



**Cambridgeshire County Council  
Peterborough City Council  
Rutland County Council**

**Trading Standards Service**

**Animal Feed Service Plan  
2017/2018**

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## INTRODUCTION

The integrity of the feed chain is a core area of work for Trading Standards and is of fundamental importance to the regional economy. Maintaining the safety, composition and integrity of feed is an essential contributor to the long-term health of the people and livestock of Cambridgeshire, Rutland and Peterborough.

### Section 1. Service Objectives

Peterborough Trading Standards has provided Trading Standards services for Rutland County Council for a number of years. Cambridgeshire and Peterborough Trading Standards are now a combined service covering both authorities and they will continue to provide trading Standards Service to Rutland County Council.

<b>Trading Standards Objectives</b>
<ul style="list-style-type: none"><li>● <b>To enable new and existing businesses to grow and thrive</b></li><li>● To increase employment opportunities</li><li>● <b>To promote a fair and responsible trading environment</b></li></ul>
<ul style="list-style-type: none"><li>● To investigate statutory nuisances that impact upon wellbeing</li><li>● <b>To carry out checks on the integrity of the food chain from farm to fork</b></li><li>● <b>To promote disease free and healthy livestock</b></li><li>● To promote the healthy and responsible use of alcohol and tobacco</li></ul>
<ul style="list-style-type: none"><li>● To identify and prevent trading activities that would harm local citizens and in particular vulnerable consumers</li><li>● To identify and take steps to disrupt the activities of rogue traders – Those who persistently and deliberately engage in activities that harm local citizens</li></ul>
<ul style="list-style-type: none"><li>● To ensure we are engaging with stakeholders and reflecting their needs</li><li>● <b>Ensuring our officers are supported properly and competent to carry out their activities</b></li><li>● <b>To make greater use of intelligence to influence service delivery</b></li><li>● To ensure our approach to enforcement is clear, consistent and fair</li></ul>

## **Section 2. Profile**

### **2.1 Cambridgeshire**

Cambridgeshire is one of the fastest growing areas in the UK, the current estimate being a population of around 622,000. The county has five District Councils with the main centres of population being Cambridge, St Neots, Huntingdon, Wisbech and March with other significant communities at St Ives, Whittlesey and Ely. Since a number of eastern European states acceded to the EC, there has been a significant increase in migrant population attracted to the local agricultural industry, particularly in the north of the county.

Much of Cambridgeshire is fen farmland, given to primary production of food, mainly cereals and vegetables. There are also some livestock holdings, many of which are small and hobbyists. Although industry has not traditionally featured as a significant employer in Cambridgeshire, research and high technology industries have made a considerable impact in recent years

### **2.2 Peterborough**

Peterborough is a Cathedral City and Unitary Authority in the East of England, with a population estimated in 2012 to be 186,400, of which 137,910 were residents in the urban area of the city. It is the largest city in Cambridgeshire and the 27th largest in the United Kingdom, excluding urban zones. Peterborough is currently experiencing an economic boom compared to the rest of the country and is one of the fastest growing city in the UK.

Peterborough is a diverse multicultural City with over 6.6% of the population from the Indian sub-continent (Census 2011). More recently the City has seen a large increase in EU citizens from Eastern European countries.

### **2.3 Rutland**

Rutland became a Unitary Authority in 1997 and covers a total area of 39,398 hectares. This is mainly an area of mixed farms with small farms predominating. Rutland is a sparsely populated rural county, with the two main market towns of Oakham and Uppingham, plus 50 villages making up the County with an overall population of 37,369 residents. The number of residents from ethnic backgrounds other than white (British) account for less than 2% of the population.

Tourism makes a significant contribution to the local economy and together with the trend for eating out has resulted in a significant number of 'social eating' premises within Rutland and provides a major focus for the Service's work. There are estimated to be about 50,000 visitors a year, of those visiting, most are day-trippers.

#### **2.1.4 Feed premises profiles**

All feed businesses must be either registered or approved by the local authority to manufacture, store, transport and use animal feed. The local authority must keep a register of these premises.

