



## **QUALITY POLICY: Pest Control Visits**

### **Quality Statement**

The City of Edinburgh Councils Pest Control Service strives to ensure that the service it gives to customers is effective, consistent and good value.

The principle aims of the service are:

- To have a real understanding of customers and their pest control requirements.
- To win work not solely on price but through innovation and added value.
- To continually strive to improve performance and work to good industry practice.
- To develop staff potential through the provision of ongoing training through the 'investors in people' scheme.
- To grow a positive commitment to quality and create an environment of teamwork and cooperation that enables staff to work effectively.
- To support staff in their work by developing an accredited management system documented to meet the requirements of BS EN ISO 9001:2015.
- To carry out all visits taking into account humane control of pests with minimal harm to the environment.

### **Introduction**

The Service is headed up by a Pest Control Operational Manger, with a Pest Control Team Leader, qualified pest control operatives, and a dog warden.

There are currently two main types of visit, reactive and proactive. Also, there is scheduled bird proofing work carried out as and when required.

There are written work instructions for all types of visit, of which all operatives have a copy for reference.

This Procedure Document outlines measures taken to monitor quality in carrying out visits and associated administration.

### **General**

The service aims to ensure that pest control visits are carried out in accordance with legislative requirements, relevant statutory codes of practice and other relevant guidance on industry best practise produced by the British Pest Control Association (BPCA) and the National Pest Technicians Association (NPTA).

The service aims to carry out visits in a consistent, targeted, proportionate and transparent manner; to a high standard so that consumers are protected from risks to health and safety; that customers are clearly made aware of matters requiring attention; that associated records are properly maintained; and non targeted species are protected.

Pest Control Operatives hold appropriate qualifications.

Pest Control Operatives receive ongoing training in pest control matters being a combination of formal external training, attendance at seminars/conferences and in house training and briefings. Training records are maintained. Training needs are identified through the Department's Performance Review and Development (PRD) system and competence assessment procedures.

Staff are regularly appraised throughout the year in line with the Council's PRD framework.

The service has a mentoring procedure for new members of staff.

The Pest Control service has regular team meetings.

Visit records are held contract files and on the Totalmobile database computer system.

Quality monitoring takes the form of document checks, periodic monitoring of officer visit outcomes and visit activity (Totalmobile) and by discussion at the annual performance reviews.

On completion of visits, administration staff then update Totalmobile premises file. Copies are periodically checked by the Team Leader and administration staff

A treatment revisit is arranged at the time of the initial visit and depends on the severity of the problem, type of pest, type of premises etc.

(Team Leader Technical Manager to Sign date and display)

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Dated .....05/09/25.....