



Food
Standards
Agency
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FSA 21/12/12
Performance and
Resources report
Q2 2021/22

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Food Standards Agency
Business Committee
8 December 2021



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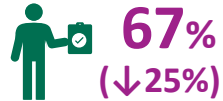
Executive summary of our Q2 performance

Hygiene and Standards

Meat FBO compliance



Meat FBO premises
rated 'Good' or
'Generally satisfactory'



Audit capacity

Official Controls Delivery – The focus in Q2 has been on the recovery from the COVID-19 pandemic. FSA audit capacity of meat food businesses during Q2 was an average of 67% (a decrease of 25% points from Q1) impacting the number of audits performed. This was attributable to wider pressures on the veterinary audit team, notably COVID-19 restrictions and veterinary auditors being diverted to provide support to frontline Field Operations.

Food Hygiene Rating Scheme (FHRS)



Businesses published as
'awaiting inspection'



Establishments
rated

Official Controls Delivery – Across England, Wales and Northern Ireland there was an increase during Q2 in the number of businesses that were inspected. There was also a decrease in the number of businesses 'awaiting inspection' as interventions were undertaken and as businesses were found not to be trading.

FHRS – Awareness, recognition and use



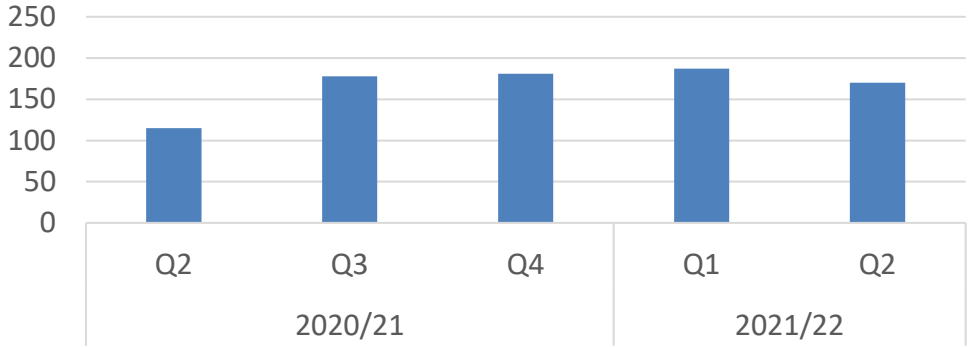
Using Food & You 2 for the first time to evaluate consumer attitudes towards FHRS will provide a baseline for future surveys. 87% of respondents reported they had heard of the FHRS. 90% of respondents reported recognising the FHRS sticker. Of those who had heard of the FHRS, 51% of respondents had checked the food hygiene rating of a food business in the previous 12 months either by looking for the sticker at the business premises (78%) or online (21%).



Meat food business compliance (FBO audits) for England, Wales and Northern Ireland



Audit Activity - Number of full audits completed

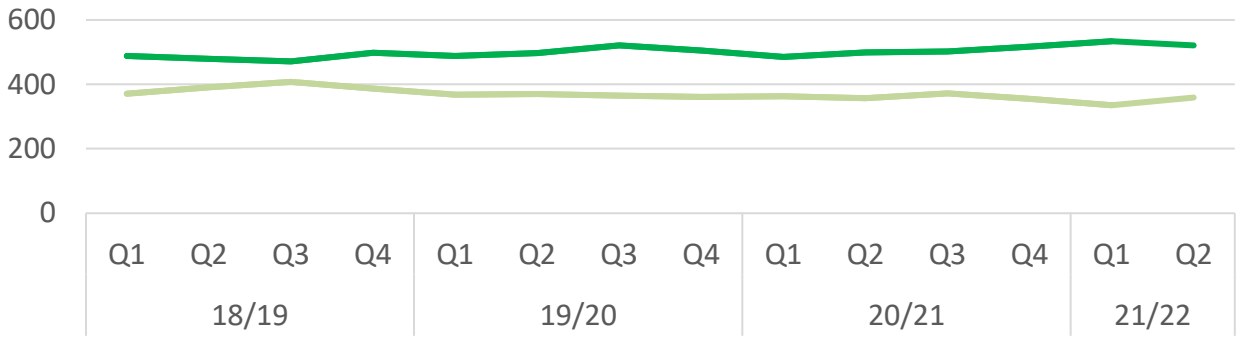


67% Audit capacity
(25% points less than Q1)

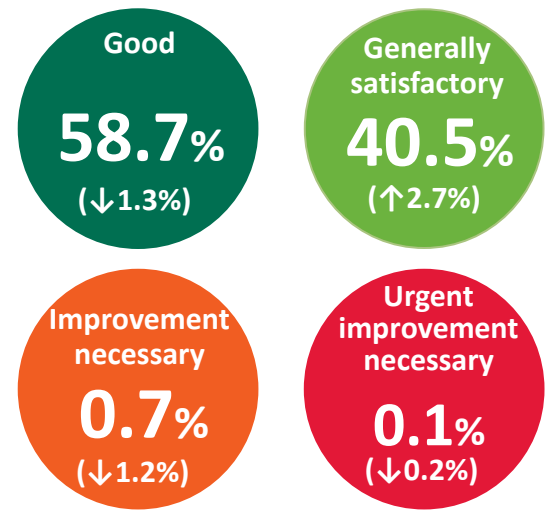
Q2 21/22 focused on overdue and high risk audits.

Audit volumes required per quarter vary. Audit frequency is aligned to FBO compliance and under periodic review. The capacity % represents the number of completed vs required audits for any given quarter.

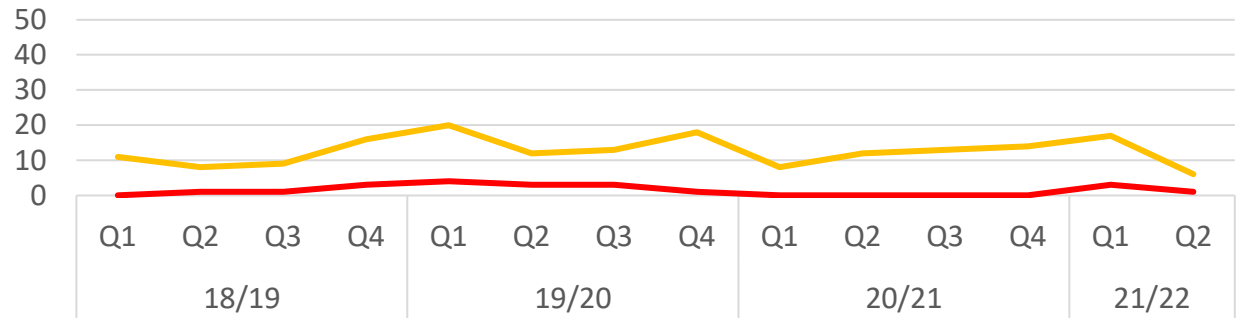
Meat FBOs rated 'Good' and 'Generally satisfactory'



