Business Committee performance report

FSA BC 24-06-04

10 June 2024

Data source:
Executive performance dashboard 8 May 2024

Contents

Responsible Director:
Junior Johnson

Food Standards Agency
food.gov.uk

Regulator

Objective: We **must** directly deliver official controls in meat, dairy and wine businesses (including exporters)

Overall RAG G

Meat, wine and dairy audit

What does overall meat food business operator (FBO) compliance show?

Measure		2023/24 Target	Previous period (Q3)	This period (Q4)	RAG	Trend
No. Meat FBO audits completed	E and W	134/Q	137	157	G	↑ Improved
	NI	8/Q	9	11	G	↔ Stable
% Meat FBO audits completed by agreed timescales	E and W	90%	96%	100%	G	↔ Stable
	NI	100%	100%	100%	G	↔ Stable
% Meat FBOs where urgent improvement is necessary	E and W	<1.50%/M	0.63%	0.63%	G	↔ Stable
	NI	<1.50%/M	0.00%	0.00%	G	↔ Stable

Number of meat FBOs by compliance rating by the three nations
Good; **Generally satisfactory**; **Improvement** and **Urgent improvement necessary**

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2020/21				2021/22				2022/23				2023/24			
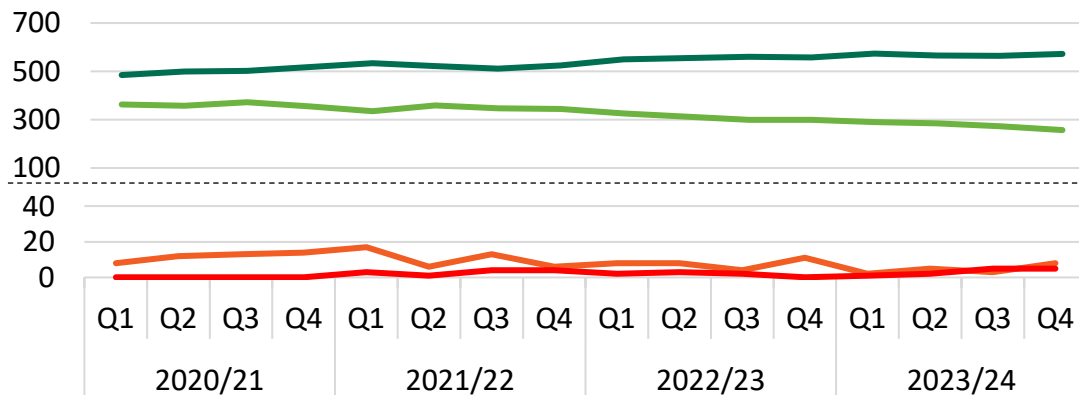
Are we delivering our statutory obligations in wine premises?

Measure	Ambition	Previous period (Q3)	This period (Q4)	RAG	Trend
Visits carried out in year (quarterly)	237	167	245	G	↑ Improved
Visits carried out in year (cumulative)	948	564	818	A	NA

Are we delivering our statutory obligations in dairy premises?

Measure	Ambition	Previous period (Q3)	This period (Q4)	RAG	Trend
No. overdue visits	TBC	86	91	G	↔ Stable
% within visit frequency	98.40%	98.90%	98.83%	G	↔ Stable
RDM sampling - % of failed samples	<30.00%	24.26%	26.25%	G	↔ Stable

To note - Less than 30% of failed samples for raw drinking milk (RDM) is used as a threshold as this can be an indicator of poor hygiene practices and potentially harmful bacteria. Specific testing is also carried out for harmful bacteria and immediate action is taken by dairy inspectors, whether testing failures relate to either harmful or indicator bacteria.

E and W – England and Wales | **NI** – Northern Ireland

Operational delivery

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Regulator

Objective: We **must** directly deliver official controls in meat, dairy and wine businesses (including exporters)

Overall RAG G

Official Controls

Do we have the right resources to deliver the Official Controls?

