

RESIDENTS' AND ENVIRONMENTAL SERVICES POLICY OVERVIEW COMMITTEE: REVIEW OF LOCAL PEST CONTROL SERVICES AND THE IMPACT OF WASTE MANAGEMENT PROCESSES ON THEM

Cabinet Members	Councillor Jonathan Bianco Councillor Philip Corthorne Councillor Keith Burrows
Cabinet Portfolios	Finance, Property and Business Services Social Services, Health & Housing Planning, Transportation and Recycling
Officer Contact	Charles Francis, Administration Directorate
Papers with report	Residents' and Environmental Services Policy Overview Committee review of Local Pest Control Services and the Impact of Waste Processes on them.

HEADLINE INFORMATION

Purpose of report	To receive the Residents' and Environmental Services Policy Overview Committee's review of Local Pest Control Services and the Impact of Waste Management Processes on These
Contribution to our plans and strategies	Putting our residents first.
Financial Cost	To be contained within budget.
Relevant Policy Overview Committee	Residents' and Environmental Services 2012/2013
Ward(s) affected	All

RECOMMENDATIONS

That Cabinet:

Domestic Housing

1. ask officers to request the support of the Hillingdon Registered Social Landlords Forum to encourage a provision for:
 - a) more uniform tenancy conditions to prevent pest infestation; and
 - b) improved communications to support, educate, advise and guide their residents about handling waste through 'Welcome packs' or other introductory material.

2. notes the roles of private landlords, social landlords and the Council (as a landlord) in terms of how pest infestations are dealt with effectively in tenanted properties; and work with these groups to ensure that all tenants are aware of best practice.
3. asks officers to encourage social responsibility of individual tenants and homeowners, whether in social or private sector housing, to properly manage their domestic waste to minimise pest problems through:
 - a) educational materials and leaflets;
 - b) the wider use of signage to re-enforce the necessity of effective pest control and waste management;
 - c) articles in Hillingdon People twice a year to remind residents about effective ways of managing waste; and
 - d) education through schools.
4. in the case of persistent offenders and individuals or groups who have been reminded of their responsibilities, endorses the Council's enforcement methods to ensure that domestic waste is managed properly.
5. instructs officers to send the report to the National Landlords Association and other relevant bodies, representing private sector landlords for information and to promote voluntary agreement among their members.

Pest Control Services

6. notes the Committee's endorsement of a new, more equitable approach to providing Pest Control Services following the BID review and the current concessions policy, which includes a free pest control service for all over 65's, disabled and those on benefits.
7. asks officers to ensure residents and landlords are aware of the services available from the Council to tackle pest problems, including an indication of costs. Cabinet also asks officers to encourage Registered Social Landlords to provide advice on the use of these services.

Waste Services & Enforcement

8. supports the education and encouragement of businesses to take full responsibility for the cleanliness of the land they occupy, as well as to comply fully with the "Duty of Care for Waste Management".
9. supports the continuation of enforcement and alley gating be considered in areas where there is a high level of illegal dumping of waste. These methods are positive solutions to areas of the Borough with high pest infestation and the benefits of alley gating to businesses have been positive in certain areas of the Borough.

Resident Engagement

10. instructs officers to ensure that, when leaflets and waste campaigns are refreshed, they promote a universal message.

Reasons for recommendations

The main objective of this review was to understand the Council's role and responsibilities for pest control services and explore the relationship between this service and waste management. The review also sought to provide a sound understanding of the different types of pests, the likely health implications posed by these to humans and the wider implications if they were to go unchecked.

In terms of waste management, the review also examined how food waste generated by residents and businesses was managed prior to, during and after the collection process to establish where improvements might be made.

Alternative options considered / risk management

The Cabinet could decide to reject some or all of the Committee's recommendations and add more of its own.

Supporting Information

1. The Terms of Reference of the review were as follows:
 - To understand the Council's roles and responsibilities in this area;
 - To examine the current and planned service provision for pest control (domestic and commercial) and its relationship to waste management and anti-social behaviour;
 - To understand the different types of pests, populations and likely infestation trends, including how this may impact public health and social stigma;
 - To examine the problems pests cause to individuals, local neighbourhoods, commercial businesses and the wider environment;
 - To review the effect of temperature, climate, urban development and underground infrastructure (and any other factors) on pest populations;
 - To explore how waste management processes and practices in Hillingdon (by residents, businesses, contractors and the Council) can help to mitigate any pest infestations;
 - To explore how food waste generated by residents and businesses is managed prior to, during and after the collection process;
 - To review any existing policies in this area and best practice elsewhere;
 - To consider the importance, relevancy and adequacy of public information available to residents and businesses;
 - To examine opportunities for improved partnership working to ensure pest problems are addressed as efficiently and swiftly as possible;
 - To bring forward considered (and costed, where applicable) proposals to Cabinet for consideration.

2. The review took place in meetings held between January and April 2013 and the following witnesses presented evidence:
 - Ed Shaylor - Community Safety and ASB Investigations Service Manager
 - Paul Richards - Green Spaces, Sport and Leisure Senior Manger
 - Shabeg Nagra - Public Protection Services Manager
 - Colin Russell - Waste Division Manager
 - Chris Troy - Environmental Protection Unit Manager
 - Colin Edards - Pest Control Contractor engaged by the Council
 - Councillor Janet Gardner - Dawley Housing Group and LBH

- David Brough, Hayes Town Partnership
 - Les Drussel, Ruislip Manor Chamber of Commerce
 - Sinead Lee, Paradigm Housing
3. Many of the recommendations of this review relate to using the Registered Social Landlords Forum to reduce pest infestations through education to improve waste management processes. It should be noted that the Registered Social Landlords Forum is an independent body and so positive changes will be reliant on partnership working with the Authority.
 4. The review was carried out with the understanding that any suggested recommendations for any further publicity information and marketing enhancements to improve waste collections would only be undertaken with further feasibility work by officers and Cabinet as part of the service and budget planning process.
 5. During the course of the review, it was noted that the Council had outsourced some pest control services to “Of Mice and Men” to supplement the service currently offered. This company’s role has been increased recently within the Borough to cope with higher resident demand. The intention is to fully outsource the service as part of the Council’s ongoing Business Improvement Delivery (BID) programme. These changes will result in a simplified billing arrangement between the Council and contractors and new customer service arrangements, improving the response of the service. It is noted that owner occupiers or private tenants who no longer qualify for concessions will be directed to local contractors operating in the private sector.
 6. This is a review from the previous Committee cycle in 2012/2013.

Financial Implications

The Committee’s recommendations can be contained within existing budgets.

EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES

What will be the effect of the recommendations?

The implementation of the improved waste management processes will help reduce the number of pest infestations in the Borough and this action will contribute to improved public health for Borough residents.

Consultation Carried Out or Required

The Committee received evidence from the witnesses listed above.

CORPORATE IMPLICATIONS

Corporate Finance

Corporate Finance has reviewed this report and notes the recommendations arising from the review of local pest control services. Any decisions arising from the report that have financial implications for either additional funding or a reductions in funding will be considered as part of the Council’s MTF 2014/15 -2018/19.

Legal

There are no specific legal implications arising from this report.

BACKGROUND PAPERS

NIL