

**ANIMAL HEALTH & WELFARE SERVICE PLAN 2013/2014**

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**1. PURPOSE**

- 1.1** The Council has a statutory responsibility to deliver an animal health and welfare service, and this is undertaken by competent and authorised Officers within the Council's Regulatory Services.
- 1.2** The Scottish Government have implemented a Framework Document which specifies the component parts of an animal health and welfare service, and prescribed minimum best practice and good practice standards upon which Local Authorities are assessed. This report details the Animal Health & Welfare Service Plan for 2013/2014 to meet the Framework.

**2. RECOMMENDATIONS**

- 2.1** That Members note the work of the animal health and welfare service, its status against the Framework standard, and formally approve the Service Plan for 2013/2014.

**3. BACKGROUND**

- 3.1** Animal health and welfare responsibilities are wide-ranging and cover inspections of farms and markets, responding to service requests, work in respect of the investigation and control of animal and zoonotic (can be transmitted to humans) diseases, and the disposal of animal by-products. We also have good communications with the agricultural sector and other agencies, including the SSPCA, Animal Health & Veterinary Laboratory Agency (AHVLA) and the Scottish Government Rural Payments Inspectorate (SGRPID).
- 3.2** An Animal Health & Welfare Framework was introduced in 2011, and last year's Plan had regard to this document. We had various concerns on the Framework relating to the absence of a risk-based approach (particularly for Markets) the inadequacies of the national software system (AMES) and some other activities. As a result of a subsequent meeting with the Scottish Government, the Framework has been revised and there is an ongoing agenda to amend and develop the Framework. At a national level, the Council's Regulatory Services Manager represents Scottish Local Authorities on the Framework Steering Group and National Strategy Group.

- 3.3** As a service, we have had an improvement agenda in place for some years, and the requirements of the Framework for Service Plans, performance measures, and risk-based inspections were already in place. In the period 2012 – 2013 specific achievements of the service have been :
- (i) The high-risk inspection programme for animal health and welfare has been completed, with 100% of all works being achieved.
  - (ii) We have responded to 91.3% service requests within 20 working days, exceeding our target of 90%. This, however, has been at the expense of medium-risk visits.
  - (iii) We have introduced a novel approach to Market visits as we believe the minimum standards requiring attendance at 75% of sale days by enforcement personnel for 25% of operating hours is inappropriate and would require 1.2 FTE from our 2 FTE staff resource. Our strategy is risk-based, focusing on specific areas (e.g., structure, management, biosecurity, transportation and is subject to further development. It has been resource-intensive as it has identified areas for further investigation; but has been generally welcomed by the industry; has improved standards, and is being considered nationally, as an alternative to how Market inspections are undertaken in Scotland.
  - (iv) We have introduced and undertaken our alternative enforcement work which targeted at low-risk visits, providing advice and information so that they can assist themselves in complying with standards. This has included as newsletter to the framing community advising on issues and developments in animal health and welfare.
  - (iv) Customer satisfaction surveys have indicated levels of 93% for animal health and welfare.
  - (vi) We have secured joint working arrangements 7 other Local Authorities to share access and use of our mobile animal carcass incinerator. This reduces the costs to the service, increases our income, and demonstrates the joint working/shared services approach for contingency arrangements.
  - (vii) At an operational level, the main challenges have been :-
    - Meeting targets with the increasing trend of service enquiries which shows a 50% increase year on year since 2009

- The Market strategy has been well received by markets operators, auctioneers and the industry; and has identified the standards across Argyll and Bute are generally good. As with any inspection or audit, they have identified issues which we did not anticipate which have required attention.
  - We were involved in a major Scottish wide investigation concerning the illegal use of cattle passports. This resulted in a multiagency investigation, coordinated by Central Police, and a successful prosecution.
  - Supporting the AHVLA in response to a series of welfare concerns on farms. These required significant resources from the Council and whilst the four major farming operations with inherent welfare problems have addressed and rectified these concerns, there are two prosecutions pending.
- (vii) In terms of service improvement, we have integrated general enquiries into the Council's Customer Contact Centre, have implemented an electronic document management system for animal health and welfare which supports document control and flexible working, and.

