



BRIDGEND COUNTY BOROUGH COUNCIL

PUBLIC PROTECTION DEPARTMENT

ANIMAL HEALTH AND WELFARE

SERVICE DELIVERY PLAN

2008/2009

FRAMEWORK AGREEMENT (DEFRA/WAG/WLGA)

APPENDIX C

ANIMAL HEALTH AND WELFARE
SERVICE DELIVERY PLAN
FRAMEWORK AGREEMENT (DEFRA/WAG/WLGA)

INTRODUCTION

Local Authorities have a statutory responsibility for the enforcement of Animal Health and Welfare (AH&W) legislation. The service has until recently been largely undervalued and under resourced.

However, the challenges presented by the advent of Foot and Mouth Disease in the United Kingdom highlighted the impact of non-compliance with the legislation can have on the community, both financially and socially. Recognition of the impact, both nationally and internationally, has resulted in the Government conducting a major review of service provision for AH&W within the United Kingdom. The review recognised the major role that Local Authorities play in AH&W enforcement and the good work that they carried out during the Foot and Mouth epidemic.

The review resulted in the production of a key document by the Department for the Environment, Food and Rural Affairs (DEFRA), which was produced in consultation with the Local Authorities Co-ordinators of Regulatory Services (LACORS), the Welsh Local Government Association and the Welsh Assembly Government, entitled 'A Framework for the Delivery of Services between Local Authorities, Department for the Environment, Food and Rural Affairs and the Welsh Assembly Government'. The framework has been piloted by five Welsh Authorities and from 1 April 2003 was extended to include all Welsh Authorities.

The framework is an excellent example of Local and Central Government working in partnership. It provides a crucial opportunity to bring consistency in service standards and practice and will show the level of service the Authority aims to provide. Consistency of service delivery is one of the main objectives that the framework aims to achieve, with the emphasis changing from disease control to good bio-security and disease prevention.

The cornerstone of the framework and the core of this service delivery plan is the activity framework, which identifies every aspect of the service that this Authority intends to provide and the standard at which the service is to be provided. It is anticipated that the framework will develop to include all aspects of AH&W not simply post Foot and Mouth Interim Movement legislation.

The framework, in combination with the DEFRA funded Animal Movement Licensing System and the Animal Movements Enforcement System, will enable AH&W enforcement to move into the next century with effective IT solutions, which will substantially increase the effectiveness and efficiency of enforcement.

Function	Activity	Content	Standard
1. Enforcement Planning			
1.1(a) Enforcement structure and plan.	Bridgend County Borough Council has an area of 28,580 hectares. The animal health function is operated from the Civic Offices in Bridgend.	The County Borough has approximately 391 farms, one hunt kennel, a sheep sales, which operates 12 days per year, and one quarantine cattery. Department structure, see Appendix 1.	Profile form completed and submitted to DEFRA. Minimum standard.
1.1(b)	The department is also responsible for pet shop and riding establishment licensing, which is enforced by Environmental Health Officers.	Civica database contains details of all premises. The other holdings will be reviewed and records updated as the year progresses. Riding establishments : 3 Pet shops : 7 Boarding establishments : 18 Breeding establishments : 1	As above.
1.2 Risk assessment.	Premises risk assessed on the 'new LACORS' system.	All premises have been re-risk assessed using the new LACORS system. The risk assessment will take into account DEFRA's comments.	Minimum standard – risk assessment approach agreed with DVM and risk assessment completed.
1.3 Intelligence.	Intelligence gathering, processing and dissemination.	Intelligence to be assessed, recorded and controlled. The links with DEFRA, Local Authorities, Police etc. to be developed. Links to be developed with the farming community. Intelligence to be used for risk assessment and resource targeting.	Minimum standard – all Local Authorities to assess in-house situation on animal health intelligence and suspect data. Consultation with other agencies planned (DEFRA, LACORS, Police rural intelligence officers, other Local Authority departments or agencies etc.). The section is also looking to develop NIM compliance.
1.4 (a) Consultation.	Consultation with DVM's on risk assessment.	Annual meetings with the DVM and regular meetings with DEFRA and other Local Authorities framework pilots.	Minimum standard – risk assessment approach agreed with DVM. Risk assessment completed.
1.4 (b) Liaison with other Agencies.	Liaison with other Agencies when service planning.	Liaison with all stakeholders to be developed for 2007/2008 planning process. Liaison with auctioneers, market organisers, WAG, field staff and farming community.	Minimum standard – contact made with all relevant stakeholders and consultation agreed as appropriate. Records kept.

