

North Yorkshire Council

Environment Executive Members

24 January 2025

North Yorkshire Council Pest Control Fees

Report of the Assistant Director for Regulation and Harbours

1.0 PURPOSE OF REPORT

1.1 To seek approval of North Yorkshire Council Pest Control fees.

2.0 SUMMARY

- 2.1 The pest control service has achieved convergence of legacy district and borough teams and work to harmonise standard operating procedures is ongoing. As part of this work there is a need to harmonise and agree new fees.
- 2.2 The approach to fees, for domestic and business customers, varied significantly under legacy arrangements. Domestic fees (for the majority treatments) were harmonised from April 2024, as an interim improvement. Following successful convergence, we are now able to harmonise all our fees and agree fees for new areas of work within North Yorkshire Council internal market and to Schools through the Council's trading company North Yorkshire Education Services (NYES). Harmonising fees supports the generation of income for the service and provides greater clarity and consistency for all customers.
- 2.3 Education have always formed part of the pest control customer base, currently 71 Schools are under contract with NYC pest control (forecast income £27k). This is a great opportunity to expand the customer base with Schools. Because NYES have excellent marketing information, analytics, and business intelligence we will be able to grow the service in a measured manner ensuring resources can meet demand and maintain quality.
- 2.4 NYES provide services to over 500 Schools. Using the NYES brand, which is trusted by Schools, taking full advantage of their customer relations, marketing, and back-office functions NYC pest Control, branded as NYES pest control, hope to capitalise on the pest control opportunities accessible via their customer base. Initially, the service will use its existing capacity, only expanding the staff resources if a business case justifies the growth.

3.0 BACKGROUND

- 3.1 A discretionary pest control service operated across four of the former North Yorkshire localities:
- Harrogate
 - Richmondshire
 - Hambleton
 - Ryedale
- 3.2 The services delivered to customers included a domestic, business, and internal pest control offer. The officers carry out investigations, identifying pests, establishing where pests are coming from/into properties/premises, selecting appropriate control methods,

collecting, and disposing of dead/captured pests, laying poisons/traps, spraying chemicals to eliminate insects and providing expert advice.

- 3.3 There is no doubt that this is a service that businesses and the public value, trusting North Yorkshire Council as a reliable, credible brand. NYES is seen in the same way by the education sector.

4.0 INCOME STREAMS

- 4.1 The fees proposed aim to recognise the complexity of the market based on the nature of the business and volume of work per customer for example, a domestic property, B&B, takeaway is vastly different to a School or a large agricultural premises such as a large pig farm. The proposed fees also consider the competition, where the service places itself in the market and how it intends to expand. However, in simple terms the pest control service has two key income streams: Ad hoc jobs and contract work.
- 4.2 Ad hoc jobs come from customers, (business and domestic) that request a treatment as and when they need one. Currently, all business and educational work comes in through the Customer Contact Centre over the phone or via email, often to individual officers making it difficult to capture the business intelligence. Work is ongoing, with Customer, to improve the customer journey through the Customer Contact Centre.
- 4.3 NYES will use their existing customer platform, which Schools are familiar with. NYES will manage and administer billing and charging and customer relations. This will provide for an efficient and excellent customer service.
- 4.4 The aim of the service is to be visible and easily accessible to all the markets available to maximise the income opportunity. Any additional capacity needed by the service will be evidenced by a costed business case. Currently, there is capacity in the service to meet the expected steady increase in demand.

