

	Field Operations Inspection Service - User Journey Comparisons							
	Before Visit			During Visit		After Visit		
	Plan	Schedule	Prep	Inspect	Enforce	Report	Follow Up	Service Admin
Job to be done	Plan programme of inspections	Schedule inspections & Pre-visit 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 BAU activity, maintain service
Commonalities	All have FBO's on a range of fixed visit frequencies based on a concept of 'risk profile'	All teams are attempting to cluster visits for travel and time efficiency	All teams must gather and review past inspection reports, infringement and FBO profiles to prepare the focus of their visit	All inspectors must regularly navigate to unfamiliar locations (by car usually but sometimes by tube/on foot)	All teams have the ability to issue on the spot enforcement notices (though this varies in frequency)	All teams complete an official report of some kind to record what was observed. This is for both the FBOs and FSAs onward use.	All teams may require a follow up visit to ensure compliance with enforcement guidance.	All inspectors record progress against visits in some form and communicate this up to Leads
	All inspectors monitor and react to internal or external intelligence about FBOs that could trigger a change from the usual visit cycle	All teams assign risk/complexity levels to an FBO and assign visits / labour accordingly (e.g. low risk to part timers or single inspector)	Prep is typically a similarly timed and efforted exercise (between 10-40min, 1-2 days before, often short notice)	All follow a repeatable (though flexible) 'flow' of inspecting a premises and covering key questions at certain points	All aim to explain guidance and enforcement to the FBO to achieve greater education and compliance	All inspectorates suffer from a lot of 'double handling' in the report writing and enforcement issuing phase of the journey.		Each team Lead (or FVC) is engaged in monitoring progress against due date or annual targets.
	Each team contains a role or roles that plan inspections work and delegate down to others	All teams are reliant on additional resource capacity from the same pool of Meat Hygiene Inspectors	Teams consistently find accessing all required prep materials inefficient. It can mean accessing many systems and locations (UAI) or be due to variable legacy storage practices (wine)	All use an inspection checklist, crib sheet, aide memoire, or prep material that acts as one to guide their inspection	All teams gather some form of record of infringements write up as they go, some using reference cards or quick shortcodes in order to get ahead on later write up.	All teams have a focussed source to draw enforcement protocol and legislation from - the Manual of Controls (MoC)		
			Due to the visit frequencies and current labour model, in all teams, the last inspector typically will not be the same one that is preparing for this one	All inspection contexts (FBO sites) can vary in site scale from inspection to inspection (e.g. 50 cows to 500, 1 room vs warehouse, 10hectares to 10,000)	All teams may gather samples from FBO sites, requiring some official process and documentation and liaison with a third party lab			
Differences	Wine are annual planning / longer range, whereas Dairy is a rolling cycle and UAI is similar but with the interplay of the Audit cycle feeding in and out of it.	Scheduling lead times vary widely from weekly (dairy) to fortnightly/monthly (dairy) and several weeks out (wine)	In Dairy and UAI inspectors can rely on data previously verified by FSA (Audit, registrations and approvals) in Wine there is also a reliance on FBO self reported (but possibly not yet verified) information (hectares under vine, volumes produced etc.)	How inspections are recorded in the moment in reality varies considerably between inspectorates (e. g. use of photos, contemporaneous notebook and own notes / formal forms)	All have inconsistent approaches to taking & storing photographic evidence (though most have enthusiastically adopted a newly introduced Timestamp camera app)	The format and consistency of inspection reports and how enforcements are communicated varies hugely across inspectorates (from structured and uniform in Dairy to free form and inconsistent content in Wine)	In Dairy a dedicated head office support team is involved in processing enforcements/ issuing letters and circulating data to the team (Dairy Hygiene Data)	Inspectorates where work is FBO chargeable (e.g. UAI) record effort more diligently but FT Dairy and wine do not. This is also true where part time assistants are used (recorded by MHI in timesheet for ITLs)
	UAI employs a different role (FVC's) as planners, schedulers for part time UAI teams, contrasting with more end to end role autonomy in wine and dairy	Wine inspections are announced (more productive this way) but FBO availability hampers efforts to be travel efficient. UAI & Dairy (unannounced) have more flexibility to schedule more proactively and to be reactive to changes.	Prep is time managed / fixed effort allowance in UAI (up to 30mins in timesheets) whereas it is freeform for Dairy and Wine inspectors	Inspection 'flow' in UAI and Dairy follows the journey of the product i.e. from clean to dirty in Dairy (to avoid contamination) and from product in to processing and packaging in cutting plants. Wine can be very reactive to e.g. what is being stored / sold at that time)	Only Dairy logs the report and notes infringements fromally (on DH2 and DH1) during an inspection and shares their full report with the FBO at the closing meeting. Others do this asynchronously, after the visit.	There are large disparities in the reporting output formats that FBO's in each sector receive and how they arrive with them (e.g. DH2 and plethora of enforcement notice types in UAI)		
			When sampling activity is arranged varies by inspectorate. It may need to be arranged ahead of a target visit (Dairy), typically occur reactively during a visit (wine) or be planned as a follow up for suspect product (UAI)	Inspection content covered varies little across FBOs for Dairy and UAI but can differ greatly for Wine FBO's, e.g. Bonded Warehouse vs. Vineyard have very different topic coverage/focus	Culturally each inspector has very different nature of relationships with their FBO sector. From enforcement heavy (UAI/ Meat) to advisory and rectifying (Dairy) to advisory and consultative leaning.			
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