

**Local Authority: Norfolk County Council**

**Animal Health & Welfare Service Delivery Plan for year: 01/04/2018 to 31/03/2019**



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

Content and relevant outcome(s)		Local Authority Planned Level of Service Delivery
<b>A1. Planning the Delivery of the Local Authority Animal Health Function</b>		
A1.1 Risk Assessment	<p>Premises risk assessed in accordance with national risk scheme detailed in Section 4</p> <p>Risk based inspection programme</p> <p><b>Outcomes 1, 2, 5 and 6</b></p>	<ul style="list-style-type: none"> <li>• All premises are risk assessed and documented (in accordance with a risk tool which equates to the matrix in Section 4)</li> <li>• All new premises are risk assessed and inspections carried out in accordance with the assessed risk</li> <li>• Risk assessments are reviewed as part of planned visits</li> <li>• Inspection programme is based on locally determined frequency according to risk</li> <li>• Veterinary risks identified by Animal &amp; Plant Health Agency (APHA) and direction which is communicated to the Service is taken into account in our plans</li> <li>• In line with the Farm Regulator's Charter attempts are made and documented to ensure inspection programmes are co-ordinated with partner agencies e.g. Rural Payments Agency (RPA)/APHA</li> <li>• Inspection programmes are co-ordinated with partner agencies e.g. RPA where such agencies communicate their inspection programme</li> </ul>
<b>A2. Training and Development</b>		
<p>A2.1 Training for new officers</p> <p>On-going professional development</p>	<p>Officers are authorised to enforce all relevant legislation.</p> <p>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</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. – e.g. by accessing the LGA Knowledge Hub</p> <p><b>Outcome 5</b></p>	<ul style="list-style-type: none"> <li>• All new officers undergo internal induction training on animal health and welfare</li> <li>• All officers hold or are working towards recognised Animal Health &amp; Welfare (AH&amp;W) Diploma in Consumer Affairs &amp; Trading Standards (DCATS) or equivalent qualification</li> <li>• Continuing professional development – Our minimum ongoing training is 5 hours per annum based on the principles of CPD</li> <li>• All enforcement staff have access to full legal references, including copies of all relevant AH&amp;W legislation and guidance</li> <li>• Current training arrangements are reflected in the Staff Development Framework and the Learning and Development Plan</li> <li>• Skills and competency are assessed on a four-monthly basis at annual staff appraisals and 1-2-1 meetings</li> </ul>

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

Content and relevant outcome(s)		Local Authority Planned Level of Service Delivery
<b>A3. Licensing Activities</b>		
<p>A3.1 Recording of Animal Movements</p> <p>Follow up action where errors are identified that require resolution</p>	<p>Action to be taken where errors are detected that require follow up resolution</p> <p><b>Outcomes 1 and 4</b></p>	<ul style="list-style-type: none"> <li>Follow up action is taken to address persistent movement errors on a risk based and proportionate basis.</li> <li>The Service recognises that its use of animal health databases to identify breaches needs to be developed. The Service will look to develop the scrutiny of animal movement databases as a function within its Intelligence and Enforcement Support section during the forthcoming year.</li> </ul>
<p>A3.2 Issuing of specific animal movement licences on AMLS2</p>	<p>Specific licences (on AMLS2) issued for those individuals prohibited by the Minister from operating under the general licence</p> <p>Receipt of licence applications</p> <p>Assessment and issue of specific licences</p> <p>Issue of animal movement licences manually where approval given</p> <p><b>Outcomes 1 and 4</b></p>	<ul style="list-style-type: none"> <li>All licences issued on day of receipt (if received at least one hour before closing time) of application where no pre movement inspection required</li> </ul>
<p>A3.3 Investigation of specific (AMLS2) movement licence refusals</p>	<p>Initial investigation of (AMLS2) licence application refusals; resolve if possible, otherwise co-operation with AHO to achieve resolution</p> <p><b>Outcomes 1 and 4</b></p>	<ul style="list-style-type: none"> <li>Resolution of all licence refusals within two working days</li> </ul>