5.0 CURRENT AND PROPOSED FEE STRUCTURES

- 5.1 2023/24 harmonisation of fees only included the most common domestic treatments undertaken. Each locality has continued to offer different services and treatments (to retain the income stream). This report will see all treatments for the domestic, business, Schools and NYC internal markets harmonised.
- 5.2 The fees would go live in April 2025, in accord with the Council's annual budget cycle, except Schools which would take immediate effect to ensure they are implemented in time for School budget planning cycles.
- 5.3 Ad-hoc / domestic customers can access a wide range of services (see Appendix A) priced competitively all achieving full cost recovery and a small surplus. The ad-hoc price applies to domestic customers, businesses, and the NYC internal market.
- 5.4 Concessions for domestic customers only include a harmonised concession set at 25% of the treatment fee subject to evidence of receipt of a government means tested benefit. This is managed by Customer (at point of payment).
- 5.5 For Schools/NYES there are three levels of service available: Standard or Advanced treatment or Comprehensive, which is an annual contract.
- 5.6 Standard – treatment for the pests listed below:
- Wasps
 - Rodents
 - Woodlice

- Ants
- Beetles
- Earwigs
- Silverfish
- Moths

5.7 Advanced – treatment for more complex expensive to treat pests listed below:

- Fleas
- Pest survey
- Custer Flies
- Cockroaches
- Moles
- Proofing survey
- Other
- Grey Squirrels

5.8 Comprehensive – offers a 12-month contract which provides six visits a year focusing on the high-risk areas for rodent control including kitchen/food storage/preparation area, bin area. The pest control officers will advise if they consider wider areas need covering or additional preventative measures would benefit due to size and scale. This upselling will increase the basic contract price to reflect the additional work and product needed to meet the customers specifications.

5.9 Business Offer - there are two types of business contract available, Standard and Time and Materials.

5.10 Standard Business Contract - is a 12-month contract based on six visits a year, the target is SMEs such as takeaways, restaurants, food preparation or other businesses that want the reassurance of a contracted service to protect their business. This basic offer focuses on the businesses high-risk areas for rodent control including kitchen/food storage/preparation area, bin area, storage to help businesses be compliant with industry standards such as Red Tractor Certification. The pest control officers will advise the business if they consider wider areas need covering or additional preventative measures would benefit the business. Upselling will increase the basic contract price to reflect the additional work and product needed to meet the customers specifications.

5.11 Time and Materials Contract – this is used for the large or more complex businesses examples are: A large pig farm or a large chicken farm where rodent and other infestations occur simultaneously and sporadically but they also need to provide the relevant documentation for industry standards and requirements such as Red Tractor. The business will be charged at the contracted hourly rate plus 10% on all materials used.

5.12 NY Internal Market - where a contract is required, it will be agreed with the commissioning service if a Standard Business or Time and Material is more appropriate.

6.0 CURRENT AND PROJECTED INCOME

6.1 The quarter three budget projection is currently being prepared by Finance in accord with the Council's budget cycle, working with the service, and an update will be provided at the meeting.

7.0 FINANCIAL IMPLICATIONS

7.1 NYES will charge NYC pest control service a fixed fee £3,500 per year until March 2026 (£7,000 in total for the period 2024/25 and 2025/26), whereupon the fee will be reviewed based on the volume of work coming to pest control via NYES. This is based upon the work

already undertaken (at risk) by NYES to develop the pest control offer (marketing material and preparation) and the customer offer (see above) this is considered value for money.

- 7.2 The fees proposed follow the model approved last year by increasing to the highest prices for ad-hoc treatments, albeit some prices have been adjusted to reduce the number of treatments offered to be more comparable with the open pest control market. The basic contract price is based on full cost recovery to get the service 'through the door,' then up-sell services to meet the specific customers' needs as identified by the customer / recommended by the pest control professional. The current forecast in 24/25 is for an underachievement of income of around £50k in 24/25. Work is currently being undertaken to improve the ordering/reporting process and harmonise systems. The budget overall for 25/26 for pest control income is around £640k, which includes an additional £50k compared to the 2024/25 budget to reflect the planned improvement and expansion of the service.

8.0 LEGAL IMPLICATIONS

- 8.1 Pest Control is a discretionary service meaning the Council has the power but not a duty to provide Pest Control Services. The Council can set a fee level that allows it to cover the cost of providing the service.

9.0 EQUALITIES IMPLICATIONS

- 9.1 An Equalities Impact Assessment has been completed and concessionary reduction for domestic treatment has been harmonised (see Appendix B).

