

SEPTEMBER 2018

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BRITISH Pest Management AWARDS 2019

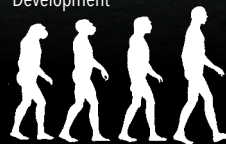
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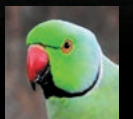
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Professional Pest Controller
the journal of the UK pest management industry



ISSN 2046-5025



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TRAPPIT
Wasp Range



Ted is very much old school when it comes to pest control. To say that his methods are overkill would be a major understatement.

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Please note: No wasps were harmed in any way in the making of this advertisement. Ted clearly needs more practice.

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I know where the summer goes.



“ BPCA Registered forms a building block within our strategy to lead and educate the professional sector, while exploring the potential for a viable licensing structure. ”

Last time we spoke I started by wishing us all for better weather – well we certainly got that, didn't we? I hope that the heatwave has resulted in positive outcomes for you and your business.

I was delighted to announce the launch of 'BPCA Registered' at our AGM back in June. In providing a development framework for our members, supported by an in-house CPD scheme, BPCA Registered forms a building block within our strategy to lead and educate the professional sector, while exploring the potential for a viable licensing structure. During the announcement we launched a consultation process where we asked for the views of our membership on how we should implement and manage the detail of the initiative. We've received plenty of great input and, now that this process is closed, the Staff team is collating the results and feeding that into detailed plans. For more details see page 48. The initiative represents a big step forward for us, but only represents one part of us delivering upon the broader strategy we're working to.

Some of you may have heard about BPCA Registered through the regular tweets that you receive from the Association's social media accounts. Well, the Staff team has been rightly rewarded for the work done on our social media platforms, winning the Best Practice Award for Social Media 2018 at last month's Trade Association Forum awards evening. Many congratulations to Ben and Scott, who lead our social media efforts. Like it or not, in our fast-paced lives social media offers a highly-effective mechanism for us to keep you in the loop, and praise like this from our peers in the associations trade suggests we're on the right track –

keep tweeting away guys! 🙌👍😊☀️

Many of you will remember the inaugural British Pest Management Awards as part of the Association's 75th anniversary celebration dinner in 2017. This was a terrific evening, celebrating outstanding contributions to professional pest management within public health and associated sectors. Now established as a biannual event, held on the middle evening of PestEx, planning is well underway for the 2019 event to be held on 20 March. As such, we warmly encourage all of you to consider nominating colleagues, companies and individuals for the individual awards which make up the BPMAs. More details of the categories, nomination requirements and judging panel can be found on page 38. When considering the value that together we bring to society, I often reflect upon the question of 'what would our world look like without us?' Let's take this opportunity to celebrate what we do in managing public health pests, and continue to raise the profile of what the Association and wider industry delivers.

It's a busy quarter ahead for BPCA. Details of the 2019 Regional Forums have now been announced, which remain a great tool to help with the continual personal development journey which we all need to keep working on. No matter how long we've been in our Industry, there is always more to learn, and evolving regulatory and pest trends to keep up-to-date with, isn't there?

We've talked about the BPMAs, which straddle the two days of the UK's leading pest management trade show, PestEx. The event will once again be held at ExCeL London on 20-21 March 2019. I confirm that registration for the event is now officially open! Why not put the event in your diary

and get yourself registered now?

You'll remember that early into my tenure as President, we implemented and shared a biannual diary for BPCA, communicating many of the key events in the rolling two-year cycle of the Association. Incredibly, over the next few months, it will once again be time for us to undertake our annual review of our progress in delivering our strategy. While the strategy is now positioned at the heart of everything that we do, we agreed that we would have a 'line in the sand' moment each year for the Executive Board, committees and Staff team to pause and review our progress to-date in delivering against our plans. As ever, wider member input on this is welcome.

Shortly after the strategy review, the Staff team and officers will begin the process of creating a budget for the coming year, and soon after that the detailed business plan, before sign-off by the Executive Board. If we get this right, we'll be able to continue to develop the leading service we offer our membership and work towards delivering the challenging but hugely exciting initiatives that we've identified as crucial to our strategy. Who says things slow down over the summer months?

Have a great end to your summer, and enjoy any time off you may be taking in the weeks ahead.

TOM HOLMES

BPCA President
Head of Durable Product
Development, Pelsis Group
president@bpca.org.uk



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twitter.com/britpestcontrol



bpca.org.uk/linkedin



BPCA
 bpca.org.uk
 British Pest Control Association
 4a Mallard Way, Pride Park
 Derby DE24 8GX
 01332 294 288
 enquiry@bpca.org.uk

PPC
PROFESSIONAL PEST CONTROLLER
 ppconline.org
 Published quarterly by BPCA
 © 2018 BPCA

EDITOR
 Ben Massey
 hello@bpca.org.uk

CONTENT TEAM
 Natalie Bungay
 Karen Dawes
 Lauren Day
 Rachel Eyre
 Kevin Higgins
 Scott Johnstone
 Ben Massey
 Lorraine Norton
 Dee Ward-Thompson

ADVERTISING
 marketing@bpca.org.uk

DESIGN
 Ken Davidson, Davidson IGD
 www.davidson-igd.co.uk



CPD FOR 2018: 2 POINTS
 BASIS reference: PC/49814/18/g

BPCA provides at least one article in every issue of PPC as an online CPD quiz. Look out for the logo on the relevant page, and in the contents list. At least three points are given for each quiz, and we even pass your results to BASIS for free within a few days. To access this unique benefit, simply join the BPCA Affiliate Scheme via bpca.org.uk/affiliate

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First 100(ish) days

Oh, the glamour of being a CEO. In my first hundred days in the job I have trudged around a caravan park in Bridlington when the Beast from the East was blasting its way across the UK. To add to this delight, I then trudged similarly around a golf course near Hull looking for moles. I have crawled through the roof-space of a food production factory, checked bait boxes in the snow, squeezed between pallets of packaged foods and throughout it all haven't yet seen much by way of pests.

I have driven over 10,000 miles to meet members and heard about the work of a wide range of pest control businesses from one-man bands to big national companies.

Of the people I have met, a common feature is the passion they have for the work they do as pest controllers and their desire to be, and to be seen to be, professional.

In between meeting members, I have done the RSPH Level 2 course and spent a Friday afternoon sitting the 3-hour exam. I have questioned whether this is the best way to assess pest control, given it is such a practical job. The responses from members on this matter have been similar, and the response from the RSPH has been that our sector likes the exam!

I have met some fascinating people who do an incredible job in some very unpleasant environments, and they do it with a smile (most of the time), wanting to do the very best they can for their customers. That passion is commonplace in the sector, and something I've experienced when I have been out and about and I see it across our Board and Committees.

In between times, I have actually got on with some of my day job stuff, including getting the strategy out there and building a greater sense of ownership of the strategy across the organisation. I have also had meetings with partner trade and professional bodies including the Chartered Institute of Environmental Health, the Chartered Institute of Wastes Management, the British

Cleaning Council and the British Institute of Facilities Management.

My reflections on my first 100 days are that as a trade association, what I was told at interview has proved to be right: BPCA is in a good place, and I want to take it from good to great. There is more work to be done in getting the sector professionalised, and while great work has been done on getting training, qualifications and ongoing CPD embedded in the industry we cannot be complacent as some form of licensing may be around the corner, and we need to be ready to influence that.

I am clear that BPCA has two primary roles: to drive professionalism in the sector and to be the voice for the sector. We have more to do in both those areas. We are increasing the noise about BPCA members and EN 16636 with specifiers, particularly in the food, drink and hospitality sectors which are significant users of our services. Educating commercial users is a huge task. Educating the public is on a different scale entirely. On that, I am keen that the public starts to understand how different the world at home, work and play would be if you didn't do pest management.

There is much to do, and we can't do it all. I am keen that as a trade association we do the right things well and that may mean not doing some things, including things that we may currently do. Equally, there may be things we don't do presently that we ought to be doing - one great example of this is CPD which we are taking in-house this year to give us greater flexibility on how we develop this within a broader professional development framework for our members.

IAN ANDREW
BPCA Chief Executive
ian@bpca.org.uk

40% of farmers still consider permanent rodenticide baiting essential

“



Compelling evidence of professional rodenticides being used without unacceptable effects on the environment means these products could remain available as they are today. However, without such evidence, we should anticipate further restrictions on where rodenticides can be used, and by whom. Clearly, a significant share of responsibility for which way this goes is in farmers' own hands. ”

DR ALAN BUCKLE, CRRU CHAIRMAN

In a recent survey conducted by CRRU UK, permanent rodenticide baiting is still considered essential by more than one-in-three farmers - contrary to stewardship guidelines.

The Campaign for Responsible Rodenticide Use (CRRU) with the support of the National Farmers Union (NFU) had 117 responses from farm owners and managers.

The primary concern, according to stewardship spokesman and CRRU chairman Dr Alan Buckle, is that permanent rodenticide baiting is still considered essential by a third of farmers.

As an incentive to take part, the survey included a prize draw to win a professional brushcutter - making the point that rat control should begin with keeping a tidy farmstead.

Is permanent rodenticide baiting essential?

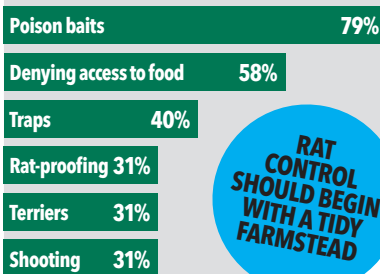


IMPACT ON PROFESSIONAL RODENTICIDE USAGE

The results tell that just over 60% of farmers get this in theory, although this means nearly 40% don't. Half of the participants scored their own farm's tidiness a mediocre five, six or seven out of ten.

The government panel that oversees the stewardship regime said earlier this year that its scrutiny "...will focus on the extent of any behavioural change among those operating in the sector and the measurable effect this has on residue levels in non-target animals."

How farmers are controlling rats



In the survey farmers were asked about increased rodenticide controls if stewardship was unsuccessful.

RODENTICIDES IN THE FUTURE

When posed with the hypothetical statement "high potency rodenticides might be restricted in future to professional pest controllers only" 40% rated this "probable" and 43% "possible".

Natalie Bungay, BPCA Field Officer, said, "We've been hearing our members frustrations when they encounter poor practice by amateurs or inadequately trained users. Our members were well prepared for rodenticide stewardship and seem to have understood the risks of it failing. We all want to keep rodenticides on the shelf so we can protect public health, but for that to happen, farmers and pest controllers all need to pull their weight when it comes to our rodenticide stewardship requirements."

THE BRIGHTER SIDE OF THE SURVEY

In its press release, CRRU said, "On a positive note, about one-in-five report using rodenticides only once a year or not at all, and another one-in-four use them just twice to four times a year."

You can learn more about stewardship at thinkwildlife.org

No deal - HSE Chemicals EU exit workshop



BPCA Field Officer, Natalie Bungay, went along to the HSE's Chemicals EU exit workshop, in Liverpool on 1 August, to find out how chemical regulation could be affected if the UK leaves the EU without a deal.

The Health & Safety Executive's Chemicals Regulation Division (CRD) held a one-day stakeholder workshop covering EU exit and its impact on:

- The Biocidal Products Regulations (BPR)
- Classification Labelling and Packaging (CLP)
- Prior Informed Consent regulations (PIC)

It was only recently that HSE was given permission to hold an event like this, ie discussing what may or may not happen. HSE expects to be doing many more of this type of event as the months tick by. The event was mostly aimed at the stakeholders such as manufacturers of products, sellers and traders as the EU exit will affect them the most.

The big questions on everyone's minds are, where are they going to get their products authorised, what admin systems will be used, and the potential for 'dual authorisation' via not only the UK but also the EU (if they want to trade in the EU that is).

This could see prices for registrations of products go up and, the assumption is that we, the end users of those products, may also see an increase in pesticide pricing to cover this extra cost.

In terms of pesticides, Control of Pesticide Regulations (COPR) are being superseded by the Biocidal Product Regulations (BPR). We asked Karen Clayton, CRD Director, if this will continue no matter the outcome of negotiations, and the answer was: "Yes, quite simply! The COPR will be obsolete at some point."



Free info supports CPD and best practice for rodent control



New information material supporting effective and responsible rodenticide use has been published by UK Rodenticide Stewardship and is available free of charge to all users.

Topics include:

- Exposure of wildlife to rodenticides
- Direct bait application in burrows
- Environmental risk assessments
- Changes to classifications and pack sizes.

The modules have been compiled by Campaign for Responsible Rodenticide Use UK experts, co-ordinated through CRRU work groups.

thinkwildlife.org/training-certification/continuing-professional-development-cpd-and-stewardship

New role for Katrina as she becomes BPCA CPD Administrator



BPCA's very own Katrina Jellyman has been recruited to BPCA's new CPD Scheme Administrator position.

Katrina started with BPCA back in March 2016 as our receptionist and administrator. During her time here she's continued to increase her responsibilities, making herself an invaluable member of the Staff team.

Training Development Manager, Karen Dawes, said: "We're delighted that Katrina will be joining the expanding training team - I'm sure the other departments will be very jealous! Katrina overcame very strong external candidates to secure the role - and for that, she should be very proud."

We'll now go through the process of recruiting for a new BPCA administrator and receptionist.

Check the BPCA jobs board for all the latest pest control related jobs. bPCA.org.uk/jobs

New Sales Executive joins BPCA



Professional salesperson Beth Reed has joined the BPCA Staff team as our new Sales Executive. Beth has been recruited to help develop BPCA events like PestEx 2019 and publication, PPC magazine. She'll support BPCA members with exhibition, promotional, sponsorship and advertising activity within our busy commercial portfolio. She'll also be encouraging non-BPCA member organisations to get involved with BPCA's activities.

Beth has a proven track record in media and exhibition sales and has grown revenue year-on-year for two big German trade show organisers within the manufacturing sector.

Commenting on her new position Beth said: "I'm passionate about sales, and moving into the pest control sector is a very exciting opportunity for me. I look forward to growing brand awareness for all clients which in turn will grow business and drive up revenue for all."

If you'd like to say hello to Beth, or find out more about sales, advertising, promotional and sponsorship opportunities with BPCA, you can contact her on beth@bPCA.org.uk

Jo appointed BPCA's Event Manager as maternity cover



Jo James has joined BPCA as our new Events Manager, covering Lauren while on maternity leave. Jo has a degree in marketing from the University of Leicester and has experience in delivering successful events in the sports, ceramics, hospitality and nursery industries.

Jo said, "I'm delighted to be joining BPCA to deliver PestEx next year, and the range of events leading up to it. There's so much going on in the industry it's hard to know where to start, but I'm looking forward to joining members at the Midlands regional forum next month."

When Jo's not delivering successful events, she spends time with family and friends, mostly in the garden or at local shows. All the team at BPCA are looking forward to working with Jo over the next year and wish her the very best.

LET PPC TELL YOUR STORY

Want to announce a new employee to the whole sector? If you have news that you'd like us to showcase, contact us now.

hello@bPCA.org.uk

PPC is official media partner for CIEH Pest Control Conference

Late in August, CIEH presented PPC magazine as the official media partner for its Pest Control Conference taking place on 16 October at its offices in London. The full day event titled 'Safeguarding public health' is chaired by Bob Mayho, Chairman of the National Pest Advisory Panel, and features

talks from BPCA members Acheta Consulting and Killgerm.

Attendees will be a mix of environmental health officers, pest management professionals as well as representatives from local authorities looking to develop knowledge on this subject.

BPCA members qualify for the discounted CIEH member rate to attend the event, which is £149 (or £99 if booked before 4 September).

Book now: cieh.org/events/2018/pest-control-conference-safeguarding-public-health-bPCA

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BPCA scoops award for social media excellence



At the 2018 Trade Association Forum's awards evening, BPCA won the Best Practice Award for Social Media 2018.

The awards evening, now in its sixteenth year, was held at the historic Draper's Hall in London.

The Best Practice Awards event was created by the Trade Association Forum (TAF) to recognise, reward and promote best practice

amongst trade associations in the UK.

The award is supported by the Department for Business, Energy and Industrial Strategy, which sits on the independent judging panel.

Content and Communications Officer, Scott Johnstone, said: "Creating engaging posts for a 76-year-old trade association can seem daunting but, actually, it's just a matter of reflecting the tone of our members. We go for a straight-talking, playful tone without being stodgy. We can be professional without being boring. Social media is meant to be fun."

Engagement in social media activity across BPCA's platforms has increased steadily over the last few years. In the first quarter of 2016, BPCA posts were averaging five interactions each. By the last quarter of 2018, Facebook and Twitter posts were averaging 39 interactions each.

Scott added: "The increase in engagements is probably more down to the type of thing we're sharing. We're sharing our own articles from the new website and PPC

magazine. We're sharing our member's stories. We're sharing what's happening across the industry and in the media – all with our own values weaved in.

"In turn, our members are sharing and retweeting our posts, and even more people get a chance to interact with us. So, thank you to our members, followers and friends who've been helping to spread the word!"

In 2017, BPCA won another TAF Best Practice Award for PPC magazine, and Marketing and Communications Manager, Ben Massey was named young marketing executive of the year at the MemCom Awards.

JOIN THE CONVERSATION

Stay up to date with the latest BPCA updates by following our award-winning social media accounts.

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RAMPS UK launches the updated 2018 Code of Good Practice and new label tags for Phostoxin® and Talunex®



Label changes in the conditions relating to the use of both Phostoxin® and Talunex® for the non-agricultural control of brown rats resulted in the UK marketing companies putting a temporary suspension on the use of both products for rodent control until a clear and workable process could be agreed by all UK stakeholders.

Additional label requirements for the non-agricultural control of brown rats, moles and rabbits regarding risk areas and gas level monitoring have also been introduced which required clear guidance for operators and trainers.

The updated 2018 version of the RAMPS UK Code of Good Practice has been produced reflecting these changes and gives clear additional guidance on all aspects of agricultural and non-agricultural control of brown rats, moles and rabbits.

The RAMPS UK Code of Good Practice should be used in conjunction with the new tag labels that combine the agricultural and non-agricultural use of aluminium phosphide for the control of brown rats, moles and rabbits.

As a result of these amendments the suspension of brown rat control has now been lifted.

The 2018 version of the RAMPS UK Code of Good Practice is available in the BPCA member documents area.

bPCA.org.uk/member-area

Electronic tags for antisocial invasive pests

To protect the UK's honey bee populations, scientists have trialled electronically tagging invasive Asian hornets.

Scientists from the University of Exeter have trialled the use of tiny tracking devices to follow Asian hornets to their nests – marking a revolutionary way of identifying established colonies.