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

Content and relevant outcome(s)		Local Authority Planned Level of Service Delivery
<b>A4. Enforcement activities to maximise Animal Health and Welfare compliance (CCPs)</b>		
A4.1 Attendance at Critical Control Points - Livestock markets, Sales, Collection Centres and Assembly Centres	<p>Highly visible preventative enforcement presence.</p> <p>Attendance at markets and other premises licensed for sales, and Collection Centres 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>• Central Point Recording Centre approval conditions and contingency</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>	<ul style="list-style-type: none"> <li>• The Service maintains a visible presence at Critical Control Points</li> <li>• Livestock markets, Collection Centres and Assembly Centres are attended by enforcement personnel at some stage during operating hours on a risk assessed, earned recognition and intelligence led basis</li> <li>• Attendance time is varied to include times when animals are being loaded/unloaded</li> </ul>

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

Content and relevant outcome(s)		Local Authority Planned Level of Service Delivery
<p>A4.2 Attendance at Critical Control Points - slaughter houses</p> <p><i>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 FSA is responsible for enforcement in the slaughterhouse itself, and Local Authorities should liaise with FSA 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 FSA 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>• Central Point Recording Centre approval conditions and contingency</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>	<ul style="list-style-type: none"> <li>• The Service operates an intelligence led risk based approach to abattoirs. The Service has established and maintains communication links with Food Standards Agency (FSA) operations at abattoirs for reporting welfare concerns, (including in transit), bio-security non-compliance and transport construction non-compliances</li> </ul>

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

Content and relevant outcome(s)		Local Authority Planned Level of Service Delivery
A4.3 Attendance at Critical Control Points - Dealers	<p>Identification of Dealers Visits/inspections to verify legislative compliance <b>Outcomes 1, 2, 5 and 6</b></p>	<ul style="list-style-type: none"> <li>• The Service is working with APHA to maintain a list of known dealers</li> <li>• The Service plans visits/inspections on a risk assessed, earned recognition and intelligence led basis</li> <li>• Inspection programmes are co-ordinated, if appropriate, with other agencies, including other local authorities, where these agencies are willing to do so</li> <li>• Written reports are given at the time of inspection</li> <li>• Major non compliances found during inspections are reported to relevant agencies</li> <li>• Revisits are made when actionable infringements have occurred</li> </ul>
A4.4 Attendance at Critical Control Points - Ports (excluding BIPs)	<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>	<ul style="list-style-type: none"> <li>• Planned visit/inspection programme on a risk assessed and intelligence led basis</li> <li>• The Service: <ul style="list-style-type: none"> <li>○ Responds to notifications of potential illegal arrivals/departures</li> <li>○ Ensures appropriate disease information signs are clearly displayed</li> <li>○ Liaises with Animal Health, Port/Harbour management and Port Health Service</li> <li>○ Ensures International Catering Waste disposal is legal</li> <li>○ Maintains contact numbers available for quarantine</li> <li>○ Will make officers available outside office hours</li> </ul> </li> <li>• Note: Norfolk has no legal landing ports of entry but works with the port operators to monitor shipping for illegally imported animals</li> <li>• Note: The Service has worked with local veterinary practices to raise the profile of this work, who now provide most of our intelligence on suspected illegal landings and pet passport non-compliances</li> </ul>

