

SSA EQUALITY IMPACT AND NEEDS ANALYSIS

Directorate	Chief Executives
Service Area	Environmental Services – Pest Control
Service/policy/function being assessed	Review of pest control service
Which borough (s) does the service/policy apply to	Richmond
Staff involved	Jas Lally

1. Background

Briefly describe the service/policy or function:

Pest control is a discretionary service provided by Councils to safeguard public health by eradicating and preventing pests such as rats, mice and bedbugs. Legal responsibility for dealing with pest infestations lies with the landowner. However, Richmond Council has been operating a pest control service through a contract awarded to SDK Environmental Ltd for the treatment of rats, mice and bed bugs at no charge to the householder for a number of years. The current provider is unwilling to agree another 12 month extension to the original contract without a significant increase in fees. Other providers provide the service at a similar cost.

Continuing to provide this service at no charge would lead to the current allocated budget over-spending.

The service was accessed by 1552 households in 2016/17. No equality data was collected on service users.

2. Analysis of need and impact

Protected group	Findings
Age	<p>No equality data is collected on the service. The service is open to all residents.</p> <p>Of the population in Richmond approximately 20% are aged 0-15year, 65% working age (16-64 years) and 15% are aged 65+¹. Richmond has the largest number of the 'oldest old' of any London borough. The wards of Ham, Petersham and Richmond Riverside, Hampton and Whitton have the highest percentage of older people (aged 65+).</p>
Disability	<p>No equality data is collected on the service. The service is open to all residents.</p> <p>From the Health Needs Assessment July 2014, 21,447 (11.5%) of people in Richmond report that they have some form of disability or health problem that affects their day-to-day activities a lot or a little. This compares to 17.6% in England as a whole. 2,802 (2%) of</p>

¹ London Datastore: Ward Profiles - <https://data.london.gov.uk/dataset/ward-profiles-and-atlas>

	<p>people in Richmond aged 16-74 years consider themselves to be economically inactive due to a permanent sickness or disability, compared to 4% in England as a whole.</p> <p>Population estimates based on Census data and research suggest that among Richmond residents aged 18-64 years 9,180 people have a moderate physical disability and 2,673 a severe physical disability.</p> <p>Registration data for Richmond show that in 2011 370 people were blind, 260 were partially sighted and in 2010 550 were deaf or hard of hearing.</p>
Gender (sex)	<p>No equality data is collected on the service. The service is open to all residents.</p> <p>Of the total population of 194,730 in Richmond, this is made up of 49% males and 51% females .</p>
Gender reassignment	<p>No equality data is collected on the service. The service is open to all residents.</p> <p>Data not collected in the 2011 Census.</p>
Marriage and civil partnership	<p>No equality data is collected on the service. The service is open to all residents.</p> <p>2011 Census recorded that 665 residents (0.44% of those eligible) responded as being in a registered same sex civil partnership and 48% of residents were married.</p>
Pregnancy and maternity	<p>No equality data is collected on the service. The service is open to all residents.</p> <p>Data not collected.</p>
Race/ethnicity	<p>No equality data is collected on the service. The service is open to all residents.</p> <p>Approximately 14% of the population are from a black or ethnic minority background, compared with 40% in London as a whole. The wards of Heathfield and Whitton have the highest numbers of BME residents in Richmond².</p>
Religion and belief, including non belief	<p>No equality data is collected on the service. The service is open to all residents.</p> <p>From the 2011 Census data 55.25% of people in Richmond identified themselves to be of the Christian faith. This was far greater than the average for London (48.42%). There were small numbers of people in Richmond who identify themselves as Muslim</p>

² London Datastore: Ward Profiles - <https://data.london.gov.uk/dataset/ward-profiles-and-atlas>

	(3.28%) or Hindu (1.63%). 28.45% of the population of the borough indicated no religious belief ³ .
Sexual orientation	No equality data is collected on the service. The service is open to all residents. Data not collected in the 2011 Census.

