

MIDDLESBROUGH COUNCIL

Report of:	Geoff Field - Director of Environment, Communities and Culture
Relevant Executive Member:	Cllr Peter Gavigan - Executive Member for Environment
Submitted to:	Executive
Date:	08 April 2026
Title:	Residential Pest Control Service
Report for:	Decision
Status:	Public
Council Plan priority:	Safe and resilient communities
Key decision:	Yes
Why:	Decision(s) will have a significant impact in two or more wards
Subject to call in?	Yes
Why:	Non-urgent decision

Proposed decision(s)

That Executive approves the implementation of a new Residential Pest Control Service.

Executive summary

This report requests approval from Executive to implement a new Residential Pest Control Service.

The recommended decision to implement a new Residential Pest Control Service is the best option because it will improve public health and quality of life by preventing infestations, protecting vulnerable residents, reducing long-term environmental health risks and costs, and giving the council greater control, accountability, and value for money in managing pests across communities.

Another alternative is to consider appointing an external provider for residential pest control services. However, as the Council already has an established and experienced in-house team that successfully delivers a range of pest control functions, maintaining this capability internally supports continuity, quality oversight, and operational flexibility. In addition, the specific remit and likely level of demand for residential pest control are not yet fully understood, meaning that commissioning an external contract at this point

would risk reduced value for money and limited ability to adapt the service as requirements evolve. Retaining the function in-house therefore provides the most prudent and responsive approach.

The only other option that could be considered is to not implement the new Residential Pest Control Service which would not provide any benefits to the communities of Middlesbrough and therefore is not recommended.

The implications of the recommendation have been considered by the appropriate officers of the Council and are set out in the main body of the report.

1. Purpose of this report and its contribution to the achievement of the Council Plan ambitions

1.1 The purpose of this report is to request approval from Executive to implement a new Residential Pest Control Service.

Our ambitions	Summary of how this report will support delivery of these ambitions and the underpinning aims
A successful and ambitious town	Enhances the town’s attractiveness and liveability by responding quickly to pest issues that impact neighbourhood cleanliness, safety, and residents’ quality of life—key factors in retaining residents and attracting visitors and investment.
A healthy Place	It will help with preventing the spread of disease, improving housing and environmental conditions, reducing stress and health inequalities, and enabling a sustainable, preventative approach to protecting residents’ physical and mental wellbeing across the borough.
Safe and resilient communities	Will help to prevent environmental health risks from escalating, protecting vulnerable residents, improving housing stability, and enables the council to respond effectively to issues that affect neighbourhood safety and long-term resilience.
Delivering best value	Will help by providing a financially sustainable, preventative service that recovers costs, reduces longer-term public health and enforcement expenditure, and ensures residents receive a consistent, accountable, and high-quality service that makes efficient use of council resources.

2. Recommendations

That the Executive approves the implementation of a new Residential Pest Control Service.

3. Rationale for the recommended decision(s)

3.1 It was approved within the Council's budget setting report of 18th February 2026 to establish a new Residential Pest Control Service as this will enable the Council to extend the current pest control service beyond back alleys and open spaces. This growth will support an expanded pest control offer, focused on key public-health pests including rats, mice, bedbugs, and cockroaches.

3.2 The Council currently provides a commercial pest control service, and the recommended decision is to implement a domestic pest control service that is available to residents. Implementing a new Residential Pest Control Service is the recommended decision as it would deliver safe, effective, and legally compliant domestic pest control services. The service would address root causes through Integrated Pest Management (IPM) - hygiene, proofing, habitat modification, and provide targeted treatments. The service would specifically provide the following:

- **Pest Types:**
 - A free of charge pest control service for rats, mice, bed bugs and cockroaches.
 - A chargeable service for other pest types, in line with current costs displayed on the website.
- **Service Areas:** Internal and external domestic premises, including garden areas, outbuildings, lofts, basements, garages, bin stores, and shared access ways.
- **Client Groups:** Homeowners, residents in private rented accommodations. The service would not be provided to social housing tenants. Social landlords / Estates have their own arrangements in place for pests.

