



NORTHAMPTONSHIRE  
PARTNERSHIP HOMES

# Bed Bug Policy

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| <b>DOCUMENT MANAGEMENT</b>                                       |  |
|--|--|
| <i>Approved by:</i><br><br><i>Date of approval:</i>              | Next Review Date: June 2026<br><br>Version 1 |
| Contact Officer: Paul Francis<br>Tenancy Management Area Manager |  |

| <b>THIS DOCUMENT IS TO BE READ IN CONJUNCTION WITH:</b>                 |
|---|
| 1. The Regulator of Social Housing Neighbourhood and Community Standard |
| 2. Fly tipping policy   |
| 3. Fire safety in communal areas policy                                 |
| 4. Tenancy agreement  |
| 5. Leasehold agreement  |
| 6. Bed Bug Procedure  |

| <b>REVISION HISTORY</b> |                        |                    |                |         |
|-------------------------|------------------------|--------------------|----------------|---------|
| Revision date           | Previous revision date | Summary of Changes | Changes marked | Version |
| N/A                     | N/A                    | N/A                |                |         |

| <b>DISTRIBUTION – This document has been distributed to:</b> |                  |               |         |
|--|------------------|---------------|---------|
| Name   | Job Title        | Date of Issue | Version |
| SMT Members  | Heads of Service |               | 1       |

## 1. Purpose and Context

- 1.1 Northamptonshire Partnership Homes (NPH) manages in excess of 12 000 properties on behalf of West Northamptonshire Council (WNC), delivering a full range of housing related services covered within a Management Agreement.
- 1.2 The properties that we manage and maintain are diverse, and broadly encompass general needs and those designated as “older persons”, but also include some that are designed for people with very specific needs.
- 1.3 For the purpose of this policy the term “Resident” will represent an NPH tenant, use and occupier and leaseholder.
- 1.4 The purpose of this policy is to bring awareness of bed bugs and NPH’s roles and responsibilities.
- 1.5 The UK has seen a significant increase of bed bug infestation within recent years, and this has resulted in national media coverage.
- 1.6 We have seen an increasing number of cases in recent years and during the calendar years 2021 to 2023 the numbers have almost tripled, which has in turn caused budget pressures.
- 1.7 The Ombudsman recently investigated a case where the resident had complained about the way NPH had handled an infestation of bed bugs and made a recommendation that NPH should have a bed bug policy. They also gave detail of what be included within it. These have been incorporated within the new policy.
- 1.8 Bed bugs are small insects that often live on soft furnishings such as bedding or sofas. They can hide in many places including bed frames, mattresses, clothing, furniture, under loose wallpaper and behind skirting boards. Bed bugs can be dark yellow, red, or brown and around 5mm long.
- 1.9 Once these bugs inhabit soft furnishings such as beds and sofa, then it is unlikely that those items can be salvaged and will require cautious disposal.
- 1.10 Signs of bed bugs are generally bites on the skin, spots of blood on bedding or small brown spots on furniture.
- 1.11 Bed bugs are very difficult to eradicate in the home as they are resistant to most insecticides and so generally you will have more success if a certified pest controller is used.

## **2 Policy statement**

- 2.1 This policy and procedure outlines Northamptonshire Partnership Homes (NPH) approach to dealing with bed bugs infestations within their properties and communal area.
- 2.2 This policy aims to:
- Provide awareness of bed bugs and how to manage them effectively.
  - Confirm our approach to dealing with reports of bed bugs from both single and multiple dwellings and property types.
  - Ensure that we deliver quality customer focused services.
  - Ensure we monitor the effectiveness of the pest control contract ensuring value for money and affected residents kept up to date.
  - Ensure there are no health and safety risks to all NPH employees, their contractors and residents, guests, and visitors within our properties.
  - Work with internal and external partners to ensure our properties are well managed and collaboratively contribute towards keeping them free of pests.
  - Prevent the likelihood of a public health risk.

## **3 Policy**

- 3.1 Residents are responsible for eradicating a pest problem within their homes as per their tenancy conditions.
- 3.2 NPH will not normally pay for pest treatment where the problem exists in a house or bungalow but may consider exceptional circumstances such as financial hardship, risk to public health or vulnerability, each case will be assessed on its own merits.
- 3.3 Due to complex nature of bed bugs and the significant risk of cross contamination to other properties, individual flats, neighbouring and adjacent properties that may have been affected may be surveyed by a pest contractor at a cost covered by NPH.
- 3.4 If a property is detected to have bed bugs following a survey and the resident is not subjected to financial hardship, then the resident will be responsible for arranging pest control themselves or can request NPH to arrange this and would be recharged for services.
- 3.5 If a resident experiences an infestation of bed bugs, treatment may be considered subject to an affordability assessment. This will take into account other factors such as the likelihood of further cross contamination to other properties if the problem is not treated.

