

## City of York Council – 2007/8 Framework Agreement Local Authority Annual Service Delivery Plan

This plan summarises activities to be undertaken and must be read in conjunction with the detailed activity framework, LA Profile and EH & TS Customer Contract attached

Function	Activity	Content	Agreed target standard (minimum, good, better)	Monthly/Annual Performance Measure	Comment
1. Enforcement planning					
1.1(a) Enforcement structure and plan	<p>Profile of Local Authority area and associated <b>animal health and welfare</b> workload (This may vary between LA structures, e.g. Trading Standards and Environmental Health Depts. Varying roles and responsibilities – but should be as inclusive as possible)</p>	<p>Analysis of commercial premises, by type, number, days of operation, size and scope of activities undertaken. Includes:</p> <p>Live Animals</p> <ul style="list-style-type: none"> <li>premises licensed for sales (e.g. auction markets etc.)</li> <li>premises licensed for collections for slaughter or further rearing or finishing</li> <li>abattoirs/slaughterhouses (red meat full throughput and low throughput, poultry)</li> </ul> <p>Carcasses/Animal By-Products</p> <ul style="list-style-type: none"> <li>rendering plants, knackers yards, hunt kennels, maggot farms etc.</li> </ul>	Good	Annual	

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1.1(b)		<p>Analysis of other 'agricultural' holdings, by type, number, farming and other activities, species kept, livestock census, disease history, welfare history etc. Includes where appropriate:</p> <ul style="list-style-type: none"> <li>• premises where <b>livestock</b> present or kept (even temporarily) for commercial purposes</li> <li>• other premises where <b>animals</b> present or kept for commercial purposes (e.g. horse riding establishments/zoos and winter quarters/dog breeding and selling/quarantine kennels/pet shops etc.).</li> <li>• other non-commercial premises where <b>livestock</b> present or kept (e.g. pet pig keepers, back yard poultry flocks etc.)</li> <li>• other non-commercial premises (e.g. animal sanctuaries etc.)</li> </ul>	As above	As above	
1.2 Risk assessment	Preparation of risk assessment of Local Authority area	<p>Application of veterinary risks and direction where appropriate. Both (high-level) from Defra HQ and also regional input by DVM (as below).</p> <p>Account taken of any existing RA approaches used, including LACORS National Risk Assessment Scheme etc.</p> <p>Change-over from any existing risk scheme to the LACORS Trading Standards Risk Assessment Scheme by (latest) April 2004.</p>	Good	Annual	Risk assessment completed. Updated using AMES system. Veterinary risks accounted & recorded. Work with regional & LACORS advice.

<b>Function</b>	<b>Activity</b>	<b>Content</b>	<b>Agreed target standard (minimum, good, better)</b>	<b>Monthly/Annual Performance Measure</b>	<b>Comment</b>
1.3 Intelligence	Intelligence gathering, processing and dissemination	Use of intelligence; information and intelligence recording, processing and dissemination. Includes local/regional risk assessment of premises, businesses, people and their activities	Good	Annual	Ongoing process incorporated 5X5X5 intelligence assessment approach – National Intelligence Model.
1.4 (a) Consultation and liaison	Consultation with DVMs on risk assessment	Addition of any appropriate local veterinary focus or risk; cross-fertilisation with adjacent authorities in DVMs area through formal regional arrangements between DVMs and Local Authorities.  Change-over from any existing risk scheme to the LACORS Trading Standards Risk Assessment Scheme by (latest) April 2004.	Minimum	Annual	Consultations undertaken and will be an ongoing process  Completed
1.4 (b)	Liaison with other agencies	Liaison at planning stage with other relevant stakeholders, e.g. other Govt. departments such as FSA, other Local Authority agencies (e.g. Port Health Authorities, Environmental Health Departments, Emergency Planning Departments etc.), Police, Meat and Livestock Commission, Meat Hygiene Service, Market/Abattoir Operators etc.	Good	Annual	Maintain regional liaison status

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2.1 Knowledge and training	Continuing professional development  Knowledge and training	Continuing professional development of Local Authority AH&W staff. Time and resources allocated to keep up to date on appropriate animal health and welfare legislation and Defra requirements, codes of practice, guidance etc. – e.g. by using the LACORS website every day.  All enforcement staff to hold Diploma in Trading Standards or Diploma in Consumer Affairs qualification and/or Certificate of competence in Animal Health and Welfare <b>or</b> other appropriate formal professional qualification, <b>or</b> have equivalent professional experience i.e. ‘grandfather rights’; <b>or</b> undertake to achieve such qualifications as soon as possible, <b>and</b> are authorised to enforce all relevant legislation (including where appropriate for specialist officers The Animal Health Act 1981 (as amended), EC Act 1972, Food Safety Act etc.)	Good	Annual	Professional development reviewed via Personal Development Plans during Performance Development Reviews, includes review of appropriate staff grades  No applicable better practice target

