

# AGENDA ITEM No. 4

## NORTH LANARKSHIRE COUNCIL

### REPORT

To: ENVIRONMENTAL SERVICES COMMITTEE	Subject: ANIMAL FEED SERVICE PLAN 2016-2017	
From: EXECUTIVE DIRECTOR OF REGENERATION & ENVIRONMENTAL SERVICES		
Date: 16 AUGUST 2016	Ref: CF/PB	

#### 1. Purpose

- 1.1 This report seeks the Committee's approval for the Trading Standards Animal Feed Plan for 2016-2017.

#### 2. Background

- 2.1 A Framework Agreement on Official Feed and Food Law Controls, agreed between the Food Standards Agency (FSA), precursor to Food Standards Scotland (FSS) and Local Authorities, sets out planning and delivery requirements expected of local authorities based on statutory codes of practice.
- 2.2 Feed law enforcement, including the quality, composition and labelling of animal feeding stuffs, is the responsibility of the Trading Standards service.
- 2.3 The service plan relevant to animal feed is seen as an important part of the process to ensure that national standards and priorities are delivered locally, and to that end the service plan will provide the basis on which the Council's arrangements for feed law enforcement will be monitored and audited by FSS.
- 2.4 It is worth noting that this may be the last financial year for which an animal feed service plan is produced by the Trading Standards service. At a Board meeting in January 2016, FSS made the decision that feed enforcement by 32 local authority teams was no longer deemed effective, and that they would centralise feed controls, to be delivered by FSS, provisionally from 1<sup>st</sup> April 2017.

#### 3. Proposal

- 3.1 Animal feeds play an important part in the food chain and the arrangements in the service plan cover feeding stuffs, feed hygiene and primary production enforcement. Guidance contained in the Framework Agreement requires the service plan to cover certain areas including aims and objectives, delivery and resources and quality assessment and review.
- 3.2 There are 540 known feed businesses in North Lanarkshire including a feed mill, farms and retailers supplying domestic animal food. The service plan contains details of the number and type of inspections to be carried out at various operators, along with details of both formal and informal samples to be taken for analysis to ensure that feeds are safe, comply with compositional requirements and are correctly labelled.
- 3.3 The plan also contains arrangements for dealing with complaints about feedstuffs, feed safety alerts, providing advice to business, and supporting the Home Authority Principle and Primary Authority Partnerships. It is further proposed to carry out specific work during the year to identify any unregistered food businesses within North Lanarkshire Council, which supply food waste for processing into animal feed.

3.4 A copy of the plan has been placed on the MARS system. It is a requirement of the Framework Agreement that service plans are approved by the Council through the Authority's usual arrangements. Once approved the service plan will be made available on the Council's website.

3.5 A review of last year's plan for 2015/2016 has also been carried out and a summary of the activities and outcomes is available as an Appendix to this report.

#### **4. Financial Implications**

4.1 All Feed Law enforcement activities are contained within the Trading Standards service budget and there are no additional financial implications arising from these proposals.

#### **5. Corporate Considerations**

5.1 There are no additional personnel, legal or property implications arising from this report.

#### **6. Recommendation**

6.1 That the Committee:

- a) approves the Animal Feed Service Plan for 2016/2017;
- b) notes the review of activities for 2015/2016; and
- c) otherwise notes the contents of this report.



**ANDREW MCPHERSON**  
**HEAD OF REGULATORY SERVICES AND WASTE SOLUTIONS**

Local Government Access to Information Act: For further information please contact Carol Fraser, Senior Trading Standards Officer on 01236 856340.

# **Environmental Services**



## **Trading Standards Service**

**Feed Plan 2015-2016 Review**

## Review of Feed Plan 2015/ 2016

### Feeding Stuffs Premises Interventions:

	Planned	Actual
Primary Production visits (Food and Feed)	20	17*
Primary Production visits (Feed only)	0	0
Registered/ Approved Premises (non Primary Production Visits)	5	5
Retailers	150	111

\* Primary Production (Food and Feed) visits were planned for 20 premises, however 2 of the premises were determined to not be carrying out primary production activities, hence are not recorded as feeding stuffs premises interventions, although visits were carried out to the premises. A further visit was postponed until 2016/17 due to the farmer being ill. Food Standards Scotland (FSS) funding was claimed for 10 of the 17 Primary Production visits (Food and Feed).

