

# Dairy Hygiene Inspectorate

## Guide to Farm Inspections – Operating Procedure

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## INTRODUCTION

The Dairy Hygiene Inspectorate is responsible for the enforcement of hygiene legislation on milk production holdings. The operating procedures underpin the requirements of Article 8 (1) of Regulation (EC) No 882/2004 and concern the enforcement of Regulation (EC) Nos. 852/2004 and 853/2004 and the Food Hygiene Regulations (England) 2005 and the Food Hygiene (Wales) 2005.

The guidelines, which follow, are intended to help staff to carry out their responsibilities uniformly and efficiently, following a logical progression, which should be regarded as the standard procedure.

The order in which the inspection is carried out will depend on the type of inspection – e.g. milking time or not.

The Dairy Inspector should generally be accompanied during a routine inspection by the producer, his / her representative or a responsible person\*, to answer questions on hygiene procedures and operating practices. However, should this not be possible, then the producer, his / her representative or a responsible person should be available towards the end of the inspection to discuss the hygiene conditions observed and any remedial actions required.

Where the Dairy Inspector is performing a 'follow up' inspection then the presence of the producer, his / her representative or a responsible person may not be required

Bob Jeffries  
Head of Dairy Hygiene Inspectorate.  
May 2005

\*(The responsible person will be the approved occupiers or their adult family members, their agents, manager or employee).

## **SECTION 1 - PRE-INSPECTION PROCEDURES**

### **1.1 Policy on inspection frequency**

A detailed guide to the frequency of statutory inspections is included at Annex 1.

For wholesale producers, the normal frequency of scheduled inspections where there is evidence of good hygiene procedures and practices is up to 2 years. However, more frequent inspections will take place where conditions are found to be unsatisfactory or could deteriorate quickly, resulting in a high risk of contamination of the milk. Consideration will be given to the timing of the next inspection, to enable inspections to take place during different seasons or at the most appropriate season where there is evidence of seasonally variable standards.

### **1.2 Policy on inspections**

Normally all inspections should be made without appointment. However, there are a few occasions when it will be necessary to make an appointment.

- a) When there have been 2 aborted inspections, due to no one available on farm (but conditions are satisfactory).
- b) To discuss difference of opinion on the interpretation of the Regulations (accompanied inspection usually with a Senior Adviser).
- c) To discuss the application of the regulations to proposed new structures.

### **1.3 Policy on routine inspections when no is one available on the farm**

- a) Normally no detailed inspection should be made and the inspection recorded as an 'abort'.
- b) If hygiene conditions appear satisfactory, another inspection should be made, at a different time of day i.e. preferably early morning or late afternoon.
- c) If hygiene conditions appear very poor then a brief inspection should take place and a list of the main contraventions and remedial actions should be left on the farm. The producer should be telephoned as soon as possible to discuss and a full detailed inspection done within days or enforcement action taken and the records / files marked forward for a full routine inspection within 1 month and the inspection papers returned to the inspector immediately.

#### 1.4 **Policy on 'follow-up' inspections when no one is available on the farm**

As the producer has been notified that a follow up inspection will take place after a specified interval, these inspections may be performed in the absence of the producer, his / her representative or a responsible person.

#### 1.5 **Organisation of scheduled inspections**

The Inspector should check the lists of inspections due, for the forthcoming 2 to 3 months and plan the inspection programme. To allow for "aborted inspections" more inspections will be planned in an area than can be done in one day. Follow-up inspections should be included in a day's inspection programme, where it is most economical to do so. Inspection papers should be requested from the appropriate administration office in good time.

The total time allocated per inspection will vary according to the route, distance, farm location and type of inspection. Allowance for on-farm time should be approximately: -

Routine inspection 1 - 1<sup>1</sup>/<sub>2</sub> hours  
Follow-up and short term routine inspections 30 - 45 minutes  
(normal circumstance)

Cases involving enforcement action could take considerably longer.

When planning inspections, check that a pre-printed FHR1 form, a copy of the last inspection report (and any other relevant papers), a copy of the producer details report have been collated by administration.