A breakdown of feed premises by type and risk assessment for Cambridgeshire, Peterborough and Rutland can be found in **Appendix 1**.

Some business will fall outside the scope of registration, such as those who keep livestock as pets, which will not enter the food chain. It is also known that there are some feed businesses that are not registered.

### **3. Trading Standards service delivery**

#### **3.1 Interventions at feed business operators.**

All feed business operators are risk assessed using the risk assessment published in the Feed Code of Practice. A risk assessment of each premises is carried out at the time of inspection. Interventions at feed businesses are carried out based on risk. All interventions are carried out and delivered in line with the NTSB/FSA funded work. These inspections are set at beginning of the financial year are prioritised in accordance with national priorities. All interventions are delivered by the Trading Standards team within their levels competency.

#### **3.2 Funded Inspection numbers**

**Appendix 2** gives the number and registration category of those businesses to be inspected this year.

#### **3.3 Feed Sampling**

Each authority will consider procuring samples each year, this will be in line with the national priorities as set out by the Food Standards Agency. Other samples will be taken at feed manufacturers based on officer initiative, risk and intelligence.

#### **3.4 Feed Complaints**

All feed complaints will be risk assessed and action will be taken as and when we deem it appropriate. Complaint numbers have historically been low but there is a service demand from new businesses registering.

### 3.5 Liaison with Other Organisations

The service is an active member on the EETSA Agriculture group, which meets every quarter to discuss current issues, including but not limited to, inspection regime, non-compliances, best practice and new legislation.

The authority will consult in all cases with the Primary or Home Authority as well as other government departments, such as BRDO, FSA, VMD, and DEFRA. Where possible the authority will carry out joint inspections to minimise any burdens on businesses.

The Service actively encourages officers to participate on the Knowledge Hub should the need arise or where a contribution can be made.

### 3.6 Conflicts of interest

The authority is aware that Primary Authority and Home Authority links can lead to conflicts of interest when a situation requiring an intervention arises. Where such a risk is identified it will be the responsibility of the Officer(s) involved to bring this to the attention of their line manager so that appropriate actions can be put in place to avoid this.

### 3.7 Accessibility

<b>Accessibility</b>	
<b>Method of Access</b>	<b>Level of Availability</b>
Telephone	Consumers through Citizens Advice Consumer Service (CitA). 08.00 - 18.30 Monday to Friday 09.00 - 13.00 Saturday Officers are available on direct lines and are issued with mobile phones.
Answer phone	Out of hours calls are recorded on the CitA and within each authorities hour of hours contact systems. Voice mail operates on direct lines.
E-mail	<a href="mailto:trading.standards@cambridgeshire.gov.uk">trading.standards@cambridgeshire.gov.uk</a> for Cambridgeshire. <a href="mailto:tstand@peterborough.gov.uk">tstand@peterborough.gov.uk</a> for Peterborough and Rutland.
Web site	The authority's website has consumer, business and general information together with links to other sites accessed via <a href="http://www.cambridgeshire.gov.uk">www.cambridgeshire.gov.uk</a> or <a href="http://www.peterborough.gov.uk">www.peterborough.gov.uk</a> .
By post	Mail received at the services offices is forwarded to the appropriate officer.
Emergencies	The Service does not operate an emergency service, but each subscribes to their County Council out of hours contact system.
<b>Methods of Access for those with Special Needs</b>	
<b>Client Group</b>	<b>Access Arrangements</b>
Wheelchair Access	All offices are wheelchair accessible.
First language not English	Language Line is used by the CitA. – and the Service will make appropriate translation arrangements should this be necessary

Hearing Impaired	Hearing loop and minicom facilities are available.
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### **3.8 Agricultural Analyst**

The service has appointed Public Analyst Scientific Services (PASS) to act as the Agricultural Analyst and has appointed Hampshire Scientific Service to act as the Deputy Agricultural Analyst.

## **4. Resources**

### **4.1 Financial Allocation**

Service delivery in relation to feed is just one of the Trading Standards functions undertaken by the service and as such is not differentiated from other expenditure within the service budget. The financial data below represents the budget allocated to Trading Standards. The council has in house legal support therefore the need for additional revenue to support legal action is limited.

