

Unannounced Meat Hygiene Inspector - Inspection User Journey								
	Before Visit			During Visit		After Visit		
	Plan	Schedule	Prep	Inspect	Inspect	Report	Follow Up	Service Admin
Job to be done	Plan programme of inspections	Schedule inspections & Pre-risk Assessment	Prep for visit & Pre-inspection procedures	Arrival procedures & Main inspection	Post inspection procedures & Issue warnings/enforcements	Complete Report & Issue warnings/enforcements	Follow enforcement procedures	Record expenses and effort
Tasks Performed	Field Veterinary Coordinator (FVC)							
	The FVC monitors and manages the planning of upcoming UAI requirements on a rolling basis a few weeks in advance.	Triggers for planning unannounced inspections include: rotationally due (fixed intervals), audit triggered follow up, incidents raised e.g. public complaint, FBO whistleblowers.	Gather intel from various sources (last UAI report, last Audit, outstanding enforcements, health & safety info, companies house information) to inform the focus of the next UAI visit.			FVC receives a 'draft pack' report and letters from the UAI to attachments. Reviews for legislative accuracy and checks for clerical errors. May refer to the K2, Chronos system.	May update their leadership (FVL / UAI Lead) or audit team (e.g. past or upcoming auditor) to update them of significant infractions they may need to be aware of.	Monitor and manage UAI workload availability and protect their time.
	Technology and systems used	Use experience and manual information seeking to determine urgency of visit & how to allocate (location, health and safety risk, urgency of public health risk)	Collate & curate background prep materials (partial or full) and send by email to the allocated UAI to pick up to ensure good inspection coverage. Focus on any material or info that might be hard for the UAI to locate or become aware of.			Returns draft pack to UAI with corrective instruction (do not make amendments themselves, only report author should)	Updates relevant non-K2 trackers for follow up enforcement visits due dates. May assign to self/UAI or audit team (if they're due to visit the same FBO soon)	UAIs are often pulled back into plants at short notice on UAI days by their TL (who is trying to cover absence). This throws out both prep and reporting times for inspectors, leading to late reports, missed due visits etc. FVC may have little influence to rectify.
	Pain Points	Gather and collate part intelligence about an FBO in order to make a decision about urgency (part prep work)	Latise with UAI to prepare a RAN (if required) - providing technical leadership and review of the enforcement. Also to answer any UAI's prep questions.			Email attachment, may also refer to the report and enforcements in draft on K2 and Chronos, the MOC and GAIH and report	Communicating follow up activity to other teams is manual and requires keeping on top of informal local knowledge about certain FBO's that are maintained	Operational data KPI's (for UAIs in their charge) - monitor hours on tasks, travel, dropped visits
	Opportunities	Variable input systems. K2 UAI scheduler, email, SMS, smart portable audit scheduler, SSRS, OGD/Police Complaint Report	Variable systems used for prep: Sharepoint folders (past UAI reports, past audit reports, plant profiles, health & safety logs, stored photo evidence), Chronos (outstanding enforcements), wisdom (new approvals), companies house (company type info), estates & planning (approvals info).			If a report required corrections the FVC may not be able to get hold of a reply from the UAI in good time because of their other in-plant MH duties on non-UAI work days, slowing the release and completion of the report and issue of enforcements	A task management tool (or feature of a CRM) shared and visible by all parties relating to a given FBO.	Update the FVC Tracker to log UAI work completed and effort spent.
		Having to integrate many sources of information to make sense of the full picture (multiple inputs for triggers, easy to miss or hard work to review all)	Email & attachment to UAI (instructions & part prep), phonecall or email for enquiries			FVC's must refer to several locations and have 'too many tabs' open to complete the review step.		An integrated timesheets and activity tracking system to log both active work monitoring and to pull activity reporting from
Unannounced Inspector (UAI)	Unannounced Inspector (UAI)							
	Blended scheduling system with Audit teams	Variable input systems. K2 UAI scheduler, email, SMS, smart portable audit scheduler, SSRS, OGD/Police Complaint Report	Variable systems used for prep: Sharepoint folders (past UAI reports, past audit reports, plant profiles, health & safety logs, stored photo evidence), Chronos (outstanding enforcements), wisdom (new approvals), companies house (company type info), estates & planning (approvals info).			FVC's must refer to several locations and have 'too many tabs' open to complete the review step.		Update the FVC Tracker to log UAI work completed and effort spent.
