



Stockton-on-Tees  
BOROUGH COUNCIL

# Pest Control Service

**TASK & FINISH WORKING GROUP – RATS &  
PIGEON INFESTATION**

**FRIDAY 29<sup>th</sup> FEBRUARY 2008**

**MARK BERRY**

**PRINCIPAL ENVIRONMENTAL HEALTH OFFICER**



INVESTOR IN PEOPLE



2003-2004  
*Rethinking Construction*  
2004-2005  
*Crime and Disorder Partnerships*

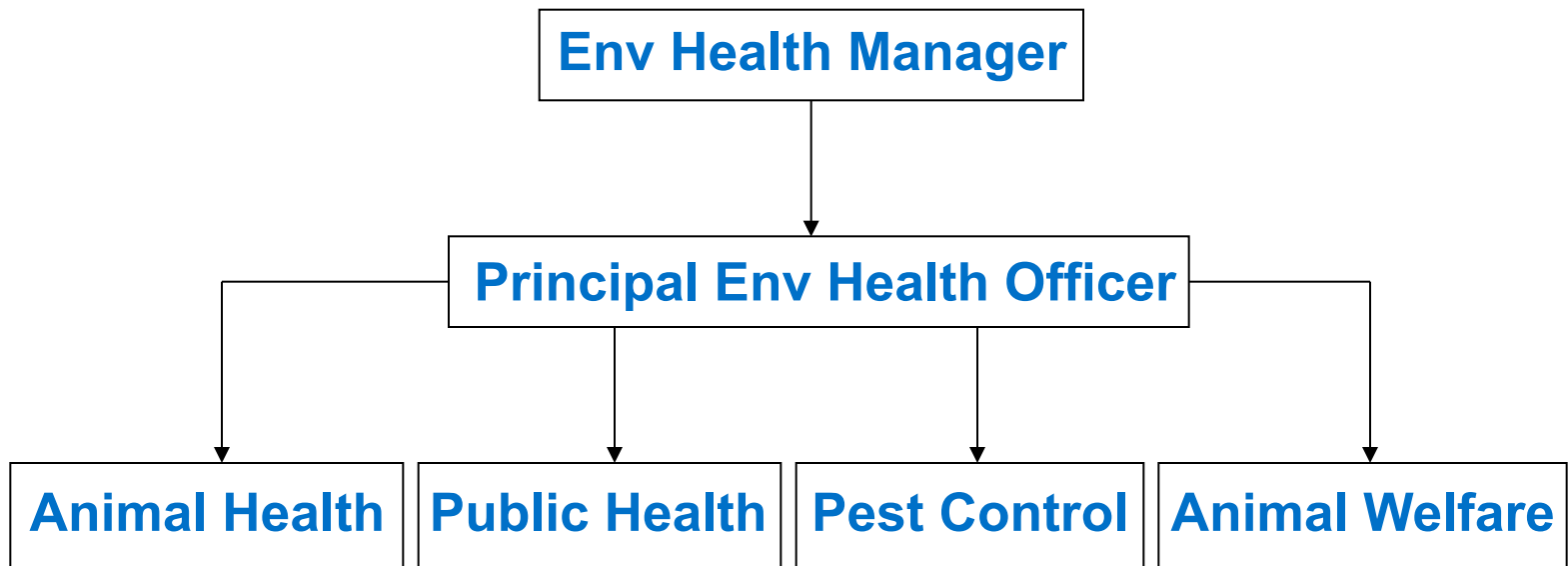
# Pest Control Service

## Agenda

- **Service Structure**
- **Service Provision**
- **Service Demand / Performance**
- **Factors Influencing Demand**
- **Issues For Consideration**

# Pest Control Service

## Service Structure



# Pest Control Service

## Service Structure

- 3 x Pest Control Officers

Tommy Marrs    Tel: 526562  
Barrie Williams    Tel: 526582  
Dave Harbottle    Tel: 526561



- 1 x Customer Services Officer

Ann Overton    Tel:526553



# Pest Control Service

## Service Structure

- **Env Health Admin Team x 3.5 Fte**
- **Flare (APP) Database**
- **Digital Pen Technology – recently introduced, enables real time transmission of data from pest officer on site directly into Flare, eliminating the need for manual inputting by admin staff**

