Further to your Information request FOI65233 please find your questions and our responses below:

For each of the following, please provide the most recent figures and figures as at May 2010

How many staff are employed in pest control by the council or through contractors?

Response: RBWM has a contract for the provision of domestic pest control services - the contract requires the contractor to respond to initial requests for service within 2 working days and to commence 90% of treatments within a further 3 working days. It is the contractors responsibility to maintain adequate staff to meet this requirement and this varies throughout the year.

What is the average time between a pest being reported and a member of the pest control team visiting the site of the complaint?

Response: 2.17 days.

What is the average time between a pest being reported and the case being closed?

Response: 18.69 days.

How much was spent on pest control by your local authority in the last full financial year and in 2009/10?

Response:

On the domestic pest control service 12/13 - £17,430  09/10 - £16,519

Finally, how many reports of pests did the pest control service receive in the last full financial year and in 2009/10?

Response: 12/13 - 492  09/10 - 1213 (the difference mainly relates to the wasp season)

This concludes your request FOI65233.

If you require translation of the information you have been sent please do not hesitate the contact us.

If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager
Royal Borough of Windsor & Maidenhead
Town Hall, St Ives Road
Maidenhead
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

Chris Daniels
Information Management Officer
Legal Department
Corporate Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St. Ives Road
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