		Assign FBO / site to self (higher risk-rare) or to a part time UAI colleague (most typical) on the K2 scheduler	Additional workload pressures of part-preparing background information for UAIs - this is done to avoid UAI's missing key inputs of intelligence they might get elsewhere to find or only the FVC has access to.			UAIs complain that review of report packs is a very time consuming task, competing for their time with a vast number of other responsibilities.		
		Mechanism to track incoming comms and track actions	Additional workload pressures of part-preparing background information for UAIs - this is done to avoid UAI's missing key inputs of intelligence they might get elsewhere to find or only the FVC has access to.			The report and communications about it is moved along an email chain valley where multiple copies replicate in circulation and information about the case is locked into email body text and personal storage folders such as sharepoint and one drive (inaccessible in future by others)		
		K2 scheduler (assigned self/UAI)	A single unified repository of data per FBO (Audit & UAI) (not just links in and out, e.g. Content Management System)			Once notified by UAI that corrections are completed, the FVC goes into K2 and approved the final report. An automatic email is triggered to the FBO (if they have opted into email) OR the trigger is sent to CSU who print and mail the final enforcement letters to the FBO.		
Unannounced Inspector (UAI)	Unannounced Inspector (UAI)							
		Review prep materials, familiarise with FBO history to guide inspection content (i.e. check progress on outstanding or pending history in Review) and email from FVC containing additional background/prep information (if supplied). This is because the FVC may hold additional information / access to data locations.	Review prep materials, familiarise with FBO history to guide inspection content (i.e. check progress on outstanding or pending history in Review) and email from FVC containing additional background/prep information (if supplied). This is because the FVC may hold additional information / access to data locations.			Inspector drafts a report ideally same or next day but may be up to one week later (inspection / part time nature)	May email the audit team or a past auditor to update them of any part of the inspection that related to a historic infraction or issue observed at Audit (this is discretionary or may be informally requested by Auditors in their report)	Prep time, fieldwork and reporting time (plus travel expenses are recorded in both a health and safety form and additionally in timesheets (time) and the UAI system (travel expenses))
		Notify inspection team leader (TL) of new UAI work allocations. Negotiate availability for UAI work (possible inclusion of UAI Lead/FVC)	Query any unclear history or outstanding enforcements with FVC or last auditor / UAI as required			Reporting may take 2-4hrs depending on the complexity of the site / number of enforcements. Task consists of entering information in several systems and locations. (1) the chronos system to log enforcement actions and closing old ones (2) building a report on the K2 system (3) completing enforcement letters (individual letter information) and (4) updating plant profile information on sharepoint and wisdom to reflect changes (5) transcription of notes from hardcopy notes and doing photos evidence (6)referring to the MOC for legislation and letters/note templates		
		Plan an efficient cluster of site visits by looking up locations and travel times (target 1-3 per day depending on complexity, with primary target 1-4 and others as time allowing)	Prep materials focus on K2, Sharepoint (last UAI reports, past audit reports, plant profiles, Chronos (Enforcement), Letters (CAH reports), Companies House, less visibility or access of some data locations FVC has.			UAIs complain of a 'too many tabs' open /overhead when reporting, the information to be created, compiled and referenced spans too many systems and locations, making it a lengthy task with much 'double handling' from written notes and from one document to the next.		
		Disperse site visits in outlook calendar & share with TL, FVC and UAI Lead for visibility	Collating and reviewing all required information from disparate sources is time consuming, prone to human error, may not be complete / available or may be lengthy to analyse. Prep time is variable - longer per FBO - actual task can vary from 15-60mins			Create a reporting format that mirrors or is lifted from inspection recording templates or forms (as in dairy D4G)		
Unannounced Inspector (UAI)	Unannounced Inspector (UAI)							
		Google Maps, outlook calendar, email, phonecalls	On arrival may take early photographs, e.g. catching the process 'as is' before enforcement. Thermometer, probe, hat, overall (PPE), Authorisation Document ID.			UAIs may or may not have shorthand or formal legislation references to hand and if so these may be cumbersome to locate in order to facilitate explanation and cooperation from the FBO. Some refer to sections of the MIO, others may have this to hand to show the FBO.		
