

Business Committee performance report

FSA BC 24-09-04

9 September 2024

Data source:

Executive performance dashboard 7 August 2024



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Regulator

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

Overall RAG G

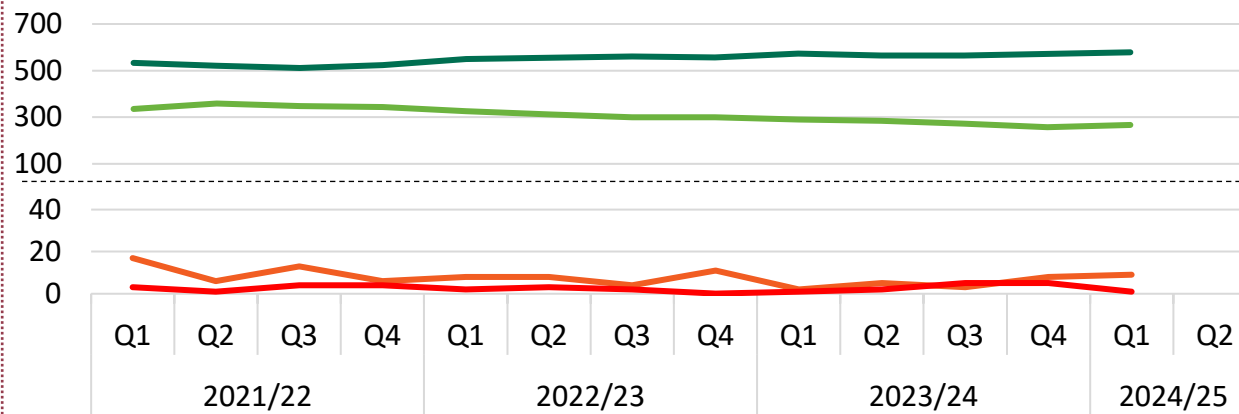
Meat, wine and dairy audit

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

Measure		2024/25 Target	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
No. Meat FBO audits completed	E and W	138/Q	157	159	G	G
	NI	7/Q	11	9	G	G
% Meat FBO audits completed by agreed timescales	E and W	90%	100%	100%	G	G
	NI	100%	100%	100%	G	G
% Meat FBOs where urgent improvement is necessary	E and W	<1.50%/M	0.63%	0.13%	G	G
	NI	<1.50%/M	0.00%	0.00%	G	G

Number of meat FBOs by compliance rating by the three nations

Good; Generally satisfactory; Improvement and Urgent improvement necessary



Are we delivering our statutory obligations in wine premises?

Measure	Ambition	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
Visits carried out in year (quarterly)	237	245	317	G	G
Visits carried out in year (cumulative)	948	818	317	A	G

Are we delivering our statutory obligations in dairy premises?

Measure	Ambition	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
% dairy visits completed within frequency	E and W	98.40%	98.83%	G	G
	NI	100%	100%	G	G
RDM sampling - % of failed samples due to harmful bacteria	E and W	0%	NA	NA	G
	NI	0%	NA	NA	G

% of failed RDM samples in NI – relates to 3 out of 5 on one premises. We have opted to RAG green due to the low risk posed, as production ceased while corrective action was taken and additional sampling was conducted to ensure compliance prior to production resuming, reducing the risk to the public.

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? (England and Wales only)

Measure	Ambition	Previous period (2023/24)	This period (Q1)	Previous RAG	This RAG
% TROV workforce	0%	18%	19%	G	A
% OV workforce MRCVS	100%	82%	81%	G	A
MHI attrition (FSA)	<8%	11.8%	1.2%	NA	G
MHI resourcing (EMHI vs CMHI from SDP) %	50:50	43:57	45:55	A	G

MHI attrition (FSA): the previous period's data covers attrition data across 2023/24.

