

# pest

The independent UK pest management magazine

Will 2010  
be a good  
wasp year?

Issue 9  
May & June 2010

Battle to keep  
rodenticides goes on



7

Feral bees & wasps  
can be difficult



10

EFKs – what's good  
and what's not!



18

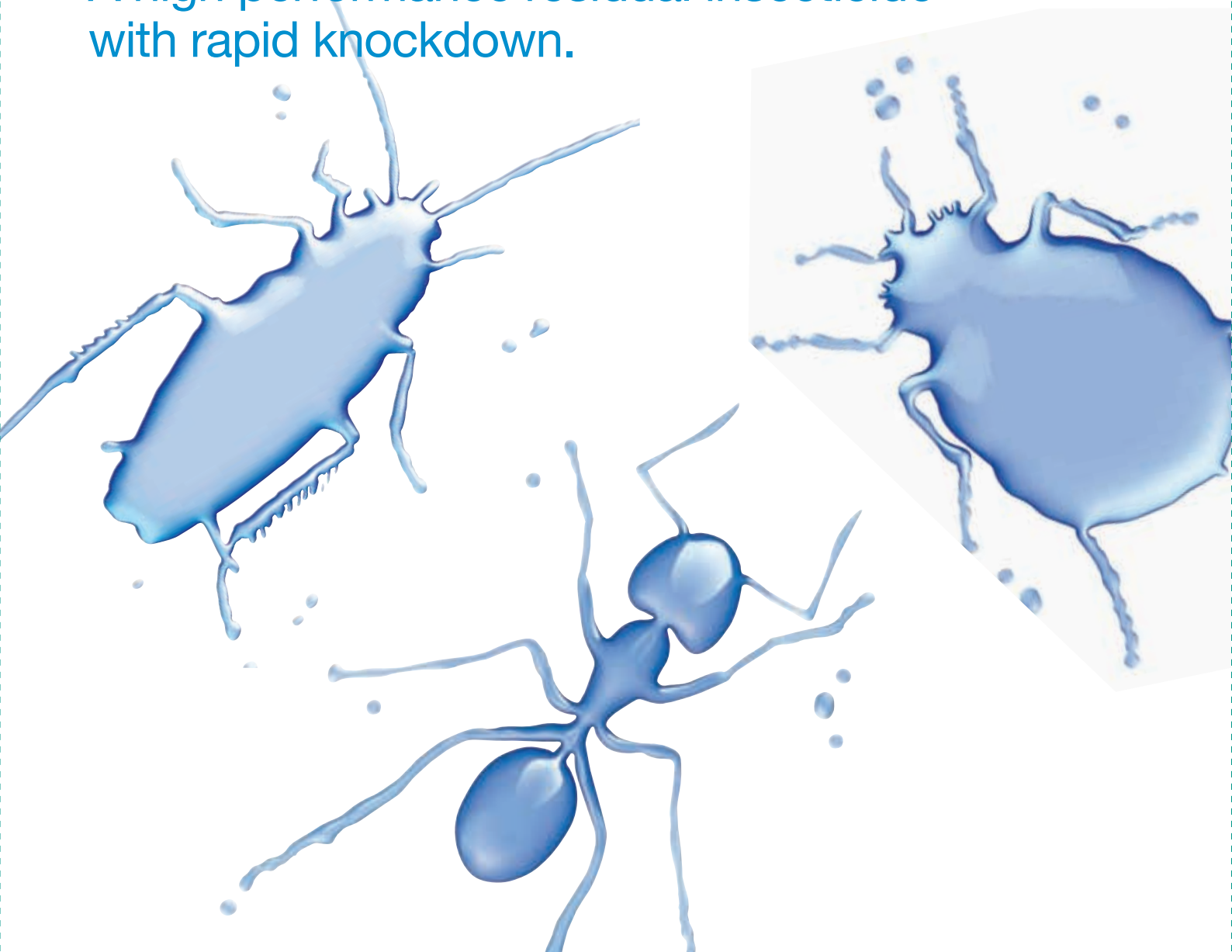
Team work delivers  
at Leeds City Council



24

# FENDONA®

The first choice spray treatment.  
A high performance residual insecticide  
with rapid knockdown.



BASF  
Pest Control Solutions



Bringing together the well-respected technical resources, products skills of BASF and Sorex. We provide the strongest portfolio of research based products, systems and support to help you solve your pest control problems as cost effectively as possible.

Enabling the most effective solutions to your pest problems.

**BASF**  
The Chemical Company

www.pestcontrol.basf.co.uk

BASF plc, St Michael's Industrial Estate, Widnes, Cheshire WA8 8TJ. Tel: 0151 420 7151  
Fendona® contains alpha-cypermethrin. Use insecticides safely. Always read the label and product information before use.

**pest**

**Pest** is published  
six times a year



Frances McKim,  
editor & publisher



Helen Riby, associate  
editor & publisher

#### Technical advisory board

Dr Moray Anderson  
Clive Boase  
Dr Alan Buckle  
Paul Butt  
Prof Chris Feare  
Rob Fryatt  
Adrian Meyer  
Dr Gai Murphy  
David Pinniger  
Dr John Simmons  
Prof Rob Smith  
Richard Strand

#### Aims

As the industry's only independent magazine, **Pest** aims to deliver a mix of unbiased news, impartial advice and topical technical features. We are committed to being as inclusive as possible covering every sector of the pest management industry.

#### Send us your news

Send your news or views to:

Email: [editor@pestmagazine.co.uk](mailto:editor@pestmagazine.co.uk)

Tel: 01509 233219

Or write to us at:

**Pest**, Foxhill, Stanford on Soar,  
Loughborough, Leicestershire LE12 5PZ  
We'd love to hear from you.

#### Advertisers

Please contact the editor as above or  
visit our website at  
[www.pestmagazine.co.uk](http://www.pestmagazine.co.uk)

#### The legal stuff

Whilst **Pest** is produced with great care, the publishers cannot accept any liability for inaccuracies or errors herein. Nor can **Pest** accept any responsibility for claims made in advertisements nor for any results or misadventures experienced from using the products advertised.

© **Pest** magazine 2010. All published material remains the copyright of the publisher. No part of this magazine may be reproduced, stored in a retrieval system, or transmitted, in any form without prior permission of the copyright holder.

**Pest** is published by Foxhill Publishing Limited  
Registered in England No: 6737319

Printed by PPS Print, [www.pps-print.com](http://www.pps-print.com)

Use pesticides safely.  
Always read the label and  
product information before use



## Contents

Industry news	4
Where now for rodenticides in the EU?	7
A sting in the tail – wasps and bees	10
Fruit flies – public health or nuisance pest?	14
Testing EFKs the Rentokil way	18
Challenging times for council-run pest control	21
Leeds City Council and Rentokil	24
Pest-Ventures sets the agenda	26
PROMPT – do you qualify for free membership?	28
BPCA Annual General Meeting	29
Different country – same issues	31
Products – what's new?	32
Best new product award	33
Diary dates	35
New qualifications detailed at RSPH event	35

## The cuts are coming

Prime Minister David Cameron isn't mincing his words. As **Pest** went to press just ahead of the 22 June budget, Mr Cameron was warning the country to be ready for the biggest cuts in government spending since the Second World War.

Whilst the pest control industry is more robust than most – be thankful you're selling something people actually need and not something which relies on discretionary spend – make no mistake, spending cuts will impact on us all. In our local authority features (pages 21 to 25) we look at how some councils are already tackling the challenge of providing an ever more cost-effective service.

Even if your business has no direct link with the public sector, cuts and the inevitable impact on employment, is likely to deter spending in the domestic pest control market, with the public switching to DIY, or simply ignoring the problem. Of course, these are short term solutions which could easily result in a rise in pest problems and increased opportunities for pest controllers, so it's not all doom and gloom. On another positive note, the recent warm, sunny weather has led some to suggest that 2010 might well be that elusive good wasp year. Fingers crossed it will provide some useful profit opportunities for your businesses.

*Gareth Hobb*

Be first with the news – visit [www.pestmagazine.co.uk](http://www.pestmagazine.co.uk)



Get more news at  
[www.pestmagazine.co.uk](http://www.pestmagazine.co.uk)  
where you see  
this symbol

read more  
on the web  
WWW

## CRRU clocks-up 100

The Campaign for Responsible Rodenticide Use (CRRU) supporters club has something to celebrate, as membership recently passed 100. Membership is a tangible sign of pest controllers pursuing the responsible and professional use of rodenticides.

## Is this a record?

Staggered is perhaps the best phrase to describe Sean Whelan's reaction when he saw the size of a wasp's nest he was called in to treat in a local Southampton pub roof. Built around a chimney stack, the nest measured about six foot by five foot. Sean estimated it must have contained anything up to 500,000 wasps.

read more  
on the web  
WWW

## Seagull season

In a bid to raise awareness of the problems caused by seagulls nesting in urban areas, the Highland Council has launched an awareness campaign. Although the Council has no statutory duty to take action against gulls, it recognises the misery that gulls cause many homeowners and businesses throughout the nesting season.

A leaflet on seagull control has been produced which is being distributed throughout their area. It provides information and advice on gulls and the law, problems caused by gulls, the controlling of gulls, deterrent measures and education about gulls.

Elsewhere in the country, Thanet District Council has developed a heavy-duty polypropylene seagull-proof rubbish bag. These have been issued to around 250 householders in Ramsgate, Kent who are particularly under attack from these winged pests.



Councillor John Laing, chairman of the Highland Council's TEC Services Committee displays copies of the seagull control information leaflet produced by the Council

## Badger battle lines drawn-up

A pilot cull of badgers is about to start in Wales with the aim of curbing the spread of tuberculosis in cattle. And as part of their pre-election pledge, the UK government has indicated that culling may begin in England too in the next few years.

The Welsh Assembly Government (WAG) is commissioning a pilot cull of badgers within 288 sq km (111 sq miles) area of south-west Wales.

The incidence of the disease has been growing in Wales.

More than 12,000 cattle were slaughtered as a result of TB infection in 2008 (compared with 669 in 1997), at a cost of £24m to the public purse. WAG has allocated £9m (equivalent to £2,830 per badger) over the five-year period. Animals will be trapped in cages and shot, although the control order also allows for the shooting of roaming badgers and for the use of lethal injection.

Battle lines are being drawn. The Badger Trust is fighting through the courts whilst, on the ground, with demonstrators out in force, those preparing to undertake the cull have had to be masked to protect their identities and .

Can you imagine the outcry by the general public, when or if, a wide-scale cull of Brock is proposed in England?



## KFC pays the price for poor pest control in Westminster

On 10 May, fast-food chain Kentucky Fried Chicken (KFC) was ordered to pay £18,452.80 at City of Westminster Magistrates Court after pleading guilty to food hygiene offences ranging from failing to keep the premises clean, failing to control pests, and failing to provide hand wash facilities for staff.

The flagship KFC restaurant in Coventry Street near Leicester Square, pleaded guilty to breaching five counts of food hygiene regulations in August 2008, after council inspectors visited the restaurant following complaints from diners about poor hygiene.

The court heard how, during an inspection of the premises, council inspectors found a cockroach on a chip near takeaway boxes and on tongs used to serve food, saw a mouse and dried chicken blood on the floor and found that there were no hand wash dispensers available in the food preparation area.

read more  
on the web  
WWW



## Congratulations

Industry rodenticide expert, Dr Alan Buckle, has just been elected chairman of the Rodenticide Resistance Action Group (RRAG). This is most appropriate as Alan is also vice-chairman of the CEFIC Rodenticides Working Group. See his article concerning rodenticides in the EU on pages 7 to 9.



RoSPA trustee, Michael Hampson (left), gives the award to Rokill's Chris Turner

Meanwhile, Rokill Pest Control from Ringwood in Hampshire is celebrating winning the Royal Society for the Prevention of Accidents gold award for occupational health & safety. It is the seventh consecutive year that they have won.



## New CEO for BPCA

At their Annual General Meeting on 18 May, BPCA announced the appointment of Simon Forrester as their new chief executive officer. Simon officially takes on this role on 9 August, but took time-off from his present position to attend the meeting and meet members.

read more  
on the web  
WWW

## My nose knows you know!

That's because its been fully trained to sniff out bedbugs, wherever they may be.

Yes bedbugs are my quarry.

We work in all sorts of locations, but we really come into our own in sensitive areas or where you have a large location to screen quickly such as hotels, public buildings, aircraft, ships and so on....



