

**20**  
**CAUGHT OUT  
IN THE  
COUNTRYSIDE**

First in a two-part series of articles from Dave Archer, rural pest management expert. In this article, Dave talks about rabbits; their history, behaviour and biology.

**17**  
**LOOKING  
BACK AND  
FORWARD**



Regular contributor Clive Boase reviews the pest management industry since PPC began, and where he thinks it may be headed.

# PPC

## MILESTONE ISSUE!

**OPEN UP  
FOR OUR  
MAGNIFICENT  
100 COVERS  
GALLERY!**

# 100



**PROFESSIONAL PEST CONTROLLER AUGUST 2020**  
THE JOURNAL OF THE UK PEST MANAGEMENT COMMUNITY



ISSN 2046-5025



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1 Professional Pest Controller launched in 1993, in green, black and white print. PPC replaced Mousetrap, the members' magazine, and aimed to have appeal beyond BPCA members.

Issue 1 covered the rise in insect-borne diseases in Bosnia-Herzegovina and Croatia. BPCA President Andy Gibbins wrote about the importance of promoting the professionalism of members – a theme still covered regularly today.

2 The first version of the 'Why you need pest control' leaflet was launched; updated repeatedly, it's still available for members today.

3 PestEx makes the cover before a pest does! Take a look at that vintage PestEx logo.

4 The first colour photograph on the cover.

5 This issue included a nice feature on rabbit control stating "gassing remains the core treatment" but alternative methods like proofing and trapping should be considered first.

7 BPCA successfully lobbies to keep methyl bromide and strychnine in the toolkit for pest controllers... for now.

9 2020 is the year of the rat – as was 1996. We didn't make much of this in 2020, particularly as cultural sensitivities are very different now. We printed, "rat years are generally thought to be good – a year of plenty that may bring opportunities." Maybe that was the case in 1996, but in 2020? Not so much!

An interview with Jonathan Peck (MD of Killgerm) identified the biggest threats to the Association as "apathy from members, [BPCA] seeing itself as the centre of the industry rather than as the servant, [and] subscription costs being seen as an industry levy so we can be represented on various Government committees." Hopefully the Association has grown to better serve its members over the years.

10 PPC reports that the CEPA Annual General Meeting in Tel Aviv has been postponed because of the uncertain situation in Israel.

11 PPC's first report on insecticide resistance.

12 Another big design update, and BPCA's website and email address are listed for the first time.

14 Dave Pinniger shares his encounter with some more unusual pests – the Guernsey carpet beetle (*Arthrenus sarnicus*).

17 17 issues in and we have a rat on the cover!

This issue includes an article about electronic offices, and a handy guide to purchasing your first computer. CoSSH assessments made in MS Word – whatever next?

"For large companies, the advantages of the internet as a marketing tool have already been realised, but does it really have a place in the pest control industry?"

18 A missed opportunity to put the millennium bug on the cover!

19 BPCA Consultant membership is launched.

20 Global warming and its effect on insect pests is discussed for the first time.





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21 PPC's coming-of-age issue, with an updated look and news on BPCA's revamped branding for the millennium.

22 CPD points listed in the training calendar.

BPCA heads to Cario for the inaugural Pesta 2000 and Birmingham for the first collaborative event with the Society of Food Hygiene Technology (SOFHT), 'Pest Wars'.

24 PPC reports that new London Mayor Ken Livingstone has refused to renew the trading licence for the last birdseed seller, amidst growing numbers of pigeons in Trafalgar Square.

25 PPC reports ex-BPCA director Charles Keeble is in the UK honours list with an MBE for services to pest control.

26 Can you spot the current BPCA membership officer on the cover? Clue: she's sporting a lovely lilac suit.

The launch of the first online members' directory, which evolved into BPCA's Find a pest controller tool.

27 A few short months after the 9/11 terrorist attacks in the USA, editor Frances attends the National Pest Management Association's exhibition in New Orleans.

The theme of the event was changed to 'United We Stand' and General Norman Schwarzkopf gave a speech on leadership, saying there are two golden rules: "when placed in command, take control" and "do what is right."

29 Adrian Meyer writes an article on urban house mouse control, asking "is it easier than winning the World Cup?" Looking back to England's defeat in the quarters (Scotland and Wales failed to qualify), the World Cup might be a bit trickier than mouse infestations. Peter Trotman from Eagle Pest Control reports on going to Gambia to do charity work, sponsored by BPCA.

32 PPC announced that BPCA and it's members collected over £8,000 for Save the Children to purchase mosquito nets in Sudan.

34 Is this the most disturbing cover image ever? Probably. PPC reports on the Barnardo's campaign showing a cockroach crawling from a baby's mouth to highlight the impact of poverty. Barnardo's said, "the cockroach is an effective symbol of poverty. It is an unpleasant and unwelcome pest that thrives in squalid conditions and blights the lives of those children and their families that are unable to escape."

36 Big conversations: diseases pigeons carry and the likelihood of them being transmitters; which fox control jobs should be left alone; and even a BPCA member removing a colony of feral bees to their own home.

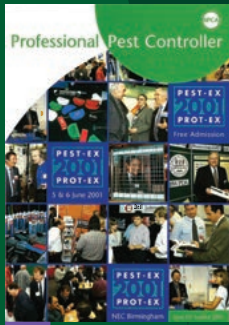
37 West Nile virus makes the cover. No other virus will be cover-featured for another 16 years.

38 The British Pest Control Diploma part 1 and the RSPH Certificate in Pest Control have finally merged into one industry-standard qualification.

Dr Alan Buckle writes on the Wildlife Investigation Incidents Scheme and accidental poisonings. Despite the work from the Campaign Against Illegal Poisoning group, incident rates hadn't changed much in over ten years.

39 BPCA wants membership of a CPD scheme to become compulsory "in the next few years." The accompanying article was called 'Collecting CPD points – curse or cure?'

An article shares what was then called 'International Members of BPCA' helping the aftermath of the Boxing Day tsunami in South East Asia.



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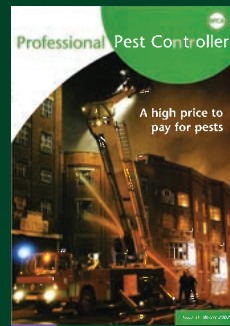
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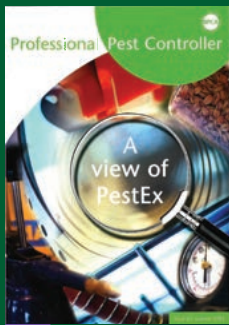
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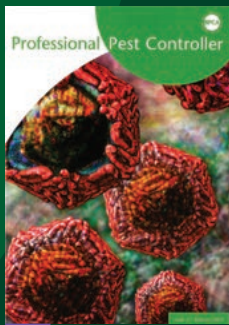
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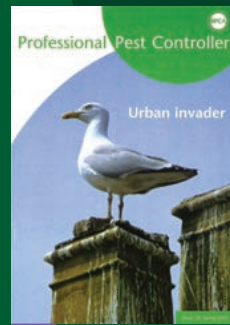
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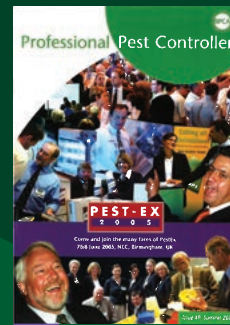
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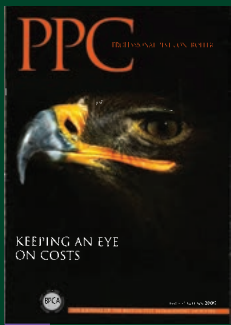
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41 Labels, labels, labels – a three-page feature.

After 18 years as Executive Director of BPCA, PPC reports Richard Strand's move to TAS to recruit new clients.

42 'Wallace and Gromit – the Curse of the Were-Rabbit' is released, where the plasticine duo starts a pest control company called Anti-Pesto. PPC reports that pest control is portrayed in a good light and shows the importance of customer service. Wallace has a portrait of his clients that light up when he's needed, and even uses remote monitoring techniques with infrared lasers in gnomes!

43 Oliver Madge appointed as BPCA's new CEO.

44 "Is there a place for electronic tools in pest control?", asks issue 44. Everything from business management to social media, reporting and marketing are covered in a piece that is 'of its time'.

Membership of BPCA has doubled in 10 years.

46 PPC intro by Chief Exec for the first time.

47 Featured a special PestEX 2007 pull-out.

48 Looking at women in pest management and the huge gender gap in the sector.

50 A new modern look for the 50th edition, including more colour and a President's foreword.

PPC goes online in a nifty PDF 'page-turner'.

51 The only issue to come with a CD-ROM, containing info on new BPCA's new online learning system. Bird control, boar control, bacteria control in hospitals – a packed issue well worth revisiting.

52 First article by Technical Officer, Natalie Bungay. Nat's regular articles still feature today.

53 The effects of the Biocidal Product Regulations (BPR) were being felt across the UK. Calciferol and strychnine are withdrawn and difenacoum was saved by a single vote.

54 A new look, editor and designer – PPC54 promises the same great content plus more 'cross-pollination' between sectors.

NHS Trusts reported almost 20,000 pest infestations in the previous two years.

55 The only cover image to appear twice – can you spot where this cover image is used again?

56 PPC runs a spread with a giant EU flag, quoting: "Don't be misguided that Westminster is the Mecca for increasing the professional status and understanding of this industry. All roads may have led to Rome, but in today's environment, all roads don't lead to Westminster." What a difference a decade makes!

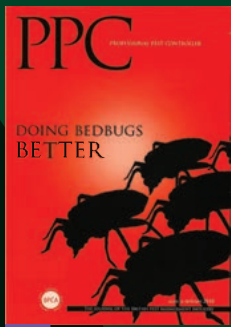
58 A new decade sees PPC advertise for a new BPCA Chief Exec after departure of Oliver Madge.

With an economic downturn well in effect, thought-leaders look into crystal balls, suggesting legislation and budget cuts will have the biggest impacts on a pest professional.

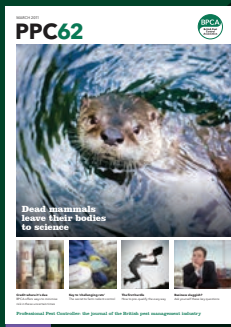
59 The House of Commons discusses banning glue boards. The PMA Code of Best Practice for Glueboards is published, replacing the existing BPCA Code.

60 A major lobbying win for BPCA comes with the EU easing pressure to ban rodenticides. PPC states: "[The draft was amended thanks, in part, to intense lobbying of MEPs led by the British Pest Control Association."





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62 The first issue of PPC that resembles the issue you see today. The rebrand comes with new BPCA and member logos.

65 The invasive Asian hornet gets its first three-page spread in this issue.

66 SGARs come under attack by HSE and the European Commission. BPCA defends their use on behalf of its members. PPC warns permanent baiting could soon be banned.

68 PPC reports that a third of local councils plan to outsource their pest control in the next three years.

69 BPCA looks to help prevent the illegal sale of Bromethalin online, reports PPC.

A popular four-page spread on block treatments by Clive Boase is published.

70 Editor Simon Forrester calls out London Mayor Boris Johnson for his kneejerk political reaction to a fox attack.

Images from Grand Theft Auto V and Breaking Bad appear in an article on the public perception of pest control, and what we can do individually and together to improve it.

72 PPC reports that HSE's consultation on SGARs has resulted in Government asking the sector to sort itself out through self-regulation. The Campaign for Responsible Rodenticide Usage (CRRU) was given the huge task to get the views of pest controllers across the sector.

74 Media reports of false black widows across the UK prompt a PPC article debunking some of the media myths and talking about options for control.

The trade show PPC Live is launched for the first time in the magazine it's named after.

77 In this rodent special, articles include pieces on non-toxic rat control, reinforcing the need for the sector to rely primarily on rodenticides.

79 Post-election, the UK now has a majority Conservative government. In response to austerity, BPCA calls on professional pest controllers to pick up the pieces when council pest control services see further cuts.

80 PPC reports on the rise of 'drowning traps' being sold across Europe and investigates their ethical and legal problems. BPCA and its servicing committee denounced the traps as inhumane with no place in professional pest control.

**Editors**

Francesc McKim	1-53
David Foad	54-61
Lorraine Norton	62-64
Simon Forrester	65-90
Ben Massey	91-93
Dee Ward-Thompson	94
Scott Johnstone + Dee Ward-Thompson	95-100

**Design**

M360*	1-53
Dewberry Redpoint	54-61
Davidson IGD	62-100

**Forewords**

Richard Strand	1
Francesc McKim	2-45
Oliver Madge	46-49, 51, 53-55, 57
Nigel Binns + Oliver Madge	50
Martina Flynn	52, 56, 58-60
Simon Forrester	61-67, 69-79
Henry Mott	68
Simon Forrester + Martin Harvey	80-83
Simon Forrester + Paul Rodman	84-87
Simon Forrester + Tom Holmes	88-89
Tom Holmes	90
Tom Holmes + Ian Andrew	91-93
Phil Halpin + Ian Andrew	94-99
Ian Andrew	100





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81 PPC reports on a recent judgment in the European Court of Justice that found workers who have no fixed place of work should be paid from the moment they leave their home.

82 BPCA challenges a letter sent by NPTA to councils that choose BPCA membership as a requirement in their tenders. BPCA reminds the councils they are free to choose who they select as service providers, and reiterates that BPCA members must meet far stricter entry requirements than any other organisation in the sector.

83 The word 'Brexit' appears for the first time in PPC.

For the first time and only time, BPCA chooses to cover a one page article on consultation with an erratum sticker, retracting the move after listening to concerns by members.

84 The Brexit votes are in, and the UK will leave the EU. PPC reports on what Brexit could mean for the sector.

85 The eagle-eyed reader will spot that PPC changes size from traditional A4 to US A4, giving the magazine a uniquely journal-like feel. The new look comes with articles on stewardship, feral bees and flea penises!



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86 For BPCA's 75<sup>th</sup> birthday, PPC pulled out all the stops: silver metallic cover, three-page pull out special, bumper 64 pages and a new perfect-bound format. This issue would go on to win the Trade Association Forum's 'Magazine of the Year' award.

87 Includes Britain's top five bites and stings.

88 Mysteriously, this issue seems to be the rarest in the BPCA office. Thankfully this issue was the first to appear natively on the BPCA website at [bPCA.org.uk/ppc88](http://bPCA.org.uk/ppc88) – a format that has continued for every issue since.



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89 In a 'passing of the torch' interview, Simon Forrester and Ian Andrew are interviewed by PPC. This is the first opportunity readers will have had to hear from the new Chief Executive as Simon leaves his role with BPCA and as editor of PPC.

90 In what other pest magazine can you play wasps' nest bingo and learn about flies on waste sites?

94 Have we seen that roach before?

96 Three doctors write for PPC: Dr Whyte gives us a crash course in insect venom; Dr Donald teaches us about innovations in mosquito management; and Dr Davies talks about bugs in hospitals.



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98 The article about pest poo identification went through a fair few name changes internally before we settled on "Guess whose poo."

99 This virus crisis special was packed with practical guidance and details of BPCA's lobbying work to make sure pest professionals were considered essential workers.

100 And here we are today with our 100<sup>th</sup> issue, thanks to our loyal readers and contributors. We've made some subtle design changes, but the same pest-packed content still keeps the magazine fresh each issue.



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# PPC CONTENTS



**20** Watership down?



**17** Clivevoyant



**26** Bungs and barriers



**30** Managing without pests?



**34** Contacts and contracts



**23** Grey area?



**36** When one becomes two...

**VIEWPOINT** **9** **CONTACT AFTER COVID** **34**  
 BPCA Chief Exec Ian Andrew  
 Chris Cagienard shares his ideas for re-engaging with clients now many are opening their doors.

**NEWS** **10**

**LOOKING BACK AND FORWARD** **17**  
 Clive Boase reviews how far the industry has come and where it might be in another 25 years.

**CAUGHT OUT IN THE COUNTRYSIDE** **20**  
 Dave Archer talks about rabbits; their history, behaviour and biology.

**SILVER SOLVER** **23**  
 Dr Volker Gutschmann explains the importance of identifying silverfish species.

**A SHORT HISTORY OF PUBLIC HEALTH PESTICIDES** **24**  
 Alex Wade looks back at rodenticides and insecticides over the last century.

**CURRENT PROOFING PRODUCTS** **26**  
 Gulliver Hill talks to PPC about all things proofing.

**REMOTE POSSIBILITIES OR DIGITAL DOOM?** **29**  
 BPCA position statement on remote monitoring for rodent management.

**PESTWATCH**  
**DELUSIONAL PARASITOSIS** **30**  
 Natalie Bungay asks, "What is it and how do we deal with it?"

**ASK THE TECHNICAL TEAM** **32**  
 Your questions, tackled.

**HOW TO START A PEST MANAGEMENT BUSINESS**  
**1: GET READY AND PLAN** **33**  
 Kevin Higgins looks at what you should think about before launching a pest management business.

**TWO HEADS ARE BETTER THAN ONE?** **36**  
 We asked Which? Trusted Traders to find us some top tips from real small business owners on how they went from one to two successfully.

**MEET THE MEMBER**  
**KEEP YOUR WORKFORCE HAPPY** **38**  
 Paul Bates talks about motivating and inspiring staff using incentives, beyond giving a simple paycheck.

**MEET THE MEMBER**  
**RISING STAR** **39**  
 Kat Shaw spoke to Gabrielle Hogg, one of the industry's brilliant up-and-comers.