- 3.6 It is the responsibility of residents to inform us if they have had sightings or believe there is an infestation of bed bugs within their property as soon as possible.
- 3.7 Where an infestation is confirmed NPH will follow all recommendations and will also cover the cost of furniture wrapping and disposal if required.
- 3.8 To prevent the risks of contracting bed bugs, residents should ensure they are vigilant when acquiring second hand soft furnishings such as sofas and beds.
- 3.9 Officers must obtain a signed undertaking (appendix C) from the resident that states they agree to treatment and will co-operate and allow access to the pest control contractor and NPH.
- 3.10 NPH will ensure that the pest control contractor attends the affected property within 3 working days from when a report is received.
- 3.11 The contractor will book in an appointment with the resident within 3 working days of receiving the request from NPH. A treatment plan will be made with the tenant on a case-by-case basis and treatment will continue until the bed bugs have been eradicated. Subsequent visits are generally every 7 days.
- 3.12 The contractor will provide the resident with relevant literature on bed bugs, how they can be managed and what can be done to prevent further infestations (appendix A & B). They will also provide instructions to the resident either prior or post appointment which will assist with the eradication.
- 3.13 The contractor will be responsible for communicating with the resident from the point of receiving the request for works from NPH and the final treatment. The contractor will communicate by way of phone and letter.
- 3.14 Residents should ensure their property is as clear and tidy as possible to enable the treatment to be successful.
- 3.15 Residents should ensure they are in open communication with the contractor and Housing Officer and allow for appointments for treatment.
- 3.16 The contractor will ensure that a job report is issued to both the resident and NPH, outlining the work carried out and any recommendations or further treatment. NPH will record and monitor all reports and act upon recommendations made.
- 3.17 Failing to adhere to instructions or allowing access will result in NPH cancelling any further treatment from the pest controller.
- 3.18 For more serious situations where we are aware of further risk of infestation, and where the resident has failed to allow access, NPH may exercise their landlord rights of access, and should the situation continue then this may result in tenancy enforcement action.

- 3.19 NPH will not offer residents a decant or temporary accommodation. This will help to prevent further spread of the infestation. Bed Bug treatments are less likely to be effective if a property is empty as the bugs can lay dormant within cavities.
- 3.20 If the resident refuses to remain in the property, then NPH will consider withdrawing from further treatments, and it will become the resident's responsibility to pay for future treatments.
- 3.21 If a resident has applied for a housing transfer or mutual exchange, the property must be treated until there are no further sightings of bed bugs before the resident moves.
- 3.22 If NPH officers are required to visit an affected property then they will take the necessary precautions before entering to ensure that the infestation is not spread.
- 3.23 Residents need to ensure they do not place any (infected) items in communal areas, communal gardens, or public areas as per our fire safety in communal areas and fly tipping policies. If any large items in a communal area are believed to be infested with bed bugs, NPH will arrange for their removal via the contractor. Further investigations will be carried out and NPH will consider recharging the tenant or if appropriate will take further action against the tenancy.
- 3.24 Residents affected by bed bugs should be vigilant when leaving their home to ensure there are no bugs on their clothing or luggage. This will help to prevent the risk of spreading the infestation. They should try to avoid visiting other properties wherever possible.
- 3.25 Bed bug bites are not ordinarily infectious or harmful, however should anyone who has come into contact with bed bugs be concerned, they should contact their GP for advice and relevant medication.
- 3.26 We may in exceptional circumstances seek a second independent opinion from an approved pest control contractor.
- 3.27 We will liaise with the Council on any matter that we believe is or could be a public health risk.

#### **4 Guidelines**

- 4.1 The bed bug fact sheet (appendix A) outlines basic information and tips. This can also be found on the NPH website.
- 4.2 A useful document "Preparation for insecticidal and combination treatments for bed bug infestations" (appendix B). This can also be found on the NPH website.
- 4.3 The following should be read in conjunction with this policy:

Bed Bug Procedure

Fire safety in communal areas policy

Fly tipping policy.

The Regulator of Social Housing Neighbourhood and Community Standard

Tenancy agreement

Leasehold agreement

## **5 Review Date**

- 5.1 This policy will be reviewed every 2 years with the first review date being March 2026.