**3.4** The Service Plan 2013/2014, in Appendix I, builds upon the success of 2012/2013, and outlines our priorities, and targets for the forthcoming year :-

- (i) Achieve a target of 100% of high risk visits
- (ii) Achieve 90% of the programme of planned market interventions.
- (iii) Resolve 85% of all service requests within 20 working days
- (iv) Deliver our alternative enforcement plan for animal health and welfare focussing on aspects including traceability; transportation of livestock, biosecurity and horse passports,
- (v) Build upon the joint working arrangements in place with the SSPCA, AHVLA, local authorities and other agencies

- (vi) Review our risk assessment scheme and the risk rating all premises.

3.5 The Animal Health and Welfare Framework has 28 assessment criteria and specifies the standards for each ranging from the minimum standard to in many cases, best practice and good practice standards. There are some measures which only have minimum standards. This enables local authorities to design and assess their services against each of the standards.

In Argyll and Bute, we come out favourably and there are a number where a novel or unique approach has been agreed with AHVLA as the minimum standards is inappropriate (e.g. the quantitative visit regime for markets etc.). Appendix II shows the Council position for each activity against the national standards. In summary, I would gauge our service as being **good practice with examples of better practice**

3.6 This Service Plan has been discussed and agreed with AHVLA, as required in the Framework. We have built in activities they will undertake, to reflect the partnership arrangement (see Section 9.2).

In a recent Paper produced by AHVLA to the Animal Health and Welfare Strategy Group, they indicate that 18 of 31 Local Authorities are signed up to the Framework and Argyll and Bute Council is **“proactive, risk-based, and are at the forefront of animal health and welfare regulation in Scotland.”**

## 4. CONCLUSIONS

4.1 The Animal Health & Welfare Service Plan 2013/2014 meets our statutory responsibilities, targets resources at key priorities, and meets the national Framework Document.

## 5. IMPLICATIONS

**Policy :** None

**Financial :** The Service Plan will be delivered on the existing budget

**Personnel :** None

**Equal Opportunity :** We have a risk-based, proportionate approach to enforcement for all activities

**Risk**

The Service Plan meets the Framework Document and our focus will be on delivering the operational service plan. Notwithstanding this, performance will be adversely affected where we are required to respond to any event (e.g., Foot & Mouth; livestock seizure etc.) or where there are staff absence

**Legal**

Meets the Council's statutory duties for animal health and welfare

**ALAN MORRISON**  
**REGULATORY SERVICES MANAGER**  
**AM/KT/ 7057 Feb 2013**

For further information  
contact:

Alan Morrison

Regulatory Services Manager

e-mail : [alan.morrison@argyll-bute.gov.uk](mailto:alan.morrison@argyll-bute.gov.uk)

Tel: 01546 604292



## ARGYLL AND BUTE COUNCIL PROFILE

### ARGYLL AND BUTE COUNCIL

Financial year 2013/14

#### 1. Staffing

Number of officers	FTE (full time equivalent)
1 Senior Animal Health and Welfare Officer	1
2 Animal Health and Welfare Officer	1
Service Manager	0.1

#### 2. Data input

Local authority Database UNIFORM

Will interface with AMES be considered?

**We have no intentions to consider implementation of Animal Health Enforcement System following the outcome of the pilot. We will focus on developing a suite of animal health and welfare indicators through the Strategy Group, and continue using our existing UNIFORM information management system**

#### 3. Work Load - Critical Control Areas (CCA)

a) with defined work patterns

Type of CCA	No.	Operating pattern (markets) or throughput (slaughterhouses)
Market	4 dedicated markets, 3 market companies, 4 draft sale systems	Oban and Dalmailly operate throughout the year. Bridgend (Islay) has approximately 9 sales /yr. Tiree has 4-5 sales per year (some are 2 day sales). Caledonian Marts operate draft sale on Islay and sometimes on Mull. Dumfriesshire and Cumberland Farmers operated a tup sale this year.
Slaughterhouses	3	Low throughput at Tiree, Mull and Islay
Unique lairage area reflecting geographic nature of Argyll and Bute	1	Molieggh, Oban
Shows, sales and one-off events	<b>Approx 24</b>	

**b) without defined work patterns**

Type of CCA	No.
Ports	<b>Minor ports and marinas. International catering waste registrations indicate approximately 50</b>
Dealers Hauliers	<b>3 11</b>

**4. Total risk assessed premises including CCAs**

According to information supplied by AHDO and risk assessment by local authority



The service has implemented the COSLA risk rating system with some minor amendments. This works well within Argyll and Bute Council and is used to develop work programmes and direct the effective use of our resources.

