

Salford City Council

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Pest Control service

Service standards 2011/12



Protecting and improving our environment **IN Salford**

About the Pest Control service

Pest Control service run by Salford City Council. Our role is to ensure that the city is kept free from nuisances, which can endanger the health of the citizens of Salford. The aim of the pest control service is to protect public health and reduce nuisance from pests and the damage they can cause.



The pest control service carries out a range of services:

- ❖ Surveys to check for pest infestations.
- ❖ The destruction of pests and vermin.
- ❖ Sewer baiting to control the rat population.

Charges for domestic (residential) premises

- ❖ Rats in domestic premises are treated free of charge.
- ❖ Other public health pests in domestic premises are chargeable in all cases i.e. mice, cockroaches= and bed bugs. The charges are £20.42 for mice, £20.42 for bed bugs, and £15.32 for cockroaches.
- ❖ Non-public health pests are chargeable in all cases. The charge is £46.96, payable in advance, with no exemptions. This applies to all types of pest for which we are able to offer treatment (except those noted above) - ants, wasps, fleas, silverfish, booklice (psocids), beetles, weevils and flies - this cost includes minimum call out charge of £15 if no treatment undertaken or possible.

If you need this interpreting please telephone

Arabic

اذا كنتم بحاجة الى تفسير او ترجمة هذا الرجاء الاتصال

Chinese

如果需要翻译，请拨打电话

Czech

Pokud potřebujete tlumočnické služby prosím zavolejte

Farsi

اگر به ترجمه این نیاز دارید ، لطفا تلفن کنید

French

Si vous avez besoin que cela soit traduit contactez

Kurdish Sorani

ۆب هکب زوفهلهت ستیوهه تهناریگرهه مهئی رهگهئی

Pashto

کړکړو نوفولت افطل ، کړاوغ لوک همجرت اد هک

Polish

Jeżeli potrzebne jest Państwu to tłumaczenie, proszę zadzwonić pod numer.

Punjabi

جے تہانوں ترجمانی دے لوڑاے تے براہ کرم فون کرو

Hindi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦੀ ਵਿਆਖਿਆ ਕਰਨ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਟੈਲੀਫੋਨ ਕਰੋ

Russian

Если Вам требуется перевод, просим звонить по телефону.

Somalie

Haddii aad u baahan tahay tarjumiddan fadlan soo wac

Tigrinyan

ነዚ ናይ ምትጻም አገልግሎት አንተ ደሊኹም ደውሉልና።

Urdu

اگر آپ کو اس ترجمانی کی ضرورت ہے تو مہربانی کر کے فون کریں۔



0161 925 1097

Our standards of customer services

We aim to provide an excellent service and have made a commitment to:

Respond to all requests for services within three working days.

Investigate serious or urgent matters immediately.

Did we treat you fairly at all times— 96% of service users were satisfied with the standard of customer care.

Plain English— please tell us if we use jargon or language you don't understand.

Provide easy access to our services— we can arrange to visit customers' homes and businesses, out of hours if necessary, if users have difficulty coming to our office. Our office is fully accessible by wheelchair, we have confidential interview rooms available if users prefer. **97%** of customers found it easy to access our services.

Listen to service users— we regularly conduct surveys of our users' satisfaction and analyse any comments we receive to make service improvements. **92%** of customers found the advice helpful.

If things go wrong— put things right as quickly as possible, we will respond to any complaints about the way in which we have provided any of our services within five working days. Between 1 April 09 and 31 March 10 we received **nine** official complaints about the way we provide our services and **two compliments** received from surveys and letters to the directorate. **94%** of customers were satisfied with the overall level of service they received.

Response— 96% of customers who were surveyed said that they were satisfied with the speed of the response, and if they were satisfied that the problem was resolve **89%**.

Cost of our service in 2010/11 per head of population (based on the census of 2001) is **£1.47**.

- ❖ Squirrels in domestic premises are chargeable in all cases. The charge is £93.96 payable in advance. There are no exemptions for this fee - this cost includes minimum call out charge of £15 if no treatment undertaken or possible.