Appendix A



British Pest Control Association



PestAware Advice Sheet  
**Bitten by bed bugs?**

**British Pest Control Association 'Bitten by bed bugs?' pest awareness advice**

BPCA is the trade association for the professional pest management sector. It's our role to help everyone understand the importance of proper pest control, provide pest

prevention advice, and help you find an appropriately trained and trusted pest management company. Our PestAware guides are designed for home and business owners

and are packed with practical advice and tips for getting to grips with British pest species.

**Version 1. May 2021.**

**[bpca.org.uk/pestaware](https://bpca.org.uk/pestaware)**  
Driving excellence in pest management

 **01332 294 288**  
 **@britpestcontrol**

## Bitten by bed bugs? Pest advice for controlling bed bugs

Found some unexplained reddish brown spots on your bedding?  
Been bitten while slumbering?  
And have you ever wondered if bed bugs live anywhere other than your mattress?

Find out everything you need to know about one of the most detested pests in the UK, including how and why we control them, using our complete guide.

Whether you're thinking about doing some DIY bed bug pest control or you're looking to enlist the help of a professional pest management company, this guide is for you.



Bed bugs can be an uphill battle to control and DIY treatments are not recommended.

Bed bugs are parasitic insects with a knack for travel. Scientists estimate there are around 90 species of bed bug worldwide, however the main culprit adapted to human environments is the common bed bug (*Cimex lectularius*)

According to recent studies, these pests have been chowing down on blood for at least 115 million years ago, making them

**“Find out everything you need to know about one of the most detested pests in the UK, including how and why we control them, using our complete guide.”**

### In this guide

- The dangers: why we control bed bugs
- Bed bugs around businesses
- Habitat: how bed bugs choose a home
- Where do bed bugs come from?
- The tell-tale signs bed bugs are about
- Why are bed bugs more common in summer?
- Bed bug biology and behaviour
- Appearance
- Mating and lifespan
- Other characteristics
- Bed bug, flea, tick or mite?
- What do bed bugs eat?
- How to treat a bed bug bite
- How to prevent bed bugs
- Getting rid of bed bugs
- DIY bed bug control
- Professional pest control
- What if my pest controller can't find evidence of bed bugs?
- Finding a pest controller to get rid of bed bugs.

bunk buddies with dinosaurs like the Tyrannosaurus Rex.

Bed bugs can be tough to control because they carry a stigma, so sometimes people will avoid calling a professional straight away due to being embarrassed.

Instead, they may try to treat using an amateur product, which could prolong the infestation and lead

to it spiralling out of control.

### The dangers: why we control bed bugs

The main reason for controlling bed bugs is that they bite.

Bed bugs can harbour various pathogens, but transmission to humans has not been proven and is believed to be unlikely.

Although there are no known disease risks associated with bed bug bites, they can cause acute irritation and distress.

Everyone reacts differently to a bed bug bite; some develop red, irritating marks and lumps, while others do not react to the bites.

The bites can be itchy and cause painful swelling, with excessive scratching sometimes leading to infections.

Bed bugs also cause mental distress and can, in extreme cases, lead to ongoing delusional parasitosis, even after successful treatment has eradicated the infestation.

### Bed bugs around businesses

The businesses most likely to experience bed bug infestations are hotels, hostels or bed and breakfasts.

But that doesn't mean you won't also find them in office buildings, movie theatres, aeroplanes and other places that have a high volume



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## Bitten by bed bugs? Pest advice for controlling bed bugs

quickly locate a suitable feeding site. They can be in an inactive state for weeks or months and quickly "wake" when they detect biological signatures like CO<sub>2</sub>.

Bed bugs are nocturnal and usually start feeding when people are asleep. This is the safest time for them to get a meal, as they are less likely to get squished if detected.

In heavily infested areas, bed bugs will become opportunistic and feed during the day if conditions are favourable. When alarmed, they move quickly and emit an odour.

A 2013 study in the journal *Nature Scientific Reports* suggested that bedbugs have evolved ways to resist insecticides.

### Bed bug, flea, tick or mite?

Although all belong to the phylum classification Arthropoda, bed bugs, and fleas are insects, whereas ticks and mites belong to another group of arthropods: Arachnida.

This puts them in the same class as spiders and scorpions.

Bed bugs most closely resemble the flea in appearance; both have six legs, are wingless and can appear reddish-brown in colour.

However, fleas are more often a shade of grey and have bodies that are flattened laterally, where bed bugs are flat horizontally.

There are many differences between bed bugs and ticks.