	High Risk	Medium Risk	Low Risk
No. of premises (including 3(a) & (b) above)	78	580	1209

**Note: Figures accurate as of January 2013**

The frequency for programme interventions is:

High risk – annually

Medium risk – 5 years

Low risk- alternative enforcement strategy

## APPENDIX I

### Local Authority: ARGYLL AND BUTE COUNCIL

**Service Plan for year: 01/04/2013 to 31/03/2014**

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
<b>1. Planning the Delivery of the Local Authority Animal Health Function</b>		
1.1 Profile of Local Authority area and associated animal health and welfare workload	<p>Analysis of critical control points by type, number, days of operation, including:</p> <ul style="list-style-type: none"> <li>• premises used for sales (e.g. auction markets etc.)</li> <li>• abattoirs/slaughter houses</li> </ul> <p>Analysis of agricultural premises according to risk</p> <p>Summary of staff engaged in Animal Health and Welfare work</p> <p><b>Outcomes 3 and 5</b></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 AHVLA. For the first time, we have agreed to add AHVLA interventions into the plan in section 11, demonstrating the joint working arrangements which are in place between both agencies</p>
1.2 Annual Service Plan for delivery of services in Animal Health and Welfare	<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><b>Outcomes 3, 4, and 5</b></p>	<p>The service plan is formally agreed by the Council's Regulatory Services Manager and Leads Veterinary Officer with the AHVLA annually and formally approved by the Planning, Protective Services and Licensing Committee.</p>

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
1.3 Risk Assessment	<p>Premises risk assessed in accordance with the national risk scheme detailed in Section 4</p> <p>Risk based inspection programme</p> <p><b>Outcomes 1, 2, 5 and 6</b></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) The programme for High Risk premises is notified to the AHVLA 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>c) We plan to review the risk rating scheme in 2013-14</p> <p>d) The interventions programme for 2013-14 will be identified and agreed with the Regulatory Services Manager on the 1<sup>st</sup> April 2013. The current draft identifies the following interventions although this is subject to change:</p> <p><b>78 high risk visits-</b>  <b>58 medium risk visits</b>  <b>25 primary production visits</b>  <b>42 Market interventions</b>  <b>30% of low risk premises: alternative enforcement</b></p>

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
<b>2 Training and Development</b>		
<p>2.1 Training for new officers</p> <p>On-going professional development</p>	<p>Officers are authorised to enforce all relevant legislation. All enforcement staff to hold recognised qualification or have equivalent professional experience</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</p> <p><b>Outcome 5</b></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. A training programme is in place for the third officer and there is a formal CPD system in place for all</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 identifies training needs and priorities</p> <p><b>The target is 10 hours CPD for each officer</b></p>

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
<b>3. Licensing Activities</b>		
3.1	<b>Zoo licensing</b>	We will undertake the necessary work associated with licensed zoos within our area and respond to any associated service requests As of 1 <sup>st</sup> March 2013, there are 2 licensed zoos in Argyll and Bute
<b>4. Education and advice to maximise compliance</b>		
4.1 Education and advice	<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><b>Outcomes 1, 2, 5 and 6</b></p>	<p>a) 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&amp;W business advice available on Council website.</p> <p>b) 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><b>Targets for 2013-14 Complete 100% of high risk visits; resolve 85% of service requests within 20 working days</b></p>
4.2 Proactive activity	<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 Animal Health</p> <p><b>Outcomes 1, 2, 5 and 6</b></p>	<p>a) We provide information to the industry through a range of different activities:</p> <ul style="list-style-type: none"> <li>a. Through the website or business information</li> <li>b. Through "surgeries" at markets and other visits</li> <li>c. On a one-to-one basis during inspections</li> <li>d. Direct liaison with other partners including NFU, Food for Argyll etc.</li> <li>e. Presentations and trade events</li> </ul> <p>b) Information displayed on website Attendance at stakeholders/enforcement groups</p> <p>c) We are an active member of the Animal Health and Strategy 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 Agricultural Forum</p>

