

Business Committee performance report

2 December 2024

FSA BC 24-12-04

Data source:

Executive performance dashboard 6 November 2024



Operational delivery

Meat, wine and dairy audit	3
Official Controls and Approval of new meat FBOs	4
Incidents and response	5
National Food Crime	6

Local Authority delivery

LA resourcing and performance	7
-------------------------------------	---

Market Authorisations for regulated products

Regulated Products delivery	10
-----------------------------------	----

Science

Science, evidence and research	11
--------------------------------------	----

Trade and International

Imported food and international obligations	12
---	----

Reputation and Communications

Public trust, correspondence, complaints and engagement	13
---	----

People and Resources

Workforce and Financial performance	14
---	----

Annex A

RAG tolerances matrix summary	15
-------------------------------------	----

Regulator

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

Overall RAG G

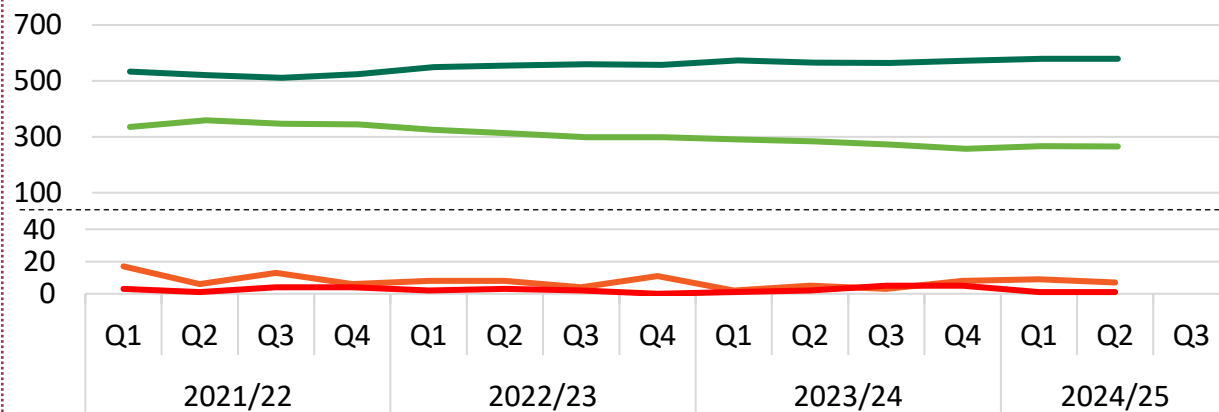
Meat, wine and dairy audit

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

Measure		2024/25 Target	Previous period (Q1)	This period (Q2)	Previous RAG	This RAG
No. Meat FBO audits completed	E and W	138/Q	159	119	G	G
	NI	7/Q	9	4	G	G
% Meat FBO audits completed by agreed timescales	E and W	90%	100%	96.3%	G	G
	NI	100%	100%	100%	G	G
% Meat FBOs where urgent improvement is necessary	E and W	<1.50%/M	0.13%	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 (Q1)	This period (Q2)	Previous RAG	This RAG
Visits carried out in year (quarterly)	237	317	266	G	G
Visits carried out in year (cumulative)	948	317	583	G	G

Are we delivering our statutory obligations in dairy premises?

Measure	Ambition	Previous period (Q1)	This period (Q2)	Previous RAG	This RAG	
% dairy visits completed within frequency	E and W	98.40%	98.87%	99%	G	G
	NI	100%	100%	100%	G	G
RDM sampling - % of failed samples due to harmful bacteria	E and W	0%	2.1%	1.94%	G	G
	NI	0%	60%	100%	G	R

RDM Failed samples (E&W): 2 failures in August, one part of an outbreak investigation with 2 reported cases of illness (Shiga Toxin E.coli), one was a Listeria failure with no illness associated. In both cases the FBO's ceased sales immediately and until evidence was provided of resolution.

In NI, there was only one routine sample in Q2 which failed as it tested positive for coliforms, however no pathogens were detected. Further samples taken passed allowing the FBO to resume sales.

