Local Authority: SEFTON MBC			
Service Delivery Plan for year: 01/04/2012 to 31/03/2013			
PART A NATIONAL PRIORITIES (including Critical Control Points)			
Cor	ntent and relevant outcome(s)	Local Authority Planned Level of Service Delivery	
A1. Planning the	e Delivery of the Local Authority Animal H	ealth Function	
A1.1 Risk Assessment	Premises risk assessed in accordance with national risk scheme detailed in Section 4  Risk based inspection programme  Outcomes 1, 2, 5 and 6	a) Standard: Good b) How Standard is to be achieved: • As defined • The Service uses the LACORS National Trading Standards Risk Assessment Scheme. Any enquiries raised by other agencies are logged as a 'complaint' and investigated. Complaint log informs risk assessment process. • The service supports the use of the LACORS Home Authority Principle with respect to the sharing and dissemination of information. Discussion with DVM as appropriate • The Service uses the LACORS National Trading Standards Risk Assessment Scheme. Any enquiries raised by other agencies are logged as a 'complaint' and investigated. Complaint log informs risk assessment process. • The Service is part of a multi functional Department and has close ties with the local Environmental Health Services. The services share the same 'Authority' database allowing cross-fertilisation of intelligence and data.  c) Target: • 100% of premises assessed – Proactive inspections to all high risk premises otherwise in response to request for service.	

### Content and relevant outcome(s)

#### **Local Authority Planned Level of Service Delivery**

### A2. Training and Development

A2.1 Training for new officers

On-going professional development

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

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.

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 LG Regulation website

#### **Outcome 5**

a) Standard: Minimum

- b) How Standard is to be achieved:
  - Annual performance and development review in line with Investors IN People Standard
  - Designated Animal Health Enforcement staff are required to keep up to date with respect to animal health and welfare by using the LACORS website on a weekly basis. To that end each officer has Internet access and access to the LACORS website.
  - The Department subscribes to Lexus online (for legislation) & TS Desktop Companion.
  - Helen Shaw Senior Trading Standards Officer, holder of DTS & Simon Evans – Technical Officer with 15 years experience in Trading Standards. These officers are authorised to enforce all relevant legislation including: Animal Health Act 1981 (as amended); EC Act 1972; Agriculture Act 1970; and Food Safety Act 1990.
  - Attendance at County Council Animal Health function & Defra courses
  - The Department carries out annual contingency planning exercises in preparation for emergency situations and attends SVS training as appropriate.
- c) Target:
  - All staff as appropriate

## **PART A NATIONAL PRIORITIES (including Critical Control Points)**

### Content and relevant outcome(s)

#### **Local Authority Planned Level of Service Delivery**

#### A3. Licensing Activities

A3.1 Recording of Animal Movements

Sheep, Goats, Deer and Pig movement data capture and recording of exemptions All movement documents received to be date stamped or otherwise identified as to date received. (The 3 day timescale commences on the day following receipt of the movement document by the authority). Data entry on to the Defra AMLs database of all sheep, pig and deer movement documents received

Action to be taken where errors are detected that require follow up resolution

Outcomes 1 and 4

a) Standard: Good

b) How standard is to be achieved:

 Delivery targets are set in accordance with Departmental Service plan and published response times

Officers can be contacted as follows:

- Via telephone (0151 934 2104) between the hours of 9.00am to 5.00pm Monday to Thursday and 9.00am to 4.00pm on Friday. Calls are answered within 5 rings, if the appropriate person is unavailable, a message can be left and an officer will call back within 5 working days.
- Via fax on 0151 934 4276 and the officers will respond within 5 working days and a full response within 15 working days.
- Via email at <a href="mailto:etscontact@sefton.gov.uk">etscontact@sefton.gov.uk</a> and the officers will respond within 5 working days and a full response within 15 working days.
- Via letter to Environmental Protection Department, 1<sup>st</sup> Floor Magdalen House, Trinity Road, Bootle L20 3NJ and the officers will respond within 5 working days and a full response within 15 working days.
- Personal Callers via appointment only
- All movement documents will be logged into 'Authority' and identified with date received & data entry onto AMLs as appropriate
- The Service will ensure that any IT system data errors identified, are actioned within 5 working days
- This Service will regularly review (every quarter) and update all non-AMLs licensing records within 4 working days.
- c) Target:
  - The service will undertake to deal with 95% of enquiries within given maximum time frame.

