

ANIMAL HEALTH AND WELFARE: OPERATIONAL PLAN AND PRIORITIES 2012-13

Outcome	Details	2012-13 work plan	Target
To deliver a regulatory service focussed on a risk-based approach, working with business to ensure appropriate standards of animal health and welfare are attained	Complete programme interventions to farms for the purposes of auditing and ensuring compliance with standards	AA High Risk visits	100% of high risk
		BB Medium Risk visits	60% of medium risk
		Complete the programme for alternative enforcement to low risk	50%
	Investigation of service requests	Service request to be resolved within 20 working days	90% within 20 working days
	Market visits	Undertake interventions in accordance with the agreed market strategy	100%
	Undertake primary production inspections encompassing an assessment of animal health, food and feed hygiene requirements.	Programmed inspection programme of 59 premises to be completed Integrated approach to feed within visits	100%
Effective liaison arrangements and joint working	Work with the national Animal Health Service to develop improved working relationship and liaison meetings	Establish liaison arrangements with Divisional Veterinary Manager Agree programme for exercising plans	Once yearly meetings
	Joint working arrangement with police and other local authorities	To undertake a programme of roadside transportation checks	2 multi agency inspections.
		Attendance at liaison groups with other local authorities and agencies to promote consistency and support in common issues	2 AHWLG
Preparedness to respond to an emerging or confirmed animal disease outbreak	Exercise the Argyll and Bute Council Generic Disease Plan	Exercise the local management arrangement and in particular the multi-agency forward operating centre	
	Review the Animal Health Generic Disease plan	Review the Animal Health Generic Disease plan to reflect changes in Scottish Government guidance	Service + EPO
	Maintain the mobile anthrax incinerator and ensure that it is available for use by other partner local authorities	Introduce service level agreements for shared incinerator amongst partner local authorities Ensure that incinerator is in good working order, maintained and available for use Deliver a training exercise for existing staff and staff from other	Service and partners

		partner local authorities	
Service User engagement	To engage with service users to obtain information relating to service delivery to facilitate ongoing improvement	Undertake random service satisfaction surveys.	Two service user surveys in the year
		Engage to users to identify areas for briefing notes/alternative enforcement	
Improved use of Information technology and systems	Extended use of UNIFORM	Extend use of UNIFORM information management system for animal health and welfare to include service requests and performance management	
	Enforcement data	Consider whether UNIFORM can provide appropriate enforcement data and consider implementation of AMES system	
Service management and delivery	A service which meets the Animal Health Framework Standard	Review service delivery against the draft Framework and participate in its review in its "transitional year"	
	A quality systems approach	The development of written procedures in accordance with the action plan	
	Implement new service working arrangements and to deliver areas of integrated enforcement	Review existing risk rating system, implement Internal monitoring with an Improved focus on performance management focus	Implementation of improved management arrangements
	A competent workforce	PDR development and skilling of staff	Minimum of 10 hours CPD
	A statutory service that meets statutory duties	Review existing procedures against changes in legislation and implement changes Review procedures implement document management system	
	Integration into customer management centre	Integrate general service enquiries to the Councils customer management centre	30 th May 2012
	An informative website	Improve information on website (e.g. licensing registers, business information etc)	