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
<b>5. Enforcement activities to maximise Animal Health and Welfare compliance</b>		
5.1 Attendance at Critical Control Areas- Livestock markets, Sales, and Assembly Centres	<p>Highly visible preventative enforcement presence. Attendance at markets and other sales, and Assembly Centres to ensure compliance, in particular with:</p> <ul style="list-style-type: none"> <li>• Biosecurity (vehicles, premises and people)</li> <li>• Livestock identification</li> <li>• Welfare</li> <li>• Transport</li> <li>• Licensing and record keeping</li> <li>• Specific pre movement licensing</li> <li>• All other relevant legislation</li> </ul> <p>Exact attendance levels and times according to status of gathering</p> <p><b>Outcomes 1, 2, 5 and 6</b></p>	<p>a) We have developed a market strategy to ensure that we are able to undertake our enforcement duties within markets and this has been agreed with AHVLA and implemented in 2013-14. This novel approach is likely to be considered as part of the Scottish review of market interventions in 2013 following the national Market Baseline report.</p> <p>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.</p> <p><b>Target:</b>  <b>We will measure our performance against this programme with target of 90% of the agreed interventions programme for markets being completed</b></p>

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
<p>5.2 Attendance at Critical Control Areas - slaughter houses</p> <p><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></p>	<p>Attendance at slaughter houses (high and low through put, red meat and poultry(white meat) in liaison with MHS to ensure legislative compliance, in particular with:</p> <ul style="list-style-type: none"> <li>• Biosecurity (vehicles, premises and people)</li> <li>• Livestock identification</li> <li>• Welfare</li> <li>• Transport</li> <li>• Licensing and record keeping</li> <li>• Specific pre movement licensing</li> <li>• All other relevant legislation</li> </ul> <p><b>Outcomes 1, 2, 5 and 6</b></p>	<p>a) 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.</p> <p><b>Target: to respond to enquiries regarding slaughterhouse – 100%</b></p>
<p>5.3 Attendance at Critical Control Areas - Dealers/Agents</p>	<p>Identification of Dealers and Agents</p> <p>Visits/inspections to verify legislative compliance</p> <p><b>Outcomes 1, 2, 5 and 6</b></p>	<p>a) List of High Risk dealers and agents compiled in consultation with AHVLA</p> <p>b) High risk dealer premises to be visited in terms of their risk rating</p> <ul style="list-style-type: none"> <li>• Written report of non-compliance given at time of visit</li> <li>• Major non compliances reported to relevant agencies</li> <li>• Re-visits undertaken when actionable infringements occur</li> </ul> <p>c) Businesses will be inspected in accordance with their risk rating or more frequently based on local, regional and national intelligence or concerns</p>

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
5.4 Attendance at Critical Control Areas - Ports	<p>Attendance at Ports to ensure legislative compliance, in particular with:</p> <ul style="list-style-type: none"> <li>• Biosecurity (vehicles, premises and people)</li> <li>• Livestock identification</li> <li>• Welfare</li> <li>• Transport</li> <li>• Import/export documentation</li> <li>• All other relevant legislation</li> </ul> <p><b>Outcomes 1, 2, 5 and 6</b></p>	<p>There are no significant ports within Argyll and Bute Council although there is the movement of livestock throughout the district by ferries and road.</p> <p>To combat this we have:-</p> <ul style="list-style-type: none"> <li>• Arrangements in place with CALMAC which regulates the transportation from livestock from the islands</li> <li>• We have a programme of two roadside checks planned with Strathclyde Police (soon to be Scottish Police) in 2013-14. This will be augmented by vehicle inspections in markets</li> <li>• We will support AHVLA, as requested and where resources permit, in respect of the storage and disposal arrangement for animal by-products and international catering waste at marinas and ports in a programme of joint working with AHVLA in 2013-14</li> </ul>
5.5 Attendance at Critical Control Areas - High risk Farms (Other than dealers or agents)	<p>Visits/inspections to verify legislative compliance</p> <p><b>Outcomes 1, 2, 5 and 6</b></p>	<p>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.</p> <p>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</p> <p>c) We have agreed with the AHVLA, that they would consider appropriate interventions for fish farms and that a strategy would be discussed in 2013-14</p>



