

**ENVIRONMENT SCRUTINY PANEL
PEST CONTROL SERVICES– ACTION PLAN**

4 January 2011

SCRUTINY RECOMMENDATION	PROPOSED ACTION	BY WHOM	BUDGET COST	TIMESCALE
<p>1. That the work of the pest control service continues to be highlighted and publicised - for example by writing to all relevant households and businesses to inform them of a successful rat infestation treatment in their area. Such letters could also be used to provide advice on how similar problems can be avoided in the future.</p>	<p>Advisory leaflets will be distributed in affected areas following the discovery and/or completion of block treatments for rat infestations.</p>	<p>Pest Control staff</p>	<p>Minimal</p>	<p>With immediate effect</p>
<p>2. That, publicity is issued to inform the public of the trend of increasing rat numbers and informing them of steps that they can take to minimise rat problems. Reference should be made to the fact that advice from the pest control service is provided free of charge.</p>	<p>This is a national trend. Media opportunities will be maximised when it is timely to do so i.e. in the warmer months. This will include press releases, and pest control work will be featured in Council publications such as the Community Protection Service Newsletter. We will maximise opportunities when the national media pick up on it to protect public health.</p>	<p>Pest Control Service Managers</p>	<p>Minimal</p>	<p>Spring 2011</p>
<p>3. That arrangements be made to</p>	<p>The use of direct debits and</p>	<p>Pest Control</p>	<p>This</p>	<p>With immediate</p>

<p>facilitate easier payment of pest control charges - for example accepting immediate payment following treatment, utilising electronic payments, or introducing flexible payment arrangements, such as payment in instalments in cases of hardship.</p>	<p>standing orders will be promoted with our commercial clients as the existing take up of such is low. Payment by instalments is available for our domestic clients in cases of hardship, and these are requested in about 10% of cases. We will actively investigate taking electronic payments when a booking is made.</p>	<p>service Managers and staff</p>	<p>should have a positive effect on debt arising.</p>	<p>effect. With immediate effect.</p>
<p>4. That Northumbrian Water is informed of the scrutiny panel's concerns regarding the reduced frequency of sewer baiting, particularly given the trend of increasing rat numbers in general; and requested to provide regular written updates to the Council on the frequencies and results of the baiting.</p>	<p>Northumbrian Water have been informed of the Panel's concerns at a subsequent Liaison Panel meeting, and we have requested monthly updates.</p>	<p>Principal EHO in charge of Pest Control</p>	<p>Minimal</p>	<p>Completed</p>