Measure	Ambition	Previous period (Q3)	This period (Q4)	RAG	Trend
% TROV workforce	0%	19%	18%	G	↔ Stable
% OV workforce MRCVS	100%	81%	82%	G	↔ Stable
OV attrition (SDP)	<6%	8%	10%	A	↓ Declined
CMHI attrition (SDP)	<6%	3%	8%	A	↓ Declined
MHI resourcing (EMHI vs CMHI from SDP) %	50:50	42:58	43:57	A	↔ Stable

CMHI: Contract Meat Hygiene Inspector

EMHI: Employed Meat Hygiene Inspector

MHI: Meat Hygiene Inspector

TR: Temporarily Registered (with Royal College Veterinarian Surgeons - RCVS)

OV: Official Veterinarian (employed by SDP)

SDP: Service Delivery Partner

Approval of new meat FBOs

Are approvals of new meat establishments delivered in line with legislative requirements?

Measure		2023/24 Target	Previous period (Q3)	This period (Q4)	RAG	Trend
% conditional approvals under 3 months	E and W	90%	60%	83%	A	↑ Improved
	NI	100%	100%	100%	G	↔ Stable
% full approvals under 6 months	E and W	100%	100%	100%	G	↔ Stable
	NI	100%	100%	100%	G	↔ Stable

Full approval: Establishment meets the relevant requirements of food law.

Conditional approval: Granted subject to any conditions or limitations that apply.

Operational delivery

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Regulator

Objective: We **must** deliver an efficient and effective response to food and feed incidents

Overall RAG G

Incidents and response

How many incidents are taking place and what category do these fall into?

| Measure	Benchmark	Previous period (Q3)	This period (Q4)	RAG	Trend
Total no. incidents occupying time	TBC	850	817	A	↔ Stable
No. new incidents	TBC	490	504	A	↔ Stable
Total no. non-routine	TBC	2	1	G	↔ Stable
Total no. outbreaks	TBC	9	6*	A	↔ Stable
No. high priority incidents	TBC	195	197	R	↔ Stable
No. medium priority incidents	TBC	213	216	R	↔ Stable
No. Allergy Alerts	TBC	14	16	A	↔ Stable
No. Product Recall Information Notices	TBC	21	15	A	↔ Stable

*3 x Suspected Norovirus, 2 x Listeria, 1 x STEC

Whilst measures are developed, to provide the context for incident and response work, the graph below provides the outcome for the total number of incident notifications received by the FSA per financial year.

Total incident notifications received by financial year to 31 March 2023
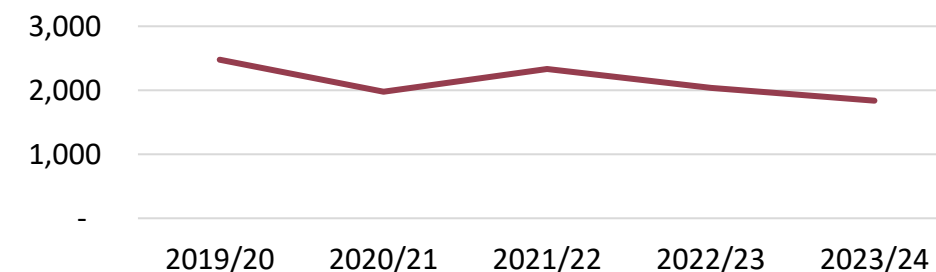
Number of food alerts notifications issued by the FSA to 31 March 2023
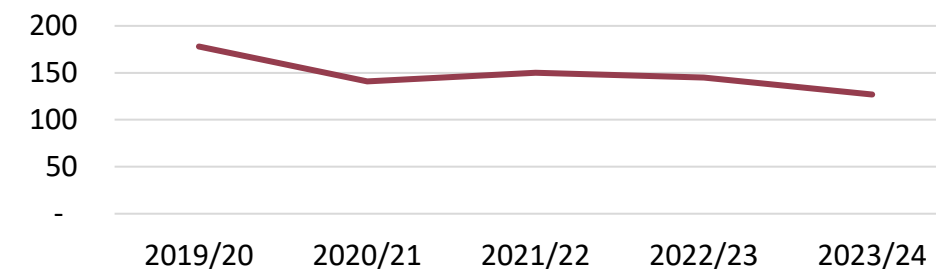
Incidents: "When action is required to protect consumers when concerns around the safety or quality of food (and/or feed) are raised."
Non-routine: "A food incident, which cannot be dealt with using everyday resources and procedures."

