

Field Operations Inspections Service Blueprint: Dairy Hygiene (March 2020)

	Service value chain	Approvals [out of scope]	Inspections	Sampling & testing	Audit	Enforcements						
	User journey stage	Plan	Schedule	Prep	Visit	Report	Follow up	Service admin				
	Service enabling components											
Stage	Jobs to be done	Success criteria	User (Inspection team roles)	Internal stakeholders	External stakeholders	Governance	Documentation	Information & Technology	Timeline	Resources (People)	Metrics	Constraints & considerations
	Registration of premises	Register request for approval of new FBO Register milk production business Organisation ready to dairy premises Carry out advisory visit to dairy premises Carry out pre-production inspection Confirm registration	Dairy Hygiene Inspector Lead Dairy Hygiene Inspector Part-Time Dairy Inspector Other	Field Operations Operations Assurance CSU	FSA Log FSA IT/FSA Digital FSA Finance & Accounting Other	PFO DfRA APHA Local Authority Red Tractor Assurance Other	Management Controls (MOC) Other	Logistics Forms Temporary Control Form Prohibition Notices Complaints Other	I2 MS Access Chromes PowerBI Wisdom OneDrive MS SharePoint MS Teams MS Outlook MS Office Laptop Tablet Mobile phone Other			
	Inspections	Long-term inspection plan for known FBOs has been created.	# # #			#	- MOC - DH10	#	# # #	#		Complex set of inspection frequency schemes dependent on primary product, involvement of Red Tractor; Dairy UK; outcomes of previous non-compliances.
	Plan programme of inspections	Short-term inspection schedule for known FBOs has been created.	# #			# #	- Trading Standards - Environment Agency	#	- MOC - DH10	#	9 x Full-time Dairy Inspectors (allocated to time critical and/or high risk cases)	9 x dairy areas
	Schedule inspections	Routine inspection tasks have been completed on arrival at the FBO location.	# #			#	- MOC - DH10	#	#	#	28 x Part-time Dairy Hygiene Inspectors (backfilled using Meat Hygiene Inspectors as required)	10% of farms on 10 year inspection cycle
	Prepare for inspection visit	Equipment is ready for visit; inspector understands the current status of the FBO.	# #			#	- MOC - DH10	#	#	#	SDP (Eville & Jones) to support dairy inspections with planned 10% deployment from April 2020.	SDP (Eville & Jones) to support dairy inspections with planned 10% deployment from April 2020.
	Carry out arrival procedures	SDP (E&J)	Routine inspection tasks have been completed on arrival at the FBO location.	# #		#	- MOC - DH10	- DH1 Corrective Action Report - DH2 Dairy Hygiene Inspection Report - DH1 Corrective Action Report	#	#	Anoto Digpen	On arrival at FBO location
	Carry out pre-inspection procedures	SDP (E&J)	Routine inspection opening meeting tasks have been completed.	# #		#	- MOC - DH10	- DH1 Corrective Action Report - DH2 Dairy Hygiene Inspection Report - DH1 Corrective Action Report	#	#	Anoto Digpen	After arrival at FBO inspection and before inspection starts.
	Carry out primary inspection	SDP (E&J)	Inspection tasks are completed.	# #		#	- MOC - DH10	- DH1 Corrective Action Report - DH2 Dairy Hygiene Inspection Report - DH1 Corrective Action Report	#	#	Anoto Digpen	SDP (Eville & Jones) to support dairy inspections with planned 10% deployment from April 2020.
	Carry out follow-up inspection actions	SDP (E&J)	Inspection tasks to follow up previous non-compliance and enforcements have been completed.	# #		#	- MOC - DH10	- DH1 Corrective Action Report - DH2 Dairy Hygiene Inspection Report - DH1 Corrective Action Report	#	#	Anoto Digpen	SDP (Eville & Jones) to support dairy inspections with planned 10% deployment from April 2020.
