

# PPC

PROFESSIONAL PEST CONTROLLER

THE JOURNAL OF THE BRITISH PEST MANAGEMENT INDUSTRY

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# PPC

PROFESSIONAL PEST CONTROLLER

## A NEW ERA



Welcome to you all at the start of a new era in news and communications within the Professional Pest Management Industry.

We have new editors, new feature writers and a fresh outlook on the delivery of information - and this is just the beginning. As a medium of communication, we understand how important this publication has become over the years and we firmly intend to retain this aspect.

But we are also going to utilise technology to provide you with information. Remember we were the first, and remain the only magazine to utilise online benefits – 21st century technology for professionals.

Dewberry Redpoint, our new publishing partner, will ensure that this industry is opened up to new potential for us all, including food organisations, hospitality and public sector markets. With such 'money can't buy' opportunities to cross-pollinate with related industries and for them to become more involved within this industry, the long-term growth potential for this publication has never looked more promising.

Not only will news and features be an integral part of the printed magazine, new online competitions and information providers will serve you with the opportunity to not only further expand your knowledge and understanding – but also win some freebies.

For those of you reading online you will already see the vast improvement from the previous issues – for those of you reading the printed matter try us at [www.ppconline.org](http://www.ppconline.org) to see the benefits.

2009 is going to see significant changes for all sectors of this industry – technicians and field staff will soon have their own online areas and we will demonstrate to business owners the power of marketing to keep existing customers and attract new ones.

Here's to the start of our professional future - assuring you of fresh thinking for a bright tomorrow.

Oliver Madge, BPCA chief executive officer

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### GOT IT?

Do you know what the picture is on the cover? If you think you do then call the BPCA on **01332 294288** or e-mail: [enquiry@bpca.org.uk](mailto:enquiry@bpca.org.uk) with your answer. All the right answers will go into a draw for a prize and we'll announce the winner in the next issue.



## THE BIG DEBATE

In the late-1990s a top level debate centred on Local Authorities joining the BPCA but the motion was defeated by a narrow margin. Now we are re-surrecting the issue and giving all members a chance to have their say By Les Leonard

A lot of water has passed under the bridge and the pest control industry has experienced major changes since the move for Local Authorities to become members of the BPCA.

Now the association is keen to create a debate in advance of the AGM with those in favour and against the proposition putting forward their cases to give the Executive Board a clear idea of the way in which they should advance in the future.

The BPCA over the years has been approached by a large number of LAs wishing to become members but the main arguments against such a proposition when it was last mooted were twofold.

Firstly it was felt that the authorities operating under subsidised rates could prove a problem while the fact that they had powers within the food sector with the related environmental health issues could also give rise to difficulties.

**"We are keen to re-address this issue and create a debate to see if this is a proposal worth pursuing,"** said BPCA chief executive officer Oliver Madge.

**"If there is an underlying current of opinion backing the LAs joining us then we will look at putting this into operation. On the other hand if the membership appears opposed to such a move we will abide by this decision."**

Membership mentor Kevin Higgins with vast industry experience, in supporting the CEO, said: **"We would like to hear the pros and cons of LA membership with input from all the BPCA's 350 company members if possible."**

**"It should be a balanced argument between those who would like to see the Authorities joining us and equally from those who think that it would not be a good idea. We will also be opening up the**

**debate for those going online to our website and hope that this will create a lively debate with a lot of healthy feedback."**

Kevin stressed that when the issue first arose at the BPCA annual meeting in the late 1990s, the Executive Board was generally in favour but lost out by a narrow margin when two vociferous opponents stressed their case.

**"Things have changed drastically since those days. One of the arguments regarding subsidised rates does not apply in all cases these days with some councils not receiving subsidies and turning to the commercial sector, while others are not operating at all."**

**"If members do ask why we are raising this issue again I think we can say that because it was such a close vote when it last surfaced."**

**"The industry has also changed substantially in the past 10 years with the BPCA competing in a different style and having to keep abreast of raising standards within Europe."**

**"Local Authorities represent a large part of the public health and environmental health industry and replicate a lot of what we do in this field. If they became members of our association we would represent a far wider part of the sector."**

**"When we have approached the Government in the past officials have always said it would be advantageous if there was one united body to represent our industry."**

**"Right across the world there is value of becoming united rather than operating alone. This is the way forward."**

**"We know things have got to change and now this issue is upon**

**us. We have to defend our standing and be ready to repel the borders."**

Asked if the LAs would have their own category and logo, Kevin said that he did not think that this would be the case as it would be preferential for all members to come under one heading. But again this would be an issue for members to cast their vote.

A further issue that would need to be discussed if the LAs were admitted would be their representation on the Executive Board.

There might be fears that they would swamp meetings as their officers had the necessary time to attend. Effectively they could get together and vote in their own chairman.

But it is considered that there should be proportional representation as one member, one vote. An individual council is no different to an individual company.

**"This could be laid down for the LAs initial membership and then the whole issue be put on the agenda for debate in the future – maybe at the AGM in 2010,"** said Kevin. **"It would be a membership decision."**

**"It is all a matter of being democratic and giving our members the opportunity to have their say."**

**"Sometimes in the past there have been queries as to why the association has not achieved certain goals and why there is not one united voice for the industry and no cowboys. Well now everyone is getting the chance to state their case."**

For more details contact the BPCA office by e-mail: [enquiry@bpca.org.uk](mailto:enquiry@bpca.org.uk) or by phone: 01332 294288. You can contact Kevin Higgins at: [kevin@bpca.org.uk](mailto:kevin@bpca.org.uk). And keep watching the BPCA website [www.bpca.org.uk](http://www.bpca.org.uk) for any updates on The BIG Debate.

# RESISTANCE IN RATS

In the first of a two-part article, Adrian Meyer looks at how you in the field can recognise resistance among rats to anticoagulants

Issue 52 of Professional Pest Controller featured a welcome article from Alan Buckle on research to help identify the presence of the VKORC1 gene that produces the enzyme vitamin K1 epoxide reductase.

**The message was:** To know if a rat is resistant or not all you'll need soon is to analyse a tiny piece of tissue – the tip of the tail, for example.

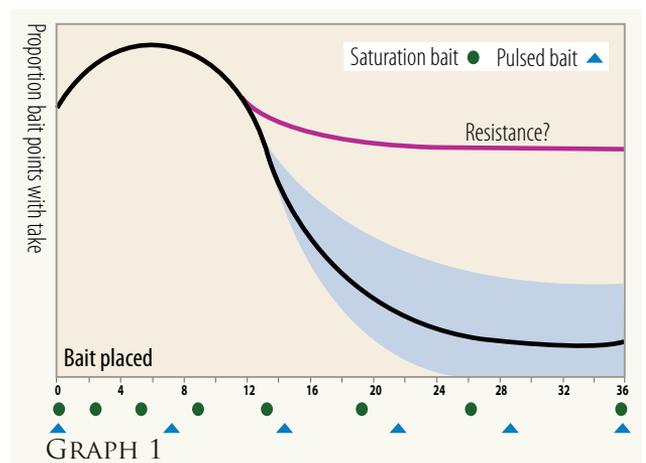
This is good news and the sooner those who suspect that they have resistance can take advantage of this service the better.

**The problem remains for those working in the field, however:** How do we know if we have a population of rats that may be worth testing in the first place? What do we see if we are treating a resistant population?

One definition of physiological resistance is 'the ability of a rodent to withstand a dose of an anticoagulant that would normally have killed it'. This implies that at the very least the Norway rats that we are treating are eating the bait.

Remember, if you have an infestation that is not eating the bait then that is a problem of palatability or even neophobia and nothing to do with resistance. First make sure the bait is being eaten.

If the bait is being eaten, then perhaps the best way of approaching this is to look first at how a Norway rat treatment will progress under normal circumstances.



In graph 1, the black line (with some flexibility at the start for varying degrees of neophobia) identifies the progress of a 'typical' Norway rat treatment. The vertical axis represents the proportion of active bait points or the total amount of bait being eaten. The horizontal axis represents the time in days since the start of the treatment.

The amount of bait eaten by the rats increases over the first few days or even weeks of the treatment as the rats overcome their neophobic response to the bait and the bait boxes. The graph then levels off as bait take is maximized.

The amount of bait eaten then declines as the rats die. Eventually, the activity declines to zero, signifying the end of the infestation. Remember that a secondary check, either by visual survey or by another monitoring method, is always necessary. There may be rats that have not died, possibly because not all the rats were eating the bait in the first place.