### Feeding Stuffs Complaints

The service received 3 complaints regarding farmed animals feeding stuffs, which all related to complaints about pastures. One complaint related to land outwith North Lanarkshire and hence this was passed to the relevant local authority. The other 2 complaints were investigated and the necessary guidance given to landowners.

The service received 2 complaints about pet foods. One complaint could not be investigated as the complainant would not provide additional information. The other complaint alleged that a pet had become ill after consuming pet food that had been sold that was past its best before date. A visit to the retailer was made and advice given regarding the issue.

### Feed Safety Incident

No details of Feed Safety Incidents were received during the year.

### Feeding Stuffs Inspection and Sampling

The Authority took part in one sampling project coordinated by the Society of Chief Officers of Trading Standards in Scotland (SCOTSS) Quality Group West of Scotland, which involved sampling of animal feed from the feed manufacturer based in the Authority and having samples analysed to check the accuracy of the statutory statement as regards nutritional labelling.

	Planned	Actual
Formal Samples from Feed manufacturers	2	2
Informal Samples from Feed manufacturers	2	2
Formal Samples of feed materials from Feed material manufacturer	2	0
Informal Salmonella, Mycotoxins and Heavy Metals Samples	2	0
Formal Salmonella, Mycotoxins and Heavy Metals Samples	2	0
Informal Mycotoxins Feed Samples	4	4

The 4 samples taken from the Feed manufacturer were analysed for nutritional labelling and no problems were encountered. The samples were supposed to have been analysed for heavy metals, mycotoxins and salmonella, however these analyses were not carried out due to an administration error.

Two formal samples which had been planned to be taken from a Feed Material manufacturer were not carried out due to resource constraints.

Results are still pending for the 4 informal mycotoxins samples that were taken in February 2016 at the time of the Review.

## **Resourcing**

In the last 12 years, Trading Standards has seen a steady increase in the number of premises that it is required to inspect to determine compliance with Feed Law. The Authority does get minimal direct funding from FSS to carry out some of the primary production visits; however the increase in registered businesses continually places further strain on resources and creates competing pressures in respect of other enforcement priorities.

In 2015/16 however, there were few additional registrations which is contrary to what was forecast when reviewing the 2014/15 feed plan.

FSS is currently aiming to change the way in which Feed enforcement work is carried out in Scotland; the option being preferred at present is for FSS to take direct control of delivery, with the anticipated date of change being in time for the commencement of the 2016/17 financial year.

**Regeneration & Environmental Services**



**Trading Standards Service**

**Feed Plan 2016 / 2017**

## **SECTION 1 : SERVICE AIMS AND OBJECTIVES**

### **1.1 Aims and Objectives**

North Lanarkshire Council is committed to maximising the benefits of North Lanarkshire's location by working to create prosperity, achieving social justice and meeting local needs by providing best value.

The following aims and objectives have been identified as being fundamental to this process.

1. To place the safety, health and wellbeing of employees and the general public foremost.
2. To respond promptly and courteously, in accordance with good customer care practice, to all recipients of our services.
3. To inspect all feed businesses within at least the minimum targets which have been set for inspection purposes and ensure that a proportionate and consistent enforcement policy is adhered to in regard to enforcement of animal feed safety, hygiene and marketing standards law.
4. To undertake a program of feed sampling to ensure that animal feed is safe and labelled correctly and in instances where samples are determined to be unsatisfactory to take appropriate and proportionate action.
5. To respond appropriately to Animal Feed alerts as required by Food Standards Scotland (FSS).
6. To investigate complaints about animal feed and take appropriate and proportionate action when investigations indicate breaches of animal feed law.
7. To offer guidance to Feed Business Operators within North Lanarkshire for the purposes of promoting good practice and compliance with Feed Law.

### **1.2 Links to corporate objectives and plans**

The Trading Standards Feed Plan is included within the Trading Standards Service Delivery Plan which is linked with the Regeneration and Environmental Services Plan, North Lanarkshire Council's Corporate Plan, North Lanarkshire Partnership Community Plan, North Lanarkshire Partnership Single Outcome Agreement and ultimately the Scottish Government's National Outcomes.

The Corporate Plan identifies several key priority themes. The Trading Standards Service Feed Plan links with some of these themes as follows:-

#### Health & Wellbeing

- Programme of targeted interventions to determine compliance with statutory requirements along with proportionate enforcement action, as required.
- Feed sampling programme.