Function	Activity	Content	Standard
2. Continuing Professional Development			
2.1 Knowledge and training.	Continued professional development. Knowledge and training.	Service audited to Investor in People standard. Annual staff appraisals and monitoring of personal development. Officers encouraged to use and keep up-to-date on current legislation and codes of practice. Officers experienced in animal health and welfare enforcement.	Good practice – all enforcement staff have access to full legal reference source (for example Butterworths On-Line or similar resource).
3. Pre-movement Licensing Activities			
3.1 Education and advice.	Provide 'one-stop' shop of advice. -	Advice provided from Civic Offices by experienced Animal Health and Welfare Officers, in response to telephone, post and personal callers. Response target set and performance measured and e-mails.	Good practice – agreed time scale for enquiries set; 95% of enquiries answered within given maximum time frame. Maximum times reduced to challenge constant service improvement
3.2 Issuing of specific animal movement licences (on AMLS) or other (non AMLS) Local Authority issued licences.	Issuing licences as requested.	The department is responsible for the full range of Animal Health and Welfare Enforcement in addition to the traditional Trading Standards role. Licences, therefore, include PRIMO, pet shops, riding establishments and dangerous wild animals.	Good practice – issue of all licences within two working days of receipt where no pre-inspection required. Issue of licences extended to three working days for all requiring DCS amendments, or where pre-inspection required.
3.3 Investigation of specific (AMLS) movement licence refusals. Investigation of other Local Authority issued licence refusals.	Co-operation with applicants and AHDO's.	Initial investigation of (AMLS) licence application refusals; fix if possible otherwise co-operation with AHDO to achieve resolution. Publicised appeals procedure (where appropriate and permitted by legislation).	Minimum standard – resolution of all licence refusals within three days. Minimum standard – resolution of all licence refusals within stated appeals procedure time scales.

Function	Activity	Content	Standard
3.4 Recording of animal movements.	Pig/sheep movement data capture and recording of exemptions.	<p>Data entry onto AMLS of all pig/sheep movement submissions.</p> <p>All documents received to be date stamped or otherwise identified as to date received.</p> <p>Receipt, verification and entry onto AMLS of owner movement declarations.</p> <p>Data-entry backlog to be managed to ensure that it does not exceed three working days from receipt for error free documentation.</p> <p>Allowance of one extra working day where errors detected that require follow-up resolution (see below).</p>	<p>Minimum standard – recording of all movements within three working days from day of receipt.</p> <p>Where appropriate, verification and entry of six-day standstill exemptions within three working days.</p> <p>Four working days where errors detected that require follow-up resolution (see below).</p>
3.5 Error management.	<p>Monitoring of AMLS.</p> <p>Monitoring of other licensing systems/records.</p>	<p>Where obvious data errors detected above and beyond those found during licence application (e.g. central data errors on DCS or other IT systems and not errors on paperwork received etc).</p> <p>Regular review and update of all non-AMLS licensing systems/records.</p>	<p>Minimum standard – IT system data errors identified and actioned within two working days.</p> <p>Records updated and any errors identified and actioned within four working days.</p>
4. Ongoing Enforcement Activities to Maximise Animal Health and Welfare compliance (including with any DEFRA (post Foot and Mouth) 'steady state' regime activities)			
4.1(a) Routine activities to support compliance.	<p>Education and advice.</p> <p>Proactive activity.</p>	<p>As required on demand (in person, by phone, leaflet etc.).</p> <p>Proactive involvement or lead in education and training events (e.g. business guidance mailshots to stakeholder organisations etc.).</p> <p>Philosophy of 'Enforcement through Education'</p>	<p>Minimum standard – 95% on demand</p> <p>High priority</p>