Find out how I can help your business by contacting my human, that's Adam Juson of Merlin Environmental on 0800 037 7332 or email him at: [info@bedbugcontrol.co.uk](mailto:info@bedbugcontrol.co.uk) [www.bedbugcontrol.co.uk](http://www.bedbugcontrol.co.uk)



**DON'T GET STUNG THIS SUMMER**

**Giant 600ml can-sprays up to 18 feet!**  
0.25% Permethrin • 0.24% Tetramethrin

**Very fast knockdown**

**ONLY £6.32 per 600ml aerosol**  
Available from LODI UK

**Call 01384 404242**  
[sales@lodi-uk.com](mailto:sales@lodi-uk.com) | [www.lodi-uk.com](http://www.lodi-uk.com)

Use pesticides safely. Always read the label



# DETEX<sup>®</sup>

WITH BIOMARKER<sup>™</sup>  
PATENT PENDING

## How Will BIOMARKER<sup>™</sup> Benefit You?

*Differentiates  
your  
service*

*Simplifies  
identification  
of rodent  
pathways*

*Helps locate  
entry holes  
for rodent  
proofing*

*Used for  
inbound pallet  
inspections*

*Helps  
determine species  
identification  
based on found  
droppings*

*Helps identify  
level of rodent  
activity and  
infestation  
size*

Available from  
your Bell distributor



Chaucer House, Chaucer Road, Sudbury, Suffolk CO10 1LN England  
Tel: +44 1787 379 295 • Fax: +44 1787 883 353  
www.belllabs.com • EMEA@belllabs.com • Bell Laboratories, Inc. Madison, WI 53704 USA

THE WORLD LEADER IN RODENT CONTROL TECHNOLOGY



# Where now for rodenticides in the EU?

## BPD outcome pretty positive but the war isn't won yet!

We now know much of what the future holds for rodenticides in the EU. After a great deal of discussion, and justifiable concern on the part of the pest control industry, the European Commission has finished its review under the Biocidal Products Directive (the BPD) of the 14 most important of these essential rodent control tools and the result has been largely positive. But whilst this battle may have been won, the war is far from over. Dr Alan Buckle, vice chairman of the CEFIC Rodenticides Working Group reviews the position.

### The BPD review programme concludes

On 3 February 2010, after final scrutiny by the European Parliament and the Council of the European Union, decisions were made to include the last three anticoagulant active substances, warfarin, sodium warfarin and brodifacoum, on Annex I of the BPD. With this, all nine anticoagulant rodenticides supported by manufacturers successfully completed their review (Table 1) and will remain on the market for a further five years. Four other rodenticide actives have also been assessed and only powdered corn cob remains in the review programme.

### Product authorisations

Dates are now set for manufacturers of rodenticide products containing these active substances to submit their product dossiers for assessment and authorisation. These dossiers require a complete set of efficacy, toxicological, environmental and product safety studies, as well as a Letter of Access to the active substance dossier from one of the manufacturers. Without these, product manufacturers must take their products off the market in the EU.

### Predictions of doom and gloom?

At first sight it would appear that everything is rosy – the last three anticoagulant active substances have completed their BPD review and product authorisation dates for all anticoagulants are now set. So, how have all the doom and gloom predictions worked out and what does all this mean for those

Table 1: Timeline of the review of rodenticides under the rules of the BPD

Active substance	Date of inclusion Directive	Date of Annex 1 inclusion	Date of expiry
difethialone	29 November 2007	1 November 2009	31 October 2014
carbon dioxide	24 July 2008	1 November 2009	31 October 2019
difenacoum	29 July 2008	1 April 2010	31 March 2015
bromadiolone	31 July 2009	1 July 2011	30 June 2016
alphachloralose	31 July 2009	1 July 2011	30 June 2021
aluminium phosphide	31 July 2009	1 September 2011	31 August 2021
coumatetralyl	29 July 2009	1 July 2011	30 June 2016
chlorophacinone	4 August 2009	1 July 2011	30 June 2016
flocoumafen	27 November 2009	1 October 2011	30 September 2016
warfarin sodium	9 February 2010	1 February 2012	31 January 2017
warfarin	9 February 2010	1 February 2012	31 January 2017
brodifacoum	9 February 2010	1 February 2012	31 January 2017
powdered corn cob	to be done	to be done	to be done

Notes: The date of the Inclusion Directive is when the European Parliament and Council of Ministers agree that the review of an Active Substance is successfully completed. The date of actual inclusion onto Annex I of the Directive is usually set about two years later to allow manufacturers and formulators to assemble and submit their regulatory dossiers for products carrying these active substances. Expiry of approval is five years after inclusion for anticoagulants, and ten years for other active substances.

who use rodenticides on a daily basis in their jobs?

One of the most important predictions about the BPD is that we would lose important rodenticide active substances. We did indeed lose diphacinone, zinc phosphide, calciferol and bromethalin, but none of these could be called a mainstream rodenticide.

Their loss will hardly impact core activities of most pest control technicians. But effective alternatives to anticoagulants for resistance management are now virtually non-existent, and this is a potentially dangerous situation for the future.

There was also concern that we would lose some use patterns, such as our ability to

ANALYSIS  
Rodenticide's future





apply rodenticides away from buildings. The BPD review involved the assessment of risk of four different rodenticide use scenarios: sewer systems; in and around buildings; in open areas; and at waste dumps.

The different active substances have obtained different approvals for use in these areas (Table 2). With the current distribution of resistance to anticoagulants in the UK, it looks like we will not be able to control some rat infestations in open areas and waste dumps! Again, this hardly impacts on day-to-day rodent control, but it may have important future consequences for game-keepers and waste managers in some resistance areas.

It is also interesting to note that the Commission will allow the use of some first-generation anticoagulants for mouse control in the EU, and this is not currently the case in the UK.

#### Risks to the environment and mitigation measures

During the review, the Commission and several Member States made clear their concerns about the anticoagulants as a group, particularly about risks to the environment. With these risks in mind, specific provisions are required for the use of the anticoagulants which are virtually the same for them all, notably:

- There is a limit on the concentration of the active ingredient in baits;
- Baits should contain an aversive agent and a warning dye;
- The most potent compounds cannot be used in tracking powders;
- Appropriate mitigation measures should be employed to prevent primary and secondary exposure to non-target animals.

The wording on all the Commission's Inclusion Directives for the individual anticoagulants is a cause for great concern. It speaks of 'considering and applying all appropriate and available risk mitigation measures'. These include the restriction to professional use only, setting upper limits on pack size, and laying down obligations to use tamper-resistance bait stations. Interpretation of the words 'considering', 'applying' and 'laying down obligations' are crucial. Industry questioned this wording when it was first proposed, suggesting that there will be serious misinterpretation, but it remains unchanged in the published Directives. However, it is the declared

#### Use of brodifacoum & flocoumafen in and around buildings?

One significant point of discussion in the review was the use in and around buildings of brodifacoum and flocoumafen. And this, of course, has important repercussions in the UK. The Commission, and the majority of Member States, decided that any indoor only restriction is impractical and unnecessary. No significant distinction was made between any anticoagulants in terms of risks to the environment and similar risk mitigation measures were proposed for them all.

Actually, the Commission and Competent Authorities of most Member States seem to

**Table 2: Permitted uses of products carrying anticoagulant rodenticides after the date of inclusion onto Annex I**

Active substance	Areas of use				Pests	
	Sewers	In & around buildings	Open areas	Waste dumps	Rats	Mice
difethialone	✓	✓	✗	✗	✓	✓
difenacoum	✓	✓	✓	✓	✓	✓
bromadiolone	✓	✓	✓	✓	✓	✓
coumatetralyl	✓	✓	✓	✓	✓	✓
chlorophacinone	✓	✓	✓	✓	✓	✓
flocoumafen	✗	✓	✗	✗	✓	✓
warfarin sodium	✓	✓	✓	✓	✓	✓
warfarin	✓	✓	✓	✓	✓	✓
brodifacoum	✓	✓	✗	✗	✓	✓

intention of the Commission that these measures should be seen only as examples for **consideration** at product authorisation level i.e. when considered by each individual country, and should be applied then only **if appropriate to individual products**. They are not intended to be mandatory.

dislike them all with equal vehemence. So, according to the Commission, even the three most potent compounds, brodifacoum, flocoumafen and difethialone, are permitted for use 'in and around buildings' throughout the EU. The Commission's interpretation of this allows application to 'the building itself, and the area around the building that needs to be treated in order to deal with the infestation of the building'. In the UK, it appears that if the Health & Safety Executive (HSE) wishes to continue its indoor only restrictions on brodifacoum and flocoumafen it will have to make a case for this to the Commission.

#### More threats on the horizon!

The Commission's concerns about the anticoagulants are demonstrated in its determination to label them all PBT compounds (i.e. persistent, bioaccumulative and toxic). PBT status is normally reserved for marine pollutants such as mercury, DDT and dioxins. The impending addition of the

anticoagulants to this rogues gallery signals more serious problems ahead.

Other reviewed biocides receive ten years of sales before another review. But, because of the proposed PBT label, anticoagulants will receive only five years sales before coming up for review. At that time they will be candidates for 'comparative assessment'. This is an uncertain process in which an active substance will be taken off the market if another is available that is equally effective and less damaging to the environment. How these important variables are to be measured and 'compared' is currently a matter of uncertainty. Anticoagulants will be the first to go through this process and it is obvious that some Member States are keen to show that comparative assessment has teeth! So some will almost certainly be forced from the market.

Finally, the Commission is in the process of reviewing the BPD itself. The proposal for the new Biocides Regulation signals a sea change in the way biocides are regulated in Europe. Previously, a risk-based system was used in which risk is the product of the intrinsic hazard of a chemical substance and exposure to it. So a chemical may be hazardous but, if exposure to it is low, its use

is considered acceptable. Under new Commission proposals, certain biocides will be regulated on hazard alone and risk will not be considered. Consequently, the Commission has proposed a series of hazard-based criteria, the so-called 'exclusion criteria' found in Article 5 of the proposed new Regulation. They apply to any chemical that may cause cancer, causes changes to genes or affects reproduction (CMR for short). A recent survey conducted by the industry has found that, when these criteria are applied, nine out of 14 rodenticides, including all anticoagulants, may be disqualified from sale.

Industry is currently waging a lobbying campaign to try to keep anticoagulants available in the EU in spite of these new moves from the European Commission and Parliament. If you have not already done so, you will hear soon about how you can help in this campaign. A key vote is at the European Parliament's Committee on Environment, Public Health and Food Safety (ENVI Committee) was scheduled for 2 June 2010 but has now been rescheduled for 22 or 23 June. As a result the Plenary vote will be postponed from July until late September, after the summer break.

To give a flavour of the discussions going



Dr Alan Buckle, vice chairman of the CEFIC Rodenticides Working Group

on, at a recent discussion of this issue in the ENVI Committee, the need for anticoagulants was strongly supported by some UK MEP's, but its Vice-Chairman was heard to say that: "To his knowledge there are alternatives to rodenticides."

For now it is a case of 'watch this space'. There is still much to play for in the political battle for rodenticides and rodent control as we know it in the EU. The coming weeks are crucial!

Updates on progress will be posted on the **Pest** website as they occur. Check [www.pestmagazine.co.uk](http://www.pestmagazine.co.uk)

## Cost effective solutions from IP

**IP Strike is a highly effective insecticide concentrate for use against flying and crawling insects in waste management situations and public health**

- Contains 10%w/v cypermethrin EC
- Suitable for domestic and public premises, food storage /processing and solid waste management

Only available from IP

Ask about our special offers



**IP Alpha-T is specifically effective for use against a wide range of flying and crawling insects**



- Particularly effective against bed bugs and other crawling insects
- Alpha-Cypermethrin & Tetramethrin in a water soluble sachet
- Suitable for domestic and public premises, food storage and processing areas

Use biocides safely. Always read the label and product information before use



Main distributor for: Bayer Environmental Science | BASF | Rentokil | Sorex and other leading manufacturers  
Industrial Pesticides (NW), 7-29 Brasenose Road, Liverpool L20 8HL Tel 0151 933 7292 Fax 0151 922 3733

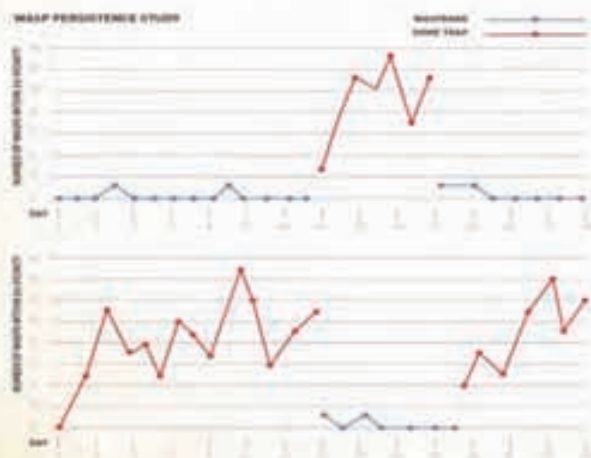


## Health and Safety ALERT

An article recently published in the *Cardiology Journal*\* suggests that the number of people killed in the UK each year by wasp stings could number in excess of 1000.

It now appears that wasp stings can trigger heart attacks in a number of susceptible people several days after being stung. This is known as **Kounis Syndrome**.

**WaspBane** is the only high efficiency wasp trap on the market proven to reduce risk by up to 97.5% compared to other traps.



Wasp persistence cross over studies have shown that that unlike other traps, **WaspBane** reduces the number of wasps persisting in the area to be protected.



For more information on the WaspBane wasp trap, please call 01480 414644 or e-mail: [info@waspbane.com](mailto:info@waspbane.com)

Use **WaspBane** - the safe, professional solution to reducing risk.



## Forecasting wasp and bee activity

The measurement of insect stinging frequency is a notoriously difficult task with activity levels varying widely between regions. However, a website called WaspWatch ([www.waspwatch.co.uk](http://www.waspwatch.co.uk))

presents an interesting overall picture for the UK. It does this by monitoring the visitors (75% of which come from the UK) to its sister website, who are looking for a remedy or information arising from an insect sting – usually from a wasp or bee. So the logic goes, the larger the number of web accesses, the greater the number of individuals that have been stung.

Statistical boffins could no doubt run rings around the data, but with the number of accesses presented by month going back to 2003, accompanied by detailed observations on the weather conditions, it provides a fascinating record. In 2009, August was a record breaking month with just under 75,000 visitors.