Copies of, Dairy Hygiene Assessment (FHR3), Veterinary Medicines and Supervision of Dairy Holdings (FHR5), Change of Trading Title, Cease Trading Forms and the Code of Practice and Statement of Service should be carried by Dairy Hygiene Inspectors at all times.

## **SECTION 2 - ON-FARM PROCEDURES**

### 2.1 **Pre-inspection**

#### 2.1.1 **Documents and equipment: -**

- Food Standards Agency warrant card;
- all necessary forms including change of trading title, cease trading;
- equipment including spatulas, dog dazer, binoculars and torch;
- disinfectant, bucket and brush;
- paper towels/disinfectant wipes;
- protective clothing including adequate spare boiler suits or equivalent and waterproof clothing for close stock work;
- first aid kit;
- mobile phone.

### 2.1.2 Professional approach and standards: -

- Clean car, both exterior and interior - including boot;
- no dogs to be carried in car onto farms;
- clean and smart official DHI green coats & trousers/boiler suits and bump hat, including Wellington boots (disposable overalls during emergency conditions or where requested and provided by the producer) and waterproof clothing as appropriate;
- disinfect boots on arrival using an appropriate disinfectant at the correct dilution
- have clean hands at start of the inspection (use disinfectant wipes) and before inspecting milking equipment, preferably wear single use disposable gloves during inspection;
- efficient and purposeful approach explaining to the producer, or representative, stating who you are as well as the reason for and content of inspection;
- lock all car doors when unattended.

## 2.2 The Inspection

Check with the producer or responsible person that the producer details (including telephone numbers), local authority, milking times, water supply details and milk purchaser details etc. are correct. Discuss hygiene test and cell count results from milk buyers and note them on the producer details sheet (not the inspection form) indicating if they were seen. Many producers will not have these immediately available. Caution should be exercised in accepting the statement that milk hygiene test results are always in a satisfactory category without documentary proof.

The Inspection will concentrate on 4 key areas as listed below and an overall assessment of the hygiene conditions and management practices at the premises:

- Animal Health & Cleanliness
- Milking Practices
- Milking Premises, Equipment Cleanliness and Condition
- Milk Storage and Cooling

### 2.2.1 ANIMAL HEALTH & CLEANLINESS

852/2004 Annex I Part A II 4(h, j), Part A III 8(b)

853/2004 Annex III Section IX, Chapter I, Parts 1(a-e), 4, 5

The milking animals should be inspected to ensure that there are no obvious signs of ill health.

Check that the producer is aware that milk from any animal showing individually a positive reaction to tests for tuberculosis or brucellosis is not used for human consumption.

Establish that there are effective isolation facilities available for animals infected or suspected of being infected with any diseases that could have any adverse effect on other animals' milk.

At each routine inspection, unless checked in the previous twelve months, the producer's veterinary products and records should be inspected. The records should be kept up to date (done not more than 72 hours after administration).

Check that Veterinary products are stored in a lockable store or container and that this is locked when not attended. A representative sample of products should be checked for expiry date and veterinary prescription stickers. (Note: Veterinary prescription stickers should correspond to the supervising veterinary practice.)

Check the producer's veterinary products purchase and administration records to ensure that products are being purchased, used and recorded according to their instructions.

The Inspector should check that the records show at least the following:

- The name of the animal medicine used
- The name and address of the supplier
- The date of purchase
- The date of administration
- The quantity of animal medicine used
- The identity of the animal / group of animals treated
- The number of animals treated.
- The dates on which any withdrawal period for meat, milk any other product ended.
- The date on which the treatment finished

Animals presented for milking, must prior to milking, have clean teats, udder and adjacent parts.

The milking animals should be inspected for cleanliness. Heavily soiled animals (e.g. those scoring 4 or more on the Liverpool University Veterinary School's Scale), which are incapable of being adequately cleaned prior to milking, should be kept separate and milked last. The milk from those animals should not be sold for human consumption, as there is potentially a high risk of contamination.

The housing system may be inspected even when not in use and include a general assessment of housing condition and bedding policy. Access to and from the milking area, including from housing and fields, should be inspected according to the season.

