

WELWYN HATFIELD BOROUGH COUNCIL
ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE – 4 APRIL 2016
REPORT OF THE DIRECTOR (GOVERNANCE)

PEST CONTROL UPDATE

1 Executive Summary

- 1.1 This report provides members with information relating to the pest control service provided by the council appointed contractor, SDK Environmental Ltd (“Dial a Pest”). It highlights the extent of pest control treatments and activities during the period 01 April 2015 to February 2016. It also provides information on the levels of pest control enforcement action undertaken by the council’s Public Health and Protection Service during the same period. Members are asked to note the report, the performance of the contractor and the work which has been carried out.

2 Recommendation(s)

- 2.1 For members to note the report, the performance of the contractor and the work and services that have been provided.

3 Explanation

- 3.1 The Council provides a subsidised contracted pest control service that is available to householders, regardless of tenure, throughout the district. The service also provides treatment for Council owned land and buildings and assists in the Council fulfilling its statutory functions under the Prevention of Damage of Pests Act 1949 (PDPA). The service runs independently from the Council with customers needing to contact the contractor’s call centre directly to arrange and pay for treatment.
- 3.2 This report updates members on this service and demonstrates the demand for pest control treatments since April 2015.
- 3.3 Public health problems and consequences associated with pest infestations remain the same today as they were in Victorian times. The public health significance of pests is widely documented. Rats, mice, flies, fleas, bedbugs and cockroaches all able to deprive us of the complete physical, mental and social wellbeing for which we strive.
- 3.4 Without effective pest management, pest infestations will increase and will result in increasing incidents of pest borne diseases. As a consequence, poor health results in lost working days, dependency on benefits, higher use of medical resources and inability to contribute to the economic health of the country.
- 3.5 Pest control remains an important public service to residents of the Borough and is of particular relevance to the most disadvantaged. The service is also important to meet future challenges brought about by climate change and by

