

BOLSOVER DISTRICT COUNCIL

Pest Control Policy

March 2011



This Policy addresses the following Corporate Aims (show those which are appropriate to the policy only):



**CUSTOMER
FOCUSED SERVICES**



ENVIRONMENT

Bolsover District Council Equalities Statement

Bolsover District Council is committed to equalities as an employer and in all the services provided to all sections of the community.

- The Council believes that no person should be treated unfairly and is committed to eliminate all forms of discrimination in compliance with the Equality Strategy.
- The Council also has due regard to eliminate racial discrimination and to proactively promote equality of opportunity and good relations between persons of different racial groups when performing its functions.

This document is available in large print and other formats from any of the Council offices or by contacting the Chief Executives Directorate on 01246 242323. Please bear in mind we will need a few days to arrange this facility.

If you need help to read this document please do not hesitate to contact us.

Our Equality and Improvement Officer can be contacted via [Email](#) or by telephoning 01246 242407.

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CONTROL SHEET

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1 Introduction

- 1.1 This policy is concerned with the eradication of rats, mice and other pests of public health significance such as wasps, fleas and cockroaches within Bolsover District Council's administrative area.

It is well documented that rats can be infected with a wide range of pathogens which are causative agents of diseases such as toxoplasmosis, Weil's disease and listeriosis. Rats can also cause damage to electrical cables, gas and water pipes by gnawing on them which has been known to cause fires and flooding in properties. Mice carry a wide range of food-borne pathogens and can spread these on work surfaces as they move in search of food. Many insects carry disease as well. Cockroaches for example carry a wide range of disease causing organisms and have been implicated in the cause and the spread of allergies and asthma.

- 1.2 The Council operates a pest control service which is managed within the Residential Section of Regeneration. The service is delivered by two Pest Control Technicians with one acting in a senior capacity. The pest control store is based at the Riverside Depot at Doe Lea and administrative functions undertaken in Sherwood Lodge. An appointment system is in place and appointments are made via

Contact Centres. The latter also take direct payments from customers prior to any chargeable treatment being carried out.

2 Scope of the Policy

This policy applies to pest control treatments that are carried out at residential properties within the district including both private and public dwellings. It defines what pest species the Council will deal with and also where charges will be made.

3 Principles of the Policy

3.1 The principle of this policy is to ensure that the Council meets its statutory duty in ensuring that, as far as practicable, its area is kept free from rats and mice. This duty is defined in the Prevention of Damage by Pests Act 1949 Section 2 which in particular requires the Council to :-

- 1 From time to time carry out such inspections as may be necessary
- 2 Destroy rats and mice on land of which the Council is the occupier
- 3 Enforce the duties of owners and occupiers of land where infestations maybe / are occurring.

In order to meet this duty the Council provides a pest control service. However, it also uses its statutory enforcement powers laid out within the above mentioned Act to deal with infestations of rats or mice or where harbourage may lead to an infestation of rats or mice.

3.2 The Council, in line with other local authorities has, since October 1st, 2006, had a duty in relation to the conservation of biodiversity in exercising its functions. As a direct consequence of this requirement the Council no longer provides a service for the eradication of any species of Bee, except in very exceptional circumstances. There would be no circumstances where the Council would deal with a protected species other than giving advice.

No commercial treatments will be undertaken except in the Council's own premises.

3.3 Pest species for which a treatment service will be provided are as follows:-

Rats inside and outside properties

Mice inside a property

Wasps

Bed Bugs

Fleas

Pharaoh's ants

3.4 Charging for the Service

Charges are made according to those approved by Council during the annual budget process and no distinction is made between tenures or income. Payment is required before any treatment is carried out and payments can be made in the normal ways including by debit card over

the telephone. The charge includes for initial and revisits and materials used. Due to the requirement to pre pay for the service the Council will refund customers when a charge is found consequently not to be required. Outside normal office hours the service is only available in emergency circumstances such as having a rat inside and is at the discretion of the Head of Regeneration. It is also dependent upon pest control staff being available out of hours.

4 Policy Statement

- 4.1 The Council will meet its statutory obligations by providing a pest control service and will deliver that service to the highest standards of safety and best practice. Treatments for rats and mice inside domestic properties and rats outside will be undertaken free of charge. Other pests will attract a charge. Where pest species are not listed then the Council will not undertake any treatment to eradicate them, for instance treatments are not available to eradicate bees, ants or bats, the latter being a protected species. A service for advice and identification of pest species will be provided but will attract a charge where a visit to a property is required. Advice will normally be provided over the telephone and be free of charge as will identification if the pest species is brought into the Contact Centres in a suitable sealed container.
- 4.2 A service is in place based upon the pest species significance to public health with rats inside being given the highest priority. Where a request for service is received for the latter, it will be dealt with before the end

of the next working day but generally, it is dealt with the same day if a request is received before 12 noon, dependent upon the Pest Control staff workload for that day. The priority given to various pest species is listed below in terms of timescales allotted to each pest:-

Rats inside	1 working day
Advice and guidance	2 working days
Bed Bugs)
Fleas)
Mice inside) 5 working days
Pharaoh's Ants)
Wasps)
Rats outside)

In respect of the 5 work day period for receipt of the service, this time may be shorter or longer and is dependent upon the workload within the service at the time. Every effort will be made to provide the service within the above timescales.

- 4.3 The timescales and charges are detailed on the Council's website. There are also links to other related websites such as English Nature, the Bumble Bee Conservation Trust and the Derbyshire Wildlife Trust. There are also useful downloads such as 'Help save the Bumble Bee'.

5 Responsibility for implementing the policy

The responsibility for implementing this policy is with the Residential Section of Regeneration Services. Day to day management of the

service comes within the remit of the Senior Pest Control Technician whilst management of the service within the section is the responsibility of the Senior Environmental Health Officer. The overall responsibility for the policy lies with the Head of Regeneration. The Council also uses an external contractor from time to time which is dictated by the needs of the service and its customers. Contact Centre Managers have responsibility for ensuring that their staff operate the appointment and payment systems in an efficient manner in line with the Council's Customer Service Standards and liaise with the Residential team when necessary.