



# Food Standards Agency

## Show and tell Sprint 4



NOTBINARY

# Agenda

- What we did last week
- What we're doing next week
- Questions / discussion

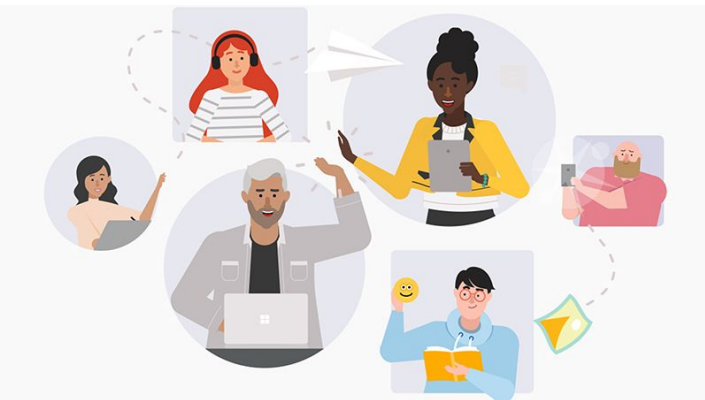
# Key activities

## Week 4

- Held interviews with FCT, Incoming Comm's and Helpline support in York
- Development of Service Blueprint
- Review of Helpline requirements and Discovery Service Assessment process
- Planning final playback
- Team analysis and review session
- Discovery write up



# Teams engaged throughout Discovery



**Approvals Team**

**FCT**

**Transactions (York)**

**Helpline (London)**

**WATOK**

**NFCU Bureau**

**Private Office**

**Communications Team**

**Northern Ireland  
Helpline**

**Wales Helpline**

# This week's research learnings

## Working Well



- FCT recently launched a webform that has resulted in fewer unrelated enquiries
- On the other hand, the NFCU have a webform that is still receiving unrelated enquiries
- Good relationship and communication between FCT and the Helpline
- Helpline improvements under the new team leadership

## Pain Points



- Specialist teams feel that the Helpline reaches out to them when they shouldn't
- A specialist team mentioned that if an enquiry is not for them they forward it to the relevant team and copy the Helpline into the email but the Helpline will still contact them chasing for an answer
- Most enquiries that come through to them whether from the Helpline or directly, often need to be

## Needs Improvement



- FSA website is not the easiest to navigate
- IVR is not very clear for members of the public
  - May be helpful to be able to divert a customer to the right team or IVR option so that they do not need to end the call and call back again
- It is difficult to find out who does what in the Agency
  - Delve isn't suitable when searching for a staff member by job title or area

## Additional Insights



- There is a dedicated Local Authority team that has been running for a month or two
- Transactions team would like more support in their new roles to answer enquiries effectively
- No clear way of dealing with an emergency enquiry



# Focus areas

- **Users** and their **needs** of the service
- Current **business processes** being operated and would be impacted by the service
- **Existing technology** that would enable the delivery of the service
- **Underlying data** the service would run on

By the end of the Discovery, we will be in a position to decide which ideas will be taken forward to an Alpha phase, if it is recommended to progress that far.

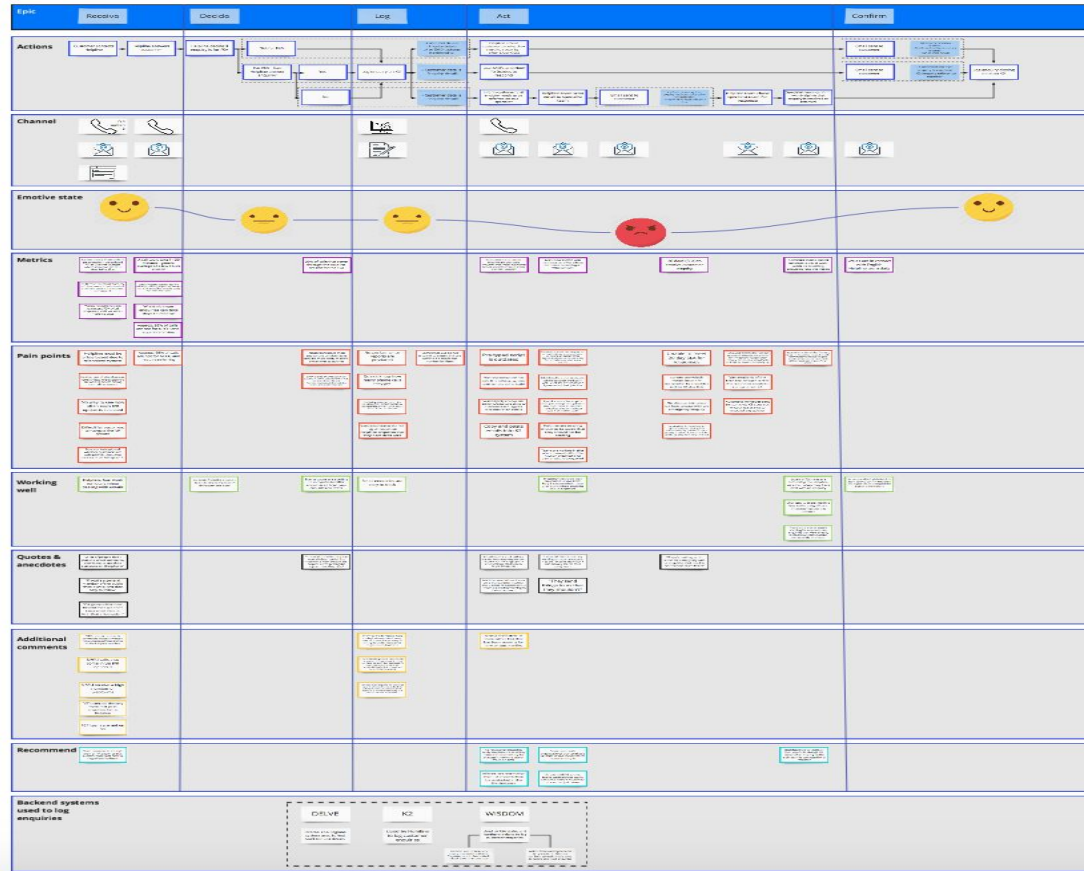
# Back to the key question...

We will conduct a Discovery for this service to determine whether there is evidence for introducing a tool (such as a CRM) to add significant enhancements to the customers of the service.

Yes

This will focus on creation of a Service Blueprint to show the bigger picture of how the service is operating and where the pain points lie, before investing in any technology solutions.

# Draft Service Blueprint



Service Blueprint

[https://miro.com/app/board/o9J\\_kuvn9dc=](https://miro.com/app/board/o9J_kuvn9dc=/)



# Sprint 5

- **Continue to update the project wiki** with the feedback, analysis & recommendations
- **Complete Service Blueprint** as per our agreed deliverables for this Discovery
- **Create final report** for final playback session
- **Prepare for the Discovery Service Assessment** which will follow on from the final playback with FSA



# We're an open book

All our work is in the open so you can see what we're up to.

Our 'door' is always open.

Please come have a chat with us.

... and come to our **show & tells** !

Project wiki:

<https://github.com/notbinary/fsa-hccc/wiki>

Over to you

Any  
Questions

From all of us...

Thank You







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