

To: City Executive Board

Date: 9th September 2009

Item No: 12

Report of: Head of Environmental Development

Title of Report: Amendment to Fees & Charges - Pest Control

Summary and Recommendations

Purpose of report: To request that fees & charges are amended to allow a number of pest control products to be available for sale to the customer. This will improve the options available to Pest Control Officers in the on-going prevention of pests and therefore improve the service available for the customer.

Key decision? No

Executive lead member: Cllr John Tanner

Report approved by: Mel Barrett; Paul Spencer

Finance: Anna Hedges

Legal: Emma Griffiths

Policy Framework: Improve the Local Environment,
Economy & Quality of Life

Recommendation(s):

1. To agree that extra pest control products can be available for sale to the customer, as part of the prevention and treatment of pests by the pest control service

2. To agree to the amendment of Fees & Charges for these extra products as outlined in the report.

Introduction

1. The Pest Control Service carries out treatments in domestic and commercial premises across the city. Treatments are carried out to control and prevent problems with pests, the most common being rats, mice, bedbugs and cockroaches

Background

2. Following a procurement exercise to establish value for money in relation to pest products, the principal supplier for pest control products was changed.
3. The change of supplier has identified a number of innovative products that are on the market. These products will aid in resolving a number of recurring pest problems for our customers and enhance the Pest Control Service provided.

Corporate Priorities

4. The addition of the new pest control products and the associated improvement in the Pest Control Service provided would assist in the delivery of the following Oxford City Council Corporate Priorities:
 - a) Improve the local environment, economy and quality of life
 - b) Transform Oxford City Council by improving value for money and service performance

Proposed Products for Addition to Fees & Charges

5. See appendix 1 for a list of the proposed products, their uses, benefits, alternatives and cost to the customer.

Financial Implications

6. The products will be offered for sale at the recommended retail price so that the customer is paying a competitive price for the products they are receiving. The customer will be under no obligation to purchase the products
7. Following the successful procurement exercise a discount has been negotiated with the supplier on the purchase of the products that will cover carriage charge and other associated administration costs. The proposals are therefore cost neutral for the service.

Legal Implications

8. The supplier is an ISO9001 accredited company.
9. The sale of these products will be incidental to the council's powers and duties to keep the city so far as is practicable free from pests under Public Health legislation

Climate Change/Environmental Impact

- 10 This proposal would reduce the city's carbon footprint by providing products directly to the customer that they would otherwise travel to purchase or have delivered in a separate vehicle. By delivering the products at the same time as a scheduled pest control visit any additional carbon used by extra transport will be reduced.
- 11 The mattress cover product would prevent the need for treated mattresses to be destroyed therefore reducing the environmental impact of disposing of the mattress and the associated impact of having a new one delivered.

Risk Assessment

- 12 A risk assessment has been undertaken and the risk register is attached as Appendix 2.

Equalities Impact

- 13 It is not anticipated that these products will have an impact on the equality of the service provided. The pest control service is available to all Oxford residents and is subsidised for residents in receipt of prescribed benefits.
- 14 No changes to the basic pest control service will be made under these proposals and a free service for the treatment of rats and mice will continue to be provided.
- 15 Those people in receipt of financial aid will benefit equally from these products as all other customers. These products are competitively priced and do not effect the existing concessions made for people in receipt of prescribed benefits.

Stock Levels

- 16 See appendix 2 for anticipated take up levels and predicted stock levels.

Review

- 17 A review of the new products will be conducted after 6 months to measure the success of the products and then every year after that to ensure that the customer is getting the best possible price.

Recommendation

- 18 It is recommended that
- a) Extra pest control products can be available for sale to the customer, as part of the prevention and treatment of pests by the pest control service
 - b) to agree to the amendment of Fees & Charges as outlined in the report.

Name and contact details of author:
Graham Eagle, Public Health Team Leader, Environmental Development

List of background papers:
Appendix 1, Appendix 2, Risk Assessment

Version number: 3

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Appendix 1 – Pest Control Products