	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
5.6. Visits and inspections to other premises	<p>Visits to verify legislative compliance.</p> <p>Commercial hauliers Farms (including own livestock vehicle) Agricultural Shows and farm dispersal sales Animal by-products premises including</p> <p>Any other premises of livestock origin and destination</p> <p><b>Outcomes 1, 2, 5 and 6</b></p>	<p>Visits only undertaken to other premises on intelligence basis or as a result of another inspection plan e.g. Primary Production visit plan.</p> <p>Integrated primary production inspections are undertaken by AHW officers and the remit includes animal health and welfare, food and feed hygiene.</p> <p>Joint working arrangements are in place with AHVLS; SGRPID and the SSPCA.</p> <p>All inspections are confirmed in writing</p>
5.7 In transit checks	<p>Roadside checks (in conjunction with police)</p> <p>Police led multi agency roadside checks local authority led checks for animal health and welfare compliance only (including co-ordination with adjacent Local Authorities)</p> <p>National exercises and operations</p> <p><b>Outcomes 1, 2, 3, 4 and 6</b></p>	<p>a) We have joint working arrangement with the police for roadside checks although inspections are undertaken of vehicles within the markets. These arrangement are unlikely at this stage to be affected by the new single Scottish Police Service</p> <p>b) In conjunction with police</p> <p>c) Only on basis of intelligence.</p> <p><b>Target; Joint roadside checks to be undertaken in conjunction with the police in 2013-14.</b></p>

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
5.8 Postal record recall checks (if carried out) on livestock premises	<p>Postal recall checks and verification according to risk</p> <p>Non responses subject to follow up action as appropriate (including, if necessary premises visit inspection)</p> <p><b>Outcomes 1, 2, 5 and 6</b></p>	<p>There are no proposals to undertake any postal recalls unless intelligence indicates that such activity is necessary. This has been agreed with AHVLA who advise that this work is not normally undertaken in Scotland</p>
5.9 Vehicle biosecurity – cleansing and disinfecting compliance	<p>Checks on vehicles to ensure cleansing and disinfection carried out at premises other than where they have delivered livestock</p> <p><b>Outcomes 1, 5 and 6</b></p>	<p>a) On-going routine checks at livestock market</p> <p>b) Specific checks will be made on vehicles where targeted intelligence identified issues and concerns or where disease is suspected</p> <p>c) Alternative enforcement and follow-up visits will be made to respond to any issues identified through market audits</p> <p><b>Target; interventions undertaken subject to our market intervention plan, concerns or intelligence</b></p>

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
5.10 Out of operating hours checks	<p>Checks out of normal specified operating hours or subsequent days for:</p> <p>Markets</p> <p>Slaughter houses</p> <p>Premises used for collection of animals for slaughter or for further rearing or finishing</p> <p><b>Outcomes 1, 2, 5 and 6</b></p>	<p>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.)</p>
5.11 Stand by and on call arrangements	<p>Emergency interagency contact regarding disease and other enforcement incidents</p> <p><b>Outcomes 1, 2, 3, 4 and 6</b></p>	<ul style="list-style-type: none"> <li>a) Emergency out of hours contact procedure in place and notified to agencies</li> <li>b) Out-of-hours arrangements through Civil contingencies Manager or Regulatory Services Manager/Senior Animal Health and Welfare Officer</li> <li>c) Updated annually or as notified</li> <li>d) Contingency plans have full details of out-of-hours arrangements</li> </ul>