## **2.2.2 MILKING PRACTICES**

852/2004 Annex I Part A II 4(e)

853/2004 Annex III Section IX, Chapter 1, Part B 1 (a-e)

853/2004 Annex III Section IX, Chapter 1, Part C 1 & 2

Depending on the time of inspection, the milking routine will either be observed or discussed.

Teats, udder and adjacent parts must be clean before milking. Check that facilities are available to enable the washing and drying of soiled teats and udders. The milking routine should be recorded and any recommendations for improvement discussed with the producer and noted on the FHR1. At a milking time inspection, the milking routine should demonstrate adequate procedures to avoid faecal contamination of the milk.

Milking liners and / or milk filters should be examined to determine the effectiveness of milking routines.

Check that foremilk is taken from each animal at each milking and examined for abnormality or that an equivalent method is used. Milk unfit for human consumption must be rejected.

Check that animals undergoing medical treatment, likely to transfer residues to the milk, are identifiable and that milk obtained from such animals, before the end of the prescribed withdrawal period, is not used for human consumption. Check that there is no residual contamination from milking such animals through the normal equipment.

Check that teat dips and sprays are being used in accordance with manufacturer's instructions.

Persons performing milking and/or handling raw milk must be in good health.

Determine what protective clothing is worn during milking, that this is clean and is kept clean or changed as needed.

Determine the availability of facilities for washing hands and arms and, if at an observed milking, that they are kept clean.

### **2.2.3 MILKING PREMISES, EQUIPMENT CLEANLINESS AND CONDITION**

852/2004 Annex I Part A II 3(a, b), 4 (a, b, g,)

853/2004 Annex III Section IX, Chapter 1, Part II A 1, 3, & 4

The milking premises should be assessed in relation to construction and location. Walls, floors and any fixtures should be kept clean, be free draining and in a good state of repair.

Surfaces of equipment that are intended to come into contact with milk or are used for milking should be examined to ensure that they are maintained in a sound condition. A representative proportion of the milking equipment including but not limited to, claw pieces, liners and shells, pipework / joints, milk flow sensors, mastitis detectors, receiver & recorder jar(s), balance tank & transfer pumps, should normally be examined internally and externally for cleanliness and physical condition. At a milking time inspection, what can be examined will be more limited.

Depending on the time of the inspection, the cleaning and disinfection routine will be observed, monitored and/or discussed. Consideration will be given to the cleaning process, including chemicals / disinfectants used, the source, volume and temperature of water and evidence of residues / contamination within the milking equipment. The producer or his / her representative may be requested to provide evidence that the temperature of the water and concentration of the chemical is regularly monitored.

### **2.2.4 MILK STORAGE AND COOLING**

852/2004 Annex I Part A II 3(a, b), 4 (a, b, d, f,)

853/2004 Annex III Section IX, Chapter 1, Part II A 1, 2 & 3, B 2

The milk storage premises should be assessed in relation to construction, location and separation from animal housing. Walls, floors and any fixtures should be kept clean, be free draining and in a good state of repair.

The producer should be questioned on their vermin control procedures and this noted on the FHR3. If necessary, the producer may be requested to provide evidence of the procedures.

The inspector should discuss with the producer or his / her representative the daily and periodic cleaning and disinfection routine including the maintenance / replacement of any filters fitted. The producer or his /her representative may be required to provide evidence that the cleaning and disinfection routine is regularly monitored and the replacement of any air filters (if fitted). The inspector should normally thoroughly examine the interior of the bulk tank including the outlet pipe / valve, any cleaning devices fitted, under the bridge and any other 'blind' areas. If the tank contains milk, the inspector should examine those areas accessible, avoiding any possibility of contaminating the milk. With large tanks and milk storage silos, the inspector should consider their health and safety before any examination takes place. If the inspection hatch is more than 2 metres above the ground and there are insufficient safety cages around the inspection ladder, the inspector should not attempt to inspect the hatch or inside of the tank.

Consideration should be given to the cleanliness of the exterior of the tank and surrounding areas to ensure that there is no potential for the contamination of the milk.

