

# Pest Control Service

## Service Demand / Performance

- Service requests received in the last seven years for Rats, Mice and Pigeons

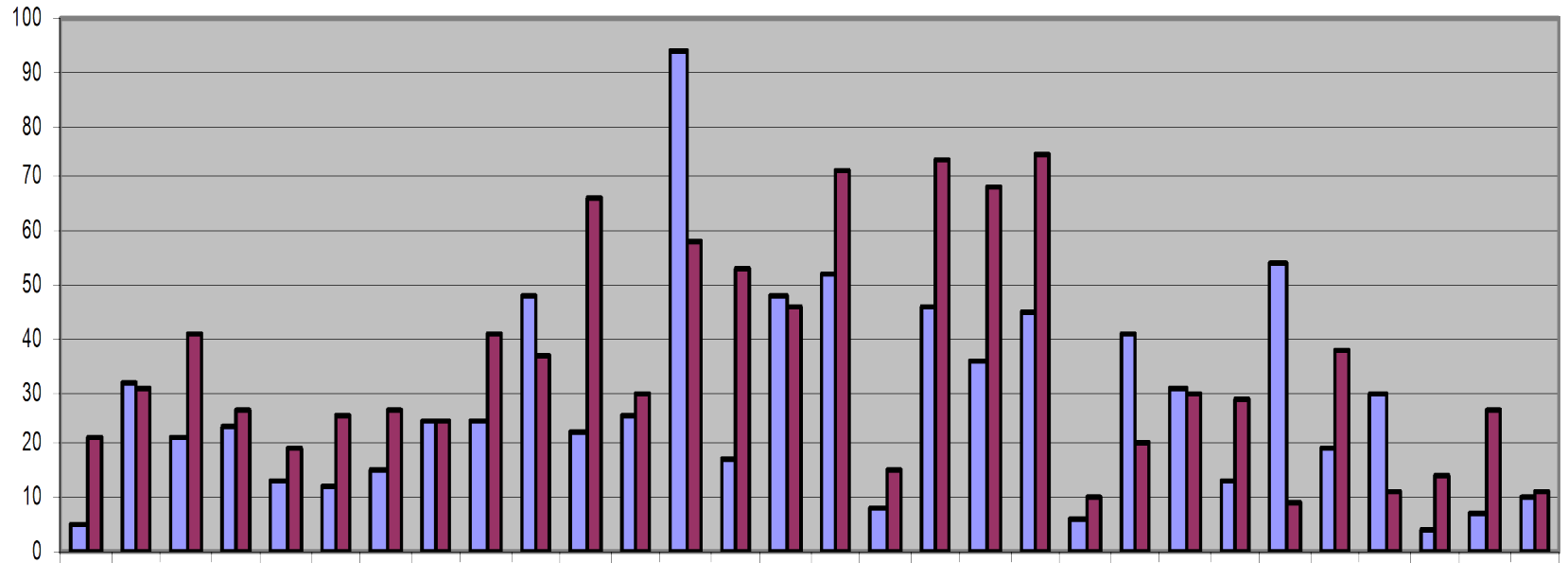
Year	2001/2	2002/3	2003/4	2004/5	2005/6	2006/7	2007/8 Upto 31/1/08
Rats	714	626	922	1072	1228	1061	1033
Mice	636	626	891	827	894	802	744
Pigeons	1	3	7	7	18	21	21

