

Bristol City Council Equality Impact Assessment Form

(Please refer to the Equality Impact Assessment guidance when completing this form)



Name of proposal	Introduction of new charges for the Pest Control service
Directorate and Service Area	Communities – Regulatory Services
Name of Lead Officer	Nick Carter – Regulatory Services Manager

Step 1: What is the proposal?

Please explain your proposal in Plain English, avoiding acronyms and jargon. This section should explain how the proposal will impact service users, staff and/or the wider community.

1.1 What is the proposal?

This is an equalities impact assessment of the Council's proposal to increase charges in the Pest Control service.

Step 2: What information do we have?

Decisions must be evidence-based, and involve people with protected characteristics that could be affected. Please use this section to demonstrate understanding of who could be affected by the proposal.

2.1 What data or evidence is there which tells us who is, or could be affected?

In 17/18 BCC carried out 2,211 treatments of which 492 were rat treatments provided free of charge to persons in receipt of benefits and 30 were mice treatments provided at a 50% cost reduction (£32.40) to persons in receipt of benefits. There is currently a four week delay for people wanting to access the service. Predictably as there are many service providers in the market place people will go elsewhere for service in light of the waiting time. For several years there has been no investment in the service and positions have been held vacant. This has resulted in lengthy waits of up to eight weeks before a service request can be met leading to a loss of customers to other service

providers. However it is clear that despite the position there is still a high demand for the service reflecting what we believe is a sense that BCC are seen as a trusted provider in a crowded market place.

Health and lifestyle Related Data

Gender

We do not collect data on the gender of persons using the service.

Ethnicity

We do not have data on the ethnicity of people who request a service from Pest Control. The 2011 Census shows us that about 16% of the Bristol population are from minority ethnic groups.

Disability

We do not have any data relating to disabled people accessing the service.

- 16.8% of the population of Bristol have a disability or long term health problem (Census 2011).

Sexual Orientation

We do not have any data relating to LGBT people accessing the service.

- Approximately 6% of population of Bristol are LGB.

Transgender

We do not have any data relating to transgender people accessing the service.

Religion and belief

As above with regard to the service.

- 46.8% of the population of Bristol identified as Christian in 2011 Census. Compared to 62.1% 2001 Census.
- 37.4% of population of Bristol identified that they have no religion and 5.0% as Muslim (Census 2011).

2.2 Who is missing? Are there any gaps in the data?

There are significant gaps in data and a lack of information available in relation to who accesses the service.

2.3 How have we involved, or will we involve, communities and groups that

could be affected?

This is a citywide service and details of changes will be placed on the BCC website. The Pest Control commercial market is quite populated with many suppliers. The nature of the domestic service is that take up is unpredictable with little repeat business. The smaller commercial market is more stable and is based on contractual arrangements.

Step 3: Who might the proposal impact?

Analysis of impacts on people with protected characteristics must be rigorous. Please demonstrate your analysis of any impacts in this section, referring to all of the equalities groups as defined in the Equality Act 2010.

3.1 Does the proposal have any potentially adverse impacts on people with protected characteristics?

The proposal provides investment into a service that has a high demand but has been wound down over the last few years. As a city wide service it is difficult to quantify impact on groups with protected characteristics however the removal of the free service for rat treatments for persons in receipt of benefits (and the reduced charge for mice treatments) will have a negative impact. However the proposed charge of £45 is still significantly cheaper than the market rate which will be close to £140 - £180. Evidence has shown that the service has a higher level of failed visits from persons who do not pay a fee (27% compared to 6%), which does not help when there have been significant backlogs in the service. If this is reduced from 27% due to the introduction of a charge this will increase capacity for the service.

3.2 Can these impacts be mitigated or justified? If so, how?

The impact of the change can be justified as the increase will help deliver a significantly improved service and potentially reduce the number of failed visits allowing more service calls to be made to citizens.

3.3 Does the proposal create any benefits for people with protected characteristics?

The proposal, along with other measures, will help improve the service significantly for the benefit of all service users. A key target for the service has been to reduce the eight week backlog down to a two week delay. Currently the delay is at four weeks.

3.4 Can they be maximised? If so, how?

The improvement plan for the service is looking to create growth which will seek to extend the current offer to citizens beyond the current service which

focuses on rats and mice (e.g. extend to cockroaches, bed bugs, fleas and wasps) at a reasonable market price.

Step 4: So what?

The Equality Impact Assessment must be able to influence the proposal and decision. This section asks how your understanding of impacts on people with protected characteristics has influenced your proposal, and how the findings of your Equality Impact Assessment can be measured going forward.

4.1 How has the equality impact assessment informed or changed the proposal?

The assessment has helped inform the process by examining the impact, both positive and negative, on groups with protected characteristics.

4.2 What actions have been identified going forward?

The EqIA will be reviewed in the event of any equalities issues being raised as the new charges are introduced.

4.3 How will the impact of your proposal and actions be measured moving forward?

The introduction of the new charges is part of a wider review of the service. This assessment will be updated as the review progresses. We will be able to measure the impact of the changes through monitoring service take up and assessing customer feedback which will in future include capturing data where we currently have gaps.

Service Director Sign-Off:	Equalities Officer Sign Off:
Rizwan Tariq	Duncan Fleming
Date: 11/09/2018	Date: 31/8/2018