**WHO RUNS BPCA?** **40**  
 See how BPCA works. You may even spot an area you'd like to volunteer in.

**GOING DIGITAL** **42**  
 Covid-19 carves out the future for Forums.

**ON ASSIGNMENT**  
**FIRST OUTSTANDING CPD ASSIGNMENT CERTIFICATE** **43**  
 BPCA releases the first in a series of downloadable assignments, giving the opportunity to earn CPD points.

**DEVELOP SKILLS FROM YOUR SOFA** **45**  
 Look at new virtual classroom training programmes and online eLearning, starting from only £20.

**TRAINING CALENDAR** **46**



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**BPCA Registered****CPD points**

Online CPD quiz = 1 point each

[bpca.org.uk/cpd-area](http://bpca.org.uk/cpd-area)

Remember to log anything else you've learned in your CPD diary for even more points.

**Basis Prompt**

Reading PPC mag = 2 points

Online CPD quiz = 3 points each

[bpca.org.uk/cpd-quiz](http://bpca.org.uk/cpd-quiz)

[bpca.org.uk](http://bpca.org.uk)

## CELEBRATE IN GOOD TIMES. CELEBRATE IN BAD TIMES.



I write this while we're still in lockdown with slow signs of coming out of it. Hopefully, by the time you read this, we'll have regained a bit of normality – whatever that may be!

It is excellent that we are celebrating the 100th edition of PPC magazine, and it is right that we recognise all those who have contributed to its success over the years. There is much to celebrate in this edition, and it's vital that we pause at times to do just that – celebrate.

For many it seems that there's been little cause for celebration over the many months of the Covid-19 pandemic. What celebrations there have been were marked in a very different way.

When was the last time you had a real sense of celebration?

I do wonder if we celebrate enough in our world of work. Here at BPCA we pause as a Staff team every Friday morning to reflect on our celebrations for that week. It's good practice for individuals, groups and whole organisations to do the same. Life is lived at such a fast pace that, too often, the things worth celebrating have passed and we are on to the next thing before we know it.

At BPCA we take celebration seriously and I encourage all our members, regardless of the size of their business, to do the same. It's great to pause and notice even the smallest success, whether that's a job well done, a new piece of work picked up or good feedback received.

We want organisations to recognise when individuals, teams and groups of people are successful, and it doesn't have to be recognition of just the big things. Often the

small things are more significant to those involved in achieving them.

We also enjoy celebrating with and for our members, recognising when an individual or member organisation has achieved something. I do not doubt that we miss the opportunity to do this often enough but, whether it is a call, text or email, commenting or sharing on social media, we try to recognise what is happening in our members' worlds and be alongside them in the highs - as well as the lows!

In these more challenging times, there's been a lack of celebration and a reserved mindset prevalent in organisations. Celebration doesn't have to cost money. However, whether you invest time, effort, money or all three, the return on investing in celebrations will pay dividends.

While being able to celebrate in the same room at the same time is not possible in any great numbers as I write this, hopefully by the time you are reading it that will have changed somewhat.

Even when we've a real sense of there being little to celebrate, please give some consideration to how we can make our work (and therefore our lives) more celebratory.

And if you have any stories you can share, please do let us know. After all, PPC should be a celebration of all BPCA, its members and our sector.

**Ian Andrew**

BPCA Chief Executive

[ian@bpca.org.uk](mailto:ian@bpca.org.uk)

**Want to share a celebration?**

Write to the editor.

[hello@bpca.org.uk](mailto:hello@bpca.org.uk)



## BPCA IS A HEADLINE ACT!



BPCA has hit the headlines after the Association released a story about a rise in rats during the Covid-19 lockdown.

Household names on one of the nation's favourite TV shows discussed the issue, which also appeared in newspapers across the UK from Dorset to Orkney.

We released an article to the media after a poll of members revealed 51% had reported increased rat activity and 41% had reported an increase in mice activity. Newspapers, radio stations and news websites across the UK and beyond picked up the story, which detailed concerns about the changing habits of rodents prompted by businesses closing their doors and people staying at home during the lockdown.

International websites such as Yahoo.com featured the BPCA's report alongside information from experts in the US, while at home the article was included on the BBC News website and many of the BBC's local radio station websites too.

The story was discussed on ITV's This Morning, as presenters Alice Beer, Eamonn Holmes and Ruth Langford chatted about protecting homes from pests – again with a mention for BPCA – and our Natalie Bungay even made a primetime slot on BBC

2's Jeremy Vine show.

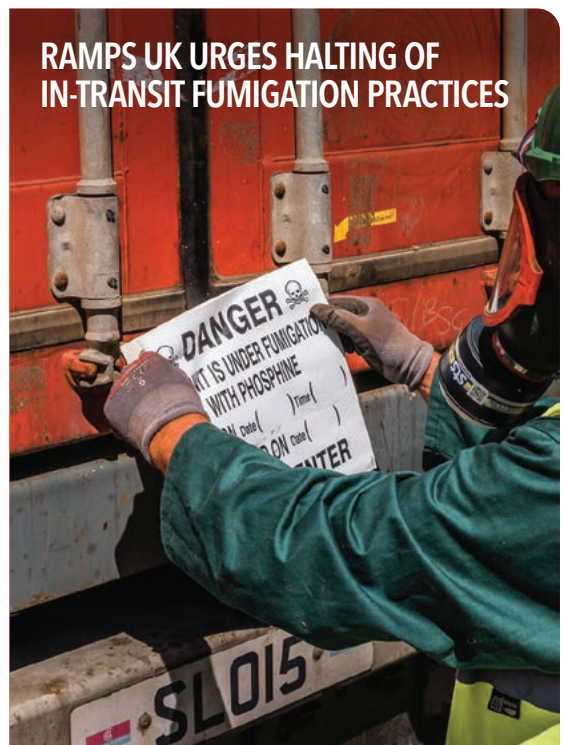
National papers also put BPCA on their agendas with coverage across a host of titles like The Telegraph, The Daily Mirror, iNews and The Sun.

And out and about in the towns and counties, from Devon to Dumfries, Berwickshire to Belfast and Cambridge to Caernarfon, the news appeared – with some contacting BPCA members in their areas to find out more.

Niche titles were also quick to share the article with their readers, with the BPCA's information and advice included in trade magazines such as Poultry Business, Facilities Management Journal and Farm Week.

Scott Johnstone, BPCA's Marketing and Communications Manager, said: "We have always performed strongly when it comes to press coverage, but this year has undoubtedly been the biggest we've ever had in terms of reach.

"It's been good to see the importance of professional pest management addressed on a national level, but also to see how journalists and presenters across media platforms from local radio and trade titles to local and regional newspapers, have brought the BPCA to the attention of a huge range of readers, viewers and listeners."



## RAMPS UK URGES HALTING OF IN-TRANSIT FUMIGATION PRACTICES

The Register of Accredited Metallic Phosphide Standards (Ramps) UK has issued a warning regarding in-transit fumigation, following talks with the Health and Safety Executive (HSE).

In 2015, during the re-registration for metal phosphide use as a plant protection product, it was deemed safe to perform fumigations providing a 5-metre exclusion zone was applied to the active fumigation to protect workers, operators and members of the public from toxic gasses.

This mandatory exclusion zone meant that the practice of "in-transit fumigation" came under closer scrutiny and, following talks with Ramps UK, has now been deemed unsafe by HSE.

Ramps UK therefore urges fumigators, hauliers and exporters to eliminate the proportion of the fumigation which involves road transport and to explore options, where possible, of fumigating at source, at port or at the commodity's destination.

## APPEAL TO PEST CONTROLLERS FOR FRESH TAIL SAMPLES

Free DNA testing for rodenticide resistance in rats and mice has resumed with the Campaign for Responsible Rodenticide Use (CRRU).

Chairman Dr Alan Buckle calls for tail samples of freshly killed rats and mice from pest controllers, farmers and gamekeepers who think they may have resistance problems.

Leader of CRRU's Monitoring Work Group Richard Moseley says a serious concern is the almost complete lack of data from central England and most parts of Scotland, Wales

and Northern Ireland.

The DNA tests will be conducted by the Animal and Plant Health Agency (APHA), Weybridge, Surrey.

In addition to aiding rodenticide choices, Dr Buckle says this new collaboration with APHA enables CRRU to fulfil its resistance monitoring commitment under the UK Rodenticide Stewardship Regime.

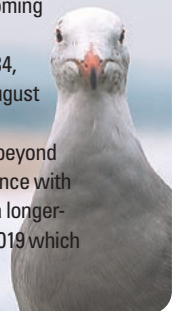
Details are available at [thinkwildlife.org/downloads](http://thinkwildlife.org/downloads)

## RE-ISSUED GENERAL LICENCES

Defra has announced that six general licences for the control of wild birds will be re-issued on a temporary basis ahead of new licences coming into force on 1 January 2021.

Current licences GL26, GL28, GL31, GL34, GL35 and GL36 will be re-issued from 1 August to 31 December.

No action is required by licence users, beyond the ongoing requirement to act in accordance with the licence conditions. Defra announced a longer-term review of general licensing in June 2019 which they say "has made significant progress."







## BPCA HOLDS FIRST VIRTUAL BOARD MEETING

Take a look at the snapshot of our successful online Executive Board meeting back in June.

Despite the new format, the meeting went very smoothly with minimal technical hiccups!

## BPCA ANNUAL GENERAL MEETING GOES VIRTUAL

Due to the Covid-19 pandemic, BPCA had to cancel the 2020 annual general meeting (AGM) that had been scheduled for 2 April.

After seeking legal advice, we confirm we'll be holding an all-digital, online AGM where eligible members will be able to vote and have their say on the future of the Association.

**The virtual AGM will take place on 27 August 2020.**

## PELGAR'S CHURCH FARM OPERATIONS TO END



BPCA member PelGar will cease all pest control training and R&D activity at Church Farm training center in November this year.

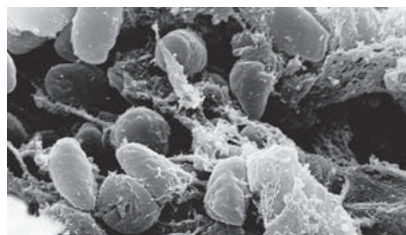
PelGar has made the decision to move all R&D operations in-house and cease physical training courses after five years of providing these at the specialist venue near Basingstoke.

Throughout this time, in addition to being a unique training venue for PCOs, the facility has been the centre for PelGar's insecticide efficacy testing and provided a base for its rodenticide field trials.



These testing programmes will now be moved to a purpose-built suite of test rooms and insectaries at the head office site in Alton.

Vertebrate field trials will continue to be run under the PelGar ORETA licence, supported by the technical team based at the Alton site.



## BUBONIC PLAGUE CASE CONFIRMED IN CHINA

A new case of bubonic plague was confirmed in China and, given everything that's happening across the globe with Covid-19, people are understandably worried.

However, modern medicine is quite the marvel and it's important to remember that cases of the bubonic plague are now both incredibly rare and easily treated with antibiotics. According to state reports, the current confirmed patient is in quarantine and in a stable condition, with a second suspected case under investigation.

Bubonic plague, behind some of the most deadly pandemics, is one of three types of plague caused by bacterium *Yersinia pestis*.

This disease has killed millions of people: the Plague of Justinian (541-549AD) saw 25-100 million deaths, the Black Death resulted in up to 200 million deaths in the 14<sup>th</sup> century and the third pandemic in the mid-19<sup>th</sup> century, which killed 12 million in China and India.

However, scientists are now much more familiar with the way the disease is transmitted and can be treated.

In recent years cases of bubonic plague have been confirmed as far apart as Madagascar, East Africa and New Mexico, USA.

## BPCA PrintShop GETS AN UPGRADE

BPCA's popular PrintShop member benefit has been given an upgrade, to provide a more functional and user-friendly experience.

Using print materials can help you engage with customers, raise the profile of your business and establish your brand in the community.

BPCA's PrintShop is designed to help members and their employees to create and order a range of promotional material or useful tools such as:

- Advice leaflets
- Business cards
- Van stickers
- Bait box stickers
- Posters
- Certificates
- Leptospirosis warning cards
- Social distancing materials
- And much more!

The upgraded BPCA PrintShop is easier to navigate and better optimised for mobile use.

To use the new BPCA PrintShop go to [bpc.org.uk/printshop](http://bpc.org.uk/printshop) and create an account.

It is important to note that even if you had an account on the old version of the PrintShop, you will still need to do this.

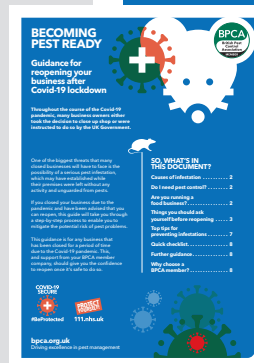


### New template: pest management treatment report

Customise, download and print our new pest management treatment report template.



## NEW 'BECOMING PEST READY' GUIDANCE FOR BUSINESSES REOPENING AFTER COVID-19 LOCKDOWN PUBLISHED



As businesses prepare to reopen following lockdown, BPCA has produced a guidance document to help them determine whether they are pest-free, compliant and ready to serve the public.

The guide goes through a step-by-step process to enable businesses to mitigate the potential risk of pest problems and is for any business that has been closed for a period of time due to the Covid-19 pandemic.

The BPCA Ready Ready guide has appeared in lots of industry news including [catererlicensee.com](http://catererlicensee.com), [tomorrowscleaning.com](http://tomorrowscleaning.com), and [i-FM Daily News](http://i-FM Daily News).

Download it yourself and share it with your clients [bpc.org.uk/pestready](http://bpc.org.uk/pestready)



## HSE WARNING: KN95 FACE MASKS



The Health and Safety Executive (HSE) has issued a warning about the inadequate levels of protection provided by a substantial number of face masks, claiming to be of KN95 standards.

According to the HSE, these masks, sometimes referred to as filtering facepiece respirators, are likely to be poor quality products accompanied by fake or fraudulent paperwork. Personal protective equipment (PPE) cannot be sold or supplied as PPE unless it is CE marked.

CE marking is a certification that shows conformity with health, safety and environmental protection standards for products sold within the European Economic Area.

## CHSA WARNING: PPE SHORTAGE



The Cleaning and Hygiene Suppliers Association (CHSA) has warned Covid-19 will have a further impact on the cleaning, hygiene and PPE supply chain. In a bulletin dated 10 June 2020, CHSA said: "Supply-side shortages in biocides and virucides, gloves, disposable polythene aprons and non-woven cleaning wipes continue."

"Manufacturers are working hard to obtain new supplies, ramp up production in the UK and Europe and develop alternatives but supply will continue to be challenging for the foreseeable future."

The Association is asking suppliers to plan for shortages and forewarn customers that the impact on the supply chain will continue to be a challenge.

## BCPA LAUNCHES NEW ONLINE CLASSROOM



With Covid-19 putting an end to in-person training programmes for the time being, BPCA has been developing an online classroom setting.

Unlike webinars, virtual classrooms mix a live speaker with interactions from learning on a far smaller scale. Strictly limited to 15 learners, you'll be able to ask questions, take polls and talk to other learners.

Karen Dawes, BPCA Training Manager, said: "We've been thinking about delivering more live training online for a long time now."

"With the success of BPCA's free webinars, we learned a lot about delivering online content."

"Our virtual classroom is different from a webinar. You get one specific subject delivered over a whole day in a far more intimate setting."

Courses available so far include:

- Principles of Pest Identification - Online classroom
- Flies and their control – Online classroom
- Stored Product Insects (SPIs) in Food Environments – Online classroom
- Pest awareness for support and office staff – Online classroom
- Level 2 Award in Pest Management refresher courses.

Courses start from £95+VAT – see page 45 for more information and visit [bPCA.org.uk/online-classroom](http://bPCA.org.uk/online-classroom)

## PROUD TO PROTECT - WORLD PEST DAY 2020

BPCA has released a video in celebration of World Pest Day 2020. "Proud to protect" features several BPCA members and people from the BPCA Staff team speaking about what they do to help protect public health through adequate pest management. You can watch it here [youtu.be/hMYMFfYayIU](https://youtu.be/hMYMFfYayIU)



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*"Beegone were efficient and professional in removing a large colony of bees from a roof space. We were delighted live bee removal was possible and the site was made good on completion. Very happy with the service" - Rachel*





## CATCH UP WITH LATEST BPCA WEBINARS



BPCA has released new videos from recent webinars for pest professionals. These are recordings of live webinars and are freely available via the BPCA website or YouTube channel. Latest videos include:

- Social media and blogging for pest professionals
- Professional wasps and bees: biology, behaviour and control
- Ant control for pest professionals
- Advice for pest professionals during Covid-19 pandemic.

If you're on BPCA Registered and learn something, record it in your CPD diary.

[bPCA.org.uk/cpd-videos](http://bPCA.org.uk/cpd-videos)

## REMOTE POINT OF SALE AUDITS BOOST RODENTICIDE REVIEW READINESS



Audits to drive out illegal supply of

rodenticides taking place remotely amid Covid-19, ahead of an imminent review by HSE of the UK's rodenticide stewardship regime, which may determine future availability of toxic rodent control products.

The Campaign for Responsible Rodenticide Use (CRRU), which developed and runs the regime, has worked with BASIS to conduct remote audits of the sales of professional-use rodenticide products.

It's hoped this will help prove the effectiveness of the voluntary stewardship scheme and protect the tools that professional pest management companies use.

## 'PEST MANAGERS' TO FEATURE IN TOP TRUMPS DECK OF UK ESSENTIAL WORKERS



A brand new edition of Top Trumps is honouring Covid-19 key workers.

