

ANIMAL HEALTH & WELFARE WORK PLAN 2023/25

1.0 EXECUTIVE SUMMARY

- 1.1** A sustainable agricultural sector is important to economy of Argyll & Bute to ensure that its produce is of high quality, in demand and is able to be marketed locally and nationally. This is dependent on a “compliant industry” and the Council plays a key role in ensuring compliance with legislation through its statutory duties under the Animal Health and Welfare (Scotland) Act 2006.
- 1.2** This report outlines the work and priorities of the animal health and welfare inspectors, within Regulatory Services, and seeks approval of the Animal Health & Welfare Enforcement Work Plan 2023/25 which focuses on preventing the spread of animal disease and protecting standards of welfare.
- 1.3** The Plan meets the Council’s statutory duties and the requirements of the Scottish Governments Animal Health & Welfare Framework Agreement, which specifies the core requirements for animal health & welfare service.

The Plan has been developed in conjunction with our lead veterinary officer from Animal Health and Plan Agency and sets out our priorities of both agencies for 2023/25 and areas of joint working to meet local and national priorities. It reflects available resources, and the principles of “better regulation” and joint working.

1.4 Recommendations

That members note the nature of this work and agree to formally endorse the Argyll & Bute Animal Health & Welfare Work Plan 2023/25.

ANIMAL HEALTH & WELFARE WORKPLAN 2023/25

2.0 INTRODUCTION

2.1 The Council has a statutory duty under the Animal Health (Scotland) Act 1981/2006 to regulate the provisions of the Act. These responsibilities are to enforce legislative standards and secure compliance relating to animal health (i.e. the prevention or controlling the spread of disease) and the welfare of animals.

2.2 The key priorities for the animal health and welfare service are to:

- (i) Prevent the introduction and, control the spread of animal diseases including zoonotic diseases (e.g. rabies, tuberculosis etc.) which can be transmitted to humans.
- (ii) To ensure that the welfare needs of animals are met.
- (iii) Promote 'compliance business and growth' by supporting the agricultural and associated industries
- (iv) Proportionate and appropriate enforcement of the Act and associated regulations

2.3 This work is undertaken by qualified and competent animal health & welfare officers who work on a daily basis with our partners, and are supported by other Regulatory Services staff, as required. These partners include business, haulers, market operators, as well as other regulatory services including Animal Plant & Health Agency (APHA), Scottish Government Rural Payments Inspectorate (SGRPID) and the Scottish Society for the Prevention of Cruelty to Animals (SSPCA).

2.4 Councils are required to have in place a formal enforcement plan to meet the core requirements of the Animal Health & Welfare Framework Agreement which defines the standards for core components. The 2023/25 work plan (see appendix 1) meets the Framework requirements.

3. RECOMMENDATIONS

3.1 That members note the nature of this work and agree to formally endorse the Argyll and Bute Animal Health & Welfare Work Plan 2023/25.

4.0 REVIEW OF PERFORMANCE

4.1 In developing the plan for 23/25, it is important to review performance against the previous plan, achievements and emerging issues. This will include the ongoing Avian Influenza outbreak,

4.2 The service has worked hard to reinstate services post pandemic and to adapt new working practices where officers are working across offices, on site, on occasions working from home and using new technology. This has been successful but there

have been long-term absence issues in animal health were the team have been under-resourced by 0.6FTE (35% of the team for the last 18 months). This has impacted on performance and work reprioritized to meet available resource.

High risk farm visits and market inspections	Target 100%	Achieved 85%
Service requests resolved within 20 working days	Target 85%	Achieved 73%

4.3 The reporting of statistics is only one element of measuring performance and it is important to recognise specific work or activity. In the last year, we have achieved the following:

- **Animal Disease- avian influenza.** The UK experienced its largest avian influenza outbreak in 2022 and the outbreak has continued into 2023 with outbreaks and positive cases still being identified. Specific actions have been taken by Argyll and Bute Council to engage with commercial and domestic poultry keepers to enhance their biosecurity arrangements and other controls, to provide advice to minimise contact with wild bird carcasses which were washed upon our coastlines, and review the Councils arrangements to respond to an avian influenza outbreak in our area.
- **Markets;** targeted interventions at livestock markets to deliver the markets strategy conjunction with Animal Health and Plant Agency colleagues and ensure compliance with appropriate standards, including transportation to and from markets
- **SVS.** Actively participated in the national project to develop a Scottish Veterinary Service and the proposal that local authority animal health and welfare activities be included in the new agency. Following considerable work, the decision was taken nationally, to remove local authority services from the project brief.
- **Island communities.** A multiagency forum was held to discuss and identify actions to be taken in the event of a disruption to ferry travel from the islands when there are associated island markets, and exception weather conditions (e.g. high temperatures etc.)
- **Shared services:** We also continue to be lead authority for the anthrax incinerator where we have shared service agreement in place with 7 other local authorities
- **Partnership working** is essential and is embedded within our work with APHA, environmental health and trading standards, Police Scotland (aided by the Rural Crime and Serious Organised Crime Groups) and other agencies. We have formally agreed a memorandum of understanding with APHA & SSPCA regarding data sharing and joint working/support.
- **Business support:** We continue to provide advice and assistance to industry through inspections and visits or responding to enquiries. Proactively, guidance/information notes are issued through our alternative enforcement plan and an example is in Appendix 2 of this report
- **Enforcement.** Ensured compliance across a range of interventions including the service of formal Notices in some cases and a successful prosecution for an offence against a farmer for unnecessary suffering of an animal (Animal Health (Scotland) Act) The resultant fine of £3500 respectively
- **Review of disease contingency plans.** The Argyll nad Bute Animal Disease Plan was revised, together with specific animal disease plans (i.e. rabies, avian influenza etc.) to enhance our preparedness to respond, and align with the West of Scotland Regional Resilience Animal Health and

Welfare Sub-group arrangements.