This year activity was slow in the early months causing concern that insect levels may have been badly affected after the cold winter. By April levels were back to normal. WaspWatch was forecasting 2010 to become one of the busiest stinging years since 2004. Unfortunately May figures proved this forecast wrong. So, will 2010 be a wasp year? Who knows!



## Exosect to the rescue

Bee colony numbers are currently in decline. In the UK during the winter of 2008/9 one in every five colonies was lost. The cause for Colony Collapse Disorder has yet to be pinpointed but infestation by the Varroa mite, which carries eight different viruses that affect bees, is suspected to be a contributory factor.

Exosect has now developed Exomite Pro which uses the company's unique Entostat powder – as used in Exosex SPTab.

The Entostat powder is impregnated with small quantities of Thymol, which is effective in controlling the Varroa mite, and sprinkled on top of the brood frames. Some drops down through the frames onto the bees, whilst the remaining powder is removed by the colony. The presence of the powder on the bee increases grooming activity, which combines with the Thymol to cause the Varroa mites to drop-off the bees and die.



## When a bee job gets out of hand

When called to treat a feral bee's nest, pest controllers can sometimes be(e) taking on more than they bargained for.

First-off an assessment needs to be made as to whether the feral bee colony can be relocated elsewhere rather than destroyed. If in doubt, seek help from your local beekeeper (always a good person to get to know) or make contact with the British Beekeepers Association at Stoneleigh.

If removal by a beekeeper is not an option, and treatment is to go ahead it is vital 'every reasonable precaution' should be taken to prevent any actions affecting non-target insects – in particular local honey bee hives. An insecticide labelled for this use must be selected (frequently Ficam D). After treatment, and if accessible, either the combs must be removed or the entrance sealed to prevent foraging honey bees from robbing the nest so contaminating, and eventually killing, their own hive.

So far so good. Removing the combs and/or sealing-up the entrance to the nest can be an expensive operation if access is an issue. What might start as a straightforward £60 or £70 job can turn into one running to several hundreds – an expense the householder may not accept. In such a case, the best option maybe to decline to undertake the job – a course of action recommended by bee expert Tony Baker of Guildford-based Alphakill Environmental Services during his presentation on the topic at the recent NPTA Southern Training event held in Farnham.



1 Bees don't pick easy-to-reach places



2 The bee's nest positioned inside the chimney pot



3 Once removed, the nest entrance has to be proofed



4 The tell-tale aftermath of a dust treatment. Again access needs to be prevented

## Hives on high

Urban dwellers are being encouraged to bring wildlife to the city by keeping bees, such as in a purpose-built Beehaus. So, the next time you are called upon to deal with an urban feral bee problem, don't assume there won't be any hives in the area. They are increasingly cropping-up in the most unexpected places.



## WHAT'S UGLIER THAN A DEAD MOUSE IN A TRAP?

We're sure you can think of something...but, to your customers, a dead mouse is disgusting.

So we developed the **Snap-E Mousetrap Cover** to keep mousetraps and dead rodents concealed and out of reach.

## Snap-E COVER



- Can be used with wooden snap traps or Snap-E mousetraps
- Keeps children & pets away from traps
- No chemicals
- Safety key required to prevent accidentally opening
- Rugged construction
- Inspection holes
- Blends with surroundings
- Available in white, black, gray and brown
- Use in common areas

Call your local distributor today for all of your Kness supplies

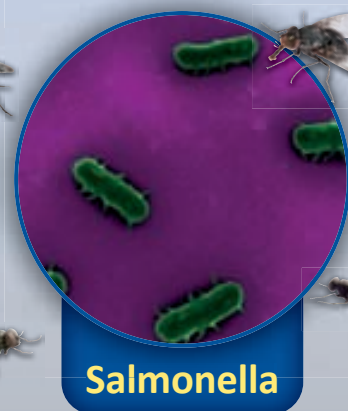
**Kness**  
641-932-7846  
[www.kness.com](http://www.kness.com)



# Flies are not choosy –



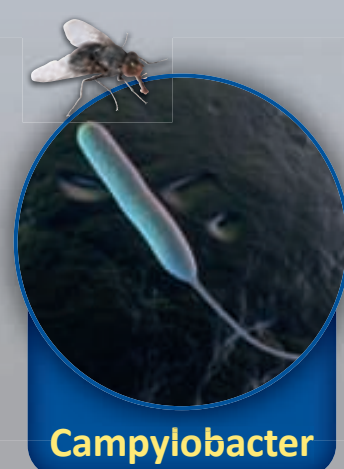
E. Coli



Salmonella



Staphylococcus



Campylobacter



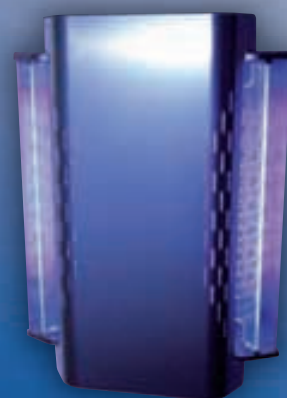
Your next meal



Optica 180™



Vector Plasma™



Eclipse™



Cobra™



Liberator BT™

## 24/7 Protection against germ-laden flies

Hotels | Restaurants | Bars | Food Retail | Supermarkets | Kitchens | Offices | Food Processing | Storage

**Brandenburg**  
UK Ltd.

Tel: +44(0)1 384 472 900 | Fax: +44(0)1 384 472 911  
e-mail: sales@b-one.com | Web: www.b-one.com

## Wasps and bees put to work

### Honey bees in the UK

In the UK researchers at Rothamsted Research Institute are harnessing the olfactory ability of honey bees (*Apis mellifera*) for trace vapour detection. The system, under development by Inscentinel, offers a large range of possible applications ranging from explosives and drug detection to the diagnosis of tuberculosis, food spoilage and early stage detection of dry rot. Maybe bedbugs next?

Once trained, the bees are deployed using a handheld portable Vador device. This contains 36 bees gently restrained in bee holders and loaded into six cassettes. Once exposed to the air in a test situation, if the sample contains the substance the bees are trained to detect, the odour elicits a Proboscis Extension Reflex response (PER) – meaning the bees stick their tongues out in expectation of food (the bees are trained using classical Pavlovian conditioning). The individual response of all 36 bees is recorded and translated into a simple result and shown on the PDA screen display.



### Braconid wasps in the US

As reported in *Pest* magazine, dogs are increasingly finding a role in the detection of bedbugs. Researchers in the USA are now looking to train-up Braconid wasps for this task. What at first sight might appear a whacky idea, Braconid wasps are even more sensitive to odours than dogs and are already employed to locate buried corpses.

The use of these insects does offer some distinct advantages. They can be trained in a couple of hours, they are cheap and easy to maintain plus there are no animal welfare issues surrounding their use.



Gently restrained in their holders, the bees stick-out their tongues when they sense the odour expecting a food reward

### German pest controllers all a-buzz!

Professional pest controllers in Germany have got very 'hot under the collar' about what they feel is interference from the somewhat green, Berlin-based organisation – Nature and Biodiversity Conservation Union (NABU). Founded in 1899 and with more than 450,000 members, this association aims to conserve threatened habitats, flora and fauna.

Last summer the Landkreis Emsland (a region in northern Germany) attempted to insist that if pest controllers were called-out to a wasp's nest they had to consult with a local NABU representative about whether to relocate the nest or to treat it. As you might imagine this caused something of an uproar. Not only does it interfere with PCO's livelihoods, it also raises the issue of amateurs (as German PCOs view NABU members) telling professionals what to do.

At a packed seminar at Eurocido in February, Dr Melanie von Orloff from NABU was left in little doubt as to the views of German pest controllers.



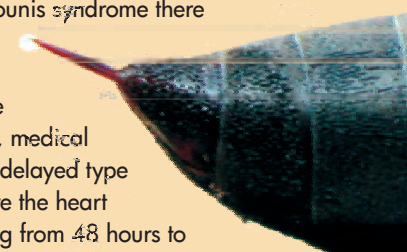
Dr Melanie von Orloff

### Fatalities from stings may be greater than thought

Most pest controllers will be well aware that wasp and bee stings are not only uncomfortable, but in some cases can lead to anaphylactic shock resulting in a heart attack and even death.

It is estimated that in the UK, approaching 400,000 people seek medical attention for wasp stings each year. Some 1,000 are hospitalised and maybe as many as 12 die. However, recent medical research suggests that the number of people who die each year from wasp or bee stings, where the cause of death is mis-diagnosed as a heart attack, could be in the thousands.

Initially described just 15 years ago by the Greek physician, Dr Nicholas Kounis, who gave his name to the occurrence of an allergic reaction of the heart leading to acute myocardial infarction (heart attack) – the Kounis syndrome. Unlike other allergic reactions, with Kounis syndrome there frequently are no other visible symptoms except for the heart attack. More recent, and still on-going, medical research has identified a delayed type of Kounis syndrome where the heart attack may occur anything from 48 hours to almost two weeks after the sting.





# Fruit flies

## Public health or nuisance pest?



© Dr Reiner Pospischil

Fruit flies are usually described as 'nuisance pests' but they may be more than that as their habit of feeding on rotting organic matter makes them potential disease carriers as Professor Moray Anderson explains.

Fruit flies are traditionally classed as 'nuisance' flies when referred to in pest control publications. But, fruit flies are attracted to rotting organic matter (see habitat section page 15) and this organic matter can frequently be rich in pathogenic bacteria.

In a relatively recent field study it was found that fruit flies when sampled from a number of their natural habitats – compost heaps, refuse buckets, commercial kitchens – are, in fact, carrying an extremely large count of bacteria. The specific bacteria isolated from

the fruit flies belonged to the group the Enterobacteriaceae which include the *Shigella*, *E. coli*, *Salmonella*, *Klebsiella*, *Serratia*, *Proteus*, *Yersinia*, etc., all bacteria which are responsible for 'food poisoning' type symptoms in humans (Wilson, J (2005); *Carriage of Foodborne Pathogens by Fruit Flies (Drosophila funebris)*. MSc Environmental Health Report, University of Birmingham.)

Another study carried out in the laboratory in the US showed that fruit flies were easily contaminated externally and internally with the bacterium *Escherichia coli* O157:H7 collected from a compost pile of decaying apples and peaches. The flies transmitted this bacterium to uncontaminated apple wounds, resulting in a high incidence of contaminated wounds. Populations of the bacterium in apple wounds increased significantly during the first 48 hours after transmission, (Janisiewicz W J, Conway W S, Brown M W, Sapers G M, Fratamico P, Buchanan R L 1999. *Fate of Escherichia coli* O157:H7 on fresh-cut apple tissue and its potential for transmission by fruit flies. Applied and Environmental Microbiology, Vol. 65, No 1, pp.1-5.)

Whilst these studies do not directly implicate fruit flies in the transmission of bacteria to humans, they do highlight that when fruit fly populations are

present there is a possibility that the environment could be contaminated by bacteria which they could be transferring from one surface to another.

There is also substantial anecdotal evidence that when good fruit fly control measures are introduced then microbiological assays have shown reductions in bacterial counts in farms, dairies, cheese factories and the like.

### Fruit fly control strategies

The key to a good strategy for fruit fly control is locating and treating the areas of organic matter in which the larvae are feeding. This can often be a difficult task it is essential to carry out such a treatment, since just controlling the adult flies will not be sufficient for long-lasting effective control.

Once the source of the organic matter is located and preferably removed then the application of residual insecticide to the area may be necessary for prolonged control.

Adult control, if necessary, can be accomplished with space treatment with an



*Drosophila repleta* is relatively common in the UK

appropriate insecticide. However, strategic positioning of UV fly control units employing glue boards as the trapping mechanism can be extremely effective against the slow flying fruit flies.

In recent years many working in the pest control industry have reported a significant increase in the number of areas where fruit flies have become more apparent. Indeed in many cases, there has been a need to implement extensive control measures.

Although no large-scale surveys have been carried out, it appears that the increase in the fruit fly populations has coincided in many sites with changing practices in crawling insect control. For example, in a number of sites the standard practice for cockroach control previously centred on the regular application of sprayed insecticidal product. Gel baits, when introduced, became an effective and much used alternative to these sprays for cockroach control. It appears that at certain sites the application of the spray to control the cockroaches was, as an additional consequence, killing different life stages of many small flies including fruit flies. When the shift to gel bait was implemented the small flies flourished.

### Which species of fruit fly are likely to be encountered?

Probably the most common species of fruit fly to be encountered in kitchens, restaurants, domestic properties, etc., in the UK is *Drosophila funebris*. This species, in fact most fruit fly species, are often quite variable in their abdominal colouration but have generally a dark grey/blackish hue to the abdomen hence the specific name funebris!

Another species relatively common in the UK is *Drosophila repleta*. Again like all fruit flies it is attracted to rotting material, it can often be found in kitchens, fruit stores, etc attracted to onions, cabbages and stored root crops. The adults of *Drosophila repleta* will also feed on faecal matter which makes them a possible serious public health pest.

### What habitats do fruit flies like?

The fruit fly adults are attracted to various fruits and fermenting foodstuffs and are extremely common in domestic properties during the summer months. They are very often found flying around any buckets of waste in and around domestic kitchens. Composting of household food waste is being greatly encouraged nowadays and consequently many householders keep small containers in their kitchens or utility room in which are put potato peelings, orange peel, banana skins, etc. prior to taking to garden composting bins. These containers can be the source of many hundreds of fruit flies – any accumulation of household waste material is a likely attractant.

