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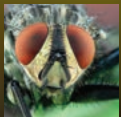
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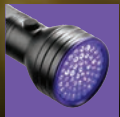
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Vicki Sims, pest control entrepreneur, talks frankly to PPC



Professional Pest Controller
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SNEAK PEEK!

PPC Live is on the road again! The next stop for our one day exhibition and conference is the Yorkshire Event

Centre. Set in the beautiful, historic Yorkshire Dales National Park, Harrogate, PPC Live is all about giving frontline staff hands-on experiences, and showing off the latest and greatest innovations in the sector.

As the show is named after the very magazine you're reading now, it seemed only right that PPC readers get the first look at PPC Live 2020.

What are the plans so far? Here's a sneak preview...



LOCATION, LOCATION, LOCATION

The Yorkshire Event Centre is located just 15 minutes from the motorway, with plenty of free parking and only a ten-minute walk from the nearest train station.

The 250-acre Event Centre is the perfect location for a Northern PPC Live. Hall 2 is 1,950m², which is ideal as we will have amazing exhibitors with a mix of disciplines from across the pest management industry.

PPC Live will have a large exhibition hall, 80-seat seminar theatre, an outdoor demo area with grandstand seating and an all-new indoor practical area. It's the only pest management show in the UK that does all of that!

OUTDOOR DEMO AREA

Back by popular demand! We'll be getting outside (and not only to take in the beautiful countryside). We'll be hosting some practical pest management demonstrations.

We are teaming up with experts and have some really exciting plans for this area.

Here's a little taste of what to expect:

- UAVs (drones) demo
- Air gun training
- Practical trapping session
- Working at height equipment.

And that's only a sneak preview! Grandstand seating will give you a perfect view of the demonstrations.



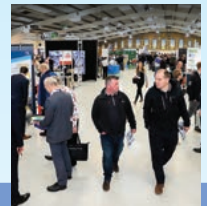
PRACTICAL PRODUCT DEMONSTRATIONS



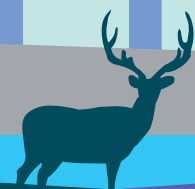
SEMINARS DELIVERED BY EXPERTS



NEWS, PRODUCTS AND INDUSTRY CHANGES



NETWORK WITH LIKE-MINDED PROFESSIONALS



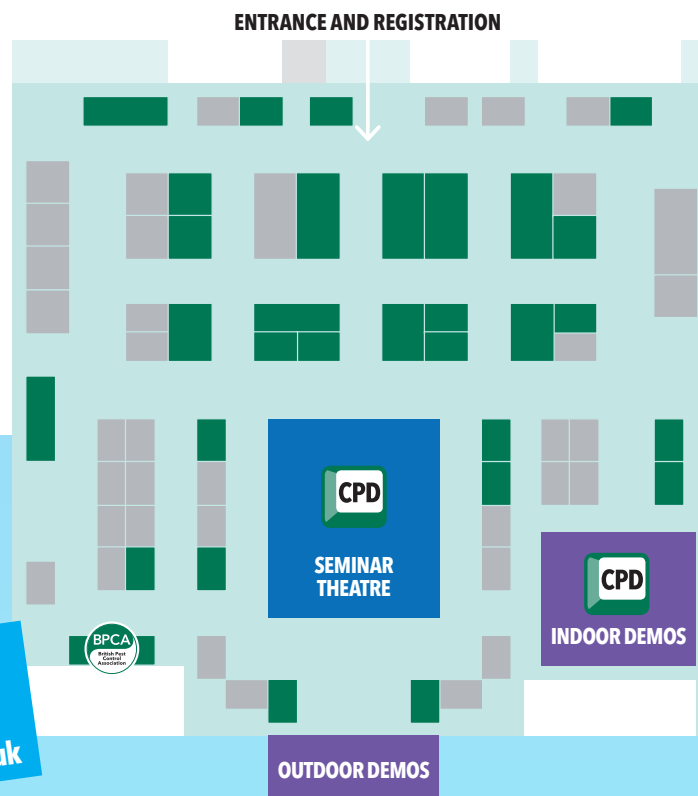


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TECHNICAL SEMINAR THEATRE

Our silent technical seminar theatre will have seating for 80 people and will use headphones like PestEx, so you won't miss a single word of the presenters.

Sessions we've already confirmed include 'How to do great site surveys' and 'An insecticide best practice panel'.

Industry experts and PestEx favourites Sharon Hughes from BASF and Alex Wade from Pelgar both have new talks planned for PPC Live.

Dr Matthew Davies from Killgerm will be talking at PPC Live, after his talks at PestEx and BPCA Regional Forums received such good reviews.

The team from the Bat Conservation Trust will be giving us a peek at some of the stuff they've been working on with BPCA. We'll also be launching new training courses, so PPC Live 2020 really isn't to be missed!

INDOOR DEMO THEATRE

NEW! We want to give you the chance to see new ideas and get some hands-on experience while you're at the show. PPC Live is all about how things work and giving you the tools to help you in the field.

We've joined forces with our friends and experts in the industry to showcase ideas old and new. The indoor demonstration theatre is about giving you the opportunity to interact with practical sessions, led by industry experts. The schedule will be action-packed. We've already booked:

- A practical fumigation session
- A guide to effective rodent proofing
- Demonstrations of remote monitoring technologies
- Interactive face mask fitting
- Insect identification workshop.

And we've got much, much more that will be confirmed in the coming weeks.



REGISTRATION OPEN

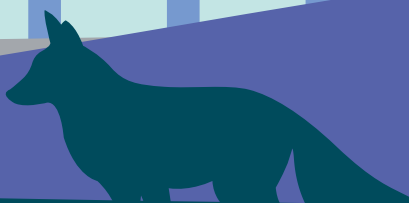
Any guests that register early receive a bacon roll and hot drink. Don't wait until the last minute to register!

www.bpca.org.uk/ppclive

WANT TO EXHIBIT AT PPC LIVE 2020?

Not booked your stand yet? Contact Beth today to ask about how you can get your products into the hands of technicians and business owners.

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More than a business decision



How do you decide whether your membership is value for money or not?

Domestic work trickles in from the 'Find a pest controller' tool. Your membership certificate and logo will help you open doors to bigger contracts. Calling the technical team is a useful way to get a free second opinion or some advice. Free CHAS accreditation saves you a few hundred quid a year, and you might even dip in to pick up a few cheap print materials from the PrintShop.

For most, joining and staying with BPCA is easy to justify. It's a business decision. For me, member benefits are greater than membership fees. But is that all membership means to you?

REPRESENTATION

I'm sure we're all well aware of the general licence for bird control fiasco our industry has just gone through. The full details of what's happened, what's changed, and what's likely to happen in the future are on page 19, but I think it's a great example of how being a part of your trade association gives you a voice beyond the sector.

Not only was BPCA getting news and guidance out to the sector quickly (thereby making sure you weren't needlessly losing business or ending up on the wrong side of the law), but we were camping out on Natural England's and Defra's doorsteps. BPCA was in meetings, on the phone and writing letters to decision-makers to make sure you had a fit-for-purpose, legal framework in which to protect public health.

The Staff team had a few late nights working on comms, guidance and lobbying various departments to make sure your views were represented.

What's more, BPCA has earned a seat at the table, so when further reform comes (and it will come), BPCA members can be sure that someone is looking out for them.

PPC LIVE 2020

The Staff team has started putting together an ambitious schedule for PPC Live 2020 - a one-day event designed for frontline staff and pest management professionals.

This time we'll focus on increasing practical sessions, both outdoors and indoors. Visitors will still get an exhibition with all the leading manufacturers and distributors in attendance, plus a presentation-based seminar schedule. But this time you'll also get the opportunity to visit more practical outdoor sessions and a new indoor demonstration theatre. Attendees will get some hands-on training bites and take away practical experiences.

Getting hundreds of professionals together is a huge feat that BPCA achieves regularly at Regional Forums, PestEx and PPC Live.

Of all the things BPCA produces, when I see crowds of members and non-members learning from each other and discovering something new about their trade, I can't help but feel proud of our sector.

You can see some of our plans on page 2. I hope that no matter where you are in your pest control career, you'll come along to PPC Live and share some experiences with your community. Pest management can be a lonely job sometimes, so we ought to put some time aside to connect with each other.

MOVING US FORWARD

On page 38 we have a big update about what's happening with BPCA's new Professionalism Working Group.

Members are asking big questions about the future of our sector. One of our strategic goals is to champion the professionalism of the pest management sector, but what does that actually mean?

BPCA members have always been the champions of professionalism. Minimum qualification standards, CPD and proper standardised audits are old news for BPCA members.

Now we're looking at what the next steps of our professional journey should look like. We all have an opinion on the direction of our sector and, as part of BPCA, you can have your say.

DEMOCRACY RULES

BPCA is a member-led democracy. At our AGM we welcomed Chris Cagienard, Chris Corbett, Malcolm Stowell and Grahame Turner to the Executive

Board. They're all from servicing companies of various sizes with a genuine interest in making the sector a better place for all our businesses.

We all have an opportunity to contribute and set the direction of our Association. Special interest groups, the various committees of the board and working groups are all made up of passionate members. If you want to be more involved, pick up the phone and ask the Staff team about all the volunteer opportunities at BPCA.

MORE THAN A BUSINESS DECISION

Back to my original question: how do you decide whether your membership is value for money?

You can do a cost-benefit analysis and decide that membership is good for your bottom line.

Alternatively, you can be proud of the fact that you're a part of the trade association representing you in front of legislators. You can take pride in the fact you're a part of the Association connecting the sector through comms and events. You can be proud of your commitment to championing a professional community of pest management companies.

For me, BPCA is much more than a list of member benefits.

PHIL HALPIN

BPCA President
Director, Countrywide
Environmental Services
president@bpca.org.uk

LOOK OUT FOR OUR MEMBER BENEFITS SURVEY

Member company main contacts will soon be receiving a survey about benefits. Please make sure you make your opinion known so we can provide you with a comprehensive and fit-for-purpose list of benefits. This is one of the first steps in a larger membership review.



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PPC
PROFESSIONAL PEST CONTROLLER
ppconline.org
 Published quarterly by BPCA
 © 2019 BPCA

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BPCA REGISTERED CPD POINTS
 Online CPD quiz = 1 point each
bPCA.org.uk/cpd-quiz
 Remember to log anything else
 you've learned in your CPD diary for
 even more points

BASIS PROMPT: PC/67143/19/G
 Reading PPC mag = 2 points
 Online CPD quiz = 3 points each
bPCA.org.uk/cpd-quiz



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Natalie Bungay and Jim Kirk investigate tracking agents as an investigative tool.

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We regularly come across guys in the field who have held on tight to methods that might well have been best practice once - but have you really moved with the times?

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Dr Andrew Whyte gives us a lesson in insect venom and allergies designed to help us better advise our clients and protect ourselves.

TAKE THE LAW INTO YOUR OWN HANDS 36

Paul Westgate examines the positives that can be drawn from the rules and regulations pest management professionals face.





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youtube.com/user/BPCVideo

STRATEGIC STORYTIME**RATCATCHER TO RICHES 38**

In our first strategic storytime, we're telling the tale of how we continue to increase the professionalism of the pest management sector.

MEET THE MEMBER**"STARTING LADY BUG PEST CONTROL SAVED MY LIFE." 40**

Kathryn Shaw caught up with Vicki Sims from Lady Bug Pest Control.

MEMBER BENEFIT IN FOCUS**CONTRACT SHARING NETWORK CELEBRATES SECOND ANNIVERSARY WITH NATIONAL CONTRACT 42**

Quality service through professional collaboration.

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Jonathan Walker has been experimenting with proactive bee management.

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Come along to one of our Servicing Committee meetings and find out what it's all about!

BPCA YORKSHIRE REGIONAL FORUM AND AGM WRAP-UP 46**FREE EVENT****BPCA GOES TO HOLYROOD 47****ARE YOU RECORDING YOUR PEST MANAGEMENT CPD? 48**

Karen Dawes takes a look at some great examples of CPD for people at all stages of their careers.

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Jane Shepherd talks about why it's important that BPCA and its members have a concentrated PR effort that reaches hundreds of thousands of people every year.



'May you live in interesting times...'

'May you live in interesting times' is a phrase we often use and is translated from a Chinese curse. Presumably, if times were less interesting, we would have fewer challenges and a more peaceful life.

Many of us thrive on the interesting things that life throws at us and as far as the world of pest management is concerned, I suspect that life will get even more interesting in the years ahead.

In many ways, the rate of change is ever accelerating and we need to keep up with that change.

As your trade association we have a role to play in helping you understand changes when they happen and ideally raise some awareness of stuff that might happen. Having all the main manufacturers and distributors of pest management products in our membership should help us achieve that.

While not all change is welcome, it is just a fact of life.

Some of the big changes in recent times have been to those products which we have used in a certain way for certain jobs for a long period of time. It is vital that you take the time to fully understand the implications of some new label changes. Just because we have always done something in one particular way is no defence if the label requires you to do something different from now on.

For example, have you worked out yet what you are going to do with the empty wasps' nest that you may now need to remove?

The same is true with rodenticides. The HSE decided to add a reference to a CRRU Guidance Document on new labels. That has effectively turned a 'should do' to 'must do'.

We held a workshop on these new rodenticide label changes on the afternoon of 12 June following the AGM and Regional Forum in Knaresborough which

you can read about on page 46.

Then, more recently, we have had the General Licence revocation by Natural England (NE) and the matter of new licenses being taken back off NE by Defra. We did a formal response to Defra's call for evidence on that matter which is available for you to see on our website. The result of our work can be seen in the new licences that you can read about on page 19.

By the time this magazine reaches you, we will have been before the Scottish Parliament Public Petitions Committee, alongside the rest of the Pest Management Alliance, giving evidence on the need for glueboards to be retained for professional use in Scotland, where petitioners are seeking an outright ban.

These represent just some of the interesting stuff that we have been living with in the last few months. One thing that I am certain of is that more interesting things will follow.

As your trade association we are here to drive professionalism across our membership and to be your voice in matters such as those mentioned above. Through our special interest groups, workgroups, Servicing Committee, Manufacturers and Distributor Committee and our Executive Board there is plenty of opportunities for you to engage and have your voice heard.

BPCA is here for you, our members, through these interesting times.

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

Defra releases three new general licences for bird control



Three new general licences for

the killing or taking of wild birds in England were issued at 00:01 on Friday 14 June by Defra.

The recent call for evidence demonstrated a range of impacts that individuals and groups experienced as a result of the revocation of licences GL04, 05 and 06, including:

- Crow attacks on lambs and ewes during lambing
- The risk of predation for eggs and fledglings of birds of conservation concern
- Public health issues caused by pigeons in urban areas.

A summary of the evidence and the government response has now been published, and can be viewed on the gov.uk website.

The new licences will allow users to control certain species of wild birds in order to:

- Conserve wild birds and flora or fauna (WML GL34)
- Preserve public health or public safety (WML GL35)
- Prevent serious damage to livestock,

foodstuffs for livestock, crops, vegetables, fruit, growing timber, fisheries or inland waters (WML GL36).

See the new general licences here:

gov.uk/government/collections/general-licences-for-wildlife-management#birds

The decision to issue the new licences follows analysis of information provided to Defra's formal open evidence-gathering exercise which allowed all concerned parties to explain the impact that Natural England's withdrawal of its three general licences GL04, GL05 and GL06 had on the management of wild birds.

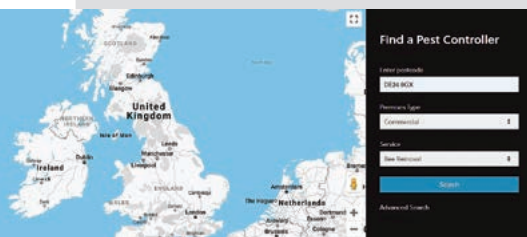
The call for evidence for 'Use of general licences for the management of certain wild birds' closed on Monday 13 May, with over 4,000 responses submitted including BPCA's open letter to Secretary of State Michael Gove.

This has now been published by Defra and includes direct quotes from our letter.

More on general licences on page 19.



Bee removal and Glis glis added to 'Find a pest controller' tool



The ever-popular BPCA 'Find a pest controller' tool now includes options for ethical bee removal and Glis glis treatments.

BPCA member companies that offer bee removal (rather than insecticide treatments) or specialist Glis glis services are encouraged to add this to their profile now.

Kevin Higgins, BPCA Membership Manager, said: "We all know we shouldn't be treating bees with insecticides unless it's an imminent threat to human health and safety.

"New species-specific label conditions make

insecticide treatment tricky for pest management companies.

"The new 'bee removal' option shows our members' commitment to protecting these important pollinators. Those with specialist skills to relocate bees can now share this service on their 'Find a pest controller' profile."

Dee Ward-Thompson, BPCA Technical Manager said: "With Glis glis being a specific problem for the home counties, many pest companies will not offer this specialist service.

"We can now be sure that members of the public are only being pointed in the direction of companies that have the knowledge, experience and the licence required to deal with these pests."

'Find a pest controller' now:

bpc.org.uk/find

Update your 'Find a pest controller' profile:

bpc.org.uk/directory

Stay alert to membership fraud



Being a full BPCA member is a mark of quality and professionalism. The entry criteria and ongoing requirements for membership are the highest in the pest management industry.

Fortunately, cases of BPCA membership fraud are rare. However, through the due diligence of an auditor, we have received evidence of two recent cases where forged membership certificates were being used.

The BPCA member logo is hard-earned and so it's important that any instances of misuse are reported to us for investigation.

That's why there are serious consequences and we take every step the law affords when we come across membership fraud.

HOW CAN YOU HELP?

Unfortunately, we don't have the resources to be everywhere at once, so we rely heavily on third party help.

That's why we're asking you to

keep an eye out for any suspicious use of BPCA logos or membership certificates, whether that's on the internet or out in the field.

Forged membership certificates can be quite easy to spot if you know what to look

for. There are a few things

on a real certificate that are usually missing from a fake one, such as:

- A signature from the current BPCA President
 - Membership number
 - Valid dates (hint: the certificate expiry date and membership year should be different)
 - Current BPCA logo and branding.
- Remember: you're paying for your membership and working hard to meet our criteria.

We take this issue very seriously, as we know the value of BPCA membership and what it means for your business.

If you have any questions about membership or think you've come across membership fraud, please get in touch with our team on 01332 294 288 or membership@bpc.org.uk

MYTHBUSTING

Taking a qualification through the BPCA does not mean that you're a member. You must still apply for membership separately.

1env gets muddy for Macmillan



BPCA member 1env Solutions sent a team along to the Nuclear Mud Race this year, raising almost £2,000 for Macmillan Cancer Support and the British Heart Foundation.

The five person team took on the 12km offroad course, held in Kelvedon Hatch on 18 May, wading through waist-high mud, lakes and rivers. As if that wasn't enough, there were 190 obstacles to overcome along the way such as monkey bars, zip lines, mud pits and the infamous 'deathslide'.

The 1env team completed the course in a time of just over four hours, slightly bruised and battered, having just managed to keep hold of their shorts. Well done to all involved!

