



Derby City Council

REGULATED SERVICES CABINET MEMBER MEETING
27 April 2016

ITEM 5

Report of the Strategic Director of Communities and Place

Communities, Environment and Regulatory Services Fees and Charges 2016/17

SUMMARY

- 1.1 The Communities and Place Directorate annually reviews its fees and charges. This is to ensure that they reflect the cost of delivering services, take into account comparator rates for these services within the sector, ensure that inflationary cost increases are taken into account, and that budget income targets are achieved. The fees and charges were considered recently on 30 March but there was an error in the information provided for the Domestic Pest Control Service.
- 1.2 The proposed revised fees and charges for the Domestic Pest Control Service in Communities, Environment and Regulatory Services for 2016/17 are set out at Appendix 2. .
- 1.3 All prices are shown inclusive of VAT where it is applicable, unless explicitly stated otherwise.

RECOMMENDATION

- 2.1 To approve the revised 2016/17 fees and charges for the Domestic Pest Control Service as set out at Appendix 2.

REASONS FOR RECOMMENDATION

- 3.1 To enable the Pest Control Service in the Communities, Environment and Regulatory Services Directorate to deliver a good quality service and achieve its budgeted income targets for 2016/17.



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SUPPORTING INFORMATION

- 4.1 As part of the 2016/17 budget preparation, Departments within the Communities and Place Directorate have reviewed their fees and charges. This annual review is necessary to ensure that:
- Inflationary cost increases are incorporated into the charging structure where applicable;
 - Any additional costs (or efficiencies) of providing the service are incorporated;
 - Fees and charges reflect the cost of delivering the service and/or charging levels for that sector.
- 4.2 The proposed 2016/17 fees and charges for the Domestic Pest Control Service are set out at Appendix 2.
- 4.3 Although a non-statutory service, Members have been keen to see the continuation of the Council's pest control service for Derby residents and businesses as an alternative option to private companies. The service receives 2,200+ requests for service each year and there are currently 45+ commercial contracts in place. The service regularly receives complimentary feedback from residents.

There is a need for the service to remain competitive in the local market and yet still offer value for money and a trusted, flexible, high quality service delivered by fully trained, experienced competent staff.

The introduction of Universal Credit and the need to move away from accepting cash at the door has created some operational issues that have needed to be addressed. The removal of the benefit-related reduced rate and no longer accepting cash payments at time of treatment have already been agreed.

A number of changes to the service are proposed:

- Full price rate for all jobs booked over the phone via Derby Direct, with the introduction of a new reduced rate for all jobs booked (and subsequently paid for) on-line, via a new on-line booking tool (to be introduced Autumn 2016). Reduced price based on a 15% reduction on full price treatment charge
- Review of service terms and conditions around survey only, cancellations and 'no-access' jobs, with the introduction of an administrative charge where an active infestation cannot be found or treatment cannot legally be undertaken. A refund will be made minus the administrative charge, an administrative charge where an appointment is cancelled, with less than one working day's notice given.

OTHER OPTIONS CONSIDERED

5.1 None.

This report has been approved by the following officers:

Legal officer Financial officer Human Resources officer Estates/Property officer Service Director(s) Other(s)	Olu Idowu Amanda Fletcher n/a n/a n/a Michael Kay
For more information contact: Background papers: List of appendices:	Nicola Cokayne, 01332 641940, nicola.cokayne@derby.gov.uk None Appendix 1 Implications Appendix 2 Proposed Domestic Pest Control Service Fees & Charges 2016/17

IMPLICATIONS

Financial and Value for Money

- 1.1 The proposed fees and charges have been set to reflect the 2016/17 income targets for the Service.
- 1.2 The reduced charge is now available to everyone who books the service on-line (coming in Autumn 2016), whereas previously, the reduced charge was only available to those receiving certain benefits.

Legal

- 2.1 As an entirely discretionary service, the Council is at liberty to set its fees to reflect the commercial requirements of the service provided.

Personnel

- 3.1 None arising from this report.

IT

- 4.1 None arising from this report.

Equalities Impact

- 5.1 The proposed changes will apply equally to all groups within the community and no particular group(s) will be disadvantaged.

Health and Safety

- 6.1 None arising from this report.

Environmental Sustainability

- 7.1 None arising from this report.

Property and Asset Management

- 8.1 None arising from this report.

Risk Management

- 9.1 None arising from this report.

Corporate objectives and priorities for change

- 10.1 The setting of appropriate fees and charges contributes to improving value for money for our customers.

Proposed Domestic Pest Control Service Fees and Charges – 2016/17

Appendix 2

Team	Description of Charges	2015/2016 charges	Proposed Charge 2016-17 (£)	Comments
Pest Control (Domestic Chargeable)	Rats (max 4 visits).	£25 full - £15 reduced.	£35 full - £30 reduced.	
	Rats (per visit thereafter).	£12 - £8 reduced.	£14 each extra visit.	
	Mice (max of 4 visits).	£65 full - £35 reduced.	£77 full - £67 reduced.	
	Mice (per visit there after).	£12 full - £8 reduced.	£16 each extra visit.	
	Wasps.	£50 full - £35 reduced.	£60 full - £52 reduced.	
	Wasps (with ladder)	£65 Full - £45 reduced	£77 full - £67 reduced.	
	Wasps (with extra nest).	£15 full - £10 reduced.	£15 each extra visit.	
	Fleas – up to 3 beds.	£90 full - £50 reduced.	£109 full - £95 reduced. Private landlord £140.	

	Fleas – 4 bed house	£100 full - £60 reduced	4 bedrooms and over £121 full - £105 reduced, private landlord £160.	
	Fleas – 5 bed house	£120 full - £70 reduced		
	Fleas – 5 + bed house	£150 full - £100 reduced		
	Carpet beetles – up to 3 bed house	£90 full - £50 reduced	Same charge as for fleas as set out above	
	Carpet beetles – 4 bed house	£100 full- £60 reduced		
	Carpet beetles – 5 bed	£120 full - £70 reduced		
	Carpet beetles – 5+ bed	£150 full- £100 reduced		
	Cockroaches (Max of 4 visits)	£85 full - £50 reduced	£100 full - £87 reduced	
	Cockroaches (per visit there after)	£20 full - £11 reduced	£20 each extra visit	
	Bedbugs – up to 3 bed house	£100 full - £60 reduced	£127 full - £110 reduced private landlord £150	
	Bedbugs – 4 bed house	£125 full - £80 reduced	4 bedrooms and over £155 full - £135 reduced, private landlord £180	
	Bedbugs – 5 bed house	£150 full - £90 reduced		
	Bedbugs – 5+ bed house (plus £20 extra room)	£30 per room full - £20 reduced		
	Other insects/mites	£80 full - £50 reduced	£98 full - £85 reduced	
	Squirrels (max of 3 visits)	£130 full - £80 reduced		
	Squirrels (per visit there after)	£45 full -£25 reduced	£154 full - £134 reduced £45 each extra visit	

TEAM	DESCRIPTION OF CHARGES	APPROVED CHARGE (£)	PROPOSED CHARGE 2016-17 (£)	COMMENTS
	Administrative charges: No treatment possible/no active infestation. Appointment cancelled with less than one working day's notice	£10 currently for survey only No charge	£15 £15	