

Annex C: Service Plan and guidance for completion

1. The purpose of completing a Service Plan annually is:
 - to provide a structured plan of the work for the local authority area during the financial year; and
 - to highlight changes from previous years.
2. The template should be completed and presented to APHA by the deadline and should not be altered unnecessarily.

Specific guidance on completing the Service Plan

3. You should record the standard which you propose meeting during the year, as described in columns 3, 4 and 5 of the Activity Framework (Section 5) and complete each box in the column headed “Local authority planned level of service delivery” as follows:
 - a) Standard to be met.
 - b) How the standard will be achieved.
 - c) Numbers and target percentage where applicable.
4. If no activity is planned in an area (for example, in Section 5.2, if you do not have a slaughterhouse in your area) please insert not applicable.
5. It is appreciated that the information supplied may need to be reviewed and updated during the year, as circumstances change.
6. Most importantly, the Service Plan should be discussed and agreed with your VL and respective local authority committees, if appropriate (so that understanding is reached regarding what can be realistically achieved, what local factors need to be taken into account and, above all, how the Plan helps to manage the risk of animal disease incursion, control spread and maintain and improve standards of animal welfare). Local authorities may after discussion with their VL agree not to meet certain minimum standards/priority activities.

Local Authority: (insert name)

Service Plan for year: 01/04/20--

to 31/03/20--

1. Planning the Delivery of the Local Authority Animal Health Function

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
1.1 Profile of Local Authority area and associated animal health and welfare workload	<p>Analysis of critical control points by type, number, days of operation, including:</p> <ul style="list-style-type: none">• premises used for sales (e.g. auction markets etc.)• abattoirs/slaughter houses <p>Analysis of agricultural premises according to risk</p> <p>Summary of staff engaged in Animal Health and Welfare work</p> <p>Outcomes 3 and 5</p>	
1.2 Annual Service Plan for delivery of services in animal health and welfare	<p>Service Plan produced detailing levels of Service Delivery for all activities detailed in this activity framework, reflecting national and local priorities. Annex C should be used as a template.</p> <p>Outcomes 3, 4 and 5</p>	a)

1. Planning the Delivery of the Local Authority Animal Health Function		
	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
1.3 Risk Assessment	<p>Premises risk assessed in accordance with the national risk scheme detailed in Section 4 or other comparable risk assessment scheme.</p> <p>Risk based inspection programme</p> <p>Outcomes 1, 2, 5 and 6</p>	a) a

2. Training and Development		
	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
2.1 Training for new officers On-going professional development	<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 Local Government Regulation website</p> <p>Outcome 5</p>	a)

4. Education and advice to maximise compliance

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
4.2 Proactive activity	<p>Proactive involvement or lead in education and training events with stakeholder organisations etc.</p> <p>Joined up approach to education and advice through liaison with the Scottish Government, Local Government Regulation and Animal Health</p> <p>Outcomes 1, 2, 5 and 6</p>	a)

5. Enforcement activities to maximise Animal Health and Welfare compliance

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
5.1 Attendance at Critical Control Areas- Livestock markets, Sales, and Assembly Centres	<p>Highly visible preventative enforcement presence.</p> <p>Attendance at markets and other sales, and Assembly Centres to ensure compliance, in particular with:</p> <ul style="list-style-type: none"> • Biosecurity (vehicles, premises and people) • Livestock identification • Welfare • Transport • Licensing and record keeping • Specific pre movement licensing • All other relevant legislation <p>Exact attendance levels and times according to status of gathering</p> <p>Outcomes 1, 2, 5 and 6</p>	a)

5. Enforcement activities to maximise Animal Health and Welfare compliance

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
<p>5.2 Attendance at Critical Control Areas - slaughter houses</p> <p><i>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 FSS are responsible for enforcement in the slaughterhouse itself, and local authorities should liaise with FSS 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 FSS to ensure legislative compliance, in particular with:</p> <ul style="list-style-type: none"> • Biosecurity (vehicles, premises and people) • Livestock identification • Welfare • Transport • Licensing and record keeping • Specific pre movement licensing • All other relevant legislation <p>Outcomes 1, 2, 5 and 6</p>	<p>a)</p>
<p>5.3 Attendance at Critical Control Areas - high risk traders</p>	<p>Identification of high risk traders Visits/inspections to verify legislative compliance</p> <p>Outcomes 1, 2, 5 and 6</p>	<p>a)</p>