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 (Q1)	This period (Q2)	Previous RAG	This RAG
% TROV workforce	0%	19%	18%	A	G
% OV workforce MRCVS	100%	81%	82%	G	G
MHI attrition (FSA)	<8%	1.2%	2.6%	NA	G
MHI resourcing (EMHI vs CMHI from SDP) %	50:50	45:55	42:58	G	A

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 (Q1)	This period (Q2)	Previous RAG	This RAG
% conditional approvals under 3 months	E	90%	100% (12)	95% (25)	G	G
	W	90%	NA	100% (1)	NA	G
	NI	100%	100%	100%	G	G
% full approvals under 6 months	E	100%	100% (24)	100% (25)	G	G
	W	100%	100% (1)	NA (0)	G	NA
	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



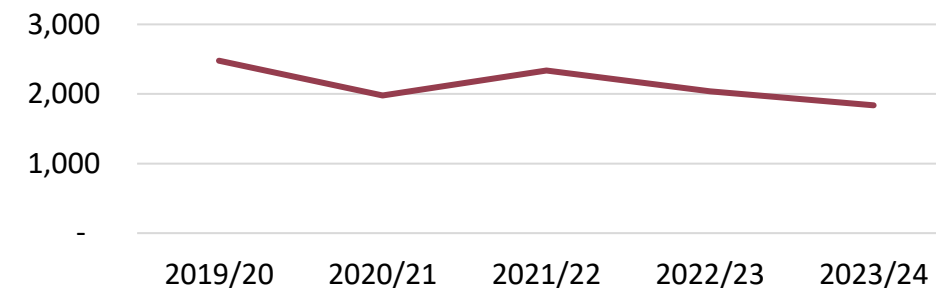
Incidents and response

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

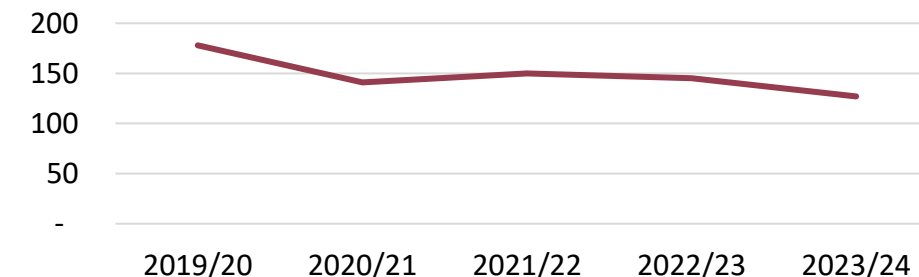
Measure	Tolerance	Average	Previous period (Q1)	This period (Q2)	Previous RAG	This RAG
Total incidents occupying time	437	841	747	806	R	R
Number of new incidents	350	472	426	506	A	R
Number of non-routine	3	3	2	1	A	G
Total number of outbreaks	8	8	5	5*	NA	G
% high and medium priority incidents	70%	70%	81.9%	78.9%	NA	A
...of which high priority	30%	39%	39%	32.4%	R	A
Number of Allergy Alerts	13	13	12	28	G	R
Number of Product Recall Information Notices (PRINs)	16	16	21	12	R	G

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

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?

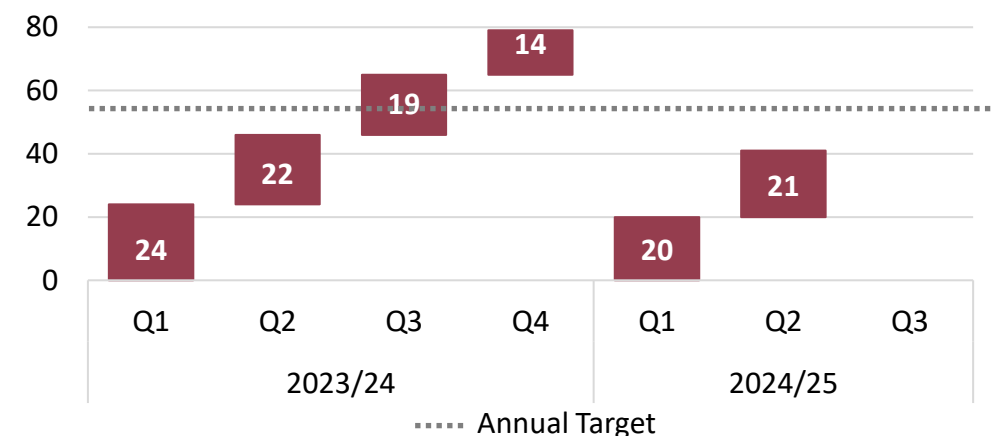
Measure	2024/25 target	Year to date	Previous period (Q1)	This period (Q2)	Previous RAG	This RAG
% closed NFCU operations that led to an outcome	50%	65%	69%*	62%	G	G
% NFCU SIRs which improved rating	40%	29%	6%	23%	A	G
No. disruptions overall	55/yr	41	20*	21	G	G
No. outcomes overall	80/yr	74	53*	21	G	G