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

Content and relevant outcome(s)		Local Authority Planned Level of Service Delivery
A4.5 Attendance at Critical Control Points - High risk Farms (Other than dealers)	Visits/inspections to verify legislative compliance <b>Outcomes 1, 2, 5 and 6</b>	<ul style="list-style-type: none"> <li>• The Service plans for a 100% inspection programme for all high risk businesses</li> <li>• Businesses are risk re assessed following visit/inspection</li> <li>• In Line with the Farm Regulator's Charter inspection programme takes into account other agency inspections e.g. RPA/APHA to avoid duplication and joint visits are arranged where necessary; where these agencies are prepared to share their inspection programmes</li> <li>• Checks are made using appropriate database data</li> <li>• Written reports are given at the time of inspection</li> <li>• Major non compliances found during inspections are reported to relevant agencies</li> <li>• Revisits are made when actionable infringements have occurred</li> <li>• The Service has in-house quality assurance procedures</li> </ul>
A4.6 Stand by and on call arrangements	Emergency interagency contact regarding disease and other enforcement incidents <b>Outcomes 1, 2, 3, 4 and 6</b>	<ul style="list-style-type: none"> <li>• The Service has emergency out of hours contact procedures in place</li> <li>• All relevant agencies are aware of contact procedures</li> </ul>
<b>A5. Partnership working and intelligence driven enforcement</b>		
A5.1 Identified Infringements	Identified breaches of legislation, including biosecurity, licensing, welfare, livestock identification, standstill breaches, illegal imports, by products, and other disease control work. Irregularities found on documentary checks followed up <b>Outcomes 1, 2, 5 and 6</b>	<ul style="list-style-type: none"> <li>• Identified breaches are investigated and appropriate action taken in accordance with the published CES Enforcement Policy.</li> <li>• The Service recognises that its use of animal health databases to identify breaches needs to be developed. The Service will look to develop the scrutiny of animal movement databases as a function within its Intelligence and Enforcement Support section during the forthcoming year.</li> </ul>



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

Content and relevant outcome(s)		Local Authority Planned Level of Service Delivery
A5.2 Intelligence/ Information and systems	Provision and collection of Intelligence Information <b>Outcomes 1, 2, 5 and 6</b>	<ul style="list-style-type: none"> <li>The Service has set up and maintains an intelligence recording system, having adopted the NTS intelligence operating model (IOM)</li> <li>The Service has established procedures and protocols necessary to capture and report animal health activities including movements and enforcement action</li> <li>Sharing of intelligence with other local authorities and operational partners takes place via our Intelligence Database (IDB)</li> <li>The Service has developed innovative approaches to improve the effectiveness and range of its knowledge of national priorities and the local farming community. This has included the production of guidance and delivery of training for Norfolk Constabulary staff. Officers of this Service also attend the Norfolk CRAG (Crime Rural Advisory Group) meetings. These measures will improve channels of communication and the sharing of intelligence relating to crime concerning animal health and welfare.</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 <b>Outcomes 1, 2, 5 and 6</b>	<ul style="list-style-type: none"> <li>The Service investigates and appropriate action is taken in accordance with the published CES Enforcement Policy</li> <li>The Service uses intelligence to drive delivery including development of local and regional enforcement</li> </ul>
<b>A6. Post enforcement reporting and AMES data entry activities</b>		
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 <b>Outcomes 1, 2, 3, 4, 5 and 6</b>	<ul style="list-style-type: none"> <li>In line with peer organisations this Service has ceased its use of AMES recording and reporting</li> </ul>



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

Content and relevant outcome(s)		Local Authority Planned Level of Service Delivery
A6.2 Management information	Collation of management information data for internal use and provision to APHA, Defra and Welsh Government. Outcomes 3, 4 and 5	<ul style="list-style-type: none"> <li>In line with peer organisations this Service has ceased its use of AMES recording and reporting.</li> </ul>
<b>A7. Contingency planning and emergency action</b>		
A7.1 Animal Health/Defra/Welsh Assembly Government and local authority emergency preparedness	Planning and contributing to emergency preparedness plans with APHA/Defra/Welsh Government and other agencies as appropriate <b>Outcomes 1, 3, 5 and 6</b>	<ul style="list-style-type: none"> <li>The Service's contingency plans are compiled through the Norfolk Resilience Forum (NRF) and are consistent with Defra APHA generic plans for disease outbreaks. This ensures our local authority contact details on the AH&amp;W master contact list held by the National Animal Health &amp; Welfare Panel (NAHWP) are kept up to date</li> <li>The Service's plans:               <ul style="list-style-type: none"> <li>are formally approved by the Norfolk Resilience Forum (NRF)</li> <li>include a generic plan and specific plans for diseases identified as high risk for the local authority area as a result of local intelligence</li> <li>are reviewed annually and shared with identified partners</li> <li>are made publicly available through the Norfolk Resilience Forum (NRF)</li> </ul> </li> <li>An annual exercise takes place with relevant partners/neighbouring authorities. Lessons learned reports are used to review our plans.</li> <li>A desktop contingency plan exercise for Avian Influenza was undertaken in 2016 along with NRF partners</li> <li>The Service responds to notification of disease outbreaks</li> <li>Following effective joint working with Suffolk Trading Standards on two Avian Influenza outbreaks during 2017 the Service is developing a memorandum of understanding with Suffolk to ensure a similar joint approach is undertaken in the event of any future disease outbreaks.</li> </ul>