PART A NATIONAL PRIORITIES (including Co	itical Control Points)
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Content and relevant outcome(s)		Local Authority Planned Level of Service Delivery
A3.2 Issuing of specific animal movement licences on AMLs	Specific licences (on AMLs) issued for those individuals prohibited by the Minister from operating under the general licence  Receipt of licence applications  Assessment and issue of specific licences  Issue of animal movement licences manually where approval given  Outcomes 1 and 4	a) Standard: Minimum b) How standard is to be achieved: • The Service will ensure that all documents will be identified with date received and all details of movements, recorded on AMLs within two days of receipt. • This includes the verification and entry of six-day standstill exemptions within two working days. • Three working days is deemed acceptable where errors are detected that require follow-up resolution • The Service will issue licences within one working days of receipt where no pre-inspection is required. • The issue of licences extended to three working days for all Disease Control System amendments or where pre-inspection required.  c) Target: • 100%

<b>PART A NATIONAL PRIORITIES (including Critical Control Points)</b>	<b>PART A</b>	<b>NATIONAL PRIORITIES</b>	(including	<b>Critical Control Points)</b>
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Content and relevant outcome(s)		Local Authority Planned Level of Service Delivery
A3.3 Investigation of specific (AMLs) movement licence refusals	Initial investigation of (AMLs) licence application refusals; resolve if possible, otherwise co-operation with AHRO to achieve resolution  Outcomes 1 and 4	a) Standard: Minimum b) How standard is to be achieved:  • The Service will carry out an investigation and resolve licence refusals within five days.  • The Service will publish the appeals procedure where appropriate and as permitted by legislation  • The Service will ensure that all documents will be identified with date received and all details of movements, recorded on AMLs within five day of receipt.  • This includes the verification and entry of six-day standstill exemptions within two working days.  • Ten working days is deemed acceptable where errors are detected that require follow-up resolution  c) Target:  • 100%

PART A NATIONAL PRIORITIES (including Critical Control Points)			
Con	tent and relevant outcome(s)	Local Authority Planned Level of Service Delivery	
A4. Enforcemen	t activities to maximise Animal Health and	Welfare compliance (CCPs)	
A4.1 Attendance at Critical Control Points - Livestock markets, Sales, Collection Centres and Assembly Centres	Highly visible preventative enforcement presence. Attendance at markets and other premises licensed for sales, and Collection Centres and Assembly Centres to ensure compliance, in particular with:  • Biosecurity (vehicles, premises and people)  • Livestock identification  • Central Point Recording Centre approval conditions and contingency  • 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)Not applicable  b)Not applicable	

# **PART A** NATIONAL PRIORITIES (including Critical Control Points)

Con	tent and relevant outcome(s)	Local Authority Planned Level of Service Delivery
A4.2 Attendance at Critical Control Points - slaughter houses All these activities with regard to the transport unloading and identification of livestock should normally occur outside of the slaughterhouse production area. This service delivery function does not require Local Authority officers to enter the slaughterhouse production area, or undertake enforcement in relation to the slaughterhouse operation itself. The MHS are responsible for enforcement in the slaughterhouse itself, and Local Authorities should liaise with MHS with regard to any need to enter the slaughterhouse production area.	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:  • Biosecurity (vehicles, premises and people)  • Livestock identification  • Central Point Recording Centre approval conditions and contingency  • Welfare  • Transport  • Licensing and record keeping  • Specific pre movement licensing  • All other relevant legislation  Outcomes 1, 2, 5 and 6	a)Not applicable b)Not applicable
A4.3 Attendance at Critical Control Points -	Identification of Dealers	a)Not applicable
Dealers	Visits/inspections to verify legislative compliance	
	Outcomes 1, 2, 5 and 6	b)Not applicable