*Note that figures for last period have been uplifted to reflect additional outcomes recorded or realised after the cut off for last reporting.

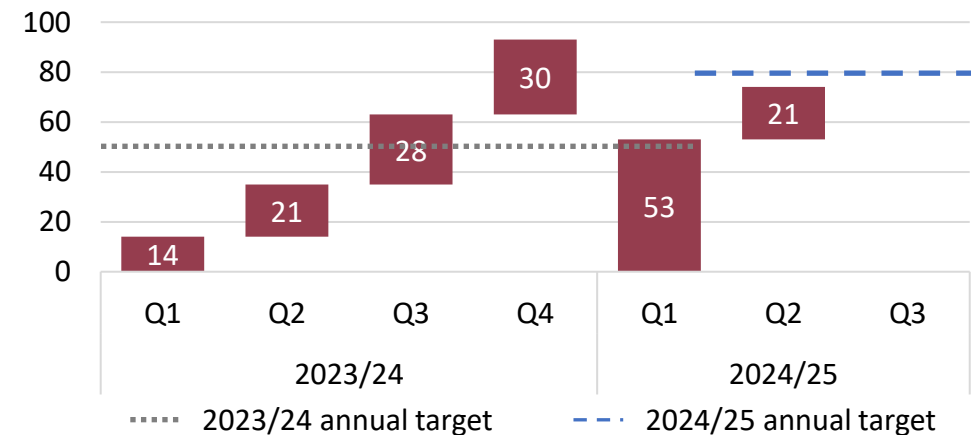
What is the impact of NFCU operations?

Measure	2024/25 target	Year to date	Previous period (Q1)	This period (Q2)	Previous RAG	This RAG
Volume of unfit food products removed from the food chain (kg)	NA	18,809kg	9,242kg	9,567kg	NA	NA
% of business that changed prevention practices (target hardening) following FFRT	NA	69% (41/59)	66% (23/35)	75% (18/24)	NA	NA

Cumulative disruptions per quarter



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%	88.6%	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?

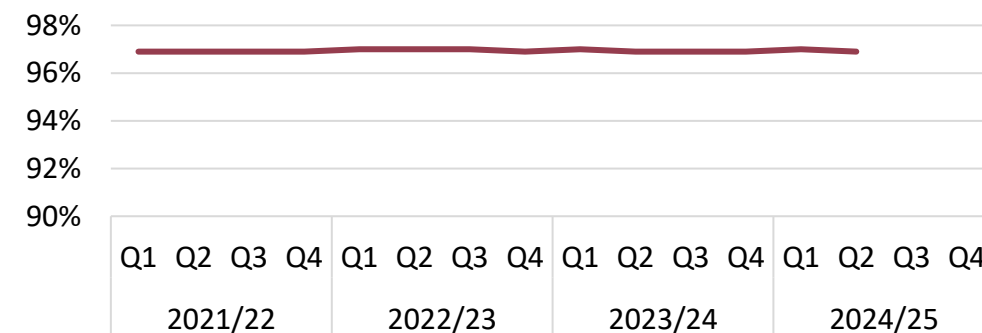
Local Authority activity Measure		Benchmark (pre-COVID levels)	Previous period (Q1-2 2023/24)	This period (Q3-4 2023/24)	Previous RAG	This RAG
Establishments subject to enforcement activities	FH	2,392	2,766	3,132	NA	NA
	FS	229	287	371	NA	NA
Establishments subject to written warning	FH	75,641	71,329	85,855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

Business compliance Measure	Benchmark (pre-COVID levels)	Previous period (Q1)	This period (Q2)	Previous RAG	This RAG
% FHRs ratings 3+	95.8%	97.0%	96.9%	G	G
% FHRs ratings 5	72.0%	76.5%	76.5%	G	G

