



National Survey 2015

A rigorous survey of UK Local Authorities



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Driving excellence in pest management

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1.0 Introduction

1.1 Who are the BPCA?

The British Pest Control Association (BPCA) is a not for profit organisation representing the interests of developments of its members and companies involved in public health pest control. Created in 1942, BPCA is the leading body for the pest management industry within the UK. With over 500+ members who provide a high-quality service and commitment to protect public health, property and the environment.

1.2 Research Information & Methodology:

This is the only comprehensive analysis known to analyse each local authorities (LAs) pest control services across the UK.

Freedom of Information Act 2000 requests were sent to all 393 LAs operating across the 4 nations that make up the United Kingdom, England, Northern Ireland, Scotland and Wales. The data in this report covers information collected from the 2014-2015 financial year of each local authority (LA). This research was analysed using Microsoft Excel to give us a detailed picture all UK LAs pest control activity and services offered.

This executive summary highlights the analysed data collected from the 2014-2015 financial year for each LA and compares them with previous years' data sets, gathered in the same fashion.

The information includes a comprehensive overview of the LA staff levels, and then categorised by pest species to highlight the pest activity across the UK. The information in this report is then broken down by pest category and their influence across the home nations, English regions and LAs.

The BPCA would like to thank every one of the local authorities who provided their data to support this project this year and all previous years.

1.3 Research Collation:

The information for the survey was gathered by submitting requests under the Freedom of Information Act 2000 to all LAs in the UK giving us a very high response rate. Of the 393 councils throughout the UK, 388 LAs provided information on their borough's staff levels and pest activity giving us a 98.7% response rate for this year.

The data sets gathered over the past 5 years has allowed the BPCA to set a benchmark for future research, allowing us to annually establish a national picture of how the public health pest control services are changing yearly. This consistency in data collection and analysis shows that the BPCA has a strong commitment in accurately documenting and reporting on the UKs LAs pest control activity and services

There are many issues that may have impacted a particular LAs pest control service. For instance, it may be that a particular local authority's budget has been slashed, or reallocated as part of the ongoing government austerity measures. Other reasons may be, that some councils experienced plagues of pests or the local authority lacks the resources to treat a particular pest.

What is conclusive however, is that the local authority pest controllers are continuing to maintain their excellent pest control to their cities residents despite the ongoing local and regional governmental difficulties that they face.

2.0 Local Authorities

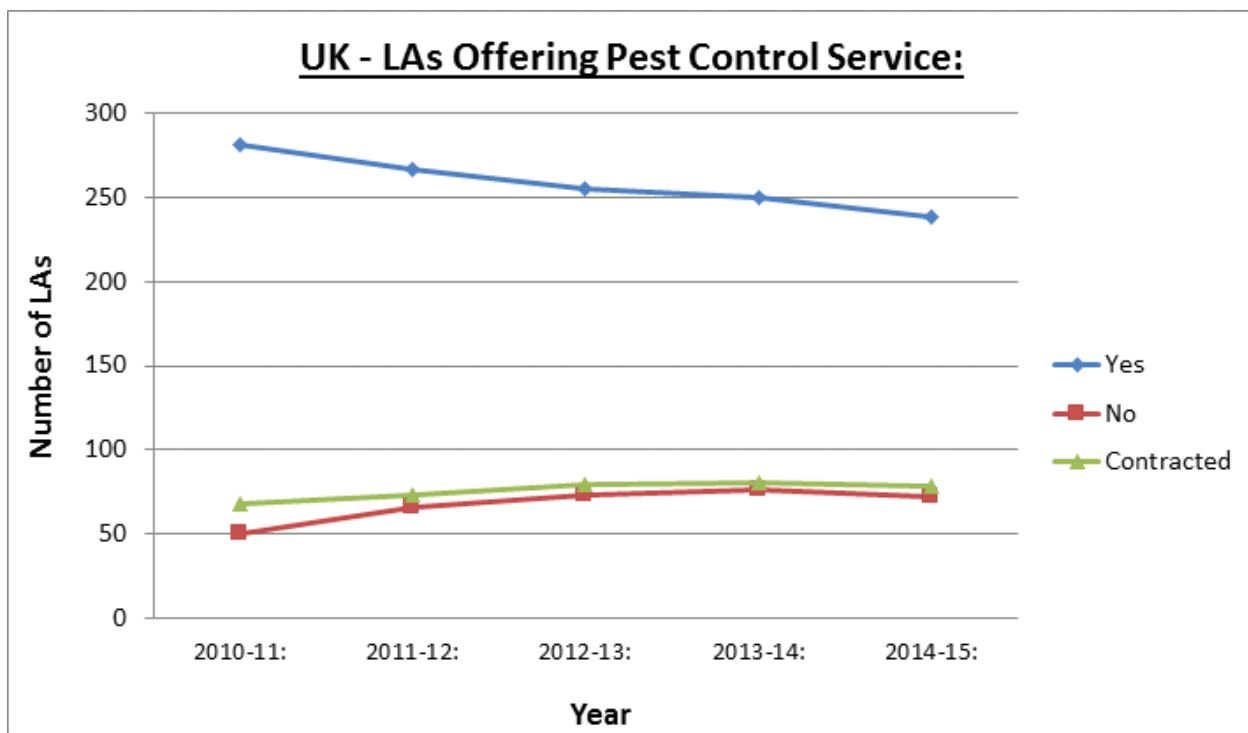
This national survey has consistently demonstrated that government austerity measures and LAs cuts continue to have adverse effects on public health pest control services and this year is no exception.

Our research indicates that there has been a 3.4% reduction in the number of operating local authorities since the first National Survey. When we first started contacting local authorities to engage in our survey and provide information on their pest control activity, we found that 407 LAs were operating throughout the UK.

Now there are 393 LAs operating across the UK. This decrease in operating LAs can be explained by LAs merging together in the face of government austerity, in order to continue to provide their public services to the public. Northern Ireland felt the majority of operating LA reductions, experiencing a 42.3% over the previous year and since the first national survey.

Where there were 26 LAs operating during the first National Survey, now only 16 LAs operate in Northern Ireland.

Figure 2.0 UK LA's Offering Pest Control Services



Of the 393 councils operating across the UK throughout 2014-2015, 60.6% (238) offered a pest control service. This represents a 4.8% decrease over the previous year

and a 10.9% decrease since the 2011-2012 National Survey in the number of LAs offering a pest control service to the to the general public.

Additionally, 19.6% (78) of LAs have decided to contract out their pest control services to 3rd party companies, representing a 3.7% decrease over the previous year, but a 6.9% increase since the 2011-2012 National Survey. Furthermore, 18.3% (72) of LAs have decided to discontinue their pest control completely, representing a 5.3% decrease over the previous year but a 9.1% increase since the 2011-2012 National Survey. While, 1.3% (5) of the remaining LAs did not provide information on their pest control services

This data clearly suggests that more and more councils are cutting their pest control services, likely in order to adhere to governmental austerity measures. The general public is generally unaware of the reality that local pest control services are being cut, discontinued and contracted out to other businesses. People still believe that their first call first call for pest-related problems is their local council (CIEH research, 2013). However now many residents, will find out their calls being rejected and redirected by councils who longer offer a pest control service.

2.1 Charging for Pest Control?

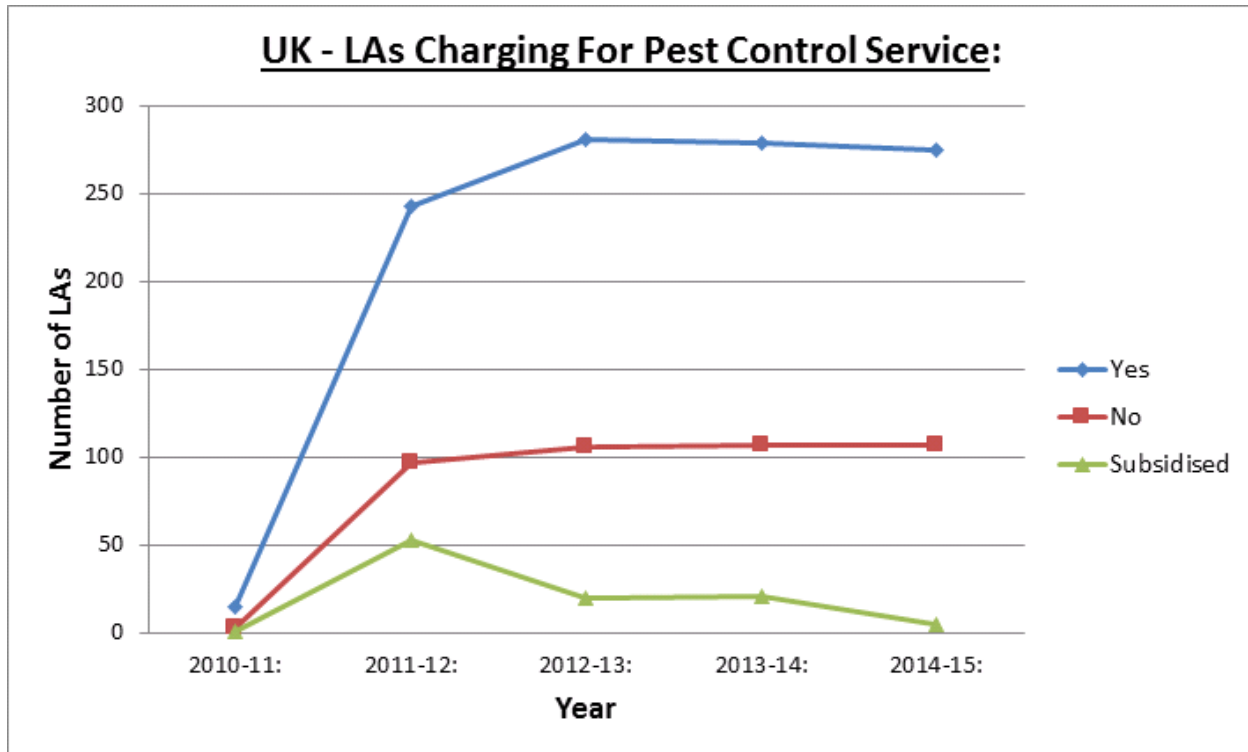
Charging for pest control services has had mixed responses from the public. Research conducted by the Chartered Institute of Environmental Health (CIEH, 2013) found that 44% of respondents believe their LA should pay infestations to be dealt with.

For this year's National Survey, it was found that 70% (275) of councils in the UK charged for their pest control services. This represented a 1.4% decrease in the number of LAs charging for their pest control services over the previous year and a 13.2% increase since the 2011-2012 National Survey.

However, 27.2% (107) of LAs offered a free pest control service to the public. Surprisingly, this figure was unchanged from the previous year, and actually saw a 10.3% increase when compared to the 2011-2012 National Survey in the number of LAs offering a free pest control service. This suggests that many LA's views are in the line with the respondents from the CIEH, who believe that pest infestation costs should be handled by the local councils.

Only 1.3% (6) of councils subsidised their pest control services representing a 76.2% decrease over the previous year and representing a 90.6% decrease since the 2011-2012 National Survey of the number of LAs subsidising their pest control services. Unfortunately, 1.5% (6) of LAs did not provide us information on whether they charge for their pest control services.

Figure 2.1 UK LA's charging for Pest Control Service



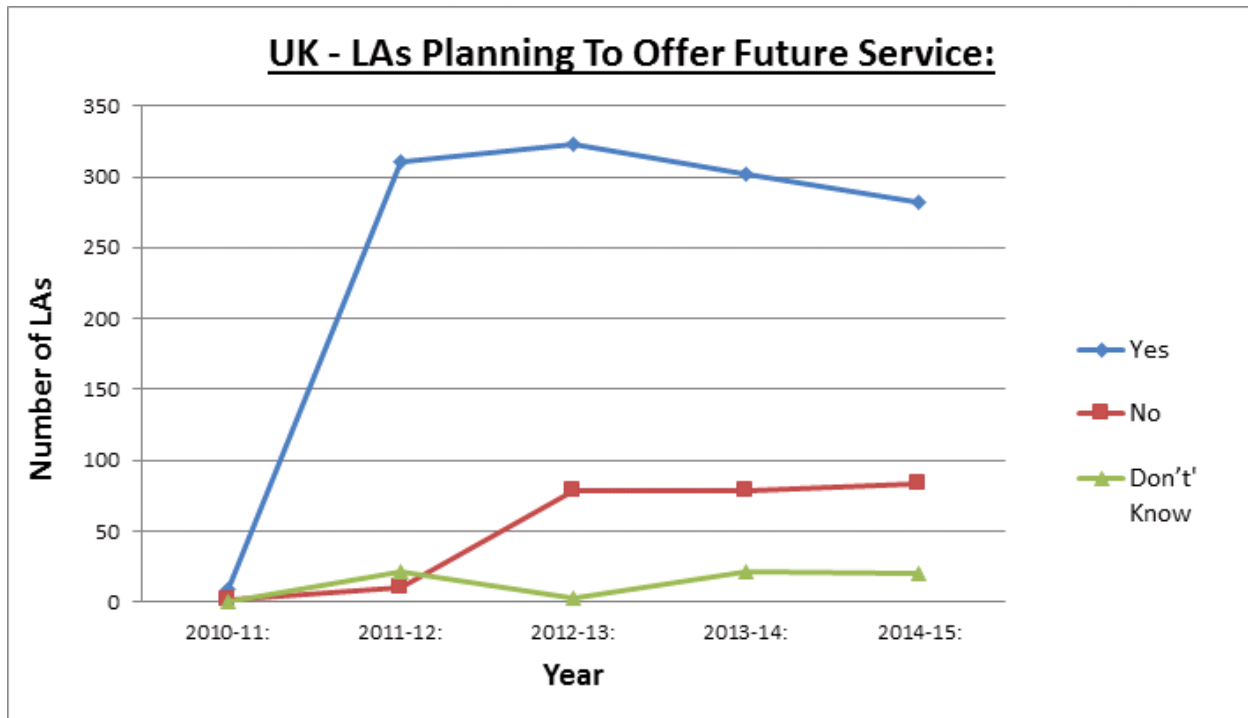
2.2 Offering Future Service?