RISK TO BEES

Asian hornets (*Vespa velutina*) prey on honey bees, one of the UK's most important pollinators.

Asian hornets are already well-established across much of Europe. However, other than a couple of isolated incidents in Britain, the invasive pest is not yet well-established on our shores.

TRACKING VESPA VELUTINA

Vespa velutina workers were caught when hawking outside of hives, foraging around plants for nectar or honeydew, or at bait stations, were then fitted with VHF radio-telemetry tags, released near their point of capture and tracked to their nests.



Worker hornet (ID W32; weight 0.48g) restrained to a Perspex plate while attaching PicoPip Ag337 tag (ID N347; configuration option A; weight 0.30g) (image: P Kennedy).

Adult Asian hornets hover outside bee nests, grab an unsuspecting bee, then dismember it before taking it back to their nest to feed to larvae.

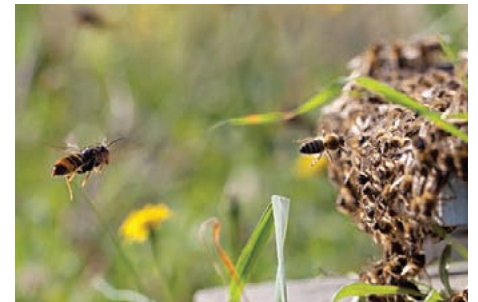
The only way to prevent the spread of the hornets is to detect them early and destroy their nests. *Vespa velutina* nests are usually well hidden, and workers travel large distances, making them hard to follow. It is vital to find the nests early in the season to prevent the hornets spreading as, later in the year, hundreds of new queens emerge and disperse from each nest, each with the potential to make new nests.

Using the radio devices, scientists from the University of Exeter have managed to follow Asian hornets up to 1.33km back to their nests. The researchers used the smallest radio tags commercially available, which had to be attached to the hornets with sewing thread. Asian hornets were able to carry the trackers as long as the total load was less than 80% of the insect's weight.

Trials of the technique in the south of France

and Jersey found five previously undiscovered nests. The work was funded as part of Defra's efforts to prepare for future outbreaks of the Asian hornet in the UK. South West beekeepers also have supported the project with funds of their own.

Nicola Spence, Defra Deputy Director for Plant and Bee Health, said: "This work is key for ensuring a rapid response to Asian hornets when sightings are confirmed and, in future, bee inspectors will be able to use this technique to take swift action."



Asian hornet hawking outside of a honey bee hive in France (image: Karine Monceau).



Vespa velutina nest in a silver birch, near Trinity, Jersey (image: P Kennedy).

ASIAN HORNET WATCH

Asian hornets are smaller than native European hornets. They have a mostly dark brown or black body and yellow-tipped legs, a distinctive orange-yellow stripe near the end of their abdomen, and often a thin orange-yellow line just behind the "waist".

Unlike the European hornet, the Asian hornet's face is orange, and the back of the head is black.

The paper, published in the journal *Communications Biology*, is entitled: "Searching for nests of the invasive Asian hornet (*Vespa velutina*) using radio-telemetry."

HAVE YOU SEEN ASIAN HORNETS?

Any suspected sighting of an Asian hornet should be reported, ideally with a photo, by using the Asian Hornet Watch app or by email to:

 alertnonnative@ceh.ac.uk

Bed bug project gets government grant

DO YOU HAVE A SPECIAL INTEREST IN BED BUGS?

BPCA SPECIAL INTEREST GROUP

BPCA is looking for people who are passionate about protecting the British public from bed bugs. See page 46 for details.



A product designed to “revolutionise how bed bugs are tackled” is being supported by Innovate UK’s latest open funding competition.

Vecotech has received a grant of £220,034 to develop a product to detect infestations in its first stages, which in turn would lead to more effective control. The product utilises an aggregation pheromone identified by The London School of Hygiene and Tropical Medicine (LSHTM).

Professor James Logan, of Vecotech and Head of Department of Disease Control at LSHTM, said: “Bed bug control remains one of the most lucrative and growing markets in the pest management industry globally, and insect numbers are also reported to be increasing rapidly.

“The common bed bug bite can cause reactions ranging from minor irritation to severe allergic hypersensitivity. They

are a pest of significant public health importance and a major global economic problem, widely infesting homes, hospitals and dormitories and damaging the hospitality industry through infestation of hotels, cinemas and transport.

“There are a few bed bug detection methods and monitoring devices available, but there are no established products with proven reliability and efficacy for detecting low-level infestations quickly.

“The objective of this project is to develop an effective test prototype of this powerful lure, to be used in a bed bug-specific trap, capable of detecting early stage infestations, that is effective, sensitive, long lasting, safe, affordable and discrete.”

This project is one of 53 projects that won a combined total of £17.44 million in grants from Innovate UK.



Have you seen the new PestEx website? It was published last week and represents your ‘official’ one-stop-shop for Europe’s leading pest management exhibition. The website already features information on the range of organisations who will be exhibiting next year, including the all-important floorplan and information on how to get to the show. Later in the year the seminar schedule will be published, as well as news on special activities taking place over 20-21 March.

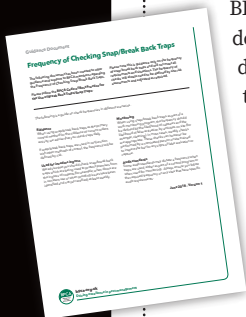
Those that register on the site will receive event announcements as soon as they happen. pestex.org

Guidance for snap and break-back traps available for BPCA members

BPCA has produced a guidance document to help our members decide how often they need to check their snap and break-back traps.

The document covers check frequencies for riddance programmes, pest ingress, monitoring and audit standards, and it is intended for BPCA members only.

bPCA.org.uk/members-area



EN 16636 Certified a contributing factor in gaining City contract

South London-based Beaver Pest Control has been awarded the pest control contract for the City of London Corporation.

The three-year deal included elements such as EN 16636 Certification, provision of work experience placements, and the ability to reduce vehicle pollution through the use of footmen in the City.

David Lodge, Director at Beaver said, “It was reassuring to see holding or working towards the EN 16636 standard

on this tender, not just conforming to it. I’m told it was a contributing factor in our bid.”

“I am definitely seeing EN 16636 Certified [CEPA Certified] appearing on more and more tenders, so would encourage companies to take it up sooner rather than later, or miss out.”

David is also Chair of BPCA’s Contract Sharing Network, which now has over 70 members and is approaching national coverage. He added, “I have to encourage colleagues

from companies who hold EN 16636 into BPCA’s CSN. It makes the network altogether stronger and enables those who have won a contract with EN 16636 certification to uphold the SLA through sub-contracting companies.”

For more information on CSN email csn@bPCA.org.uk

If you’re interested in getting EN 16636 Certification, BPCA can support member companies through the process. technical@bPCA.org.uk



“It is expected that the contractor will be certificated to meet the European Standard for Pest Control Services EN 16636, or be working towards and achieve certification within 18 months of commencement of the contract. Certification to be maintained throughout the contract period.”

TENDER SPECIFICATION, CITY OF LONDON

QUICKSHOTS

David Haskins joins Bower



David Haskins is joining Bower Products, with whom he has worked closely over many years, to help with further business development. After some 15 years in the pest control industry, David brings a wealth of experience to his new role. With Huck Nets he was Pest Control Business Manager before joining Barretine Environmental Health in 2007 where he became Technical Sales Manager followed by Sales Director.

PelGar's new Technical Lead...



PelGar International is delighted to welcome Sandy MacKay as the new head of its Technical Department, taking over the from company co-founder and Director Dr Jonathan Wade. Now retired from the industry, Jonathan had a long and distinguished career in public health and pest control culminating in the partnership with Dr Gareth Capel-Williams in 1995 and the launch of PelGar International.

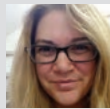
A toxicologist, Sandy brings almost 30 years' experience in research and product development and has joined PelGar from Wickham Laboratories where he was head of toxicology.



Alpha Pest Control celebrates silver!

Preston based, Alpha Pest Control, has celebrated 25 years of service to the pest control industry. The company marked the occasion by throwing a surprise event in London for employees and national subcontractors, including representatives from Rokill and CSS Pest Control. Established in 1993, Alpha joined BPCA as a Servicing member in 2007. The family business commended its dedicated team of qualified pest controllers. Mike Flynn, Managing Director, Alpha Pest Control is also celebrating 40 years in the sector.

...and a new Marketing Manager



PelGar International has appointed Anna Wilson-Barnes as Marketing Manager. Appointed at the beginning of May, Anna took over the marketing function from Nic Blaszkowicz, who will concentrate on UK and Ireland business management. Anna brings over 20 years' marketing strategy and brand management experience to the role, most recently from the tourism sector.

NEW CODE OF BEST PRACTICE: The Use of Air Guns in Pest Control



The new Code of Best Practice for The Use of Air Guns in Pest Control is now available to download.

BPCA Codes of Best Practice (COBP) are written rules which explain how people working in the pest management industry should behave in a particular situation.

This code aims to make operators within the pest industry aware of their responsibilities when using air guns.

Compliance with BPCA Codes of Best Practice is mandatory for all BPCA members. All BPCA servicing members that use air guns for the management of pest species should familiarise themselves with the document and communicate its contents with their team.

The code includes a safe and legal process for using an air rifle for the management of pests.

Dee Ward-Thompson, BPCA Technical Manager, said: "This has been a difficult code to produce, requiring lots of

input from many BPCA members and government departments. The legal basis for using an air gun varies in England and Wales, Northern Ireland, and Scotland, so the code we produced had to reflect that. Air guns are valuable, humane tools in the hands of properly trained pest management professionals. By following this code, you'll keep your practice safe, legal and professional."

The Code of Best Practice is freely available to everyone through the BPCA website, meaning it's available in full to non-members and the general public.

If you know of an issue or situation that you feel needs a code or guidance document producing, please contact us, and the Servicing Committee will then discuss it.

technical@bPCA.org.uk
bPCA.org.uk/codes

Interesting rat behaviour caught on camera

SEEN SOMETHING WORTH SHARING?

Tell us your pest news and we may feature it on our website or even PPC magazine.



hello@bPCA.org.uk

Most of us get upset when we see a rat stealing food from a bird table, but what if we spotted a rat eating the birds themselves? That's precisely the moment a photographer captured in Lincolnshire.

The photo shows the disturbing moment a brown rat captures a robin straight out of the tree it was resting in. Rats aren't known for being picky eaters, but this picture is one of their more exotic meal choices.

Gary Howard, from BPCA Servicing Member, Monitor Pest Control, originally came

across the picture. He remarked: "This is fascinating and unusual behaviour. The photographer saw the rat take two robins in the same session - it did better than a sparrow hawk he was observing on the same day!"

"Rats are known to attack live prey, normally in captivity, for example, in aviaries and chicken coops. They go for easy victims first: eggs, chicks and slow or cornered adults. They've also been known to attack pigeons in the open because they move slowly.

"However, for a rat to climb a

tree and catch two robins is very interesting, as you would assume that small birds in their wild habitat should be too fast for a rat."

BPCA Field Officer, Natalie Bungay, commented on the photograph: "Whether it's food waste, your vegetable patch or bird eggs - rats will make a meal of almost anything convenient. We've seen that rats will eat ground-nesting birds, leading to environmental issues such as those in South Georgia.

"That being said, I've never seen a rat successfully pluck



a bird right out of a tree before. Hopefully the general public will see this photograph and help dispell the myth that rats can't climb!"



RULING THE ROOST

An introduction
to effective
bird management

Bird management is a tricky but crucial arm of public health pest control and potentially a huge growth area for a professional servicing company willing to learn. One BPCA member company that has built its business around bird solutions is NBC Environment. We asked Managing Director, John Dickson, to give us a back-to-basics look at all things bird control.

Even the smallest bird can potentially cause serious complications to business with significant cost, as all UK birds, their young and nests are protected by law under the Wildlife and Countryside Act 1981. Some birds (schedule 1) are protected further, and it is an offence even to disturb them while they are nesting.

It is a common misconception that birds such as pigeons and crows, often referred to as pest species, are not protected. However, under the General Licence, if an authorised person observes the conditions stated within the licence, they may kill or take certain species listed. Failure to obey these conditions puts the individual at risk of up to a £5,000 fine or six months in prison.

NUISANCE BIRD ISSUES

Nuisance birds, especially pigeons and gulls, are known to cause a variety of issues including:

- Nesting in or on buildings
 - clogging drains and flues, encouraging insect infestation.
- Noise – some bird species are very loud, for example, gull calls can be disruptive to business or residential areas.
- Ground-nesting – ground-nesting bird species can cause significant development delays and costs if not managed correctly or legally.

Common problem bird species that come into conflict with businesses and organisations are pigeons, gulls, Canada geese, starlings and corvids (crows, rooks, ravens, jackdaws) which create health and safety issues, depositing bird mess and creating destruction wherever they go.

The legislative nuances relating to birds are highly complex, and it is advisable to commission a survey from an experienced bird expert. They can put a mitigation plan in place to ensure operations are approved and legal, which will provide auditable evidence safeguarding your project/site.

BIRD MANAGEMENT SOLUTIONS

A broad range of bird management solutions are available with measures that include deterrents such as (non-

lethal) falconry and laser systems to modify behaviours and encourage birds not to settle at particular sites.

Preventative solutions may include:

- Bird netting
- Bird spikes
- Electric bird wire
- Non-toxic bird gel
- Laser deterrents.

Bird deterrent solutions may include:

- Falconry response – these programmes are a live visual deterrent to scare birds from an area. The presence of a hawk or falcon quickly makes an area undesirable to nuisance birds and encourages them to establish a new pattern of behaviour away from your site.
- Egg and nest removal – occasionally lethal forms of bird control are required however it is wise to use this as a last resort as there are a wide range of highly effective non-lethal methods available.

WHAT TO DO?

Although anyone is able to install bird proofing, it is recommended to seek advice and ensure the person installing the solution has a good understanding of bird behaviour. They also need to be able to install the solution correctly, which will increase the effectiveness of the deterrent.

In some situations, a preventative measure may not be effective or practical, and it may be possible to carry out bird control operations under the General Licence which can be relied upon if the following criteria are met:

- Good reason – preserve public health or public safety, prevent serious damage or disease or light safety
- You are authorised to do so by the owner or occupier of the land or property
- The owner or occupier is satisfied that appropriate non-lethal methods of resolving the problem such as scaring and proofing are either ineffective or impracticable.

Licence conditions vary for England, Scotland and Wales and are issued by governing bodies such as Natural England, Scottish National Heritage and

the Welsh Assembly. There are a variety of licences available, and it is important you know which one you are operating under and the regulations attached.

A limited number of bird species are included under the General License – we encourage you to consult with Natural England or the appropriate body to ensure suitable bird control methods are used to meet their guidelines.

We always recommend calling an expert if unsure of the law or the safest and effective solution to use.



LOOKING FOR A BPCA MEMBER TO HELP BIRD CONTROL?

The BPCA Find a pest controller tool isn't just for members of the public in pest distress. If you want to subcontract out to a member you can find a local member to help you out.

 bpc.org.uk/help



An online CPD quiz based on this feature is now available on the BPCA website. Each quiz is worth three CPD points - register to take part at bPCA.org.uk/affiliate

BIRD BRAINED?

Understanding behaviour for successful bird control

Being 'birdbrained' is meant to be an insult. Typically it's used to describe the sort of person you wouldn't want on your pub quiz team. Any professional pest controller with experience in bird work will tell you that there's nothing stupid about the nation's problem birds. Andy Baxter, MD of Birdstrike Management, investigates how understanding and controlling behaviour is key to reducing risks in this field.



Good bird management not only requires an understanding of the problems faced and solutions available but often the responses and behaviours of the species themselves and the effect of over utilisation or reliance on particular tools. While we may separate bird, mammal and insect groups into different types of response, the reactions to, and impacts of, control methods on individual species can vary significantly.

Deterrence of gulls may require a different strategy to that of pigeons, corvids or raptors. We all believe that our humble crows are perhaps 'cleverer' than pheasants - certainly, if roadside casualty levels are anything to go by this appears to be strongly evidenced! But is this all just down to the ability of different species to comprehend and react to potential threats or can individuals exhibit learnt responses?

A BIRD'S-EYE VIEW

Firstly, birds rely on different senses to respond to different environmental stimuli; hearing enables a response to sound, eyes to visuals etc. The evolutionary development of species, however, means that these senses vary significantly depending on the ecological niche within which a species or group of birds reside.

Raptors, for example, have evolved outstanding eyesight that enables both colour perception and excellent resolution. As a hunting species, their eyesight is concentrated on forward-looking magnified vision targeting the capture of their prey. Their prey, however, has evolved much wider peripheral vision to enable them to detect an oncoming predator early and take evasive action. At airports, for example, these factors mean that a group of lapwings foraging within a grass meadow are permanently

alert to threats and can, therefore, have controlled dispersal undertaken by an airport operator by using visual stimuli.

Similarly, when a stealth predator has captured such prey, the prey response (if not immediately killed) is to struggle and respond with a distress call. Other lapwings will, therefore, approach and potentially mob a predator either for their safety or to drive the predator away. As a species that has evolved to flock together to evade predators, lapwings will therefore routinely bunch up and disperse as a single group.

Contrast this with the response of raptors. These birds are themselves hunters and the larger they get the more likely it is that they have no need or experience of responding to threats. For example, our increasing red kite and buzzard populations have all the sensitivity required but have not adapted to being hunted themselves. Controlled dispersal can prove extremely difficult with the result that any dispersal effort does not result in an escape response. ❀

FOWL LANGUAGE

Understanding the ability of different species, therefore, to detect control methods and their subsequent behavioural responses is key to good wildlife hazard management.

Corvids are perhaps one of the best examples of 'intelligent' birds. Apart from featuring on wildlife documentaries working out the steps needed to access food, these birds do show very rapid learning behaviours. Where pest control activities occur in fields, corvids rapidly learn the range of shotguns and the difference between the sounds of a shotgun and the sounds of a gas cannon.

One presents a real threat; the other presents a perceived threat, and while both



SPEED VIEW

CONTROLLED DISPERSAL CAN PROVE EXTREMELY DIFFICULT WITH THE RESULT THAT ANY DISPERSAL EFFORT DOES NOT RESULT IN AN ESCAPE RESPONSE.

make a loud bang, the hearing ability of corvids is sufficient to detect the difference in tone. Deterrence, therefore, needs to confuse the situation to ensure that the cannons themselves are associated with the lethal threat.