'Watch out for wasps' says BPCA member Bayer

Signs of a second bumper wasp season in as many years are being seen across the country and BPCA member Bayer suggests the mild winter is to blame.

In a press release, Bayer national account and technical manager, Richard Moseley, explained that patterns in previous years show that the severity of wasp activity alternates annually.

However this year looks set to be buzzing again. Richard says, "A number of pest managers have indicated they're concerned wasp activity will be high for a second year in a row."

"A high number of queens have already been seen across the country, which is likely to be due to the unseasonably mild winter and spring. This means populations didn't decline in the winter as they have done in previous years."

Richard adds that it's important to monitor wasp activity closely, as the earlier infestations are identified and treated, the easier they will be to control. He explains, "Wasp nests generally start to develop in spring when populations of other insects, such as aphids, spiders and small flies, start to rise, providing a food source for queens to start the lifecycle again."

He adds that aphid activity was noted earlier than usual this year which is likely to have contributed to the early wasp activity.



Python warns of deathwatch beetle threat to UK churches

British comedian and documentary filmmaker

Michael Palin is supporting the future of the UK's historic churches and chapels with a voiceover for a new animated film.

The 80-second animation, produced for the National Churches Trust, highlights why churches are some of the nation's best-loved buildings.

It also shows some of the dangers facing church buildings, including the dreaded *Xestobium rufovillosum* - more commonly known as the deathwatch beetle.

Michael said: "Churches and chapels are fascinating and sometimes surprising places to visit.

"They are rich with history and stunning architecture...but sadly many are threatened by leaking roofs, crumbling stonework and even deathwatch beetles."



SUPPORT FOR CHURCHES

The National Churches Trust charity supports churches throughout the UK by providing grants for urgent repairs and community facilities. In 2018 it gave 228 grants to support projects around the UK. Demand for its grants rose by 24% in 2018, compared to 2017.



Changes to product labels

POLL

Have recent changes to product labels (rodenticides, insecticides, other) had any impact on the effectiveness of control programmes?
surveymonkey.co.uk/r/HZPQSWR



INTERNATIONAL CONFERENCE ON URBAN PESTS

ICUP 2020 conference dates and venue announced



“ Since the close of the previous ICUP 2017 in Birmingham, our 2020 organising committee has been working hard laying the foundations for what promises to be another stimulating and productive event. ”
DR RUBÉN BUENO

This will be the tenth in the series of ICUP conferences. The previous conferences have been held in:

- Cambridge, UK (1993)
- Edinburgh, UK (1996)
- Prague, Czech Republic (1999)
- Charleston, USA (2002)
- Singapore (2005)
- Budapest, Hungary (2008)
- Ouro Preto, Brazil (2011)
- Zurich, Switzerland (2014)
- Birmingham, UK (2017).

Held once every three years, the dates and venue for the next International Conference on Urban Pests (ICUP) have been announced by the organisers.

The conference is, once again, to be held in Europe and will take place from 29 June to 1 July 2020 at the prestigious Pompeu Fabra University in Barcelona, Spain.

The 2020 organising team is chaired by Dr Rubén Bueno from Laboratorios Lokímica, based in Alicante, Spain.

As at previous ICUP conferences, the programme will address the science and management of a wide variety of urban pests and vectors, including those of hygiene, structural and medical importance.

Pests of rising significance – which have caused researchers to re-evaluate management practices – and the future direction of urban pest control will be addressed.

The impact of regulatory and stewardship challenges will also be included.

In addition to the main conference sessions, there will be breakout sessions and workshops, as well as the ever-popular conference dinner. Equally important are the informal networking times, when views are freely exchanged between delegates and friendships formed.

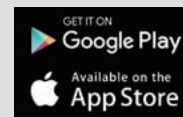
This highly popular, non-profit conference is the leading international forum for sharing information and ideas on the impact, biology and control of pests in the urban environment.

It is attended by entomologists, pest management professionals, and academic and government scientists from around the world. Uniquely, this event can boast a band of very loyal delegates, many of whom have attended either all, or virtually all, of the events since its formation in 1993.

Delegate registration details and how to offer a paper for consideration will be announced when the ICUP 2020 website goes live.

Presentations from the previous conferences can be found on the central ICUP website icup.org.uk

Syngenta app keeps operators up-to-date on the move



A new Syngenta professional pest management app now provides operators with information, advice and record keeping to get the best out of their products.

With smartphones and tablets now an essential tool for busy PCOs, the app provides instant access to essential information to make better decisions on what to treat and how, reported Syngenta Business Manager, Daniel Lightfoot.

“It’s essential for operators to keep up-to-date with the latest information on all product use and guidelines; the app ensures they always have the information readily to hand,” he advised. “The technology delivers a highly professional service increasingly demanded by today’s customers.”

All the information on statutory product labels and safety data sheets is conveniently held within the app and instantly accessible. Information on available products has been fully customised to the UK.

The Syngenta professional pest management app is now available for free download for iPhones or Android smartphones from the App Store and Google Play.



BPCA marks World Pest Day 2019 with message to local authorities



WORLD PEST DAY

6 June was World Pest Day and to celebrate we launched a targeted campaign to local authorities.

We're urging councils across the UK to put pest management firmly on their radars, to highlight the threat to society and the knock-on effect to public

health that can be caused by infestations. Ahead of World Pest Day, BPCA sent a Pest Management Toolkit to local authorities, featuring a wealth of information of relevance to the sector.

IN THE KIT

Included in the toolkit was BPCA's 'A-Z of Pests', a reference for identifying pest species, which the Association encourages local authorities to use and link to from their websites. A 'House of Pests' animation, highlighting the key public health, social and economic impacts that can be caused by a variety of different species was also included.

Most importantly, councils are being encouraged to use the 'Find a pest controller' tool. This is the only search engine that shows only pest management companies with the correct insurances, fully qualified technicians and who have been audited to the European standard in pest management.

PEST ISSUES FOR WORLD PEST DAY

Dee Ward-Thompson, BPCA's Technical Manager, said: "Local authorities have a key role to play in effective pest management.

"Sometimes the matter can be overlooked, but pest problems can significantly impact on major areas including public health, reputation and the environment.

"Local authorities are perfectly placed to raise awareness of the challenges faced and to communicate the vital message of protecting public health across the UK.

"In particular, local authorities can contribute by recommending qualified, trusted and audited pest management companies working to the industry codes of best practice."

The importance of effective pest management is reflected in light of a recent report, which has revealed the presence of a new generation of rats carrying a genetic

mutation, making them resistant to some conventional poisons.

A study by the University of Reading, commissioned by the Campaign for Responsible Rodenticide Use (CRRU), has identified "the massive extent of L120Q resistance across the whole of central southern England."

It also reports that rats without the mutation are being killed by poison, so leaving a growing population of resistant purebreds to take their place.

With their numbers expanding, there could be a significant risk to public health if their population is left unchecked, in both urban and rural environments.

Reports from members suggest that climate change is having an impact on the numbers of rodent infestations throughout the year.

As a result, BPCA suggests that rodents must be dealt with by those with the skills required to understand their behaviour and their habitat, and who know how to treat any particular strain.

Dee added: "Local authorities should be aware of the situation and have the knowledge in place, so they offer the right approach to tackle the issue.

"Factors such as rodenticide resistance highlight why pest control needs to be taken seriously and we hope this campaign to mark World Pest Day will go some way to rising awareness of the issue."

WORLD PEST DAY

World Pest Day aims to:

- Increase public, government and media awareness of the important role pest management organisations play in protecting public health
- Project the professional image of the pest management industry
- Promote the use of professional pest management in a scientific and socially responsible way
- Call attention to the big threats caused by small pests.

World Pest Day was initiated in 2017 by the Chinese Pest Control Association, and is co-sponsored by the Federation of Asian and Oceania Pest Managers' Association (FAOPMA), the National Pest Management Association (NPMA), and the Confederation of European Pest Management Associations (CEPA).

Asian hornet sighting confirmed in south Hampshire



The National Bee Unit confirmed a sighting of an individual, female Asian hornet in New Milton, Hampshire, after it was reported by a member of the public.

The first confirmed sighting in the UK since October 2018, visual examination shows the hornet is likely to be a queen and monitoring is underway to detect any other Asian hornets in the vicinity.

The Department for Environment, Food and Rural Affairs (Defra) is asking local beekeepers to be vigilant, while BPCA Technical Manager, Dee Ward-Thompson, urges our members to do the same: "BPCA members form the first alert to these threats and are often called in to deal with such pests.

"Our members are well aware of the threat posed by Asian hornets and other invasive species, and will do everything they can to maintain the health of our honey bee population."

Nicola Spence, Defra Deputy Director for Plant and Bee Health, said: "By ensuring we are alerted to possible sightings as early as possible, we can take swift and effective action to stamp out the threat posed by Asian hornets. That's why we are working at speed to locate and investigate any nests in the New Milton area following this confirmed sighting."

HOW TO SPOT AN ASIAN HORNET

The Asian hornet is smaller than the European hornet and is a highly aggressive predator of native insects. While it poses no greater risk to human health than a bee, they can cause incredible damage to honey bee colonies and other pollinating insects.

It is quite easily identified by its yellow-tipped legs and dark abdomen, which sports a yellow band on the fourth segment.

You can download a full identification guide on the non-native species website nonnativespecies.org/alerts/index.cfm?id=4

Always remain on the lookout for any Asian hornets and if you think you've spotted one, report your sighting through the Asian Hornet Watch app gov.uk/government/news/new-app-to-report-asian-hornet-sightings or by using the online report form brc.ac.uk/risc/alert.php?species=asian_hornet

Alternatively, send a picture and details by email to alertnonnative@ceh.ac.uk

PMA gives evidence on glue boards at Scottish Parliament

On 20 June 2019, as part of an ongoing petition by campaigners to ban the sale and use of glue traps, the Pest Management Alliance (PMA) was invited to give evidence to the Scottish Parliament Public Petitions Committee.



However, John assured the Committee that members are held to the highest standards, saying: "...the Code of Practice has been around for a number of years, and it is well entrenched within the pest

control industry. We have a robust system for dealing with complaints on anything that comes to us with regard to our members."

It was agreed on all sides that amateur use of glue boards is a pressing issue and that ideally only pest controllers - which are members of either BPCA or NPTA - would be permitted to use them.

John spoke very strongly about the inclusion of glue traps in a pest controller's armoury as an important last resort, citing that in his 30 years in the industry he has used them less than a dozen times.

He also expressed confidence in both NPTA and BPCA members capacity for wanting to prevent any unnecessary suffering when carrying out pest control.

The Committee agreed that amateur use is a big concern which needs addressing and concluded the evidence hearing by requesting a copy of the redrafted code of practice within the next three months.

"Although controversial, the humane use of glue traps by a pest management professional can be a vital tool to protect public health and safety," says Dee.

"We were pleased to be given the opportunity to present evidence to the Scottish Parliament on behalf of our members."

If you have any questions about glue traps or the current PMA Codes of Practice, email technical@bpca.org.uk

The petition was lodged by campaign group Let's Get MAD for Wildlife, and is looking for a ban similar to countries like Ireland and New Zealand.

As members of the PMA, BPCA and our members were represented by the Association's Technical Manager Dee Ward-Thompson.

Dee was joined by Tom Bell of the Royal Environmental Health Institute of Scotland and John Hope of the National Pest Technicians Association (NPTA).

Tom opened by acknowledging that the PMA is sensitive to the potential for distress caused by glue traps, but that informed decisions needed to be reached about how public health could still be protected.

Two points that the Committee wanted to focus on was the proposal put forward by the petitioners for the Codes of Best Practice to be revised and a new training course on using glue traps to be included as part of that.

Dee confirmed that these were both under consultation, however it was highlighted that training on the use of glue boards is already covered by the Royal Society for Public Health Level 2 Award in Pest Management qualification.

A big concern for the Committee was that the Codes of Best Practice were only applicable to members of BPCA and NPTA (PMA members) and that these guidelines would not necessarily be followed, even by members.

...THE CODE OF PRACTICE HAS BEEN AROUND FOR A NUMBER OF YEARS, AND IT IS WELL ENTRENCHED WITHIN THE PEST CONTROL INDUSTRY.



New M&D Committee Chair



We're pleased to announce that Jim Kirk has been appointed as the new Chair of the Manufacturers and Distributors Committee.

The selection was made by the members of the Committee on 8 May and confirmed by BPCA's Executive Board on 14 May.

ROLE OF THE M&D COMMITTEE

The Committee is tasked with representing the interests of the manufacturing and distributing sector of the public health pest control industry, with the aim of influencing key decision-makers in Government on legislative proposals.

As Chair, Jim will be responsible for ensuring the BPCA Executive Board is kept in the loop with what's happening in the part of the sector represented by the committee.

Regarding his appointment, Jim said: "I have been a member of the Manufacturers and Distributors Committee since 2016 and have seen the value that it can bring to our industry.

"One of the major challenges for anyone involved in pest control is how to manage the changing climate in terms of chemical control of pests. We've seen a number of traditional solutions fall out of use through increased regulation."

He continued, "It's the role of the Committee to try to give advance notice of these changes and, where appropriate, to push back against increased regulation where we believe it is counterproductive.

"I'm particularly proud of the work the Committee did to influence the reversal of the decision to put Pheromone traps through the Biocidal Products Regulation (BPR) process, which would have resulted in them being removed from the market."

If you'd like to know more about getting involved with the Manufacturers and Distributors Committee, get in touch by contacting membership@bpca.org.uk

Technician Forum held by MIDS Pest Control

It was a relaxed and fun day at the first MIDS technician forum in Hertfordshire recently.

On 10 July, Steve Middleton of MIDS Pest Control held and hosted a technician forum, supported by BPCA and several of the sector's manufacturers and distributors.



"It's been a great day," said Rugby Pest Control's David Cavill. "I've been shouting for years that professional pest controllers need to come together and build a community, where we can share our knowledge and drive the cowboys out of our industry."

He continued, "A really pleasant experience overall and I would definitely try to come to any more if MIDS or another company wanted to host any."

The forum's organiser, Steve, agreed: "One of my reasons for wanting us all to come together like this was so that I can give something back to an industry I'm so passionate about."

"The forum was open to anyone wanting to network and swap advice and I think it's been a success."

"We had great support in putting this event together and I think it's a testament to the drive we all have to create a good reputation for the industry."

A big congratulations to Steve and his team on a successful first forum.

If you'd like to organise a forum in your area and need advice or support, please contact our team events@bPCA.org.uk



Kat amongst the pigeons

BPCA is pleased to announce we've appointed Kat Shaw as the new Marketing and Communications Officer.

Kathryn (Kat) has a strong background in communications, having gained an undergraduate degree in Journalism from Leeds Beckett University in 2012.

With notable experience in both the housing and transport sectors, Kat has written for a variety of audiences and business needs.

With a flair for copywriting, Kat takes pride in keeping people informed and helping to bridge the communications gap between organisations and their customers, members or staff.

She enjoys interviewing people about their work; discovering who they are, what they do and the things they are passionate about.

Kat is a keen follower of current affairs and spends most of her spare time reading, playing board games or singing very badly (and loudly).

She takes over from Scott who has since been promoted to BPCA's Marketing and Communication Manager.

If you'd like to share your story with Kathryn, get in touch with her today.

kathryn@bPCA.org.uk
01332 225 115

Clare joins BPCA training team

Another new appointment to the BPCA team is Clare Penn, joining the Association as our Training Administrator.

Following a house move to Derbyshire, Clare joined BPCA in May 2019.

Clare brings with her 32 years of experience within administrative, supervisory, training and events co-ordination roles.

Most recently she has completed 15 years with the University of Northampton culminating with the responsibilities for the administration and organisation of all the University's VIP events, graduation ceremonies, open days and student recruitment events.

Clare likes to lead an active life using her leisure time for walking, cycling and keep fit activities and socialising with friends and neighbours.

Clare replaces Danni Bromley, who has since left BPCA.

If you'd like to talk to Clare about your training requirements, contact her today.

clare@bPCA.org.uk
01332 225 113



Killgerm celebrates Germany move with casino night

BPCA member company Killgerm began a new chapter in May, when it officially opened its new office in Germany with a stylish, casino-themed launch party.

Located at Taubental Industrial Estate, Killgerm Germany made the move into an office which is substantially bigger than its previous home and with extra rooms for more customer training days, ensuring that it can offer more support to customers.

In addition, the new space provides extended warehouse space, with enhanced storage, importing and manufacturing.

Jochen Halle, Managing Director for Killgerm Germany says, "Following on from the strong growth we have seen in our



business over recent years, the new space we now have in our office and warehouse is very welcome. It will enable us to offer so much more to customers moving into 2020 and beyond."

Critical update to permanent rodenticide baiting conditions



“The frequency of routine inspections and re-visits when target presence is indicated are a matter for the pest control technician in charge of the control programme.”

CRRU UK

Conditions under which permanent baiting with rodenticide is allowed have been updated by the Campaign for Responsible Rodenticide Use (CRRU) UK to cover a critical difference between outdoor and indoor locations.

In both situations, CRRU chairman Dr Alan Buckle emphasises that the fundamental requirement remains for a professional rodenticide user responsible for the site to identify and document 'a high potential for reinvasion where other methods have proved insufficient'.

The updated ruling applies to indoor locations only, where permanent baiting is usually more likely against re-infestation by mice than rats.

It specifies that the frequency of routine inspections and re-visits when target pest presence is indicated are a matter for the pest control technician in charge of the control programme.

Dr Buckle says this update comes about in response to feedback from professional pest controllers at a British Pest Control Association (BPCA) forum.

Unchanged is that permanent outdoor bait points loaded with rodenticide continue to require re-inspection at least every four weeks.

Permanent baiting in any location is permitted only using products with labels stating specifically such use.

Dee Ward-Thompson, BPCA Technical Manager, said: "The BPCA roundtable event at our Regional Forum was put on to allow people to listen and feedback to CRRU in an open and honest forum.

"Thank you to Dr Buckle for allowing our members this opportunity and to those who attended!"

More details are available in 'CRRU Guidance: Permanent Baiting, revised July 2019', which can be found at thinkwildlife.org/downloads

Stewardship regime for Jersey



The government of Jersey is introducing rodenticide stewardship covering the sale and use of professional rodenticides, to help reduce the risk of poisoning non-target wildlife.

Modelled on the CRRU regime, Jersey's Growth, Housing and Environment department has announced that stewardship point-of-sale competence checks will be introduced on 18 July next year.

Now the distributors and professional users of rodenticide products have a year to gain a CRRU-recognised rodenticide qualification.

Deputy Gregory Guida, Assistant Environment Minister said: "It is important to look at the bigger picture in terms of protecting wildlife and our island's biodiversity, the government welcomes any scheme which can help us keep up to date and informed on best practice concerning pesticide use."

Jersey authorities have confirmed that professional use rodenticides that are supplied from the UK already have appropriate HSE and stewardship labelling.

In common with the UK, they are vigilant to prevent non-UK, and therefore non-stewardship, products being sold there. thinkwildlife.org

CONSULTATION General licences in Scotland to be examined

Scottish Natural Heritage (SNH) has announced a consultation on the general licences for wild bird management, in response to an ongoing legal challenge in England.