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

Content and relevant outcome(s)		Local Authority Planned Level of Service Delivery
A7.2 Testing and Training	Testing, training, practising and evaluating activities in relation to the emergency plan <b>Outcomes 1, 3, 5 and 6</b>	<ul style="list-style-type: none"> <li>Exercises to test our contingency planning include direct practical participation, contribution through others or on paper</li> <li>Internal and external contact details are reviewed annually</li> <li>Plans are tested and review reports provided</li> <li>Training in relation to plans includes service implementation</li> </ul>
A7.3 Emergency Action	Provision of full emergency range of services under the emergency plan, when disease emergency declared by Defra/Welsh Government <b>Outcomes 1, 3, 5 and 6</b>	<ul style="list-style-type: none"> <li>The Service plans for the requirements of our contingency plans to be actioned when necessary</li> </ul>
<b>A8. Additional Activities to reflect National Priorities</b>		
A8.1 National Priorities	Provide details in Service Delivery Plan (Annex C) of identified priorities as discussed with the, Operations Directors Defra and the Welsh Government, as appropriate. <b>Outcomes 1,2,5 and 6</b>	<ul style="list-style-type: none"> <li>The Service takes into account the national priorities as discussed with Operations Directors (APHA) and Defra – no requests have been received from the ROD to date.</li> </ul>

## Activity Matrix for Animal Welfare

Activity	Priority Activity	Other Priority Actions for consideration
<b>1. On Farm Welfare</b>		
1(a) Authorisation of inspectors under the Animal Welfare Act 2006.	Inspectors authorised by Local Authorities under the Animal Health Act 1981 (as amended) should be authorised as Inspectors under the Animal Welfare Act 2006.	All inspectors are authorised under the Animal Welfare Act 2006
1(b) Response to farm welfare complaints received from a member of the public or another agency.	<p>Liaison with local AHO (as soon as possible to discuss complaint.</p> <p>Refer to AMES Database see if there is any recorded history of problems on the premises.</p> <p>Where appropriate, arrange joint visit with a VO to investigate on next working day after receipt of complaint.</p> <p>Where it is considered that a VO is not required in the first instance, visit premises to investigate on next working day after receipt of complaint.</p>	<p>Where appropriate, the Service arranges joint visits with Animal Health Office (AHO) Veterinary Officers (VO) to investigate within 24hrs of receipt of complaint.</p> <p>Where the Service considers that a VO is not required in the first instance, an officer visits the premises to investigate within 24hrs of receipt of complaint.</p> <p>Liaison is maintained with other appropriate agencies in order to try and establish if subject of complaint is the subject of any other complaints/investigations.</p> <p>Where appropriate the Service will organise a case conference with all enforcement bodies involved to discuss the case and how best to proceed; in order that all agencies are moving forward in the same direction.</p>

## Activity Matrix for Animal Welfare

1(c) Enforcement action	<p>Where an animal's welfare is being seriously compromised immediate enforcement action should be taken.</p> <p>The Inspector should take such action as is necessary to alleviate suffering to any animal(s) without undue delay.</p> <p>Where an Improvement Notice is appropriate, service of Notice within 48hrs of visit taking place.</p> <p>Cognisance should be taken of the guidance issued by Defra and Welsh Government in accordance with Section 10 of the Act.</p> <p>The agreed template for the Improvement Notice should be used.</p>	<p>Where an animal's welfare is being seriously compromised immediate enforcement action is taken.</p> <p>The Service's Inspector takes such action as is necessary to alleviate suffering to any animal(s) without undue delay.</p> <p>Where an Improvement Notice is appropriate, the Service serves a notice at the time of the visit or at least within 24hrs of the visit taking place.</p>
1(d) Follow up visits to premises against whom a welfare complaint was received.	If necessary and in consultation with Veterinary Officer revisit the premises within an appropriate period of initial visit.	Revisits are made within 2 days of the end of the compliance period specified in the Notice or sooner dependent upon the severity of the complaint.
1(e) Follow up visits to premises where an Improvement Notice was served.	<p>Where appropriate monitoring visits should be carried out during the compliance period and these should be appropriate to the severity of the complaint.</p> <p>Revisit within 2 working days of end of Compliance Period specified in the Notice or sooner dependent upon severity of complaint.</p>	