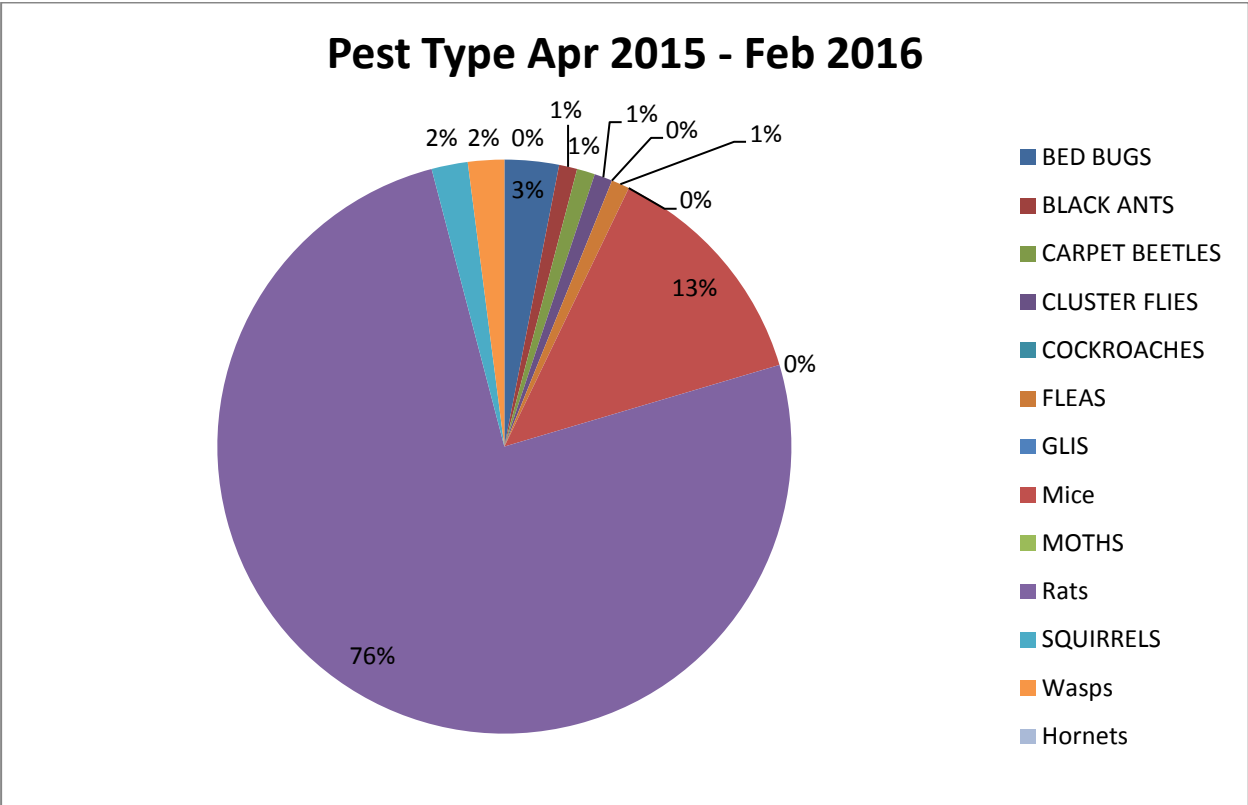
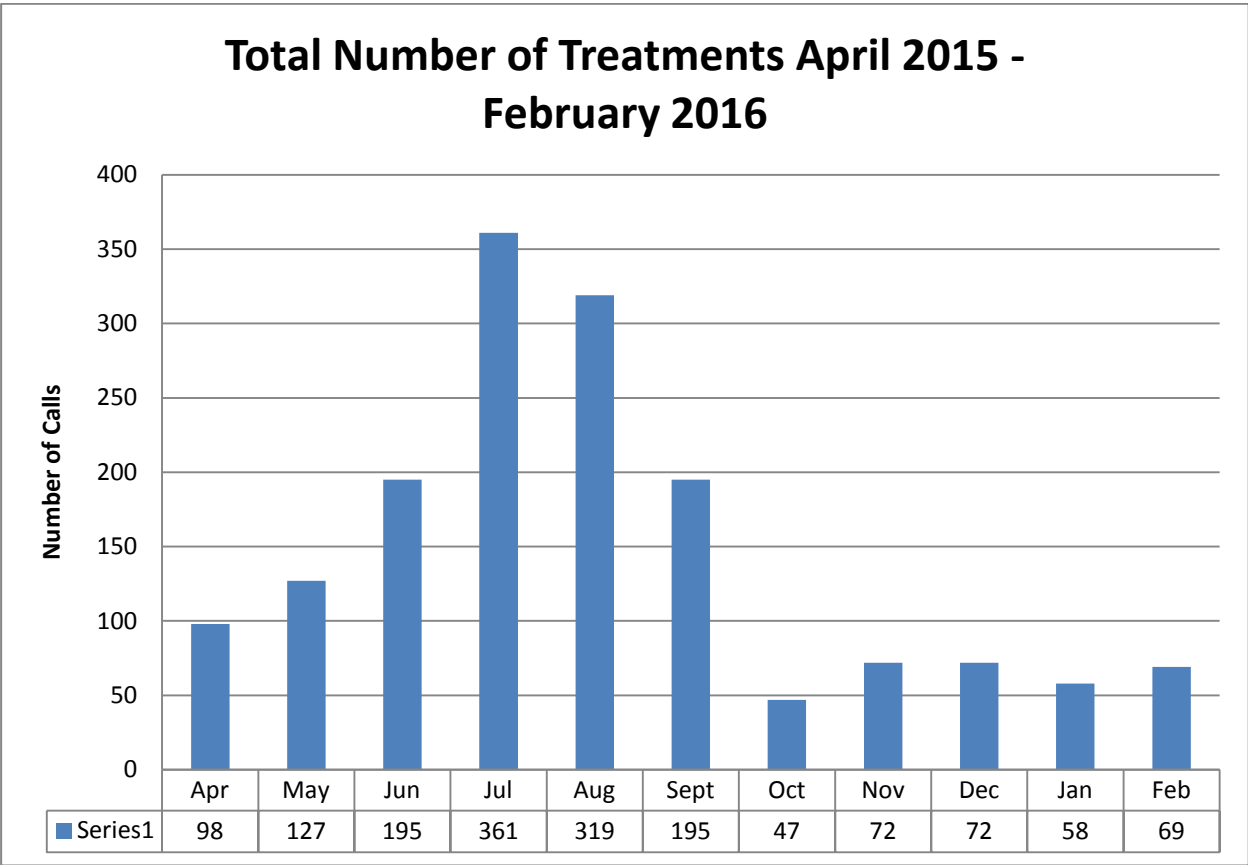
increased movement of goods, animals and people. In providing this service the council will continue to play a key role in protecting public health.

