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-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 expenses and effort*

Field Veterinary Coordinator (FVC)

Category	Plan	Schedule	Prep	Inspect	Inspect	Report	Follow Up	Service Admin
Tasks Performed	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 ups, incidents raised e.g. public complaint, FBO whistleblower,	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 as 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 workforce availablity and protect their time.
Technology and systems used	Review the K2 scheduler for upcoming due date UA inspections. Cross ref with the K2 Audit team's scheduler.	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 reports 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.	UAI's are often pulled back into plants at short notice on 'UAI days' by their ITL (who is trying to cover absence). This throws out both prep and reporting times for inspectors, leading to late reports, missed due dates etc. FVC may have little influence to rectify.
Pain Points	Must manually balance UAI scheduler suggested visit dates with Audit team schedule to avoid arriving too soon after each other. Communication overheads if need to liaise directly.	Gather and collate part-intelligence about an FBO in order to make a decision about urgency (part-prep work)	Liaise 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 CAR end report	Communicating follow up activity to other teams is manual and requires keeping on top of informal 'local knowledge' about certain FBO's to be maintained.	Operational data KPI's (for UAI's in their charge) - monitor hours on tasks, travel, dropped visits
Opportunities	Blended scheduling system with Audit teams	• Variable input systems: K2 UAI scheduler, email, SQL server, partial/full audit scheduler, SSRS, OGD/Public Complaint Report • Email & attachment to UAI (instructions & part prep), phonecall or email for enquiries • Mechanism to track incoming comms and track actions • Assign FBO / site to self (higher risk - rare) or to a part time UAI colleague (most typical) on the K2 scheduler • K2 scheduler (assigned self/UAI) • FVC's do not have visibility or system acknowledgement when the UAI has received the assignement or diarised it in their outlook calendar. Due to their in plant roles they are hard to reach and this may create a lag or unnecessary chasing up. • Email notifications and an actions dashboard for UAI's to pick up FVC communications with multi-role visibility (FVC-UAI-ITL)	• 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). • 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) • Additional workload pressures of part-preparing background information for UAI's - this is done to avoid UAI's missing key inputs of intelligence they might not know where to find or only the FVC has access to. • Liaising with frequently hard to reach UAI's on preparation of RAN's or enforcement escalations (needing to provide technical review / oversight) • A single unified repository of data per FBO (Audit & UAI) (not just links in and out, e.g. Content Management System) • Clarity of data ownership, stewardship and maintenance between teams. • Data scrape / feed from companies house to maintain up to date records (addresss & company type)			• 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 MHI duties on non-UAI work days, slowing the release and completion of the report and issue of enforcement. • FVC's must refer to several locations and have 'too many tabs' open to complete the review step. • FVC's complain that review of report packs is a very time consuming task, competing for their time with a great number of other responsibilities. • The report and communications about it is moved along an email chain volley, 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). • Once notified by UAI that corrections are completed, the FVC goes into K2 and 'approves' 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 post the final enforcement letters to the FBO.	A task management tool (or feature of a cms) shared and visible by all parties relating to a given FBO.	• Update the FVC Tracker to log UAI work completed and effort spent. • An integrated timesheets and activity tracking system to use for both active work monitoring and to pull activity reporting from

Unannounced Inspector (UAI)