# Pest Control Service

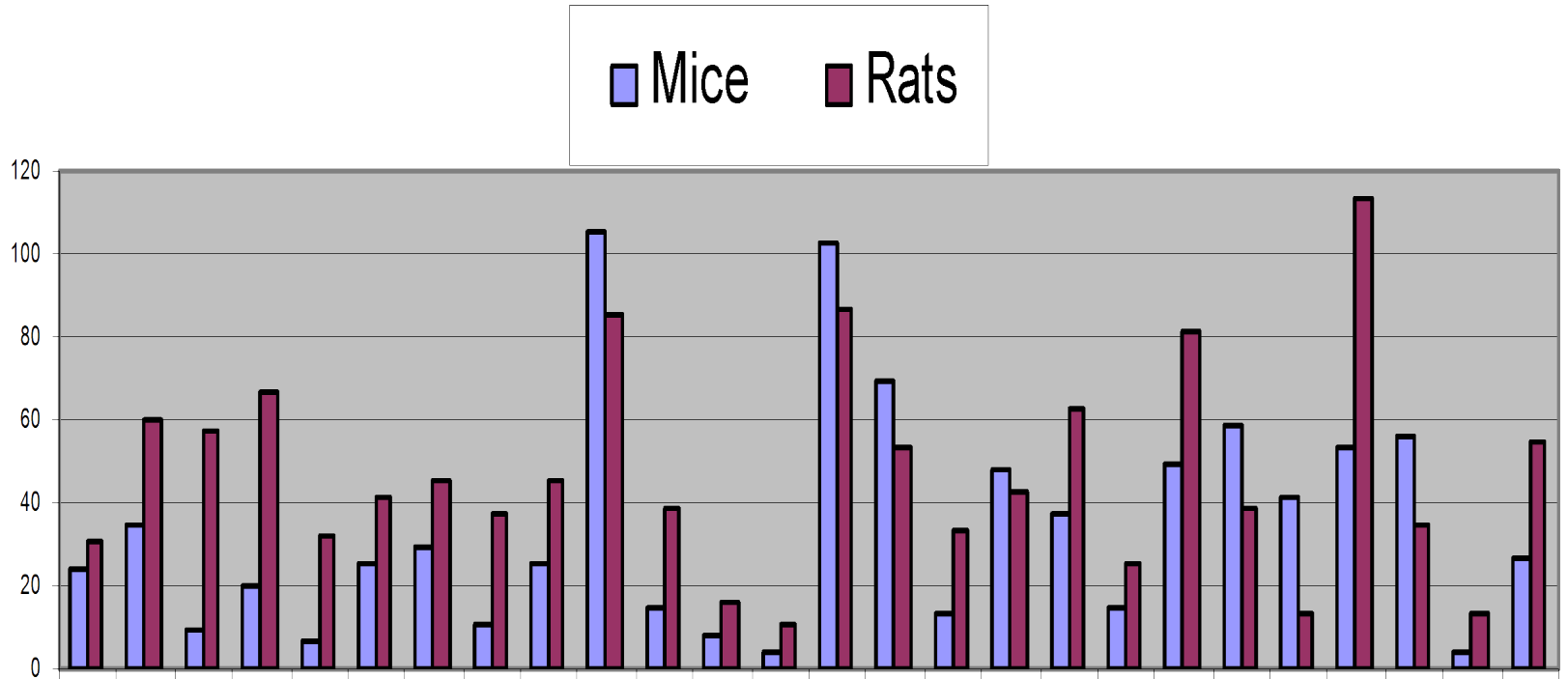
## Service Demand / Performance

- Service requests received in the last four years for rats & mice by ward area