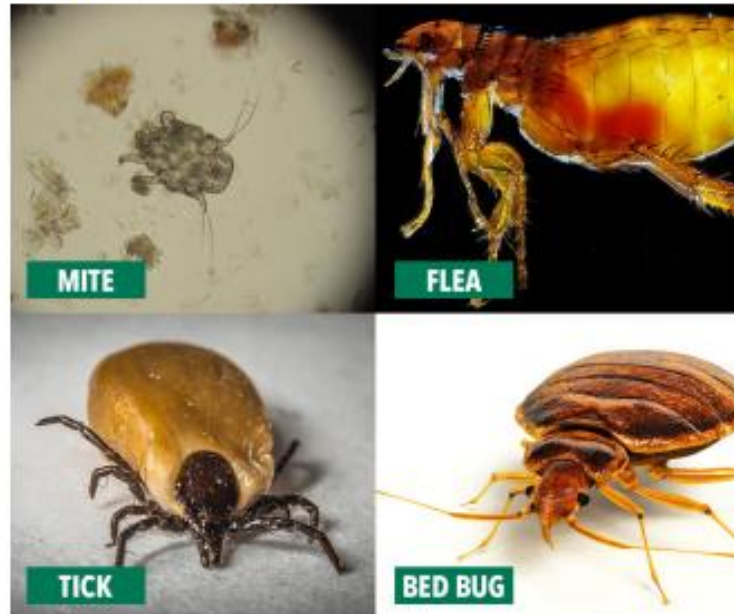
Ticks are much larger and have pear-shaped bodies, and become engorged as they feed on blood. They have eight legs, where ticks only have six. Crucially,

ticks don't generally infest indoor environments.

An exception is the invasive Brown Dog Tick or *Rhipicephalus sanguineus*, brought into the UK from Europe on dogs.

often go unnoticed at first, as bites are attributed to other things like mosquito bites or allergic reactions.

If you experience any of the following, you may have bed bugs:



It can survive and reproduce inside a home, unlike native tick species, and is spreading in the UK.

Mites have a few things in common with bed bugs, but the key difference in appearance is the number of legs; mites have eight legs and more closely resemble a spider than a bed bug.

However, ear mites can rarely be seen by the naked eye, and diagnosis will need to be confirmed by a vet.

### The tell-tale signs bed bugs are about

Signs of a bed bug infestation can

- Red, irritating bites, typically in rows on your neck, shoulders, back, legs or arms
- Small reddish-brown clusters or dark faecal spots (about 1mm wide) that look like an ink dot are usually found on the bed frame, upholstery or the bottom side of the mattress
- Small blood smears on the bed linen or headboard
- Bed bug moult skins, pale-white eggs, empty eggshells are quite small but still visible to the human eye
- And the most obvious but not always the first sign you find - seeing the small brown insects themselves, in and around your bed frame or sleeping area.



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## Bitten by bed bugs? Pest advice for controlling bed bugs

Bites alone, without further evidence, do not necessarily mean you have an infestation. Look for these other signs and if you're unsure, call in a pest professional.

### What do bed bugs eat?

Bed bugs need to feed on the blood of a host animal. An interesting fact about bed bugs is that they can survive for months at a time without feeding.

Although our primary concern would be bed bugs feeding on human blood, they also feed on other animals' blood and are a well-known parasite of bats.

### How to treat a bed bug bite

Unlike flea bites, which occur mainly around the ankles, bed bugs feed on any skin exposed while sleeping (face, neck, shoulders, back, arms, legs, etc).

A bite is not necessarily evidence of bed bugs and could be from another biting insect, such as mosquitoes or fleas. Bedbug bites usually clear up on their own in a week or so.

Some people have a reaction to the bites. They can be very itchy, and there may be painful swelling.

#### DID YOU KNOW?

Cleaning staff with a bit of pest awareness training can be a fantastic first line of defence against bed bug infestations.

No matter how much a bite itches, you must not scratch it. This could cause an infection, which can lead to fever, nausea and further pain.

A severe allergic reaction (anaphylaxis) is also possible but rare.

Putting something cool, like a clean, damp cloth, on the affected area may help with the itching and any swelling. You should also keep the affected area clean.



**Bed bugs are travel experts, known for introducing themselves to people's homes via luggage or second-hand furniture**

You should consult a pharmacist for advice and treatment if you develop an itchy rash or eczema.

For itching, your pharmacist may recommend crotamiton cream or lotion, hydrocortisone cream or ointment and antihistamine tablets.

For swelling, you should apply a cold compress or ice pack to the affected area or ask your pharmacist about treatments such as antihistamine tablets.

If these treatments don't help, you should visit your GP. They may prescribe stronger medicines such as steroid tablets.