Local councils are struggling to maintain their current level of pest control services for the public, leading to doubt about whether they can continue to offer their current pest control services for the future, despite it being perceived as an important factor by the public. The research conducted by the Chartered Institute of Environmental Health (CIEH, 2013) also found that 86% of respondents believed that their pest control department was an important part of public health protection in their area.

For this year's National Survey, 71.8% (282) of LAs planned to offer a future pest control service for the next financial tax year. This represented a 6.6% decrease over the previous year and a 9% since the 2011-2012 National Survey in councils who planned to offer a future pest control service around the UK. 21.4% (84) of LA's stated they would not provide a pest control service in the future, representing a 6.3% increase over the previous year and a 740% increase since the 2011-2012 National Survey. While 5.1% (20) of councils said they were unsure whether they would be able to offer a pest control service in the future, representing a 9.1% decrease over the

previous year and a 4.8% decrease since the 2011-2012 National Survey. Sadly 1.8% (7) of LAs did not provide any information of their future pest control service intentions.

Figure 2.2 UK LA's planning to offer future services



There is clearly a certain amount of uncertainty that is gripping LAs throughout the UK whose budgets have already been slashed, and are still in danger of being exposed to future cuts to their districts. These cuts will ultimately affect their ability to provide enough staff to provide adequate pest control services to the public.

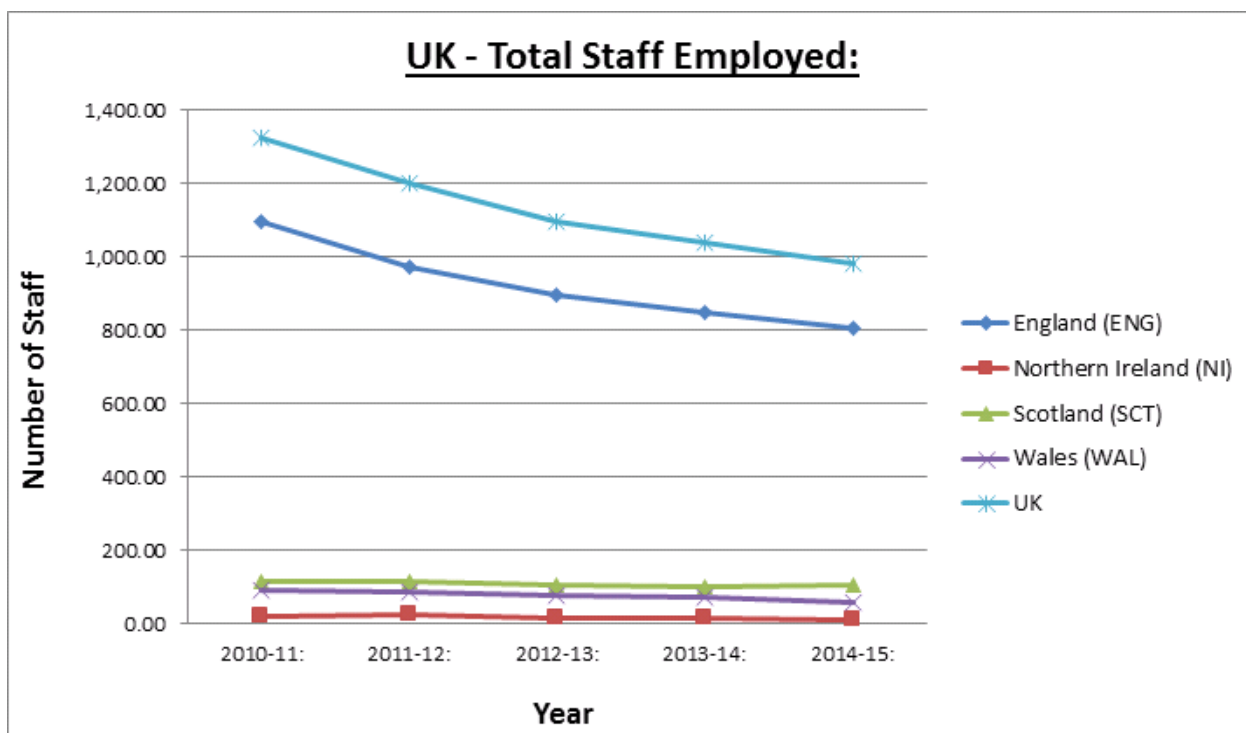
3.0 Staffing levels

With many LAs unsure of their ability to provide a future pest control service, its vital that staff currently employed under the remit of pest control are analysed to discover the extent of potential budget cuts and reallocations that have occurred in LAs across the UK throughout the 2014-2015 financial year.

3.1 General

Without a proper resourced staff team, LAs are in danger of being unable to provide a competent pest control service to the public. It's therefore unfortunate to note that over the past 5 years, the UK has seen a consistent decrease in the amount of staff employed under the remit of pest control. In 2014-2015, there was 982 staff employed under the remit of pest control across the UK. This represented a 5.4% decrease over the previous year of total employed staff under the remit of pest control and a 18.1% in the reduction of staff when compared to the 2011-2012 National Survey.

Figure 3.1.a. UK total (Pest Control) staff employed



Of the home nations, England, Northern Ireland and Wales were found to have decreased their total staff employed. Wales experienced the greatest reduction of 22.2% over the previous year in the total staff employed under the remit of pest

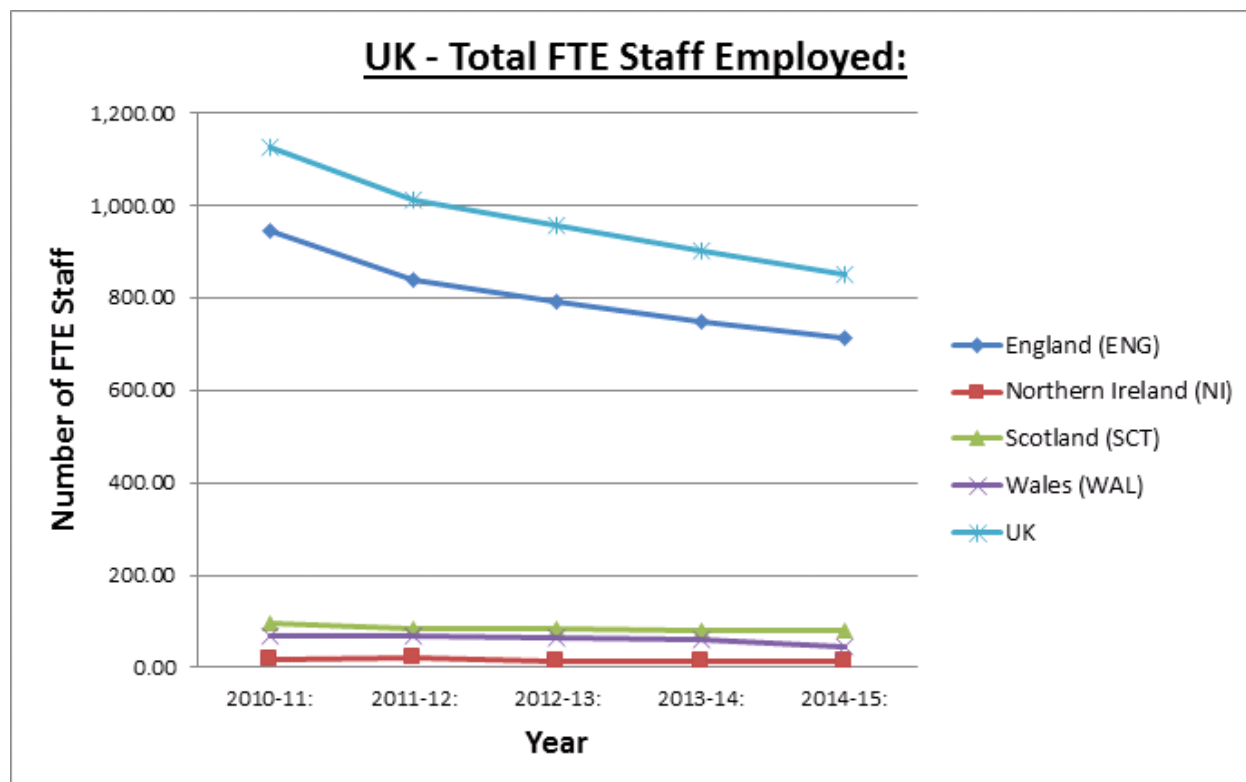
control. Only Scotland increased their staff employed by 2.4% over the previous year, but when compared to the 2011-2012 National Survey Scotland has actually seen a 9.4% decrease in staff over 4 years. England contributed 82.2% of total UK staff employed under the remit of pest control, which totalled 807 staff. This represented a 4.8% reduction in staff over the previous year and a 17.1% decrease since the 2011-2012 National Survey.

Within the English regions, Greater London had the highest amount of staff across the English regions with 169 employed staff, which represented 20.9% of England’s total employed pest staff. Sadly, in perspective this was a 4.1% decrease over the previous year and a 7% decrease since the 2011-2012 National Survey in the total staff employed under the remit of pest control. The largest decrease in total staff employed under the remit of pest control over the previous year across England was experienced by the South East region, which saw a 20.7% reduction in total staff employed.

General FTE Staff

To further expand on this, we also analysed the full time equivalent (FTE) employment of staff employed under the remit of pest control. We found that were 849 staff were employed FTE under the remit of pest control across the UK. This represented a 6% decrease over the previous and a 16.1% decrease in FTE staff when compared to the 2011-2012 National Survey.

Figure 3.1.b UK total FTE (Pest Control) staff employed



The total number of employed staff under the remit of pest control has fallen across England, Northern Ireland and Wales with decreases of 4.8%, 13.3% and 22.2% respectively over the last year. Alternatively, Scotland has seen a 2.4% increase in the total number of staff. This suggests that Scotland's has a higher commitment to tackling their pest issues across their nation, with their increased workforce.

Greater London was also the leading English region for total FTE pest staff employed making up 22.7% of England's total FTE staff employed with 161.45. When compared to the previous year and to the 2011-2012 National Survey, it represented a 4.9% reduction in the number of FTE pest staff available to LAs. The South East region saw the greatest reduction in FTE staff employed, with a 21% reduction in the FTE pest employed over the previous year.

These trends clearly highlight that over time there is less staff employed under the remit of public health pest control, and that continued decreases in staff resourcing will adversely affect how LAs can maintain a high level of public health pest control services within their individual districts.

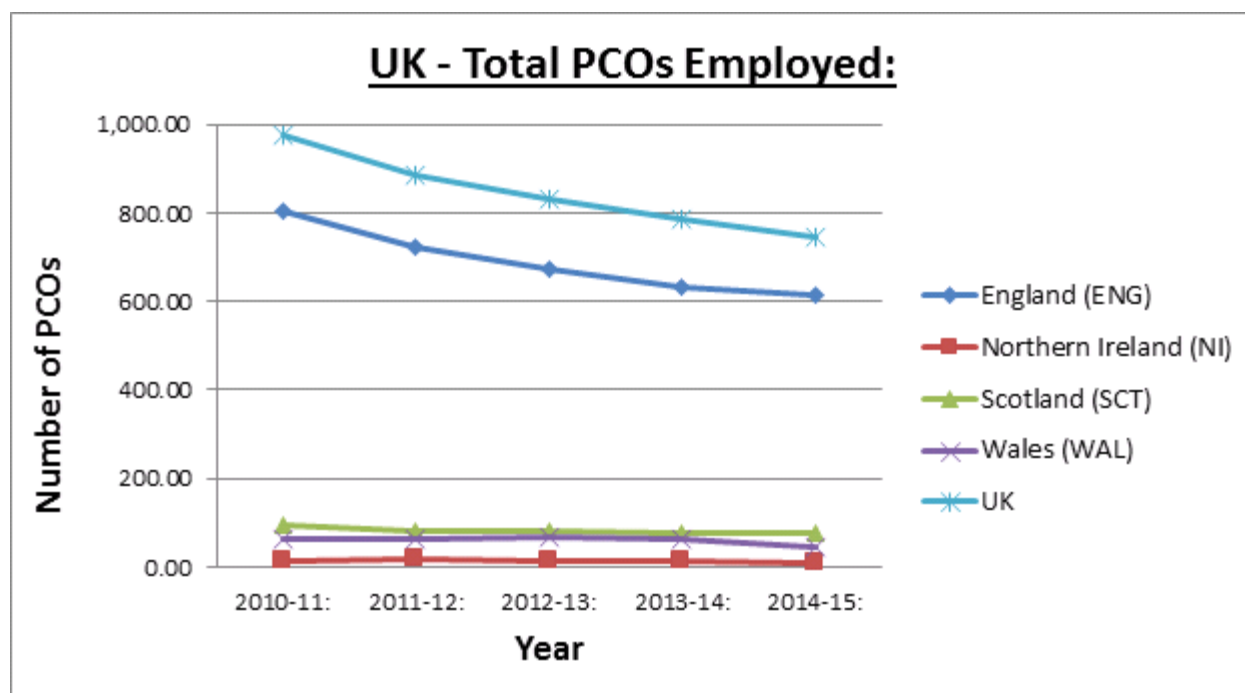
3.2 Technical PCO Staff

On the other hand, there were 747 pest control officers (PCOs) operating across the UK under the remit of pest control. PCOs are staff who are technically trained to go out on duty and investigate the pest problem and then treat it in a safe and effective manner. The number of PCOs across the UK decreased by 4.7% over the previous financial year, and also experienced a 15.5% decrease since the 2011-2012 National Survey in the overall number of pest control officers operating across the UK under the remit of pest control.

England, Northern Ireland and Wales saw reductions in total PCOs employed under the remit of pest control by 2.9%, 16.7% and 28.3% over the previous year respectively. Alternatively, Scotland saw a 1.3% increase in the total number of PCOs employed over the previous year.