- 3.6 The existing contract covers a range of pests and is available to all borough residents. The contract also covers properties managed through the community housing trust. Additionally, the contract provides pest control services for council owned land and buildings (excluding the museum).
- 3.7 The contract with SDK expired on 31 March 2015. A Member Procurement Board was set up in 2014 to oversee the procurement of a new contractor to provide pest control services. The Procurement Board awarded the new four year contract to SDK Environmental Ltd commencing on 1 April 2015.
- 3.8 The new contract enabled the charges for pest control services to all residents of the Borough to remain the same, there has been no increase. This was one of the key objectives of the contract procurement process.

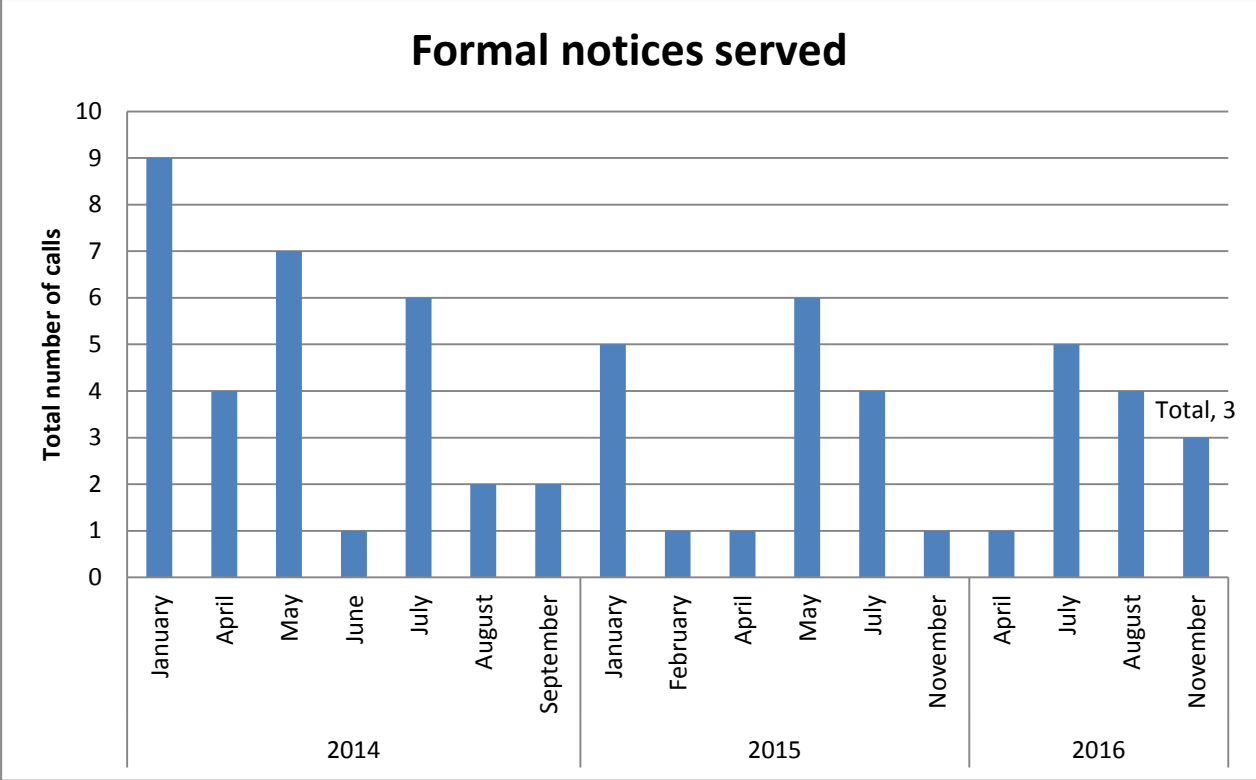
Pest control charges 2015 - 2016		
Type of pest	Domestic Premises Price (including VAT)	Domestic Premises* Concessionary prices (including VAT)
Rats	£30	Free
Mice	£30	£15
Wasps (one nest)**	£35	£18
Additional Wasps nests (if treated at the same time)	£10 per nest	£10 per nest
Hornets	£30	£15
Fleas	£30	£15
Cockroaches	£30	£15
bed bugs	£30	£15

- 3.9 The cost of the new contract has increased slightly. The Procurement process was also an opportunity to update and review the contract criteria.
- 3.10 Regular quarterly contract review meetings are held between the Council and SDK. These are an effective way of managing the contract and building a good client/contractor relationship. Issues ranging from quality control, technical advice, vulnerable people and approach to complex cases are discussed.

3.11 The graphs below set out the numbers of pest control calls made for treatment and pest type for the period 01 April 2015 to 01 February 2016.