Operational delivery

Responsible Director:
Junior Johnson

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Regulator

Objective: We **must** deliver an efficient and effective response to food crime

Overall RAG G

National Food Crime Unit (NFCU)

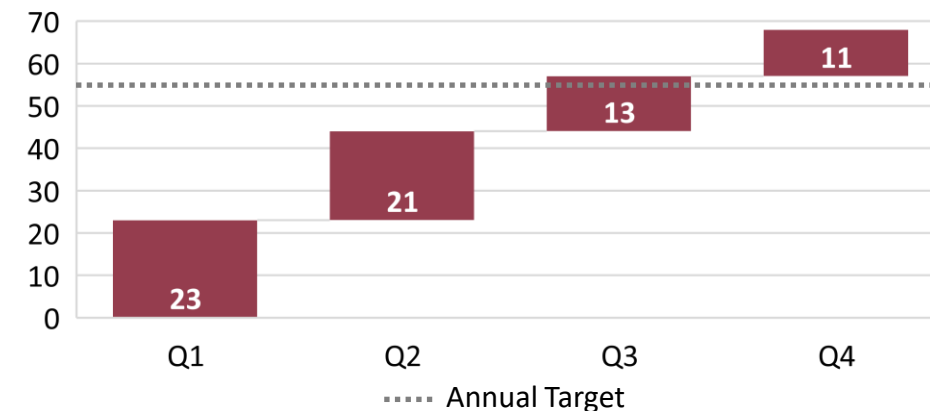### Are NFCU operations successfully leading to outcomes?

Measure	Target	Year to date	Previous period (Q3)	This period (Q4)	RAG	Trend
% closed NFCU operations that led to an outcome	50%	55%	81%	79%	G	↔ Stable
% NFCU SIRs which improved rating	40%	54%	27%	3%	A	↓ Declined
No. Disruptions overall	55/yr	68	13	11	A	↔ Stable
No. Outcomes overall	50/yr	93	28	30	G	↑ Improved

Disruptions – are achieved when we have had a direct impact on food crime. We register these with the National Crime Agency and they need to meet a certain level of impact. An example of a disruption would be the execution of a search warrant.

Outcomes - are recorded when there is an indirect impact on food crime. For example, when we issue strategic communications to LAs and industry to respond to a food crime threat.

SIRs: Strategic Intelligence Requirements: Identified gaps in our understanding about food crime control strategy priorities we are looking to better understand.

Cumulative disruptions per quarter in 2023/24

Q1: 23, Q2: 21, Q3: 13, Q4: 11
····· Annual Target

Cumulative outcomes per quarter in 2023/24
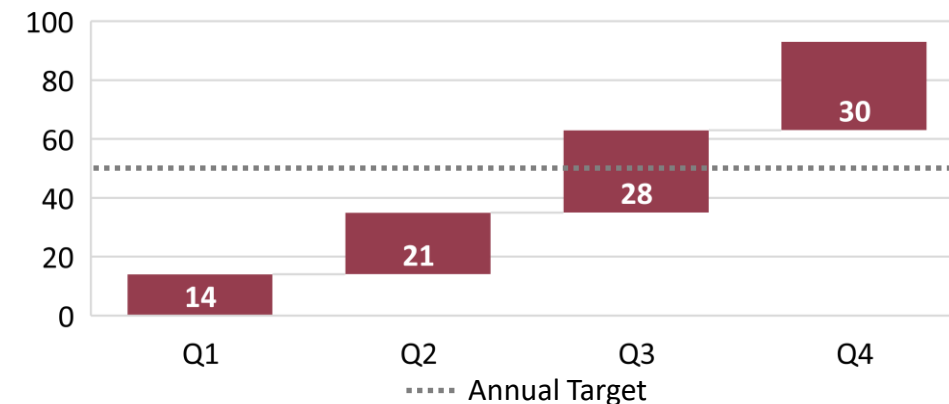
Q1: 14, Q2: 21, Q3: 28, Q4: 30
····· Annual Target

Local Authority delivery

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Regulator

Objective: We **must** deliver our regulatory responsibilities as the national regulator to assure that feed, food and importing businesses are compliant

Overall RAG R

LA performance

Are required interventions at all risk establishments taking place?