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

OV: Official Veterinarian (employed by SDP)

MRCVS: Member of the RCVS

SDP: Service Delivery Partner

CMHI: Contract Meat Hygiene Inspector

EMHI: Employed Meat Hygiene Inspector

MHI: Meat Hygiene Inspector

Approval of new meat FBOs

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

Measure		2024/25 Target	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
% conditional approvals under 3 months	E	90%	NA	100% (12)	NA	G
	W	90%	NA	NA	NA	NA
	NI	100%	100%	100%	G	G
% full approvals under 6 months	E	100%	NA	100% (24)	NA	G
	W	100%	NA	100% (1)	NA	G
	NI	100%	100%	100%	G	G

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

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

Regulator

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

Overall RAG

G

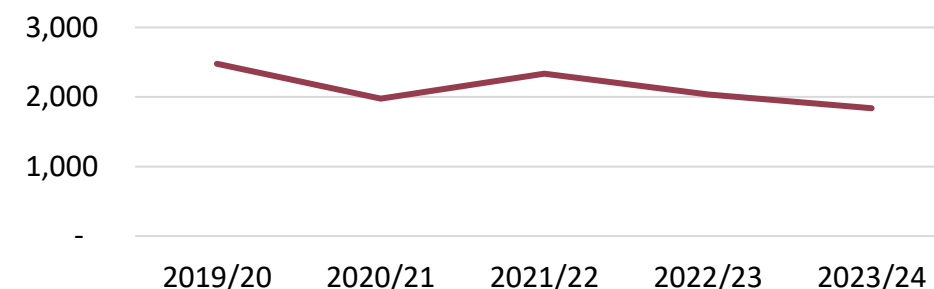
Incidents and response

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

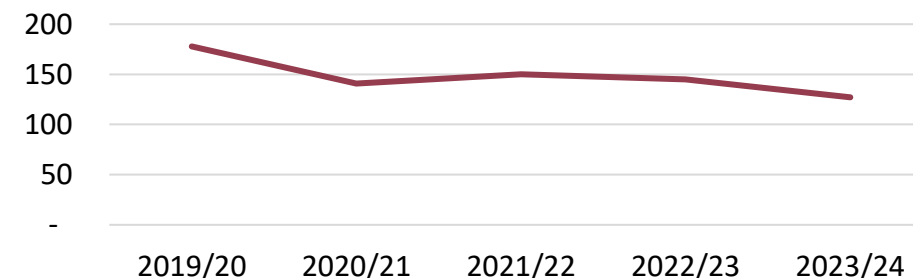
Measure	Baseline	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
Total incidents occupying time	841	817	747	A	A
Number of new incidents	472	504	426	A	G
Number of non-routine	3	1	2	G	A
Total number of outbreaks	8	6	5*	A	A
% high and medium priority incidents	80%	83.3%	81.9%	NA	A
...of which high priority	39%	39.8%	39%	NA	A
Number of Allergy Alerts	13	14	12	A	G
Number of Product Recall Information Notices (PRINs)	16	13	21	A	A

*2 x Salmonella, 1 x Listeria, 1 x STEC, 1 x Cryptosporidium.

Total incident notifications received by financial year to 31 March 2024



Number of food alerts notifications issued by the FSA to 31 March 2024



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.”

Regulator

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

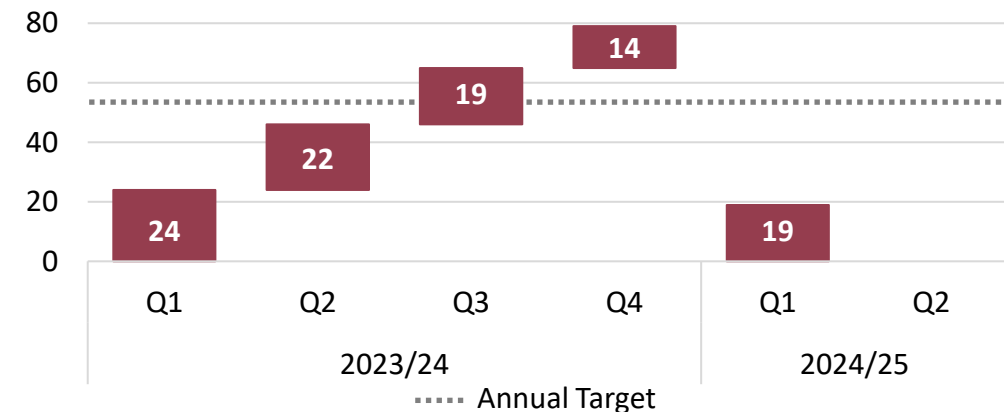
Overall RAG G

National Food Crime Unit (NFCU)

Are NFCU operations successfully leading to outcomes?