This suggests that Scotland's has a higher commitment to tackling their pest issues across their nation, by employing more technically trained staff members who can advise and treat a plethora of pests.

Figure 3.2.a UK total technical PCO staff employed

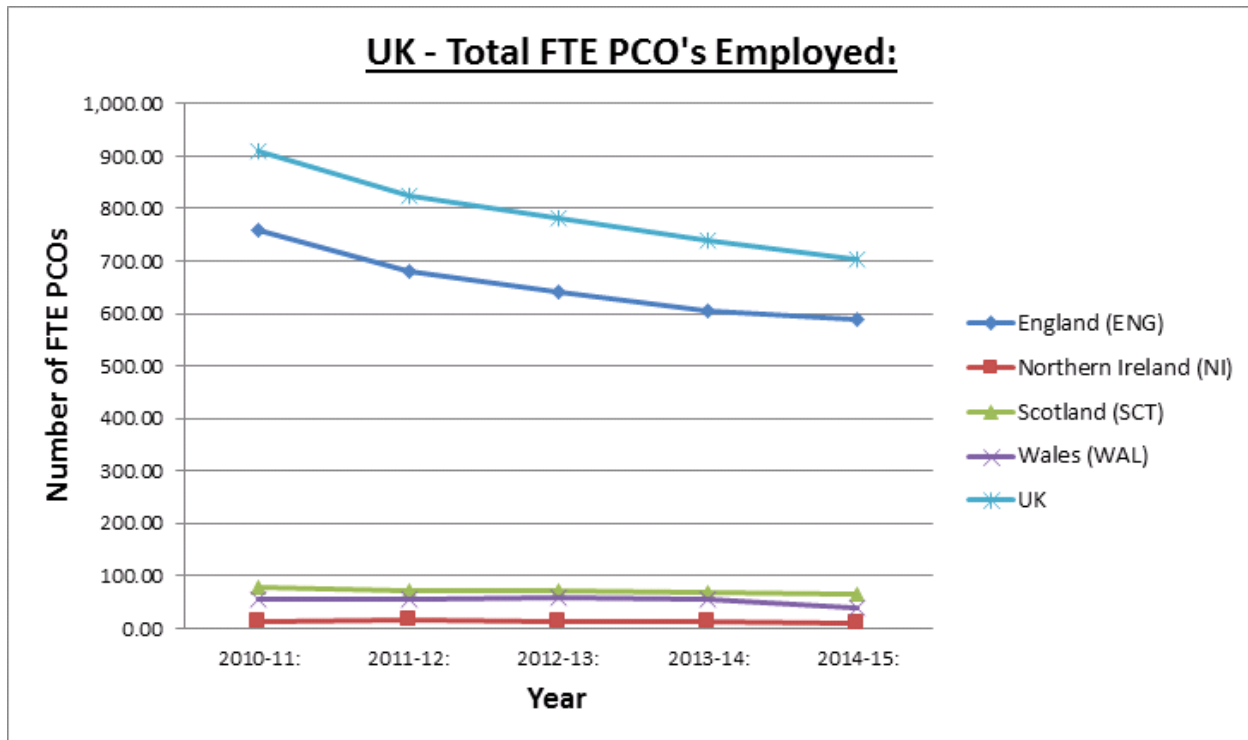


England represented 82% of all UK PCOs employed. England employed 615 staff throughout the UK, amounting to a 2.9% decrease in total PCOs employed over the previous year and a 14.7% decrease in PCOs employed since the 2011-2012 National Survey. For the English regions, Greater London represented 21.6% of England’s PCO staff employed across the country and employed 133 PCOs, the highest amount of PCOs across all English Regions. This also represented a 3.7% increase over the previous year in total PCO staff employed throughout the region, and was the same region to experience the highest percentage increase in total PCO staff. However the South East region experienced the greatest reduction of employed PCOs with a 12.3% decrease over the previous year.

FTE Technical PCO Staff

Similarly, the total number of FTE PCOs operating in LAs across the UK was 702.3 throughout 2014-2015. This represented a 5% decrease over the previous financial year and a 15% reduction since the 2011-2012 National Survey in the number of FTE PCOs employed throughout UK LAs.

Figure 3.2.b UK Total FTE PCOs employed



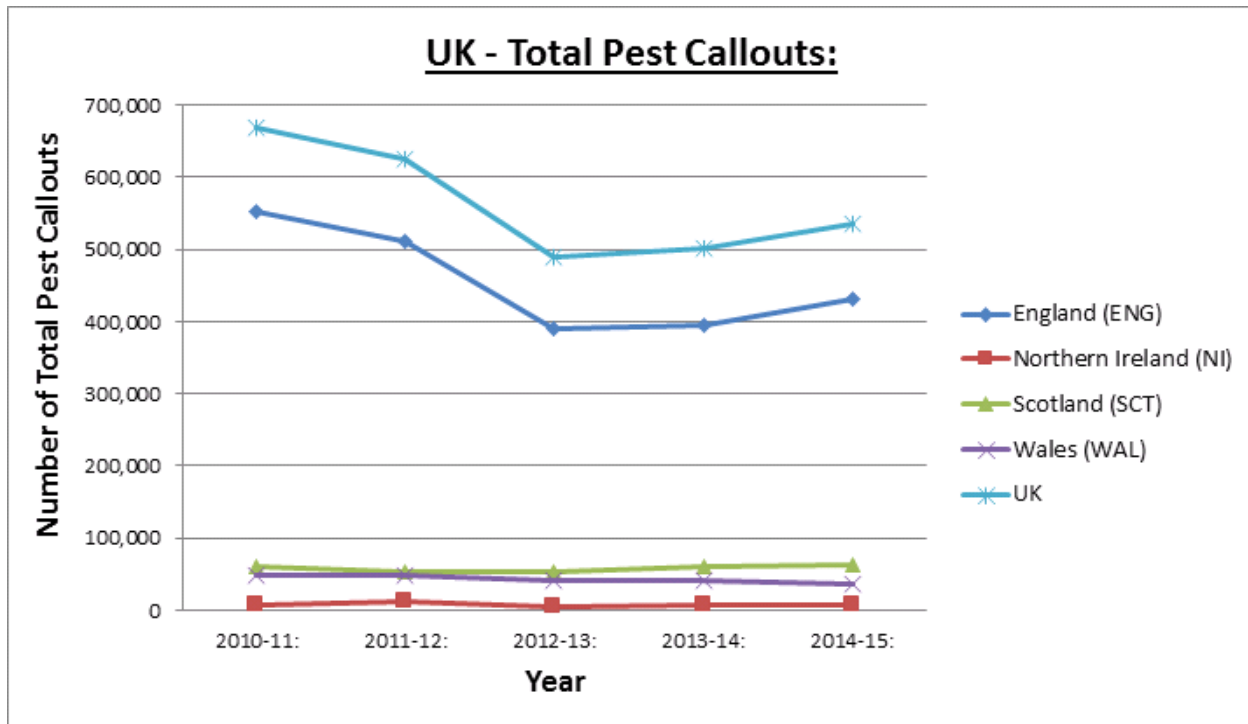
England made up 83.7% of the UK’s total FTE PCOs employed under the remit of pest control throughout 2014-2015. England employed 588.25 FTE PCOs, indicating a 2.9% decrease over the previous year and representing a 13.4% decrease in FTE PCOs employed since the 2011-2012 National Survey. Of the 4 nations, Wales observed the greatest decrease in FTE PCOs employed under the remit of pest control with a 27.3% decrease over the previous year.

For the English regions, Greater London represented 22.3% of England’s FTE staff employed, the greatest proportion of FTE staff employed under the remit of pest control within England. Greater London had a total of 131.2 FTE PCO staff, which indicated a 4.9% increase over the previous year. However it was the South East region that experienced the greatest reduction in FTE PCOs with a 13% decrease over the previous year. Only 1 English region, Yorkshire & Humber experienced a 2.8% increase over the previous year in the total amount of FTE PCOs employed under the remit of pest control.

4.0 Total Pests

With the data highlighting a gradual decrease over time in the number of specialised and general staff employed under the remit of pest control, we now turn to see how much of an impact it has in the total number of pest callouts that the UK endured over the 2014-2015 financial year.

Figure 4.0.a Total Pest Callouts



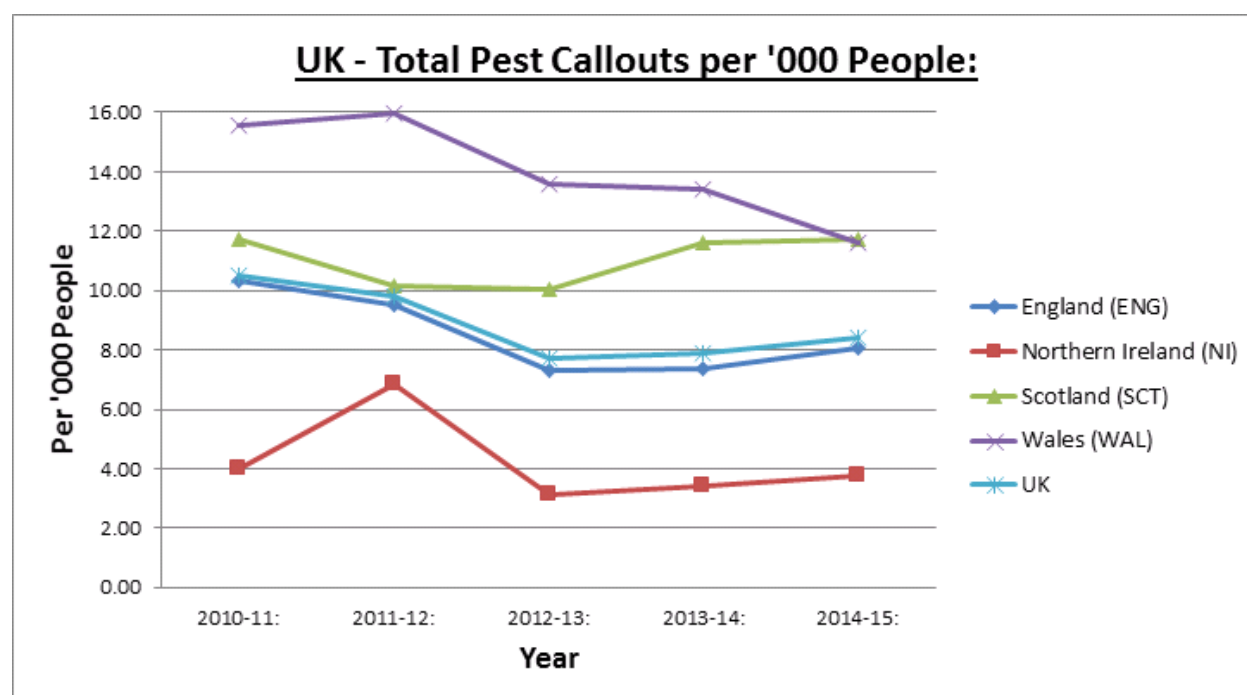
Nationally, the total number of pest callouts in 2014-2015 was 535,624 this represented a 6.8% increase in pest callouts over the previous year, but a 14.4% decrease since the 2011-2012 National Survey. Given that total pest callouts and staff employed to handle these pest callouts have declined over the past 5 years, it is possible that the reduction in staff that are able to go out on duty and treat pests have negatively affected the number of total callouts received.

For the individual nations, England, Northern Ireland and Scotland saw an increase in the number of total pest callouts over the previous year. Northern Ireland experienced the greatest increase of 17.3% in the number of total pest callouts over the previous year and handled 1.3% of the UKs total pest callouts with 7,202 total pest callouts. Scotland represented 11.6% of total UK pest callouts and handled 62,115 total pest callouts. This was an increase of 2.4% over the previous year and Scotland was the only nation to experience an increase of 16.8% since the 2011-2012 National Survey in

total pest callouts. On the other hand, Wales represented 6.7% of total UK pest callouts with 35,598. Wales was the only home nation to observe a decrease in the total amount of pest callouts for this year, with a 13.2% decrease in the total pest callouts over the previous year.

80.4% of the UK's total pest callouts were handled by England with 430,709 total pests being investigated. When compared to the last financial year, England actually saw a 9.4% increase in total pest callouts but a 15.7% reduction in total pest callouts since the 2011-2012 National Survey.

Figure 4.0.b Total Pest Callouts per '000 people



Wales for the first time in 5 years does not lead the nations in total pest callouts per thousand people. Instead, Scotland now has the highest total pest ratio per thousand people, with a rate of 11.74 total pest callouts per head, compared to Wales's rate of 11.58. Scotland's increased workforce as opposed to Wales decreased workforce may account for the Scotland's increased pest per head ratio.

England on the other hand saw a 9.7% increase in their total pest callout per thousand residents, with a rate of 8.06 for this year. The higher rate is likely a reflection of the 9.4% increase in total pest callouts that the English regions experienced over the previous year.

