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## Performance and Resources report

Q4 2021/22

Business Committee – 15 June 2022 - FSA 22/06/16

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# Executive summary of our Q4 performance

## Hygiene and Standards

### Foodborne disease



2021 saw a reduction in reporting of laboratory confirmed human cases of foodborne disease for three of the four key pathogens, the FSA's headline food safety outcome measure, coinciding with the COVID-19 pandemic. There are likely multiple drivers which contributed to the drop in reporting to national surveillance systems, including factors such as changes in behaviour and implementation of non-pharmaceutical interventions, hence 2020 and 2021 figures cannot be compared to other years. The FSA have undertaken further work to better understand the reasons for these changes in reported cases seen during the COVID-19 period, detailed on slide 5, and continue to identify future opportunities most beneficial to public health and reducing the burden of foodborne disease.

### FSA sampling activity



11,065

Samples tested



245

Non-compliances



£3.3  
million

Total spend

Sampling in 2021/22 has informed our knowledge and the work to manage the risks to the UK's food system. Targeted surveillance enabled the assessment of intelligence on food risks and allowed for the targeting of official control sampling. The results of which gave rise to targeted advice to businesses, further investigation and enforcement activity. Regulatory monitoring sampling has been undertaken to check compliance with legislative requirements and allow follow-up action if required to maintain the safety of food. Sampling has also supported the FSA's science and evidence led approach by providing data which is when considering risk-management options and policy development.

### Meat food business operator (FBO) compliance



98.7%  
(↑0.7%)

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



82%  
(↑10%)

Full audit completion

During Q4 the focus was on the recovery from the COVID-19 pandemic. The FSA audit activity during Q4 achieved 82% of its full audits completion. This is lower than the 90% target level of full audits in any given quarter, however, this had very little impact as all Improvement necessary and Urgent improvement necessary have been completed and others have been picked up as part of a backlog.

In addition to the 82% of required audits the FSA has prioritised the deferred audits due to COVID-19 and as a result by the end of March 2022 there were no outstanding deferred audits and the number of full audits completed against the target had returned to pre-COVID-19 levels.

# Executive summary of our Q4 performance

## Hygiene and Standards

### Food Hygiene Rating Scheme (FHRS)



**51,315**  
(↑26.5%)

Establishments rated



**51,633**  
(↓8%)

Businesses published as  
'awaiting inspection'



**96.9%**  
(=)

Food Hygiene Rating  
3 or above

In Q4 2021/22 there was no change in the proportion of businesses with a rating of 3 or above (96.9%). However, there was a small increase in those achieving the top rating of 5 – very good (+0.2 percentage points to 74.9%). This is consistent with what has been seen throughout 2021/22. 51.3k businesses were rated in Q4, the highest number in any quarter since Q4 2019/20. The number of businesses published as 'awaiting inspection' fell by 7.9% in Q4 to 51.6k. This is the third successive quarter in which the number has decreased and now stands at the lowest level since Jan 2021. Of these, the largest number - accounting for 27% of the total – are categorised as 'Other catering premises' which includes home caterers. Over 80% of those awaiting inspection in this category are registered at a private home address.

### Nutrition Northern Ireland



**↑37%**

MenuCal users from March  
2021 to March 2022



**↑63%**

Recipes placed on MenuCal from  
March 2021 to March 2022

MenuCal is a free and online tool to support businesses to calculate calories and manage allergens. Despite the pandemic and the limited ability to promote the tool, the number of active MenuCal users continues to grow. From 2019/20 to 2020/21, the number of recipes inputted and updated by users has also increased, reaching 24,290 and 10,591 respectively.

In the latest wave of the Eating Well Choosing Better Tracking Survey (2021<sup>+</sup>), there was a high number of respondents (87%) who recognised the traffic light label and this has remained consistent throughout each wave. Most respondents (79%) understood the traffic light label. However, only 42% reported that they use the label when shopping (which has decreased by 14% since 2020<sup>\*</sup>).