Q2 21/22 % meat FBO ratings



Meat FBOs rated 'Improvement necessary' and 'Urgent improvement necessary'



Overall picture of compliance has increased during Q2 by 1.4%

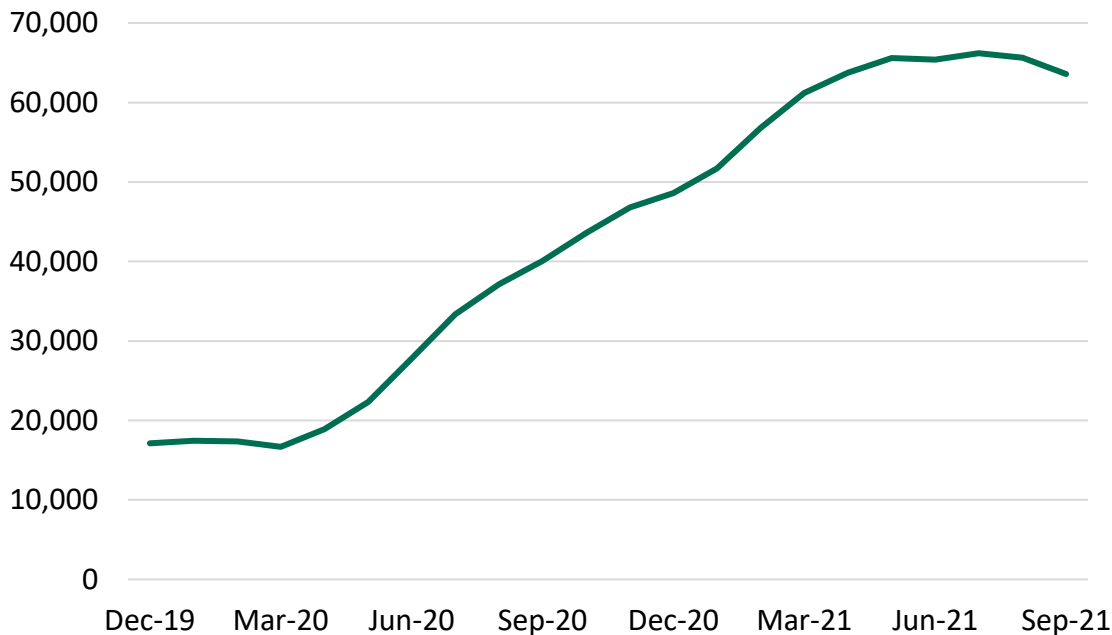


Food Hygiene Rating Scheme

Businesses published as 'awaiting inspection'



Number of businesses published as 'awaiting inspection'



63.6k 'awaiting inspection'

1.8k businesses fewer (↓3%) from Q1

Of which (Net change compared to Q1):



11k rated

in Q2 (of total businesses 'awaiting inspection').



7.9k ceased trading

in Q2 (of total businesses 'awaiting inspection'). Includes businesses that registered but never traded.



17k additional businesses

published as 'awaiting inspection' during Q2.



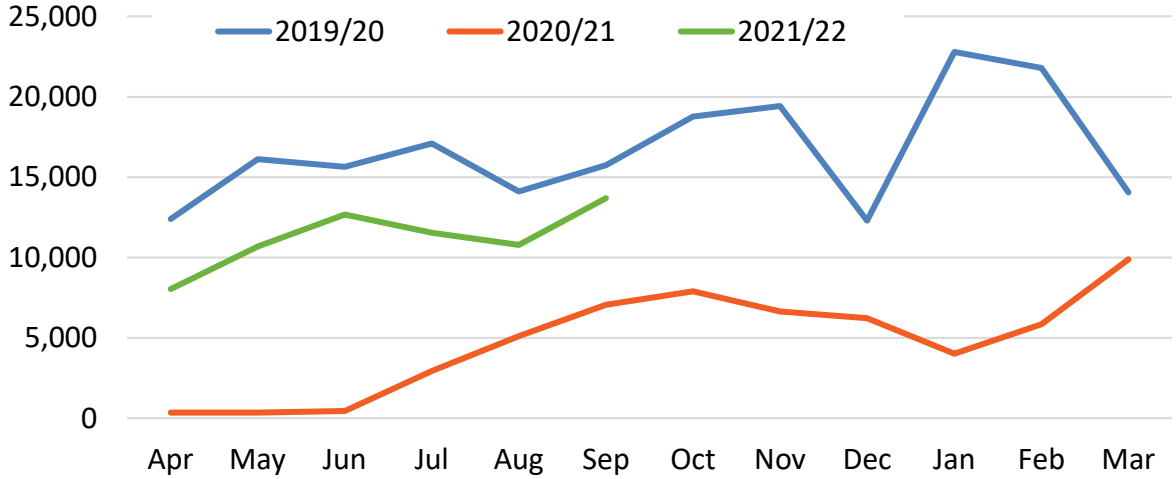


Food Hygiene Rating Scheme

Number of establishments rated



Total FHRS: England, Wales and Northern Ireland

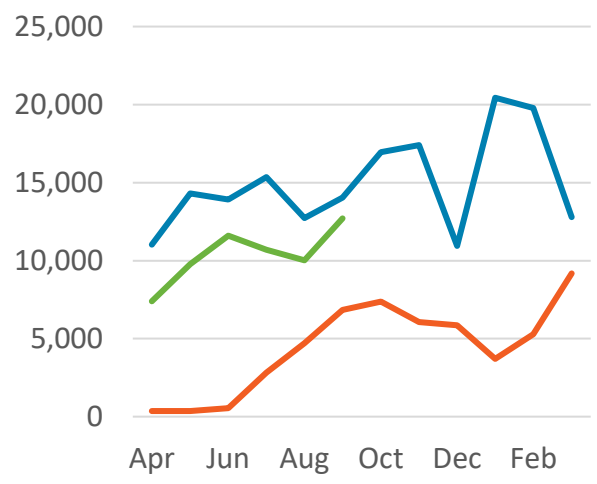


36k

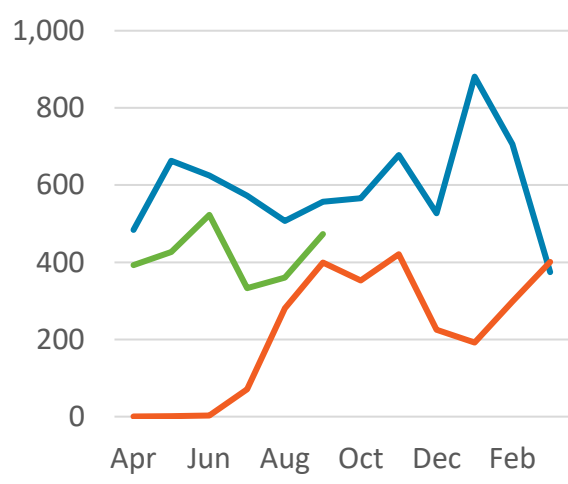
establishments rated during Q2

72% of the 2019/20 average of 50k per quarter. An increase of 14.7% compared with Q1.