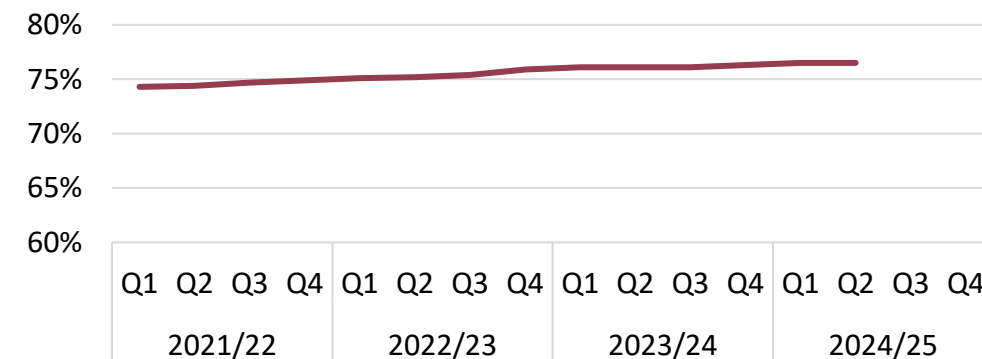
Are LAs performing and are issues being rectified?

Measure	Previous period (Q1)	This period (Q2)	Of which new...	Previous RAG	This RAG
Open cases	45	29	13	NA	NA
Cases being monitored	53	74	24	NA	NA
Cases closed	86	101	51	NA	NA
Cases in escalation	6	7	4	NA	NA

FHRs ratings of 3 or better per quarter



FHRs 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:
Junior Johnson

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

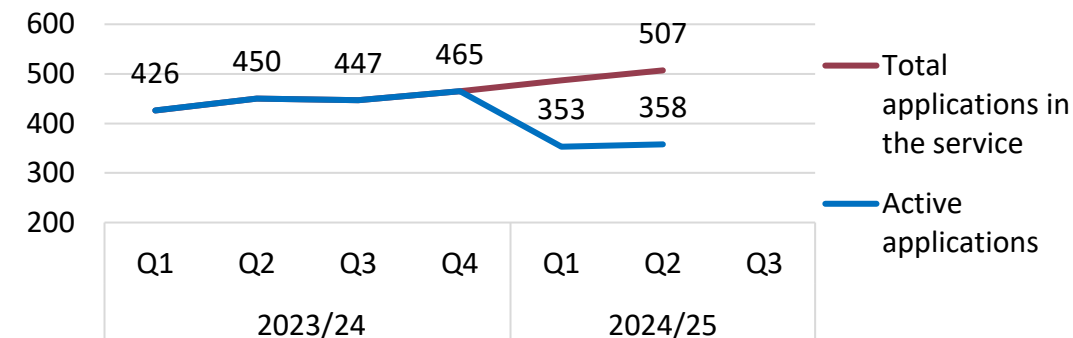
What is the total caseload in the system?

Measure	Tolerance	Previous period (Q1)	This period (Q2)	Previous RAG	This RAG
Total applications in the service	<560	487	507	G	A
Applications paused under active caseload management	TBC	134	149	A	A
Of which active applications are progressing in the following stages:					
Applications in validation	<175	173	173	A	A
Applications in risk assessment	<175	121	108	A	A
Risk assessments completed	25	19	19	A	A
Applications in risk management	<100	59	77	G	G
Applications in authorisation	<50	0	0	A	A

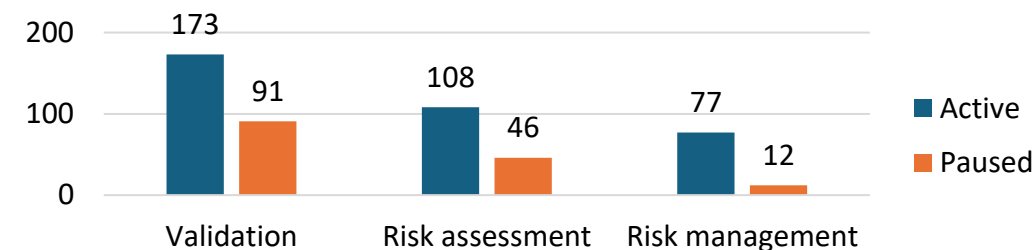
Caseload entering and exiting the system?