5. Enforcement activities to maximise Animal Health and Welfare compliance

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
5.4 Attendance at Critical Control Areas - Ports (excluding border control posts)	<p>Attendance at ports to ensure legislative compliance, in particular with:</p> <ul style="list-style-type: none"> • Biosecurity (vehicles, premises and people) • Livestock identification • Welfare • Transport • Import/export documentation • All other relevant legislation <p>Outcomes 1, 2, 5 and 6</p>	a)
5.5 Attendance at Critical Control Areas - High Risk Farms (Other than high risk traders)	<p>Visits/inspections to verify legislative compliance</p> <p>Outcomes 1, 2, 5 and 6</p>	a)
5.6 Visits and inspections to other premises	<p>Visits to verify legislative compliance.</p> <p>Commercial hauliers Farms (including own livestock vehicle) Agricultural Shows and farm dispersal sales Animal by products premises including Knackers/Hunt kennels/renderers</p> <p>Any other premises of livestock origin and destination</p> <p>Outcomes 1, 2, 5 and 6</p>	a)

5. Enforcement activities to maximise Animal Health and Welfare compliance

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
5.7 In transit checks	<p>Roadside checks (in conjunction with police)</p> <p>Police led multi-agency roadside checks local authority led checks for animal health and welfare compliance only (including co-ordination with adjacent Local Authorities)</p> <p>National exercises and operations</p> <p>Outcomes 1, 2, 3, 4 and 6</p>	<p>a)</p> <p>b)</p> <p>c)</p>
5.8 Vehicle biosecurity – cleansing and disinfecting compliance	<p>Checks on vehicles to ensure cleansing and disinfection carried out at premises other than where they have delivered livestock</p> <p>Outcomes 1, 5 and 6</p>	<p>a)</p> <p>b)</p> <p>c)</p>

5. Enforcement activities to maximise Animal Health and Welfare compliance

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
5.9 Out of operating hours checks	<p>Checks out of normal specified operating hours or subsequent days for:</p> <ul style="list-style-type: none"> • Markets • Slaughte rhouses • Premises used for collection of animals for slaughter or for further rearing or finishing <p>Outcomes 1, 2, 5 and 6</p>	<p>a)</p> <p>b)</p> <p>c)</p>
5.10 Stand by and on call arrangements	<p>Emergency interagency contact regarding disease and other enforcement incidents</p> <p>Outcomes 1, 2, 3, 4 and 6</p>	<p>a)</p> <p>b)</p> <p>c)</p>

6. Partnership working and intelligence driven enforcement

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
6.1 Identified Infringements	<p>Identified breaches of legislation, including biosecurity, licensing, welfare, livestock identification, standstill breaches, illegal imports, by products, and other disease control work.</p> <p>Irregularities found on documentary checks followed up</p> <p>Outcomes 1, 2, 5 and 6</p>	<p>a)</p> <p>b)</p> <p>c)</p>
6.2 Intelligence / Information and systems	<p>Provision and collection of Intelligence Information</p> <p>Outcomes 1, 2, 5 and 6</p>	<p>a)</p> <p>b)</p> <p>c)</p>
6.3 Intelligence led actions	<p>Infringements or suspected infringements reported from external enforcement sources or identified by use of data interrogation or intelligence sources; members of the public/complaints</p> <p>Outcomes 1, 2, 5 and 6</p>	<p>a)</p> <p>b)</p> <p>c)</p>

6. Partnership working and intelligence driven enforcement

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
6.4 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) b) c)

7. Post enforcement reporting and AMES data entry activities

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
7.1 Management information	Collation of management information data for internal use and provision to the Scottish Government and APHA. Outcomes 3, 4 and 5	a) b) c)

8. Contingency planning and emergency action

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
8.1 APHA, Scottish Government , COSLA and local authority emergency preparedness	<p>Planning and contributing to emergency preparedness plans with APHA, Scottish Government and other agencies as appropriate</p> <p>Outcomes 1, 3, 5 and 6</p>	<p>a)</p> <p>b)</p> <p>c)</p>
8.2 Testing and Training	<p>Testing, training, practising and evaluating activities in relation to the emergency plan</p> <p>Outcomes 1, 3, 5 and 6</p>	<p>a)</p> <p>b)</p> <p>c)</p>
8.3 Emergency Action	<p>Provision of full emergency range of services under the emergency plan, when disease emergency declared by the Scottish Government</p> <p>Outcomes 1, 3, 5 and 6</p>	<p>a)</p> <p>b)</p> <p>c)</p>

9. Additional Activities

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
9.1 National priorities	<p>Provide details in Service Plan (Annex C) of identified priorities as agreed with the VLs and the Scottish Government</p> <p>Outcomes 1, 2, 5 and 6</p>	<p>a)</p> <p>b)</p> <p>c)</p>
9.2 Regional priorities	<p>Agree regional priorities, with the VL at regional animal health and welfare panel meetings for consideration in annual service planning</p> <p>Outcomes 1, 2, 5 and 6</p>	<p>a)</p> <p>b)</p> <p>c)</p>

9. Additional Activities

	Content and relevant outcome(s)	Local Authority Planned Level of Service Delivery
9.3 Local priorities	As determined by local authority in agreement with the APHA Veterinary Lead, or representative. Outcomes 1, 2, 5 and 6	a) b) c)