	Carry out post-inspection procedures	SDP (E&J)	Routine inspection closing meeting tasks have been completed and the inspector has explained the inspection findings to the FBO.	# #		#	- MOC - DH10	- DH1 Corrective Action Report - DH2 Dairy Hygiene Inspection Report - DH1 Corrective Action Report	#	#	Anoto Digpen	SDP (Eville & Jones) to support dairy inspections with planned 10% deployment from April 2020.
	Issue enforcement warnings or notices	SDP (E&J)	FBO is advised of any non-compliance issues.	# #		#	- MOC - DH10	- DH1 Corrective Action Report - DH2 Dairy Hygiene Inspection Report - DH1 Corrective Action Report	#	#	Anoto Digpen	Before leaving the FBO location.
	Complete inspection report	SDP (E&J)	Inspection findings and outcomes are written up.	# #		#	- MOC - DH10	- DH1 Corrective Action Report - DH2 Dairy Hygiene Inspection Report - DH1 Corrective Action Report	#	#	Anoto Digpen	SDP (Eville & Jones) to support dairy inspections with planned 10% deployment from April 2020.
	Complete post inspection visit procedures	SDP (E&J)	Routine inspection wrap-up tasks have been completed; information captured, stored, and shared as required; records updated.	# #		#	- MOC - DH10	- DH1 - DH2 - DH3 Tracking Sheet	#	#	Anoto Digpen	After the inspection visit.
	Sampling & testing		Short-term inspection schedule for known FBOs has been updated. Equipment is ready for visit; inspector understands the current status of the FBO. Milk samples have been taken following regulations and good practice guidance.	#		#	- MOC - DH10	- MOC - DH10 - MOC - DH10 - MOC - DH10 - MOC - DH10 DH12 RCDM Collection Receipts	#		RCDM Planner PHE sampling kit	All RCDM farms to be inspected quarterly.
	Prepare for RCDM sampling visit		FBO is advised of any non-compliance.	#		#					Up to a week before visit.	
	Carry out RCDM sampling		Follow up visit to FBO has been scheduled and completed, as determined by sampling.	#		#					During the visit.	
	Send RCDM sampling for testing		Additional follow up visit(s) to FBO have been scheduled and completed, as determined by sampling.	#		#					As soon after the visit as possible.	
	Issue enforcement warnings or notices		Appropriate enforcement procedures have been completed, as determined by sampling results.	#		#					Before leaving the FBO location if possible.	
	Carry out follow up RCDM inspection visit		Follow up visit to FBO has been scheduled and completed, as determined by sampling.	#		#					Scheduled after the sampling visit.	
	Carry out additional follow up RCDM inspection visit		Appropriate enforcement procedures have been completed, as determined by sampling results.	#		#					Scheduled after the sampling visit.	
	Follow enforcement procedures		The nature and severity of the potential incident has been assessed against legislation, policy and good practice guidance.	#		#					After the sampling visit and results have been received from the lab.	
	Incidents		The incident has been classified using policy and good practice guidance.	#		#						
	Receive milk incident notification		The daily hygiene inspection team is made aware of a potential incident involving a milk primary producer.	# #		# # #	Milk processors	#	- MOC - DH10		Ad hoc	Some areas have up to 20 Antibiotic Failure incidents per week.
	Assess milk incident		The nature and severity of the potential incident has been assessed against legislation, policy and good practice guidance.	#		# # #	Milk processors	#	- MOC - DH10			Antibiotic Failures - 5-day turnaround
	Classify milk incident		The incident has been classified using policy and good practice guidance.	#		# # #	Milk processors	#	- MOC - DH10			TB - 5-day turnaround (but usual response within 24 hours)
	Follow milk incident management procedures		The incident has been managed using policy and good practice guidance.	#		# # #	Milk processors	#	- MOC - DH10			KPIs are under review.