Pest controllers feature alongside doctors, nurses, sea merchants, journalists and partners of key workers in the new deck.

'Pest manager' is one of the 30 different professions listed, each marked in typical Top Trumps style across four separate scoring categories: unsung heroes; street style; gadgets and gizmos; and date originated.

BPCA Chief Exec, Ian

Andrew, said: "We've been shouting about the essential nature of pest management since the beginning of the pandemic, however it made us smile to see it recognised in this context."

"Thank you again to all the pest professionals that continue to protect people during the pandemic."

"We hope you're proud to appear in the Top Trumps deck alongside 29 other incredible professions."

All net proceeds of the pack will go directly to the NHS, so we encourage all pest professionals to buy a set and play a hand or two with their nearest and dearest.

You can purchase the double set "Britain at its best" for £5 at [winningmoves.co.uk](http://winningmoves.co.uk)



## BPCA HELPS PUT AUDITORS STRAIGHT ON INSECTICIDE USAGE FOR PUBLIC HEALTH PEST MANAGEMENT

BPCA has had reports of auditors asking pest professionals for Pa1 Pa6 pesticide training certificates.

The use of insecticides for public health pests does not require the user to have Pa1 Pa6 pesticide training and therefore a NRoSO certificate for plant protection pesticides is not required. While Pa1 Pa6 pesticide training is often an essential requirement for working in the horticulture and amenity industries, it is not specified for pesticide use for the control and management of public health pests.

### The auditor doesn't believe you?

BPCA has produced a letter for BPCA members to give to their auditors.

It's written by BPCA's technical manager and can be printed or emailed to your auditor.

It explains that Pa1 Pa6 pesticide training and an NRoSO certificate is not required for public health pest professionals.

It also offers for auditors to confirm this by checking with BPCA.

You can download this new document from [bPCA.org.uk/member-documents](http://bPCA.org.uk/member-documents)



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## NEW EMPLOYEE CONSULTATION TOOLBOX TALK RELEASED FOR BPCA MEMBERS



A new Health and Safety Employee Consultation toolbox talk template, for BPCA members and their employees to use, has been uploaded to the Member Documents Area.

Available to BPCA members only, the toolbox talk is designed to get pest professionals discussing any health and safety concerns, company policy, risk assessments and changes to procedure.

Toolbox talks are a fantastic way for people to stay up to date and this is the fourth template toolbox talk BPCA has created to get you started.

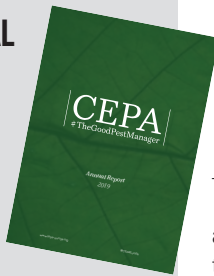
We have toolbox talk templates available for:

- Health and safety employee consultation toolbox talk template with guidance
- Health and safety toolbox talk template with guidance
- Bird licences toolbox talk template with guidance
- Covid 19 toolbox talk template with guidance.

And don't forget: make sure you send us a copy of your toolbox talk so we can add BPCA Registered CPD points for all participants.

[bPCA.org.uk/toolbox-talks](http://bPCA.org.uk/toolbox-talks)

## CHANGES AT CEPA DETAILED IN 2019 ANNUAL REPORT



The CEPA 2019 Annual Report has been published, providing an overview of CEPA's progress last year.

In a busy year for the organisation, CEPA has released its Memorandum of Understanding and changed from being a confederation to an association.

In his preface to the annual report, CEPA President Henry Mott says: "In 2019 CEPA revisited its statutes and decided to move towards becoming an association and no longer a confederation. Although, initially, this may seem a small step, it was a step forward in CEPA becoming a far more democratic organisation with a one-member-one-vote structure."

## WARNING TO PEST CONTROLLERS AFTER VAN CONTAINING PESTICIDES STOLEN

Following the theft of highly toxic aluminium phosphide-based chemicals from a van in Manchester, BPCA urges technicians to be careful about leaving pesticides unattended in vehicles.

Police have launched a major investigation after Talunex – an aluminium phosphide-based chemical which is used to control pests – was taken from a stolen van in June.

Talunex is dangerous and should only be used by those holding an approved certificate of training, such as the RSPH Level 2 Award in the Safe use of Aluminium Phosphide.

As pesticides are a necessary part of every pest technician's toolkit, there will always be a need to transport these in your vehicle.

However there are precautions you can take:

- We recommend that you work within sight of your vehicle where possible – especially in areas where the public may have access
- Where this isn't practical, ensure that the vehicle and the pesticide cabinet inside are securely locked when unattended
- We also recommend that any pesticides are removed from vans overnight and stored appropriately.

Another potential hazard of leaving pesticides in your vehicle is the risk of exposing people to toxic gases in the event of a fire.

Back in 2006 almost 20 firefighters, police and members of the public required hospital treatment when a vehicle containing pesticides caught fire in Suffolk.

It was declared a major incident at the time, due to the number of people injured.

Buying, using, transporting and storing pesticides should always be done responsibly and safely.

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## OPEN LETTER TO NATURAL ENGLAND: INDIVIDUAL LICENCES FOR GULL CONTROL IN ENGLAND, THIS YEAR AND BEYOND

BPCA has written to Dave Slater, the Director for wildlife licensing at Natural England regarding the future of individual licences for gull control.

The letter expresses our disappointment at the current state of licences for gull control. It seeks to bring the Association and NE together to find a workable balance between public health and conservation.

Herring and lesser black-backed gulls were removed from General Licences in England this year due to concerns regarding the conservation status of gulls.

The new system of individual licences has seen significant delays and many licence applications rejected.



"Most of our members were left unable to undertake any lethal control this season (including egg removal) in a situation where there was a clear risk."

Dear Dave Slater,

I write to you on behalf of the members of the British Pest Control Association (BPCA). BPCA represents over 700 professional pest management companies across the UK.

We recognise that Natural England has a difficult role in balancing the conservation status of herring and lesser black-backed gulls with their risk to public health and safety.

We also recognise that the recent legal challenges by Wild Justice mean that we've never been closer to losing some wildlife licences altogether; it's only right that you need to adapt the process to protect licences in the long run.

However, we believe that our sector needs a better line of communication between Natural England and our members who protect human health and safety.

This year has been disastrous on several fronts:

- Applicants have clearly not understood the requirements for licence applications and the content they need to provide for evidence
- Enough warning was not given that historical evidence would be required, meaning that evidence wasn't collected in the previous breeding season (record keeping was not mandatory previously)
- The volume and quality of applications led to significant delays, particularly during the breeding season.

The Covid-19 pandemic has inevitably exacerbated delays. Now we're left with many pest management companies without licences for protecting people from problem birds.

Most of our members were left unable to undertake any lethal control this season (including egg removal) in a situation where there was a clear risk.

We fear that litigation could be being pursued by some sectors for damage caused by failure to issue licences.

As this gull season draws to a close, we write to you to open up a dialogue, so a year like this is never repeated.

As a sector, we will commit to trying all reasonable non-lethal measures before we ask permission to cull.

In return, we ask Natural England to:

- Urgently start a conversation with us on individual licences for gull control
- Consider what guidance and support NE and BPCA can provide to support the professional sector through the application process
- Acknowledge that gulls can cause significant physical health and safety problems, as well as a lot of mental anguish and distress for those with substantial or persistent gull populations.

Once someone is hurt, it is too late to be issuing a licence.

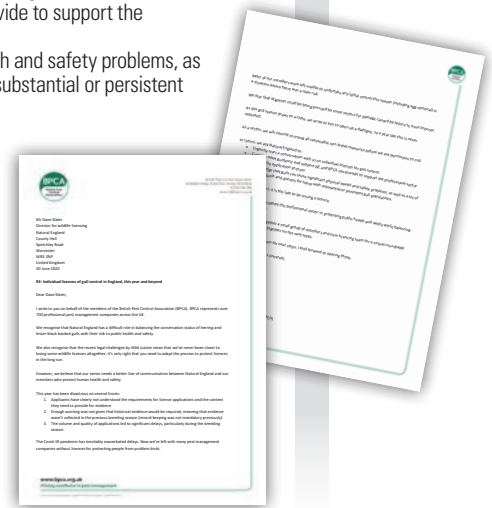
Together we need to support the professional sector in protecting public health and safety while balancing conservation concerns.

We propose bringing together a small group of members and your licencing team for a virtual roundtable meeting so we can work together on the next steps.

If you have other suggestions for next steps, I look forward to hearing those.

With very best wishes. Yours sincerely,

Ian Andrew  
Chief Executive  
British Pest Control Association (BPCA)



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THE UK PEST LANDSCAPE AND THE QUIET REVOLUTION

# LOOKING BACK AND FORWARD



In our 100<sup>th</sup> edition of PPC, regular contributor Clive Boase reviews how far the pest management industry has come since PPC first launched and, critically, where he thinks the industry might be in another 25 years. Stay tuned for PPC200 to see if he's right!

**A**t first sight, the UK pest landscape may not appear to have changed much in the last quarter-century.

Pest controllers have always been busy with rodents, together with wasps and ants in the summer, a few housefly problems, and maybe some bed bugs and cockroaches in town.

However, first appearances can be deceptive.

A closer look will reveal that there have been dramatic changes underway. It's not that we

haven't noticed them individually, but it's only when we stop to look over our shoulders that we realise the cumulative extent of all these changes.

Of particular interest is the wide range of reasons driving these changes (see table).

We tend to think of importation of pests as being the main drivers, but many of our upcoming pest problems are actually homegrown.

/continued...



# LOOKING BACK AND FORWARD

## Drivers for change

In some cases we see native species that formerly would have avoided urban areas, now adapting to the urban environment.

On the one hand, this is a wildlife success story, but on the other, there is also the potential for conflict with residents.

Some of this adaptation started more than 25 years ago, with foxes being an obvious example. However more recently, we now see deer causing issues in the suburbs while, among the smaller vertebrates, the wood mouse (*Apodemus sylvaticus*) is an interesting case.

Most pest control books do not mention this as an indoor pest, but feedback from some pest controllers suggest that this has now become a dominant indoor pest in several areas. Once in buildings, it appears capable of displacing smaller house mice.

In the bird world, herring and lesser black-backed gulls have also become increasingly urbanised in recent decades.

Sometimes it's not the pests' behaviour that has changed, but their physiology. The classic example is the bed bug. In 1995, this pest was uncommon in residential properties,

occurring in a few inner-city areas only, while the hospitality industry considered it to be extinct. However, over the following decade it has surged back to prominence.

It has developed resistance mechanisms to several insecticides, making it more challenging to eradicate and allowing it to spread.

In other cases, changes to legislation have altered the status of pests. For example, the Landfill Tax was introduced in 1996 to reduce the volume of waste going to landfill by stimulating the recycling industry. The Act has been successful, with many of the old landfill sites now closed, but instead we now have waste management companies located on industrial parks, often close to residential areas.

As a result, houseflies spilling out of these waste sites into homes has become a growing problem.

Despite border checks and phytosanitary precautions, pests from overseas are still being accidentally imported into the UK or mainland Europe. Many of these imported pests lack natural predators in this country, and can therefore spread very rapidly.

Obvious examples would be the Asian hornet

(first reported here in 2016) which, although it is not yet permanently established on mainland UK, has been found on several occasions.







The harlequin ladybird (first reported here in 2004) spread across England and Wales in a few years, impacting on native wildlife, as well as hibernating in numbers in buildings.

The garden cockroach (*Ectobius vittiventris*), first reported here in 2018, is already established in numerous separate locations and is causing confusion with the German cockroach.

The invasive garden ant (*Lasius neglectus*) was first found here in 2009 but is already established at a number of locations from Yorkshire southwards.

Finally, the tiger mosquito (*Aedes albopictus*) was accidentally introduced to Europe in the 1970s and has been steadily spreading since then. This mosquito is a particular concern because it is a vector of several human diseases, including dengue and chikungunya, causing outbreaks in several European countries.

It was first detected in the UK in 2016, and there have been several incursions since. Fortunately, so far, it appears to have been eliminated on each occasion.

Driver	Result	Examples
<b>BEHAVIOUR CHANGE IN NATIVE SPECIES</b>	Native species become increasingly urbanised, bringing them into conflict with humans	 Urban fox; deer; wood mouse; herring gull
<b>EVOLUTION OF PESTICIDE RESISTANCE</b>	Existing pests become more difficult to control, and so become more widespread	 Bed bug
<b>INTRODUCTION OF NEW PESTS</b>	New pests arrive without their natural predators, so spread quickly and create new problems	 Asian hornet; harlequin ladybird; garden cockroach
<b>CLIMATE CHANGE</b>	A warming climate allows more southerly pests to drift northwards and become established here	 Tree bumblebee; Ivy bee
<b>PESTICIDE WITHDRAWAL AND INTRODUCTION</b>	New effective products may improve pest control significantly. Loss of effective products can result in a worsening pest situation, until alternatives are developed	 Impact of insecticide gels on cockroaches and ants; Montreal protocol and methyl bromide
<b>CHANGING INDUSTRY PRACTICES</b>	Changes may have unintended impacts on pests	 Waste management industry and houseflies; Wool-based cavity insulation and clothes moths

✳ However, climate change is possibly the most significant background development in the UK (and globally), with the top ten hottest summers all occurring since 2002.

This has allowed southern European species, such as the tree bumblebee (*Bombus hypnorum*) to move north and colonise the UK.

This species was first recorded here in 2001 and is now widespread. It prefers to nest in cavities in buildings and in bird boxes, so sometimes comes into conflict with residents.

The ivy bee (*Colletes hederæ*) has also drifted north to the UK in the last 20 years, creating problems when excavating nests in lawns and flowerbeds.

Finally, it would be a great reflection on the pest control industry if this article also had a lengthy section covering all the pests that have been eliminated from the UK in the last quarter-century.

Sadly, the last major pest to be completely eradicated from the UK was the coypu, and that was in 1989, so six years too early for this article.

**The next 25 years**

Without a doubt, the most important driver for change in the next 25 years will continue to be climate change. Even if radical mitigation measures are introduced soon, which seems unlikely, global temperatures will continue to rise for a while yet.

We do not know exactly what effect this will have on our pests, but we can obtain a rough idea by looking at the pest situation further south in Europe.



✳  
 "However, climate change is possibly the most significant background development in the UK (and globally), with the top ten hottest summers all occurring since 2002."

Several species may take advantage of climate change, and move northwards.

Termites are widespread in France, with one species, *Reticulitermes flavipes*, already being established as far north as Rouen. They can cause serious damage to structural timber and, because they disperse with a swarming flight, it would seem possible for this species to cross the Channel and become established here in the next 25 years.

The tiger mosquito (*Aedes albopictus*) is another obvious candidate for colonisation within the next 25 years, with climate studies showing that large areas of the UK are becoming suitable for this species. Vector-borne disease may once again become a reality here.

Finally, a long shot, phlebotomine sandflies are present in most southern European countries. They are responsible for the transmission of leishmaniasis, a disease of dogs, rodents, and of people. Climate change may see them drift northwards, and threaten the UK.

The extent to which incoming species become established or are eradicated in the next 25 years will also be affected by the political response to this problem.

In 2015, the Infrastructure Act was passed which allows environmental authorities to issue species control orders. These orders can be used to require landowners to eradicate specified species from their land or allow the works to be carried out.

It remains to be seen how often these useful powers are actually put into practice.

And finally, it would be wrong and incomplete to write an article in mid-2020, without mentioning the Covid-19 pandemic.

If this pandemic teaches us one thing, it is that the unexpected can and does happen, sometimes with devastating and tragic consequences.

How often have we heard of pest problems elsewhere and thought: that couldn't possibly happen here?

Just as healthcare experts were looking with concern at the disease outbreak in China in early 2020, our industry should also be looking hard at pest problems elsewhere, and be making contingency plans.

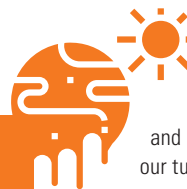
It may only be a matter of time before these pests arrive on our shores, and we need to be ready, in terms of knowledge, skills and resources. It may then be our turn to be on the frontline.



Technically, PPC is actually 27 years old as the magazine used to only be three issues a year rather than four. But looking forward and backwards 25 years seemed neater than 27!



Clive ponders on what the industry will look like in 25 years' time. Stay tuned for PPC200 to see if he's right!



**Insect imports**

If we look at the imported pests that have become established in the UK, an important pattern stands out. Most of our classic indoor pests, such as the German cockroach, the confused flour beetle, the Indian meal moth and the pharaoh ant, all arrived here long ago.

During the Victorian era, international trade brought in goods and pests from the colonies, and our indoor environment was by that time suitable for these warmth-loving species.

By contrast, our outdoor environment back then was suitable only for the native insects

that had already been here for millennia, such as the common wasp and the garden ant.

However, with the advent of climate change in recent decades, our outdoor environment has started to warm. As a result, we are now seeing a second wave of pests; but this time they are outdoor-living pests such as the tree bumblebee, the harlequin ladybird, the invasive garden ant, the garden cockroach, the false widow spider, and many others that are taking advantage of our milder outdoor conditions.



**Want to write for PPC?**

If you have an article idea you'd like to pitch to us, get in touch.