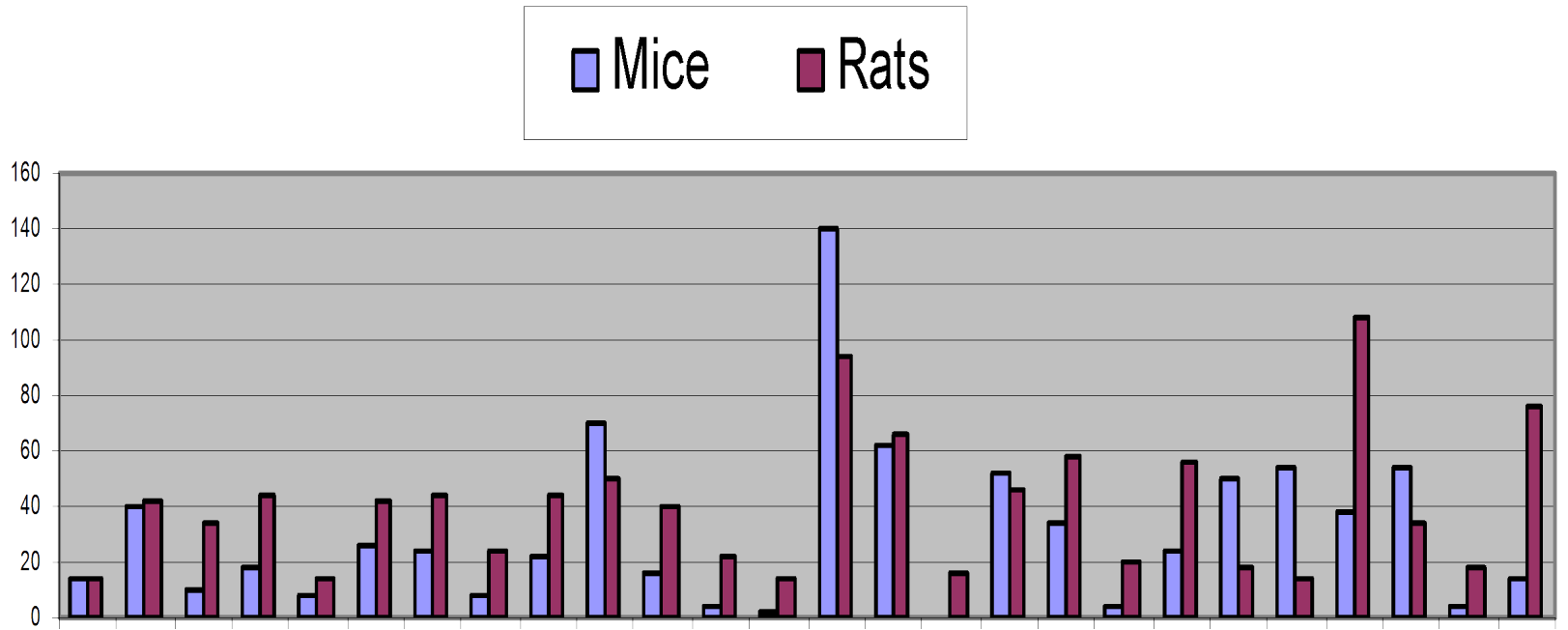
PEST BY WARD 01.04.04 - 31.03.05



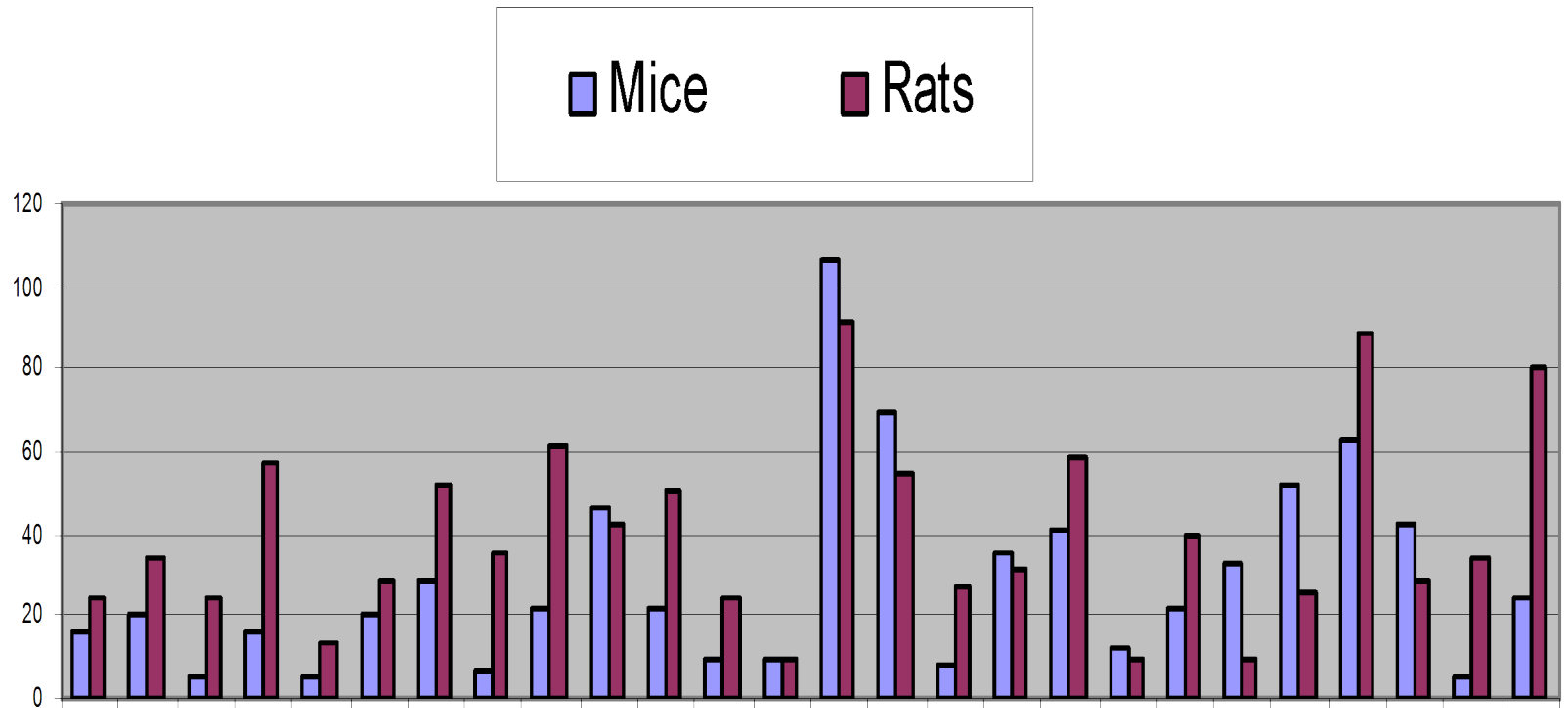
PEST BY WARD 01.04.05 - 31.03.06