#### Life Long Learning

- Updating and maintaining enforcement officer competence

## Developing the Organisation

- ISO 9001
- ISO 14001
- OHSAS 18001
- Public Sector Improvement Framework

One of Protective Services main partners, Glasgow Scientific Services has also completed a best value review process which has resulted in a considerable reduction in analytical costs and these costs are kept under annual review.

Regeneration Environmental Services embraces quality of services as a key value and this commitment is reflected in the fact that Protective Services has achieved ISO 9001, ISO 14001 and OHSAS 18001 accreditation. We continue to embrace the Public Sector Improvement Framework audit processes, albeit on an internal basis.

Finally the Council's Trading Standards Service aims to support and work together with FSS, other enforcement agencies and authorities in regard to animal feed issues.

## **SECTION 2 : BACKGROUND**

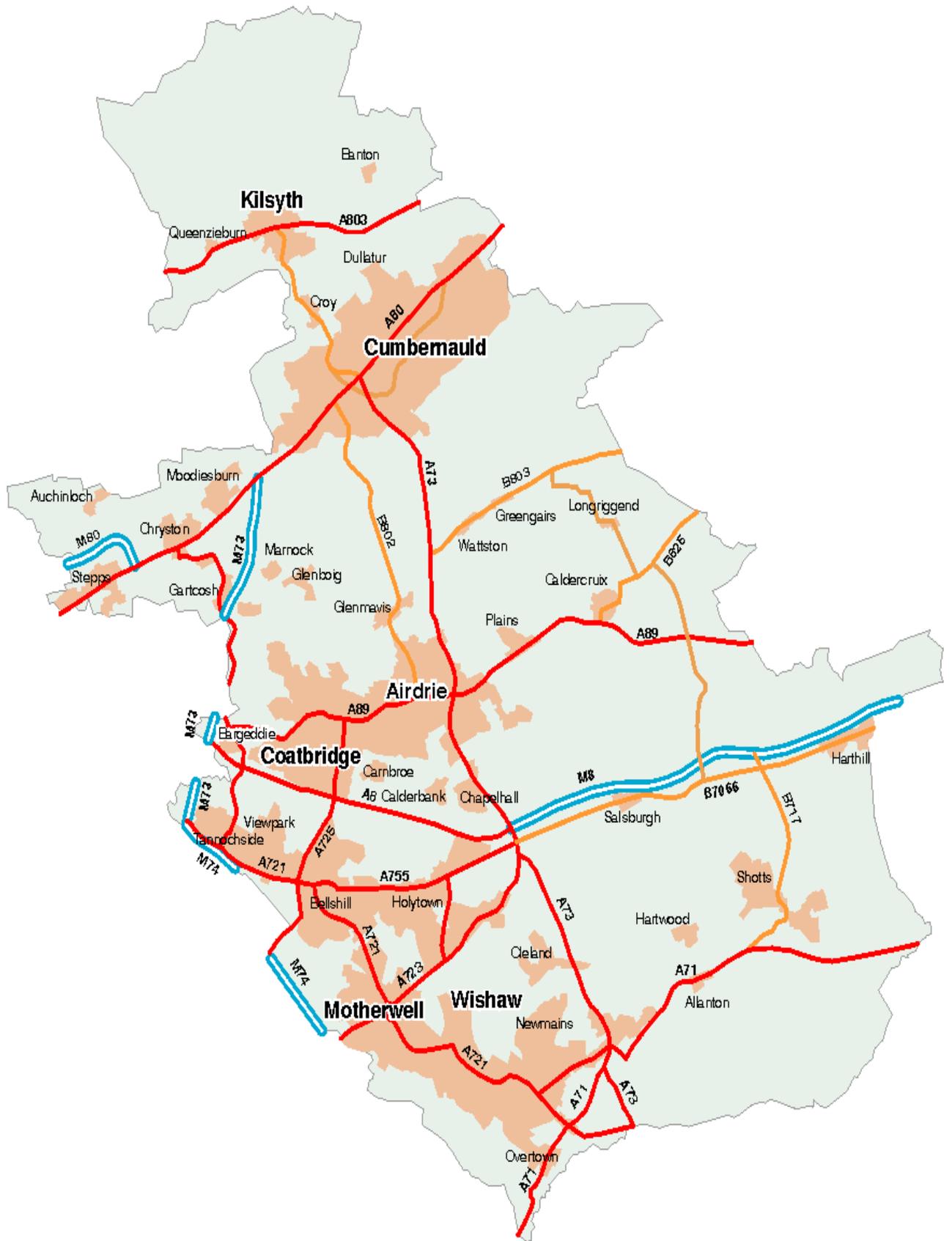
### **2.1 Profile of the Local Authority**

North Lanarkshire is the fourth largest authority in Scotland with a population of approximately 338,000 and an area of 47,222 hectares. It is situated approximately half way between the cities of Glasgow and Edinburgh and many of its residents live in the six main towns of Airdrie, Coatbridge, Cumbernauld, Bellshill, Wishaw and Motherwell.