Such a programme is currently being researched in relation to wood pigeons within agricultural crops to determine whether mannequins that are exchanged for identically dressed humans with shotguns can result in improved damage prevention. The ultimate scarecrow perhaps?

PUTTING THE CAT AMONG THE PIGEONS

The most prevalent 'bird pest' encountered in our environment is most likely the feral pigeon.

Ubiquitous across the country, and in many cases around the world, feral pigeons will breed regularly, be repopulated by 'escaped' racing pigeons and have adapted well to the human landscape. While maintaining all the abilities to perceive and respond to predator presence, feral pigeons have been subjected to perhaps every type of control attempt possible.

As a species that often lives in a busy urban environment and does not emit a traditional 'distress call' sound, their tolerance for many different potential deterrence methods can be high. Ultrasonic deterrence seems to produce agitation but not dispersal, and it is not clear why a pigeon would associate ultrasonic sounds with a threat.

Infrasonic sounds or 'resonant' sounds have been suggested as methods for physically impacting birds. Imagine the 'thumping' sensation produced at

a rock concert or by an approaching helicopter on your rib cage. These methods appear to offer real opportunities to produce a

physical stimulus to birds but are difficult to manufacture. Attempts made to create infrasound with large speakers to disperse birds had little effect.

One company has taken this theory further and suggests that a physical effect can be produced on birds by emitting sound at the correct frequency. Their findings have shown, in the laboratory at least, that an instinctive reaction can be produced that bypasses the brain. This response is inbuilt into most mammals and birds including us. The simple requirement is to minimise the time spent being 'hurt' by something that can create harm. In our case, when we put our hand into a flame, the pain receptor immediately sends information to the muscles to withdraw the hand upon which we think "ouch that was hot". The learning response is one where we think "ouch that was hot" and then consciously withdraw our hand. At that point, our hand will have spent longer in the flame as we thought about the response to undertake.

It is clear that many birds have these instinctive responses, but it is not clear how those responses can be integrated into a wildlife management control programme. If the response does not create a feeling of pain or a threat that the animal wishes to avoid, will a dispersal or movement reaction occur? In other words, we are back to the original concepts of controlling problems by understanding the behaviours and reactions to stimuli and managing the reasons for problematic

- **Some bird senses change depending on ecological niche**
- **Flocking birds will do exactly that when in danger, while predators tend to have no learned response**
- **Some birds can differentiate between shotgun and gas cannon sounds**
- **Feral pigeons have been subjected to perhaps all possible control methods**
- **It is not clear how instinctive responses can be integrated into a control programme**

wildlife being present in the first place.

If birds need a place to nest, feed or rest, then eliminating the availability of those areas immediately removes the likelihood of attraction in the first place. If birds perceive a threat of any given type, then implementing that threat in a timely manner is likely to enable dispersal from an area. If, however, the attractant remains and the birds fail to perceive a threat (either through overuse or poor delivery of a control method), then the chances are our attempts at control will be thwarted. Always consider behaviours and attractants and target the most appropriate forms of control.



About Andy

Andy currently leads the team at BML as Managing Director. Andy works closely with many international airports (Heathrow, Gatwick, Schiphol) and ensures quality delivery by an exceptional team. With over 25 years' experience having led the UK Government's Birdstrike Avoidance Team, Bird Detection Radar Team and Wildlife Control Teams, Andy set up Birdstrike Management in 2013 to concentrate on specialist bird and wildlife risk management programmes for the aviation community.



Birds of prey

The biological and environmentally friendly approach to nuisance bird control

CHOOSING YOUR DETERRENT

The most commonly used species in bird control are falcons and Harris's hawks.

Our native peregrine falcon and peregrine hybrids prove to be very successful. One unique bird provides an effective control session of two to three hours. When the game species sees a falcon stooping to a swung lure in hunting mode, it really is the ultimate deterrent.

Harris's hawks are very versatile making them the ideal choice in many urban environments. They are an extremely agile and sociable bird by nature, making them perfect for flying when space is a restriction or roof access is difficult or unsafe.

SPECIALIST VS GENERALIST

The main benefits of this natural approach to bird control are that the target isn't killed and any potential hazard to non-target species in the area is eliminated. No chemicals or traps are used, making the use of raptors the ideal choice for the environmentally conscious.

Falconry is a viable alternative to netting and spikes that some customers may not want or have the budget for. Proofing may not be practical in some cases, notably when nuisance birds populate large open spaces such as airfields, landfill sites or farmland. Listed buildings may also be excluded from the proofing option.

Using birds of prey for bird control needs some additional skills to those required when practising falconry in the hunting field, the surrounding area will almost certainly be more hazardous. Wind speed and direction become more critical, leaving you no time for complacency or relaxing when flying your hawk.

Risk assessments and method statements need to be completed and submitted to the customer in advance of any work beginning. Thorough knowledge of the target species and the area affected is invaluable to ensure excellent customer service and the safety of our birds.

The natural approach to bird control can be extremely effective in providing the correct programme is implemented for the client's situation and the logistics of the environment to be controlled. John Dowling, hawking expert extraordinaire talks to PPC about the nuances of using birds of prey to manage bird pest species.

Using falconry for bird control takes advantage of nature's instincts as the control species react instinctively to the threat of a natural predator in flight frequenting the area leading them to fly off.

In most cases, our birds are not hunting birds. They will act as a deterrent and scare the target species away from the area encouraging them to find an alternative location for nesting and roosting.

MANNING UP

All our birds used in bird control are specially trained and manned for the purpose. Manning is a falconry term for the process of taming, bonding with, and acclimatising a bird to its handler and various stimuli. In a bird control environment, these stimuli could include forklift trucks, MEWPs, large machinery, and roller shutter doors.

The manning up training procedure takes many weeks and ensures that we

can take our birds into any location safely and with confidence. A typical control programme in an urban environment will comprise of site visits up to three times per week with a hawk or falcon, with the bird flying for a minimum of two hours per session. The frequency of these visits can be reduced once the situation is under control.

A HOLISTIC APPROACH

It's vital that any bird of prey programme must be supplemented with a comprehensive egg and nest removal plan. Gulls, in particular, become very defensive and aggressive during the breeding season and can pose a real danger to our birds if they have young to defend, so egg and nest removal is a must.

By removing the eggs and nests every two weeks the adult birds breeding cycle is considerably shortened. Therefore having had an unsuccessful breeding season with no young to rear they move on sooner and the colony reduces year on year.

TOP 5 AVIAN PESTS

FERAL PIGEON COLUMBA LIVIA

Family Columbidae, Genus Columba



Image: Diego Delso

Lifespan	up to 4 yrs	Sexual maturity	4 months
Weight	360g	Wingspan	62-72cm
Eggs	2-3 eggs (six times a year)		

Related to the rock dove, this bird is a very common pest bird found in all areas of the UK. Harbours a large variety of diseases and insects on the body. Its nests and fouling are also public health concerns. The feral pigeon has no distress call.

HOUSE SPARROW PASSER DOMESTICUS



Image: Adamo

Lifespan	3 years	Sexual maturity	152 days
Weight	24-39g	Wingspan	21-25cm
Eggs	up to 5 eggs (four times a year)		

Small, agile, intelligent bird, resident in the UK. The house sparrow is mainly a pest of the food industry. They may never leave a factory if they have food and water. Their fouling contaminates.

HERRING GULL LARUS ARGENTATUS

Family Laridae, Genus Larus



Image: Manfred Schulenburg

Lifespan	up to 30 yrs	Sexual maturity	4 years
Weight	700-830g	Wingspan	120-125cm
Eggs	up to 3 eggs (once a year)		

A large, aggressive gull that causes many issues to people and buildings. It will attack when nesting and peck roofs, causing damage. Its nests often block gutters. Juveniles return to the same roof every year. Usually, more of a pest during the breeding season. Moved inland due to the availability of food, shelter and nesting sites.

LESSER BLACK BACKED GULL LARUS FUSCUS

Family Laridae, Genus Larus



Image: The mos

Lifespan	up to 30 yrs	Sexual maturity	4 years
Weight	1-1.5kg	Wingspan	120-125cm
Eggs	up to 3 eggs (once a year)		

A large, aggressive gull that causes many issues to people and buildings. As belligerent as the herring gull. It has a distress call like the herring gull. Juveniles return to the same roof every year. Usually, more of a pest during the breeding season. Moved inland due to the availability of food, shelter and nesting sites.

With the help of Mark Wenman from Pelsis, we've put together our own set of 'top trumps' cards with all the vital statistics and fun facts on the most common nuisance birds you're most likely to encounter in the UK.

EUROPEAN STARLING STURNUS VULGARIS

Family Sturnidae, Genus Sturnus



Image: Pierre Selim

Lifespan	2-3 years	Sexual maturity	1 year
Weight	50-100g	Wingspan	31-44cm
Eggs	up to 5 eggs (twice a year)		

This bird runs rather than hopping. It is a noisy bird with a loud distress call. They loudly chatter when roosting, and leave large amounts of fouling. The UK has a resident all-year population, plus Britain is used as a winter home for millions from North European and Russian starlings. This is why the population swells between September and March. The flocks, also known as murmurations, can number up to 100,000.

SPECIAL INTEREST IN BIRD MANAGEMENT?

Mark Wenman is part of the BPCA special interest group - Birdwise. Birdwise gets together to talk about bird control issues and helps create guidance for BPCA members and PPC readers. If you think you could contribute to the Birdwise special interest group, contact us today.

 hello@bpc.org.uk

Spreading your wings

CHOOSING THE RIGHT TOOLS FOR EFFECTIVE BIRD MANAGEMENT

Bird control products are continually evolving. It can be hard to keep up with the latest developments and to understand which products work best in a particular situation. We asked Dan England, Director of PestFix, to take us under his wing and explain what factors affect the tools we should choose and why.

SPEED VIEW

- **Bird control products play an important part but can't be relied on as standalone solutions**
- **Consider bird pressure, environment, access and your customer to make the perfect management plan**
- **Bird control could be compared to firefighting fuelled by shelter, food and ability to reproduce**
- **Bird control products are not substitutes for good housekeeping so manage your client's expectations**
- **Products fall into two categories: proofing or dispersal**

In recent years we have seen the introduction of laser technology, electric shock tracks and optical olfactory gels, never before used in mainstream bird control applications. Around the corner and fast approaching come contraception systems to control bird population numbers, already making an impact in Spain, Italy and the USA. Choosing a product, or indeed an array of products, for bird management might seem daunting at first, however, the process is about understanding what any given job might require and how to implement your control plan.

Bird control products play an important part of any integrated avian pest management programme, yet they are seldom to be relied upon as a standalone solution.

Selecting the appropriate bird control package to bring to bear on an avian pest infestation is influenced by several factors, these must be taken into account before making any final decisions on the appropriate course of action.



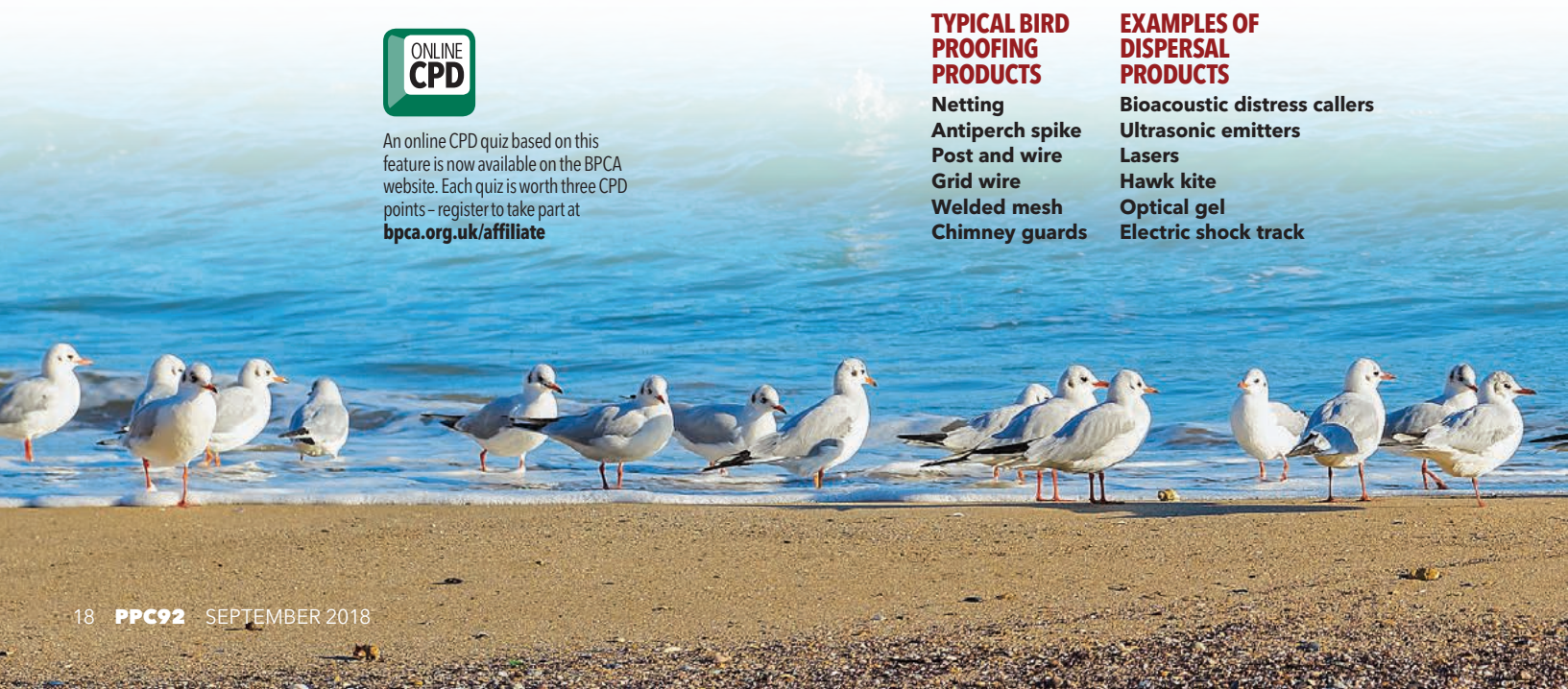
An online CPD quiz based on this feature is now available on the BPCA website. Each quiz is worth three CPD points – register to take part at bpca.org.uk/affiliate

TYPICAL BIRD PROOFING PRODUCTS

- Netting
- Antiperch spike
- Post and wire
- Grid wire
- Welded mesh
- Chimney guards

EXAMPLES OF DISPERSAL PRODUCTS

- Bioacoustic distress callers
- Ultrasonic emitters
- Lasers
- Hawk kite
- Optical gel
- Electric shock track



**BIRD
PRESSURE**

The level of bird pressure can be defined as: the level of resistance encountered when routing an infestation of pest birds.

On every survey ask yourself:

- Is there a compelling reason for the birds to be here?
- What is the likelihood they will want to return?

The higher the pressure, the fewer product choices you will have.

ACCESS AND MAINTENANCE

Working at height and fragile roofs are just two of many access and maintenance challenges that face bird control technicians. Available access is a key part of the decision-making process, not only for the installation but also for ongoing maintenance.

For example, there is no point in installing a hawk kite system on the highest point of structure (optimal) if you have to hire a cherry-picker.

THE ENVIRONMENT

Opting for certain types of bird control product can have an environmental impact. Some scaring products use audible sound, which can cause a noise issue with residents. Bird control netting can drastically alter the visual appearance of a customer site.

Careful consideration would also need to be taken as to how the proposed solution would impact on non-target species also present in the affected area, ie small garden birds squeezing through and becoming trapped behind large-mesh seagull netting.

THE CUSTOMER

All too often your customer will have preconceived ideas of what they do and do

not want as a solution.

“We don’t want netting because its ugly” or “we don’t want lasers, they are too expensive”.

It’s important that the surveyor is not influenced by these often ill-conceived notions from the client. A thorough survey of the site to identify the sources of the infestation should be undertaken to avoid the survey being ‘railroaded’.

FIRE ENGINES AND SITE SURVEYS

Get the survey right, and the project will run as smooth as silk, get it wrong, and the project could become a costly sow’s ear!

Bird control could be compared to firefighting. The infestation is fuelled by one or more of three factors:

- The ability to shelter from the elements/predators
- The availability of food and water
- The ability to reproduce.

The last point is directly affected by the availability of points one and two. Consider these three elements as the seat of the fire, the fuel.

Often the side effects of a bird infestation are worse than the cause, ie fouling, noise, aggression or blocked gutters. These side effects are akin to the smoke. If you take away the fuel that feeds the fire, then the smoke will clear by itself.

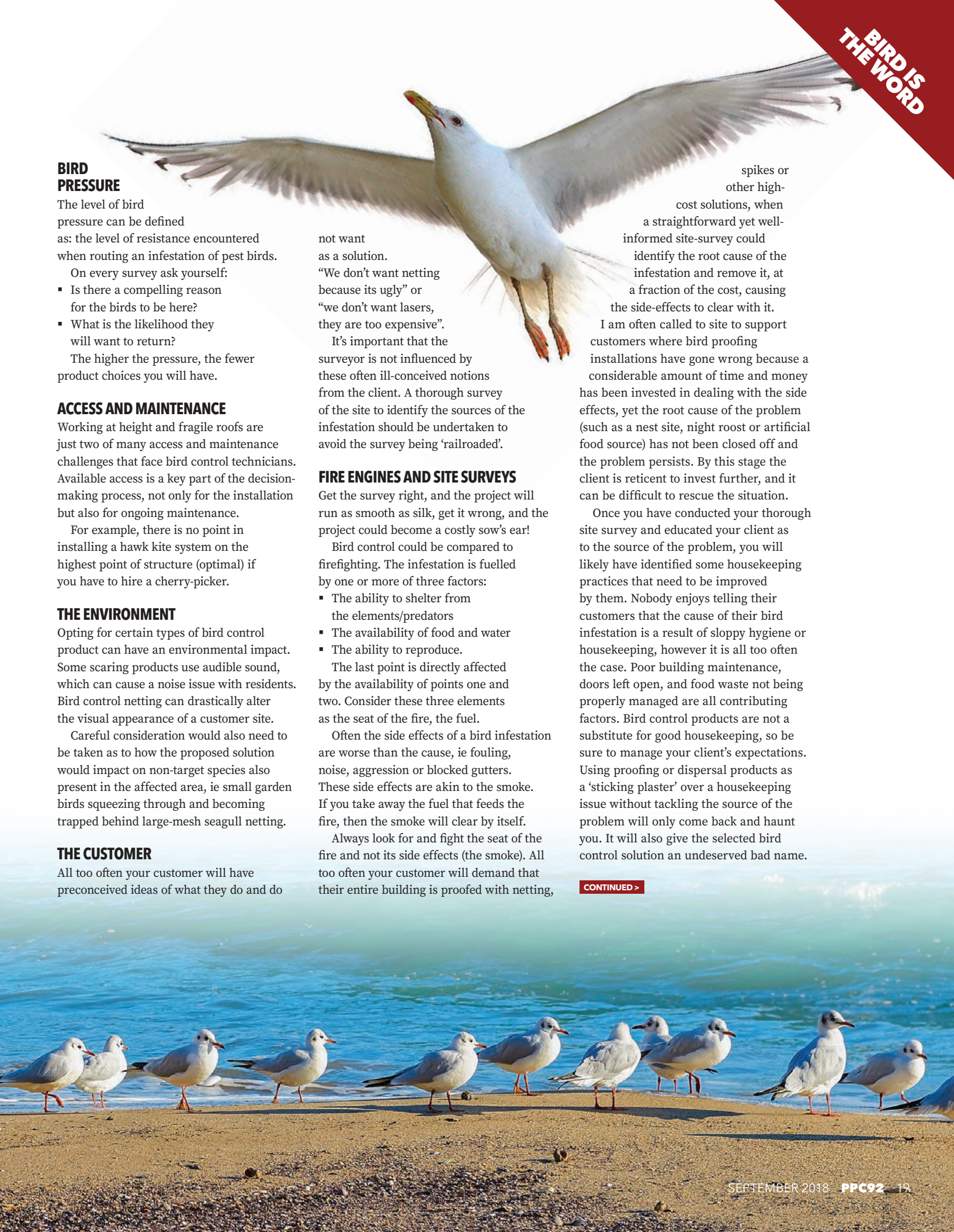
Always look for and fight the seat of the fire and not its side effects (the smoke). All too often your customer will demand that their entire building is proofed with netting,

spikes or other high-cost solutions, when a straightforward yet well-informed site-survey could identify the root cause of the infestation and remove it, at a fraction of the cost, causing the side-effects to clear with it.