The service also receives some direct funding for feed delivery and participates in appropriate FSA funded sampling programmes. The budget below does not reflect these two elements.

The council funds all IT expenditure centrally, and will be rolling out a replacement database in 2017/18.

Budget Heading	Budget (£)
Salary expenditure	644,948.11
Transport and subsistence	12,900.00
Scientific testing	22,500.00
Legal costs	40,000.00
Other supply and service costs	35,427.21
Total	684,920.90

#### **4.2 Staffing Allocation**

The team responsible for business compliance undertake the majority of feed law enforcement along with a range of other responsibilities. The enforcement staff will be competent, in line with the Feed Code of Practice, to carry out the level of inspections assigned to them.

#### **4.3 Staff Development Plan**

All feed qualified officers who are actively engaged in feed inspections, will receive training to ensure they are competent in the area of work. This training will involve shadowing other feed officers/lead officers, (either within the authority or within the region) and attendance at feed training, through FSA or regional courses. All qualified officers will remain competent by completing at least 10 hours of appropriate CPD each year.

Annual appraisals of performance are completed over the whole range of duties carried out by each officer. This provides an opportunity to identify additional training needs where necessary.

#### **4.4 Quality assessment and internal monitoring**

To ensure the latest version of inspection documents are used these are held centrally and are accessible to all officers. The Lead Feed officer is responsible for maintaining and updating documents as needed.

Monitoring individual officer workloads will be done at 1:2:1 meetings. Team meetings will allow general feedback and consistency monitoring.

## **5.0 Review against the Service Plan**

### **5.1 Service Plan Review**

Feed inspections and any other enforcement issues form part of the services annual plan. This plan is monitored regularly and discussed at team meetings/tasking process. The plan informs the Intelligence led approach in which the service operates. The plan is assessed in the last quarter of the year to help inform the subsequent years' plan and intelligence led decision making.

### **5.2 Identification of any variation from the Service Plan**

The service will deviate from the service plan, where intelligence shows there is a need to deviate. There may be many reasons why a deviation is required, including but not limited to, an increase in need in other areas of the service, a change of staff, a national priority change or local requirement. The reason for the deviation from the service plan will be recorded in the service plan/tasking document.

### **5.3 Areas of Improvement**

Any areas for improvement of development will be recorded in either staff quality monitoring documentation or the service plan. Areas for improvement will be considered at the setting of the service plan.

## Appendix 1 Feed premises profiles

Feed business premises profile	Cambridgeshire	Peterborough	Rutland
Manufacturers (A02/05/06 R02/03/04/06)	8	0	1
Co-products R12	29	4	5
Mobile Mixers R04	0	1	0
Importers	3	0	0
Stores R9	23	2	2
Distributors (A02/03/07/11, R01/03/05)	28	3	1
Transporters R8	65	2	4
On Farm Mixers, R10 & R11	41	2	7
Pet food manufacturer R06	6	1	1
Supplier of surplus food R07	67	12	3
Livestock farm R13	888	61	137
Arable Farm R14	637	93	54
<b>Total</b>	<b>1,795</b>	<b>181</b>	<b>215</b>

## Appendix 2 Funded Inspections by category and authority.

Feed Business Inspection plan	Cambridgeshire	Peterborough	Rutland
Manufacturers (A02/05/06 R02/03/04/06)	3	0	0
Co-products R12	6	2	3
Mobile Mixers R04	0	0	0
Importers	1	0	0
Stores R9	6	0	0
Distributors (A02/03/07/11, R01/03/05)	2	0	0
Transporters R8	3	0	0
On Farm Mixers, R10 & R11	1	0	1
Pet food manufacturer R06	1	0	1
Supplier of surplus food R07	5	4	0
Livestock farm R13	26	6	14
Arable Farm R14	15	7	3
<b>Total</b>	<b>69</b>	<b>19</b>	<b>22</b>
<b>FSA funding</b>	<b>15606</b>	<b>3723</b>	<b>4571</b>