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
<b>6. Partnership working and intelligence driven enforcement</b>		
6.1 Identified Infringements	<p>Identified breaches of legislation, including biosecurity, licensing, welfare, livestock identification, standstill breaches, illegal imports, by products, and other disease control work.</p> <p>Irregularities found on documentary checks followed up</p> <p><b>Outcomes 1, 2, 5 and 6</b></p>	<ul style="list-style-type: none"> <li>a) We will respond to service requests received from the general public, industry and other agencies</li> <li>b) Investigated and appropriate action taken in accordance with our Enforcement Policy</li> <li>c) Follow up checks on suspected irregularities identified on SAMU, BCMS, by SGRIPID, SSPCA and AHVLA</li> </ul>
6.2 Intelligence / Information and systems	<p>Provision and collection of Intelligence Information</p> <p><b>Outcomes 1, 2, 5 and 6</b></p>	<p>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 by environmental health colleagues</p> <p>In addition, we use other stand-alone systems for primary production visits (SCORS) and utilise the SCOTEID national database for cattle and sheep movements, as an intelligence source to influence our interventions.</p> <p>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.</p>
6.3 Intelligence led actions	<p>Infringements or suspected infringements reported from external enforcement sources or identified by use of data interrogation or intelligence sources; members of the public/complaints</p> <p><b>Outcomes 1, 2, 5 and 6</b></p>	<ul style="list-style-type: none"> <li>a) All enforcement action is taken in accordance with the services enforcement policy and procedures. These are revised annually or more frequently, as required</li> <li>b) Formal notices are reviewed by the officers line manager prior to service by the officer</li> <li>c) All formal reports to the PF are approved by the Regulatory Services Manager</li> <li>d) A formal RIIPSA authorisation process is followed where directed surveillance may be required</li> </ul>

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
6.4 Cross border and multi-agency working	<p>Assessment and communication to interested parties of cross cutting issues</p> <p>Research/intelligence led activities including workshops</p> <p>Joint investigations/exercises/initiatives</p> <p>Mentoring arrangements</p> <p><b>Outcomes 1, 2, 3, 4 and 5</b></p>	<p>a) Proactive work with other local authorities</p> <p>b) We manage and maintain the animal health incinerator for anthrax cases which is a shared resource between 8 local authorities</p> <p>c) Membership of AH&amp;W Regional and National Panels. Taking part in their cross cutting projects.</p> <p>d) Member of the National Framework Steering Group</p> <p>e) Members of AH&amp;W Regional and National Panel as well as of AH&amp;W Strategy Group</p> <p>f) We have local arrangements in place with SGRPID to reduce multiple visits and promote joint working; and have excellent working relationships with the SSPCA</p> <p>g) We have mutual support arrangements agreed with other neighbouring local authorities</p>
<b>7. Post enforcement reporting and Animal Health and Welfare Management and Enforcement System (AMES) data entry activities</b>		
7.1 Animal Health and Welfare Management and Enforcement System (AMES)	<p>Entry of data onto electronic information management system recording local authority enforcement activities, results and actions.</p> <p>Recording of data on infringements</p> <p><b>Outcomes 1, 2, 3, 4, 5 and 6</b></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>
7.2 Management information	<p>Collation of management information data for internal use and provision to the Scottish Government and Animal Health,</p> <p><b>Outcomes 3, 4 and 5</b></p>	<p>Timely provision of information in particular submission of statutory returns</p>

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
<b>8. Contingency planning and emergency action</b>		
8.1 Animal Health, Scottish Government , COSLA and local authority emergency preparedness	Planning and contributing to emergency preparedness plans with Animal Health, Scottish Government and other agencies as appropriate  <b>Outcomes 1, 3, 5 and 6</b>	We have a generic Animal Health Disease Plan which is approved by Council and updated annually  We will review contact arrangements within plans annually  <b>Target Review generic animal health disease plan annually; participate in regional and national exercises, as appropriate</b>
8.2 Testing and Training	Testing, training, practising and evaluating activities in relation to the emergency plan  <b>Outcomes 1, 3, 5 and 6</b>	<b>Target Review -</b> <b>We will participate in regional and national exercises, as appropriate. At a local level, we will test our own arrangement every 2 years</b>
8.3 Emergency Action	Provision of full emergency range of services under the emergency plan, when disease emergency declared by the Scottish Government  <b>Outcomes 1, 3, 5 and 6</b>	This would be a priority incident and the service would respond in accordance with the designated plans.