		Parties drawing up / overseeing the UAIs availability aren't always in clear/defined communication. The UAI is often a 'juggler in the middle' having to negotiate, safety and notify 3 parties - FVC, TL and UAI Lead	Quickly create the business owner / manager, introduce self, visit purpose and show FSA ID, get protective			FBO's only receive paperwork / summary of the visit on the day of an infraction has been found. Also they may not have a clear named contact or email of who to contact in the event they want to ask questions of the inspector or send follow up evidence of a rectified issue etc.		
		Protect MH time for UAI with clearer hierarchy request fulfillment, roles and relationships	Conduct loose 'opening meeting' to confirm business ownership, structure and directors, activities (species etc.) any change against plant profile information held or what they are authorised to do. Seek update from FBO on any outstanding enforcement instructions.			Provide UAI's with easy to surface, consistent FBO facing artefacts for common infractions. Standardise artefacts handed over to FBO's.		
		Prep and interview crib sheets vary in structure and detail from UAI to UAI, leading to variable inspection consistency and quality	Opening meetings (beyond introduction and ID) can get in the way of spotting and documenting non-compliance - FBO's may seek to stall inspectors, giving staff opportunity to conceal malpractices.			UAIs email a 'draft' report and letters to the FVC for technical (legislative content) and clerical review. Awaits responses / corrective suggestions.		
Unannounced Inspector (UAI)	Unannounced Inspector (UAI)							
		Prep aide or template with easy to complete customisers or fillers for summarising key information to take into the field. A one stop shop for writing	Continue to full site inspection, observe (close 'flow' from product point of entry to the premises, following the processing to point of shipping / leaving the premises. Flexible flow to react to trigger evidence or issues.			Completing a blank notice from scratch can be time consuming. The UAI also needs to ensure the copies they're carrying are the latest updated version if they've not been recently printed.		
		Prepare a draft RAN (Remedial Action Notice) in advance in case an escalation needs to be issued on the spot. Send to FVC for technical review. The RAN may not be required but paperwork must be completed ahead of time	Record observations in prep notes print outs, crib sheet or contemporaneous notebook. Photos using phone camera or timestamp app.			Inspector may begin a partial write up of notes in their car between inspection sites		
		Working with the FVC for RAN reviews is time consuming and difficult to do at short notice/unannounced. Also risks the FBO's records being contaminated with false evidence of enforcement (i.e. was not ultimately issued)	MOC guidance is an 'ideal world' representation and does not allow for how UAIs need to be able to conduct inspections in a real world setting.			Inspector may text or call the FVC or UAI lead once they have safely left the premises or arrived home (health and safety check)		
		Autonomy by UAI's to create more documentation without requiring direct FVC oversight.	Varied practices on how notes and observations are recorded, guidance unclear or not consistently applied. (photos use / frequency)			UAIs finalises report by making corrective edits (if suggested by FVC) and applying to signal report is ready to issue to FBO.		
Unannounced Inspector (UAI)	Unannounced Inspector (UAI)							
		Provide guidance and training on consistent conduct of inspections	Contemporaneous notebook - in real time vs complete later (only major issues, upload all vs. selection of photos)			A centralised reporting system with report 'status' and live assignments so it can be passed between actions without copies / replication in circulation.		
		There is widespread praise for the Timestamp app, however some have not yet adopted new methods (timestamp app) or have had early teething issues and have reverted to old methods	Ensure new tooling is rolled out with training, early correction of teething issues and ongoing support / check ins to ensure uptake and correct usage			A centralised reporting system configured with multiple input and output types for different purposes (uploading photos, report storage, letters to FBO, enforcement record etc.)		
		Ensure new tooling is rolled out with training, early correction of teething issues and ongoing support / check ins to ensure uptake and correct usage	Ensure new tooling is rolled out with training, early correction of teething issues and ongoing support / check ins to ensure uptake and correct usage					
		Geotagged photo evidence to ensure correct pairing to FBO, auto sync to CMS record for FBO.	Geotagged photo evidence to ensure correct pairing to FBO, auto sync to CMS record for FBO.					