In recent years the practice of many local authorities to make fortnightly 'green' bin collections has seen a tendency for fruit flies populations to increase, and consequently human interaction with them to increase.

Additionally, these flies have a strong affinity for alcohol! This feature of their biology again frequently brings them into contact with humans in wine bars, pubs and restaurants. The flies are attracted to the odour of the alcohol and sugary solutions and will frequently alight on the edge of a glass of beer, wine or coffee cup.



Fortnightly green bin collections and an increase in home composting have seen fruit fly numbers rise



**Chameleon® 1x2**  
DISCRETION

**DISCREET IN SIZE**  
**POWERFUL IN NATURE**



**ATTRACTIVE FRONT COVER**  
**CONCEALS STICKY BOARD & CATCH**  
**IDEAL FOR AREAS IN VIEW**  
**OF THE PUBLIC**

**Dimensions:**  
H: 31.5cm W: 48.5cm D: 6.5cm



**Weight:**  
4.3Kg



**Coverage:**  
Wall-mounted/Freestanding: 70m²



**Finish:**  
☐ All White ☐ All Stainless Steel

**PestWest®**  
FLYING INSECT SCIENCE

PestWest Electronics Limited,  
Wakefield Road, Ossett,  
West Yorkshire, WF5 9AJ, UK  
Tel: +44 (0) 1924 268500  
Fax: +44 (0) 1924 273591  
Email: info@pestwest.com

**www.pestwest.com**



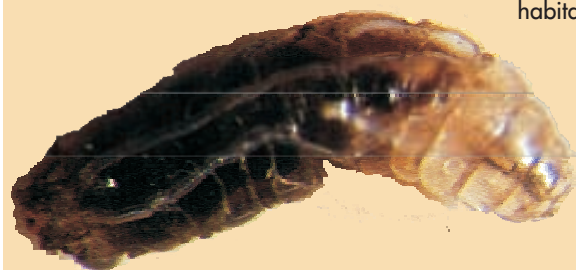
## Fruit fly biology

- Each female lays between 400 to 900 eggs;
- Eggs are white and 0.5 to 1mm long;
- Eggs are laid at the rate of 20 to 25 per day;
- Eggs are laid by the female within the larval foodstuff;
- Eggs hatch generally within 24 to 30 hours;
- During development the larvae moult three times;
- The larvae will migrate from the feeding area to form pupae;
- Pupation takes between two and five days.

The egg to adult stage can be as short as eight days at 30°C.

They are often found in areas which are rich in fermenting products these would, in general, be thought to be unsuitable for the development of insect larvae.

The alcohol content may be quite high and the other products of fermentation would be toxic to other insect eggs and larvae. But the eggs and the larvae of the fruit flies possess structural features which make them especially well adapted to survive in this fluid or semi-fluid habitat.



The adult flies have a characteristic extremely slow flight pattern, almost hovering as they fly around with the abdomen of the fly suspended. In fact, it appears to be a great effort for these flies to be bothered to fly at all!



An ideal habitat: adult fruit flies and larvae in a rubbish bin



Egg to adult can be in as little as eight days if the temperature is right

## Take the Pest Test

BASIS has made two PROMPT CPD points available if you can demonstrate that you have improved your knowledge, understanding and technical know-how by passing the **Pest Test** and answering all our questions correctly.

So read through our features on flies and complete the questions below.

Try to answer them all in one sitting and without referring back to the articles. **Take care as some questions may have more than one correct answer so tick all the answers you believe are correct.**

**SEND COMPLETED QUESTIONS** to:

**Pest** Magazine, Foxhill, Stanford on Soar, Loughborough, Leicestershire LE12 5PZ. We will contact you with your result and, if all your answers are correct, we will credit the CPD points to you.

<b>1</b> It is thought fruit fly numbers have recently increased because? <table border="0"> <tr> <td>a) Farmers are planting more fruit trees</td> <td><input type="checkbox"/></td> <td>b) More people are composting food waste</td> <td><input type="checkbox"/></td> </tr> <tr> <td>c) Greater use of insect-specific insecticides</td> <td><input type="checkbox"/></td> <td>d) They are becoming highly resistant to insecticides</td> <td><input type="checkbox"/></td> </tr> </table>	a) Farmers are planting more fruit trees	<input type="checkbox"/>	b) More people are composting food waste	<input type="checkbox"/>	c) Greater use of insect-specific insecticides	<input type="checkbox"/>	d) They are becoming highly resistant to insecticides	<input type="checkbox"/>	<b>4</b> Why are fruit flies a public health problem? <table border="0"> <tr> <td>a) Their larvae invade and feed upon human flesh</td> <td><input type="checkbox"/></td> <td>b) Their sting can cause allergic reactions</td> <td><input type="checkbox"/></td> </tr> <tr> <td>c) They carry an extremely large bacteria count</td> <td><input type="checkbox"/></td> <td>d) They feed by sucking vertebrate blood</td> <td><input type="checkbox"/></td> </tr> </table>	a) Their larvae invade and feed upon human flesh	<input type="checkbox"/>	b) Their sting can cause allergic reactions	<input type="checkbox"/>	c) They carry an extremely large bacteria count	<input type="checkbox"/>	d) They feed by sucking vertebrate blood	<input type="checkbox"/>
a) Farmers are planting more fruit trees	<input type="checkbox"/>	b) More people are composting food waste	<input type="checkbox"/>														
c) Greater use of insect-specific insecticides	<input type="checkbox"/>	d) They are becoming highly resistant to insecticides	<input type="checkbox"/>														
a) Their larvae invade and feed upon human flesh	<input type="checkbox"/>	b) Their sting can cause allergic reactions	<input type="checkbox"/>														
c) They carry an extremely large bacteria count	<input type="checkbox"/>	d) They feed by sucking vertebrate blood	<input type="checkbox"/>														
<b>2</b> How many days does it take from egg to adult if conditions are ideal? <table border="0"> <tr> <td>a) Four</td> <td><input type="checkbox"/></td> <td>b) Six</td> <td><input type="checkbox"/></td> </tr> <tr> <td>c) Eight</td> <td><input type="checkbox"/></td> <td>d) Ten</td> <td><input type="checkbox"/></td> </tr> </table>	a) Four	<input type="checkbox"/>	b) Six	<input type="checkbox"/>	c) Eight	<input type="checkbox"/>	d) Ten	<input type="checkbox"/>	<b>5</b> Where are fruit flies most likely to be found? <table border="0"> <tr> <td>a) Domestic kitchens</td> <td><input type="checkbox"/></td> <td>b) Animal houses</td> <td><input type="checkbox"/></td> </tr> <tr> <td>c) Around compost heaps</td> <td><input type="checkbox"/></td> <td>d) Hospital wards</td> <td><input type="checkbox"/></td> </tr> </table>	a) Domestic kitchens	<input type="checkbox"/>	b) Animal houses	<input type="checkbox"/>	c) Around compost heaps	<input type="checkbox"/>	d) Hospital wards	<input type="checkbox"/>
a) Four	<input type="checkbox"/>	b) Six	<input type="checkbox"/>														
c) Eight	<input type="checkbox"/>	d) Ten	<input type="checkbox"/>														
a) Domestic kitchens	<input type="checkbox"/>	b) Animal houses	<input type="checkbox"/>														
c) Around compost heaps	<input type="checkbox"/>	d) Hospital wards	<input type="checkbox"/>														
<b>3</b> How can fruit flies be identified? <table border="0"> <tr> <td>a) They frequently live in rotting and fermenting material</td> <td><input type="checkbox"/></td> <td>b) Their eyes are bright blue</td> <td><input type="checkbox"/></td> </tr> <tr> <td>c) They only ever appear at night</td> <td><input type="checkbox"/></td> <td>d) Their extremely slow flight pattern</td> <td><input type="checkbox"/></td> </tr> </table>	a) They frequently live in rotting and fermenting material	<input type="checkbox"/>	b) Their eyes are bright blue	<input type="checkbox"/>	c) They only ever appear at night	<input type="checkbox"/>	d) Their extremely slow flight pattern	<input type="checkbox"/>	<b>6</b> The best performance from EFks can be obtained when? <table border="0"> <tr> <td>a) The unit is of a high wattage</td> <td><input type="checkbox"/></td> <td>b) There is a high level of UV-A light</td> <td><input type="checkbox"/></td> </tr> <tr> <td>c) They are placed above a frequently opening door</td> <td><input type="checkbox"/></td> <td>d) They are placed in a large catchment area</td> <td><input type="checkbox"/></td> </tr> </table>	a) The unit is of a high wattage	<input type="checkbox"/>	b) There is a high level of UV-A light	<input type="checkbox"/>	c) They are placed above a frequently opening door	<input type="checkbox"/>	d) They are placed in a large catchment area	<input type="checkbox"/>
a) They frequently live in rotting and fermenting material	<input type="checkbox"/>	b) Their eyes are bright blue	<input type="checkbox"/>														
c) They only ever appear at night	<input type="checkbox"/>	d) Their extremely slow flight pattern	<input type="checkbox"/>														
a) The unit is of a high wattage	<input type="checkbox"/>	b) There is a high level of UV-A light	<input type="checkbox"/>														
c) They are placed above a frequently opening door	<input type="checkbox"/>	d) They are placed in a large catchment area	<input type="checkbox"/>														

Name:	Tel:	PROMPT registration number:
	Email:	

# The Transformation is Complete

The  
Beginning

1996  
1997  
1998  
1999  
2000  
2001  
2002  
2003  
2004  
2005  
2006  
2007  
2008  
2009  
2010



Over the past 14 years, Essex Environmental Supplies has grown to become a major force within the industry. Hundreds of customers choose Essex to be their No. 1 supplier. However, some customers still believed we were only a regional supplier specialising in the Essex and South East area. As a result, for the past year, we have been trialling the use of **SX** Environmental as a trading name. This has been received well within the industry and caused no confusion with our customers.

These are just a few key points why customers choose **SX** Environmental Supplies:

- Guaranteed next day delivery
- Longest standard payment terms in the industry
- Latest order cut-off time in the industry
- Lowest Free delivery limit in the industry
- Highest stock levels in the industry
- Largest range of traditional products
- Largest range of exclusive products
- Leading the way with innovative products
- And of course, **FREE** technical advice, **FREE** insect identification, sell-out training courses, Customer Loyalty Bonus Scheme, knowledgeable and helpful staff, and a unique personalised printing service for our mouse and rat boxes.

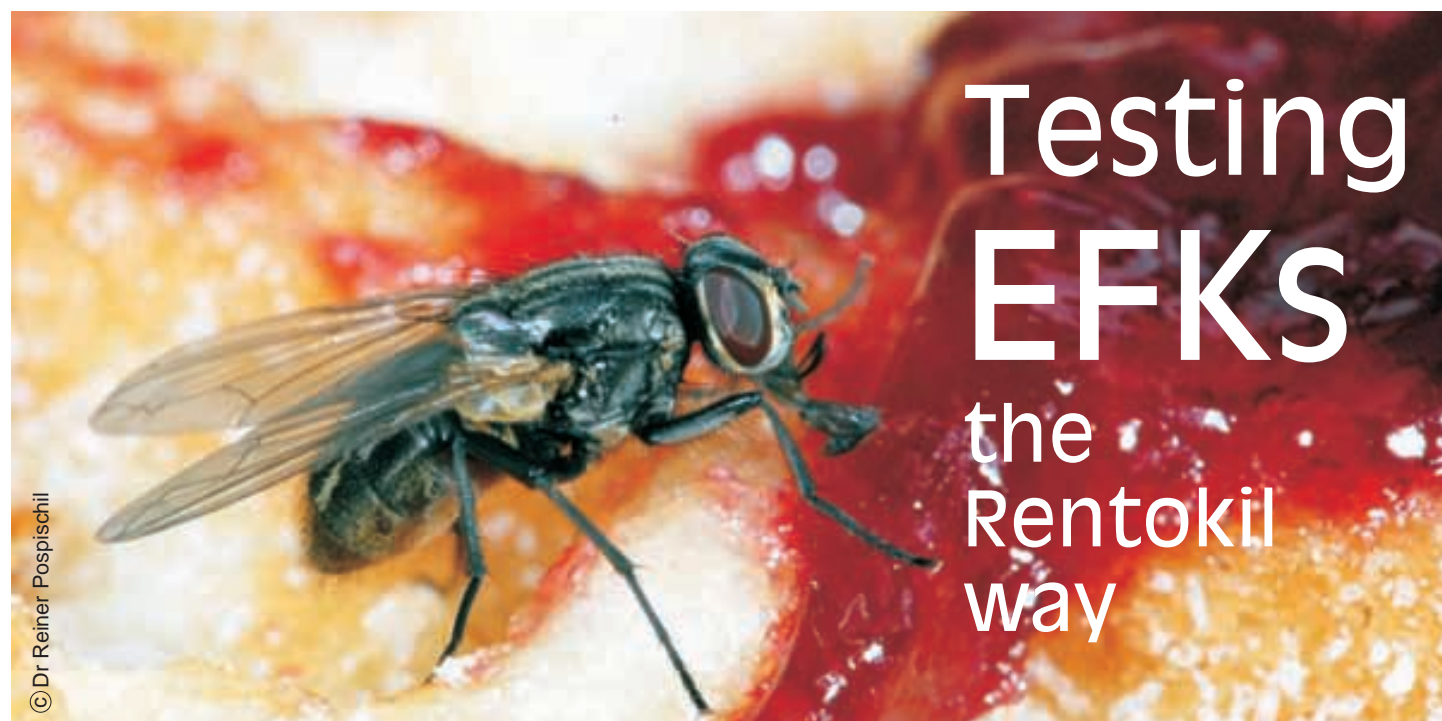
The Future is



We would like to thank all of our past, present and future customers for their continued support.