I am often called to site to support customers where bird proofing installations have gone wrong because a considerable amount of time and money has been invested in dealing with the side effects, yet the root cause of the problem (such as a nest site, night roost or artificial food source) has not been closed off and the problem persists. By this stage the client is reticent to invest further, and it can be difficult to rescue the situation.

Once you have conducted your thorough site survey and educated your client as to the source of the problem, you will likely have identified some housekeeping practices that need to be improved by them. Nobody enjoys telling their customers that the cause of their bird infestation is a result of sloppy hygiene or housekeeping, however it is all too often the case. Poor building maintenance, doors left open, and food waste not being properly managed are all contributing factors. Bird control products are not a substitute for good housekeeping, so be sure to manage your client’s expectations. Using proofing or dispersal products as a ‘sticking plaster’ over a housekeeping issue without tackling the source of the problem will only come back and haunt you. It will also give the selected bird control solution an undeserved bad name.

CONTINUED >



Spreading your wings

Bird pressure can be used to categorise products and solutions by their effectiveness at routing infestations.

LOW PRESSURE	MEDIUM PRESSURE	HIGH PRESSURE
Daytime perching and sun-baking.	Night roosting and access to natural food sources.	Nesting and access to artificial food sources.
Pretty much any product is at your disposal, provided good housekeeping is being practised.	Bird spikes, post and wire, optical gel, hawk kites, lasers, electric shock track, grid wire and bioacoustics.	Netting, welded mesh and chimney guards.

Okay, so you have conducted your survey, identified the source of the infestation and educated your customer to mend their ways if needed. Only now should you start making informed decisions about the best products or solutions to select in your assault on the problem.

Available options will appear many and varied. However, one can follow a simple process of elimination to arrive at a shortlist of one or two suitable products.

PROOFING OR DISPERSAL? MITIGATE OR ELIMINATE?

Bird control products fall into two simple categories:

- Proofing involves physically excluding the birds from the area to be protected
- Dispersal consists in creating a sense of danger in the affected area that causes the birds to leave. 'Scaring' them away or re-educating them that the area is dangerous.

This is a simple choice influenced by the client's needs and the scale of the infested area.

If the client insists on a 100% cast-iron, bird-free solution, then only bird proofing products should be considered.

If the scale of the area is so great that proofing it would be impractical or the client wishes merely to mitigate, not eliminate the problem, then dispersal products can also be considered.

So, how do you narrow the decision down? This takes you back to the three key elements of bird pressure, access and environment (see the table above).

Bird pressure should always be the first consideration, following which access and

the environment needs to be jointly considered.

For example, a large industrial roof made from asbestos cement sheet may be crying out for bird netting, but due to the fragile nature of the roof, your options may be reduced to lasers, bio-acoustics or hawk kites. At this stage in the decision-making process, the client needs to have their expectations managed, as we move from an absolute proofing product (bird netting) to a range of mitigating dispersal products.

If the roof is close to residential properties, then bioacoustics may not be appropriate due to noise nuisance, leaving you with just lasers and hawk kites. Due to the scale of the roof, you may need many hawk kites dispersed across the roof at different locations, so maintenance access becomes an issue on the fragile roof.

So, by process of elimination, you are left with laser technology, which can cover a large surface area from a single point, reducing maintenance costs.

STANDALONE OR HOLISTIC?

Bird proofing products generally work well as a standalone solution due to the absolute barrier they provide. Bear in mind a bird proofing product will only protect the immediate area upon which they are installed and no more, comprehensive coverage of the affected area is essential.

Bird dispersal products tend to work better as part of a holistic approach which may include other products or integration

with more traditional services. For example, bioacoustic bird scarers work much more effectively when they are used in conjunction with either falconry or hawk kites - each solution reinforces the other. Lasers work well in off-peak season nest sites for seagulls, but it is recommended that they are supported by nest and egg removal during peak season.

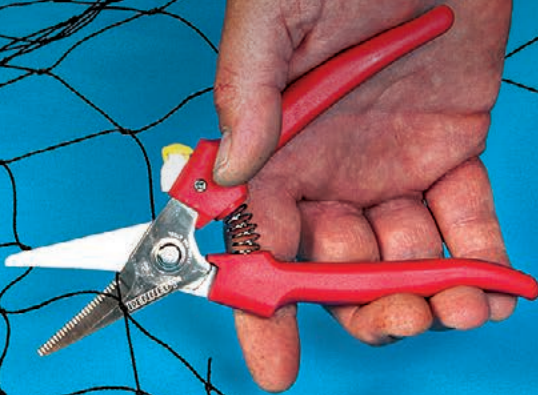
Many products have a symbiotic relationship both to each other and many of the traditional methods of bird control.

WANT TO LEARN MORE ABOUT BIRD CONTROL?

BPCA runs a Certificate in Bird Management course - find out more at:

www.bpca.org.uk/bird-management

THE ULTIMATE BIRD CONTROL NETTING GUIDE



With an extensive choice of bird control and proofing products available, there are many factors to take into consideration when selecting the most suitable netting products for the job. PestFix Director, Dan England, shares his expertise with the readers of PPC magazine.

In the majority of cases the best way to protect a man-made structure from infesting birds in a high pressure situation is to install bird control netting. There are different types of bird proofing which are suited to varying levels of bird pressure. For example, bird repellent gels and bioacoustics work well in low pressure situations. They are not recommended for use in high pressure infestations where the birds are more compelled to remain.

Bird control netting is the only bird proofing solution that places a physical barrier between the pest bird and its intended destination. Bird netting is especially suited to protecting large surface areas, for example, industrial roofs.

HOW IS BIRD NETTING MANUFACTURED?

Bird netting is manufactured from extruded 630 denier (0.3mm thick) high density polyethylene (HDPE) monofilament.

HDPE is supplied in beads or granules which are melted



and mixed with additives that may include colour pigments, ultraviolet filters and flame-retardant ingredients before being extruded into a 0.3mm monofilament.

To make the finished twine, the monofilament is twisted into a bundle of three and again into a bundle 3x3 to make the finished twine of nine monofilaments, approximately 1mm in diameter. This twine is referred to as 12/9 construction. The finished twine has a breaking strength of 14kg, and when made into a net, the breaking strength can be much greater.

The loom joins the twine together into a knotted mesh, which is then subjected to a five tonne load to pull the

knotted junctions tight. Then the knots are subjected to a high heat source which sets the knotted junctions and prevents slippage. All bird netting comes off the loom in a diamond configuration.

The nets are hand-finished using highly skilled labour. They are squared off, then cut down to size or joined together to make larger sizes.

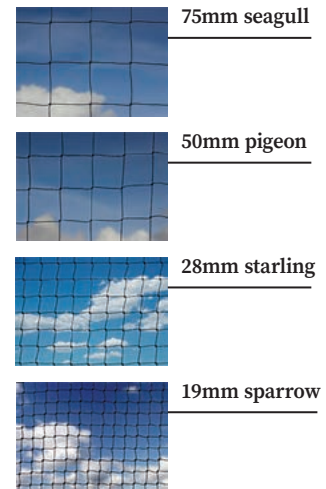
Smaller mesh size nets will relax back into a diamond shape and will need to be stretched out to shape before installation.

Joining nets neatly and accurately is one of the most highly skilled jobs in the manufacturing process as it is all done by hand.

BIRD NETTING TYPES

To reduce cost and weight, we use the largest possible mesh size that is applicable to the species of bird concerned. Larger mesh nets are less susceptible to wind loading and less visible. However, we have to select the appropriate mesh size for the species of bird concerned. Size options available

include 75mm seagull, 50mm pigeon, 28mm starling and 19mm sparrow. When proofing against multiple species select the smallest species mesh size.



CONTINUED >

THE ULTIMATE BIRD CONTROL NETTING GUIDE

An example of netting being specified to fit in with the structure, minimising visual impact.



OTHER CONSIDERATIONS WHEN CHOOSING NETTING

Net colours

“You can have any colour, as long as it is black?” All too often we see black netting being mis-specified and installed. Other colours are available which may be more suitable for applications such as building façade nets, skyline nets and nets in front of windows or courtyards and lightwells.

Reaction to heat and fire

HDPE has a melting point of 130°C. When exposed to naked flame it will readily ignite and propagate fire rapidly across the netted area by dripping molten flaming plastic everywhere. It is best to use flame retardant netting for indoor use or where there are people or combustible materials present beneath it.



Examples of netting bobbins in various colours.

Looking at this image, you can appreciate why the netting label and tell-tale corners are vital!



Installing bird control netting: the netting label

Pay attention to the netting label and corner tell-tales:

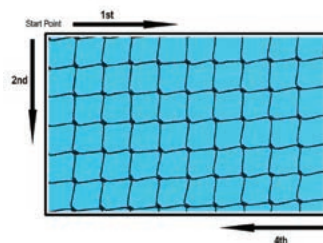
- The labels advise us of the mesh size, twine construction, colour and fire rating (if any)
- The label also denotes the longest edge on rectangular nets which is crucial when working with nets of a similar length and breadth dimension ie a 25m x 26m net
- The label is attached to the net three to four mesh squares in from the corner on the longest edge
- It also assists installers when working in a confined space or at night
- DO NOT REMOVE until the job is complete
- Always start your installation along the longest edge.

Tell-tales are contrasting coloured twine that denotes the corners of the net:

- This eases corner identification
- Always start at a corner.



Here is an example of where accuracy is important. This was a 19m x 20m 19mm mesh net, it would have been almost impossible to identify the longest edge without the label in place.



This diagram denotes the running order for which edges of a net get installed in which order.

Key components of a netting system

The netting itself is just a small part of the overall system that makes up a netting installation. Like all systems, a netting installation will only be as effective as its weakest component.

Therefore, careful planning and installation are essential to success. Your supplier will be able to provide you with detailed technical specifications for their

netting systems which will give you essential information on the type and number of components needed. Each netting installation will vary from the next and will need a unique blend of components. Great care should be taken during the surveying and planning phase of any job to ensure success. If in doubt, ask your supplier for technical support.

CORNER AND INTERMEDIATE FIXINGS

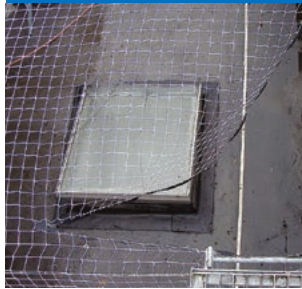


These are the foundation of any netting system and are vital to its success. There is a myriad of fixings available depending on what type of substrate you are fixing to and what level of corrosion resistance is required. Below is just a small example of the range available.



An example of how the wire rope framework gives a netting installation its shape.

NETTING MOUNTS/BRACKETS



Netting mounts can be integrated into the netting framework to lift the netting system clear of any obstacles. They are also used to create sufficient clearance between the net and the surface being protected to prevent the pest birds from pushing down the net and overwhelming it.

Access zips can be stapled into the netting after its installation to allow for maintenance access. This can help prevent damage to the nets by other tradespeople cutting their own holes.

NETTING AND THE LAW

Two key legal implications to consider when installing netting:

Will it trap the birds?

This can be avoided by careful design and regular maintenance to avoid falling fowl (ahem) of the Animal Welfare Act 2006. This is ultimately the building owner's legal duty, but you need to protect your customers.

Planning permission?

It's rare that this is needed, but if in doubt have your customer check with the local authority, especially if the building is listed, or if the netting will alter the building's appearance. It is the responsibility of the owner or occupier, but you should give proper advice.

WIRE ROPE AND TENSIONING PRODUCTS



These are used in conjunction with corner and intermediate fixings to create a tensioned wire framework, over which the netting is fastened.

SPECIALIST NETTING TOOLS



You will need a range of tools for installing bird netting:

- Ratchet crimp tools for terminating wire rope ferrules
- Side cutters for creating clean cuts through perimeter wire rope without fraying (caused by pliers or conventional snips that crush)
- Professional sprung netting shears for one-handed cutting
- Hog ring pliers that are compatible with the hog ring staples.

REMEMBER!

Good pest management should focus on prevention and not cure, by keeping areas clean and free from food and rubbish - remove the source, remove the problem. Bird control netting is no substitute for good housekeeping.

Netting installations require regular service visits and maintenance.

If you are not sure what is available for a particular project call your supplier for technical support.



~~N~~PESTWATCH: Secondary infestations from birds

Continuing PPC's round of in-depth PestWatch features, Field Officer Natalie Bungay inspects birds' homes and finds some unwelcome guests within them.

When we think about birds nesting or roosting around homes or businesses, we usually think of problems such as noise complaints, bad odours, building damage, and public health concerns. An area of concern rarely considered by the unsuspecting building tenant is secondary pest insect infestations.

Secondary pest insect infestations (SPII) can be wide-ranging and numerous when a bird nesting site is nearby. With an SPII your client gets even more nuisance, potential fabrics and fibres damage, and an additional expense to deal with the second pest issue.

When birds move into a nesting location and begin to build homes for their breeding

season, they bring with them many attractive sources of food for various insects. The birds themselves can be tasty blood meals. Their feathers and nesting material can provide an appetising food source as well as their droppings harbouring a few mould-loving invertebrates!

This pest activity can occur from nests within confined spaces, such as loft spaces and cavities, as well as when nesting outside on a ledge or flat roof.

The invertebrate pests can and will migrate away from nests which is when the unsuspecting human below starts to notice an additional problem.

DID YOU KNOW?

Bird mites are parasitic arthropods in the acari (tick/spider) family that feed on living organisms. It is the female mite that needs a blood meal to reproduce viable eggs. They are attracted to mammals by receptors for moisture, heat and CO₂, and they often bite humans when their original food source has gone - like when the young birds leave the nest.



Variegated carpet beetles



VARIEGATED CARPET BEETLE (ANTHRENUS VERBASCI) aka woolly bear	
Lifespan	2 weeks
Life cycle	Egg>larva>pupa>adult
Length	1.5-4.0mm
Legs	6

The adults are harmless feeding mostly on pollen and nectar. When these adults fully emerge from the pupae (usually in spring), they will head straight for a pollen/nectar source which is why we can often find them on window ledges struggling to escape the house.

CONTROLLING CARPET BEETLES

The principles of controlling this secondary pest are the same for most insect pests associated with birds' nests. Remove all nesting and related material from the cavity, attic and outside ledges. Then the regular eradication steps can be taken in the property where the adults and larvae may have migrated.

A thorough vacuum can assist in physically removing debris and larvae from cracks and crevices. A residual insecticide should then be used focusing on cracks and crevices. As always, desiccant dusts can be very useful also.

Whatever insect or mite pest it may be that you come across, always ensure you identify its source as this will always be the most effective initial control point. In the event of not being able to access the nest, explain to the customer that the issue may not completely resolve itself until the birds have left the nest, the entrance has been sealed off (to prevent future ingress), and the remaining insects have either contacted a pesticide or succumbed to natural death.

HABITAT

Variegated carpet beetles are a common sight in the UK, especially around bird's nests. The larvae, AKA 'woolly bears', feeds on fabrics, carpets, clothing, fur and stuffed specimens and sometimes the heads of sweeping brushes and mops if it's made of natural fibres.

BIOLOGY

Up to 100 eggs are laid singly on larval food (such as a carpet). In ten days to one month, they'll hatch into the larvae form - the 'woolly bear'. After five moults, over a few months, they develop in the pupae stage. It takes them ten days then to mature into adults - which are active flyers.



IDENTIFICATION

The thorax and wing cases of the adult can be very beautiful with a mixture of orange, white, pale yellow, black and brown scales, in an irregular W pattern.

Image: Olat Leillinger

Image: Andrie Karwath

Bird mites

BIRD MITE (DERMANYSSUS GALLINAE) aka chicken mite, red poultry mite

Lifespan	Up to 1 year
Life cycle	Egg>larva>nymph>adult
Length	0.7mm (adult)
Legs	8 (adult)



Image: Gilles San Martin

HABITAT

You typically find them around birds nests and poultry units. They live in the nest or structure during the day and move towards the bird at night to feed.

BIOLOGY

Up to seven eggs are laid in or around a birds nest. The larvae emerge from the egg with only six legs. In two days they moult. The nymphs have eight legs and start feeding on blood. In two moults they become the adult.

IDENTIFICATION

Their colour will vary depending on how recently they've fed. Well-fed: dark red to almost black. Starved: very pale.

PARASITE MISERY

These little critters can quickly multiply into thousands, leaving the afflicted person feeling overwhelmed. If you have dealt with a parasite infestation for any length of time, you'll soon come to realise that the mental anguish is often more difficult than the solid torment. The relentless biting, itching, crawling sensation and lack of sleep are the physical symptoms that can propagate a whole host of secondary mental health issues. If you're dealing with any parasite infestation, it's important to be compassionate with the client.