### How to prevent bed bugs

It's impossible to prevent a bed bug infestation as they are generally spread through bad luck.

However, you can do some things to reduce your chances of getting an infestation. Before staying or moving into accommodation, make sure you check for signs of bed bugs.

Take a look for signs around the bed, paying particular attention to the edges of the

mattress and the headboard.

Avoid putting your luggage directly on the bed or furniture, as this is the easiest way for bed bugs to attach themselves to your belongings.

If you're buying second-hand furniture, do not take it into your home without checking it thoroughly.

Good housekeeping will also help: you should regularly vacuum your house and wash your bedding.

For some businesses such as hotels, a proactive monitoring regime by a professional pest management company can help detect early signs.

Also, training your staff in what to look for when they are cleaning or working within the rooms will mean you can detect a problem before

## Bitten by bed bugs? Pest advice for controlling bed bugs

a guest does, thereby protecting your company's reputation.

Cleaning staff with a bit of pest awareness training can be a fantastic first line of defence against bed bug infestations.

### Getting rid of bed bugs

#### DIY bed bug control

For a suspected bed bug infestation, we strongly recommend you act immediately by contacting a professional pest control company.

Self-treatment of a bed bug infestation with amateur pesticides is highly unlikely to be successful, and failed treatments will occur if accurate knowledge of the bed bug is absent.

A 2013 study in the journal Nature Scientific Reports suggested that bedbugs have evolved ways to resist some insecticides.

Another downside is that amateur products can, in many cases, make the infestation worse by causing the bed bugs to migrate to other rooms in the house or even to adjacent properties.

A trained professional will have the technical knowledge needed, plus access to a range of professional use products and equipment not available to the public.

If you find bed bugs, there are a few things you can try to remove the bugs and eggs from your luggage, clothing and bedding.

Wash everything at a hot (60°C) temperature setting; tumble dry at a hot setting for at least 30 minutes; dry clean everything; or place

everything into a bag and then in the deep freezer for at least three days.

Pest management professionals may also use something called an Insect Growth Regulator (IGR).



**Good housekeeping will also help: you should regularly vacuum your house and wash your bedding**

BPCA has a strong warning to anyone using insecticides - always follow the instructions on the label. Take all necessary precautions to ensure you do not cause collateral damage or suffer personal injury.

### Professional pest control

Pest technicians get plenty of call-outs to treat properties for bed bugs - so if you're having issues, you're not alone!

**REMEMBER  
ALWAYS FOLLOW  
THE LABEL  
INSTRUCTIONS**

The first thing you should know is that a bed bug survey is a very invasive process. A pest professional will leave no stone unturned looking for evidence of bed bugs, which includes your bed and the inside of your bedside tables or drawers.

The standard treatment for any infested premises is the application of a residual insecticide, either as a liquid spray or powder.

The insecticide is applied to all floor surfaces.

This prevents proper completion of the bed bug life cycle, from egg to the adult stage. It won't actually kill adult bed bugs, so will be used alongside a conventional insecticide.

Once treatment is complete, it is critical you do not wash or vacuum your carpets for a minimum of two weeks - longer if possible. Over the course of the treatment,

#### DID YOU KNOW?

There are some companies who employ the use of bed bug detection dogs, usually in environments that would be labour intensive for a pest technician such as hotels.

eggs and nymphs will continue to go through the life cycle stages, eventually emerging as adults. As the insecticide has a residual effect, it will kill the newly-formed bed bugs.

If you clean your carpet, you'll be in danger of eliminating the



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## Bitten by bed bugs? Pest advice for controlling bed bugs

residual insecticide which will lead to a failed treatment.

One method BPCA members use to get rid of bed bugs is heat treatment. You can learn more about how heat treatment works in our PestAware article. [bpc.org.uk/News-and-Blog/everything-you-need-to-know-about-heat-treatments-for-bed-bugs](http://bpc.org.uk/News-and-Blog/everything-you-need-to-know-about-heat-treatments-for-bed-bugs)

### What if my pest controller can't find evidence of bed bugs?

Delusional Parasitosis (DP) is a mental disorder in which individuals incorrectly believe they are infested with parasites, insects or bugs when, in reality, no such infestation is present.

If a professional pest controller carries out an inspection and cannot

### "A BPCA member company will be able to treat infestations quickly and safely."

find evidence of an infestation, then it's possible that DP is the issue.

Individuals with DP usually report tactile hallucinations known as formication, a sensation resembling insects crawling on or under the skin.

Sufferers of this condition should see their GP.

### Finding a pest controller to get rid of bed bugs

A BPCA member company will be able to treat infestations quickly and safely.