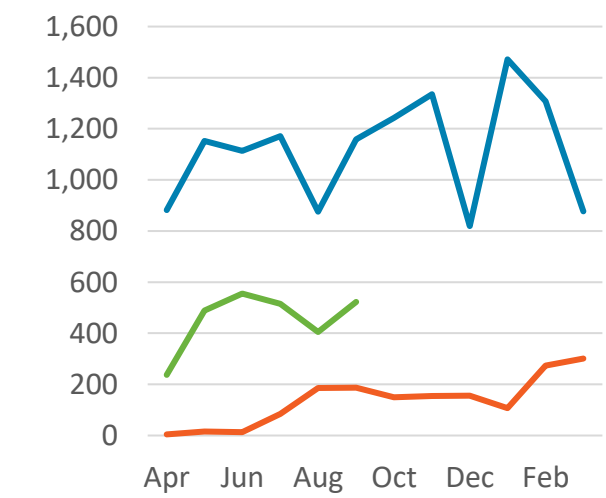
England



Northern Ireland



Wales





Recognition and use of the Food Hygiene Rating Scheme



For methodology and data collection periods refer to Appendix



87% awareness

of FHRS in England, Wales and Northern Ireland

Of those aware of the Food Hygiene Rating Scheme:

51% checked or used

the food hygiene rating of a food business of which:

 Onsite 78%	 Online 21%
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Of which the top 5 food businesses were:

Takeaways	70%
Restaurants	64%
Cafes	44%
Coffee or sandwich shops	31%
Pubs	28%

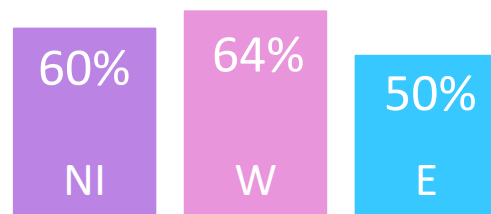
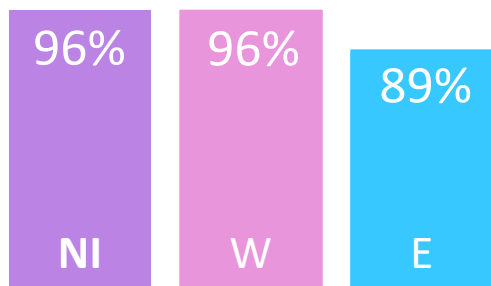


90% recognition

of the FHRS sticker

Use of rating in Northern Ireland, Wales and England

Recognition of stickers in Northern Ireland, Wales and England



Achieving Business Compliance - Successful steps to achieve our overall ambition



Discussions with Large Independent Retailers and their Primary Authorities to establish challenges and opportunities for us to define new enterprise level regulatory approaches.



New research launched to understand key stakeholders perceptions of FHRS. Evidence will enable us to determine potential changes to the mechanics behind FHRS and may support new regulatory approaches without undermining the scheme value.

Operational Transformation Programme - Successful steps to achieve our overall ambition



Completed initial charging discovery work to establish discrepancies between the current and Future Delivery Model (FDM).



Completed initial assessment of remote audit arrangements to understand how they will change under a new risk segmentation model.



Started the review of Official Veterinarian (OV) resourcing where evidence will support content for our update to senior leaders.



Begun work to understand, identify and plan longer-term opportunities and deliverables that will align to and progress the FDM.



Working with Digital colleagues on the procurement of a case management platform that will support the new approvals service.

Food Hypersensitivity Programme (FHS) - Successful steps to achieve our overall ambition



Provided, communicated and targeted support to consumers and businesses, that cover the broad range of Pre-Packed for Direct Sale (PPDS) information, to support and prepare stakeholders for implementation of Natasha's Law on 1 October.



Developed the Food Allergic Reaction Reporting Mechanism (FARRM) draft operating principles report, covering the development of user needs, data fields and operating principles that will inform the service build and proof of concept test exercise.



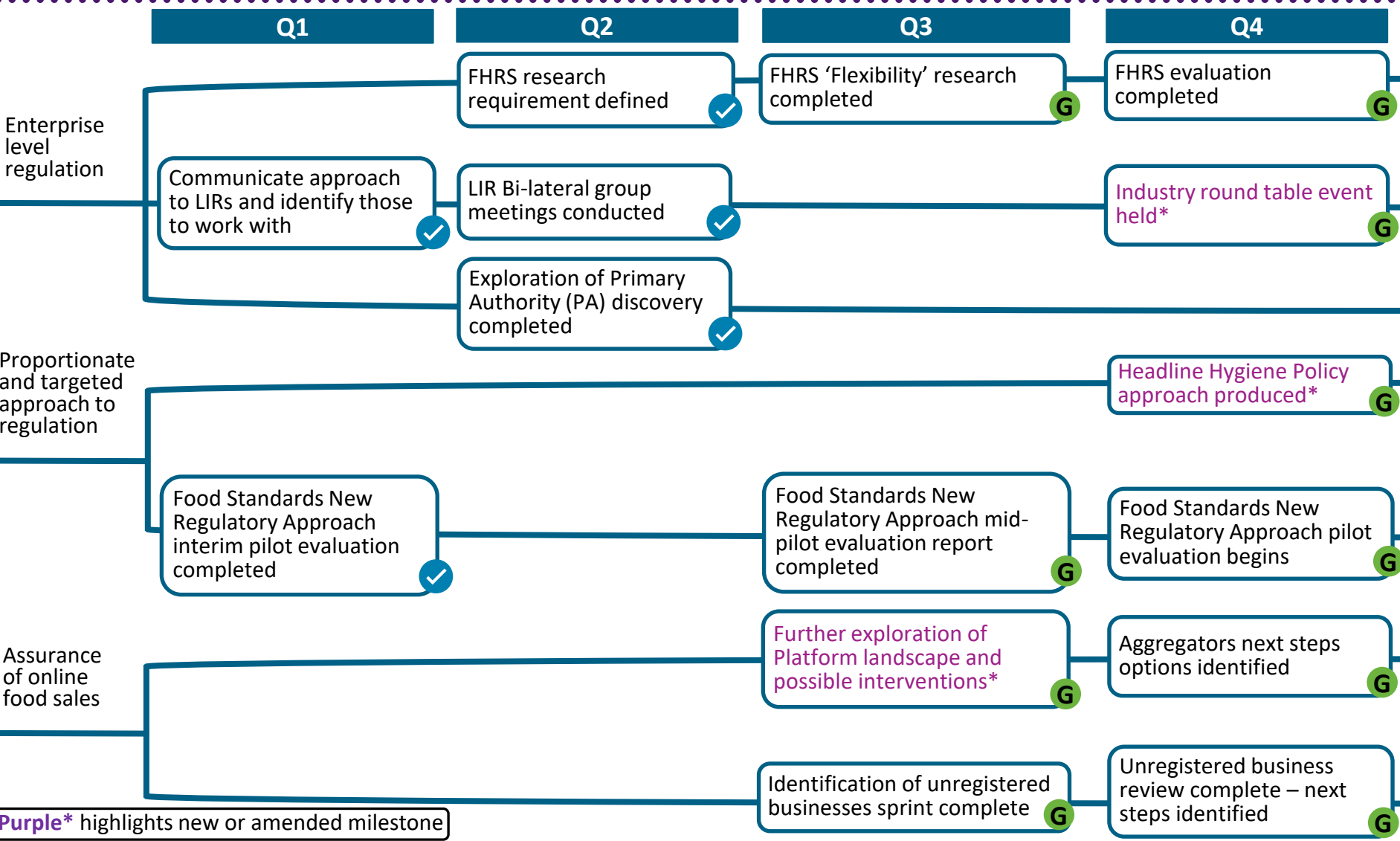
FHS Policy Unit completed the evidence review for the Food Allergy Safety Scheme (FASS) option exercise which will inform the imminent discovery specification and invitation to tender.