Function	Activity	Content	Standard
4.1(b)	Documentary checks and reconciliation.	Follow-up action on suspected irregularities identified in AMLS/AMES	<p>Minimum standard – 95% of suspected irregularities investigated and decision made on appropriate Local Authority follow-up action.</p> <p>Within five working days for cattle/sheep subject to six days standstill.</p> <p>Within 19 days for pigs subject to 20-day standstill.</p>
4.1(c)	Attendance at 'critical control points'.	<p>Highly visible preventive enforcement presence.</p> <p>Attendance at:</p> <p>(a) markets</p> <p>to assure legislative compliance, in particular with</p> <ul style="list-style-type: none"> • biosecurity (includes vehicular, premises and personnel) • livestock identification • welfare • transport • licensing and record keeping • specific licensing • all other relevant legislation. <ul style="list-style-type: none"> • Exact attendance levels and times according to risk, size of mart, volume of trade and presence of other agencies. transport • licensing and record keeping • specific licensing • all other relevant legislation. 	

Function	Activity	Content	Standard
		<p>Exact attendance levels and times according to risk, size of mart, volume of trade and presence of other agencies.</p> <p>NB: see also 'Out of hours checks' below.</p>	<p>Better practice - 100% attendance at Blackmill Sheep Sales.</p> <p>As per minimum standard.</p> <p>Inspector(s) to be in attendance for 95% of operating hours.</p>
4.1(d)		<p>(b) collecting centres to assure legislative compliance, in particular with</p> <ul style="list-style-type: none"> • biosecurity (includes vehicular, premises and personnel) • livestock identification • welfare • transport • licensing and record keeping • specific licensing • all other relevant legislation. 	<p>Currently no collecting centres in the County Borough. Should one at some time open, enforcement would be at the better practice level.</p>

Function	Activity	Content	Standard
4.1(e)		(c) slaughter markets to assure legislative compliance, in particular with <ul style="list-style-type: none"> • biosecurity (includes vehicular, premises and personnel) • livestock identification • welfare • transport • licensing and record keeping • specific licensing all other relevant legislation.	Currently no slaughter markets. If one occurred, better standard.
4.1(f)		(d) slaughterhouses to assure legislative compliance, in particular with <ul style="list-style-type: none"> • biosecurity (includes vehicular, premises and personnel) • livestock identification • welfare • transport • licensing and record keeping • specific licensing all other relevant legislation e.g. The Welfare of Animals (Transport) Order 1997 etc.	Minimum standard – currently visited twice weekly, risk to be assessed with DVM. Also will look to vary the days of the visit.

Function	Activity	Content	Standard
4.1(g)	Premises visits and inspections.	<p>Selective visits to verify legislative compliance (including any records required, any Defra (post FMD) 'steady state' regime licensing or standstill requirements etc.):</p> <ul style="list-style-type: none"> • markets • collection centres • slaughterhouses • commercial hauliers • farms • knackers/hunt kennels • any other premises of livestock origin and destination • other commercial premises where animals kept (e.g. pet-shops etc.) as appropriate. 	<p>Good practice – according to risk and driven by selective checks from AMLS/AMES.</p> <p>20% of high-risk premises within first two months of any DEFRA regime changes coming into effect.</p>

Function	Activity	Content	Standard
4.1(h)	Postal record recall checks on livestock premises.	This Authority does not carry out postal record recalls.	N/A
4.1(i)	Out-of-hours checks.	Slaughterhouses. A market. Out of normal operating hours etc. 48 hours.	Good practice – weekly checks. Slaughterhouse markets – 4 checks during operating days.
4.2 Standby and on-call.	Response, standby and on-call arrangements.	Emergency inter-agency contact re disease/other enforcement incident(s).	Minimum standard – officers usually available. Emergency contact procedure in place.
5. Targeted Enforcement Action			
5.1(a) Planned enforcement activities based on veterinary risk.	High-risk livestock movements.	All livestock movements under general or specific post Foot and Mouth regime licences to premises where animals gather from different sources – and from where animals will go to new premises (other than to slaughter), e.g. <ul style="list-style-type: none"> • auction marts to farm • farm to farm • on farm sales • store cattle collecting centres • shows/sheep dog trials etc. Continuing species risk of sheep.	Enforcement activities (and resources) within overall plan to be targeted at 'high-risk' priorities. Subject revision and on-going review by DEFRA HQ as well as local veterinary advice from DVM. Evidence of service delivery plan consistency with veterinary risk advice.