A typical Norway rat infestation that takes the bait reasonably readily and that is not resistant will take somewhere between 18 (or less) and about 35 days to clear.



If you have undertaken all operations correctly, and if the rats continue to take the bait over more than 40/50 days, then you may have resistance.

If bait take is prolonged, do not jump to the conclusion that you have resistance. There are still far more common reasons why the treatment may be continuing for longer than expected. Eliminate these alternative possibilities for the prolonged treatment.

First check that you have undertaken a thorough survey of the problem and that not only do you have sufficient baits in place but that they cover the whole of the infested area. If there are not sufficient baits in place add more – you must provide sufficient quantities of rodenticides to ‘satisfy’ the size of the population.

Secondly, do the rats have access to enough bait? The anticoagulant rodenticides are all multi feed, most of the rats will need to feed a number of times, sometimes many times before they will have consumed a lethal dose.

It is therefore essential that baits are not allowed to run out for any length of time. Make sure you follow the labeled recommendations as far as visit frequency is concerned. Graph 1 identifies the need for frequent visits although those rodenticides for which ‘pulsed’ baiting is an appropriate technique (brodifacoum and flocoumafen) may require less frequent visits than the remainder of the anticoagulants for which ‘saturation’ or ‘surplus’ baiting is required.

Sometimes a higher frequency of visits may be required if a particularly heavy infestation is encountered or if it has not been possible to place baits as extensively as required. Remember also that visit frequency is not just about topping up baits but also about checking for and disposing of rat carcasses and checking the security of the rodenticide. It provides an opportunity to reevaluate the site and population levels and ensure control is or possibly more importantly, is not being achieved.

Prolonged treatment may result from immigration of rats from neighbouring premises or areas. Check that no immigration is occurring. If this is the case you will have to establish the source and try to control at that point with a new agreement, if you do not have joy there you may have to consider external assistance with Environmental Health Officers. Contact the BPCA for more information and assistance with this approach.

Make sure that:

- You have undertaken a thorough survey and have identified the limits of the infestation
- That you have sufficient bait boxes in place
- That the bait boxes are suitably positioned in places where the rats will feed
- That the bait availability is maintained in the boxes
- That the rodenticide is suitably palatable to the infestation

Decide whether it is appropriate to undertake burrow baiting in addition to the use of bait boxes. Remember burrow baiting may increase the risk of non target access to baits and take appropriate measures to manage this risk.

If you have checked all these issues and you are sure that your treatment strategy is correct and if your record of bait takes and active bait boxes looks a bit like the line marked ‘resistance’ on the graph, you may have resistance. The higher the proportion of resistant rats in the population, the less will have been the decline in activity following baiting.



**Adrian Meyer**

Consultant and founding member of Acheta, Adrian has spent the last 34 years working in the pest control industry. Whilst working with all public health pests, Adrian particularly enjoys working with vertebrates and is editor of the vertebrate sections of the British Pest Management Manual. Adrian has worked extensively overseas, mainly in the Middle East, Asia and in Africa.

His website is: [www.acheta.co.uk/6-1-2.htm](http://www.acheta.co.uk/6-1-2.htm)

**Next issue:**

What Can You Do About It? Until then log onto [www.ppconline.org](http://www.ppconline.org) for updates

## Explosive injury risk facing operators

The dangers of the 'Rodenator' and similar explosive devices have been highlighted after an expert labelled them "accidents waiting to happen".

Doug Thornton, director of the British Compressed Gases Association, said: "We are very concerned about such systems and have alerted our HSE contacts accordingly. They look to us like accidents waiting to happen."

Let's set aside for the moment the illegality of killing animals by explosion in the UK. Deliberately causing explosions of any kind is inherently dangerous.

"Doing so in an imprecise environment can only increase the risks - and you can't tell me that operators using such systems know exactly the shape, volume, length, track and depth below the surface of all parts of a burrow."

His comments came in the wake of a court case in which a Kent farmer was successfully prosecuted for using a 'Rodenator' against badgers on his land

David Botting of Wallend Farm, Upstreet was fined £1,600 and ordered to pay £1,062 costs after pleading guilty to recklessly interfering with a badger sett in contravention of the Protection of Badgers Act 1992 when he appeared before magistrates at Canterbury.

After he was reported to the RSPCA and police, the Wildlife Management & Licensing Team of Natural England carried out a site inspection that confirmed badgers were active in the area and showed entrances to the sett had been blocked with soil.

Mr Cookson, defending, said Botting denied knowing badgers were living on the farm.

Paul Butt, a wildlife adviser with Natural England, said: "This case illustrates that the use of this device in tunnels or burrows where any animals are living is likely to be illegal and this action will be taken seriously by the courts."

"Our advice is that if there is any doubt regarding the presence of animals in burrows or tunnels then this technique should not be used."  
[www.naturalengland.org.uk/conservation/wildlife-management-licensing](http://www.naturalengland.org.uk/conservation/wildlife-management-licensing)

## Trevenna heads for NZ

Director of Igrox since 2004, Jon Trevenna is leaving the company to join Genera Limited in a top position at its headquarters in Mount Maunganui in the Bay of Plenty in the northern of the two main islands of New Zealand.

He says: "My role will be in three areas. The first is to be the commercial manager of their pest control business in New Zealand. Secondly I will look after the introduction of ProFume into the mill and food processing plant fumigation market.

"Finally I will be heavily involved in developing Genera's fumigation business in Australia, where it has just opened an office."

Trevenna joined Igrox in 1996, shortly before the management buy-out of the company by Mark Braithwaite and Chris Watson in 1999 and was subsequently appointed to the board.

It was at this time Igrox got involved in sponsoring 'GrimeBusters' on the digital channel UKTV People – the first of its kind for the UK pest control industry.



Jon Trevenna: Brief to expand fumigation



## Warning of 'SUPER ANT' invasion

Pest control experts are looking into scientists' claims that a recently discovered ant species could soon colonise parks and gardens across northern Europe, including the UK.

The ant, *Lasius neglectus*, was identified only 20 years ago after establishing a colony in Budapest. Writing in the journal PLoS One, scientists say the species probably originated in West Asia.

A garden infested with them can contain between 10 and 100 times more ants than if it bears native European varieties, it was reported by the BBC.

"When I saw this ant for the first time, I simply could not believe there could be so many garden ants in the same lawn," said Professor Jacobus Boomsma from the University of Copenhagen, who oversaw the research.

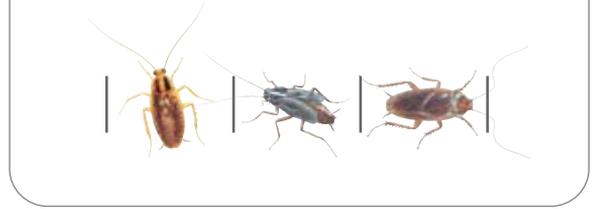
A number of them have become invasive pests with giant supercolonies

Although superficially similar in appearance to the common black garden ant, the invasive species is really different in its behaviour, and particularly in the social structure within colonies.

This, the researchers believe, is key to understanding why it can invade parks and gardens and exterminate varieties that previously held sway.

The ants have probably been transported across Europe in soil used to grow pot plants. Colonies now exist in France, Germany, Poland and Belgium.

Although it is thought to have west Asian origins, its "home patch" has never been found.



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## BASF acquires Sorex pest business

BASF has signed an agreement to acquire Sorex Holdings Ltd., a leading manufacturer of branded chemical and non-chemical products for professional pest management.

The transaction, which includes US-based Whitmire Micro-Gen and UK-based Sorex Ltd., will increase BASF's presence in the two most important pest control markets worldwide, the United States and Europe. Financial details have not been disclosed.

Michael Heinz, president of BASF's crop protection division, said: "We are convinced that combining our existing pest control business and research capabilities with the Sorex Group portfolio and expertise with application technology will strengthen us on several fronts.

"We will diversify into the US general insect control segment and solidify our position in Europe. Combining our research and development capabilities will help us bring even more innovative solutions to pest management professionals."

In the US, BASF now becomes a market leader in general insect control. In the termite sector, where BASF is already the market leader in liquid treatments, its portfolio is now broadened to include the second-largest termite bait offering: Whitmire's Advance Termite Bait System.

In Europe, BASF now also advances to a strong position in rodent and insect control solutions for professional pest managers.

