



National Survey 2016

A rigorous overview of UK local authority pest control services and call-outs during the 2015-16 financial year

Published by the British Pest Control Association

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Driving excellence in pest management

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1.0 Introduction

1.1 What is the BPCA?

The British Pest Control Association (BPCA) is the leading UK trade association, representing organisations with a professional interest in the eradication of public health pests.

Founded in 1942, BPCA is a not-for-profit organisation that aims to promote public health pest control while minimising the risk to the general public, properties and the environment.

Boasting well over 500 members, BPCA continues its growth and commitment to providing high standards of professionalism within the pest control industry.

1.2 Research Methodology, Collation and Sample

Now in its sixth year of research, BPCA's National Survey is the only comprehensive national report known to investigate the state of local authority (LA) pest control services across the UK. The data sets gathered over the past six years have enabled us to establish a national picture of how public health pest control services are changing each year.

Freedom of Information Act 2000 requests (FOIs) were sent to all 390 LAs operating across the UK. This report reviews the state of LAs pest control services, the staff resources used to deliver public health pest control and the pest call-outs attributed to each LA, region and nation.

93% (364 out of 390) of the operating LAs in the UK returned their FOIs for analysis. The BPCA would like to thank all of the LAs who provided their data to support production of this report.

Queries regarding national data should be directed to BPCA via research@bpca.org.uk, and queries regarding localised data should be directed to Local Authorities.

1.3 What's new?

For the 2015/16 National Survey, we have included new topics of interest based on the feedback gained from LAs during previous years.

Averages and Ratios – Average and Ratio calculations have been made to gain a more accurate representation of public health staff levels and pest call-outs.

Budgets – Budget information for the majority of LAs across the UK was sourced as part of this report.

Trends – Wherever possible, trends have been calculated to determine the direction of travel for UK LAs public health pest control services.

2.0 Services

Over the past few years, a number of LAs have ceased to operate as a single entity and instead merged with others.

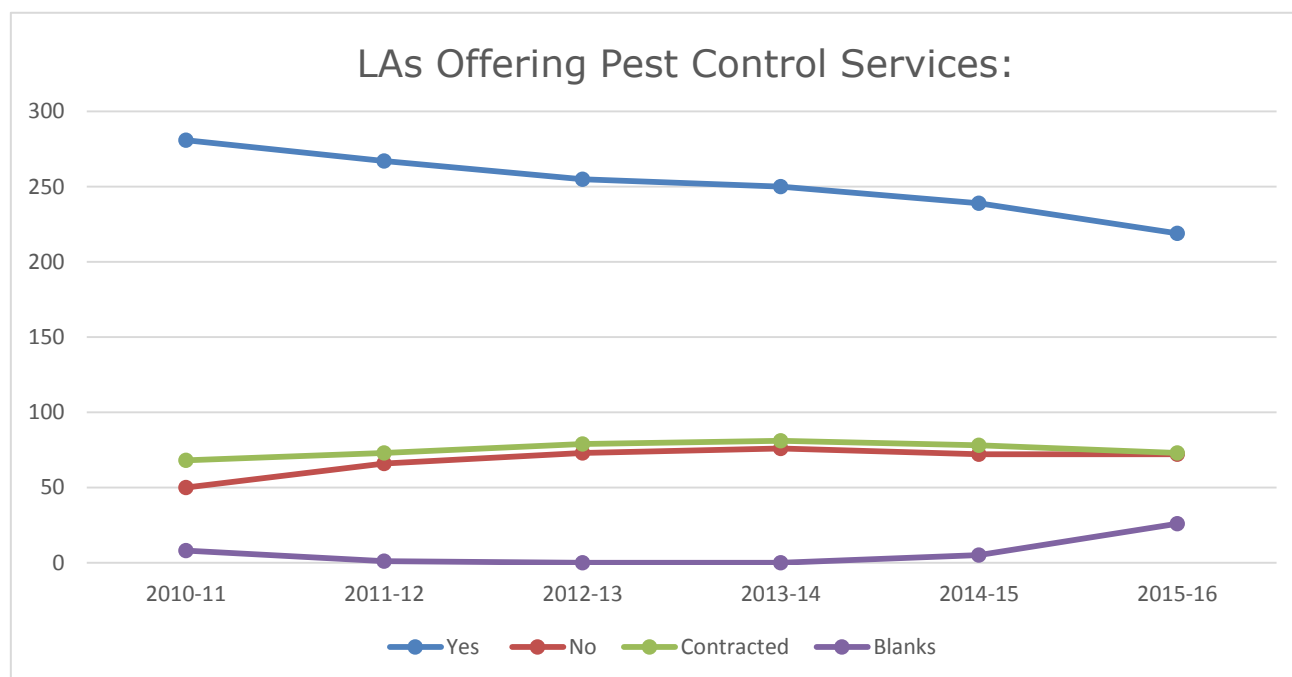
Their total has therefore reduced from 407 in 2010-11 to 390 in 2015-16.

2.1 Offering a Pest Control Service?

Of the 364 LAs which responded, 80% (292) said they offer some form of pest control to the general public. This represents a decrease of 8% compared to the previous year (from 316 to 292) and a decrease of 14% (from 340 to 292) since 2011/12.

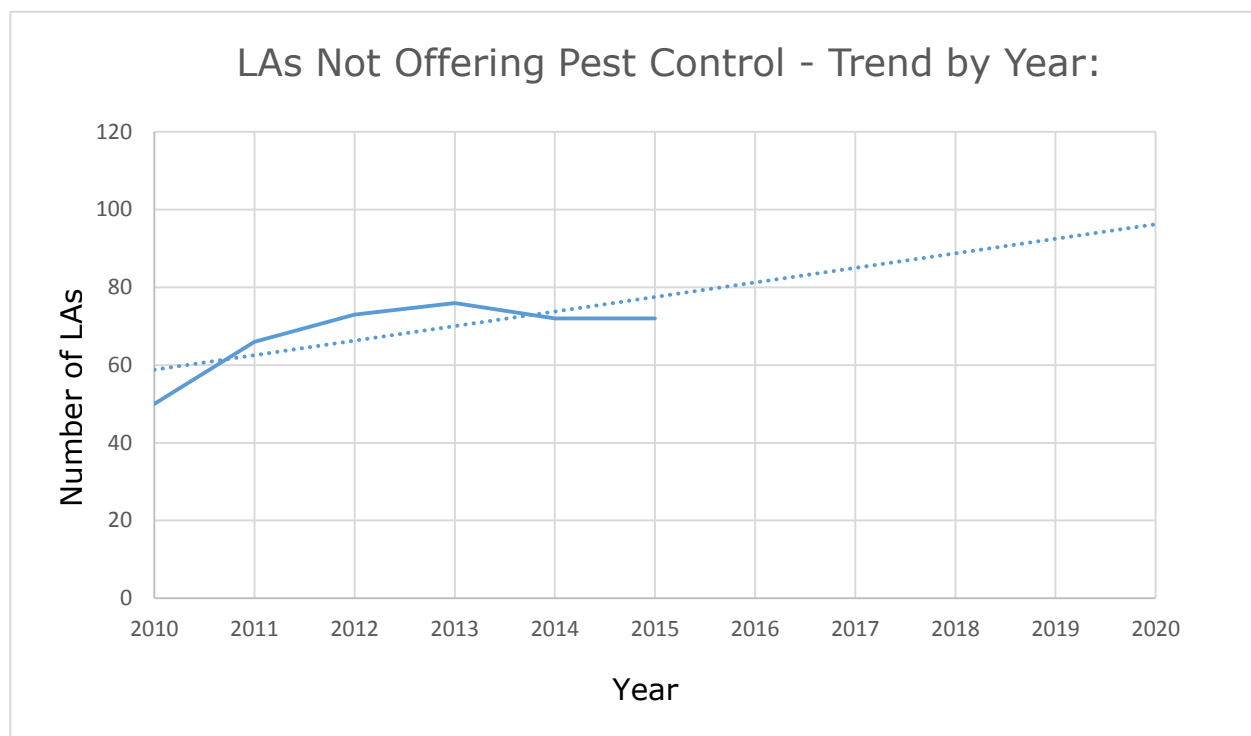
| No. Of LA's Offering Pest Service: | | | | | | |
|------------------------------------|------------|------------|------------|------------|------------|------------|
| UK | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| Yes | 281 | 267 | 255 | 250 | 239 | 219 |
| No | 50 | 66 | 73 | 76 | 72 | 72 |
| Contracted | 68 | 73 | 79 | 81 | 78 | 73 |
| Blanks | 8 | 1 | 0 | 0 | 5 | 26 |
| Total LA's | 407 | 407 | 407 | 407 | 394 | 390 |

The remaining 20% (72) do not offer a pest control service to the public. While there was no change from the previous year, the number of LAs who provide no public pest control service has increased by 9% (66 to 72) since 2011/12.



Blanks = unresponsive local authorities

Based on current trends, we expect to see a 13% increase in the number of LAs not offering a pest control service to the public in 2016/17, and for the number of LAs not offering pest control services to surpass 90 by the year 2020.



Of the 292 LAs operating a pest control service, 75% offered an in-house service. This represents a decrease of 8% (239 to 219) and of 18% since 2011/12 (267 to 219).

The remaining 25% of LAs (73) said their pest control services were contracted to third party companies.

This represents a decrease of 6% from the previous year (78 to 73) and no change overall compared to 2011/12.



Summary

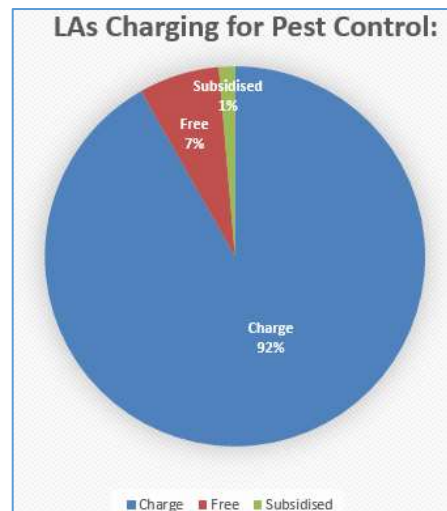
Local Authority data suggests that an increasing number of councils are cutting their pest control services, apparently as a result of austerity measures. The general public is generally unaware of the reality that local pest control services are being cut, discontinued and contracted out to other businesses. People still believe that their first call for pest-related problems is their local council (CIEH research, 2013). But many residents now find their calls being rejected and redirected by councils who no longer offer a pest control service.

2.2 Charging for Pest Control Service?

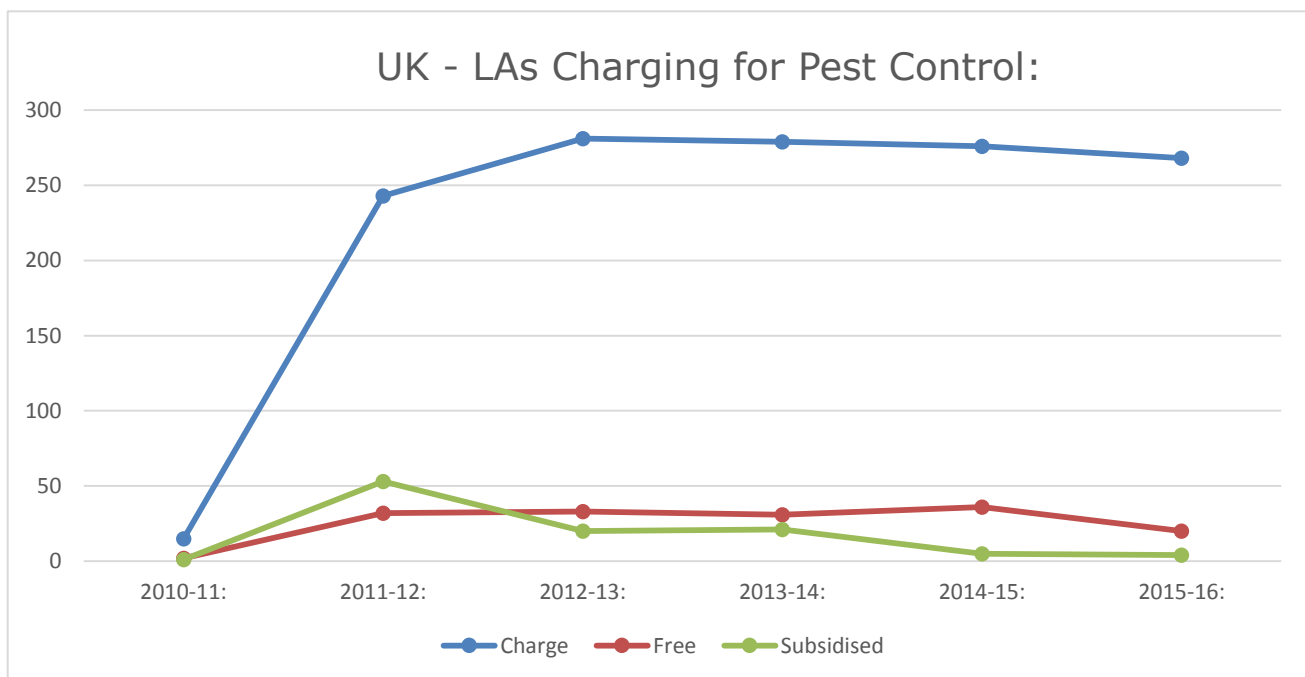
Many LAs have introduced charges for their in-house pest control service and some 92% of the LAs offering a pest control service demanded a charge in 2015/16.

This represents an increase of 3% from the previous year (276 to 268) and 10% since 2011/12 (243 to 268) and is despite research conducted by the Chartered Institute of Environmental Health (CIEH, 2013) that found that 44% of respondents believe their LA should pay infestations to be dealt with.

| No. of LAs Charging for Pest Control: | | | | | | |
|---------------------------------------|------------|------------|------------|------------|------------|------------|
| UK | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| Yes | 15 | 243 | 281 | 279 | 276 | 268 |
| No | 2 | 32 | 33 | 31 | 36 | 20 |
| Subsidised | 1 | 53 | 20 | 21 | 5 | 4 |
| Blank | 331 | 12 | 0 | 0 | 0 | 0 |
| Total LAs | 349 | 340 | 334 | 331 | 317 | 292 |



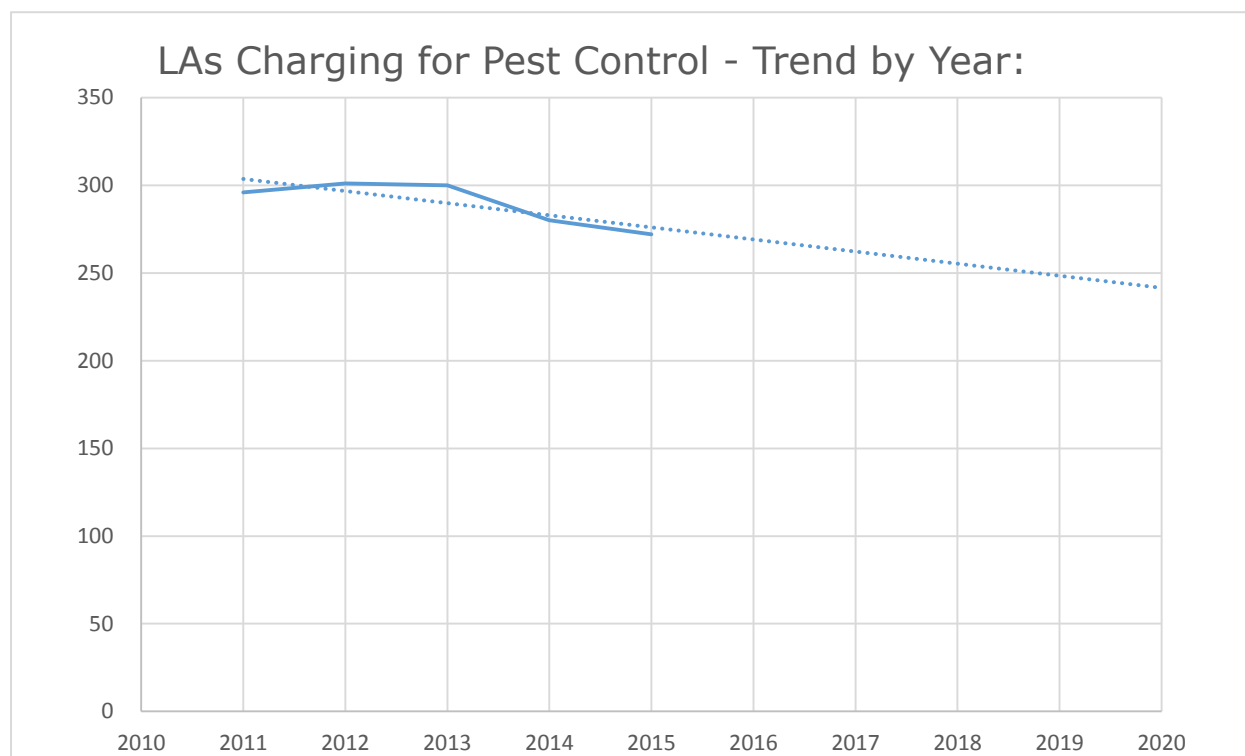
Just 7% of LAs (20) do not charge for public pest control services – a decrease of 44% from the previous year and 38% since 2011/12.



Just 1% of LAs (4) subsidised their pest control services, which represents a 20% decrease compared to the previous year (from 5 to 4) and a 92% decrease since 2011/12 (from 53 to 4).

If current resources remain, it is highly likely there will be a 1% decrease in the number of LAs who offer pest control services introducing charges.

This is due to an increase in councils removing or merging pest control services, and many councils being unsure about their ability to offer a pest control service in the future. However, when taken into context with the number of LAs merging services, it's likely the current proportion of LAs charging for a pest control service will remain the same.

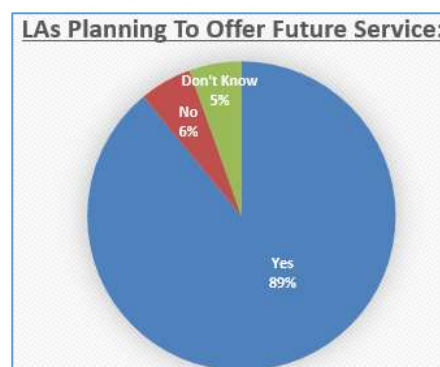


2.3 Offering Future Service?

With government austerity affecting whether LAs charge for their pest control services, it's no wonder many LAs are reconsidering their ability to offer a pest control service in future, despite the public believing that public health pest control is of great importance.

Research conducted by the Chartered Institute of Environmental Health (CIEH, 2013) also found that 86% of respondents believed that their pest control department was an important part of public health protection in their area.

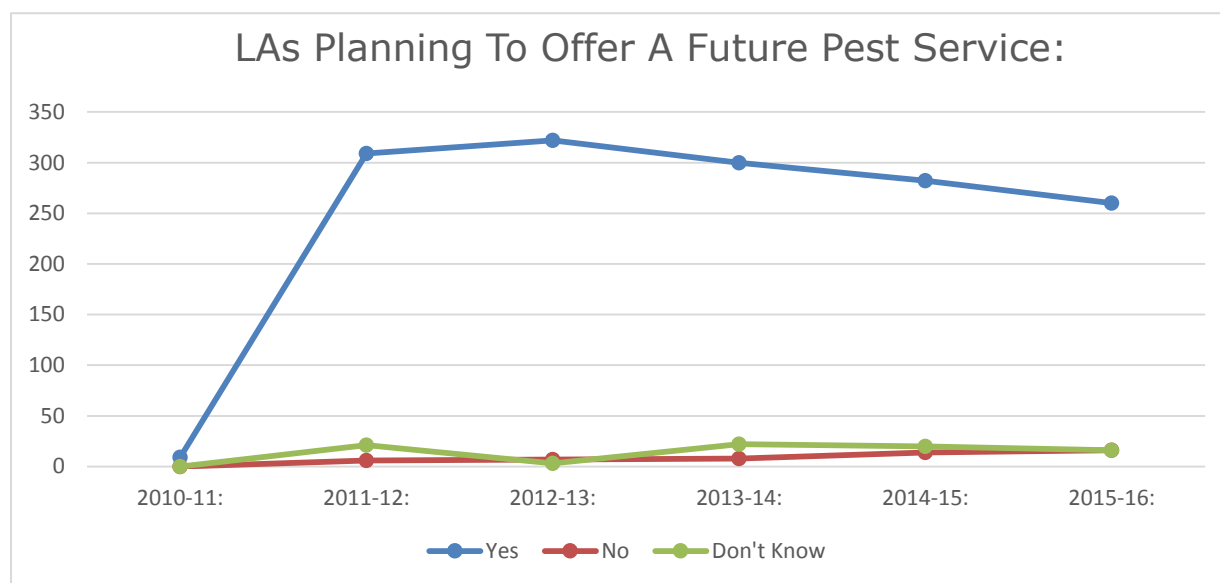
| No. of LAs Planning to Offer Future Service: | | | | | | |
|--|------------|------------|------------|------------|------------|------------|
| UK | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| Yes | 9 | 309 | 322 | 300 | 282 | 260 |
| No | 0 | 6 | 7 | 8 | 14 | 16 |
| Don't Know | 0 | 21 | 3 | 22 | 20 | 16 |
| Blank | 340 | 4 | 2 | 1 | 1 | 0 |
| Total LAs | 349 | 340 | 334 | 331 | 317 | 292 |



Of the 292 LAs offering a pest control service during the 2015/16 financial year, 89% of LAs (260) said they had intentions of providing a pest control service for the following year.