- **Training and development:** Successfully completed the training and mentoring plan for an Animal Health and Welfare Officer who started on the 14 March 2022.

5.0 SERVICE PLAN 2023/25

5.1 The Work plan meets the core requirements of the Animal Health & Welfare Framework Agreement and targets our limited resources to high risk activities and the delivery of regional and local priorities. It also sets a number of key performance targets.

5.2 Section 9 of the work plan includes the regional and local priorities and the following are highlighted:

- **Operational priorities.** We will target resources at high risk premises, markets; disease notifications and to reactive service complaints. The service plan clearly details our other planned work
- **Scottish Market Strategy.** We will continue to deliver the national markets strategy which originated from the work within Argyll and Bute
- **National Contingency Plan.** We will review the arrangements for the anthrax incinerator which is shared with other local authorities and enhance our preparedness to respond to an animal disease incident
- **Avian Influenza.** We will continue to monitor the situation and adequacy of the current controls, taking proportionate action as necessary, and ensure our preparedness to respond to an incident.
- **Collaborative working.** We will continue to foster good working relationships and reduce, where possible the burden on business, through joint inspections with other regulators. We will also be pursuing how we can be more effective and seeking to improve resilience through possible sharing of resources. We have a Memorandum of Understanding in place between APHA, the Council and SSPCA. We also actively participate in the Serious Organised Crime and the Rural Crime Groups.
- **Intelligence sharing.** To continue to extend on the use of information management and sharing systems and sharing local intelligence

5.3 The Animal Health and Welfare Work Plan 2023/25 details the actions of Argyll and Bute Council and work to be undertaken separately or jointly, with Animal Plant & Health Agency (APHA). It has been agreed with APHA and they have given an undertaking to provide resources to meet the planned actions in Section 9.2.

5.4 Assessment against the National Framework Standards

As a service and a Council, we are well recognised by our peers; actively support the regional and national meeting; are seen to support and work with business. I would gauge the service, against the Framework as meeting '**good practice**' in many of the criteria.

5.5 We considered whether it is appropriate to increase to reduce our standards for each element to either minimum, good practice or better practice, This reflects the importance of the agriculture industry to Argyll and Bute and the inherent risks. **We have made changes from our previous plan with some criteria being reduced from better practice to good practice to reflect emerging issues, and our available resource.**

5.6 Our enforcement policy seeks to work with and support business, with the initiation of formal enforcement action being only where there is significant risk from non-compliance; to disease control or non-cooperation with our informal approach. We do not propose to change this approach which is consistent with the Scottish Governments Regulatory Strategic Code.

6.0 CONCLUSIONS

6.1 The Animal Health & Welfare Work Plan 2023/25 meets the Council's statutory duties; supports the agricultural sectors and protects animal health and the wider public health. I commend the plan to members and ask that it be formally approved.

7.0 IMPLICATIONS

7.1	Policy	None
7.2	Financial	Existing budget to deliver plan
7.3	Legal	Meets council's statutory duty under Animal Health (Scotland) Act 1981/2006
7.4	HR	None
7.5	Fairer Scotland	
7.5.1	Equality	No adverse impact on key characteristics
7.5.2	Socio-economic	None
7.5.3	Islands	None
7.5.4	Climate change	Meets principles
7.6	Equalities	None
7.7	Risk	(a) The increasing national drivers of retaining Scotland's high health and disease free status, and meeting national and local priorities has led to an increase in demand on the service. This will be managed through targeting high risk activities in the first instance. (b) There is a risk relating to capacity to respond to a major incident in Scotland, but the contingency work being done should mitigate this.
7.8	Customer Service	None

Executive Director with responsibility for Development and Economic Growth:

Kirsty Flanagan

Policy Lead: Councillor Green

6 September 2023

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APPENDICES:

Appendix 1- Animal Health and Welfare Service Plan for Argyll and Bute 2023/25

**APPENDIX I :
ANIMAL HEALTH AND WELFARE SERVICE PLAN 2023/25 FOR ARGYLL AND BUTE**

Local Authority: ARGYLL AND BUTE COUNCIL

Service Plan for year: 01/04/2023 - 01/04/2025

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
1. Planning the Delivery of the Local Authority Animal Health Function		
1.1 Profile of Local Authority area and associated animal health and welfare workload MIN	<p>Analysis of critical control points by type, number, days of operation, including:</p> <ul style="list-style-type: none"> • premises used for sales (e.g. auction markets etc.) • abattoirs/slaughter houses <p>Analysis of agricultural premises according to risk</p> <p>Summary of staff engaged in Animal Health and Welfare work</p> <p>Outcomes 3 and 5</p>	<p>a) This is detailed above in section 3 of the Service Profile.</p> <p>b) The service plan has been discussed and agreed with the APHA. We have incorporated APHA interventions into the plan in section 11, demonstrating the joint working arrangements which are in place between both agencies and our aim to develop an "Animal Health and Welfare Plan for Argyll and Bute"</p> <p>c) We have a good working relationship with Scottish Governments Rural Payments Inspectorate which involves partnership working which is increasing with greater integration of visits.</p> <p>d) We have a formal Memorandum of Understanding in place between Argyll and Bute Council; Animal and Plant Health Agency (APHA) , Scottish Society for the Prevention of Cruelty to Animals (SSPCA) relating to working arrangements and data sharing</p> <p>e) Increased liaison with Police Scotland, Scottish Environment Protection Agency, other regulators including Food Standards Scotland and the industry through the Rural Crime Group; Serious Organised Crime Group and specific working.</p> <p>f) Active member of the Argyll and Bute Agricultural Forum.</p>
1.2 Annual Service Plan for delivery of services in Animal Health and Welfare BP	<p>Service Plan produced detailing levels of Service Delivery for all activities detailed in this activity framework, reflecting national and local priorities. Annex C should be used as a template.</p> <p>Outcomes 3, 4, and 5</p>	<p>The service plan is formally agreed by the Councils Regulatory Services Manager and Lead Veterinary Officer with the APHA annually and formally approved by the Planning, Protective Services and Licensing Committee.</p> <p>It is reviewed quarterly, amended as necessary to reflect emerging priorities and available resource, and key measures are reported on corporately</p>

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
1.3 Risk Assessment GP	<p>Premises risk assessed in accordance with the national risk scheme detailed in Section 4</p> <p>Risk based inspection programme</p> <p>Outcomes 1, 2, 5 and 6</p>	<p>a) All premises are rated using our revisions to the COSLA risk rating scheme and classed as high, medium or low risk. They are then programmed for inspection based on our inspection frequency</p> <p>b) Risk assessments are reviewed and updated following each programmed visit. This then identifies the next due date and type of intervention.</p> <p>c) The programme for High Risk premises is notified to the APHA and SGRPID in an attempt to share information and where possible, undertake joint visits. It also allows other agencies to highlight specific issues which can be considered as part of the programmed visit. This is consistent with the principle of better regulation, but where the other agencies are unable to share their programmes, we will undertake our own work, as planned.</p> <p>d) The planned interventions programme for 2017-18 has been agreed and our local targets are</p> <ul style="list-style-type: none"> • 95% of high risk visits • Other- intelligence-led.
2 Training and Development		
2.1 Training for new officers On-going professional development GP	<p>Officers are authorised to enforce all relevant legislation. All enforcement staff to hold recognised qualification or have equivalent professional experience i.e. 'Grandfather rights' or undertake to achieve such qualifications as soon as possible</p> <p>It is recognised that in emergency situations i.e. outbreaks of disease, there may be a need to call upon non animal health qualified officers to assist in carrying out animal health and welfare duties.</p> <p>Time and resources allocated to keep up to date on appropriate Animal Health and Welfare legislation, codes of practice, guidance etc. – e.g. by accessing Local Government Regulation website</p> <p>Outcome 5</p>	<p>a) All animal health and welfare officers are authorised in accordance with the legislation. Their level of authorisation is dependent upon their qualifications, training and competency</p> <p>b) Two of our officers have a formal AHW qualification and all have a working knowledge of the agricultural sector. The other is working towards an accredited qualification.</p> <p>c) In the event of emergencies, we will authorise other Regulatory Services staff to undertake specific duties, subject to their skills (i.e. EHO's may be involved in contact tracing, cleansing and disinfection etc.)</p> <p>d) We have a Continued Professional Development system in place for AHW officers to ensure they maintain and their competency and are informed of developments etc. There is also an annual Performance Development Review process which is competency based and identifies a range of objectives targeted at the service plan, the competency framework and the individual's professional and professional development. This is reviewed in the course of the year</p> <p>The target is 10 hours CPD for each officer in the year</p>
3. Licensing Activities		
3.1	Zoo licensing	<p>We will undertake the necessary work associated with licensed zoos within our area and respond to any associated service requests. As of 1st March 2017, there are 2 licensed zoos in Argyll and Bute</p> <p>We are trying to identify specific training in relation to the enforcement and regulation of zoos.</p>