Within English regions, the North West region reported the highest total number of pest callouts with 93,312 callouts. This represented a 12% increase over the previous year total pest callouts. All English regions reported percentage increases over the previous

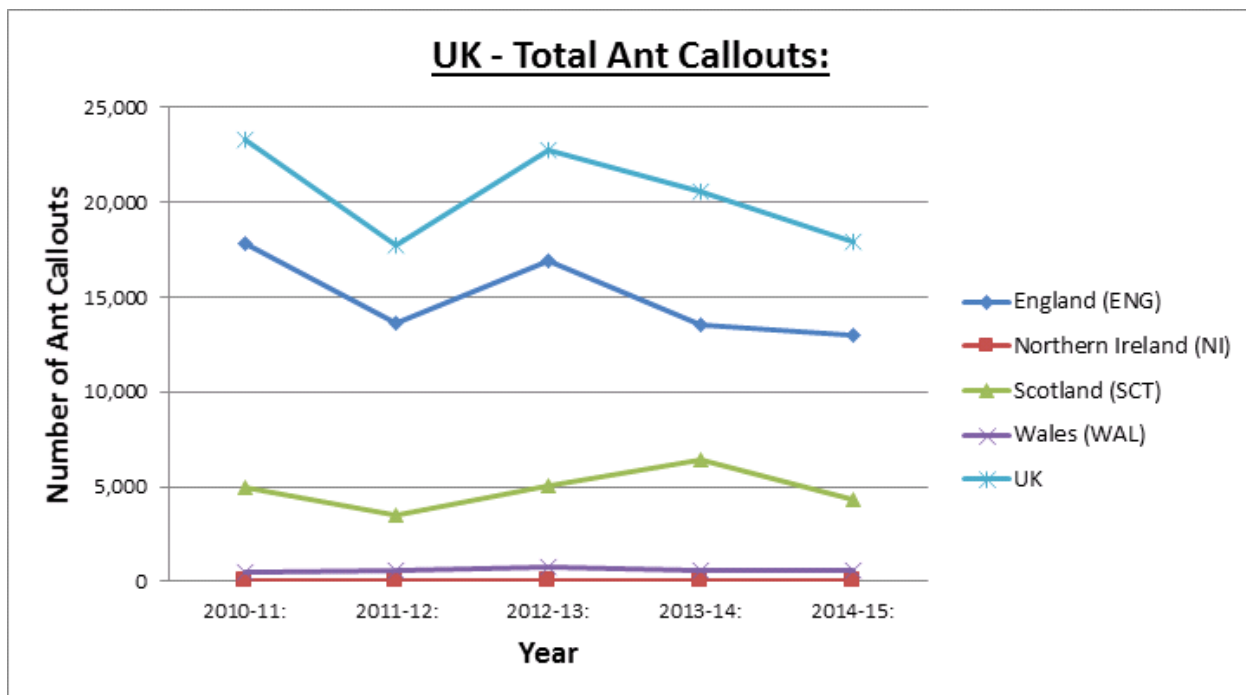
year in total pest callouts, however it was the North East region that observed the greatest increase of 15.5% over the previous year's total pest callouts.

For LAs, it was Birmingham City Council of the West Midlands region in England that received the highest number of total pest callouts with 20,188 for the 2014-2015 financial period. This figure represented a 10.3% increase in total rat callouts over the previous years but actually a 10.4% decrease in the total number of pest callouts since the 2011-2012 national survey.

4.1 Ants

A consistent foe for the pest control industry, ants still manage to cause many problems across the UK. Overall there were 17,874 ant callouts across the UK in 2014-2015, accounting for 3.3% of all pest callouts for the 2014/2015 financial year. This represents a 12.9% decrease over the previous year's ant's callouts and but a 0.6% increase since the 2011-2012 National Survey.

Figure 4.1.a Total Ant Callouts

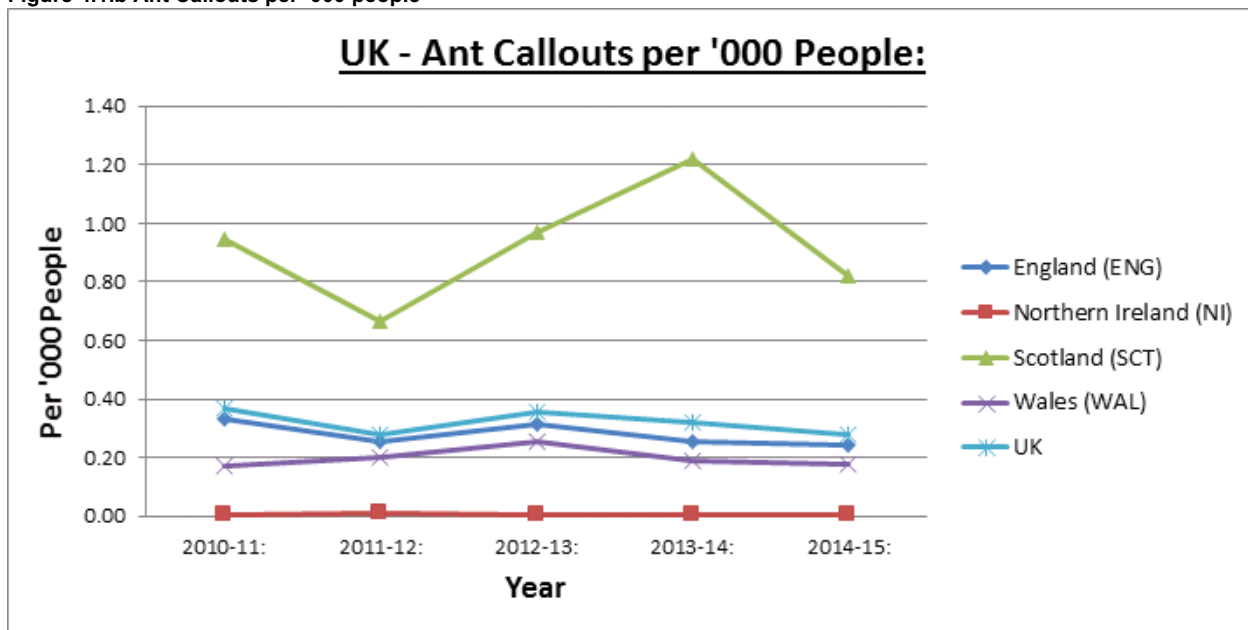


All home nations saw a decrease in ant callouts over the previous year. However it was Northern Ireland that experienced the greatest decrease in ant callouts, with a 66.7% reduction in ant callouts over the previous year. Northern Ireland also saw the greatest decrease of the 4 nations since the 2011-2012 National Survey, with 76.5% decrease in total ant callouts.

Ants call outs across England amounted to 12,972, which contributed 72.6% of all ant callouts across the UK and contributed to 3% of total pest callouts across England. This represented a 4.2% decrease over the previous year and a 5% decrease since the 2011-2012 National Survey in total ant callouts across England.

Scottish LAs have for the past 5 years undertaken the greatest ratio of ant callouts per thousand people. This year they had a rate of 0.82, however this was a 32.6% decrease over the previous year's rate, but may be a direct implication of the 31.7% reduction in total ant callouts that Scotland experienced over the previous year.

Figure 4.1.b Ant Callouts per '000 people



For English regions, the North East region received the majority of ant callouts with 4,132 callouts. The North East region contributed 31.9% total ant callouts across England and 9.1% of their overall pest callouts throughout 2014-2015. Despite these figures, this was actually a 5.3% decrease over the previous year's total ant callouts across England. 4 regions in England saw increases in the number of ant callouts, with the East region observing the greatest percentage increase of 15% over the previous year. Of the remaining 5 regions, the Yorkshire & Humber region saw the greatest decrease of 28.9% in ant callouts over the previous year.

South Tyneside Metropolitan Borough Council of the North East Region in England, reported the most ant callouts with 1155 callouts. Ant callouts within South Tyneside Metropolitan Borough Council contributed to 25.9% of total pest callouts throughout 2014/15, but surprisingly was actually a 10.6% decrease in the total number of ant callouts over the previous year and a 1.9% decrease in total ant callouts since the 2011-2012 national survey.

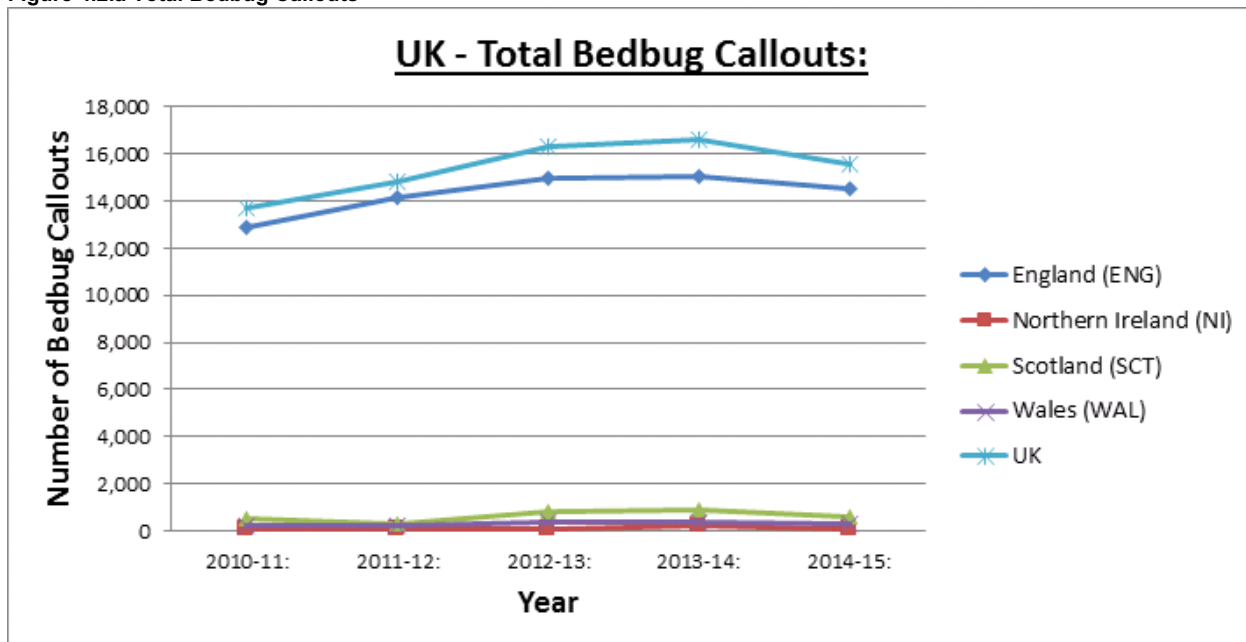
4.2 Bedbugs

Bedbugs have seen a resurgence over the past few years in the UK. This is because increased international travel and the lack of public awareness regarding bed bug prevention methods.

Overall there were 15,585 bedbug callouts across the UK accounting for 2.9% of all UK pest callouts throughout 2014-2015. This represented a 5.9% decrease over the previous year's bedbug callouts and a 5% increase since 2011-2012 National Survey.

All 4 nations experienced a decreased in bedbug callouts over the previous year with Northern Ireland experiencing the greatest reduction of 47.2% in total bedbug callouts for the 2014-2015 period.

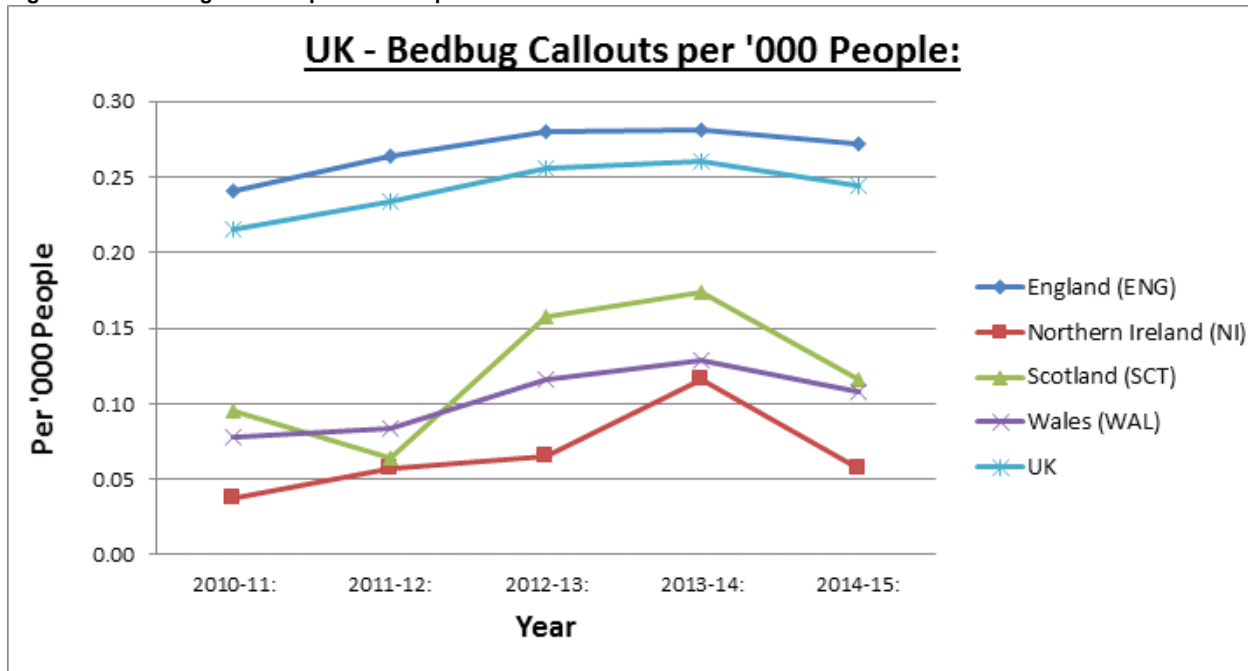
Figure 4.2.a Total Bedbug Callouts



Bedbug call outs across England amounted to 14,527, which contributed 93.2%% of all callouts across the UK and contributed to 3.4% of total pest callouts across England. This represented a 3.5% decrease across England in the total amount of bedbug callouts over the previous year but a 2.6% increase since the 2011/2012 National Survey.