There are two alternative options:

- Not implement a new Residential Pest Control Service. This is not the recommended decision as it would not deliver the benefits outlined above.
- Another alternative is to consider appointing an external provider for new residential pest control services. However, as the Council already has an established and experienced in-house team that successfully delivers a range of pest control functions, maintaining this capability internally supports continuity, quality oversight, and operational flexibility. In addition, the specific remit and likely level of demand for residential pest control are not yet fully understood, meaning that commissioning an external contract at this point would risk reduced value for money and limited ability to adapt the service as requirements evolve. Retaining the function in-house therefore provides the most prudent and responsive approach.

3.3 The costs of implementing the new Residential Pest Control Service are as follows:

Capital costs:

No additional capital expenditure would be required.

Revenue costs:

£0.166m of ongoing revenue growth has been incorporated into the Medium Term Financial Plan from 2026/27. Details of this growth is provided in paragraph 7.

Income:

- Chargeable service for other types of pests – in line with prices currently on the Council website.

3.4 Feasibility – The modelling has been based on research undertaken on other Local Authorities who provide similar services.

4. Background and relevant information

4.1 The decision is required by Executive as it affects each Ward in Middlesbrough.

4.2 The recommended decision has been developed in order to provide residents of Middlesbrough with a safe and reliable domestic pest control service. Residents would be able to access the service via an online booking function on the Council's website and also by telephoning the service.

4.3 The service would be operated in line with the IPM approach as follows:

Integrated Pest Management (IPM) Approach

1. **Inspection & Identification:** Thorough site survey, species identification, infestation level, ingress points, harbourage, and conducive conditions.
2. **Non-chemical Controls:** Proofing (sealing holes/gaps), housekeeping advice, waste/bulk refuse management, habitat modification, traps/monitoring devices.
3. **Targeted Chemical Controls:** Only where necessary and proportionate, using the **least hazardous** option and complying with label directions.
4. **Resident Engagement:** Clear pre-treatment preparation guidance, aftercare instructions, and behaviour change advice.
5. **Monitoring & Follow-Up:** Scheduled re-visits, bait take checks, activity trend analysis, and sign-off once control is achieved.
6. **Prevention Plan:** Proofing recommendations, maintenance schedules, and seasonal alerts (e.g., wasp season).

4.4 Legal - The service would be operated under the following (non-exhaustive):

- **Health and Safety at Work etc. Act 1974**
- **Control of Substances Hazardous to Health (COSHH) Regulations 2002**

- **Biocidal Products Regulation (EU) 528/2012 as retained in GB law & UK authorisations**
- **Control of Pesticides Regulations (COPR) 1986 (as amended)**
- **Wildlife and Countryside Act 1981** (protected species, bird control considerations)
- **Food Safety & Hygiene (England) Regulations 2013** (as applicable in domestic food prep areas during inspections)
- **Waste (England and Wales) Regulations 2011** and duty of care for hazardous/special waste
- **RIDDOR 2013** (reporting work-related incidents where applicable)
- **PPE at Work Regulations 1992** and **Provision and Use of Work Equipment Regulations 1998**
- **Animal Welfare Act 2006** (humane control methods)
- **BBKA/Local byelaws** (wasps/bees - relocation vs destruction as appropriate; honey bees not treated).

4.5 All wards are affected by the proposal.

5. Ward Member Engagement if relevant and appropriate

5.1 Ward Members and Executive Members have held discussions prior to submission of this report.

6. Other potential alternative(s) and why these have not been recommended

6.1 A potential alternative is to do nothing, and this has not been recommended as it would not deliver the benefits outlined above.

