



**08444 828 321** Local Rate  
5p per minute

**03444 828 321** Basic Rate  
Mobile Friendly

not 24 hour

Since its inception over 25 years ago, SDK Environmental Limited has been one of the UK's leading providers of pest control and animal warden services.

With its head office in Berkshire, SDK provides services to a wide range of corporate clients throughout the Midlands and Southern England.

All our systems and procedures are drawn from industry best practice; we have witnessed, tailored and improved our services to meet operational and customer needs. We continue to invest intellectually and financially in new technology and implement any innovations we identify that will deliver proven benefits to our performance or customer service.



**Home Counties & London Office:**

Unit 9, The Business Village, Wexham Road, Slough, SL2 5HF

**[www.dialapest.co.uk](http://www.dialapest.co.uk)**

**[www.sdke.co.uk](http://www.sdke.co.uk)**



Dialapest is a trading name of SDK Environmental Ltd  
Registered in England No. 03988788  
Registered Office: Sigma House, Oak View Close, Edginswell Park, Torquay TQ2 7FF  
Registered Carrier of Controlled Waste. Licence Number: DEV 233510

# Help The Lost Be Found

[www.lostdogsuk.co.uk](http://www.lostdogsuk.co.uk)







### PRICING STRUCTURE

After an initial set-up fee, a modest annual subscription is payable which includes:

- continuous use of [www.lostdogsuk.co.uk](http://www.lostdogsuk.co.uk) for displaying dogs found by your authority
- all information sheet creation
- uploading information 7 days a week
- all background administration involved in operating the website
- undertaking any changes to the tailored information sheet
- all IT costs involved in operating the service

Your authority can choose one of two levels of annual subscription based on anticipated usage

- Up to 100 published dogs per annum found within your authority
- Unlimited number of dogs per annum found within your authority

with pricing structured so that the more you use the facility, the lower the unit cost, supporting one of SDK's key commitments to re-uniting dogs with owners.

## INNOVATION SAVING YOU MONEY

### COMMITMENT TO ANIMAL WELFARE

SDK Environmental is one of the principal providers of animal services in the South of England with over forty local authorities as clients across its three main divisions. Our Animal Welfare Officers collect found dogs on behalf of many local authorities in the South of England, seven days a week, twenty four hours a day. Dogs collected during the day are taken directly to councils nominated kennel providers in specially adapted vehicles. To reduce the stress, dogs collected out of hours are held overnight at our modern, secure, hygienic and air conditioned holding unit and then transported to the nominated kennels the next day. Amongst its key principles, SDK is committed to

- helping re-unite owners with their lost dogs
- promoting of responsible dog ownership
- Maximising re-homing opportunities

SDK's lost dogs website has played a key role in each of these key principles and offers a cost effective way for local authorities to enhance their performance in each of these areas, even if SDK is not your contracted provider.

## Found Dog Website

### OBJECTIVES AND BENEFITS

SDK's lost dog website, [www.lostdogsuk.co.uk](http://www.lostdogsuk.co.uk), provides 24/7 access to the public in order to match owners to their lost dogs. It allows the general public to browse the dogs we have found and collected at their convenience and without being limited by the opening and closing times of departments and organisations. As a result, dogs are re-united with owners more readily and re-homing opportunities increased. It also

- provides an easy point of reference for support services to refer the public to so that they can check if the dog collected belongs to them
- enables easy-to-access, downloadable details of the found dog in pdf format for the public to study
- eliminates doubt from any callers mind by providing clear pictures of the dogs
- helps improve customer service
- reduces call times and eliminates repetition
- publicises a dog even if it has strayed or been taken to other council area
- increasingly the public are contacting us to offer potential homes to strays thus improving re-homing opportunities
- caters for all sections of communities and provides translation capabilities

### HOW DOES IT WORK?

Being cloud-based, the [www.lostdogsuk.co.uk](http://www.lostdogsuk.co.uk) is accessible via the internet and is available 24/7. Information comes from two primary sources:

SDK Animal Wardens from areas where we are contracted to operate  
From the subscribing local authority via details sent through secure e-mail for loading onto the website

On receipt of the found dogs details, SDK populates a tailored information sheet with the dogs details and pictures, along with specific information in the event of it being collected.

The finalised information sheet is normally uploaded within 24 hours of receipt, all part of the annual subscription fee.