10.0 CLIMATE CHANGE IMPLICATIONS

- 10.1 There are no climate change implications arising from the fee proposals. (see Appendix C).

11.0 REASONS FOR RECOMMENDATIONS

- 11.1 To harmonise fees and agree fees for new areas of work within North Yorkshire Council internal market and to Schools through the Council's trading company North Yorkshire Education Services (NYES). Harmonising fees supports the generation of income for the service and provides greater clarity and consistency for all customers.

12.0 RECOMMENDATION

- 12.1 That the Corporate Director of Environment, in consultation with the Executive Member for Managing Our Environment, approves:
- i. North Yorkshire Council Pest Control Fees, contained in in Appendix A, attached to this report
 - ii. the fees, in Appendix A attached to this report, be implemented for financial year 2025/26, except fees charged to schools
 - iii. fees charged to Schools to commence with immediate effect, subject to approval of this report
 - iv. an annual fee of £3,500.00 be paid by North Yorkshire Council Pest Control Service to North Yorkshire Education Service, until March 2026.

Appendices

Appendix A – North Yorkshire Council Pest Control Fees 2025/26

Appendix B – Equality impact assessment screening

Appendix C – Climate Change Impact assessment screening

BACKGROUND DOCUMENTS: None

Callum McKeon
Environment
County Hall, Northallerton
24 January 2025

Report Author – Dean Richardson Head of Regulatory Services
Presenter of Report – Dean Richardson and Drew Fussey Environmental Enforcement Manager

Appendix A

Fee / Charge Type	Service	Basis of Charge	2024/25 Revised Rate as per Service	2025/26 Actual Rate as per Service	Actual % Increase	Comments
Domestic Charges						All Domestic fees include VAT
Advice visit/call-out (deducted from cost of treatment if applicable)	Will be deducted from treatment fee if treatment is carried out.	Discretionary		55.00	#REF!	
Ants, Silverfish, Woodlice		Discretionary	87.00	90.00	3.45%	
Rodent (Mice & Rats) - max. 3 visits		Discretionary	108.00	115.00	6.48%	
Moles - max. 3 visits		Discretionary		120.00	#REF!	
Grey Squirrels (Indoor Only) - max. 3 visits		Discretionary		150.00	#REF!	
Wasps Nest - max. 2 nests		Discretionary	73.00	75.00	2.74%	
Insect Identification (if sent to Killgerm)		Discretionary		45.00	#REF!	
Fleas - up to 2 visits		Discretionary		150.00	#REF!	
Cluster Flies		Discretionary	90.00	95.00	5.56%	
Moths, Beetles, Cockroaches, Earwigs		Discretionary		100.00	#REF!	
Special domestic (additional where two operatives are required)		Discretionary		55.00	#REF!	
Concessionary - 25% reduction of treatment fee based on means tested benefit		Discretionary			-	
Cancellation charge (less than 24 hours notice) 100% of treatment fee		Discretionary			-	

Appendix A

Fee / Charge Type	Service	Basis of Charge	2024/25 Revised Rate as per Service	2025/26 Actual Rate as per Service	Actual % Increase	Comments
<u>NYES - Standard</u>	per site					All School fees do not include VAT where charged internally / to NY schools and do include VAT where charged externally / to non NY schools
Academy Trust		Discretionary		132.00		
Childminder	Middlesbrough, Stockton, Redcar & Cleveland, Hartlepool and Darlington only	Discretionary		150.00		
Non NY Early Years						
Non NY Primary Academy						
Non NY Primary Maintained						
Non NY Secondary Academy						
Non NY Secondary Maintained						
Non NY Special Academy						
Non NY Special Maintained						
Post-16 Provider						
Other Organisations						
NY Primary Academy		Discretionary		110.00		
NY Primary Federated						
NY Primary School						
NY Pupil Referral Unit						
NY Secondary Academy						