The Sorex Group has about 200 staff and recorded net sales of £60 million in 2007, primarily in the US and Europe. Sorex Group's portfolio and customer focus together with BASF's worldwide presence will help to grow the pest control business on a global level. Its formulation capabilities together with BASF's insecticides portfolio will enable BASF to develop tailor-made solutions for professional pest control.

## Rentokil UK earns ISO 9001

Rentokil Pest Control UK Division has been granted ISO 9001:2000 Quality registration / certification to cover the whole of the UK business, following five months of hard work.

Rentokil Technical Director Savvas Othon said: "We were delighted when we were told we had passed the second stage.

"A special thank you must go to our new Quality Manager Paul Taylor, who pulled all of this together for Rentokil Pest Control in this record breaking time frame."

The original ISO registration obtained in 1993 was limited to the Pest Guard Plus Service, but with the new registration all customers using Rentokil Pest Control Services can be assured that all services / products form part of the new registration.

The accreditation process was broken into two halves, the first

being the assessment of the RPC Quality Management Systems and internal operating procedures / documentation, which was passed in September.

The second stage began in the November with a series of detailed audits by the external ISO assessors MQA at RPC Head Office and Area Support Centres at: Bristol, Wendle Court, Edinburgh and Daresbury. The reviews also included the RPC Basingstoke training facility. More than 60 staff were interviewed - from technicians to managing director Jed Kenrick.

Peter Bradbury, who headed the team of assessors from MQA Ltd, said he was 'impressed by the commitment to ISO 9001 demonstrated by senior management' which is cascaded throughout the organisation and noted the 'positive attitude towards the assessment process'.

## Bed bug guide published

A guide providing UK pest controllers with practical support in tackling the increasing challenge posed by bed bugs in urban areas has been published by behaviour-led pest control specialist, Sorex

The eight-page guide called 'Best Practice Bed Bug Control' sets out a clear inspection, preparation, treatment and post-treatment regime.

The most likely places for bed bugs to hide are listed. A simple pre-treatment laundering, vacuuming and sealing process is recommended. Specific guidance is provided on treating key areas with the best combination of Demand CS, 565 Pyrethrum and 221L Demand. And advice is offered on both room re-entry and follow-up treatments.

"We have produced this easy-to-read guide in response to requests from pest controllers across the country," says Sorex insect control manager James Whittaker.

"Bed bug incidence has increased by over 500% in some cases at the same time as one of the most widely relied upon treatments, chlorpyrifos, has been withdrawn from the market under the Biocidal Products Directive. This has put the onus firmly upon well-planned and managed control using the best residual and contact insecticides still available."

Copies of the new Sorex guide are available to pest controllers free of charge from [www.behaviour-led.com](http://www.behaviour-led.com) or by ringing to company's technical hotline on 0151 420 7151.



## Exosect wins product award

Leading provider of intelligent pest management solutions Exosect has won the 'Best New Product' at The Society of Food Hygiene and Technology Awards for its Exosex SPTab solution.

Exosex SPTab is a small tablet consisting of Exosect's Entostat powder formulated with minute quantities of the female sex pheromone common to five of the major moth pests of food processing and storage; *Plodia interpunctella*, *Ephestia elutella*, *Ephestia kuehniella*, *Ephestia figulilella*, *Cadra cautella*.

Launched in the UK earlier this year, the tablet works by attracting male moths. As they pick up the powder their pheromone receptors become overloaded and they are unable to locate females.

A male carrying Entostat powder will form a mobile pheromone dispenser, producing "false" pheromone trails, which attract additional males. The result is a state of sexual confusion amongst the male moth population leading to effective mating disruption.

"We are so pleased to have won this award after years of hard work," says Exosect's professional products

manager Georgina Donovan. "The use of pheromone technology as a control is very innovative within this sector. Exosex SPTab works with current pheromone monitoring traps so as well as reducing the moth infestation; it also enables pest controllers to continue to record data and specifically pinpoint sources of infestation."

The annual SOFHT lecture and awards at the Millennium Mayfair Hotel in London attracted all those who work in the food sector. The awards recognise and celebrate the excellence within the food and associated industries.



*Georgina Donovan, product manager at Exosect, accepts the award*

## Public sector caterers get pest message



*BPCA chief executive Oliver Madge addresses the forum*

Senior public sector catering operators have been told that pests may be on the increase, but the BPCA offers help and advice in making sure they choose and get the right service.

They were warned not to fall into the trap of simply setting up a six-weekly routine and believing they had dealt with the problem; not to judge solely on cost and to stop being embarrassed about dealing with pest control experts.

Association chief executive Oliver Madge told the Public Sector Forum in

Brighton: "You should be proud you're taking the problem seriously enough to bring in the professionals; we do a necessary job and we want to work with you in a spirit of partnership.

"Times have changed and we're ready to meet you at the front door rather than being smuggled in at the back."

Although pest control call-outs are on the rise, he said the focus is switching from 'fire-fighting' to prevention and that the dream of pest-free premises is achievable.

"Although there are tough new limitations on the active poisons we can use, there's no reason to despair if you're dealing with professional pest controllers.

## PPE – One Life, One Chance

Safety Media has launched a new DVD title looking at the perils of not wearing personal protective equipment while at work. Called 'PPE – One Life, One Chance', the presentation is based on a day in a workplace, and what can happen if PPE is not worn.

It follows a worker through his day, and the consequences of his decision not to wear his allocated PPE. The worker gets a second chance as the day's events rewind to the moment when he made the decision, and shows what should have been done.

Julian Roberts, managing director of Safety Media, said the 11-minute presentation covers in a forceful and memorable way the cost of not wearing PPE, and shows how a wrong decision can affect lives.

"The unforgettable message is that you only get one life, and so don't risk it all by not using PPE.

"While converting a video library to DVD it was decided to take a new approach with a new title. Instead of our more factual titles, this DVD shows what happens to a series of people when they fail to wear their PPE ... what could go wrong if you don't wear your PPE. We wanted to put across the message that in real life you don't get the second chance to put it right."

The DVD is available on a free, no obligation 7-day trial from Safety Media, and comes with 10 PPE Booklets which are ideal as permanent handouts after the training session. The package is £139 plus P&P and VAT, orders can be placed by phone (0845 345 1703), or online at [www.safetymedia.co.uk](http://www.safetymedia.co.uk) will receive a 10% discount.



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# IT'S YOUR SHOW

Time marches on: PestEx is back again and it's looking good. With your diaries becoming busier every year, profitability drives the need to maximise time away from servicing and that time needs to be well spent. That's why we consulted you before planning the programme



PestEx 2009 is going to be different. Events that run 'for the sake of it' generally produce a good day, but are they really beneficial? The same old faces in the same old location – well not PestEx.

The guest speakers are going to be key decision makers, so the event will be influential and forward-looking to new systems of operation and increased professionalism.

The audience will be those who look to influence pest control, which is why auditing bodies, auditors and those empowered (commercial and public sector) to purchase pest control products and services will be there, and the event will look to bring new employees into the industry and continue to discover the future of the pest management industry. The exhibitors will be relevant to the

industry to ensure interaction with those companies that can be of real benefit to your business and technical knowledge. Snakes may be interesting, but they will not be included in professional operational standards and certainly don't provide any benefit to service provision for the 21st Century. PestEx 09 will also be the first event to host Europepest within the exhibition structure. Whether we like it or not, Europe controls the future of this industry.

'If you can't beat them, join them' must be the way we progress in this industry, but let's not just take a step forward and join them, let's be influential in European developments.

There is a serious job to be done and PestEx will clearly demonstrate that we, in the UK, are very proud of this industry.

The inspirational concept from PestEx 2007 of repeating seminars was extremely well received by you, so we will be doing this again in 2009. The full day seminars and activities on Day One will be repeated on Day Two.

This means there is no excuse to miss a presentation and every opportunity for service staff to benefit from the technical development forums and collect certificates from all the practical sessions available.

**What a fantastic opportunity – see you there!**

## SKILL UP FOR FREE AND BOOST YOUR CPD

Brandon Tool Hire wants to be involved with the industry and, in a landmark agreement, will help deliver training in alliance with mainstream UK manufacturers and consultants.

Those of you attending PestTech will have seen that PestEx has been asking individuals - and more than 200 of you had your say on that day alone - what they would like to see in April next year.

Yes, you did read that correctly. Delegates have been choosing the courses that take place for the benefit of those who attend. The courses will last four or five times longer than typical, they will be 'practical' courses and will utilise individual workbenches where possible for maximum understanding.

