MEDIUM-TERM FINANCIAL PLAN
SAVING PROPOSAL TEMPLATE

DIRECTORATE:	Communities

SERVICE AREA:	Public Protection

1. GENERAL INFORMATION

SAVING PROPOSAL:	Review and revision of charges for pest control services Introduction of a £20 charge for rat, bedbugs and cockroach treatments to generate £20k income

BUDGET AREA:	Environmental Health

TOTAL BUDGET FOR THIS AREA:	£74,824	% OF TOTAL BUDGET IN SAVINGS PROPOSAL:	Additional income against pest control fees.

TOTAL SAVING:	£20,000

PLEASE PROVIDE A DESCRIPTION OF HOW THE SAVING WILL BE ACHIEVED:
The savings will be achieved by introducing charges for services that are currently delivered free of charge and by adding an increase to existing charges; to generate £20k income.

2. PUBLIC IMPACT ANALYSIS

PLEASE DESCRIBE HOW THE PROPOSED SAVING COULD **IMPACT UPON THE PUBLIC**: CONSIDER THE 5 WAYS OF WORKING, IN PARTICULAR, *LONG-TERM* IMPLICATIONS FOR FUTURE GENERATIONS AND *PREVENTATIVE SERVICES*. RECOGNISING THAT SAVINGS MAY SECURE FUTURE PROVISION, OR MAY BE NEEDED TO SECURE PROVISION IN ANOTHER AREA.
The team provides a comprehensive pest control service, dog warden service and an animal trespass/impounding service. Rat, bedbugs and cockroach treatments in domestic premises are currently undertaken free of charge; it is proposed that fees be introduced for these services. At current volumes of circa 4,000 calls per year for rats, a £20 charge would generate annual income of £80,000. However, experience from neighbouring authorities has demonstrated that following the introduction of such charges there has subsequently been a significant decline in the number of service requests processed of up to 75%. A fall in the number of service requests is therefore anticipated as a result of the introduction of a charge. Net increased income is therefore estimated to be £20,000 (based on a 75%

reduction in calls).

There is some risk of public health implications due to infestations left untreated, particularly impacting on low-income households. Members of the public may try to undertake treatments themselves which can lead to the improper placing of rodenticides and expose humans and other non-target species to risk. Communities will therefore be subjected to environmental, financial and social impacts.

There is also an additional risk if the income target is not realised. The equivalent amount of money will need to found from elsewhere in the budget and may ultimately impact on resources within the team.

Experience from neighbouring authorities has also demonstrated that the introduction of charging and a decline in service uptake has created an increase to the workload of environmental health officers as they have to investigate the cause of rat infestations, deal with associated neighbour disputes, and to take enforcement action to remedy problems, including the service of notices and undertaking works in default. Some members of our communities will be unable to fund the treatment, resulting in untreated problems that may give rise to public health issues.

Of the 22 Local Authorities in Wales 4 provide a free treatment for rats, 11 do so for a charge, and 7 provide no pest control service at all. Of the Gwent local authorities Newport, Monmouthshire and Torfaen do not provide a pest control service and Blaenau Gwent has re-introduced a free service for rat treatments due to the increase in public health concerns.

Some pest control infestations are often complicated, and time consuming to investigate and remedy; the proposed £20 charge by no means meets the cost of providing the service.

The following table illustrates where new charges would be introduced, and existing charges revised:

Pest	**Number of service requests 2018-19**	**Current charges* 2019-20**	**Proposed charges* 2020-21**
Rats inside	1,411	0	£20 plus VAT £24 inc VAT
Rats outside	2,659	0	£20 plus VAT £24 inc VAT
Bedbugs	42	0	£40 plus VAT £48 inc VAT
Cockroaches	6	0	£40 plus VAT £48 inc VAT
Wasps inside	62	£35 plus VAT (£42 inc VAT)	£40 plus VAT (£48 inc vat)
Wasps outside	383	£35 plus VAT (£42 inc VAT)	£40 plus VAT (£48 inc vat)
Fleas	55	£35 plus VAT (£42 inc VAT)	£40 plus VAT (£48 inc vat)
Mice inside	23	£50 plus VAT (£60 inc VAT)	No increase
Mice outside Advice only	5	No charge	No charge

***50% concession for Guaranteed Pension Credits & Universal Credits.**

DOES THE PROPOSAL HAVE THE POTENTIAL TO IMPACT MORE GREATLY ON PEOPLE WITH PROTECTED CHARACTERISTICS? (PLEASE TICK) (AGE, DISABILITY, GENDER REASSIGNMENT, MARRIAGE or CIVIL PARTNERSHIP, PREGNANCY AND MATERNITY, RACE, RELIGION or BELIEF, SEX, SEXUAL ORIENTATION)	YES	NO
		√
NB * IF YES, PLEASE COMPLETE AN EQUALITY IMPACT ASSESSMENT (EIA) SCREENING. THIS WILL DETERMINE WHETHER A FULL EIA IS NEEDED. FOR FURTHER ADVICE AND GUIDANCE PLEASE SEE THE POLICY PORTAL. SCREENING FORMS AND ANY EIAs WILL NEED TO BE APPENDED TO ALL DECISION REPORTS RELATED TO THE PROPOSED SAVING.		