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
4. Education and advice to maximise compliance		
<p>4.1 Education and advice</p> <p>GP</p>	<p>Guidance provided to businesses on all aspects of Animal Health and Welfare for which Local Authorities are responsible, including any movement licensing requirements.</p> <p>Delivery targets should be set in accordance with individual Local Authority 'charter' response times.</p> <p>Outcomes 1, 2, 5 and 6</p>	<p>a) All calls to the service are received by the Councils Customer Contact Centre and they respond based on agreed scripts provided by Regulatory Services.</p> <p>b) General advice is available through our website and this is maintained and kept updated.</p> <p>c) Business advice available from officers during working hours and information readily available on the website. There is also a generic email box for animal health enquires. AH&W business advice available on Council website.</p> <p>d) We have local indicators relating to service requests resolved within 20 working days and the number of high risk inspections done within the due date. We are also in the process of establishing a benchmarking club to develop common benchmarks between similar local authorities to aid service improvement</p> <p>Target</p> <p>1. Resolve 85% of service requests within 20 working days</p>
<p>4.2 Proactive activity</p> <p>BP</p>	<p>Proactive involvement or lead in education and training events with stakeholder organisations etc.</p> <p>Joined up approach to education and advice through liaison with the Scottish Government, Local Government Regulation and APHA</p> <p>Outcomes 1, 2, 5 and 6</p>	<p>a) We provide information to the industry through "surgeries" at markets and other visits; on a one-to-one basis during inspections; by working with specific groups (e.g. Agricultural Forum etc.) and by direct liaison with other partners including NFU, Food for Argyll etc.</p> <p>b) Information displayed on website, attendance at stakeholders/enforcement groups and alternative enforcement strategy in place</p> <p>c) Focussed Information is issued to specific target groups through our alternative enforcement strategy. This is aimed at keeping businesses advised of developments/changes and to allow them to take steps to ensure their businesses meet standards.</p> <p>d) We are an active member of the National Animal Health and Welfare Strategy Group, the National Framework Steering Group, and various liaison/panel meetings across Scotland and the Framework Steering Group. In addition and at a local level we have liaison group arrangements with the NFUS, SGRIPID, SSPCA and the local Argyll and Bute Agricultural Forum</p> <p>Target</p> <p>Complete AHW activities within Alternative Enforcement Plan</p>

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
5. Enforcement activities to maximise Animal Health and Welfare compliance		
5.1 Attendance at Critical Control Areas- Livestock markets, Sales, and Assembly Centres BP	Highly visible preventative enforcement presence. Attendance at markets and other sales, and Assembly Centres to ensure compliance, in particular with: <ul style="list-style-type: none"> • Biosecurity (vehicles, premises and people) • Livestock identification • Welfare • Transport • Licensing and record keeping • Specific pre movement licensing • All other relevant legislation Exact attendance levels and times according to status of gathering Outcomes 1, 2, 5 and 6	a) We will continue to deliver the National market strategy to ensure that we are able to undertake our enforcement duties within markets and effectively utilise the available resources we have. b) The interventions required for each market is specific to each, given the outcome of its risk assessment, and programmed into the services operational work. c) Additional interventions, and other associated visits to farms and other premises, will be undertaken as a result of the findings of routine market visits and also intelligence gathered from other sources, including service requests and notifications from other services (e.g. environmental health) other local authorities or agencies. Target: 1. The projected number of programmed market visits is 44 (reduction in 4) although this will be confirmed after the joint inspections of the markets which is to be undertaken in conjunction with AHPA. Fewer but bigger markets 2. We will measure our performance against this programme with target of 100% of the agreed interventions programme for markets being completed
5.2 Attendance at Critical Control Areas - slaughter houses <i>The MHS are responsible for enforcement and Local Authorities should liaise with MHS with regard to any need to enter the slaughterhouse production area.</i> BP	Attendance at slaughter houses (high and low throughput, red meat and poultry (white meat) in liaison with FSA OV to ensure legislative compliance, <i>Those activities with regard to the transport unloading and identification of livestock should normally occur outside of the slaughterhouse production area.</i> Outcomes 1, 2, 5 and 6	a) No inspections required for the island slaughterhouses following discussions with Food Standards Scotland Attendance at slaughter house on request of OV or the Meat Hygiene Service or as a result of particular intelligence that there is a problem outwith the responsibility of the OV. b) Ongoing liaison with AHPA or FSS regarding any planned interventions c) Improved liaison between LA's and FSS which identifies issues from slaughterhouses outwith our area, relating to businesses within Argyll and Bute. This allows us to take appropriate enforcement action. This is 2-way communication between agencies. Target: to respond to enquiries regarding slaughterhouse and participate in intelligence-led interventions where there is reason to act due to legitimate concerns. – 100%
5.3 Attendance at Critical Control Areas - Dealers/Agents GP	Identification of Dealers and Agents Visits/inspections to verify legislative compliance Outcomes 1, 2, 5 and 6	a) List of High Risk dealers and agents compiled in consultation with AHPA b) Businesses will be inspected in accordance with their risk rating or more frequently based on local, regional and national intelligence or concerns <ul style="list-style-type: none"> • High risk dealer premises to be visited in terms of their risk rating • Written report of non-compliance given at time of visit • Major non compliances reported to relevant agencies • Re-visits undertaken when actionable infringements occur • All investigations, visits and actions entered into UNIFORM software system Target: 100% of high risk visits completed