	Follow enforcement procedures		Appropriate enforcement procedures have been completed, as determined by the incident management process outcome.	#		# # #	Milk processors	#	- MOC - DH10			Within 5 days of notification.
	Enforcement		Evidence is gathered following policy and good practice guidance.	#		# # #	Milk processors	#	- MOC - DH10			KPIs are under review.
	Gather evidence of non-compliance		The FBO is advised of the actions required to meet compliance.	#		# # #	Milk processors	#	- MOC - DH10			Within 5 days of notification.
	Communicate enforcement actions			#		# # #	Milk processors	#	- MOC - DH10			KPIs are under review.

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	User journey stage	Plan	Schedule	Prep	Visit	Report	Follow up	Service admin					
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Stage	Jobs to be done	Success criteria	User (Inspection team roles)	Internal stakeholders	External stakeholders	Governance	Documentation	Information & Technology	Timeline	Resources (People)	Metrics	Constraints & considerations	
	Agree corrective action date	A timeline for completing corrective action to address a non-compliance agreed between the FSA and FBO.	Dairy Hygiene Inspector Lead Dairy Hygiene Inspector Part-Time Dairy Inspector Other	FSA Operations Operations Assurance CSU	FSA Lead FSA IT/FSA Digital FSA Finance / Revenue & Accounting Other	FBO Defra APHA Local Authority Red Tractor Assurance Other	Manual for Official Controls (MOC) - MOC - DH10	Logistics Temporary Employment Contract Form Prohibition Notices Complaints Logbook Other	K2	NS Agencies NS Advice Chromas PowerBI WhatsApp OneDrive NS SharePoint MS Teams MS Office Laptop Tablet Mobile phone Other			
Carry out enforcement follow up visit	Follow up visit to FBO has been scheduled and completed, as determined by enforcement type and status.		#	#	#	#	#					Before leaving the FBO location.	
Monitor enforcement follow up action	Appropriate enforcement measures have been put in place and/or completed following policy and good practice guidance.		#	#	#	#	#					After the inspection visit.	
Manage food detention	Select or non-compliant food is detained following policy and good practice guidance.		#	#	#	#	#					Ongoing as appropriate after the inspection visit. As soon as possible, when appropriate, after a non-compliance has been identified.	
Issue statutory notice	Where required and appropriate, statutory notices are issued following policy and good practice guidance.		#	#	#	#	#					As per the guidance for the non-compliance type.	
Operate the service													
Maintain the Manual for Official Controls	The MOC is current and accurate.	#	#	#	#	#	#	#				- Policy is owned by the FSA.	
Update list of approved FBOs	Inspection planning and scheduling is based on the most up to date approved FBOs.	#	#	#								- The end-to-end food chain for milk safety is the responsibility of the FSA, local authorities, Red Tractor Assurance, APHA, and other parties.	
Maintain farm profile information	The dairy hygiene inspectors can access up-to-date information about dairy farms in England and Wales.	#	#									- Dependency on Dairy Hygiene Data Team.	
Manage key external stakeholders	Monthly meeting is held with stakeholders to review sampling processes and procedures fit for purpose.	#	#	#	#	#						- Dependency on Approvals Team.	
Manage Dairy Ops inbox	Incoming mail is reviewed and sorted to be available as a reference to Dairy Hygiene Inspectors.	#	#	#	#	#	#					- Dependency on Dairy Hygiene Data Team.	
Support dairy inspectors in the field	Dairy inspectors are enabled to continue with their work when there is a query or problem.	#	#									- The FSA only charges for raw drinking milk inspections. It no longer charges for routine dairy hygiene inspections.	
Record inspection activity	- Inspection activity and time is captured for resource management and charging purposes. FBOs are charged for applicable services in an accurate and timely manner.	#	#									- Approx. 50 invoices per month are issued for raw drinking milk inspections work. - Information is provided by the daily leave to Finance & Charging via spreadsheet uploaded via SSCL to Oracle. An Oracle Invoices Wizard then generates invoices.	