English LAs have undertaken the greatest ratio of bedbug callouts per thousand people for the past 5 years. This year they observed a rate of 0.27 of total bedbug callouts per thousand people, an overall reduction of 3.3% over the previous year's rate. Although this may be a reflection of the 3.5% decrease in total bedbug callouts across England

Figure 4.2.b Bedbug Callouts per '000 People



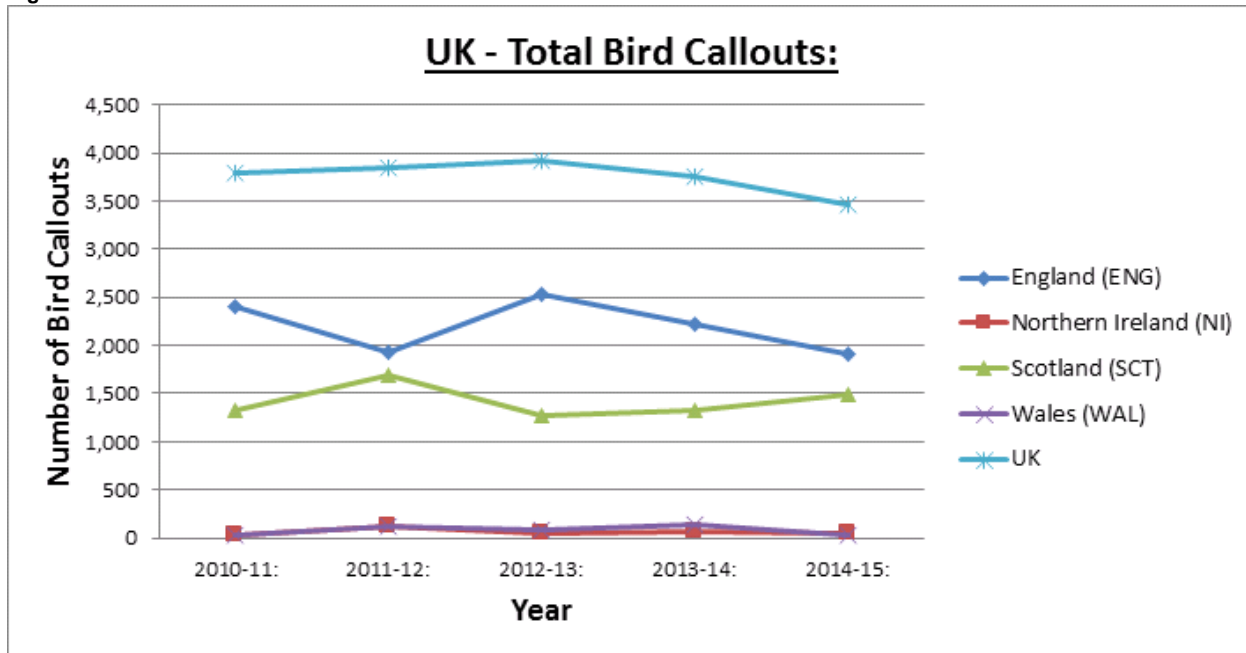
Across English regions, Greater London reported a total of 7,024 bedbug callouts throughout 2014-2015. This contributed to 48.4% of total bedbug callouts across England, and accounted for 10.4% of Greater London’s total pest callouts throughout 2014-2015. Despite leading the total bedbug callouts for the Region, bedbug callouts for Greater London saw a 7.8% decrease over the previous year. Out of 9 regions in England, 3 regions saw increases in the number of bedbug callouts, with the South West region observing the greatest increase in the number of total bedbug callouts with 33.8% respectively. Of the remaining 6 English regions, the North West region saw the greatest decrease in bedbug callouts by 14.9% decrease over the previous year.

The London Borough of Tower Hamlets of the Greater London Region in England, reported the most bedbug callouts with 1003 throughout 2014-2015. This contributed to 24% of all total pest callouts for the Tower Hamlets in 2014-2015. This represented a 23.1% increase over the previous year and a 20.1% increase in the total number of bedbug callouts since the 2011-2012 National Survey.

4.3 Birds

Bird control is becoming more of a specialist area of pest control services in the UK that can be extremely costly for LAs to administer. This could help explain why there are few LAs who decide to investigate and treat bird callouts as a core part of their pest control services.

Figure 4.3.a Total Bird Callouts

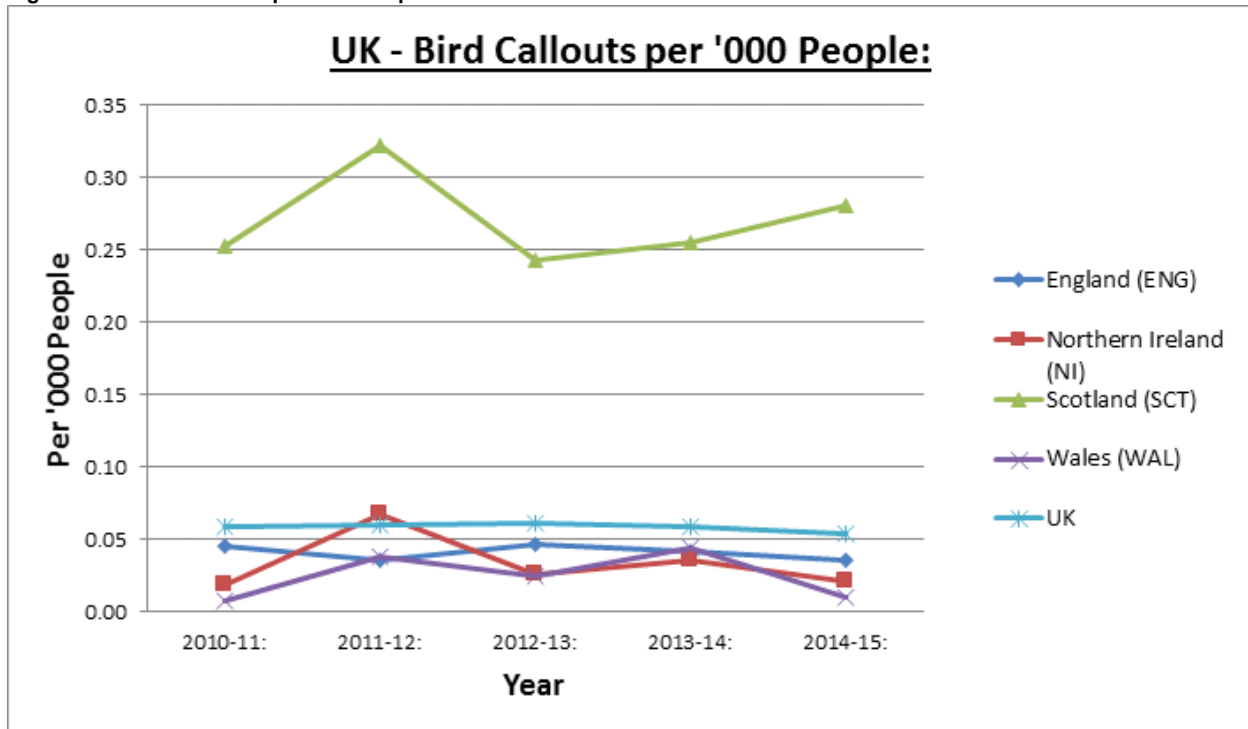


Overall there were 3,461 bird callouts across the UK accounting for 0.7% of all UK pest callouts for the 2014/2015 financial year. This represented a 7.8% decrease over the previous year's bird callouts and a 10.1% decrease since the 2011-2012 National Survey.

Scotland represented 42.9% of all UK bird callouts and was the only home nation that experienced an increase in their bird callouts, with a 11.3% increase over the previous year but a 11.8% decrease since the 2011-2012 National Survey.

Scottish LAs provided more bird treatments per thousand people, with a 0.28 total bird callouts per thousand people ratio. While Scotland saw an 11.3% increase in their total bird callouts over the previous year, their bird callouts per head similarly saw 10% increase, highlighting that Scotland is at the forefront of bird callouts across the UK and have been leading total bird callouts per head for the past 5 years.

Figure 4.3.b Bird Callouts per '000 People



Bird call outs across England amounted to 1,903, which contributed 55%% of all birds callouts across the UK and contributed to 0.4% of total pest callouts across England. This represented a 14.2% decrease across England in the total amount of bird callouts over the previous year.

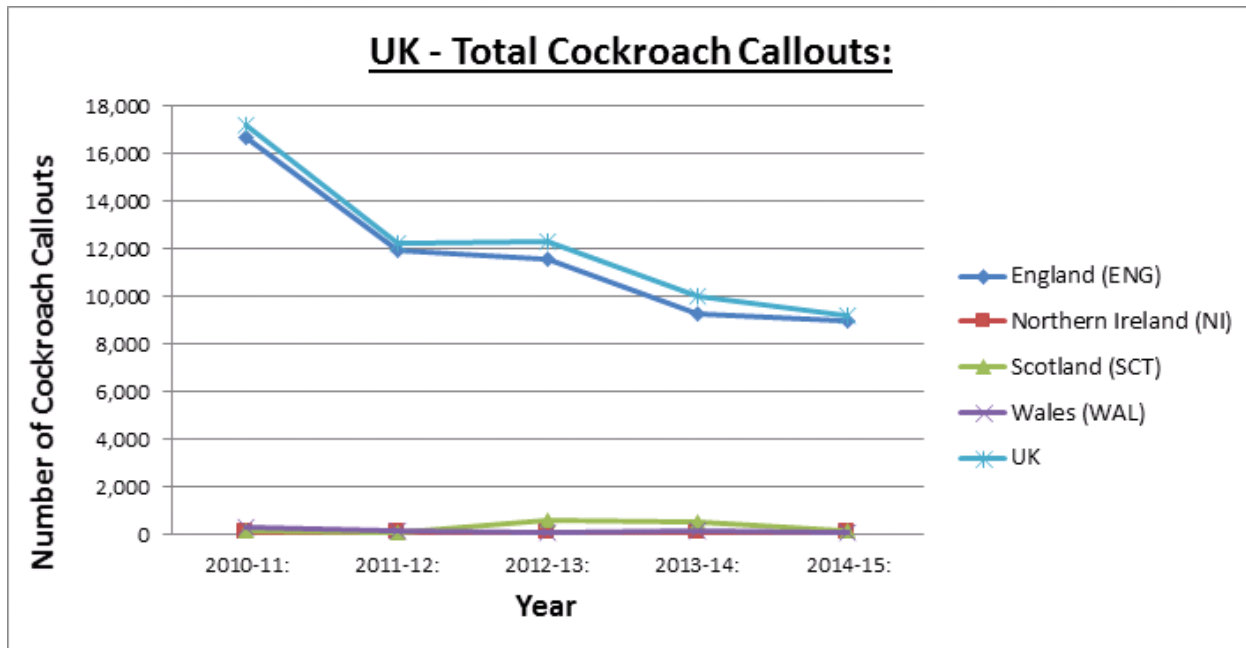
Greater London received the majority of bird call outs in England with 645 callouts throughout 2014-2015. Greater London contributed to 33.9% of the total bird callouts across England, and accounted for 1% of Greater London’s total pest callouts throughout 2014-2015 period. Greater London saw a 17.5% decrease over the previous year but a 68.9% increase since 2011-2012 National Survey in total bird callouts. Furthermore, 6 of the 9 regions in England saw decreases in bird callouts with the South East region observing the greatest decrease of 58.4% over the previous year. The remaining 3 regions in England observed increases in bird callouts with the South West region observing the greatest change of a 45.2% increase in the total number of bird callouts over the previous year.

The City of Edinburgh of Scotland reported the most bird callouts with 340 callouts in 2014-2015 and contributed 5.7% of total pest callouts for the City of Edinburgh. Comparing this to the previous year, the city of Edinburgh saw a 16% increase in bird callouts over the previous year and a 8.3% increase since the 2011-2012 National Survey.

4.4 Cockroaches

Despite cockroaches being uncommon in this country, there were still 9,199 cockroach callouts across the UK over 2014-2015 and accounting for 1.7% of all UK pest callouts. This represents a 7.7% decrease over the previous year's cockroach callouts and a 24.5% decrease since the 2011-2012 National Survey.

Figure 4.4.a Total Cockroach Callouts

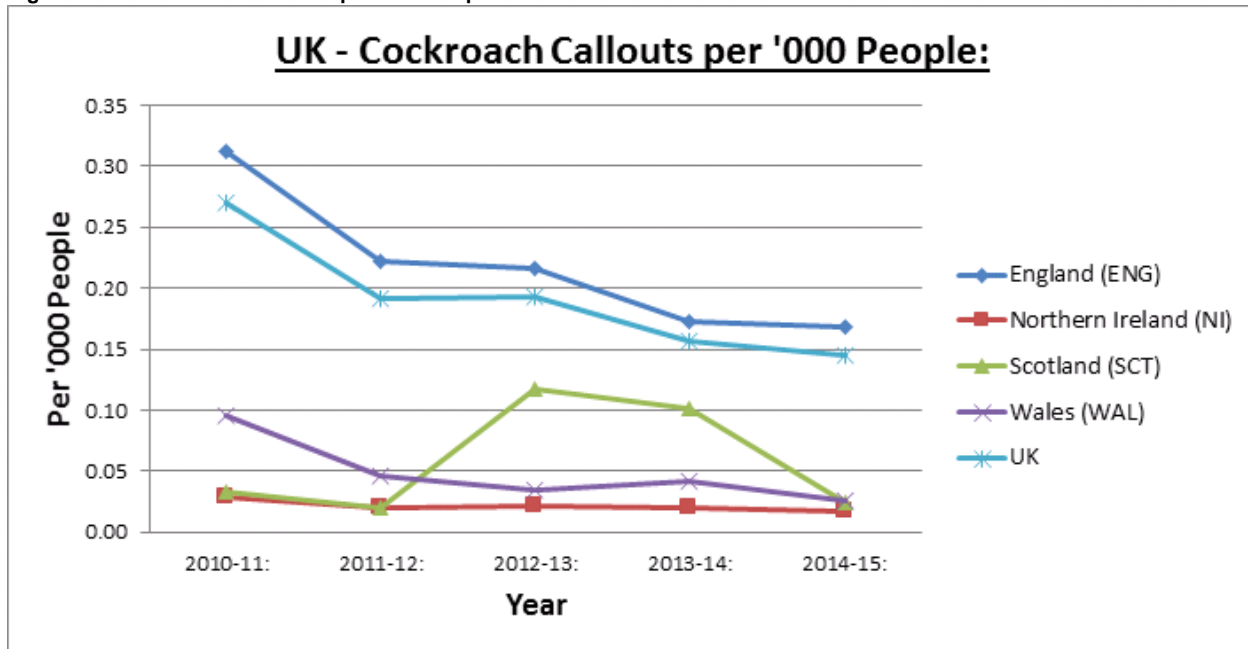


All 4 home nations experienced a decrease in cockroach callouts over the previous year, but

Scotland observed the greatest decrease of 76.2% in cockroach callouts over the previous year.