Appendix A

Fee / Charge Type	Service	Basis of Charge	2024/25 Revised Rate as per Service	2025/26 Actual Rate as per Service	Actual % Increase	Comments
NY Secondary School						
NY Special Academy						
NY Special School						
Primary - Independent	NY	Discretionary		110.00		
	Middlesbrough, Stockton, Redcar & Cleveland, Hartlepool and Darlington only	Discretionary		150.00		
Secondary - Independent	NY	Discretionary		110.00		
	Middlesbrough, Stockton, Redcar & Cleveland, Hartlepool and Darlington only	Discretionary		150.00		
Special - Independent	NY	Discretionary		110.00		
	Middlesbrough, Stockton, Redcar & Cleveland, Hartlepool and Darlington only	Discretionary		150.00		
<u>NYES - Advanced</u>	per site					
Academy Trust		Discretionary		264.00		

Appendix A

Fee / Charge Type	Service	Basis of Charge	2024/25 Revised Rate as per Service	2025/26 Actual Rate as per Service	Actual % Increase	Comments
Childminder						
NY Early Years Setting						
Non NY Early Years	Stockton, Middlesbrough, Redcar & Cleveland, Hartlepool and Darlington Schools Only	Discretionary		282.00		
Non NY Primary Academy						
Non NY Primary Maintained						
Non NY Secondary Academy						
Non NY Secondary Maintained						
Non NY Special Academy						
Non NY Special Maintained						
Other Organisations						
NY Primary Academy		Discretionary		220.00		
NY Primary Federated						
NY Primary School						
NY Pupil Referral Unit						
NY Secondary Academy						
NY Secondary School						
NY Special Academy						
NY Special School	NY	Discretionary		220.00		
	Stockton, Middlesbrough, Redcar & Cleveland, Hartlepool and Darlington Schools Only	Discretionary		282.00		

Appendix A

Fee / Charge Type	Service	Basis of Charge	2024/25 Revised Rate as per Service	2025/26 Actual Rate as per Service	Actual % Increase	Comments
Post-16 Provider	NY	Discretionary		220.00		
	Stockton, Middlesbrough, Redcar & Cleveland, Hartlepool and Darlington Schools Only	Discretionary		282.00		
Primary - Independent	NY	Discretionary		220.00		
	Stockton, Middlesbrough, Redcar & Cleveland, Hartlepool and Darlington Schools Only	Discretionary		282.00		
Secondary - Independent	NY	Discretionary		220.00		
	Stockton, Middlesbrough, Redcar & Cleveland, Hartlepool and Darlington Schools Only	Discretionary		282.00		
Special - Independent	NY	Discretionary		220.00		
	Stockton, Middlesbrough, Redcar & Cleveland, Hartlepool and Darlington Schools Only	Discretionary		282.00		

Appendix A

Fee / Charge Type	Service	Basis of Charge	2024/25 Revised Rate as per Service	2025/26 Actual Rate as per Service	Actual % Increase	Comments
<u>Contract</u>						
Hourly Rate	per hour	Discretionary		66.00		
Service Record (Hard Copy)	per site	Discretionary		48.00		
Standard Business Annual Contract		Discretionary		480.00		No VAT for internal
Education Comprehensive Package (NY Local Authority Schools)		Discretionary		400.00		
Education Comprehensive Package (None LA Schools)		Discretionary		480.00		
Education Comprehensive Package (Outside NY Boundaries)		Discretionary		540.00		