% of due interventions achieved in establishments

Measure		Benchmark (pre-COVID levels)*	Previous period (FY 2022/23)*	This period (Q1-2 2023/24)	RAG	Trend
Food Hygiene: % due interventions achieved	A rated	99.0%	99.5%	83.7%	R	↓ Declined
	B rated	96.6%	99.0%	86.6%	R	↓ Declined
	C rated	91.6%	89.1%	67.6%	R	↓ Declined
	D rated	83.6%	NA	41.1%	R	NA
	E rated	73.2%	NA	17.5%	R	NA
Food Standards: % due interventions achieved	A rated	78.1%	87.7%	55.3%	R	↓ Declined
	B rated	32.5%	N/A	13.0%	R	NA
	C rated	37.3%	N/A	16.0%	R	NA

Are local authorities managing unrated businesses?

Measure		Benchmark (pre-COVID levels)	Previous period (Q4 2022/23)	This period (Q2 2023/24)	RAG	Trend
Number of businesses unrated (Food Hygiene)	E	29,021	36,592	39,070	R	↓ Declined
	W	1,388	2,352	2,263	R	↔ Stable
	NI	559	510	679	R	↓ Declined
Number of businesses unrated (Food Standards)	E	68,448	85,595	82,180	R	↔ Stable
	W	4,160	5,635	5,477	R	↔ Stable
	NI	606	519	724	R	↓ Declined

Interventions: Both reactive and proactive activities such as inspections, sampling visits, full and partial audits and surveillance and intelligence gathering.

* Dataset covers a 12-month period, but data shown pro-rata.

Responsible Director:
Katie Pettifer

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Regulator

Objective: We **must** deliver our regulatory responsibilities as the national regulator to assure that feed, food and importing businesses are compliant

Overall RAG **R**

LA resourcing and performance

What resource do LAs have in place to deliver the controls?

Food Hygiene

Measure		Previous period (Q3-4 2022/23)	This period (Q1-2 2023/24)	RAG	Trend
FTE allocated to deliver controls	E	1,377	1,394	R	NA
	W	165	164	G	NA
	NI	58	61	A	NA
FTE occupied to deliver controls	E	1,226	1,265	R	NA
	W	144	146	A	NA
	NI	50	54	R	NA

Food Standards

Measure		Previous period (Q3-4 2022/23)	This period (Q1-2 2023/24)	RAG	Trend
FTE allocated to deliver controls	E	280	338	R	NA
	W	58	66	R	NA
	NI	33	30	R	NA
FTE occupied to deliver controls	E	252	292	R	NA
	W	53	59	R	NA
	NI	28	27	R	NA

Are LAs performing and are issues being rectified?

Measure	Previous period (Q3)	This period (Q4)	Of which new…	RAG	Trend
No. open cases	49	33	20	NA	NA
No. cases being monitored	56	68	15	NA	NA
No. cases closed	55	64	31	NA	NA
No. cases in escalation	6	4	0	NA	NA

FTE: Full time equivalent, includes 'authorised officer', regulatory support officers and trainees.

LAs escalated: Where LAs are in stage 1 (written request from FSA to LA Head of Service) or higher if the escalation process.

Local Authority delivery

Regulator

Objective: We **must** deliver our regulatory responsibilities as the national regulator to assure that feed, food and importing businesses are compliant

Overall RAG **R**

LA performance

Is action by LAs improving compliance?

Local Authority activity

Measure		Benchmark (pre-COVID levels)*	Previous period (Q3-4 2022/23)*	This period (Q1-2 2023/24)	RAG	Trend
No. establishments subject to enforcement activities**	FH	2,392	2,799	2,766	NA	NA
	FS	229	275	287	NA	NA
No. establishments subject to written warning**	FH	75,641	69,582	71,329	NA	NA
	FS	12,548	13,580	14,368	NA	NA

Business compliance

Measure	Previous period (Q3)	This period (Q4)	RAG	Trend
% FHRS ratings 3+	96.9%	96.9%	NA	NA
% FHRS ratings 5	76.1%	76.3%	NA	NA

Enforcement: Formal steps, measures and sanctions an LA can take in response to a food establishment's failure to comply with food law (e.g. serving Hygiene Improvement Notices/Improvement Notices).