This represented an 8% decrease compared to the previous year (from 282 to 260) and a 16% decrease (309 to 260) since 2011/12.

5% of LAs (16) said they would not offer a pest control service next year. This represents a 14% increase compared to the previous year (from 14 to 16) and a 167% increase since 2011/12 (from 6 to 16).



Furthermore, 5% of LAs (16) said they were unsure if they could provide a pest control service next year.

This represents a decrease of 20% compared to the previous year (from 20 to 16) and a 24% decrease since 2011/12 (from 21 to 16).

Based on current trends, it is predicted that next year there will be:

- a 3% decrease in the number of LAs planning to offer a future pest control service
- a 14% increase in the number of LAs not planning to offer a future pest control service
- a 16% increase in the number of LAs who will be unsure about their ability to provide a pest control service in the future.

Summary

The data suggests that an increasing number of LAs are either planning to remove pest control services or are unsure about their ability to provide pest control services in future.

3.0 Staffing levels (FTE)

This report explored the average full-time equivalent (FTE) employment of general staff to gain an enhanced understanding of the hours dedicated to public health pest control as opposed to 'total number' in previous versions of this report.

3.1 General staff (non-pest control technicians)

On average, the UK employed 3.19 FTE general staff across the LAs operating a pest control service (292 out of 364) during 2015/16.

This represents a 5% decrease compared to the previous year (from 3.37 to 3.19) and an 11% decrease since 2011/12 (from 3.59 to 3.19).

| Average No. of FTE General Staff Employed per Nation: | | | | | | |
|--|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Nation: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| England | 4.08 | 3.67 | 3.59 | 3.39 | 3.40 | 3.15 |
| Northern Ireland | 2.28 | 3.09 | 2.33 | 2.78 | 3.97 | 6.13 |
| Scotland | 3.90 | 3.09 | 3.28 | 3.13 | 3.22 | 3.24 |
| Wales | 3.60 | 3.52 | 3.48 | 3.41 | 3.08 | 3.14 |
| UK | 3.98 | 3.59 | 3.53 | 3.36 | 3.37 | 3.19 |

Northern Ireland and Scotland exceeded the national average, while Northern Ireland, Scotland and Wales saw increases in the average number of FTE staff in comparison to the previous year.

Northern Ireland was found to have the highest average with 6.13 FTE general staff employed across the LAs operating a pest control service (2 out of 12).

This represented the largest increase of 54% over the previous year (from 3.97 to 6.13) and a 98% increase since 2011/12 (from 3.09 to 6.13).

This average maybe misleading and not entirely representative as it's based on a limited sample of just two LAs. The reason for this is that Northern Ireland has seen the number of LAs reduced by 27% (from 15 to 11) over the previous year. Other home nations may in fact employ more FTE general staff on average, across a greater number LAs within their respective countries.

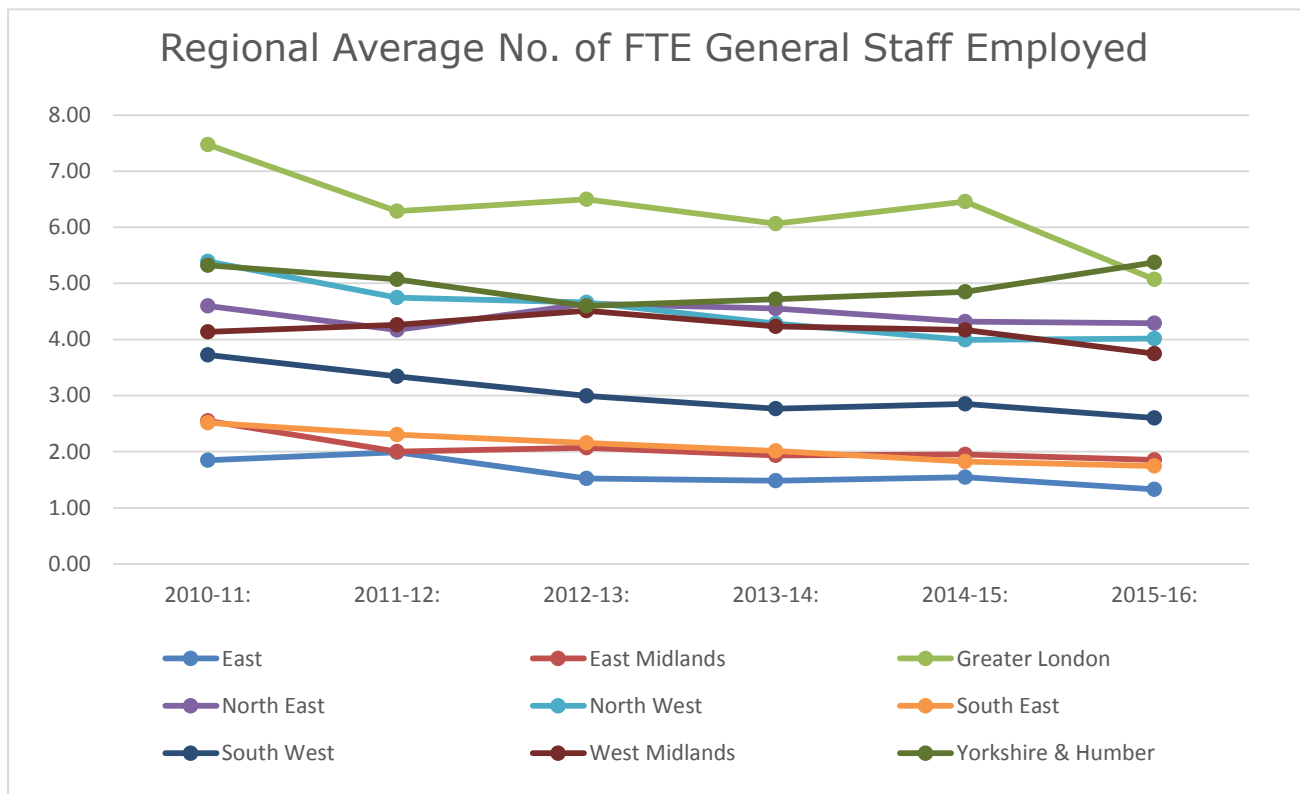
England was the only home nation to see a reduction in the average number of FTE general staff employed over the previous year.

It was found to have an average of 3.15 FTE general staff employed across the LAs that offered a pest control service (247 out of 325). This represents a 7% decrease compared to the previous year (from 3.40 to 3.15), and a 14% decrease since 2011/12 (from 3.67 to 3.15).

3.1.1 Regional differences

| Average No. of FTE General Staff Employed per Region: | | | | | | |
|---|----------|----------|----------|----------|----------|----------|
| Region: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| East | 1.85 | 1.99 | 1.52 | 1.48 | 1.55 | 1.33 |
| East Midlands | 2.55 | 2.00 | 2.07 | 1.93 | 1.95 | 1.86 |
| Greater London | 7.47 | 6.29 | 6.50 | 6.06 | 6.46 | 5.07 |
| North East | 4.60 | 4.17 | 4.64 | 4.55 | 4.32 | 4.29 |
| North West | 5.39 | 4.75 | 4.66 | 4.28 | 3.99 | 4.01 |
| South East | 2.52 | 2.30 | 2.15 | 2.01 | 1.82 | 1.75 |
| South West | 3.73 | 3.34 | 3.00 | 2.77 | 2.85 | 2.60 |
| West Midlands | 4.13 | 4.26 | 4.51 | 4.23 | 4.17 | 3.74 |
| Yorkshire & Humber | 5.32 | 5.07 | 4.60 | 4.72 | 4.85 | 5.38 |
| England | 4.08 | 3.67 | 3.59 | 3.39 | 3.40 | 3.15 |

Five English regions - Greater London, North East, North West, West Midlands and Yorkshire & Humber - were the only ones to exceed the national average number of FTE general staff employed across England.



North West and Yorkshire Humber saw increases in the average number of FTE general staff employed over the previous year.

Yorkshire & Humber reported the highest average number of FTE general staff employed, the largest increase compared to the previous year (from 4.85 to 5.38) and

a 6% increase since 2011/12 (from 5.07 to 5.38) despite seeing the number of LAs not offering a pest control service rise from 3 to 4.

This highlights that the Yorkshire & Humber region maintains a strong commitment to public health pest control in the face of government austerity.

The remaining seven English regions - East, East Midlands, Greater London, North East, South East, South West and West Midlands - all saw reductions in the average number of FTE general staff employed across their respective LAs.

Greater London was the region that saw the greatest decrease of 22% over the previous year (from 6.46 to 5.07) in LAs that offered a pest control service (23 out of 35).

3.2 Pest Control Officers (PCOs)

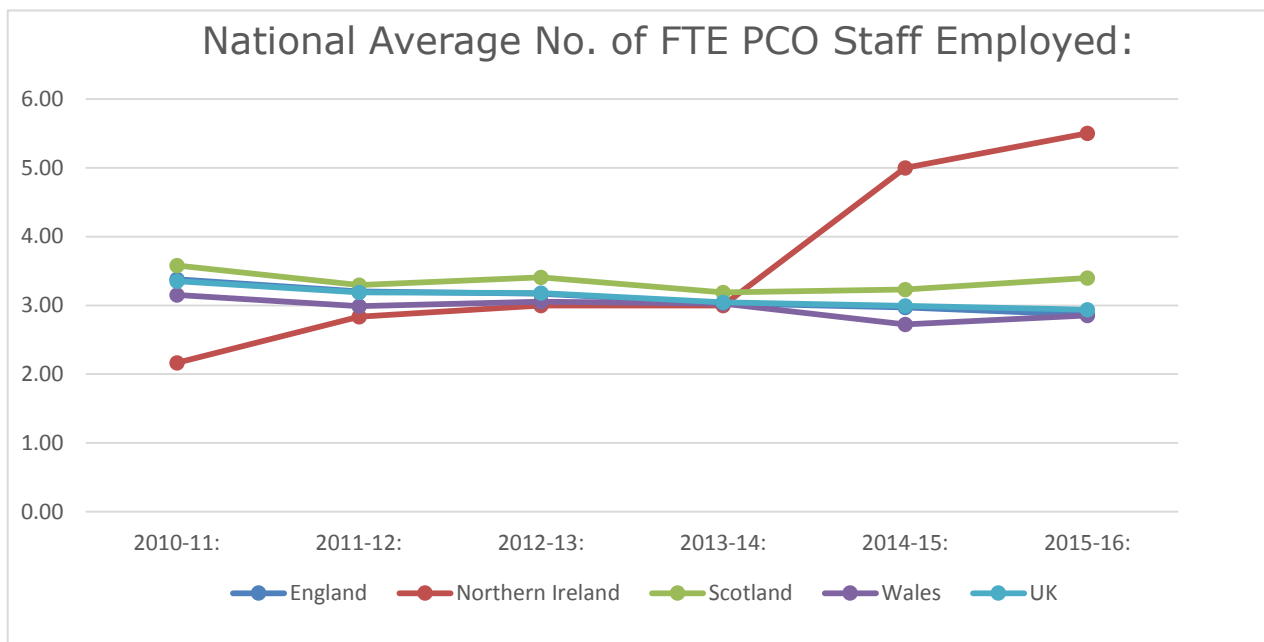
It is important that the team dedicated to tackling pest control is well staffed and resourced.

Pest control officers (PCOs) are the major contributors to treating public pests. PCOs are the staff who are technically trained to be able to investigate pest problems at properties and treat any potential infestations in a safe and effective manner.

| Average No. of FTE PCOs Employed per Nation: | | | | | | |
|---|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Nation: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| England | 3.38 | 3.20 | 3.17 | 3.03 | 2.97 | 2.86 |
| Northern Ireland | 2.17 | 2.83 | 3.00 | 3.00 | 5.00 | 5.50 |
| Scotland | 3.58 | 3.30 | 3.41 | 3.19 | 3.23 | 3.40 |
| Wales | 3.15 | 2.99 | 3.06 | 3.03 | 2.73 | 2.85 |
| UK | 3.35 | 3.19 | 3.18 | 3.04 | 2.99 | 2.94 |

There were an average of 2.94 FTE PCO staff employed across LAs who offered a pest control service (292 out of 364) in the UK. This represents a 2% decrease compared to the previous year (from 2.99 to 2.94), and an 8% decrease since 2011/12 (from 3.19 to 2.94).

Just two home nations, Northern Ireland and Scotland exceeded the national average, and three home nations, Northern Ireland, Scotland, and Wales, saw increases in the average number of FTE PCO staff employed in comparison to the previous year.



Northern Ireland was found to have the highest average with 5.5 PCO staff employed across the LAs operating a pest control service (2 out of 11). This represents a 10% increase compared to the previous year (from 5 to 5.5) and a 94% increase since 2011/12 (from 2.83 to 5.50). While impressive, this average maybe misleading and not entirely representative as it is based on a limited sample of just two LAs.

England and Wales were the only home nations to not exceed the national average number of FTE staff employed.

England was the only home nation to see a reduction (4%) in the average number of FTE general staff employed over the previous year (from 2.97 to 2.86).

England was found to have an average of 2.86 FTE general staff employed across the English LAs that offered a pest control service (247 out of 325). England also reported an 11% decrease since 2011/12 in the average number of FTE PCOs employed at each LA who offered pest control services (from 3.20 to 2.86).

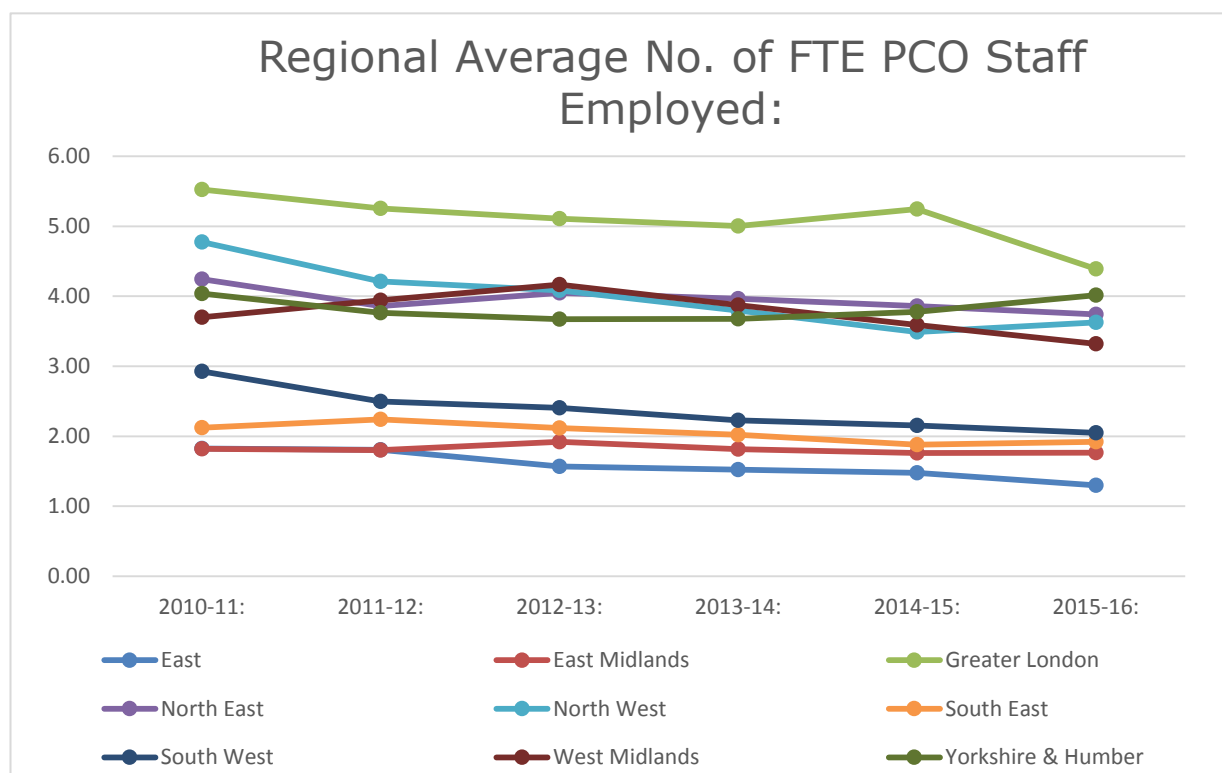
3.2.1 Regional differences

Five English regions - Greater London, North East, North West, West Midlands and Yorkshire & Humber - were the only regions to exceed the national average FTE PCO staff employed across England.

Additionally, five English regions - East, Greater London, North East, South West and the West Midlands - experienced reductions in the average number of FTE PCO employed in comparison to the previous year.

| Average No. of FTE PCOs Employed per Region: | | | | | | |
|--|----------|----------|----------|----------|----------|----------|
| Region: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| East | 1.82 | 1.81 | 1.57 | 1.52 | 1.48 | 1.30 |
| East Midlands | 1.82 | 1.80 | 1.92 | 1.81 | 1.76 | 1.77 |
| Greater London | 5.52 | 5.26 | 5.11 | 5.00 | 5.25 | 4.39 |
| North East | 4.25 | 3.86 | 4.05 | 3.97 | 3.86 | 3.74 |
| North West | 4.77 | 4.21 | 4.09 | 3.80 | 3.49 | 3.63 |
| South East | 2.12 | 2.24 | 2.12 | 2.02 | 1.88 | 1.92 |
| South West | 2.93 | 2.50 | 2.41 | 2.23 | 2.16 | 2.05 |
| West Midlands | 3.70 | 3.94 | 4.17 | 3.88 | 3.59 | 3.32 |
| Yorkshire & Humber | 4.04 | 3.77 | 3.67 | 3.68 | 3.78 | 4.02 |
| England | 3.38 | 3.20 | 3.17 | 3.03 | 2.97 | 2.86 |

In both cases, Greater London was the leading region for highest average FTE PCO staff employed (4.39) and saw the largest reduction (16%) of average FTE PCO staff in comparison to the previous year (5.25 to 4.39).



The remaining four English regions - East Midlands, North West, South East and Yorkshire & Humber - all saw an increase in the average number of FTE PCO employed in comparison to the previous year.

Yorkshire & Humber saw the greatest increase (6%) compared to the previous year in the average number of PCO staff employed across the region that offered a pest control service (16 out of 21).

4.0 Call-outs (activity)

4.1 Overview

Local authorities record all call-outs for pest control services. This section firstly presents overall call-out activity, and then proceeds to present Local Authority call-out activity by pest type.

4.1.1 Total number

The total number of pest call-outs across the UK LAs operating pest control service (292 out of 364) during 2015/16 was 418,463.

This represents a 22% decrease compared to the previous year (from 539,327 to 418,463) and a 33% decrease since 2011/12 (from 625,461 to 418,463).

| National No. of Total Pest Call-Outs: | | | | | | |
|---------------------------------------|---------|---------|---------|---------|---------|---------|
| Nation: | 2010-11 | 2011-12 | 2012-13 | 2013-14 | 2014-15 | 2015-16 |
| England | 553,098 | 511,036 | 390,651 | 393,728 | 430,709 | 337,513 |
| Northern Ireland | 7,214 | 12,338 | 5,624 | 6,138 | 7,202 | 5,652 |
| Scotland | 61,239 | 53,204 | 52,445 | 60,684 | 62,115 | 47,264 |
| Wales | 47,763 | 48,883 | 41,657 | 41,030 | 39,211 | 28,034 |
| UK | 669,314 | 625,461 | 490,377 | 501,580 | 539,237 | 418,463 |

There was an average of 1,479 pest call-outs for each LA operating a pest control service (292 out of 364) in the UK.