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Function	Activity	Content	Standard
5.1(b)		<p>All irregular livestock movements and activities associated with hauliers, collecting centres and slaughterhouses, including:</p> <ul style="list-style-type: none"> • illegal returns from slaughter • out-of-hours (unsupervised) movements at slaughterhouse • field lairage at slaughterhouses etc. 	<p>95% reported incidents to be investigated or otherwise satisfactorily closed.</p> <p>Targeted enforcement activities to be included in the plan.</p>

Function	Activity	Content	Standard
5.1(c)		<p>All illegal livestock movements (i.e. unlicensed and/or outside the system) :</p> <ul style="list-style-type: none"> • market to market (for sale within six/20 days as appropriate to species) • subsidy fraud moves (e.g. 'bed and breakfasting' of stock) • movements to dealing farms • substitution or diversion of livestock 	<p>Enforcement activities must be included in the plan which target 'pure' illegal moves, e.g. deliberate contravention of rules</p>
5.1(d)	Lower risk animal movements.	Those not included within a high-risk category and not involving any specified high-risk livestock species type.	Good practice – selective checks of up to 5%.
5.1(e)	Vehicle biosecurity, cleansing and disinfecting compliance.	Checks on those making undertakings regarding cleansing and disinfecting at premises other than where they have delivered livestock (where permitted).	<p>Better practice – 10% check of undertaking forms from markets, collecting centres and slaughterhouses. Follow up action as appropriate.</p> <p>Include some out of hours movement checks (see out of hours checks in 4.1).</p>
5.1(f)	In-transit checks.	<p>Roadside checks (in conjunction with police).</p> <p>Police-led multi-agency roadside checks.</p> <p>Local Authority-led checks for animal health and welfare only (include co-ordination with adjacent Local Authorities).</p> <p>National exercises and operations (e.g. Operation Mermaid).</p>	<p>Minimum standard 'blue light' stops of individual suspected vehicles (reactive enforcement and reasonable grounds) and participation in national exercises and operations.</p>