PEST BY WARD 01.04.06 - 31.03.07



PEST BY WARD 01.04.07 - 31.01.08

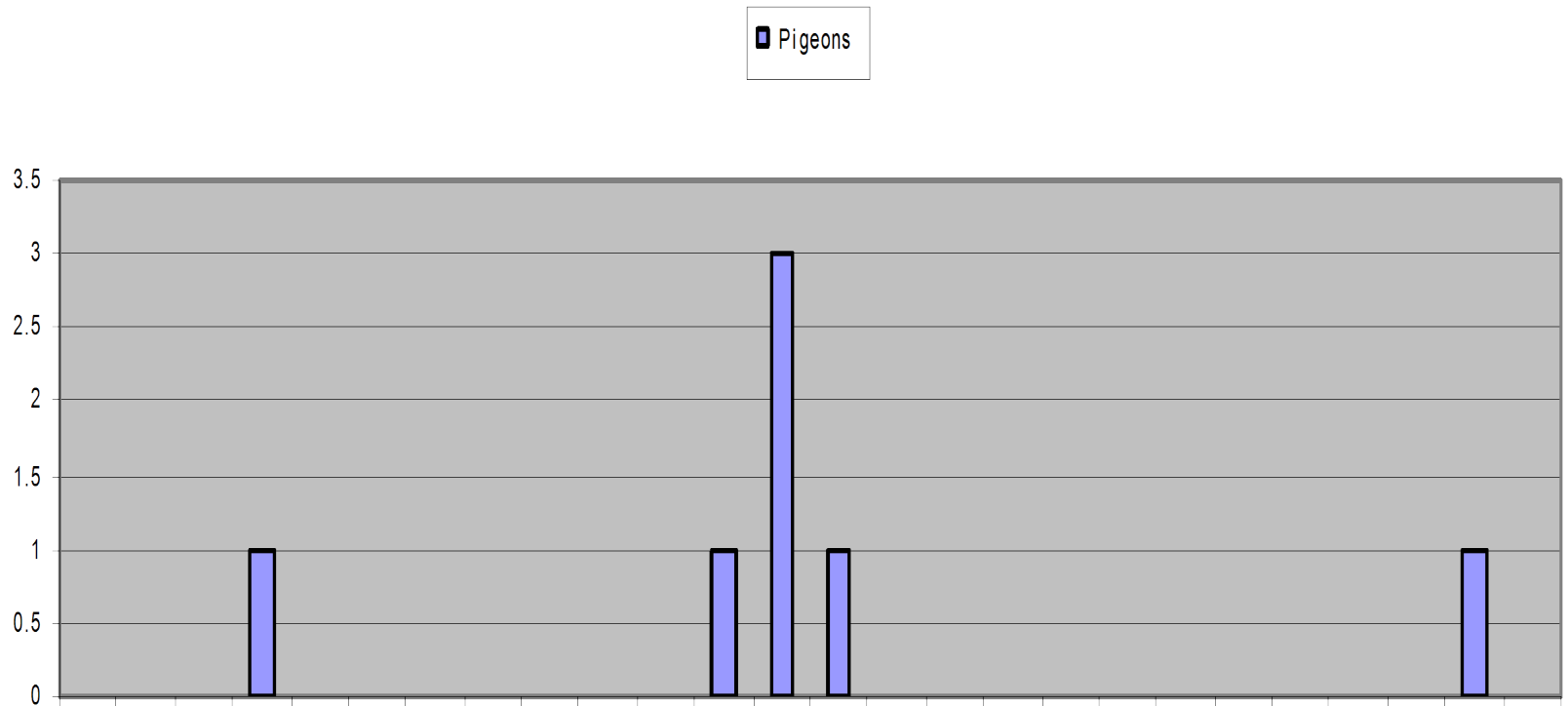


# Pest Control Service

## Service Demand / Performance

- Service requests received in the last four years for rats & mice by ward area
- Service requests received in the last four years for pigeons by ward area