6.2 Another alternative is to consider appointing an external provider for new residential pest control services. However, as the Council already has an established and experienced in-house team that successfully delivers a range of pest control functions, maintaining this capability internally supports continuity, quality oversight, and operational flexibility. In addition, the specific remit and likely level of demand for residential pest control are not yet fully understood, meaning that commissioning an external contract at this point would risk reduced value for money and limited ability to adapt the service as requirements evolve. Retaining the function in-house therefore provides the most prudent and responsive approach.

7. Impact(s) of the recommended decision(s)

Topic	Impact
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<p>Financial (including procurement and Social Value)</p>	<p>A total of £0.166m in permanent revenue growth has been included in the Medium-Term Financial Plan from 2026/27:</p> <table border="1" data-bbox="564 338 1310 600"> <thead> <tr> <th data-bbox="564 338 1082 376">Description</th> <th data-bbox="1082 338 1310 376">£m</th> </tr> </thead> <tbody> <tr> <td data-bbox="564 376 1082 414">1 Grade H Operative</td> <td data-bbox="1082 376 1310 414">0.041</td> </tr> <tr> <td data-bbox="564 414 1082 452">1 Grade F Operative</td> <td data-bbox="1082 414 1310 452">0.035</td> </tr> <tr> <td data-bbox="564 452 1082 526">1 Grade E Business Support Officer</td> <td data-bbox="1082 452 1310 526">0.034</td> </tr> <tr> <td data-bbox="564 526 1082 564">Materials, Training & Equipment</td> <td data-bbox="1082 526 1310 564">0.056</td> </tr> <tr> <td data-bbox="564 564 1082 600">Total</td> <td data-bbox="1082 564 1310 600">0.166</td> </tr> </tbody> </table>	Description	£m	1 Grade H Operative	0.041	1 Grade F Operative	0.035	1 Grade E Business Support Officer	0.034	Materials, Training & Equipment	0.056	Total	0.166
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<p>Legal</p>	<p>The service would operate in line with the non-exhaustive provisions set out in paragraph 4 above.</p> <p>This is a discretionary service and proper procedures and permissions should be followed or obtained in order to enter premises and carryout works with any relevant indemnities and insurances in place.</p> <p>The Council has other statutory powers to carry out works on verminous or infested properties which may be considered by Officers as a more appropriate alternative route on a case by case basis.</p>												
<p>Risk</p>	<p>Risks include potential for large demand at service go live and risk of higher operational costs to the Council than initially estimated.</p>												
<p>Human Rights, Public Sector Equality Duty and Community Cohesion</p>	<p>The proposal has no adverse impact on human rights.</p>												
<p>Reducing Poverty</p>	<p>A free of charge residential pest control service helps reduce poverty by removing a significant unavoidable cost while improving residents' health, housing stability, and overall wellbeing.</p>												
<p>Climate Change / Environmental</p>	<p>It supports the Council's Green Strategy by reducing chemical pesticide use and preventing wider environmental damage through early, targeted, and environmentally responsible pest management.</p>												
<p>Children and Young People Cared for by the Authority and Care Leavers</p>	<p>It supports Children and Young People Cared for by the Authority by ensuring their homes are safe, healthy, and free from conditions that can harm their wellbeing, stability, and development.</p>												
<p>Data Protection</p>	<p>The proposal to implement the new service takes into consideration Data Protection regulations and consultation with the Council's Data Protection team would be conducted throughout the implementation phase.</p>												

	<ul style="list-style-type: none"> • Lawful Basis: Public task/contract/legitimate interests (as applicable). • Retention: Treatment records retained for minimum 3 years (or per contract). • Confidentiality: Resident data stored in secure systems; access limited to authorised staff. • Photography: Only with resident consent; used solely for case documentation.
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Actions to be taken to implement the recommended decision(s)

Action	Responsible Officer	Deadline
Procure electronic calendar booking system	Dale Metcalfe	May 2026
Recruit staff	Jamie Woods	May 2026
Purchase vehicle / equipment / materials	Dale Metcalfe	May 2026
Staff to undergo industry specific training	Jamie Woods	July 2026

Appendices

1	Impact Assessment
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