

<b>1 Identify the aims of the policy/service/function and how it is implemented.</b>			
	<b>Key questions</b>	<b>Answers / Notes</b>	<b>Actions required</b>
1.1	Is this an existing or a new policy function?	The proposal is to transfer the Pest Control Service from Operations into the Housing and Health service, with a reduced service. The Pest Control function will provide advice only / referral to local providers. In addition, the service will provide a concessions service for those eligible i.e. low or no income, disabilities etc.	None
1.2	What is the aim, objective or purpose of the policy/service/function?	<ul style="list-style-type: none"> <li>• Reducing the level of public health pests to acceptable levels through advice or enforcement</li> <li>• Providing advice on pest prevention, hygiene and proofing to prevent infestations and/or re-infestations.</li> <li>• Ensure landlords / housing providers comply with legislation</li> <li>• Providing a limited service to those most in need or where required for public health</li> </ul>	None
1.3	What outcomes do you want to achieve with this policy and for whom?	<p>To ensure that as far as possible, that the district is a public health pest free environment.</p> <p>To sustain aspects of the service through reduced revenue expenditure.</p>	None
1.4	Who is the policy/function being aimed at?	East Herts residents and businesses	None
1.5	Who defines or defined the policy/function?	Members Leadership Team	None

1.6	Who implements the policy/function?	<ul style="list-style-type: none"> <li>• Environmental Health for advice / enforcement</li> <li>• Local Providers</li> </ul>	None
1.7	How do these outcomes meet or hinder other policies, values or objectives of the public authority	<ul style="list-style-type: none"> <li>• The advisory function will continue allowing people to seek advice before buying services from local providers</li> <li>• This is a discretionary service which the Council is sustaining a key aspect of, therefore safeguarding the service for those who require it at a reduced cost.</li> </ul>	Update website accordingly.
1.8	What factors or forces are at play that could contribute <b>or</b> detract from the outcomes identified earlier?	<p><i>Contributory Factors:</i>                      Effective co-operation from residents, Housing Associations, Thames Water (sewer baiting programme)</p> <p><i>Adverse factors:</i></p> <ul style="list-style-type: none"> <li>• Budget</li> <li>• Resources</li> <li>• Seasonal weather</li> <li>• Costs of treatment from private contractors</li> </ul>	None
1.9	Taking the strands of equalities is there anything in the function that could discriminate or disadvantage any of these groups?	No, a service for vulnerable groups will continue.	None
1.10	From your perspective, how are the functions actually working in practice for each equalities group?	As far as we aware, we are meeting the needs of the groups <ul style="list-style-type: none"> <li>• Concessionary charges for income related</li> </ul>	For these groups nothing changes, we will still provide a service for vulnerable residents.

		<p>benefits were in place prior to the reduced service provision:</p> <ul style="list-style-type: none"> <li>- Income Support</li> <li>- Pension Credit</li> <li>- Income based jobseekers allowance</li> <li>- Housing benefit</li> <li>- Council Tax benefit</li> </ul> <ul style="list-style-type: none"> <li>• Customers who are tenants are advised to contact their landlord / housing association to arrange treatment.</li> <li>• Officers have a small hardship fund to pay for treatment by a local provider where the infestation meets these 3 tests:                             <ul style="list-style-type: none"> <li>- Infestation may be of harm to public health</li> <li>- the resident can prove they are the homeowner responsible for the property</li> <li>- the resident would be unable to pay for the full costs of treatment.</li> </ul> </li> <li>• Residents would then pay the concessionary charge and the council would subsidise the remaining cost of the treatment.</li> </ul>	<p>However where customers are tenants (including housing association properties or through letting agents) we will be advising them to contact their landlord as the responsible party for the maintenance of the property.</p>
1.11	How does the local authority interface with other bodies in relation to the implementation of these functions?	<ul style="list-style-type: none"> <li>• Liaising with Partners where infestations occur on their land</li> <li>• Arrange for local providers to keep Council owned land free from pests</li> </ul>	Ongoing liaison
<b>2</b>	<b>Consideration of available data, research and information</b>		
	<b>Key questions</b>	<b>Answers / Notes</b>	<b>Actions required</b>