Measure	2024/25 target	Year to date	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
% closed NFCU operations that led to an outcome	50%	50%	79%	50%	G	G
% NFCU SIRs which improved rating	40%	6%	3%	6%	R	A
No. disruptions overall	55/yr	19	14	19	A	G
No. outcomes overall	80/yr	35	30	35	G	G

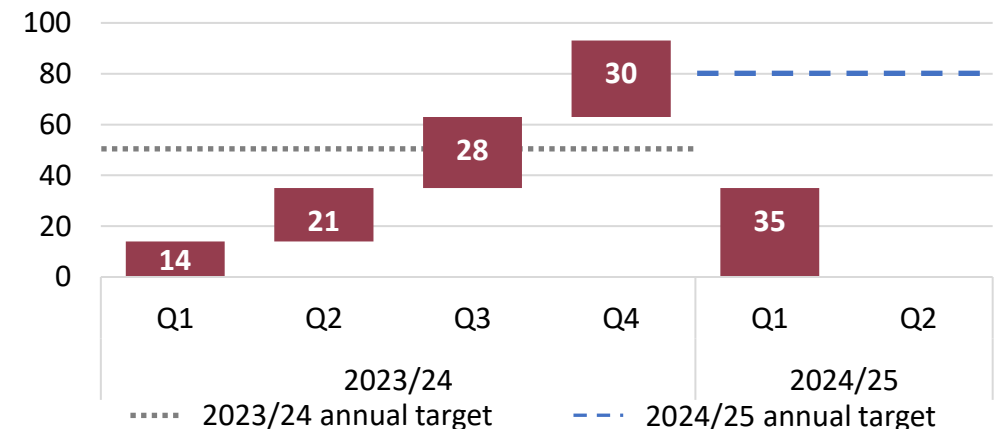
Cumulative disruptions per quarter



What is the impact of NFCU operations?

Measure	2024/25 target	Year to date	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
Volume of food products seized (kg)	NA	8,900kg	NA	8,900kg	NA	NA
% of business that changed prevention practices (target hardening) following FFRT	NA	66% (23/35)	NA	66% (23/35)	NA	NA

Cumulative outcomes per quarter



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?

England							Wales						
Measure	Benchmark	Previous period	This period	Previous RAG	This RAG	Measure	Benchmark	Previous period	This period	Previous RAG	This RAG		
Food Hygiene: % due interventions achieved	A rated	98.9%	83.3%	98.7%	R	A	Food Hygiene: % due interventions achieved	A rated	99.7%	90.7%	98.7%	R	A
	B rated	96.3%	86.5%	97.7%	R	G		B rated	98.5%	88.8%	99.6%	A	G
	C rated	91.3%	68.0%	83.8%	R	R		C rated	93.2%	63.1%	90.8%	R	G
	D rated	83.5%	41.5%	58.4%	G	G		D rated	80.5%	25.7%	43.9%	R	G
	E rated	72.4%	17.8%	26.2%	R	G		E rated	82.2%	12.2%	25.1%	R	G
Food Standards: % due interventions achieved	A rated	75.7%	54.0%	83.4%	R	G	Food Standards: % due interventions achieved	A rated	90.8%	76.1%	91.8%	A	G
	B rated	29.7%	12.2%	11.8%	A	A		B rated	60.3%	19.2%	32.7%	G	G
	C rated	32.4%	15.0%	11.7%	G	G		C rated	61.5%	19.7%	34.6%	G	G
Northern Ireland													
Food Hygiene: % due interventions achieved	A rated	99.2%	73.9%	100.0%	R	G	The benchmark covers the pre-COVID-19 levels (2019/20). Previous period covers Q1-2 2023/24. This period covers Q3-4 2023/24.						
	B rated	98.7%	83.9%	100.0%	R	G							
	C rated	92.5%	70.7%	90.0%	R	A							
	D rated	88.2%	49.8%	55.6%	G	G							
	E rated	77.1%	23.4%	32.6%	A	G							
Food Standards: % due interventions achieved	A rated	94.7%	69.6%	100.0%	R	G							
	B rated	89.9%	52.7%	74.7%	G	G							
	C rated	80.6%	38.1%	73.0%	G	G							

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 and resourcing

Are local authorities managing unrated businesses?

Measure		Benchmark (Pre-COVID levels)	Previous period (Q1-2 2023/24)	This period (Q3-4 2023/24)	Previous RAG	This RAG
Number of businesses unrated (Food Hygiene)	E	29,021	39,070	38,925	R	R
	W	1,388	2,263	1,746	R	R
	NI	559	679	430	R	G
Number of businesses unrated (Food Standards)	E	68,448	82,180	87,381	R	R
	W	4,160	5,477	5,270	R	R
	NI	606	724	394	R	G

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

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.