Charges for business (non-domestic) premises

- ❖ All treatments are chargeable, whatever the pest involved. The charge is £73.50 per hour (inc VAT), plus cost of materials used (minimum charge of one hour and any subsequent revisit required will be charged at time (inc travel plus materials), this cost includes minimum call out charge of £30 if no treatment undertaken.
- ❖ There are fixed fee annual contracts. For full details please contact the call centre on 0161 909 6500 to arrange an officer to call you back to discuss your requirements.

Partnerships

To help us provide the best possible service we work, as necessary, with all those with an interest in pest control, including:

- ❖ The community, committees and groups.
- ❖ Voluntary organisations.
- ❖ Business and business organisations.
- ❖ Animal welfare organisations.
- ❖ Environmental action groups.
- ❖ Government departments.

How can we help?

A major part of the Pest Control Service is the prevention or destruction of pests and there is no charge for advice small charge of £15 if an advice visit is required. There continues to be no charge for rat treatment in occupied domestic premises and a small charge for the treatment of cockroaches, mice, or bedbugs in domestic premises. Otherwise normal service charges will apply.

We offer competitive contracts for pest control within business premises.



How to contact Pest Control

If you require a pest control treatment, or if you want to make an enquiry, complain or to seek further advice from our service you can contact us:

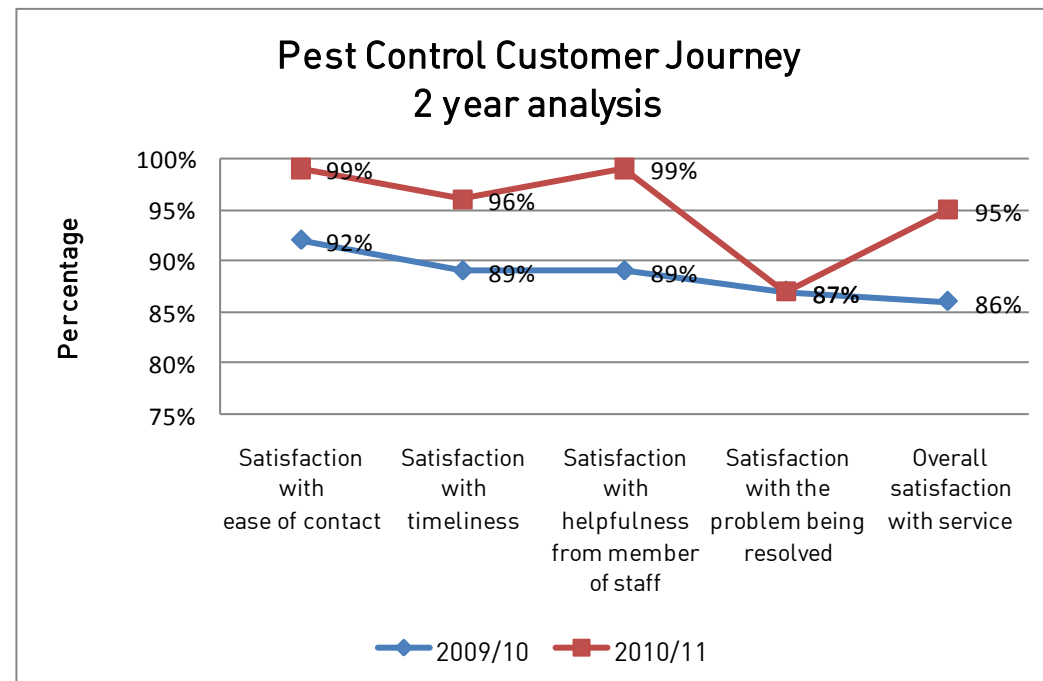
Tel: 0161 909 6500

Website: www.salford.gov.uk/pestcontrol

Email: environment@salford.gov.uk

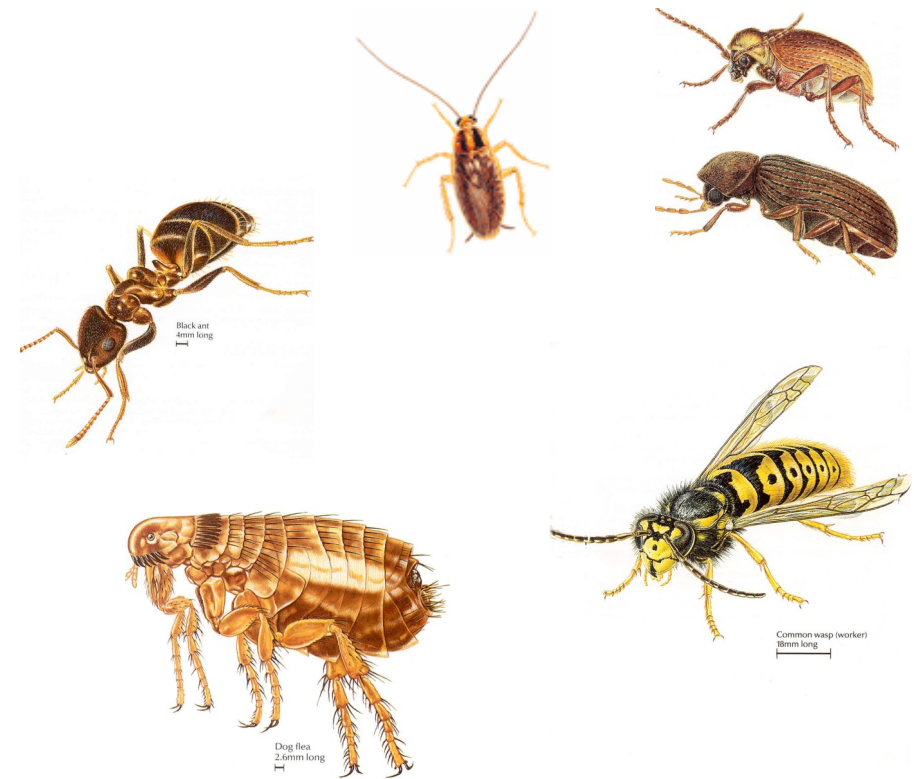
Our performance standards and achievements

Description	2007/08 Results	2008/09 Results	2009/10 Results	2010/11 Results	2011/12 Target
Public Health pest treatments (rats, mice etc.)	3963	4013	3739	2851	3600
Non Public Health pests (treatments, [ants, wasps etc.]	1972	1334	1515	1329	1500
Pest control sewer baiting (target at least 1000 sewers (rodent control programme)	1432	2249	2085	3500	1500