# Pest Control Service

## Service Provision

- Free service to all domestic properties within the borough for public health pests;
  - Mice
  - Cockroaches
  - Rats
  - Bedbugs
- All other pest species treated in domestic properties for a fixed fee of £35 + Vat which includes a follow up treatment where necessary

# Pest Control Service

## Service Provision

- All pest control undertaken at non domestic properties for wide range of pests and proofing services;

Mice

Fleas

Cockroaches

Wasps

Rats

Flies

Bedbugs

Ants

Beetles

Silverfish

Fly-screens

Bird- management

- Charges are £40 + Materials + Vat for the first visit and £20 + Materials + Vat for every subsequent revisit based on ½ hour

# Pest Control Service

## Service Provision

- **Commercial work done as either;**
  - **One-off treatment until the pest problem is resolved**
  - **Fixed Term contract providing pest management program**
- **Free Advice /guidance to all sectors**
- **Free Pest Identification service**
- **Support to other Env Health Teams – Public Health / Food**



# Pest Control Service

## Service Demand / Performance

- Total number of service requests received in the last seven years

Year	2001/2	2002/3	2003/4	2004/5	2005/6	2006/7	2007/8 Upto 31/1/08
No. Of Requests	2016	1840	3313	2968	3087	2943	2695

# Pest Control Service

## Service Demand / Performance

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

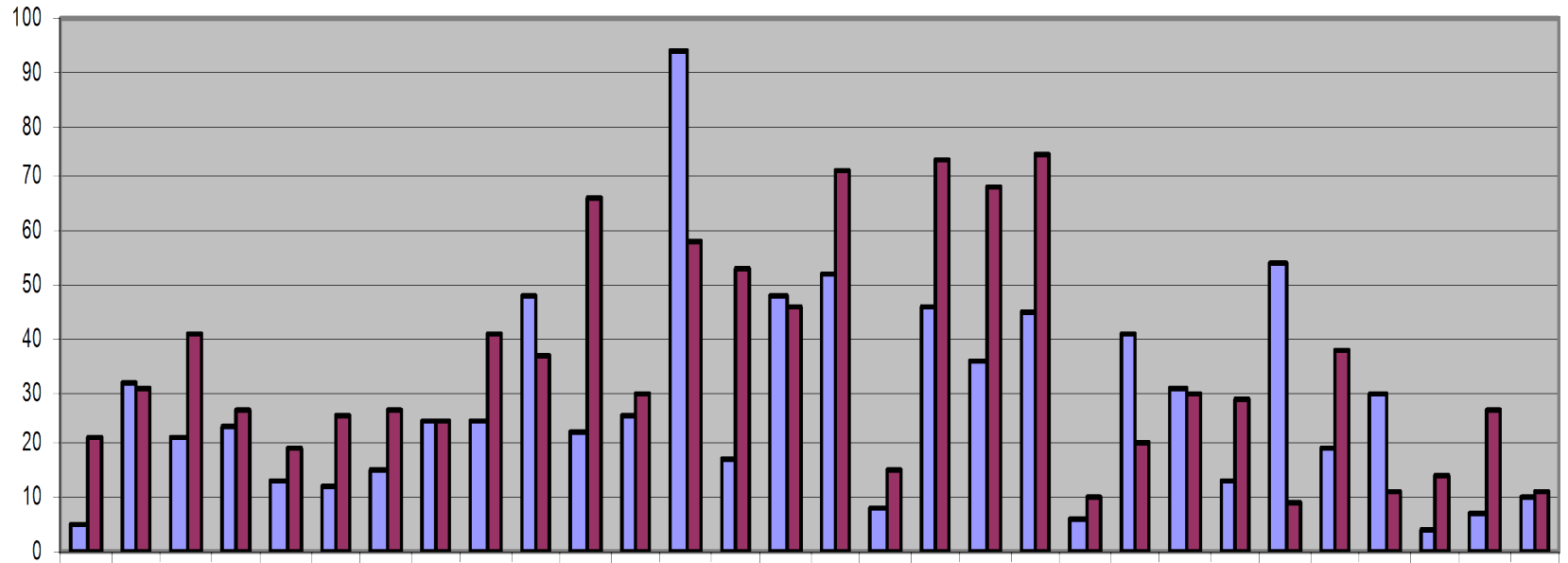
Year	2001/2	2002/3	2003/4	2004/5	2005/6	2006/7	2007/8 Upto 31/1/08
Rats	714	626	922	1072	1228	1061	1033
Mice	636	626	891	827	894	802	744
Pigeons	1	3	7	7	18	21	21