Do LAs have enough resource in place to deliver the controls?

Food Hygiene		Previous period (Q1-2 2023/24)	This period (Q3-4 2023/24)	Previous RAG	This RAG
FTE allocated to deliver controls	E	1,394	1,396	R	R
	W	164	163	G	G
	NI	61	64	A	A
FTE occupied to deliver controls	E	1,265	1,258	R	R
	W	146	142	A	A
	NI	54	59	R	R
Food Standards					
FTE allocated to deliver controls	E	338	348	R	R
	W	66	68	R	R
	NI	30	29	R	R
FTE occupied to deliver controls	E	292	304	R	R
	W	59	64	R	R
	NI	27	27	R	R

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?

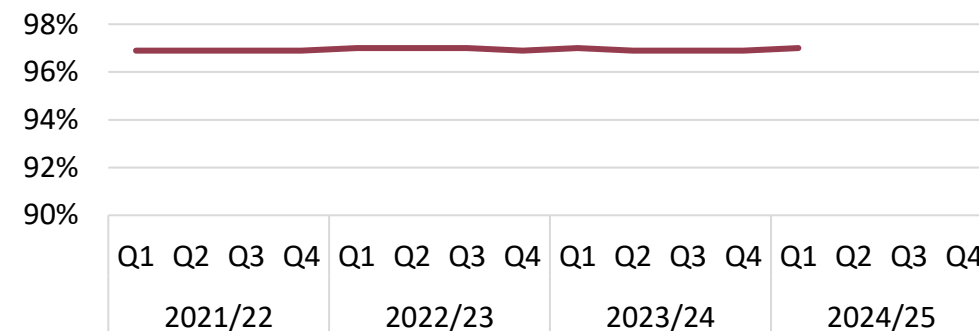
Local Authority activity Measure		Benchmark (pre-COVID levels)	Previous period (Q1-2 2023/24)	This period (Q3-4 2023/24)	Previous RAG	This RAG
Establishments subject to enforcement activities	FH	2,392	2,766	3,132	NA	NA
	FS	229	287	371	NA	NA
Establishments subject to written warning	FH	75,641	71,329	85,855	NA	NA
	FS	12,548	14,368	17,461	NA	NA

Business compliance Measure	Benchmark (pre-COVID levels)	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
% FHS ratings 3+	95.8%	96.9%	97.0%	NA	G
% FHS ratings 5	72.0%	76.3%	76.5%	NA	G

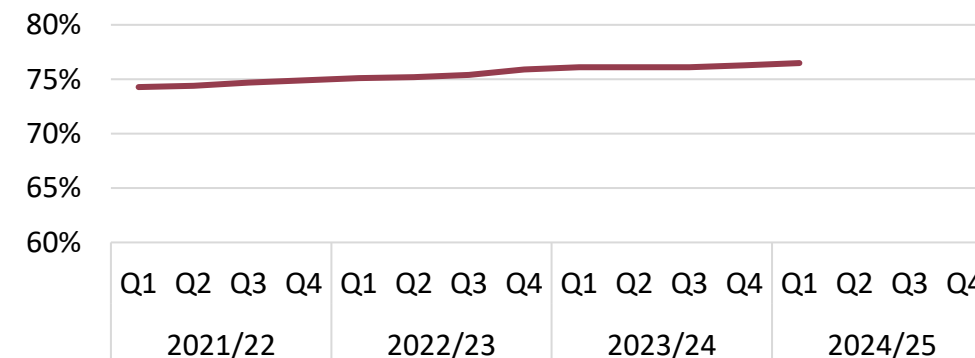
Are LAs performing and are issues being rectified?

Measure	Previous period (Q4)	This period (Q1)	Of which new...	Previous RAG	This RAG
Open cases	33	45	22	NA	NA
Cases being monitored	68	53	3	NA	NA
Cases closed	64	86	4	NA	NA
Cases in escalation	4	6	3	NA	NA

FHS ratings of 3 or better per quarter



FHS ratings of 5 per quarter



Enforcement activities: Carried out by LAs and are 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).