This represents a decrease of 17% compared to the previous year (from 1,780 to 1,479) and a 22% decrease since 2011/12 (from 1,901 to 1,479).

A major reason for the decline in both total and average call-outs is likely to a decreasing number of FTE pest control officers - the staff responsible for going out to offer pest control surveys and treatments.

4.1.2 Relative to population

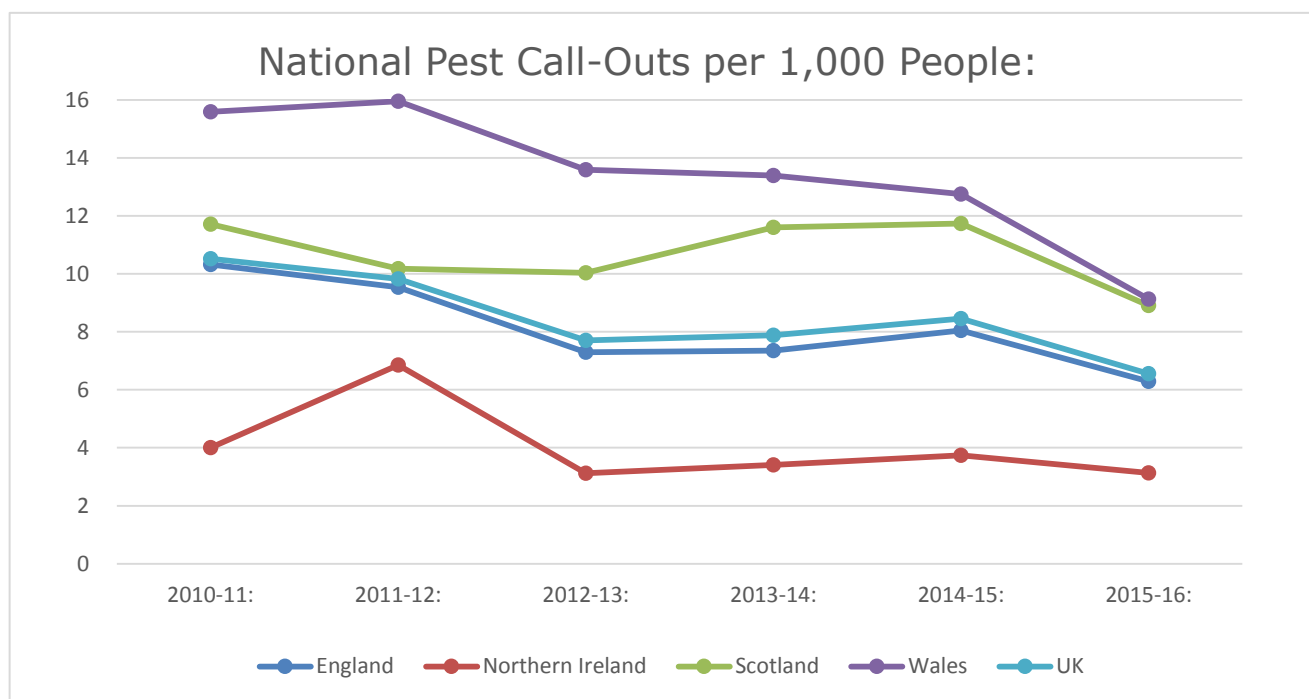
To adopt more reliable valid metrics for sub segment, pest call-out analysis has been carried out relative to population.

| National Pest Call-Outs per 1,000 People: | | | | | | |
|---|----------|----------|----------|----------|----------|----------|
| Nation: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| England | 10.33 | 9.54 | 7.30 | 7.35 | 8.05 | 6.29 |
| Northern Ireland | 4.01 | 6.86 | 3.13 | 3.41 | 3.74 | 3.13 |
| Scotland | 11.71 | 10.18 | 10.03 | 11.61 | 11.74 | 8.91 |
| Wales | 15.59 | 15.96 | 13.60 | 13.39 | 12.76 | 9.13 |
| UK | 10.52 | 9.83 | 7.71 | 7.88 | 8.46 | 6.56 |

The overall rate of pest call-outs per 1,000 people in the UK was 6.56. This represents a dramatic decrease of 22% compared to the previous year (from 8.46 to 6.56) and a 33% decrease since 2011/12 (9.83 to 6.56).

Scotland and Wales exceeded this national average. Wales once again led total pest call-outs per 1,000 people with a rate of 6.56. But this represents a 28% decrease compared to the previous year (from 12.76 to 9.13) and a 43% decrease since 2011/12 (from 9.83 to 6.56).

Furthermore, England's pest call-out rate per 1,000 people was 6.29, representing a decrease of 22% compared to the previous year (from 8.05 to 6.29) and a 34% decrease since 2011/12 (9.54 to 6.29).

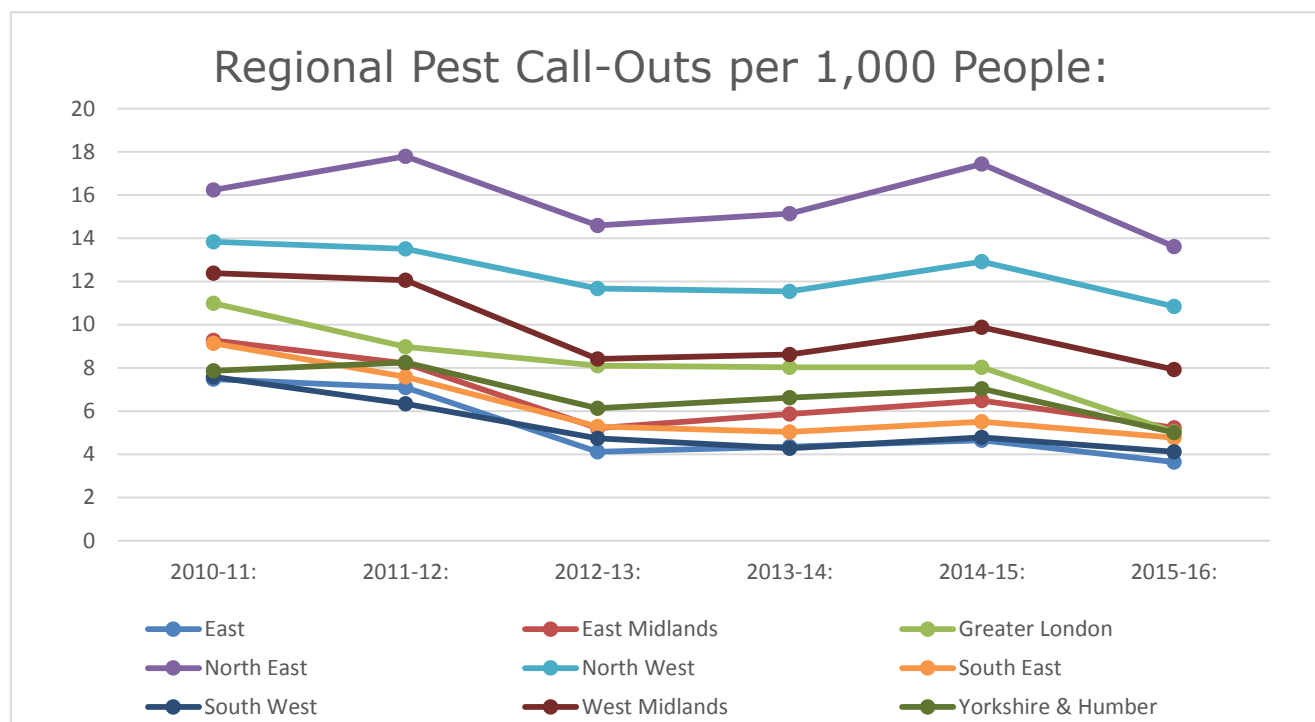


Regional differences

The North East, North West and West Midlands exceeded England's national ratio of pest call-outs per 1,000 people.

| Regional Pest Call-Outs per 1,000 People: | | | | | | |
|---|--------------|-------------|-------------|-------------|-------------|-------------|
| Region: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| East | 7.48 | 7.10 | 4.11 | 4.36 | 4.64 | 3.64 |
| East Midlands | 9.28 | 8.21 | 5.22 | 5.86 | 6.49 | 5.23 |
| Greater London | 11.00 | 8.98 | 8.10 | 8.03 | 8.02 | 5.03 |
| North East | 16.24 | 17.80 | 14.59 | 15.14 | 17.44 | 13.61 |
| North West | 13.84 | 13.52 | 11.68 | 11.54 | 12.91 | 10.84 |
| South East | 9.13 | 7.58 | 5.28 | 5.03 | 5.51 | 4.76 |
| South West | 7.58 | 6.33 | 4.73 | 4.28 | 4.78 | 4.12 |
| West Midlands | 12.39 | 12.05 | 8.41 | 8.62 | 9.88 | 7.93 |
| Yorkshire & Humber | 7.86 | 8.26 | 6.14 | 6.61 | 7.03 | 5.00 |
| England | 10.33 | 9.54 | 7.30 | 7.35 | 8.05 | 6.29 |

For the sixth year in a row, the North East was the leading region with a ratio of 13.61 pest call-outs made per 1,000. This represents a 22% decrease compared to the previous year (17.44 to 13.61) and a 24% decrease since 2011/12 (17.80 to 13.61).



Local Authority activity

Neath & Port Talbot County Borough Council, in Wales, had the highest total pest call-out rate of 29.93 per 1,000 people. This represents a 16% increase compared to the previous year (from 25.84 to 29.93).

| Top 20 LA's - Total Pest Call-Outs Per 1000 People: | | | | |
|---|----------------|-----------------------|------------------------|--------------------|
| Local Authority: | Population: | Total Pest Call-Outs: | 15-16 Per '000 People: | 12 Month % Change: |
| Neath & Port Talbot County Borough Council | 139,812 | 4,184 | 29.93 | 16% |
| Middlesbrough Borough Council | 138,412 | 3,917 | 28.30 | 5% |
| St Helens Metropolitan Borough Council | 177,612 | 4,973 | 28.00 | -12% |
| Liverpool City Council | 466,415 | 12,587 | 26.99 | 1% |
| South Tyneside Metropolitan Borough Council | 148,127 | 3,620 | 24.44 | -19% |
| Sunderland City Council | 275,150 | 6,584 | 23.93 | -9% |
| Bridgend County Borough Council | 139,178 | 3,062 | 22.00 | -4% |
| North Lanarkshire Council | 337,950 | 7,227 | 21.38 | -36% |
| Hyndburn Borough Council | 80,734 | 1,627 | 20.15 | -4% |
| Caerphilly County Borough Council | 178,806 | 3,601 | 20.14 | -8% |
| Dundee City Council | 148,834 | 2,918 | 19.61 | 6% |
| Bolton Metropolitan Borough Council | 276,786 | 5,415 | 19.56 | 0% |
| Salford Metropolitan Borough Council | 233,933 | 4,311 | 18.43 | -3% |
| Pendle Borough Council | 89,452 | 1,621 | 18.12 | -7% |
| Sandwell Metropolitan Borough Council | 308,063 | 5,532 | 17.96 | -15% |
| Stockport Metropolitan Borough Council | 283,275 | 4,925 | 17.39 | 18% |
| Hackney, London Borough of | 246,270 | 4,240 | 17.22 | -7% |
| City and County of Swansea | 239,023 | 4,027 | 16.85 | -10% |
| Newcastle-upon-Tyne, City of | 280,177 | 4,411 | 15.74 | -17% |
| Stoke-on-Trent City Council | 249,008 | 3,790 | 15.22 | -13% |

4.1.3 Budgets

It is important to note that not all Local Authorities disclosed their budget allocation for pest control services.

Some may share pest control with other regulatory services budget such as Environment Health.

Others, such as Allerdale Borough Council and the London Borough of Enfield, operate a variable budget where initial costs are offset against income generated from treating public health pests. Other LAs gave no reason for omitting this information from the FOIs.

| National Budget Allocation: | | | | | |
|-----------------------------|---------------------|---------------|--------------|----------------|------------------------------|
| Nation: | Budget Information: | Pest Service: | Total Pests: | Total Budget: | Mean Cost Per Pest Call-Out: |
| England | 169 | 247 | 337,513 | £16,303,049.77 | £48.30 |
| Northern Ireland | 1 | 2 | 5,652 | £63,900 | £11.31 |
| Scotland | 20 | 27 | 47,264 | £2,309,137 | £48.86 |
| Wales | 11 | 16 | 28,034 | £1,003,040 | £35.78 |
| UK | 201 | 292 | 418,463 | £19,679,126.77 | £47.03 |

The total reported budget allocated to UK public health pest control was **£19,679,127.77**.

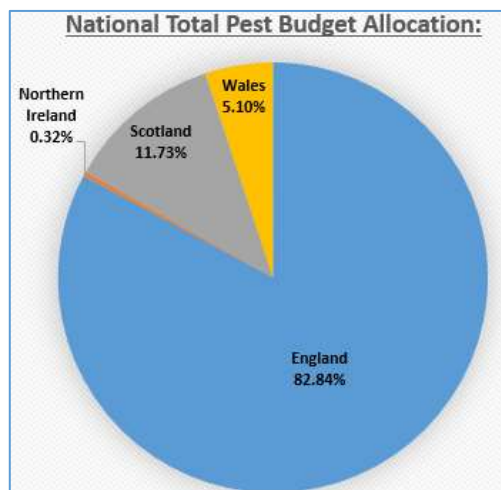
This includes the costs of treating public pests, hiring employees, providing equipment, other services and supplies. However, this figure is on the conservative side, given that only 69% of UK LAs operating a pest control service in the UK (201 out of 292) provided information on their budgets allocated under the remit of pest control.

68% of English LAs (169 out of 247) operating a pest control service provided their budgetary information allocated to pest control during 2015/16.

Based on these LAs, England spent **£16,303,049.77** towards public health pest control, accounting for 84% of total UK budget, and 83% of UK LAs (169 out of 201) that provided information on their pest control budgets.

In relation to budget allocation, the average cost for a local authority to treat a pest in the UK was calculated to be **£47.03**.

Only England and Scotland exceeded this UK average, with an average of **£48.30** and **£48.86** being spent on each pest call-out.



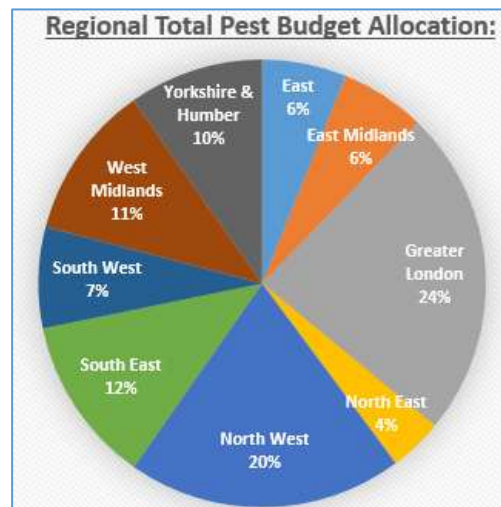
Regional differences

| Regional Budget Allocation: | | | | | |
|-----------------------------|---------------------|---------------|----------------|-----------------------|------------------------------|
| Region: | Budget Information: | Pest Service: | Total Pests: | Total Budget: | Mean Cost Per Pest Call-Out: |
| East | 19 | 27 | 20,183 | £994,552.19 | £49.28 |
| East Midlands | 20 | 29 | 23,884 | £1,001,325.00 | £41.92 |
| Greater London | 14 | 23 | 42,048 | £3,868,562.00 | £92.00 |
| North East | 6 | 12 | 35,376 | £628,809.00 | £17.78 |
| North West | 24 | 33 | 78,475 | £3,242,134.72 | £41.31 |
| South East | 37 | 54 | 39,298 | £1,966,716.00 | £50.05 |
| South West | 19 | 28 | 23,404 | £1,189,614.86 | £50.83 |
| West Midlands | 17 | 25 | 48,347 | £1,820,708.00 | £37.66 |
| Yorkshire & Humber | 13 | 16 | 26,498 | £1,590,628.00 | £60.03 |
| ENGLAND: | 169 | 247 | 337,513 | £16,303,049.77 | £48.30 |

Within the English regions, Greater London spent **£3,868,562** - the largest of any of the English regions - and accounted for 24% of England's total budget towards public health pest control.

This figure was based on the 61% of LAs in Greater London (14 out of 23 LAs) offering a pest control service, and who provided their budgetary information allocated to pest control.

Greater London also accounted for the greatest average cost per pest call-out with £92 being spent across the LAs that offered a pest control service and provided information on their budgets (13 out of 23 LAs).



Local Authority budgets vs activity

However, despite Greater London being the leading region for average cost per pest-call-out, Blaenau Gwent County Borough Council, in Wales, had the greatest average cost per pest call-out with £697.67 associated with each pest call-out.

| Top 20 LA's - Average Pest Call-Out Cost: | | | | |
|---|---------------|-----------------------|--------------------|-----------------------------|
| Local Authority: | Population: | Total Pest Call-Outs: | Budget Allocation: | Average Pest Call-Out Cost: |
| Blaenau Gwent County Borough Council | 69,814 | 86 | £60,000 | £697.67 |
| Highland Council | 232,950 | 440 | £282,262 | £641.50 |
| Kensington & Chelsea, Royal Borough of | 157,700 | 961 | £381,400 | £396.88 |
| Richmondshire District Council | 51,965 | 547 | £180,000 | £329.07 |
| Gloucester City Council | 121,900 | 389 | £121,688 | £312.82 |
| Allerdale Borough Council | 96,422 | 145 | £37,950 | £261.72 |
| Tonbridge and Malling Borough Council | 120,805 | 102 | £25,892 | £253.84 |
| Tower Hamlets, London Borough of | 284,000 | 3,535 | £762,636 | £215.74 |
| Corby Borough Council | 66,900 | 405 | £81,974 | £202.40 |
| Dumfries and Galloway Council | 149,670 | 764 | £147,000 | £192.41 |
| Watford Borough Council | 90,301 | 972 | £184,830 | £190.15 |
| Lewes District Council | 94,723 | 626 | £112,200 | £179.23 |
| Harrogate Borough Council | 157,869 | 1,199 | £208,000 | £173.48 |
| East Riding of Yorkshire Council | 336,685 | 1,526 | £262,920 | £172.29 |
| West Lothian Council | 175,990 | 917 | £155,911 | £170.02 |
| Southampton Council | 236,882 | 1,071 | £180,000 | £168.07 |
| Newcastle-under-Lyme Borough Council | 123,900 | 1,290 | £207,739 | £161.04 |
| Brighton and Hove Council | 273,369 | 997 | £158,000 | £158.48 |
| Hackney, London Borough of | 246,270 | 4,240 | £655,864 | £154.68 |
| Coventry City Council | 345,400 | 3,061 | £457,448 | £149.44 |

4.2 Ants

The most common ant that infests houses and buildings is the Black Garden Ant. Ant colonies can hold up to a half a million ants and pose many risks if they are allowed to invade properties including bites, stings and venom which can cause swelling and rashes in people. Other ants such as Pharaoh Ants can be carriers of harmful bacteria such as salmonella that can infect the general public with fatal infections

4.2.1 National total

The total number of ant call-outs across the UK amounted to 16,464 and accounted for 4% of total pest call-outs made during 2015/16. This represented an 8% decrease compared to the previous year (from 17,890 to 16,464) and a 7% decrease since 2011/12 (from 17,763 to 16,464).

| National No. of Total Ant Call-Outs: | | | | | | |
|--------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Nation: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| England | 17,789 | 13,655 | 16,902 | 13,544 | 12,972 | 10,599 |
| Northern Ireland | 9 | 17 | 11 | 12 | 4 | 6 |
| Scotland | 4,935 | 3,469 | 5,080 | 6,376 | 4,352 | 5,414 |
| Wales | 516 | 622 | 778 | 583 | 562 | 445 |
| UK | 23,249 | 17,763 | 22,771 | 20,515 | 17,890 | 16,464 |

If the number of staff available to deal with public health pest control enquiries continues to decrease, then we can expect the total number of ant call-outs to be reduced by 2% (from 16,464 to 16,195) during 2016/17.