PLEASE DETAIL ANY CONSULTATION THAT HAS BEEN UNDERTAKEN IN CONSIDERING THIS PROPOSAL. SUMMARISE ANY FEEDBACK RECEIVED. CONSIDER THE 5 WAY OF WORKING, IN PARTICULAR, *INVOLVEMENT*.		
Involvement guidance: *Consider whether you have involved people who have an interest in the service area, including service users and potential service users.* None		
IS FURTHER CONSULTATION REQUIRED BEFORE THIS PROPOSAL CAN BE IMPLEMENTED? (PLEASE TICK) PLEASE SEEK GUIDANCE FROM CORPORATE POLICY, WHO CAN ADVISE ON THE GUNNING PRINCIPLES, IN PLANNING ANY CONSULTATION.	YES	NO
	Yes, as part of the draft budget consultation process.	

TAKING ACCOUNT OF THE ABOVE AND THE IMPACT RATING DEFINITIONS, PLEASE INDICATE THE PUBLIC IMPACT RATING APPLICABLE TO THIS SAVING PROPOSAL (PLEASE TICK):				
NIL IMPACT	MINOR IMPACT	MODERATE IMPACT	SIGNIFICANT IMPACT	CRITICAL IMPACT
			√	

3. ORGANISATIONAL IMPACT ANALYSIS

PLEASE DESCRIBE HOW THE PROPOSED SAVING COULD **IMPACT UPON THE ORGANISATION AND FUTURE SERVICE PROVISION**:
There will be negative feedback to the Council from residents who have to pay to have this service. The team deals with circa 5,000 pest control service requests per year, including approximately 4,000 for rats. An introduction of a £20 (plus VAT) charge for rat treatments will inevitably have an impact for service users including the public generally, vulnerable individuals and those on lower incomes although for those in receipt of relevant benefits the charge is £10 (plus VAT). There is also an additional risk if the income target is not realised. The equivalent amount of money will need to found from elsewhere in the budget and may ultimately impact on resources within the team.

There may be negative feedback to the Council from residents and businesses. There may be an impact upon other services of the Council, e.g. public sector housing, where tenants may not be able to afford the fees.

PLEASE DESCRIBE HOW THE PROPOSED SAVING WILL **IMPACT UPON MEMBERS OF STAFF**:
Intelligence from other Local Authorities that have introduced charges for rats, indicate that there is a fall off of service requests (in some cases up to 75%) as residents are not prepared, or able, to pay for the service. This in turn has had impacts on the Environmental Health Service, as residents dispute the reason for the rats, (e.g. blaming neighbours etc.) thereby necessitating a visit and potential enforcement action from Environmental Health Officers; thus adding to the workload of the Environmental Health officers. There are likely to be additional costs as a result of works in default due to Environmental Health intervention as a result of statutory notice procedures under the Prevention of Damage by Pests Act 1949 and the Environmental Protection Act 1990. Whilst these costs are potentially recoverable this may require an up-lift to the works in default budget.

NUMBER OF **FULL-TIME EQUIVALENT (FTE)** STAFF IN BUDGET AREA AFFECTED:	N/A

NUMBER OF **POSTS** IN BUDGET AREA AFFECTED:	**N/A**

NUMBER OF **POSTS** AFFECTED BY THE PROPOSED SAVING:	This is an income variation

PLEASE SPECIFIY HOW THIS WILL BE MANAGED:	HOW MANY **POSTS**?
POST(S) ALREADY VACANT:	0
VOLUNTARY SEVERANCE:	0
RETIREMENT:	0
REDEPLOYMENT:	0
REDUNDANCY:	0

PLEASE PROVIDE DETAILS OF WHEN THIS WILL BE IMPLEMENTED:	Following any decision on this proposal by full Council.

WILL THE PROPOSED SAVING HAVE AN IMPACT ON ANOTHER DIRECTORATE, SERVICE AREA OR TEAM WITHIN THE COUNCIL? (PLEASE TICK)	YES	NO
	√	

WILL THE PROPOSED SAVING HAVE AN IMPACT ON ANOTHER PUBLIC SECTOR PARTNER, OR VOLUNTARY SECTOR PARTNER? (PLEASE TICK)	YES	NO
	√	

IF YES, PLEASE CONSIDER THE 5 WAYS OF WORKING, IN PARTICULAR *INTEGRATION*. DESCRIBE BELOW:

- THE AREA(S) AFFECTED; AND
- HOW THE PROPOSED SAVING WILL IMPACT

There may be an impact upon other services of the Council such as Public Sector Housing; where there may be cases in which the tenants cannot pay for a pest control service. An untreated rat infestation can cause serious structural damage to properties and pose a serious threat to health. A similar situation may occur with the Registered Social Landlords that operate across the county borough.