Market Authorisations for regulated products

Responsible Director:
Katie Pettifer

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

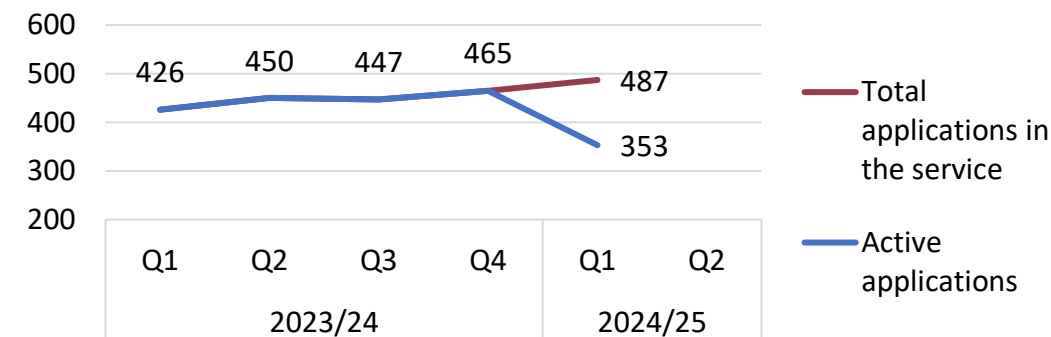
What is the total caseload in the system?

Measure	Tolerance	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
Total applications in the service	<560	465	487	NA	A
Applications paused under active caseload management	TBC	NA	134	NA	G
Of which active applications are progressing in the following stages:					
Applications in validation	<175	215	173	A	A
Applications in risk assessment	<175	201	121	A	A
Risk assessments completed	25	12	21	A	A
Applications in risk management	<100	49	59	A	A
Applications in authorisation	TBC	0	0	A	A

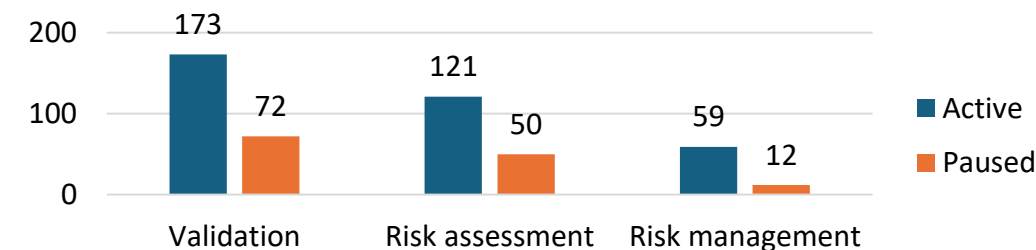
Caseload entering and exiting the system?

Measure	Yearly ambition	Yearly projection	Year to date	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
New contacts received	<150/yr	150	45	47	45	A	A
Applications completed	100/yr	34	8	0	8	A	A
Applications invalidated or withdrawn	NA	NA	9	23	9	NA	NA

Total vs active caseload



Active vs paused caseload split by service stage



Total caseload vs completed applications from the start of the service (Jan 2021)



We have completed approximately 13% of total applications in the service to date.

Total caseload refers to total applications in the service in addition to those completed since the start of the service in January 2021.

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 (Q4)	This period (Q1)	Previous RAG	This RAG
Number of reports published	41/Q	36	72	G	G

Do we provide evidence to support FSA functions?

Risk Analysis Process (RAP) - SERD responsibilities

Measure	Target	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
Evidence packages completed	NA	8	1	NA	NA
RAP is followed, evidence is assured, outputs fit for purpose	100%	90%	100%	R	G
Completeness of evidence packages	100%	100%	100%	NA	G
Timeliness of evidence packages	100%	100%	100%	NA	G
Quality Assurance of evidence packages	100%	100%	100%	NA	G
Fitness for purpose of evidence packages	100%	75%	100%	NA	G

Sampling

	Measure	Baseline (2023/24)	Year to date	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
Number of samples taken	Total	13,665	1,110	NA	1,110	NA	G
	Regulatory monitoring	6,563	752	NA	752	NA	NA
	Targeted surveillance	1,947	44	NA	44	NA	NA
	Sampling informing science and research	2,715	64	NA	64	NA	NA
	Enforcement sampling (Official Controls)	2,440	250	NA	250	NA	NA

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 (Q4)	This period (Q1)	Previous RAG	This RAG
Number of border notifications (total)	142/Q	141	178	NA	A
Number of border notifications (validated)	117/Q	114	135	NA	A
Number of intensified official controls	2/Q	3	1	NA	G
Number of imposed checks	0/Q	0	0	NA	G
Number of import market access audits	1/yr	1	1	NA	G
Number of equivalence assessments ongoing	2/Q	2	3	NA	G
HRFNAO review	Progress			Previous RAG	This RAG
3 rd review of HRFNAO	WTO notification made mid-June - slight delay because of the GE.			G	G
4 th review of HRFNAO	Risk assessments completed - first review of commodities undertaken - now preparing for the final review meeting to take place in Sept.			G	G

Trade and international

Are we meeting our international obligations?