The potential courses, which will deliver hands on experience in everyday skills that are beneficial in service delivery, include:

### Steps and Ladders

Selecting the correct type for the person and job at hand. How to maintain, in accordance with legislation, and how to keep those important and legal compliant records.

### CoSHH and Due Diligence

A generally misunderstood part of the business carrying serious consequences for individuals and businesses that get it wrong. The session will include understanding, how to carry out an assessment, recording and paperwork.

### Bed Bugs

From the selection of courses available, bed bugs has been by far the most requested. PestEx is looking to set up a bedroom; with respected industry experts on hand to ensure those attending are aware of best practice to ensure:

- effective control of infestations,
- educated consumers, and
- maximisation of profits and time, by minimisation of wasted preparations and pointless follow-ups.

The session will include practical surveying, application techniques, monitoring and follow-ups. There will also be a discussion session on an industry code of practice.

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### EFK Maintenance and Analysis

A fantastic source of revenue, the session will address comprehensive service delivery, identification of potential future work, understanding of the many benefits EFKs can provide and identifying where this industry is currently missing out on opportunities. More electricians are installing and servicing these machines than pest controllers!

### Fly Screen Survey, Design and Maintenance Opportunities

Legislation works with this industry, as well as food handling best practice. Why do we, as an industry, have a poor view of this very necessary proofing system? The session will include measuring and surveying, putting screens together and the financial benefits of ongoing maintenance programs.

### Application Equipment

Widely used and generally misunderstood, this session will explore the many benefits and operational advantages that 'bits of kit' can deliver. Calibration of sprayers, use and measurement of ULV and application of residual insecticides are all open for consideration and will deliver benefits to those who attend.

### Face Fit Testing

Legislation is changing and we need to ensure that business and operators are protected against all the potential risks.

The session will demonstrate how to correctly carry out face fit testing. Either bring along existing masks and have them tested (and leave with a certificate) or try the range that will be available.

Other requested courses include Airguns; Drainage systems and subsurface baiting; cockroach treatments and finally bird and gull control – but without nets!

## TECHNICAL DEVELOPMENT FORUM

But we are not just looking at technicians and sales people. We will have a technical area looking at the development of new operational systems for the industry.

Technical developments made without the inclusion of the day-to-day hands-on technical experience mean very little.

How many policies and procedures are written by office people with minimal, if any, experience of the pest control world who don't understand the pressure of operational needs in delivering an effective service within cost and time limits, and in the face of tough competition?

So we are asking you to become involved with two main areas:

### Code of Practice – Bed Bugs

The industry has long asked for a code of practice for bed bugs that we can all agree upon and deliver. Imagine the benefits of a code to help eliminate the cowboys, and allow you to deliver an effective and profitable service.

In conjunction with the Greater London Pest Liaison Group (GLPLG) we are going to start the process of industry standards – one industry.

### Resistance

We need to raise the profile and awareness of resistance – it's worse than you think in terms of user understanding and operational effectiveness.

We talk about the excessive use of rodenticide, which is expensive, in relation to non-target species and wildlife, but do we actually understand the benefits of ascertaining rodent population feeding habits.

How many urban rodent infestations cannot be controlled using conventional rodenticides – why? Is this explained by palatability, feeding styles, toxicity, available alternatives or resistance?

And let us not forget what BPD may do to remaining products. Adrian Meyer of Acheta Consulting will lead these discussions.

## BUSINESS OWNERS

You are not being ignored either. A comprehensive seminar package of marketing, profitability, financial and revenue opportunities will be available throughout the event.

Delivered by business advisors from related industries, EHOs who will talk about service provision and business opportunities and decision-makers from large organisations who have influence over price and specifications.

There will also be opportunities for you to converse with key decision makers and influence the future strategy of the pest management industry.

### For more information

This is just a teaser for what's to follow. Go to [www.pestex.org](http://www.pestex.org) for further information and to register your free delegate place. There is also the chance to enter our prize winning competitions (closing date 30 December 2008).



**FREE  
ADMISSION**



Entry into the exhibition is free of charge, but pre-registration is necessary as places will be limited.

Go to [www.pestex.org](http://www.pestex.org) for updates, registration and prize winning competitions.



## DELEGATES

Come and interact at the premier pest event designed for everyone!

### Business Seminars

Converse with key decision makers from major industry consumers; auditors and EHO's. Your opportunity to influence the future strategy of the pest management industry.

### Technical Development Forum

Discuss and advance industry standards of operational procedures. To include codes of practice for bed bug control, rodent resistance and operational documents including statutory assessments.

### Practical Workshops

In partnership with Brandon Tool Hire Training, get hands on experience with everyday skills that are beneficial in service delivery. Topics to include working at height, use of access equipment, power tools and installation equipment plus lots more.

### New for 2009

Join us at the first PestEx industry dinner. Further details can be found on our website [www.pestex.org](http://www.pestex.org)

**Register now for your free place [www.pestex.org](http://www.pestex.org)**

Attendance at PestEx has been allocated 2 CPD points on the BASIS register



National Pest Technicians Association

# PEST TECH 2008

Without any doubt the 16th Annual PestTech Exhibition run and organised by the National Pest Technicians Association was a resounding success with over twelve hundred delegates and fifty exhibitors attending. As usual, the venue of the National Motorcycle Museum provided the back drop to this, the largest one day Pest Control Exhibition held in Europe.

This popular event is acknowledged as the premier annual event in the UK pest control calendar and attracts both UK and European delegates. The 2008 exhibition featured some new events including three 20 minute practical sessions, mole trapping, snaring and quick set long net, held in both the morning and afternoon which attracted some considerable interest. Also a first for the day was the chance for delegates to attend the popular and informative NPTA Bat Awareness Course.

One of the most popular aspects about PestTech are the special interest stands as they are known, these include HSE, Asset Skills, Blattodea Culture Group, RSPB, International Herpetology Society, Bat Conservation Trust, Taxidermist, Lantra and more, some of whom first attended the exhibition with some intrepidation but over the years they have come to anticipate what questions they may be asked and have the relevant literature to hand for those attending.

Delegates have come over the years to see PestTech as both a platform to obtain all the latest information regarding legislation, new products and much more but also a meeting place where old acquaintances can interact on an annual basis.

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# UNIFY AND LEAD – THE CEPA MESSAGE

Pest management industry representatives from 12 European countries met in Brussels November 27-28 for the second annual European Pest Management Day, organised by CEPA (the European Pest Management Industry Association)



CEPA Director General Rob Fryatt opened the event by declaring CEPA's goal was to be "open and receptive to ideas allowing the whole industry to be represented at a European level".

## **European professional standards – Roma Protocol**

CEPA president Robert Stuyt said he backed the European Standards Institute (CEN) in establishing a European benchmark for pest management operations: "Pest management will be the first industry within the services sector to develop such a standard and this will help national associations offer members a chance to increase professionalism.

Andreea Gulacsi, programme director for CEN, said the industry itself will decide what the European Standard covers and how it is used: "Those who drive a standard have more authority and influence on what it contains. If the industry does not decide for itself, Brussels does."

## **Pest Management and the Food Industry**

Food industry and pest management professionals took centre stage on day two, the first time the European pest control community had interacted directly with both local and international commercial interests.

Frank Meek, International Technical Director for Orkin Pest Control from the US, quoted the estimate that 48% of the world's food supply is destroyed or damaged by pests. "Food processors must produce safe and consistent food. To achieve this we need a partnership between food processors and pest management professionals."

## **The Future of Pest Management?**

Integrated Pest Management begins with a site survey, identification of pests, selecting the best treatment, monitoring and concludes with report documentation. With the Biocidal Products Directive (BPD) playing a growing role, we need to reconsider how effective pest management can be delivered.

Deryck Tremble, European Regional General Manager for AIB International, highlighted the globalisation of the food industry when he said that in 2009 pest control within AIB is to be re-branded as Integrated Pest Management.

A revised publication detailing the Consolidated Standards for Inspection will become operative (visit [www.aibonline.org](http://www.aibonline.org)) and these will promote the ICE concept – Identify, Control and Eliminate. "ICE provides an opportunity for a pest controller to sell a better service," he said.

Presentations from UK-based John Charlton - Consultant, Rob Booth – Bakers Hill Builders Limited and BPCA CEO Oliver Madge looked at the need to review existing practice and the commitment to professionalism required to work with customers and auditing bodies.

## **Necessity of professionalism**

Conference chairman, Norman Rose from the European Business Services Round Table, summed up: "Standards are essential. CEN is certainly very keen to work with CEPA as the standards created will set a benchmark for other Business2Business service industries."