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3.1 Education and advice	Provide 'one-stop' shop of advice  Reactive activity	Guidance provided to customers on all aspects of Animal Health and Welfare that Local Authorities are responsible for, as well as specific advice regarding the Defra (post FMD) 'steady state' regime including any movement licensing requirements. (Delivery targets set in accordance with individual Local Authority 'charter' response times) Phone calls – answer within 20 seconds – as per LA Charter Letters acknowledged within 3 working days of receipt – as per LA Charter. Full response within 10 days of receipt. Personal callers met within 10 minutes of arrival – as per LA Charter Email acknowledged within 3 working days of receipt – as per LA Charter. Full response within 10 days of receipt.	Better	Annual and Quarterly Measures	

<b>Function</b>	<b>Activity</b>	<b>Content</b>	<b>Agreed target standard (minimum, good, better)</b>	<b>Monthly/Annual Performance Measure</b>	<b>Comment</b>
3.2 Issuing of specific animal movement licences (on AMLS) or other (non AMLS) LA issued licences	Receipt of licence applications Assessment and issue of specific licences. Assessment and issue of other LA issued licences.	Specific licences (on AMLS) issued for those individuals prohibited by the Minister from operating under the general licences. Issue of AMLS licences manually where approval given following investigation. Issue of licences for activities that require any other (non AMLS) LA issued licence under Defra Animal Health and Welfare Directorate general remit (e.g. PRIMO, performing animals, pet shops, Dangerous Wild Animals Act etc. depending upon council structure and areas of responsibility)	Better	Annual	Progression to better target standard – system in place to monitor ongoing achievement
3.3 Investigation of specific (AMLS) movement licence refusals Investigation of other LA issued licence refusals	Co-operation with applicants and AHDOs	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	Annual	No applicable good or better practice target

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3.4 Recording of animal movements	Pig/sheep movement data capture and recording of exemptions	Data entry onto AMLS of all pig/sheep movement submissions. All documents received to be date stamped or otherwise identified as to date received. Receipt, verification, and entry onto AMLS of owner movement declarations. Data-entry backlog to be managed to ensure that it does not exceed three working days from receipt for error free documentation. Allowance of one extra working day where errors detected that require follow-up resolution (see below).	Minimum	Annual	Had to prioritise accordingly due to disease outbreaks and the additional work caused by them.
3.5 Error management	Monitoring of AMLS  Monitoring of other licensing systems/records	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). Regular review and update of all non-AMLS licensing systems/records.	Minimum	Annual	As above.
4.1(a) Routine activities to support compliance	Education and advice Proactive activity	As required on demand (in person, by phone, leaflet etc.). Proactive involvement or lead in education and training events (e.g. business guidance mail shots to stakeholder organisations etc.). Joined up approach to education and advice through liaison with Defra/LACORS Philosophy of 'Enforcement through Education'	Minimum	Annual	No applicable good or better practice target

Function	Activity	Content	Agreed target standard (minimum, good, better)	Monthly/Annual Performance Measure	Comment
4.1(b)	Documentary checks and reconciliation	Follow-up action on suspected irregularities identified in AMLS/AMES	Minimum	Annual	No applicable good or better practice target
4.1(c)	Attendance at 'critical control points'.	<p>Highly visible preventive enforcement presence.</p> <p>Attendance at:</p> <p>(a) markets (and other premises licensed for sales)</p> <p>to assure legislative compliance, in particular with</p> <ul style="list-style-type: none"> <li>• biosecurity (includes 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 risk, size of premises, volume of trade and presence of other agencies</p> <p>NB: see also 'Out of hours checks' below</p>	Better	Quarterly and Annual	This is a high priority for Animal Health Officers



Function	Activity	Content	Agreed target standard (minimum, good, better)	Monthly/Annual Performance Measure	Comment
4.1(d)		(b) premises licensed for collections for slaughter or for further rearing or finishing to assure legislative compliance, in particular with <ul style="list-style-type: none"> <li>• biosecurity (includes 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>	Better	Quarterly and Annual	This is a high priority for Animal Health Officers
4.1(e)		(c) slaughter markets (or premises licensed for direct to slaughter sales) to assure legislative compliance, in particular with <ul style="list-style-type: none"> <li>• biosecurity (includes 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> </ul> all other relevant legislation	Better	Quarterly and Annual	Focus on bio-security and identification enforcement, welfare & identification enforcement is a high priority for Animal Health Officers.