Until Wednesday 9 October, SNH will be taking feedback on the use of three specific licences in Scotland: those covering conserving wild birds, preventing damage to agricultural interests, and protecting public health and safety.

General licences in Scotland allow birds to be controlled under certain circumstances and when there's unlikely to be any conservation impact on a species.

They avoid the need for people to apply for individual licences, and SNH wants to ensure

that their licences take into account the implications of the legal challenges in England.

Robbie Kernahan, SNH's Head of Wildlife Management, said: "General licences must strike the appropriate balance between species conservation and a range of other legitimate interests.

"Our role is to help wild birds thrive, but we must balance this with making sure the public is safe from health and safety risks, as well as ensuring that farmers can protect their crops."

Robbie added: "We would like to reassure those who are currently operating under the current 2019 General Licences in Scotland that these remain in place, allowing those who comply with the

conditions to continue to use them."

BPCA will respond to the consultation on behalf of our members working in Scotland.

You can access the consultation here: smartsurvey.co.uk/s/2019GL/

For any queries on General licences, members can contact technical@bPCA.org.uk





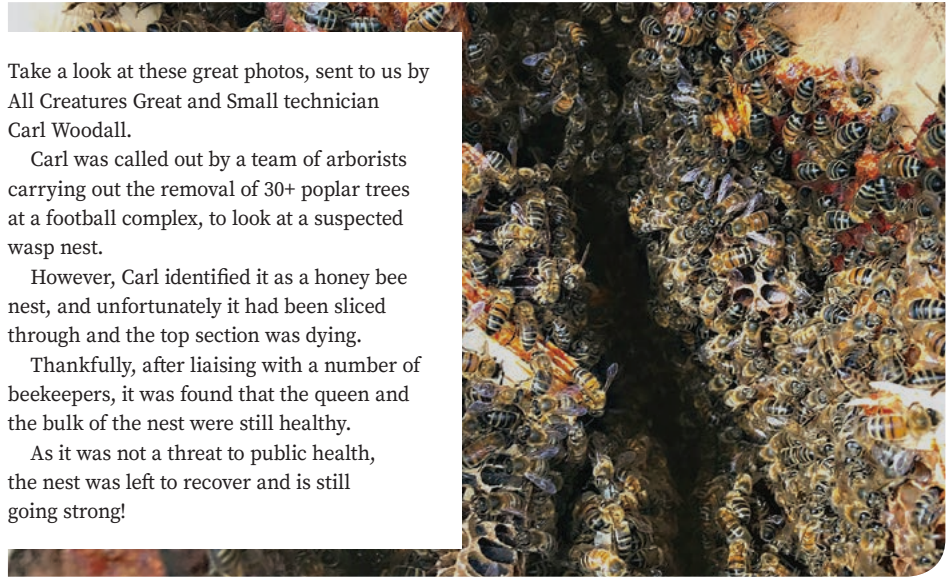
Take a look at these great photos, sent to us by All Creatures Great and Small technician Carl Woodall.

Carl was called out by a team of arborists carrying out the removal of 30+ poplar trees at a football complex, to look at a suspected wasp nest.

However, Carl identified it as a honey bee nest, and unfortunately it had been sliced through and the top section was dying.

Thankfully, after liaising with a number of beekeepers, it was found that the queen and the bulk of the nest were still healthy.

As it was not a threat to public health, the nest was left to recover and is still going strong!



Dealey named Future50 company

The future looks bright for fumigation specialists and BPCA members, Dealey Environmental, following the company's inclusion in East Anglia's Future50 programme this year.

A list of businesses handpicked from across Norfolk and Suffolk, Future50 shines a light on the most innovative and impactful companies in the region.

These 'ones to watch' are selected by a panel of professionals from a variety of sectors, and are chosen for having the potential to have a positive impact on the local economy over the next three years.

Martin Cobbald, Managing Director at Dealey Environmental, believes that the company's recent prosperity helped cement its place on the roster. He said: "We hit upon some pretty strong growth recently and have good figures to back it up, which the judging panel was quite impressed with.

"It was a rigorous process, so we were really pleased to be chosen for the Future50 list."

Presenting at the last BPCA Regional Forum, Martin talked about the return of fumigant hydrogen cyanide to the UK, which came exclusively to Dealey and has improved business opportunities for the company.

"We've recently started making international partnerships to work on aeroplanes and food sites, like the Nutella factory in the Czech Republic," says Martin. "It's work that no other business from the UK can currently do, so we've cornered that and we're really enjoying it."

As part of the Future50 cohort, Dealey will have access to improved networking opportunities and peer support, something Martin believes will be hugely

beneficial.

"It's inspiring to be around so many businesses and people who are having a really good run of business growth, having taken risks to get here and the willingness to share their knowledge," says Martin.

"It's genuinely lovely to talk to these people because doing business is all about making positive connections. It's a constructive, holistic environment and we're proud that Dealey can be a part of that."

You can find out more about Future50 at edp24.co.uk/business/future50

IT'S INSPIRING TO BE AROUND SO MANY BUSINESSES AND PEOPLE WHO ARE HAVING A REALLY GOOD RUN OF BUSINESS GROWTH...



Light shed on black fox sighting

You may recall the rare black fox sighting we mentioned in PPC95, spotted by Brian Downard from Multipest who submitted an incredible photo for the magazine.



Since then Black Foxes UK, a Community Interest Company (CIC) made up of animal keepers, educators and enthusiasts, has been in touch with more information and believes the animal was probably an escaped exotic pet.

Black Foxes UK records all reported sightings of anomalous foxes, which includes wild fox sightings, lost pets, repeated sightings and all unusual colour morphs.

A spokesperson for the group said: "While we have no further information on this sighting, we can confirm that this animal is a North American farmed fox or "silver fox" and is likely to be a missing pet.

"We're hopeful that this one has since found its way home, as we have had no recent reports.

"However, if you recognise this fox or you think you've spotted an unusual fox in your area, please get in touch."

If you have any information on a black fox sighting or would like to report a black fox missing, you can do so by visiting blackfoxes.co.uk/report-a-sighting

BUGS WITH BUGS

Flying insects in hospitals carry 'superbug' germs

“The results from this large-scale microbiological analysis show that a variety of flying insects collected from UK hospitals do indeed harbour pathogenic bacteria of different species.”

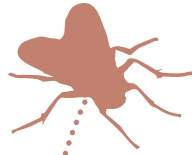
SPEED VIEW

Study finds 90% of insects analysed from seven hospitals carried potentially harmful bacteria - over 50% were antibiotic-resistant

'Bugs with bugs' were collected from food prep areas and wards including neonatal and maternity

Findings underline importance of pest control measures in healthcare environments to prevent public health risk to patients

Study was co-authored by Dr Matthew Davies of BPCA member Killgerm Chemicals



More than 50% of bacteria recovered from flying insects in a group of English hospitals were resistant to one or more antibiotics, posing a potential infection risk to patients, according to a new study.

The Aston University study collected almost 20,000 insect samples over an 18-month period – including houseflies, ‘filth flies’ such as bluebottles and greenbottles and a variety of ‘drain flies’ – from seven NHS hospital sites in England.

The analysis found that nearly nine in 10 of those tested were carrying potentially harmful bacteria such as E.coli, Salmonella and Staphylococcus aureus. A total of 86 bacterial strains were isolated from the insect samples.

In some cases, the level of bacteria carried by flying insects was enough to potentially cause infection.

MULTI-DRUG RESISTANCE

Flying insects harbouring bacteria were collected from a number of locations throughout the hospitals using ultraviolet (UV) light flytraps, electronic fly killers and sticky traps.

They included areas where food for patients, visitors and staff were prepared or stored, as well as wards, neonatal units and maternity units.

Over 75% of the insects collected were ‘true flies’ – a group which includes midges and common houseflies – with a further 14% being ‘true bugs’, including aphids. Smaller groups of ants, wasps, bees and moths were also collected.

The analysis showed that 53% of the strains were resistant to one or more class of antibiotics. Of this figure, 19% were resistant to multiple antibiotics, a feature known as multi-drug resistance (MDR).

Penicillin was found to be the least effective antibiotic, with many bacteria showing resistance. Resistance to other commonly-administered antibiotics, including vancomycin and levofloxacin, was also observed.



PEST MANAGEMENT AND INFECTION CONTROL

The study, published in the *Journal of Medical Entomology*, was co-authored by PhD student Federica Boiocchi, and Professor Anthony Hilton, both from Aston University’s School of Life and Health Sciences and Dr Matthew Davies of Killgerm Chemicals.

Lead author, Federica Boiocchi, said: “The results from this large-scale microbiological analysis show that a variety of flying insects collected from UK hospitals do indeed harbour pathogenic bacteria of different species.

“What’s quite interesting, though, is the high proportion of drug-resistant bacteria found in these samples. It’s a vivid reminder of how our overuse of antibiotics in healthcare settings is making infections more difficult to treat.”

Anthony Hilton, Professor of Applied Microbiology at Aston University, added: “NHS hospitals are extremely clean environments and the risk of insects carrying bacteria and transferring these to patients is very low.

“What we are saying in this paper is that even in the cleanest of environments, it’s important to take steps to prevent bacteria being brought into hospitals by insects.

“NHS hospitals will already be implementing many of these measures, but there are simple steps that can be taken to improve this further.

“Infection control is taken extremely seriously in the NHS. Insects will only play a very small role in the transfer of bacteria, so this

WHAT WE ARE SAYING IN THIS PAPER IS THAT EVEN IN THE CLEANEST OF ENVIRONMENTS, IT’S IMPORTANT TO TAKE STEPS TO PREVENT BACTERIA BEING BROUGHT INTO HOSPITALS BY INSECTS.

risk should be seen in the context of wider efforts to stop the spread of harmful and drug-resistant bacteria.”

Dr Matthew Davies, of Killgerm Chemicals, said: “We hope this study is useful for those in charge of pest management measures, for example by highlighting when insects are likely to be most prevalent and which are of the greatest risk to public health.

“This knowledge then informs the selection and installation of quality insect monitors and effective UV light traps, among other integrated pest management measures provided by professionals.

“It could also mean emphasising the importance of replacing glue boards and UV-tubes more frequently, and monitoring the insect catch closely, especially during the warmer months.”



GET IN EARLY!

You can catch Dr Matthew Davies giving a seminar at PPC Live 2020 in Harrogate. Register now:



bpc.org.uk/ppclive

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: BEE NESTS

What options do I have if I find a bee nest?

DEE REPLIES: The principle advice for this has not changed much over the past decade or so, which is: do not lethally control the bees (honey or otherwise) unless absolutely necessary.

Necessity may rely on a significant health and safety risk being present. They must also be recorded.

In many cases, the bees can be left alone. In some cases, they can be relocated via non-lethal removal, which must be considered and explored.

As we know, a 'commonly used insecticide' has revoked bees from its label as well as stopping its use externally. However, there may still be products that can be used so speak to your suppliers.

The Pest Management Alliance (PMA) has an up-to-date Code of Best Practice for control relating to honey bees.

bpca.org.uk/codes

SUBJECT: REPORTING

Do I need to leave a report on every visit?

NATALIE REPLIES: Yes. The question we would ask is 'why would you NOT leave a report on every visit'?

A report provides many avenues of information as well as being a legal requirement. It confirms you attended and what actions you took. This information assists invoicing as well as demonstrating your professionalism. It is also your responsibility to tell the customer what chemicals or treatments you have used along with active ingredients, product details and any recommendations to ensure their safety, as well as service effectiveness.

Without a report you may leave yourself open to prosecution. It is also a criteria of BPCA servicing membership.

SUBJECT: NON-TARGET SPECIES

Can I treat rats in an area where voles are active?

NATALIE REPLIES: If rats are present in an area that is causing a detrimental effect on public health, then yes.

However you must acknowledge that a non-target species is present and so put treatment strategies in place that will not harm the voles that are present.

Live capture traps can ensure that any captured voles can be released unharmed. This may be less time efficient but it is a legal requirement under the Wildlife and Countryside Act 1981.

Explain this to the customer in a way they can understand - this will help ensure you work legally.

BPCA is always at hand for some extra advice for members.

SUBJECT: FALSE PRETENCES

Can I spray with water if I suspect delusional parasitosis?

NATALIE REPLIES: People with delusional parasitosis have an unshakable, false belief that they are infested with insects, worms, mites, lice, fleas, or other organisms. Some people also believe the parasites have infested their home, surroundings and clothing.

They often provide vivid descriptions of how the organisms enter their bodies via their skin and other body openings and move around.

If you suspect this then the only course of action for the customer is to seek advice from their GP. The GP will likely refer them to a specialist therapist.

You should NOT mislead customers with 'placebo' treatments as this could be considered fraudulent if discovered, especially when money is exchanged.



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

 enquiry@bpca.org.uk

 01332 294288

 @britpestcontrol



Leave bee nests undisturbed unless absolutely necessary

Live capture traps have to be used where non-target species are present

Visit reporting is mandatory not optional!

Do not attempt to 'hoodwink' customers who suffer delusional episodes

A BIRDS-EYE VIEW OF GENERAL LICENCES



An online CPD quiz based on this feature is now available on the BPCA website. BPCA affiliates can take a CPD quiz at any time bPCA.org.uk/cpd-quiz or sign up at bPCA.org.uk/affiliate

Changes to licences for bird management work in England

SPEED VIEW

All birds, nests and eggs are protected by law

General licences were developed in the 90s to avoid having to apply for individual licences

General licences did not allow killing or trapping with impunity

This year Wild Justice claimed the old licences were unlawful, as there was no way of checking they were being used correctly

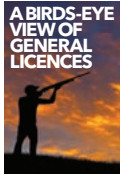
On 23 April, Natural England announced GL04, GL05 and GL06 would be withdrawn

Three new general licences have been published by Defra - but with key differences

Before and alongside new licence use "reasonable endeavours must continue to be made to achieve the purpose in question using lawful methods" - ie non-lethal methods of control

Since April this year, it's been all hands on deck in the pest management world, getting to grips with changes in bird control licences and the way we manage pest birds. Now that we have some new general licences, surely it's business as usual? Not quite. Communications Officer, Kathryn Shaw takes a look at all things bird licence; where did they come from? Where did they go? What's the same? What's new?

CONTINUED >



There's been a lot of concern about the way the old licences were revoked and uncertainty about what would come next. Now we've had new licences published, it's more important than ever that pest management professionals understand the licences we use to control and manage these protected species.

That's why we've put together this bumper article with the who, what, where, why, when and how of general licences for bird control.

Let's start from the beginning.

WILDLIFE AND COUNTRYSIDE ACT 1981

Our brief history lesson begins in 1979 when the UK adopted the European Directive on the Conservation of Wild Birds.

The directive included provisions on the protection of vulnerable species, protection for all wild birds and restrictions on killing/selling and keeping wild birds.

For the UK to comply with the terms of the directive, several pieces of legislation were drawn up and passed in Parliament. As part of this, the Wildlife and Countryside Act 1981 was born.

ALL BIRDS, THEIR NESTS AND EGGS ARE PROTECTED BY LAW

It is an offence to:

- Intentionally kill, injure or take any wild bird
- Intentionally take, damage or destroy the nest of any wild bird while it is in use or being built
- Intentionally take or destroy the egg of any wild bird
- Use traps or similar items to kill, injure or take wild birds
- Intentionally or recklessly disturb any wild bird while it is nest building, or at a nest containing eggs or young, or disturb the dependent young of such a bird.

NATURAL ENGLAND AND GENERAL LICENCES

Nevertheless, in the interests of public health, exceptions were needed for pest controllers, farmers and gamekeepers to be able to continue doing their jobs.

For the majority of bird species, it is necessary to apply for a specific licence to carry out lethal control and, in England, Natural England operates that licensing system.

However, a system was developed in the 1990s by Natural England in response to the need for a wider application of bird control

without having to apply for individual licences. These were the general licences.

The three licences permitted the legal control of protected bird species of low conservation concern to:

- Protect public health and safety
- Prevent serious damage and disease
- Protect plants and wildlife.

Crucially, the general licences did not give people a licence to kill or trap birds with impunity. You needed to be able to identify the species of bird as being eligible for control and you needed to have a valid reason, like the ones identified above.

Ongoing monitoring of bird species in the UK means that the list of approved birds fluctuates, with some birds falling off the list only to return once they're determined to have recovered numbers.

And anyone carrying out control of birds must still follow animal welfare laws, making sure that birds are dealt with in a quick and humane manner.

WILD JUSTICE LEGAL CHALLENGE

In February 2019 Wild Justice, a not-for-profit company set up by wildlife campaigners Chris Packham, Dr Mark Avery and Dr Ruth Tingay, sent a 'Pre Action Protocol' letter to Natural England.

In this letter, they claimed that the licences (GL04, GL05 and GL06) were unlawful, as there was essentially no way of auditing that the licences were being used for the limited purposes set out in law.

Wild Justice also believed that the licences did not allow Natural England to ensure that birds were only killed after non-lethal means had been tried or properly assessed.

In essence, the challenge was not against the basic principle of general licences, but Wild Justice believes that the level of control offered by individual licences is much greater. The group states that it didn't want to change the law but wanted to see the law implemented correctly.

Natural England responded to the letter in March, which Wild Justice deemed to be inadequate. And so they sought permission from the court for a judicial review of their decision.

On 23 April, Natural England announced the General Licences GL04, GL05 and GL06 would be withdrawn two days later (what we call in the BPCA office 'a big news day').

INDUSTRY REACTION

The decision to revoke the general licences came out of the blue, even for Wild Justice.



Wild Justice is a campaign group, funded by public donations and crowdfunding appeals, which works to take legal cases on behalf of wildlife against public bodies.

Pulling the licences at such short notice, with no immediate alternative in place, rightfully caused panic across the pest management industry.

As part of a longer statement released at the time Ian Andrew, BPCA Chief Executive said: "We're concerned that well trained and experienced pest management professionals will unwittingly be breaking the law while trying to protect their clients because of the lack of warning or due process.

"We believe the professional judgement of a proficient, trained and experienced pest management company, like a BPCA member, should be enough to satisfy the condition that all other bird management options have been exhausted before lethal action is taken."

The revocation of the General Licences was a controversial move, which spurred more extreme pro-shooting groups to send death threats to Chris Packham, famous for presenting BBC Springwatch.

Critically it seemed like it could leave the pest management sector, for an unknown period of time, with no legal way of controlling birds. This would impact the agricultural sector, food premises, construction projects and many other businesses or industries that relied on timely pest control to operate safely.

“Crucially, the general licences did not give people a licence to kill or trap birds with impunity. You needed to be able to identify the species of bird as being eligible for control and you needed to have a valid reason...”

**BPCA
HAD SPOKEN AND
MET WITH NATURAL
ENGLAND SEVERAL TIMES
TO ENSURE LICENCES FOR
FERAL PIGEONS AND
GULLS WERE
PRIORITISED AND FIT
FOR PURPOSE.**



SECTION 4 DEFENCE

Natural England began working on new general licences. But in the interim, there was a lot of confusion among pest management companies about what legal avenues remained open for them with regards to bird control.

People were urged to apply for an individual licence if necessary and, in limited circumstances, people could potentially cite a 'section 4 defence' as a means of undertaking urgent action against pest birds.