**www.pestcontrolonline.com**





© Dr Reiner Pospischil

# Testing EFKs the Rentokil way

Does coverage area, total bulb power and UV-A output really affect the number of flies caught in EFKs? Dr Peter Whittall, technical director for Rentokil worldwide explores how to decide what's good and what's not.

There is a diverse range of electronic fly killers on the market and an equally diverse range of methods of quoting how efficient each one is at catching flies. So do bigger numbers for coverage area, bulb power and UV-A output actually mean fewer flies for the customer?

Whether your customer uses a fly trap to monitor insect numbers, or as a physical control method when exclusion and control are less realistic options, there is clearly a need to catch flies or flying insects. However, when it comes to putting a figure on how quickly a fly trap can achieve this, it can be difficult to interpret the results when there are many different factors to consider.

In *Green Light: A Holistic View 2005* (<http://bit.ly/aMjr2N>), the author examined the factors that affect kill rates of electrified grid units. In brief, he concluded the following: "The factors listed (in the table below), as well as the siting of the unit and the suitability of the model for the location all impact on the catching of flying insects."

There is a massive and ever growing range of different fly trap designs and some clearly perform better than others taking into consideration the factors mentioned. Why is this? Why do some EFK salesmen use techniques like comparing big numbers to small

numbers (coverage, wattage, UV-A output, etc.) rather than offering a suitable unit, sited correctly and one which is appropriate for the environment it will be working in?

## Testing programme

With two purpose-built test rooms at the newly refurbished Rentokil European Technical Centre, a programme started in June 2008 to standardise a testing method and quantify the efficiency of EFKs and it is still ongoing.

To date, over 36,000 house flies (*Musca domestica*) and several hundred fruit flies (*Drosophila* spp.) have been used to quantify the efficacy of all types of fly catchers from the smallest 'front of house' uplighter to larger industrial ATEX zone one units. To date, 87 different units from over 12 international suppliers (from across Asia, US and Europe) have been tested.

A standard performance measure was developed by measuring the 'life expectancy' of 100 house flies released into a test room containing one fly killer unit.

Each unit in each test room was tested three times and the number of flies captured recorded at seven intervals in 24 hours. Flies were at least three days old and were selected for their ability to fly. The units were tested in two identical controlled environment rooms (4m<sup>2</sup> with a volume of 9m<sup>3</sup>), maintained at 25°C ± 2°C and 50% ± 10% RH, illuminated daily on a 12 hour cycle. The rooms were subject to ten air changes per hour and sealed to prevent flies escaping. Prior to testing all UV tubes were burned-in for a minimum of 100 hours and all units used were electrically tested for safe use and fitted with shatterproof tubes.

Using an equation to present this information is a standard way of quantitatively analysing data, in our case the catch rate curves. By using a half-life value, we applied the concept of half-life as a measure of life expectancy

## The 'half-life' mathematical equation

$$t_{1/2} = \frac{t}{\log_2 (N_0/N_t)}$$

where:  
t<sub>1/2</sub> is the optimal half-life value  
t is the time elapsed  
N<sub>0</sub> is the initial percentage of flies  
N<sub>t</sub> is the percentage of flies remaining after time, t

## Factors purporting to impact on EFK performance

- Colour of unit
- Size and shape of killing grid
- Size and shape of the exterior guard
- Incorporating pheromones (heated and non-heated) with the fly killer
- Colour and patterns of glueboards
- Size of the glueboard
- Effect of different types of glue
- Impact of crawl-out lips
- Size and design of the catch tray

of flies. This concept is commonly used in radioactive decay. A reminder of the mathematical equation is shown, with a practical explanation applied to one of our experimental graphs.

So reviewing the data, we realised that the best way to compare models would be to extrapolate for the gradient at the point where the catch rates were the most effective, usually this was early on in the test where there were more flies available for capture. This is clearly one of the most important factors for our customers in terms of choosing an appropriate model. In a given population of flies, there will be some that are strongly attracted to UV light and easily caught, and some that are more difficult to catch. In this test scenario, the catch rate decreases as those more readily attracted are trapped and removed – in a real situation there would be a constant influx of flies, and this would keep the catch rate going at a constant rate.

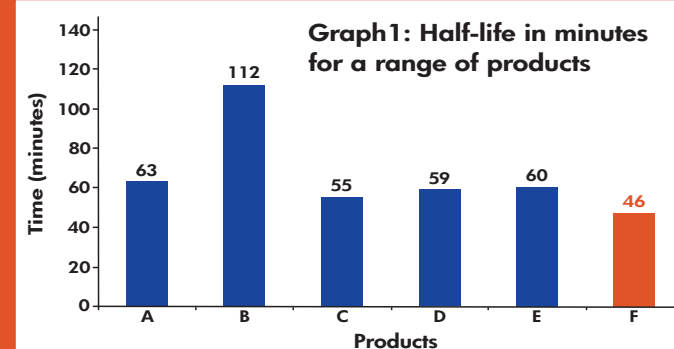
In essence, we wanted to bring some real science into the sale of EFKs and by making our test methods public we will show transparency and hope the industry will follow our lead.

Dr Peter Whittall, technical director for Rentokil worldwide has been

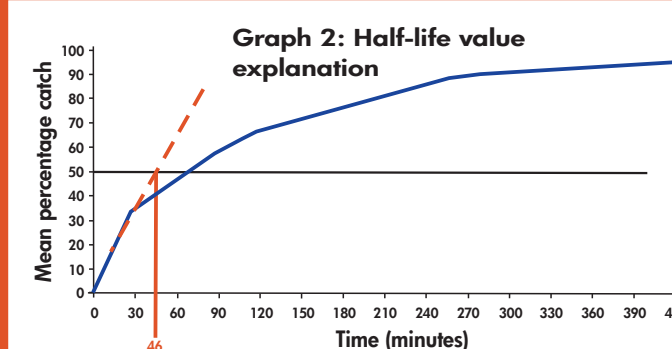


Counting flies trapped on the encapsulation film roll of a Luminos unit

a stalwart supporter and driver of this approach from the very beginning and says: "It is high time we raised the standards of testing methods and I would love to open a dialogue with other members of the pest control industry."



Graph 1 indicates half-life catch rates, with the Luminos unit (orange) catching flies in the fastest time



Rather than reading the percentage catch directly (blue), Graph 2 indicates how the half-life value (orange) is a measure of flies caught in the fastest time

## Urban myths

The Rentokil results have revealed a number of EFK urban myths which need to be laid to rest as Dr Peter Whittall explains:

### Higher wattage EFK units catch more flies

Not true. The wattage of a fluorescent lamp is a measure of the power it draws from the supply, not the quantity of light it produces. Equally, the light produced must be of the correct wavelength (350 or 365 nm) to influence the behaviour of house flies.

### The more UV-A an EFK emits, the more flies it catches

It certainly helps. Our tests found that fitting reflectors behind the bulbs in a wall-mounted unit will increase the amount of UV-A emitted into the room, but also provide a landing site for flies where they can perch without capture. Therefore the unit's catch rate is reduced despite the reflectors attracting more flies to the unit. UV-A levels fall with the age of the bulbs used, so changing the bulbs in the units every year is important.

### Green light/pheromone lures/yellow glueboards are most effective at attracting flies

Probably true, but not that relevant. Our tests found no significant difference in catch rates when glueboards of different colours and contrast were compared in the same units.

### The larger the EFK's stated coverage area, the better it is at catching flies

Not true. Coverage depends on the surroundings. A store with pallets stacked floor to ceiling will need more EFKs than in a perfectly empty room, and with a lot of ambient light you will need more EFKs than in a pitch-black roof space.

### The bigger the catch area, the more flies caught

Not true. If flies are not attracted to the unit, they will not be caught on its glueboards. Catch area is only relevant when a glueboard is clogged up with flies.

## What do you think?

Rentokil has published a blog post on this topic. Join the debate and feedback your thoughts. Go to [www.rentokil.com/blog](http://www.rentokil.com/blog) and click on "Fly control unit testing - the Rentokil way" or go to [www.rentokil.co.uk/flycontrol](http://www.rentokil.co.uk/flycontrol)



# YOUR TEAM FOR A SUCCESSFUL SUMMER

COACH:



PROVIDING YOUR TEAM ALL THE TOOLS  
TO MAKE THIS SUMMER A GREAT SUCCESS!

**PLUS POINTS**  
MAKING SAVING AFTER SAVING

**VENT COVERS**

**BEE KEEPERS SUIT**

**DOVE WASP ATTRACTANT**

**WEEP HOLE COVERS**

**PA2 APPLICATOR**

**DUSTICK**

**WASP WAND**

**DRS DUSTER**

**FIGAM D**  
Contains 1% bendiocarb

**WASP NEST DESTROYER**  
Contains 0.05% tetramethrin, 11.00% w/w dichloromethane and 42.0% w/w perchloroethylene

**POTENT ATTACK, STRONG MIDFIELD, SOLID DEFENCE**

**SAVE WHILST YOU SPEND WITH  
2 PLUS POINTS FOR EVERY £1**

Use biocides safely. Always read the label and product information before use. E&OE

Killgerm Chemicals Limited, PO Box 2, Ossett, West Yorkshire, WF5 9NA.  
TEL: 01924 268 400 FAX: 01924 264 757 EMAIL: sales@killgerm.com  
[www.killgerm.com](http://www.killgerm.com)

## Challenging times for council-run pest control

The pest control activities undertaken by local authorities have always been a significant part of the UK market. However, increasingly the cost and value of these services are being questioned by council chiefs up and down the country.

With the election over, the Conservatives and the Liberal Democrats are now well into their coalition stride. On 24 May the Chancellor, George Osborne, revealed the first of his budget cutting exercises. Local government fared better than several departments, yet is still expected to save £1.165bn in this initial round of cuts. In this special extended feature, **Pest** explores the current state of pest control in the local authority sector. What will the future hold?



## One size has never been fit for all

Whilst local decision makers wait to assess the long-term impact on budgets, Nick Warburton talks to local authority pest control experts to see how financial pressures have already shaped the delivery of services.

determined by decisions at cabinet level. Whilst the answer to the second question is not clear, one thing is. The severity of budget cuts may well necessitate a review of service delivery.

### Free service

Stockton-on-Tees Borough Council prides itself in maintaining an in-house team that offers a free service for public health pests. The local authority is currently undertaking efficiency and improvement reviews of all statutory and non-statutory services, and pest control, which is part of the environmental health department, was also subject to a separate scrutiny review.

The fact that the pest control team has initially been spared any cuts was welcomed by principal EHO Mark Berry. "We still provide a free service, which I must admit, I thought would have been one of the areas looked at in more detail."

As a member of the Chartered Institute of Environmental Health's National Pest Advisory Panel (NPAP), Mark tapped into the panel's expertise to educate senior managers and members about the public health benefits of supporting pest control services. He has also advised on the dangers of not supporting an in-house team.

Local authority pest control services have never pursued a 'one size fits all approach'. Whilst historically the vast majority have had dedicated pest control teams in-house, they have varied enormously in size and in the areas they prioritise.

All local authorities have a statutory duty under the Prevention of Damage by Pests Act 1949 to control vermin within the authority's area and to make sure owners of property comply with this act. Most have provided a free service for controlling rats in domestic premises, although an increasing number have introduced a nominal fee for call outs.

On the issue of other pests, the trend has been to charge, but the costs vary enormously, even between bordering local authorities where similar pest problems exist. And then there are those that have proactively sought out work in commercial premises to cover costs, or to contribute to the overall running of the service.

The recession has already had a dramatic effect on spending and prompted service reviews to ensure value for money. In some cases in-house services have been discontinued and work contracted out to private pest control companies.

Another approach has been to maintain in-house teams but to contract out for specific work. In some areas, residents have had to resort to DIY solutions or look through the Yellow Pages for a pest company because the council no longer provides a service.

### Uncertain future

Whilst local authority budgets have been set for 2010/11, the future is uncertain. How then has the current financial downturn shaped local authority pest control services and what are the implications for services long-term?

The answer to the first question is that the picture varies enormously and has been



"Looking at the experience of authorities that have gone down that route, some have ultimately had to make a reverse decision because it's just built up problems and cost them more to send out EHOs to deal with enforcement issues under the Prevention and Damage by Pests Act," he warns.

Secretary of NPAP David Oldbury agrees that the wider public health issues need to be considered. "The invisible cost of externalising services is not appreciated," he says.

"When you contract out, you lose the expertise of in-house pest control officers whose role involves advising food safety officers on inspections. It also limits the scope of local authorities in pest management projects such as block control treatments in domestic and retail food outlets."

#### Expanded in-house team

Bristol City Council is one of the few authorities that has taken the bold step of expanding its pest control team, employing two additional officers. The appointments have helped combat the increase in the rat population, and provide better value for money to the public, according to pest control services manager Richard Bevan.

"Having submitted a report to the councillors detailing the rises in rates and the potential risks, they were very supportive. They identified the required funding to increase the size of the team to continue to protect the citizens of Bristol."