The council has one of the 'youngest' populations in Scotland with a higher proportion of people under 35 than the national average. 22% of the population are aged less than 18 years of age, 60% are adults of working age, and 18% are pensioners.

North Lanarkshire is in the midst of a process of major social, economic and environmental change. Major economic restructuring has taken place in recent years as the older industries of steel and heavy engineering have declined and closed making way for newer industries. This has required a process of re-generation which is perhaps best illustrated in the Ravenscraig initiative whereby work is continuing with large commercial and residential developments on the former steelworks site. This process of economic re-generation will continue and is greatly assisted by the strategic location of North Lanarkshire in regard to links to the South via the M73 and M74 and to Glasgow and Edinburgh via the A8/M8 arterial route, said road infrastructure currently undergoing improvement works.

A plan of North Lanarkshire is provided overleaf.

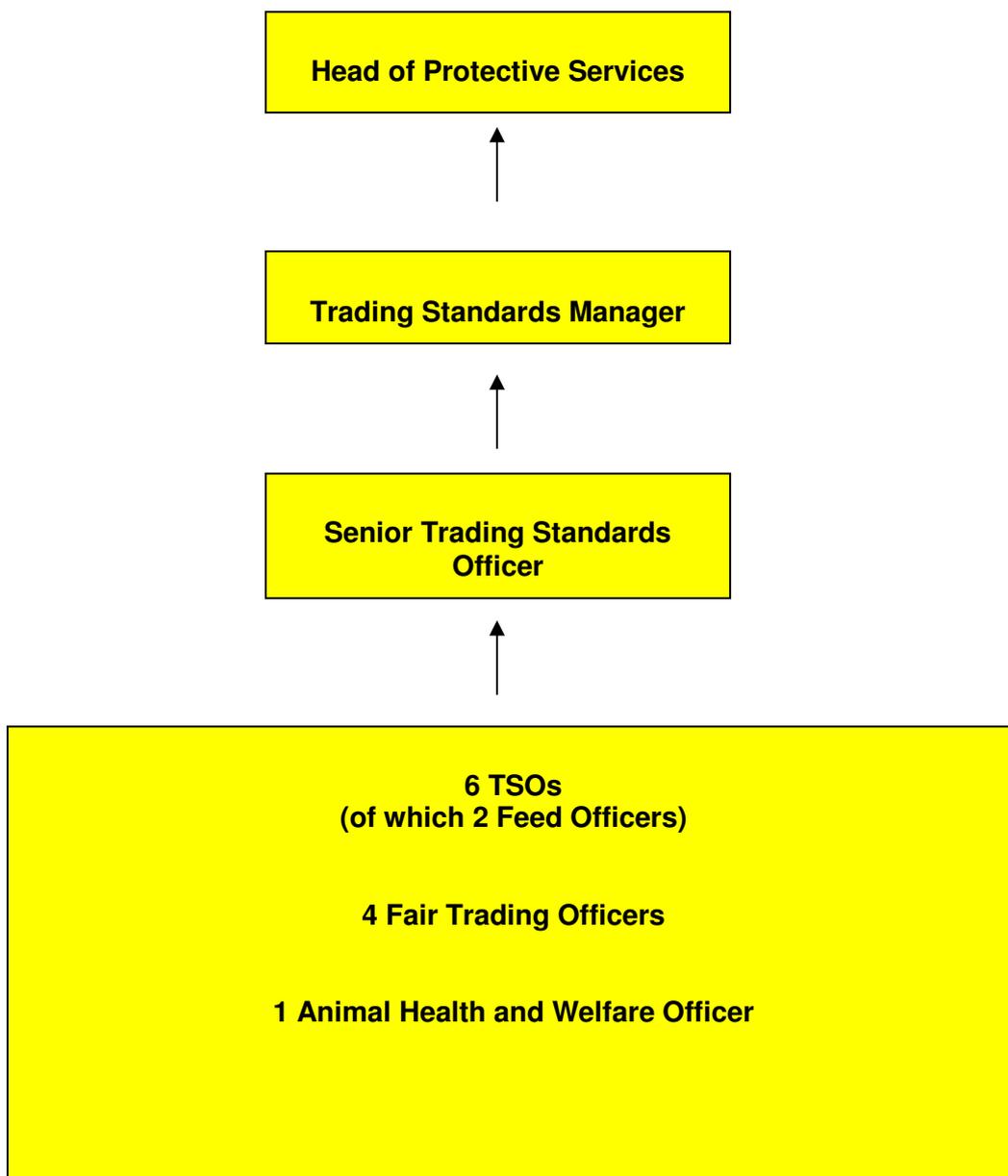


## **2.2 Organisational Structures**

The Trading Standards Service was comprised of 2 functional teams, namely an Enforcement and Projects Team and a Consumer and Money Advice Team.

Officers within the Enforcement and Projects Team are responsible for carrying out feed enforcement work with 3 Officers that are maintaining their CPD for the discipline and that are authorised to carry out the work.

A chart showing the organisational structure for the Enforcement and Projects side of the service for period 2016/17 is detailed below, with officers involved in feed enforcement work shown in red text :-



### **2.3 Scope of the Trading Standards Service (as regards Feed work)**

The services which are provided include:-

Feed Hygiene Interventions  
Feed Standards Interventions  
Investigation of Feed Complaints  
Formal/ Informal Feed Sampling  
Feed Alerts  
Disposal/Seizure of unsafe Feed  
Home Authority Responsibilities  
Compilation of Performance Indicator Data  
Representation on the Society of Chief Officers of Trading Standards in Scotland (SCOTSS) West of Scotland Quality Group  
Liaison with other Agencies  
Reports to the Procurator Fiscal  
Registration and Approval of Feed Business Operators

Chemical and bacteriological analysis of feed samples is undertaken by Glasgow Scientific Services on behalf of the Council.

The Council has agreed the use of an interpreter service for documentary purposes and to facilitate routine inspections where necessary.

The main service delivery point is currently located at:-