4.2.2 Relative to population

The UK ratio of ant call-outs made per 1,000 people was 0.26, representing a 7% decrease compared to the previous year and since 2011/12 (from 0.28 to 0.26).

| National Ant Call-Outs per 1,000 People: | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|-------------|
| Nation: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| England | 0.33 | 0.26 | 0.32 | 0.25 | 0.24 | 0.20 |
| Northern Ireland | 0.01 | 0.01 | 0.01 | 0.01 | 0.00 | 0.00 |
| Scotland | 0.94 | 0.66 | 0.97 | 1.22 | 0.82 | 1.02 |
| Wales | 0.17 | 0.20 | 0.25 | 0.19 | 0.18 | 0.14 |
| UK | 0.37 | 0.28 | 0.36 | 0.32 | 0.28 | 0.26 |

Scotland exceeded the national rate of ant call-outs made per 1,000 people and has maintained the highest ant call-out rate of 1.02 per 1,000 for the past six years.

Compared to the previous year, this represents a 24% increase (from 0.82 to 1.02) and a 55% increase since 2011/12 (from 0.66 to 1.02).

Although Scotland's FTE PCO staff have remained stable in comparison to last year, it seems Scotland made ant call-outs a priority during 2015/16 year.

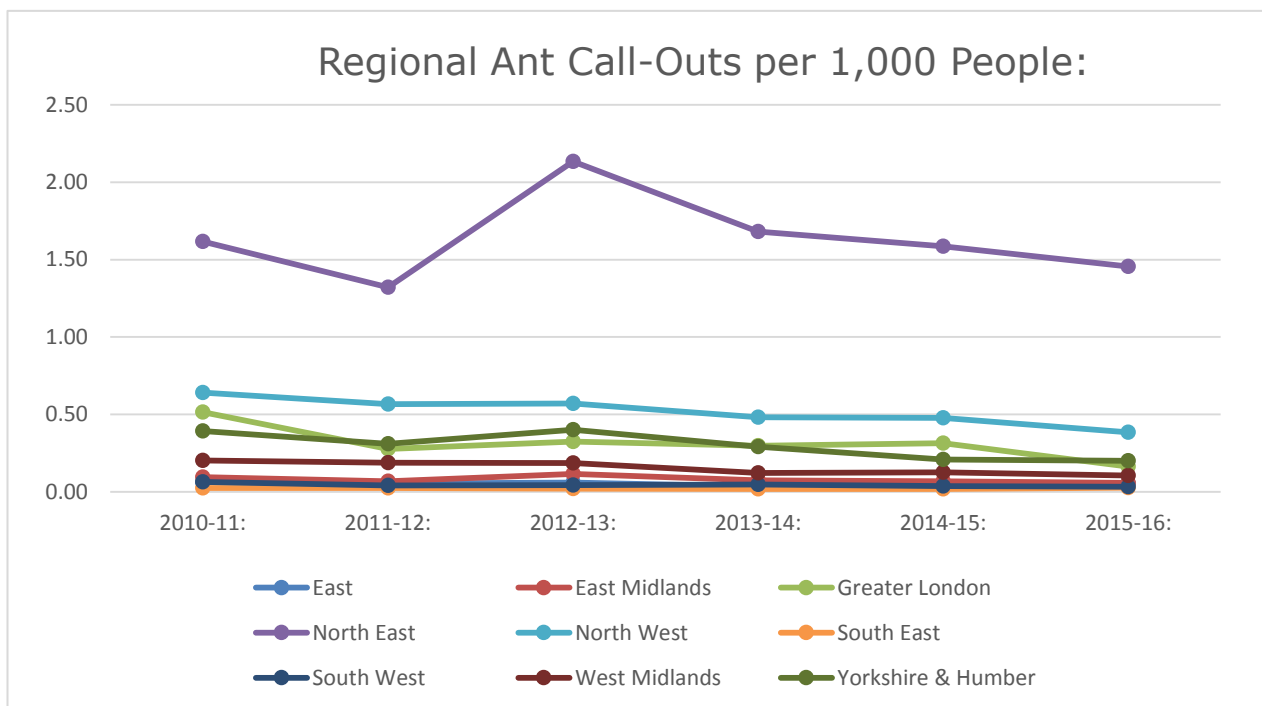
Furthermore, England had a rate of 0.20 ant call-outs made per 1,000. This represents a decrease of 17% compared to the previous year (from 0.24 to 0.20) and a 23% decrease since 2011/12 (from 0.26 to 0.20).

4.2.3 Regional Differences

| Regional Ant Call-Outs per 1,000 People: | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|-------------|
| Region: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| East | 0.06 | 0.05 | 0.06 | 0.03 | 0.04 | 0.05 |
| East Midlands | 0.09 | 0.07 | 0.12 | 0.07 | 0.07 | 0.06 |
| Greater London | 0.52 | 0.28 | 0.32 | 0.30 | 0.31 | 0.16 |
| North East | 1.62 | 1.32 | 2.13 | 1.68 | 1.59 | 1.46 |
| North West | 0.64 | 0.57 | 0.57 | 0.48 | 0.48 | 0.38 |
| South East | 0.02 | 0.02 | 0.02 | 0.02 | 0.02 | 0.03 |
| South West | 0.06 | 0.04 | 0.04 | 0.05 | 0.04 | 0.03 |
| West Midlands | 0.20 | 0.19 | 0.19 | 0.12 | 0.13 | 0.11 |
| Yorkshire & Humber | 0.39 | 0.31 | 0.40 | 0.29 | 0.21 | 0.20 |
| England | 0.33 | 0.26 | 0.32 | 0.25 | 0.24 | 0.20 |

In England, the North East, North West and Yorkshire & Humber exceeded the national ratio of ant call-outs per 1,000 people.

For the sixth year in a row, the North East was the leading region with a rate of 1.46 ant call-outs made per 1,000. This represents an 8% decrease compared to the previous year (from 1.59 to 1.46) but an 11% increase since 2011/12 (from 1.32 to 1.46).



4.2.4 Local Authority Activity

South Tyneside Metropolitan Borough Council had the highest ratio of ant call-outs per 1,000 people with a rate of 6.44. This represents a 17% decrease compared to the previous year (from 7.80 to 6.44).

| Top 20 LA's - Total Ant Call-Outs Per 1000 People: | | | | |
|--|----------------|----------------------|------------------------|---------------------|
| Local Authority: | Population: | Total Ant Call-Outs: | 15-16 Per '000 People: | 12 Month % Change: |
| South Tyneside Metropolitan Borough Council | 148,127 | 954 | 6.44 | -17% |
| Clackmannanshire Council | 51,442 | 198 | 3.85 | 15% |
| Fife Council | 365,020 | 1,376 | 3.77 | 68% |
| North Lanarkshire Council | 337,950 | 1,239 | 3.67 | 28% |
| Dundee City Council | 148,834 | 480 | 3.23 | 0% |
| South Ayrshire Council | 112,000 | 340 | 3.04 | 72% |
| Middlesbrough Borough Council | 138,412 | 414 | 2.99 | 68% |
| Northumberland County Council | 316,028 | 729 | 2.31 | -17% |
| Gateshead Metropolitan Borough Council | 200,214 | 440 | 2.20 | -4% |
| Hackney, London Borough of | 246,270 | 480 | 1.95 | -24% |
| Newcastle-upon-Tyne, City of | 280,177 | 547 | 1.95 | -22% |
| Bolton Metropolitan Borough Council | 276,786 | 525 | 1.90 | -13% |
| Wigan Metropolitan Borough Council | 317,849 | 601 | 1.89 | -17% |
| South Lanarkshire Council | 311,880 | 559 | 1.79 | 5% |
| North Ayrshire Council | 136,020 | 202 | 1.49 | -17% |
| Great Yarmouth Borough Council | 97,277 | 145 | 1.49 | No Data for 2014-15 |
| Stirling Council | 89,850 | 124 | 1.38 | 26% |
| Moray Council | 87,720 | 102 | 1.16 | 20% |
| Stoke-on-Trent City Council | 249,008 | 279 | 1.12 | -29% |
| Richmondshire District Council | 51,965 | 54 | 1.04 | 17% |

4.3 Bedbugs

Bedbugs are small insects that feed exclusively on blood. They can often be found in small cracks and crevices in and around beds. While bedbugs are not dangerous and don't spread any diseases, they can cause irritations and reactions to bites which can prove to be stressful for people to deal with.

4.3.1 National total

Bedbug call-outs have seen a decline over the past couple of years. Overall there were 11,829 bedbug call-outs reported across the UK in 2015/16, accounting for 3% of total pest call-outs within the UK. This represents a 24% decrease compared to the previous year (from 15,605 to 11,829) and a 20% decrease since 2011/12 (from 14,847 to 11,829).

| National No. of Total Bedbug Call-Outs: | | | | | | |
|---|----------|----------|----------|----------|----------|----------|
| Nation: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| England | 12,896 | 14,156 | 15,003 | 15,060 | 14,527 | 10,512 |
| Northern Ireland | 67 | 103 | 117 | 209 | 110 | 127 |
| Scotland | 498 | 333 | 827 | 907 | 615 | 888 |
| Wales | 237 | 255 | 357 | 393 | 353 | 302 |
| UK | 13,698 | 14,847 | 16,304 | 16,569 | 15,605 | 11,829 |

Northern Ireland and Scotland experienced increases in bedbug call-outs over the previous year. Scotland experienced the highest increase of 44% compared to the previous year (from 615 to 888) in the total number of bedbug call-outs made across Scottish LAs operating a pest control service (27 out of 32).

4.3.2 Relative to population

The UK ratio of bedbug call-outs made per 1,000 people was 0.19, representing a decrease of 21% compared to the previous year (from 0.24 to 0.19) and a 17% decrease since 2011/12 (from 0.23 to 0.19).

| National Bedbug Call-Outs per 1,000 People: | | | | | | |
|---|----------|----------|----------|----------|----------|----------|
| Nation: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| England | 0.24 | 0.26 | 0.28 | 0.28 | 0.27 | 0.20 |
| Northern Ireland | 0.04 | 0.06 | 0.07 | 0.12 | 0.06 | 0.07 |
| Scotland | 0.10 | 0.06 | 0.16 | 0.17 | 0.12 | 0.17 |
| Wales | 0.08 | 0.08 | 0.12 | 0.13 | 0.11 | 0.10 |
| UK | 0.22 | 0.23 | 0.26 | 0.26 | 0.24 | 0.19 |

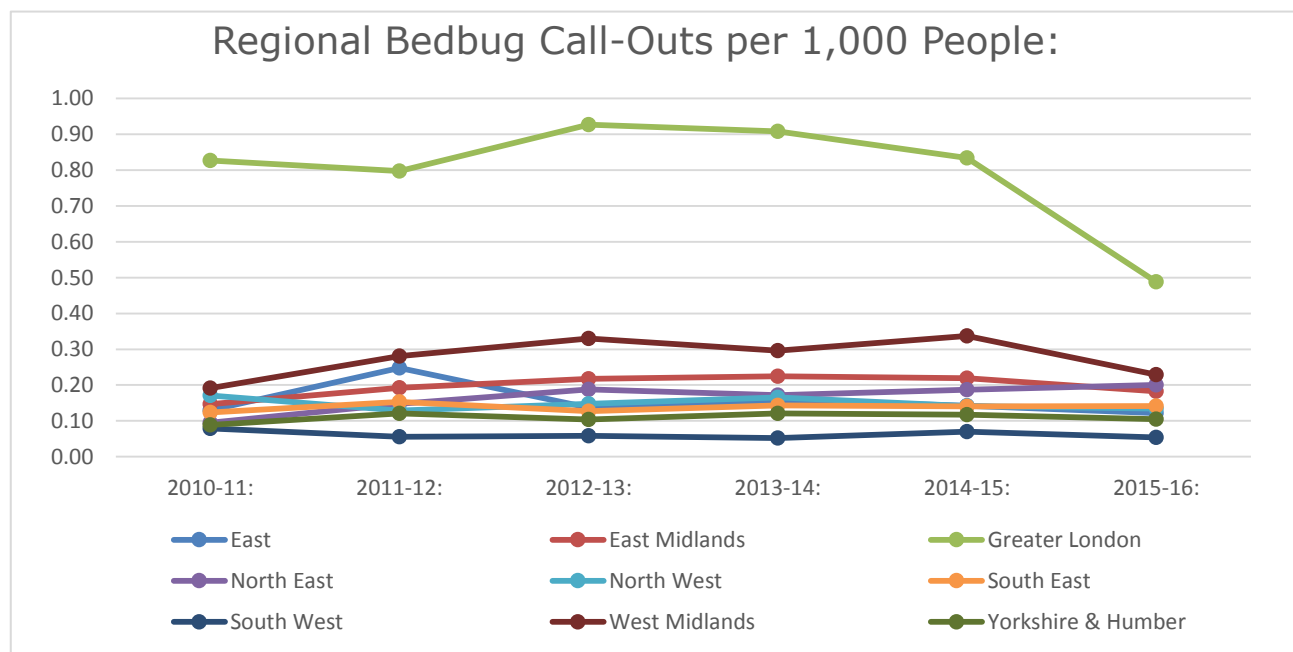
England exceeded the UK average rate of bedbug call-outs with a rate of 0.20 per 1,000 people - a record that they have maintained for the past six years.

This represented a 26% decrease compared to the previous year (from 0.27 to 0.20), and a 23% decrease since 2011/12 (from 0.26 to 0.20). The decrease in lower bedbug call-outs is thought to be attributed to the shrinking of the FTE PCO staff team that make bedbug investigations across England.

4.3.3 Regional Differences

Just three English regions - Greater London, North East, and the West Midlands - exceeded the national rate of bedbug call-outs per 1,000 people. For the sixth year in a row, Greater London was the leading region with a ratio of 0.49 per 1,000 - representing a 41% decrease compared to the previous year (from 0.83 to 0.49) and a 39% decrease since 2011/12 (from 0.80 to 0.49).

| Regional Bedbug Call-Outs per 1,000 People: | | | | | | |
|---|----------|----------|----------|----------|----------|----------|
| Region: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| East | 0.13 | 0.25 | 0.14 | 0.16 | 0.14 | 0.12 |
| East Midlands | 0.15 | 0.19 | 0.22 | 0.22 | 0.22 | 0.18 |
| Greater London | 0.83 | 0.80 | 0.93 | 0.91 | 0.83 | 0.49 |
| North East | 0.09 | 0.15 | 0.19 | 0.17 | 0.19 | 0.20 |
| North West | 0.17 | 0.13 | 0.15 | 0.17 | 0.14 | 0.13 |
| South East | 0.12 | 0.15 | 0.13 | 0.14 | 0.14 | 0.14 |
| South West | 0.08 | 0.06 | 0.06 | 0.05 | 0.07 | 0.05 |
| West Midlands | 0.19 | 0.28 | 0.33 | 0.30 | 0.34 | 0.23 |
| Yorkshire & Humber | 0.09 | 0.12 | 0.10 | 0.12 | 0.12 | 0.10 |
| England | 0.24 | 0.26 | 0.28 | 0.28 | 0.27 | 0.20 |



4.3.4 Local Authority activity

Tower Hamlets was found to have the highest ratio of bedbug call-outs made per 1,000 people with a rate of 2.80, representing a 21% decrease compared to the previous year (from 3.53 to 2.80).

| Top 20 LA's - Total Bedbug Callouts Per 1000 People: | | | | |
|--|----------------|-------------------------|------------------------|--------------------|
| Local Authority: | Population: | Total Bedbug Call-Outs: | 15-16 Per '000 People: | 12 Month % Change: |
| Tower Hamlets, London Borough of | 284,000 | 796 | 2.80 | -21% |
| Hackney, London Borough of | 246,270 | 399 | 1.62 | 21% |
| Lambeth, London Borough of | 303,086 | 395 | 1.30 | 10% |
| Hammersmith & Fulham, London Borough of | 182,493 | 213 | 1.17 | -7% |
| Greenwich, London Borough of | 254,557 | 270 | 1.06 | -10% |
| Leicester City Council | 337,653 | 355 | 1.05 | -7% |
| Slough Borough Council | 140,205 | 144 | 1.03 | 40% |
| Haringey, London Borough of | 254,926 | 255 | 1.00 | -18% |
| Cambridge City Council | 123,867 | 117 | 0.94 | -16% |
| Ealing, London Borough of | 338,449 | 302 | 0.89 | -10% |
| Islington, London Borough of | 206,125 | 182 | 0.88 | -19% |
| Wolverhampton City Council | 249,470 | 219 | 0.88 | -34% |
| Oxford City Council | 159,600 | 127 | 0.80 | 179% |
| Watford Borough Council | 90,301 | 72 | 0.80 | -15% |
| Derby City Council | 248,752 | 196 | 0.79 | -21% |
| Redbridge, London Borough of | 278,970 | 213 | 0.76 | 11% |
| Waltham Forest, London Borough of | 258,249 | 192 | 0.74 | 4% |
| Sandwell Metropolitan Borough Council | 308,063 | 226 | 0.73 | 2% |
| Hounslow, London Borough of | 253,957 | 162 | 0.64 | 27% |
| Coventry City Council | 345,400 | 205 | 0.59 | -6% |

4.4 Birds

Bird problems often include fouling (deposits on buildings, machinery, or walkways), aggressive behaviour, nesting in or around buildings, noise and ground noising.

Bird control is becoming more of a specialist area of pest control services in the UK that can be extremely costly for LAs to administer. This could help explain why only 28% of LAs operating a pest control service (83 out of 292) investigated bird call-outs as part of their core pest control services.

4.4.1 National total

Overall, there was a total of 3,799 bird call-outs reported to the 292 LAs operating a pest control service throughout the UK, during 2015/16.

This accounted for 1% of total pest call-outs across all UK LAs operating a pest control service, represented a 10% increase compared to the previous year (from 3,461 to 3,799) and a 1% decrease since 2011/12 (from 3,849 to 3,799).

Scotland and Wales saw increases in the total number of bird call-outs. Wales saw the greatest increase of 48% over the previous year (from 31 to 46) for LAs operating a pest control service (16 out of 22).

However, Scotland was the leading nation of total bird call-outs with 1,864 reported by Scottish LAs operating a pest control service (27 out of 32) throughout 2015/16.

This figure accounted for 49% of total bird call-outs across the UK and represented 11% of Scotland's total pest call-outs. The figure represented a 25% increase compared to the previous year (from 1,486 to 1,864) and a 11% since 2011/12 (from 1,684 to 1,864).

| National No. of Total Bird Call-Outs: | | | | | | |
|--|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Nation: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| England | 2,412 | 1,924 | 2,525 | 2,219 | 1,903 | 1,849 |
| Northern Ireland | 33 | 122 | 48 | 64 | 41 | 40 |
| Scotland | 1,318 | 1,684 | 1,272 | 1,335 | 1,486 | 1,864 |
| Wales | 23 | 119 | 76 | 137 | 31 | 46 |
| UK | 3,786 | 3,849 | 3,921 | 3,755 | 3,461 | 3,799 |

England and Northern Ireland saw decreases in the total number of bird call-outs over the previous year.

Of the English LAs operating a pest control service (247 out of 325), bird call-outs in England totalled 1,849, accounting for 49% of total bird call-outs across the UK and 1% of England's total pest call-outs.

This represents a 3% decrease compared to the previous year (from 1,903 to 1,849) and a 4% decrease since 2011/12 (from 1,924 to 1,849).

4.4.2 Relative to population

The UK ratio of bird call-outs made per 1,000 people was 0.06. This represented a 20% increase compared to the previous year (from 0.05 to 0.06) and no change since 2011/12.

| National Bird Call-Outs per 1,000 People: | | | | | | |
|--|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Nation: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| England | 0.05 | 0.04 | 0.05 | 0.04 | 0.04 | 0.03 |
| Northern Ireland | 0.02 | 0.07 | 0.03 | 0.04 | 0.02 | 0.02 |
| Scotland | 0.25 | 0.32 | 0.24 | 0.26 | 0.28 | 0.35 |
| Wales | 0.01 | 0.04 | 0.02 | 0.04 | 0.01 | 0.01 |
| UK | 0.06 | 0.06 | 0.06 | 0.06 | 0.05 | 0.06 |

Scotland was the only nation to exceed the national rate of bird call-outs made per 1,000 people.