# **PART A** NATIONAL PRIORITIES (including Critical Control Points)

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Con	tent and relevant outcome(s)	Local Authority Planned Level of Service Delivery
A4.4 Attendance at Critical Control Points - Ports (excluding BIPs)	Attendance at Ports to ensure legislative compliance, in particular with:  • Biosecurity (vehicles, premises and people) • Livestock identification • Welfare • Transport • Import/export documentation • All other relevant legislation  Outcomes 1, 2, 5 and 6	a) Standard: Minimum b) How Standard is to be achieved: • Reactive upon the request of the Port Health Authority – all docks monitored by Port Health on behalf of the Council. • Reactive upon the request of SVS / Animal Health c) Target: • On request
A4.5 Attendance at Critical Control Points - High risk Farms (Other than dealers)	Visits/inspections to verify legislative compliance  Outcomes 1, 2, 5 and 6	a)Not applicable b)Not applicable

PART A NATIONAL PRIORITIES (including Critical Control Po
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Content and relevant outcome(s)		Local Authority Planned Level of Service Delivery
A4.6 Stand by and on call arrangements	Emergency interagency contact regarding disease and other enforcement incidents  Outcomes 1, 2, 3, 4 and 6	a) Standard: Minimum b) How standard is to be achieved: • The Service has emergency interagency agency contact arrangements to deal with disease or other enforcement incidents, e.g. Rabies, FMD. Arrangements are co-ordinated by a dedicated Emergency Planning Teal • The Council also has its own 'Security' Service and an 'out of hours' contact list which includes the Service Director, Assistant Directors and Section Manager. c) Target: Immediate

PART A NATIONAL PRIORITIES (including Critical Control Points)			
Co	entent and relevant outcome(s)	Local Authority Planned Level of Service Delivery	
A5. Partnership working and intelligence driven enforcement			
A5.1 Identified Infringements  A5.2 Intelligence / Information and systems	Identified breaches of legislation, including bio - security, 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  Provision and collection of Intelligence Information  Outcomes 1, 2, 5 and 6	a) Standard: Minimum  b) How standard is to be achieved:	
		<ul> <li>Via TSNW Regional Intelligence Unit.</li> <li>Infringements or suspected infringements reports from external sources or identified by the use of data interrogation etc will be investigated.</li> <li>c) Target:</li> <li>Upon request</li> </ul>	
A5.3 Intelligence led actions	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> <li>a) Standard: Minimum</li> <li>b) How standard is to be achieved: <ul> <li>Via TSNW Regional Intelligence Unit.</li> <li>Infringements or suspected infringements reports from external sources or identified by the use of data interrogation etc will be investigated.</li> </ul> </li> <li>c) Target: <ul> <li>Upon request</li> </ul> </li> </ul>	

PART A NATIONAL PRIORITIES (including Co	itical Control Points)
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## Content and relevant outcome(s)

#### **Local Authority Planned Level of Service Delivery**

### A6. Post enforcement reporting and AMES data entry activities

A6.1 Animal Health and Welfare Management and Enforcement System (AMES) Entry of data on to AMES system (or via electronic data transfer from local systems to AMES) recording Local Authority enforcement activities, results and actions. (The relevant timescale commences on the day following the date on which the activity took place).

Use of AMES for management information and report generation

Recording of data on infringements

Outcomes 1, 2, 3, 4, 5 and 6

a) Standard: Minimum

- b) How standard is to be achieved:
  - Follow up reports, data entry, licence issues, and other work following practical enforcement activities will be produced as required
  - Further investigation and evidence gathering / Court work will be carried out in accordance with the Department's enforcement policy and prosecution procedure.
  - Intelligence systems will be set up as required. This includes liaison with other agencies
- c) Target:
  - The recording of all relevant information is to be completed within two working days.

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С	ontent and relevant outcome(s)	Local Authority Planned Level of Service Delivery
6.2 Management information	Collation of management information data for internal use and provision to Animal Health, Defra and Welsh Assembly Government.  Outcomes 3, 4 and 5	a) Standard: Minimum b) How standard is to be achieved: • The 'Framework', contents and methods (as defined) and management information data will be supplied to Defra as required. c) Target: • All requests for data will be actioned within 5 working days • All statutory returns will be sent to Defra by the stated deadline.