They can help minimise pest activity with a range of techniques and have the technical knowledge

and experience to apply products in an efficient manner, while minimising risk to the environment and non target species.

All BPCA members employ qualified technicians who frequently update their knowledge.

BPCA members all have:

- The correct insurances
- Trained and qualified technicians
- Been audited to the British Standard in pest management EN 16636
- To follow BPCA's Codes of Best Practice.



**BE PROTECTED.  
PROFESSIONALLY.**  
How do you know your pest management contractor is fit for the fight?

**BPCA**  
British Pest Control Association  
MEMBER

British Pest Control Association is the trade association for professional pest management companies in the UK.

By choosing an audited BPCA member you can be assured that the services you receive are from a trained and trusted company that meets our strict membership criteria.

Our member companies meet or exceed all legal and 'due diligence' requirements and comply with the most current legislation.

**No other trade body gives you this security.**

Make sure you stay safe.

**Select a BPCA member.**

**Stay protected.  
Always look for the logo.**



**Find a pest controller**

A BPCA member company will be able to treat infestations quickly and safely.

They can help minimise pest activity with a range of techniques and have the technical knowledge and experience to apply products in an efficient manner, while minimising risk to the environment and non target species.

You can find a BPCA member, local to you, using our Find a pest controller tool.

[bpc.org.uk/find](http://bpc.org.uk/find)  
01332 294 288

## Appendix B



**Preparation for Insecticidal and Combination Treatments for Bed Bug Infestations**

In order to maximise the effectiveness of our treatment, we recommend that you carry out as much of the following preparation work as possible, prior to treatment;

Treatment times can vary greatly depending on the number of rooms that are being treated, and their size and content. The more un-cluttered and clear the room is for treatment, the more successful our treatment will be.

Please bear in mind that the occupants of the property will not be able to enter the rooms that are being treated while treatment is taking place, and for at least 4 hours after treatment has taken place.

Drying times will vary depending on how well ventilated the rooms are and what areas / items have been treated. We advise after treatment that you do not vacuum or clean treated surfaces for a minimum of two weeks (14 days).

We recommend the occupants start sleeping in treated bedrooms as soon as possible after treatment has taken place.

Recommended Preparation;

- Please ensure all floor areas have been cleaned or vacuumed and are as un-cluttered as is humanly possible
- Please ensure that all beds are stripped of all the bedding so that mattresses are left clear for treatment
- Where possible please detach all headboards from beds or walls
- If curtains are close to the bed area, please take these down and wash on a 60 degree cycle, or dry clean and store away from areas to be treated
- Please ensure that all drawers which you require to be treated are emptied of all personal effects as we will not be able to move your personal belongings o If drawers contain items of clothing, these should be put through a 60 degree wash and kept away from areas to be treated or stored in plastic containers or bags ready for washing at 60 degrees
- Heavily infested items should be discarded carefully by placing in a sealed bag before being moved
- If the items are large, furniture and mattress disposal bags are available from our shop at <https://shop.cimexine.com/>



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## Appendix C



### PEST CONTROL TREATMENT AT

(ADDRESS): \_\_\_\_\_

In order for successful treatment of a reported bed bug issue at the above property I hereby undertake to cooperate with pest control contractors to carry out investigation and treatment at the above property.

This includes

- Following all advice provided in advance, during and following treatments.
- Ensuring availability for scheduled appointments.
- Providing access to the property to pest control operatives to enable them to investigate and carry out treatment at the property.
- Reporting any recurrence of bed bugs at the property.

Failure to comply with the above requirements may result in Northamptonshire Partnership Homes applying a recharge for costs incurred for pest control treatment.

Action may also be taken against my tenancy.