3. Impact

Protected group	Positive	Negative
Age	<p>Residents will be able to access a pest control service and will be able to select a provider.</p> <p>All pest control complaints where the source of infestation is not known will be handled as they are currently and reports will be investigated by officers. Where infestations are established officers will have the necessary authorisation to serve notices upon land owners to require them to carry out remedial works in the first instance.</p>	<p>Older residents who are used to accessing the service via the Council may feel unsure about where they can access support. To mitigate against this full details of alternative providers who are registered with the British Pest Control Association will be available on the Council Website through a link to their site and through the Customer service centre for residents who prefer not to use online channels. Information on what action an individual can undertake will also be available. Local residents will be able to contact and negotiate prices with local providers through British Pest Control association.</p> <p>Residents will have to pay for pest control services. The average cost for rat treatment is usually £70. Paying for this service may impact on some residents. However, this reflects the practice in other boroughs and as the provider will not continue with existing rates continuing with a free service would mean savings would need to be found from other services which may</p>

³ DataRich – Religion % -

[http://www.datarich.info/\(F\(3XSIX_1bPHi2Jo6SuH_6xpczQsj9K_LCTBGb54G9prj7budyVTofRmJkTt0zXfsuFOup_o4zZBCCUveyF3YGIfatUJm9kmDQ5NRENhJmq5CcNT-dkj6gxZzno8Ym9dDT_az7DhXeqqyKw4-Z8v8SZkjBrHrNubsBSdiRRn5V2rnZUNP5oLW6imK6FdVJW3dlhqlFRbUzHKZMQ3uBgFi7I0w2\)\)/dataviews/tabular?viewId=194&geold=4&subsetId=10](http://www.datarich.info/(F(3XSIX_1bPHi2Jo6SuH_6xpczQsj9K_LCTBGb54G9prj7budyVTofRmJkTt0zXfsuFOup_o4zZBCCUveyF3YGIfatUJm9kmDQ5NRENhJmq5CcNT-dkj6gxZzno8Ym9dDT_az7DhXeqqyKw4-Z8v8SZkjBrHrNubsBSdiRRn5V2rnZUNP5oLW6imK6FdVJW3dlhqlFRbUzHKZMQ3uBgFi7I0w2))/dataviews/tabular?viewId=194&geold=4&subsetId=10)

		impact more on residents than the proposed change.
Disability	<p>Residents will be able to access a pest control service and will be able to select a provider.</p> <p>All pest control complaints where the source of infestation is not known will be handled as they are currently and reports will be investigated by officers. Where infestations are established officers will have the necessary authorisation to serve notices upon land owners to require them to carry out remedial works in the first instance.</p>	<p>Residents who are used to accessing the service via the Council may feel unsure about where they can access support. To mitigate against this full details of alternative providers who are registered with the British Pest Control Association will be available on the Council Website through a link to their site and through the Customer service centre for residents who prefer not to use online channels. Information on what action an individual can undertake will also be available. Local residents will be able to contact and negotiate prices with local providers through British Pest Control association.</p> <p>Residents will have to pay for pest control services. The average cost per service is usually £70 depending upon the pest. Paying for this service may impact on some residents. However, this reflects the practice in other boroughs and as the provider will not continue with existing rates continuing with a free service would mean savings would need to be found from other services which may impact more on residents than the proposed change.</p>
Gender (sex)	As above	As above
Gender reassignment	As above	As above
Marriage and civil partnership	As above	As above
Pregnancy and maternity	As above	As above
Race/ethnicity	As above	As above
Religion and belief, including non belief	As above	As above
Sexual orientation	As above	As above

4. Actions

Action	Lead Officer	Deadline
Full details of alternative providers who are registered with the British Pest Control Association will be available on the Council Website through a link to their site and through the Customer service centre for residents who prefer not to use online channels. Information on what action an individual can undertake will also be available. Local residents will be able to contact and negotiate prices with local providers through British Pest Control association	Jas Lally	Nov 2017