

Equality Impact Assessment / Equality Analysis Budget Proposals

This template has been developed for the specific purpose of analysing the equality impact of proposals that have been put forward as part of budget setting. Use this template to identify what impact or likely impact the proposal will have on people with protected characteristics.

Title of savings proposal	Removal of Non-Statutory Services within Public Protection (Pest Control)			
Growth or Savings/Income?	Savings	FTE Reduction/Increase	1.6 FTE	
Brief Description and Aim <i>(no more than 100 words)</i>	The proposed removal of selected non-statutory services within Public Protection will reduce the Council's capacity to provide discretionary interventions that support community safety, environmental quality, and public health.			
Budget Reduction / Growth Value <i>(note year 2 value is the increase/decrease on year 1)</i>	Year	2026/27	2027/28	2028/29
	Value (£000)	18		
Directorate/Service area and Cabinet Portfolio	Sustainable Communities Community & Compliance			

	Communications & Community
Impacts to Service Delivery <i>(no more than 100 words)</i>	The removal of selected non-statutory services within Public Protection (Pest Control) will reduce the Council's ability to provide proactive and preventative interventions that support community safety, environmental quality, and public health. This may lead to slower response times, increased demand on statutory services, and a greater reliance on external agencies or community resources. Over time, the absence of this discretionary service could result in higher levels of complaints, reduced resident satisfaction, and increased operational pressures on remaining teams, potentially impacting the overall effectiveness and resilience of Public Protection services.
Delivery Risk Rating (High/Medium/Low) <i>(Please detail reasons and actions to reduce risk)</i>	High Mitigation measures include reallocating essential functions to other internal teams, redirecting public enquiries through established digital platforms, and updating public guidance to ensure residents know how to access support or report issues. The Council will also work with relevant partners and agencies to address any gaps in service provision and ensure statutory duties are maintained.
Do the aims of this proposal link to any other budget proposals? <i>(no more than 100 words)</i>	No
Consider whether this proposal has any knock-on impacts to other services. If so, please provide service and detail <i>(no more than 100 words)</i>	Responsibilities previously managed by Public Protection would shift to other teams, such as corporate landlord, heritage, parking, parks, cleansing, enforcement, increasing their workload and potentially leading to slower response times and higher operational pressures. There is a risk of increased public complaints, unresolved environmental issues, and greater reliance on statutory services.

	Vulnerable residents may be disproportionately affected, and overall service resilience and resident satisfaction could decline as a result Proposal all individual Pest Control budgets held within Services are centralised under one contract managed Corporate Landlord
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Assessment of impact: 'Equality analysis'

Use the spaces below to demonstrate you have analysed how this proposal:

- Meets any needs of equality groups or helps promote equality in some way.
- Could have a negative or adverse impact for any of the equality groups - and if so, mitigating actions.
- Could have potential knock-on effects for other service areas or create problems because of cumulative impacts.

	All equality areas/characteristics	How this proposal might advance equality	Potential negative or adverse impacts - and what steps can be taken to mitigate this	Potential knock-on impacts for other service areas/other proposals
1	Sex	Proactive communication and guidance could help ensure that any changes do not inadvertently disadvantage any gender group in accessing support or reporting issues	<p>The removal of discretionary services may disproportionately affect women or men depending on patterns of service use. For example, if women are more likely to report issues related to community safety or environmental health, reduced service capacity could impact their sense of safety or wellbeing.</p> <p>There is a risk that slower response times and increased reliance on external agencies may make it harder for some groups to access support, particularly if there are gendered differences in how services are accessed or experienced.</p> <p>Mitigation steps include:</p>	<p>Responsibilities previously managed by Public Protection may shift to other teams (e.g., corporate landlord, heritage, parking, parks, cleansing, enforcement), increasing their workload and potentially leading to slower response times and higher operational pressures.</p> <p>There is a risk of increased public complaints and unresolved issues, which could disproportionately affect vulnerable residents, including those whose needs may differ by sex.</p> <p>Service resilience and resident satisfaction could decline, and cumulative impacts may arise if</p>

			<ul style="list-style-type: none"> • Reallocating essential functions to other internal teams to maintain service coverage. • Updating public guidance and digital platforms to ensure all residents know how to access statutory support. • Monitoring complaints and service usage by gender to identify and address any emerging disparities. • Working with partners to address gaps and ensure statutory duties are maintained. 	other proposals also reduce discretionary support in related areas.
2	Pregnancy & maternity	None identified	None identified	None identified
3	Gender reassignment	None identified	None identified	None identified
4	Disability	<p>Ensure accessible communication about the changes, using clear language and multiple formats (including Easy Read and digital channels).</p> <p>Provide proactive signposting to support services and resources on the Council website, ensuring visibility for people with disabilities and neurodivergent individuals.</p> <p>Where possible, embed inclusive design principles so that any service changes improve accessibility and reduce barriers.</p>	<p>Change could be confusing or stressful, particularly for those who are neurodivergent or rely on routine.</p> <p>Risk of reduced access to services if information is not communicated clearly or if support pathways are unclear.</p> <p>Increased reliance on digital channels may disadvantage individuals with limited digital skills or access.</p> <p>Mitigation steps</p> <ul style="list-style-type: none"> • Provide transition support, including FAQs, helplines, and staff training to assist customers during the change. 	<p>Increased demand on customer services and support teams for clarification and assistance.</p> <p>Possible pressure on adult social care and community support services if individuals struggle to adapt.</p> <p>Need for coordination with communications and digital teams to maintain accurate, accessible information.</p>

