



<b>Service Delivery Committee</b>	<b>Tuesday, 04 June 2019</b>	<b>Matter for Information</b>
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**Report Title:** **Review of the Pest Control and Dog Warden Services**

**Report Author:** **Tony Cawthorne (Regulatory Services Manager)**

<b>Purpose of Report:</b>	Advise committee on the review of the Pest Control and Dog Kennelling and Dog Warden Service.
<b>Report Summary:</b>	Following a requirement by the committee to provide advice on the full costings of the commercialisation of the Pest Control Service. As the Post Holder additionally undertakes the Councils Dog Warden service, an appraisal of the provision of the Dog Kennelling and Dog Warden Service has also been undertaken.
<b>Recommendation:</b>	<b>A. That Members note the award of the Dog Kennelling and Dog Warden service to College Garth Limited; and B. That Members note the Pest Control Service is an important commercial service and the progress that has been made in developing the service which should be maintained in-house.</b>
<b>Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):</b>	David Gill (Head of Law & Democracy / Monitoring Officer) (0116) 257 2626 <a href="mailto:david.gill@oadby-wigston.gov.uk">david.gill@oadby-wigston.gov.uk</a>  Tony Cawthorne (Regulatory Services Manager) (0116) 257 2670 <a href="mailto:tony.cawthorne@oadby-wigston.gov.uk">tony.cawthorne@oadby-wigston.gov.uk</a>
<b>Corporate Objectives:</b>	Building, Protecting and Empowering Communities (CO1) Growing the Borough Economically (CO2) Providing Excellent Services (CO3)
<b>Vision and Values:</b>	"A Stronger Borough Together" (Vision) Accountability (V1) Teamwork (V3) Innovation (V4) Customer Focus (V5)
<b>Report Implications:-</b>	
Legal:	The implications are as set out at paragraphs 1.1 and 1.2 of this report.
Financial:	The implications are as set out at paragraphs 5.1 and 5.2 of this report.
Equalities and Equalities Assessment (EA):	There are no implications arising from this report. EA not applicable
Human Rights:	There are no implications arising from this report.

Health and Safety:	There are no implications arising from this report.
<b>Statutory Officers' Comments:-</b>	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
<b>Consultees:</b>	None.
<b>Background Papers:</b>	<ul style="list-style-type: none"> <li>• <a href="#">Pest Control Service Review Update - 27 June 2017</a></li> <li>• <a href="#">Pest Control Service 2017/18 - Income &amp; Expenditures Account – 10 October 2017</a></li> <li>• <a href="#">Community Services Update - Meeting of Service Delivery Committee, Tuesday, 23rd January, 2018 7.00 pm (Item 45.)</a></li> <li>• <a href="#">Corporate Enforcement Report - 05 April 2018</a></li> <li>• <a href="#">Environmental Health Update (Q2 2018/19) - 11 October 2018</a></li> <li>• <a href="#">Licensing And Regulatory Committee 11 October 2018 - Environmental Health Update (Q1 2018/19)</a></li> <li>• <a href="#">Environmental Protection Act 1990, s149</a></li> <li>• <a href="#">Prevention of Damage by Pests Act 1949, s2</a></li> </ul>
<b>Appendices:</b>	<ol style="list-style-type: none"> <li>1. <a href="#">Quotation for the Service Provision of Dog Ward and Dog Kennelling Service (Tender Ref. OWBC2018DW)</a></li> </ol>

## 1. Introduction

- 1.1 The Council has a legal duty under the Environmental Protection Act 1990 s149 to appoint an officer for the purpose of discharging the functions imposed or conferred by the legislation for dealing with stray dogs found in the area of the authority.
- 1.2 The Pest Control service is a discretionary service offered by the Council in fulfilling its duties under the Prevention of Damage by Pests Act 1949 s 2 "It shall be the duty of every local authority to take such steps as may be necessary to secure so far as practicable that their district is kept free from rats and mice."

## 2. Background

- 2.1 The Environmental Health Department contains the Pest Control and Dog Warden Service. The Service Delivery Committee on the 27 June 2017 discussed the review of the Pest Control Service. It was agreed to set key performance targets to improve the income from the service. The targets set included; raising the costs of the treatments, promotion of the Service and raising awareness of pest issues, increased visits and commercialising the service.
- 2.2 The Council in addition required a full financial appraisal of the service to ensure the service was fit for purpose and cost effective – This can be found at point 5.

## 3. Pest Control

- 3.1 The Pest Control Service has undergone a transformation since the targets set by the Service Delivery Committee and has undertaken the commercialisation of the service, incorporating a brand image "Stronger Together" and undertaking contract work at several businesses across the Borough.