In brief, section 4 of the Wildlife and Countryside Act 1981 states that it is not an offence to kill or take wild birds as long as it falls under very specific circumstances.

These include situations where you've taken a bird that has been injured by a third party and needs nursing back to health before release, for example. Or if you'd killed a bird that has been injured by a third party and had no chance of recovery.

It also states that you can control birds if you can prove that it is necessary to protect public health and safety, prevent serious damage to livestock or halt the spread of disease.

Section 4 is by no means a license for anyone to kill or take any bird without method or reason, but it could give pest management professionals a means to continue in their role while waiting for individual licence applications to be processed and the new general licences to be issued. This was the advice BPCA issued to all member companies so they could continue their work.

NEW GENERAL LICENCES

At the end of April and the beginning of May, Natural England released three general licences.

These would be the first new general licences issued and were much more specific with regards to what types of birds could be controlled and for what purpose.

NEW GENERAL LICENCE

Natural England's new general licences state that a person can kill or take:

- Carrion crows to prevent serious damage to specified types of livestock (GL26)
- Canada geese to preserve public health and/or public safety (GL28)
- Wood pigeons to prevent serious damage to crops (GL31).

These licences are still available.

Natural England had been making an effort to engage with the sector and get out licences which covered most pest management situations. A full schedule of new licences was published, with licences for feral pigeons and gulls being thankfully close to the top of the list.

BPCA had spoken and met with Natural England several times to ensure licences for feral pigeons and gulls were prioritised and fit for purpose. We were given access to draft licences for comment.

DEFRA TAKEOVER

On 4 May, another surprise came in the form of Secretary of State Michael Gove, who had the Department for Environment, Food and Rural Affairs (Defra) take over responsibility for the revoked general licences from Natural England.

This caused concern, as talks between Natural England and affected parties had been going well, and a rough timeline for the rest of the licences had been agreed.

Nevertheless, Defra ploughed ahead and made a call for evidence on the impact of Natural England's decision to revoke the general licences, receiving over 6,000 responses to that request.

BPCA published an open letter in response to that call, with the support of many BPCA member companies. You can read it in full on the BPCA website.

Following the call for evidence and the overwhelming response received, Defra released three new general licences for bird control on 4 June.

These were a more in-depth version of the newly released licences from Natural England the previous month and covered multiple species of the bird under each provision.

As of publication, the new general licences allow the following:

WML GL34

Kill or take certain species of wild birds to conserve wild birds and flora or fauna

Species covered: Carrion crow, jackdaw, jay, magpie, rook, Canada goose, Egyptian goose, monk parakeet, ring-necked parakeet, sacred ibis and Indian house-crow

WML GL35

Kill or take certain species of wild birds to preserve public health or public safety

Species covered: Carrion crow, jackdaw, magpie, feral pigeon, rook, Canada goose and monk parakeet.

WML GL36

Kill or take certain species of wild birds to prevent serious damage to livestock, crops, vegetables, fisheries [...]

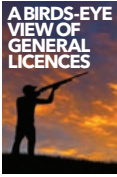
Carrion crow, jackdaw, magpie, feral pigeon, rook, woodpigeon, Canada goose, Egyptian goose, monk parakeet and ring-necked parakeet

SPECIES NOT INCLUDED

The new licences are available to use now, and any bird species not covered by these licences can still be controlled by applying for the individual licences.

- WML GL36 Serious damage – does not include jay, collared dove and lesser blackbacked gull
- WML GL35 Public health or public safety – does not include jay, wood pigeon, collared dove, lesser black-backed gull and herring gull
- WML GL36 Conservation – does not include feral pigeon and lesser black-backed gull.

CONTINUED >



Non-lethal bird control work

How many of these non-lethal methods of bird management do you consider day-to-day?

Netting

Bioacoustic distress callers

Antiperch spike

Lasers

Post and wire

Welded mesh

Optical gel

Grid wire

Hawk kite

Chimney guards

Electric shock track

Plus, with many of these tools, you could also be selling a maintenance contract, making your bird work even more profitable.



GULL CONTROL

Notably, gulls have been excluded from all three. Defra has attributed this to their poorer conservation status and has assured the industry that a new class licence for gulls will be ready in time for the breeding season in 2020.

Class licences have a bad reputation in terms of the difficulty in applying for them, however assurances have been made by Defra that these new class licence application processes will be much more user-friendly.

AREAS EXCLUDED FOR LICENCE

Another change to the new general licences is which locations are not included; Special Areas of Conservation (SACs), Special Protection Areas (SPAs), Ramsar sites or any area within 300 metres of any of these.

If you have applied for an individual licence which covers these you can still use it and, as before, you still need to have consent from Natural England to carry out the activity on Sites of Special Scientific Interest (SSSI).

Although this is not necessarily usual work for the majority of pest management companies, it is still worth keeping in mind.

REASONABLE MEASURES

New conditions were included in the three new general licences, which it was hoped would prevent future legal challenges.

It is now required that before and alongside their use “reasonable endeavours must continue to be made to achieve the purpose in question using lawful methods” not covered by the licences.

This condition is about making sure that people are doing everything practicably possible before taking or killing a wild bird.

In practice, it means taking that ‘risk hierarchy’ approach, which is something that BPCA members do as standard.

But now it’s been made clear as a condition of the new licences, so it’s advisable to record all non-lethal action taken before using lethal methods of control.

You don’t have to try non-lethal measures if impractical, ineffective or disproportionate to do so, but you should document why you’ve chosen lethal control in your site report.

WHAT DOES THE FUTURE HOLD?

We know that the general licences released by Defra will only be valid until 29 February 2020.

A statement from Defra explained that they will be leading a review of the longer-term general licensing arrangements, which will be launched this summer with an initial public consultation.

BPCA will be involved in talks with both Defra and Natural England to make sure new measures are fit for purpose for our members.

In the meantime, the new conditions of the licences could actually generate some positive business opportunities for members.

Where customers want a quick, lethal solution to a bird problem (and you’ve struggled to explain to them why you need other methods first), you can now use this information to help sell non-lethal solutions. This, in turn, should help increase your bottom line.



NEED SUPPORT WITH BIRD WORK OR LICENCES?

BPCA members have access to a technical team that’s always in direct contact with Natural England and Defra. If you need advice you can trust, contact us today.

 enquiry@bpc.org.uk



Review our webinar on bird licences

During the webinar, BPCA Technical Manager, Dee looked at the benefits of this method of pest management alongside the justification and mitigation measures that should be considered before we opt for lethal control. bpc.org.uk/v/bird-licences

General licence decision tree for 2019

"I need to kill or take a wild bird."



Do you hold an individual licence (including those issued in 2019)?

YES

You can choose whether to act under (a) one of the Defra general licences; (b) one of the three recently issued Natural England general licences; or (c) your individual licence.

You must be clear which licence you are operating under and comply with the conditions of that licence.

NO

In many cases, the Defra general licences will be the most appropriate option.

The three Natural England general licences recently issued (carrion crows and specified livestock; wood pigeons and crops (including fruit and vegetables); Canada geese and public health and/or safety) remain available - and may be helpful, for example, if you need to control these species in European protected sites (see further detail below).

You must be clear which licence you are operating under and comply with the conditions of that licence.

If your circumstances do not meet the criteria for these licences, you should apply to Natural England for an individual licence.

NO, BUT I'VE APPLIED FOR ONE

Natural England will be in touch to discuss whether you still need one.

As before, if operating under a general licence on an SSSI, you also need Natural England consent - contact your local Natural England office if you do not have consent or are unsure.

Do you need to kill or take birds on or within 300m of a protected site (Special Areas of Conservation (SACs)/Special Protected Areas (SPAs)/Ramsar sites)?

SPAs/Ramsar sites for bird species

You may be able to control Canada geese and woodpigeons under one of Natural England's general licences, otherwise you must apply for an individual licence using form A08.

SPAs/Ramsar sites for non-bird species

You may be able to control carrion crows, Canada geese or woodpigeons under one of Natural England's general licences, otherwise you must apply for an individual licence using form A08.

Do you need to kill or take herring gulls or lesser black-backed gulls?

YES

You must apply to Natural England for an individual licence using form A08.

Natural England intends to develop a class licence for control of nests and eggs in time for the 2020 breeding season.

PESTWATCH: Silverfish and grey silverfish



Image: Christian Fischer



In this in-depth PestWatch analysis, BPCA Technical Officer, Natalie Bungay, investigates silverfish and grey silverfish, paying particular attention to the difference in approaches when confronting each species.

SILVERFISH (LEPISMA SACCHARINA)

Silverfish are invertebrates most pest professionals will have come across in the course of their work, as they are quite common.

This species is found worldwide and thrives in human habitats due to our lifestyle. They are common in the UK, foraging at night in bathrooms, kitchens and pantries where they may become trapped in sinks, baths, glass and chinaware as they cannot climb smooth surfaces very well.

By day they will hide beneath loose floor coverings, behind wallpaper, skirting boards, bath panels and other similar places.

PUBLIC HEALTH RISK

Although this pest is mostly only considered a nuisance, if they reach

substantial numbers they can become unacceptable, especially in sterile environments such as hospitals.

They can also damage papers, textiles and packets of dried food in damp kitchens.

BIOLOGY AND LIFECYCLE

Over a couple of months about 100 eggs are laid by the female in cracks and crevices near to foodstuffs but can sometimes be dropped randomly.

Nymphs will emerge which do resemble the adult, albeit slightly fatter and lacking the 'silvery' scales. Adulthood is

reached at about the tenth moult and this can take up to a year, depending on the environmental conditions.

An interesting fact about silverfish is their mating ritual. The male silverfish spins a vague silk-thread structure, depositing a small blob of semen beneath one of the strands. He then coerces the female, by pushing, until she walks beneath one of the strands held taut by the male, contacts the semen and absorbs it into her own body. Not the most usual of rituals!

CONTROL

If control of this scavenger is necessary then the use of any approved insecticide is likely to prove effective. Although it is advisable that humidity control is attempted, this is seldom a realistic approach on its own but it is certainly worth addressing. Particular efforts

IDENTIFICATION

Length: 7-12mm

Scales: dark grey/silver

Antennae: two, long

Tail: three shorter hairs

Environment: relative humidity 70%, temperature 22°C



should be made to administer insecticide into the cracks and crevices close to where the insect is being seen, as this is where they are likely to rest up and hide.

GREY SILVERFISH (CTENOLEPISMA LONGICAUDATA) AKA 'THE LESS TALKED ABOUT SILVERFISH'

There is another species of silverfish you might not be familiar with: the grey silverfish (I hear you cry, "They're all grey aren't they?"). *Ctenolepisma longicaudata* is not talked about very often.

In 2014 an unsuspecting resident spotted a rather large silverfish in her kitchen. It soon became apparent that this was not the common silverfish *Lepisma saccharina*, as the sample was quite hairy,

with a longer body length (11mm) and long antennae and bristles at the rear.

Altogether, the specimen was just under 40mm in length; from the tip of the antennae, all the way to the tip of the central 'hair' projecting from the end of the abdomen. This is much longer than the common silverfish and its grey appearance also ruled out the firebrat.

Behavioural observations were made that backed up the literature references to *C. longicaudata* feeding on starchy materials.

KILLGERM TALKS GREY SILVERFISH

At a recent Regional Forum held in Yorkshire, Dr Matthew Davies, Head of Technical at Killgerm Chemicals Ltd, gave an interesting talk about grey silverfish, which are possibly more prevalent in the UK than we realise.

What is the problem? Well, this species is a little different to that which we are used to dealing with. Some of these differences are important to consider when formulating a treatment plan.

Dr Davies highlighted the fact that

grey silverfish can thrive in lower humidity levels than common silverfish.

The recommendations commonly given to customers of reducing levels of humidity can help the issue but, as the grey silverfish thrives at 55-60% humidity compared to 70% for the common silverfish, this may not be as useful.

This means that grey silverfish can be found anywhere indoors rather than only in moist, humid areas such as bathrooms and kitchens.

Dr Davies commented that, on a recent trip to the Netherlands, he was bombarded with statements and denials about the existence of grey silverfish in the country. He then found a specimen in the hotel in which he was residing! Of course, he then enjoyed collecting said specimen and presenting it with an 'I told you so!'

The message here is that the more commonly known *Lepisma saccharina* may not actually be the species that you are dealing with, it could be *Ctenolepisma longicaudata* which, as explained above, needs a slightly different approach.

PESTWATCH: Calendar

PROBLEM MAJOR PROBLEM

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

IDENTIFICATION

Length: 10-15mm

Scales: light grey/dark

Antennae: two, long

Tail: three long hairs

Environment: relative humidity 55-60%, temperature 22-24°C

...THIS SPECIES IS A LITTLE DIFFERENT TO THAT WHICH WE ARE USED TO DEALING WITH. SOME OF THESE DIFFERENCES ARE IMPORTANT TO CONSIDER WHEN FORMULATING A TREATMENT PLAN.

ASK THE TEAM

Is there a specific pest species you'd like us to do an in-depth write up on? Let us know and we might just do it in a future PPC magazine.

 hello@bpca.org.uk



WHEN THE DUST HAS SETTLED

Using tracking agents for pest management

When talking to pest professionals who have a particularly tricky rodent infestation, our technical team usually suggest tracking agents as an investigative tool. The usual response is, “Hmmm, yeah maybe, I have some somewhere, I might dig it out...” We thought it might be worth giving an in-depth guide about this under-utilised tool. BPCA Technical Officer, Natalie Bungay and Jim Kirk from Deadline Products investigate.

My persuasive abilities could maybe be a little better at talking through the features and benefits of tracking dusts and agents. Conversations about tricky rodent infestations regularly divert back onto traps, baits, etc. But I really believe in the value of tracking agents - let's take the opportunity to convert any non-believer in tracking dust to a bonafide 'believer'!

Tracking agents are, in simple terms, a tool to use for discovering the truth.

Sounds dramatic but how often do you stand about pondering how and where the rodent is gaining ingress to a property? Or what routes of travel they are using? Or if the rodent is actually even bothering to investigate your traps or bait stations?

Yes, we can look for things like smear marks, droppings, trails of damage, etc but, when a rodent has newly entered a building, who's to say these signs will be there?

And when you place down new(ish) monitoring or control points, how do we know if the rodent is even bothering at all with this new opportunity for food? How do we know if the rodent has behavioural issues such as trap shyness or box avoidance?

It may be hard to spot some new evidence of rodents. You may also not want to wait for a long period of time to then come to an assumption that box or trap shyness is an issue.

Instead of 'wasting' valuable time pondering, why not dig the tracking agent out of the van?

There are two main uses for tracking agents:

- For the technician to identify rodent movements. They aid your choice of the placement of bait stations and traps, providing direction of travel and entry/exit point information. They help to distinguish when rodents are approaching bait stations but not eating the bait or simply not 'finding' the bait (identification of bait shyness).
- For the technician to demonstrate rodent

activity, showing the customer where their rodent movements are, as well as helping to provide 'proof' post-treatment that the infestation has been eradicated.

DIFFERENT TYPES AVAILABLE

There are two main formulations of tracking available: one is dust and the other, relatively new formulation, is gel.

They both have their advantages and each of us may have our preference. Whichever formulation is for you, make sure you always have a supply in your van.

Gel is usually the better choice on suitable surfaces. It is easier to clean up, stays where it is applied and can be applied to vertical surfaces. The gel product is also HACCP certified, meaning it can be left down in sensitive areas like food sites for extended periods.

Dust is often the best choice on a porous surface, where the gel may soak into the surface, reducing the length of time it is effective. However, it can be a bit messy if you were to get a draught coming through. I've also seen some interesting images of where the dust has spread and stained large areas of, for example, attic floor boarding.

TOO MUCH OR TOO LITTLE?

Common mistakes can be applying too little which can mean that only a small amount gets onto the rodent, creating relatively short tracking.

Also, applying it in too many separate areas close together can muddy the water, making understanding the rodent movements difficult as it can lead to a mass of criss-crossing tracks.

Ultimately, every rodent infestation is different. You should determine site-specific applications for tracking agents. With practice and experience, you'll soon know where and in what quantities the tracking agent is needed.

“It may be hard to spot some new evidence of rodents. You may also not want to wait for a long period of time to then come to an assumption that box or trap shyness is an issue.”



THIS EXAMPLE OF USING TRACKING DUST SHOWS HOW EASILY YOU CAN ESTABLISH RAPID RESULTS BY FINDING THE ENTRY POINT QUICKLY AND EFFICIENTLY TO START AN EFFECTIVE TREATMENT PROGRAMME AND SOLVE THE ISSUE.

Tracking dust in action

Tim Hunter, Hunter Pest Services

I have always been a fan of tracking dust and use it regularly, whether investigating noises in a loft or to establish regular runs leading to the entry point for unwanted guests.

I have recently used tracking dust to track the route of grey squirrels who had made their nest in an internal wall panel of an ancient timber framed thatched barn in Buckinghamshire. An external survey revealed numerous possibilities for an entry point due to the age and construction of the building.

The customer contacted us following a sudden leak causing significant damage and it was at this time that noises had been heard within the walls.

Prior to my visit a plumber had tracked the noise to a plastic central heating pipe located within the ceiling. The heating was isolated and the damage would require future remedial work but only once the culprit had been caught.

The site is surrounded by tall yew trees and

the customer reported significant squirrel activity, however, none could be seen during my visits.

A fast remedy was urgently needed to avoid further damage to the property's plumbing and electrics. Following a thorough survey I removed an internal wall panel separating the kitchen and lounge. I found a squirrel nest made from rock wool insulation, somehow the squirrels had found a route deep into the structure of the barn. I decided to try tracking dust in the nest with the hope of finding the entry point which could literally have been anywhere due to the age and structure. "If it works for rats then why not for squirrels?", I thought.

I visited the property again after 24 hours and was delighted with the results. The squirrel had been in the nest, the dust had been disturbed and an outside survey quickly revealed the

entry/exit point.

Pink dust could be seen all over a gap in the timbers close to the roofline and on this

occasion there was no need to use UV light, it could easily be seen with the naked eye. I was able to show my findings to the customer, who was very impressed and delighted with the findings. I was able to proof the entry point and site some traps in exactly the right location to trap the offending squirrels.

This example of using tracking dust shows how easily you can establish rapid results by finding the entry point quickly and efficiently to start an effective treatment programme and solve the issue.

It is also a fabulous tool to visually demonstrate your skill and professional knowledge to your customer.

If you haven't tried it, give tracking dust a go - I'd highly recommend it!

Ratwall.co.uk. No1 in the UK for Rat Blockers

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- Exceptional service

Available from quality product distributors
Ratwall.co.uk for technical information,
videos, testimonials and more



Ratwall is great value. Robust, with easy installation and cannot become lost into the drain.



Ratwall M
BY METEX

The Dogs Dangles!
The Nordisk TX11 (aka VERMEND) with sizes up to Ø350mm and 90,000+ installations



NORDISK INNOVATION

BEST PRACTICE OR BALDERDASH ?