Measure	Benchmark	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
Number of export market access requests from Defra facilitated by FSA	4/yr	6	9	NA	R
% notifications to World Trade Organisation within deadlines	TBC	100%	100%	G	G
Number of Section 42 advices undergoing request, drafting, or publication	TBC	0	0	G	G

Enabler

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

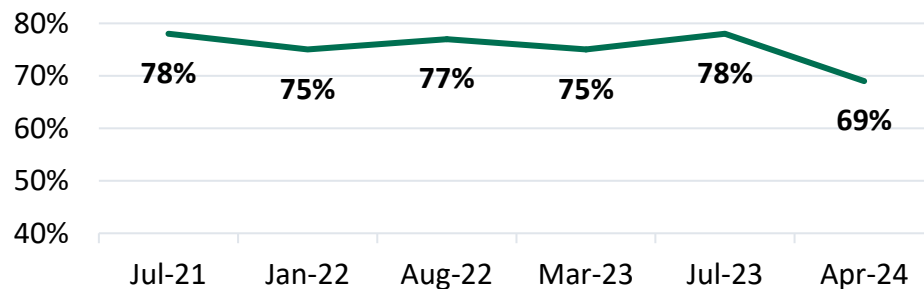
Overall RAG G

Public trust, correspondence and complaints

What is the FSA's reputation with the public?

Measure	PS average	Previous period (Q2 2023/24)	This period (Q4 2023/24)	Previous RAG	This RAG
Trust in the FSA*	NA	78%	69%	G	A

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



Are we managing complaints and responding to correspondence within deadlines?

Measure	2024/25 Target	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
Number of complaints	NA	19	8	NA	NA
Complaints responded to within deadline	100%	87%	83%	A	A
FOIs responded to within deadline	95%	100%	99%	G	G

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

Media coverage, social media and stakeholder engagement

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

Measure	12-month average	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
Consumer engagement social media	2.3%	2.1%	2.4%	A	A
Business engagement social media	3.0%	3.7%	2.7%	G	A
Website visitors	739,167	744,613	936,451	A	G
Bulletins audience growth	6.3%	7.7%	4.0%	G	A
Bulletins engagement rate	40.7%	37.3%	28.0%	A	R

Are we featuring in the news?

Measure	12-month average	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
Total pieces of coverage	2,997	2,060	6,740	R	G
Total opportunities to see (reach)	760mn	578mn	1.58bn	R	G

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	2024/25 Target	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG
Westminster headcount*	1,330.0	1,400.2	1,401.1	R	R
Northern Ireland headcount	NA	60.3	62.1	NA	NA
Wales headcount	NA	79.2	82.0	NA	NA
Attrition rate	11.9%	11.0%	9.9%	NA	NA

*The Westminster FTE target will be revised in Q2 following the lifting of the central 1,330 target

Is our workforce diverse?

Measure	Benchmark*	Previous period (Q4)	This period (Q1)	Previous RAG	This RAG	Declaration rate
Sex	50% female	49.4%	50.1%	G	G	100%
Disability	15.8%	10.0%	12.7%	A	A	74.4%
Ethnicity	15.4%	10.1%	10.7%	A	R	86.6%
Sexual orientation	6.4%	4.4%	5.0%	A	A	78.0%
Low socio-economic background	34.0%	33.2%	34.2%	NA	G	41.8%

*Based on Civil Service benchmark.

Financial performance

Westminster Resource and Capital Departmental Expenditure Limits

	Budget £million	2024/25 outturn £million	Under / (Over) spend £million	Variance (outturn vs budget) %	RAG
RDEL and CDEL	122.9	124.6	(1.7)	-1%	A

Wales DEL

RDEL and CDEL	5.1	5.0	0.1	2%	G
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Northern Ireland DEL

RDEL and CDEL	17.0	16.4	0.6	4%	A
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Total FSA DEL

Total	145.0	146.0	(1.0)	-1%	A
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Data covers period up to 30 June 2024