**NAME :** \_\_\_\_\_  
(Please print in BLOCK capitals)

**SIGNATURE:** \_\_\_\_\_

**PHONE:** \_\_\_\_\_

**EMAIL:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

## APPENDIX D - Community Impact Assessment

## 1. About your review

|   |   |   |   |  |
|---|---|---|---|--|
| <b>Name of the project, strategy, policy, process or service under review:</b>  |   |   |   |  |
| Bed bug Policy  |   |   |   |  |
| <b>Is the project, strategy, policy, process or service:</b>  |   | <b>CURRENT</b>  | <b>REVISED</b>  | <b>NEW<br/>YES</b>   |
| <b>Which customer groups will be impacted?</b><br><i>Detail if specific customer groups or areas are impacted e.g. Tenants in Spring Fields area, tenants with young families, tenants on Housing Benefits etc</i>  | <b>CURRENT<br/>TENANTS</b><br>All current tenants could be impacted | <b>CURRENT<br/>LEASEHOLDERS</b><br>All current leaseholders could be impacted | <b>STAFF</b><br>Some staff may be impacted due to being a tenant or by dealing with instances of bed bugs | <b>OTHERS</b><br>Contractors, guests and visitors to properties could also be impacted |
| <b>Summary of the project, new or revised strategy, policy, process or service:</b><br>The new Bed Bug policy sets out NPH's approach to this specific problem which is very complex, is increasing in frequency and can be extremely costly if not swiftly dealt with. |   |   |   |  |
| <b>CIA carried out by:</b>  |   |   |   |  |
| Lead officer: Darren Berwick<br>Staff: Internal departments have been consulted and involved in the drafting of the new policy  |   | Residents:<br>External stakeholders:<br>Other:                                |   |  |
| <b>Document Management</b>  |   |   |   |  |
| Approved by: Nicky McKenzie<br>Date of approval:  | Last review date: N/A<br>Next review date:<br>Version: 1            |   | Contact Officer: Darren Berwick<br>Service area: Tenancy Management                                       |  |

## 2. Relevant Equality Monitoring Data

Use this section to give as much information as possible about helpful customer data. Think about: customer profiling, complaints, compliments, satisfaction surveys and census data.

| <b>Equality Data Monitoring</b>                                       |                                   |                    |
|---|-----------------------------------|--------------------|
| <b>What internal equality data do you use to monitor this policy?</b> | <b>Internal or external data?</b> | <b>Engagement?</b> |
| <b>Data from Open Housing</b>   | <b>Internal</b>                   | <b>No</b>          |
| <b>Tenancy and property update data</b>                               | <b>Internal</b>                   | <b>No</b>          |
| <b>Complaints</b>   | <b>External</b>                   | <b>No</b>          |
| <b>Satisfaction surveys</b>   | <b>External</b>                   | <b>No</b>          |

| <b>Protected Characteristics</b> | <b>Which groups would be affected</b> | <b>Impact (Positive/Negative/Neutral)</b> | <b>Risks</b> | <b>Mitigations / Recommendations</b>   |
|----------------------------------|---------------------------------------|---|--------------|--|
| <b>Race and ethnicity</b>        | <b>Yes</b>                            | <b>Positive</b>                           | <b>None</b>  | <b>None</b>  |
| <b>Disability</b>                | <b>Yes</b>                            | <b>Positive</b>                           | <b>Low</b>   | <b>Aids and Adaptations Policy<br/>Financial Inclusion Officers<br/>Welfare Officers do regular visits to the disabled</b> |
| <b>Sex</b>                       | <b>Yes</b>                            | <b>Positive</b>                           | <b>None</b>  | <b>None</b>  |
| <b>Age</b>                       | <b>Yes</b>                            | <b>Positive</b>                           | <b>Low</b>   | <b>Welfare Officers do regular visits to the elderly and disabled</b>  |
| <b>Religion or Belief</b>        | <b>Yes</b>                            | <b>Positive</b>                           | <b>None</b>  | <b>None</b>  |
| <b>Gender Reassignment</b>       | <b>Yes</b>                            | <b>Positive</b>                           | <b>None</b>  | <b>None</b>  |

|  |            |                 |             |   |
|--|------------|-----------------|-------------|---|
| <b>Sexual Orientation</b>  | <b>Yes</b> | <b>Positive</b> | <b>None</b> | <b>None</b>   |
| <b>Pregnancy and Maternity</b>   | <b>Yes</b> | <b>Positive</b> | <b>Low</b>  | <b>Bed bugs are not known to transmit communicable diseases in humans but consideration to expedite treatment should be given</b> |
| <b>Marriage and Civil Partnership</b>  | <b>Yes</b> | <b>Positive</b> | <b>None</b> | <b>None</b>   |
| <b>Evidence Base: (Evidence used / likelihood / size of impact)</b><br><b>How certain are you about the assessment of each potential impact, and what evidence have you used to arrive at the decision?</b><br><b>E.g. Data – population trends data, census data, service data. Research – national, regional, local research.</b><br><b>Engagement/Consultation – with partners, the public, the voluntary sector.</b> |            |                 |             |   |

**3. Analysis of Impact on Equality**

The Public Sector Equality Duty requires us to eliminate discrimination, advance equality of opportunity and foster good relationships with protected groups. Consider how this project, strategy, policy or service review will achieve these aims.

The Bed bug Policy is available to all protected characteristic groups subject to a financial assessment on affordability. No group will be disadvantaged.