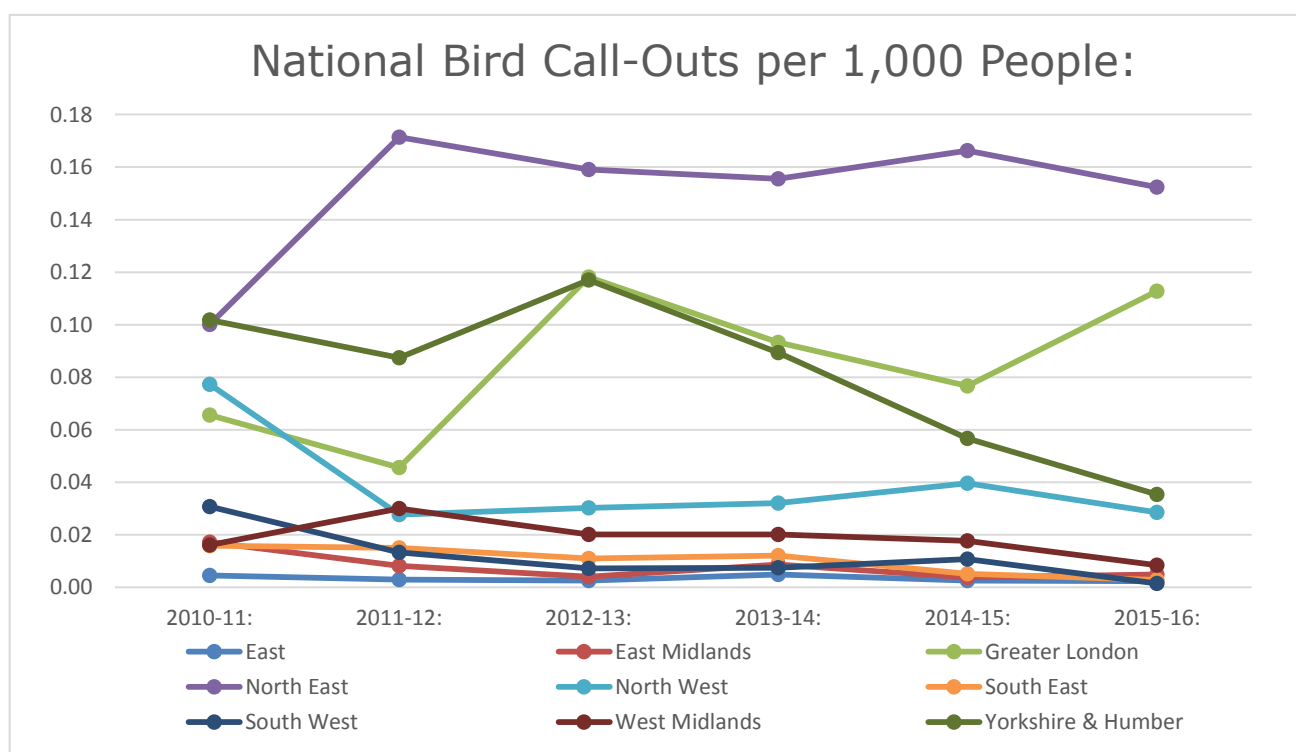
The nation's call-out rate of 0.35 per 1,000 people represents a 25% increase (from 0.28 to 0.35) compared to the previous year and a 9% increase since 2011/12 (from 0.32 to 0.35).

England had a rate of 0.03 bird call-outs made per 1,000 people. This represents a 25% decrease compared to the previous year and since 2011/12 (from 0.04 to 0.03).

4.4.3 Regional differences

Just three English regions - Greater London, North East, and Yorkshire & Humber - exceeded the national ratio of bird call-outs per 1,000 people. For the sixth year in a row, the North East was the leading region of bird call-outs with a rate per 1,000 of 0.15. This represented a 12% decrease compared to the previous year and since 2011/12 (from 0.17 to 0.15).

| Regional Bird Call-Outs per 1,000 People: | | | | | | |
|---|----------|----------|----------|----------|----------|----------|
| Region: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| East | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| East Midlands | 0.02 | 0.01 | 0.00 | 0.01 | 0.00 | 0.00 |
| Greater London | 0.07 | 0.05 | 0.12 | 0.09 | 0.08 | 0.11 |
| North East | 0.10 | 0.17 | 0.16 | 0.16 | 0.17 | 0.15 |
| North West | 0.08 | 0.03 | 0.03 | 0.03 | 0.04 | 0.03 |
| South East | 0.02 | 0.01 | 0.01 | 0.01 | 0.01 | 0.00 |
| South West | 0.03 | 0.01 | 0.01 | 0.01 | 0.01 | 0.00 |
| West Midlands | 0.02 | 0.03 | 0.02 | 0.02 | 0.02 | 0.01 |
| Yorkshire & Humber | 0.10 | 0.09 | 0.12 | 0.09 | 0.06 | 0.04 |
| England | 0.05 | 0.04 | 0.05 | 0.04 | 0.04 | 0.03 |



4.4.3 Local Authority activity

Angus Council had the highest ratio of bird call-outs with a rate of 3.86 per 1,000 people - a 47% increase compared to the previous year (from 2.63 to 3.86).

| Top 20 LA's - Total Bird Call-Outs Per 1000 People: | | | | |
|---|----------------|-----------------------|------------------------|---------------------|
| Local Authority: | Population: | Total Bird Call-Outs: | 15-16 Per '000 People: | 12 Month % Change: |
| Angus Council | 115,978 | 448 | 3.86 | 47% |
| Aberdeen City Council | 227,793 | 397 | 1.74 | No Data for 2014-15 |
| Dundee City Council | 148,834 | 209 | 1.40 | 42% |
| East Lothian Council | 97,500 | 98 | 1.01 | -20% |
| Wandsworth, London Borough of | 315,945 | 254 | 0.80 | 110% |
| Camden, London Borough of | 220,338 | 168 | 0.76 | No Data for 2014-15 |
| East Ayrshire Council | 120,240 | 86 | 0.72 | -33% |
| Hackney, London Borough of | 246,270 | 176 | 0.71 | 23% |
| Shetland Islands Council | 23,200 | 16 | 0.69 | 10% |
| Middlesbrough Borough Council | 138,412 | 92 | 0.66 | 61% |
| South Tyneside Metropolitan Borough Council | 148,127 | 96 | 0.65 | 26% |
| West Dunbartonshire Council | 90,570 | 56 | 0.62 | -22% |
| South Lanarkshire Council | 311,880 | 193 | 0.62 | -18% |
| Edinburgh, City of | 495,360 | 276 | 0.56 | -20% |
| Lambeth, London Borough of | 303,086 | 151 | 0.50 | -23% |
| Islington, London Borough of | 206,125 | 101 | 0.49 | No Data for 2014-15 |
| Clackmannanshire Council | 51,442 | 21 | 0.41 | -28% |
| South Ayrshire Council | 112,000 | 41 | 0.37 | -4% |
| Newcastle-upon-Tyne, City of | 280,177 | 98 | 0.35 | -36% |
| Sheffield City Council | 552,698 | 162 | 0.29 | 62% |

4.5 Cockroaches

When foraging for food or water, cockroaches such as the 'Britain Oriental' and 'German Cockroaches' can contaminate food, utensils and preparation surfaces.

They carry organisms that cause food poisoning in humans (such as Salmonella) and can cause obnoxious smells other pathogens including Staphylococcus, Streptococcus and coliforms.

4.5.1 National total

Overall, there was a total of 5,904 call-outs for cockroaches made to the 292 LAs operating a pest control service throughout the UK during 2015/16.

| National Total Cockroach Call-Outs: | | | | | | |
|-------------------------------------|---------------|---------------|---------------|--------------|--------------|--------------|
| Nation: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| England | 16,699 | 11,909 | 11,542 | 9,265 | 8,961 | 5,353 |
| Northern Ireland | 52 | 37 | 39 | 36 | 32 | 21 |
| Scotland | 175 | 104 | 612 | 533 | 127 | 458 |
| Wales | 291 | 141 | 104 | 128 | 80 | 72 |
| UK | 17,217 | 12,191 | 12,297 | 9,962 | 9,200 | 5,904 |

This accounted for 1% of total UK pest-callouts, represents a 36% decrease compared to the previous year (from 9,200 to 5,904) and a 52% decrease since 2011/12.

If the number of staff available to deal with public health pest control enquiries continues to decrease, then we can expect the total number of cockroach call-outs to be reduced by 26% (from 5,904 to 4,341) during 2016/17.

Scotland was the only nation which experienced an increase of cockroach call-outs compared to the previous year with a 261% increase (from 127 to 458) among LAs operating a pest control service (27 out of 32).

English LAs operating a pest control service (247 out of 325) reported a total of 5,353 cockroach call-outs.

This represented 91% of total UK cockroach call-outs and a 2% of England's total pest call-outs. This represented the largest decrease of 40% compared to the previous year (from 8,961 to 5,353) and a 55% decrease since 2011/12 (from 11,909 to 5,353).

4.5.2 Relative to population

The UK ratio of cockroach call-outs made per 1,000 people was 0.09. This represented a 36% decrease compared to the previous year (from 0.14 to 0.09) and a 53% decrease since 2011/12 (from 0.19 to 0.09).

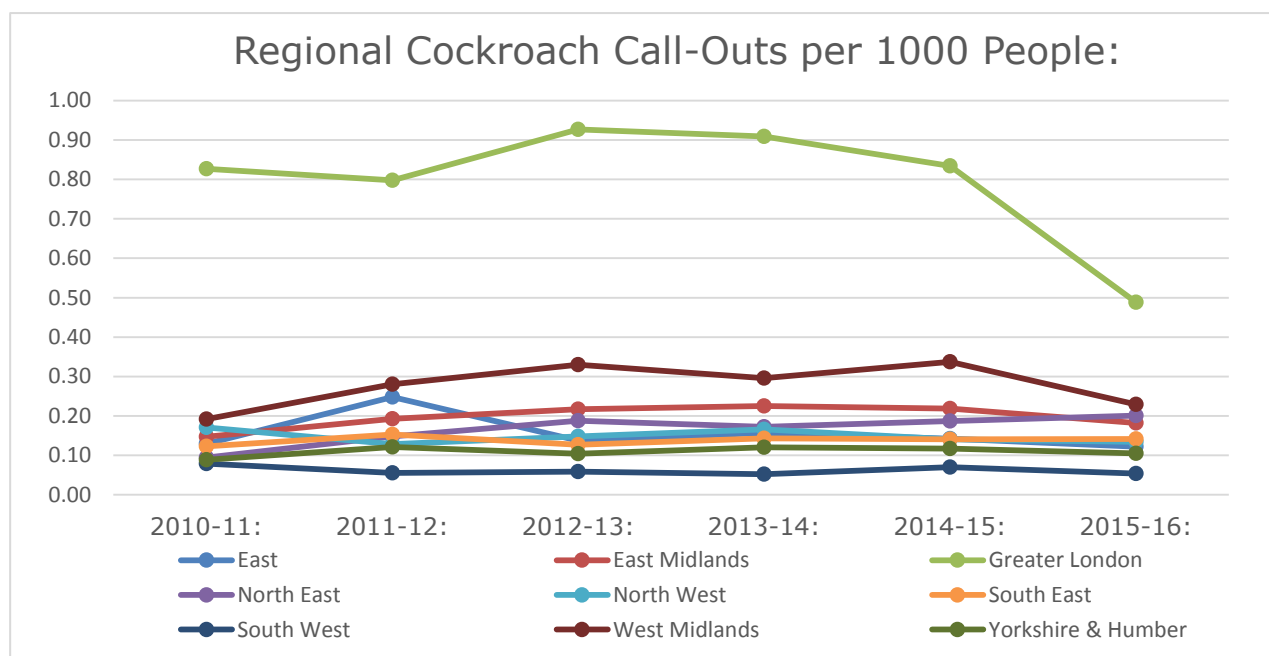
| National Cockroach Call-Outs per 1,000 People: | | | | | | |
|---|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Nation: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| England | 0.31 | 0.22 | 0.22 | 0.17 | 0.17 | 0.10 |
| Northern Ireland | 0.03 | 0.02 | 0.02 | 0.02 | 0.02 | 0.01 |
| Scotland | 0.03 | 0.02 | 0.12 | 0.10 | 0.02 | 0.09 |
| Wales | 0.09 | 0.05 | 0.03 | 0.04 | 0.03 | 0.02 |
| UK | 0.27 | 0.19 | 0.19 | 0.16 | 0.14 | 0.09 |

4.5.3 Regional differences

Just two English regions - Greater London and the North West region - exceeded the national ratio of cockroach call-outs per 1,000 people.

For the sixth year in a row, Greater London was the leading region with a ratio of 0.36 cockroach call-outs made per 1,000 people. This represented a 45% decrease over the previous year (from 0.66 to 0.36) and a 57% decrease since 2011/12 (from 0.83 to 0.36).

| Regional Cockroach Call-Outs per 1,000 People: | | | | | | |
|--|----------|----------|----------|----------|----------|----------|
| Region: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| East | 0.06 | 0.16 | 0.05 | 0.04 | 0.05 | 0.02 |
| East Midlands | 0.20 | 0.15 | 0.07 | 0.06 | 0.05 | 0.03 |
| Greater London | 1.35 | 0.83 | 0.93 | 0.71 | 0.66 | 0.36 |
| North East | 0.12 | 0.11 | 0.11 | 0.09 | 0.09 | 0.07 |
| North West | 0.26 | 0.15 | 0.19 | 0.17 | 0.16 | 0.13 |
| South East | 0.06 | 0.06 | 0.03 | 0.03 | 0.03 | 0.03 |
| South West | 0.02 | 0.02 | 0.02 | 0.02 | 0.02 | 0.01 |
| West Midlands | 0.17 | 0.16 | 0.14 | 0.12 | 0.15 | 0.09 |
| Yorkshire & Humber | 0.06 | 0.07 | 0.07 | 0.04 | 0.04 | 0.03 |
| England | 0.31 | 0.22 | 0.22 | 0.17 | 0.17 | 0.10 |



4.5.4 Local Authority activity

The London Borough of Hackney was also found to have the highest ratio of cockroach call-outs made with a rate of 2.29 per 1,000 people. This represented an 8% increase compared to the previous year (from 2.13 to 2.29).

| Top 20 LA's - Total Cockroach Call-Outs Per 1000 People: | | | | |
|--|----------------|----------------------------|------------------------|---------------------|
| Local Authority: | Population: | Total Cockroach Call-Outs: | 15-16 Per '000 People: | 12 Month % Change: |
| Hackney, London Borough of | 246,270 | 565 | 2.29 | 8% |
| Haringey, London Borough of | 254,926 | 356 | 1.40 | -9% |
| Tower Hamlets, London Borough of | 284,000 | 385 | 1.36 | -19% |
| Camden, London Borough of | 220,338 | 274 | 1.24 | -5% |
| Manchester City Council | 503,127 | 545 | 1.08 | -18% |
| Greenwich, London Borough of | 254,557 | 217 | 0.85 | -19% |
| Lambeth, London Borough of | 303,086 | 250 | 0.82 | -4% |
| Hammersmith & Fulham, London Borough of | 182,493 | 108 | 0.59 | -28% |
| City of Glasgow | 598,830 | 330 | 0.55 | No Data for 2014-15 |
| Oldham Metropolitan Borough Council | 224,897 | 92 | 0.41 | 6% |
| Ealing, London Borough of | 338,449 | 138 | 0.41 | -24% |
| Wandsworth, London Borough of | 315,945 | 123 | 0.39 | 50% |
| Slough Borough Council | 140,205 | 55 | 0.39 | -7% |
| Waltham Forest, London Borough of | 258,249 | 92 | 0.36 | 3% |
| Redbridge, London Borough of | 278,970 | 97 | 0.35 | -44% |
| Newcastle-upon-Tyne, City of | 280,177 | 96 | 0.34 | -26% |
| Stockport Metropolitan Borough Council | 283,275 | 84 | 0.30 | 18% |
| Birmingham City Council | 1,085,400 | 283 | 0.26 | -56% |
| Hounslow, London Borough of | 253,957 | 65 | 0.26 | -20% |
| Leicester City Council | 337,653 | 85 | 0.25 | -50% |

4.6 Other Insects

There are a number of other insect pest species that could have featured in the national survey such as beetles, fleas, flies, lice and moths. However, in order to accommodate the varying styles that local authorities make reports, such insects were grouped into one section called "other insects".

4.6.1 National total

Overall there were 32,570 other insect call-outs made by UK LAs operating a pest control service (292 out of 364) during 2015-2016, accounting for 8% of all UK pest call-outs.

The total number of other insect call-outs decrease by 15% compared to the previous year (from 38,378 to 32,570), but a 13% decrease since 2011-2012 (from 37,442 to 32,570).

Interestingly, if these oscillating trends continue, we can expect to observe a 9% increase in the total number of other insect call-outs (from 32,570 to 35,631) made during next year.

The English LAs offering a pest control service (247 out of 325) reported a total of 23,272 during the 2015/16 financial year.

This accounted for 72% of the UK's other insect call-outs and 7% of England's total pest call-outs. This represented a 18% decrease compared to the previous year (from 28,521 to 23,272) and a 11% decrease since 2011-2012 (from 26,045 to 23,272).

| National Total Other Insect Call-Outs: | | | | | | |
|---|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Nation: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| England | 26,351 | 26,045 | 26,927 | 27,203 | 28,521 | 23,272 |
| Northern Ireland | 218 | 1,589 | 364 | 296 | 330 | 122 |
| Scotland | 7,933 | 7,617 | 8,793 | 8,794 | 7,001 | 7,636 |
| Wales | 1,404 | 2,191 | 2,799 | 2,620 | 2,526 | 1,540 |
| UK | 35,906 | 37,442 | 38,883 | 38,913 | 38,378 | 32,570 |

Scotland was the only nation to see an increase in other insect call-outs compared to the previous year with the total number made to LAs operating a pest control service rising by 9%.

England, Northern Ireland and Wales saw decreases in the total number of other insect call-outs in comparison to the previous year. Northern Ireland saw the greatest decrease of 63% (from 330 to 122).

4.6.2 Relative to population

The UK ratio of other insect call-outs was found to be 0.51, representing a 15% decrease compared to the previous year (from 0.60 to 0.51) and a 14% decrease since 2011/12 (from 0.59 to 0.51).

| National Other Insect Call-Outs per 1,000 People: | | | | | | |
|--|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Nation: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| England | 0.49 | 0.49 | 0.50 | 0.51 | 0.53 | 0.43 |
| Northern Ireland | 0.12 | 0.88 | 0.20 | 0.16 | 0.17 | 0.07 |
| Scotland | 1.52 | 1.46 | 1.68 | 1.68 | 1.32 | 1.44 |
| Wales | 0.46 | 0.72 | 0.91 | 0.86 | 0.82 | 0.50 |
| UK | 0.56 | 0.59 | 0.61 | 0.61 | 0.60 | 0.51 |

Of the home nations, only Scotland exceeded the UK average rate of other insect call-outs made per 1,000 people.

On the other hand, England undertook 0.43 other insect call-outs per 1,000 people. This represented a 19% decrease compared to the previous year (from 0.53 to 0.43), and a 12% decrease since 2011/12 (from 0.49 to 0.43).