**Routine visits must be carried out every six weeks.
True or false?**

You don't need a contract for a wasps nest... or do you? While our tools and technology over the years have evolved and adapted, our practices haven't necessarily changed at the same rate. We regularly come across guys in the field who have held on tight to methods that might well have been best practice once – but have you really moved with the times? Some practices are shrouded in mythology. Where do these ideas come from? Is it biology or billing? Best practice or balderdash?

If you want to stand out from the crowd, the time has come for us to pop these practices in the attic where they belong and commit to providing truly dynamic, bespoke services to reflect your 21st century client's needs. Does it really take an expert to tell a customer they need 8/4?

In the spirit of championing technical excellence, we're asking a couple of our newest Board Members to debunk some best practice myths that might be putting the operation of your business at risk. After all, nothing says 'welcome to the team' like some juicy technical questions!

MARTIN ROSE-KING



Partner, Bounty Pest Control; BPCA Servicing Committee Chair; BPCA Board Member

CHRIS CAGIENARD



Director/Senior Field Biologist, Pest Solutions; BPCA Board Member

BALDERDASH!



We assess each site for 'pest risk'. We use the BPCA Pest Risk Calculator which is an invaluable tool.

Ordinarily, our pest management services start at eight visits per year and work upward depending on risk. If a site has a periodic rodent or insect issues then the minimum we would consider is eight visits per annum.

If the rodent or insect problem is more persistent then twelve visits and upward would be needed. A lot can happen in pest breeding cycles while you aren't on site. It is important to be vigilant and keep your customer aware of what to look out for so that they can report issues between routine visits.

PIFFLE!



This is one that many of us pest controllers have been indoctrinated into believing.

But what are the origins? Ask some and they will say the six to seven week cycle was designed to follow the breeding cycle of rodents so that an infestation would not get out of hand between visits. Ask others and it became popular because it meant you could neatly fit two visits into each quarterly billing cycle.

But the truth is that the frequency of routine service visits should be worked out based on the needs of the client, in relation to a proper pest risk and environmental risk assessment.

When you correctly assess these risks, the facts will dictate the requirement for routine visit frequency. Also, this will enable you to sell the client the correct service package at the right price, ensuring that each contract has the best chance of running profitably. The ongoing assessment of these factors will also benefit you when it comes to reviewing a contract with a client and assessing if the service specification, and related pricing, needs to be adjusted.

This should also give your clients confidence in the basis on which their costings are established and make the contract more robust against being undercut by another service provider that simply gives a cheaper quote.

Check out the pest risk calculator, available as a member benefit in your BPCA members area.

“ To be able to justify this kind of baiting there must be the presence of rodent activity and other underlying factors that you would never be able to describe as 'okay'. ”

Permanent baiting is okay now. True or false?

TOSH! TRUE!



False but in some cases true. CRRU released Permanent Baiting Guidelines in September 2018 and revised these again in July 2019 (see page 14).

Routinely, we do not have sites with rodenticides unless we are baiting a current problem. However, in certain circumstances, permanent baiting is possible if CRRU guidelines are followed.

TWADDLE!



This is a bit of a tricky one to answer. I am going to say that permanent baiting is not 'okay' now.

This does not mean that it is not technically possible to have what is effectively permanent baiting in place on a site.

However, the important bit of information in this myth is that it is 'okay'. To be able to justify this kind of baiting there must be the presence of rodent activity and other underlying factors that you would never be able to describe as 'okay'. They must be severe and pose enough of a risk that your pest risk assessment, environmental assessment and previous treatment activities can clearly demonstrate that "permanent baiting" could be justified if challenged.

The important point here is that your documented paper trail must be able to justify it and not simply your verbal recounting of the process. If you can't support it in your paperwork, it didn't happen.

Going one step further, I would say that we should stop using the term 'permanent baiting' altogether.

It suggests that it can be justified forever, with no expectation that the activity will ever come under control. This assumption in itself would not be acceptable. We should be using the term 'long-term baiting' instead, as it is more appropriate.

Product labels are best used as guidance. True or false?

TOMMYROT!



Product labels are the letter of the law. Product labels must be followed without deviation.

POPPYCOCK!



Product labels are not just for guidance. They are law. Let's say something went wrong and you encounter an issue that arises from a treatment that you have carried out, where the information detailed in the label of the product has not been followed. Should the issue be serious enough that a prosecution is sought it would be 'failure to follow the product label' that would be prosecuted for.

This is the reason that any training you will have received includes the pretreatment step of reading the product label and why it is so important.

"But, I have read the label before," you may say, or, "I know this product and use it all the time!" However, product labels change, and these changes are not always (almost never) broadcast from the rooftops.

Recent examples include changes to Ficam D (not for use outside), Bayer Crawling Insect Killer (use only for cockroaches) and the fact that there is no rodenticide product that is passed for use against field mice anymore.

Good practice is to follow your training and read the product labels to keep yourself right. Also, I would recommend including the fact that you have used a product 'in accordance with the instructions of the product label' on your treatment report to show that you have considered this important legal requirement. But, only do this if you have referred to the product label and read it of course.

Domestic work doesn't need a visit report or paper left with the client. True or false?

HOGWASH!



The Food and Environment Protection Act 1985 informs us that 'information about pesticides should be made available', so it is a legal requirement.

Not only that, as professionals, we want to demonstrate what measures we have undertaken on site, where we have undertaken control measures, proofing advice and importantly, why we have undertaken measures. Of course, the obligatory customer signature is also required.

Not only is this professional practice but it also is your evidence should there be disputes at a later date.

CLAPTRAP!



This is not just false but dangerous. If we are not leaving a report or emailing a report to a domestic client (immediately after the treatment), then what reference point do they have to the introduction of potentially toxic substances to their home? What would happen if a person or pet in the household became unwell and the client believed it was related to the treatment carried out in their home?

I have had this happen to me. I attended a site and afterwards the tenant claimed to the housing association that whatever I had done had killed his cat. Not good, especially as I love cats. Thankfully I had left a report that demonstrated that my survey for pigeons in the loft had no possible way of having resulted in the death of a cat.

Your report should clearly state what product you have used, what quantity, how it was applied and where. If not, you are leaving yourself open to being held responsible for almost anything and not fulfilling your duty of care to your client.

CONTINUED >

BEST PRACTICE OR BALDERDASH ?

A site survey is required for every job. True or false?

TRUE!



We undertake surveys for every job. For Pest Management Service Agreements it is a must; how else will you find out the potential issues a site may encounter?

In a site survey you should look for signs of current or past pest activity, environmental factors that will affect your methods, non-target and protected species, and the potential for surrounding land and buildings to contribute to pest issues on the site.

With individual job work, we probably all have a set price list which we quote 'subject to survey'. This gives our clients an idea of cost but also allows us to give a written and updated quote should we find that the site is more complicated than the initial phone call or email from our client when we arrive on site.

BUNKUM!



is not always required but as service personnel we must remain engaged with our surroundings; changing, adapting and educating as we go. This applies not only on job visits or call outs but on our routine inspections also. If something on a site changes, we must review the appropriateness of our monitoring and if required adapt accordingly.

In the event that you attend a job where your initial dynamic survey reveals that the issue is not as your job details describe, you must have the confidence to stop and inform the persons required before taking the appropriate action. Never proceed with treatment should your dynamic survey and your training suggest that it is not the appropriate course of action.

This would be a little impractical if we were to assume that every job required to be surveyed prior to the technician visiting site.

However, although a traditional site-survey may not be required, we should make sure that technicians are conducting a dynamic survey as they are setting up or carrying out a treatment. In fact, as technicians, biologists or as any other type of service personnel we should go through our day in permanent 'dynamic survey' mode. We should be continually cross-referencing what we are encountering with our training. This will ensure that whatever approach or treatment method we choose to undertake is appropriate and effective.

It is true that a formal survey

You don't need a contract for doing domestic work. True or false?

RUBBISH!



Many domestic customers have pest issues on a periodic basis which can be managed better with regular visits. A domestic pest management service can provide peace of mind for the homeowner, as well as a good income stream for pest professionals.

Just remember to price the work correctly and ensure the customer knows fully what is and what isn't included in their pest management agreement.

DRIVEL!



identifying the client and demonstrating their acceptance.

Your terms and conditions, on the other hand, should be detailed, robust and designed to protect both you and your client's interests. These terms can be made available in print or online. Things to consider are what the payment terms are; what happens if the client does not pay; what the clients' cancellation rights are; what the client's obligations are etc. Get the right legal advice on what needs to be in your specific terms.

This will protect you in any number of situations, such as when a treatment is ineffective but the client has not actioned your recommendations.

Every sale requires a contract, or it is impossible to retrospectively demonstrate what was agreed and for what cost. This does not mean that it must be complicated.

Keep it simple but make sure that you protect yourself and your business. The sale contract only needs to accurately describe what is being purchased, include a reference to your terms and conditions of sale, and be signed and dated by your customer. This will give you the protection you require; if there is no contract, almost all the rights fall to the buyer.

The contract should be simple and can be paper-based or electronic. Keep it as simple as possible while accurately describing the product,

MAKING MOSQUITOES

An overview of the developments in mosquito management



Traditionally mosquitoes have been treated with pesticides and insect growth regulators by pest controllers, but scientists have been looking at how we can fundamentally change our foe to make them less of a public health concern worldwide. Dr Claire Donald, from the University of Glasgow, gives PPC readers an overview of the most promising new treatments for mosquito management.

Many people have experienced a mosquito bite. For some, it's a small itchy bump but for others, it can result in a painful, fluid-filled blister. However, being bitten by a mosquito is not just irritating, it could be dangerous.

PUBLIC HEALTH CONCERN

Mosquitoes feed on blood as a source of protein to produce their eggs. They insert their needle-like proboscis into your skin and hunt around until they find a blood vessel before gorging themselves. However, mosquitoes carry a number of different pathogens which cause disease in humans. These can be passed on to us when they take their blood-meal.

There are no treatments or vaccines available for many of these infections and so the most effective way of preventing illness is to avoid being bitten. In areas where these diseases are found, vital public health campaigns are in place to help educate at-risk communities about how these infections are spread and why it is so important to protect ourselves from mosquito bites.

Tropical countries, characterised by low socioeconomic status with hot and humid weather, are more prone to these diseases. However, changes in a number of factors (such as increasing global temperatures, global travel and deforestation) means mosquitoes are able to live in more areas.

CONTINUED >

SPEED VIEW

Dengue and chikungunya viruses contracted from mosquitoes have been recorded in Spain, France, Italy and Croatia

Control methods have focused on pesticide eradication using insecticides and insect growth regulators

Sterile Insect Technique (SIT) releases a large number of sterilised males

A Wolbachia-infected male mating with an uninfected female yields eggs that don't develop

Genetic modification is promising but has yet to be fully tested

Pathogens spread by mosquitoes

DISEASE	PATHOGEN	SPECIES
Chikungunya	Virus	Aedes
Zika	Virus	Aedes
Dengue	Virus	Aedes
Yellow Fever	Virus	Aedes
West Nile	Virus	Culex
Malaria	Parasite	Anopheles
Lymphatic filariasis	Parasite	Aedes, Anopheles, Culex

MAKING MOSQUITOES



✿
...EFFICIENCY CAN BE AFFECTED BY THE DEVELOPMENT OF RESISTANCE, NOT TO MENTION THE RISKS TO NON-TARGET ORGANISMS.

Increasingly warmer and wetter weather means that mosquitoes are able to inhabit areas outside of the tropics, while increased deforestation means that humans are frequently a convenient and accessible food source. This means that, although historically Europe was mostly at risk of travel-associated infections, it is becoming more and more capable of supporting indigenous disease-carrying mosquito populations.

In the past 20 years, there has been a rise in the number of mosquito-transmitted infections which have been acquired locally. For instance, cases of dengue virus and chikungunya virus contracted from local mosquito populations have been recorded in Spain, France, Italy and Croatia. As these diseases continue to increase their incidence and geographical locations, it is more important than ever to develop effective control methods.

Disease control methods used over the last 40 years have focused on pesticide eradication strategies, such as insecticides

(pyrethroids), insect growth regulators (eg methoprene, pyriproxyfen) or biological agents (eg predatory species). However, these methods can be difficult to implement, costly and often have low coverage. In addition, their efficiency can be affected by the development of resistance, not to mention the risks to non-target organisms. ✿

Although work continues to develop new, safe and fast-acting pyrethroid insecticides, for instance on materials that the target species are bound to come into contact with (eg bednets), alternative strategies are being investigated that aim to overcome some of the associated obstacles. Examples of these include sterile insect technique (SIT), Wolbachia, release of insects with dominant lethality (RIDL) and gene drives.

STERILE INSECT TECHNIQUE (SIT)

SIT involves the release of a large number of sterilised male mosquitoes. These males have been subjected to irradiation which mutates their sperm so that they are unable

SCIENTIFIC CLASSIFICATION

Kingdom:
Animalia

Phylum:
Arthropoda

Class:
Insecta

Order:
Diptera

Superfamily:
Culicoidea

Family:
Culicidae

Subfamilies:
**Anophelinae;
 Culicinae**

Diversity:
41 genera

to fertilise an egg. Therefore, a sterile male who mates with a wild female will fail to produce any offspring which results in a decrease in the population.

Although this method has shown promising results with some species, there are still difficulties with costs and establishing facilities needed to mass-rear the sterilised males.

WOLBACHIA

Wolbachia is a natural bacteria which is found inside the cells of about 60% of insects. It is able to be transmitted from female insects to their offspring which allows it to persist within populations. When a Wolbachia infected male mates with an uninfected female, the resulting eggs will be unable to develop due to a phenomenon known as 'cytoplasmic incompatibility'. This means that regular releases of males infected with a strain of the Wolbachia bacteria which is not normally found in wild mosquitoes could lead to a decrease in population size.

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“

In the past 20 years, there has been a rise in the number of mosquito-transmitted infections which have been acquired locally. As these diseases continue to increase their incidence and geographical locations, it is more important than ever to develop effective control methods. ”

Further to this, Wolbachia has been shown to protect insects against viral infections and can reduce their ability to transmit them. Controlled releases of Wolbachia-infected mosquitoes are currently being investigated for their effectiveness for controlling viruses like dengue and Zika in Australia, Malaysia and Indonesia.

RELEASE OF INSECTS WITH DOMINANT LETHALITY (RIDL)

RIDL aims to prevent mosquitoes surviving past the pupal stage. Mosquitoes are genetically modified to express a lethal gene within their DNA.

The lethal gene has a molecular 'on/off switch' which allows the modified mosquitoes to be reared in a lab before they are released to mate with wild populations. Following successful mating with a RIDL mosquito, the egg becomes fertilised and hatches into a larvae. As the lethal gene is dominantly expressed, all offspring of a RIDL mosquito will inherit it and the gene will lead to the death of the mosquito before it is able to emerge into an adult.

This technique has been successfully employed in Brazil, Panama and the Cayman Islands to reduce the predominant disease-carrying mosquito species by 90%.

GENE DRIVES

Gene drives are a form of genetic modification. Using the clustered regularly interspaced short palindromic repeat (CRISPR) associated protein 9 system, transgenic mosquitoes can be produced which express particular desired traits. These traits can then spread within populations.

Examples of this include the inactivation of genes controlling fertility (thus reducing population numbers) or activation of genes involved in immunity (making them resistant to infection and therefore unable to spread the disease to humans). Theoretically, gene drive technology should be a very effective and specific method, although this has yet to be fully tested in the field. As with all genetically modified organisms (GMOs), safety is a primary concern and several factors need to be taken into consideration before large-scale trials can be done.

IN CONCLUSION

Any method which aims to remove mosquitoes from the environment comes with risks which must be considered.

Mosquitoes provide a major food source for a number of insect-eating animals, such as birds, frogs and bats, so their eradication may result in problems within local food chains. Furthermore, the removal of one mosquito species may provide the opportunity for a second species to replace it. It is therefore important that control strategies consider the effect that population suppression may have on the ecosystem.

As insecticide resistance is considered to be a major hurdle which must be overcome for effective control of disease-transmitting mosquito species, it is likely that effective control measures will rely on the implementation of a combination of different strategies. The development of alternative methods will allow for an increase in the range of options available for mosquito control and may benefit current strategies.

Further optimisation is on-going and large-scale studies are required to be completed to ensure that the methods are specific and effective.



MOSQUITOES: the world's deadliest 'animals'

We all know mosquitoes are annoying little critters, but here are our top ten interesting facts you may not know about these vampiric blighters.

- 1 Mosquitoes have been around since the Jurassic period, making them about 210 million years old.
- 2 Mosquito is Spanish for 'little fly'.
- 3 Only female mosquitoes bite; both male and female feed mainly on fruit and plant nectar, but the female also needs the protein in blood to help her eggs develop.
- 4 Mosquitoes don't have teeth: the females 'bite' with a long, pointed mouthpart called a proboscis.
- 5 The bumps from mosquito bites are caused by minor allergic reactions to the saliva. While one tube in the proboscis draws blood, a second pumps in saliva containing a mild painkiller and an anticoagulant.
- 6 Mosquitoes can smell human breath. They have receptors on their antennae that detect the carbon dioxide released when we exhale.
- 7 Certain smells help mosquitoes choose their victims. They are attracted to octenol, a chemical released in sweat, as well as cholesterol, folic acid, skin lotions and perfume, which all smell like dinner to mosquitoes.
- 8 Mosquitoes do not transmit HIV, which is actually digested in their stomachs and broken down without being passed on.
- 9 In the 1993 Steven Spielberg movie Jurassic Park, the cloning of dinosaurs was accomplished by extracting dinosaur DNA from mosquitoes preserved in amber.
- 10 Mosquitoes are considered the deadliest 'animal' in the world, transmitting diseases like malaria and dengue fever. Mosquito-borne illnesses infect around 700 million people a year, killing more than one million. It is thought that Alexander the Great, conqueror of nations, may have died of malaria in 323BC.

THINGS THAT STING!

Insect venom and allergies

Insect stings by Hymenoptera species are very common, with more than half of the population being stung at some stage in their lives. Pest management professionals are obviously more at risk than most when it comes to stinging insects. Dr Andrew Whyte, a Consultant Allergist and Immunologist from Derriford Hospital, Plymouth gives us a lesson in insect venom and allergies designed to help us better advise our clients and protect ourselves.



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



The majority of Hymenoptera stings cause transient redness, pain, and localised swelling which can last up to a few days but generally resolves with simple symptomatic treatment. However, some people get larger localised reactions or anaphylaxis which, in rare cases, can be fatal.

In adults, insect stings cause up to a quarter of cases of anaphylaxis, making it a very important public health issue particularly in those occupationally exposed to stings.

IDENTIFICATION OF THE INSECT IS IMPORTANT

Identification of the insect responsible for an allergic reaction can be useful in diagnosis, testing, and management. There are hundreds of species of Hymenoptera in the UK, but of these the groups

Vespidae (wasps) and Apidae (bees) are the most common causes of allergic reactions. Some important insects are:

- *Vespa vulgaris* (common wasp)
- *Vespa germanica* (German wasp)
- *Vespa crabro* (hornet)
- *Dolichovespula* species (median wasp)
- *Apis mellifera* (honey bee)
- *Bombus* species (bumblebee).

