

Business Compliance Unit, Trading Standards & Animal Health 2019-2020

The Service sets out its Service Delivery Plan below. This plan will be pursued within the context of demands placed on the Service by our customers and clients. In **2018/2019** the Service received **XXXX** complaints/notifications and **XXX** service requests broken down as follows:-

Complaints/Notifications	Service Requests
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CHL	
TS	
AHW	

The priorities for the Council have been set out in the Corporate Plan 2018 -2021 are as follows:

- “To be efficient, open and work for everyone” (HOW)
- “You to feel safe, healthy and cared for” [LIVING]
- “You to live where you live” [ENJOYING]
- “You to have access to the things you need” [CONNECTING]
- “You to achieve and realise your potential” [LEARNING]
- “To attract more and better jobs” [THRIVING]

The Trading Standards and Animal Health Team feed into the priorities of the Corporate Plan by setting out a number of key areas of work which are produced as part of the Service Delivery Plan.

The Service's priorities continue to be

1. Responding to complaints from consumers and businesses
2. Responding to requests for advice from consumers and businesses
3. Inspecting high-risk premises
4. Delivery of its food standards inspection programme
5. Delivery of the feed hygiene work for the Food Standards Agency.
6. Engage with businesses where 3 complaints or more been received in 3 months about them

	Our Objective (Primary)	Action	Responsibility or Information Contact	Timescale	Key Target	Progress
	Enjoying	Respond to complaints within 3 WD after receipt		Each Quarter	95%	
	Thriving	Respond to service requests within 3 WD after receipt		Each Quarter	95%	
	Living and Thriving	Inspect all due medium risk food premises		Aim to complete by end February 2020 Q1 21% Q2 43% Q3 70% Q4 100%	100%	
	Living and Thriving	Inspect low risk food premises, which are considered to have been risked incorrectly				

	Living & Thriving	To ensure that premises found not to be broadly complaint on inspection to be brought back into compliance		Each Quarter in arrears to allow for compliance activity to occur	95%	
	Living and Thriving	Inspect all non- food high risk premises		Completed by	100%	
	Connecting & Thriving	Inspect filling stations-test fuel dispensers.		March 2020	.5 days of the most overdue	
	Connecting & Thriving	Weighbridge Inspection Project		To be completed by October 2019	1 week will be allocated to this project and must include all high risk premises	
	Living & Thriving	Medical weighing survey (aimed at Hospitals)		December 2020		

	Living & Thriving	Programme of activity relating to Age Related Products sales		March 2020	7 operations. This depends on available intelligence to action an operation. This will include any operations with Northumbria Police.	
	Living & Thriving	Carry out online checks of car traders, looking at mileage and other claims		March 2020	Investigating any instances of offences found	
	Living	Survey into food where allergenic ingredients may be present		March 2020	6 samples to be purchased	
	Enjoying	Continue to work with DCC to carry out DEC work as part of a joint scheme		March 2020	50 desktop assessments and two days of inspections	

	Living & Thriving	Check Northumberland businesses for full ICACS compliance		March 2020	6 web sites	
	Living & Thriving	Provide appropriate intervention for Northumberland based businesses who we receive 3 complaints about in 3 months		March 2020	Reduce number of complaints after intervention	
	Enjoying	Produce media strategy for the year across for TS&AH		On-going throughout the year	A monthly programme of press releases to be developed, which will be supplemented when topical items come to hand	
	Living	Continue to provide advice and take appropriate action for consumers referred by NTSST		On-going throughout the year	100% of referrals made by NTSST. Now to include categories 1-4	

		Consider the ability to contact Northumberland based Facebook groups to provide advice on Real Deal		March 2020	All Groups (number unknown)	
Thriving		Inspect all Animal Health high risk premises		All Year Q1 (10%) Q2 (30%) Q3 (50%) Q4 (100%)	100% (XX premises)	
Thriving		Reduce the number of most overdue medium risk premises, promoting compliance and providing advice.		March 2020	90% of all N-MED premises not visited since 1/4/2013 (XXXX premises)	
Thriving		Make contact with most overdue low risk premises to improve CIVICA database accuracy and provide advice.		March 2020	100% of all premises not visited since 1/4/2010, 70% target for Q1	

	Living & Thriving	Reduce the number of unrated AH premises		March 2020	100% of those unrated on 1/4/2018 (XX premises)	
		Conduct joint AGO audit of each market & collection centre premises in partnership with APHA .		March 2020	5 Joint AGO inspections.	
	Thriving	Provide visible presence at livestock markets		March 2020 Process to be monitored on a quarterly basis	A minimum of 1 visit per month to each market operator	
	Living & Thriving	Reduce the number of unrated AH premises		March 2020	100% of those unrated on 1/4/2019 (XX premises)	

	Living & Thriving	Visit import/export Ports on a quarterly basis		March 2020 Process to be monitored on a quarterly basis	8 Inspections	
	Living & Thriving	Make contact with all new keepers notified by APHA & provide advice as necessary		March 2020	100% of new premises identified from APHA notifications	
	Enjoying	Partnership agency intelligence to be reviewed & referrals to be considered and actioned as appropriate		March 2020	100%	
	Thriving	Drop in farm business advisory sessions at markets		March 2020	3 sessions (1 per auction company) (to be completed before or during autumn sales period)	

Thriving	4 AMLS2 breach reports to be run and actioned to improve standstill compliance.		March 2020	One AMLS2 breach report per quarter.	
Thriving	Post sale movement reporting audit programme.		March 2020	3 Store sale audits (1 per auction company)	
Living & Thriving	Carry out feed hygiene inspections of premises tagged for FSA feed hygiene project.		March 2020. Aim is to front load these in case of any follow up work	100%	
Thriving	Delivery & administration of Regional Feed Hygiene Project		March 2020	Delivery of the plan	