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# CAUGHT OUT IN THE COUNTRYSIDE

PRACTICAL RABBIT  
MANAGEMENT: PART ONE



ONLINE  
CPD

An online CPD quiz based on this feature is now available on the BPCA website. BPCA affiliates can take a CPD quiz at any time [bpca.org.uk/cpd-quiz](https://bpca.org.uk/cpd-quiz) or sign up at [bpca.org.uk/affiliate](https://bpca.org.uk/affiliate)



SPEED VIEW

**Once you're known for control of one species you'll be called back for further control and advice**

**The wild rabbit has a phenomenal breeding rate which can decimate crops such as wheat, barley and maize**

**Get the landowner's signed permission to carry out any actions on the land, and enclose a map of the boundary**

**Shooting alone will very rarely solve a rabbit problem**

**Walk the area before any treatments, to get a full idea of what you are taking on**

**Publicising or talking about your craft runs an increasing risk of being subject to vandalism or abuse**



Following on from his popular outdoor demonstration at PPC Live 2020 in Harrogate, this is the first in a two-part series of articles from Dave Archer, rural pest management expert. In this article, Dave talks about rabbits; their history, behaviour and biology.

I simply love working out of doors in all weather and seasons, with just my dog and birdsong for company. What a life!

I've been controlling rabbits and other rural pests professionally for over 40 years and it surprises me that, even among pest controllers, rural wildlife management is not seen as commercially viable.

It most certainly is; moreover, once you are known for control of one species within the farming community, you will inevitably be called back for further control and advice, be it for moles, foxes or deer management.

The European wild rabbit is a small mammal that belongs to the order Leporidae. It is a non-native species introduced by the Romans in the 12th century, spreading rapidly to all parts of the British Isles, bar a few outlying islands.

Rabbit warrens (tunnels beneath the ground for rabbits to live in) were artificially created for the sole purpose of encouraging these new imports to breed within walled enclosures.

Landowners specifically employed staff to oversee the warrens and provide a valuable food source on a regular basis.

Inevitably, there were escapees that were suddenly free to breed and decimate our precious crops on an industrial scale.

Once the genie was out of the bottle so to speak, we were then the victims of our own design.

Incidentally, those readers whose surname is Warren, Warrender or similar, share a direct link to your family's historical occupation.

Rabbits are classed as a pest species, which can be taken by approved methods by authorised persons at any time of the year.

However there are stipulations for the controller to abide by, and we shall look at these further on in the article.

During springtime, the wild rabbit has a phenomenal breeding rate which, if left unchecked, can decimate acres of spring crops such as wheat, barley and maize.

Crops are at their most vulnerable at this stage and are devoured by rabbits, themselves having eked out an existence on stale grasses throughout the winter period.

It is not unusual for great swathes of land to be laid bare especially near warrens, where rabbits constantly nibble and dig at the shoots and roots of crops.

If the field has a long gently sloping bank – particularly if it is sandy soil – it is, in every case, a rabbit utopia. In addition, if spring weather is very dry, the crop will not flourish as it should and is even more vulnerable to rabbit attack.

As with all pests, each situation in which rabbit infestations are encountered is different, but the rabbit's habits are largely the same.

By understanding and tuning in to the rabbit's lifestyle one can adapt the control methods to suit each individual situation.

You must always be mindful of hares on the land. An enigma in modern times, hares are truly wonderful animals, and any true country lover should know the difference between a hare and a rabbit at any distance, any time of day.

The popular misconception amongst the general public is that farmers and landowners are generally adept and competent at killing rabbits, as farmers have guns.

However, although landowners may have the firepower to control rabbits, it takes great time, knowledge and skill to be proficient in the art of rabbit control.

Shooting alone will very rarely solve a rabbit problem. Additionally, most landowners simply cannot afford the time needed to undertake large-scale rabbit control campaigns.

/continued...

**Incidentally, those readers whose surname is Warren, Warrender or similar, share a direct link to your family's historical occupation**





# CAUGHT OUT IN THE COUNTRYSIDE

**Remember:**  
you're responsible for the humane dispatch of any pest species. Causing unnecessary suffering is breaking the law so make sure you're trained and competent to humanely dispatch any rabbits you catch.



## Where are we today in terms of rabbit control?

Well we can still deploy various legal methods including shooting, ferreting (either to guns or nets), trapping (both live catch and covered snap traps) long nets, snaring and gassing.

However, despite the huge numbers of rabbits I have culled in more than four decades, I can proudly state that I've never gassed a single one; it never sat well with me (or my ferrets) to leave a wonderful food source underground to rot!

Before we even begin to understand the various methods of control, you need to know your species intimately, know the relative laws and always be as humane as you can in your campaigns.

## Permission granted

First and foremost: if you are called to a rabbit job, however small, get the landowner's signed permission for you to carry out any actions on the land, and enclose a map of the boundary!

This is an absolute legal fundamental.

**\*** Should you not be in possession of the facts and you wander onto another's property with a firearm, you are committing a serious offence, no excuses. You may well lose your firearms and be prosecuted should the owner so wish.

Also, do not assume all landowners own shooting rights to the land; very often tenant farmers have no right to shoot on the land they work.

You need to know the law, it is for you to be fully conversant with your trade.

## Are you insured?

Secondly, make sure your insurance covers you for carrying out rabbit control. Do not assume field sports insurance will cover you: it won't.

This type of insurance is for recreational pest control and does not cover you for paid employment. Even the landowner allowing you to take the rabbits off the land is classed as payment in kind and you won't be covered. Beware!

## Skills and tools

Thirdly, ensure you are competent, trained, experienced and everything you use is serviceable. No rusty old traps or rifles that are not zeroed.

I make no excuses for stating my personal mantra once again: your first chance is your best, and you must do everything you can to capitalize on this. If you don't succeed it is not the rabbit's, the trap's or your rifle's fault – oops, it's yours!

## Carry out a survey

Finally, take a walk around the area before you carry out any treatments, to get a full idea of what you are taking on. Dawn or dusk is an ideal time, as rabbits are generally more active then.

You simply cannot price a job on acreage alone; you need to see what is going on at grass roots level!

Some general points to also consider are:

- Are you allowed to take your dog?
  - Do you guarantee your work? If so, for what timescale?
- If you envisage taking many rabbits off the land – and yes, sometimes you may be taking hundreds of rabbits in the first week or so – how will you dispose of the rabbits?

Also, rabbit controllers beware – I am increasingly dismayed at the hostility shown toward anyone carrying out essential rural pest control. The days of 'get me one for the pot' are mainly over.

If you feel the need to boast or display any livery to state your craft, especially for those species that are portrayed in the media as 'cute', you run an increasing risk of being subject to vandalism or abuse.

I live in one of the most rural parts of these wonderful isles but even I can sense the wind of change blowing through the land.

In the next article, we will delve into the wonderful practical world of rabbit control and I may even let you have my own recipe for rabbit and leek pie.

**\***

"Should you not be in possession of the facts and you wander onto another's property with a firearm, you are committing a serious offence, no excuses."

## Want to write for PPC?

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# SILVER SOLVER

## CONTROL SILVERFISH PROFESSIONALLY

Recent years have seen a rise in silverfish infestations and they can often be hard to control due to behaviour and habitat. We hear from global industry expert Dr Volker Gutschmann from Bayer AG, who explains that to allow effective control of this growing pest, it is important to be well versed in distinguishing between the many different species.

Often infestations of 'silverfish' turn out to be infestations of the Grey silverfish or Paper fish (*Ctenolepisma longicaudata*) and not the Common silverfish (*Lepisma saccharina*).

Both of these species differ in appearance. The common silverfish body is 10mm long, silvery in colour, featuring two long antennae, a tail that consists of two cerci and one terminal filament. The Grey silverfish, on the other hand, is larger, measuring about 13-15mm, greyish in colour and with scales and tail elements that are much longer than the silverfish.

Both species have differences in appearance and both species reside in different habitats.

Common silverfish like an environment of around 70% relative humidity (Grey silverfish can thrive in drier conditions), and are often regarded as a nuisance to homeowners as they can start to destroy paper-based items.

Because of this, the Common silverfish is mainly a problem in bathrooms, kitchens, toilets and in areas that suffer water leakages. The Grey silverfish, however, is also a guest in living rooms, public areas and storage rooms, where conditions tend to be drier.

### Controlling the pest

Common silverfish can be relatively easily controlled by improving the humidity in certain locations. Improved ventilation or the repair of dripping water fittings may be enough to get rid of this species.

However, these measures may not be enough for Grey silverfish, as this insect survives well in normal humidity levels.

Large infestations of Grey silverfish that begin to show damage to household contents need to be controlled by a pest controller.

Unfortunately, the control of Grey silverfish is not as straightforward as the control of other crawling insects such as cockroaches. This is due to the variety of habitats. Locations, where Grey silverfish live and hide, can be anywhere – floorboards, skirting boards, behind boxes, pictures, books and furniture.

To deliver a liquid application to all these different types of potential harborages is often impossible.

Secondly, bait cannot be applied in the usual pattern, like that in cockroach control. Although

there is evidence that both silverfish species feed on cockroach bait, they do not actively search for food like cockroaches do.

It seems that silverfish can accidentally get in contact with bait and if they stumble upon it, they will feed, but they aren't attracted to a bait spot over a distance. Besides this fact, there is only one registered bait product for controlling Common silverfish or Grey silverfish in the EU.

### Field trials against silverfish and Grey silverfish



Figure 1: Damage and fecal deposits were detected along a row of books located on the floor next to a wall.

Bayer AG has conducted trials into a new bait formulation to combat Common silverfish and Grey silverfish.

These trials were conducted with Bayer's recently launched Maxforce® Platin (clothianidin).

The first trial was conducted in the Netherlands by the urban entomology expert centre KAD. Four properties, all 20-year-old semi-detached houses with a living area of 110-140m<sup>2</sup> were infested with the Grey silverfish.

Inhabitants reported sightings of insects in all rooms on the ground floor (figure 1), and in bathrooms and toilets in the upper floor. Infestation levels were quantified in two ways prior to treatment: by visual inspection and using live traps.

After successful inspection and identification of insect hot spots, a bait treatment with Maxforce® Platin was carried out.



Figure 2: Paper or Grey silverfish feeding on a bait spot.



Figure 3: Preferred locations for delivering many small bait spots.

Dose rate was based on the dose rate of a German cockroach treatment and kept at 0.1-0.2g per treated square metre. However, bait spots were considerably smaller but more frequent than those normally used for cockroach control (figure 3).

This led to a better distribution of baiting spots in the treated area and increased the likelihood of the Grey silverfish coming across the bait spot (figure 2).

One week after the application, we could already detect a reduction of the population by 80% by scoring insect numbers visually, and 85% by means of the live traps.

Two months after treatment, no pests could be detected visually, and the population reduction, calculated based on live trap counts, was 93%.

A second field trial was performed in Germany against the Common silverfish, using an identical approach as described above.

In this trial, the absence of insects could be determined after two weeks of post bait placement. An additional control inspection was carried out at four weeks and six months, and no insects were seen or reported by the inhabitants.

We consider this treatment method as a key element to an integrated approach to controlling this pest.

To achieve the best possible outcome, a detailed inspection is needed to identify all possible hiding places, prior to setting small but frequent bait placements, followed by visits to confirm elimination or the need for bait replenishment.



# A SHORT HISTORY OF PU

Looking back over one hundred issues of PPC, it's clear that the products in our toolkits have changed considerably. We asked Alex Wade, from member company PelGar International, to look back at rodenticides and insecticides over the last century.

## 1920s

At the start of the 1920s, most rodenticides were either based on heavy metals such as arsenic or acute poisons such as strychnine and Red-Squill. Although they were highly effective, they came with significant drawbacks.

The acute nature of these rodenticides caused the rapid development of bait shyness. Additionally, a lack of a reliable antidote to these compounds meant that non-target poisonings of people and animals were often fatal.

## Late 1940s

Warfarin was developed as a stable form of the naturally occurring anticoagulant dicumarin.

After the depression of the 1920s, cattle farming became integral to the recovery of the United States. With the great importance of cattle and their health, the emergence of a new disease with no apparent associated pathogen was of great concern.

Farmers soon realised that there was a link between affected cattle and a type of feed made from sweet clover, specifically sweet clover that had begun to spoil. Researchers from the University of Wisconsin found that it was fungus present in spoiled hay and silage which resulted in the bonding of usually harmless molecules into potent anticoagulants called dicumarins.

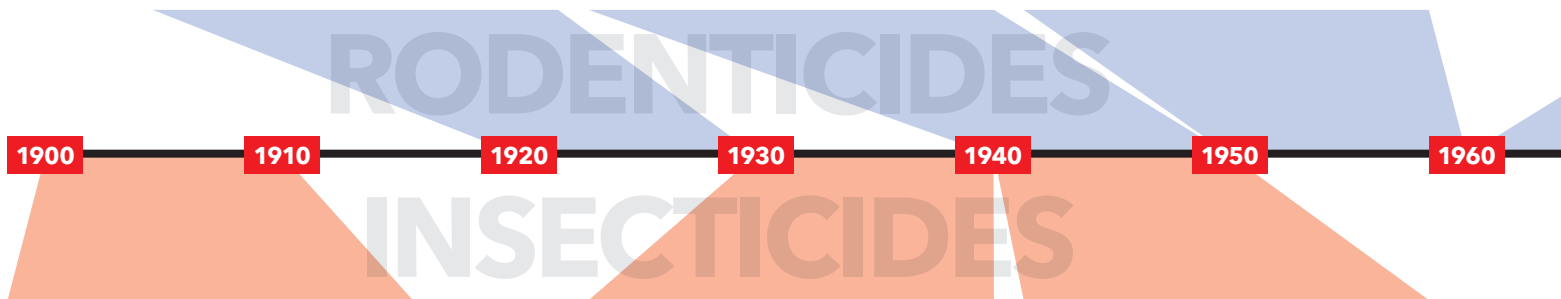
Researchers soon stabilised and synthesised this process, giving rise to the invention of Warfarin.



## 1950 to 1960

Over the next several decades, multiple first-generation anticoagulants developed. A range of Indandiones, such as diphacinone, were developed in the 1950s providing effective control of both rats and mice.

However, in the 1960s, resistance to Warfarin and many of the other first-generation anticoagulants started to appear in house mice. Towards the end of the '60s there was an almost total failure in the ability to control mice with Warfarin and other similar first generations.



## ~1900s

Insecticides have been used for thousands of years. Some of the earliest forms of these persisted into the 19th century with the use of powdered chrysanthemum. German merchant Johann Zacherl and his son were pioneers in the use of powdered chrysanthemum in the late 1800s within the field of public health pest control (such as it was). This father and son team from Germany created one of the first powdered chrysanthemum factories in Vienna, and it still stands today.

With the dawn of the 1900s, significant research went into refining which components of the chrysanthemum plant were responsible for the insecticidal activity. The release of this landmark research to the industry and the rest of the world was forestalled by the First World War.



## 1930 to 1940

In 1939 a chemist called Paul Muller, working in Basel, Switzerland began a comprehensive screening programme of organochlorine compounds in the hopes of finding a treatment for the control of moths. It was during this screening process a compound, which had been previously described in 1874 as dichlorodiphenyltrichloroethane, now more commonly referred to as DDT, was chosen as an ideal candidate.

DDT proved to be a phenomenal broad-spectrum insecticide, providing lasting residual control while being relatively cheap to synthesise and formulate. It was these characteristics which won Muller the Nobel prize in Physiology and Medicine and then soon saw the US military, as well as many others, replace their existing pyrethrum products with the newly developed DDT.

## 1940 to 1950s

Despite DDT's successes, work persisted into the understanding and refinement of pyrethrum and its constituent components. A chemist by the name of LaForge and his team worked on unravelling the active components of Pyrethrum. There were two groups of three compounds working in synergy to make Pyrethrum an effective insecticide. LaForge's team went further than that and worked on synthesising these components in the lab; the result of this work was the creation of the first of the synthetic pyrethroids, Allethrin.

As the popularity of DDT waned with increasing concerns over its environmental impact, the popularity of the synthetic pyrethroids such as Allethrin, and later Permethrin and Cypermethrin, increased. This led to continual refinement of new compounds, increasing their efficacy and stability with great success over the next several decades.



# BLIC HEALTH PESTICIDES

## 1960s

The need for a new and novel chemical control was needed, with industries looking in part to molecules which had previously been considered pharmaceutical failures due to their inherent toxicity to rodents.

One of the products which were formulated in this period was a chemical called Alpha-naphthyl thiourea (ANTU) which was trialled in Baltimore to control the overwhelming numbers of rats there.

In laboratory tests ANTU proved a promising candidate and, when used in small scale field trials, was an effective bait for controlling rats. Unfortunately, when the trial was expanded to include larger areas, it became apparent that incomplete or partial treatments which caused sub-lethal dosing soon led to a rapid tolerance forming in these populations, resulting in Baltimore removing the product from use.

## 1970 to 2000

Burgeoning resistance to the first generations and the drawbacks associated with the acute rodenticides led formulators to revisit and improve upon Warfarin. The first of these newly dubbed second generation anticoagulants (SGARs) was Difenacoum in 1975.

Over the coming decades, dozens of second-generation anticoagulants were screened and developed, but only five of these made it to the Public Health markets. Difenacoum, Bromadiolone, Brodifacoum, Floucoumafen and then later Difathiolone proved so efficacious that they soon came to dominate the rodent control markets.

