

## Summary of issues to consider when engaging contractors for feed and food law enforcement activities

	<b>Issues to consider</b>
<b>Preliminaries</b>	<ul style="list-style-type: none"> <li>• Most appropriate form of contract for LA needs, e.g. contractor to carry out a defined number of inspections of specified risk categories, or to act as temporary officer carrying out all food/feed law enforcement activities.</li> <li>• Limits of the contract e.g. length, whether the contractor will be expected to pursue formal enforcement action or carry out revisits etc.</li> <li>• Structure of the contract - a payment per unit basis or an hourly/daily rate.</li> <li>• Use of a contractor employment agency or choice of independent contractor.</li> <li>• Management of potential morale issues for permanent officers if contractor engaged.</li> <li>• Arrangements for contractors to refer back issues they are not authorised to address.</li> <li>• Management of follow-up work/additional workload will be managed by permanent officers.</li> <li>• Reference to use of contractors included in service planning arrangements.</li> </ul>
<b>Recruitment and selection</b>	<ul style="list-style-type: none"> <li>• The need to carry out robust qualification checks, including checks of arrangements the employment agency has in place.</li> <li>• Necessity for CPD records checks.</li> <li>• Appropriateness of qualifications/experience and competence of the individual contractor for the nature of work allocated.</li> <li>• Flexibility of the contractor's arrangements e.g. ability to work out of hours if necessary.</li> <li>• Option of informal checks with previous employers in addition to formal references.</li> <li>• Any restrictions imposed by corporate recruitment procedures, which may require Service's preferred contractor or contractor employment agency to approach the Council's external recruitment consultants.</li> </ul>
<b>Training and authorisation</b>	<ul style="list-style-type: none"> <li>• Arrangements for assessment of competence of the contractor will be assessed, e.g. interviews, qualification checks, shadow inspection.</li> <li>• Authorisation is appropriately limited to the work carried out by the contractor.</li> <li>• The means by which contractors' CPD will be checked and recorded.</li> <li>• If contractors to be invited to participate in any in-house training events.</li> <li>• Measures to keep the contractor updated with changes in policies and procedures.</li> </ul>

	<b>Issues to consider</b>
<b>Induction</b>	<ul style="list-style-type: none"> <li>• Agreement on expected performance e.g. numbers of inspections per day, the level of detail required on inspection records/reports.</li> <li>• Ensuring that the contractor is fully aware of the extent/boundaries of their work and when issues need to be passed back to the Authority.</li> <li>• Arrangements for contractor to highlight any potential conflicts of interest.</li> <li>• The contractor is fully appraised of all relevant procedures and documentation necessary for the work to be carried out.</li> <li>• Agreement on the arrangements for returning work and for entering details of the inspection onto the database.</li> <li>• How performance will be monitored and how any corrective action agreed and checked.</li> <li>• Confirmation that the contractor is covered by appropriate professional insurance.</li> </ul>
<b>Inspections and follow-up action</b>	<ul style="list-style-type: none"> <li>• How inspections will be allocated e.g. those overdue/by location/if problem premises to be excluded.</li> <li>• Clear documented inspection procedures available for the contractor to follow.</li> <li>• Record of inspection form will, if fully completed, comprehensively record inspection findings.</li> <li>• Measures in place to ensure effective follow-up on matters referred back to LA by the contractor for further action.</li> </ul>
<b>Enforcement</b>	<ul style="list-style-type: none"> <li>• Clear, comprehensive enforcement policy produced that covers the work carried out by contractors, and has been drawn to their attention.</li> <li>• Arrangements for ensuring that a graduated and proportionate approach is being followed by the contractor and any officers following up on the contractor's work.</li> </ul>
<b>Internal monitoring</b>	<ul style="list-style-type: none"> <li>• Use of feedback from any reviews or monitoring checks carried out by a contractor employment agency to inform the LAs own internal monitoring checks.</li> <li>• Use of documentation provided as part of the contract for quantitative checks e.g. time/cost sheets.</li> <li>• Documented internal monitoring procedures are in place, which include all food law enforcement activities carried out by the contractor.</li> <li>• An appropriate level of internal monitoring is in place in line with the competency of the contractor and the nature of their work.</li> <li>• Checks in place to ensure that appropriate and effective corrective action is taken by the contractor in the light of any issues raised.</li> <li>• Internal monitoring arrangements also cover follow-up work referred to permanent officers by the contractor.</li> <li>• Arrangements in place for recording the results of all internal monitoring activities undertaken of the contractor's work.</li> </ul>