+ Data was collected from August to October 2021.

\* Data was collected from June to August 2020.

# Human cases of foodborne disease

## Background and ongoing research and evidence

In 2020, there was a significant reduction in reporting of gastrointestinal (GI) infections to national surveillance coinciding with the COVID-19 pandemic. Similar declines were also observed in other countries e.g. USA, Sweden, Germany. In 2021, cases of *Campylobacter*, reported in the UK, returned to pre-COVID-19 levels, however, cases of *Salmonella* and shiga toxin-producing *E.coli* O157 (STEC O157) remained notably lower for reasons which are uncertain at present. The drivers of change are likely to be multifactorial, vary by pathogen and linked to many different societal and behavioural changes that occurred during the COVID-19 pandemic. The overall picture is complex and differs throughout 2020 and 2021:



### Underreporting of GI infections

Changes in healthcare seeking behaviours e.g. attendance at GPs and collection of samples for testing as well as pressure on diagnostic services.



### Implementation of enhanced hygiene measures and social distancing

Control measures implemented to reduce the spread of COVID-19 such as better hand washing



### Food related behaviours

Such as a change in the proportion of food cooked in the home or purchased from takeaways and restaurants may have had an impact. As may have COVID-19 restrictions on catered events.



### Other non-pharmaceutical interventions

Such as reduced international travel

Ultimately the net effect of all these changes is unknown. The UK Health Security Agency (UKHSA) have recently published two papers (**Appendix – slide 28**) on the impact of the COVID-19 pandemic on GI pathogen reporting in England (similar reports are also planned from Scotland and Wales). While these acknowledge that increased under reporting is a key contributor to the drop, they also suggest that for pathogens where transmission is primarily person to person, such as norovirus, there does seem to be a real drop and this may be due to changes in contact patterns and/or improved hygiene.

## Ongoing research and evidence

The FSA have undertaken further work to better understand the reasons for these changes in reported cases seen during COVID-19, detailed below, and continue to identify future opportunities most beneficial to public health and reducing the burden of foodborne disease:

### The survey of Intestinal Infectious Disease during COVID-19

Enabling us to estimate the level of self-reported Infectious Intestinal Disease (IID) and underreporting during COVID-19 period. The surveys will also be used to test whether certain behaviours such as increased handwashing can be associated with lower likelihood of IID. Results of the survey are expected to be published in late 2022.

### Analysing hospital episode statistics by week for the main pathogens

As hospital admissions are likely to capture the more severe cases, we would expect them to be less affected by underreporting, so closer to a true picture of trends. We currently working with NHS Digital to obtain further data in this area.