Once a home is heavily infested, they can be very difficult to eradicate fully. Mites are common outdoors in bird nests as well as in intensive poultry units. The incidence of these in domestic premises, as a result of their migration from bird nests in the eaves, is quite common but usually very localised. The situation

becomes a little more common in urban areas, and this is generally due to pigeons nesting outside on ledges.

TREATMENT

To overcome these issues, it's essential to remove the nesting site. Without doing this, the issue will likely rage on regardless of any chemical treatment.

In poultry units, where you can't just remove a nest, you'll need a combination of regular housekeeping and good hygiene practices. You'll need to inject insecticides into all cracks and crevices around the cages and surfaces that could have been contaminated by the mites.

The birds themselves should be seen by a veterinary professional so they can be suitably treated.

In areas other than farming situations (domestic and commercial buildings), when the nest has been removed, use conventional insecticides in cracks and crevices and surfaces that they come into contact with. Make sure the insecticide is approved for use against these mites.

Always ensure that you rotate your insecticides and consider using desiccants containing diatomaceous earth.

WANT TO KNOW MORE ABOUT A PARTICULAR PEST?

Email us with your PestWatch suggestions:

 hello@bpca.org.uk

Other bird SPIIs

Birds nests have many blood-feeding parasites that live in their nests and can bite humans if they migrate away from the nest area, this may be due to the bird or natural distribution of the insect. These biting insects include the Martin bug (*Oeciacus hirundinis*) and the pigeon flea (*Ceratophyllus columbae*).

Also, there can be a wide variety of other insects that appear due to the presence of feathers, nesting material and droppings. Many of the insects named below will move on to infest fabrics, stored food, etc. To name a few of the more common insects, we may come across spider beetles (*Ptinus* spp); yellow/lesser mealworm beetles (*Tenebrio*

molitor and *Alphitobus diaperinus*); the lesser housefly (*Fannia canicularis*); the white-shouldered house moth (*Endrosis sarcitrella*); and the fur beetle (*Attagenus pello*).

In addition, when adult birds or young chicks die inside a building they become a significant source to carrion eaters such as bluebottles, greenbottles and even flesh flies.



Image: Toby Hudson

PESTWATCH: Calendar

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ants												
Bed bugs												
Birds												
Bluebottles												
Carpet beetles												
Clothes moths												
Cockroaches												
Death watch beetles*												
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												

* Beetles emerge



“When it’s my company’s reputation on the line I only use PestFix bird control netting to ensure quality and reliability. Their customer support is second to none”.

Richard Marsh
Owner of The PestAway Group



For more information please call:

+44 (0) 1903 538 488
sales@[pestfix.co.uk](mailto:sales@pestfix.co.uk) www.pestfix.co.uk

Pestfix, Unit 1d, Littlehampton Marina, Ferry Road,
Littlehampton, West Sussex, BN17 5DS. United Kingdom



THE GREAT BRITISH PARAKEET INVASION: ring-necked parakeets in buildings



Affectionately nicknamed the ‘posh pigeon’, Britain’s strangest invasive avian pest seems to be here to stay. These flamboyant rascals aren’t just targeting fruit trees. Chris Davis from Cleankill tells PPC readers all about the danger of ring-necked parakeets making their way into our buildings.

The ring-necked parakeet is now a well-established resident in South London and Kent, and there are many urban myths as to how they became established in Britain. Small colonies were evident in Kent in the late 1960s, although a dramatic rise in their popularity as cage birds meant that there were an estimated 25,000 imported in 1975-2005, and it is easy to see how a few might escape and become established.

The ring-necked parakeet has been found to be surprisingly adaptable to both cold, wet winter and hot summer conditions, and is now one of the most northerly breeding parrot populations in the world.

In autumn and winter, ring-necked parakeets gather at dusk to roost in large ‘pandemoniums’ which may be several thousand strong – a quite incredible sight to witness in the UK! These roosts break up at dawn to disperse and feed, mainly in parks and in and around fruit farms and other farmland, but also in suburban gardens.

There are a variety of reasons for the success of the ring-necked parakeet. These include:

- They have no natural predators
- They are noisy and aggressive and able to out-compete native species
- They are tough and resilient – able to cope with our weather easily
- They have great longevity – living up to 30 years, and reach sexual maturity at an early age.

It’s estimated that there is an annual increase in London of 30%, but this has tended to be an increase in density of population rather than a wider population spread to other parts of the UK. The estimated range expansion is 0.4km per year, which is relatively slow and steady, but the Gatwick/ Crawley area is seen as one of the next potential areas for colonisation.

Nesting holes favour those already made by great spotted woodpecker and nuthatch, but here comes the problem: they will also tend to nest in buildings if there are similar-shaped access holes around the building perimeter that they can exploit, or small holes that can be enlarged by their powerful beaks. Once inside a roof space, the damage they can do is quite incredible.

As well as damaging timbers, there is the potential to cut through electrical cabling presenting

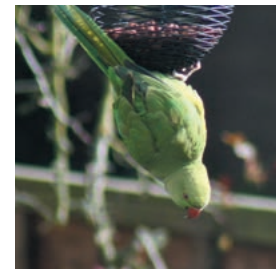
a potential fire risk. For these reasons, it is strongly recommended that action is taken to deal with parakeet problems in a safe, legal and efficient manner.

Ring-necked parakeets are currently permitted to be killed or controlled under the General Licence WML-GL04 – to prevent serious damage or disease.

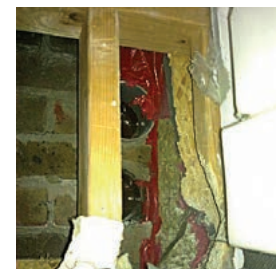
The breeding period for ring-necked parakeets is January to June, so proofing work is best done outside of this window to ensure that there are no birds trapped inside a building.

Proofing needs to be extremely sturdy and tightly fitted – if parakeets can get their beaks under an edge of a plastic vent cover or plastic proofing material, they will rip it off. We tend to use 2cm gauge mesh very tightly fitted.

As mentioned above, the birds will often rip off plastic vent covers to gain access to roof spaces or gaps between floors, and in this instance, replacing the plastic cover with a well-fitted metal one may be the answer. However, you need to check the function of the vent, as some vent covers (eg boiler vent covers) can only be replaced by a Gas Safe engineer.



Typical parakeet access points around buildings in South London – one vent hole has been enlarged.



Parakeet damage to roof timbers.

SHARE YOUR EXPERIENCES

If you’d like to submit an article for consideration for PPC, tell us your idea today. This is a members’ magazine, created by BPCA members for the whole pest management community.

 hello@bpca.org.uk

MY FAMILY BUSINESS AND OTHER ANIMALS

The value of family-run
pest management companies



Family business is the most common form of business in the UK and the pest control sector seems to be no different. We asked Professor Claire Seaman from Queen Margaret Business School to investigate the value of being a family-run pest control company.



While there is a lot of debate about definition – and indeed, there are currently more than 150 operational definitions of a family business in the academic literature – one key factor is that if a company thinks of itself as a ‘family business’ it probably is.

Whether being a family business matters is a different question. To begin to answer this, we can look to a body of research carried out amongst businesses of different sizes, operating in various sectors across countries and continents.

Developing long-term strategies for managing the family and the business together is perhaps especially important given the reasonably favourable business environment in which pest control firms currently operate.

Both BPCA’s National Survey and IBIS World have highlighted that UK councils have increasingly outsourced pest control services to business, as demand has increased and public-sector spending constraints continue. Lifestyle changes continue to encourage pests, whether it’s the increasing spread of bedbugs due to more international travel or increases in housing density that make it easier for pests to spread from one site to another. Food firms carry a legal obligation to protect public health and rightly require pest management measures to protect public health.

In a favourable business environment, medium and long-term strategic business growth are a real possibility and if this can be achieved without unhealthy levels of family disharmony, so much the better!

FAMILY VALUES

The family businesses often behave differently from businesses without a substantive family influence.

Where a family is central to a business, a concentration of family values within the business leadership tends to occur, and this influences business behaviour. This concentration of values can have

Leading the family business

What does it take to lead in a family business context? The answer, in part, depends on the nature of the family and their engagement with the ownership and management of the business.

Some aspects of leadership will be very similar – credibility, self-belief, technical knowledge and people skills – but all of these exist in both the family sphere and the business sphere. Finding a balance between the different facets of leadership

is a challenge in itself. Balancing that within the family/business dimension adds a layer of complexity but often also adds a longer-term perspective to business development, which gives leaders a chance to develop their skills in the post.

Finding the knack of being a good follower as well as a good leader is a separate story and an area where further research would undoubtedly be of value!

many effects - good and ill - but it tends to make a family business a different sort of animal from the parallel models of ‘start-up’ or ‘corporation’.

Family values are often contentious, even within families themselves and cause considerable debate. The principles or standards of behaviour and the (often implicit) codes of morality and ethics within a family undoubtedly matter. Family business in the world of pest control is likely to follow this general trend, whereby family and the business environment both influence business behaviour.

STEWARDSHIP AND HERITAGE

A recent report by PricewaterhouseCoopers highlighted the common perception that the two defining, and distinguishing, characteristics of a family business are stewardship and heritage, often associated with a sense of duty towards the business. By managing the business assets and heritage, the reasoning runs, values that underpin business sustainability are passed down the generations with varying degrees of consistency.

The picture is complicated, however, by the choice of businesses to take part in surveys. Those businesses that manage the business and the heritage well are probably more likely to survive and hence are more likely to be in existence to take part.

COMMUNITY AND SUPPORT

Within the context of family business support, education and community, all matter. Marrying the existing and extensive body of family business research knowledge with practical solutions to help families in business and indeed making sure that the research develops links strongly to the requirements of current and future family businesses are key.

The Queen Margaret University works with Family Business United Scotland to develop:

- Opportunities for family-owned and managed businesses to network within local communities
- Learning opportunities that include seminars and an annual conference
- A profile for family-owned and managed businesses to help the sector in a wider sense.

You can follow Claire for more information on these events.



@Claire_Seaman



linkedin.com/in/
professor-claire-seaman-84031212



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the . generations game

PEST CONTROL AND KEEPING IT IN THE FAMILY

Pest management companies are often run by families, with trade secrets and family values being carried down through the ages. We asked Rebecca Pozzitaubert of the Institute for Family Business (IFB) to give PPC readers their five top tips for keeping it in the family.

“ It isn’t easy - owning, and managing, a family business brings a unique set of challenges. However, if they are addressed and managed, you can use these unique features to help shape your firm’s path to long-lasting success. ”



PEOPLE ARE AT THE HEART OF FAMILY AND BUSINESS, AND WHERE THERE WILL ALWAYS BE DIFFERENT OPINIONS AND EMOTIONS AT PLAY.

There are many reasons why pest controllers decide to keep their business in the family generation after generation. Building a successful pest management company with your nearest and dearest, and then having the opportunity to pass it on to your children is very rewarding. The fact that family business is the most common model of business in the world is revealing of the many benefits that come with owning a family company.

There are 4.8 million family firms in the UK, which is almost 90% of all businesses, and they span from sibling start-ups to multi-generational brands, with some being hundreds of years old. For instance, the oldest family business in the UK is Bridport-based butcher shop RJ Balson & Sons, which marked its 500th anniversary in 2015.

It isn’t easy - owning, and managing, a family business brings a unique set of challenges. However, if they are addressed and managed, you can use these unique features to help shape your firm’s path to long-lasting success.

SUCCESSION PLANNING

Succession planning isn’t a one-off event. It’s a process which can take a long time. By starting planning for your succession early, you can help avoid possible conflict amongst shareholders, as well as managing risks for the business later on.

It isn’t always easy to think and

discuss what will happen after you retire, but nonetheless it is very important to plan for what you and your family want your pest control company to look like tomorrow.

One crucial aspect of succession is distinguishing between ownership and management. Retiring from the day-to-day running of the business doesn’t mean you are not an owner anymore, nor does it mean that you cannot continue to be involved in the business in some way. While the input of retired family members can be very helpful, it is also key that the next generation is given the space to lead in their own way.

ENGAGING THE NEXT GENERATION

If you own a family business asking yourself when, and how, to start talking to your kids about the business and getting them involved is only natural. The good thing is that it is never too early for younger family members to start learning about the family firm (although don’t go handing them rodenticides just yet).

You might simply start having a chat about the company and why you love it or establish more formal engagement programmes. Most of the time you’ll find that the next generation is genuinely interested and cares for the family business, its sense of purpose and its achievements.

Giving the next generation space to learn and develop at their own pace is

an important part of engagement.

We often recommend that younger family members gain experience outside the family business before joining so that they can get different perspectives and learn skills that will help them and the family firm when they do join. And even if in their twenties they decide not to work in the family business, they may change their mind later on.

MANAGING CONFLICT

As hard as one might try to avoid conflict in the family business, it is not always possible. People are at the heart of family and business, and where there are people there will always be different opinions and emotions at play.

Some level of conflict, at one point or another, is inevitable. But there are some steps you can take to prevent unnecessary conflict and to manage it when it does occur.

Making sure that the roles, responsibilities and decision-making processes of your family business are well established and known is a good place to start.

CONTINUED >

the generations game

This involves exploring questions like:

- Who joins the conversations?
- How do we communicate among the family and within the business?
- Who takes part in the decision-making process now and who will in the future?

In turn, being able to address these questions requires good and open communication, and creating a space where everyone feels safe expressing their opinions.

And what to do when it is not possible to avoid conflict? The natural tendency of families is to avoid conflict altogether because they see it as a sign of failure. But it is important to give many views and disagreements a seat at the table. Not all conflict is unhealthy, on the contrary, it may lead to constructive conversations.



“...you should establish regular meetings where relevant issues are discussed.”

Professor Claire Seaman on succession

Results from some research by the Goodison Group in Scotland in 2014 examined family businesses and identified that 73% of all Scottish family businesses want to keep the business within the family. In 2014, estimates indicated that 12% of family-owned SMEs in Scotland had successfully been passed onto a second generation and around 7% were able to progress to a third generation.

The figures here are interesting, but there is also substantial anecdotal evidence that succession is often troublesome. Intriguingly, many cultures have a proverb or saying that reflects this and while translations vary the ‘three generations’ rule does appear to be entrenched in family business mythology if not in fact.

The research picture is a little subtler. The potential for conflict at the first generation ‘point of exchange’

is well documented, and intra-family conflicts are a major contributor to family business failure.

From that point onwards, the extent to which longterm business survival is realistic and seems to depend partly on the internal structures and processes of both the family and the business. The establishment of clear procedures for hiring new staff (including the next generation of family members) or the development of a family council are factors that professionalise the family business without necessarily diluting family input.

Offering opportunities for the family business members to network with others in similar circumstances and sources of information about different approaches, family business associations offer something not easily replicated in other parts of the business support network.

GOOD COMMUNICATION

People often ask us how they can improve communication in their family business. The first thing to keep in mind is that keeping everyone in the loop is very important. Whether it is within the family or across the business, people need to be informed on what is going on and why.

Talking is not the same as effective communication. Simply having a conversation is often not enough. Instead, you should establish regular meetings where relevant issues are discussed. This goes hand-in-hand with establishing guidelines for what needs to be discussed, where and when, and what is or isn’t appropriate for a business meeting.

For communication to be effective, you need to create an environment where people feel safe when expressing their ideas, wishes and concerns without the fear of being judged.

Communication is also not just talking about business. It is important to create opportunities to have fun together and strengthen family bonds. This will only help you increase the levels of trust and feeling of belonging,

which are at the heart of responsible family business ownership.

And finally, communicating and sharing experiences with other family businesses can be of huge help. While every family business is different, family business challenges are often the same. The opportunity to talk to families who have gone through similar challenges and explore well-travelled paths can help you learn from what others have done, their failures and their successes.

Our mission is to help family businesses celebrate, leverage and sustain their unique contribution to the long-term prosperity of the UK. We are the voice of UK family firms, supporting families through events, connections, and the latest family business knowledge.

www.ifb.org.uk

020 7630 6250

MEET THE MEMBER

Defending the dynasty

We invited ourselves into the family homes of two BPCA member companies to see how they make their family business successful in the pest control sector. Confusingly, we ended up interviewing two Davids (no relation). So, let's meet the different Davids...

David Van Vynck from Van Vynck Pest Control. He's got three generations of family working in the business, with a family to non-family ratio of 1:4.

And then there's David Green from Bird and Pest Solutions (Kent). He's got two generations involved in the business. David's son recently joined the company.

Where did it all start and what are your businesses about?

DAVID VAN VYNCK Our family has always been interested in birds of prey and falconry, and 30 years ago developed this interest into a what began as a company specialising and dealing only with bird related issues.

I was involved from the start and became managing director when the company went limited in 2003. I have two brothers, both of whom have been involved in the company at various stages but who both decided that pest control is not for them. My brother-in-law started as a technician in 2008 and is now operations manager, and my daughter now works in accounts, so that makes three generations so far.

DAVID GREEN We started the business on The Isle of Sheppey in 2008. My wife, Maria, was involved from the start due to her knowledge with tax, accounts and methodical ways with paperwork. Our son joined the business three years ago, to extend our family involvement to two generations.

DVV Our family has always placed value on fairness and integrity which are key to our overall business philosophy. We have used these principles to grow our business organically which has resulted in a loyal customer base, and some customers have become good friends.

Although changes in legislation have meant that though we no longer use hawks to deter house sparrows, we still have contracts that go back to the very beginning!

What are the best and worst bits about working with your family?

DVV I think that the most significant advantage is that you always know where you stand! Family politics can create issues, but at the end of the day, you can always count on family to cover your back!

DG I am fortunate to have an ambitious son that is interested in the practical side of pest control, as well as a talented wife that manages our non-technical affairs. This, I think, gives us a strong family bond.

DVV Working with your family has its obvious benefits but also has its issues as work comes home whether you like it or not. Working and home life then becomes intertwined which is not how I like it. However, working with your family means we do focus on one professional goal together. There aren't any business values we especially call upon; well none that aren't covered in how you would act and engage with each other or visitors at home anyway.

DG We don't really have conflicts as such. Sometimes we challenge each other with different ideas, but this allows us to explore the ideas in greater detail. I believe communication has been a big success story for us, so we want to make sure all our team continue to develop their interpersonal skills.

DVV To be honest family conflicts at work are very rarely work-related and tend more to be about the things all families argue about, like whose turn is it to make the tea. If I argue with my daughter, it is often something which has started at home and continues when we get to work.

Any tips for other family pest control businesses?