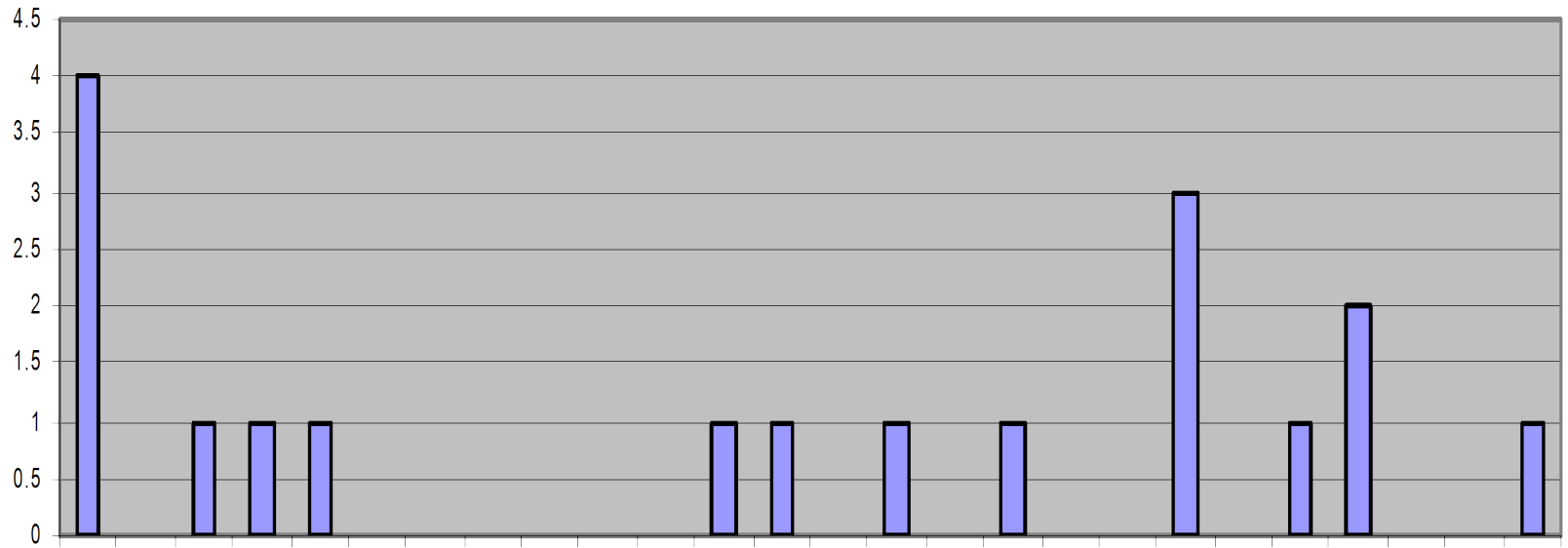
# PIGEONS BY WARD 01.04.04 - 31.03.05



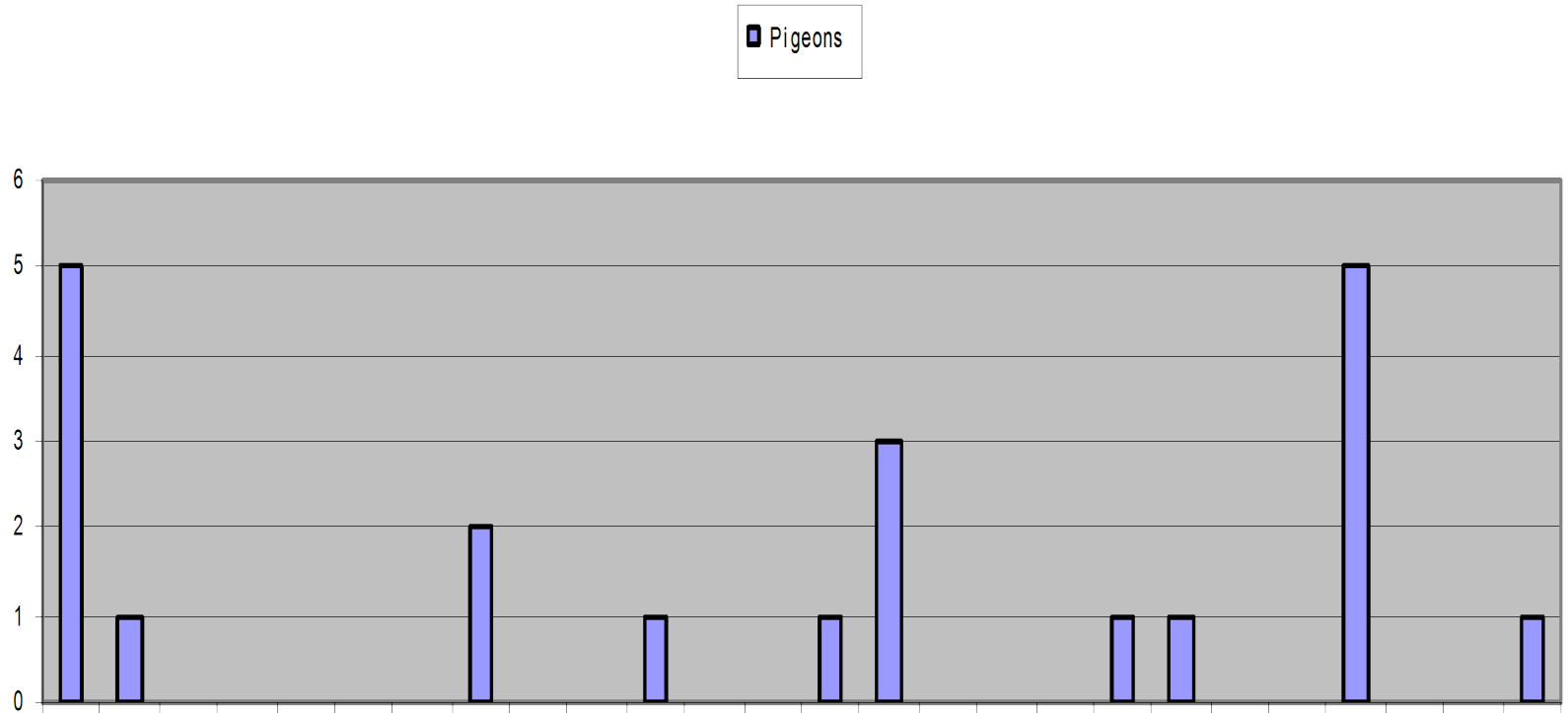


# PIGEONS BY WARD 01.04.05 - 31.03.06

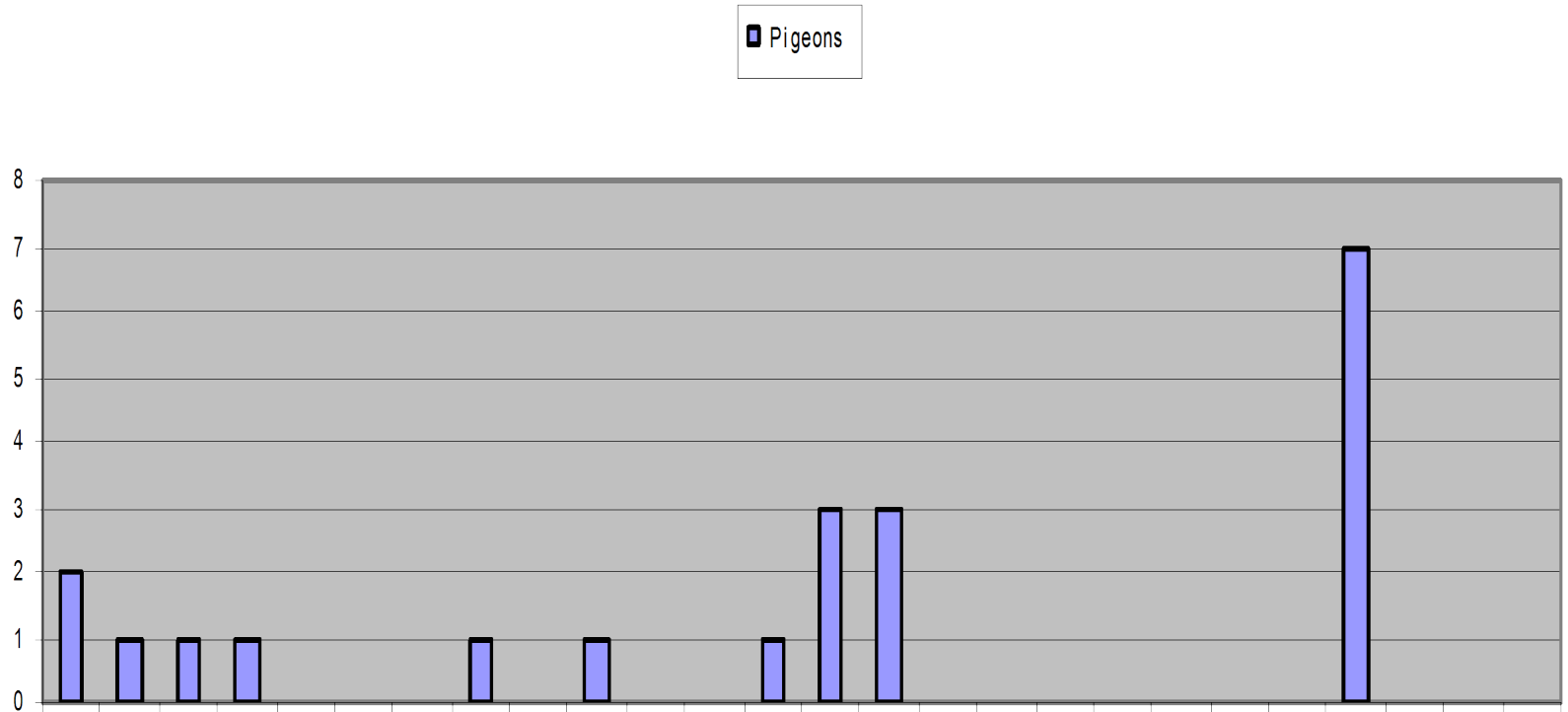
■ Pigeons



# PIGEONS BY WARD 01.04.06 - 31.03.07



# PIGEONS BY WARD 01.04.07 - 31.01.08



# Pest Control Service

## Service Demand / Performance

- Performance is measured against a number of targets contained within the Environmental Health Service Plan as part of the Quality Management System

## ENVIRONMENTAL HEALTH UNIT PLAN

### SECTION: Pest Control

**OBJECTIVE: Carry out treatments to control pests**

**BUDGET: 2007/ 2008: £ 128,913**

Area of Work	Objective	2003/4/	2004/5	2005/6	2006/7	2007/8
1. Respond to pest request for service	1.Anticipated Service requests 2. <i>Respond within 5 days</i> 3. <i>Reduce rat complaints (compared to last year)</i>	3313 97% +17%	2968 99% +18%	3087 100% +13.6% 1228/1072	2943 100% -13.6% 1061/1228	2419 100% +14.4% 897/784