Launched the PPDS communications campaign with significant emphasis on public relations and social media engagement.



Delivering our corporate priorities – Achieving Business Compliance



Purple* highlights new or amended milestone

Key Delivered On Track Off Track, objective unaffected Objective Off Track



Delivering our corporate priorities – Operational Transformation

Q1 Q2 Q3 Q4

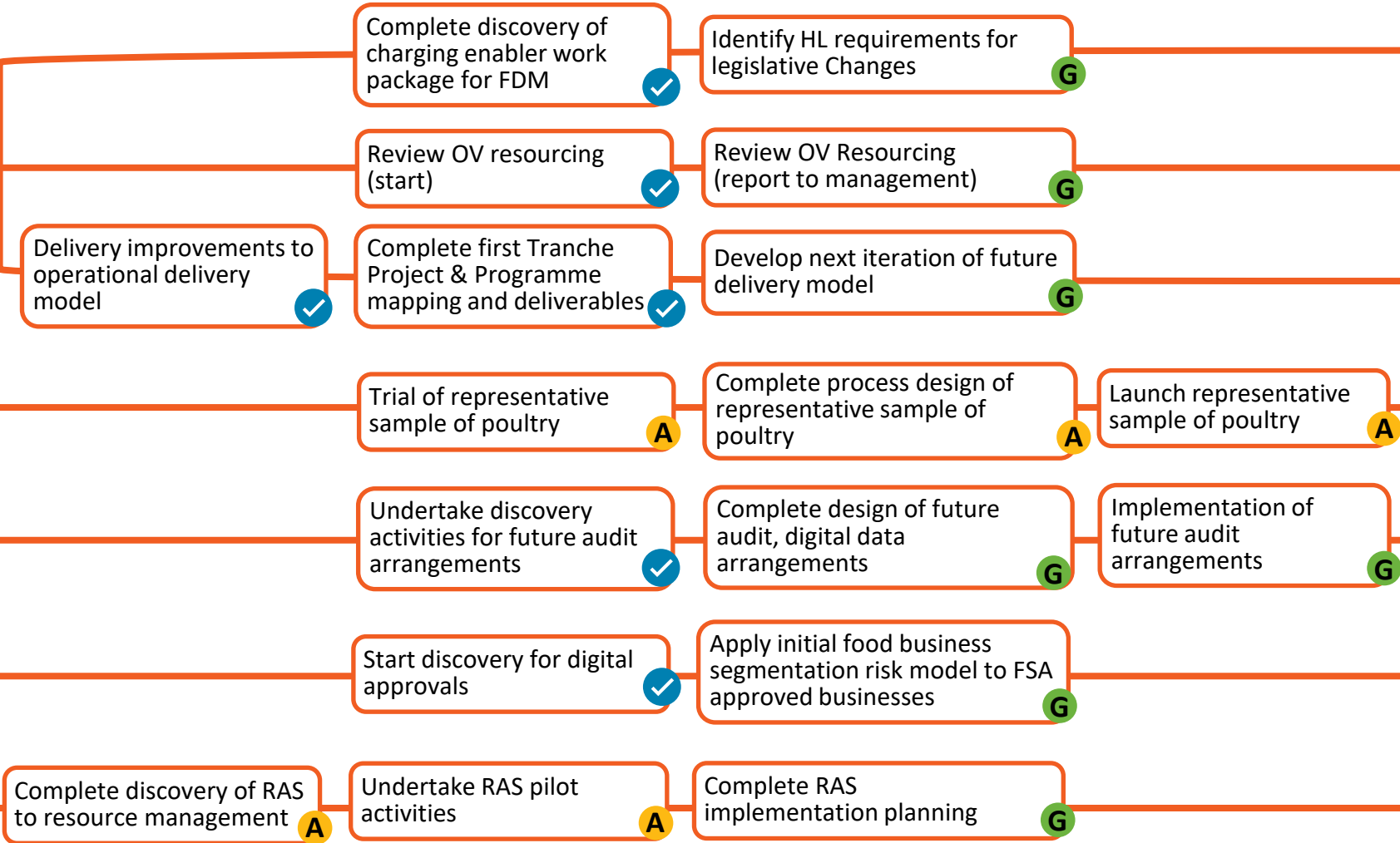
Enablers

Clearer accountability

Robust assurance

Digitised 'real time' data by default

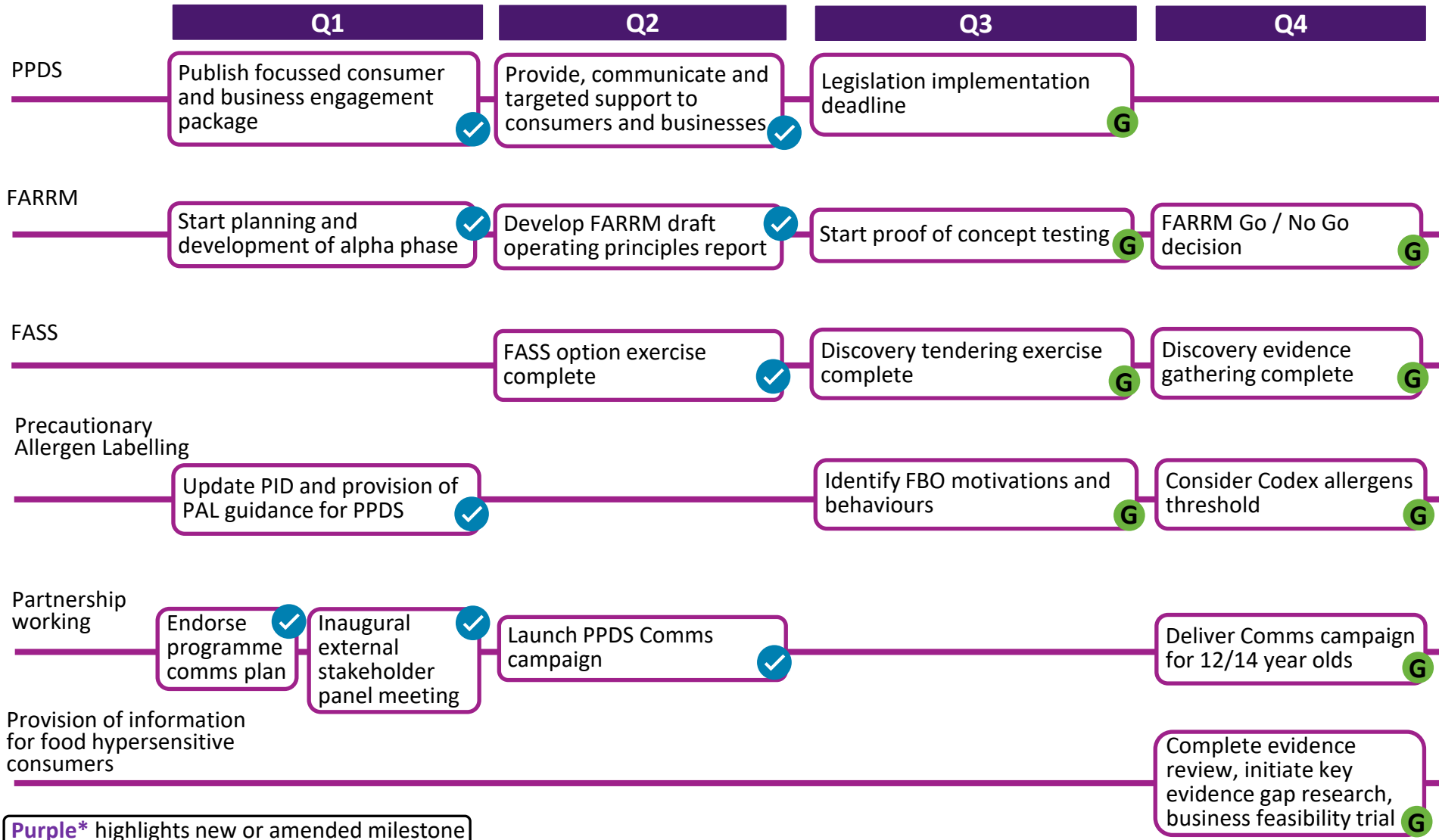
Modernised management



Key: Delivered On Track Off Track, objective unaffected Objective Off Track
 Purple* highlights new or amended milestone



Delivering our corporate priorities – Food Hypersensitivity Programme

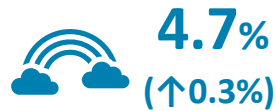


Key Delivered On Track Off Track, objective unaffected Objective Off Track

Executive summary of our Q2 performance

Our Resources

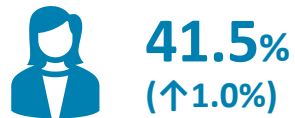
Diversity & Inclusion



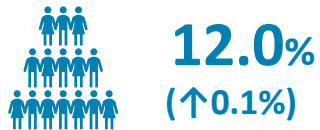
Lesbian, gay,
bisexual and other
representation