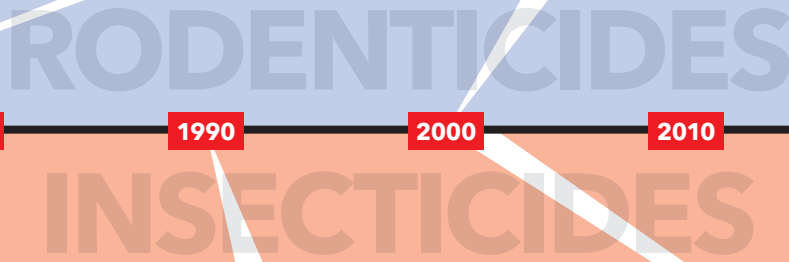
Yet, much as they did with the first generations, rodents began to adapt to the pressures of the SGARs. Resistance loci were starting to form and, with the turn of the 00s, starting to show stable and persistent populations of rats exhibiting practical working resistances to some of these molecules.



## 2000 to 2020

Most recently, concern over the environment and the impacts rodenticides are having on it, was the driving force behind an industry piloted stewardship scheme headed by the Campaign for Responsible Rodenticide Use (CRRU).

Coinciding with stewardship also came new legislation which implemented greater distinctions between professionals and general public users, by way of limiting the size of packages available to the general public, as well as an upper limit on the strength of the products in parts per million (PPM).



## 1970 to 1990

Alongside the refinement of the pyrethrins to the synthetic pyrethroids, significant research went into several other groups of insecticides. The organophosphates such as Azamethiphos and Chlorpyrifos, the carbamates such as Bendiocarb, and towards the end of the 20th century the neonicotinoids such as Acetamiprid and Imidacloprid.

Around this time saw the development of a new and novel application method for insecticides, the use of gel baits designed for insects. These baits were extremely effective at controlling species such as cockroaches, but also proved highly effective against insect populations which partake in trophallaxis, such as ants. The communal feeding of hive living insects made them especially vulnerable to these insecticidal baits using these newly developed insecticides.

The success of the synthetic pyrethroids soon led to the rise in global resistance to these compounds in multiple species of insects.

Synergists such as Piperonyl Butoxide, which had previously been used to augment natural pyrethrins since the 1940s, were combined with synthetic pyrethroids to better combat resistance and to increase their efficacy.



## 1990s

Insect growth regulators (IGRs) also started to become more widely used towards the end of the 20th century. The development of IGRs such as pyriproxyfen were first formulated to treat whitefly and other pests of crops in the mid-'90s. They soon found a place in the public health markets as a useful tool for the control of pests such as fleas, as well as proving an invaluable device for breaking resistances in populations of insects showing hereditary resistances to conventional insecticides.

## 2000 to 2020

In the last several years, the labels for insecticides have changed dramatically with the Biocidal Products Regulations (BPR). This regulation has sought to harmonise classifications and terminologies across the EU of all products within their respective categories.

These changes meant that labels became progressively more prescriptive in their language but allowed for greater ease of understanding of the labels and allowed for easier comparison of products within the same categories.

## Want to write for PPC?

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Image: MouseStop



The joy of proofing: Gulliver gets down on it.



# CURRENT PROOFING PRODUCTS

Following on from his demonstration at PPC Live 2020 in Harrogate, Pestology's Gulliver Hill talks to PPC about all things proofing.

## APPLICATIONS AND LIMITATIONS

**P**roofing is about denying a pest access to its environment, but to be successful the process must consider two things:

- How the target pest species perceives its environment
- The physical capabilities and behaviour of the target pest species.

The majority of proofing works target rodents but in reality restricting access to food, shelter and warmth is a successful strategy to assist with insect treatments and bird works too.

Anyone can block a hole to stop a pest getting from A to B.

But a professional pest proofer will know which holes to proof, how to proof them and will use a combination of products to achieve this.

Yes, builders and handymen can carry out proofing but it's rarely successful without the constant guidance of a pest controller. They don't know things like how the target pest is accessing a given area and what the target pest is physically capable of.

Consistently effective pest-proofing is therefore best done directly by a pest controller where possible.

### Laying the foundations

The foundation of rodent proofing has always been a backing material and an adhesive filler to then hold this in place – wire wool or mesh (backing material) and expanding polyurethane foam (adhesive filler).

Logic is that the wire wool or mesh is what stops the rodent in terms of gnawing, pushing and pulling, and the expanding foam is what holds it all in place.

This has been the approach for over thirty years but, while effective when done correctly, it has a lot of limitations and doesn't cover the wide range of scenarios encountered across various sites.

It also limits the price point for a proofing exercise, as ultimately the customer is paying for products and a skillset available to most people.

Expanding foam is a very difficult product to apply neatly and has the equivalent density of polystyrene.

This limits its use to 'back of house' (out of sight) areas, for example, locations under kitchen units or under baths. Its fragility will encourage any rodents that encounter it to test its physical limitations.

In fact, so weak is the ability of expanding

foam to stop rodents that its best use is to give us a visual clue as to where the rodents are coming from!

Simply apply under kitchen units and in a day or so holes will emerge indicating the rodents' current preferred routes.

Wire wool is essentially finely chopped strands of mild steel which is very susceptible to damp conditions and atmospheric moisture, which can turn it into an orange mush in as little as a few weeks.

### On the market

Better backing materials include pest-specific products on today's market such as Xcluder fabric and Vermiguard mesh, which won't corrode or degrade due to their stainless steel content and have more 'spring' to them, to tightly fill nooks and crannies.

Better adhesive fillers are silicone mastics – these don't expand but this is a good thing, as you can be sure the backing material is fully covered and very neat finishes can be achieved.

They will also adhere to virtually any surface, are non-flammable, virtually inert, won't degrade, and fully seal the odour trails and tiny wind movements that rodents use to locate the hole.



A 'soft centre' product is less favoured for gnawing

Note that silicone mastics are very different products to caulks. Caulks are much less adhesive, shrink when they cure, and large lumps can remain soft in the middle for many days, both of which make them very vulnerable to rodent attack. Decorators' fillers also suffer the same attributes.

Some products such as Mousestop actually rely on the 'soft centre' characteristic to deter rodent attack, on the basis that a soft product interferes with the rodent diastema and is less attractive to gnaw.

Products such as linseed oil putty (a glazing product) mimic this characteristic. However where this may be effective in certain low-pressure situations, personally I've seen this fail on too many occasions to be deemed a trusted approach.

This concept also relies on a large lump of the product being present, as it is accepted that the rodent will gnaw some aspect in attempted passage – large lumps aren't likely to please the customer in open areas and the application is generally unsightly.

A good backing material properly installed and fully sealed in place with a silicone mastic is a very durable and resilient solution for high-pressure access points, and can be adapted for both 'back of house' (out of sight) and 'front of house' (in view) locations to meet client expectations.

Some products mix the backing material with the adhesive filler (such as silicone mastic with chopped wire wool inside) but these are typically expensive and limit the flexibility of a separate backing material with adhesive filler.

Often the holes are too big to be filled with an adhesive material alone, and only the backing material has enough rigidity to span the gap.

**From indoor to outdoor**

External proofing needs to have the same considerations as internal proofing in terms of back of house, front of house, low-pressure hole, high-pressure hole.

But additional thought should be given to UV stability and weather resistance as well.

Cements and mortars are generally shunned by the modern pest controller but, from what I've seen and heard, they were used far more frequently by pest controllers of yesteryear.

These people seemed to actively engage the pest environment with gusto, incorporating crushed glass and other additives, to strengthen and differentiate their product.

Many modern pest technicians from today are on foot with only a rucksack or mobile in a tiny van, so portability is paramount. But I do think the reliance on products that come squeezed from a tube has blinkered our approach.

Many types of cement and mortars come

ready to mix in small buckets, available from any of a number of local DIY outlets that now commonly exist.

You just add half a litre of water and briefly mix, to give a quick curing thixotropic product with excellent long-term rodent resistance.

Polyester resins are sometimes called 'plastic cement' and are widely used in the construction industry.

They essentially consist of two parts that mix together (often automatically in the tube nozzle) and rapidly cure to give an incredibly strong and durable material.

Products such as cement and polyester resins are usually strong enough to be used without backing materials and can be used in damp greasy environments (around manholes covers, basements etc).

An understanding of these products greatly opens up the range of proofing scenarios any pest technician can tackle.

**A slippery slope**

Sometimes proofing doesn't involve directly stopping a rodent's movements with a lump of something – it can indirectly stop a rodent's movements by representing a surface they can't cross.

Climbing is an inherent activity to all rodents and is the aspect most underestimated or ignored by everyone else outside the industry.

In any given infestation scenario, rodents will be climbing; they rely on grip and traction to achieve this so sometimes these factors can be removed to limit their ability to explore and exploit the environment.

Aluminium plates are too smooth for rodents to pass on vertical surfaces and can be installed in thin sections to act as 'slip strips' to stop climbing rodents.

They can be cut with shears and bent by hand so are easy to install, typically adhered with a film of silicone mastic.

Even pinning back a hanging cable or moving a bottom shelf a little higher can stop rodents accessing an area, and this approach often requires nothing more than a couple of cable ties and the knowledge of how high the pest can jump or what it can climb.

The construction and engineering world has a huge array of fascinating products currently utilised in applications far removed from the pest world.

Once we have awareness of these products, there is a wide crossover to our day-to-day objectives of stopping rodents getting from A to B.

And getting from A to B is key to any pest causing a problem for our customers, often critical to the survival of that pest population itself. The more we can do to limit or prevent this, the more successful our intervention will be.

Do you have a technical query about proofing? Don't forget, members get free technical advice from our team. **technical@bpca.org.uk**



Typical proofing challenges and their solutions

Images: Kestrel Pest Management



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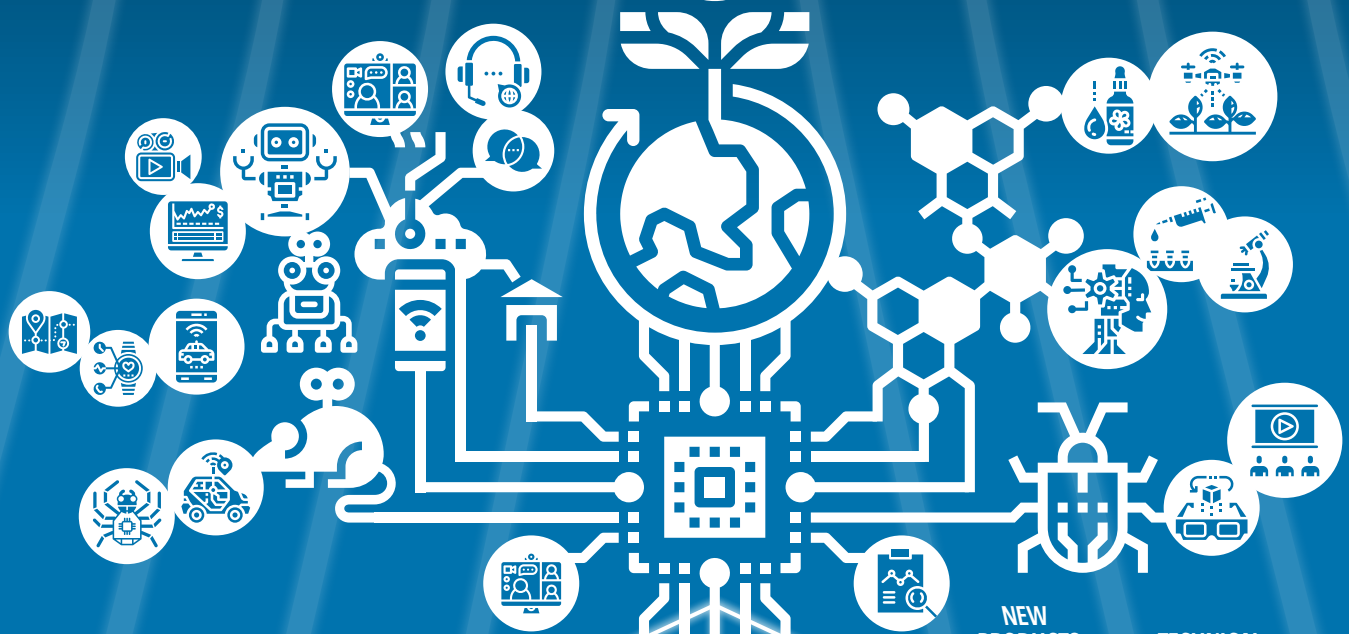
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# REMOTE POSSIBILITIES OR DIGITAL DOOM?

## BPCA POSITION STATEMENT ON REMOTE MONITORING FOR RODENT MANAGEMENT

Digital monitoring for pest activity appears in lists of services offered by pest management companies across the world. But what will the impact of remote monitoring have on the level of service a company provides? Is this a new tool to power-up a pest professional, or is it an attempt to automate our jobs?

**R**emote monitoring utilises sensors and cameras, connected via a network, to alert someone of rodent activity on a particular site.

This technology is developing fast in the UK market. As with all innovation, BPCA is generally supportive of remote monitoring as a part of an integrated pest management programme.

However, BPCA is aware that pest management companies are sometimes promoting remote rodent monitoring devices as an alternative to visits from a pest professional. We recommend extreme caution before incorporating this model as part of your service.

BPCA is certainly not opposed to technological innovation, and we believe that remote monitoring techniques will play a part in the future of pest management. However, the implementation needs to be carefully considered.

Technology can enhance a technician or devalue their expertise and professionalism, depending on the way it's implemented.

**"Don't undermine your professionalism with technology – enhance it!"**

You'll never be able to replace an expert pest professional with an automated monitoring system. However, you can use the technology to prepare, inform and protect your technicians and better protect your client. For example:

- An alert system that is working all day, 365 days a year, can help you provide a faster response to a potential infestation
- The data provided by the monitors can serve as a valuable education tool for your client and help demonstrate the value of your service
- Remote monitoring may save you time onsite and allow for a technician's attention to be directed to areas of a contract where pests pose the greatest risk
- When paired with a live capture trap, technician response time to a catch can be reduced, supporting the humane control of species such as grey squirrels

- They can also be used to help protect technicians from health and safety issues as monitors can be placed in situations unsafe for a technician to enter routinely. However, BPCA believes that the technology should be utilised to supplement and improve your professional services – not replace them in the pursuit of greater profit margins.

The limits of remote monitors are clear. If you replace technician visits with remote monitoring then you should consider:

- How will the presence of other pests such as invertebrates be determined and levels monitored?
- Can the system be left activated where non-target species may gain access?
- How will you be aware of rodents exhibiting behavioural resistance or bait shyness and consequently avoiding the units?
- How will other signs of rodent infestations be monitored such as droppings, smear marks, tail swipes, footprints, smells, etc?
- How will those areas not covered by the units be monitored?
- How will you meet your legal and moral due diligence requirements?
- How will you demonstrate excellent customer service and build a relationship with your client?
- How will you educate your clients on pest prevention measures?
- Will the system identify false positives, or will these result in more trips to site?
- Is the system robust and reliable enough to provide acceptable feedback through data sharing?

- Will your client value your service if they think your job can be done by technology they could purchase themselves?

Always use technology to highlight the professionalism of your people.

Research new technology thoroughly making sure it's fit for purpose and identify any weaknesses before you implement something new.

Approach innovation as a way to enhance your team – not to replace your workforce with automated systems.

Technology won't spot signs of a secondary infestation. It won't advise on proofing measures. It won't say 'hi' to the staff on-site and put a face to the name of your company.

Don't undermine your professionalism with technology – enhance it!

Prepared by the BPCA Servicing Committee.

### What do you think?

Do you agree with our position statement? Have you got some strong feelings on digital pest management? We want to hear your view. Write to the editor now.

[hello@bpca.org.uk](mailto:hello@bpca.org.uk)





## PESTWATCH:

# DELUSIONAL PARASITOSIS

– includes reference to self-harm



In this PestWatch, BPCA Technical Officer Natalie Bungay takes a look at pests that aren't real. What is delusional parasitosis and how do we deal with it?

**D**elusional parasitosis (DP) or, in more medical terms, delusions of parasitosis (DoP), is a rare mental health condition which manifests in the person's firm belief that he or she has pruritus (an itch) due to an infestation with insects, usually on the skin rather than just in the environment.

Sufferers rarely exhibit obvious cognitive impairment or other signs of ongoing mental health conditions.

It is possible that pest professionals may come across this condition at some point in their careers.

We must make sure that conclusions of DoP are not quickly judged. If you do come across it, ensure that you are sensitive to the sufferer. Record the necessary information and perhaps even recommend GP assistance if appropriate.

## Recognising the signs

The only sign of DoP in some people may be their conviction that they have a parasite inside them. They may also believe that their furniture, home or surroundings are also infested with this parasite.

Another common symptom reported is a crawling feeling on their skin. The medical term for this is 'formication'.

Some people may also have symptoms like:

- Feelings of itchiness or burning
- Feeling of numbness
- Complaining that they have a crawling or prickling feeling under the skin
- Scratching and picking at the skin
- Skin lesions or ulcers caused by scratching
- Using chemicals to scrub the skin
- Self-mutilation, in serious cases
- Using dangerous home remedies, like harmful pesticides, on themselves.

## Don't get caught out

DoP is not to be confused with a general paranoia of insects which is far more common and often caused by long-term actual biting insect infestations. For example, when a person has experienced a bed bug infestation they may suffer for some time afterwards with an 'itch reaction' or concern that the bugs are still present.

Similarly, many people experience itchiness and a sudden urge to scratch when talking about certain insects, for example, fleas!

There may be some of us who have experienced a situation where the sufferer of DoP presents you with clothing lint, pieces of skin, or other debris contained in plastic wrap, on adhesive tape, or in matchboxes.

They then typically state that these contain the parasites. However, after inspection, these collections bear no evidence of insects or parasites. This is a common sign that you may be faced with a sufferer of DoP.

## In practice

I remember a case resembling this, but only once during 18 years in pest management.