If the tank contains milk then the inspector should check its temperature. Alternatively, when the tank is empty or there has been insufficient time for milk cooling, milk collection tickets should be checked for the temperature at the time of collection.

## **2.2.5 GENERAL HYGIENE AND MANAGEMENT PRACTISES**

852/2004 Annex I Part A II, 2, 3(a, b, ), 4(a, b, d, f, g), III 7,

During an inspection, a general assessment of the hygiene conditions observed in and around the production facilities will be made and should be recorded along with the level of hygiene management practices demonstrated.

Areas to be considered:

- Approach to the dairy
- Prohibited items in the dairy
- Quality of water supplies (see note below)
- Proximity of potential sources of contamination to the milking and milk storage facilities.
- General standards of construction and management
- Staff training undertaken on health risks
- Prevention of animals and pests from causing contamination
- Measures in place to control hazards and associated records

## Water Supplies

DHIs should check with the farmer that all PWSs are being monitored and, particularly, that there is an adequate volume of water available throughout the year. The producer may be requested to provide evidence of the last test date and results.

If an untested supply, or one that does not meet the requirement of the directive, is being used inappropriately, then the DHI should inform the producer or his/her representative, that the local Environmental Health Authority will be informed of the situation.

### 2.2.6 RETAILING OF RAW COWS' MILK FOR DRINKING

Regulation 32 and Schedule 6 of the Food Hygiene (England) Regulations 2005 and the Food Hygiene Regulations (Wales) 2005

DHI responsibility at the outlet pipe of the raw cows' milk tank where the milk is used for drinking purposes although officers still need to ensure that the requirements in Regulation 32 and Schedule 6 in respect of the distribution of raw cows' drinking milk are met.

### 2.2.7 Post Inspection (on farm).

- (i) Ensure that all information required by FHR1 form has been obtained.
- (ii) Complete the Dairy Hygiene Assessment Report, FHR3, (this should be filled in at each stage of the inspection) and the Veterinary Medicines and Supervision of Dairy Holdings Report, FHR5.
- (iii) On the FHR1, record contraventions found and remedial actions required. In addition, record any general improvements in hygiene practices that may be appropriate and clearly mark these as recommendations.
- (iv) If the producer or his representative is available, summarise the contraventions with them, giving sufficient technical advice on how to comply with the Regulations.
- (v) Leave the top copies of the Farm Inspection Report (form FHR1), Hygiene Assessment Sheet (FHR3), and of the Veterinary Supervision Report (FHR5) with the producer or his representative. Inform the producer or his / her representative that a copy of The Code of Practice and Statement of Service booklet is available or may be requested later from the local office or can be viewed at [www.food.gov.uk](http://www.food.gov.uk)
- (vi) Where many contraventions require reporting, in order to avoid potential subsequent difficulties, it may be preferable not to record them in detail during the inspection. However, a signed copy of the FHR1 must be left indicating the main contraventions of the Regulations and indicating that a full written statement (Schedule), confirming all of the contraventions, will follow.

- (vii) Specify what subsequent action (follow up, type of schedule etc intended or none) and indicate this on form FRH1. In exceptional circumstances it may be necessary to provide this information by telephone after leaving the farm. Where follow up action is required the time limit should be made clear.
- (viii) Complete boot disinfection procedures and wash hands/remove gloves before leaving. Where it has been necessary to use protective clothing provided by the farm, this should be left on the farm.

## **SECTION 3 - POST- INSPECTION PROCEDURES**

### **3.1 Completion of FHR1 form**

Ensure that all sections of the FHR1 are completed, including the description of contraventions (where present); staff number and next inspection date.

### **3.2 Correspondence and reports**

Collate the papers for the inspection and staple together in order. Attach previous papers.

### **3.3 Instructions for secretarial staff**

Prepare any correspondence, reports, notes to file and instructions for administrative staff.

### **3.4 Statutory action**

Where the number and nature of the contraventions is considered serious, written confirmation should follow the inspection in the form of a warning letter with an official time limit, a Notice of Consideration to revoke approval or a Final Notice. Only in rare cases will a follow-up inspection take place without written confirmation of the contraventions.

