

Field Operations Inspections Service Blueprint: Wine Standards (March 2020)

Service value chain		Approvals [out of scope]	Inspections	Sampling & testing	Audit	Enforcements														
User journey stages		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								
	Visits for new wine FBO	Gather new trader information Carry out pre-visit risk assessment Car out new trader/vineyard inspection visit Provide new trader/vineyard with post visit actions Complete new trader/vineyard follow up activities	Wine Standards Inspector Lead Wine Standards Inspector Wine Standards Assistant Other	Operations Assurance CSU FSA Legal FSA IT/FSA Digital FSA Finance/ Accounting Other	FBO DfRA Trading Standards HMRC Wine GR Other	Manual for Official Controls (MOC) Other	Legislation Forms Temporary Movement Control Prohibition Notice Compliance Handbook Other	K2 MS Access Chromo PowerBI Wisdom OneDrive MS SharePoint MS OneNote MS Office Laptop Tablet Mobile phone Other												
	BAD Visits for wine FBO																			
	Plan programme of inspections	Long-term inspection plan for known FBOs has been created.	#	# # # #			#			#				#				Annual (March)		
	Schedule inspections	Short-term inspection schedule for known FBOs has been created.	#				#			#				#					Vineyards = 700 (including 169 wine producing wineries) Traders = 1,330 (shipping; importing; wholesalers; bottling; bonding warehouses)	
	Prepare for inspection visit	Equipment is ready for visit; inspector understands the current status of the FBO. Inspector is aware of any issues with the FBO and prepared accordingly.	# #							#				#					- Visits may need to be coordinated with Trading Standards officials.	
	Carry out pre-visit risk assessment		# #							#				#					- Complex relationship with and general lack of engagement from HMRC.	
	Carry out arrival procedures		# #							#				#					- Complex and somewhat disconnected relationship with HMRC.	
	Carry out pre-inspection procedures		#							#				#					- Each inspector and part-time inspector allocated a number of FBOs to inspect within an annual period. Inspections are scheduled by part-time inspectors based on location and complexity of the FBO.	
	Carry out primary inspection	Inspection tasks are completed.	# #							#				#					- Potential disruption to wine inspection scheduling if part-time inspectors are replaced by full-time Field Operation inspectors.	
	Carry out follow-up inspection actions	Inspection tasks to follow up previous non-compliance and enforcement have been completed.	# #							#				#					- There is an ongoing initiative to release part-time inspectors for wine inspections on dedicated days each week.	
	Carry out post-inspection procedures	Routine inspection closing meeting tasks have been completed and the inspector explained the inspection findings to the FBO.	# #							#				#					- Information needed to share is stored in multiple locations and formats.	
	Issue enforcement warnings or notices	FBO is advised of any non-compliance issues	# #				#			#				#						
	Complete inspection report	Inspection findings and outcomes are written up.	# #							#				#					Week to day before visit.	
	Complete post inspection visit procedures	Routine inspection wrap-up tasks have been completed; information captured, stored, and shared as required; records updated.	# #							#				#					On arrival at FBO location.	
	Investigations																			
	Receive request to investigate FBO	Wine Standards Team is made aware of a potential non-compliance at a vineyard or trade.	#							#				#					Up to one day before the visit.	
	Prepare for inspection visit	Equipment is ready for visit; inspector understands the current status of the FBO. Inspector is aware of any issues with the FBO and prepared accordingly.	#							#				#					Up to one day before the visit.	
	Carry out inspection	Inspection tasks are completed.	#							#				#					Variable: Time required for inspection is dependent on the type of FBO, the size and scale of the suspected non-compliance.	
	Follow enforcement procedures	Appropriate enforcement procedures have been completed, as determined by investigation findings.	#							#				#					Variable: Time required for enforcement actions is dependent on the type of FBO, the size and scale of the suspected non-compliance.	
	Sampling & testing (Annual grape sampling)																			
	Collect grape samples	Grape samples have been collected from vineyard.	#							#				#					Annual	
	Send grape samples for testing	Grape samples have been sent to approved labs.	#							#				#					As soon after sample collection as possible.	
	Inform FBO of annual grape sampling result	The FSA has received and assessed the results of grape samples sent for testing and the FBO have been advised of any non-compliance issues.	#							#				#					Once sample testing results have been returned from the approved lab.	
	Incidents & enforcements																			
	Schedule inspection visit	Short-term inspection schedule for known FBOs has been updated.	#							#				#					As soon as possible after the incident has been raised.	
	Prepare for inspection visit	Equipment is ready for visit; inspector understands the current status of the FBO.	#							#				#					Up to one day before the visit.	
	Carry out trader/vineyard inspection visit	Incident management inspection tasks have been completed.	#							#				#					Variable: Time required for enforcement actions is dependent on the type of FBO, the size and scale of the suspected incident.	
	Assess incident/enforcement visit findings	Incident management inspection findings have been reviewed and assessed against legislation and guidance.	#							#				#					During and after the visit.	
	Record incident/enforcement visit outcome	Incident management inspection has been recorded.	#							#				#					After the visit.	
	Manage case and monitor outcome	Incident management monitoring activities have been put in place and completed.	#							#				#					After the visit.	
	Follow prosecution procedures	Appropriate prosecution procedures have been completed, as required.	#							#				#					After the visit.	
	Operate the service																			
	Maintain the Manual for Official Controls	The MOC is current and accurate.	# #	# #	# #	# #	#			#				#					Known unknown: No formal knowledge management or timetables for maintaining the Manual for Official Controls	
	Maintain the UK Vineyard Register	The wine production and related data contained in the Vineyard Register for the UK is current and accurate.	# #							# #									Reports are compiled at the start of the wine marketing year in August.	

Field Operations Inspections Service Blueprint: Wine Standards (March 2020)