A pest management division I worked within would happily receive insect specimens to identify via the post and, on one particular occasion, the package was on the large size.

It contained over a dozen 'samples' of the 'insect' that a gentleman was concerned about. He reported they were crawling over him; after washing he found them in the bath, in his bed and described where he'd find them on his body.

The sample package (I was careful to wear gloves when handling it!), contained numerous plastic bags, sticky tape, matchboxes

SPEED  
VIEW

**Delusional parasitosis is a mental health condition in which people believe they or their homes are infested with insects or parasites**

**Recognising the symptoms is vital so that pest professionals can proceed sensitively**

**Do not attempt to supply a medical diagnosis**

**A monitoring service may help alleviate sufferers' symptoms**

**Always recommend a GP visit where appropriate**



## Further reading

Delusional parasitosis MSD manuals  
[msdmanuals.com/en-gb/home/skin-disorders/parasitic-skin-infections/delusional-parasitosis](https://www.msdmanuals.com/en-gb/home/skin-disorders/parasitic-skin-infections/delusional-parasitosis)

## What are cable bugs?

Not to be confused with delusional parasitosis, the cable bug is a recent phenomenon and occurs most commonly in offices.

People often end up with insect-like bite marks on exposed skin but investigation of buildings presumed infested shows no evidence of any insect activity.

What is actually happening is high levels of static electricity, often generated by people wearing synthetic soled

shoes walking on shallow piled polypropylene carpets, the kind often used in offices.

People become electrostatically charged and attract uncharged particles of nylon carpets and fibre-glass insulation material which come into contact with their skin.

These sharp microscopic fibres cause an allergic reaction on the skin surface causing the characteristic round reddened mark associated with biting insects.



**Often, DoP can be a symptom of other underlying mental health issues or can be brought on by grief, stress and anxiety. In some circumstances, no amount of persuasion by a pest professional will alleviate the psychological stress and anguish the patient experiences.**

and anything else that could be sourced for containment of the 'insect' samples.

Of course, after much microscope work, there was nothing but lint, food debris, hair and dead skin samples present: no insects were evident.

We then had to communicate these results to the gentleman, which was incredibly challenging.

### Dealing with DoP

When you first receive a call for 'biting insects' from a sufferer of DoP, you may instantly be aware of it: their descriptions are mostly 'on their body' rather than on the bed, carpet etc and 'in the environment around them'.

They may also say that the insects are burrowing into their skin and they can see them but, when having sought medical advice, the GP has found nothing and the sufferer seems agitated at the fact the GP has concluded this.

Usually, they will have tried lots of different DIY chemical treatments to their environment and body, with no apparent success.

When faced with a potential case of DoP, it is of the utmost importance to show empathy and understanding to the sufferer.

### Know your limits

It is important to remember that we are not medical professionals.

If the customer mentions physical concerns about mites or insects, you should simply state that this must be looked at by a GP to assess it and, unfortunately, you are not qualified to discuss or comment on such issues.

However, you may want to offer an inspection and monitoring service to confirm the presence or exclusion of biting insects in their home. While doing this, you should explain the monitoring process to help the customer understand what you propose to do.

In some circumstances, practises such as this can help the sufferer to 'see' that there are no insects in their home, possibly helping to alleviate their symptoms.

However, DoP sufferers may not take this on board as evidence, such is their conviction that they have an infestation.

If, after inspection and monitoring, you reach the conclusion that there are no insects, and the customer is still adamant they're being bitten, then urge them to visit their GP. Unfortunately, you can do no more than that.

Crucially, you must not agree with the sufferer just to placate them; you will only make the situation worse.

It is possible that the sufferer will get angry and upset at the fact that you, as a pest professional, cannot solve their problem but you cannot legally carry out insecticide treatments if there are no insects present.

### Should I discuss DoP with the potential sufferer?

This is where it gets tricky.

Mental health is a sensitive subject and potential sufferers of DoP may feel that you are 'accusing' them of being 'crazy and irrational' if you suggest that this is the cause of their distress.

It is inadvisable to use words such as 'imaginary', 'delusional' or 'hypochondria'. Use of these words can often make those suffering with DoP angry and defensive.

Our advice is to avoid bringing the subject up, not only for the aforementioned reasons

## Pest calendar

PROBLEM MAJOR PROBLEM

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ants												
Bed bugs												
Birds												
Bluebottles												
Carpet beetles												
Clothes moths												
Cockroaches												
Deathwatch beetles emerge												
Fleas												
Foxes												
Fur beetles												
Harvest mites												
Head lice												
House flies												
May bugs												
Mice												
Mosquitoes												
Moths												
Rats												
Red spider mites												
Spiders												
Squirrels												
Wasps												
Wood rot												
Woodworm												

but also, in reality, we are not qualified to make a diagnosis of DoP.

It must be up to a GP to refer a patient to psychological professionals if they feel this is necessary. Signposting is an important part of every profession and there's no harm in admitting this isn't your specialist area.

In the most sensitive way possible, you should recommend that if the customer feels they are in physical distress, they should seek help from a GP. If they have already done this, gently recommend that a second opinion from another doctor might yield more information.

In extreme cases, if you feel the customer is at risk from themselves or in danger because of their mental state (DoP can often trigger suicidal thoughts) you may consider contacting social care in the local authority for the region you are working within. They will be able to visit the sufferer if they feel it necessary.

### Treatment

Never do a precautionary insecticide treatment without identifying a pest species - even if you think it'll put your client's mind at ease. Chances are it won't work and you'll cause more distress in the future. Plus, it's illegal.

We've been asked before if you can spray water to help calm a client. Telling a client you're spreading a pesticide when you're not is incredibly unprofessional, unhelpful and again - potentially illegal.





INBOX

# ASK THE TECHNICAL TEAM

SENT

ARCHIVE

BIN

SPAM

**Subject: Nuisance neighbours**  
**What can I do if I have a rat problem in a domestic property which is being amplified by neighbouring properties?**

Encourage your customer to speak to their neighbours to try to solve the wider rat issue. However, sometimes this is not possible and you may need to find recourse through the local authority (LA).

The Prevention of Damage by Pests Act 1949 (PDDPA) states that LAs have to keep their district free of rats and mice (so far as is reasonably practicable). This is a statutory duty of any LA and they will have enforcement officers assigned to deal with this when complaints occur. These officers have the power to investigate and serve notices on landowners or occupiers to control the rodent infestation, whether it be domestic or commercial.

**Subject: Bird licences**  
**I need to control gulls, why can't I get a licence in England?**

I won't go into the full history of this but you now need to apply for an A08 licence from Natural England/Defra to control gulls of any species, for any reason and for all types of lethal control ie egg or nest removal, and chick (the bird) dispatch in England.

This is not an easy process, rightly so, as Natural England has to consider if the control is absolutely necessary and won't have an impact on the conservation status of the gull. If Natural England does not consider your particular licence request to be essential for safety, then you will not be granted one. If you have a genuine need for an A08 licence then you will need to supply evidence of the problems and what you have tried to do in non-lethal terms.

This is a large subject, Natural England has created a Q&A document for more detailed answers [publications.naturalengland.org.uk/publication/4872103923023872](https://publications.naturalengland.org.uk/publication/4872103923023872)

BPCA has also written an open letter to Natural England to encourage working together to improve gull licence applications in the future. This can be read on the BPCA website. [bpca.org.uk/News/bpca-open-letter-to-natural-england-on-gull-control-licences/257007](https://bpca.org.uk/News/bpca-open-letter-to-natural-england-on-gull-control-licences/257007)

**Subject: Paperwork**  
**What is a pest risk assessment?**

The purpose of a Site-Specific Pest Risk Assessment (SSPRA) is to assess the risk of a pest activity occurring and to implement appropriate monitoring and control measures. They aim to reduce the likelihood of commercially detrimental pest incidents, and to mitigate the effects if they do occur. In the food industry, a proactive, risk-based approach to pest management is essential for protecting your clients' products and brands. All too often food companies, pet food manufacturers and food industry-related companies only implement basic pest management systems that might look good on paper but fail to provide a full level of protection, due to weaknesses in the pest management programme.

One of the reasons this can occur is because of an inadequate pest risk assessment of the site.

**Subject: Rodent waste**  
**What options are available for disposal of rodent carcasses?**

Disposal of dead rodents was straightforward at one time: most LA waste sites with incinerators accepted the carcasses for burning or burying. These options are fast disappearing for varied reasons. For professional pest controllers, it has become necessary to have clearer disposal routes which look to preclude any potential conflict with current waste guidelines. The guidance is:  
**Domestic sites:** small infestations (no more than six rodent bodies) may be managed by double bagging and disposal via the domestic system.  
**Commercial sites:** carcasses from commercial sites have to be disposed by traceable means. Rodent carcasses, if required, can be frozen to prevent decomposition. The options for available disposal routes are limited:

- Local authority waste sites: becoming increasingly difficult
- Pet crematoria: in discussion with the governing body for these sites, they can take small amounts, assessed by weight. They cannot take large quantities as they are controlled by planning regulations and are approved primarily for the disposal of companion pets
- Other commercial waste contractors willing to dispose of carcasses.



Are you a  
**BPCA**  
 member with  
 a technical question?  
 Get in touch...

[technical@bpca.org.uk](mailto:technical@bpca.org.uk)

01332 294 288

[twitter.com/britpestcontrol](https://twitter.com/britpestcontrol)

SPEED VIEW

**LAs have to keep their district free of rats and mice under the Prevention of Damage by Pests Act 1949**

**Pest risk assessments aim to reduce the likelihood of commercially detrimental pest incidents**

**There are several options for rodent carcass disposal depending on whether they were collected from a commercial or domestic site**

**You need to apply for an A08 licence from Natural England to control gulls of any species in England**

HOW TO START A PEST MANAGEMENT BUSINESS

# 1: GET READY AND PLAN!

NEW  
MINI  
SERIES



Long-suffering BPCA Membership Manager, Kevin Higgins, owned his own pest control company and built it into a national account before selling it on. He now works full-time supporting BPCA members with their businesses and recruiting new members.

Kevin Higgins looks at what you should think about before leaving the day job and what you need to launch a successful pest management business.

## IS STARTING A BUSINESS A GOOD IDEA? Can you answer 'hell, yes!' to these questions?

- |  |  |
|--|--|
| Are you great at public relations and advertising yourself?  | Are you fed up of having a regular income?   |
| Do you prefer having hundreds of bosses instead of one?      | Have you always wanted to gamble your home on a business idea that has a 50/50 chance of succeeding?                   |
| Do you love selling?   | Do you enjoy having everyone knocking your door trying to sell you stuff?  |
| Do you enjoy chasing debt?                                   | Are you excited about collecting VAT for HM Revenue and Customs?   |
| Are you good at multitasking?                                | Are you ready for a special relationship with HM Inspector of Taxes?   |
| Are you an excellent organiser and love paperwork?           | Are you so dedicated that nothing will deter you from starting a business (for 'dedicated', read 'marginally insane')? |
| Do you mind paying everyone else before yourself and family? |  |
| Are you tired of holidays?                                   |  |
| Do you enjoy stress?   |  |
| Do you like insomnia?  |  |

### Still determined to start a business?

If you answered yes to all of the above, then you might want to read on.

Let's get some hard facts in place. Remarkably, 660,000 new companies are registered in the UK every year. That's equal to 70 new businesses being formed every hour.

60% of those new businesses will go under within three years, and 20% will close their doors within just 12 months (source: Daily Telegraph).

### Why do they fail?

By understanding the issues that can cause a business to fail, you are more likely to avoid the pitfalls, and this will increase the chances of your business surviving beyond its first year.

### They have no plan

The best business plans aren't long and complex. They explain only the most important information:

- What you want to achieve
- How you will get there
- The things you need to do along the way.

The best way to start a business plan is to open with an executive summary about the most important points of your business plan, followed by a description of your company.

From here, you can identify your target market and customer profile, together with how you are currently reaching them.

### Lack of a clear value proposition

If you aren't clear on how you're different or better than the competition, how can you expect your customers to be?

### Broad customer base

If you rely on one or two large customers and one or both go away, then the outcome is not going to be good. A broad customer base is essential.

Ask yourself, how are you getting new business? How are you going to service your contracts once you've got them? How are you going to keep them satisfied?

### Market research

Research isn't only for established businesses. It's essential to keep asking your customers what THEY want, not what you think they want.

- Make sure your research covers:
- The market place opportunities
  - The competition
  - The costs involved in starting up
  - The technical skills needed
  - How to price for new business.

### Poor management

Make sure you're focusing on using your skills effectively. Get help for the skills you don't have and delegate to those who can.

### Lack of skills and qualifications

In our sector, it's pretty well established you should have a pest management qualification to practice as a pest technician.

But often the business owner and management team are not required to undergo any specific training or have any qualifications.

Think about going on training courses to help you understand marketing, finance, recruitment and HR.

### The exit plan

The most important reason for preparing a market exit strategy is that your own, successful business is one of the biggest possible assets you could have. You've invested time and money into its growth. You've been able to depend on a regular salary and perhaps a portion of the annual profits.

When the time comes to retire or to move on to something new, you'll be in an excellent position to harvest the asset, which is your business. It's simply an essential plan to have in place.

Specifically, in pest control, your contracts will form a significant part of the business asset.

Acquisitions by other pest control companies are a fairly standard way of selling your business. In house management buyouts are not uncommon, and for either prospect, you'll need to have your business fit and ready to sell.

Watch out for the second part of Kevin's article in PPC101.

### Training and support

Want to learn more? Kevin runs a Starting and Managing Your Own Pest Management Business course.

**9 September 2020, Basingstoke Book  
3 November 2020, Derby**

### More info

For more information or to book onto a course, contact our training team.

**training@bpca.org.uk  
bpca.org.uk/training  
01332 225 113**



# CONTACT AFTER COVID

KEEPING IN TOUCH AND RE-ENGAGING WITH CLIENTS



You would have to be living in a cave for the last four months not to know that we are living in strange times. Chris Cagienard, director and field biologist for BPCA member company Pest Solutions, shares his ideas for re-engaging with clients now many are opening their doors.

SPEED VIEW

**Reach out to all customers to let them know that you are available to respond**

**Stress the importance of keeping pest control services running uninterrupted as the best solution for the customer**

**Assess the risk of continuing a service you may not get paid for, versus offering a payment holiday with a service break**

**Customers who have been impressed by your professionalism, support and conduct through the pandemic may be more likely to refer you.**

**T**he Covid-19 pandemic has tossed many of our businesses into a state of chaos from the outset.

Many of us have adjusted and are getting used to operating within the new normal. Some have not.

Equally, some of our customers have carried on with services as normal; some have not. Some have made changes to the way we deliver services; some have closed. Some have disappeared off the radar altogether.

We must act decisively to engage with customers to stay in control of our businesses. If we've found it hard to communicate with customers during this time, it's imperative that we make the effort to re-engage.

**You're there for your customers, but do they know that?**

When the Covid-19 lockdown kicked off, even the best-run businesses in our industry entered a period of chaos as we tried to decide how we could safely deliver our services.

We needed to establish what was safe and appropriate for our people and our customers. Many clients would call and ask if we were able to attend at all.

With some new enquiries we're still being asked if we can attend at all. We're letting them know that if we adhere to our Covid-19 procedures that we can do this safely.

I'm certain that the majority of BPCA members will have made every effort to reach out to all customers to let them know that they are available to respond when needed. However, we've had more calls than I can count from clients of other contractors saying they can't even get a response from them, let alone any service.

Some pest control businesses have decided to suspend their services during these times. That

is one of the options available, but if customers are unaware of this then your business may be vulnerable to losing clients as they won't know where they stand.

Keep your customers informed regarding the status of your service offering, to reduce the chance of them becoming frustrated.

**My customer wants to cancel**

Many of us will have experienced customers, especially in the hospitality industry, expressing concern for their businesses to the point of cancelling a lot of their supplier contracts.

Some will have made contact to make this request, some will have just cancelled their direct debits, and a portion may also just fail to pay invoices as they fall due.

In these unprecedented times, this is entirely understandable as many of these businesses don't yet know what their future looks like. However, we need to be proactive in safeguarding the security of our businesses while trying to support our customers. How should we respond for the best short-term and long-term outcomes?

The truth is that, for many of these businesses, maintaining a pest-free environment is a significant priority to ensure they can reopen at the other end of lockdown with minimal disruption. The last thing a struggling restaurant needs, when trying to encourage customers to return, is a social media post about a rodent sighting by a customer. That could be enough to see their doors closed for good. If we can stress the importance of keeping pest control services running uninterrupted, then that would be the best solution for the customer.

The BPCA Staff team has produced some great resources to help educate clients towards this position [bpc.org.uk/member-documents](https://bpc.org.uk/member-documents)



### Risk of bad debts

However, we may have to face the fact that there is no ability for the client to meet their billing obligations. None of us wants to work for free, but if there is no money available, we may not get paid.

Have you considered assessing the risk of continuing services you may not get paid for versus offering a payment holiday with a service break? In some cases this has proved to be the best solution for many businesses, allowing us to shrink our servicing obligations and participate in the furlough scheme.

We could find ourselves in a worse position by pushing too hard to insist on delivering a service that can't be paid for – leaving us out of pocket and with a strained client relationship.

### Opportunity to cement client relationships

Although we've tried at every turn to educate our customers as to the benefits of keeping their service in place, which many have done, some have appreciated the offer of flexibility to support them through these difficult times.

We've found that being proactive in contacting our customers, and reaching out with options to help them get to the other side of this situation, is a stance that they've appreciated.