Measure	Yearly ambition	Yearly projection	Year to date	Previous period (Q1)	This period (Q2)	Previous RAG	This RAG
New contacts received	<150/yr	150	77	45	32	A	G
Applications completed	100/yr	34	8	8	0	R	R
Applications invalidated or withdrawn	NA	NA	21	10	11	R	A

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 12% 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 (Q1)	This period (Q2)	Previous RAG	This RAG
Number of reports published	41/Q	72	49	G	G

Do we provide evidence to support FSA functions?

Risk Analysis Process (RAP) - SERD responsibilities

Measure	Target	Previous period (Q1)	This period (Q2)	Previous RAG	This RAG
Evidence packages completed	NA	1	2	NA	#A
RAP is followed, evidence is assured, outputs fit for purpose	100%	100%	100%	G	G
Completeness of evidence packages	100%	100%	100%	G	G
Timeliness of evidence packages	100%	100%	100%	G	G
Quality Assurance of evidence packages	100%	100%	100%	G	G
Fitness for purpose of evidence packages	100%	100%	100%	G	G

Sampling

Measure	Baseline (2023/24)	Year to date	Previous period (Q1)	This period (Q2)	Previous RAG	This RAG
Total	13,665	4,727	1,110	3,617	G	G
Regulatory monitoring	6,563	2,308	752	1,556	NA	NA
Targeted surveillance	1,947	1,000	44	956	NA	NA
To inform science/research	2,715	229	64	165	NA	NA
Enforcement (Official Control)	2,440	1,018	250	768	NA	NA
No. referrals to ICM due to sampling results	7	0	0	0	NA	TBC

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 (Q1)	This period (Q2)	Previous RAG	This RAG
Number of border notifications (total)	137/Q	178	115	A	G
Number of border notifications (validated)	108/Q	135	86	A	G
Number of intensified official controls	1/Q	1	0	G	G
Number of imposed checks	0/Q	0	0	G	G
Number of import market access audits	6/yr	1	1	G	G
Number of equivalence assessments ongoing	2/Q	3	1	G	G
HRFNAO review	Progress			Previous RAG	This RAG
3 rd review of HRFNAO	Agreed a laying date for 11 November, this work remains on track to become operable this year.			G	G
4 th review of HRFNAO	This review is on track to be delivered in 2025.			G	G

Trade and international

Are we meeting our international obligations?

Measure	Benchmark	Previous period (Q1)	This period (Q2)	Previous RAG	This RAG
Number of export market access audits facilitated by FSA on Defra request	6	1	3	NA	G
% 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

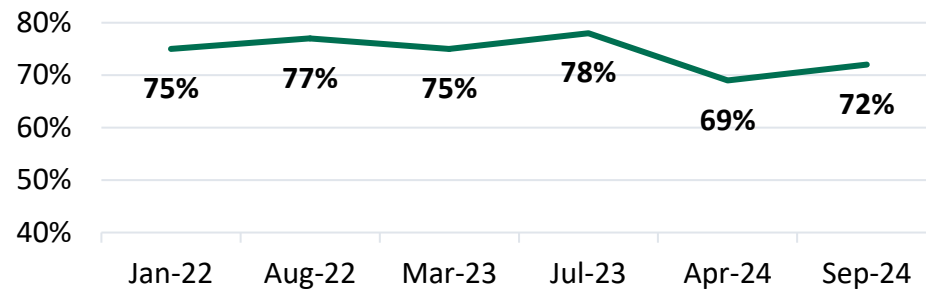
Overall RAG G

Public trust, correspondence and complaints

What is the FSA's reputation with the public?

Measure	PS average	Previous period (Q4 2023/24)	This period (Q2 2024/25)	Previous RAG	This RAG
Trust in the FSA*	NA	69%	72%	A	G

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 (Q1)	This period (Q2)	Previous RAG	This RAG
Number of complaints	NA	8	12	NA	NA
Complaints responded to within deadline	100%	83%	75%	A	A
FOIs responded to within deadline	95%	99%	97%	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 (Q1)	This period (Q2)	Previous RAG	This RAG
Consumer engagement social media	2.3%	2.4%	2.8%	A	G
Business engagement social media	4.0%	2.7%	4.8%	A	G
Website visitors	735,729	936,451	849,769	G	G
Bulletins audience growth	1.4%	4.0%	1.4%	A	R
Bulletins engagement rate	37.3%	28.0%	39.9%	R	A

Are we featuring in the news?

