



**Service Delivery
Committee**

**Tuesday, 27 June
2017**

**Matter for
Information and
Decision**

Title: Pest Control Service Review Update

Author: Stephen Glazebrook (Interim Head of Community Services)

1. Introduction

1.1. On 21 March 2017, the Committee resolved that:

A review of the Council's pest control service be undertaken over a 6 month period with an update report to be brought back to the next meeting and the Head of Community be granted delegated authority do anything necessary to give effect to the above including but not limited to undertaking all the necessary steps and actions required to:

- (a)** deal with any and all residual matters to otherwise promote and deliver a private sector based model in relation to pest control;
- (b)** determine the appropriate benchmarking and setting of any revised scale of fees and charges; and
- (c)** set a date from which any revised scale of fees and charges is to be effective from.

1.2. This report is to update Members on progress so far.

2. Recommendations

2.1. Members are asked to note the contents of the report.

2.2. To approve the proposed charges to come into effect on 01 July 2017.

3. Information

3.1. Actions Since 21 March 2017

3.2. A full review and comparison of the fees charged by neighbouring local authorities has been carried out.

3.3. A review of fees charged by Commercial pest control companies based on the Pest Control Cost Guide 2017

3.4. A financial comparison of income following the increase in charges in June 2016 which is shown in the table below.

Pest Control Income over a 3 Year Period			
Month	2016/17	2015/16	2014/15
June	771	1,093	1,398

July	1,749	1,757	1,973
August	4,136	183	550
September	3,905	208	1,424
October	2,057	583	1,133
November	1,260	450	554
December	725	333	332
January	900	575	587
February	1,100	450	419
March	1,050	458	1,006
April 17/18	600	316	763
May 17/18	760	708	737
	19,013	7,114	10,876

- 3.5. An internal review of current service delivery to identify 'new' treatments and highlight potential 'conflicts of interest'.
- 3.6. Identification of key pest treatments with 'capacity' for increases.
- 3.7. Development of a communications strategy that links to increasing the service profile, re-branding and emphasising the strengths of our current service provision.
- 3.8. In looking at the viability of providing an internal pest control service it is necessary to take in to account that the pest control officer spends approximately 40 % of his time on other duties e.g. dog patrols and based on the total salary costs and overheads this gives a notional value of £ £14,000.
- 3.9. Going forward over the next few months there are a number of key tasks that are necessary in order to develop the service further and the timetable for completion of these are shown below:

June 2017

- 3.10. Determine geographical extent of business which could be offered to customers outside the Borough boundary.
- 3.11. Select and target non-food businesses for new pest control contracts.
- 3.12. Determine a pricing structure for the new pest control contracts that is reasonable and competitive. It is difficult to establish an average private sector as private company costs vary. Prices can also differ according to the size of the property and level of infestation. The table below shows the proposed price revisions effective from 1 July 2017.

Pest Control Pricing Structure

Treatments / Descriptions	OWBC (current)	Commercial Company as per Pest Control Cost	OWBC Revised Charges from	% Increase
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		Guide	1/7/17	
Rats	£60	£120 4 visits	£90 (3)	50%
Mice	£60	£60	£90 (3)	50%
Bedbugs	£60	£120 (1bed)	£180 (3)	200 %
Bedbugs – Extra Visits	-	-	£60	New: on par with LA's
Fleas	£60	£80	£80	33%
Fleas Re-visit	-	-	£40	-
Squirrels	£60 [3]	£50	£90 (3)	50%
Squirrel revisit	£30	-	£45	50%
Flies	-	£40	-	-
Wasps	£60	£45	£66 (1 nest)	10%
Wasps 2nd nest	-	-	£45	-
Cockroaches	£180	£180 1 bed	£200 (3)	11%
'' revisit	£30	-	£35	17%
'' commercial	£110	-	£200	82%
Revisit fee "	£60	-	£70	17%
ID of Pests	-	-	£ 70 (1)	-
Bees	-	£60	No action	-
Ants	-	£40	-	-
Beetles	-	£40	-	-
Moths	-	£40	-	-
Silverfish	-	£40	-	-
Woodlice	-	-	-	-
Slugs	-	-	-	-

Caveat: The impact of seasonal variations cannot be accounted for.

() Number of Visits

The above price increases would see a potential £6,000 increase in income based on the same customer numbers and pest types as 2016/17. This figure does not include the new potential income by expanding our services into the private sector and it should be possible overall for the service to at least break even by the end of the current financial year.

July 2017

- 3.13. Implement agreed price revisions and update OWBC Website with prices and new Factsheets to assist Residents in 'self-identification' of pest species.
- 3.14. Prepare Customer Service Centre (CSC) to collate data to measure demand that may exceed capacity and capture customer feedback.

- 3.15. Prepare Promotional Campaign of 'New Pest Control Service'. To focus on positive aspects of Council Service as a trusted, reliable, experienced and qualified service provider.

August 2017

- 3.16. Ongoing performance monitoring.
- 3.17. Launch Business Model targeting non-food related businesses in the Borough.

September 2017

- 3.18 Report to Committee – focused on financial and operational performance and customer feedback. May consider broadening the range of Treatments being provided or focussing on popular items.

4. Conclusion

- 4.1. There has been a substantial increase in pest control income since the revision of charges in June 2016 and the recommended increases will improve the financial situation further.
- 4.2. Depending on the success of selling our services to the private sector, it is expected that the service will break even by the end of the current financial year and move into profit the following year.

Background Documents:-

Report entitled 'Review of Pest Control Service' by the Environmental Health Team Leader to the Service Delivery Committee on Tuesday, 21 March 2017.

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Implications	
Financial (CR)	CR1 - Decreasing Financial Resources - there is a need to make the service more cost effective.
Legal (AC)	No significant implications.
Risk (SG)	CR4 - Reputation Damage - damage to the Council's reputation by withdrawing the in-house service.
Corporate Priorities (SG)	CP2 - Effective Service Provision – providing a service which is effective in controlling pestilence in the Borough, enhancing the environment and health benefits. In addition ensuring the Council's costs are mitigated and reasonable.
Vision and Values (SG)	VV4 - Innovation – widening the remit of the service and recovering a greater proportion of the costs. VV5 - Customer Focus – providing a professional service.
Equalities (SG)	No significant implications – an Initial Screening has been previously completed.
	Equality Assessment:- <input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable