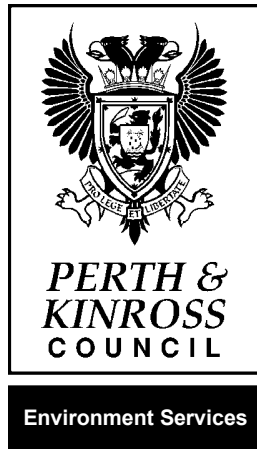


# ANIMAL HEALTH SERVICE



## Introduction

The Animal Health service for Perth and Kinross Council is provided by Environment Services through its Consumer Protection Division.

The Animal Health service carries out a wide range of statutory duties aimed at the prevention and control of animal disease and ensuring high standards of livestock welfare.

This leaflet outlines what you can expect when an Animal Health Inspector inspects your premise.

## Animal Health & Welfare Inspections

## Animal Health Inspections

Animal Health Inspectors have the right to enter and inspect premises holding livestock at all reasonable hours. They do not have to make an appointment and usually arrive without advance notice. They carry out routine inspections, however they may also visit as a result of a complaint or in the course of an investigation. The frequency of routine inspections depends on various factors such as a number and type of livestock and previous history.

Officers will inspect your business for compliance with animal health and welfare legislation. They will discuss any problems with you and advise where necessary.

The Officers also have powers to seize records or take copies as the case may be.

## **Enforcement**

The Animal Health service has an enforcement policy based on the government's Enforcement Concordat, which sets out what businesses can expect from Officers.

- ◆ Advice from Officers will be put clearly and simply and will be confirmed in writing, on request, explaining why remedial action is necessary and over what timescale.
- ◆ Where immediate action is considered necessary, an explanation of why such action is required will be given at the time and confirmed in writing.
- ◆ Before formal action is taken, Officers will provide an opportunity to discuss the circumstances of the case and, where possible, resolve any points of difference.

## **Service Standards**

- ◆ Market Inspections – 90% of markets visited annually. (Based on 104 markets per year).
- ◆ Staff will respond to traders in a courteous helpful and professional manner and produce identification when requested to do so.
- ◆ Where necessary give the reason, in writing, for any action you are asked to take: - Within 10 working days – 100%.

## **Suggestions or Complaints**

If you have any suggestions on how we can improve the service we provide or wish to complain about the way your inspection was handled, please contact Sandy Nicoll, Trading Standards Manager on 01738 476480 or write to him at:

Environment Services  
Perth and Kinross Council  
Pullar House  
35 Kinnoull Street  
PERTH  
PH1 5GD