3.12 Statutory pest control enforcement work is carried out in response to investigations regarding private land where the owner/occupier is unwilling to take action to eliminate a pest infestation or where food and harbourage for rats or mice is present. The chart below shows the number of notices served under the Prevention of Damage by Pests Act 1949 (PDPA). It relates to the number of formal notices served, not number of investigations carried out, which is significantly higher. This is under review to streamline the process.



3.13 Customer service feedback is assessed on a quarterly basis, the reports are attached as Appendix 1.

4 Legal Implication(s)

4.1 The council is not obliged to provide a pest control service, but like any is under a legal duty to keep its own land free from rats and mice and to enforce the Prevention of Damage by Pests Act 1949 throughout the borough.

4.2 The council and contractor are generally required to comply with the Health and Safety at Work etc Act, but there is also more specific legislation relating to use of pesticides which needs to be complied with, for example the Control of Pesticides Regulations.

5 Financial Implication(s)

5.1 None directly arising from this report. A budget is in place to deliver the contract and to provide day to day enforcement activities. As with any area of enforcement if a major case were to occur then this would incur additional budgetary expense.

6 Risk Management Implications

- 6.1 The risks related to this proposal are:
- 6.2 The risks to public health from certain pests are well understood and documented. The council pest control contract can assist with reducing such risks.
- 6.3 The council is at risk of legal challenge if it fails to meet its legal duties under the Prevention of Damage by Pests Act 1949
- 6.4 Inappropriate use of pesticide products can create risks to children and wildlife, employing the services of a competent contractor reduces this risk.

7 Security & Terrorism Implication(s)

- 7.1 Certain pesticide products in the wrong hands could be used for inappropriate purposes, employing the services of a competent contractor reduces this risk.

8 Procurement Implication(s)

- 8.1 The pest control contract was tendered through the appropriate council procedures under the supervision of a member procurement board. The contract was awarded to SDK Environmental Ltd again following this process.

9 Climate Change Implication(s)

- 9.1 As the climate changes it is likely that the range of pests we will see in the UK may change. This may have longer term implications for the scope of the contract and the services which are provided.

10 Link to Corporate Priorities

- 10.1 The subject of this report is linked to the Council's Corporate Priorities "maintain a safe and healthy community" and "protect and enhance the environment" and is linked to a statutory provisions under pest control legislation.

11 Equality and Diversity

- 11.1 An Equality Impact Assessment (EIA) has been carried out in connection with the council pest control service. The results of that EIA have been used to inform the contract provision, especially as regards to vulnerable clients

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Date	March 2016



DOMESTIC PEST CONTROL SERVICE
 SDK ENVIRONMENTAL LTD/ DIAL-A-PEST
 MANAGEMENT SUMMARY REPORT



Client Council Welwyn Hatfield District Council	Report Type Quarterly	SDK Reporting Officer Sue Hurford	Period covered by this report 1st Apr 2015 - 30th Jun 2015
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Code	Reporting Criteria	Category Measured	Target	Results
<i>Results are for this service</i>				
1	Pest Control Service Demand	Treatments Provided to Residents	n/a	227
		Total of timed appointments provided to residents	n/a	420
2	Quality Assurance/ Customer Feedback: Service Delivery	Question 'The overall Service was 'Good, Excellent'	> 95%	88.89%
		Did we keep our appointment 'YES'	> 95%	100.00%
		Survey is based on SDK minimum sample size to validate results	> 12%	3.96%
<i>Results are for this service</i>				
3	Key Service Performance Indicators (KPI's)	Primary KPI (Timeliness) Average time from receipt of enquiry to attempted first contact	> 95% same day	100%
		Secondary KPI (responsiveness) Average time from first contact attempt to first appointment - % booked in less than 3 working days	n/a	90.31%
Customers can select appointments to best meet their needs and which often may be outside of our target. We also offer an emergency				
<i>Results are for SDK as a whole</i>				
4	SDK Environmental Customer Contact Centre Performance	Primary KPI (Call hold times)	Hold Time (secs) < 120	Average (secs) 84s
		Secondary KPI (Dropped Calls, callers hang up)	< 5%	8.57%
These KPI's are measured from total inbound pest calls to SDK Environmental for this period & not for an individual council contract			inbound	34,975
<i>Results are for this service</i>				
5	Customer/ Client Service Complaints	Total number of justified complaints	n/a	0
		Ratio of justified Complaints against number of treatments	< 1%	0.00%
<i>Results are for this service</i>				
6	Health & Safety	Primary KPI Accidents & dangerous occurrences	0	0