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
<b>9. Additional Activities</b>		
9.1 National priorities	<p>Provide details in Service Plan (Annex C) of identified priorities as agreed with AHVLA and the Scottish Government</p> <p><b>Outcomes 1, 2, 5 and 6</b></p>	<p>The general outcome are to:</p> <ul style="list-style-type: none"> <li>effectively reduce the risk of animal disease incursion and spread, thereby protecting public and animal health</li> <li>improve animal welfare</li> <li>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></li> </ul>

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
9.2 Regional priorities	<p>Agree regional priorities, with AHVLA at regional animal health and welfare panel meetings for consideration in annual service planning</p> <p><b>Outcomes 1, 2, 5 and 6</b></p>	<p>Annual service meeting with AHVLA is held every six monthly to review the service plan. There are other ad-hoc meetings as appropriate.</p> <p>Regional priorities</p> <p>a) AHVLA will visits markets in Argyll and Bute to support the Councils Market Strategy</p> <p>b) AHVLA to consider appropriate interventions in respect of animal health and welfare at fish farms in association with SEPA to make LA aware of any developments, identified service demands.</p> <p>c) AHVLA 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</p> <p>d) AHVLA 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).</p>
Local priorities	<p>As determined by local authority in agreement with AHVLA</p> <p><b>Outcomes 1, 2, 5 and 6</b></p>	<p>The local prioritise for 2013-14 are:</p> <p>(i) Extend market strategy with interventions by AHVLA incorporated within the programmed interventions</p> <p>(ii) Deliver the alternative enforcement strategy</p>
<b>On Farm Welfare</b>		



	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
1(a) Authorisation	Authorisation of inspectors under part 2 of the Animal Health and Welfare (Scotland) Act 2006	3 officers
1b) Response	Response to farm welfare complaints received from a member of the public or another agency	<p>The service standard is that service requests will be resolved within 20 working days and we have a target of 85% in 2013-14. 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, AHVLA and/or SSPCA</p>
1(c) Enforcement Action	Where an animal's welfare is being seriously compromised immediate enforcement action should be taken.	<p>Where an animal's welfare is being seriously compromised immediate enforcement action will be taken working with partner agencies</p> <p><b>All enforcement action will be proportionate, risk based and in accordance with our enforcement policy</b></p>
1(d) Follow up where complaint received	Follow up visits to premises against whom a welfare complaint is received	If necessary and in conjunction with VO the premises will be re-visited within an appropriate period of the initial visit

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
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 10 working days of the end of the Compliance Period specified in the Notice or sooner dependent upon the severity of the complaint</p>

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## APPENDIX II – SERVICE ASSESSMENT AGAINST FRAMEWORK

Criteria	Activity	Standards and Status		
		Minimum	Good Practice	Better Practice
1.1	Profile of Local Authority	ABC		
1.2	Annual Service Plan	ABC		
1.3	Risk Assessment	ABC		
2.1	Training of Officers	ABC		
4.1	Education + Advice	ABC		
4.2	Proactive Activity	ABC		
5.1	Enforcement Markers	novel approach		
5.2	Slaughterhouses	ABC		
5.3	Dealers/Agents	ABC		
5.4	Ports	ABC		
5.5	High Risk Farms	ABC		
5.6	Visits + Inspections to Other Premises	ABC		
5.7	In Transit Checks	ABC		
5.10	Vehicle Biosecurity	ABC		
5.11	Out Of Hours Operating	ABC		
5.12	Standby/On Call	ABC		
6.1	Partnerships Legislation Breaches	ABC		
6.2	Collection of Intelligence	ABC		
6.3	Engagement with Others	ABC		
6.4	Cross Board/Multi Agency Working	ABC		
7.1	AMES Reporting	ABC		
7.2	Reporting of Activities	ABC		
8.1	Planning for Emergencies	ABC		
8.2	Testing + Training	ABC		
8.3	Emergency Action	ABC		
9.1	Service Plan with National Priorities	ABC		
9.2	Regional	ABC		
9.3	Local	ABC		

### Key.

Dark shaded indicates the level of standards available for each criteria (i.e. minimum, best and good practice)

Light shaded (ABC) indicates Councils attained level of standard