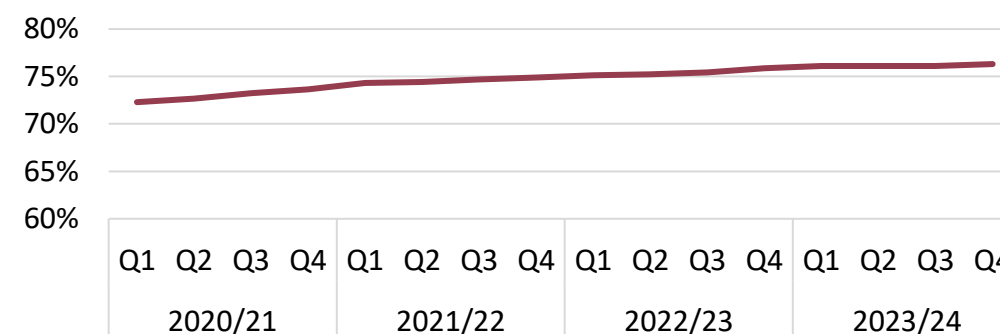**FHRS ratings of 3 or better (England, Wales and Northern Ireland consolidated)**
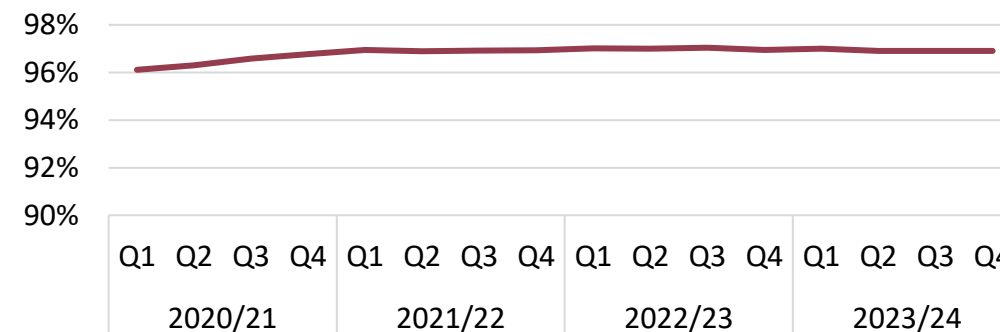
FHRS ratings of 5 per quarter (England, Wales and Northern Ireland consolidated)

*Dataset covers a 12-month period, but data shown pro-rata

**Enforcement activities are carried out by LAs.

Regulated Products

Regulator

Objective: We **must** maintain an effective and efficient risk analysis process, supporting decision makers across all UK countries

Overall RAG A

Regulated Products delivery

What is the caseload in the system?

Measure	Average (from July 2023)	Previous period (Q3)	This period (Q4)	RAG	Trend
New contacts received (CMS only)	40	45	47	A	↔ Stable
Total number of applications in the service	454	447	465	R	↓ Declined
Number of applications in Validation and Risk Assessment	415	412	409	A	↔ Stable
Number of applications in Risk Management and authorisation	36	35	49	A	↑ Improved
Number of applications completed	33	13	0	R	↔ Stable
Number of applications invalidated*	6	4	13	A	↓ Declined

Are we delivering a good Regulated Products Service?

Measure	2023/24 Target	Previous period (Q3)	This period (Q4)	RAG	Trend
Number of official complaints relating to service	TBC	0	0	G	↔ Stable
Average time to deliver end-to-end service**	2yrs	20 mths	20mths	R[1]	↔ Stable

* Invalidated refers to applications which do not have sufficient evidence to progress.

** Measures count applications which have completed the end-to-end process and have either been approved or rejected. 'Stop the Clock' days are deducted from figures

[1]RAG for average time to deliver end-to-end service is based on a forward look, where changes to methodology are expected to increase time taken to deliver for cases currently in the service.

* Measures apply only to applications which have completed the end-to-end process and have either been approved or rejected. Figures are calculated with 'Stop the Clock' days deducted.