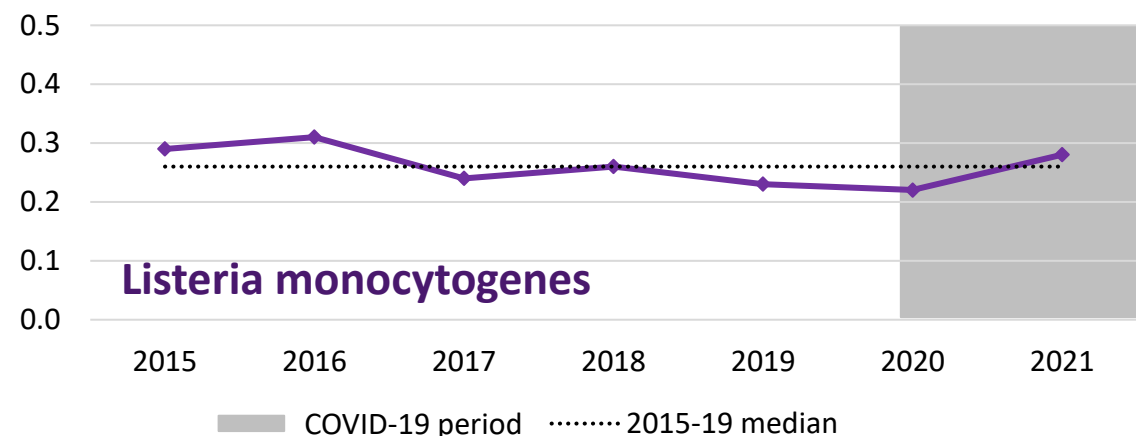
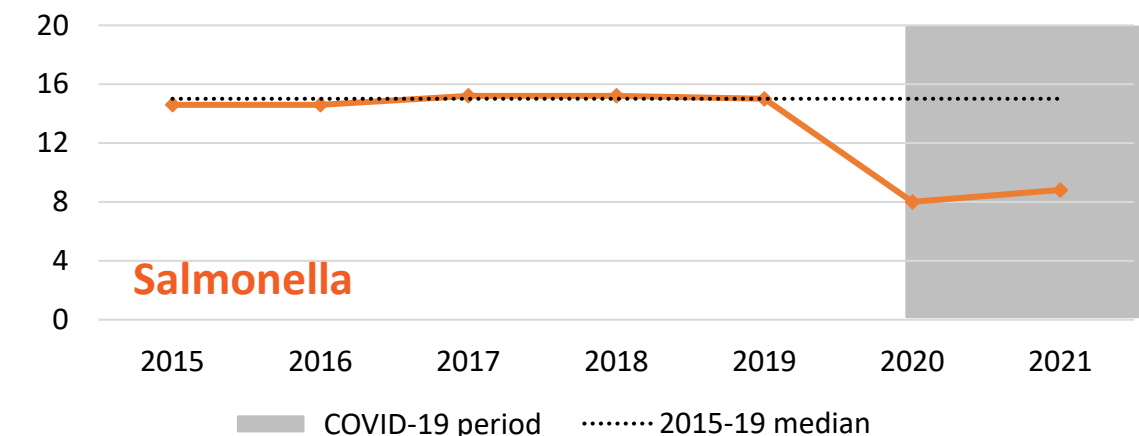
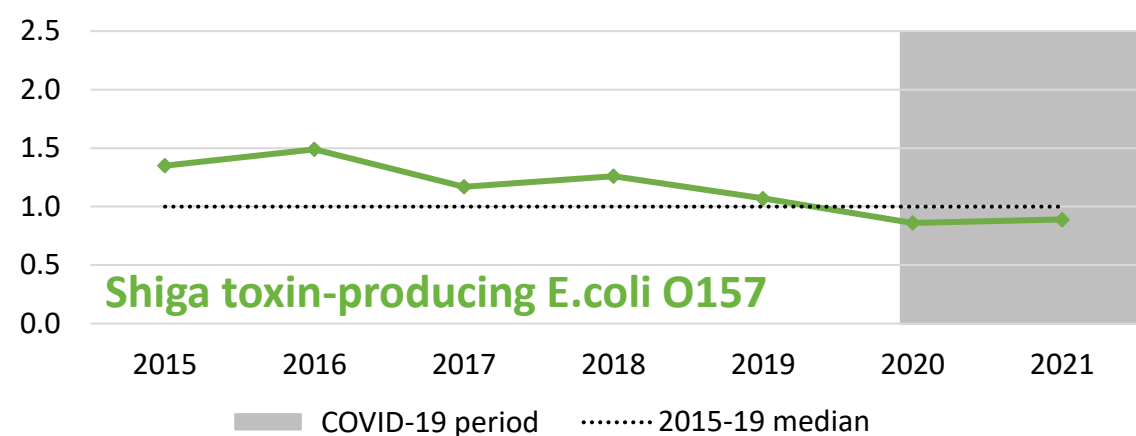
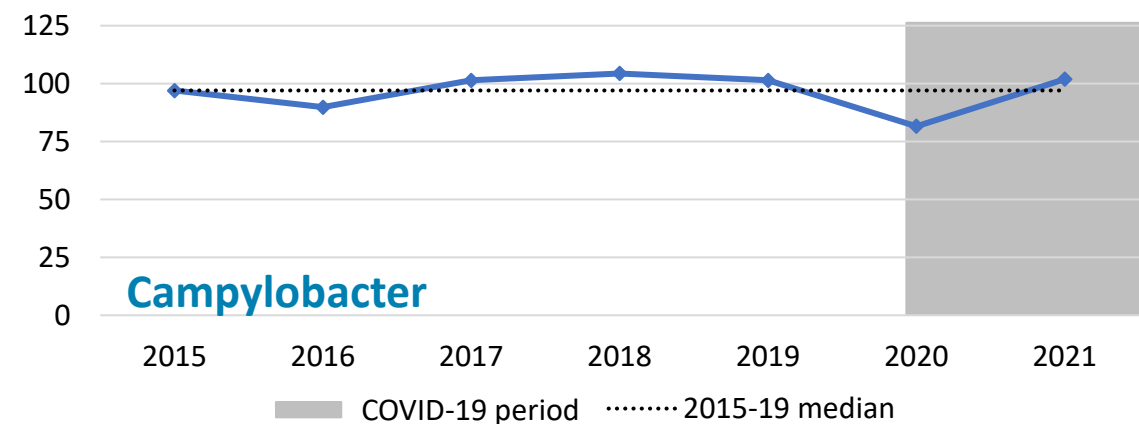
### Working with UKHSA and the other surveillance providers