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
5.4 Attendance at Critical Control Areas - Ports MIN	Attendance at Ports to ensure legislative compliance, in particular with: <ul style="list-style-type: none"> • Biosecurity (vehicles, premises and people) • Livestock identification • Welfare • Transport • Import/export documentation • All other relevant legislation Outcomes 1, 2, 5 and 6	There are no significant ports within Argyll and Bute Council although there is the movement of livestock throughout the district by ferries and road. To combat this we have:- <ul style="list-style-type: none"> • Arrangements in place with CALMAC which regulates the transportation from livestock from the islands • Respond to any notifications or issues relating to imported animals We will continue to support APHA, in respect of the storage and disposal arrangement for animal by-products and international catering waste at marinas and ports and other high risk premises in a programme of joint working with APHA
5.5 Attendance at Critical Control Areas - High risk Farms (Other than dealers or agents)	Visits/inspections to verify legislative compliance Outcomes 1, 2, 5 and 6	a) All premises are inspected in accordance with the risk rating although more frequent inspections may be undertaken where local knowledge or intelligence suggests possible AHW issues. The inspection programme is developed and agreed with the Service Manager at the beginning of every financial year and resources are allocated to meet this programme. The programme is discussed with SGRPID to minimise the duplication caused by multiple inspections and visits. b) High risk premises to be visited annually. Written report of non-compliance given at time of visit. Major non-compliances reported to relevant agencies Re-visits undertaken where appropriate Target: Inspect 35 high risk premises
5.6 Visits and inspections to other premises	Visits to verify legislative compliance. Commercial hauliers Farms (including own livestock vehicle) Agricultural Shows and farm dispersal sales Animal by-products premises including Any other premises of livestock origin and destination Outcomes 1, 2, 5 and 6	a) Visits only undertaken to other premises on intelligence basis or as a result of another inspection plan e.g. Primary Production visit plan. b) Integrated primary production inspections are undertaken by AHW officers and the remit includes animal health and welfare, food, where the business is subject to a high risk visit for animal health and welfare c) Joint working arrangements are in place with APHA SGRPID and the SSPCA. d) All inspections are confirmed in writing All enforcement action is taken in accordance with the services enforcement policy and procedures. These are revised annually or more frequently, as required. Formal notices are reviewed by the officers line manager prior to service by the officer., All formal reports to the PF are approved by the Regulatory Services Manager

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
5.7 In transit checks GP	Roadside checks (in conjunction with police) Police led multi agency roadside checks local authority led checks for animal health and welfare compliance only (including co-ordination with adjacent Local Authorities) National exercises and operations Outcomes 1, 2, 3, 4 and 6	a) We have joint working arrangement with the police for roadside checks where evidence and intelligence identifies the need b) We are actively participating in the Rural Crime Group and Serious and Organised Crime Group so we are able to share intelligence and target partnership working to specific issues or perceived concerns. c) Only on basis of intelligence. Target; To actively participate in the Rural Crime Group and Serious and Organised Crime Groups, to promote intelligence driven partnership working and targeted actions, including joint roadside checks, where appropriate, with police and other agencies
5.8 Vehicle biosecurity – cleansing and disinfecting compliance MIN	Checks on vehicles to ensure cleansing and disinfection carried out at premises other than where they have delivered livestock Outcomes 1, 5 and 6	a) On-going routine checks at livestock market b) Specific checks will be made on vehicles where targeted intelligence identified issues and concerns or where disease is suspected c) Alternative enforcement and follow-up visits will be made to respond to any issues identified through market audits Target; interventions undertaken subject to our market intervention plan, concerns or intelligence-led
5.9 Out of operating hours checks GP	Checks out of normal specified operating hours or subsequent days for: Markets Slaughter houses Premises used for collection of animals for slaughter or for further rearing or finishing Outcomes 1, 2, 5 and 6	These will be inspected in accordance with their risk categorisation and in response to service requests or concerns. The market strategy requires work out with core hours (e.g. weekends etc.) Target; where necessary visits will be undertaken outwith core-hours.
5.10 Stand by and on call arrangements GP	Emergency interagency contact regarding disease and other enforcement incidents Outcomes 1, 2, 3, 4 and 6	a) Emergency out of hours contact procedure in place and notified to agencies b) Out-of-hours arrangements through Civil Contingencies Manager or Regulatory Services Manager/Senior Animal Health and Welfare Officer. These are reviewed annually and updated as required c) Contingency plans have full details of out-of-hours arrangements