The next gathering for CEPA will be Europest held in London during PestEx, 22-23 April 2009 at the ExCel exhibition centre. For further information please contact: [www.cepa-europe.org](http://www.cepa-europe.org)

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Are you a member of BPCA?  Yes  No

Please indicate your current turnover by ticking the relevant box:

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 £250,000 - £500,000  
 £500,000 - £1M  
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**BPCA LIABILITY INSURANCES: ENQUIRY FORM**

Whatever your type of pest control business you want to increase revenue. This means finding ways of increasing the number of clients and the amount of money they spend with you. To do this you have to make the decision to become good at marketing. Expert Joe Pélissier takes a look at what's involved

## THE UGLY TRUTH ABOUT BUSINESS

For a large number of pest control businesses, marketing is not high on the priority list even though increasing revenue is. This is because most of your expertise is focussed on being a pest control expert, managing contracts and dealing with administration.

Few pest control experts are taught how to market their business and even fewer find the time to learn how effective marketing could dramatically transform the way they manage and grow their business. It's a mistake to think that marketing is something only large firms invest in.

All businesses, whatever their size or turnover, need to communicate regularly and effectively. This is how they attract new customers and put an iron cage around existing ones.

In an economic downturn, pests don't care about share prices or credit crunches. They'll carry on doing their thing regardless of everyone else's cash-flow.

This means that the demand for pest control services will not suddenly stop. It also means that now is a great time to increase awareness of your products and services.

In a recession, the instinct is to cut back and save money. But by doing the opposite you quickly double your exposure at the expense of those who have decided to 'go quiet'. Most recessions last 12 to 18 months so by the end of this period, you want to be operating a business that everyone has heard of. The cliché is true: 'Out of sight, out of mind'.

Taking this approach and developing such a mindset doesn't have to cost a fortune. Instead it makes you focus on communicating the 'results' of what you provide, not just the delivery of a service.



**To get you started here are four marketing 'habits' that have the potential to improve the way you grow and manage your business:**

### Collect Testimonials

Testimonials create credibility and believability. You can never have too many and most clients will be happy to give them once the work is over and you know they are satisfied. But try to go one step further. Ask if you can take their photograph to use alongside the quote. This will boost the believability factor even more.

### Financial Offers

Whatever the business, customers like to receive offers. This is not the same as a standalone 'cut' discount that can appear desperate. An offer is tied to a specific date and will only apply if the customer agrees to take up the offer by that date.

In return they may get a bundle of services that equate to some form of discount. The date the offer ends is important as it helps to create a sense of urgency and increase the speed with which you can close the sale.

For example, if you specialise in fly killer machine servicing, your offer might include a discount if all the machines on site are serviced at the same time and using the same lamps. So your customer is getting a 'bulk purchase' deal from you.

At the same time, you obtain a 'bulk purchase' deal from your supplier. Financial offers do not have to cost you money, but they do have to have an appeal to your customer. You also want to make sure that all enquiries are coming to you not your competitors for their EFks.

### Public Relations (PR)

You are fortunate that pest control stories are highly newsworthy. All local papers and radio stations are on the look out for new stories.

If you have dealt with something slightly unusual and your client feels the incident will not be damaging to their business, contact your local press. Such stories create free publicity. There is no better way to raise your profile.

### Communicate Regularly with Existing Clients

It seems easy enough to do but not enough companies do so. It is more economically beneficial to invest in retaining existing clients rather winning new ones. Especially, in this economic climate.

When you have completed a job for a client don't think your relationship is over. Think of the lifetime value of income that

they could provide if they were to call you the next time and every time they had a problem. It could easily be thousands of pounds.

This means developing a system of keeping in touch. Whatever the job, take the time to phone them and ask if they are satisfied? You will immediately get remembered as the company who has a good customer care reputation. Send out quarterly promotional post-cards with a summary of your services or a financial 'offer', particularly at specific pest times of the year. Wasps during April etc

Collect their e-mail address and provide them with some relevant news or information. Even if it's a newsletter, you are the expert, don't let them forget it.

All customers are inherently lazy and have no reason to contact you rather than your competitor unless you make it easy for them.

If you get into the habit of taking the trouble to educate them about why you deliver better services and results than anyone else, they won't think about calling anyone else.

Pest Management is a service, not a commodity – your business is the product, not the pesticides you use.

You are in the pest control business and so you have an expertise in attracting, trapping and catching. That's what effective marketing is all about.

Identify your target customer, satisfy their requirements and then make sure that they come back to you for more. If you are prepared to develop this skillset and stick with it, your business is guaranteed to start to deliver the results you deserve.



Joe Pélissier runs Pod Communications, a marketing and communications consultancy that specialises on advising companies and associations on how to grow their business by using marketing media. He works for the BPCA, the European Commission, the National Association of Pension Funds and a larger number of owner-manager businesses.

Joe can be contacted at [joe@podcommunications.co.uk](mailto:joe@podcommunications.co.uk) and on **01242 222 455**



# PUBLIC HEALTH PESTICIDE DISPOSAL SCHEME

It has been proposed that the industry makes a concerted drive to rid service companies and organisations stores of pesticide products that have lapsed 'Approvals for UK Use' or have become out of date.

A chance to clear out those products that are very quietly sitting in your pesticide stores; without fear of prosecution. Pesticides that are out of date or recently revoked due to the requirements of the Biocides Product Directive (B.P.D.) are illegal to use or hold as stock.

The scheme will operate from 01/01/09 to 31/03/09 and is supported by both trade associations. The results of the operation will be announced at Pestex 2009.

There is a step by step guide on the 'Waste Disposal' page of [www.phpds.org.uk](http://www.phpds.org.uk) to help you understand the processes involved.

Products that have been imported from other countries illegally will not be within the scope of the scheme and it is the responsibility of the holding company to arrange safe disposal if they are present.

Once the scheme has closed and you have not taken advantage of this offer (there will not be another in the future), then you will be exposed to the full rigours of the law.

Approval has been received from the Health and Safety Executive for the operation of this project. The following organisations have also been approached and have agreed to take a "regulatory view" in respect of the scheme. The Environment Agency, Trading Standards, the Home Office, the Royal Society for the Protection of Birds, and Natural England.

You will still be liable for prosecution if you do not observe The Health and Safety at Work Act 1974 and The Environmental Act 1990.

Please ensure that the scheme is a success for you. The responsibility is in your hands!

## Does this scheme apply to all the pest control waste I currently have in my store?

No. This scheme only applies to packs of products that you can no longer legally use as their 'UK Approvals' have lapsed. All other pest control waste should be disposed of as usual, by your current Licensed Waste Disposal contractor. If you need advice with this, contact your current supplier or your Trade Association.

## Does this scheme include Cymag and Strychnine?

Yes, though you will need to check if your chosen waste disposal contractor has the infrastructure to deal with these products safely.

## I'm not sure which products are now illegal to use, where can I find out?

There is a list of approved products on the HSE website. Any products not listed here may be considered illegal.

## Does this scheme cover pesticide products that are from overseas?

No. The scheme is solely for products that were only registered under the UK's 'Control of Pesticide Regulations' (1986), or if very old, under the pre-1986 'Pesticides Safety Precautions Scheme'.

## I have some empty aerosol cans of products that were withdrawn earlier this year. Are they covered by this scheme?

No. These should be disposed of by your current Licensed Waste Disposal contractor as 'Hazardous Waste'. If you need advice as to how this can be done, ask your current supplier or your Trade Association.

## Will it cost me anything?

It is your responsibility to arrange and pay for the transportation and disposal of these products. Various routes of disposal are listed on the waste disposal page and your distributor will have more information. Assistance may be available from main stream distributors, but do not expect it.

## Can I transport this waste to the Disposal Point in my own vehicle?

Yes. Provided that the products for disposal belong to you, i.e. you created it, you can transport them. They will need to be suitably secured and labelled, together with the relevant M.S.D.S. if you have them, to the disposal site. You may not carry anyone else's waste without a suitable (Hazardous) Waste Carrier's License. Some waste disposal operators may collect from your premises.

## What if I do not dispose of these products by the 31st March?

You will have very little defence for holding such stock if inspected by an enforcement body. You will be open to prosecution and possible heavy fines. HSE are aware of this scheme and will not look favourably if you do not undertake your responsibility to remove these illegal products.

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Neokil Gold contains difenacoum. Use rodenticides safely. Always read the label and product information before use.