Cockroach call outs across England amounted to 8,961, which contributed 97.4% of all cockroach callouts across the UK and contributed to 2.1% of total pest callouts across England. This represented a 3.29% decrease across England in the total amount of cockroach callouts over the previous year and a 24.8% decrease since the 2011-2012 National Survey. English LAs undertook the greatest amount of cockroach callouts per thousand people and have done so for the past 5 years. This year England undertook a ratio of 0.17 cockroach callouts per thousand people, a 3% decrease over the previous year. This reduction of pest per head could be a reflection of the 3.3% reduction in cockroach callouts that local authorities in England experienced.

Figure 4.4.b Cockroach Callouts per '000 People



For English regions, Greater London also received the majority of cockroach call outs in England with 5,544 callouts throughout 2014-2015. Greater London contributed to 61.9%% of total cockroach callouts across England, and accounted for 8.2% of Greater London’s total pest callouts. However, Greater London saw a 6.3% decrease over the previous year and a 20.6% reduction of cockroach callouts since the 2011-2012 National Survey.

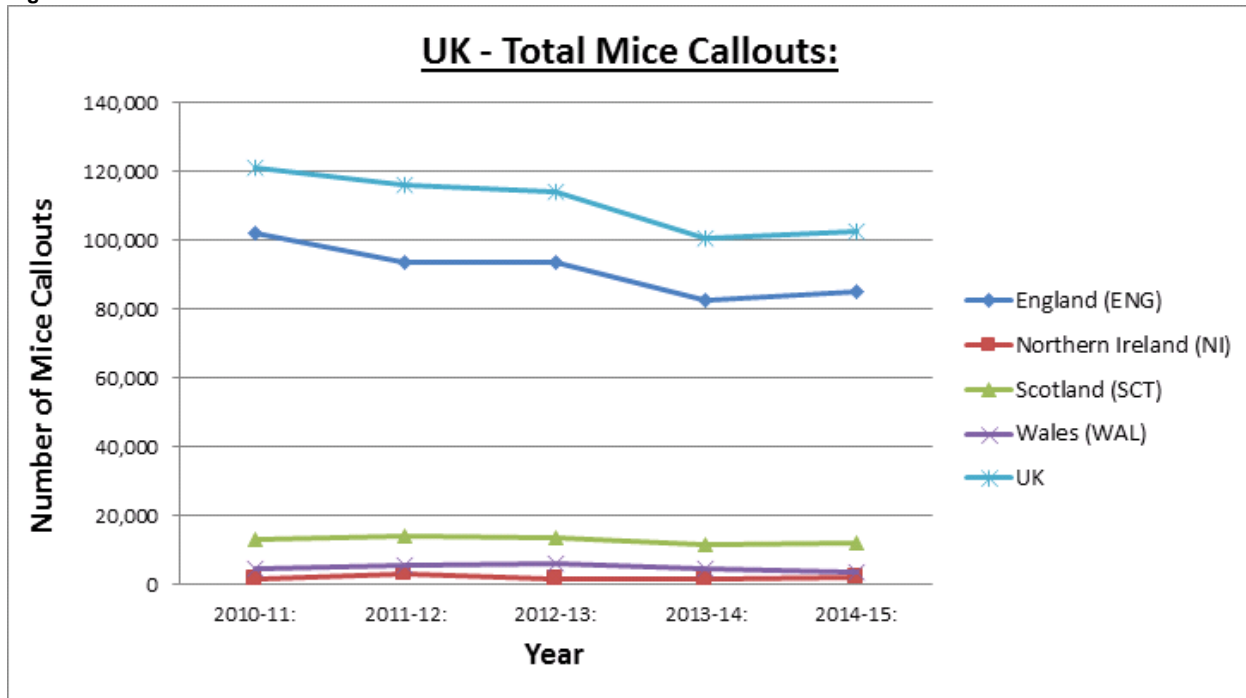
Furthermore, 4 of the 9 regions in England saw decreases in cockroach callouts with the East Midlands observing the greatest decrease of 20.9% in cockroach callouts over the previous year and a 67% decrease since 2011-2012 National Survey. Of the remaining 5 regions in England who saw increases in cockroach callouts, the South West region observed the greatest increase of 23.9% in the amount of cockroach callouts over the previous year.

For individual LAs, the London Borough of Southwark of the Greater London region in England, reported the most cockroaches throughout 2014-2015 with 783. This contributed to 12.6% of Southwark total pest callouts for the year. Despite leading the local authority for number of cockroach callouts, this figure actually represented a 27.9% decrease over the previous year and a 39% reduction in the number of cockroach callouts since the 2011-2012 national survey.

4.5 Mice

Overall there were 102,588 mice callouts across the UK throughout 2014-2015, accounting for 19.2% of all UK pest callouts. Mice callouts saw a 2.2% increase over the previous year but a 11.5% decrease when compared to the 2011-2012 National Survey.

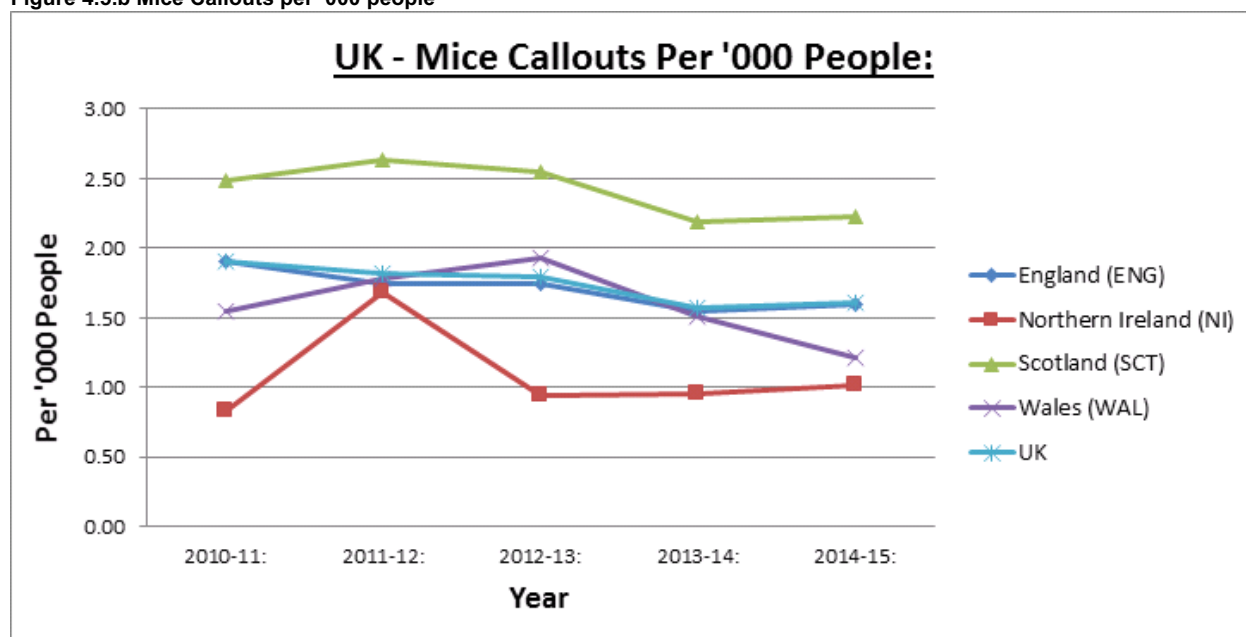
Figure 4.5.a Total Mice Callouts



All home nations except Wales saw an increase in total mice callouts over the previous year. Northern Ireland saw the greatest increase of 13.5% while Wales observed a 19.3% decrease in mice callouts over the previous year. Mice callouts were the second most popular pest callout in Northern Ireland and Scotland, and 3rd most popular pest callout in England and Wales.

Mice call outs across England amounted to 85,096 which contributed 83% of UK mice callouts and contributed to 19.8% of total pest callouts across England. This represented a 3.1% increase over the previous year but a 9.1% decrease since the 2011-2012 National Survey in total mice callouts across England.

Figure 4.5.b Mice Callouts per '000 people



Scottish LAs also had the leading ratio of mice callouts per thousand people for the past 5 years. This year, Scotland had a ratio of 2.23, which amounted to a 1.7% increase over the previous year despite their mice calls also increasing by 2.9% over the previous year,

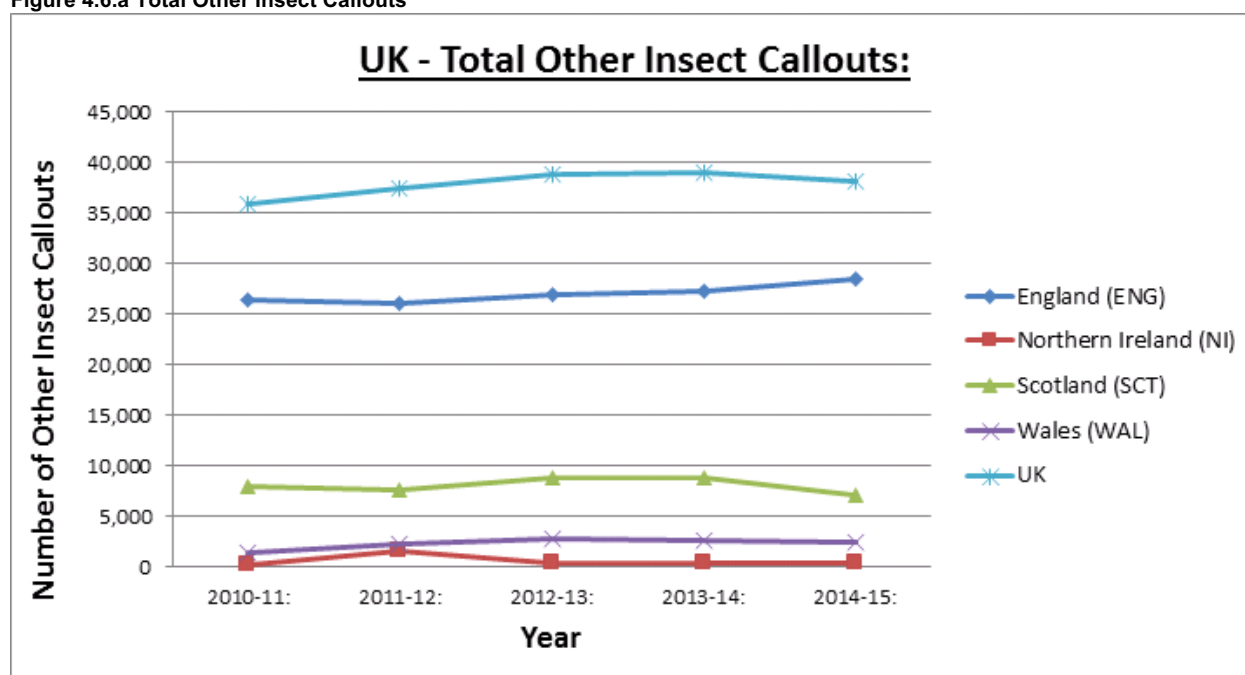
Across English regions, Greater London reported the most mice callouts with 28,807 over the 2014-2015 financial year. This contributed 33.9% to England’s total mice callouts, and 42.6% of Greater London’s total pests callouts. This resulted in a 0.7% increase over the previous year and a 12.6% increase since the 2011-2012 national survey in the total mice callouts across the region. Just 2 of England’s 9 regions saw decreases in mice callouts, with the North East region observing a 6.9% decrease in mice callouts over the previous year and a reduction of 29.9% since the 2011-2012 National Survey. All of the remaining 7 regions saw an increase in mice callouts, with the East region displaying the largest increase of 40.3% in mice callouts over the previous year. However despite this large rise in mice callouts, in relation to the 2011-2012 National Survey, mice callouts had actually dropped by 39.9%.

Liverpool City Council in the North West region of England reported the highest number of mice callouts in England with 4,102. This represented 32.9% of the total pest callouts at the Liverpool City Council. When compared to the previous year, mice callouts were found to have increased by 14.7% and by 25.8% since the 2011-2012 National Survey.

4.6 Other Insects

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

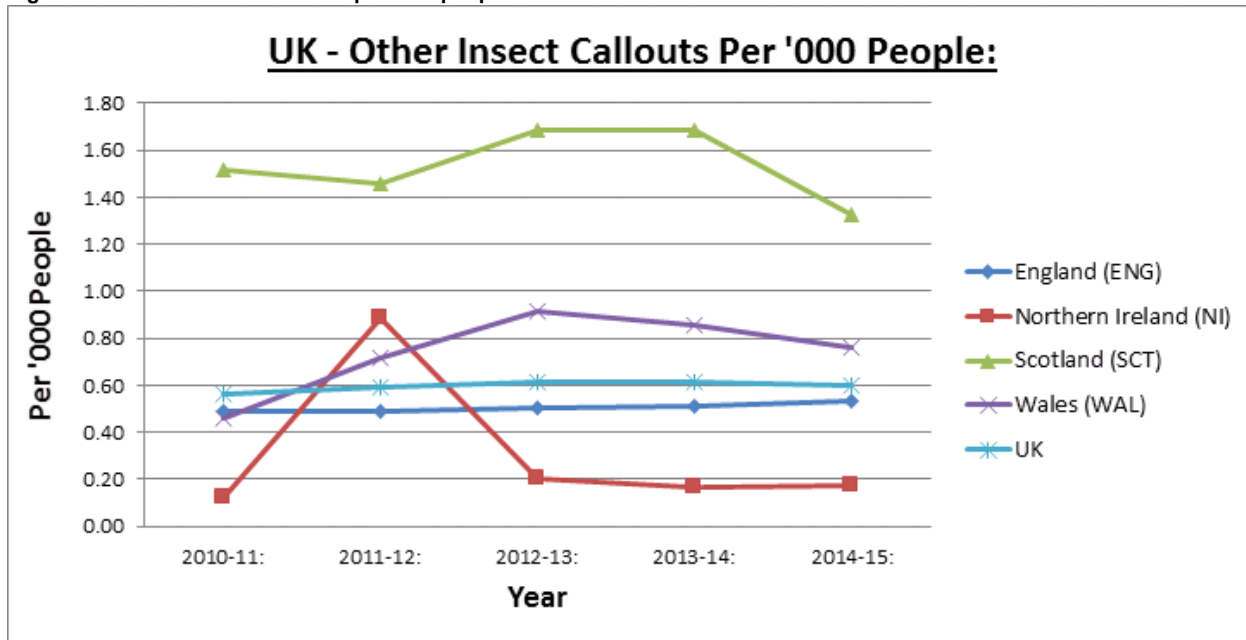
Figure 4.6.a Total Other Insect Callouts



Overall there were 38,193 other insect callouts across the UK over 2014-2015, accounting for 7.1% of all UK pest callouts. In relation to previous years, the total number of other insect callouts saw a 1.9% decrease over the previous year but a 2% increase since the 2011-2012 National Survey. Only England and Northern Ireland saw increases in other insect callouts over the previous year. Northern Ireland observed the greatest increase of 11.5% increase over the previous year in other insect callouts.