We have an opportunity to cement our relationships with clients, ensuring that they are more invested in our ongoing working relationship. When that inevitable knock on the door comes from a competitor offering

a cheaper quote, we anticipate greater customer loyalty.

If you offer a payment and service break, then consider some conditions such as extending the contract renewal date or a clawback of the payment holiday if they cancel your contract in the next 12 months. There are lots of options here to help restore as much of your contract portfolio after Covid-19.

### Opportunity to impress

The BPCA Staff team and committees have been hard at work to make sure all members have an array of Covid-19 resources at their fingertips to customise and use to engage with customers.

Take advantage of this member benefit today. At Pest Solutions, we've sent out a Covid-19 pack to all customers. We have been overwhelmed by the positive feedback as many of their other trades are not providing such comprehensive information at this time.

The pack we compiled is based largely on the resources provided by BPCA. Use them in your business to engage with clients and to demonstrate your professionalism. Download the Pest Ready guide [bpca.org.uk/pestready](http://bpca.org.uk/pestready)

### Opportunity for new sales

When resuming service following the interruption of a service break or a period of limited access, you may encounter elevated pest or proofing issues. The environmental and service considerations may have changed.

This may create opportunities for new sales. Many in the industry are reporting an uplift in rodent activity – sites that have been quiet or empty may have seen pests exploit this opportunity where previously there was no issue.

Have the confidence to address this issue if it arises and make sure that you are charging for the work that is being carried out.

Customers who have been impressed by your professionalism, support and conduct through the pandemic may also be more likely to refer you to others. If you know customers are appreciative of your service during the Covid-19 shutdown, then ask them for a referral.

### Engage, no matter what

It is essential to reach out to clients in the current climate as there are many changes on the horizon.

We may not get the news we want to hear, and we may have to make compromises with our service contracts to get through the next year. But it will always be better to know exactly what the situation is, so we can respond in the best way to protect our businesses.

Don't be paralysed by what is going on; take control. Re-engage with customers to gain the strategic intelligence required to make the best decisions for your business.

"If you offer a payment and service break, then consider some conditions such as extending the contract renewal date or a clawback of the payment holiday if they cancel your contract in the next 12 months."

### Want to write for bpca?

We're always looking for guest articles from BPCA member companies. Help support your sector by writing for us today.

[hello@bpca.org.uk](mailto:hello@bpca.org.uk)



Taking on your first employee is a landmark moment for any pest management business. It can bring in changes to procedures, policies and management style. We asked Which? Trusted Traders to find us some top tips from real small business owners on how they went from one to two successfully.

YOUR FIRST EMPLOYEE:

# TWO HEADS BETTER THAN ONE?



SPEED VIEW

**Employees come with associated costs above the amount for their salary**

**A previous working relationship helps reduce the risk**

**A probation period helps to check if new employee is a good fit with your business**

**Have clear job descriptions, health and safety procedures, and fair contracts that spell out what is expected of each employee**

**Taking on extra staff can allow you to offer additional services**

**I**f you own a small business, the prospect of hiring your first employee can be daunting, as you'll have to deal with areas such as contracts, recruitment, legal rights, tax and payments.

But having the right staff can enhance your business: adding skills and expertise to help everything run smoothly, allowing you to take on more work and enabling you to build for the future.

The key is to approach the process with the right contracts and processes in place.

**Things to consider**

Before you start recruiting, remember that employees come with costs over and above their salary. There's the recruitment process, insurance, and providing essentials such as uniforms, equipment and maybe even business premises.

You'll also have to be aware of the policies for pensions, sick pay, maternity pay, paternity pay and so on (see [online resources](#)).

Adam Maton from WeMove said: "It is a responsibility – you build up your business for yourself. Then when you take people on, they have families and others to support, and you are responsible for someone else.

"If you want to grow, you'll have to have employees. It's about doing it at the right time and finding the right people."

**Taking the first step**

For many successful small businesses, employees are a necessity to keep up with an increasing workload. Some traders felt they'd been pushed into taking on employees by changes in government policy.

Peter Maton from Cox Format Developments said: "We worked regularly with the same subcontractors, and the government made it illegal to employ people on a self-employed basis continuously. It pushed up our overheads and made us less competitive."

But it's not been all bad for business. Peter added: "We've now found that customers like the fact that we employ our own staff. It makes them more confident in us. We get asked about it a lot because people hear horror stories about subcontractors."

**Getting the right contract, policies and procedures in place**

Contracts, policies and procedures are all designed to protect both employer and employee.

Having clear job descriptions, health and safety procedures, and fair contracts spell out what is expected of each employee, and set out what to do if they don't meet those expectations. It can be time consuming, but it's worth spending time and money to get these right.

Ideally, you would create a bespoke contract to reflect your company and your needs. Adam Maton said: "We started with downloadable templates online but that's evolved over time. I

# Finding the right people

Most of our traders' first employees were people they had worked with before – either as subcontractors or in other companies. A pre-existing working relationship helps reduce the risk - you know what you're getting, to some extent.

Fiona Calverley, of Furlonger Tree Services, said: "Our guys had been working for us as subcontractors for a while. We needed to make them employees as they were wearing uniforms and driving our truck. It was right for the company to take them on at that point."

If you need to cast your recruitment net wider, it all starts with getting the advertisement right and being clear about what skills or experience you need for the role (see online resources).

Adam Maton at WeMove has to recruit quite regularly because of the nature of the business. Experience has helped establish positive working practices around interviews and recruitment in general.

He said, "We've really refined the recruitment process, I won't judge people on their covering letter and email. You can find people who have the right attitude who aren't necessarily the best writers. It's more important to have a series of interviews to get to know the individual and see how they'll fit with the rest of the team."

A probation period is a good way to see whether your new employee's work is up to standard and that they're a good fit with your business and any other staff.

"Taking on extra staff can also change the skills and experience that you have in the team, possibly allowing you to offer additional services."



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**0117 456 6062**  
[Trustedtraders.which.co.uk](http://Trustedtraders.which.co.uk)



**Want to talk to someone about HR?**  
BPCA members get free access to BPCA BusinessShield. Speak to the experts about all your HR concerns, plus get guidance on our member-only website.  
[bpcabusinessshield.co.uk](http://bpcabusinessshield.co.uk)

could find a contract template online in five minutes, but it wouldn't be industry specific and isn't worth the paper it's printed on.

\* "You need to make sure that the policies and procedures you have in place are fit-for-purpose for your industry. Then they'll be worth something if you have an issue with a staff member."

\* "You need to make sure that the policies and procedures you have in place are fit-for-purpose for your industry. Then they'll be worth something if you have an issue with a staff member."

Fiona Calverley found a lot of information online but, crucially, she already had some HR experience. She recommends the Advisory, Conciliation and Arbitration Service (ACAS) website for information on employee rights and HR procedures (see **online resources**).

Several traders mentioned how their accountants had helped them through the process of registering as an employer with HMRC, and dealing with PAYE and National Insurance for the first time. See our article on how to find an accountant for more about how the right professional advice could help your business (see **online resources**).

## Changing the business

Taking on employees changes the way business runs generally and how you have to work day-to-day.

Fiona said her office-based role had expanded enormously now that the company has

employees. She said: "There's a lot to remember – setting up a holiday calendar, getting them to sign documents and making sure they check their paperwork. You have to have regular meetings, set up appraisals and so on."

Taking on extra staff can also change the skills and experience that you have in the team, possibly allowing you to offer additional services.

Then there can be physical changes to the business location too. Adam Maton explained: "I ran the business from home at first, but taking on an operations manager meant that I needed an office – a fixed base for people to come to. It meant a doubled cost, but it created a professional image in line with our growing business."

## Outsourcing HR

Growing and taking on employees is a big step, but if you are going to go for it, make sure you get it right. While it might be tempting to try to save money by doing things yourself, this could be a mistake in the long run.

There is support out there, although you may have to pay for it. Adam said: "HR issues and responsibilities can be outsourced, I network with a lot of people who do this – don't take the burden on yourself when you can reach out and find these businesses that will support you."



## MEET THE MEMBER

## KEEP YOUR WORKFORCE HAPPY

## INCENTIVES FOR PEST MANAGEMENT PROFESSIONALS



In this article, Paul Bates, Managing Director at Cleankill Pest Control, talks about motivating and inspiring staff using incentives, beyond giving a simple paycheck.

**Y**ou start your working life at around the age of 20 and, for many people, every day is the same. Get up, go to work, do your job and go home - for possibly the next 50 years if the retirement age carries on increasing.

How nice it is then, to have rewards and incentives thrown into the mix? These can help maintain an interest and stop every working day from feeling the same as the last.

But in many companies there is an attitude of 'we're paying them to do a job, why should we give them any more?'

That, I believe, is an attitude that invites a drop in quality, loyalty, and damages the work ethic.

To be a successful business all staff need to buy into the ethics and values of the company; reward and recognition is always something that we have seen at Cleankill as being integral to this.

As we have grown and achieved the Investors in People gold standard, we have managed to maintain a service quality that means over half of our contract base has been with us for more than five years, and our termination levels are the envy of many major national companies.

\* In addition, our staff turnover is very low, with some employees who have been with us over 15 years, and some staying well beyond retirement age.

How do we maintain this level as we grow?

Well, initially our package for our service staff is among the best in the industry – all staff will have a good base salary after achieving Level 2, they have opportunities for overtime plus new business leads are paid at 5% commission of job or contract value.

Everyone has 25 days of annual leave, plus bank holidays. We pay the full pension contribution for all employees, which means that they do not have to contribute. All staff are covered under a four times annual salary 'death in service' benefit for their dependents.

In addition, all staff are invited to join the Cleankill private healthcare scheme for themselves and all dependants, including adult children up to the age of 24.



What do we do that is over and above that? Well, on a whole company scale, every two years we have an away-day event. We have a conference in the morning, a team-building exercise in the afternoon followed by a three-course private dining meal and a free bar all evening. Recent events have included RIB racing around the Isle of Wight, a Crystal Maze afternoon, a laser war game in the New Forest, and a trip to Lille on Eurostar.

The whole company also gets together for a lunchtime Christmas meal, followed by an afternoon of 'socialising' (in true pest control fashion) and we pay for transport home or overnight local hotel accommodation.

These events are so important for all staff to recognise what they are part of, and that the growth and success of Cleankill is in their hands.

There is also job security for the older members of the team and the opportunity to see that prospects for promotion are possible alongside the company growth.

Throughout the year the team leaders will set both team and individual targets over specific timeframes, such as quarterly or a single treatment cycle.

These may involve targeting the technicians to achieve a minimum number of contract routine calls over a six-week period – each technician who achieves the target will get a prize of their choosing up to a certain value.

More involved team incentives will be based on points systems including the numbers of



"...our staff turnover is very low, with some employees who have been with us over 15 years, and some staying well beyond retirement age."

leads submitted, the number of client testimonials received in the office and the cleanliness of vans during a spot check.

The winning team will then have a budget for a team afternoon out. Recent events have included axe throwing, ten-pin bowling and a birds-of-prey handling afternoon. These events will also include administration staff who are allocated to the specific teams.

As well as the general incentives, once a year the managers will choose a short period of time to do 'the wiff-waff challenge'. Green or gold numbered table tennis balls will be placed by the management team in external rat boxes. Each green ball found gets the technician £5. A bigger reward is given if they find the golden ball and champagne is given if all balls are found.

Not only is this a great incentive (often just before Christmas), it also acts as a good quality assurance check by the managers as the numbering system will allow us to see if 'the all baits checked' comments on the service report are actually true!

As well as the team building and financial reward aspect of incentives, we also ensure that when client testimonials are received in the office they are sent out to all staff. It doesn't matter who you are – everybody likes to be recognised, especially for good work!

As we grow, it is important that we maintain all of the quality aspects of the business.

As Cleankill grows (or as we come out of lockdown!) I see no reason that the reward and recognition of our staff should stop. My company only has staff and customers - I cannot afford to lose either of them.

**Got a story?**

If you've got some news or advice to share with readers, get in touch.

[hello@bpca.org.uk](mailto:hello@bpca.org.uk)

## MEET THE MEMBER

# RISING STAR



BPCA's Communications Officer Kat Shaw spoke to Gabrielle Hogg, trainee pest technician with Pest Solutions. One of the industry's brilliant up-and-comers, we talk about her mentoring with BPCA's Dee Ward-Thompson.

**P**est management, unsurprisingly, has long been a male-dominated field.

After a quick calculation of the employees in BPCA member companies stored on our database, we believe only around 4% of all staff are women and 66% of those are working in non-technical roles.

If we were to look at a national picture, including all non-member companies, I'm sure we would see a similar trend.

Bucking that trend is one of the newest recruits at Pest Solutions: trainee pest control technician Gabrielle Hogg.

Gabrielle joined the team at Pest Solutions in Glasgow during November 2019, and has already impressed both her colleagues and the technical team here at BPCA.

When asked how it felt to begin a career that is traditionally held by men, Gabrielle said:

"Customers do act surprised when they initially meet me, however I always receive great feedback.

"I often get asked why I chose pest control and, to the surprise of many, it's because I have a love for animals.

"I wanted to start an Open University degree in environmental sciences and was eager to find a job that would relate to my learning."

Currently working towards her Level 2 Award in Pest Management, Gabrielle says that the learning curve is steep but rewarding.

\* "The knowledge I have gained has been immense, I have developed so many skills that will stick with me for life."

## Meeting a mentor

As well as the Level 2 training and guidance from her colleagues, Gabrielle benefits from the wisdom of BPCA's Technical Manager, Dee Ward-Thompson, who has been mentoring her.

"I met Gabrielle at the Regional Forum in Scotland last year," says Dee. "Scotland events are always enjoyable for me, as I get to see some of the technicians that I've worked with in the past and, on this occasion, one of them introduced me to Gabrielle.

"Like I was when I first discovered pest control, she was like a kid in a sweet shop; loving the industry and wanting to learn everything that she could.

"I was more than happy to offer her some advice on direction and talk about some of the roles within the industry that she could look at in the future."

Gabrielle appreciates the guidance, saying: "It's great to have someone to talk to, to bring any thoughts and ideas to life.

"Discussing pest control has allowed me to achieve more success when in the field. Dee supports my career development by challenging me to think about what my next steps are going to be.

"She motivates me to take action when it comes to my personal development and has supported me with my studies towards any pest control exams that I'm working towards."

Gabrielle continued, "Dee has been great to have as a mentor. I think everyone should try to find a mentor like Dee because it keeps your development in focus, which is so important."

Dee says that the mentoring initially focused on education and qualifications, and the career paths that would be available to Gabrielle in such a diverse industry.

"There is such a wide range of career opportunities available, from environmental health to entomology," Dee said.

"We discussed the courses available, trying to find the best fit for Gabrielle, exploring what each course would bring and what this could then open up for her as potential career paths."

Once Gabrielle had chosen her degree course, the two of them began to focus on getting Gabrielle ready for her RSPH Level 2.

Dee continued, "Like me, Gabrielle wants to get the best marks possible and achieve that highly sought after distinction.



\* "The knowledge I have gained has been immense, I have developed so many skills that will stick with me for life."

"One of the hurdles when studying pest management is understanding the 'why'. You can read this kind of material over and over, but discussing it and unpicking it is when we begin to truly understand."

"So, this is where we are now," says Dee, "I send Gabrielle questions, she sends me the answers, then we discuss them and get that understanding of why those questions are so important.

"I enjoy being Gabrielle's sounding board; it's quite simply a joy to be able to share my passion with such a bright young woman in the industry."

Dee added, "Mentoring from a distance due to lockdown has been a challenge, but once we are through these challenging times we're looking forward to a few meetings over coffee and cake!"

As mentioned, there are many paths to follow when pursuing a career in pest management, so where does Gabrielle see hers heading?

"My short-term goal is to achieve all my relevant pest control qualifications. Long-term, I see myself working closely with birds and falconry.

"I can see a love for birds running in my family and can't wait to get more involved with bird work."

Gabrielle continued, "At first I was the only female technician in my company, but it's great to see that we have already recruited another female graduate technician since I started.

"I'm excited to see this diversity spread through the industry because I feel there are a lot of opportunities for women to do great work in pest control."

## Develop your career

If you're looking for ways to develop your pest management career, check out our more advanced training courses...

[bpca.org.uk/find-training](https://bpca.org.uk/find-training)



# WHO RUNS BPCA?

We've put together this useful organisation chart so you can understand how BPCA works. You may even spot an area of the Association you'd like to volunteer your time in.

## NEW COMMITTEES AND SPECIAL INTEREST GROUPS

SPEED VIEW

**Ultimately, BPCA is owned and run by its membership**

**The Executive Board is elected to set strategy and direction**

**Committees are created by the Board to represent members and champion elements of the strategy**

**There are two new committees, and we're now asking for members to indicate interest in getting involved**

**The new Professional Standards Committee will focus on membership criteria, training, qualifications, CPD and complaints**

**The new Outreach and Communications Committee will focus on PR, engagement with Government and member comms**

**Informal special interest groups allow members, non-members and those outside the sector to contribute**

### Special interest groups

Special interest groups are informal meetings about specific pest management themes that report directly to the BPCA Servicing Committee.

Unlike the committees, you don't need to be a BPCA member to join in, meaning special interest groups can pinch people from other sectors to help with specific projects.

### Committees of the Board

All full members have the opportunity to join our committees, and influence changes both in the Association and the wider industry.