The Found Dog Information Sheet is tailored specifically to your authority giving clear details about the animal and transparent instructions regarding collection times and fees.

## [www.lostdogsuk.co.uk](http://www.lostdogsuk.co.uk)

It acts as a definitive source of information and provides the public with all necessary information.

Uncollected dogs are displayed for be displayed for the statutory detention period applying to councils before automatically dropping from public view.

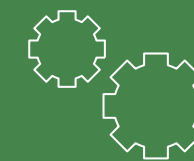
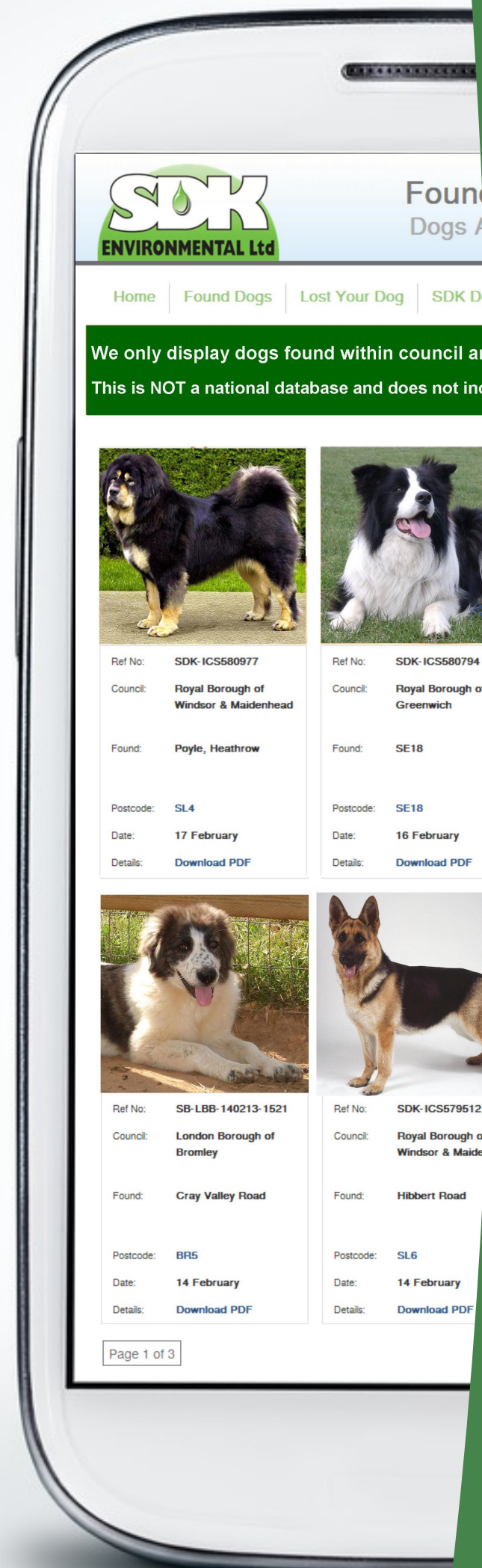
The details are held in the background database for a longer period.

Dogs collected by their owners are marked as 'RE-UNITED' and stay visible to the public for 14 days whilst any dogs collected by another member of the public remain visible for 30 days before being taken down from the website.

With all the administration undertaken by SDK, all your authority has to do is send details of the found dog and let us know if it has been collected by its owner or another member of the public.

- Simple
- Efficient
- Cost-Effective

A better way to re-unite found dogs with their owners



### CUSTOM SOLUTIONS

SDK Environmental specialises in creating tailored systems based around the **Concentric** solution. The standard system can easily be varied to suit individual requirements. Simply contact us on [sales@sdkenvironmental.com](mailto:sales@sdkenvironmental.com) and we will be happy to discuss and design a system based around your specification.



### WEBSITE

Why not visit our website at [www.sdk.co.uk](http://www.sdk.co.uk) or [www.lostdogsuk.co.uk](http://www.lostdogsuk.co.uk) for more information about animal warden services at SDK



### TECHNOLOGY

We utilise modern technology and have a fleet of specially adapted commercial vehicles all fitted with real time satellite tracking for safety.

Officers use PDA's with cameras for communicating electronically and the extensive use of modern technology helps to increase service efficiency.