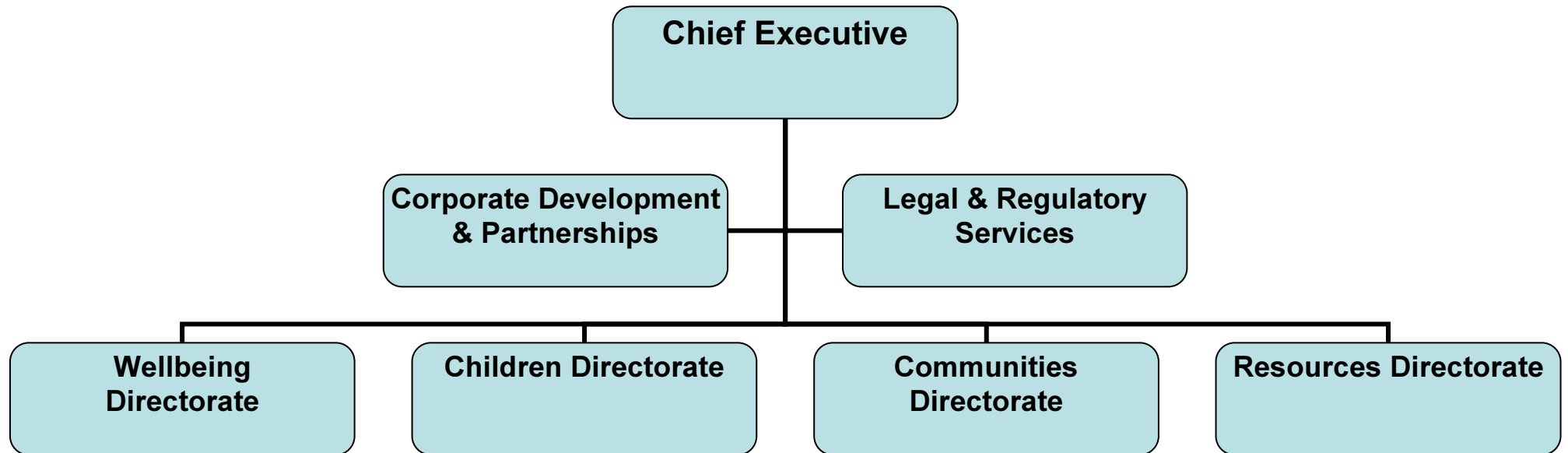
Function	Activity	Content	Standard
5.1(g)	Movement declarations.	Follow-up on keeper self-declarations of movement (for sheep/goats/pigs) and follow up of: British Cattle Movement Service (BCMS) Cattle Tracing System (CTS) and Disease Control System (DCS) data on movements.	Better practice – 30% of received self-declarations subject to cross-checking and documentary follow-up. Inspections programmed and undertaken on premises to confirm documentation trail. Investigation into outcome of refused cattle passports.
6. Reactive and Intelligence-driven Enforcement			
6.1(a) Unplanned and reactive or demand-led enforcement.	Identified infringements.	Identified breaches of legislation (including biosecurity, licensing and any post Foot and Mouth regime standstill requirements, welfare, illegal imports, other disease control enforcement work, by-products etc.).	95% to be investigated and appropriate action taken.
6.1(b)	Intelligence-led actions.	Infringements or suspected infringements reported from external enforcement sources or identified by use of data interrogation or intelligence sources.	95% to be investigated and appropriate action taken as appropriate.
6.1(c)	Intelligence-led actions.	Infringements or suspected infringements reported by members of the public/complaints.	95% to be investigated and appropriate action taken as appropriate.
6.1(d)	Specialist enforcement and investigation techniques.	Surveillance etc. as required.	Planned, demand-led or intelligence-based action as appropriate.
6.1(e)	Cross-border and multi-agency working.	Proactive and reactive work with other Local Authorities and agencies. Identify cross-cutting issues and relevant areas of risk suitable for cross-border and multi-agency approach. Research/intelligence-led activities including workshops. Investigations/exercises/initiatives to test compliance.	Regular working with other Local Authorities and agencies on a restricted basis to deal with a specific request.

Function	Activity	Content	Standard
7. Post-Enforcement Reporting and AMES Data Entry Activities			
7.1(a)	Data entry, report writing and casework (non-Court).	Follow-up reports, data entry, licence issues and other work following practical enforcement activities. Enforcement cases not going forward for Court action.	Demand-led as required
7.1(b)	Prosecutions – casework and Court attendance.	Further investigation and evidence gathering. Prosecution casework. Attendance at Court and post-Court documentation.	As required
7.1(c) Animal Movement Enforcement System (AMES).	Entry of data on to AMES system re Local Authority enforcement activities, actions and results.	Follow-up reports, data entry, management information report generation, licence regime compliance, data entry issues and other work following practical enforcement activities. Recording of data on infringements.	Good practice – recording of all enforcement data within two working days.
7.1(d)	Intelligence – information and systems.	Set up and on-going maintenance of intelligence systems. Access and development of data systems across boundaries and inter-agency work. Liaison with other agencies.	As required to be further developed.
7.1(e)	Management information.	Provision of management information data to Local Authorities and DEFRA on enforcement activities carried out.	Framework, content and methods as agreed between DEFRA/LACORS.
7.1(f)	Evaluation.	Periodic review of enforcement strategy and activities: DEFRA/Local Authorities.	Framework, content and methods as agreed between DEFRA/LACORS.
7.1(g)	Audit.	Future agreement will incorporate arrangements for audit, possibly by Audit Commission.	Requirement for appropriate record keeping and recording against enforcement activity framework. To be developed.