#### 4. Analysis of Impact on Well-being

| <b>Well-being – Use this section to determine how the project, strategy, policy, process or service will impact on a customer’s health and wellbeing, and whether the proposal will impact on the demands for, or access to our services.</b> |  |  |   |  |
|---|--|--|---|--|
| <b>Category Area</b>  | <b>Which groups could be affected</b>  | <b>Impact (Positive/Negative /Neutral)</b> | <b>Risks</b>  | <b>Mitigations / Recommendations</b>   |
| <b>Mental Health and Wellbeing</b>  | <b>Vulnerable residents<br/>Pregnancy<br/>Elderly<br/>Disabled<br/>Mental health</b> | <b>Positive</b>                            | <b>Cross contamination may occur if the problem is not swiftly treated<br/>Those that suffer from mental health may suffer more acutely</b> | <b>If the problem is within a block then there will be a consideration of a wider course of treatment<br/>Those that are deemed to be more at risk will be identified and treatment accelerated when appropriate</b> |
| <b>Healthy Lifestyles</b>   | <b>All</b>   | <b>Positive</b>                            | <b>Social isolation - not having visitors or going out</b>  | <b>Welfare calls will be undertaken by the Tenancy Management Coordinator to those deemed to be at greater risk</b>  |
| <b>Accidents and Falls Prevention</b>   | <b>All</b>   | <b>Neutral</b>                             | <b>None</b>   | <b>None</b>  |
| <b>Access to referral of other services/partners</b>  | <b>All</b>   | <b>Neutral</b>                             | <b>None</b>   | <b>None</b>  |
| <b>Independent Living</b>   | <b>Elderly and disabled</b>  | <b>Positive</b>                            | <b>Social isolation - not having visitors or going out</b>  | <b>Welfare visits will be undertaken by Welfare Officers</b>   |
| <b>Safeguarding</b>   | <b>Young, elderly and vulnerable</b>   | <b>Positive</b>                            | <b>Deterioration of mental health</b>   | <b>Anyone identified as at potential risk will be contacted by the Tenancy Management Coordinator</b>  |
| <b>Other</b>  | <b>n/a</b>   |  |   |  |

5. Analysis of Impact on Community

| Community Impact Assessment – A Community Impact Assessment (CIA) helps us make sure our policies, strategies and projects do not discriminate against anyone in respect of disability, gender and racial equality.  |                                     |  |   |
|--|-------------------------------------|--|---|
| Impact and groups that could be affected   | Impact(Positive, neutral, negative) | Risks  | Mitigations / Recommendations   |
| Impact to the Economy:   | Positive                            | Tenants could refrain from attending work if the problem remains untreated | The service will be means tested and those that are working on a low income may receive free treatment  |
| Impact to the Environment:   | Positive                            | Communal areas could have contaminated items left                          | Items deemed to be infested will be removed in line with the fire safety and communal areas procedure   |
| Impact to localities / communities:<br><i>E.g. disadvantaged groups, for example, carers, veterans, and military staff, homeless, rurality, low income etc.</i>  | Positive                            | Community concern within blocks of flats                                   | If the bed bug activity is deemed to be more widespread that one dwelling in a block we will commission a survey to neighbouring and adjoining properties |
| Other:   | N/A                                 |  |   |
| <p><b>Evidence Base: (Evidence used / likelihood / size of impact)</b><br/>                     How certain are you about the assessment of each potential impact, and what evidence have you used to arrive at the decision?<br/>                     E.g. Data – population trends data, census data, service data. Research – national, regional, local research.<br/>                     Engagement/Consultation – with partners, the public, the voluntary sector.</p> |                                     |  |   |

**6. Taking action**

**A Community Impact Assessment cannot be signed off until negative outcomes are addressed. What actions you have taken or plan to take to remove and/or reduce negative outcomes?**

| Actions identified from CIA | Target completion date | Responsible Officer | Is this action identified in any other monitoring framework? | Comments |
|-----------------------------|------------------------|---------------------|--|----------|
| N/A                         |                        |                     |  |          |

**3. Assessment Review and Sign Off**

|   |  |                   |  |
|---|--|-------------------|--|
| <b>Assessment Review completed by: <i>Officer lead and Assistant Director/Head of Service</i></b> |  |                   |  |
| <b>Comments:</b>  |  |                   |  |
|   |  |                   |  |
| <b>Next review date: March 2026</b>   |  |                   |  |
| <b>Name:</b>  |  | <b>Date:</b>      |  |
| <b>Directorate:</b>   |  | <b>Signature:</b> |  |