

		Unannounced Meat Hygiene Inspector - Inspection User Journey								
		Before Visit		During Visit		After Visit				
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)			Field Veterinary Coordinator (FVC)					
Tasks Performed	The FVC monitors and manages the planning of upcoming UAI requirements (fixed intervals), audit triggered follow ups, incidents raised e.g. public complaints, FBO whistleblower.	Gather info from various sources (last FMC report, last Audit, existing enforcement, health & safety info, companies info, list of the next UAI's etc).	FVC receives a 'visit plan' report and letters from the UAI with attachments. Reviews for legislative accuracy and checks for clerical errors. May refer to the K2, Chronos system.	May update their records (FVC / UAI Lead or audit team) as part of the 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	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).	Updates relevant K2 tasks to reflect 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 are trying to manage the backlog. This throws out both prep and reporting timelines. If there are multiple reports, missed due visits etc, FVC may have little influence to rectify.						
Pain Points	Many times the FVC scheduler suggested visit dates with Audit team scheduler to avoid arriving too soon after each other. Communication overhead if need to liaise directly.	Gather and collate part-intelligence about the UAI to prepare a RAN (if required) - providing technical leadership and review of the pre questions.	Email attachment, may also refer to the report and enforcement in draft on K2 and Chronos, the MDC-C and CAR and report.	Other teams' manual and regular reports keep on log of informal 'local knowledge' about certain FBO's to be maintained.	Operational data KPI's (for UAI's in particular) like auditor hours on tasks, travel, dropped visits					
Opportunities	Blended scheduling system with Audit teams	Variable input systems: K2 UAI scheduler, email, SQL server, Google calendar, SRSRS, OGD/Public Complaint Report	If a report required corrections the FVC may not be able to get hold of / a reply from the auditor in time because of their other involvement in work on non-UAI work days, slowing the release and completion of the report and issue of enforcement.	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.					
Field Veterinary Coordinator (FVC)	Having to integrate many sources of information (multiple emails, multiple picture (multiple inputs for triggers, easy to miss or hard work to review all))	Having to manage workload pressures of setting up background information for UAI's - this is done to avoid UAI inspectors missing intelligence they might not know what to look for or only the FVC has access to.	FVC's complain that review of report packs is a very time consuming task, competing for time with a great number of other responsibilities.	An integrated timesheets and activity history system would facilitate work monitoring and to pull activity reporting from						
	Assigning FBO / site to self (higher risk) or a part time UAI colleague (most typical) on the K2 scheduler	Liaising with frequently hard to reach UAI colleagues for updates on enforcement escalations (needing to provide technical review / oversight)	The FVC needs to coordinate communications about it is moved along an entire chain valley, where multiple copies remain in circulation and no one knows about the case is locked into entity body text and person ID. This is a major bottleneck in 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 the UAI's know that corrections are completed, the FVC goes into K2 and 'approves' the final report. An auto email goes to the responsible FBO (if they have opted into email). OR the lego is sent to CSU who will then post the final enforcement letters to the FBO.							
	Having to constantly check for acknowledgement when the UAI has received the assignments, damped morale and motivation. Delayed in plant roles they are hard to reach and this may create a lag or unnecessary pressure on the FVC.	Start of data ownership, stewardship and maintenance between teams.								
	Email notifications and an actions dashboard for UAI's to pick up FVC notifications with multi role visibility (FVC-UAI-ITL)	Data scrape / feed from companies house to maintain up to date records (address & company type)								
	Receive an automated email from K2 for each assigned site visits.	Review prep materials, familiarise with plant profile (e.g. product content (i.e. check prognosis on outbreak or recurring issues). Review second email from UAI with any additional background / prep information if supplied. This is because the FVC may be sending additional information / access to data locations.	Conduct a closing meeting with the FBO in office or similar. Review and discuss individual items discovered during the inspection. Agreeing next steps or crib sheets. This may be lengthy if there have been numerous infractions.	May email the audit team or a past auditor to update them of any part of the inspection or any findings or infraction or issue observed at Audit. This is discretionary or may be specifically requested by Auditors in their report.	Prep time, fieldwork and reporting time plus travel expenses are recorded in both a handwritten form and the iHR system (travel expenses)					
	Notify inspection team leader (ITL) 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 fast auditor / UAI as required	If enforcement actions are required complete appropriate form and hand to FBO. FVC may need to sign off remedial action by certain date. (physical form handed to FBO)							
	Plans the visits in outlook calendar & shares with ITL, FVC and UAI Lead for visibility	Prep materials focus on K2, Sharepoint (audit reports, post audit reports, plant profiles, Chronos (Enforcement), inspection reports, photos, FBO details, House less visibility or access of some data locations FVC has.	If a serious infraction is observed call the FVC to confirm next actions e.g. seizure of product / sampling							
	Parties drawing over overseeing the UAI's availability aren't always in touch. The UAI Lead and FVC are often a 'piggy in the middle' having to negotiate, satisfy and notify 3 parties (UAI, ITL and the Lead).	Navigate using Google Maps (or vehicle sat nav)	Reference notebook, clipboard, enforcement notice forms (e.g. RAN), photo real review.	Create a reporting format that minors or lists from inspection recording templates or forms (as in dairy D4Z).						