When stung, features that can be useful in identification include:

- Colour, size and pattern of the insect
- If a stinger is left behind (which often happens with bees but rarely with wasps)

- The time of year given the lifecycle of the insects may be different
- Activity at the time of being stung (for example food attracts wasps)
- The geographical distribution of the insects, since some are only present in some parts of the country.

Identification of the insect is important because the venom from each is slightly different. Honey bee venom is somewhat similar to bumblebee venom, but not identical. Wasp venom is quite different to bee venom, and within the wasp group *Vespula*, *Vespa* and *Dolichovespula* are all similar. *Polistes* venom (a type of wasp occasionally seen in the UK but much more common elsewhere in Europe) is different again. This means that a test for one type of venom may not detect allergy to other venoms, and optimising treatment depends on treating for the right insect.



BEEKEEPERS ARE FREQUENTLY STUNG, AND ANAPHYLAXIS IS MORE COMMON IN THE FIRST FEW YEARS OF BEEKEEPING AND IN THOSE WHO HAVE FEWER THAN 20 STINGS PER YEAR.

Treatment of allergic reactions

LOCAL REACTIONS

- To reduce pain and swelling you can apply a cold pack and elevate the area.
- Non-drowsy antihistamines (for example cetirizine or loratadine) can help with itching.
- Paracetamol and/or ibuprofen can help with pain.
- Occasionally infection and blistering can develop; this is not an allergic reaction but may need dressings and antibiotics if severe.
- Contact your GP or call NHS 111 if you haven't had symptoms of anaphylaxis but are worried about the sting, the symptoms don't improve, you've been stung in the mouth or throat, or you feel unwell hours or days after the sting.

If a stinger is left in the skin, flick or scrape it out (to avoid compressing the venom sac and injecting more venom).



ALLERGIC REACTIONS

It is normal to get some irritation and redness at the sting site, which can persist for a few hours to a couple of days. In about 10% of the population stings can cause a 'large local reaction' in which the sting site swells markedly (10-15cm or more). This swelling typically increases over one or two days and then resolves over a week or so.

Anaphylaxis is defined as involving more than one body system, and in venom allergy a rash is not always present. The symptoms can occur very quickly (within minutes), and rarely longer than 30-45 minutes after the sting. Some of the symptoms are:

Airway

- Swelling of tongue
- Swelling/tightening in throat
- Difficult talking/hoarse voice

Breathing

- Difficult/noisy breathing
- Wheeze or persistent cough

Circulation

- Persistent dizziness or collapse
- Loss of consciousness

Other

- Abdominal pain
- Vomiting.

The risk of anaphylaxis following a large local reaction is about 10% or, in other words, of 10 people who have a large local reaction, one of them would have anaphylaxis if stung again. On the other hand, if someone who has had anaphylaxis gets stung again the risk of anaphylaxis is about 50%.

Beekeepers are frequently stung, and anaphylaxis is more common in the first few years of beekeeping and in those who have fewer than 20 stings per year. Interestingly beekeepers stung more than 200 times per year seem to be protected

against anaphylaxis, although the reason for this is unclear. There are no good studies on the risk of reactions with repeated wasp stings, and this is a vital piece of work that needs to be done.

INVESTIGATION OF ALLERGIC REACTIONS

The most important part of investigation is a detailed description of the symptoms and time course of the reaction, with as much information to identify the insect as possible. There are blood tests for allergic antibodies that can be done for some insects, although they aren't perfect.

There are skin tests that can be done as well, although again they aren't perfect and the interpretation of both blood and skin tests depend on the clinical history.

PREVENTION OF STINGS

Not all stings will be avoidable, although some strategies can be used to minimise the risk.

These include avoiding brightly coloured clothing, strongly scented materials, wearing appropriate clothing to cover exposed skin, being wary of locations where wasps and bees are likely to have nests, and avoiding eating or drinking outdoors particularly from cans or opaque containers.

VENOM IMMUNOTHERAPY (DESENSITISATION)

Venom immunotherapy is a way of preventing anaphylaxis in people who have had anaphylaxis in the past. It involves injections of gradually increasing doses of venom over several days/weeks/months (depending on the

ANAPHYLAXIS

- Sit or lie down on the ground
- Call 999 for an ambulance and say you are having anaphylaxis
- Use an adrenaline pen if available. If there is no improvement after five minutes use another if available.

SEVERITY INCREASES WITH:

- Older age
- Heart disease
- High blood pressure (and some medications used to treat it)
- Lung diseases such as asthma or COPD
- A very rare underlying condition called mastocytosis.



method), followed by three to five years of injections every few weeks with the aim of training the body not to react.

The process is successful 95% of the time for wasp venom allergy and 85% of the time for bee venom, making it a very effective treatment. If you have had anaphylaxis it is important to see your GP and be referred to a specialist allergy department with a view to discussing this treatment.

MORE INFORMATION NEEDED

There has been some research undertaken with beekeepers looking at the risk of reactions with repeated stings, and this is useful to increase our understanding of how and why some people have allergic reactions to stings and others don't.

There is much less information on people exposed and stung repeatedly by other insects such as wasps. Pest professionals are regularly exposed, and in the near future, I will be distributing a survey to find out how often pest controllers are stung, by what types of insects, and what sort of reactions they have.

This will hopefully increase our knowledge of allergy to insect stings and may help guide investigations and management in the future.

REMEMBER!
ALWAYS USE PPE
WHEN ON A
STINGING
INSECT JOB.

WANT TO HELP?

If you'd like to help us protect pest management professionals and learn more about stings and allergic reactions, register your interest now.

 hello@bpca.org.uk

TAKE THE LAW INTO YOUR OWN HANDS

SPEED VIEW

We have codes of practice which, if followed, help deliver a professional and safe service

Customers purchase professional pest management services to avoid breaking rules

Knowledge of legislation can be an important tool when communicating directly with clients

Health and safety legislation is in place to protect people at work and there are many situations where a pest could create an unsafe workplace

MANY ESTABLISHMENTS HAVE NO PROACTIVE WASP CONTROL IN PLACE, SOMETHING WHICH COULD HELP REDUCE WASP ACTIVITY AND THE ASSOCIATED RISKS.

Selling your pest management services using the law



Paul Westgate, Managing Director of Sussex-based Westgate Pest Control and industry trainer with BPCA, has worked in urban pest management for nearly 20 years. Paul examines the positives that can be drawn from the rules and regulations pest management professionals face.



At first glance, there appear to be many rules and regulations which 'get in the way' of a successful pest management programme.

Rules that influence which products can be used, how they can be used and even what paperwork is needed to demonstrate we have followed the rules and a diligent approach. It's no wonder many of us are sometimes left overwhelmed and frustrated.

But what if we looked at things from a different angle and take a 'glass half-full' approach to these rules and regulations? An approach that means we utilise these rules to help us; not only to deliver safer, more effective pest control, but also provide a more valuable and profitable solution.

WHERE DO THE RULES COME FROM?

The rules we face take many forms.

The legal system provides us with Acts of Parliament with their associated Regulations and Orders. Failure to follow these could lead us down a very dangerous and costly path.

Thankfully, approved codes of practices exist to help keep us on the right path. Our industry, through the BPCA, PMA and other bodies including CRRU, has provided codes of practice which, although not legally binding, can help deliver a professional and safe service.

An additional set of 'rules' come from our customers; most commonly in the food manufacturing sector where standards from a wide range of organisations including large retailers, The British Retail Consortium (BRC), and The Soil Association.

Break these 'rules' and the penalties will come directly from our customers with lost business and a potentially tarnished reputation.

BUYING BEHAVIOUR

As pest management professionals, we need to understand the reason our customers purchase professional pest management services. It's not simply to protect themselves or their business from the pest itself but also to avoid the consequences of contravening one of many regulations.

Consider the food business, with feral pigeons nesting on the roof, trying to navigate the complex and (now) ever-changing bird general licencing system. Couple this with difficulties in accurate bird identification, and it seems like a sensible option to employ a pest controller.

In this case, the removal of the pigeons may not be difficult in itself but doing so in a legally compliant manner is, of course, something more challenging and something which would be expected from a professional.

It is this 'package' the customer is purchasing: our knowledge.

Recent changes to the general licences have caused a wave of frustration throughout our industry. The rapid introduction of changes to the general licences and resultant confusion has

been an unwelcome addition to our seasonal high workload within the bird control sector. But once the dust has settled opportunity will develop.

Many customers that have undertaken their own bird control may see the changes as another reason to bring in specialist contractors: to ensure all works are conducted in a legal manner, with the specialist pest control company managing the perceived risk.

A sound knowledge of legislation can be an important tool when communicating directly with clients and, in particular, those who may challenge us when working in vertebrate pest management.

On occasions demonstrating our knowledge on animal welfare legislation (notably the Animal Welfare Act, Wild Mammals Protection Act, Pest Act, Spring Traps Approval Order and Wildlife and Countryside Act) can reassure clients of both our professionalism and compliance with animal welfare standards. This enhances our reputation and secures future works.

Much of a pest controller's work is carried out in the food and retail trades where many pieces of legislation, including EC Regulation 852 /2004, 178/2002, Food Hygiene regulations, and the Food Safety Act, all need to be considered. By understanding these pieces of legislation we can:

- Support our customers to be compliant
- Help to design their premises to be easy to clean
- Conduct proofing to deny pest access
- Educate the business owner and staff to ensure pest-free conditions are met.

These are all essential components to a good IPM program, but also all opportunities to supply additional services and generate additional revenue from which both parties benefit.

MORE THAN BUREAUCRACY - HEALTH AND SAFETY LEGISLATION

Whatever sector we work in, health and safety legislation is in place to protect people at work and all those affected by their actions.

There are many situations where the presence of a pest could create an unsafe workplace.

One such example can be observed during the late summer wasp season, around outside eating areas such as pub beer gardens.

Sugary drinks, beer and half-eaten plates of food present an attraction for sweet-feeding, swarming wasps. Not only does this drive patrons away from eating at a table but it can present a risk to waiting staff trying to remove the attraction.

As an industry, we are very good at protecting the kitchen area from the risks associated with insect and rodent pests. But do we support our customers enough to reduce the risk of wasps to their patrons and their business? *

Many establishments have no proactive wasp control in place, something which could help reduce wasp activity and the associated

BRUSH UP ON YOUR LEGISLATION KNOWLEDGE

The BPCA Member Area has a page full of legislation relating to all manner of pest-related work.

Brush up on your legislation knowledge and make sure you log the points as CPD if you're on BPCA Registered.

bpca.org.uk/member-benefit/legislation

BRC FOOD SAFETY VERSION 8: MEMBER GUIDANCE AVAILABLE NOW

If you're a BPCA member, you can access exclusive documents, including guidance on the new food standard by BRC.

bpca.org.uk/member-documents

risks. Maybe this is something that we pest professionals could be doing more to support our customers with?

Working within the food and allied industries brings additional 'rules' to which a pest management company must adhere to. Third party auditing specifications from BRC, Soil Association and those directly from the major retailers are prescriptive and can seem problematic but once an understanding is achieved these can lead to additional works.

A recent example in new BRC Food Safety Version 8 clause 4.14.7 states that "The site shall have adequate measures in place to prevent birds from entering buildings or roosting above loading or unloading areas". This clause may open up opportunities, either in the short or long term, for bird proofing works for canopied areas.

It is easy to fall into the trap of being daunted by the requirements placed upon our industry.

With consideration and thought, opportunities can be developed through these increased regulations. As things become more challenging, more opportunities are created for those that are prepared to meet the challenges and develop solutions which continue to meet the needs not only of our clients but also the rule makers.

WANT TO LEARN MORE?

BPCA only employs the services of the best trainers. If you'd like to learn from Paul or one of our many other trainers, take a look at our training resources, courses and qualifications.



bpca.org.uk/training-pathway



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STRATEGIC STORYTIME

RATCATCHER TO RICHES

championing professionalism in pest management

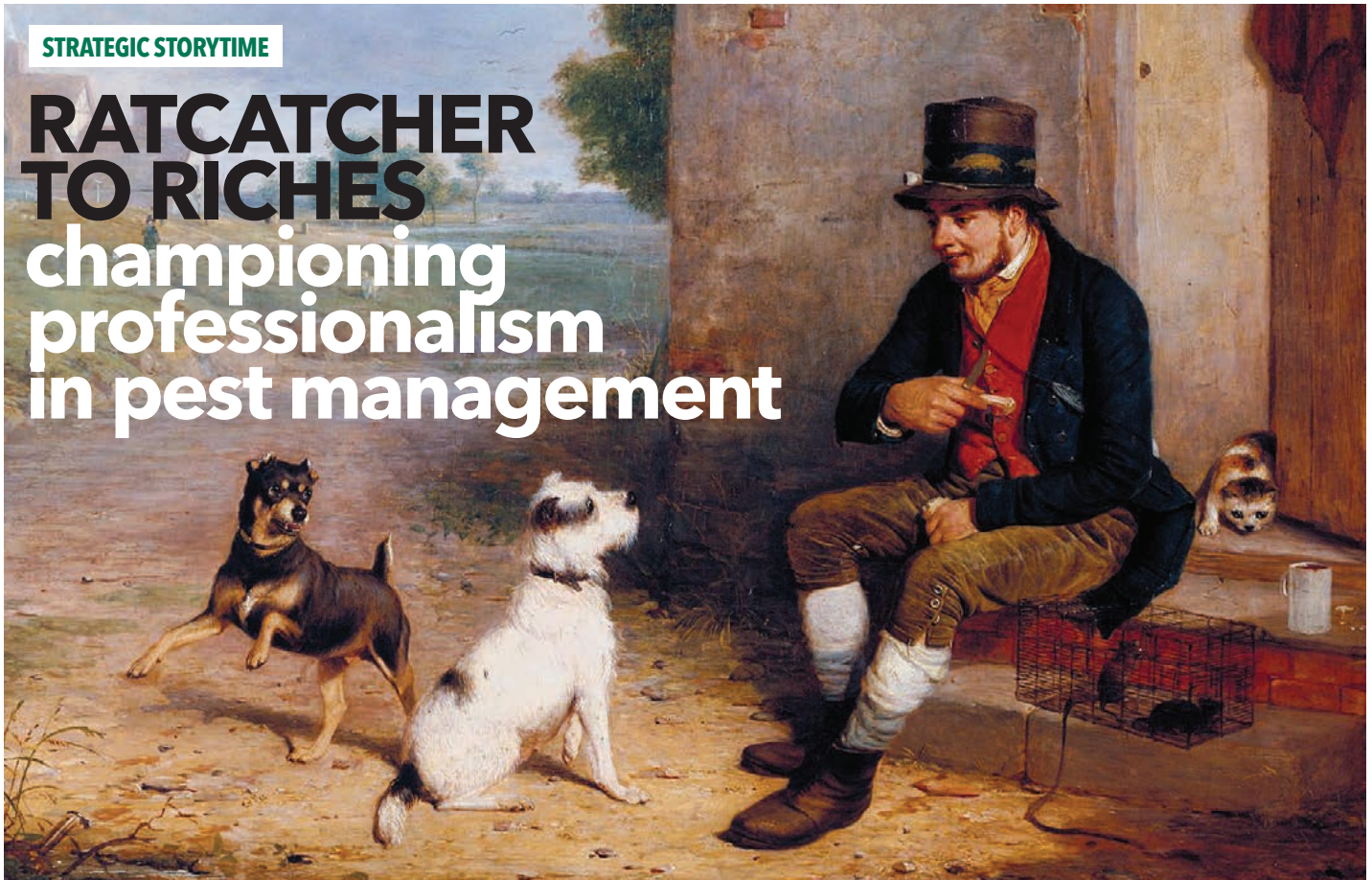


Image: Thomas Woodward (1801-1852), The village rat-catcher, Tate Archive © Thomas Woodward estate

Way back in PPC91 we showed you our 'strategic plan at a glance'. Part of BPCA's strategy is to champion the professionalism of the sector. But what does that mean? What have we done? Where might we go? In our first strategic storytime, we're telling the tale of how we continue to increase the professionalism of the pest management sector.

Once upon a time, there were the ratcatchers. Throughout London and much of Europe, ratcatchers made a living by ridding the streets of vermin.

While it wasn't a sought-after job, it did demand a little respect. Keeping the rat population under control was crucial in Europe to prevent the spread of disease and plague.

Though we might recognise some of the tools in the ratcatchers' armoury (traps, rattling dogs, etc), the Victorians had a few tricks up their sleeves that we wouldn't see in professional practice today.

Ratcatchers were known for their trickery (hence the term 'ratcatcher' still being considered a slur today). It was commonly believed that ratcatchers would release their captured pests so they could charge again for the work. As a clever sideline some ratcatchers would sell on or breed rats for bloodsports.

While this unethical practice won't have been conducted by the entire trade, it's clear

that the negative connotations would tarnish them all. What's worse is that those who wanted an ethical practice, free from shady dealings, would be driven out of the market by those willing to make money by any means.

This same problem has occurred in many professions and trades throughout history. Being professional yourself isn't always enough; for everyone to demand fair prices for ethical work, to a quality that a client deserves, the professionalism of the whole sector needs to be raised.

A lot of things have happened in our sector since the Victorian ratcatchers. Trading standards and consumer rights drove out a lot of bad practice across many trades.

BPCA members have had a role in driving professionalism for 76 years. In 1942 we came together to protect the UK's food stocks in a time of war. We formed the first British conference for pest control in the 60s. In the 70s we helped create the first European pest management association, recognising that pests respect no



Popular culture universally casts ratcatchers as villains. The trickster Pied Piper ultimately steals children, and DC's Batman fights a nemesis called Rattcatcher who inflicts plagues on Gotham City.





borders. In the 80s we formalised training courses for pest controllers and fumigators.

Now, 21st century pest management professionals show few similarities with our Victorian ratcatching cousins.

FAST FORWARD TO 2012

In order to be accepted into BPCA membership, the Association introduced the requirement for all staff responsible for delivering pest management services to be qualified to a minimum of RSPH Level 2 Award in Pest Management.

Many members will remember that the requirement to be on an approved CPD scheme caused many raised eyebrows in its day. ✿

This year it became a criterion that all members must pass an audit to the British and European Standard for Pest Management (BS EN 16636).

Minimum qualification standards, CPD and standardised audits were all brave, sector-leading moves, and the industry has responded well overall. After all, BPCA has 42% more members now than back in 2012.

'Championing professionalism in pest management' is about continuing to be brave every day. We need to continue to define and drive professional excellence. We want to take the lead and bring the entire sector with us.

We need to do what the ratcatchers could not: drive out poor professional practice and show the world the value of our work. We're not going to sit and wait for legislators or our clients to demand more of us. BPCA members will lead the way.

BPCA's strategic goal is to champion professional pest management.

BPCA PROFESSIONALISM WORKING GROUPS

What does championing professionalism in pest management look like today?

These groups are posing some huge questions with no easy answers. Many members are working to help answer them and, ultimately, they are the ones championing professionalism in pest management.

Group findings will be fed back to the BPCA Executive Board and, based on its recommendations, BPCA will act to help progress professionalism in the sector.