# Pest Control Service

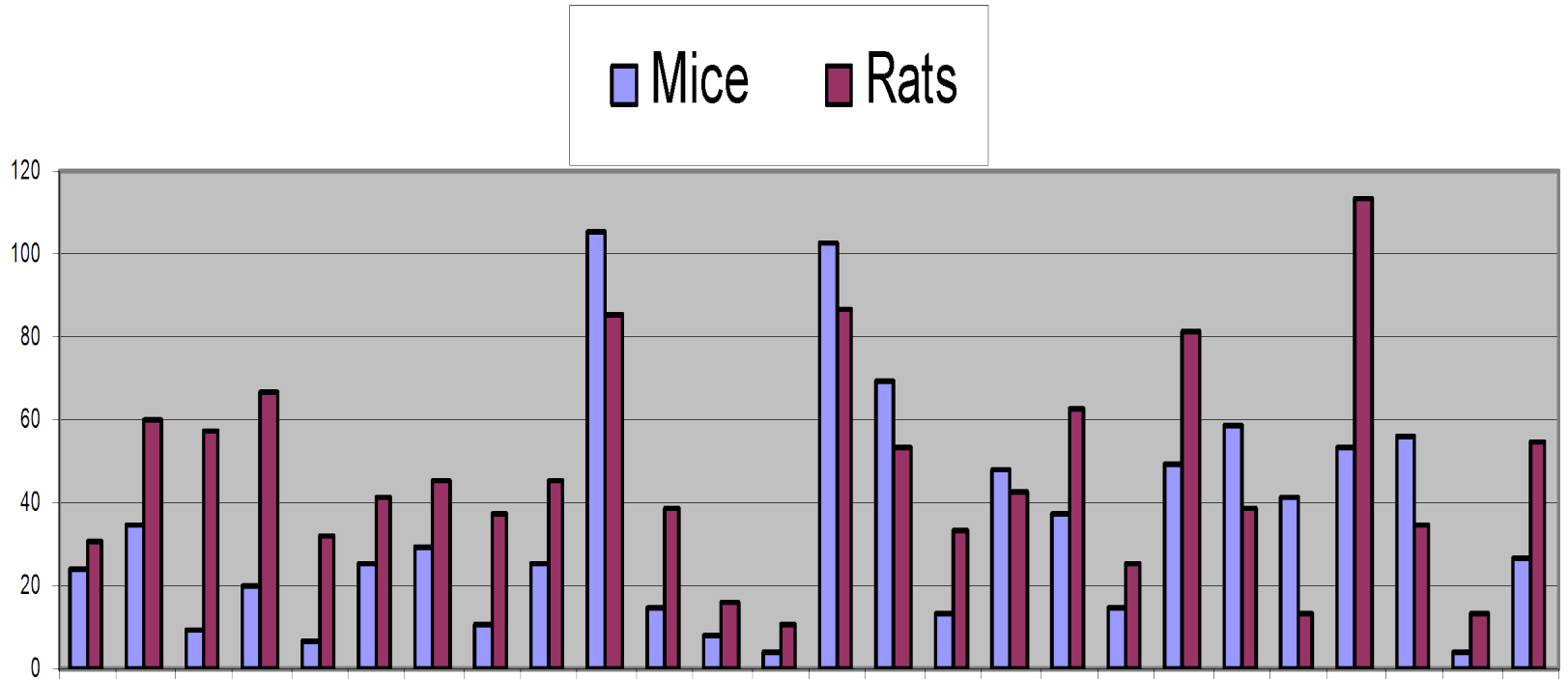
## Service Demand / Performance

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

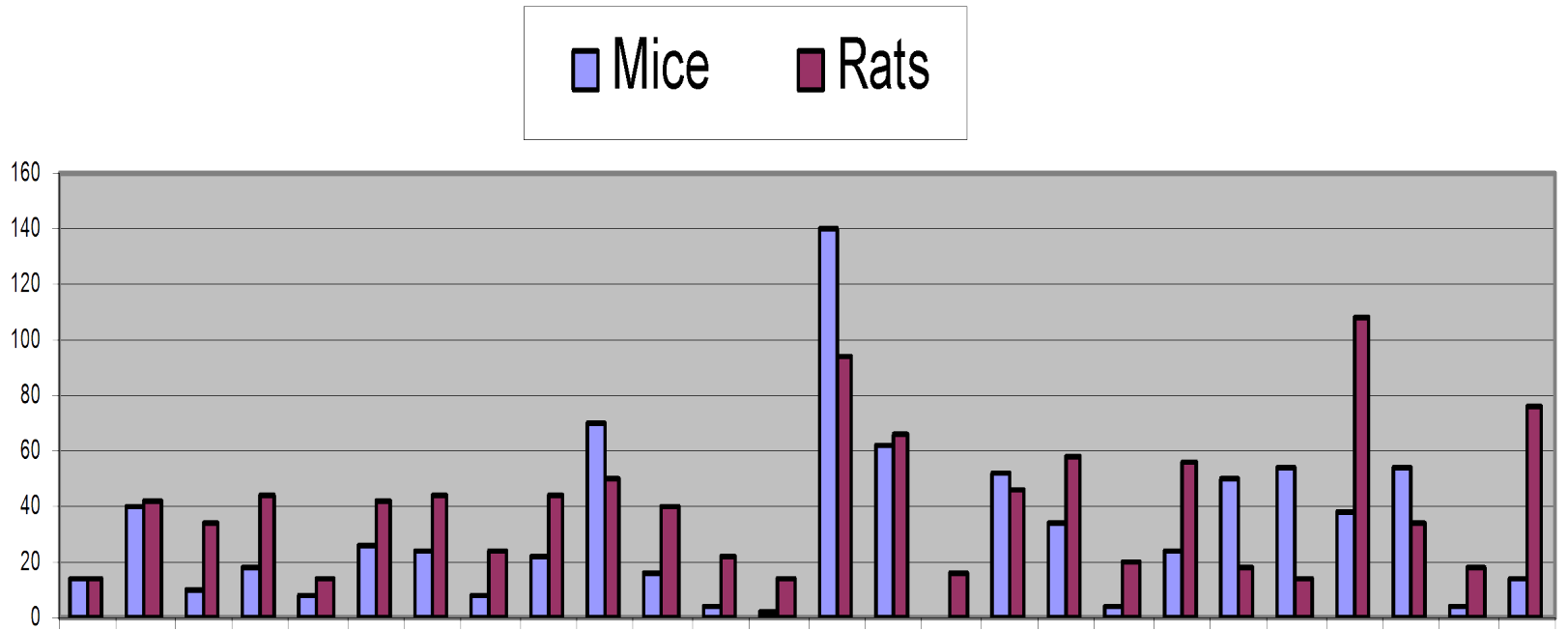
PEST BY WARD 01.04.04 - 31.03.05



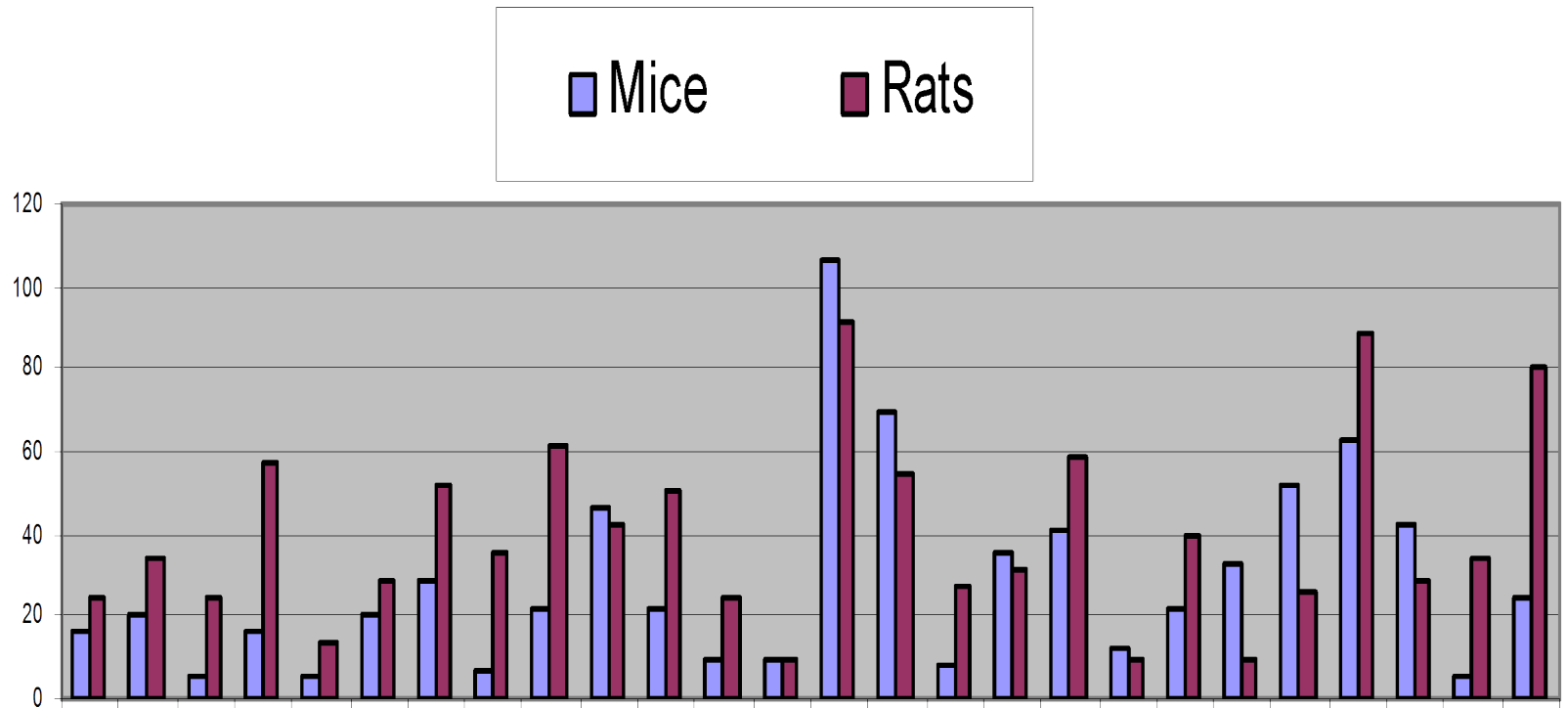
PEST BY WARD 01.04.05 - 31.03.06



PEST BY WARD 01.04.06 - 31.03.07



PEST BY WARD 01.04.07 - 31.01.08



