

Time began 1.00pm  
Time ended 1.10pm

**Regulated Services Cabinet Member Meeting  
27 April 2016**

Present: Councillor Shanker

In Attendance: Mike Kay – Head of Environmental Health and Licensing

**05/15 Apologies**

There were no apologies.

**06/15 Late Items**

There were no late items.

**07/15 Declarations of Interest**

There were no declarations.

**08/15 Minutes of the Meeting Held on 30 March 2016**

The minutes of the meeting held on 30 March 2016 were confirmed as a correct record.

**09/15 Communities, Environment and Regulatory Services  
Fees and Charges 2016/17**

A report of the Strategic Director of Communities and Place regarding the Communities, Environment and Regulatory Services Fees and Charges 2016/17 was considered.

It was reported that the Communities and Place Directorate annually reviewed its fees and charges. This was 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.

It was noted that the proposed revised fees and charges for the Domestic Pest Control Service in Communities, Environment and Regulatory Services for 2016/17 were set out in the report.

The officer stated that there were a number of changes to the service proposed as follows:

- 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.

The Cabinet Member for Regulatory Services questioned what date the online booking tool would be live for customers. It was reported that the tool was scheduled to be up and running by 1 September 2016. The Cabinet Member reported that due to the delay in the online booking system becoming live, those customers booking via the phone before the 1 September would be charged the reduced rate.

**Resolved:**

- 1. To approve the revised 2016/17 fees and charges for the Domestic Pest Control Service as set out in the report;**
- 2. To charge the online rate of a 15% reduction for all jobs booked and paid for over the phone until the online booking tool becomes live on 1 September 2016.**

MINUTES END