2. Provide Commercial contract service	1.Visit all premises due 2.Total Number of contracts 3.Contracts renewed of those due 4.New Contracts	100% 30 30/30 2	100% 35 34/35 6	100% 37 34/37 7	100% 35 34/37 1	100% 39 14/14 6
3. Develop other contract work	1.Proofing works contract	4	9	13	3	6
4. Improve debt collection	1.Domestic pre-payment 2.Issue all invoices within 1 month.	43% 100%	71% 100%	70% 100%	82% 100%	84.4% 100%

# Pest Control Service

## Service Demand / Performance

- Performance is measured against a number of targets contained within the Environmental Health Service Plan as part of the Quality Management System
- Income targets are monitored to help offset the overall cost of the service

1996 – 1997	APPROX		£10 - £12,000	2002 - 2003	NWA		9000.00
1997 – 1998	APPROX		£41,000		ONE-OFFS		27982.95
1998 – 1999	NWA		9990.00		CONTRACTS		19836.26
	ONE-OFFS		22655.71			<b>TOTAL</b>	<b>56819.21</b>
	CONTRACTS		8033.21	2003 - 2004	ONE-OFFS		27135.82
		<b>TOTAL</b>	<b>40678.92</b>		CONTRACTS		14909.58
1999 - 2000	NWA		10319.67			<b>TOTAL</b>	<b>42045.40</b>
	ONE-OFFS		23926.10	2004 - 2005	ONE-OFFS		24270.63
	CONTRACTS		8551.07		CONTRACTS		14768.35
		<b>TOTAL</b>	<b>42,796.84</b>			<b>TOTAL</b>	<b>39038.98</b>
2000 – 2001	NWA		9490.50	2005 - 2006	ONE-OFFS		27517.55
	ONE-OFFS		25109.56		CONTRACTS		19219.81
	CONTRACTS		6073.67			<b>TOTAL</b>	<b>46737.36</b>
		<b>TOTAL</b>	<b>40673.73</b>	2006 - 2007	ONE-OFFS		27959.51
2001 - 2002	NWA		9500.00		CONTRACTS		14892.59
	ONE-OFFS		25769.36			<b>TOTAL</b>	<b>42852.10</b>
	CONTRACTS		14914.29	2007 - 2008	ONE-OFFS		25734.02
		<b>TOTAL</b>	<b>50183.65</b>		CONTRACTS		16608.50
						<b>TOTAL</b>	<b>42342.52</b>