MANY MEMBERS WILL REMEMBER THAT THE REQUIREMENT TO BE ON AN APPROVED CPD SCHEME CAUSED MANY RAISED EYEBROWS IN ITS DAY.

GROUP 1

Trade or profession?

Led by Julia Pittman

This group aims to consider whether pest management is a trade or a profession or both. They're considering:

- What is the definition of a trade?
- What is the definition of a profession?
- Where does pest management fit currently?
- How do we want pest management to be viewed in the future?
- Where does each role already present in the industry fit with either of these definitions?
- How might someone move up from one to the other?

GROUP 2

Qualifications to practice

Led by Mike Ayers

The group aims to consider what should be the minimum level to practice independently.

- RSPH Level 2 Award in Pest Management seems almost universally recognised as an entry level for pest control, but is it sufficient to practice independently?
- Should there be a practical training requirement with an experienced and qualified technician before you're allowed to go and control or manage pests?
- Do we need some sort of formal qualification or training structure so pest management professionals can 'move up the ranks'?
- What might new qualifications look like in the future?

GROUP 3

Do we need an 'Institute of Pest Management'?

Led by Martin Cobbald

When we think about professionalism, we habitually consider the professionalism of the individual.

Because BPCA is a membership organisation where companies can be members, the opportunity for formal advancement and recognition of individual professionalism does not yet exist in our professional landscape.

An institute could be the vehicle for the advancement of individuals' skills, core competencies and personal/professional development.

The main task of this working group is to decide:

- Does the sector need such an organisation?
- What would the Institute look like?
- Where would the Institute sit in the hierarchy of development of individuals?
- What would the role of the Institute be?
- How could the Institute benefit the individual, the industry and end users?

WANT YOUR SAY?

Nothing here is a done deal, and there is still time to get involved. These groups are only for authorised employees of a member company at the moment. If you're from a member company and want to get involved, contact us now, and we'll put you in touch with the various leads of the working groups.



membership@bpca.org.uk

MEET THE MEMBER

"Starting Lady Bug Pest Control saved my life."

"I hope you don't mind me asking, but how did you get into pest control?" As a woman in a traditionally male-dominated industry, Vicki Sims hears this question a lot. BPCA Communications Officer, Kathryn Shaw, caught up with her recently to find out the answer. Please note: this article talks frankly about suicide and depression.



...I NEEDED TO PICK MYSELF UP, FIND SOMETHING TO GIVE ME PURPOSE AGAIN.

THE JOURNEY TO LADY BUG

Vicki is the owner of Lady Bug Pest Control, a Kent-based company she set up in 2016 following a personally difficult period in her life.

"I've been working in the pest industry since 2011, when I started a company with my husband at the time," says Vicki. "That was when I learned how to run a pest control business; it wasn't easy and I was very much self-taught."

However, her solo journey into setting up Lady Bug began when that marriage sadly ended after 20 years.

"That was a really rough time for me," Vicki reflected, "I felt like I'd lost everything and I completely broke down."

Vicki went through what she describes as the darkest period in her life, one which led her to attempt to take her own life on more than one occasion.

"I used to think people were really selfish for trying to commit suicide, but when I was in that place I realised that it's possible for absolutely anyone to be pushed to their mental limit.

"Then one day, as I was standing at a train station ready to end it, I had what I can only describe as a very important wake up call."

She continued, "I just knew that I was on a dark path and that I needed to pick myself up, find something to give me purpose again."

"That's when I began to build Lady Bug from the ground up and it truly saved my life."

STARTING FROM THE BOTTOM

When Vicki's marriage broke down she was on her own and had no money to pay her bills or start a business.

She knew she needed to find the start up money from somewhere, so she cancelled a pre-booked holiday to get a cash injection.

"The holiday was supposed to be a sort of honeymoon for our wedding vow renewal," says Vicki. "I think the travel agent felt quite bad for me, so they gave me everything except the deposit back!"

From there Vicki began her business and started to rebuild her life. She got herself a job as a barmaid at the Slug and Lettuce in Beckenham, to help with funds and to get her confidence back.

"The manager I worked with was a very strong woman and I needed that influence. She knew what my goal was and was happy to help me get there.

"I started building up work in the pest control industry around my other job, but 2016 turned out to be a very good year for wasps and within three months I was so inundated with work that I had to quit my bar job!"

Vicki thinks her brand and big presence on social media have been a huge draw for customers, with 80% of her workload coming from domestic properties.

"I get a lot of amazing feedback about my logo and all my branding," she says. "I've tried to give it some personality, which seems to have worked because people love it!"



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“I spoke to the kids about what I went through and how I came out the other side. I talked about how I lost my confidence and sense of self, but that having a goal like Lady Bug gave me purpose and my identity back.”

GIVING BACK TO THE COMMUNITY

As her story started to spread, it wasn't long before a friend asked Vicki to give a talk at a local secondary school.

“I hadn't really thought of my own story as inspiring,” she shrugs, “But I agreed to do the talk and it was just wonderful.”

Vicki continued, “I spoke to the kids about what I went through and how I came out the other side. I talked about how I lost my confidence and sense of self, but that having a goal like Lady Bug gave me purpose and my identity back.

“There's so much pressure on young people, so they really related to elements of the story and at the end of the day I had young girls hugging me, crying, saying that they felt encouraged by what I had said.”

Vicki thinks that working in pest control is the reason people are so interested in her story.

“This is a very male-centric industry, so being a female pest controller gets that conversation started. Nobody would ask me to tell my story if I worked as an estate agent.”

“And if I can help prevent just one person from wanting to hurt themselves, then I'll tell it. Pest control enables me to do that.”

In her spare time (not that there's much of that during wasp season) Vicki has been fundraising for Bromley Mencap, a charity which provides services and activities for disabled people, their families and their carers.

She also provides free pest control services for the charity's offices.

“I think it's important to give back to the community, especially when that community has helped you so much.

“I'm a big believer in finding something that is close to your heart and supporting it.”

PRESENT AND FUTURE

At the moment, Vicki is the sole pest control technician at Lady Bug, supported by her part-time admin staff.

“Millie is only 17 years old but she's as passionate about my business as I am, so I'm investing in her by putting her on training programmes.

“I think it's important to bring in a younger generation of women. Millie was originally in college doing a beauty course, but I've shown her there is more out there for young girls to do and she is loving every moment of it.”

With plans to work nationwide in the future, Vicki is focusing on building her knowledge and contacts. She believes that the best way to keep the industry dominated by professionals is to help each other out.

“Pest control companies, especially the smaller ones, should work together. We need to get rid of that idea that we're in competition with each other,” Vicki declares.

“I'm lucky to have support from a lot of other pest controllers and I try to give them advice where I can, too.”

Vicki believes that the BPCA has an important part to play in that. She said:

“I initially joined the BPCA because I want Lady Bug to grow and they can support the small businesses, not just the larger companies.

“But it also feels like I'm part of something bigger. The BPCA audit you and make sure you fit strict criteria, so earning that members logo makes me feel like I'm part of an elite club in the pest control industry.

“People think pest management is just about rocking up with your poison and chucking it down. We know that's not the case and we need to work together to make sure that misconception is tackled.”

NOBODY WOULD ASK ME TO TELL MY STORY IF I WORKED AS AN ESTATE AGENT.



Learn more about Mencap

Mencap is the leading voice of learning disability. Everything they do is about valuing and supporting people with a learning disability, and their families and carers. Their vision is a world where people with a learning disability are valued equally, listened to and included.

mencap.org.uk

READY TO BE PART OF SOMETHING BIGGER?

Pest management can be a lonely place. BPCA gives you opportunities to connect with your peers and offers support with your business - no matter the size. If you're serious about pest management, we're serious about you.

www.bpca.org.uk/membership

membership@bpca.org.uk

01332 225 112

Contract Sharing Network celebrates second anniversary with national contract

The Contract Sharing Network (CSN) was officially launched at PestEx 2017 and since then has been limited to small groups of contracts and pigeon proofing jobs. In April 2019, a significant step was taken in that L'Occitane agreed to use the CSN to source approved suppliers across the UK. Led by Beaver Pest Control, the national contract is fulfilled by Beaver Pest Control and ten other local BPCA member companies.



The CSN is a BPCA membership benefit overseen by seven BPCA member volunteers. It comes complete with a Code of Conduct, a proactive Quality Assurance System and a reactive complaints procedure. This all means that like-minded member companies will offer an honest, reliable and quality service across the UK.

With this national win, the committee now believes that the network can pick up the pace with the 90 members across the UK and offer a credible alternative to traditional suppliers.

The benefits are numerous, including a single point of contact (primary contractor) with the regional subcontractor delivering a knowledgeable and personalised service. This will fit in with sustainability policies of larger buyers, while supporting and empowering local economies and communities.

SOFTWARE TO CONNECT THE NETWORK

Over the last two years it has become apparent that if the CSN is going to offer a national service, then the reporting systems need to be uniform. For this particular contract ServiceTracker has proved successful, as Radu Asavei at Beaver explains: “The requirement from the CSN was to come up with a centralised portal where service providers can share treatment data with the main contractor, as well as the customer. Essentially we needed to find a way of connecting the three categories of stakeholders to facilitate data exchange on multiple levels and in all directions.

“As with (mostly) everything else nowadays, everybody needed to be connected to everybody, without compromising the security and integrity of the data, and also accounting for the commercial and privacy issues.”

As ServiceTracker is part of the Salesforce cloud and is already used by some members of the CSN, it was relatively easy to identify the common records and fields that needed to be shared. By creating connections between the members’ Salesforce accounts the members are

essentially editing each other’s data while the record owner is keeping total control of what records and fields are shared.

Not all CSN members are using ServiceTracker, and so the members had to design, test and deploy an additional Salesforce Communities Portal. ServiceTracker allowed them to plan treatment visits in advance and essentially create ‘empty’ visit records, ready for the technician to edit and update while on site.

The CSN Communities Portal is a streamlined version of the ServiceTracker system, offering access only on the visits allocated to the logged-in subcontractor, and with a user-friendly interface, making extensive use of pre-filled fields, dropdown lists, and buttons that help technicians enter accurate data effectively and with great ease.

The system also captures client and technician signatures and produces standard treatment reports that are then automatically emailed to clients.

Both office-based staff and field technicians have access to past treatment records to help maintain high service levels and customer satisfaction.

What CSN members have to say about the network



"It's very exciting to see a project that was developed by the Servicing Committee actually take shape and be implemented.

This first national contract is proof that when members work together they are stronger than the sum of their parts. This is great work from the CSN team, well done!"

PHILIP HALPIN, COUNTRYWIDE ENVIRONMENTAL SERVICES



"At PPC Live and Regional Forums, we try to put aside some time for those in the network so we can meet face-to-face and swap business cards. The network is open to all BPCA servicing members so if you're interested in working with other like-minded companies, it would be great to have you!"

LUKE TAYLOR, LK PESTAWAY



"The CSN has proved to be a fantastic framework, allowing us to connect with like-minded companies where trusted working relationships can be forged. It allows collaboration on bringing together the skills and geographical reach to deliver professional, quality services throughout the UK. This has allowed us to find reliable partners that we can trust to look after the needs of some of our clients. We have also been able to reciprocate by helping other companies in their delivery of quality service. The networking and sharing of ideas have seen many of the companies benefit beyond the scope of shared contracts. It has been a fun learning experience to be part of this group, working and collaborating together."

CHRIS CAGIENARD, PEST SOLUTIONS



"Two years on and the CSN is still proving to be an invaluable resource to us. We currently have four pest management service agreements running with network members. We couldn't be happier with how the system is running. We have three more in the pipeline and are looking forward to building on the current working relationships we have in place and looking for new partnerships in other areas of the UK."

MARTIN ROSE-KING, BOUNTY PEST CONTROL

BEING PART OF THE CSN COULD MEAN PICKING UP WORK FROM COMPANIES THAT DON'T SERVICE YOUR AREA.

QUALITY SERVICE THROUGH PROFESSIONAL COLLABORATION

CONTRACTING WORK ALREADY? WHY NOT BOTH JOIN THE CSN?

All the standard information required upon completion of a visit is easily captured: pests found, materials used and quantities, recommendations, works carried out as well as pictures taken while on site.

Mike Palmer-Day from ServiceTracker said: "ServiceTracker to ServiceTracker is a simple way for many pest businesses to share jobs with each other and receive updates immediately as they are modified and completed."

Companies not on this platform can still report in other ways, either through the portal or other CRM systems.

LOOKING TO THE FUTURE

Robert Harris of Harris Associates said: "At the heart of every expansion plan is the methodology of how you're going to deliver that growth. The CSN allows contractors to take work, such as through tendering, and service areas in which they don't currently operate.

"Being a part of the CSN could mean picking up work from companies that don't service your area. The beauty of this system is that it is under the BPCA umbrella, so

you know it's well thought through and that you're not going to be let down.

"It also gets contractors working as a team to win bigger contracts."

The CSN is very excited about the future of the network and continues to look for similarly-minded companies to become members as either primary suppliers or secondary suppliers (subcontractors).

The next step will be to promote the CSN so that potential buyers are aware and to share more success stories with BPCA members.

WANT TO LEARN MORE?

If you're a BPCA member, you can learn more about the CSN or join the network now.

www.bpca.org.uk/csn (login required)

SERVICING STORIES

Honey, I'm home!

PROACTIVE BEE MANAGEMENT EXPERIMENTS



It can't be said enough - we love bees. Nobody would choose to treat bees and so as pest management professionals we should all be looking at ways to minimise the public health risks of bee infestations. Jonathan Walker, Business Manager from member company Eradipest has been experimenting with proactive bee management.

Historically, we've had recurring problems with honey bees getting into the buildings at a client's site. In most cases, they would get under the eaves and into the wall cavity of the buildings. As with any bee control, it's always advisable to leave them well alone or, if possible, proof a property to stop the issue escalating.

The site has been converted from stables to domestic homes and, with the rustic nature of the buildings, it would be very difficult to proof against the bees. Unfortunately we've had to treat some of the bees in the past as they were getting into the properties or very close to residents' doors, which could be a public health risk, especially with some of the residents being elderly.

However, in 2017 we carried out a few experiments to see if anything would work to deter and move the bees away from the site.

At one point, we got so creative we even tried spraying the problem areas with a concoction of mint, cinnamon and washing-up liquid, in the hope it would deter them. All this did was give them a scented shower! Then we heard that one of the residents, Jo, would be doing a beekeeping course and we entertained the idea of introducing hives.

At the start of 2018, Jo completed the beekeeping training and, in turn, went to great efforts to introduce hives to the site.

This gave us promising results, as Eradipest didn't carry out a single treatment on bees for the whole of 2018. We are not sure why this has worked, but we imagine that by giving the bees a better place to settle, the attractiveness of the properties has reduced. Ultimately since we've not had to use insecticide, the bees survive and they can help with all the farmer's organic crops in the surrounding fields.

Jo has been in touch to offer her comments on the importance of beekeeping and why insecticides should always be a last resort: "A few years ago we had a swarm in our garden and I had the privilege of assisting the beekeeper in removing it. From then on I was hooked and so I qualified as a beekeeper. I remember collecting my first swarm, along with my lovely mentor Harry, from a tree outside Marks & Spencer.

"I have an apiary at two sites within the Chichester area, with a total of eight hives. This summer I've been called out to various swarms in the area, and rehoused bees who would have set up home in the most awkward places and, more often than not, would have had to be eradicated.

"It is said that every third mouthful of food we eat is available because of honey bees, but as much as humans needs honey bees, honey bees need humans.

"Since the arrival of the varroa destructor mite, if left untreated an infected colony will die and this has led to the demise of virtually all feral honey bee colonies in the UK.

"I encourage anyone to take up the challenge of this beautiful hobby!"

As you can see, Jo deserves all



ABOUT ERADIPEST

Eradipest carries out environmentally friendly pest control, pest management and pest prevention for domestic and commercial properties across West Sussex, Hampshire and Surrey.



the credit as these results could not have been achieved without her. It sounds like a full-time job looking after several hives in and around the Chichester area. Some are close to our other contract sites, which is very useful for us to know, in case we are treating for wasps in the area.



GOT AN IDEA WORTH SHARING?

If you've been investigating non-traditional methods of control or have something to share with our readers, get in touch!

 hello@bpcra.org.uk

...BY GIVING THE BEES A BETTER PLACE TO SETTLE, THE ATTRACTIVENESS OF THE PROPERTIES HAS REDUCED.

GET INVOLVED

Observe a Servicing Committee meeting



Want to get more involved in your Association? Why not come along to one of our Servicing Committee meetings and find out what it's about?

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

Made up of 20 individuals, they are a Committee of the Board tasked on everything from membership criteria to industry events. They help decide what articles appear in PPC magazine and were integral to forming BPCA

Registered – our first individual recognition and CPD scheme. All of the Codes of Best Practice and Guidance documents originate from your Servicing Committee, so by getting involved, you'll be helping to champion professionalism and shape the future of the Association.

If you'd like a formal invitation to observe a Committee meeting, get in touch today.

✉ membership@bpc.org.uk



How do you join the BPCA Servicing Committee?



Every full servicing member company has the right to propose an employee to join the Servicing Committee. However, the Committee elects its own members when a vacancy becomes available.

The best way to get involved is to observe a meeting or two first. After you've done this, you can decide if you'd be able to commit to being formally part of the Committee.

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BPCA Yorkshire Regional Forum and AGM wrap-up



Speakers, exhibitors and delegates were joined by the event sponsor, BPCA member Pelsis. Our master of ceremonies for the day was BPCA Membership Manager, Kevin Higgins.

The day kicked off with the BPCA AGM; an opportunity for members to hear from the Executive Board and vote on decisions like the appointment of auditors and ratifying the annual report accounts.



From left: Ian Andrew (BPCA Chief Executive), Phil Halpin (BPCA President), Alan Morris (Vice President) and Mark Williams (Honorary Treasurer).

Four Executive Board members were also appointed this year: Chris Cagienard (Pest Solutions), Chris Corbett (Aderyn), Malcolm Stowell (Safeguard) and Grahame Turner (Mitie) will be joining the current cohort,

which includes Phil Halpin, Alan Morris, Martin Cobbald and Mark Williams.

A quick look back at the year's events by president Phil Halpin included praise of the Association's efforts to raise the profile of BPCA members with positive press coverage and a mention of our new Individual Recognition scheme, BPCA Registered.

He also gave a special acknowledgement to Lewis Jenkins, who stepped down as a member of the Executive Board at the AGM. Although all good things must come to an end, we'll all be grateful for the hard work and commitment he has shown both to the Association and the sector over the past decade.

Onto the Regional Forum, and a busy day of talks began with a presentation entitled 'Pest Control and Food Safety', delivered by Steve Pepper of Steve Pepper Training Associates. The talk included tips on when not to use break back traps, carrying out due diligence and understanding how your presence can affect food hygiene standards.

Not all of his talking points were popular with all delegates, but we'd like to think everyone managed to take away something from his presentation.

'Insects...What's New?' was the title of the second talk, from Killgerm's Dr Matthew Davies.

It was a packed day of events in Knaresborough, Yorkshire on 12 June, where the BPCA Staff team hosted the AGM and Regional Forum, followed by our first ever round table discussion.