We are liaising with UKHSA, and the other UK surveillance bodies, to triangulate data from the projects above with other surveillance data.

# Human cases of foodborne disease

## Confirmed laboratory cases

Rate per 100,000 population of laboratory confirmed cases in the United Kingdom, 2015-2021\*



\*Data are derived from multiple live reporting systems managed by The UK Health Security Agency (UKHSA), Public Health Wales (PHW), Public Health Scotland (PHS) and the Public Health Agency Northern Ireland (PHANI) therefore are provisional and may change. Rates per 100,000 population are calculated using the ONS mid-year population estimates (2020 estimates used for 2021 as 2021 estimates are not yet available). 2015-19 median is the median rate per 100,000 population of the 5 years between 2015 to 2019 using 2015-19 ONS mid-year population estimates. Trends over time should be interpreted with caution, particularly over the 'COVID-19' period (2020-2021) due to many factors which impacted ascertainment, incidence and reporting of these pathogens. **Refer to appendix for further explanatory information.**

## Summary

Aggregate total for samples taken, non-compliances and total spend for FSA sampling activities:



11,065

Samples tested



245

Non-compliances



£3,322,408

Total spend

## Objective 1 – Targeted surveillance

The sampling and testing of specific commodities for specific hazards which forms part of the FSA’s work to consider emerging risks. Decisions on which commodities/hazards to target is based on intelligence from a variety of sources. Thus, this aims to validate intelligence that there may be a risk.



£940,432 total spend



4,070 Samples tested



147 non-compliances

### Conclusions



The results assist us in narrowing down areas of risk to food from the intelligence received. Non-compliant results are assessed, and follow-up action taken which includes, sharing results with policy colleagues, other government departments, local authorities and industry to improve/investigate non-compliances and, if appropriate, incorporating these foods into Official Controls (Enforcement Sampling).

The ‘basket of foods’ approach included in the targeted retail surveillance survey has contributed to the joint FSS/FSA food standards report, due to be published in June 2022. **The 89% compliance rate gives reasonable confidence in food standards given the targeted nature of the approach, but highlights the need for on-going monitoring.**

## Objective 2 – Official Controls (enforcement sampling)

Samples taken by LAs but funded by the FSA as part of a directed sampling approach which may be due to adverse results from targeted sampling leading to enforcement action.