Where a letter has to be written to inform the producer about contraventions, it should be clear and factual. The contraventions should be listed with the appropriate Regulation (the enforcement Schedule Template must be used).

### **3.5 Work recording**

Enter details of all visits, time spent on visits and office and travel time in official diary. Transfer the information to work recording system.

### **3.6 Follow-up inspections**

Follow-up inspections are required where one or more contraventions are found, which are considered to increase the likely risk of contamination of the milk or where improvements have been outstanding since previous inspections.

The farm inspection programme requires Dairy Hygiene Inspectors, to travel and work on their own away from the office and sensible precautions should be taken to minimise the risks involved. At all times common sense is your greatest asset so 'think before you act'.

**DIFFICULT OR HOSTILE FARMERS**

- a) Take a senior officer or colleague with you to known difficult farms. Remember that Dairy Hygiene Inspectors have the legal right of entry at all reasonable hours and duty to inspect premises. The Food Hygiene (England) Regulations and Food Hygiene (Wales) Regulations allow for penalties of a fine not exceeding level 5 on the standard scale or to imprisonment for a term not exceeding three months or to both if a producer intentionally obstructs a DHI performing their duties or fails to give any assistance or information that is requested. . Also, refusal to allow an inspection could result in revocation of the approval.
- b) Be assertive but do not over-react to situations.
- c) Plan ahead so that you maintain a clear route for escape.
- d) If you feel to be in danger, make a strategic withdrawal; inform the producer that you will return with a senior officer.

**LIVESTOCK**

- a) Treat all livestock with respect. Only access buildings or yards containing cattle when absolutely necessary and be sure before entering confined spaces that you know what is in a pen or yard.
- b) Avoid 'dead ends' and keep an escape route in view.

**TRAVELLING AND VEHICLE SECURITY**

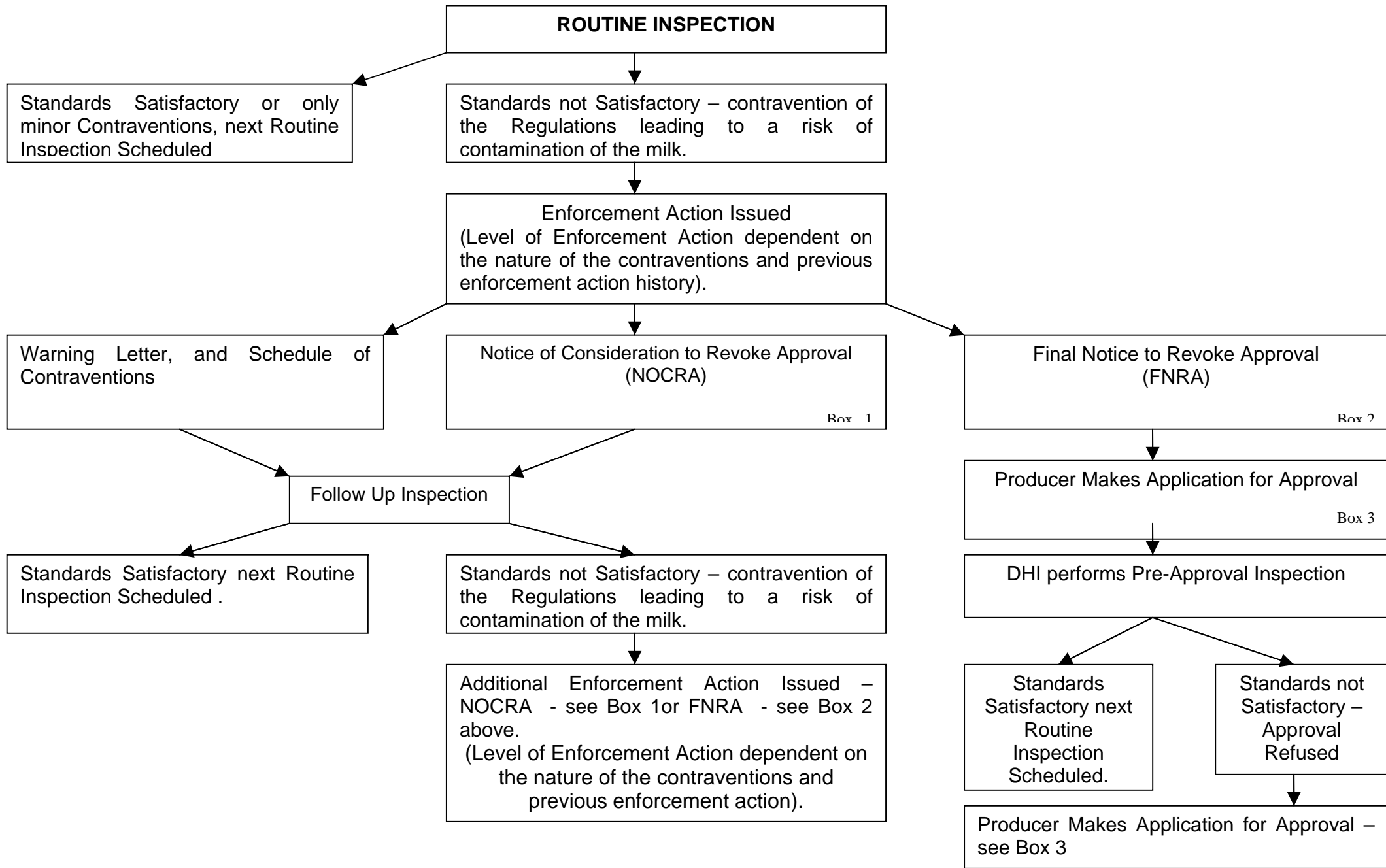
- a) Reduce the risks of a breakdown by ensuring that the car is maintained in good running order.
- b) Carry obvious items such as a foot pump, spare tyre, jack, fuel and a tow rope
- c) Lock the car when unattended (on farms and elsewhere) both for security and to reduce the risk of losing confidential papers.
- d) Ensure mobile phone battery fully charged (or can run off car power supply).