**Fleming House, 2 Tryst Road, Cumbernauld G67 1JW**

The normal business hours are 8.45 - 16.45 Monday to Thursday with a 16.15 close on Friday. Protective Services operates a standby service to respond to all emergencies including the receipt of feed alerts outwith normal operational hours.

### **2.4 Demands on the Trading Standards Service (as regards Feed)**

#### **2.4.1 Approved/ Registered Feed Business Operators:**

Total number of Approved premises:	1
Total number of Registered premises (breakdown shown below)	153
R01 registrations	1
R04 registrations	1
R05 registrations	1
R07 registrations	30
R08 registrations	5
R09 registrations	3
R10 registrations	4
R11 registrations	47
R12 registrations	2
R13 registrations	59
Total number not requiring approval/ registration	386
<b>TOTAL</b>	<b>540</b>

## **2.4.2 Feed Business Operator Categories**

Primary Producers	1
Manufacturer/ processors	3
Livestock Farms	121
Food Businesses supplying co-products	23
Distributor/ Transporter	6
Retailers	386
<b>TOTAL</b>	<b>540</b>

## **2.4.3 Feed Businesses in North Lanarkshire**

The three main feed business operators in North Lanarkshire of interest are:

- a) a feed manufacturer of ruminant feeds. An inspection visit/formal sampling visit is carried out on an annual basis, given that the premises offers the ideal point in the supply chain from a practical point of view to take formal samples of their finished products before distribution;
- b) a manufacturer of feed materials for supply to pet food manufacturers; and
- c) a manufacturer of feed additives for inclusion in animal feed.

In relation to the primary producers that are registered with North Lanarkshire, the premises tend to be livestock farms which grow silage and haylage for use, usually in conjunction with manufactured feed that they purchase, for feeding to their own livestock. North Lanarkshire land is not generally used for 'ready to eat' crops and other crops for human consumption.

## **2.5 Enforcement Policy**

North Lanarkshire Council has a documented Enforcement Policy which has been approved by Members and copies are available for businesses and consumers.

In preparing the Enforcement Policy due regard has been taken of the advice issued by FSS.

A copy of the Enforcement Policy has been provided to every Authorised Officer who has responsibility for inspecting premises and/or dealing with feed. In addition to their enforcement role, Authorised Officers are also aware that it is the Council's policy to offer advice where this is appropriate or requested particularly in regard to small and medium sized businesses.