£517,446 total spend



1,566 Samples tested



55 non-compliances

### Conclusions



Directed local authority (LA) sampling provides funding for Official Control sampling (for which funding is low), maintains sampling capabilities, while ensuring this is targeted and based on intelligence such as targeted surveillance results. Making best use of LA resources to ensure that food is safe/is what it says it is. The results have led to guidance to businesses, further investigations and enforcement action. **For example, there has been successful prosecutions (related to undeclared milk in Indian takeaway meals) in Wales arising from sampling funded by the FSA in 2021.**

The directed sampling undertaken as part of NFCU’s Operation OPSON work contributes to a global report on the security of the food supply chain.

# Sampling – Ensuring food authenticity and safety

## Objective 3 – Regulatory monitoring

Carried out to monitor compliance with prescribed regulatory standards. It includes Antimicrobial Resistance (AMR), shellfish and radiological sampling.



**£1,635,167** total spend



**5,204** Samples tested



**32** non-compliances

### Conclusions



Shellfish and associated water sampling allow for the classification of beds, ensuring that shellfish receive the correct level processing to enable them to be safe to consume, and prevents harvesting from beds with unsafe levels of marine biotoxins and phytoplankton.

The annual radiological monitoring programme checks that discharges from the UK nuclear sites do not cause unacceptable exposure to radioactivity through our food. Results are published annually along with data from the environment agencies in the Radioactivity in Food and Environment Report.

**The latest report covering 2020 showed that doses to the public from all sources of exposure to artificial radioactivity, including food, were well below the legal dose limit.**

## Objective 4 – Sampling to inform science and policy

This is sampling that is undertaken, generally on a specific topic, to increase our knowledge. This might be used, for example, to inform risk assessments or policy.



**£229,364** total spend



**225** Samples tested



**11** non-compliances

### Conclusions



Some FSA surveys are specifically undertaken to inform FSA risk assessments and policy, in line with our guiding principles that we are science and evidence led. They also inform the work of our scientific committees.

**For example, the results of a survey undertaking chemical analysis of turmeric supplements on the UK market contributed to a Committee on Toxicology discussion paper on the risk of these products to human health and will support future advice on safety.**

Furthermore, a survey on Antimicrobial Resistance in Biofilms Formed During Secondary Food Processing of Meat and Meat Products (still on-going) will contribute to the cross-government National Action Plan on antimicrobial resistance.