Function	Activity	Content	Agreed target standard (minimum, good, better)	Monthly/Annual Performance Measure	Comment
4.1(f)	<p>All these activities with regard to the transport, unloading and identification of livestock should occur outside of the slaughterhouse buildings. This service delivery function does not require LA officers to enter the slaughterhouse proper, or undertake enforcement in relation to the slaughterhouse operation itself. The MHS are responsible for enforcement in the slaughterhouse itself, and LAs should liaise with MHS with regard to any need to enter the slaughterhouse. If during a visit, an LA officer notes a defect in hygiene or has any concerns relating to the structure, operation or other matter involving the slaughterhouse itself, then this should be brought to the attention of the MHS.</p>	<p>(d) slaughterhouses (full and low throughput, red meat and poultry (white meat) slaughterhouses to assure legislative compliance, in particular with</p> <ul style="list-style-type: none"> <li>• biosecurity (includes 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> </ul> <p>all other relevant legislation (specify where appropriate)</p> <ul style="list-style-type: none"> <li>• Liaison with MHS</li> </ul> <p>(Especially re MHS surveillance for one month at all poultry and red meat slaughterhouses in May/Sep 2004 for Welfare of Animals (Transport) Order compliance as part of annual welfare survey).</p>	Good	Quarterly and Annual	Reviewed and monitored according to risk assessment

Function	Activity	Content	Agreed target standard (minimum, good, better)	Monthly/Annual Performance Measure	Comment
4.1(g)	Premises visits and inspections	<p>Selective visits to verify legislative compliance (including any records required, any Defra (post FMD) 'standing regime' licensing or standstill requirements etc.):</p> <ul style="list-style-type: none"> <li>• markets/premises licensed for sale</li> <li>• premises licensed for collection of animals for slaughter or for further rearing or finishing</li> <li>• slaughterhouses</li> <li>• commercial hauliers</li> <li>• farms (including own livestock vehicles)</li> <li>• knackers/hunt kennels/renderers/maggot farms etc.</li> <li>• any other premises of livestock origin and destination including assembly centres</li> <li>• other commercial premises where animals kept (e.g. pet-shops etc.) as appropriate.</li> </ul>	Better	Quarterly and Annual	

Function	Activity	Content	Agreed target standard (minimum, good, better)	Monthly/Annual Performance Measure	Comment
4.1(h)	Postal record recall checks (if carried out) on livestock premises.	<p>Postal record recall checks and verification as appropriate.</p> <p>This activity is not compulsory, but where it is undertaken, it is possible to target 95% of all livestock premises within a 12-month period for postal record recall checks. Allows data on premises to be kept up to date.</p> <p>Alternatively, records may be recalled according to risk, e.g. from all premises risked as High Risk every year, Medium Risk every two years, Low Risk every five years etc.</p> <p>Non-responses subject to follow-up action as appropriate (including if necessary premises visit inspection).</p>	Not applicable	Not applicable	Not applicable
4.1(i)	Out-of-hours checks  (outside of normal specified operating hours, or subsequent days)	<ul style="list-style-type: none"> <li>• Markets (premises licensed for sale)</li> <li>• Slaughterhouses</li> <li>• premises licensed for collection of animals for slaughter or for further rearing or finishing</li> </ul> <p>to assure legislative compliance.</p>	Good	Quarterly and Annual	
4.2 Standby and on-call	Response, standby and on-call arrangements.	Emergency inter-agency contact re disease/other enforcement incident(s).	Good	Annual	Review annually & in light of any emergency situation arising

Function	Activity	Content	Agreed target standard (minimum, good, better)	Monthly/Annual Performance Measure	Comment
5.1(a) Planned enforcement activities based on veterinary risk.	High-risk livestock movements.	<p>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.</p> <ul style="list-style-type: none"> <li>• premises licensed for sale (e.g. market) to farm</li> <li>• farm to farm</li> <li>• on farm sales</li> <li>• premises licensed for collection of store cattle for further rearing or further finishing</li> <li>• shows/sheep dog trials etc.</li> </ul> <p>Continuing species risk of sheep.</p>	Minimum	N/A	No applicable good or better practice target
5.1(b)		<p>All irregular livestock movements and activities including:</p> <ul style="list-style-type: none"> <li>• illegal returns from slaughterhouses</li> <li>• out-of-hours (unsupervised) movements at slaughterhouses, premises licensed for sale or premises licensed for collection of animals for slaughter or for further rearing or finishing</li> <li>• field lairages at slaughterhouses etc.</li> </ul>	Minimum	N/A	<p>Additional enforcement activities targeted at those where intelligence indicates illegal/irregular activities</p> <p>No applicable good or better practice target</p>