Scottish LAs have retained their crown as being the leading nation for the past 5 years to have the highest ratio of other insect callouts per thousand people. This year they obtained a ratio of 1.32. Despite still managing to lead other insect callouts per head, this figure actually represented a 21.3% decrease over the previous year. Although this may be explained by Scotland's 20.3% decrease in overall other insect callouts for the year.

Figure 4.6.b Other Insect Callouts per '000 people



Other insects' callouts across England totalled 28,521 which contributed 74.7% of all other insect callouts across the UK and 6.6% of total pest callouts across England. This represented a 4.9% increase over the previous year and a 9.5% increase since the 2011-2012 National Survey.

For the English regions, the North West region reported the greatest other insect callouts with 7,324. The North West region contributed to 25.7% of England's other insect callouts, and 7.6% of the North West's total pest callouts. 5 regions saw increases in other insect callouts over the previous year, but it was the North West region that obtained the highest percentage change increase of 33.1% over the previous year and a 36.3% increase since 2011-2012 National Survey

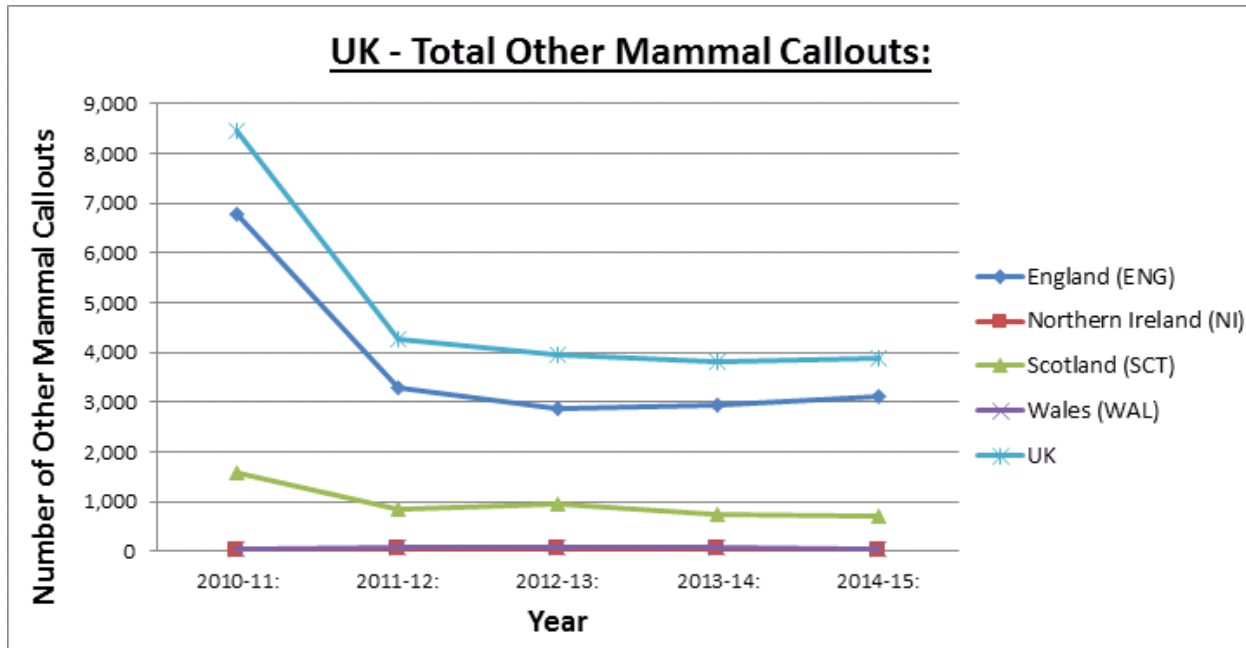
The remaining 4 of the 9 English regions saw decreases in their other insect callouts, with the Yorkshire & Humber observing the greatest reduction of 11.21% over the previous year but interestingly a 31.9% increase in other insect callouts since the 2011-2012 National Survey.

North Lanarkshire Council based in Scotland also came out on top for most other insect callouts throughout 2014-2015 with 1,547. Other insect callouts contributed to 13.6% of North Lanarkshire Council's total pest callouts for the year. This figure represented a 22.7% decrease over the previous year. However, interestingly since 2011-2012 National Survey, North Lanarkshire Council has seen a 12.5% increase in the total other insect callouts despite their staff team remaining the same across the 4-year period.

4.7 Other Mammals

There are an abundance of other mammal pests that could have been included in the national survey, including badgers, foxes, rabbits and squirrels. However due to geographical differences and the council's own services in which they offer pest control for, the decision was made to compile these other mammals into one encompassing category.

4.7.a Total Other Mammal Callouts

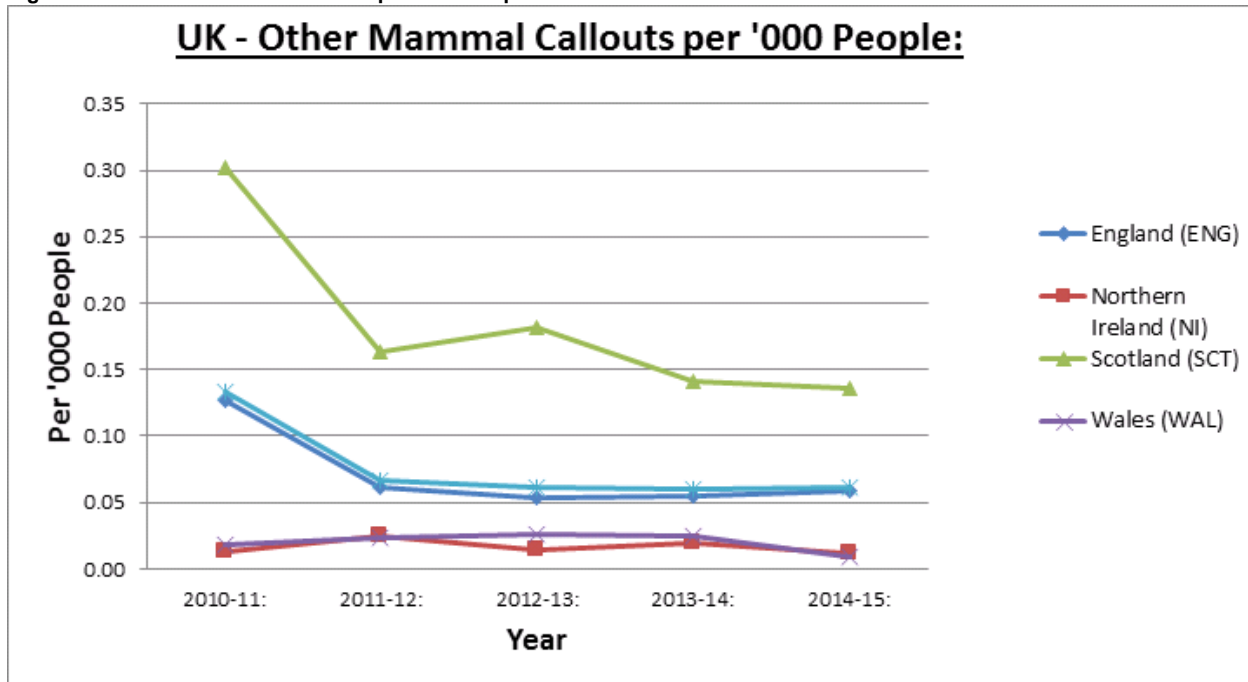


Overall there were 3,897 other mammal callouts across the UK in 2014-2015, accounting for 0.7% of all UK pest callouts. Despite this low figure, mammal callouts across the UK saw a 2.4% increase over the previous year but a 8.5% decrease since the 2011-2012 National Survey.

Other Mammal call outs across the 4 nation saw increases over the previous year for England and Scotland. Other mammal callouts within England amounted to 3,126, which contributed 80% of all other mammal callouts across the UK and contributed to 0.7% of total pest callouts across England. This represented a 5.8% increase over the previous year and a 5% decrease since the 2011-2012 National Survey.

Scottish LAs also undertook the greatest amount of other mammal callouts per thousand people for past 5 years, with a 0.14 rate for this year. This is surprising since their ratio did not change over the previous year, despite seeing a 2.9% increase in other mammal callouts.

Figure 4.7.b Other Mammal Callouts per '000 People



The North West region received the most other mammal callouts in England with 719 callouts. The North West contributed to 23% of all other mammal callouts but only 0.8% of the total pest callouts across the North West Region. Surprisingly, this figure amounted to 17.5% increase over the previous year and 24.2% increase since the 2011-2012 National Survey.

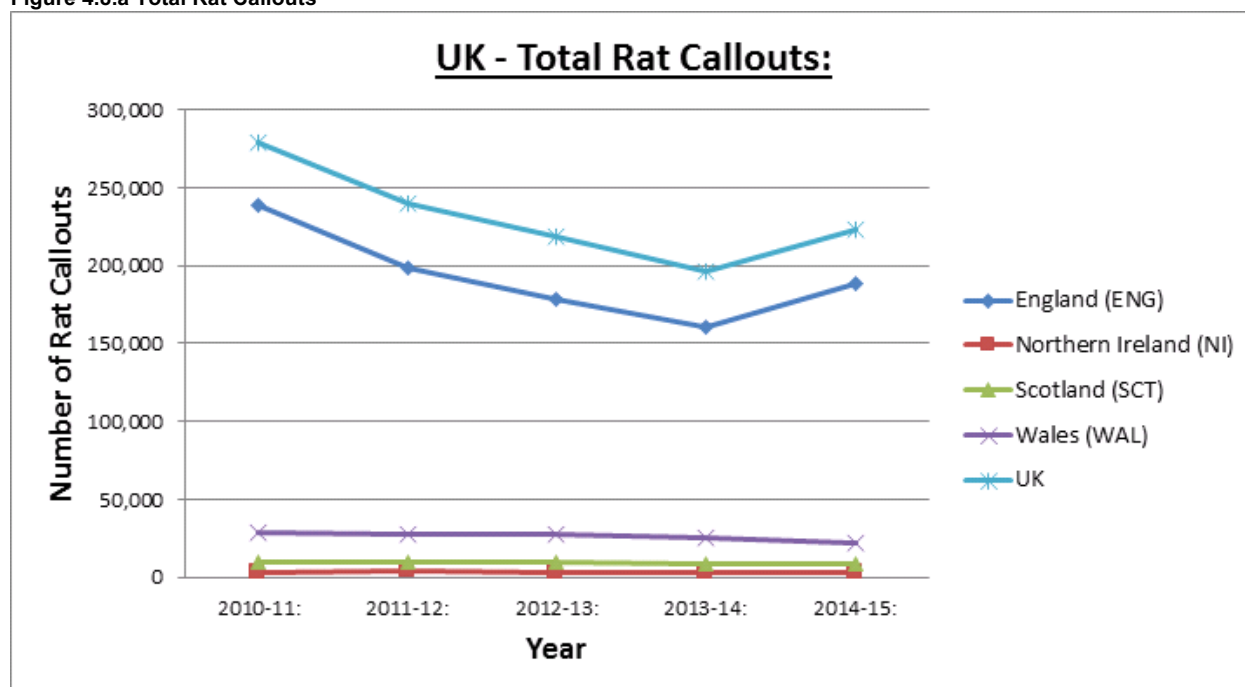
Of the other 5 English regions who also saw increases in other mammal callouts, it was the North East region who saw the greatest percentage increase of 38.3% over the previous year and an 18.5% increase since the 2011-2012 National Survey. The remaining 3 English regions observed decreases in other mammal callouts over the previous year, with the Greater London region observing the greatest reduction of 23.5% in other mammal callouts over the previous year.

In terms of individual LAs, North Lanarkshire Council based in Scotland came out on top for most mammal callouts throughout 2014-2015 with 157 other mammal callouts. This figure only contributed 1.4% of North Lanarkshire Council's total pest callouts for the year. Despite being leading the local authority for number of mammal callouts, this figure actually represented a 7.1% decrease over the previous year and a 22.7% decrease since the 2011-2012 National Survey.

4.8 Rats

Rats have continued to be the most popular pest callout for LAs to receive over the past 5 years. Overall there were 223,012 rat callouts across the UK, accounting for 41.6% of all UK pest callouts throughout 2014-2015. In comparison to previous years, the total number of rat callouts saw a 13.5% increase over the previous but a 6.8% decrease since the 2011-2012 National Survey, suggesting a downward trend in rat callouts over the 4 year period.