HAVE ANY OPTIONS BEEN CONSIDERED TO MITIGATE ORGANISATIONAL IMPACT?
PLEASE PROVIDE DETAILS OF ANY MITIGATION.

IN ADDITION, CONSIDER THE 5 WAY OF WORKING, IN PARTICULAR, *COLLABORATION*.

Service users would be made aware of any changes to service charging.

TAKING ACCOUNT OF THE ABOVE AND THE IMPACT RATING DEFINITIONS, PLEASE INDICATE THE ORGANISATIONAL IMPACT RATING APPLICABLE TO THIS SAVING PROPOSAL (PLEASE TICK):

NIL IMPACT	MINOR IMPACT	MODERATE IMPACT	SIGNIFICANT IMPACT	CRITICAL IMPACT
			√	

3. LINKS TO POLICY AND CORPORATE OBJECTIVES

DOES THE SAVINGS PROPOSAL LINK TO ANY OF THE FOLLOWING?
IF SO, PLEASE SPECIFY AND STATE WHAT THE IMPLICATION MAY BE.

POLICY AREA	WHAT IS THE LINK?	WHAT WILL BE THE IMPACT?
CORPORATE PLAN and WELL-BEING OBJECTIVES (please state which objectives)	Well-being Objective 2 – Enabling employment. Well-being Objective 3 – Address the supply, condition and sustainability of homes throughout the county borough and provide advice, assistance or support to help improve people's health and well-being. Well-being Objective 5 – Creating a County Borough that supports a Healthy Lifestyle in accordance with the Sustainable Development Principle	Living in a home free from pest infestations is a basic human right. It supports good health, lowers stress levels to enable sleep and hence function at work and school etc. Pest infested houses pose serious reputational damage to the council.

	within the Well-being of Future Generations (Wales) Act 2015. Well-being Objective 6 – Support citizens to remain independent and improve their well-being.	
STATUTORY DUTIES	Prevention of Damage by Pests Act 1949 and the Environmental Protection Act 1990 It shall be the duty of every local authority to take such steps as may be necessary to secure so far as practicable that their district is kept free from rats and mice, and in particular— (a)from time to time to carry out such inspections as may be necessary for the purpose aforesaid; (b)to destroy rats and mice on land of which they are the occupier and otherwise to keep such land so far as practicable free from rats and mice; (c)to enforce the duties of owners and occupiers of land under the following provisions of this Part of this Act, and to carry out such operations as are authorised by those provisions.	The Council has a duty to keep the district free from rats and mice. Failure to do so may give rise to reputational damage.
WELSH GOVERNMENT GUIDANCE or STRATEGY	No link	No link

4. RISK(S) AND SENSITIVITIES

HAVE ANY RISKS BEEN IDENTIFIED IN CONNECTION WITH THIS SAVING PROPOSAL? (PLEASE TICK)	YES	NO
	√	

IF YES, PLEASE SPECIFY BELOW:

PLEASE CONSIDER RISK TO SERVICE USERS, LOSS OF PREVENTATIVE SERVICE AND FUTURE IMPACTS, FINANCIAL RISK, RISK TO STATUTORY PERFORMANCE etc.

There is a risk that the income target is not realised. The equivalent amount of money will need to found from elsewhere in the budget and may ultimately impact on resources within the team.

In addition service users have equal access to the service. Environmental Health ensures that it treats all service users, individuals and organisations, as efficiently and comprehensibly as possible and with respect. However, many members of our communities will be unable to fund such treatment, resulting in untreated problems that may give rise to issues affecting public health and an uncontrolled expanding rodent population.

PLEASE SPECIFY BELOW HOW THESE RISKS/SENSITIVITIES WILL BE MITIGATED?

NOT ALL RISKS CAN BE MITIGATED. SOME MAY NEED TO BE TOLERATED IN THE CONTEXT OF BUDGET PRESSURES.
Call volumes will continue to be monitored; which may lead to additional revision of the service provision. A precautionary approach to potential income achievement has been taken with an assumed 75% drop off in service requests.

5. OTHER RELEVANT INFORMATION

PLEASE USE THIS SECTION TO PROVIDE ANY OTHER RELEVANT INFORMATION WHICH YOU FEEL HAS NOT BEEN CAPTURED.
If additional Environmental Health intervention is required via statutory notice procedures under the Prevention of Damage by Pests Act 1949 and the Environmental Protection Act 1990 the works in default budget will be monitored as, whilst costs are recoverable, that is not always achieved.

HEAD OF SERVICE: …Rob Hartshorn……

DATE OF COMPLETION: …11/11/2019……