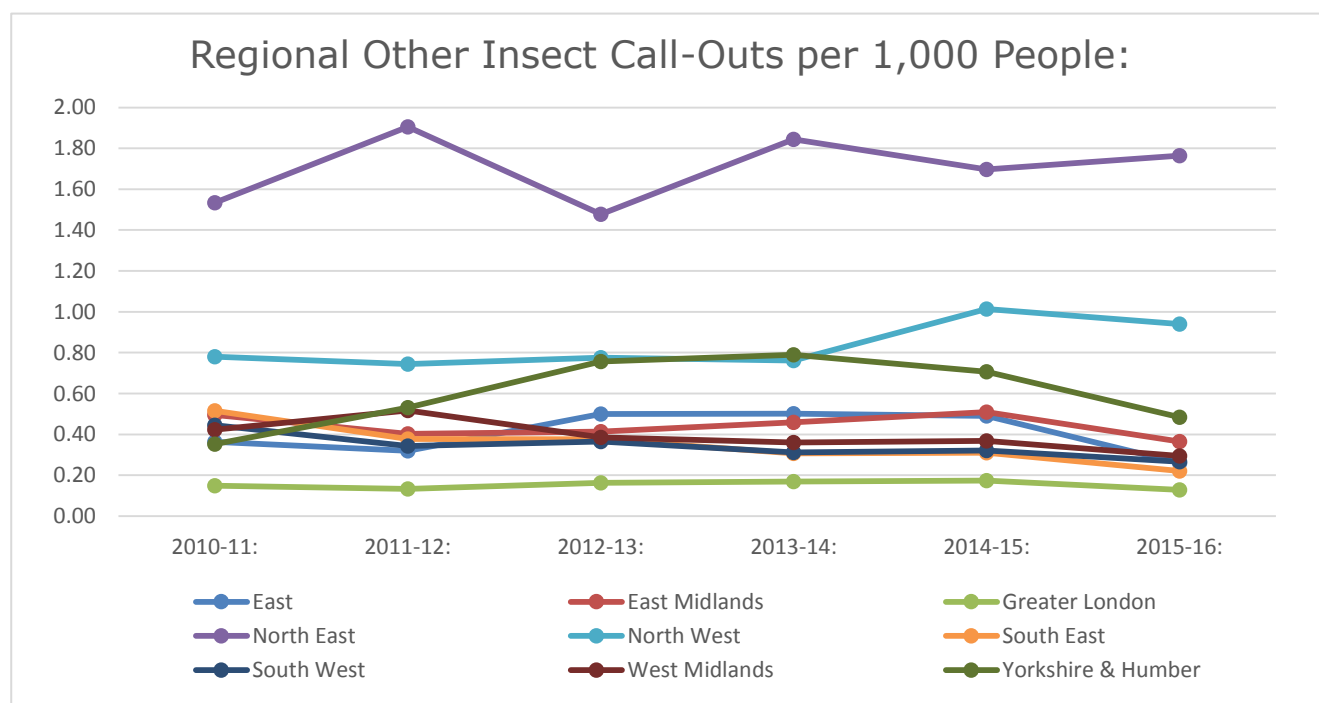
4.6.3 Regional differences

Three English regions - North East, North West and Yorkshire & Humber - exceeded the national ratio of other insect call-outs per 1,000 people.

| Regional Other Insect Call-Outs per 1,000 People: | | | | | | |
|---|----------|----------|----------|----------|----------|----------|
| Region: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| East | 0.36 | 0.32 | 0.50 | 0.50 | 0.49 | 0.26 |
| East Midlands | 0.50 | 0.40 | 0.41 | 0.46 | 0.51 | 0.36 |
| Greater London | 0.15 | 0.13 | 0.16 | 0.17 | 0.17 | 0.13 |
| North East | 1.53 | 1.90 | 1.48 | 1.84 | 1.70 | 1.76 |
| North West | 0.78 | 0.74 | 0.78 | 0.76 | 1.01 | 0.94 |
| South East | 0.52 | 0.38 | 0.38 | 0.31 | 0.31 | 0.22 |
| South West | 0.44 | 0.34 | 0.36 | 0.31 | 0.32 | 0.27 |
| West Midlands | 0.42 | 0.52 | 0.38 | 0.36 | 0.37 | 0.29 |
| Yorkshire & Humber | 0.35 | 0.53 | 0.76 | 0.79 | 0.71 | 0.48 |
| England | 0.49 | 0.49 | 0.50 | 0.51 | 0.53 | 0.43 |

For the sixth year in a row, the North East was the leading region, with a ratio of 1.76 other insect call-outs made per 1,000 people. This represented the only increase of 4% compared to the previous year (from 1.70 to 1.76) and a 7% decrease since 2011/12 (from 1.90 to 1.76).

The other eight regions all saw decreases in comparison to the previous year. The East region reported the largest decrease of 47% (from 0.49 to 0.26).



4.6.4 Local Authority activity

For individual LAs, it was found that Dundee City Council had the highest ratio of other insect call-outs made per 1,000 people with a rate of 6.87. This represented a 47% increase compared to the previous year (from 4.68 to 6.87).

| Top 20 LA's - Total Other Insect Call-Outs Per 1000 People: | | | | |
|---|----------------|-------------------------------|------------------------|--------------------|
| Local Authority: | Population: | Total Other Insect Call-Outs: | 15-16 Per '000 People: | 12 Month % Change: |
| Dundee City Council | 148,834 | 1,023 | 6.87 | 47% |
| St Helens Metropolitan Borough Council | 177,612 | 1,091 | 6.14 | 8% |
| South Tyneside Metropolitan Borough Council | 148,127 | 852 | 5.75 | 33% |
| Middlesbrough Borough Council | 138,412 | 741 | 5.35 | 18% |
| North Lanarkshire Council | 337,950 | 1,747 | 5.17 | 13% |
| Lancaster City Council | 138,375 | 597 | 4.31 | -8% |
| East Ayrshire Council | 120,240 | 414 | 3.44 | 4% |
| Clackmannanshire Council | 51,442 | 138 | 2.68 | -5% |
| Aberdeen City Council | 227,793 | 563 | 2.47 | 48% |
| Fife Council | 365,020 | 885 | 2.42 | 13% |
| West Lancashire District Council | 110,685 | 263 | 2.38 | 25% |
| West Dunbartonshire Council | 90,570 | 215 | 2.37 | -15% |
| Salford Metropolitan Borough Council | 233,933 | 552 | 2.36 | 41% |
| South Lanarkshire Council | 311,880 | 736 | 2.36 | -14% |
| Newcastle-upon-Tyne, City of | 280,177 | 616 | 2.20 | -11% |
| Blackpool Borough Council | 142,065 | 308 | 2.17 | -46% |
| Chester West and Chester City Council | 329,608 | 692 | 2.10 | 27% |
| Pembrokeshire Council | 122,439 | 244 | 1.99 | 20% |
| Stockton-on-Tees Borough Council | 191,610 | 359 | 1.87 | -23% |
| Northumberland County Council | 316,028 | 588 | 1.86 | -12% |

4.7 Other Mammals

There are an abundance of other mammal pests that could have been included in the national survey including badgers, foxes, moles, rabbits and squirrels.

However due to geographical differences, low frequencies of pest call-outs and the council's own services, the decision was made to compile these other mammals into one encompassing category. For the sake of simplicity, these mammals were categorised as "other mammals".

4.7.1 National total

Overall there were 3,519 other mammal call-outs made by UK LAs operating a pest control service (292 out of 364), accounting for 1% of total pest call-outs across the UK during 2015/16.

This represented a 10% decrease compared to the previous year (from 3,897 to 3,519) and a 17% decrease since 2011/12 (from 4,260 to 3,519).

If the number of staff available deal with public health pest control enquiries continues to decrease, then we can expect the total number of mammal call-outs to be reduced by 41% (from 3,519 to 2,059) during 2016/17.

| National No. of Total Other Mammal Call-Outs: | | | | | | |
|--|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Nation: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| England | 6,784 | 3,290 | 2,881 | 2,955 | 3,126 | 2,546 |
| Northern Ireland | 22 | 44 | 25 | 34 | 22 | 21 |
| Scotland | 1,579 | 856 | 948 | 740 | 720 | 899 |
| Wales | 57 | 70 | 80 | 75 | 29 | 53 |
| UK | 8,442 | 4,260 | 3,934 | 3,804 | 3,897 | 3,519 |

Scotland and Wales experienced increases in other mammal call-outs in comparison to the previous year. Wales LAs operating a pest control service (16 of 22) experienced the highest increase of 83% (from 29 to 53).

4.7.2 Relative to population

The UK ratio of other mammals call-outs made per 1,000 people was 0.06. This rate has stayed stable over the previous year, and has seen a 14% decrease since 2011/12.

| National Other Mammal Call-Outs per 1,000 People: | | | | | | |
|--|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Nation: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| England | 0.13 | 0.06 | 0.05 | 0.06 | 0.06 | 0.05 |
| Northern Ireland | 0.01 | 0.02 | 0.01 | 0.02 | 0.01 | 0.01 |
| Scotland | 0.30 | 0.16 | 0.18 | 0.14 | 0.14 | 0.17 |
| Wales | 0.02 | 0.02 | 0.03 | 0.02 | 0.01 | 0.02 |
| UK | 0.13 | 0.07 | 0.06 | 0.06 | 0.06 | 0.06 |

Scotland was the only nation to exceed the national rate of other mammal call-outs made per 1,000 people, with a rate of 0.17. Compared to the previous year, this represented a 21% increase (from 0.14 to 0.17) and a 6% increase since 2011/12 (from 0.16 to 0.17).

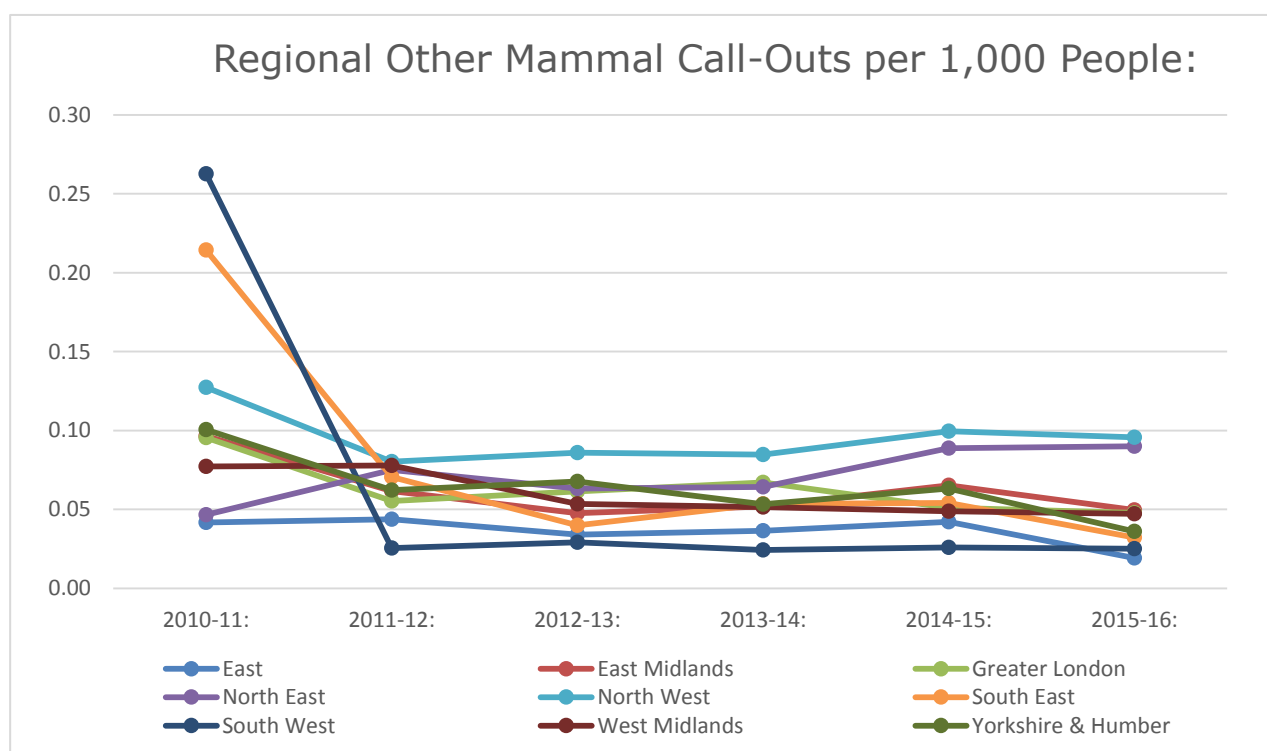
England had a rate of 0.05 other mammal call-outs made per 1,000 people. This represented a 17% decrease compared to the previous year and since 2011/12 (from 0.06 to 0.05).

4.7.3 Regional differences

Five English regions - East Midlands, Greater London, North East, North West and the West Midlands - either met or exceeded the national ratio of other mammal call-outs made per 1,000 people.

For the fourth year in a row, the North West was the leading region with a ratio of 0.10 other mammal call-outs per 1,000. This represented no change in comparison to the previous year and a 25% increase since 2011/12 (from 0.08 to 0.10).

| Regional Other Mammal Call-Outs per 1,000 People: | | | | | | |
|---|----------|----------|----------|----------|----------|----------|
| Region: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| East | 0.04 | 0.04 | 0.03 | 0.04 | 0.04 | 0.02 |
| East Midlands | 0.10 | 0.06 | 0.05 | 0.05 | 0.07 | 0.05 |
| Greater London | 0.10 | 0.06 | 0.06 | 0.07 | 0.05 | 0.05 |
| North East | 0.05 | 0.08 | 0.06 | 0.06 | 0.09 | 0.09 |
| North West | 0.13 | 0.08 | 0.09 | 0.08 | 0.10 | 0.10 |
| South East | 0.21 | 0.07 | 0.04 | 0.05 | 0.05 | 0.03 |
| South West | 0.26 | 0.03 | 0.03 | 0.02 | 0.03 | 0.03 |
| West Midlands | 0.08 | 0.08 | 0.05 | 0.05 | 0.05 | 0.05 |
| Yorkshire & Humber | 0.10 | 0.06 | 0.07 | 0.05 | 0.06 | 0.04 |
| England | 0.13 | 0.06 | 0.05 | 0.06 | 0.06 | 0.05 |



4.7.4 Local authority activity

Dundee City Council was found to have the highest ratio of other mammal call-outs made per 1,000 people, with a rate of 0.97. This represented a 471% increase in comparison to the previous year (from 0.17 to 0.97).

This suggests that Dundee City Council is making tackling other mammal call-outs across the council a priority moving forward.

| Top 20 LA's - Total Mammal Call-Outs Per 1000 People: | | | | |
|---|----------------|-------------------------|------------------------|---------------------|
| Local Authority: | Population: | Total Mammal Call-Outs: | 15-16 Per '000 People: | 12 Month % Change: |
| Dundee City Council | 148,834 | 144 | 0.97 | 458% |
| South Lanarkshire Council | 311,880 | 241 | 0.77 | 117% |
| Bolton Metropolitan Borough Council | 276,786 | 184 | 0.66 | 145% |
| Three Rivers District Council | 87,317 | 58 | 0.66 | -42% |
| North Lanarkshire Council | 337,950 | 219 | 0.65 | 39% |
| East Dunbartonshire Council | 106,730 | 57 | 0.53 | -5% |
| Stafford Borough Council | 130,869 | 59 | 0.45 | 55% |
| West Dunbartonshire Council | 90,570 | 32 | 0.35 | -21% |
| Tameside Metropolitan Borough Council | 221,692 | 78 | 0.35 | 5% |
| Havant Borough Council | 120,684 | 42 | 0.35 | 8% |
| Elmbridge Borough Council | 130,900 | 41 | 0.31 | -23% |
| Mansfield District Council | 104,466 | 31 | 0.30 | 169% |
| Sutton, London Borough of | 190,146 | 57 | 0.30 | No Data for 2014-15 |
| East Lothian Council | 97,500 | 26 | 0.27 | 73% |
| Wandsworth, London Borough of | 315,945 | 83 | 0.26 | 32% |
| West Lancashire District Council | 110,685 | 29 | 0.26 | -3% |
| Middlesbrough Borough Council | 138,412 | 35 | 0.25 | -8% |
| South Tyneside Metropolitan Borough Council | 148,127 | 37 | 0.25 | 429% |
| Arun District Council | 149,518 | 37 | 0.25 | 32% |
| Herefordshire County Council | 183,477 | 42 | 0.23 | 13% |

4.8 Mice

The "House Mouse" and the "Long Tailed Field Mouse" are typically found in buildings as they seek the warmth and shelter for their nesting sites and food foraging. Mice have been known to spread diseases to human including Salmonella and Listeria that can often cause food poisoning if not dealt with safely.

4.8.1 National total

Mice were the second most popular pest call-out across the UK, behind only rats.

Overall there were 80,375 mice call-outs across the UK LAs operating a pest control service throughout 2015-2016, accounting for 19% of all UK pest call-outs.

This represented a 22% decrease compared to the previous year (from 103,319 to 80,375) and 31% decrease since 2011/12 (from 115,914 to 80,375).

The dramatic decrease in mice call-outs is likely due to the missing councils who did not return their FOI in time.

| National Total Mice Call-Outs: | | | | | | |
|---------------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Nation: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| England | 101,916 | 93,652 | 93,419 | 82,542 | 85,096 | 64,749 |
| Northern Ireland | 1,494 | 3,034 | 1,691 | 1,722 | 1,954 | 1,786 |
| Scotland | 12,983 | 13,760 | 13,289 | 11,478 | 11,806 | 10,601 |
| Wales | 4,734 | 5,468 | 5,896 | 4,623 | 4,463 | 3,239 |
| UK | 121,127 | 115,914 | 114,295 | 100,365 | 103,319 | 80,375 |

If current resources remain the same, we expect to see no significant difference in the number of mice call-outs during 2016/17.

All home nations reported reductions in their mice call-out activity. Wales observed the greatest decrease of 27% compared to the previous year (from 4,463 to 3,239). Unsurprisingly, mice were the second most popular pest call-out across all home nations except Scotland, where they were the most requested.

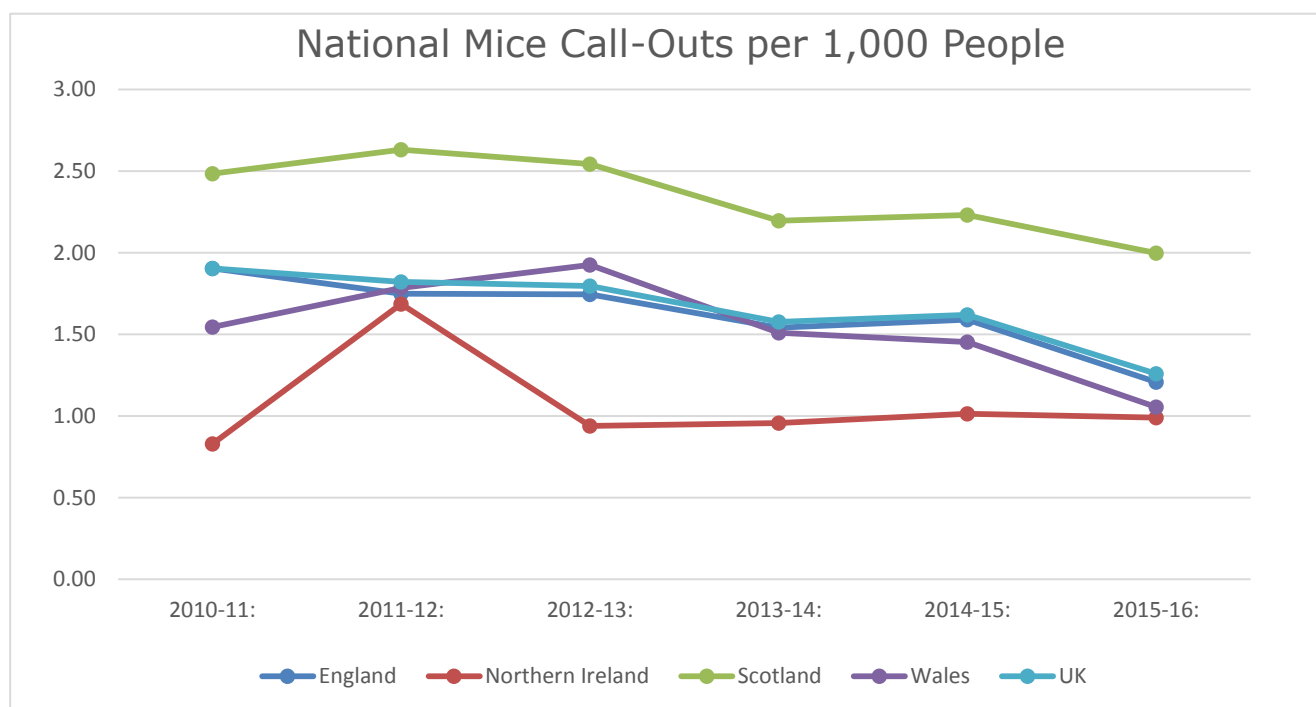
Mice call-outs across England amounted to 64,749 from the LAs operating a pest control service (247 out of 325) – accounting for 81% of all mice call-outs across the UK and contributing to 19% of total pest call-outs across England.