DVV We don't shout and scream at each other, but disagreements can lead to tension if left unaddressed. We are both generally quite busy throughout the day, so this usually helps most of the smaller issues disappear. Our office environment is open plan and arguments are often settled by the majority vote which can really help.

DG One tip from me: family time is family time. Ensure everyone understands their roles within the business and when we're at home, keep it to family life.



Make it like a family

Richard Stewart from PestPro Bird and Pest control builds his business with a 'work-family' ethos. He tells us how he treats every member of the team as part of the family.

We're focused on ecology and sustainability, and as you might expect, this is something I look for when recruiting new staff. We also look to develop these values by ensuring all staff experience a broad range of services first-hand which contribute to protecting the environment.

The last thing we want to do is task employees with regular, mundane tasks that do not connect with our environmental values. Everyone can deliver our whole service portfolio and this, I think, contributes a lot to our 'work-family ethos'.

At Christmas time, summer parties or anything in between, we strongly encourage all staff members to bring their families with them. It helps to connect households through the business, rather than just employees.

Want the PPC team to come out and meet you? Have an idea for an article you want BPCA to feature?

 hello@bpc.org.uk

Getting the pest out of life

Time with your family makes you happier, healthier and more productive



PPC asked Chris Dudley, life coach and founder of The Coach Collective, to weigh in on the perennial balancing act between home and work life.

The average person spends 40 hours per week at work, for 45 years of their life. Particularly in the summer, pest controllers tend to pack in the overtime, and the work/life balance starts to wobble. We asked Chris Dudley, a Life Coach, to reiterate why it's so important to put the wasps' nest down and keep some time free for yourself and your family.

There is no denying working is a good thing. It gives us a sense of pride, increases our self-esteem and provides us with significance - particularly when you're working in a sector like public health pest control. Beyond this for many working means providing for our families. The challenge is that we can often work so hard and for such long hours, that we end up sacrificing time with our family. The one thing we are focused on working for is the selfsame thing we make the least time to enjoy.

As a life coach I recall working with a client, Tom, who most would deem to be successful. He had a house, a car, he provided his children with a good education, etc. In our first session he made a comment that has remained with me. He said: "I recently took my son to start university, and on the journey home it dawned on me, I have no idea who he is. I've spent so much time working to provide for my family, that I haven't spent any time with them."

Tom had to work through the realisation that the time he had missed he couldn't reclaim, but he could change his relationship with work and family moving forward.

In this article I'll share with you reasons time with your family makes you happier, healthier and actually improves your performance at work.

HAPPIER

In the book 'The 7 Habits of Highly Effective People', Stephen Covey shares the habit of 'begin with the end in mind'. Often when we jump in our vans and come across the challenges we face in our roles, we lose sight of the reasons we are working. We fall into the trap of just thinking it's something we do - it's something everybody does. Or we connect to payday and think about getting money for our contribution.

We need to focus on looking beyond the job and payslip and focus on what it is working

actually provides us: our homes, our clothes, food and ultimately you and your family's happiness and security. Those tough days are easier when we connect to the bigger picture of what our job does for us and our family.

Following on from connecting to what you're working for, comes actually enjoying it. If you see your work as an investment in your family's future, you are fundamentally failing if you don't then proactively seek a return on your investment. Time with your family is your return on investment.

Wherever possible, you should leave all thoughts of bait boxes and bed bugs at your front door. When you enter your home life, you should do just that - enter home life.

Be present for your family, proactively engage with them and enjoy time with them. Not doing this is like investing in a savings account and every day taking the interest you have accrued and throwing it away. Time with your family forces you to unwind, particularly if you focus on being completely present and stop your mind from drifting. One way to do this is to engage in time with your family and say to yourself 'this moment only exists once, I owe it to myself to savour it'.

A further return on investment, specific to parents, is that children who have the most present and supportive parents are least likely to develop problems as young adults. It's not the holidays, the presents, the nice clothes or the school trips that make the difference - it's you being there.



**KNOWING
YOU'RE GOING
HOME TO FAMILY
TO SPEND QUALITY
TIME WITH THEM
BOOSTS YOUR
OPTIMISM
THROUGHOUT
THE DAY...**

HEALTHIER

It may be a morbid fact, but no one on their deathbed wishes they'd worked more.

Research by hospice clinician Bronnie Ware on the top regrets of the dying identified the top three as:

- I wish I had pursued what was important to me
- I wish I hadn't worked so hard
- I wish I'd chosen to be happier.

The good news is that time with your family actually helps you to live longer. A review of 48 different studies that involved over 300,000 people revealed one consistency: people who had stronger social relationships had a higher percentage of living longer. Placing yourself in the family environment forces you to relax, unwind and gain perspective.

I often say to my clients that if you need to take your mind off work, find a toddler and proactively listen to what they tell you. They won't give you the time to think, and that's a good thing!

MORE PRODUCTIVE

When you've spent time with your family it gives you the freedom to focus on and enjoy your working day. You can avoid the nagging voice in your head attempting to make you feel guilty for not paying more attention to your partner, or not spending time with your children.

If you feel guilty because you aren't present enough at home, the solution is not to try to put this out of your mind all day! The solution is to actually be present at home. Knowing you're going home to family to spend quality time with them boosts your optimism throughout the day and can support you in remaining positive in your work.

Whatever your working day throws at you, you know the day

The Coach Collective brings together life coaches who specialise in using their knowledge, skills and experience in mental health to support those challenged by stress, anxiety and depression.

Winston Churchill coined the term 'the black dog' when describing his own battle with depression and Chris thought his own battle with my mental health was a problem worth solving. Through the tools and techniques of life coaching and therapy, he was able to overcome OCD and depression and The Coach Collective aims to do the same.

The Coach Collective offer one-to-one life coaching and training, and is currently working with UK organisations to introduce life coaching as an employee wellness benefit. Chris is writing his first book, 'A Better Life. Overcoming overwhelm and taking control', scheduled for release in January 2019.

Chris's personal mission is to influence the way mental health is treated in the UK, so the 1-in-4 people challenged by mental health issues can live a better life and train their black dog to heel.

 chrisdudley.co.uk

ends with spending time with those in the world who mean the most to you and for whom you do this for.

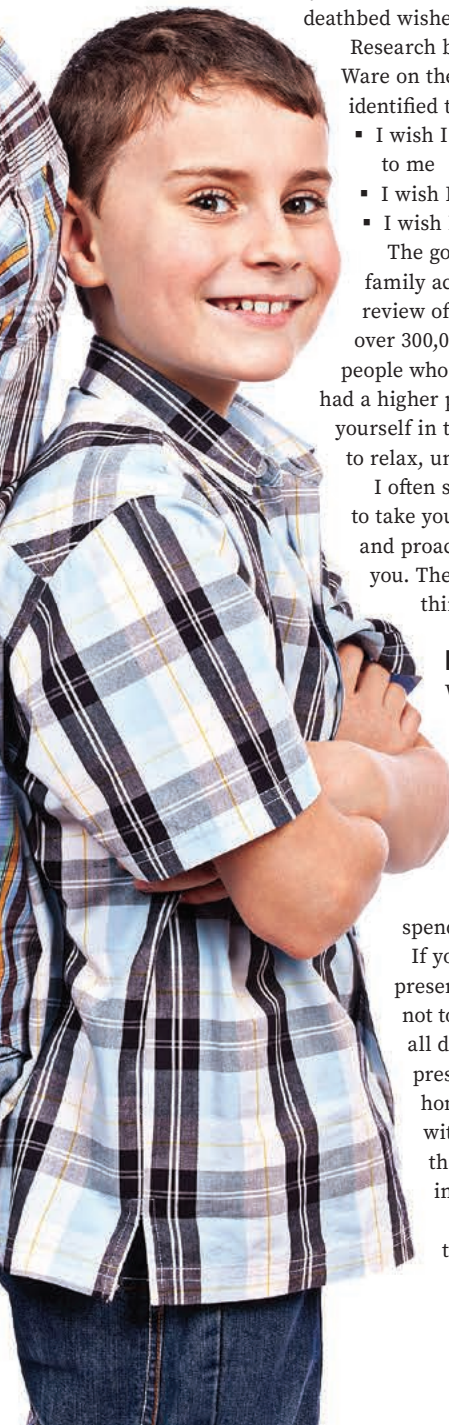
It's not just your focus that improves at work once you've had family time, being with family also develops your skills. These skills are completely transferable to your work life. Engaging with your family improves your communication skills and your ability to adapt to challenging situations which, in turn, improves your resilience. Solving your children's problems makes you better at solving your own personal and professional problems.

Time for the big one – being with your family allows you to build your empathy. Understanding things from the perspective of others should start with the people who mean the most to you. Empathy is one of the most primary skills for being successful in any role and particularly as a pest controller interacting with clients or a supervisor managing your team.

One of the first activities I complete with my clients is to have them assess their level of satisfaction with all the different aspects of their life, of which family is a key area.

So, let me end with this: on a scale of one-to-ten, where one is completely dissatisfied and ten is completely satisfied, how satisfied are you with your commitment to your family?

If you scored less than ten, ask yourself, "What can I do today to improve this?" Then, go and do it!



RELATIVELY SAFE

Health, safety and compliance considerations for family-run businesses

Running a family business can sometimes mean that policies and procedures may be treated as being 'flexible'. We invited Nathan Jones, Director and Head of Health and Safety at BPCA BusinessShield, to look at some of the challenges that a family business may face.

The size of a business can have a significant impact on compliance, especially if there are less than five employees, as it usually means that a smaller workforce may mean lower compliance.

If you work for the family business here are some things you need to consider when it comes to non-compliance and health and safety at work.

BUSINESSES RARELY SURVIVE A NON-COMPLIANCE

Research shows that over 70% of non-compliant businesses are owned and operated by family members, and when an accident happens it can be catastrophic.

80% of businesses fail to survive a major event.

NON-COMPLIANT BUSINESSES GET PROSECUTED

When a business is prosecuted for a breach of legislation ie Health and Safety at Work Act 1974, the fine can be unlimited.

If your business is convicted, it is also likely that you'll be ordered to pay the court's costs as well as your own legal fees. Taken as a whole, the totality of fines, legal fees and costs can be crippling, but when you add them to the costs and consequences arising from the simultaneous conviction of your directors or partners, many businesses do not survive.

EVERYONE CAN BE INDIVIDUALLY PROSECUTED

It is important to consider the fact that each individual director, partner and every senior manager is also liable for a breach of health and safety regulations and may be personally prosecuted as well as the business. Where a death has occurred, that can include a charge of manslaughter by gross negligence.


THE COMPANY IS LIABLE FOR INDIVIDUAL FINES

When an individual is convicted, the resultant fine (again, unlimited) is in addition to any fine payable by the business and the individual may also receive a substantial prison sentence. The individual's legal fees will also have to be paid and so will any additional court costs.

When one individual in a family is so exposed it is traumatic enough. When it is several members of the same family, it is even worse.

FAMILY BUSINESSES ARE STATISTICALLY MOST AT RISK

Family-run businesses are more prone to health and safety failing because of the organic nature of their development and organisational structure. Generally, individual areas of responsibility are less well defined, and the business operates on a system of traditions rather than on systematic policies and procedures. When it comes to health and safety, this leaves each individual exposed to the cracks.



BPCA BusinessShield is a membership benefit available to all BPCA member companies and those on the probationary scheme. We can help ensure that family-run businesses are fully aware of their duties of care and the consequence of failing to discharge said duties. We then offer sensible solutions to keep your business, your employees (and potentially your family) safe.

www.bpca.business-shield.co.uk
0345 076 6485

MEMBER LOG-IN REQUIRED

“...over 70% of non-compliant businesses are ...operated by family members, and when an accident happens it can be catastrophic.”

RESOURCING YOUR FAMILY HUMANELY



HR considerations for family-run businesses

We deal with all types of employment issues. However, the most difficult situations

tend to arise when the problem involves family members within the business.

Managing family can become problematic, as it can be difficult to strike a balance between not being too harsh when dealing with a family member and not being too lenient, both of which could lead to further problems for the company.

Usually, things can become very personal when dealing with issues involving family members and it can be difficult to separate business and personal lives.

Any employee can find it challenging to receive critical feedback from their manager. However, this is even more apparent when that feedback comes from a family member. Failure to resolve the conflict swiftly and amicably could result in further damage to the business, such as creating a hostile working environment.

NEPOTISM AND MORALE

Or there's the alternative. If a family member is seen to be receiving more favourable treatment than other staff with regards to promotions, pay or work performance then this is nepotism. Nepotism can have a substantial adverse effect on morale within the workforce and lead to a lack of motivation for non-family members of staff.

It's vital that all employees regardless of

whether they are family members or not be treated the same. This should start with the recruitment of new employees and continue right throughout an individual's employment.

All employees should undergo the same onboarding process including:

- Having the company aims and goals clearly defined to them at the induction stage, so all employees are working towards a common goal
- Clear job descriptions for all employees, including KPIs and targets that should be fairly and consistently upheld.

As well as this, all employees should be made aware of the company grievance, disciplinary and performance capability procedures, should the need ever arise during their employment for these procedures to be used. Managers should also receive the relevant training to ensure that all employees are treated in a fair and consistent basis.

Ben Crawford, Head of HR and Employment Law at BPCA BusinessShield, deliberates on family HR matters.



BPCA BusinessShield can review and update contracts of employment, employee handbooks and all other HR policies and procedures to ensure that you're not only legally compliant but also following best practice guidelines. We'll even give employment law advice and guidance on how to deal with issues that arise within the workplace.

www.bpca.business-shield.co.uk

0345 076 6485

**MEMBER
LOG-IN
REQUIRED**

Do you want to be nationally recognised for what you do? As the countdown to PestEx 2019 starts, the excitement begins to build for the second ever British Pest Management Awards.

Bigger.
Better.
GIANT!

**FREE
TO
ENTER!**

BPCA
British Pest
Control
Association

BRITISH **Pest**   
Management
AWARDS 2019

**WEDNESDAY
20 MARCH 2019
GIANT ROBOT
CANARY WHARF
LONDON**



Our first attempt at an awards night was a bit of an experiment to go alongside the Association's 75th birthday celebration, and you could argue the awards ended up taking most of the limelight! Attendees left the East Wintergarden asking when the next awards would take place, not if.

Well, we're happy to announce we have a date, venue and award categories for round two. There are some big lessons we learned from the BPMA's mark 1 in 2017:

- Some excellent companies and individuals are doing some extraordinary things in the pest management industry
- Getting nominations for newly-established awards is difficult
- The pest control community loves a party
- Posh venues are expensive
- The industry can put differences aside to recognise excellence
- The industry wants to see the BPMA's return as a regular fixture.

STAYING THE SAME

The overriding message remains the same – the BPMA's are here to celebrate excellence, wherever it's found.

Through the awards, we acknowledge how individuals and companies portray a positive image of the pest management industry by protecting public health, food safety, environmental sustainability and economic significance.

What also stays the same is that the awards are sector-wide. That means, all pest management organisations and their employees can take part, whether you're a BPCA member or not.

And of course, it's still free to enter as many categories as you like.

Tips for award entries

- 1 DON'T OVERTHINK IT**
Entries don't have to be super detailed, they can be direct and to the point.
- 2 ANSWER THE QUESTIONS**
Each category has a few bullet points on what judges will be looking for for the specific award. If you answer these, you'll have an entry ready to go (with minimum waffle).
- 3 PROVE IT**
Build your argument with facts and figures that support your claims. For example, if trying for company of the year, share a testimonial, show how you've met customer needs or talk about a challenging project.
- 4 BE HONEST**
Don't make any crazy claims. Natural, personable and above all honest entries are always the strongest.

MOVING THINGS FORWARD

We wouldn't be doing our job right if we kept it all the same. After taking on feedback, we've actioned a few things which we're sure will move the BPMAs forward and enable more of the industry to engage with this celebration.

First, we've expanded the number of award categories. So now, if you or your company has a great story to tell, there's more opportunity for you to receive worthwhile recognition.

We have a host of awards suitable for organisations and individuals to enter.

The award categories in full are:

Organisation awards

- Company of the year
- Small company of the year
- Sole trader of the year
- Local authority of the year
- Community initiative of the year
- Innovation of the year
- Marketing campaign of the year
- Collaboration of the year

Individual awards

- Technician of the year
- Young technician of the year (below 30)
- Team of the year
- Lifetime achievement award
- Training and development award
- Del Norton fumigation (and controlled environments) award
- Unsung hero

BPCA will also recognise any nominations from our Executive Board for BPCA Life Membership. Plus the Charles Keeble award for outstanding achievement in the Advanced Technician in Pest Management will be returning as a separate award to the Training and development award.

THE VENUE

As we've got a few more categories, it made sense to look at a venue which can hold more attendees, and offer a different experience to East Wintergarden. So, we're heading to Giant Robot, Canary Wharf's street food 'rooftopia'.

At Giant Robot, attendees can choose from a wide range of food and drinks, relax and network to their heart's content (no seating plan). Nominees can celebrate or commiserate with live music and an easygoing atmosphere.

Lauren Day, BPCA Events Manager said: "After a full first day at PestEx, the BPMAs at Giant Robot will make it easy for attendees to quickly unwind and speak to plenty of people.

"We're certainly not trying to outdo the East Wintergarden event, just offer a different, slightly less formal experience for some respite between days one and two of PestEx. I think we all deserve it!"

Tickets are amazing value at £79 for members and £99 for non-members. The price includes a drinks reception, five drink stamps, a food passport (four portions from 'street food' style vendors), and live entertainment.

Try to get all of that for £79 elsewhere in London! It's best to book now because tickets are strictly limited.

2019 JUDGING PANEL

We've got the same range of fantastic, industry-specific judges representing public health pest control around the UK, and we're pleased to announce that Henry Mott, CEPA president, will be joining the roster:

- Kevin Higgins, chair, representing BPCA
- Anne Godfrey, representing NPAP CIEH
- Steve Hallam, representing NPAT
- Frances McKim, representing Pest Magazine
- Henry Mott, representing CEPA



Time to get involved

The take-home news is that:

- Nominations are now open
- Tickets are on sale.

There's no excuse for you not to get an entry in before the deadline closes on 1 November 2018.

ENTER NOW OR BUY A TICKET!
bpc.org.uk/awards

Timeline



NEED ANY HELP?