**Behaviour led control**

# DON'T GIVE UP ON HEALTH AND SAFETY

Words like 'downturn' and 'recession' have been ringing around the business world for quite some time now. Many businesses, understandably, will look for ways to trim costs in order to improve their economic situation. Often one of the first areas to suffer cuts is health and safety. Here we discuss why putting health and safety on hold may not be such a good move.

## Don't leave it to chance

The first and perhaps most important point to make is that a company's duty of care to its employees and others does not disappear just because of financial hardship.

There have been a number of prosecutions of companies where employees have been harmed or killed where the employer has broken health and safety law simply because it saved them time and money.

A relaxation or drop in health and safety standards will inevitably lead to increased risk of accidents or ill-health situations occurring.

At times when employees may be in fear of their jobs due to layoffs or redundancy, health and safety will not be the first thing on their minds so it is important to keep standards high and continue to promote workplace safety.

The costs of accidents may have a huge detrimental effect on the financial health of a business. In addition to fines, legal costs and repairs, there are also the 'hidden' costs of lost time, reduced production, damage to reputation, replacement staff, sick pay and increased insurance fees.

For smaller operations these costs might well prove to be catastrophic or even fatal to the business.

## The benefits

The immediate benefits of maintaining health and safety standards are that employees are reassured that their wellbeing is important to the business.

At a time when the employer may be seen as 'being the bad guy' due to cost cutting, lay-offs or redundancies then employee involvement in maintaining health and safety standards is not only useful but also allows them to feel like they are still valued.

By going through the risk assessment process a company may actually discover improvements to workflow and production by simply taking the time to examine how operations are carried out and thinking about how they may be improved, not only in terms of health and safety, but in terms of streamlining the process as well, as the two often go hand in hand.

Many contractors' assessment schemes such as CHAS (Contractors Health & Safety Assessment Scheme) have become notoriously stringent when judging applications.

For contractors and service providers in particular a good health and safety policy, access to competent advice and proof that health and safety standards are being maintained can make the difference between landing a lucrative contract and being turned down.

Furthermore, in maintaining or improving good standards of health and safety, a business makes a statement that it still values the wellbeing of its employees despite the market downturn.

This feeds into the corporate social responsibility policy of a business and may help to secure further work and business relationships.

Finally we must remember that although it seems that there are continued hard times ahead for the British economy, we should not overlook the most basic humanitarian issue in the workplace, the right to work without being harmed.

Information provided by Croner Consulting, a trading name of Wolters Kluwer (UK) Ltd.

For further advice or information, contact the BPCA team on 01332 294288 or email [enquiry@bpca.org.uk](mailto:enquiry@bpca.org.uk)



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## KEEP TRACK OF BAIT

The job of keeping track of bait placements has been made easier for technicians with new bar code labels applied to Bell Laboratories' rat-sized tamper-resistant bait stations and the Trapper 24/7 Multiple Catch Mouse Trap.

A sequentially numbered bar code now appears on the inside lid of the Protecta LP, Sidekick, Sidewinder, Landscapae, and Protecta Bait Stations, and inside the Trapper 24/7.

Applied with an all-weather permanent adhesive, the bar code label will be positioned in a standard location on each station.

Reflecting a new trend in the industry, the bar code is compatible with handheld scanners that a growing number of technicians use to input service information for each bait station. Bell's bar code labels employ a standardised industry format and are compatible with multiple software platforms.



## PSSSSST... COMING IN 2009

Bayer Environmental Science has registered its new aerosol range for flying and crawling insect control that has been launched to replace its ProControl branded products that were removed from the market in August because one of the active ingredients (S-bioallethrin) falls foul of the Biocidal Product Directive.

The new Bayer Flying Insect Killer and Bayer Crawling Insect Killer are the perfect replacements and contain a new formulation with a new active ingredient. Both aerosols are approved for professional and amateur use.

Bayer Flying Insect Killer and Bayer Crawling Insect Killer will be available early in the new year from all Bayer distributors.

## SUPPORTS IMPROVE BIRD NET SYSTEM

Two specialist supports that improve the flexibility, effectiveness and installation ease of market-leading Network bird nets are to be launched for 2009 as part of the Sorex urban bird management range.

A new lightweight Roof Mount versatile enough to allow nets to be supported clear of any roof configuration while being easy to handle and assemble for rapid installation is being introduced to replace the non-pierce mount that has been used so successfully for the past five years.

This neat roof solution is joined by a Flexible Net Frame Kit that can be bent into just about any shape to hold vertical nets drops securely clear of a wide variety of building protrusions and features. The kit comprises 2m fibreglass rods that fit into both special T connector fastenings and red wall plugs to replace the variety of home-made bracketing solutions currently used by installers.

## NEOKIL GOLD PRO WHOLE WHEAT BAIT

The first whole wheat bait to incorporate the specialist Fortec rodenticide bait technology pioneered by behaviour-led pest management specialists, Sorex has been launched for professional pest controllers this winter.

Like the revolutionary cut wheat bait, Neosorex Gold Pro which first brought Fortec to the market two years ago, Neokil Gold Pro exploits the clear preference of foraging rodents for foods with variety. In doing so it promises to dramatically increase the speed and reliability of rat and mouse control while reducing its environmental risk.

"Unlike all other whole wheat baits which are of a consistently uniform appearance, texture, taste and smell, Neokil Gold Pro includes a balance of patented foraging grains of a clearly different size, colour, shape, texture, smell and taste to the treated base," says Sorex rodenticide development manager, Sharon Hughes.



# MEET THE RAT PACK

Figures obtained by the Conservative Party recently appeared to show a major pest control problem in hospitals. But just how accurate is that picture? David Foad reports



## PEST CONTROL

The headline figures certainly made grim reading. Obtained by the Conservative Party under the Freedom of Information Act, they showed that NHS trusts reported almost 20,000 incidents of pest infestation in hospitals over the past two years.

These incidents included rats in maternity wards, wasps and fleas in neo-natal units and maggots in patients' slippers.

Andrew Lansley, Shadow Health Secretary, trumpeted in newspapers and on radio and television: "Labour have said over and over again that they will improve cleanliness in our hospitals but these figures clearly show that they are failing. It is difficult for health service estates to maintain a completely pest free environment but the level and variety of these infestations is concerning."

The figures he released showed that 70% of NHS Trusts brought in pest controllers at least 50 times between January 2006 and March 2008.

Lansley added: "Labour have said over and over that they will improve cleanliness in our hospitals, but these figures clearly show that they are failing."

A spokesman from the Patients Association said: "Such findings are truly revolting.

"How can patients be safe amid bedbugs, fleas and rats? These findings reveal what happens when money is taken away from where patients expect to see it spent.

"If these hospitals were restaurants they would be closed down and out of business."

But as pest management professionals will know from their own experience, the true story is somewhat less alarming, and Trusts were quick to try to put the figures into some sort of context.



The single most important fact to bear in mind when looking at the figures is that this is the first time they have been recorded, so there is no means of comparison. We simply don't know if the situation is better, worse or much the same when set against five, 10, 15 or more years ago.

And it is clearly disingenuous to try to link the number of pest control call-outs to standards of cleanliness in hospitals.

For one thing, as John Simpson, director of estates and facilities management at Nottingham University Hospitals, which topped the list, was reported as saying: "These figures must be put into context. It goes without saying that, as the fourth largest trust in the country, our hospitals are bigger than most others around the country and therefore our figures should be compared with trusts with similar-sized estates rather than smaller acute trusts."

He also pointed out that trusts were likely to have recorded and reported figures differently and therefore the table may not be comparing like-for-like data.

A spokeswoman for Portsmouth Hospitals NHS Trust, which was ranked third worst in the survey, said the number of recorded incidents was a reflection of how seriously staff take pest problems.

"The number of calls logged reflects the proactive approach adopted by the Trust as successful pest control relies on early identification of potential problems," she said. It was a point reinforced by a spokesman for Bromley Hospitals NHS Trust, which called in pest controllers more than 50 times over the reporting period: "Use of pest control is a sign of good proactive management."

On another point, the statistics seem to show little correlation to the ratings given by the watchdog which monitors hospital hygiene, the Healthcare Commission.

Before this year, the Healthcare Commission carried out a survey where NHS trusts provide self-assessments and were spot-checked against the Hygiene Code - a list of duties of the trust which were outlined in the Health Act 2006.