Ray Page, principal delivery manager for pest control at the London Borough of Newham, heads up a 12-man in-house team that provides a free rat service in

domestic premises. Although other services are chargeable, they do offer concessionary rates for people on means tested benefits.

"The council's policy is that they want us to provide as cost effective a service as possible to encourage residents to have treatment done rather than not do it at all and then the problems just increase," he says. "There is a positive approach to pest control in Newham. We've had a lot of backing from councillors."

Ray argues that this strong council support means that services are unlikely to be contracted out if budgets are slashed. "For the public sector side of the industry we'd like to see services kept in-house," he says. "Being a social service there is more of a concern about the whole picture when it's in-house rather than making money."

#### Contracting out

In West Devon Borough Council's case contracting out has certainly been the more attractive option. The local authority had employed a single pest control officer for nearly 20 years but decided to contract out from 1 April when he retired.

"We didn't think we could replace him and carry on with the same level of service," explains senior technician for environmental health David Arscott. "It was a very small operation. The easiest thing for a small authority to do with a one-man team is to contract out."

As David points out, West Devon BC used to charge for all services except treating rats in domestic premises but by using a reputable local contractor they have given the public better value for money. "Now the contractor, on our behalf, is treating domestic premises

for rats and mice for free so we've actually enhanced the service."

#### Cost cutting

The picture varies elsewhere in the country. In March, Worcester City Council ended its free pest control service, which was provided by external contractor Connaught, after the local authority carried out a cost-cutting exercise across a number of services.

"Prior to 1 April we provided a free service for public health pests to those on means-tested benefits and there were various discounts and free services provided for those in greater financial need," says environmental health manager Martin Gillies. "It was a very cost competitive service compared to other pest control companies."

Martin explains that the city council's environmental health department is merging with five other districts and Worcestershire County Council is to provide a county-wide function, which will include pest control. Despite losing the free service, he feels that the authority has made a positive impact on pest control problems.

"We've been carefully monitoring the public health pests over the last 20 years and since we've introduced the domestic wheelie bin service and fortnightly collections, we've seen a reduction in pest complaints."

In the meantime, the council advises the public to refer to the telephone directory for listings under pest control services. The council's website also lists local pest control services, but it does not endorse any particular contractors.

"They can't be seen to favour one or another," says operations manager for

Connaught pest prevention services west region, Nick White. "What they are saying is we have done work with them. Connaught was the previous service provider so this is our number."

Nick says that if you are a resident and taxpayer in Worcester City Council and you find rats in your garden, you've got a number of options. "You can DIY it, you can pick up Yellow Pages, or you can take the reference and contact us, or whoever else it is, from the Worcester City Council website."

Another local authority that has gone down the contract route is Peterborough City Council, which scrapped its in-house team in May 2009. Widely criticised at the time for its decision, the council chose Midland Environmental Services (MES) as its preferred supplier.

#### Low cost service wins round critics

By retaining their low cost service to people who contact the city council for help with pests such as rats, mice, wasps and bees than the previous council service, MES has won round critics.

"Our formula is based on utilising our admin, resources and technicians' touch time more efficiently, which combined, showed a marked improvement in technicians' productivity," explains director of Midland Environmental Services, Scott Westaway.

"We are achieving a far more efficient and comprehensive level of service and better value for money whilst achieving a working and sustainable profit margin from the income we receive. Having successfully provided the service for 12 months, we believe we now have a proven record for other local authorities to benchmark against."

Scott explains that they have a rolling contract with Peterborough City Council, which can be broken at any time. MES agree the most advantageous charges for the public with the city council every year.

Having worked in both the public and private sectors, Scott recognises the budgetary constraints that local authorities are under and the impact of cuts on future services.

"We have had enquires from about five or six other councils in the last few months on exactly that subject," he says. "How can they save money? How can they cut budgets? They are all sitting on the fence waiting to see what money they are going to have after the new government wields its axe." Aren't we all – only time will tell.



Dr Stephen Battersby

## Losing sight of the bigger picture

"Pest control is a service the general public increasingly fails to recognise," so said David Clapham, principal environmental health manager with Bradford Council, speaking at a recent conference organised by the Royal Society for Public Health (RSPH) and held in London.

CIEH president, Dr Stephen Battersby, who is also chairman of the National Pest Advisory Panel (NPAP), took up a similar theme. He suggested that, with post-election budget cuts on their way, this lack of public recognition is not good news: "It is likely that local authorities will only maintain services where there is a 'duty'," he said.

He continued: "Pest management should be seen as part of the public health function and not merely as a discretionary service. Local authorities are increasingly losing sight of the bigger picture. Nearly 80% of local authorities treat pest control as a separate service, rather than integrating it into any form of 'public health' or 'well-being' strategy. Pest control is more than just keeping some limit on the rodent population and cannot simply be based on the number of complaints received," he maintained.

Dr Battersby concluded by saying: "We have become expert at treating the symptoms rather than the cause. Rodent numbers are often indicative of a downgraded environment. Pest problems must be countered in a much more holistic manner."

"For the future, climate change, long-haul travel and changes in land use can all facilitate the spread of diseases. Yet will the skills and knowledge remain within local authorities? The public may dislike organisation that smacks of the 'nanny state,' yet they require instant action should their health and safety be put at risk."

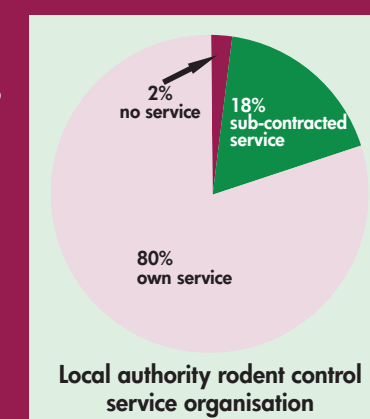
## Is out-sourcing the way forward?

A survey of 152 local authority decision-makers undertaken by facilities management company, Interserve, recorded that 91% of respondents were expecting a reduction in their government-allocated budget and felt they were under growing pressure to come up with new and innovative ways to achieve these savings. This survey was conducted in early December 2009, so in the current financial climate the number expecting budget cuts is likely to have increased.

While total local government spend is expected to decrease, councils anticipate that spending on outsourced services will rise. Almost three quarters (72%) of decision-makers predicted that outgoings to external service providers will increase as lower budgets and efficiency targets encourage councils to find economies of scale, specialist expertise and innovation from the private sector. However, a significant minority (23%) neither use outsourcing at present nor expect to do so in the foreseeable future. Flexibility and risk management were seen as the areas where outsourcing can help most in increasing efficiency.

These views reach across several local authority departments, but how does pest control fare?

The most recent National Rodent Survey 2008/9 undertaken by the National Pest Technicians Association (NPTA) received replies from 76% of the 397 unitary authorities, district, city and borough councils in the UK. It recorded that over three quarters of the UK local authorities who replied organise their own professional services for both rat and mouse control. However, 18% of those who responded stated that they now sub-contracted pest control activities to third parties. Two percent offered no service whatsoever.



© Rentokil

Domestic pest control – should it be local authority in-house, contracted out to a commercial pest control company or simply DIY?



# Leeds Council & Rentokil

## A marriage of convenience or a match made in heaven?

A novel approach to the supply of local authority pest control services has been adopted by Leeds City Council. Other authorities are keen to hear how this unique part council/part contractor arrangement has fared. To find out, **Pest** invited Ian Masterton, responsible for pest control at Leeds, to explain what has happened and how it is all working out.

Leeds City Council has a long tradition of council-supplied pest control services. By 2005 the council was finding it increasingly difficult to commit the amount of in-house resource needed to provide the level and standard of service they wanted for residents of Leeds. It was also proving impossible to monitor the service effectively with existing systems. The service was not very customer orientated and delays in response times of up to two months led to a high level of customer complaints and the issuing of refunds when no service had been provided.

### Working group review

A major review of activities was therefore undertaken.

A working group was formed to carry this out. Various options were considered which could both improve and modernise the section; all with a particular emphasis on customer focus.

From nine original options to consider, the group identified four:

1. Public/Private Partnership – setting up a new business with a private sector company to provide the whole service
2. Tendering – external tendering of all the service
3. Public/Public Partnership – a coalition of local authorities to provide the service
4. Use of a private contractor to provide part provision

A 'challenge event' was held, where stakeholders and selected individuals unconnected to pest control were invited. Option four was the democratically chosen way forward. After this the procedure of tendering for the pest control service (domestic/reactive work) began. A small 'in-house' section was retained (now employing three and half members of staff) to deal with statutory requirements, commercial and internal work, annual contracts and to provide a source of information and expertise to the authority as a whole. The financial requirement for this in-house team is to be at worst cost neutral.

There were surprisingly few expressions of interest received from



Rentokil's Simon Morrel (left) with Leeds City Council's Ian Masterton

private sector companies. However, after an exhaustive process, a successful contractor was selected. The review and resulting tendering process was lengthy and over time existing pest control technicians grew increasingly anxious about their future. These worries threatened to derail the whole project, especially when arrangements for the transfer of existing staff to the successful contractor were negotiated and drawn up. Despite these difficulties we persisted. An agreement was reached and the contract was officially awarded to Rentokil Plc in May 2007.

### A clash of cultures!

Year one was a 'baptism of fire' for Rentokil as they recruited extra technicians and acclimatised to Leeds City Council pest control work. Initially the type of work (domestic environments) and the sheer volume of requests for service, proved to be a problem and Rentokil struggled to cope.

There was also a clash of cultures as a public service-driven ethos met a competitive and commercially driven one. However, the clear expectation from the outset was that the successful candidate would work within an existing framework and to jointly agreed standards.

The original financial arrangement was based upon a simple formula taking all the income generated from chargeable domestic treatments plus a percentage 'mark up' to allow for the larger element of 'free' work, such as rats.

This arrangement eventually proved untenable for Rentokil, mainly due to the large number of requests for service and also the large number of service failures. Customers were refunded for these service failures and this resulted in reduced income for Rentokil. It was at this time that the viability of the whole partnership came into question.

In year two, a new payment structure was proposed and agreed. This formed a fixed monthly payment with key performance

indicators (KPIs), each of which carried a monthly penalty if they were breached. More importantly Leeds City Council now had the technology to allow automatic and accurate monitoring of the KPIs. Contractor performance was monitored on many levels including:

- Job response and resolution times;
- Customer experience;
- Job closure.

### Customer driven service

In addition to monitoring the contractor closely we continued to carry out monthly customer satisfaction surveys. These indicated a steady improvement, so much so that by the close of the third year the service had improved from 68% to 98% in the 'good to excellent' category.

Leeds City Council now found itself with an accountable, customer-driven pest control service, audited regularly and with the ability to effectively measure performance and customer satisfaction. These were things which had seemed impossible prior to the partnership.

One final change was required as one of the KPIs was known to be unfair and, during the winter, impossible to achieve. Rentokil incurred financial penalties due to factors that were out of its control.

From 18 March 2010 the emphasis on domestic pest control services at Leeds City Council has moved from being completely reactive and request driven to taking a more informative and educational approach.

Residents are now provided with much more information on what causes rat infestation and how to avoid it, in other words putting the emphasis on proactive control measures. This opportunity was used to modify the service KPIs to make them achievable, fair and to support pest prevention, not just control.

Since 18 March there have been five revised KPIs in place to ensure a positive customer experience and to maintain an efficient service:

- **KPI1:** technician contact with the customer within 24 hours
- **KPI2:** all requests (except wasps) visited within five working days
- **KPI3:** wasps treated within three working days
- **KPI4:** rodents and complex\* insects completed within 25 working days
- **KPI5:** simple insects treated within five working days

\*Complex insects are classed as cockroaches, bedbugs, fleas and ants

These amendments enable a faster response to those seasonal jobs which provide a good stream of income (such as wasps) so the customer is contacted promptly. Generally the KPIs were now fairer to Rentokil without compromising the quality of the service provided.

A key turning point was moving both back offices to the same location, instantly improving communication and allowing the partnership to progress. Rentokil and council staff now work in a shared office, which has had a positive effect on service delivery speeds and enquiry resolution times. Everyone uses the same contact numbers and computer systems, so residents remain assured that they are still dealing directly with the council.

"The partnership has gone from strength to strength. Communication within both teams is a key factor in the operation of the contract," explains Simon Morrell, the service manager from Rentokil responsible for the partnership. "What has made the difference is having both admin teams working in the same support centre. Trust is also a key factor. We both work closely together, understanding that we have the same goals and are focused on



### Domestic charges (inc VAT and to eradication)

Rats inside	Free to owner occupiers
Rats inside rented property	£75
Mice	£75
Squirrels, fleas, bedbugs, cockroaches and Pharoah's ants	£100
Miscellaneous insects inc ants, silverfish, woodlice and beetles	£50
Wasps	£50

what is needed to make the partnership work," concludes Simon.

Now into year four and with things looking good, the contract has been extended for a further two (optional) years.

The council's opinion of the partnership has altered radically since it began in May 2007. The original culture clash and sense of mistrust has been overcome. Both parties have persevered to the extent that the contract is now at a point where it is running smoothly and the KPIs are consistently met. Financially the council is neither better nor worse off, as the cost of the contract equals the estimated cost of providing the service in-house, however the service offered to the rate payer is far superior.