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
6. Partnership working and intelligence driven enforcement		
6.1 Identified Infringements MIN	Identified breaches of legislation, including biosecurity, licensing, welfare, livestock identification, standstill breaches, illegal imports, by products, and other disease control work. Irregularities found on documentary checks followed up Outcomes 1, 2, 5 and 6	<ul style="list-style-type: none"> a) We will respond to service requests received from the general public, industry and other agencies. These will be investigated and appropriate action taken in accordance with our Enforcement Policy b) Follow up checks will be undertaken on suspected irregularities identified on SAMU, BCMS, by SGRIPID, SSPCA and APHA
6.2 Intelligence / Information and systems BP/GP	Provision and collection of Intelligence Information Outcomes 1, 2, 5 and 6	<ul style="list-style-type: none"> a) We use the UNIFORM information management system to record all inspections, service requests and enforcement activity associated with this work. The system provides management information, and generates inspection programmes etc. It is effective in terms of work planning and reporting and is shared with other Regulatory Services staff. b) Liaison and other group, together with peer relationships, provide an opportunity to share intelligence in accordance with Data Protection requirements, and to develop collaborative and joint working. c) We use the national MEMEX intelligence systems to record animal health and welfare issues which may have a local or national interest but will consider use of the alternative IDB system. This information is collated and studied nationally and promotes an intelligence-led approach between local authorities, Police Scotland and other agencies. d) We have established local intelligence sharing protocols with Police Scotland and West Dunbartonshire Council, through the Serious and Organised Crime Group <p>Target: Continue use of and strengthen use of IDB and the local intelligence sharing systems</p>
6.3 Intelligence led actions GP	Infringements or suspected infringements reported from external enforcement sources or identified by use of data interrogation or intelligence sources; members of the public/complaints Outcomes 1, 2, 5 and 6	<ul style="list-style-type: none"> a) Enforcement policy in place and reviewed annually. This reflects the statutory work of the services and the actions to be taken in the investigation of animal health and welfare activity. The policy is consistent with the Governments Regulatory Strategic Framework b) We have monthly operational teleconferencing meeting with APHA, which are used to review priorities, work plans and identify/discuss any issues, trends or issues for investigation c) A formal RIPSAs authorisation process is followed where directed surveillance may be required

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
6.4 Cross border and multi-agency working GP	Assessment and communication to interested parties of cross cutting issues Research/intelligence led activities including workshops Joint investigations/exercises/initiatives Mentoring arrangements Outcomes 1, 2, 3, 4 and 5	<p>a) We are integrated with EH and AHE within Regulatory Services which has considerable benefits in terms of resourcing and specific work, including links to public health and zoonosis (e.g. TB; contingency planning and ABP)</p> <p>b) Proactive work with other local authorities</p> <p>c) We manage and maintain the animal health incinerator for anthrax cases which is a shared resource between 8 local authorities</p> <p>d) Member of the National Framework Steering Group</p> <p>e) Membership of AH&W Regional and Chair of National Panels.</p> <p>f) Taking part in their cross cutting projects.</p> <p>g) Member of Animal Health and Welfare Strategy Group</p> <p>h) We have local arrangements in place with SGRPID to reduce multiple visits and promote joint working</p> <p>i) We have a formal Memorandum of Understanding in place between Argyll and Bute Council; Animal and Plant Health Agency (APHA), Scottish Society for the Prevention of Cruelty to Animals (SSPCA) relating to working arrangements and data sharing</p> <p>j) We have mutual support arrangements agreed with other neighbouring local authorities</p> <p>k) We have a working relationship with Quality Meat Scotland</p>
7. Post enforcement reporting and Animal Health and Welfare Management and Enforcement System (AMES) data entry activities		
7.1	REMOVED	
7.2 Management information GP	Collation of management information data for internal use and provision to the Scottish Government and Animal Health, Outcomes 3, 4 and 5	<p>Timely provision of information in particular submission of statutory returns</p> <p>Local performance measures in place and reported quarterly</p> <p>Information management system in place which generates Scottish Government Enforcement return</p> <p>We have a wide range of performance indicators relating to inspections and the resolution of service requests. These are reported quarterly across the Council via Pyramid, and we are working with other LA's to develop a benchmarking club so we can compare information with other similar authorities</p> <p>We have implemented an electronic document management system with links to our UNIFORM management systems.</p>
8. Contingency planning and emergency action		
8.1 Animal Health, Scottish Government, COSLA and local authority emergency preparedness GP	<p>Planning and contributing to emergency preparedness plans with APHA /Scottish Government and other agencies as appropriate</p> <p>Outcomes 1, 3, 5 and 6</p>	<p>We have a generic Animal Health Disease Plan which is approved by Council and the intention is to review and improve against the pending Scottish National Disease Plan</p> <p>We are working with the Regional Resilience Partnerships to develop a national AHW Contingency Plan for Scotland</p> <p>.</p> <p>Target</p> <ul style="list-style-type: none"> • Review and improve against the pending Scottish National Disease Plan • Deliver training to "up-skill" non-animal health and welfare officers to support in a response to an animal disease incident where the plan may be involved. • Participate in West of Scotland Resilience Partnership to ensure that animal health and welfare arrangements are comparable with local, regional and national plans. • We intend to make the new plans publically available through our website