Function	Activity	Content	Agreed target standard (minimum, good, better)	Monthly/Annual Performance Measure	Comment
5.1(c)		All illegal livestock movements (i.e. unlicensed and/or outside the system): <ul style="list-style-type: none"> <li>• market to market (for sale within six/twenty days as appropriate to species)</li> <li>• subsidy fraud moves (e.g. 'bed and breakfasting' of stock)</li> <li>• movements to dealing farms</li> <li>• substitution or diversion of livestock</li> </ul>	Minimum	N/A	Additional enforcement activities targeted at those where intelligence indicates illegal/irregular activities  No applicable good or better practice target
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. <i>(This may include Horses).</i>	Better	Quarterly and Annual	Horse sales are held at York Marts Attendance at and movement checks are a priority No applicable good or better practice target
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).	Good	Annual	This is a high priority for Animal Health Officers

Function	Activity	Content	Agreed target standard (minimum, good, better)	Monthly/Annual Performance Measure	Comment
5.1(f)	In-transit checks	Roadside checks (in conjunction with police):  Police-led multi-agency roadside checks Local Authority-led checks for animal health and welfare compliance only (include co-ordination with adjacent Local Authorities) National exercises and operations (e.g. Operation Mermaid).	Minimum	Annual	
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.	Minimum	Annual	
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 standing regime standstill requirements, welfare, illegal imports, by-products & other disease control enforcement work, etc.).	Minimum	Annual	No applicable good or better practice target

<b>Function</b>	<b>Activity</b>	<b>Content</b>	<b>Agreed target standard (minimum, good, better)</b>	<b>Monthly/Annual Performance Measure</b>	<b>Comment</b>
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.	Minimum	Annual	No applicable good or better practice target
6.1(c)	Intelligence-led actions	Infringements or suspected infringements reported by members of the public/complaints.	Minimum	Annual	No applicable good or better practice target
6.1(d)	Specialist enforcement and investigation techniques	Surveillance etc. as required. (This may include any operations carried out in accordance with RIPA 2000)	Minimum	Annual	No applicable good or better practice target
6.1(e)	Cross-border and multi-agency working	Proactive and reactive work with other LAs 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.	Good	Annual	A priority in undertaking animal health and welfare enforcement
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.	Minimum	Annual	No applicable good or better practice target



<b>Function</b>	<b>Activity</b>	<b>Content</b>	<b>Agreed target standard (minimum, good, better)</b>	<b>Monthly/Annual Performance Measure</b>	<b>Comment</b>
7.1(b)	Prosecutions – casework and Court attendance	Further investigation and evidence gathering. Prosecution casework. Attendance at Court and post-Court documentation.	Minimum	Annual	No applicable good or better practice target
7.1(c) Animal Movement Enforcement System (AMES)	Entry of data on to AMES system (or via electronic data transfer via local systems onto AMES) 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	Monthly	
7.1(d)	Intelligence – information and systems (non RIPA 2000)	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.	Minimum	Annual	No applicable good or better practice target
7.1(e)	Management information	Provision of management information data to Local Authorities and Defra on enforcement activities carried out.	Minimum	Annual	No applicable good or better practice target
7.1(f)	Evaluation	Periodic review of enforcement strategy and activities: Defra/Local Authorities.	Minimum	Annual	No applicable good or better practice target
7.1(g)	Audit	Future agreement will incorporate arrangements for audit, possibly by Audit Commission.	Minimum		No applicable good or better practice target

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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	Annual	Review and update as necessary
8.1(b)	Testing and training	Testing, training, practising and evaluating activities in relation to the emergency plan.	Minimum	Annual	Review with appropriate staff
8.1(c)	Emergency action	Provision of full emergency range of services under the emergency plan, when disease emergency declared by Defra.	Minimum	Annual	No applicable good or better practice target Provide services as required and necessary

Note: This activity framework outlines activities to support enforcement planning by Local Authorities. The columns entitled 'minimum standard', 'good practice' and 'better practice' are framed along the lines of the LACORS Trading Standards Good Practice Guides, No. 3 – Animal Health and Welfare. This is to allow flexibility in Local Authority planning approaches while maintaining a minimum level baseline. Any levels or targets quoted are given as targets and are for discussion purposes with local DVMs.

Any specific local areas of work that are not identified or allocated service delivery standards in the above Activity Framework should be identified, and decisions as to appropriate service delivery levels (minimum, good, better) agreed and recorded in any 'plan' produced in discussion with local DVMs.

Risk should define appropriate enforcement Activity (AEA) as per the LACORS National Risk Assessment Scheme – which can include inspection frequency. Nothing in this guidance prevents or restricts LAs from making local determinations as to appropriate service delivery.