PART A NATIONAL PRIORITIES (including Critical Control Points)				
Content and relevant outcome(s)		Local Authority Planned Level of Service Delivery		
A7. Contingency	A7. Contingency planning and emergency action			
A7.1 Animal Health/Defra/Welsh Assembly Government and local authority emergency preparedness	Planning and contributing to emergency preparedness plans with Animal Health/Defra/Welsh Assembly Government and other agencies as appropriate  Outcomes 1, 3, 5 and 6	a) Standard: Good b) How standard is to be achieved:		
A7.2 Testing and Training	Testing, training, practising and evaluating activities in relation to the emergency plan  Outcomes 1, 3, 5 and 6	a) Standard: Good b) How standard is to be achieved:		

PART A NATIONAL PRIORITIES (including Critical Control Points)				
Con	tent and relevant outcome(s)	Local Authority Planned Level of Service Delivery		
A8. Additiona	A8. Additional Activities to reflect National Priorities			
A8.1 National Priorities	Provide details in Service Delivery Plan (Annex C) of identified priorities as discussed with the RODs, Defra and the Welsh Assembly Government, as appropriate.  Outcomes 1,2,5 and 6	a)To be reviewed as appropriate		

### Content and relevant outcome(s)

#### **Local Authority Planned Service Delivery**

### **B1. Planning the Delivery of the Local Authority Animal Health Function**

B1.1 Profile of local authority area and associated animal health and welfare workload Analysis of critical control points by type, number, days of operation, including:

- premises licensed for sales (e.g. auction markets etc.)
- premises licensed for collections for slaughter or further rearing or finishing
- abattoirs/slaughter houses

Analysis of agricultural premises according to risk

Summary of staff engaged in Animal Health and Welfare work

Outcomes 3 and 5

a) Standard: Minimum

b) How Standard is to be achieved:

Live Animals:

Premises licensed for sales: 0

- Premises licensed for collections for slaughter etc: 0
- Abattoirs / Slaughterhouses: 0

#### Carcasses/ Animal By Products:

• Rendering plants, hunt kennels, maggot farms: 0

#### Other:

- Premises where livestock present or kept for commercial purposes / other premises where animals present or kept for commercial purposes, e.g. horse riding / dog breeding / pet shops: Approx - 92
- Other non commercial premises where livestock present or kept, e.g. pet pigs, back yard poultry: **34**
- Other non commercial premises, e.g. animal sanctuaries: 3

#### c) Target:

- Resource allocation 0.5FTE enforcement officer
- 100% High Priority inspections & 100 Requests for Service

Co	entent and relevant outcome(s)	Local Authority Planned Service Delivery
B1.2 Annual Service Delivery Plan for delivery of services in Animal Health and Welfare	Service Delivery Plan produced detailing Service Delivery for all activities detailed in this activity framework, reflecting national and local priorities. Annex C should be used as a template.  Outcomes 3, 4,and 5	a) Standard: Minimum b) How Standard is to be achieved:

PART B Other Priority areas for consideration		
	entent and relevant outcome(s)	Local Authority Planned Service Delivery
B2. Education  B2.1 Education and advice	And advice to maximise compliance  Guidance provided to businesses on all aspects of Animal Health and Welfare for which local authorities are responsible, including any movement licensing requirements.  Delivery targets should be set in accordance with individual local authority 'charter' response times.  Outcomes 1, 2, 5 and 6	<ul> <li>a) Standard: Minimum</li> <li>b) How standard is to be achieved: <ul> <li>The Service will provide advice on Animal Health and Welfare of cases as required on demand.</li> <li>The Service will also provide guidance to business as a matter as priority when new information becomes available. The level of priority will be consistent with the LACORS risk assessment scheme.</li> <li>All suspected irregularities identified in AMLs will be investigated and appropriate follow up action taken.(The following timescales for investigations will be adhered to: Within 5 working days for sheep/cattle subject to 6 days standstill / Within 19 days for pigs subject to 20 – standstill)</li> </ul> </li> <li>c) Target: <ul> <li>95% of all cases</li> </ul> </li> </ul>

	TAKT B Other Friority a	reas for consideration
Co	ontent and relevant outcome(s)	Local Authority Planned Service Delivery
B2.2 Proactive activity	Proactive involvement or lead in education and training events with stakeholder organisations etc.  Joined up approach to education and advice through liaison with Defra, Welsh Assembly Government, LG Regulation and Animal Health  Outcomes 1, 2, 5 and 6	a) Standard: Minimum b) How Standard is to be achieved:

PART B Other Priority areas for consideration			
Со	ntent and relevant outcome(s)	Local Authority Planned Service Delivery	
3. Enforcemen  B3.1 Inspections to premises other than High Risk businesses	Visits to verify legislative compliance (See guidance in Annex F).  Commercial hauliers Farms (including own livestock vehicle) Agricultural Shows and farm dispersal sales Knackers/Hunt kennels/renderer Maggot farms etc  Any other premises of livestock origin and destination	Welfare compliance     a) Standard: Good         • 92 medium risk premises         • 34 low risk premises         b) How Standard is to be achieved:         • The Section will carry out selective visits to verify legislative compliance at regulated premises. The frequency of inspection is determined by the LACORS risk assessment scheme and will also be driven by selective checks from AMLs.	
B3.2 In transit checks	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 e.g. V79  Outcomes 1, 2, 3, 4 and 6	c) Target:  • 100% of High Risk premises & response to requests for service  a) Standard: Minimum  b) How standard is to be achieved:  • Carry out an exercise in response to bona fide intelligence  • Participate in exercises at the request of the police  c) Target:  • Upon request	

<b>PART B Other Priori</b>	y areas for consideration
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Co	ontent and relevant outcome(s)	Local Authority Planned Service Delivery
B3.3 Postal record recall checks (if carried out) on livestock premises	Postal recall checks and verification according to risk  Non responses subject to follow up action as appropriate (including, if necessary premises visit inspection)  Outcomes 1, 2, 5 and 6	<ul> <li>a) Standard: Minimum</li> <li>The Service will carry out postal record checks at High Risk Premises.</li> <li>b) How standard is to be achieved:</li> <li>The Service will not carry out any checks during 2012/13 – no high risk premises.</li> </ul>

# **PART B** Other Priority areas for consideration

Content and relevant outcome(s)	Local Authority Planned Service Delivery
B3.4 Vehicle biosecurity – cleansing and disinfecting compliance  Checks on those signing declarations to cleanse and disin at premises other than where they have delivered livestoc of the delivered l	

# **PART B** Other Priority areas for consideration

Content and relevant outcome(s)		Local Authority Planned Service Delivery
B3.5 Out of operating hours checks	Checks out of normal specified operating hours or subsequent days for: Markets Slaughter houses Premises licensed for collection of animals for slaughter or for further rearing or finishing  Outcomes 1, 2, 5 and 6	a)Not applicable b)Not applicable
B3.6 Stand by and on call arrangements	Emergency interagency contact regarding disease and other enforcement incidents  Outcomes 1, 2, 3, 4 and 6	<ul> <li>a) Standard: Minimum</li> <li>b) How standard is to be achieved: <ul> <li>The Service has emergency interagency agency contact arrangements to deal with disease or other enforcement incidents, e.g.Rabies, FMD. Arrangements are co-ordinated by a dedicated Emergency Planning Team</li> <li>The Council also has its own 'Security' Service and an 'out of hours' contact list which includes the Service Director, Assistant Directors and Section Manager.</li> <li>c) Target: Immediate</li> </ul> </li> </ul>

PART B Other Priority areas for consideration		
Content and relevant outcome(s)	Local Authority Planned Service Delivery	
B4. Partnership working and intelligence driven enforcement		

C	content and relevant outcome(s)	Local Authority Planned Service Delivery
B4.1 Cross border and multi agency working	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 6	a) Standard: Minimum  b) How standard is to be achieved:  • The Section will assess and communicate with other interested parties is respect of cross boundary, cross cutting issues.  c) Target:  • Attendance at Regional Meetings (50%)  • Participation in at least on contingency planning exercise

PART B Other Priority areas for consideration		
Co	entent and relevant outcome(s)	Local Authority Planned Service Delivery
B5 . Additional	Activities to reflect Regional and Local Price	orities
B5.1 Regional priorities	Discuss regional priorities, with the ROD at regional meetings in advance of annual service delivery planning  Outcomes 1, 2, 5 and 6	a) To Be Reviewed as appropriate
B5.2 Local priorities	As determined by local authority in discussion with ROD  Outcomes 1, 2, 5 and 6	a)To be reviewed as appropriate