Measure	12-month average	Previous period (Q1)	This period (Q2)	Previous RAG	This RAG
Total pieces of coverage	2,835	6,740	2,860	G	G
Total opportunities to see (reach)	734mn	1.58bn	1.40bn	G	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 (Q1)	This period (Q2)	Previous RAG	This RAG
Westminster FTE*	1,417.0	1,401.1	1,396.8	NA	G
Northern Ireland FTE	NA	82.0	86.0	NA	NA
Wales FTE	NA	62.1	61.4	NA	NA
Attrition rate	11.9%	9.9%	11.8%	NA	NA

*Amended target set following removal of HMT headcount limit.

Is our workforce diverse?

Measure	Benchmark**	Previous period (Q1)	This period (Q2)	Previous RAG	This RAG	Completion rate
Sex	50% female	50.1%	50.6%	G	G	100%
Disability	16.9%	17.1%	17.9%	G	G	74.5%
Ethnicity	16.6%	12.3%	12.2%	R	R	86.8%
Sexual orientation	6.9%	6.4%	6.5%	A	A	78.2%

**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	122.8	0.1	0%	G

Wales DEL

RDEL and CDEL	5.1	5.0	0.1	2%	G
---------------	-----	-----	-----	----	---

Northern Ireland DEL

RDEL and CDEL	17.0	16.2	0.8	5%	A
---------------	------	------	-----	----	---




Total FSA DEL

Total	145.0	144.0	1.0	1%	G
--------------	--------------	--------------	------------	-----------	----------

Data covers period up to 30 September 2024

Annex A: RAG tolerances matrix summary

RAG (Red-Amber-Green) ratings, also known as 'traffic lighting,' are used to summarise indicator values, where green denotes a 'favourable' value, red an 'unfavourable' value and amber an 'early warning' value. It aims to introduce a level of consistency in how the measures in the performance reporting framework are presented. However, by the nature of the activities, the overall service area and measure-level RAG matrix will contain some level of subjectivity and will need to be interpreted carefully alongside the accompanying cover paper. RAGs are reviewed alongside the commentary and apply appropriate check and challenge to ensure consistency of application and analysis of trend over time.

RAG	Description / Criteria
 Green	Not expected to cause any damage or minor damage with no lasting effect to the service area or ability to meet targets / goals / objectives. Utilise existing capacity to actively monitor with any expected recovery / time to resolve 3 months or less.
 Amber	Likely or almost certain to cause moderate damage with little to short-term effects to the service area or ability to meet targets / goals / objectives. Targeted effort required to resolve with expected recovery / time taken 3-12 months.
 Red	Almost certain to cause significant or catastrophic damage with long-term effects to the service area or ability to meet targets / goals / objectives. Significant effort required and an immediate crucial priority with expected recovery / time to resolve 12 months or more.

Service areas

We use the matrix above to calculate the overarching service area RAG rating. The aim is to provide a sense of the overall health of activities and confidence in delivering against statutory obligations, objectives and targets in that area.

Individual measures

As per the overarching service area, we broadly use the matrix above to set RAGs for individual key performance indicators with a key focus on risk to delivery. This allows us to easily identify strengths and areas that require further attention. To set RAG tolerances we determined what we were trying to achieve and identified targets / ambitions / benchmarks for each KPI to provide a starting point for our tolerance ranges creating bands for what constitutes red, amber and green. Once determined, working with subject matter experts, we then defined the amount of risk we were willing to accept and therefore, the boundaries of acceptable performance in the delivery of objectives or targets. This helps to direct the performance conversation and aid decision-making around performance achievements and / or improvements.

Sitting behind the performance report we have a supporting database that records the agreed RAG rating tolerances for each measure. As with the performance measures the RAG ratings are a guide to aid the performance conversation and are periodically reviewed to maintain their effectiveness as the situation or the importance of the performance measure evolves.