Arrangements will be made to contact/visit any premises that are identified as liable to registration or approval in terms of the Feed Hygiene Regulation with a view to register or approve the premise and thereafter will be subject to risk based feed intervention visits.

Pet food retailers (that are not subject to registration or approval) will be picked up and inspected as regards Feed law when the businesses are visited on either a routine or proactive basis.

The enforcement policy for Council primary production feed premises will be as detailed within the Food Law Code of Practice (Scotland) however standards expected and required will be identical to those required in private sector premises.

## **SECTION 3 : SERVICE DELIVERY**

### **3.1 Feeding Stuffs Premises Interventions**

Feed enforcement work carried out by the Trading Standards Service will involve Feed Business Operators being inspected on the following basis:

1. Primary Producers (excluding dairy, eggs, fish and shellfish primary producers) are inspected by Trading Standards Officers to determine compliance with Food and Feed law, where there is a Feed law enforcement interest. The businesses are risked in accordance with the Risk Scheme detailed in Annex 10 of the Food Law Code of Practice (Scotland). Details of primary production visits that have been funded by FSS are also entered onto their SPOCCS database in accordance with the funding contract. Where any issues are identified as regards Food Law that would require formal action to be taken, such as the serving of food improvement or prohibition notices or a report to the Procurator Fiscal then the matter will be passed to the Council's Business Regulation Service within Environmental Health (which is responsible for enforcing Food Safety legislation within the local authority) to progress.
2. Primary Producers that are dairy, eggs, fish or shellfish primary producers are inspected by Trading Standards Officers similarly to paragraph 1, except that the officer will only determine compliance with Feed Law and the visit will not be funded by FSS and hence won't be put on SPOCCS.
3. Non Primary Producers, except pet food retailers, are inspected by Trading Standards Officers to determine compliance with Feed law and the business will be risked in accordance with the risk scheme laid out in Annex 5 of the Feed Law Enforcement Code of Practice (Scotland). Premises liable to inspection may include premises that are also visited in relation to primary production activities.
4. When retailers of pet foods are visited, the inspection will endeavour to ensure that compliance with Feed law by the business can be determined at the same time that compliance with Metrology, Fair Trading and Product Safety laws are determined.

The scheduled inspection program for 2016/2017 is:

Primary Production visits (Food and Feed) *;	11
Primary Production visits (Feed only);	5
Registered/ Approved Premises non Primary Production visits:	12
Retailers:	200

(\* FSS funding has been agreed to contribute towards the cost of carrying out 10 of the Primary Production visits (Food and Feed) for 2016/2017)

### **3.2 Feeding Stuffs Complaints**

The Authority's policy regarding the investigation of complaints, including complaints regarding feeding stuffs is detailed in the Trading Standards Complaints against Traders / Requests for Service procedure QAP 5.11 within the ISO 9001 Quality Management Document.

In addition to this it is our policy to liaise with home and/or originating authorities in accordance with the Chartered Trading Standards Institute's (CTSI) Principle of the Home Authority (which was developed by the now defunct LACORS) and to recognise Primary Authority Partnerships.

The Authority receives very few complaints or referrals regarding animal feed, in comparison to its overall complaints statistics, with the occasional complaint concerning pet foods and the occasional Home Authority referral. The major time factor in dealing with any Feed complaint is the length of time taken for any feed samples that have been taken to be analysed, which can take months. In the context of overall Trading Standards work, resources required for the investigation of feed complaints are minimal.

### **3.3 Home Authority Principle/ Primary Authority Partnerships**

This Authority supports CTSI's Principle of the Home Authority and acts as Home Authority for a ruminant animal feed manufacturer that operates within North Lanarkshire.

Although Feed is a devolved matter for the Scottish Parliament, where businesses have Primary Authority Partnerships (PAPs) with other local Authorities, inspection plans and guidance published by the PAP will be considered and as a matter of course there will be liaison with the PAP in the event that formal enforcement action is considered, albeit that there is not a statutory duty for North Lanarkshire to do so in respect of Feed work.

There are currently no Primary Authority Partnerships in place in North Lanarkshire however there are feed business operators within North Lanarkshire which have PAPs with other Local Authorities.

### **3.4 Advice to Business**

Advice is normally given to feed businesses during inspection visits and/or in response to separate enquiries.

The Service regards the advice given by its officers as being an important part of its role as a regulator in helping businesses to understand what is required and what good practice looks like.

We are keen to ensure that all of this work is undertaken to the highest possible standards and, wherever possible, improves our levels of customer service.

