

E-mail: foi.officer@parliament.scot

Application to the Scottish Information Commissioner

If, on the outcome of any review, you are still dissatisfied, or if we are unable to resolve any other complaint, then you can contact the Scottish Information Commissioner:

Post: The Office of the Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Email: www.itspublicknowledge.info/Appeal

Telephone: 01334 464610

Fax: 01334 464611

Website: www.itspublicknowledge.info

A decision by the Scottish Information Commissioner may be appealed on a point of law to the Court of Session.

Copyright in relation to information provided

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Feedback or comment

We would welcome feedback or comment on how we handled your request. Please contact the Head of Information Governance.

Data Protection

If you wish to find out more about how we use your personal data then you can access our Privacy Notice at the following link:

[Privacy notice: Information rights: Freedom of Information request handling | Scottish Parliament Website](#)

Complaints

If you are dissatisfied with the way in which we dealt with your enquiry, then you may wish to raise the matter with Public Information and Resources.

How to contact us

Post: The Scottish Parliament
Edinburgh
EH99 1SP

Telephone: 0131 348 5000
0800 092 7500 (Public Enquiries)
0131 348 5395 (Gàidhlig)

We also welcome calls using the Text Relay service or in British Sign Language through [contactSCOTLAND-BSL](#).

E-mail: info@parliament.scot