Disability
representation



Women
representation



Ethnic minority
representation



Staff aged 50-65+

The data indicates that we are making very small improvements to the representation of most protected characteristics.

There is a need however, to drive up declaration rates to get a clear understanding of representation of protected characteristics in the FSA. We will therefore be conducting a diversity data matters campaign in December 2021 to increase them.

This campaign will also launch the collection of Socio-Economic Background (SEB) information in the FSA, with the resulting data to be included in future reports.

Financial resources – spend availability



£4.2m
underspend

A

The full year forecasted underspend for Westminster, NI and Wales has halved from £5.4m, as reported in Q1, to £2.7m. For NI, £0.8m, and Wales £0.7m (previously £1.6m and £0.5m respectively). Continuation of the Investment Board to consider new or brought forward priority work is helping to mitigate further underspends emerging.

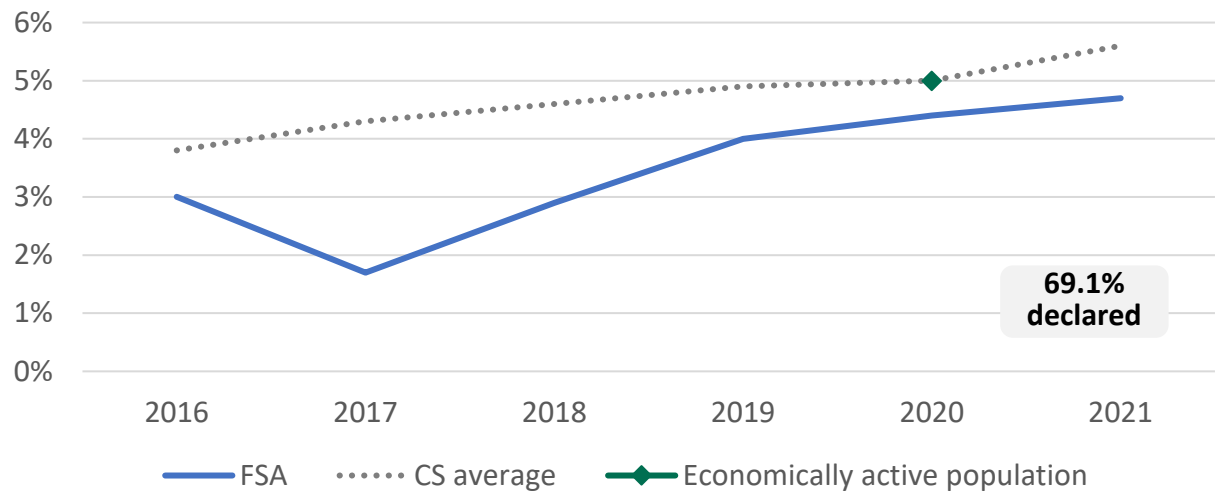
See Appendix for more up-to-date information.