## Activity Matrix for Animal Welfare

1(f) Arrangements for taking possession of an animal/animals which are being caused suffering or likely to be if their circumstances do not change.	<p>Contingency plans drawn up as to how taking possession of an animal/animals will be facilitated and for their subsequent care until they are disposed of or returned.</p> <p>These contingency plans should identify suppliers/contractors/premises for:</p> <ul style="list-style-type: none"> <li>• appropriately trained/experienced staff to handle and care for the animals.</li> <li>• appropriate equipment to handle the animals.</li> <li>• transporting the animals.</li> <li>• suitable premises to keep animals.</li> <li>• supply of feed.</li> <li>• supply of suitable bedding material.</li> <li>• provision of veterinary care.</li> </ul>	<p>Contract arrangements are in place with suppliers/contractors/premises on an as needed basis for:</p> <ul style="list-style-type: none"> <li>• appropriately trained staff to handle and care for the animals</li> <li>• appropriate equipment to handle the animals</li> <li>• transporting the animals</li> <li>• suitable premises to keep animals</li> <li>• supply of feed</li> <li>• supply of suitable bedding material</li> <li>• provision of veterinary care.</li> </ul> <p>Whilst the Service has no ongoing contract to provide this service with its contractor, the contractor has demonstrated their willingness to perform this role over a number of welfare seizures.</p>
1(g) Destruction of an animal/animals if deemed necessary.	Contingency arrangements in place to facilitate the destruction of an animal/animals if deemed necessary by Veterinary Surgeon or an Inspector/Constable.	<p>Contact list of Veterinary Surgeons is maintained (including out of hours services) who can be called upon for this purpose if necessary.</p> <p>Contact list is maintained of other suitably trained persons who can be called upon to humanely destroy animals where necessary (includes APHA and RSPCA).</p>
1(h) Follow up letters to premises which were visited.	Follow up letter detailing the visit, what was discussed and the provisions of any Improvement Notice, if served, sent within 5 working days of visit.	<p>Enforcement visit record, detailing the visit and what was discussed provided at time of visit.</p> <p>Where appropriate a follow up letter giving further advice or a written warning will be sent to the business.</p>

## Local Authority Profile

<b>Name of LA</b>	<b>Norfolk County Council</b>	<b>Financial year</b>	<b>2018-19</b>
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### 1. Staffing

	(FTE)
<b>Field staff</b>	<b>2.0</b>
<b>Data input staff</b>	<b>0.1</b>
<b>TOTAL</b>	<b>2.1</b>

### 2. Data input

Local Authority Database used:	APP Civica
Interface with AMES installed?	No
Interface with AMES functional?	N/A
If not installed are there plans to do so in 2017-18 service year?	No
If not, please give reason.	AMES is not used by this service

### 3. Work Load - Critical Control Points (CCPs)

#### a) with defined work patterns

Type of CCP	No.	Operating pattern (markets) or throughput (slaughterhouses)
Markets, Collection Centres & Assembly Centres	<b>1</b>	Store market every other Saturday
Slaughterhouses	<b>4</b> <b>4</b>	Red meat slaughterhouse White meat (APHA inspected only)
Shows, sales and one-off events	<b>7</b>	3 poultry sales - one weekly, one monthly and the other approx. 6 times per year. Horse sale approx. 3 times a year. Shows are yearly events

#### b) without defined work patterns

Type of CCP	No.
Ports	<b>3</b>
Dealers	<b>3</b>

### 4. Total risk assessed premises including CCPs

According to risk assessment by LA	High Risk	Medium Risk	Low Risk
No. of premises (including 3(a) & (b) above)	27	2204*	2841*

\* Figures have increased since 2017-18 plan as a result of improved scrutiny, management and updating of database.