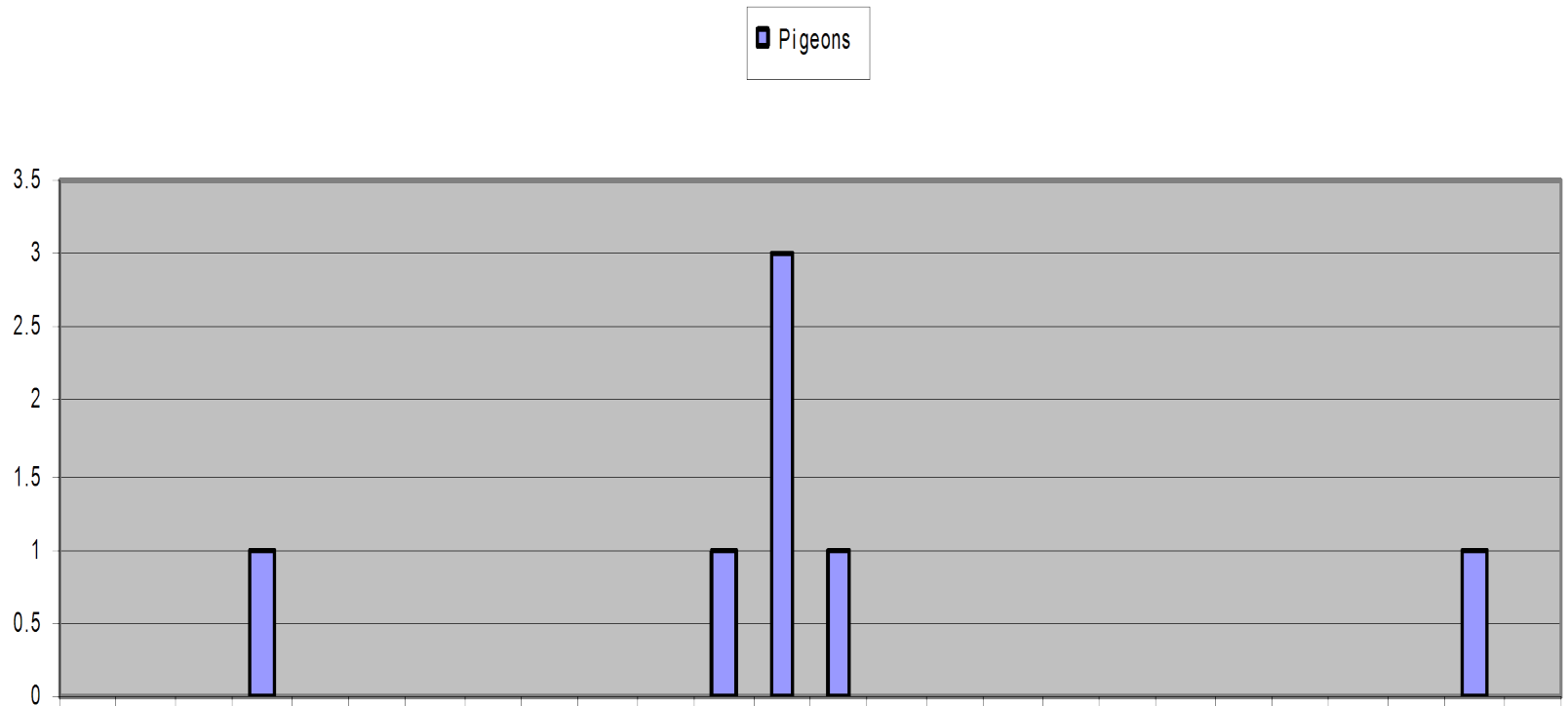
# Pest Control Service

## 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

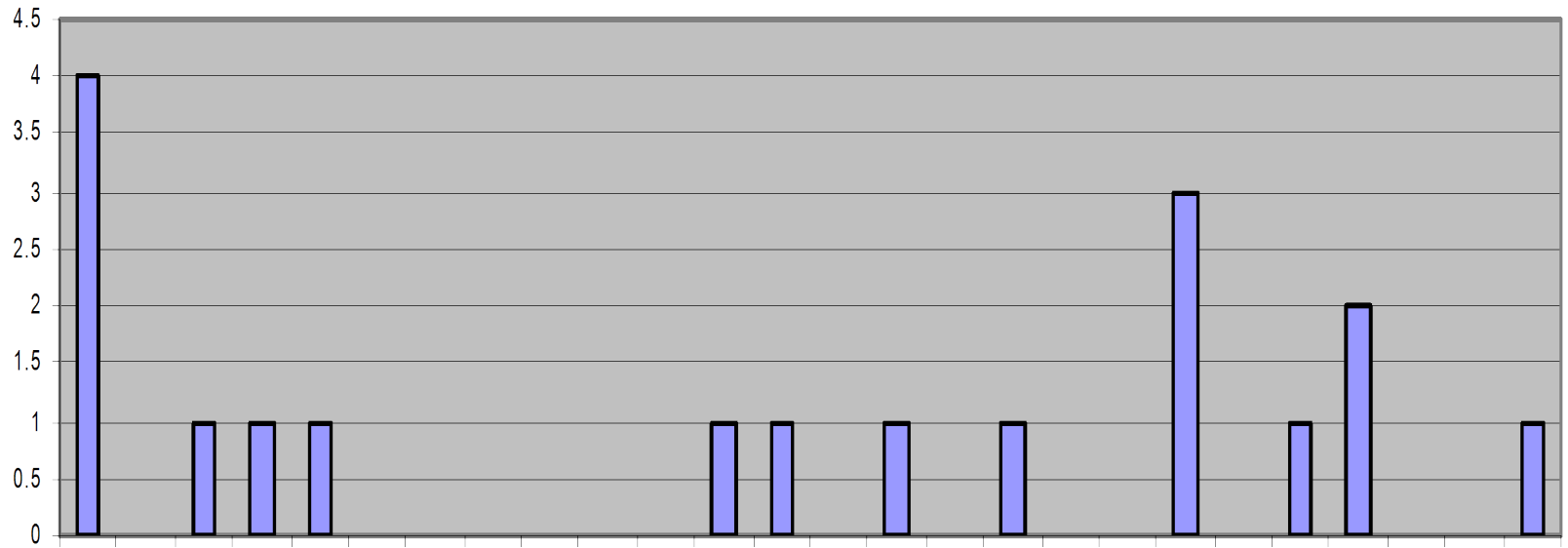


# PIGEONS BY WARD 01.04.04 - 31.03.05

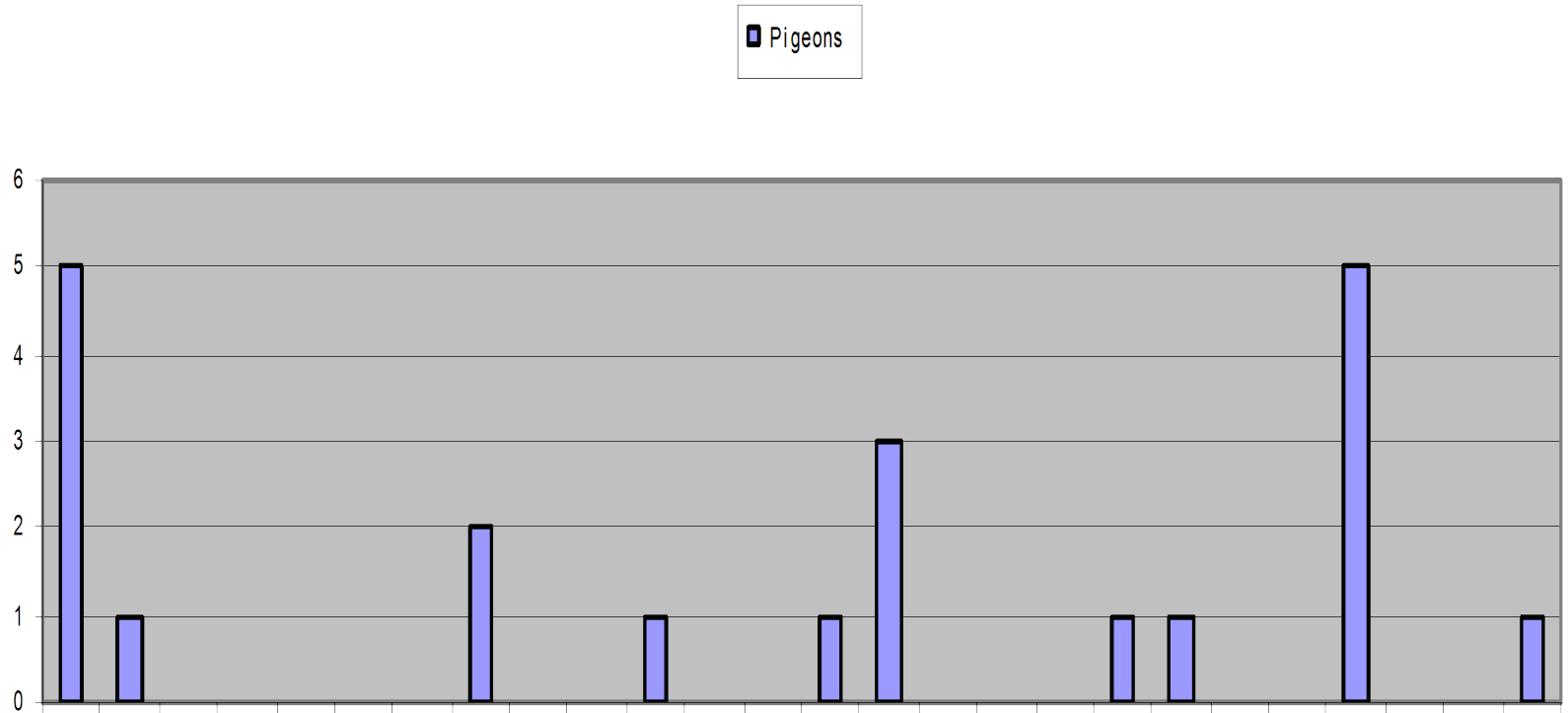


# PIGEONS BY WARD 01.04.05 - 31.03.06

■ Pigeons

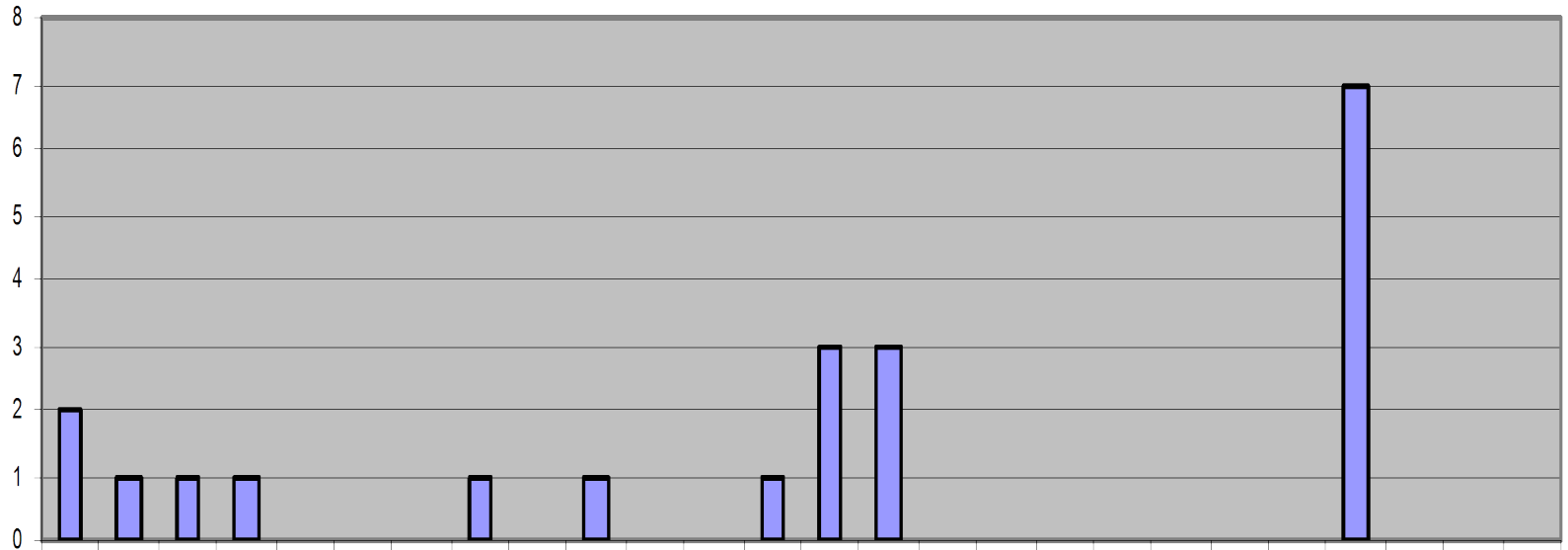


# PIGEONS BY WARD 01.04.06 - 31.03.07



# PIGEONS BY WARD 01.04.07 - 31.01.08

■ Pigeons