Customer questionnaires are sent out in relation to service requests, including those for business advice.

### **3.5 Feeding Stuffs Inspection and Sampling**

The policy of this Authority is to have an inspection and sampling programme where the principal aim is to assist in protecting the animal feed chain, taking cognisance of FSS National Enforcement priorities and projects agreed by SCOTSS' Quality Group.

The analysis of samples is conducted by Glasgow Scientific Services.

FSS defines its national priorities in terms of 3 different categories, namely:

- Points of Entry
- Premises subject to Annex II of EC Regulation 183/2005; and
- Premises subject to Annex I and III of EC Regulation 183/2005

North Lanarkshire does not have any Points of Entry.

In relation to premises subject to Annex II, the FSS priorities are:

- Examination of written feed safety management systems;
- Inspection and sampling at businesses using coccidiostats;
- Inspection of businesses supplying co-products and surplus food into the feed chain;
- Identification of all feed businesses requiring registration;
- Checking of feed businesses acting as third country representatives;
- Documentary checks of imported feed subject to safeguard measures; and
- Sampling of imports of feed originating from outside the EU.

In relation to premises subject to Annex I and III of EC Regulation 183/2005, the FSS priorities are:

- Examination of systems and practices used to prevent contamination;
- Activities requiring compliance with Annex II of Regulation 183/2005;
- Identification of all on-farm mixers and mobile mixers; and
- Examination of any surplus food being used for feed.

The priorities set by FSS in relation to sampling relate to sampling of businesses using coccidiostats and imports of feed from outside the EU. North Lanarkshire is not a point of entry and our Feed Manufacturer has previously been determined not to use coccidiostats.

Notwithstanding the above, North Lanarkshire has a manufacturer of feed for ruminants, a manufacturer of feed additives and a manufacturer of feed materials for onward supply to the pet food industry. Were problems to occur within the output from these 3 feed businesses and not be picked up, the problems would continue thorough the supply chain, regionally, nationally and internationally. It is determined that sampling at this stage in the supply chain allows problems to be picked up and acted on at an early stage, therefore North Lanarkshire Council's sampling plan for 2016/17 focuses on these 3 feed business operators.

It is also planned to:

- a) Continue a project to identify any unregistered food businesses within North Lanarkshire Council, which supply food waste for processing into animal feed; and
- b) Continue a project to identify any unregistered farms in North Lanarkshire Council which carry out feed business activities.

Planned Sampling for 2016/2017 is:

- 2 x formal feed samples from Feed manufacturer for analysis for nutritional labelling, heavy metals, mycotoxins and salmonella (September 2016)
- 2 x informal feed samples from Feed manufacturer for analysis for nutritional labelling, heavy metals, mycotoxins and salmonella (September 2016)
- 2 x formal samples of feed materials from Feed Material manufacturer for analysis for heavy metals (June/ September 2016)
- 3 x informal samples of feed additives from approved premises (September 2016).

### **3.6 Feed Safety Incidents**

These are dealt with in accordance with the procedures detailed in the the Feed Law Enforcement Code of Practice (Great Britain). An out-of-hours standby service is also maintained to respond to emergencies.

The Council is confident that it currently has sufficient resources to meet likely demands.

### **3.7 Liaison with Other Organisations**

In order to ensure a consistent approach to enforcement action with neighbouring local authorities, North Lanarkshire is represented on the SCOTSS West of Scotland Quality Group.

### **3.8 Feeding Stuffs Safety and Standards Promotion**

The Trading Standards Service, in addition to the programme of inspection visits, intends to continue projects with a view to ensuring that feed businesses that require to be registered or approved in terms of the Feed Hygiene but that are not currently so registered or approved are identified and registered/approved, such that they are subject to inspection visits.

The Trading Standards Service has previously undertaken projects to identify Food businesses that are selling food waste to firms which in turn use said food waste as a material in the manufacture of animal feed and as a result got some firms registered and set up on the inspection schedule. The service intends to do further work in 2016/2017 to indentify unregistered food businesses which are disposing of food waste into the animal feed chain.

The Trading Standards Service also intends continuing work in 2016/2017 to identify livestock farms that have not registered with the local authority, with initial focus being on identifying holdings that are advertised as being members of assurance schemes that do not appear to be registered.

It is difficult to accurately assess resource implications for all of the initiatives/promotional work which will be undertaken during 2016/2017 but the Council is confident however that it has sufficient resources to meet the cost of any initiatives which are agreed.