We're always here if you have a question

✉ awards@bpc.org.uk

☎ 01332 225 111

BPCA PestEx

The pest management show

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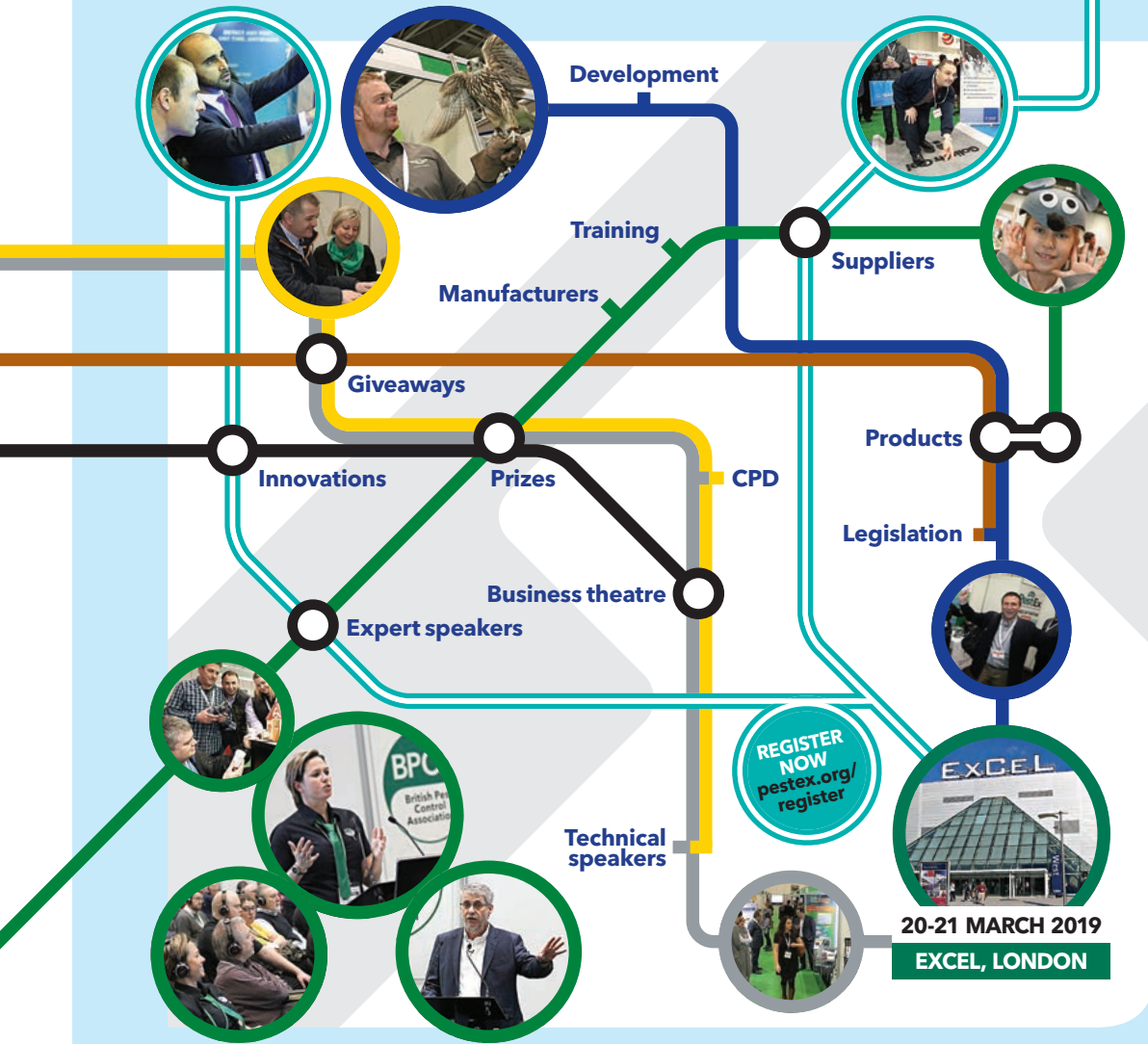
2,500+ VISITORS NETWORK

AWARDS DINNER

BUSINESS & TECHNICAL SEMINARS

Who's onboard?

- Technicians
- Trainees
- Managers
- Company owners
- Specifiers
- Specialists
- Consultants
- Product developers
- Trainers
- Supervisors
- Suppliers
- EHOs
- Local authorities
- Anyone with an interest in professional pest management



CELEBRATING EXCELLENCE IN PEST MANAGEMENT

BRITISH Pest Management AWARDS 2019

WEDNESDAY
20 MARCH 2019
GIANT ROBOT
CANARY WHARF
LONDON

The British Pest Management Awards (BPMAs) are back and bigger than before. We had such great feedback from our first awards that this year we've got more awards, more tickets, and more entertainment.

We're holding it at the Giant Robot 'rooftopia' after day one of PestEx 2019. The venue is famous

for its variety of food, drink and entertainment.

Join us in celebrating the crucial role pest management plays in protecting public health. We've planned the evening with mingling in mind, so come along and network with award nominated pest professionals from across the UK.

GET YOUR TICKETS NOW
bpca.org.uk/
bpma



HOLLYWOOD PESTS

The release of Ant-Man and the Wasp from Marvel Studios got us thinking about high profile pests on the silver screen. Over the last few years there's been an awful lot of

pests coming out of Hollywood – and we're not just talking about Harvey Weinstein. We're all for seeing pests in the media, but it's frustrating how wrong those Hollywood researchers get it sometimes. Basing a superhero on a wasp is as irresponsible as it is ridiculous. After all, what's her

superpower – ruining evil picnics? We're calling out the most problematic movie pests to educate the general public about the dangers of misrepresenting pests on screen. You might call it nitpicking, but we call it public relations...



ANT-MAN AND THE WASP

Glorifying dangerous pests

★ ★ ★ ★ ★
Unbelievably, out of the circa 20 Marvel films, The Wasp is the first female superhero to feature in the title of a Marvel film. While we respect the studio's decision to address rampant sexism in the Marvel Universe, we fundamentally disagree with glorifying the 'coolness' of wasps.



Evangeline Lilly's portrayal of The Wasp is pretty cool. She can fly, shrink, has super-strength, and shoots all sorts of things out of her wrists. Her super-suit is just missing a stinger protruding from her metasoma.

But how does she use these powers? In one particularly troubling scene, she flies into the bad guy's car window, distracts the driver, and cause the car to crash and flip 360° in a raging inferno – much like the real *Vespula vulgaris*.

Our problem with the film is that if we make wasps cool and glorify their irritating habits, sooner or later 'Pest Control Man' will end up a Marvel supervillain - when we all know he should be joining the cast of heroes in Guardians of the Galaxy 3.

STUART LITTLE

A flagrant disregard for animal rights

★ ★ ★ ★ ★
Okay, we know Stuart Little is technically a pet mouse and not a pest, but we want to talk about it anyway. Our biggest problem with the portrayal of Stuart is not that he can speak, or even that he's a proficient driver. It's that he's always dressed in tiny little clothes.

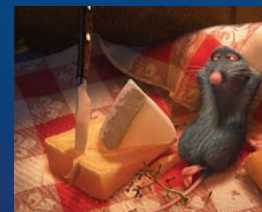
We believe that forcing a mouse into tiny trousers counts as unnecessary suffering under the Animal Welfare Act 2006. If the stupid outfits aren't enough to convince you, Stuart ends up in a washing machine, attacked by the family cat, and gets trapped in Nathan Lane's mouth. That's some serious animal welfare issues right there!



RATATOUILLE

A feast of filth

★ ★ ★ ★ ★
Straight out of the Pixar propaganda machine, Ratatouille tells the story of how Remy the rat makes his way through the Parisian restaurant scene, honing his skills as an artisan chef while enslaving a young boy to do his bidding. No matter how many times we see Remy wash his little paws, who wants foie gras prepared by a rodent? Our sector has spent years talking about the dangers of rodents around food areas, all to be undone by Pixar's insipid 'anyone can do anything' story.



The pest control shop Julien Aurouze and Co. is featured briefly in a scene where Remy is warned to stay out of the way of humans. It's a real shop that features a wall display of dead rats. If that's not enough to put a generation of children on 'team rat', then nothing is. Just don't come crying to us when your bolognese comes with an extra helping of salmonellosis.

A note on giant ant films



Before Mega-shark, there was a proud tradition of Hollywood B-movies increasing the size of all sorts of pests to make sci-fi antagonists. Empire of the Ants, The Deadly Mantis, The Monster that Challenged the World (which I think was a giant snail) were all variations on the idea of giant invertebrates attacking humanity.

But are giant insects possible in practice? No. This Hollywood trope is impossible. If ants were giant, they'd have elephant-like legs. You can't just scale up stuff and expect it to work. Ants, and many arthropods, have closed respiratory systems. This is fine if you're super tiny, but if you scale-up, your giant ant would suffocate and then implode under its weight.

PEST PR

BPCA actively engages with the press and researchers to help spread our pest awareness messages and champion the role of professional pest controllers. Last year we had the equivalent media coverage of nearly £798k! Want help with the press?

✉ media@bpca.org.uk

FORUM IN FOCUS

Meet your new Executive Board members

At June's AGM, Julia Pittman (Beaver), Tim Slator (Valley) and Louise Summers (Urban Wildlife) were elected onto the Association's Executive Board. Keen to understand their big picture view on pest control, we asked all three 'new recruits' the following big question...



Take a step back, consider your last five to ten years in and around this industry. In your opinion, where is the professional pest control industry going?

JULIA PITTMAN

My view is that the professional pest control industry will move towards greater regulation with fewer products. This will mean pest control services will become more knowledge-based and companies are likely to have to adapt by using more innovative, technological based services.

I can see a technician's time on-site being ever more focused on investigating and identifying risk areas, as well as proofing and less on checking bait stations. Technicians will need to be recruited for their inquisitive personalities. I believe that pest control

knowledge can be trained but passion and attitude come from within.



Julia has worked in the FM industry delivering soft services for over 20 years. In her previous company pest control services were outsourced to two companies, one of them being Beaver, and as Head of Service, Julia was responsible for making sure that the services were delivered effectively.

In 2014 she joined Beaver Pest Control as the partner responsible for sales and has been focused on its growth in key markets such as education, health, and corporate facilities management.

A BIT ABOUT JULIA, TIM AND LOUISE

TIM SLATOR

From my point of view, we have experienced many challenges in the last few years. The pest control industry has accepted and implemented CRRU at the same time as setting high standards for all staff qualifications, training and CPD. CRRU has made responsible companies, and staff (certainly in rural areas) carefully consider their actions and responsibilities.

I believe training needs to be at the forefront of any good industry practice. While it should be obligatory, it also needs to be beneficial and enjoyable. I think the pest control industry, through BPCA, is embracing these, and many other significant issues.



Tim Slator is a Director at long-term BPCA member company Valley Pest Control in Devon and has been involved in the business since they set up in 1976.

LOUISE SUMMERS

Pest control has moved on considerably in the last five years, especially in an environmental context. I believe pest management is more and more about using prevention techniques and relying on skills and practical experience to meet the needs of clients.

No doubt restrictions on chemicals will continue, but this I think represents an opportunity for the 'expert' pest management company and/or professional who is able to use alternative approaches to solve problems. I think learning has started in the wider 'environmental' context, and in some places, has flourished, but overall there is still plenty to do.



Louise has worked in wildlife management for over 10 years and has extensive experience in designing and applying habitat management programmes in urban and rural locations.

As Project director for Urban Wildlife, a Consultant BPCA member company, Louise is well aware of the implications and strategic impact the actions of pest control can have. She is committed to delivering services and solutions that enable humans and wildlife to co-habit in harmony. Louise can also directly relate to the challenges faced by smaller sized organisations, as well as specialist services in the pest control sector.

EXECUTIVE BOARD MEMBERS

Tom Holmes (President), Philp Halpin, (Vice President), Alan Morris (Vice President), Mark Williams (Honorary Treasurer), Martin Harvey (Immediate Past President), Martin Cobbald (Fumigation and Controlled Environments Forum (Committee Chair), Rupert Broom (Manufacturers and Distributors Committee Chair), Howard Taffs (Servicing Committee Chair), Mike Ayers (Board Member), Chris Corbett (Board Member), Lewis Jenkins (Board Member), Julia Pittman (Board Member), Tim Slator (Board Member), Louise Summers (Board Member)

BPCA EMAIL

enquiry@bpca.org.uk

• □ ×

Ask the technical team

When you're a BPCA member you can get technical support whenever you need it via our experienced technical team. Here are just a few of the latest questions posed...

INBOX

SENT

ARCHIVE

BIN

SPAM

SUBJECT: SOIL ASSOCIATION SITES

When can I use an insecticide on a soil association site?

NATALIE REPLIES: The soil association has many standards ranging from farming to textiles, so it is essential that you are aware of the specific standard that your customer is needing to adhere to. A common standard we may come across is 'food and drink'.

Generally, you should only use non-toxic methods such as desiccant dusts, hygiene and housekeeping, freezing/heating, proofing and general environmental controls. The use of synthetic pyrethroids has to be authorised and permission needs to be obtained.

Ensure that pest control substances:

- Do not contaminate organic foods
- Do not cause damage to the environment
- Are used as little as possible.

Read more about your site's standards here:

<https://www.soilassociation.org/organic-standards/soil-association-organic-standards>

SUBJECT: BEES

What should I do when I get calls for bees?

DEE REPLIES: Establish first the species of bee (bumble, honey, etc) and where they are located. This may need to involve a site survey. Discuss with the customer if there is really any need to disturb the bees. If a significant risk is present then the advice that Beewise (BPCA's bee special interest group) gives is to 'educate, remove and relocate'.

If you feel you don't have the experience and knowledge to deal with this, then contact the BPCA. We have many specialist members who can carry out this preservation work.

Treatment with a pesticide should be needed rarely, such as if nests are located in difficult positions and there's a high risk of serious injury, ie vulnerable people at risk of anaphylactic shock from a sting.

Beewise is also in the process of creating a 'Why we didn't treat your bees' leaflet to give to your customers. Keep an eye out for updates at bpca.org.uk/news-and-blog

NEW FOR 2019:
BEE CONTROL
COURSE

SUBJECT: PIGEON GUANO

Is pigeon guano a hazardous waste?

DEE REPLIES: The Environment Agency confirmed that, under EWC classification code 20:01:99, pigeon and rodent carcasses, their nesting materials and guano are not considered hazardous waste.

Therefore they can be disposed of as commercial waste - safely via a skip or where we know the waste will be transferred to landfill (not domestic waste).

Also, spraying biocide no longer changes the classification and is only deemed a good COSHH practice to protect the worker from microorganisms. We recommend waste is double-bagged, eg. a rubble bag covered with a plastic bin bag.

SUBJECT: LANDLORDS

Landlords sometimes insist on a precautionary insecticide treatment at the end of a tenancy - what should we do?

NATALIE REPLIES: Using any pesticide as a precautionary measure would not satisfy three elements of UK legislation, these are:

- Label conditions (COPR/BPR) - all pesticide labels will state what pests the products can be used against, and so this means the pest species has to be identified before you choose a product
- It is a legal requirement under the Protection of Animals Act 1911 (as amended) that the presence of pests is identified before a pesticide treatment can take place
- The CoSHH hierarchy would not support this 'precautionary' use of a chemical. Instead of using a chemical, offer the landlord/tenant a monitoring service of at least two visits and a report sheet stating what was found, if anything.

If pest activity is found, then a treatment can go ahead with a correctly selected pesticide. In the event of no activity, you should provide details of the monitoring activity to satisfy the landlord that no biting insects were present.



ARE YOU A BPCA MEMBER WITH A TECHNICAL QUERY? GET IN TOUCH...

 enquiry@bpca.org.uk

 01332 294288

 @britpestcontrol

A SERVICE FOR BPCA MEMBERS ONLY PLEASE!

SPEED VIEW

- **Ensure you are aware of any standards that may apply to a particular site**
- **Pigeon guano is not hazardous waste**
- **Bees rarely present a problem that requires pesticide treatment**
- **Landlords cannot ask for precautionary pesticide treatments where there is no pest activity**

MEET THE MEMBER

Beyond certification with East Coast Pest Control

When Andy Hunn, Managing Director of East Coast Pest Control, started his own business 16 years ago, it'd have been hard to imagine attending a global summit for pest management.



We caught up with Andy after his European adventure so he could reflect on East Coast's journey from start-up, to EN 133636 Certification, and beyond.

East Coast Pest Control is based in North Yorkshire in Hunmanby, an outlying area of Filey in the borough of Scarborough. Andy initially set up shop in October 2002 as a sole trader after working for a large company for a few years.

What makes East Coast what it is today?

From the beginning, our ethos has been:

- To provide a first class service
- To keep at the forefront of new innovations and procedures
- Gain knowledge through training, qualifications and hands-on experience
- And above all, to grow the company based on strong and continued client relationships. This has proved to be the key to our success and remains at the heart of everything that we do.

To-date, we have six full-time and one part-time member of staff, and we're actively seeking another person to join our team. Growth has been controlled and managed so that we don't overstep ourselves. We want to continually provide the care that our clients deserve and have come to expect.

Our business values are quite simple: provide people with great service at a fair price. Be honest, open, and people will respect you. ✿

I see too many people who have had bad experiences with pest controllers, either through the lack of knowledge/training or poor ethics. From the start, this was something that I wanted to redress and will continue to do so.

We cover the whole spectrum of pest control from fumigation to the everyday rats and mice jobs. Pest prevention contracts are naturally our bread and butter, and we are very proud to say that we still have contracts that we started in the first month of trading 16 years ago.

✿

OUR BUSINESS VALUES ARE QUITE SIMPLE: PROVIDE PEOPLE WITH GREAT SERVICE AT A FAIR PRICE. BE HONEST, OPEN, AND PEOPLE WILL RESPECT YOU.

This being a bumper bird issue, we've got to ask you about bird control. Does East Coast do any bird management?

We are currently undertaking a big project for a client where we are erecting a netting system covering some 9000m² of net to provide protection from feral pigeons.

Previously we worked on a very clever netting system placed over a penguin enclosure. I was asked quite seriously while doing it if it was to stop the penguins from flying out! The reality was that it was to prevent other birds from entering and passing on avian flu.

The nice thing about this job was that we also considered the aesthetics of the surrounding buildings and managed to make the netting in such a way that it looks as if it was designed into the original build.

A lot of BPCA members are EN16636 Certified now, but you guys were some of the first to get the accreditation, and you were the only BPCA member that attended the Global Summit. Why are CEPA and EN16636 so important to East Coast?

We were only the thirtieth company in the UK to become EN16636 Certified, and I have always been a great believer in quality standards. When the EN16636 standard was first announced I naturally needed to look at what it had to offer us.

For many years I have sung the praises of BPCA and what it stands for. BPCA sets its members apart from the others in respect of auditing, staff qualifications, systems, etc – so CEPA had to be the next step.