**HEALTH**

All DHI's should be vaccinated against Tetanus and are advised to carry a Medical Contact Card (MCC1). This booklet details the types of work-related diseases, which a doctor should consider in the event of unexplained illness. Carry a small first-aid kit in the car and disinfect, treat and cover any cuts.

# FLOW CHART OF INSPECTIONS AND ENFORCEMENT ACTION

# ANNEX 2





**THE FOOD HYGIENE (England) REGULATIONS 2005**

and

**THE FOOD HYGIENE (Wales) REGULATIONS 2005**

**ANNEX 1**

**WHOLESALE (COWS)**

**FREQUENCY OF ROUTINE INSPECTIONS AND CHARGES FOR MILK SAMPLES**

| Category                                  | Inspection Frequency  | Milk Sampling  |                 |
|---|---|--|-----------------|
|   |   | Frequency  | Charge          |
| 1. Wholesale only                         | Up to 2 years   | N/A  | N/A             |
| 2. Wholesale + U/T<br>(without catering)  | At least 2 times per year (i.e. 6 months)<br>but more often if standards not exemplary. | Four routine samples per<br>year                         | Standard charge |
| 3. Wholesale + U/T<br>(catering only)     | At least 2 times per year (i.e. 6 months)<br>but more often if standards not exemplary. | Four routine samples per<br>year if milk use is all year | No charge       |
| 4. Wholesale + raw cream / soft<br>cheese | At least 2 times per year (i.e. 6 months)<br>but more often if standards not exemplary. |  |                 |