## SECTION 4 : RESOURCES

### 4.1 Financial Allocation

Funding for feed law enforcement is contained within the budget held by the Trading Standards Service. Public and Agricultural Analyst fees are incorporated into a service level agreement with Glasgow Scientific Services and contained within a corporate budget held by the Environmental Health Service.

### 4.2 Staffing Allocation

The Trading Standards Service provides:

- Enforcement and Projects Services; and
- Consumer and Money Advice.

The Trading Standards Enforcement and Projects staff complement is:

Trading Standards Manager  
1 Assistant Trading Standards Manager  
1 Senior Trading Standards Officer  
6 Trading Standards Officers  
4 Fair Trading Officers  
1 Animal Health and Welfare Officer (temporary)

Feed enforcement work is a very small area of the work that requires to be carried out by the Trading Standards Service, which has a duty to ensure compliance with Fair Trading, Metrology, Product Safety and Animal Health and Welfare legislation by businesses within the Authority.

There are rarely complaints regarding problems with animal feed, whereas there is a regular stream of complaints alleging non compliances with the other areas of legislation enforced by Trading Standards.

The Trading Standards Service currently has 3 officers that carry out Feed enforcement work, namely one Senior Trading Standards Officer and 2 Trading Standards Officers. The officers also carry out all the other Trading Standards functions and the amount of time spent on carrying out Feed enforcement work is relatively small compared with the other work that they carry out, however year on year the number of premises liable for inspection is growing, particularly in the area of food businesses which are disposing of food waste to the feed chain.

Pet food retailers are subject to a feed inspection at the same time as a general Trading Standards inspection is carried out.

It is considered that the Council currently has sufficient staff to meet its statutory duties and responsibilities in terms of feed work; however such work is undertaken at the expense of other Trading Standards duties, which on occasion may have to be prioritised over feed enforcement work, in accordance with intelligence on emerging trends and threats.

### **4.3 Staff Development Plan**

The Service is committed to ensuring that staff receive sufficient training in order to properly conduct their statutory duties. A Performance Review and Development Scheme is in place for all staff. The key aim of the scheme is to provide training for staff which meets their professional requirements and in order to meet the targets set and agreed within the Service Development Plan/ Service Plan/ Single Outcome Agreement framework.

As part of the process, it is checked that relevant staff are maintaining the required Continuous Professional Development as required by the Feed Law Enforcement Code of Practice.

It is anticipated, however that due to budgetary constraints, there will be less scope for the Service to agree to all training requests. Cascade training may bridge the gap to some extent.

## **SECTION 5 : QUALITY ASSESSMENT**

### **5.1 Quality Assessment/Monitoring**

Key Trading Standards policies and procedures are included within an ISO 9001: 2000 Quality System which is constantly reviewed and updated to reflect ongoing legislative/procedural changes.

The Trading Standards Service has also achieved ISO 14001, OHSAS 18001 accreditation status. In addition the Service has achieved a silver award following the outcome of an external assessment in terms of the Public Sector Improvement Framework model.

A framework of internal and external audits is in place to monitor compliance levels.

## **SECTION 6 : REVIEW**

### **6.1 Review against the Trading Standards Delivery Plan**

The Trading Standards Service Delivery Plan will be reviewed quarterly by the Trading Standards Management team and details of reviews may be included in the Minutes of Trading Standards Management team meetings where appropriate.

### **6.2 Identification of any Variation from the Operational Plan**

Variances from the Service Delivery Plan will be highlighted at the time of the review and any reasons for the variance will be noted along with any corrective action, if appropriate.

### **6.3 Areas of Improvement**

Any areas identified as requiring action will be detailed as part of the audit and review process. These will be addressed by the Trading Standards Management team as part of the review process and action taken shall range from immediate action to inclusion in the Service Delivery Plan for future years.

## **SECTION 7: PERFORMANCE PLANNING**

### **Targets and Measures**

The Trading Standards Service Delivery plan details the targets and measures which have been set for key areas of work. Monitoring against these key areas will be undertaken on a quarterly basis as part of the review process and reasons will be recorded for any non-conformance.

### **APPENDICES**

Appendix 1 – Review of 2015/2016 Feed Plan

Appendix 2 - List of planned visits to registered feed establishments for 2016/2017

Appendix 3 - Sampling Plan for 2016/2017

Appendix 4 – FSS National Enforcement Priorities for 2016/2017