Making the FSA a great place to work – Diversity and inclusion



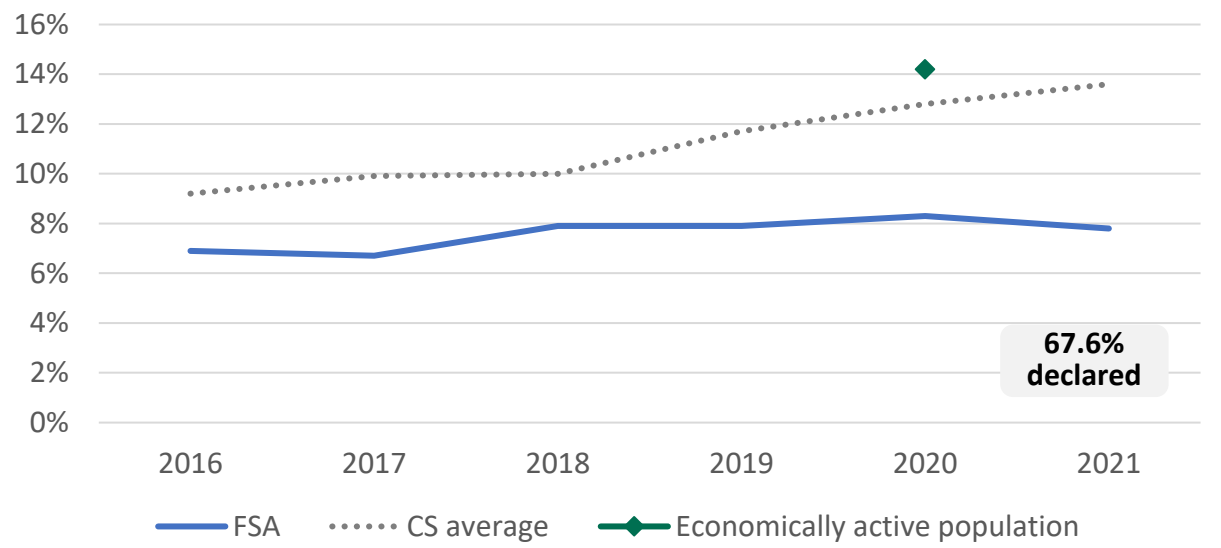
Representation of Lesbian, gay, bisexual & other (LGBO) (declared)



4.7%
(↑0.3% from 2020)

LGBO representation in the FSA. This is broadly in line with the UK economically active population, although data may be impacted due to a low declaration rate

Representation of disability (declared)



7.8%
(↓0.5% from 2020)

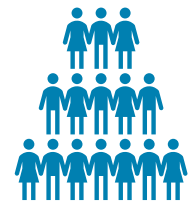
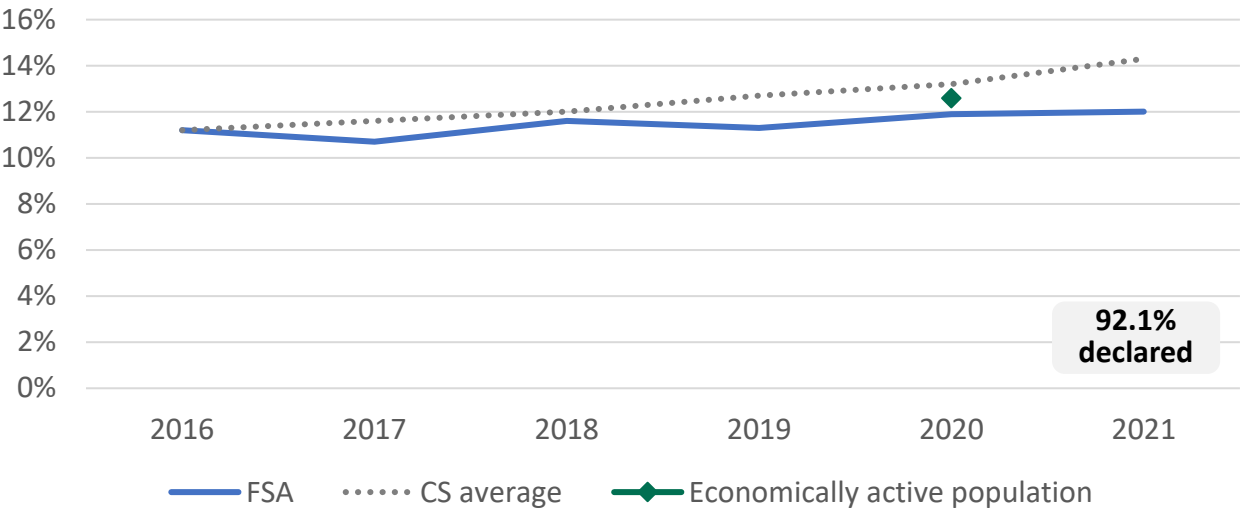
Disability representation in the FSA. They are underrepresented in the FSA, in comparison to the UK economically active population, although the data may be impacted due to a low declaration rate



Making the FSA a great place to work – Diversity and inclusion



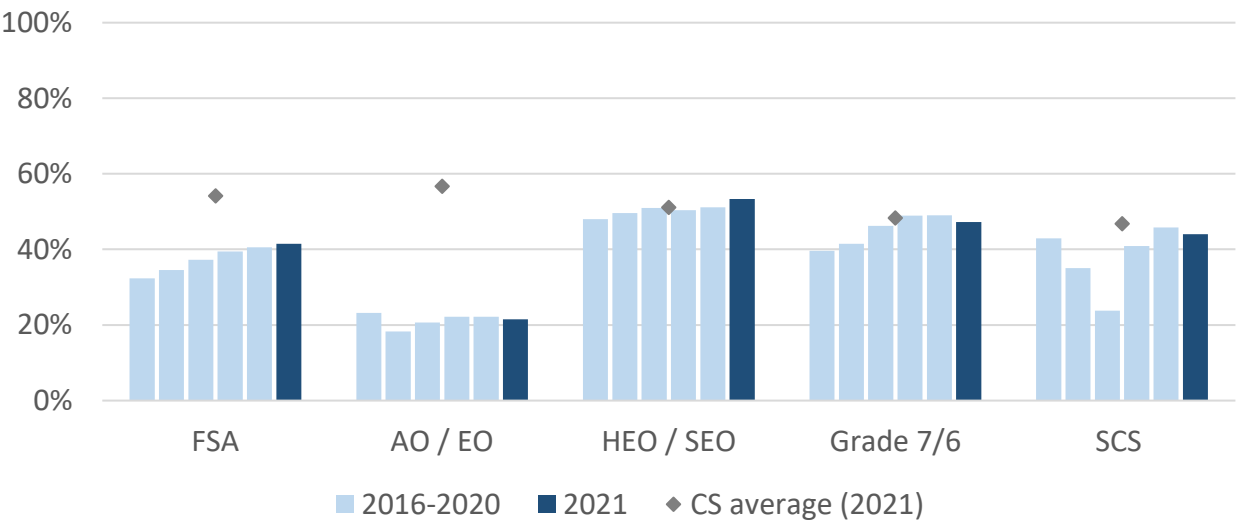
Representation of ethnic minority (declared)



12.0%
(↑0.1% from 2020)

Black, Asian and Minority Ethnic representation in the FSA. This is in line with the economically active population, although representation above SEO grade falls significantly