**NON WHOLESALE (COWS)**

| Category   | Inspection Frequency *   | Milk Sampling  |                 |
|--|--|--|-----------------|
|  |  | Frequency  | Charge          |
| 1. No wholesale. U/T only (without catering)   | At least 2 times per year (i.e. 6 months) but more often if standards not exemplary. | Four routine samples per year  | Standard charge |
| 2. No wholesale. U/T (catering only)   | At least 2 times per year (i.e. 6 months) but more often if standards not exemplary. | Four routine samples per year if milk use is all year  | No charge       |
| 3. No wholesale. no U/T sales<br>Products/ processing, e.g. Past. milk, Cheese (hard), Yoghurt, Butter, Past/clotted cream | Up to 18 months  | N/A  | N/A             |
| 4. No wholesale. Products/ processing + U/T (with/without catering)  | At least 2 times per year (i.e. 6 months) but more often if standards not exemplary. | Four routine samples per year  | Standard charge |
| 5. No wholesale. Products/ processing + U/T (catering only)  | At least 2 times per year (i.e. 6 months) but more often if standards not exemplary. | Four routine samples per year if milk use is all year  | No charge       |
| 6. No wholesale, consent only  | At least 2 times per year (i.e. 6 months) but more often if standards not exemplary. | Four routine sample per year<br>- unless seasonal, then two routine sample during retailing period | No charge       |
| 7. No wholesale. Raw cream/ soft cheese  | Up to 6 months   | N/A  | N/A             |

Dormant retail producers  
/ Directlaboratories etc)

Establish by enquiry if milk sales since last routine inspection and arrange to inspect accordingly (ADVISE Eclipse

## NON STANDARD CIRCUMSTANCES

| Category   | Inspection Frequency  | Milk Sampling  |                 |
|--|---|--|-----------------|
|  |   | Frequency  | Charge          |
| 1. Two or more reg. producers with separate herds operating from one set of premises | According to wholesale/retail category  | If retail according to appropriate wholesale/retail category | Standard charge |
| 2. Multi-unit business under one approval - two or more physically separate premises | According to wholesale/retail category  | If retail as per appropriate category                        | Standard charge |
| 3. Agricultural shows  |   | N/A  | N/A             |
| a) Local/one day events  | (Once approved) on day of event (If permanently approved inspect on day of event) |  |                 |
| b) National/major events   | One inspection during each event  |  |                 |
| 4. Goat herd/Sheep flock/ buffalo herd   | If retail U/T milk, up to 6 months.<br>Otherwise up to 2 years.                   | N/A  | N/A             |

## **Procedures for the Retailing or On-farm Use of Untreated Milk**

The DHI manages the untreated milk sampling programme for retailers or users (caterers) throughout England and Wales.

Any milk producer wishing to retail untreated milk or use untreated milk within an on-farm catering enterprise must notify their local DHI office. Two consecutive samples of untreated milk achieving the standards required in the Food Hygiene Regulations 2005 are required before sales or use can commence.

Ongoing Untreated Milk Retailers – Routine sample of untreated milk from either the holdings' bulk milk tank or packaged product, will be collected and analysed approximately four times per year.

Ongoing Untreated Milk Caterers – Routine sample of untreated milk from the holdings' bulk milk tank will be collected and analysed approximately four times per year when untreated milk is used throughout the year.

Seasonal Untreated Milk Caterers - If untreated milk is only used for a limited period of the year then two pre-season / use samples will be taken and analysed. These have to meet the standards required by the Food Hygiene Regulations 2005 before use can commence. A minimum of two routine samples will be taken during the period of untreated milk use.

Should a routine or pre –season sample of untreated milk fail to achieve the standards required by the Food Hygiene Regulations 2005, then up to four re-samples will be taken with approximately two weeks between each sample. Two consecutive samples out of these four samples need to be satisfactory to continue retailing or use of untreated milk. The producer's local Environmental Health Officer will be notified of failed samples in order that they may take any action necessary in relation to their responsibilities for raw cows' drinking milk.

Should two consecutive pre-sales or re-samples not achieve the requirements of the Regulations, then all sales / use of untreated milk should cease immediately. There will then be a minimum of a 28 day break before the producer can request pre – sale / use samples to recommence. This allows the producer time to identify and correct the causes of the failures. Two consecutive satisfactory pre-sales samples are required before retailing or use can re-commence.

The details of sampling procedures are shown in the attached flow chart.

The Routine sampling of untreated milk will occur approximately every 3 months. Follow-up samples are taken approximately 14 days apart. Samples will be taken by the nominated Sampling Contractor.