Prior to the start of the partnership Leeds City Council originally had six technicians, three of which transferred to Rentokil despite being initially unwilling and reluctant to do so. However, their work ethic appears to have improved, with increased productivity and a more accommodating attitude to new work areas, such as pest proofing. As a result, morale has also improved. At the start, Rentokil had seven technicians working on the partnership. After 18 March 2010 with the changes to the service levels, only four technicians in total are now involved.

### A public/private success

In summary, any council with a strong and well-placed pest control service may not be able to comprehend this scenario. Others may be in a similar situation that Leeds found itself in four years ago, where a change of direction is clearly required. Partnership working has helped defy national trends, as the 2008/09 NPTA survey showed the Yorkshire region had a decrease of 8% for rats reported, whereas Leeds achieved a decrease of 16%.

At Leeds we have proven that a successful public/private partnership can be achieved, through open communication, suitable IT support, trust and most importantly, a willingness by all to make it work. It has taken three years to iron-out most of the problems and lessons have been learnt.

But be warned, despite being outsourced the service still requires a high level of commitment to monitor performance. It is Leeds City Council's name above the door and it remains our responsibility to ensure that customers receive a professional, ethical and value-for-money service.



# Bed-Bugs

Avoid costly callbacks,  
use the BEST first time.



**ALPHA-CYPERMETHRIN**  
deadly killing agent

**TETRAMETHRIN**  
effective knock-down agent

**PYRIPROXIFEN**  
insect growth regulator

50 g/l alpha-cypermethrin, 50 g/l tetramethrin, 20 g/l pyriproxifen. HSE no. 7453

**SK Environmental**  
professional pest control products

**Barrettine**  
Environmental Products



USE BIOCIDES SAFELY. ALWAYS READ THE LABEL  
AND PRODUCT INFORMATION BEFORE USE.

LEADING THE WAY IN  
GLOBAL PEST CONTROL



PelGar International Ltd. Unit 11-13 Newman Lane,  
Alton, Hampshire GU34 2QR, United Kingdom.  
Tel: +44 (0) 1420 80744 Web: www.pelgar.co.uk

## Pest-Ventures sets the agenda

Returning after a break of one year, delegates gathered for two days of high-class topical presentations at the Pest-Ventures seminars held at the Yew Lodge hotel near Nottingham on 20 and 21 April.

As ever, the programme addressed issues currently being faced by the industry, beginning with an extended session on rodenticide resistance. Dr Alan Buckle of Reading University reminded delegates that, in the UK, anticoagulant resistance in the Norway rat is not new. It was first discovered in Scotland in 1958. Today sophisticated



Dr Dougie Clarke (left) with Dr Alan Buckle

DNA-sequencing technology can examine the DNA of individual rats to say for certain if they possess a genetic mutation conferring rodenticides resistance. "This test has revolutionised the study of anticoagulant resistance," declared Alan. Tests have shown four main resistance 'types' among rats in the UK (with one further variant under investigation) but their exact geographic spread is currently unknown. Alan continued: "One thing is for sure, the complexity of resistance in the UK is one of the most challenging found anywhere in the world."

For the future, a consortium of leading UK rodenticide companies has been formed to measure the extent of resistance mutations in and around suspected hotspots using DNA from rat tails. The project is led by Dr Dougie Clarke from Huddersfield University who also spoke. He explained: "The study, which is about to start, will target 58 areas surrounding these hotspots and test 10 animals for resistance conferring mutations at each location." This may not answer all the questions but will be a science-based step forward.

A sense of obvious frustration was evident in Alan's presentation when the topic of using second generation anticoagulants out of doors was raised. To date, only one emergency approval to use brodifacoum around buildings to combat a particular resistant rat



The Pest-Ventures team presented about-to-retire Fiona Murphy of Ecolab with a large bouquet of flowers. Fiona pictured with Dr John Simmons has attended every Pest-Ventures event since they began and has been a presenter on at least two occasions.

hot-spot has been permitted by the Health & Safety Executive. He despaired at the insistence by the authorities that more generally pest controllers must continue to use ineffective rodenticides in ever increasing quantities against resistant rats. "This policy could not be better conceived to exacerbate resistance problems," he concluded.

From Natural England's Wildlife Management & Licensing team, Paul Butt highlighted some blatant misuse cases investigated and warned that misused products run the risk of being curtailed by legislation. He went on to discuss the somewhat controversial deployment of burrow destruction devices for rabbits, moles and rats. Something of a first, Pest-Ventures welcomed the Rodex Europe team, distributors of the Rodentator machine, to the small accompanying exhibition. Since their introduction and more wide-scale use in rural areas, Defra and Natural England have had concerns about inappropriate use in occupied burrows. So all credit to Rodex for attending to face what might have been a hostile audience and for showing they support correct use of their machine.

Bedbugs, biological controls and birds took centre stage on the second day. Clive Boase of the Pest Management Consultancy gave an excellent talk on bedbug monitors. Richard Naylor from the University of Sheffield told delegates about the research he is conducting into bedbug harbourage and dispersal strategies.

Stars of the show however were four-legged Basil and Charlie – the two bedbug detection dogs commercially used by Adam Juson of Merlin Environmental in hotels, cruise liners and the like. For a somewhat sceptical audience, seeing is believing. So, tempting fate, Adam's dogs were set a practical bedbug locate test in the hotel lounge. Despite being asked to work in front of a much larger audience than they are used to, they soon found their quarry. The audience was impressed.

A new introduction this year was a round-table discussion group held immediately after the close of day two. This was centred on an earlier presentation concerning the use of magnetically charged particles to enhance insecticide delivery under development from YPL-Pest Elimination. Delegates had the opportunity to feed-back on the practicalities of such a system.



Bedbug detector dogs Basil (left) and Charlie passed their practical test with flying colours. They are pictured with Merlin Environmental's Adam, Ann and Bernard Juson



Jaw jaw, not war war. Robin Purser from Rodex Europe and Natural England's Paul Butt stayed on friendly terms



In a new departure, a round-table discussion was held immediately after the close of day two



## Get a buzz this summer

Ensure profitable  
wasps' nest treatments

- Highly effective
- Quick and easy to use
- Light and easy to carry
- Gas propelled & doesn't block
- Designed for insecticide dusts
- No cumbersome tanks to pump
- Ideal for hard to reach locations

The PA2 Professional Powder Applicator  
provides professionals with the answer.

**GPS**  
SPRAYERS LTD

3c Station Yard  
Thame, Oxon OX9 3UH  
Tel: 01844 215533  
Fax: 01844 215577

Email enquiries@gps-sprayers.co.uk www.gps-sprayers.co.uk

Distributors for GLORIA & iK Portable Sprayers  
Manufacturers of Powder Applicators





Iain Whatley spoke about PROMPT after the BPCA AGM in May

# Do you qualify for free membership?

BASIS is offering anyone who is qualified to BPCA/RSPH Level 2 in

The free membership offer is part of the drive to persuade pest control professionals of the benefits of gaining PROMPT status. Industry leaders, including BPCA, CIEH, NPTA and UKPCO have lent their support to the campaign.

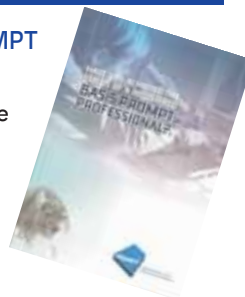
## BPCA reaffirms commitment to PROMPT

The subject of PROMPT status came up at the recent BPCA AGM. After the formal part of the meeting, Iain Whatley, as chairman of the Servicing Committee, gave a presentation highlighting the value of PROMPT.

He explained that, to date, uptake has been disappointing with only 420 accredited members in the UK – a level regarded by BASIS as uneconomic to administer. With requirements on the horizon for proof of professionalism to become mandatory, the plea from Iain was very much along the lines of: "Use it, or lose it."

In his position as chair of the BASIS PROMPT Steering Committee, Tony Harman also reminded the audience that: "Self-regulation is far preferable to legislation."

BPCA has also reaffirmed its commitment to enact the motion passed by members at the AGM back in 2005. This will require all relevant practising technicians of member companies to be PROMPT registered from 1 January 2013.



The leaflet enclosed in this issue explains how demonstrating professionalism by joining PROMPT will help to promote your business and your personal development. Please take a look and judge for yourself. The leaflet is one of a series with three others in production. These have been written to explain the benefits of PROMPT to employers and customers. There is also a special leaflet for local authorities.

BASIS managing director Rob Simpson explains the thinking behind the free membership offer: "Many people are reluctant to join because they are concerned that obtaining the Continuing Professional Development (CPD) points to stay on the register is going to be very time consuming and costly. By offering this trial without any financial outlay people will have the opportunity to discover that keeping up-to-date is not so difficult."

For example, by successfully completing the Pest Tests in all six issues of this magazine (2 CPD points each) and by reading the magazine itself (also worth 2 CPD points) you could collect 14 of the 20 points you need annually.



## Free membership offer

Are you interested in taking up the free membership offer? Just fill in your details below and return this coupon to: **Pest** Magazine, Foxhill, Stanford on Soar, Loughborough, Leicestershire LE12 5PZ and we will ask BASIS to get in touch with you.

Name:

Address:

Tel:

Email:

Qualification held:

Bower Products Limited  
QUALITY PRODUCTS BUILT IN BRITAIN

2 NEW ENERGY EFFICIENT FLY  
KILLERS FROM BOWER



www.bower.co.uk  
Tel: + 44 (0) 20 8903 0983  
E-mail: info@bower.co.uk

Insect-a-clear

# BPCA Annual General Meeting

The 68th Annual General Meeting (AGM) of the British Pest Control Association (BPCA) was held at its offices in Derby on 18 May.

With the exception of honorary treasurer, the association's office holders remain unchanged.

Martina Flynn (from BASF) continues as president, Henry Mott (Conquer Pest Control) as deputy president with Nigel Binns (Pestex Services) as immediate past president. For the last year Ross Graham of Graham Environmental Services has undertaken the role of treasurer, but work commitments have prevented him from continuing for a further year. The appointment of Richard Jones (Envirocare UK) was proposed and accepted.

In her speech summarising the past year's activities, Martina acknowledged that it had been a tricky time with the departure of the association's CEO but she thanked all the BPCA staff for their hard work keeping things running smoothly.

She selected the formation of the Pest Control Alliance as a highlight of the year saying: "Pest control is a fragmented

industry. Goals such as the current battle to retain the use of anticoagulant rodenticides will only be achieved if the industry works together in one accord."

As is the tradition, the annual BPCA awards were also presented. Details of these can be viewed on the **Pest** website in the News section. Life membership of BPCA was bestowed on Fiona Murphy who is shortly to retire from Ecolab and also on John Charlton who, after very many years, is stepping-down from BPCA involvement.

## New CEO appointed

Martina was also pleased to announce the appointment of Simon Forrester as the new chief executive officer. Simon officially takes up this role on 9 August, but took time-off from his present position to attend the meeting and meet members.

For the last five years Simon has been chief executive at the Association of Interior Specialists (AIS) based in Solihull. With 480 contractor and supplier members, it is an

association not dissimilar in size to BPCA. He is certainly no stranger to the world of trade associations having had over 15 years experience in strategic-level association management.

Before AIS he worked at the British Association of Conference Destinations and the British Dietetic Association. Prior to this he was employed at the King's Healthcare NHS Trust.

An MBA graduate from Birmingham City University, Simon also has awards from London South Bank University and the University of Greenwich. He is a member of the Institute of Directors and also the Institute of Associations Management.

Commenting on his appointment Simon said: "There are strong parallels between BPCA and my current association. I am keen to help develop new benefits and services for members whilst strengthening the reputation of the sector through lobbying and representation."

"I understand the management of associations, but know nothing about pest control – something I am obviously soon to find out about! I'm keen to meet and get to know industry and BPCA members and to find out what makes the industry tick."



The new BPCA Executive Board. Left to right: Front row: Lewis Jenkins (Check Services), Martina Flynn (BASF), Jenny Humphrey (DRE Pest Control), Helen Ainsworth (Certis), Nigel Binns (Pestex Services); Middle row: Richard Strand (Pest Information Consultancy), Paul Hoyes (Killgerm), Henry Mott (Conquer Pest Control), David Heaton (K&S Fumigation Services), Iain Urquhart (Advanced Pest Management); Back row: Simon Forrester, Martin Harvey (Harvey Environmental Services), Iain Whatley (EnviroGuard (UK)), Andy Purcell (Ecolab) and Richard Jones (Envirocare GB)



**NEW!**

# Now you're the expert on ant control



- Controls all major ant species
- Rapid control
- Quick and easy to apply
- Remains attractive for up to 3 months

 Bayer Environmental Science

Bayer Environmental Science, 230 Cambridge Science Park, Milton Road, Cambridge CB4 0WB  
Tel: 00800 1214 9451 Fax: 01223 226635 www.pestcontrol-expert.com



**MAXFORCE  
QUANTUM**

USE BIOCIDES SAFELY. ALWAYS READ THE LABEL AND PRODUCT INFORMATION BEFORE USE  
Maxforce® Quantum contains imidacloprid 0.03%w/w. HSE 8888. PCS 95547.  
Maxforce® is a registered trademark of Bayer CropScience. © Copyright of Bayer 2009 - All rights reserved.

## Different country – same issues

Apart from the warm sunny weather and the fact most of the presentations were in Italian, you could be forgiven for thinking you were in the UK. Pest control is certainly becoming a much more European, nay global, industry as was obvious from the presentations.