Representation of women by grade

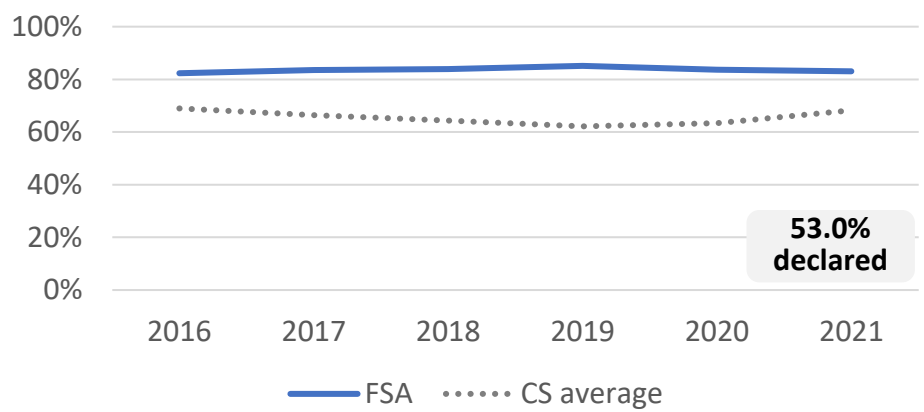


41.5%
(↑1.0% from 2020)

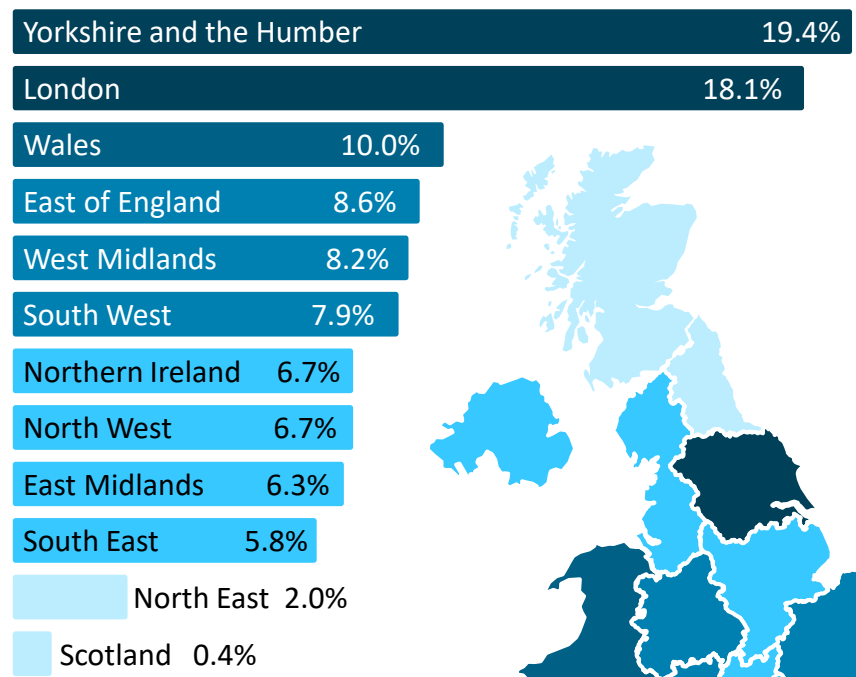
Women represented in the FSA. This has increased gradually since 2012, with the number of women at SCS and the feed grades remaining high but below gender parity of 50%

Making the FSA a great place to work – Diversity and inclusion

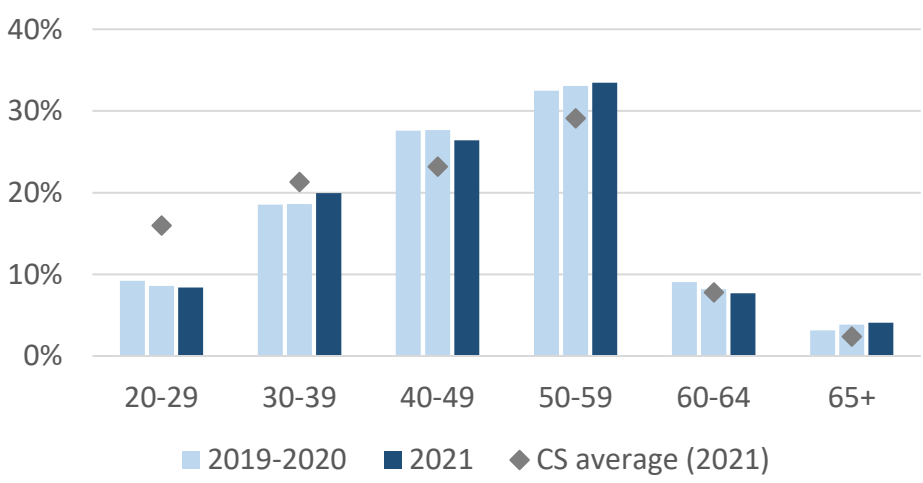
Representation of faith and belief (declared)



Our Ways Of Working (OWOW) – Map of UK showing the geographical distribution of all FSA staff as at 30 September 2021



FSA representation by age bands (declared)



The FSA has had an ageing workforce for several years as the number of employees over 50 has increased, remaining above the CS average. There has also been a steady decrease in representation of the under 30s, which is currently at almost half the CS average.

The FSA has a location agnostic approach to advertising roles, except where there is a specific business need e.g. frontline services. 18.1% of all FSA staff work in the London area either on plant/site, office, multi-location or homebased contract, based on postcodes (see Appendix). There is currently no expectation for non-frontline staff to observe the level of office presence dictated by their contract type until April 2022.



Affordability – How the FSA is performing against HM Treasury limits 2021/22



	21/22 Full Year Forecast Q2 £m	21/22 Limits £m	Spend availability £m	Fav/(Adv) Variance %	RAG rating
FSA total (RDEL & CDEL exc AME)*	131.9	136.1	4.2	3%	● (A)
Westminster (including EU Exit)*					
RDEL & CDEL exc AME	113.8	116.5	2.7	2%	● (A)
Wales					
RDEL & CDEL	4.4	5.1	0.7	13%	● (A)
Northern Ireland					
RDEL & CDEL	13.7	14.4	0.8	5%	● (A)

Key	Description
● (R)	Balanced or within 1% underspend
● (A)	Underspend >1%
● (G)	Overspend

Our target to be within 1% underspend is consistent with HM Treasury’s forecasting target

Breakdown of key areas of spend

	2021/22 Full Year Forecast £m	2021/22 Budget £m	Under / Overspend availability £m
FSA total (RDEL & CDEL) of which:	131.9	136.1	4.2
Risk Assessment and other Science	17.3	17.3	0.0
Risk Management and other Policy	7.3	7.4	0.1
LA Support & Delivery of official controls	10.5	10.4	(0.1)
National Food Crime Unit (NFCU)	5.2	5.5	0.3
Operations excl. NFCU	25.0	26.4	1.4
Surveillance (inc. Sampling)	3.1	1.9	(1.2)
Doing the day job well	52.0	55.7	3.7
Capital	3.3	3.2	(0.1)
Key priorities (see next slide for detail):	8.2	8.3	0.1