- 3.2 Requests for service have increased over the previous year and residents and customers express their gratitude at the professional and informative services provided by our officers who have often been brought in following poor and expensive treatments from other pest control contractors to resolve ongoing issues.
- 3.3 Pest control treatments undertaken 1/4/18 - 31/3/19 compared to 1/4/17 - 31/3/18:

<b>Treatment</b>	<b>Number of Treatments 1/4/17 – 31/3/18</b>	<b>Number of Treatments 1/4/18 – 31/3/19</b>
<b>Ants</b>	0	1
<b>Bedbugs</b>	5	12 Domestic + 1 Commercial
<b>Fleas</b>	12	7
<b>Cluster Flies</b>	0	2
<b>Mice</b>	30	53
<b>Rats</b>	99	128
<b>Squirrels</b>	13	13
<b>Wasps</b>	83	206
<b>Other</b>	5 – Insect, Wild cat, Bird, 2 Assessments	4 – Mosquitos, Fox, Maggots, Horse complaint

- 3.4 The Service has entered into 6 Commercial Contracts across the Borough including catering premises, residential homes and undertakes Sewer Treatments for Severn Trent within the Borough
- 3.5 The Service has contracts with Blaby District Council to undertake the sewer baiting treatment for STWA and offers its pest control service across Blaby District Council Pest issues in Blaby have been addressed directly by officers of OWBC to resolve long standing issues, raising OWBC Profile and becoming a trusted service, which is now being actively sought by customers.

#### **4. Dog Kennelling and Dog Warden Services**

- 4.1 The dog warden service during 2018/19 was undertaken by the Councils Technical Officer who undertook these duties alongside the pest control service and was supported by Central Animal Control providing an out of hours service and cover when the Councils Technical officer was not available. This service was through a purchase order arrangement following the contract expiring and entered into on a rolling ad-hoc basis, pending a review of the dog warden service.
- 4.2 The Councils dog warden service also worked with Leicestershire Animal Aid to kennel and rehome stray dogs.
- 4.3 The Council approved a Public Space Protection Order (PSPO) following consultation with occupants in the Borough and the sealed document became effective on the 22/2/18. The PSPO is enforced through the service of Fixed Penalty Notices (FPN) and prosecution. The Councils Technical Officer undertook site surveys when the requirements of the pest control service allowed. During these surveys no contraventions were observed.
- 4.4 Following a review of the Dog Kennelling Service and the Dog Warden Service during 2018/19 The costs of the service were identified as a significant issue and a tender

document was sent out to 5 Companies who could undertake the collective works including kennelling and dog warden service. As part of the tender document the companies were provided with an indication of the number of dogs collected and actions taken over the proceeding four years. These are reproduced in the tables below.

#### 4.5 Dogs collected and actions taken 2015 -2018

<b>Service elements</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>1/4/18 – 26/11/18</b>
Total Number of Dogs Collected	17	23	11	9
Number of dogs collected / kennelled 'office hours'	Not Known	Not Known	8	8
Number of dogs collected / kennelled 'out of office hours'	Not Known	Not Known	3	1

#### 4.6 Detail of the actions taken with strays 2017 -2018

<b>Service elements</b>	<b>2017/18</b>	<b>1/4/18 – 26/11/18</b>
Number of dogs collected	11	9
Number of dogs returned to or reclaimed by owner	7	6
Number of dogs re-homed	4	2
Number of dogs destroyed	0	0
Dog under investigation pending action	0	1

4.7 Until 5<sup>th</sup> April 2008 the responsibility for stray dogs during 'office hours' (Monday to Friday 09:00 hrs to 17:00 hrs) was shared with the Police Authority but for 'out of office' hours it was the sole responsibility of the Police Authority.

4.8 On the 6<sup>th</sup> April 2008 the duty to deal with stray dogs became vested in the Council. The 'out of office hours' stray dog provision has been outsourced on a contract basis since April 2008.

4.9 The tender required an extension to the service to provide a longer and flexible service to satisfy the needs of the residents and Borough:

The Service was to provide:-

- All essential receiving, seizing and transport of stray dogs.
- Provision of kennelling service for the temporary kennelling of stray dogs seized in the area of Oadby and Wigston Borough Council for the statutory period of 7 days.