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
8.2 Testing and Training BP	Testing, training, practising and evaluating activities in relation to the emergency plan Outcomes 1, 3, 5 and 6	Target We will participate in regional and national exercises, as appropriate. At a local level, we will develop a programme of exercise to ensure local resilience and deliver this.
8.3 Emergency Action MIN	Provision of full emergency range of services under the emergency plan, when disease emergency declared by the Scottish Government Outcomes 1, 3, 5 and 6	This would be a priority incident and the service would respond in accordance with the designated plans. Target We will investigate any suspected or confirmed case of animal disease and this is classed as priority 1 in terms of the AHW service priorities
9. Additional Activities		
9.1 National priorities	Provide details in Service Plan (Annex C) of identified priorities as agreed with APHA and the Scottish Government Outcomes 1, 2, 5 and 6	The general outcome are to effectively reduce the risk of animal disease incursion and spread, thereby protecting public and animal health; improve animal welfare and to meet the objective of <i>Delivering and enforcing standards</i> , of the Animal Health and Welfare Strategy; and the Scottish Government's objective ' <i>well treated and healthy farm (and domestic) animals</i>
9.2 Regional priorities	Agree regional priorities, with APHA at regional animal health and welfare panel meetings for consideration in annual service planning Outcomes 1, 2, 5 and 6	Regional priorities 1. APHA will visit markets in Argyll and Bute to support the Scottish Market Strategy 2. Work with APHA in respect of animal health and welfare at fish farms and associated animal by-product issues.. 3. APHA to undertake specific work in respect of the storage and disposal of animal by-products and international catering waste, working closely with Argyll and Bute Council 4. APHA to ensure that there are adequate arrangements in place to respond to any suspected or reported case of notifiable disease; incident or request for assistance from the local authority, either directly or through the use of local veterinary practices. 5. APHA to support LA officers in addressing on-farm/market and transport welfare issues within the response time for both organisations (48hr except where geographical / meteorological or transport issues prohibit this response time) 6. To ensure that there are effective arrangements in place between the local authorities, including the new FSS/ APHA enforcement team. Local priorities 7. Agree and deliver a joint programme of welfare checks by ABC and APHA to select high risk farms where there are concerns regarding welfare and possibly that intervention may be required. 8. Ensure that we continue to have effective working relationships with APHA at an operational level, particularly at a time of changes in personnel. 9. Continue to develop working relationships with SEPA, RPID and SSPCA 10. Review and implement workforce planning arrangements for animal health and welfare

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
9.2 Regional priorities (cont)	<p>Agree regional priorities, with APHA at regional animal health and welfare panel meetings for consideration in annual service planning</p> <p>Outcomes 1, 2, 5 and 6</p>	<p>Formal meeting arrangements between ABC and APHA</p> <ol style="list-style-type: none"> 1. Annual service meeting with APHA to discuss and agree service plan. 2. Framework Review meeting every 6 months 3. Monthly operational teleconference meetings are held between ABC and APHA to discuss operational issues 4. Other ad-hoc meetings as appropriate
9.3 Local priorities	<p>As determined by local authority in agreement with APHA</p> <p>Outcomes 1, 2, 5 and 6</p>	<p>The local priorities</p> <ol style="list-style-type: none"> (i) Achieve 95% of high risk planned interventions (ii) Audit markets as per the National Market strategy, work with market operators and achieve 100% of the programme (iii) Deliver the alternative enforcement strategy (iv) Review at a local level the new national contingency arrangements for animal health and welfare in Scotland and our local resilience (v) Improve operational liaison with APHA following their ongoing service changes
On Farm Welfare		
1(a) Authorisation	<p>Authorisation of inspectors under part 2 of the Animal Health and Welfare (Scotland) Act 2006</p>	<p>3 officers, with potential to authorise other officers within Regulatory Services, as necessary, and with agreement of the Regulatory Services Manager</p>
1(b) Response	<p>Response to farm welfare complaints received from a member of the public or another agency</p>	<p>The service standard is that service requests will be resolved within 20 working days and we have a target of 85% in 2015-16</p> <p>Service requests are prioritised in accordance with our rating scheme and high priority (Priority 1) requests are visited within 2 working days.</p> <p>The response to all service requests is proportionate to the nature of the complaint and may involve appoint inspections or a joint investigation with environmental health staff, police, APHA and/or SSPCA</p>
1(c) Enforcement Action	<p>Where an animal's welfare is being seriously compromised immediate enforcement action should be taken.</p>	<p>Where an animal's welfare is being seriously compromised immediate enforcement action will be taken working with partner agencies</p> <p>All enforcement action will be proportionate, risk based and in accordance with our enforcement policy</p>
1(d) Follow up where complaint received	<p>Follow up visits to premises against whom a welfare complaint is received</p>	<p>If necessary and in conjunction with VO the premises will be re-visited within an appropriate period of the initial visit</p>
1(e) Follow up where improvement notice is served		<p>Monitoring visits carried out during the compliance period appropriate to the severity of the complaint</p> <p>Revisit carried out within 20 working days of the end of the Compliance Period specified in the Notice or sooner dependent upon the severity of the complaint</p>

Animal and Plant Health Agency Activity Matrix (Scotland)

Content and relevant outcomes	Priority Activity
1. Planning the delivery of the local authority animal health and welfare function	
1.1 Provide a named local contact in addition to the Veterinary Lead (VL) for routine communication on local authority matters Outcomes: 3 and 5	Key contact identified and local authority notified of contact details and arrangements (including any changes to nominated personnel).
1.3 Local Authority Service Delivery Plan and Profile Outcomes: 3,4 and 5	Liaise with local authorities regarding service delivery and where necessary comment and provide veterinary input on service delivery plans. Deliver and support local authorities in the delivery of the service plans agreed.
1.4 Risk Assessment Outcomes: 1,2,5 and 6	Provide the veterinary assessment, where necessary, to support premise risk assessment in accordance with the local authority national risk scheme detailed in Section 4.
2. Training and development	
Content and relevant outcomes	Priority Activity
2.1 Train VLs and nominated local representatives Outcomes: 5	Provide appropriate Framework/AMES training to enable VLs and nominated representatives to provide support for local authorities on Framework issues.
2.2 Provide veterinary and/or technical staff support to the local authority Outcomes: 3 and 5	Provide programme of enforcement training for veterinary and technical field staff including procedures to support local authority staff when called upon to act as professional witnesses in prosecutions.
3. Licensing Activities	
Content and relevant outcomes	Priority Activity
3.1 Licensing of animal movements Outcomes: 1 and 4	To act on referrals to revoke the general licence.
4. Education and advice to maximise compliance	
Content and relevant outcomes	Priority Activity