# 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>



# Pest Control Service

## Factors Influencing Infestations

### Rodents & Pigeons

- Temperature
- Food Sources
- Harbourage
- Education / Ignorance

# Pest Control Service

## Factors Influencing Infestations

### Rodents

- **Climate Change** – milder winters, no natural control
- **Food Sources**
  - **Bird Feeding**
  - **Composting**
  - **Domestic Pets**
  - **Waste Food Storage**
- **Harbourage** – unkept gardens, high density shrub beds, sewerage treatments
- **Education / Ignorance**









# Pest Control Service

## Factors Influencing Infestations

### Pigeons

- **Climate Change** – temperature affects length of breeding season
- **Food Sources**
  - Bird Feeding - deliberate
  - Waste Food Storage
- **Harbourage** – empty or derelict buildings, proofing
- **Education / Ignorance** – raising awareness and changing peoples perception to feral pigeons, with enforcement where necessary





# Pest Control Service

- Liverpool's – Example

Pigeons In Our City: Food For Thought

# Pest Control Service

## Issues For Consideration

- **Raise awareness to the public, other council departments and commercial sector of how their actions impact on pest numbers**
- **Concise and suitably resourced council strategy for dealing with rodent and pigeon numbers in open public spaces (town centres and immediate surrounding areas)**
- **Improved partnership working with other responsible agencies and land owners.**
- **Ownership and coordination at central government level of pest control issues**