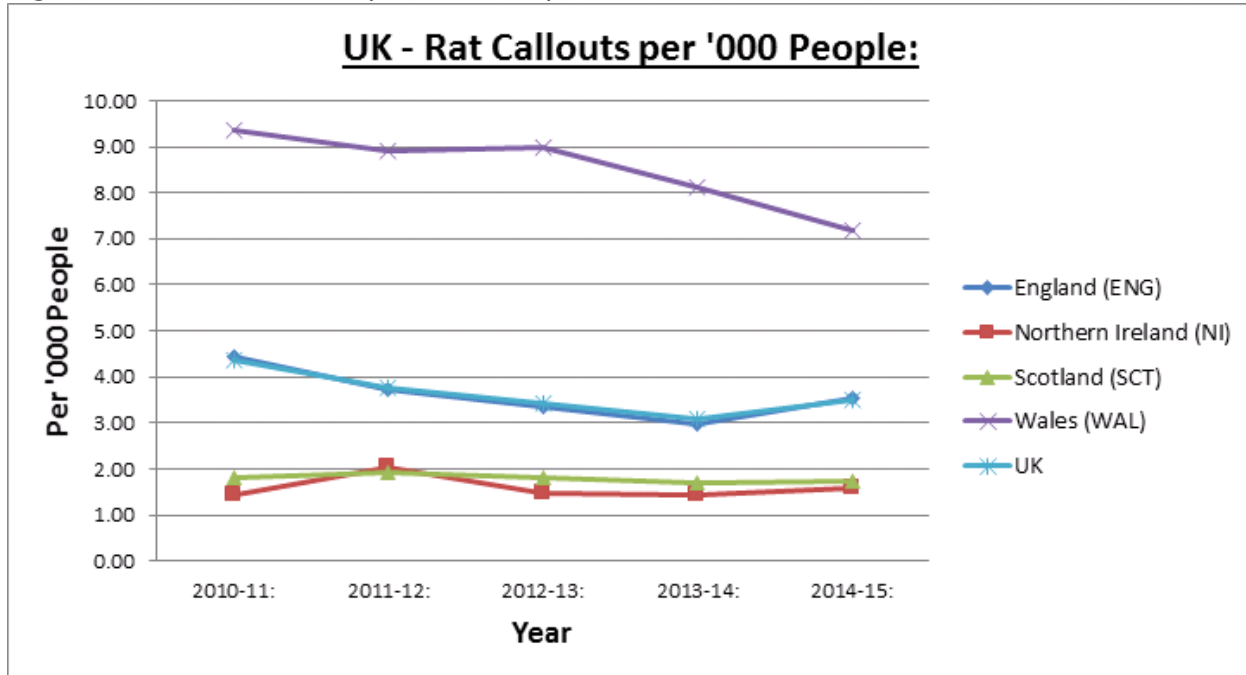
Figure 4.8.a Total Rat Callouts



Rats were the most investigated pest callout for England, Northern Ireland and Wales. However, it was England, Scotland and Northern Ireland who observed yearly increases while Wales observed a decrease in total rat callouts over the previous year. Northern Ireland saw the greatest percentage change of a 19.5% increase in total rat callouts over the previous year.

Welsh LAs have been leading total rat callouts per thousand people for the past 5 years throughout the UK. Despite their 11.2% decrease in rat callouts over the previous year, Wales still maintained their record with a 7.17 ratio of rat callouts per thousand people, although an impressive figure, this actually represented a 11.5% decrease over the previous year's ratio.

Figure 4.8.b Rat Callouts per '000 People



Rat callouts in England totalled 188,769 callouts, which contributed 84.7% of total rat callouts across the UK and represented 43.8% of total pest callouts within England. Similarly, this represented a 17.8% increase over the previous year but a 4.9% decrease since 2011-2012 National Survey for rat callouts across England.

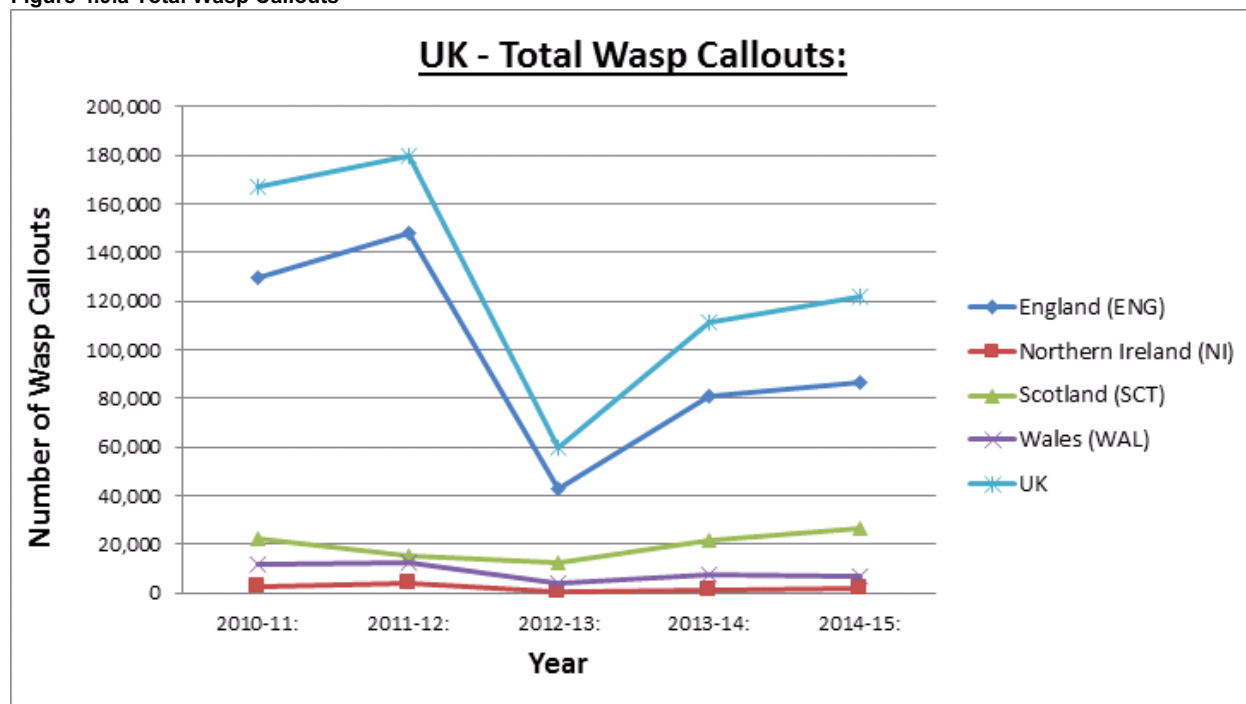
All 9 English regions observed increases in their rat callouts over the previous year. But it was the North West region of England who reported the highest total rat callouts with 40,144 callouts for the 2014-2015 period. This accounted for 21.3% of England’s total rat callouts and also represented 43% of total pest callouts in the North West region. The North West region observed a 10.2% increase over the previous year. Of the 9 regions, it was the East Midlands region that observed the greatest percentage change with a 29.2% increase over the previous year’s total rat callouts, and a 14.1% increase when compared to the 2011-2012 National Survey.

Birmingham City Council of the West Midlands region in England came out on top for most rat callouts throughout 2014-2015, with 16,071. Total rat callouts took up 79.6% of total pest callouts and was the majority pest callout for Birmingham City Council. Birmingham City Council also observed a 8.5% increase over the previous year but a 1.2% reduction in total rat callouts since the 2011-2012 National Survey.

4.9 Wasps

The 2nd most popular pest callout in the UK for 2 years in a row were wasps. Overall there were 121,815 wasp callouts across the UK, accounting for 22.7% of all UK pest callouts in 2014-2015. The total number of wasp callouts saw a 9.6% increase over the previous year but a 32.3% decrease since 2011-2012 national survey, suggesting a downward trend in wasp callouts over the 4-year period.

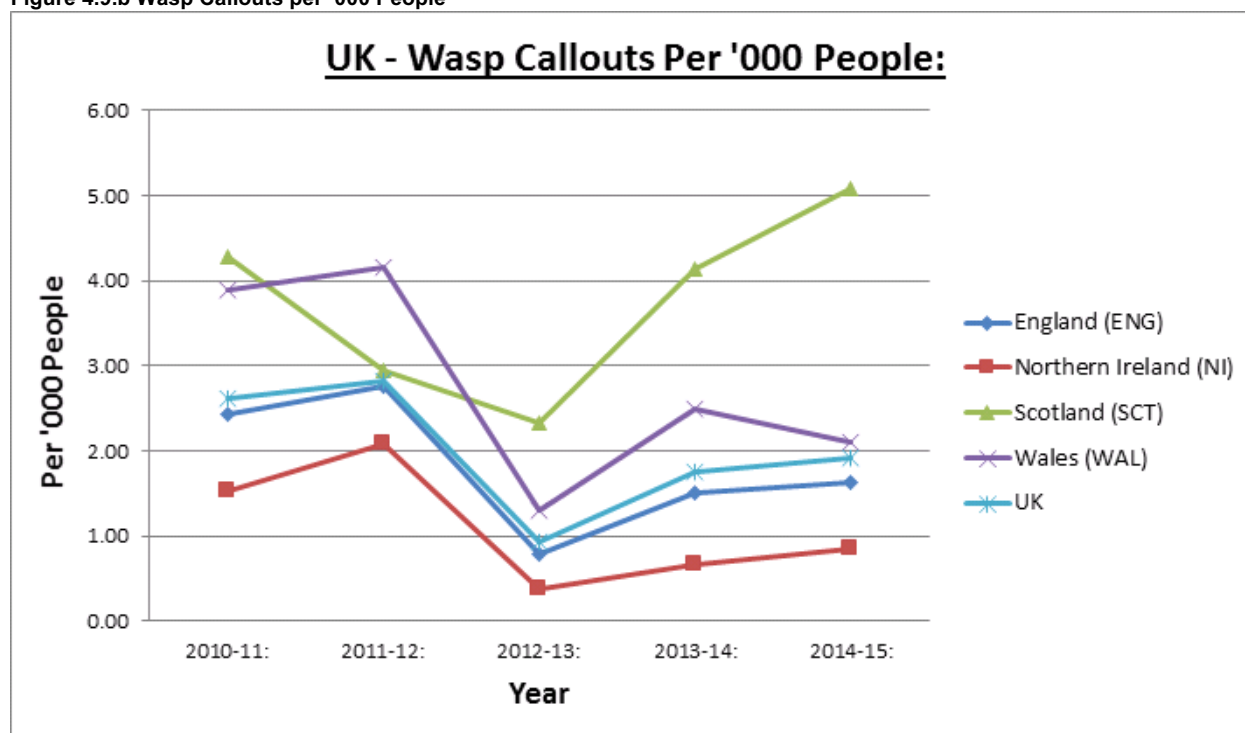
Figure 4.9.a Total Wasp Callouts



Wasp callouts were the most popular pest callout in Scotland and the 2nd most popular pest callout for England and Wales. Wasp callouts increased across all of the home nations except Wales, with Northern Ireland having the highest percentage change increase of 37.1% over the previous year.

Scottish LAs have also undertaken the greatest wasp treatments per thousand people over the past 5 years. Scottish authorities treated 5.08 per thousand people, an increase of 23% when compared to the previous year's figures. This is quite impressive since wasp callouts throughout Scotland rose by 24.8% over the previous year. The data clearly highlights that Scotland remains committed in tackling wasp callouts across the nation during peak infestations.

Figure 4.9.b Wasp Callouts per '000 People



In England, wasp callout amounted to 86,834, this contributed 71.3% to the total wasp callouts throughout the UK and 20.1% of total pest callouts across England. Similarly, this represented a 7.6% increase over the previous year but a 41.3% decrease since the 2011-2012 National Survey in wasp callouts across England.

The leading English region for wasp callouts was the North West region of England who reported 17,459 wasp callouts. This made up 20.1% of all wasp callouts in England and 18.7% of total pest callouts in the North West region. In comparison to last year, the North West region saw a 39% increase but a 16.1% decrease in wasp callouts since the 2011-2012 National Survey.

4 English regions saw increases in their wasp callouts over the previous year. The North East region observed the greatest increase with a 46.2% increase over the previous year and also a 27.1% increase in total wasp callouts since the 2011-2012 National Survey. The remaining 5 regions observed decreases in total wasp callouts over the previous year. It was the East region who observed the greatest reduction in wasp callouts with a 25.2% decrease in callouts over the previous year and a dramatic decrease of a 62.9% since the 2011-2012 National Survey.

In terms of individual local authorities, North Lanarkshire Council based in Scotland also came out on top for most other insect callouts throughout 2014/2015 with 6,125. Wasp callouts made up 53.9% of total pest callouts for the North Lanarkshire Council in 2014/15. In relation to previous years, North Lanarkshire Council saw a 31.2% increase over the previous year, and astonishingly a 115.7% increase since the 2011-2012 National Survey in total wasp callouts.

5.0 Summary

While this report provides an accurate review of all pest callouts completed by all LAs across the UK, this report doesn't take into account the callouts and treatments undertaken by private companies or even the public themselves. There is a strong possibility that our report figures underestimate the full scale of pest callouts and treatments within the UK

The Association will be undergoing further analysis of the UK market to give a full overview in due course. Despite the economic pressures to date, we still see the majority of UK local authorities continuing to provide professional pest services. Although for how long they will be able to do so is still to be answered. Even with further cutbacks on the horizon in response to national austerity measures, we have seen what could well be the start of a further decline in in-house service provision and increase in the proportion of local authorities no longer providing any sort of pest control service.

The Association has significant concerns about the ongoing viability of this stance where public health issues are concerned, and our position is that any local authority which has or intends to reduce its public health pest control should ensure that this remit is picked up by professional pest controllers, and that its residents are aware to avoid the unscrupulous and amateurs which may prey on disadvantaged consumers. In order to address this, we suggest local authorities only recommend commercial pest control companies which are members of the British Pest Control Association – a full listing is available from www.bpca.org.uk.

6.0 Other

6.1 Ten top-tips for the General Public

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

6.2 Why choose a BPCA member?

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

6.3 Future Reports

BPCA's National Survey is produced annually with the 2015/16 National Survey due for release in late 2016. It is our aim that National Survey is able to use the report as a clear benchmarking tool and accurate assessment of the UK's pest control treatments, local authority services and level of pest species.

6.4 References

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

6.5. Contact

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