Responsible Director:
Julie Pierce

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Evidence generator

Objective: We **must** ensure risk analysis decisions and priority 'core and change' work are informed by timely and robust science and evidence.

Overall RAG (G)

Science, evidence and research

Does our science have impact?

Measure	12-month average	Previous period (Q3)	This period (Q4)	RAG	Trend
No. reports published	41	53	36	G	↓ Declined

Measurement of science impact is a challenge across government but one which we need to address. We currently measure science outputs to ensure we actively communicate our research, operating in a manner that is open and transparent and these continue to increase year on year. We are currently developing metrics to measure how we deliver impact from our science, research and evidence programmes.

Do we provide evidence to support FSA functions?

Risk Analysis Process (RAP) - SERD responsibilities

Measure	Target	Previous period (Q3)	This period (Q4)	RAG	Trend
RAP is followed, evidence is assured, outputs fit for purpose	100%	100%	85%	A	↓ Declined

Research

Measure	12-month average	Previous period (Q3)	This period (Q4)	RAG	Trend
Internal projects	TBC	TBC	TBC	TBC	TBC
External projects	TBC	TBC	38	TBC	TBC
External spend	TBC	TBC	£1,146k	TBC	TBC

Sampling

Measure		Target	Previous period (Q4 2022/23)	This period (Q4 2023/24)	RAG	Trend
Regulatory monitoring	Samples taken	TBC	6,768	6,563	G	NA
	Of which non-compliant	TBC	51 (0.75%)	224 (3.4%)	TBC	NA
Targeted surveillance	Samples taken	TBC	2,585	1,947	A	NA
	Of which non-compliant	TBC	367 (14.2%)	174 (8.9%)	TBC	NA
Sampling informing science & research	Samples taken	TBC	1,301	2,715	G	NA
	Of which non-compliant	TBC	39 (3%)	67 (2.5%)	TBC	NA
Enforcement sampling (official controls)	Samples taken	TBC	1,214	2,440	G	NA
	Of which non-compliant	TBC	216 (17.8%)	593 (24.3%)	TBC	NA

Trade and International

Policy maker

Objective: We **must** assess and make recommendations on market access requests and provide technical input to other government departments on "Sanitary and Phytosanitary" and "Technical Barriers to Trade" issues in trade agreements

Overall RAG G

Imported foods

Do we support consumer access to safe imported food?

Measure	12-month average	Previous period (Q3)	This period (Q4)	RAG	Trend
Number of border notifications	TBC	112	114	TBC	↔ Stable
Number of intensified official controls	TBC	1	4	TBC	NA
Number of imposed checks	TBC	0	0	TBC	NA
Number of import market access audits	TBC	1	1	TBC	NA
Number of equivalence assessments ongoing	TBC	2	2	TBC	NA

Trade and international

Are we meeting our international obligations?

Measure	Previous period (Q3)	This period (Q4)	RAG	Trend
Number of export market access requests from Defra facilitated by FSA	6	6	G	↔ Stable
% notifications to World Trade Organisation within deadlines	100%	100%	G	↔ Stable
No. of Section 42 advices undergoing request, drafting, or publication	1	1	G	↔ Stable

Reputation and Communications

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Enabler

Objective: We **will** provide the people, resources and processes needed to deliver the FSA's corporate objectives and priorities
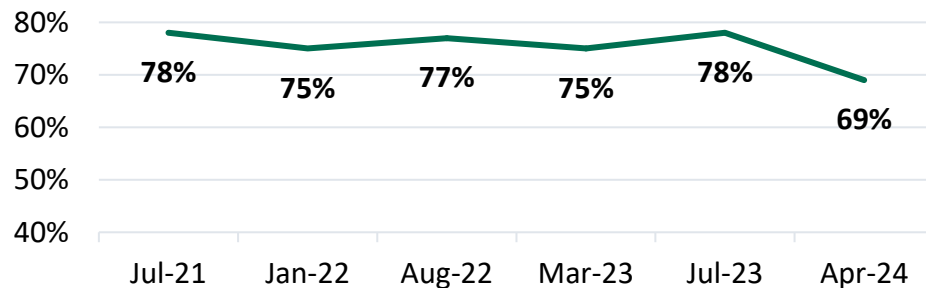
Overall RAG G

Public trust, correspondence and complaints

What is the FSA's reputation with the public?