This represents a 24% decrease compared to the previous year (from 85,096 to 64,749) and a 31% decrease since 2011/12 (from 93,652 to 64,749).

4.8.2 Relative to population

| National Mice Call-Outs per 1,000 People: | | | | | | |
|--|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Nation: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| England | 1.90 | 1.75 | 1.74 | 1.54 | 1.59 | 1.21 |
| Northern Ireland | 0.83 | 1.69 | 0.94 | 0.96 | 1.01 | 0.99 |
| Scotland | 2.48 | 2.63 | 2.54 | 2.20 | 2.23 | 2.00 |
| Wales | 1.55 | 1.78 | 1.92 | 1.51 | 1.45 | 1.05 |
| UK | 1.90 | 1.82 | 1.80 | 1.58 | 1.62 | 1.26 |

The UK ratio of mice call-outs made per 1,000 people was 1.26 - a decrease of 22% compared to the previous year (from 1.62 to 1.26) and a 31% decrease since 2011/12.



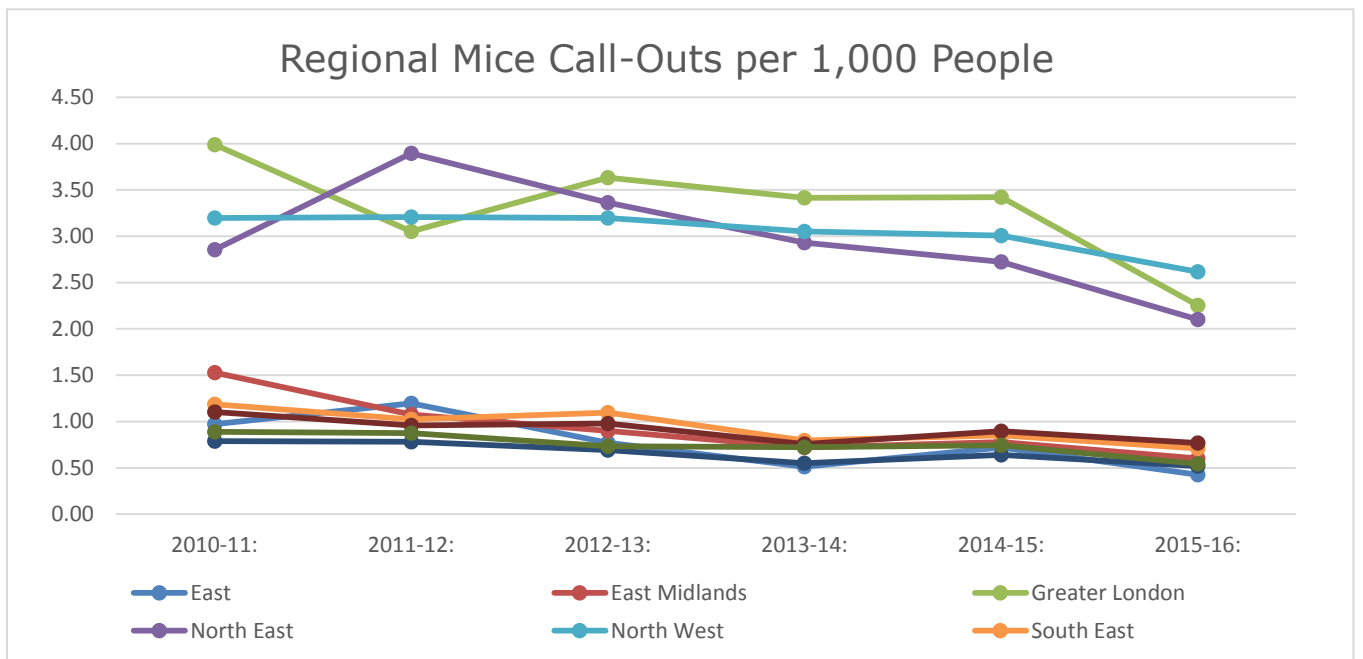
Scotland was the only nation to exceed the national rate of mice call-outs made per 1,000 people. Compared to the previous year, this represented a 10% increase (from 2.23 to 2) and a 24% decrease since 2011/12 (from 2.63 to 2). England was found to have a rate of 1.21 mice call-outs made per 1,000 people - a 24% decrease compared to the previous year (from 1.59 to 1.21) and a 31% decrease since 2011/12 (from 1.75 to 1.21).

4.8.3 Regional differences

Three English regions - Greater London, North East and the North West - exceeded the national ratio of mice call-outs made per 1,000 people.

The North West was the leading region with a ratio of 2.62 but this represented a 13% decrease in comparison to the previous year (from 3.01 to 2.62) and a 18% decrease since 2011/12 (from 3.21 to 2.62).

| Regional Mice Call-Outs per 1,000 People: | | | | | | |
|---|----------|----------|----------|----------|----------|----------|
| Region: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| East | 0.97 | 1.20 | 0.77 | 0.51 | 0.72 | 0.43 |
| East Midlands | 1.53 | 1.08 | 0.90 | 0.72 | 0.78 | 0.60 |
| Greater London | 3.99 | 3.05 | 3.63 | 3.41 | 3.42 | 2.26 |
| North East | 2.85 | 3.89 | 3.36 | 2.93 | 2.72 | 2.10 |
| North West | 3.20 | 3.21 | 3.20 | 3.05 | 3.01 | 2.62 |
| South East | 1.19 | 1.02 | 1.10 | 0.80 | 0.85 | 0.71 |
| South West | 0.79 | 0.78 | 0.69 | 0.55 | 0.64 | 0.52 |
| West Midlands | 1.10 | 0.96 | 0.98 | 0.76 | 0.90 | 0.77 |
| Yorkshire & Humber | 0.89 | 0.88 | 0.73 | 0.72 | 0.74 | 0.54 |
| England | 1.90 | 1.75 | 1.74 | 1.54 | 1.59 | 1.21 |



4.8.4 Local authority activity

Liverpool City Council was found to have the highest ratio of mice call-outs with a rate per 1,000 people of 8.55. This represents a 3% decrease in comparison to the previous year (from 8.79 to 8.55).

| Top 20 LA's - Total Mice Call-Outs Per 1000 People: | | | | |
|---|----------------|-----------------------|------------------------|---------------------|
| Local Authority: | Population: | Total Mice Call-Outs: | 15-16 Per '000 People: | 12 Month % Change: |
| Liverpool City Council | 466,415 | 3,988 | 8.55 | -3% |
| St Helens Metropolitan Borough Council | 177,612 | 1,405 | 7.91 | 1% |
| Middlesbrough Borough Council | 138,412 | 1,043 | 7.54 | 20% |
| Hyndburn Borough Council | 80,734 | 601 | 7.44 | -14% |
| Portsmouth City Council | 205,056 | 1,518 | 7.40 | -7% |
| Lambeth, London Borough of | 303,086 | 2,225 | 7.34 | -2% |
| Islington, London Borough of | 206,125 | 1,511 | 7.33 | 32% |
| Hackney, London Borough of | 246,270 | 1,793 | 7.28 | -27% |
| Manchester City Council | 503,127 | 3,070 | 6.10 | -8% |
| Greenwich, London Borough of | 254,557 | 1,534 | 6.03 | -32% |
| Neath & Port Talbot County Borough Council | 139,812 | 832 | 5.95 | 14% |
| Tower Hamlets, London Borough of | 284,000 | 1,687 | 5.94 | 3% |
| Camden, London Borough of | 220,338 | 1,262 | 5.73 | -17% |
| Oldham Metropolitan Borough Council | 224,897 | 1,085 | 4.82 | 9% |
| Hammersmith & Fulham, London Borough of | 182,493 | 862 | 4.72 | -15% |
| Northumberland County Council | 316,028 | 1,485 | 4.70 | -42% |
| Belfast City Council | 353,445 | 1,596 | 4.52 | -21% |
| Gosport Borough Council | 77,000 | 322 | 4.18 | No Data for 2014-15 |
| Edinburgh, City of | 495,360 | 2,045 | 4.13 | -4% |
| City of Glasgow | 598,830 | 2,430 | 4.06 | -8% |

4.9 Rats

The Black Rat (*Rattus Rattus*) and the Brown Rat (*Rattus Norvegicus*) are the two main types of rats that cause concern to the public in the UK. They are common pests in both private and home businesses. Rats in particular carry many diseases which can be easily spread to humans through their urine, including Peptospirosis, Well's Disease, Salmonella, Toxoplasma Gondi and Hantavirus.

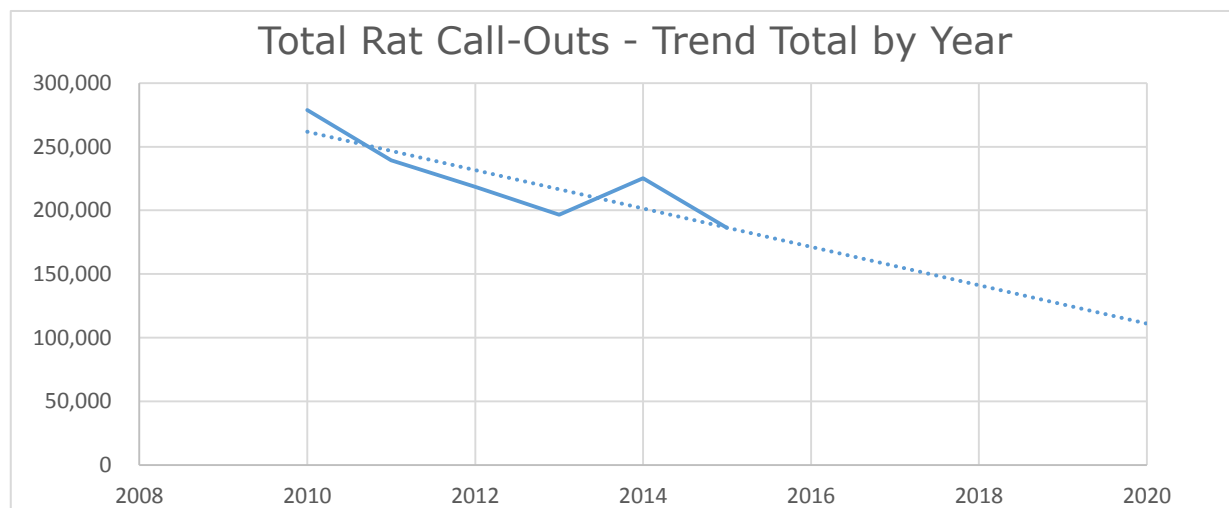
4.9.1 National total

Rats have continued to be the most popular pest call-out for UK LAs to receive over the past six years since starting the National Survey project. Overall, there were 186,192 rat call-outs across the UK LAs operating a pest control service (247 out of 325) for the 2015/16 financial period, accounting for 46% of total UK pest call-outs.

| National Total Rat Call-Outs: | | | | | | |
|-------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Nation: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| England | 238,250 | 198,509 | 178,873 | 160,228 | 188,769 | 155,616 |
| Northern Ireland | 2,551 | 3,632 | 2,641 | 2,571 | 3,072 | 2,996 |
| Scotland | 9,457 | 9,977 | 9,399 | 8,933 | 9,137 | 8,977 |
| Wales | 28,608 | 27,267 | 27,566 | 24,818 | 24,285 | 18,603 |
| UK | 278,866 | 239,385 | 218,479 | 196,550 | 225,263 | 186,192 |

In comparison to previous years, the total number of rat call-outs to UK LAs saw a 17% decrease over the previous year (from 225,263 to 186,192) and a 22% decrease since the 2011-2012 (from 239,385 to 186,192).

If current the current downward trend remains the same, we expect to see an 8% reduction in the total number of rats call-outs (from 186,192 to 171,356) during 2016/17.



Rats were the most investigated pest call-out across England, Northern Ireland and Wales. England once again reported the highest total number of call-outs with a total of 155,616 across 247 out of 325 LAs.

All home nations observed decreases in rat call-outs in comparison to the previous year. England reported an 18% decrease (from 188,769 to 155,616) and a 22% decrease since 2011/12 (198,509 to 155,616). But Wales LAs operating a pest control service reported the greatest decrease of 23% in comparison to the previous year (from 24,825 to 18,603) during 2015/16.

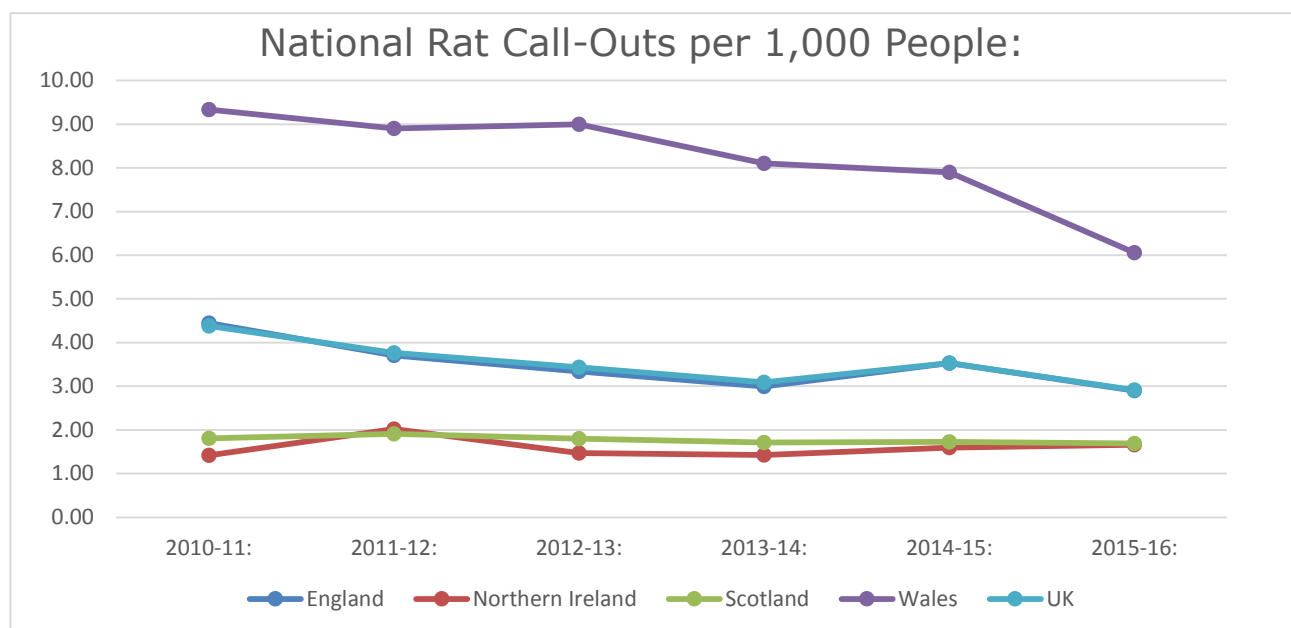
4.9.2 Relative to population

The UK ratio of rat call-outs made per 1,000 people was 2.92. This represented a 17% decrease compared to the previous year (from 3.53 to 2.92) and a 22% decrease since 2011/12.

Despite seeing a 23% decrease in rat call-outs over the previous year, Wales maintains its record of being the leading nation for rat call-outs per 1,000 people.

| National Rat Call-Outs per 1,000 People: | | | | | | |
|--|----------|----------|----------|----------|----------|----------|
| Nation: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| England | 4.45 | 3.71 | 3.34 | 2.99 | 3.53 | 2.90 |
| Northern Ireland | 1.42 | 2.02 | 1.47 | 1.43 | 1.59 | 1.66 |
| Scotland | 1.81 | 1.91 | 1.80 | 1.71 | 1.73 | 1.69 |
| Wales | 9.34 | 8.90 | 9.00 | 8.10 | 7.90 | 6.06 |
| UK | 4.38 | 3.76 | 3.43 | 3.09 | 3.53 | 2.92 |

This year, it was the only nation to exceed the national ratio of rat call-outs with a rate of 6.06 per 1,000 people. This represents a 23% decrease compared to the previous year (from 7.90 to 6.06) and a 32% decrease since 2011/12.



England was found to have a rate of 2.90 rat call-outs made per 1,000 people – a decrease of 18% compared to the previous year (from 3.53 to 2.90) and a 22% decrease since 2011/12 (from 1.75 to 1.21).

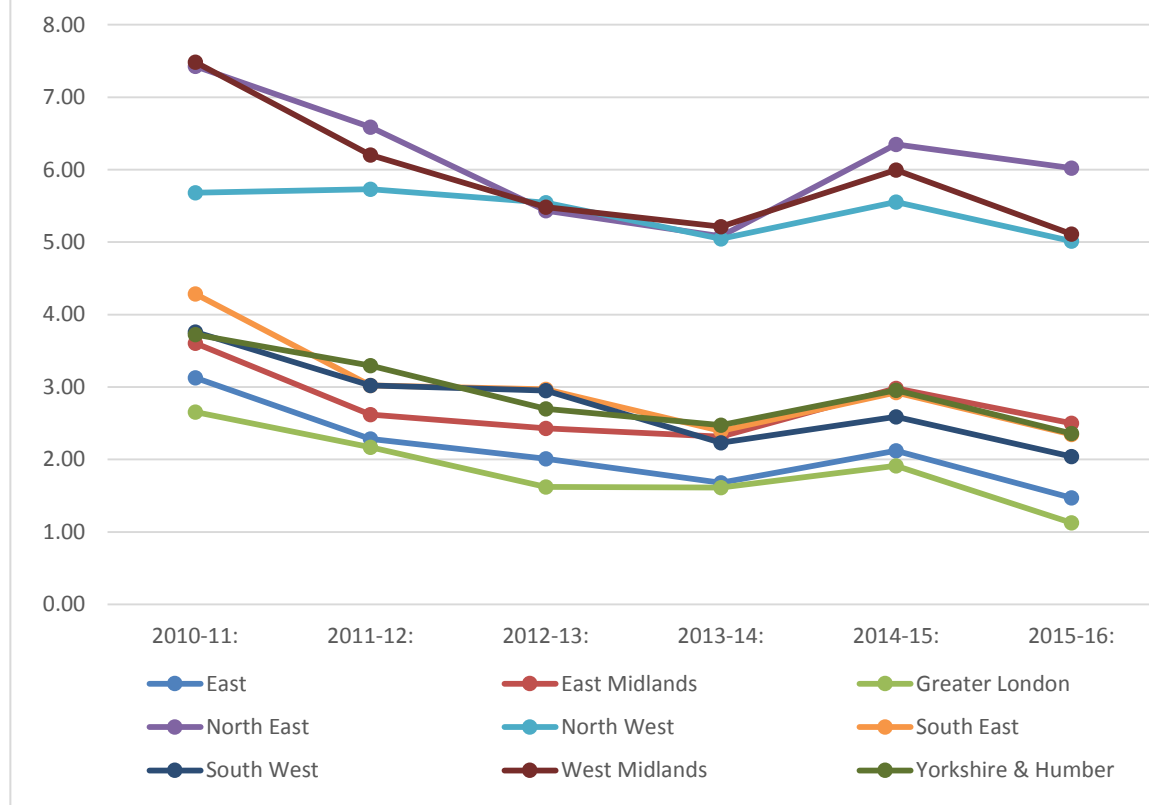
4.9.3 Regional differences

Three English regions - North East, North West and West Midlands - exceeded the national ratio of rat call-outs per 1,000 people.