Each trust is then given a rating as excellent, good, fair or poor on their cleaning and decontamination arrangements, including hand-washing, linen and clothing.

Under this measure the "top 10" hospital trusts who called the pest control experts out most often vary more widely in their ratings.

Nottingham University Hospitals NHS Trust, who called pest control out 1070 times, received a good rating for their quality of service, including safety of patients and cleanliness.

In contrast, Queen Mary's Sidcup NHS Trust called pest control 26 times, but only received a fair rating from the Healthcare Commission and even declared themselves as non-compliant with infection control standards. Christine Braithwaite, head of the healthcare associated infection programme at the Healthcare Commission said: "Cleanliness and hygiene are issues of critical importance to patients and the public. We receive a wide range of information on hygiene from different sources.

"However, concerns around pest control have, to date, been negligible."

It is worth noting that from this year the Healthcare Commission is carrying site surveys of all hospitals to assess them.

And the use of the emotionally-charged word 'infestation' carries in the public mind the suggestion that rats and cockroaches are running wild through the operating theatres of the country's hospitals.

The research, though, found the list of pests that hospital trusts called for pest control experts to handle included rabbits, pigeons, dead foxes and even cats - perhaps not what many would normally bring to mind when you mention the word 'pest'. Not only that, but the extent of infestation in clinical areas where patients are treated is unclear.

NHS hospital trusts, particularly in rural areas, are often responsible for outdoor space as well as buildings, and at the lower end of the list of reasons for pest control, dead foxes and cats are more likely to be found in the grounds.

Lansley himself acknowledged as much when he said: "Clearly in a small minority of cases these infestations are actually impacting directly on the areas where patients are present."

Put in that context, it means that only around 20 of the 127 trusts who responded showed that the infestation was in a clinical or sterile area, and even then it refers to only a small number of cases.

Another point was the association made between insect infestation, for example, and the spread of infections such as MRSA.

A spokesman for the Health Protection Agency said: "In countries with good standards of healthcare, the possibility for insects or pests to transmit infections in hospitals would be very remote.

"In the UK, wounds are treated appropriately and dressings applied to ensure good hygiene and prevent infection."

The truth of the figures is that however shocking the particular examples may be, there is a need for all parties to appreciate the potential impact of pests and the need to provide information for all to understand. Pest activity does not directly relate to levels of cleanliness. However, how much do the two impact on each other?

## 50 VISITS OR MORE

The figures show that 89 NHS Trusts in England had more than 50 visits from pest controllers between January 2006 and April 2008:

|  |  |   |
|--|--|---|
| Aintree University Hospitals NHS Foundation Trust          | Imperial College Healthcare NHS Trust                          | Royal Devon and Exeter NHS Foundation Trust                   |
| Airedale NHS Trust   | Ipswich Hospital NHS Trust                                     | Royal Free Hampstead NHS Trust                                |
| Ashford and St Peter's Hospitals NHS Trust                 | Kettering General Hospital NHS Trust                           | Royal Liverpool and Broadgreen University Hospitals NHS Trust |
| Barnet and Chase Farm Hospitals NHS Trust                  | King's College Hospital NHS Foundation Trust                   | Royal Liverpool Childrens NHS Trust                           |
| Barts and The London NHS Trust                             | Kingston Hospital NHS Trust                                    | Royal National Orthopaedic Hospital NHS Trust                 |
| Bedford Hospital NHS Trust                                 | Leeds Teaching Hospitals NHS Trust                             | Royal West Sussex NHS Trust                                   |
| Blackpool, Fylde and Wyre Hospitals NHS Trust              | The Lewisham Hospital NHS Trust                                | The Royal Wolverhampton Hospitals NHS Trust                   |
| Bolton Hospitals NHS Trust                                 | Luton and Dunstable Hospital NHS Foundation Trust              | Salford Royal NHS Foundation Trust                            |
| Bradford Teaching Hospitals NHS Foundation Trust           | Maidstone and Tunbridge Wells NHS Trust                        | Salisbury NHS Foundation Trust                                |
| Bromley Hospitals NHS Trust                                | Medway NHS Trust   | Sandwell and West Birmingham Hospitals NHS Trust              |
| Buckinghamshire Hospitals NHS Trust                        | The Mid Cheshire Hospitals NHS Trust                           | Sherwood Forest Hospitals NHS Foundation Trust                |
| Burton Hospitals NHS Trust                                 | Mid Essex Hospital Services NHS Trust                          | Shrewsbury and Telford Hospital NHS Trust                     |
| Calderdale and Huddersfield NHS Foundation Trust           | Mid Staffordshire General Hospitals NHS Trust                  | South Tyneside NHS Foundation Trust                           |
| Chelsea and Westminster Hospital NHS Foundation Trust      | Mid Yorkshire Hospitals NHS Trust                              | Southampton University Hospitals NHS Trust                    |
| Chesterfield Royal Hospital NHS Foundation Trust           | Milton Keynes General Hospital NHS Trust                       | Southend University Hospital NHS Foundation Trust             |
| Christie Hospital NHS Foundation Trust                     | Moorfields Eye Hospital NHS Foundation Trust                   | Southport and Ormskirk Hospital NHS Trust                     |
| County Durham and Darlington NHS Foundation Trust          | North Bristol NHS Trust  | St Helens and Knowsley Hospitals NHS Trust                    |
| Doncaster and Bassetlaw Hospitals NHS Foundation Trust     | North Cumbria Acute Hospitals NHS Trust                        | Surrey and Sussex Healthcare NHS Trust                        |
| East Kent Hospitals NHS Trust                              | Northern Lincolnshire and Goole Hospitals NHS Foundation Trust | Trafford Healthcare NHS Trust                                 |
| Epsom and St Helier University Hospitals NHS Trust         | Nottingham University Hospitals NHS Trust                      | University Hospital Birmingham NHS Foundation Trust           |
| Gateshead Health NHS Foundation Trust                      | Pennine Acute Hospitals NHS Trust                              | University Hospital Of South Manchester NHS Foundation Trust  |
| George Eliot Hospital NHS Trust                            | Peterborough and Stamford Hospitals NHS Foundation Trust       | University Hospitals Of Leicester NHS Trust                   |
| Gloucestershire Hospitals NHS Foundation Trust             | Portsmouth Hospitals NHS Trust                                 | University Hospitals Of Morecambe Bay NHS Trust               |
| Great Ormond Street Hospital For Children NHS Trust        | Queen Elizabeth Hospital NHS Trust                             | West Middlesex University Hospital NHS Trust                  |
| Guy's and St Thomas' NHS Foundation Trust                  | Queen Victoria Hospital NHS Foundation Trust                   | Wirral University Teaching Hospital NHS Foundation Trust      |
| Heatherwood and Wexham Park Hospitals NHS Foundation Trust | Robert Jones and Agnes Hunt Orthopaedic and District           | Wrightington, Wigan and Leigh NHS Trust                       |
| Hereford Hospitals NHS Trust                               | Hospital NHS Trust   | Yeovil District Hospital NHS Foundation Trust                 |
| Hinchingbrooke Health Care NHS Trust                       | The Rotherham NHS Foundation Trust                             | York Hospitals NHS Foundation Trust                           |
| Homerton University Hospital NHS Foundation Trust          | Royal Berkshire NHS Foundation Trust                           |   |
| Hull and East Yorkshire Hospitals NHS Trust                | Royal Cornwall Hospitals NHS Trust                             |   |

# CALENDAR

To help you plan the Calendar highlights the major shows, exhibitions and meetings coming up. While the centerpiece of these arrangements is without doubt PestEx 2009 on April 22-23 at ExCeL in London, don't forget the series of regional meetings planned throughout the year.

You can even have a say in the content, timing and venues of these events – just fill out the short survey form on the website [www.bpca.org.uk/feedbackform\\_rm.asp](http://www.bpca.org.uk/feedbackform_rm.asp)

Remember, this is YOUR Association, and YOUR opportunity to get the most from your association and business. Please make every effort to attend.

These meetings are also open to all and non-members are invited to attend.