Category	Plan	Schedule	Prep / Inspect (Arrival & Main)	Inspect (Post & Enforcement)	Report	Follow Up	Service Admin
Tasks / Tech / Pain / Opportunities	• Receive an automated email from K2 for each assigned site visits. • Notify inspection team leader (ITL) of new UAI work allocations. Negotiate availability for UAI work (possible inclusion of UAI Lead/FVC). • 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 1st and others as 'time allowing') • Diarise site visits in outlook calendar & share with ITL, FVC and UAI Lead for visibility • Google Maps, outlook calendar, email, phonecalls • Parties drawing on/ overseeing the UAI's availability aren't always in clear/direct communication. The UAI is often a 'piggy in the middle' having to negotiate, satisfy and notify 3 parties - (FVC, ITL and UAI Lead) • Protect MHI time for UAI with clearer hierarchy request fulfillment, roles and relationships.	• Review prep materials, familiarise with FBO history to guide inspection content (i.e. check progress on outstanding or recurring issues). Review second email from FVC containing additional background / prep information (if supplied). This is because the FVC may hold additional information / access to data locations. • Query any unclear history or oustanding enforcements with FVC or last auditor / UAI as required • Prep materials focus on K2, Sharepoint (past uai reports, past audit reports, plant profiles, Chronos (Enforcement), Letters (CAR reports), Companies House, less visibility or access of some data locations FVC has. • 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 limited to 30min per FBO - actual task can vary from 15-60mins • Short notice UAI visits can be hard to prepare for with sufficient time. Part time inspectors may only work on UAI 1-2 days a week. Opportunity to clarify any unanswered prep questions or liaison with other parties (audit or fvc) is limited to the day or even night before (often unfeasible). • Content Management System (CMS) - provide easy to find related content to single FBO site (active or historic) to all relevant users of the service • Compile an inspection guide or crib sheet from prep information. May use a template from a lead or other UAI or own version of note collation. Varies in structure and detail from UAI to UAI. Also print out as applicable: blank enforcement forms, part reports, past enforcements (CAR report). • Prep and interview crib sheets vary in structure and detail from UAI to UAI, leading to variable inspection consistency and quality. • Prep aide or template with easy to compile custom views or filters for summarising key information to take into the field. A one stop shop for printing. • Prepare a draft RAN (Remedial Action Notice) in advance incase 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. • Liaising with the FVC for RAN reviews is time consuming and difficult to do at short notice/turnaround. Also risks the FBO's records being contaminated with false evidence of enforcement (i.e. was not ultimately issued). • Autonomy by UAI's to create more documentation without requiring direct FVC oversight.	• Navigate and travel to the inspection site (may have stayed in overnight accommodation) • Kit taken on person or in vehicle: FSA issue phone (Samsung), older point and shoot camera (rarely used), clipboard, forms, thermometer probe, boots, hat, overall (PPE), Authorisation Document / ID. • Navigate using Google Maps (or vehicle sat nav) • On arrival may take early photographs, e.g. catching the process 'as is' before opportunity to conceal practices. One UAI photograph's the business sign outside to mark the beginning of a new site's evidence in their photo-reel. • Use crib sheet and prep material to guide inspection. Thermometer to record temperatures. Phone and timestamp app to record photographic evidence. Some use phone camera without the app, others use a point and shoot camera. • Quickly ocate the business owner or manager, introduce self, visit purpose and show FSA ID, get protective clothing on. • Conduct loose 'opening meeting' to confirm business ownership, structure and directors, activities (species etc.) for any change against plant profile information held or what they are authorised to do. Seek update from FBO on any outstanding enforcement instructions. • Opening meetings (beyond introduction and ID) can get in the way of spotting and documenting non compliances - FBO's may seek to stall inspectors, giving staff opportunity to conceal malpractices. • Continue to full site inspection, observe / question FBO, working following a loose 'flow' from product entry to the premesis, following it's processing to point of shipping / leaving the premesis. Flexible flow to react to trigger evidence or issues. • Record observations in prep notes print outs, crib sheet or contemporaneous notebook. Photos using phone camera or timestamp app. • Moc guidance is an 'ideal world' representation and does not allow for how UAI's need to be able to conduct inspections in a real world setting. • Varied practices on how notes and observations are recorded, guidance unclear or not consistently applied. (photos use / frequency, contemporaneous notebook - in real time vs.complete later / only major issues, upload all vs. selection of photos) • Provide guidance and training on consistent conduct of inspections. • Provide consistency in recording tools and standardised capture of evidence (official forms, uniform prompt sheets / questions, consistent approach to take photograph, video or record in contemporaneous notebook). • 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 in to ensure uptake and correct usage. • Geotag photo evidence to ensure correct pairing to FBO, auto sync to CMS record for FBO.	• Conduct a closing meeting with the FBO in office or similar. Review and discuss individual items discovered from the inspection in turn, referring to notes or crib sheets. This may be lengthy if there have been numerous infractions. • If enforcement actions are required, complete appropriate form and hand to FBO with explanation and agreed remedial action by certain date. (physical form handed to FBO) • If a serious infraction is observed may call the FVC to confirm next actions e.g. seizure of product / sampling. • Reference - notebook, cribsheet, enforcement notice forms (e.g. RAN), photo reel review. • Unclear application of severity to the same observation between UAI's - based on experience, may require referal to FVC if unsure, who may not be available when called. • UAI's may or may not have shorthand or formal legistlation references to hand and if so these may be cumbersome to hand and in order to facilitate explanation and cooperation from the FBO. Some refer to sections of the MIG, others may not have this to hand to show the FBO. • 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. • Provide UAI's with easy to surface, consistent FBO facing artefacts for common infractions. Standardise artefacts handed over to FBO's. • 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. • Inspector may begin a partial write up of noted in their car between inspection sites. • Inspector may text or calls the FVC or UAI lead once they have safely left the premesis or arrived home (health and safety check)	• Inspector drafts a report ideally same or next day but may be up to one week after inspection (part time nature) • Reporting may take 2-4hrs depending on the complexity of the site / number of enforcements. Task consists of entering information in several systems; • Task consists of entering or referring to 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) compiling enforcement letters - individual letter infringement / action and 4) updating plant profile information on sharepoint and wisdom to reflect changes 5) transcription of notes from hardcopy notes and storing photo evidence 6)Referring to the MOC for legislation and letters/notice templates • UAI's 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. • Create a reporting format that mirrors or is lifted from inspection recording templates or forms (as in dairy DH2). • Photo evidence is not easily integrated into the available reporting formats, it is therefore being inconsistently stored in different locations or not always being uploaded to shared locations. • UAI emails a 'draft' report and letters to the FVC for technical (legistlative content) and clerical review. Awaits response / corrective suggestions. • Answering queries for FVC reviews is time consuming / asynchronous because they are on the line working long hours. The delay in getting corrections back to the FVC means a delayed final report / letter to the FBO • If reporting the next day or several days later, Chronos must be manually set to the correct date (easy to miss and • UAI finalises report by making corrective edits (if suggested by FVC) and replying to signal report is ready to FBO. • By using email to check reports before they're final, multiple copies of the report arise in circulation - no single source of truth. • A centralised reporting system with report 'status' and live assignees so it can be passed between actors without copies / replication in circulation. • A centralised reporting system configured with mutliple input and output types for different purposes (supporting photos, report storage, letters to FBO, enforcement record etc.)	• 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) • If a previous inspector has listed multiple enforcement items in one letter, and only one has been closed, the inspector cannot individualy close that one enforcement item.	Prep time, fieldwork and reporting time plus travel expenses are recorded on a health and safety form and additionally in timesheets (time) and the iHR system (travel expenses)