<p>4.1 Support National and Regional Animal Health and Welfare Panels and the Strategy Group providing information and guidance to assist local authorities in addressing areas of concern in the region Outcomes: 1,2,5 and 6</p>	<p>Provide access to information in accordance with the requirements of the relevant legislation.</p> <p>Use of APHA's website to publicise services and provide information. VL to work with local authorities to secure a "standard" invitation to attend with agenda item at the regional panels. APHA will prioritise attendance to the Regional Panels when invited, and if asked to do so will provide speakers for suitable themes.</p>
<p>4.2 Hold liaison meetings with suitable representatives of local authorities and where appropriate, other interested parties; Outcomes: 3,4,5 and 6</p>	<p>Such liaison meetings to facilitate discussion on local, regional and national issues and take any necessary action on a local/regional level.</p>
<p>5. Enforcement Activities to maximise animal health and welfare compliance</p>	
<p>Content and relevant outcomes</p>	<p>Priority Activity</p>
<p>5.1 Provide veterinary and/or technical staff support to the local authority, or arrange suitable alternative support (for example, staff from another APHA field operations office or the services of an OV); Outcomes: 1,2,3,5 and 6</p>	<p>Respond immediately to reports of suspected notifiable disease which pose an immediate threat to human or animal health.</p> <p>Reports of adverse welfare of livestock will be assessed on receipt. All reports will be investigated, with field visits undertaken within 24 hours where there are suspicions of animals being caused unnecessary suffering. Investigations will be carried out according to the principles of the MOU with Scottish SPCA and local authorities.</p> <p>Approval/licensing procedures - liaise with local authority regarding applications and proposed visits e.g. ABP applications.</p> <p>Animal Health is responsible for the evaluation of BIP facilities, documentation and procedures in Great Britain.</p>
<p>6. Reactive and intelligence driven enforcement</p>	
<p>Content and relevant outcomes</p>	<p>Priority Activity</p>
<p>6.1 Provide up to date information on registered livestock keepers in the local authority area Outcomes: 1,2,3,4,5 and 6</p>	<p>Provide and receive information in accordance with the animal health & welfare data sharing statement between Local Government Regulation, Defra and its named executive agencies and the Scottish Government issued in August 2010. See Local Government Regulation and Defra websites.</p>
<p>6.2 Provide an overview of the national performance picture Outcomes: 1,2,3,4,5 and 6</p>	<p>Provide information/updates on current national issues affecting animal health and welfare.</p>
<p>7. Post enforcement reporting and AMES data entry activities</p>	
<p>Content and relevant outcomes</p>	<p>Priority Activity</p>

7.1 In those offices where Local Authorities are using AMES: Use AMES regularly to be informed of local authority work, and to help in any discussions regarding service delivery plan and profile Outcomes: 1,2,3,4,5 and 6	VLs or nominated representatives to extract activity reports on agreed basis for each local authority to help review enforcement activities within their region. Extract relevant AMES reports to support any discussions regarding local authority's service delivery plans. The APHA WIT (Welfare in Transit) team accesses AMES for information to assist with its action monitoring function relating to transporter authorisations and vehicle/container approval.
7.2 Provide feedback on performance Outcomes: 1,2,3,4,5 and 6	Performance issues arising from the AMES reports brought to the attention of the local authority for discussion

8. Contingency planning and emergency action	
Content and relevant outcomes	Priority Activity
8.1 Responding to emergencies Outcomes: 1,3,5 and 6	Provide a 24 hour reporting service for animal health and welfare emergencies by operating a duty Veterinary Officer system. Nightline numbers are published on the website at: https://www.gov.uk/government/organisations/animal-and-plant-health-agency Ensure a fully joined up response to outbreaks of disease and aim to build closer links with delivery partners to ensure they are appropriately engaged during incidents.
8.2 Participation in training exercises for emergency preparedness (or an alternative option, where the number of local authority participants is unwieldy); Outcomes: 1,3,5 and 6	Work closely with policy customers and operational partners; design and deliver a challenging programme of exotic animal disease exercises locally, regionally and nationally. To organise a regional or national exercise on an annual basis with multiagency partners.
9. Additional Activities	
Content and relevant outcomes	Priority Activity
9.1 National Priorities Outcomes: 1,2,3,5 and 6	Communicate policy and priority updates to local authority directly or via Strategy Group or Regional Panels.
9.2 Regional Priorities Outcomes: 1,2,3,5 and 6	. Agree regional priorities, including regional initiatives, with local authorities
9.3 Local Priorities Outcomes: 1,2,3,5 and 6	Agree local priorities with local authorities based on knowledge and intelligence.