	Protect MHM time for UAI with clear hierarchy request fulfillment, roles and relationships.	Collating and reviewing all required information from disparate sources is time consuming and prone to human error, e.g. catching the process 'as is' before opportunity to conceal practices. One time inspectors may only work on UAI 1-2 days a week. This can lead to many unanswered prep questions or liaison with other parties (audit to FBO) which may not be available or even right before (often unfeasible).	Use crib sheet and other material to guide inspection. Thermometer, phone camera (with timestamp app to record photographic evidence). Some use phone camera evidence to capture the beginning of a new site's evidence in their photo-real.	Photo evidence is not easily recognisable from the available reporting formats, it is therefore being inconsistently stored in different locations or not always being appended to shared documents.						
Unannounced Inspector (UAI)	Parties drawing over overseeing the UAI's availability aren't always in touch. The UAI Lead and FVC are often a 'piggy in the middle' having to negotiate, satisfy and notify 3 parties (UAI, ITL and the Lead).	Content Management System (CMS) - provide easy to find related content to feed prep information. Part 1 of CMS is the business owner or manager, introduce self, visit purpose and show FSA ID, get protective clothing and equipment.	Conduct loose 'opening meeting' to confirm business ownership, structure and location of the plant (e.g. K2 etc) for any change against plant profile information. Authorised to do so. Send FBO on any outstanding enforcement items.	FBO's only receive paperwork / summary of the visit on the day of an inspection. This is often late and they may not have a clear named contact or email of who to contact in the event they need to raise any concerns or follow up evidence of a rectified issue etc.						
	Protect MHM time for UAI with clear hierarchy request fulfillment, roles and relationships.	Prep and interview crib sheets vary in structure and detail from UAI to UAI, leading to variable inspection consistency and quality.	Continue to full site inspection, observe if question FBO, working following a 'look around' and 'introduction' entry to the premises, following its policies to prevent leaving the field. A one stop shop to rectify evidence.	Provide FBO's with easy to surface, consistent FBO facing artefacts for common infractions. Standardise artefacts handed over to FBO's.	UAI emails a 'draft' report and letters to the FVC for technical (legislative content) and clerical review. Allows remedial action to be conducted.					
	Recent observations in prep notes print out, crib sheet or contemporaneous notebook. Photos using phone camera or timestamp app.	Provide aide or template with easy to use complex custom views or filters for inspection. Ensure all evidence is taken into the field. A one stop shop to rectify evidence.	Answering queries for FVC review is time consuming (asynchronous because they are on the line working long hours). If the FVC sends a report back to the FVC means a delayed final report / letter to the FBO.							
	Autonomy by UAI's to create more documentation without requiring direct FVC oversight.	Autonomy may begin a partial write up of noted in their car before inspection sites.	Inspector may begin to write up of noted in their car before inspection sites.	If reporting the next day or several days later, Chronos must be manually set to the correct date (easy to miss and cause confusion).						
	Provide guidance and training on consistent conduct of inspections.	Provide consistency in recording tools and standards, uniform capture of data (offical forms, enforcement notice sheets / questions, consistent approach to take photographs, standardise on contemporaneous notebook).	Inspector may test or calls the FVC or UAI once they have safely left the premises or arrived home (health and safety check).	UAI finalises report by making corrective edits (if suggested by FVC) and replying to signal report is ready to issue to FVC.						
	There is widespread praise for the inspection system. Many UAI's have not yet adopted new methods (timestamp app) or have had early beta access and have reverted to old methods.	Ensuring the tooling is rolled out with testing, gathering feedback of key issues and ongoing support / check ins to ensure uptake and correct usage.	By using email to check reports before they are issued, it allows the author of the report arise in circulation - no single source of truth.	A centralised reporting system with report 'status' and live assignable so it can be tracked and updated without causing replication in circulation.						
	Document management system to correct pairing to FBO, auto sync to CMS record for FBO.	Document management system to correct pairing to FBO, auto sync to CMS record for FBO.								