In total nearly 250 delegates had gathered on 24 & 25 March at Paestum in southern Italy for the bi-annual conference organised by the Italian pest control association, Associazione Nazionale della Imprese di Disinfestazione (ANID).

Reflecting the strong international flavour, Rob Lederer, executive vice president of the National Pest Management Association (NPMA) in the USA summed-up proceedings by saying: "Whilst we may speak in different languages and have different cultures, the pests we encounter are the same – an Italian pest controller faces the same challenges as pest controllers the world over."

### Emerging pests

Picking-up on the theme of emerging pests, it will be no surprise to learn that the arrival of bedbugs poses a serious threat to the Italian hospitality industry.

Rodenticide resistance to anticoagulants is also an issue and, as in the UK, the scale of the problem remains unknown. One thing the UK does seem well in the lead on is the testing of wildlife specimens for secondary rodenticide poisoning. A limited programme with birds of prey casualties is about to start in the area around Rome.

The likely impact of the Sustainable Use Directive on who can use pest control products, and how, was debated. Across all of Europe pest control technicians will eventually need to be qualified and registered. A theme close to the hearts of most delegates present as the majority were practical pest controllers.

### Two organisations to choose between

Again, just as in the UK, Italian pest controllers have the choice of two organisations to join.

With this in mind, Iain Turner had been invited to explain how two organisations (NPMA and BPCA) both operate in the same country. UK delegates were intrigued to hear how Iain would explain this.



Flying the flag for UK exhibitors was Insect-o-Cutor



International industry leaders called for a "One world – one industry" approach. Left to right: Patrick Vernie and Nick Hamon (Bayer), Rob Lederer (NPMA) and Rob Fryatt (CEPA)

He acknowledged that both associations shared a common goal of raising professional standards. He differentiated the two by describing BPCA as something approaching an 'exclusive club' which by its nature excluded certain pest controllers who therefore felt more at home within the all-inclusive NPMA. All interesting stuff but maybe not a talk to give per se in the UK!

read more  
on the web  
www



Barrettine's Iain Turner represented NPMA at the event

TF 65/20 E **NEW**

Made in Germany



Masterpiece reloaded.

DIN ISO 9001:2008

www.igeba.de

**IGEBA**

IGEBA Geraetebau GmbH  
Weitnau | Germany  
Phone +49 (0) 8375 9200-0  
Fax +49 (0) 8375 9200-22  
E-mail info@igeba.de

Thermal Fog Generators  
ULV Aerosol Generators



## Zap those black ants

Designed specifically for the control of black ants, Maxforce LN can be used both indoors and out.

It consists of a special bait matrix made-up of sugar and honey with imidacloprid as the active ingredient, all contained within the ready-to-use bait station.

Ants are attracted to feed on the bait, then take it back to the colony. Colony eradication can be expected within seven to 14 days.



[www.pestcontrol-expert.com](http://www.pestcontrol-expert.com)

## The right tube for the job

Selecting the right type of EFK tube for the job is essential. Insect-O-Cutor has recently launched a range of tubes so as to make it easy to pick the correct tube every time.

This stretches from the glowing green Synergetic tubes, to the Sylvania BL368nm blue lamps as well as the PlusLamp 350nm blue UV range. All tubes can be shatter-proofed using FEP film coating.



[www.insect-o-cutor.co.uk](http://www.insect-o-cutor.co.uk)

## Combined wasp and rat litter bin

Just introduced from Barretine Environmental Health is a new variation on the rodent bait box litter bin theme.

Not only does this bin facilitate the use of a secured bait box in its base, the new twist is a fully disposal wasp trap in its lid. As wasps congregate around the entrance, they are drawn to the toughened Perspex trap. Once the trap is full, it is simply removed and a replacement one inserted.



[www.barrettine.co.uk/health](http://www.barrettine.co.uk/health)

## Repel those pesky midges

Anyone who has suffered from outdoor midge problems will be delighted to hear of ThermaCell, introduced into the UK by Proctor Pest-Stop.

Powered by a butane cartridge, the system heats a mat saturated with allethrin so vaporising the repellent into the air to provide a midge-free zone.

ThermaCell comes as both a patio lantern ideal for garden use and as hand-held portable appliances for carrying when out and about.



[www.pest-stop.co.uk](http://www.pest-stop.co.uk)

## Light and easy trap for moles

The popular Trapline mole trap, developed in the USA, is now available in the UK exclusively from Killgerm.

This trap is quick and easy to set and is more powerful than its size may suggest, providing an instant kill says Killgerm. Its innovative trigger mechanism coupled with the ability to carry up to 100 traps in a small bucket means it is a useful addition to have in your tool kit.



[www.killgerm.com](http://www.killgerm.com)

# Best new product

## Have you made your nomination?

Launched at the start of this year, the idea of running the **Pest** Best Product of the Year Award has been enthusiastically received by **Pest** readers and product manufacturers alike.

What seems to particularly appeal to our readers is that this is an opportunity to express their views on which new products have made the largest contribution to their professional working lives. Then, once the nomination period is over, it is you – the readers of **Pest** magazine – who will have your say by voting for your favourite.

So, what product or innovation, would you select? Is it one of those listed below? If not – use the nomination coupon below to send in your nomination. The only restriction is the product or innovation must have been introduced onto the UK market between 1 April 2009 up until the cut-off date of 31 August 2010. Products launched after this date can go forward towards the 2011 award.

So, check below. Is the product you feel has made the greatest difference already nominated?

Products nominated to date (in alphabetical order) are:

- **Advion** cockroach gel from DuPont
- **BB Alert** – Passive and Active monitors from Midmos
- **Detex Blox** from Bell Laboratories
- **K-Othrine Ezi Dose** dispenser from Bayer
- **Maxforce Quantum** from Bayer
- **Phobi Dose** insecticide from Lodi
- **Romax Rat CP** rodenticide from Barretine
- **Romax Mouse** box from Barretine
- **Snap-E Cover** mouse trap from Kness
- **Vertox** whole wheat bait from Pelgar

### Rules of engagement

- 1 Only commercial pest control products can be nominated. Services, promotional schemes, special offers and the like are excluded;
- 2 Products nominated must have been launched after 1 April 2009 and before midnight on 31 August 2010;
- 3 Products must have been fully commercially available during the time period shown in 2 above. Products supplied free for trials purposes cannot be entered;
- 4 Only products sold in the UK are eligible;
- 5 Entries must be made via an official nomination form, either printed or via the website, as supplied by **Pest**;
- 6 Readers can submit up to five products per nomination form but can only nominate the same product once. You can send in an unlimited number of nomination forms;
- 7 Readers may vote for their top three products, but may only submit one voting form;
- 8 Votes submitted after midnight on 31 October 2010 will not be counted.

The product which receives the greatest number of reader votes will be announced at the **Pest Control News** dinner on 3 November 2010 and will be included in issue 12 of **Pest**.

The kudos to the manufacturer of the winning product will be great. They will be able to display the **Pest** Best New Product Award 2010 logo on packs, literature, website and the like. **Pest** magazine will also follow-up on the winning product to explore which features and uses readers particularly like. This information will appear in a feature article in a subsequent edition of **Pest**.

The time-frame is quite simple:

- **1 February 2010** – **Pest** Best New Product award announced;
- **1 February to 31 August** – **Pest** readers can nominate their selected products;
- **1 September** – product shortlist drawn-up from nominations;
- **1 September to 31 October** – readers vote to find the winner;
- **1 November** – all votes counted;
- **3 November** – award presented during the **Pest Control News** dinner and announced in **Pest** magazine.

### Qualifying period

Whilst the intention is for this to be an annual award, in this very first year we are extending the qualifying period. For the 2010 award, any product launched between 1 April 2009 and 31 August 2010 can be nominated. This means all products introduced at PestEx 2009 can be considered.

## Nomination form

I would like to nominate this/these product(s):

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_

5 \_\_\_\_\_

Name: \_\_\_\_\_

Organisation: \_\_\_\_\_

Tel: \_\_\_\_\_

Email: \_\_\_\_\_

SEND YOUR COMPLETED FORM to **Pest Magazine**, Foxhill, Stanford on Soar, Loughborough, Leicestershire LE12 5PZ

For all the legal stuff visit [www.pestmagazine.co.uk/content/newsitem.aspx?id=314](http://www.pestmagazine.co.uk/content/newsitem.aspx?id=314)





# pest world 2010

**THE GATHERING PLACE**  
FOR PEST MANAGEMENT PROFESSIONALS

**MARK YOUR CALENDAR!**

**OCTOBER 20-23, 2010**

Hawaii Convention Center  
Hilton Hawaiian Village Resort  
Honolulu, Hawaii

Presented by the National Pest Management Association

Visit [www.npmapestworld.org](http://www.npmapestworld.org) for more information.

	DAY	EVENT	VENUE	FIND OUT MORE
SEPTEMBER	9-11	Expoprag 2010	São Paulo, Brazil	<a href="mailto:expoprag@workmarket.com.br">expoprag@workmarket.com.br</a>
	21-23	Best of the Best 2010	Telford International Centre	<a href="http://www.cieh.org/events">www.cieh.org/events</a>
	30	Benelux Pest & Pest Control News dinner	Best Western Hotel de Druiventros, Berkel-Enscoot, Belgium	<a href="mailto:Rinus.vanzanten@killgerm.be">Rinus.vanzanten@killgerm.be</a>
OCTOBER	20-23	PestWorld 2010	Hawaii, USA	<a href="http://www.npma.pestworld.org">www.npma.pestworld.org</a>
	28 - 1 Nov	International Forum for Sustainable Management of Disease Vectors	Hangzhou City, China	<a href="http://www.chinavbc.cn">www.chinavbc.cn</a>
NOVEMBER	3	PestTech 2010	National Motor Cycle Museum, Birmingham	<a href="http://www.pesttech.org.uk">www.pesttech.org.uk</a>
	3	Pest Control News dinner	Windmill Village Hotel	<a href="mailto:editor@pestcontrolnews.com">editor@pestcontrolnews.com</a>
	17-19	Parasitec 2010	Cité des Sciences & de l'Industrie, La Villette, Paris, France	<a href="http://www.parasitec.org">www.parasitec.org</a>
	17-19	FAOPMA 2010	SMX Convention Centre, Manila, Philippines	<a href="http://www.peaponline.com/">www.peaponline.com/</a>
	18	SOFHT Annual Lecture & Lunch	The Savoy, London	<a href="http://www.sofht.co.uk">www.sofht.co.uk</a>

## New qualifications detailed at RSPH event



RSPH's Dr Richard Burton takes questions on the new qualifications whilst conference chairman, David Clapham from Bradford Council, looks on

does for pest control. The RSPH qualifications fulfil the legal requirement relating to the training of pest control technicians as set out in the Control of Pesticides Regulations 1986.

So it was more than appropriate that one of the speakers at this event was Dr

Richard Burton, the qualifications development manager for RSPH. As reported in **Pest** issue 8, the current RSPH/BPCA Level 2 Certificate in Pest Control is to be replaced by the Level 2 Award in Pest Management and the Level 2 Certificate in Pest Management.

Richard was delighted to report that both these two new qualifications have now received their accreditation from Ofqual, the

regulatory body for qualifications, and can be offered by approved centres from 1 July 2010.

Accreditation for the Level 3 Diploma in Pest Management is expected in time for an intended start on 1 July 2010.



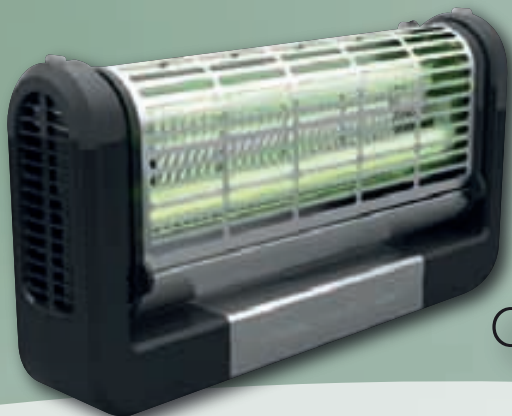
Principal sponsor for the event was Rentokil. Dr Savvas Othon presented a paper on the threats pests pose in hospitals and looked after their display



THE WORLD'S LEADING  
INSECT CONTROL SOLUTIONS

# INSECT-O-CUTOR®

Designed to give the maximum protection against insects; Increased light output and maximum effectiveness combine to produce the world's leading insect control solutions.



allure™



EDGE™

T +44 (0)800 988 5359  
W [www.insect-o-cutor.co.uk](http://www.insect-o-cutor.co.uk)  
E [info@insect-o-cutor.co.uk](mailto:info@insect-o-cutor.co.uk)



P+L Systems

## NETWORK

[www.networkbird.net](http://www.networkbird.net)

► High quality products and services designed for the bird management industry

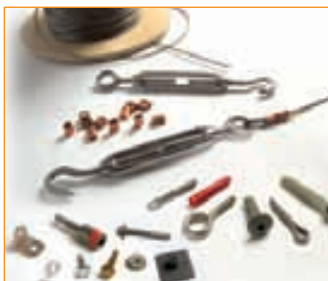
► Easy-to-use online resources include installation advice, videos and recommendations



Avishock



Bird Nets



Bird Nets Fixings



Bird Nets Tools



Bird Spikes



Bird Wire



Bird Control



Other Bird Systems



AVIPOINT™

AVISHOCK™

T +44 (0)800 988 5359

E [info@network-pest.com](mailto:info@network-pest.com)



P+L Systems