For the second year in a row, the North East was the leading region with a rate of 6.02 per 1,000. This represents a 5% decrease over the previous year (from 6.35 to 6.02) and a 9% decrease since 2011/12 (from 6.59 to 6.02).

| Regional Rat Call-Outs per 1,000 People: | | | | | | |
|---|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Region: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| East | 3.13 | 2.28 | 2.01 | 1.68 | 2.12 | 1.47 |
| East Midlands | 3.60 | 2.62 | 2.43 | 2.31 | 2.98 | 2.50 |
| Greater London | 2.66 | 2.17 | 1.62 | 1.61 | 1.92 | 1.13 |
| North East | 7.43 | 6.59 | 5.43 | 5.08 | 6.35 | 6.02 |
| North West | 5.68 | 5.73 | 5.55 | 5.05 | 5.56 | 5.02 |
| South East | 4.29 | 3.02 | 2.97 | 2.39 | 2.92 | 2.35 |
| South West | 3.76 | 3.02 | 2.95 | 2.23 | 2.59 | 2.04 |
| West Midlands | 7.48 | 6.21 | 5.48 | 5.22 | 5.99 | 5.11 |
| Yorkshire & Humber | 3.73 | 3.30 | 2.70 | 2.48 | 2.95 | 2.36 |
| England | 4.45 | 3.71 | 3.34 | 2.99 | 3.53 | 2.90 |

Regional Rat Call-Outs per 1,000 People:



4.9.4 Local Authority activity

Bridgend County Council, in Wales, was found to have the highest ratio of rat call-outs made with a rate of 20.47 per 1,000 people. This represents a 3% decrease in comparison to the previous year (from 21.20 to 20.47).

| Top 20 LA's - Total Rat Call-Outs Per 1000 People: | | | | |
|--|----------------|----------------------|------------------------|--------------------|
| Local Authority: | Population: | Total Rat Call-Outs: | 15-16 Per '000 People: | 12 Month % Change: |
| Bridgend County Borough Council | 139,178 | 2,849 | 20.47 | -3% |
| Neath & Port Talbot County Borough Council | 139,812 | 2,797 | 20.01 | 24% |
| Sunderland City Council | 275,150 | 5,304 | 19.28 | 8% |
| Liverpool City Council | 466,415 | 8,408 | 18.03 | 8% |
| Caerphilly County Borough Council | 178,806 | 2,939 | 16.44 | -4% |
| City and County of Swansea | 239,023 | 3,121 | 13.06 | -10% |
| Pendle Borough Council | 89,452 | 1,092 | 12.21 | 3% |
| North Warwickshire Borough Council | 62,014 | 690 | 11.13 | -19% |
| Halton Borough Council | 125,746 | 1,389 | 11.05 | 10% |
| Birmingham City Council | 1,085,400 | 11,822 | 10.89 | -26% |
| Torfaen County Borough Council | 91,075 | 985 | 10.82 | 21% |
| Stoke-on-Trent City Council | 249,008 | 2,581 | 10.37 | -7% |
| Bolton Metropolitan Borough Council | 276,786 | 2,853 | 10.31 | 6% |
| Havant Borough Council | 120,684 | 1,232 | 10.21 | -12% |
| Bolsover District Council | 75,866 | 761 | 10.03 | -11% |
| Sandwell Metropolitan Borough Council | 308,063 | 2,991 | 9.71 | -3% |
| St Helens Metropolitan Borough Council | 177,612 | 1,718 | 9.67 | -5% |
| Burnley Borough Council | 87,000 | 831 | 9.55 | 0% |
| Staffordshire Moorlands District Council | 97,106 | 900 | 9.27 | -4% |
| Salford Metropolitan Borough Council | 233,933 | 2,019 | 8.63 | 0% |

4.10 Wasps

The most common wasp found throughout the UK is the *Vespula Vulgaris*. Wasps are often one of the most feared and aggressive pests because of their stings.

Wasps will sting others usually when threatened, but occasionally sting unprovoked. Some stings can be very dangerous causing severe allergic reactions including anaphylaxis, or can spread serious illnesses such as Lyme Disease and Malaria.

4.10.1 National total

Overall, there were 77,811 total wasp call-outs across the UK LAs operating a pest control service, accounting for 19% of all UK pest call-outs in 2015/16.

| National Total Wasp Call-Outs: | | | | | | |
|--------------------------------|----------|----------|----------|----------|----------|----------|
| Nation: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| England | 130,001 | 147,896 | 42,579 | 80,712 | 86,834 | 63,017 |
| Northern Ireland | 2,768 | 3,760 | 688 | 1,194 | 1,637 | 533 |
| Scotland | 22,361 | 15,404 | 12,225 | 21,588 | 26,871 | 10,527 |
| Wales | 11,893 | 12,750 | 4,001 | 7,653 | 6,882 | 3,734 |
| UK | 167,023 | 179,810 | 59,493 | 111,147 | 122,224 | 77,811 |

The total number of wasp call-outs decreased by 36% decrease compared to the previous year (from 122,224 to 77,811) and decreased by 57% since 2011/12 (from 179,810 to 77,811) - suggesting either a decrease in wasp activity being reported to councils or a reduction in local authorities offering services for wasps.

If the current downward trends remain the same, then we expect to see a 19% reduction in the total number of wasp call-outs (from 77,811 to 62,868) during the 2016/17 financial year.

Wasp call-outs were the second most reported pest call-out for Scotland and Wales and third most reported pest call-out across the UK, England and Northern Ireland.

English LAs offering a pest control service reported making a total of 63,017 wasp call-outs - representing a 27% decrease compared to the previous year (from 86,834 to 63,017) and a 57% decrease since 2011/12 (147,896 to 63,017).

4.10.2 Relative to population

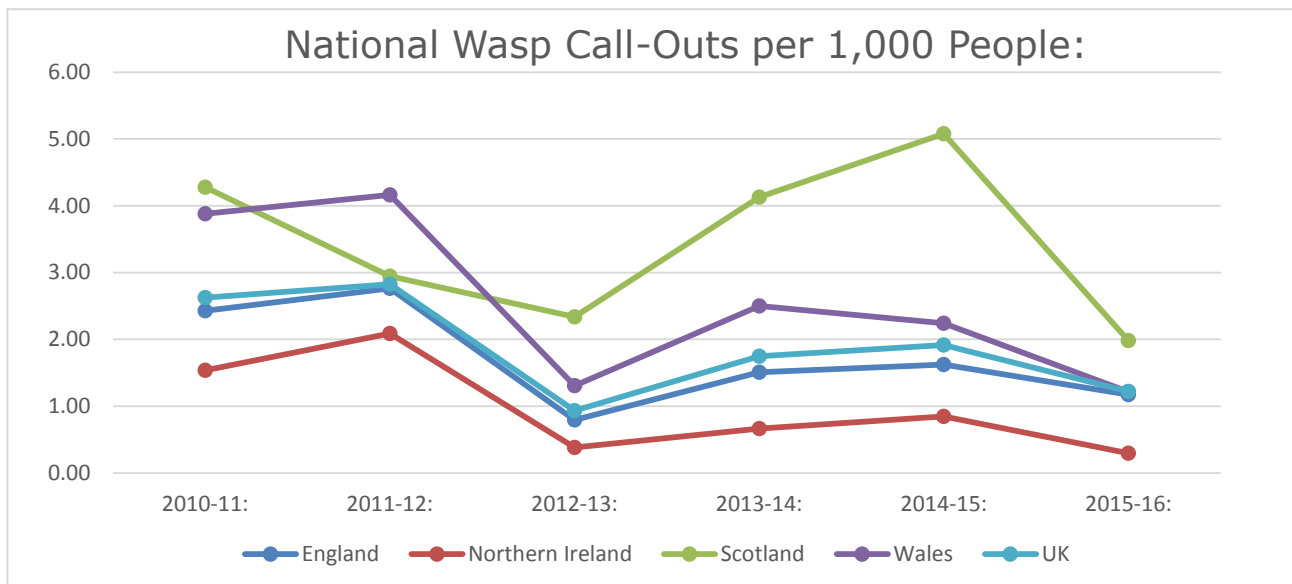
The UK ratio of wasp call-outs made per 1,000 people was 1.22. This represented a 36% decrease compared to the previous year (from 1.92 to 1.22) and a 57% decrease since 2011/12.

| National Wasp Call-Outs per 1,000 People: | | | | | | |
|---|----------|----------|----------|----------|----------|----------|
| Nation: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| England | 2.43 | 2.76 | 0.80 | 1.51 | 1.62 | 1.17 |
| Northern Ireland | 1.54 | 2.09 | 0.38 | 0.66 | 0.85 | 0.30 |
| Scotland | 4.28 | 2.95 | 2.34 | 4.13 | 5.08 | 1.98 |
| Wales | 3.88 | 4.16 | 1.31 | 2.50 | 2.24 | 1.22 |
| UK | 2.62 | 2.83 | 0.93 | 1.75 | 1.92 | 1.22 |

Scotland and Wales were the only home nations to either meet or exceed this national ratio of wasp call-outs per 1,000 people.

Scottish LAs reported a rate of 1.98 wasp call-outs per 1,000 people - a 61% decrease compared to the previous year (from 5.08 to 1.98) and a 33% decrease since 2011/12 (from 2.95 to 1.98).

England was found to have a rate of 1.17 call-outs per 1,000 – a decrease of 28% compared to the previous year (from 1.62 to 1.17) and a 58% decrease since 2011/12 (from 2.76 to 1.17).

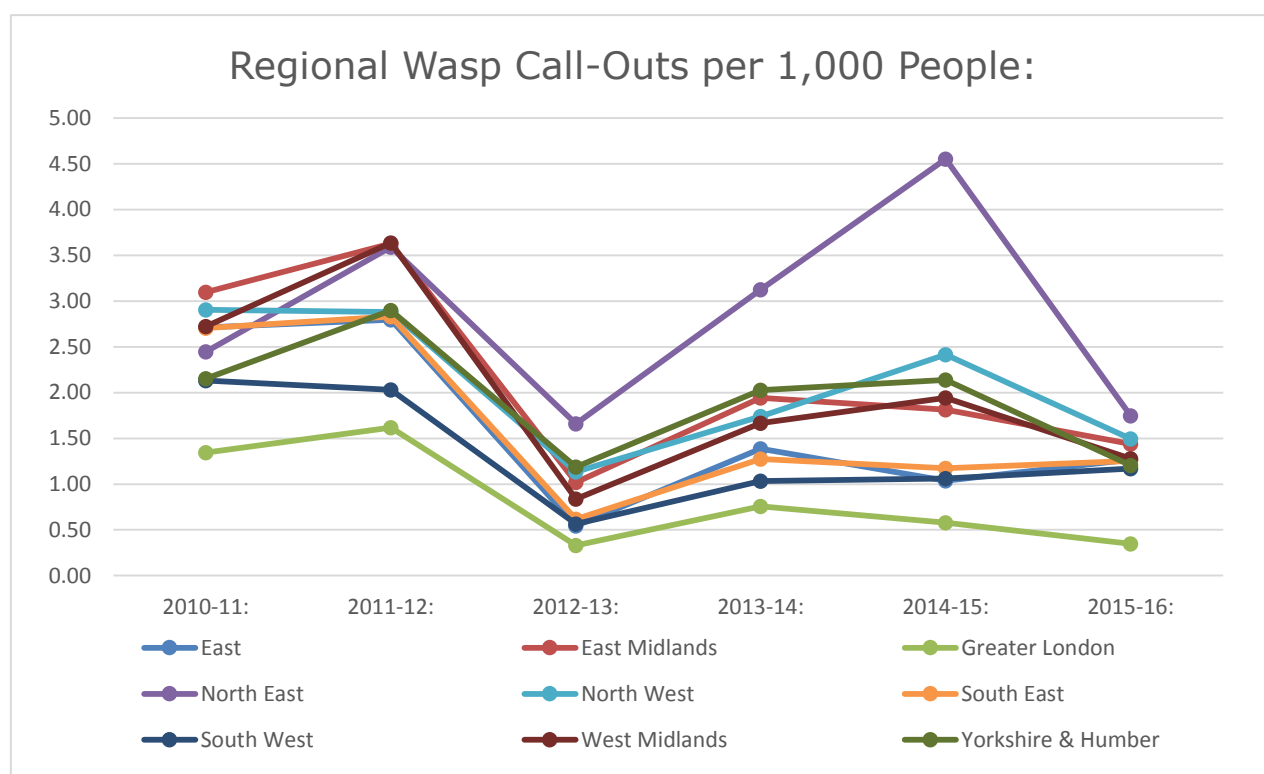


4.10.3 Regional differences

All regions, except Greater London, either met or exceeded the national average rate of wasp call-outs made per 1,000 people.

For the third year in a row, the North East was the leading region of wasp call-outs with a rate of 1.75 per 1,000 people. However, call-outs in the North East were down 62% compared to the previous year (from 4.55 to 1.75) and by 51% since 2011/12 (from 3.59 to 1.75).

| Regional Wasp Call-Outs per 1,000 People: | | | | | | |
|---|----------|----------|----------|----------|----------|----------|
| Region: | 2010-11: | 2011-12: | 2012-13: | 2013-14: | 2014-15: | 2015-16: |
| East | 2.71 | 2.80 | 0.54 | 1.39 | 1.04 | 1.27 |
| East Midlands | 3.10 | 3.63 | 1.02 | 1.94 | 1.81 | 1.44 |
| Greater London | 1.35 | 1.62 | 0.33 | 0.76 | 0.58 | 0.35 |
| North East | 2.45 | 3.59 | 1.66 | 3.12 | 4.55 | 1.75 |
| North West | 2.90 | 2.88 | 1.13 | 1.74 | 2.42 | 1.49 |
| South East | 2.71 | 2.83 | 0.62 | 1.27 | 1.17 | 1.25 |
| South West | 2.13 | 2.03 | 0.56 | 1.03 | 1.06 | 1.17 |
| West Midlands | 2.72 | 3.63 | 0.84 | 1.67 | 1.94 | 1.28 |
| Yorkshire & Humber | 2.15 | 2.90 | 1.19 | 2.03 | 2.14 | 1.20 |
| England | 2.43 | 2.76 | 0.80 | 1.51 | 1.62 | 1.17 |



4.10.4 Local Authority activity

In relation to individual LAs, Stockport Metropolitan Borough Council was found to have the highest wasp call-outs with a rate of 6.88 per 1,000 people. This represents a 71% increase compared to the previous year (from 4.03 to 6.88).

| Top 20 LA's - Total Wasp Call-Outs Per 1000 People: | | | | |
|---|----------------|-----------------------|------------------------|--------------------|
| Local Authority: | Population: | Total Wasp Call-Outs: | 15-16 Per '000 People: | 12 Month % Change: |
| Stockport Metropolitan Borough Council | 283,275 | 1,949 | 6.88 | 71% |
| North Lanarkshire Council | 337,950 | 1,993 | 5.90 | -67% |
| Ryedale District Council | 51,751 | 296 | 5.72 | -15% |
| Stafford Borough Council | 130,869 | 744 | 5.69 | 32% |
| Richmondshire District Council | 51,965 | 292 | 5.62 | -44% |
| Sevenoaks District Council | 114,893 | 645 | 5.61 | 32% |
| Harrogate Borough Council | 157,869 | 881 | 5.58 | -40% |
| South Norfolk District Council | 124,012 | 687 | 5.54 | 127% |
| Windsor & Maidenhead, Royal Borough of | 144,560 | 748 | 5.17 | 6% |
| Welwyn Hatfield Borough Council | 119,000 | 612 | 5.14 | 55% |
| Cotswold District Council | 82,881 | 407 | 4.91 | 20% |
| West Oxfordshire District Council | 104,779 | 492 | 4.70 | 46% |
| Flintshire County Council | 152,506 | 701 | 4.60 | -43% |
| Rutland County Council | 37,369 | 169 | 4.52 | -36% |
| Dundee City Council | 148,834 | 668 | 4.49 | -34% |
| South Northamptonshire Council | 90,300 | 384 | 4.25 | 38% |
| Three Rivers District Council | 87,317 | 363 | 4.16 | 147% |
| Rushcliffe Borough Council | 111,129 | 457 | 4.11 | 9% |
| Stirling Council | 89,850 | 360 | 4.01 | -63% |
| Middlesbrough Borough Council | 138,412 | 551 | 3.98 | -39% |

5.0 Summary

While this report provides an accurate review of pest call-outs completed by local authorities which offer a pest control service across the UK, it does not take into account activities undertaken by private companies or even the public themselves.

It should therefore not be used as a reference for overall prevalence of pest activity, but to identify trends, new threats and gauge how government and council policies affect delivery of a vital public health service.

There may be a number of localised factors why certain areas of the UK feature more prominently than others within the report. Some authorities, for example, will have more urban areas within their boundaries while others will be largely rural. However, it's also important to recognise higher figures for some local authorities could simply illustrate that a local team is working proactively to manage any issues.

In summary, this report demonstrates the majority of UK local authorities are continuing to offer professional pest services to their constituencies.

However, even despite a reduction in the number of FOIs returned to BPCA, overall, local authority activity is decreasing with a 22% reduction in the number of call-outs compared to the previous year, both in real terms and relative to population.

The BPCA suggests the key contributor for the decline in call-outs is due to the diminishing capacity of local authority pest control teams.

The report references the continued reduction in FTE general staff (a 5% decrease compared to the previous year and an 11% decrease since 2011/12) and pest control officers (2% decrease from previous year and an 8% decrease since 2011/12) which is likely to be due to widely-reported budget cuts to local government.

This report concludes that the UK is now entering a significant decline in local authority in-house pest control service provision, both in the proportion of local authorities offering a service and the resource capabilities in which local authorities are able to respond.

In many cases, local authorities are working more efficiently, but the BPCA has significant concerns about the ongoing viability of continued cuts to local authority pest control where public health issues are concerned.

The Association feels strongly that any local authority which has or intends to reduce its public health pest control should ensure that this remit is picked up, or supported by, qualified professional pest control organisations, such as BPCA members.

In the circumstances of a local authority removing a service, the BPCA is also concerned residents are made aware to avoid amateur pest controllers who may prey on disadvantaged consumers and not deliver adequate treatments.

Furthermore, if local authorities do not cover a certain pest, or encounter difficulties with capacity, BPCA operates an online member referral tool for its members operating across the UK. For more details visit www.bpca.org.uk.

Despite this report presenting a greater level of detail than previous iterations, there is still more information and analysis that can be explored for the benefit of local authorities, BPCA members and the wider public.

6.0 Other

6.1 Top-10 tips for the General Public

1. Do not presume that you'll never have a problem. Pests such as mice and cockroaches are life's great opportunists and even the cleanest of properties can suffer from a pest infestation.
2. If you think you have a problem, act quickly! Pests such as mice are only pregnant for a very short period of time so if you don't treat them immediately you could be quickly overrun.
3. If you feed wild birds or keep pets in the garden, rodents could be attracted to your property. Try to use enough food for birds to consume in a day without leaving food standing overnight.
4. Compost heaps are good sources of food and warmth for pests. Try to locate them as far away from your house as possible and monitor them for signs of pest activity.
5. Rats do not like change, and prefer areas and gardens where items are long standing and undisturbed. If you keep your garden trimmed and tidy it can help to discourage rodents.
6. If you hear noises in the loft, don't presume it is birds! Rats, mice and squirrels will all nest in loft spaces, and because rodents need to gnaw to keep their teeth from overgrowing, their presence within properties can lead to fires, floods, explosions and electrocutions.
7. Bird activity on your property can be incredibly damaging. Pigeons for example carry a host of diseases, can damage property with their acidic droppings, and their nests are reservoirs of infestation for insects. If you are having problems with birds, make sure you consult a professional.
8. Keep your properties well maintained. Mice for example can squeeze through a gap the size of a pen top, so try to ensure any obvious gaps are blocked to make intrusion as difficult as possible.
9. Insects such as bed bugs can be picked up in luggage or on second hand furniture. By carefully inspecting luggage and furniture you may be able to avoid long and costly treatments to get rid of these pests.
10. It's easy to get out of your depth when trying to control pests as their treatment is often specialised and complicated. Every year members of the public not only waste millions of pounds on failed treatments they've administered themselves, but in some cases are prosecuted for the inhumane treatment of pests that they trap and kill themselves – if you don't know the law or what you are doing, employ a professional member of BPCA to guarantee safe, effective and legal treatment.

6.2 Why choose a BPCA member?

By choosing a BPCA member you are ensuring the use of a contractor who can provide a professional and consistent service. All BPCA members meet strict membership criteria, hold the relevant pest control insurances and are fully qualified and trained to deal with your pest problems.

6.3 Future Reports

BPCA's National Survey is produced annually with the 2016/17 National Survey due for release in late 2017. It is our aim that local authorities are able to use the National Survey as a useful benchmarking tool and accurate assessment of the local authority services.

The BPCA warmly invites local authorities and their representatives to join the organisation as associate and affiliate members in order to engage with the wider membership community and support future research into public health pest control.

6.4 References

Chartered Institute of Environmental Health (2013). Public Perception: Statistics that prove the essential value of public health pest control. Retrieved December 21st, 2016, from <http://www.cieh.org/WorkArea/linkit.aspx?LinkIdentifier=id&ItemID=4695>

6.5 Contact

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