	2021/22 Full Year Forecast £m	2021/22 Budget £m	Under / (Over) spend availability £m
Key priorities of which:	8.2	8.3	0.1
EU Transition	3.0	3.0	0.0
Achieving Business Compliance	1.6	1.9	0.3
Operational Transformation	1.3	1.1	(0.2)
Food Hypersensitivity	2.3	2.3	0.0

Food Hygiene Rating Scheme (slides 5-6)

Ratings – The proportion of businesses rated 3 or better showed no increase in the quarter. Typically, looking at the two years prior to the pandemic, there has been an average increase of 0.1 percentage points. The proportion of businesses rated as 5 increased by 0.1 percentage points but this is lower than the typical quarterly average of +0.5 percentage points.

Awaiting Inspection – Reported progress made by individual authorities in tackling the backlog of unrated establishments is reflected in the FHRS data that shows the increase in new businesses awaiting inspection has fallen by 3% into Q2 with reductions in England and Northern Ireland (-4% and -7% respectively) and a continued increase in Wales (+18%). The overall fall reflects interventions carried out by local authorities resulting in businesses being rated or found not to be trading. It is likely that the figures for Wales reflect that the proportionately greater impact on the food team's resources affected not only their ability to deliver interventions in establishments, but also the other administrative functions that support publication of ratings on the FHRS website. Further investigation is being undertaken to properly understand these impacts.

Inspections - The number of inspections carried out in the quarter increased by 15% compared with Q1.

Food Hygiene Rating Scheme – Awareness, recognition and use (slide 7)

Food and You 2 replaces the FSA's face-to-face Food and You survey (2010-2018), the Public Attitudes Tracker (2010-2019) and the Food Hygiene Rating Scheme (FHRS) - Consumer Attitudes Tracker (2014-2019). Food and You 2: Wave 2, fieldwork collected from 25 November 2020 and 21 January 2021, is the first wave of data collection to include questions relating to the FHRS. Due to differences in the question content, presentation and mode of response, direct comparisons should not be made between these earlier surveys and Food and You 2.

Delivery against corporate priorities (slides 9-11)

Achieving Business Compliance – (slide 9)

All milestones delivered apart from “Further exploration of Platform landscape and possible interventions”, which will continue into Q3 - this will have no impact on the final delivery.

Food Hygiene Delivery Review timeline has been revised following the appointment of a new project team. Milestones have been updated.

Operational Transformation – (slide 10)

Resource Allocation System

Complete discovery of RAS to resource management (Q1); Undertake RAS pilot activities (Q2) - The Resource Allocation System has slipped due to the chosen supplier of the software withdrawing from the process. A second market scan has identified a new supplier and final work is ongoing to finalise requirements to ensure the chosen system is suitable prior to commencement of a trial. It is hoped that the trial will commence early in Q3, with full rollout (pending a successful trial) taking place in Q4.

Representative PMI Sampling in Poultry

Trial of representative sampling of poultry (Q2); Complete process design of representative sampling of poultry (Q3); Launch representative sampling of poultry (Q4) – Following lengthy engagement, Industry representatives have confirmed that, at this time, they are not interested in taking up this flexibility trial as they believe there will be limited benefits if carried out in isolation of other activities. The initiative is likely to be returned to the ‘Backlog’ and will be reviewed again in due course, alongside other potential opportunities.

Please note, whilst the initial discovery for the milestone ‘Complete discovery of charging enabler work package for future Ops Model (Q2)’ was completed on time, further work is ongoing to draw up principles before any design work can properly commence.

Diversity and inclusion (slides 13-15)

References (slides 13-15) – The UK economically active population figures are taken from the ONS labour market survey 2020.

Declaration rates – this refers to yes/no declaration rates for protected characteristics (and does not include those who selected ‘choose not to disclose’).

Geographical Distribution – Staff locations are identified using the Office of National Statistics (ONS) International Territorial Levels (ITLs)/local administrative units (LAUs), further information on ITLs and LAUs can be found at:

<https://www.ons.gov.uk/aboutus/whatwedo/programmesandprojects/europeancitystatistics>

Staff locations (headcount) with a plant/site based contract choice, office or multi-site contract choice are linked to their contractual site/office. For staff on home-based contracts location is determined by their home postcode.

Finances (slides 16-18)

21/22 Full Year Forecast as at 31 Oct 2021 (vs the Q2 report (**slide 16**)) showed FSA total (RDEL & CDEL exc. AME): £132.2m, underspend of £3.9m.

Westminster (including EU Exit) RDEL & CDEL exc AME £114.1, Wales (RDEL & CDEL) £4.5m and Northern Ireland (RDEL & CDEL) £13.6m
Underspend of £2.4m, £0.6m and £0.9m respectively.

***To Note** – the FSA total and Westminster figures (**slide 16**) exclude the Shared Outcomes Fund until Q3. Funding to be allocated in the Supplementary Estimate round in Jan 22. Estimated funding £1.1m - depending on final allocation across departments.

Appendix - Reporting schedule

Measure	Q1	Q2	Q3	Q4
Foodborne disease - Laboratory confirmed human cases in the UK of the four major bacterial pathogens				X
Trust and confidence in food - recommended food safety practices and confidence in food safety and authenticity reported in our Food and You 2 consumer survey	X		X	
The public's awareness and trust in the FSA – including the FSA's public reputation score.	X		X	
Nutrition Northern Ireland - business engagement with the Calorie Wise scheme and MenuCal				X
Food Hygiene Rating Scheme - The % of FBOs achieving FHRs ratings of Very good and those receiving a rating below Satisfactory and the public's awareness of the FHRs Scheme	X	X	X	X
Local Authority Delivery, Support & Performance	X	X	X	X
Food Standards - FSA sampling activity - total samples taken, results received, unsatisfactory results and non-compliance				X
Meat FBO Compliance - The % of meat FBOs who are rated as satisfactory or above for compliance	X	X	X	X
Animal Welfare at Slaughter - progress against the animal welfare action plan in line with the FSA zero tolerance welfare policy			X	
National Food Crime Unit (NFCU) – progress against operational outcomes, investigations and intelligence	X		X	
Making the FSA a great place to work <ul style="list-style-type: none"> • Attrition and Recruitment • Diversity and Inclusion • Civil Service People Survey results • Wellbeing 	X	X	X	X
Measures that we are considering and may form part of the report are Cost of illness; Food Hypersensitivity; Risk Analysis & Regulated Products; Food Incidents & Products Recalls and Sustainability	X	X	X	X