We needed a European quality standard (Brexit or not). We need to have the confidence in our colleagues in other countries to manage pest issues to a competent level and to ensure that high standards are maintained in public health pest control. EN16636 sets those standards and as more



Members of the East Coast Pest Control team; suited, booted and ready for action in North Yorkshire.

companies sign up the industry's quality rises.

We attended the recent Global Summit to see just how far CEPA and the EN16636 standard were progressing, not only in the UK but Europe-wide. The simple answer to this is that things are starting to gain momentum.

Reports from various delegates indicated that governments were starting to take notice of CEPA and the benefits that the EN16636 quality standard could bring. The World Health Organisation (WHO) has also given CEPA the thumbs up. However, what was the food industries take on CEPA? Well when you have massive organisations such as Nestlé and Metro in attendance saying that this is the way forward, then you know that things are progressing in the right direction.

In my opinion, there is a minimum standard that we should all be aiming for. As an industry, we need to show the benefits of BPCA and EN16336. These are the standards that set us apart from others. They demonstrate that we're investing in training, working systems and that we do actually care about what we do.

Want the PPC team to come out and meet you? Have an idea for an article you want BPCA to feature?

hello@bpca.org.uk

WHERE WE'VE BEEN

Summer Summit



BPCA sent Chief Exec, Ian Andrew and Technical Manager, Dee Ward-Thompson off to the Global Summit in Portugal. They both came back exhausted and tan-less. We asked them to report their findings to PPC readers.

Henry Mott welcomed everyone on behalf of CEPA to the conference in Cascais, Portugal. He spoke with real passion about the future of pest management. As a BPCA past-president and now President of CEPA, Henry runs a small pest management company in the UK and spoke with credibility despite his speech being based around cabbages and Status Quo.



Henry Mott's message was to keep ahead of increasingly savvy pest control customers.

Basically, Henry's message was that we now work in a world where the target audience for pest control companies is becoming increasingly knowledgeable and sophisticated and, as a sector, we need to keep ahead of that curve.

We heard very encouraging noises from the food industry from Metro Group and Nestlé. Metro Group no longer operates in the UK since the sale of the Makro Brand - which is unfortunate - as it is an early adopter of EN16636 in its pest control specification.

Both Metro Group and Nestlé spoke about the need for change so that the balance when procuring pest management providers shifts from price to quality.

Ferenc Varga, Food Safety Manager at Nestlé, encouraged pest control companies to be more flexible, astute, have a broader expertise, be environmentally assertive, consultative, and proactive.

Dennis Jenkins, President-elect of NPMA (our sister association in the US), spoke about the 'uberisation' of pest control where customers use services

like Uber and Amazon expect a same-day service, where five minutes early is on-time and on-time is actually late, and anything else is unacceptable!

Customers hold so much more power over our business due in part to social media and with being more informed generally. Being eco-friendly is an expectation. All of this with the additional drive for innovation means that the pest controller is having to be more of a businessperson than a bug killer.

There was a lot of coverage of mosquitoes and, while in the UK they're not seen as a priority pest, diseases like Zika and dengue fever are very close to us geographically in Spain and Italy. This is much closer than it was a few years ago.

“...five minutes early is on-time and on-time is actually late, and anything else is unacceptable!”

This begs the question: how ready is the UK for mosquito management?

One of the best sessions was the closing session. Here we went around the world in 80 minutes hearing updates, and trends from associations in Uruguay, South Africa, Australia, North America, China, Portugal and France, and it was significant that the central themes coming across in all of these were:

- Professionalism – we need to be and be seen as professionals and not sell our sector out as being cheap
- Voice – we need to increase the volume of our voice as public guardians, keeping people healthy and safe.

I think it's fair to say there is a collective voice and that the Global Summit of Pest Management Services for Public Health and Food Safety is very much aligned with our strategy here at BPCA.

WHERE NEXT?

If you have any events that you would like to see us at for 2019, then suggest them! After all, we're there for you!

 events@bpca.org.uk



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BPCA out and about

You'll never make it to every industry and associated event but thankfully you don't need to! Our team represents BPCA members, and reports back to you via PPC magazine. We talk about:

- The importance of using BPCA members
- Our "Be protected. Professionally." campaign
- Professional training and qualifications
- Raising the profile of public health pest control.

HOTEL AND FACILITIES MANAGEMENT EXPO

25-26 SEP 2018

ExCel, London
hfmexpo.co.uk



NATIONAL CONSTRUCTION EXPO

18 SEP 2018

Arena MK, Milton Keynes
nationalconstructionexpo.co.uk



CIEH PEST CONTROL CONFERENCE

16 OCT 2018

15Hatfields, London
cieh.org



PESTTECH

7 NOV 2018

Arena MK, Milton Keynes
pesttech.org



SOFHT PEST CONTROL CONFERENCE

28 FEB 2019

Bristol Golf Club, Bristol
sofft.co.uk



SAVE THE DATE!
REGISTRATION NOW OPEN

BPCA
PestEx
The pest management show
20-21 MARCH 2019 / EXCEL, LONDON

DO YOU HAVE A SPECIAL INTEREST IN BED BUGS?



BPCA SPECIAL INTEREST GROUP

Calling all bed buggers!

First came the birds, and then came the bees - now it's time to take everyone's favourite night-time creepy crawly into the limelight.

BPCA is looking for people who are passionate about protecting the British public from bed bugs. Bed bug control is a specialist area of pest management and therefore requires knowledgeable experts to commit to getting together to share best practice and guidance for the whole sector.

A BPCA special interest group gets together to discuss a single specialist issue. The guidance they put together gets fed-back to the BPCA Servicing Committee, and then gets turned into guidance documents, PPC articles and best practice.

If you'd like to get between the sheets and make a real difference to the future of bed bug control register your interest today. Contact hello@bpc.org.uk



Are you a registered BASIS PROMPT professional?

PROMPT is an independent industry recognised register of suitably qualified people who can genuinely claim to be professionals in public health pest control and related activities.

Members make a commitment to lifelong learning through Continuing Professional Development (CPD) which all professionals in leading industries are expected to make.

www.basis-prompt.co.uk
www.basis-app.co.uk

SUPPORTED BY



BPCA

Regional Forums



BPCA hosts events for everyone interested in pest management all around the UK. Our Regional Forum dates for 2019 have been announced.

Our Regional Forums are completely free and a great opportunity for keeping up-to-date with the latest pest control news, products, and industry updates.

Network with other professionals in your area and the leading expert speakers in the sector.

"GREAT FORUM, GOOD PRACTICAL INFO, EXCELLENT NETWORKING OPPORTUNITY"

WHY GO TO A REGIONAL FORUM?

- Get those all important CPD points
- Keep up-to-date with the latest news, products and industry changes
- Network with like-minded professionals
- Enjoy a free breakfast roll and refreshments

SCHEDULE FOR 2019 RELEASED

PLACES STILL AVAILABLE

JOIN US IN YORKSHIRE FOR OUR AGM AND REGIONAL FORUM
12 June 2019

BOOK YOUR NEAREST FORUM NOW!

2018
NORTH WEST
THURSDAY 27 SEPTEMBER
Birchwood Golf Club, Warrington
GLASGOW
THURSDAY 11 OCTOBER
Hamilton Park Racecourse, Hamilton
SOUTH EAST
TUESDAY 20 NOVEMBER
AMEX Stadium, Brighton
NORTHERN IRELAND
WEDNESDAY 5 DECEMBER
Massereene Golf Club, Antrim

2019
EDINBURGH
TUESDAY 29 JANUARY
SPONSOR
NORTH WEST
WEDNESDAY 13 FEBRUARY
SPONSOR
SOUTH WEST
WEDNESDAY 27 FEBRUARY
SPONSOR
MIDLANDS
WEDNESDAY 3 APRIL
SPONSOR
NORTHERN IRELAND
THURSDAY 16 MAY
SPONSOR

YORKSHIRE +AGM
WEDNESDAY 12 JUNE
SPONSOR
SOUTH EAST
THURSDAY 5 SEPTEMBER
SPONSOR
GLASGOW
WEDNESDAY 18 SEPTEMBER
SPONSOR
WALES
THURSDAY 3 OCTOBER
SPONSOR
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WEDNESDAY 20 NOVEMBER
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WEDNESDAY 11 DECEMBER
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Every registered guest gets a free bacon roll at each Forum!

"ALL SPEAKERS HAD SOME GOOD INFORMATION, AND I LEARNED SOMETHING FROM THEM ALL - THANKS."

MORE INFO

View the agendas and register for your Regional Forum

www.bpca.org.uk/regional-forum

TAKING CPD SERIOUSLY: the importance of Continual Professional Development



Following our AGM in June, we announced plans to launch BPCA Registered, an in-house Individual Recognition and Continual Professional Development (CPD) Scheme. Karen Dawes, BPCA Training Development Manager, talks to PPC about the new scheme and the crucial role CPD has in the industry.

CPD refers to the process of tracking and documenting the skills, knowledge and experience that you gain both formally and informally as you work, beyond any initial training.

It's a record of what you experience, learn and then apply. CPD is important because it ensures that you continue to be competent in your profession and it's an ongoing process. The ultimate outcome of well-planned and implemented CPD is that it safeguards the public, the employer, the professional and the professional's career.

At its core, we believe that every professional pest controller has a responsibility to keep knowledge and skills current so that they can deliver a high quality service that meets the expectations of customers and of the profession. For this reason our membership criteria for Servicing members requires all employees of member companies to be registered on a recognised CPD scheme.

However, the quality and relevance

of the CPD being undertaken are equally important. Well-crafted, well-planned and focused CPD can offer many benefits, including:

- Maintaining and enhancing your knowledge and skills, enabling you to continue to deliver a professional and effective service to your customers and clients
- Ensuring that you're keeping up with changes in the sector and have up-to-date knowledge of new products, techniques and technology
- Keeping abreast of regulations and legislation including datasheet and label requirements to ensure that you are working in and maintaining safe environments
- Creating the backdrop for recognition of a profession that makes a meaningful contribution to the increased protection and a higher quality of life within public health and the environment
- Providing increased public

confidence and adding value to the pest control sector as a whole

- Opening up new opportunities for skills development and advancement in your career, helping you to stay interested and motivated.

The importance of CPD should not be underestimated or treated with indifference. CPD should be considered, planned and reviewed to ensure that the time put towards achieving your CPD is spent efficiently and effectively. *

BPCA REGISTERED AND ITS BENEFITS

BPCA Registered is built on a professional recognition framework where companies and individuals can demonstrate to their clients and customers a level of knowledge and skills, as well as a commitment to ongoing professional development. The professional recognition scheme will encourage individuals towards advanced qualifications and acknowledge their attainment.

Making CPD effective

Whatever form your CPD takes, evidence shows the most effective CPD is:

RELEVANT

The expertise and knowledge of professional pest controllers can span a wide range of subjects or it can be very niche and specialist. To meet the needs of all our members, BPCA Registered will provide a framework that includes a requirement, where appropriate, for CPD activity in fumigation, rodent control, bird control and other specialisms in addition to the more generic health and safety, environmental and general pest control activities. This will ensure that whether you are a general pest controller or a specialist, you will be able to demonstrate your commitment to relevant professional development.

EFFECTIVE

BPCA Registered will introduce a level of analysis and reflection to informal CPD activity such as accessing videos or reading materials. You will be able to log your CPD directly onto your account, completing a simple reflection form stating what you have learned and how you will apply this to your role.

PERSONALISED

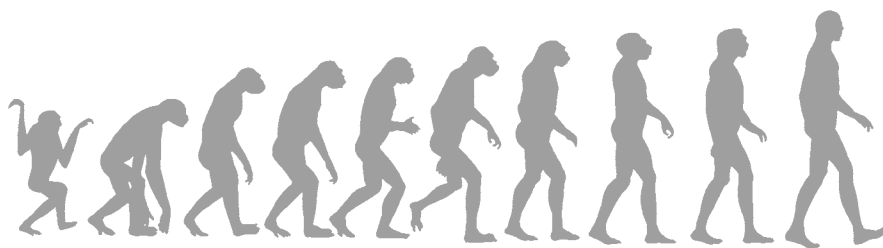
In other words, built on your own identified needs rather than a 'one size fits all' approach. BPCA Registered will provide you with the means to plan your CPD requirements for the year ahead and review your progress.

COLLABORATIVE

We will work with industry partners and stakeholders to ensure the widest range of CPD activity is available to you through BPCA Registered.

THE IMPORTANCE OF CPD SHOULD NOT BE UNDERESTIMATED OR TREATED WITH INDIFFERENCE.

GET INVOLVED!
Drop us a line
registered@bpc.org.uk



Member companies have to demonstrate their team member's ongoing commitment to CPD. We need to progress beyond a point collection system to one that ties CPD closely to professional development in the longer term.

We've listened to feedback from members through our formal committee structures and continue to listen to comments members have made, and will make, with the membership team, on an ongoing basis.

Now is a fantastic opportunity for the whole BPCA membership to come together and engage with this exciting journey.

Ian Andrews
BPCA Chief Executive



Within the scheme, BPCA will develop a transparent CPD framework incorporating opportunities for both structured and unstructured professional development activities including:

- Training courses, workshops and seminars
- Studying for a qualification or accreditation
- Online courses and webinars
- Attending exhibitions and conferences
- Reading and research materials
- Internal training and briefings
- Mentoring and practical training
- Online quizzes.

BPCA Registered will be available to all members and their employees. Activities will be easily accessed through a dedicated BPCA web page, and progress can be monitored and reviewed through a personalised profile page.

knowledge and expertise. BPCA believes that providing pest controllers with a pathway to high quality CPD appropriate to their current career stage and professional aspirations is the best way to achieve a sector that is recognised as highly-skilled and valued.

BPCA Registered will provide you with your personalised photo ID card which will include all your qualifications so that you can demonstrate your knowledge and skills at any time.

CAN YOU HELP?

We're looking to create a range of practical development opportunities on a member-to-member basis. We need volunteers who are willing to share their skills, knowledge and experience with other members by offering free practical CPD workshops across a range of subjects.

Do you have a subject topic or activity that you would be willing to share with others members? If so, please email and let us know the types of practical training you are able to offer.

We are also looking for members to let us know the types of practical training that they feel would be a useful form of CPD for their technicians. If this is something that you might be interested in, email us to let us know what you are looking for.

To enable us to collate your responses correctly, please clearly state within your email whether you are volunteering to deliver training or are looking to take part in training.



We are extremely enthusiastic about being able to support member companies directly in their ongoing development of employees, and thereby further driving professionalism for our industry.

The Association is extremely aware of the need to highlight the critical difference between pest management professionals, and 'professionals' offering pest management services.

The scheme forms an integral part of our strategy to explore, and be ready for, what a licencing structure may represent for the pest management sector in the future.

Tom Holmes
BPCA President



WHY DO I NEED CPD?

CPD is something that you do to make sure you're the best you can be at your job. A formalised CPD scheme can help you identify areas for self development; plan the activities you will do to improve in these areas and achieve your professional goals.


For the individual professional CPD can lead to new opportunities, greater job satisfaction and also help to secure promotion. At its most effective though, CPD is far more than that: from an organisational perspective, it can improve staff motivation, assist with succession planning and demonstrate the organisation's commitment to excellence and lifelong learning.

HOW IT BENEFITS THE SECTOR

CPD can give clients, specifiers and the wider public confidence that professional pest controllers are continuously improving their skills,

GET INVOLVED

 registered@bpc.org.uk

 01332 225 113

Training calendar

COURSES AND EXAMS

Level	Course/exam	Member price £	Exam	Start date	Location
FOUNDATION	Using Rodenticides Safely	130	✓	13/11/2018	Stafford
	Practical Vertebrate Trapping	155		12/09/2018	Stafford
				14/11/2018	Stafford
	Practical Insect Control	155		15/11/2018	Stafford
	Sales Skills	155		19/09/2018	Derby
Starting and Managing Your Own Pest Management Business	155		05/10/2018	Kingswinford	
			01/11/2018	Derby	
CORE	Bed Bug Control	155		10/10/2018	Derby
				14/09/2018	Stafford
	Certificate in Bird Management	155	✓	23/10/2018	Derby
				16/11/2018	Stafford
	General Pest Control - Level 2 Award in Pest Management	1010 (non-res 803)	✓	21/10/2018	Stafford
				9/12/2018	Stafford
	Insect Identification	155		11/10/2018	Derby
	Safe Use of Aluminium Phosphide	310	✓	17/10/2018	Stafford
	Safe Use of Air Weapons for Effective Pest Control	155		16/10/2018	Stafford
	Managing Pest Control Contracts	310		DAY 1: 5/09/2018	Derby
DAY 2: 5/10/2018				Derby	
Becoming a Field Biologist	155		25/09/2018	North West	
Becoming a Technical Inspector	155		02/10/2018	Derby	
ADVANCED	RSPH Level 3 Award in Safe Use of Fumigants for the Management of Invertebrate Pests	780	✓	26/11/2018	Derby

ONLINE LEARNING

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	Member cost	Non-member
Individual GPC modules		
Introduction to Pest Management: Health, Safety and Legislation; Invertebrates; Vertebrates	£100	£150
Full General Pest Control Online	£300	£450
Using Rodenticides Safely	£75	£100
Online course and exam		
Foundation Certificate in Pest Management	£50	£75
Completing Risk Assessments	£40	£60

EXAMS ONLY

Exam	Start Date	Location
	04/09/2018	Peterborough
	21/09/2018	Derby
	26/09/2018	Warrington
MULTIPLE EXAM DAYS – take any of these exams, on any of the dates:	01/10/2018	Derby
RSPH Level 2 Award in Pest Management (£155)	11/10/2018	Glasgow
BPCA Certificate in Bird Management (£100)	25/10/2018	Bristol
BPCA Certificated Technical Inspector (£155)	26/10/2018	Stafford
RSPH Level 2 Award in Safe Use of Rodenticides (£40)		
RSPH Level 3 Award in Safe Use of Fumigants for the Management of Invertebrate Pests (£305)	06/11/2018	Coventry
	19/11/2018	Brighton
	05/12/2018	Northern Ireland
	14/12/2018	Stafford
	26/09/2018	Warrington
	12/10/2018	Glasgow
BPCA Advanced Technician in Pest Management (£245)	21/11/2018	Brighton
	04/12/2018	Northern Ireland
	18/09/2018	Derby
	10/10/2018	Glasgow
BPCA Certificated Field Biologist (£305)	20/11/2018	Brighton
	06/12/2018	Derby

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.



ENQUIRIES AND BOOKINGS

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