## 2009

### **16 January Professional Women in Pest Management Launch**

15 Hatfield, London *Details can be found at [www.pwipm.co.uk](http://www.pwipm.co.uk)*

### **9 February BPCA Scottish Regional Meeting**

Halo Crowwood Hotel, Cumbernauld Road, Muirhead, Glasgow, G69 9BS *For more information call Sofi on 01332-225111 Or e-mail: [sofi@bpca.org.uk](mailto:sofi@bpca.org.uk)*



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### **5 -7 March Pest Management Canada 2009**

**Le Chateau Frontenac, Quebec City**

Organiser: NPMA

*Details can be found at: [www.npmapestworld.org/Events](http://www.npmapestworld.org/Events)*

### **19 March BPCA Midlands Regional Meeting**

**5.00 - 8.00pm** *Venue; to be advised*

### **31 March-3 April Logichem 2009**

The 8th Annual European Chemical Supply Chain Conference Dusseldorf, Germany *Details can be found at [www.wbresearch.com/logichemeurope](http://www.wbresearch.com/logichemeurope)*

### **21 April**

Running alongside PestEx - Europest 2009 Venue to be arranged. *Details can be found at [www.cepa-europe.org](http://www.cepa-europe.org)*

### **22-23 April PestEx 2009**

ExCeL, London *Details can be found at [www.bpca.org.uk](http://www.bpca.org.uk)*

### **14 May BPCA South Wales Regional Meeting**

**5.00 - 8.00pm** *Venue; to be advised*

### **18 June BPCA Northern Ireland Regional Meeting**

**5.00 - 8.00pm** *Venue; to be advised*

### **10 September BPCA South Mid Coast Regional Meeting**

*Venue; to be advised*

### **15 October BPCA Northern England Regional Meeting**

**5.00 - 8.00pm** *Venue; to be advised*

### **12 November BPCA South East Regional Meeting**

**5 - 8.00pm** *Venue; to be advised*

## NEW FOR 2009

### **Principles of Successful Bed Bug Control**

This one-day course will provide necessary skills and knowledge of bed bug biology and how to achieve successful control of bed bug infestations. It will also offer the delegate a practical look at a bedroom situation and provide understanding of how to look for and treat bed bugs.

### **Stored Product Insect Inspection and Control**

This one-day course is targeted at pest control operatives who have little experience of inspection and treatment of Stored Product Insects or who feel they will benefit from a refresher course on this topic. The course will provide delegates with a sound knowledge of the common SPI pests and aid them in the process of inspecting, surveying, treating and controlling the activity of insects associated with stored products.

### **Foundation Food Hygiene**

### **Biting Fly Management**

For further information, or to make a booking please visit our website, [www.bpct.org.uk](http://www.bpct.org.uk), or alternatively contact Tammy on 01332 225113 or [tammy@bpca.org.uk](mailto:tammy@bpca.org.uk)

**VAT will be charged on all courses and examinations.** While every effort is made to ensure all training events run as planned the BPCA reserve the right to cancel courses/exams at the discretion of the Association. A full refund will be given to all delegates booked onto a course/exam that is removed from the training program by the BPCA.

# TRAINING... PROFESSIONALISM... CPD

The 2009 Training and Examinations calendar is now available. Visit [www.bpct.org.uk](http://www.bpct.org.uk)

| TRAINING COURSES  |                   |   |                              |                              |                             |
|---|-------------------|---|------------------------------|------------------------------|-----------------------------|
| Course Title  | PROMPT CPD Points | 2009 Dates                                      | Venue                        | Cost (exc. VAT) BPCA Members | Cost (exc. VAT) Non-members |
| <b>GENERAL PEST CONTROL</b> * includes full-board accommodation and RSPH/BPCA (Level 2) Certificate in Pest Control exam fee                            |                   |   |                              |                              |                             |
| Introduction to Pest Control  | 12                | 28 April  | Derby                        | £155                         | £180                        |
|   |                   | 13 October                                      | Hilton, Newbury              |                              |                             |
| Pest Control Awareness for Administrators   | 8                 | 11 March  | Derby                        | £155                         | £180                        |
|   |                   | 22 September                                    | Hilton, Newbury              |                              |                             |
| General Pest Control Course   | 24                | 15-20 March<br>6-11 September<br>13-18 December | Warwick University, Coventry | £820*                        | £985*                       |
| Insect Identification   | 10                | 18 March  | Warwick University, Coventry | £155                         | £180                        |
|   |                   | 9 September                                     |                              |                              |                             |
|   |                   | 16 December                                     |                              |                              |                             |
| <b>PEST CONTROL AND THE FOOD INDUSTRY</b>   |                   |   |                              |                              |                             |
| NEW FOR 2009 Foundation Food Hygiene Course   | TBC               | 31 March  | Derby                        | £155                         | £180                        |
| NEW FOR 2009 Stored Product Insect Inspection & Control   | TBC               | 3 March   | Derby                        | £155                         | £180                        |
| So You Want to be a Field Biologist   | 5                 | 5 March   | Derby                        | £155                         | £180                        |
|   |                   | 15 September                                    | Hilton, Newbury              |                              |                             |
| <b>SPECIALIST SITUATIONS &amp; APPLICATIONS</b>   |                   |   |                              |                              |                             |
| Urban Bird Control & Management   | 20                | 1-2 April                                       | Hilton, Newbury              | £290                         | £345                        |
|   |                   | 17-18 November                                  | Derby                        |                              |                             |
| NEW FOR 2009 Principles of Successful Bed Bug Control   | TBC               | 3 February                                      | Derby                        | £155                         | £180                        |
| NEW FOR 2009 Biting Fly Management  | TBC               | 5 May   | Derby                        | £155                         | £180                        |
| <b>FUMIGATION</b>   |                   |   |                              |                              |                             |
| 5 Day Fumigation Course   | 24                | 11-15 May                                       | Derby                        | £815                         | £1000                       |
| <b>EXAMINATIONS</b>   |                   |   |                              |                              |                             |
| Exam Title  |                   | 2009 Dates                                      | Venue                        | Cost (exc. VAT) BPCA Members | Cost (exc. VAT) Non-members |
| <b>RSPH/BPCA (LEVEL 2) CERTIFICATE IN PEST CONTROL</b>  |                   | 23 January                                      | Derby                        | £120                         | £135                        |
| Exams can be arranged to suit the requirements of organisations at the discretion of the BPCA, minimum of 6 candidates, there may be an additional cost |                   | 20 February                                     | Glasgow                      | £120                         | £135                        |
|   |                   | 20 March  | Warwick University           | £120                         | £135                        |
|   |                   | 17 April  | Derby                        | £120                         | £135                        |
|   |                   | 22 April  | PestEx                       | £120                         | £135                        |
|   |                   | 15 May  | South Wales                  | £120                         | £135                        |
|   |                   | 19 June   | N Ireland                    | £120                         | £135                        |
|   |                   | 17 July   | Derby                        | £120                         | £135                        |
|   |                   | 14 August                                       | Derby                        | £120                         | £135                        |
|   |                   | 11 September                                    | Warwick University           | £120                         | £135                        |
|   |                   | 16 October                                      | N England                    | £120                         | £135                        |
|   |                   | 13 November                                     | S E England                  | £120                         | £135                        |
|   |                   | 18 December                                     | Warwick University           | £120                         | £135                        |
|   |                   | <b>ACCREDITED TECHNICIAN IN PEST CONTROL</b>    |                              | 29 January                   | Derby                       |
|   |                   | 10 March  | Venue - TBC                  | £210                         | £285                        |
| <b>CERTIFICATED SURVEYOR IN PEST CONTROL</b>  |                   | 29 January                                      | Derby                        | £210                         | £285                        |
|   |                   | 10 March  | Venue - TBC                  | £210                         | £285                        |
| <b>BPCA CERTIFICATED FIELD BIOLOGIST</b>  |                   | 25 February                                     | Derby                        | £265                         | £365                        |
|   |                   | 10 June   | Derby                        | £265                         | £365                        |
|   |                   | 14 October                                      | Derby                        | £265                         | £365                        |
| <b>CERTIFICATE IN BIRD MANAGEMENT</b>   |                   | 13 February                                     | Derby                        | £85                          | £100                        |
|   |                   | 5 June  | Derby                        | £85                          | £100                        |
|   |                   | 25 September                                    | Derby                        | £85                          | £100                        |
| <b>FUMIGATION DIPLOMA</b>   |                   | 13 February                                     | Derby                        | £115                         | £130                        |
|   |                   | 5 June  | Derby                        | £115                         | £130                        |
|   |                   | 25 September                                    | Derby                        | £115                         | £130                        |
| <b>FUMIGATION CERTIFICATES OF PROFICIENCY</b>   |                   | 13 February                                     | Derby                        | £180                         | £240                        |
|   |                   | 5 June  | Derby                        | £180                         | £240                        |
|   |                   | 25 September                                    | Derby                        | £180                         | £240                        |