Davies. A popular speaker, Matthew got lots of laughs as he talked delegates through the differences between Asian tiger mosquitoes and UK species, as well as the company's work with Public Health England on managing invasive mosquito species.

Matthew also touched on overwintering pests such as the brown marmorated stink bug and reminded delegates that Asian hornet sightings can be reported on the Asian Hornet Watch mobile app.



Sean Byrne of PestFix treated delegates to a presentation on the controversial changes to general licences for bird control. He talked through what was different, the impact it has had so far and gave advice to pest management professionals on how to attain general and individual licences.

The talk was before the issue of three new general licences by Defra, so much of his talk is now unfortunately outdated. However, Sean also talked about the importance of a proactive pest management approach and the role it will play in bird control going forward – something that is still very much relevant with the new licences.

Just before the coffee break, event sponsor Pelsis had an opportunity to talk through their Insect-O-Cutor range of UV LED fly killer solutions.

Danny Barr, GVS Filter Technology, got the second half of the day started with

BPCA
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an informative presentation focused on the use of disposable and reusable filter masks, with particular emphasis on the importance of face fit testing. His top tip? Get rid of the beard!



Martin Cobbald warms up the crowd with a couple of late morning stretches.

Next up was Dealey's Martin Cobbald, striking fear into delegates with those two magic words: audience participation. Luckily it was a relatively painless bit of stomping woven into an energetic talk about the return of fumigant hydrogen cyanide.

BCPA's own Natalie Bungay then gave a stomp-free presentation on risk assessments; having a common sense approach to when and how these should be carried out, and knowing your legal responsibilities as an employer.

Servicing Committee Chairman, Martin Rose-King, gave an overview of the Committee and the benefits it brings to members and the wider industry. (If you'd like to find out more about getting involved with either of the standing Committees of the Board, email membership@bpca.org.uk).

Kevin Higgins brought a successful Regional Forum to a close with some industry updates and BPCA news.

The next Regional Forum takes place in the South East on Thursday 5 September, at The Inn on the Lake Hotel in Gravesend – don't forget to book your place.

ROUNDING OFF THE DAY



Focus was on rodenticide label changes.

A round table event for members, which focused on new rodenticide label requirements for Second Generation Anticoagulant Rodenticides (SGARs), followed the Regional Forum.

Dr Alan Buckle from the Campaign for Responsible Rodenticide Use (CRRU) led the debate, giving an overview of the role of the CRRU, what life was like before stewardship, why the label changes have been made, who makes the decisions and what the new label requirements mean.

It was a great discussion, which largely focused on what the best practice guidance from the CRRU means and the controversy around more frequent revisiting of sites when permanent baiting. There was also a lot of debate around what it means for a site to have a "high potential for reinvasion" and technicians raised concerns about putting clients' businesses at risk.

The round table gave attendees lots to think about and there was some really constructive feedback for Dr Buckle to take back to the CRRU, which has since resulted in updates to conditions under which permanent baiting with rodenticide is allowed.

Find out more on what the updated ruling means by reading the news on page 14. hello@bpca.org.uk

FREE EVENT

BPCA goes to Holyrood

PEST MANAGEMENT AND ITS ROLE IN PROTECTING PUBLIC HEALTH AND SAFETY OF SCOTTISH CITIZENS

18 SEPTEMBER 2019 6PM
 Scottish Parliament, Edinburgh



BCPA will be hosting an event at the Scottish Parliament at Holyrood, Edinburgh. The event is only taking place thanks to the support of Willie Rennie MSP, leader of the Scottish Liberal Democrats, who is our sponsor for the evening.

This is an opportunity for BPCA members and those with an interest in professional pest management to gather in the parliament building, and for Members of the Scottish Parliament to hear some of the challenges and opportunities facing our sector.

We are delighted that the Royal Environmental Health Institute of Scotland will be inviting their members to this event to ensure better alignment between the pest management and public health.

Other speakers will be announced over coming weeks. Why not join us and enjoy drinks and canapés and see which MSPs attend to hear about our continued drive for professionalism in our sector?

REGISTRATION

Due to strict security at the Scottish Parliament you must book your place to be allowed entry. Please allow time to get through security prior to the event starting at 6pm prompt. Bookings and any responses should be directed to events@extra-mile.com

If there are any other queries please telephone 0131 339 9461.

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SEE PAGE 2 FOR MORE INFO

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REFLECTIVE LEARNING IN PEST MANAGEMENT

Are you recording your pest management CPD?



Karen Dawes, BPCA Training Development Manager, takes a look at some great examples of CPD for people at all stages of their careers.

BPCA's new individual recognition and CPD scheme, BPCA Registered, is well underway. Under the new scheme, member organisations that are signed up must ensure that all employees working within a technical role achieve 20 CPD points before the end of the year or risk non-compliance of BPCA's membership criteria.

As we close out the first six months of BPCA Registered, main contacts of the scheme's member organisations will start receiving a report of all their employees' points achieved so far.

This is to identify where support may be required to achieve CPD in a methodical and effective manner, and to gain the best

outcomes from the activities undertaken. We thought it'd be a good time to remind everyone on the scheme that achieving CPD doesn't necessarily mean that you have to take time out of your working day or commit to attending loads of additional training courses or events. One of the benefits of BPCA Registered is our recognition that learning very often takes place during your day-to-day work experiences and CPD can easily be claimed for this learning activity.

Yes, you do need to input and reflect on these experiences yourself, but BPCA Registered has been set up to make this process as simple as possible.



"I wanted to understand why my approach wasn't working and how I could improve my performance for my customer."



Here are some examples of what sort of activities and reflection are worth points on the scheme. We hope that you'll be inspired to record at least 20 points this year!

NEWLY-QUALIFIED ROSIE

Rosie was recently employed by a small member organisation. She has achieved her Level 2 Award in Pest Management and is now a fully integrated member of the team, regularly undertaking site visits and carrying out pest management activities.

Rosie realises that she still has a lot to learn and sometimes comes up against situations she isn't sure about. To ensure that she is making the correct treatment decisions she will often have discussions with more senior colleagues. She uses the learning from these discussions as part of her CPD.

Trapping issues on an office site

12.02.2019 No of points/hours: 1 hour

Face to face discussion with a colleague. I chose the person with most experience in this field and discussed how, following signs of a rat infestation at an office building site, I had put multiple traps around the building but on two subsequent follow-up visits hadn't captured anything. Signs of rat infestation still persisted and I wasn't sure how to proceed.

I approached Neil and asked him if could offer any advice. I explained what I had seen at the site and what I had tried. He spent some time going over my site visit reports, asking me what I thought the information was telling me and what I thought could be a possible way forward. We eventually came up with a plan of action for my next site visit.

REFLECTION

Describe source of learning

From the discussion and my colleague's method of guidance, I learned that finding the root cause of the problem is very important. Often the location of evidence isn't necessarily where the infestation is coming from. I gained knowledge of tactics with which I could ascertain what caused the infestation, and so be better equipped to choose an approach to deal with it.

What did you set out to learn?

I struggled to understand why what I was doing wasn't working. I wanted to understand why my approach wasn't working and how I could improve my performance for the customer and, at the same time, increase my knowledge of how to deal with situations that weren't easily resolved.

What actions have resulted from the activity?

I am going to use some tracking dust to try to understand better where the infestation is coming from.

Upload evidence: none

THEMES

Rodent Control

In this section, the number of points is directly related to the number of hours you have spent learning. In this case, Rosie spent one hour having a discussion with a colleague so this would be 1 hour = 1 CPD point.

No additional evidence is required as the reflection process above is sufficient for this activity.


RABBIT ISSUES

Freddie, an owner of a medium-sized pest management company, has several young employees. Aaron had worked for the company for around 18 months and, while he was doing a good job in the core areas of the business, there were some areas where he had yet to gain any experience.

One of these areas was controlling rabbits. When a rabbit job came through Freddie saw this as a great opportunity for his employee to gain some knowledge and experience.

This is Aaron's CPD entry, but it's also important to note that Freddie could also claim CPD from any learning he achieved from his mentoring activity.

Rabbit control on a farm site

 04.03.2019 - 05.03.2019 No of points/hours: 5 points

Freddie took me to a job where a farm had an issue with rabbits. He mentored me around behaviours and characteristics of rabbits, what to look for to give me an indication or sign of rabbit activity, and the different methods of control.

I worked with him as we dealt with the activity and he discussed all of the health, safety and legislative issues I needed to think about. At the end of the job Freddie did a practical assessment of the work I had done and asked me why I had carried out certain activities to ensure that I had understood what he had explained to me. We returned to the site the following morning to assess the treatment.

REFLECTION

Describe source of learning

I found that by actually doing the job with Freddie's guidance, I learned more than just reading about it. I was able to experience rabbit control in a real environment and learned how to deal with some things that were unexpected.

What did you set out to learn?

I wanted to have a broader knowledge of pest control and a wider experience of pest species. Rabbit control was something I wanted to learn about but had no experience of, so this activity helped me develop my experience in this area and contributed to me achieving my planned development for this year.

What actions have resulted from the activity?

I am now confident that I could carry out pest control activities for rabbits on my own.

Upload evidence: Aaron-at-the-farm.jpg

THEMES

General pest control

“Yes, you do need to input and reflect on these experiences yourself, but BPCA Registered has been set up to make this process as simple as possible.”

“I was able to experience rabbit control in a real environment and learned how to deal with some things that were unexpected.”




MOVING TOWARDS THOUGHT-LEADERSHIP

Experienced technician Alicia has developed her skills and knowledge to provide training around pest management.

While she still conducts pest management activities, some of her time is now spent delivering training. As such, she spends a great deal of time developing courses which require an element of research to ensure that she is utilising up-to-date and relevant information and delivering training in an effective manner.

Introduction to wasp control training course development

 06.05.2019 - 10.05.2019 No of points/hours: 8 points

I'm in the process of developing my portfolio of training courses to offer to pest controllers. Some feedback from my networking activities suggested that an in-depth wasp course would be well received.

I have a lot of experience with wasps so I felt in a good position to do this. I am still learning about developing effective lesson plans so I knew I would need to research around this. My plan is to move my focus from delivering pest control services to delivering training to the industry so it is important that I have the right skills and knowledge to be successful.

REFLECTION

Describe source of learning

My research into lesson plans helped me to understand the importance of setting out course aims and objectives clearly, and ensuring the course could deliver required learning outcomes. I also learned about different assessment techniques and was able to work out the best assessment type to provide confidence that the learning outcomes were sufficiently validated.

What did you set out to learn?

I wanted to learn how to formulate lesson plans so that my training was delivered in an orderly and effective manner. I wanted to learn how to make sure my training was developed robustly and professionally, covering all relevant areas while ensuring a duty of care to my candidates. I also wanted to show clients that my courses would be effective for their pest controllers.

What actions have resulted from the activity?

I have set up a template that can be used for future training course development. By setting out clear aims and objectives I also have the information I need to promote the courses to the right audiences.

Upload evidence: Lesson-plan-1.pdf; Wasp-course-research.docx

THEMES

Personal Development

“I wanted to learn how to make sure my training was developed robustly and professionally, covering all relevant areas while ensuring a duty of care to my candidates.”



GET RECORDING

If you would like some help in uploading some of your “on the job” CPD, simply email us and we can talk you through the process.

 hello@bpca.org.uk

 bpca.org.uk/cpd-area

Training calendar



COURSES AND EXAMS

Level	Course/exam	Member Price £	Exam	Date	Location
FOUNDATION	Using Rodenticides Safely	130	✓	09/09/2019	Derby
				21/10/2019	South
				11/11/2019	North
	Practical Vertebrate Trapping	155		10/09/2019	Derby
				22/10/2019	South
				12/11/2019	North
Practical Insect Control	155		11/09/2019	Derby	
			23/10/2019	South	
Starting and Managing Your Own Pest Management Business	155		13/11/2019	North	
			18/11/2019	Derby	
CORE	General Pest Control - Level 2 Award in Pest Management	1010 (non resi 803)	✓	22/09/2019	Stafford
				24/11/2019	Stafford
	Certificate in Bird Management	155	✓	12/09/2019	Derby
				24/10/2019	South
	Bed Bug Control	155		14/11/2019	North
				17/09/2019	Midlands
	Insect Identification	155		04/12/2019	North
				16/09/2019	Midlands
	Safe Use of Air Weapons for Effective Pest Management	155		03/12/2019	North
				29/10/2019	Wiltshire
Practical Airgun Use for Pest Management	155		11/09/2019	Tyne and Wear	
			12/11/2019	Milton Keynes	
Managing Pest Control Contracts	310		16/10/2019 & 11/11/2019	Derby	
ADVANCED	Becoming a Technical Inspector	155		08/10/2019	Scotland
	Becoming a Field Biologist	155		09/10/2019	Scotland
				17/12/2019	North
Level 3 Award in the Safe Use of Fumigants for the Management of Invertebrate Pests	780	✓	22/10/2019-25/10/2019	Derby	

EXAMS ONLY

Exam	Start date	Location
MULTIPLE EXAM DAYS – take any of these exams, on any of the dates:	01/08/2019	Runcorn
	15/08/2019	Derby
RSPH Level 2 Award in Pest Management (£155)	04/09/2019	Gravesend
BPCA Certificate in Bird Management (£100)	17/09/2019	Glasgow
BPCA Certificated Technical Inspector (£155)	02/10/2019	Wales
RSPH Level 2 Award in Safe Use of Rodenticides (£40)	15/10/2019	North East
RSPH Level 3 Award in Safe Use of Fumigants for the Management of Invertebrate Pests (£305)	19/11/2019	London
	10/12/2019	Eastern Counties
BPCA Advanced Technician in Pest Management (£245)	14/08/2019	Derby
	06/09/2019	Gravesend
	19/09/2019	Glasgow
	04/10/2019	Wales
	17/10/2019	North East
	21/11/2019	London
	06/12/2019	North
	12/12/2019	Eastern Counties
	05/09/2019	Gravesend
	18/09/2019	Glasgow
BPCA Certificated Field Biologist (£330)	03/10/2019	Wales
	10/10/2019	Scotland
	16/10/2019	North East
	20/11/2019	London
	11/12/2019	Eastern Counties
	18/12/2019	North

ONLINE LEARNING

The flexible approach to pest control training, learn at your own pace at times to suit you
bpc.org.uk/online-learning



	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

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

www.bpc.org.uk/training training@bpc.org.uk 01332 225 113

PEST AWARENESS FOR EVERYONE

From facilities management to the equine world, BPCA's PR efforts reach a wide-ranging and diverse audience. Jane Shepherd from BPCA's agency, Shepherd PR, talks about why it's important that BPCA and its members have a concentrated PR effort that reaches hundreds of thousands of people every year.

Regardless of the media title, the message is the same. The UK needs to see pest management as a vital part of what they do. Whether it's to protect public health and safety, reputation or the environment – the best outcome is to work with a BPCA professional. That's what we shout about every day.

Over the years, BPCA has built and maintained a strong position in the national and regional media, as well as in broadcast – and, of course, the more obscure industry magazine titles.

You'd be hard-pressed to find a news story about a pest that BPCA isn't referenced in nowadays, which is a reflection of just how much influence the organisation and its members have.

A NEW APPROACH

Keeping that profile is a vital part of what we do. However, for the future, we've developed a working plan with Scott and Kat at BPCA to ensure the content builds a bigger picture of the value of pest management.

Expect to see guides, video and audio/podcast content coming online later this year, which talk about the different types of

pests and sets out the solutions from BPCA members in addressing them.

The content will be particularly useful as a BPCA member benefit, as you will be able to link it to your own website and social media channels.

We'll also be targeting more broadcast opportunities. We feel that conversational style in radio resonates with listeners, ensuring we get the important message across to the public about being PestAware and, as a result, more knowledgeable about appointing a BPCA member to get the job done.

NEXT STEPS

We'll continue to keep the national profile, as that's an important element of our work.

However, by providing more engaging content than ever, we can amplify the PestAware message across the UK.

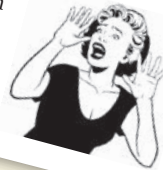
That's going to present more opportunities for you and your business.

In our next column, we'll share how our work is progressing, to keep you informed. Watch this space!

BPCA INVOLVED IN MURDER... MYSTERY NOVEL

Our friends at the Trade Association Forum (TAF) spotted BPCA being mentioned in a 2017 DI Nick Dixon novel called 'Heads or Tails'. The five-star rated book used the enhanced membership criteria of BPCA as a plot point and potential motivation for a murder.

While we'd never suggest that non-members would murder an ex-client based on them moving to a BPCA member – it's a great sign that BPCA's mission is being adopted into popular culture!



Spreading the word

- ▶ PPC magazine mailed to over **4,500** subscribers
- ▶ BPCA Bulletin emailed to over **6,250** subscribers
- ▶ Twitter, Facebook and LinkedIn views: **1M+**
- ▶ Likes: **>6.4K**
Shares and retweets: **>3.9K**
- ▶ On average our posts gets **1K** views + **6** likes + **4** shares
- ▶ Record high for BPCA's coverage in public and trade media: **£2M** advertising value equivalent (up from £0.8M in 2017)
- ▶ BPCA seen by around **600M** people (up from 120M in 2017)



Obscure titles

You'll see BPCA pop up all the time in The Times, The Sun, BBC online, etc – but you might not have seen us in these weird and wonderful publications!

Localgov.co.uk

BT.com

Cleaning Hygiene Today

New Food Magazine

Cleaning Matters

New Forest Living Magazine

Coastal Living

OK! Magazine

Families online

Poultry News

Farming Life

Farming UK

Reader's Digest

Science News

Food Industry Mag

South West Farmer

Food Manufacture online

The British Cleaning Council online

Foodservice Equipment Journal

The Scottish Farmer online

Good Housekeeping Institute online

Tunbridge Wells Lifestyle Magazine online

Good Housekeeping online

West Berkshire Lifestyle online

Government Business online

Winchester Lifestyle Magazine online

Harrogate Living Magazine online

Wokingham & Bracknell Lifestyle Mag online

Horse & Hound online

Woman & Home online

Kitchen Garden online

Worthing Lifestyle Magazine online

LandLove

Recycling Waste World

Absolute Horse

Poultry Business

Cleaning Matters

Farming Monthly National

Recycling & Waste World

Fast Food Professional

Stir It Up magazine

Food Processing magazine

Laundry & Cleaning Today

Local Authority and Building Maintenance

The Farmers Mart

Local Government News

The Scottish Farmer

National Farmer magazine

Tomorrow's Cleaning magazine

Pet Gazette

Tomorrow's Health & Safety

Poultry World magazine

NEW BAIT STATION!

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FAST & VERSATILE RODENT STATION



- ▶ EVO key bait station for fast, easy access
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 - Fits: 8 x 1oz Bait Blox (2 per rod)
 - 2 x TRAPPER® Mini-Rex Mouse traps
 - 1 TRAPPER® T-Rex® Rat trap
- ▶ Baffles help protect bait from non-target animals
- ▶ Locking bait rods won't fall out when replacing bait
- ▶ Contoured, flat bait area for quick cleaning
- ▶ Holes for securing station on side or bottom
- ▶ Compact, 8" x 9.5" foot print



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