2.1	What do you already know about who users of the services?	<ul style="list-style-type: none"> <li>Feedback from corporate residents surveys.</li> <li>analysis of service customer enquiries and complaints system</li> </ul> <p>In 2015/16 there were 985 requests for pest control service, resulting 765 actual jobs.</p> <p>12% of the jobs were from residents who paid the concessionary rate, although further analysis shows the majority of these live in housing association owned property.</p>	None
2.2	What additional information is needed to ensure that all equality groups' needs are taken into account?	Continue to record concession data	Continue to record concession data
2.3	How are you going to go about getting the extra information that is required	N/A	n/a
<b>3</b>	<b>Formal consultation</b>		
	<b>Key questions</b>	<b>Answers / Notes</b>	<b>Actions required</b>
3.1	Who do we need to consult with?	<p>This is a discretionary service therefore formal consultation is not required. However, a communications plan to ensure residents understand the service changes and to address any concerns is key.</p> <p>Communications plan to inform:</p> <ul style="list-style-type: none"> <li>Users and non-users of service</li> <li>Partners such as Housing Associations</li> </ul> <p>Discussions with other authorities will continue</p>	No consultation needed however will communicate with residents regarding the service change and the service for vulnerable residents.

		to take place.	
3.2	What method/form of consultation can be used?	<ul style="list-style-type: none"> <li>Communication plan to inform residents of service changes uses a range of methods agreed by our Comms team</li> </ul>	Comms plan development.
<b>4</b>	<b>Assessment of impact</b>		
	<b>Key questions</b>	<b>Answers / Notes</b>	<b>Actions required</b>
4.1	Have you identified any differential impact and does this adversely affect any groups in the community?	No as a concessions service will be made available. Evidence available through Service and corporate complaints system and consultations	None
4.2	If there is an adverse impact can it be avoided, can we make changes, can we lessen it etc?	<p>Yes, would amend / adjust procedures:</p> <p>Website information will be updated to explain service is changing, but will signpost residents to a list of local providers that meet certain requirements and offer cost effective professional treatments.</p> <p>Reminder than tenants should speak to Housing Associations /landlord. These will be reminded of their responsibilities to prevent them sending customers to us.</p> <p>Vulnerable customers - their service is not changing – they still have access to the same service as before the service change.</p> <p>Appropriate guidance will also be given to</p>	None

		customer service team handling customers.	
4.3	If there is nothing you can do, can the reasons be fairly justified?	See 4.2	None
<b>5</b>	<b>Consideration of the effect of proposed changes on other groups.</b>		
	<b>Key questions</b>	<b>Answers / Notes</b>	<b>Actions required</b>
5.1	Do any of the changes in relation to the adverse impact have a further adverse affect on any other group?	See 4.2	None
<b>INTERNAL PROCESSES FOR THE ORGANISATION</b>			
<b>6</b>	<b>Making a decision in the light of data, alternatives and consultations</b>		
	<b>Key questions</b>	<b>Answers / Notes</b>	<b>Actions required</b>
6.1	The organisations decision making process	<ul style="list-style-type: none"> <li>The decision is the delegated authority of the portfolio holder as a non-key decision</li> </ul>	Publishing of decision
<b>7</b>	<b>Monitor in the future and publication of results of such monitoring</b>		
	<b>Key questions</b>	<b>Answers / Notes</b>	<b>Actions required</b>
7.1	What have we found out in completing this EqIA? What can we learn for the future?	<ul style="list-style-type: none"> <li>Diversity implications are considered when designing or altering services.</li> </ul> Better insight of customer information balanced with the 'need' to collect data on individuals could provide further analysis of customer behaviour.	Keep impact on Env under review
7.2	Who will carry out monitoring?	The Housing and Health Service and customer	Update protocols

		service	
7.3	What needs to be monitored?	Customer data	None
7.4	What method(s) of monitoring?	At first point of contact with the service, technical calls to be recorded	None
7.5	How will the monitoring information be published?	N/A	N/A
<b>8</b>	<b>Publication of results of the impact assessment</b> In line with NKD timescales		