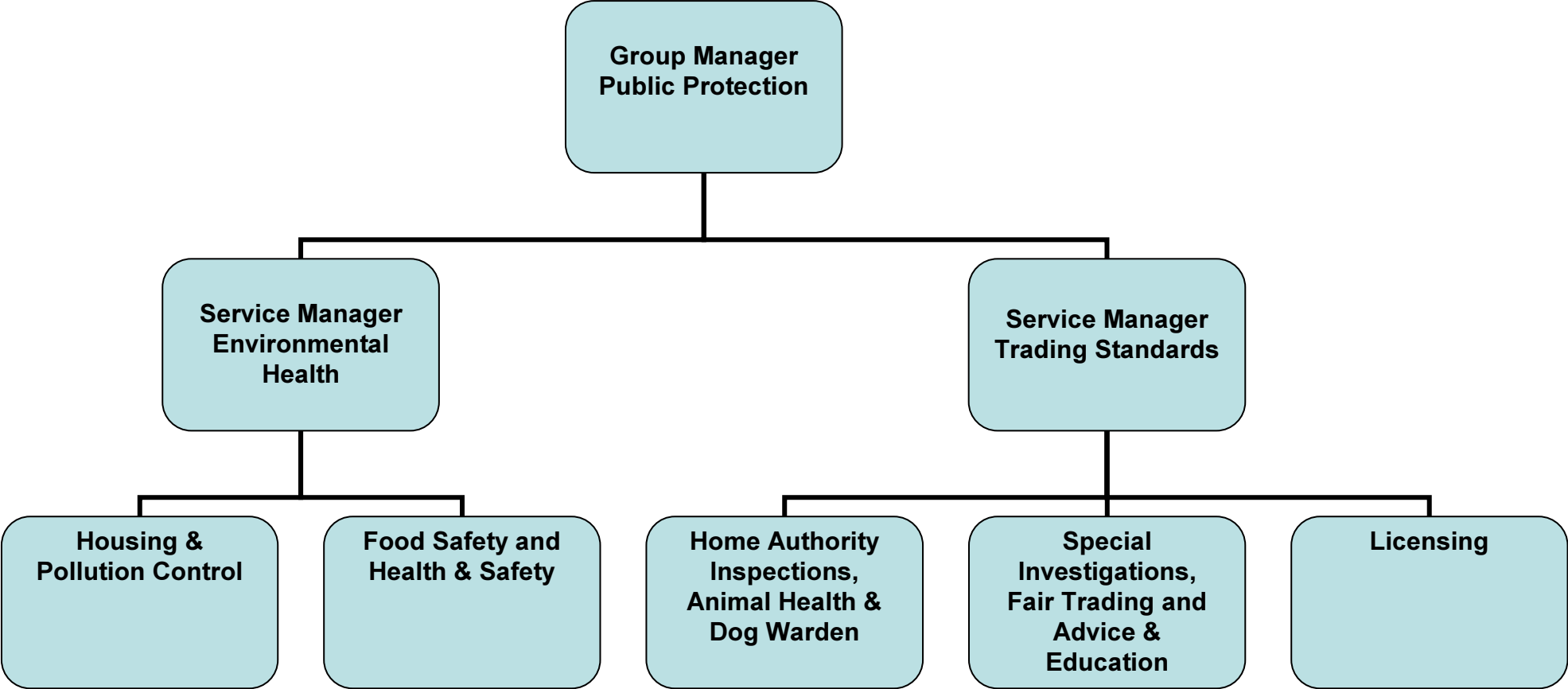
Function	Activity	Content	Standard
8. Contingency Planning and Emergency Action			
8.1(a) DEFRA and Local Authority emergency preparedness.	Planning.	Planning and contributing to emergency preparedness plans with DEFRA and other agencies as appropriate.	Good practice – individual Local Authority and group contributions. Own Local Authority plans drawn up consistent with DEFRA plan.
8.1(b)	Testing and training.	Testing, training, practising and evaluating activities in relation to the emergency plan.	Minimum standard – contribution through others or paper contribution.
8.1(c)	Emergency action.	Provision of full emergency range of services under the emergency plan, when disease emergency declared by DEFRA.	Full requirements of plan actioned.

APPENDIX 1

BRIDGEND COUNTY BOROUGH COUNCIL CORPORATE STRUCTURE



PUBLIC PROTECTION STRUCTURE



PUBLIC PROTECTION - TRADING STANDARDS SERVICE