<u>Product</u>	<u>Use</u>	<u>Description</u>	<u>Alternative</u>	<u>Benefit</u>	<u>Cost to Council</u>	<u>Cost to Customer</u>
Snap E Rat & Mice Traps	Mice & Rats	A trap using hygienic and durable materials. The bait is placed in the middle of a pressure sensitive plate, which releases a strike bar that only has half the distance to travel of conventional traps, providing a fast, clean kill every time. The trap is set from behind so that fingers do not come below the strike bar.	Buy from DIY store	Alternative to the use of poisons Used in addition to poison	Rat Trap £2.25 plus carriage & admin costs Mouse Trap £1.10 plus carriage and admin costs	Rat Trap £2.65 each Mouse Trap £1.30 each
Odour Remover Bag	Mice & Rats	A non-toxic and biodegradable way to remove unwanted smells and odours. Earth care odour remover simply removes the odours caused by dead rats, mice as well as many other odours, including cats and dogs. The odour bag is placed as close to the source of the smell as possible and it literally soaks up the unwanted smells	Air Fresheners	It is inevitable that following pest control treatments for rats and mice that some dead animals will be found in an around the property. This bag helps in tackling the associated odours with these treatments.	£5.90 each plus carriage and admin costs	£6.95 each

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<u>Product</u>	<u>Use</u>	<u>Description</u>	<u>Alternative</u>	<u>Benefit</u>	<u>Cost to Council</u>	<u>Cost to Customer</u>
Mousemesh Vent	Mice, Wasps, Bees	Mousemesh prevents mice from entering a property via existing in-built air brick vents. It is easy to fit, and the ABS frame and stainless steel insert ensure durability in all weathers. The mesh would also prevent access from wasps and bees into the property.	Block up air brick leading to problems with damp and poor ventilation.	Prevents access to the property of mice, wasps & bees without the need to block the flow of air into the property.	<p>Small 9" x 4" £5.05 plus carriage and admin costs</p> <p>Large 9" x 9" £8.45 plus carriage and admin costs</p>	<p>Small 9" x 4" £5.95</p> <p>Large 9" x 9" £9.95</p>

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<u>Product</u>	<u>Use</u>	<u>Description</u>	<u>Alternative</u>	<u>Benefit</u>	<u>Cost to Council</u>	<u>Cost to Customer</u>
Aller-zip mattress encasement	Bed Bugs, Dust mites	Complete mattress encasement for protecting against Bed Bug entry or escape. Can be used on a mattress that has been treated for bed bugs. Traps any surviving bed bugs and eggs infesting the mattress inside to prevent the spread of the pests. Can also be used on a mattress as a preventative measure to protect against the mattress becoming a breeding ground for dust mites.	Dispose of mattress	Allows the customer to continued using a treated mattress rather than having to dispose of it and buy a new one. Carries an immediate cash saving for the customer by protecting their mattress investment	Small single £22.43 Single £24.05 Small Double £28.60 Double £32.18 King £35.75 Superking £41.34 Pillow Cover £13.00 Prices exclude VAT and carriage & admin costs	Small single £34.50 Single £37.00 Small Double £44.00 Double £49.50 King £55.00 Superking £63.60 Pillow Cover £20.00 Prices exclude VAT

Appendix 2 – Anticipated take up and related stock levels

<u>Product</u>	<u>Related Job Numbers for 2008/2009</u>	<u>Anticipated % take up</u>	<u>Anticipated Numbers of Jobs that will use product</u>	<u>Anticipated Stock Level</u>
Snap E Rat & Mice Traps	2098	10%	210	Products ordered quarterly. Maximum stock level 50 units
Odour Remover Bag	2098	5%	105	Products ordered quarterly. Maximum stock level 25 units
Mousemesh Vent	422	5%	21	Products ordered quarterly. Maximum stock level 5 units
Aller-zip mattress encasement	63	10%	6	Products ordered on request. No stocks kept.

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CEB Report Risk Register

Risk Score **Impact Score:** 1 = Insignificant; 2 = Minor; 3 = Moderate; 4 = Major; 5 = Catastrophic **Probability Score:** 1 = Rare; 2 = Unlikely; 3 = Possible; 4 = Likely; 5 = Almost Certain

No.	Risk Description Link to Corporate Obj	Gross Risk		Cause of Risk	Mitigation	Net Risk		Further Management of Risk: Transfer/Accept/Reduce/Avoid		Monitoring Effectiveness				Current Risk	
		I	P			I	P	Action: Action Owner:	Outcome required: Milestone Date:	Q 1	Q 2	Q 3	Q 4	I	P
					Mitigating Control: Level of Effectiveness: (HML)			Action: Action Owner:	Outcome required: Milestone Date:	☹	☹	☹	☹		
								Mitigating Control: Control Owner:		☺	☺	☺	☺		
1	Reputational damage to the Council linked to conflicting with the corporate objective of Transforming Oxford City Council by improving value for money and service performance	2	2	May be seen as trying to make profit by charging residents for products	MEDIUM Prices set at recommended retail price. Any savings are used to cover expenses therefore cost neutral.	1	1	REDUCE Action: Graham Eagle Mitigating Control: Gail Siddall	Immediate						

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