Dog Reception (acceptance point) and Dog Kennelling service

- a. Week-day 'office' and 'out of office' hours: 09:00 hrs to 22:00 hrs

b. Week-ends: 9:00 hrs to 22:00 hrs

- Provision for a week day stray dog collection between the hours of 9:00am and 22:00 Monday to Friday
- Provision for an Out of Hours stray dog collection service, Saturday and Sunday and Bank Holidays - 9:00 hrs to 22:00 hrs
- Provide a comprehensive dog warden service across the District

Three hours x two times per week, 50 weeks a year excluding the Christmas and New Year weeks undertaking the duties listed as follows:

Dog Warden Duties during contract times:-

- Attend to service requests for the door-step collection of stray dogs and in addition transport them to a designated kennel facility.
- Weekday/weekend - undertake Dog Warden duties within the authority; to include, microchipping, dealing with dangerous dogs, park patrols, sign erection and enforcement of dog fouling controls as agreed in conjunction with the Council.

4.10 The dog kennelling and dog warden service was awarded to College Garth Ltd who undertake this service for Leicestershire Police, Leicestershire Social Services and Leicester City Council and all other Leicestershire Authorities except Hinckley and Bosworth Borough Council.

4.11 The contract commenced on the 1<sup>st</sup> April 2019 and will operate until the 31<sup>st</sup> March 2022

4.12 Dogs will be rehomed following an independent social assessment of the dogs to ensure the safety of any perspective owners.

## 5. Financial Appraisal of the Services

5.1 Direct expenditure and Income associated to Dog Warden Service 2018/19:

<b>Dog Warden Service</b>	
<b>DIRECT CONTROL EXPENDITURE</b>	<b>Final Accounts 2018/19</b>
New Equipment	£99.98
Dog Control Service	£7,363.19
Vets Charges	£484.85
Emergency Call Out	£361.14
Vehicle Y194 XNR recharges to Dept.	£4,149.26
<b>Direct Expenditure Total</b>	<b>£12458.42</b>
<b>DIRECT CONTROL INCOME</b>	
Fees & Charges	£1,602.81
<b>Direct Income Total</b>	<b>£1,602.81</b>
<b>NET COST OF OPERATING SERVICE</b>	<b>£10855.61</b>

- 5.1.1 The new Dog Warden and kennelling service, with the additional hours of operation explained at 4.9. the undertaking of 6 hrs per week of patrols, it is expected the revised service to cost £3,625 based on 11 dogs.
- 5.1.2 Income is expected from 7 dogs being returned to owners - £532.50 and additional monies from kennelling fees and Fixed Penalty Notices enforcement of the Councils Public Space Protection Order will also increase the revenues.

5.2 Direct expenditure and income associated to Pest Control Service (a full comparison with the financial year 2017/18 will be provided to Committee at its meeting).

<b>Pest Control Service</b>	
<b>DIRECT CONTROL EXPENDITURE</b>	<b>Final Accounts 2018/19</b>
Salaries	£27,676.57
ER's Pension Contribution Prepayment	£1,628.28
<b>Employees Total</b>	<b>£29,304.85</b>
New Equipment	£14.00
Equipment, Baits, Poisons & Insecticides	£1,357.96
Protective Clothing	£60.25
Depot Recharge to Department	£2187.11
Pest Control Refunds	£90.00
<b>Other Expenditure Total</b>	<b>£3709.32</b>
<b>Direct Expenditure Total</b>	<b>£33014.17</b>
<b>DIRECT CONTROL INCOME</b>	
Wasps Commercial and Domestic	£11605.67
Pests Domestic	£80.00
Rodent Control	£12,690.00
Other Pests Commercial (Sewer Baiting)	£6,634.68
Internal Journal Transfers and Contracts	£1,847.00
<b>Direct Income Total</b>	<b>£32,857.35</b>
<b>NET COST OF OPERATING SERVICE</b>	<b>£156.82</b>

## **6. Observations of the Financial Breakdowns**

- 6.1 The pest control service has undertaken £1847.00 of internal and external contracts which continue to rise as the Councils Pest Control Officer pursue additional contracts to make the service go into profit.
- 6.2 The 2001 IVECO van Y194 XNR continues to be used and following the awarding of the Dog Warden Contract is required to be decommissioned and sold, which would bring in a nominal amount of £200.00.
- 6.3 The costs of the Dog Warden Service reflect the cost of dealing with 11 dogs in the 2018/19 year at £986.88 per dog in delivering the Councils legal duties. The financial information provided by the finance department does not apportion costs in covering

the dog warden service and therefore the expenditure costs of the Dog warden service excludes staffing costs.

- 6.4 The Pest Control Service includes the full staffing costs, although the officers' duties included the Dog Warden service.

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