Measure	2023/24 target	Previous period (Jul-23)	This Period (Apr-24)	RAG	Trend
Trust in the FSA*	75%	78%	69%	A	↓ Declined

Consumer trust in the FSA by Food and You 2 survey publication date

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80%    78%        77%        78%
70%          75%       75%
60%                                    69%
50%
40%
     Jul-21  Jan-22  Aug-22  Mar-23  Jul-23  Apr-24
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Are we managing complaints and responding to correspondence within deadlines?

Measure	2023/24 Target	Previous period (Q3)	This period (Q4)	RAG	Trend
Number of complaints	NA	6	19	NA	NA
Complaints responded to within deadline	100%	83%	88%	A	↑ Improved
FOIs responded to within deadline	100%	100%	100%	G	↔ Stable

Media coverage, social media and stakeholder engagement

Are the public engaging with the FSA online and FSA newsletters?

Measure	12-month average	Previous period (Q3)	This period (Q4)	RAG	Trend
Consumer engagement social media	2.5%	2.1%	2.1%	A	↔ Stable
Business engagement social media	3.0%	3.5%	3.7%	G	↑ Improved
Website visitors	750,068	794,652	744,613	A	↓ Declined
Bulletins audience growth	5.7%	3.0%	7.7%	G	↑ Improved
Bulletins engagement rate	43.2%	46.4%	37.3%	A	↓ Declined

Are we featuring in the news?

Measure	12-month average	Previous period (Q3)	This period (Q4)	RAG	Trend
Total pieces of coverage	2,453	4,860	2,060	R	↓ Declined
Total opportunities to see (reach)	663m	1.6bn	578m	R	↓ Declined

To note - because of protracted technological issues with our press cuttings, the figures for this period (Q4) significantly under-represent the amount of press coverage achieved. We hope to be able to correct this in future reports.

*% is based on people who report at least some knowledge of the FSA.

People and Resources

Enabler

Objective: We **will** provide the people, resources and processes needed to deliver the FSA's corporate objectives and priorities

Overall RAG **A**

Workforce

Do we have the people to deliver our priorities?

Measure	Target	Year on year comparison	This period (Q4)	RAG	Trend
Westminster headcount	1,330.0	TBC	1,444	R	NA
Northern Ireland headcount	NA	TBC	78	NA	NA
Wales headcount	NA	TBC	60	NA	NA
Attrition rate	11.9%	TBC	11.0%	G	NA

Is our workforce diverse?

Measure	Benchmark*	Year on year comparison	This period (Q4)	RAG	Trend	Declaration rate
Sex	50% female	46.5%	49.4%	G	↔ Stable	100%
Disability	15.8%	9.2%	10.0%	A	↔ Stable	66.6%
Ethnicity	15.4%	10.8%	10.1%	A	↔ Stable	81.6%
Sexual orientation	6.4%	4.7%	4.4%	A	↔ Stable	69.3%
Low socio-economic background	34.0%	TBC	33.2%	TBC	TBC	31.4%

Financial performance

Westminster Resource and Capital Departmental Expenditure Limits

	Budget £million	2023/24 outturn £million	Under / (Over) spend £million	Variance (outturn vs budget) %	RAG
RDEL and CDEL	125.1	121.2	3.9	3%	A

Wales DEL

	Budget £million	2023/24 outturn £million	Under / (Over) spend £million	Variance (outturn vs budget) %	RAG
RDEL and CDEL	5.3	5.1	0.2	4%	A

Northern Ireland DEL

	Budget £million	2023/24 outturn £million	Under / (Over) spend £million	Variance (outturn vs budget) %	RAG
RDEL and CDEL	15.2	15.1	0.1	1%	G

Total FSA DEL

	Budget £million	2023/24 outturn £million	Under / (Over) spend £million	Variance (outturn vs budget) %	RAG
Total	145.6	141.4	4.2	3%	A

Data covers period up to 31 March 2024

*Based on Civil Service benchmark.