Appendix B

Initial equality impact assessment screening form			
This form records an equality screening process to determine the relevance of equality to a proposal, and a decision whether or not a full EIA would be appropriate or proportionate.			
Directorate	Environment		
Service area	Regulatory Services		
Proposal being screened	North Yorkshire Council Pest Control Fees		
Officer(s) carrying out screening	Dean Richardson		
What are you proposing to do?	To agree North Yorkshire Council Pest Control fees.		
Why are you proposing this? What are the desired outcomes?	To provide consistent and clear pricing for customers of our pest control services.		
Does the proposal involve a significant commitment or removal of resources? Please give details.	No		
Impact on people with any of the following protected characteristics as defined by the Equality Act 2010, or NYC's additional agreed characteristics			
As part of this assessment, please consider the following questions:			
<ul style="list-style-type: none"> • To what extent is this service used by particular groups of people with protected characteristics? • Does the proposal relate to functions that previous consultation has identified as important? • Do different groups have different needs or experiences in the area the proposal relates to? 			
If for any characteristic it is considered that there is likely to be an adverse impact or you have ticked 'Don't know/no info available', then a full EIA should be carried out where this is proportionate. You are advised to speak to your Equality rep for advice if you are in any doubt.			
Protected characteristic	Potential for adverse impact		Don't know/No info available
	Yes	No	
Age		X	
Disability		X	
Sex		X	
Race		X	
Sexual orientation		X	
Gender reassignment		X	
Religion or belief		X	
Pregnancy or maternity		X	
Marriage or civil partnership		X	
NYCC additional characteristics			
People in rural areas		X	
People on a low income	X		
Carer (unpaid family or friend)		X	
Does the proposal relate to an area where there are known inequalities/probable impacts (e.g. disabled people's access to public transport)? Please give details.	No		
Will the proposal have a significant effect on how other organisations operate? (e.g. partners, funding criteria, etc.). Do any of these organisations support people with protected characteristics? Please explain why you have reached this conclusion.	No		

Appendix B

Decision (Please tick one option)	EIA not relevant or proportionate:	<input checked="" type="checkbox"/>	Continue to full EIA:	<input type="checkbox"/>
Reason for decision	To provide consistent and clear pricing for customers of our pest control services.			
Signed (Assistant Director or equivalent)	Callum McKeon			
Date	16/01/2025			

Initial Climate Change Impact Assessment

The intention of this document is to help the council to gain an initial understanding of the impact of a project or decision on the environment. This document should be completed in consultation with the supporting guidance. Dependent on this initial assessment you may need to go on to complete a full Climate Change Impact Assessment. The final document will be published as part of the decision-making process. If you have any additional queries, which are not covered by the guidance please email climatechange@northyorks.gov.uk

Title of proposal	North Yorkshire Council Pest Control Fees
Brief description of proposal	To agree North Yorkshire Council Pest Control Fees.
Directorate	Environment
Service area	Regulatory Services
Lead officer	Dean Richardson
Names and roles of other people involved in carrying out the impact assessment	NA

The chart below contains the main environmental factors to consider in your initial assessment – choose the appropriate option from the drop-down list for each one.

Remember to think about the following;

- Travel
- Construction
- Data storage
- Use of buildings
- Change of land use
- Opportunities for recycling and reuse

Appendix C

Environmental factor to consider	For the council	For the county	Overall
Greenhouse gas emissions	No effect on emissions	No Effect on emissions	No effect on emissions
Waste	No effect on waste	No effect on waste	No effect on waste
Water use	No effect on water usage	No effect on water usage	No effect on water usage
Pollution (air, land, water, noise, light)	No effect on pollution	No effect on pollution	No effect on pollution
Resilience to adverse weather/climate events (flooding, drought etc)	No effect on resilience	No effect on resilience	No effect on resilience
Ecological effects (biodiversity, loss of habitat etc)	No effect on ecology	No effect on ecology	No effect on ecology
Heritage and landscape	No effect on heritage and landscape	No effect on heritage and landscape	No effect on heritage and landscape

If any of these factors are likely to result in a negative or positive environmental impact then a full climate change impact assessment will be required. It is important that we capture information about both positive and negative impacts to aid the council in calculating its carbon footprint and environmental impact.

Decision (Please tick one option)	Full CCIA not relevant or proportionate: <input type="checkbox"/>	Continue to full CCIA: <input checked="" type="checkbox"/>
Reason for decision	The fees do not directly impact the above environmental factors.	
Signed (Assistant Director or equivalent)	Callum McKeon	
Date	16/01/2025	