The responsibility of each committee is to represent the ideas, decisions and proposals of their peers to the Executive Board, and influence the strategy and direction of the Association. The Chair of each committee is responsible for ensuring the Executive Board is fully aware of what is happening in the industry sector represented by each committee.

### Working Groups (ad-hoc)

Any committee or the Executive Board can create an as-required working group for a specific project. These usually run for a short amount of time and are often tasked with drafting Codes or guidance documents.

### BPCA full members

The ultimate bosses of BPCA are you, the members. We don't have shareholders or a managing director's pocket to line with your subscriptions. BPCA is a not-for-profit organisation here for the benefit of its members. Any money we make is invested in improving the professionalism, profile and profit of members.

All full member companies (Servicing, M&D and Consultant) get one vote and an equal say in how BPCA is run. Regardless of whether you have a thousand employees or you're a sole trader - your voice matters as one of the owners of the Association.

### Servicing Committee

The BPCA Servicing Committee represents the interests of the service and consultancy sector of the public health pest management industry. It crafts Codes of Best Practice and helps influence decision makers in Government on legislative proposals.

It is tasked on everything from membership criteria to industry events. It helps decide what articles appear in PPC magazine, and was integral to forming BPCA Registered – our first individual recognition and CPD scheme.

Guidance documents tend to originate from your Servicing Committee, meaning it helps to champion professionalism and shape the future of the Association.

BPCA is built on generous members who share their time and expertise to make the whole sector better.

### Fumigation and Controlled Environments (FaCE) group

This group aims to review any issues relating to fumigation and the use of phosphine, heat, cold and other methods. It aims to align practices, codes and professionalism across the FaCE industry.



Volunteers looking to improve, on behalf of the industry and wider community, the knowledge, treatment and conservation of bee species in the UK, but most particularly bumble and honey bees.

### BPCA Executive Board

Our Executive Board is the BPCA board of directors and is bound by the Companies Act 2006, along with BPCA's Articles of Association and Regulations.

Board members are individuals from BPCA member companies, and any full member in good standing can put themselves forward for election at our Annual General Meeting (AGM). The Executive Board sets the Association's strategy, admits new members,

and deals with any breaches of our regulations and Codes of Conduct.

The Executive Board appoints the Officers (President, Vice-Presidents and Honorary Treasurer) from amongst their numbers. Where possible, the previous President takes the Officer role of Immediate Past President. The Committee Chairs are nominated by the members of their respective committees and appointed by the Executive Board.

### BPCA Staff Team

The BPCA Staff Team is the only paid group in the Association's structure. 16 staff members deal with the day-to-day operations of BPCA and support the Executive Board to deliver the Association's strategy. The Staff Team is ultimately accountable to the Executive Board via the Chief Executive.

### Important activities promoted to committee level

#### Manufacturers and Distributors Committee

This committee represents the interests of the manufacturing and distributing sector of the public health pest control industry, providing a link between regulators and product users.

Its job is to solicit input, obtain recommendations and feedback issues affecting M&D member companies from across the industry, and to feedback comments and information from the BPCA Executive Board to M&D Member companies.

The committee regularly supports the Association and servicing members on issues such as legislative and regulatory matters, Codes of Best Practice, innovations and trends.

**NEW**

#### Professional Standards Committee

This committee was established to support the Executive Board in reviewing and formulating strategies for promoting professionalism across BPCA's membership. It will manage the review and implementation of any amendment to professional requirements. It'll also work to ensure adherence to BPCA's Code of Conduct and have oversight of complaints.

Currently, in practice, the Executive Board is the Professional Standards Committee; however, having a separate committee shows that BPCA prioritises professional standards.

This committee will oversee that we have the right membership criteria, qualifications criteria, business processes and support resources to ensure our members operate at the highest professional standards.

**NEW**

#### Outreach and Communications Committee

Being the voice of our members in the sector and beyond is as vital to BPCA as raising professional standards.

Currently, public relations, public affairs and member communications have no single point of accountability within the current governance structure.

The new Outreach and Communications Committee will look at our channels of communication and their effectiveness. It will also consider how we extend the reach of our communications and support communication in the critical market sectors (food, retail, facilities management, housing, etc) where we seek to raise awareness of BPCA membership.

#### Why now?

BPCA already has a loud and clear voice, and we need to get more members involved in where we use that voice best. Register your interest now.

[membership@bpca.org.uk](mailto:membership@bpca.org.uk)

If you're ready to get involved in a new or existing committee or special interest group - contact us today. [membership@bpca.org.uk](mailto:membership@bpca.org.uk)

#### Why now?

A review of membership categories and criteria during 2020 needs to be overseen by a dedicated group of members. Register your interest now.

[membership@bpca.org.uk](mailto:membership@bpca.org.uk)



Volunteers responsible for creating and improving the availability of bird-related and specific guidance, advice and best practice to BPCA member companies.



Anyone who has an interest in documentation, be it guidance notes, Codes of Best Practice or any other type of information that our membership would find useful.



Anyone that either practises or has an interest in wildlife management.



# GOING DIGITAL

## THE FUTURE OF FORUMS

When Covid-19 hit the UK, it quickly became a case of 'adapt or die' for many businesses. BPCA was not immune to this and two of our biggest activities were interrupted: training and events.

Over time, BPCA Forums have evolved from small member meetings in an evening, to regularly seeing audiences of over 80, exhibitor tables, a full morning of speakers and a calendar of at least ten events per year across the UK.

Lockdown dramatically altered the event landscape but we didn't want to end these valuable meetings.

With this in mind, our Staff team worked hard to bring Forums to you in a different format, and so they evolved once more and our new Digital Forum was born!

We've held three of these successful online events, and you've logged on in your hundreds from the comfort of your home offices, armchairs and sun loungers.

Digital Forums allow you to ask questions and answer quick polls, so it really is an interactive event. We've even had a mini-pest-pub quiz!

### Forums this year

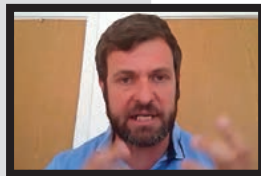
	When	Where	Attendees	Score
<b>West Scotland</b>	22 Jan	East Kilbride	<b>70</b>	92%
<b>London</b>	4 Feb	Beckenham	<b>62</b>	90%
<b>Digital 1</b>	7 Apr	Online	<b>444</b>	83%
<b>Digital 2</b>	20 May	Online	<b>281</b>	88%
<b>Digital 3</b>	25 Jun	Online	<b>205</b>	89%

Feedback on the events has been positive, with many people saying that they were able to participate in a Forum for the first time, as location was no longer an obstacle. The attendance figures certainly bear this out. And there was a consensus that Forums of this style should continue in the future, regardless of whether the country is in a lockdown or not.

With that in mind, watch this space for announcements about Digital Forum 4!

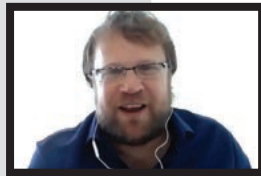


"...excellent! Interesting topics and speakers. I was engaged from start to finish. Great job!"



### Great speakers

Technology can be fickle but a few sound issues aside, the meetings have gone without a hitch and the speakers have been very well received.



Our first Digital Forum featured Guernsey's Asian Hornet Team talking about their Spring Queening strategy, tips from BPCA's Natalie Bungay on keeping busy during downtime and entomologist Dr Matthew Davies explaining insect structure and function.



The second Digital Forum featured even more industry stalwarts, like Sharon Hughes and her talk on pulse baiting, Beegone's Peter Higgs and his honeybees presentation and PelGar's Alex Wade, with a pun-tastic 'lesser of two weevils' talk.



There were also very relevant talks on PPE from Stallard Kane and providing a service during Covid-19 from Barrettine.



By the third Digital Forum we were really getting into the swing of it, as were the speakers. Lodi's Tony Knight gave a very well-received presentation on bed bugs, while Natalie Bungay provided a refresher on bees and wasps.



And popular speaker and insect expert Clive Boase's insect behaviour and biology talk was a hit.

Killgerm's Rob Simpson also provided a useful insight into alternatives to Ficam W, given its current status and the worry among technicians regarding how to control flying insects like wasps in the future.

At the end of all of these events, BPCA's Chief Exec Ian Andrew has been providing a consistent update on Covid-19 and its effects on the pest management industry.

"It gets better and better."

### FIND YOUR FORUM

Subject to Covid-19 restrictions

<b>North East</b>	<b>22 Sep</b>
<b>Northern Ireland</b>	<b>7 Oct</b>
<b>Wales</b>	<b>21 Oct</b>
<b>South East</b>	<b>19 Nov</b>
<b>North West</b>	<b>2 Dec</b>

### Keep up-to-date with event news

For all the latest upcoming BPCA events, visit our website.

[bpc.org.uk/events](http://bpc.org.uk/events)

**ON ASSIGNMENT**

# FIRST OUTSTANDING CPD ASSIGNMENT CERTIFICATE

In May this year, BPCA released the first in a series of new downloadable CPD assignments, giving pest controllers the opportunity to research and write about a topic in order to earn valuable CPD points.

BPCA's technical team marks the assignments and the best ones are given a certificate of excellence, as a way of recognising the hard work that's gone into them.

We're pleased to say that the first certificate of excellence was awarded to Carl Hoult, Operations Manager at Abate Pest Control.

Carl is currently finishing his RSPH Level 3 Award in Pest Management and said that he was 'chuffed' to receive the certificate.

He said: "The Level 3 is quite full-on, so it was nice to do a smaller, light-hearted assignment for my CPD, which I could have some fun with.

"I thought the idea behind the BPCA assignments was very good, as I have always been a big promoter of self improvement and education in the workplace.

"Like many other pest controllers, I've used the BPCA's CPD quizzes for many years. You simply read the article or other reading material supplied, then take the quiz and then receive the points."

Conducting research and completing assignments based on specific topics is a fantastic and underutilised way of doing some valuable CPD.

CPD assignments are designed for pest control technicians looking to improve their knowledge and understanding of pest

management subjects, designed by our team to guide your research and help you discover more about your trade.

Carl added: "In all honesty, except doing the BPCA's quiz on *Glis glis* a few months ago, I didn't really know anything else about the edible dormouse. Where I operate in Suffolk and Norfolk for Abate, we just don't get any as their presence is non-existent in our area to my knowledge."

This meant Carl had to hit the books hard for his CPD assignment.

"For the research, it was all book and internet-based, with no actual field experience for myself.

"It made the project far more enjoyable, as I needed to learn about the whole issue: why they are a pest; what are methods of treatment; is there any additional legislation surrounding them, and so on."

Carl continued, "With the CPD assignments I really enjoyed the format, as you have a lot more freedom and flexibility to earn the points in a way that demonstrates you have new knowledge and experience from the pest control industry.

"And, being in the middle of the national lockdown, it didn't hurt spending a couple of extra hours on the assignment, putting the time to good use!"

Karen Dawes, BPCA Training Manager, said: "We created these assignments to help give pest professionals more variety in their CPD learning experiences.

"We were really pleased with how enthusiastically people responded to the assignments, putting in a lot of effort to submit some brilliant work.

"A well-deserved congratulations to Carl for being awarded

our first certificate of excellence. We're really looking forward to seeing the submissions for our next CPD assignment."

The newest CPD Assignment on Behavioural Resistance is ready to download and complete from our website. You can complete the assignments at any time and earn valuable CPD points while you learn.

[bpca.org.uk/cpd-assignments](http://bpca.org.uk/cpd-assignments)

**"With the CPD assignments I really enjoyed the format, as you have a lot more freedom and flexibility to earn the points..."**



## Did you know there are tons of free CPD activities available on the BPCA website?

Alongside the CPD assignments, there are CPD quizzes. These test your knowledge of PPC magazine articles about pest management and can be taken at your leisure.

There are new toolbox talks, which are a way to work together as a team to enhance your knowledge on a topic or area of the job. You can use the topics we've suggested or simply download our template and use it to create your own.

[bpca.org.uk/toolbox-talks](http://bpca.org.uk/toolbox-talks)

You can also watch old webinars, read PPC magazine for some unstructured learning points or check out the third-party CPD resources we've put together.

[bpca.org.uk/cpd-videos](http://bpca.org.uk/cpd-videos)

[bpca.org.uk/ppc-magazine](http://bpca.org.uk/ppc-magazine)

[bpca.org.uk/third-party-cpd-resources](http://bpca.org.uk/third-party-cpd-resources)

And don't forget to take a look at our online microlearning courses, which are free for members.

[bpca.org.uk/education-and-training/online-learning](http://bpca.org.uk/education-and-training/online-learning)

And if you have ideas for more CPD activities we can add to the list, then we'd love to hear them! Get in touch.

[training@bpca.org.uk](mailto:training@bpca.org.uk)

## Got an idea for an assignment?

There are currently three CPD assignments available on our website: Edible Dormouse (*Glis glis*), Behavioural Resistance and Health and Safety at Work Act 1974.

These assignments have no time limit; you can complete them at your leisure and submit them any time.

We're always looking for inspiration for CPD Assignments, webinars and other CPD activities. If you have any ideas you want to share, let us know!

[registered@bpca.org.uk](mailto:registered@bpca.org.uk)



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### PRINCIPLES OF PEST IDENTIFICATION



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# TRAINING CALENDAR

## Courses and exams

Level	Course/exam	From (£)	Exam	Start date	Location
FOUNDATION	Using Rodenticides Safely	130	✓	22/10/2020	Cardiff
				14/12/2020	Derby
	Practical Vertebrate Trapping	155		24/09/2020	Brighton
	Practical Insect Control	155		23/09/2020	Brighton
CORE	Starting and Managing Your Own Pest Management Business	155		30/09/2020	Basingstoke
				03/12/2020	Derby
	General Pest Control – Level 2 Award in Pest Management	1010	✓	13-18/09/2020	Stafford
				06-11/12/2020	Stafford
	Bed Bug Control	155		13/10/2020	Derby
Insect Identification	155		16/9/2020	London	
			10/11/2020	Preston	
Practical Airgun use for Pest Management	155		23/09/2020	TBA	
ADVANCED	Becoming a Field Biologist	155		25/09/2020	London
				03/12/2020	Newcastle
	Becoming a Technical Inspector	155		25/09/2020	London
				03/12/2020	Newcastle

## Exams only

Exam	Start date	Location
MULTIPLE EXAM DAYS – take any of these exams, on any of the dates:	18/09/2020	Stafford
RSPH Level 2 Award in Pest Management (£155)	22/09/2020	North East
BPCA Certificate in Bird Management (£100)	06/10/2020	Ireland
BPCA Certificated Technical Inspector (£155)	20/10/2020	Wales
RSPH Level 2 Award in Safe Use of Rodenticides (£40)	18/11/2020	South East
RSPH Level 3 Award in Safe Use of Fumigants for the Management of Invertebrate Pests (£305)	01/12/2020	North West
Advanced Technician in Pest Management (£330)	11/12/2020	Stafford
	21/09/2020	North East
	06/10/2020	Ireland
	20/10/2020	Wales
BPCA Certificated Field Biologist (£330)	18/11/2020	South East
	01/12/2020	North West
	22/09/2020	North East
	06/10/2020	Ireland
	20/10/2020	Wales
	18/11/2020	South East
	01/12/2020	North West

## Online learning

The flexible approach to pest control training, learn at your own pace at times to suit you [bpca.org.uk/online-learning](http://bpca.org.uk/online-learning)



	From (£)
Individual GPC modules – Introduction to Pest Management: Health, Safety and Legislation; Invertebrates; Vertebrates	£110
Full General Pest Control Online	£300
Using Rodenticides Safely – Online course and exam	£80
Foundation Certificate in Pest Management	£55
Completing Risk Assessments	£45

## Online classroom training

Please check the website for dates [bpca.org.uk/online-classroom](http://bpca.org.uk/online-classroom)

	From (£)
Understanding Genetic Resistance in Pests	
Principles in Pest Identification	
Stored Product Insects (SPIs) in Food Environments	£95
Flies and their control	

## CPD FREE BPCA WEBINARS

BPCA webinars are free to attend and, if you miss them, you can catch up on our YouTube channel or the BPCA website. A webinar is just an online seminar: you can ask questions or chat with other attendees before the talk, but all from the comfort of your own phone, tablet or PC.

CPD: 1 BPCA Registered; 1 Basis Prompt	12.30 start unless stated
<b>Identify and understand delusional parasitosis</b>	17 Sep 2020
<b>Squirrel control for pest professionals</b>	21 Oct 2020
<b>Cockroach control for pest professionals</b>	18 Nov 2020
<b>Controlling flies around food</b>	15 Dec 2020

Register for free  
[bpca.org.uk/webinars](http://bpca.org.uk/webinars)

Previous webinars  
[bpca.org.uk/cpd-videos](http://bpca.org.uk/cpd-videos)

Enquiries  
and  
bookings

[training@bpca.org.uk](mailto:training@bpca.org.uk)  
01332 225 113  
[bpca.org.uk/training](http://bpca.org.uk/training)

## Bulk booking discounts

We now offer discounts on bulk bookings for our Level 2 Award in Pest Management course, for both members and non-members: 0-2 licences – standard price; 3-9 licences – 20% discount; 10+ licences – 40% discount. Exam costs remain the same. Contact the training team to find out more.

## Terms and conditions

All costs are members only and exclude VAT.

Venue details are provisional and may change – please check the BPCA website before booking.

BPCA reserves the right to cancel a programme if insufficient bookings have been received.

Delegates will be offered an alternative date or a full refund of the programme fee if a programme is cancelled. BPCA will not be liable for any costs incurred by the delegates.

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