			<ul style="list-style-type: none"> • Offer alternative formats for communication and ensure reasonable adjustments are available. • Signpost to specialist support services (e.g., disability advice, neurodiversity support groups) via the Council website and partner networks. • Monitor feedback and complaints to identify emerging issues early. 	
5	Race	None identified	None identified	None identified
6	Sexual orientation	None identified	None identified	None identified
7	Marriage and civil partnership	None identified	None identified	None identified
8	Religion/belief	None identified	None identified	None identified
9	Age	<p>Opportunity to modernise service delivery by improving digital platforms and guidance, which can benefit tech-savvy users and streamline processes.</p> <p>Redeployment and redundancy support for affected staff ensures fairness and helps older employees transition effectively.</p>	<p>Digital exclusion risk for older or vulnerable residents who may struggle with online-only processes. Stress and uncertainty for older staff facing redundancy, which could disproportionately affect those nearing retirement.</p> <p>Mitigation steps</p> <ul style="list-style-type: none"> • Provide alternative access routes, such as telephone support via Council Connect, and maintain clear offline options for key services. • Offer staff support packages, including: 	<p>Increased demand on Council Connect and customer service teams for non-digital support. HR and organisational development teams will need to manage redeployment and redundancy processes, including training and wellbeing support.</p> <p>Possible pressure on community hubs and libraries if residents seek in-person assistance.</p>

			<ul style="list-style-type: none"> ○ Entitlement to redundancy pay. ○ Placement on the redeployment register. ○ Career counselling and training opportunities. • Communicate changes early and in accessible formats 	
B&NES Local Priority				
10	Socio-economically disadvantaged	Clear communication and signposting to affordable alternatives can help ensure equitable access to necessary service	<p>Removal of non-statutory services (pest control) will force residents to use private providers, where costs could be prohibitive for low-income households.</p> <p>Increased risk of environmental health issues in disadvantaged areas if residents cannot afford private services.</p> <p>Potential for widening inequalities if those with financial means can access services while others cannot.</p> <p>Mitigation steps</p> <ul style="list-style-type: none"> • Provide transparent guidance on what statutory support remains available and how to access it. • Signpost to community schemes, charities, or subsidised options where possible. • Explore hardship support mechanisms or partnerships with local organisations to assist those unable to pay. 	<p>Increased demand on customer services for advice and complaints.</p> <p>Pressure on public health teams if pest related issues escalate in vulnerable communities.</p> <p>Possible impact on housing and environmental enforcement teams dealing with unmanaged problems.</p>

			<ul style="list-style-type: none"> Ensure digital and offline communication channels are used to reach all groups. 	
11	Rural communities	<p>Potential to streamline services and improve efficiency, which could free resources for targeted rural support in the future.</p> <p>Opportunity to enhance digital access and self-service options, reducing travel needs for those in remote areas</p>	<p>Rural residents may face greater barriers to accessing services if physical presence or discretionary support is reduced, especially where transport links are poor.</p> <p>Increased reliance on digital platforms could disadvantage those with limited broadband connectivity or digital skills.</p> <p>Mitigation steps</p> <ul style="list-style-type: none"> Maintain offline and telephone support through Council Connect for residents without reliable internet. Provide clear signposting to alternative services and community hubs. Ensure communications include postal updates and local noticeboards in rural communities. 	<p>Higher demand on customer service teams for phone-based support.</p> <p>Possible pressure on community transport schemes if residents need to travel further for statutory services.</p> <p>Increased reliance on libraries or local hubs for digital access and assistance.</p>
12	Armed Forces Community	None identified	None identified	None identified
13	Care Experienced	<p>Opportunity to ensure clear signposting to specialist support networks and advocacy services for those leaving care.</p>	<p>Removal of discretionary services may reduce informal safety nets that care-experienced individuals rely on, increasing vulnerability.</p> <p>Mitigation steps</p> <ul style="list-style-type: none"> Provide targeted communication to care-experienced individuals 	<p>Increased demand on social care and housing teams if issues escalate due to lack of early intervention.</p> <p>Pressure on community support organisations and voluntary sector partners to fill gaps.</p>

			<p>and their support workers about what services remain and how to access them.</p> <ul style="list-style-type: none"> • Signpost to dedicated care leaver support teams, local charities, and online resources via the Council website. • Ensure customer service staff are trained to recognise and prioritise queries from care-experienced individuals. • Monitor complaints and feedback to identify disproportionate impacts early. 	
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Name of officer(s) conducting equality analysis: Lynda Deane – Head of Community & Compliance

Signed off by: Chris Major, Director of Place Management

Date: 4th December 2025