Compliments from our customers:

- ❖ The member of staff that came to my house to treat my pest problem was very friendly, gave me all the information I needed and was very helpful because I received such a high standard of service I am very satisfied and the pest problem now has erased.
- ❖ Excellent service professional and discreet.
- ❖ I can not fault any of the men who have helped me on the occasion.
- ❖ In my own opinion the service of pest control is excellent.
- ❖ Very good service well pleased with quick service response to my request.
- ❖ I was impressed with the way the work was done thank you.
- ❖ Customer rang wanting to compliment local authority and pest control service (operatives) on a swift response and excellent service for rat treatment logged.
- ❖ Customer would like to thank the Pest Control Officer who came out because he explained everything to him and went "above and beyond".



Suggestions and comments from pest control consultation surveys:

- ❖ Improve the time when operators come round so that someone can be in the house.
- ❖ Speed up response - not quick.
- ❖ Very good service, just need to make it cheaper.
- ❖ Perhaps leaflets with advice.
- ❖ Make people aware or give leaflets explaining what the spray contains if toxic or not what to do or not to do if you come into contact with it as I am asthmatic.



Changes made:

We are constantly looking at ways of improving our service and take on board all comments from the general public.

- ❖ We operate an appointment system which can be used to book a morning or afternoon appointment.
- ❖ In respect of public health pests we aim to respond within two working days and no non public health pests within four days. With any genuine urgent requests being dealt with much sooner.
- ❖ We operate a free service to residents of Salford to treat public health pests, for other pest species however, we do charge this is a standard charge with no concessions and irrespective of the amount of time.
- ❖ Information available on website and on request from pest control officers.