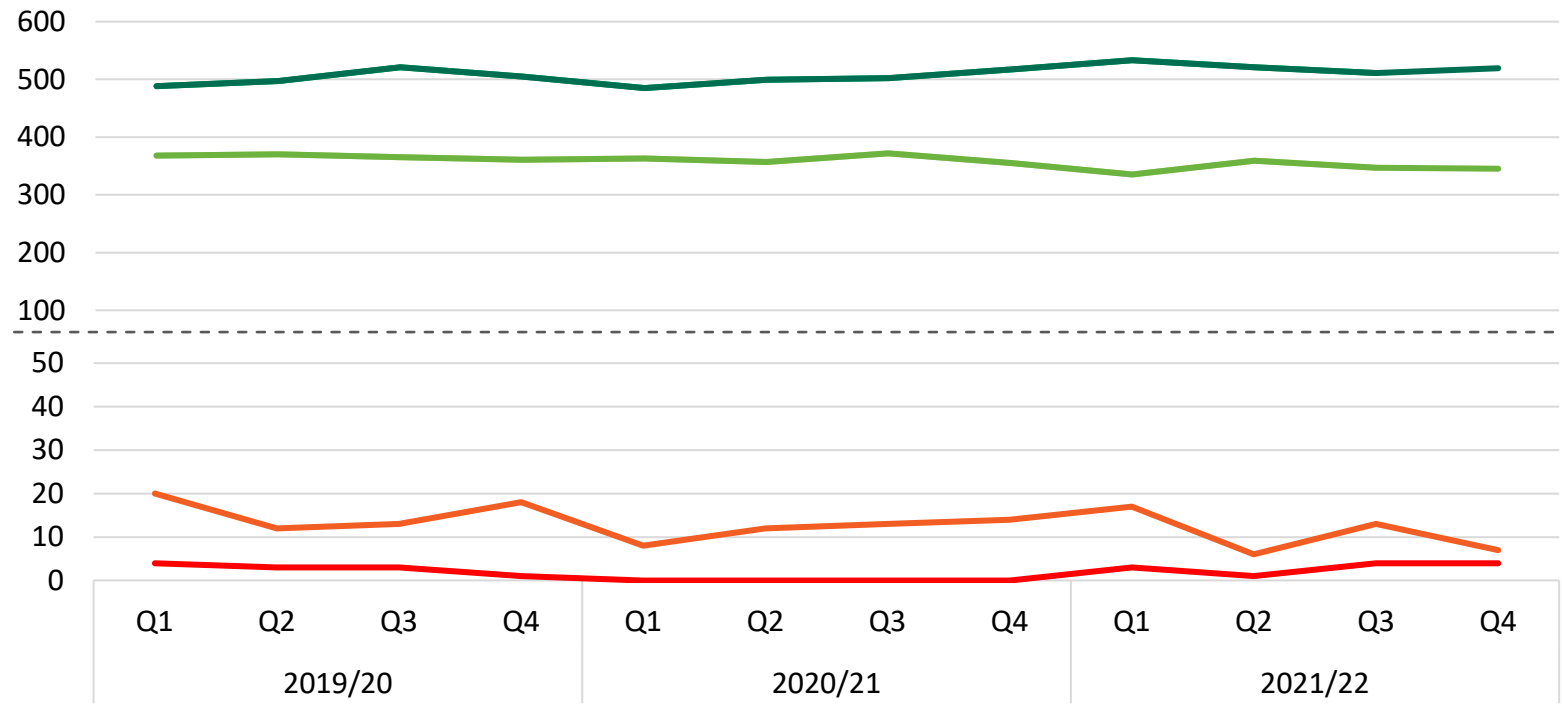




# Meat food business compliance (FBO audits) for England, Wales and Northern Ireland



## Meat FBOs rated



Overall picture of compliance has increased slightly during Q4 by 0.7%

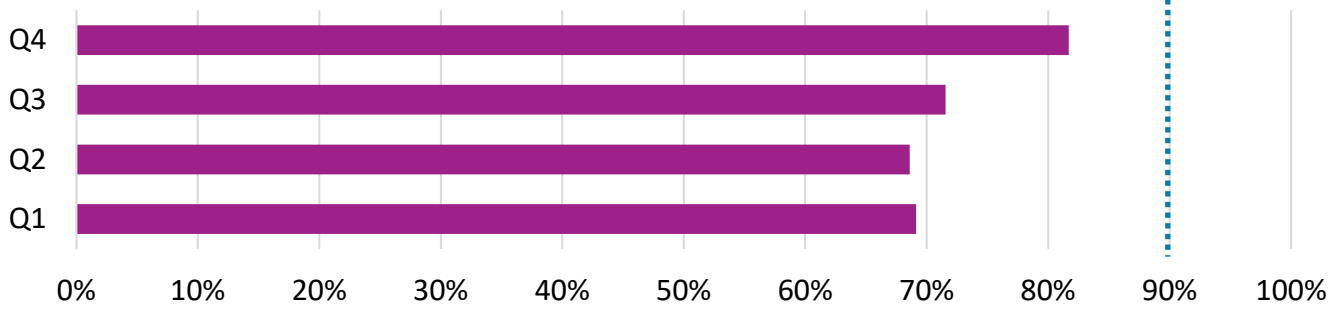
**Good** **59.3%**  
(↑8 ratings)

**Generally satisfactory** **39.4%**  
(↓2 ratings)

**Improvement necessary** **0.8%**  
(↓6 ratings)

**Urgent improvement necessary** **0.5%**  
(↑0 ratings)

## Full audit completion



**82%** Full audit completion  
(10% points higher than Q3)

Q4 2021/22 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 audit completion % represents the number of completed vs required audits for any given quarter. In 2021/22 an extra 249 full audits were completed which had been deferred due to COVID-19.

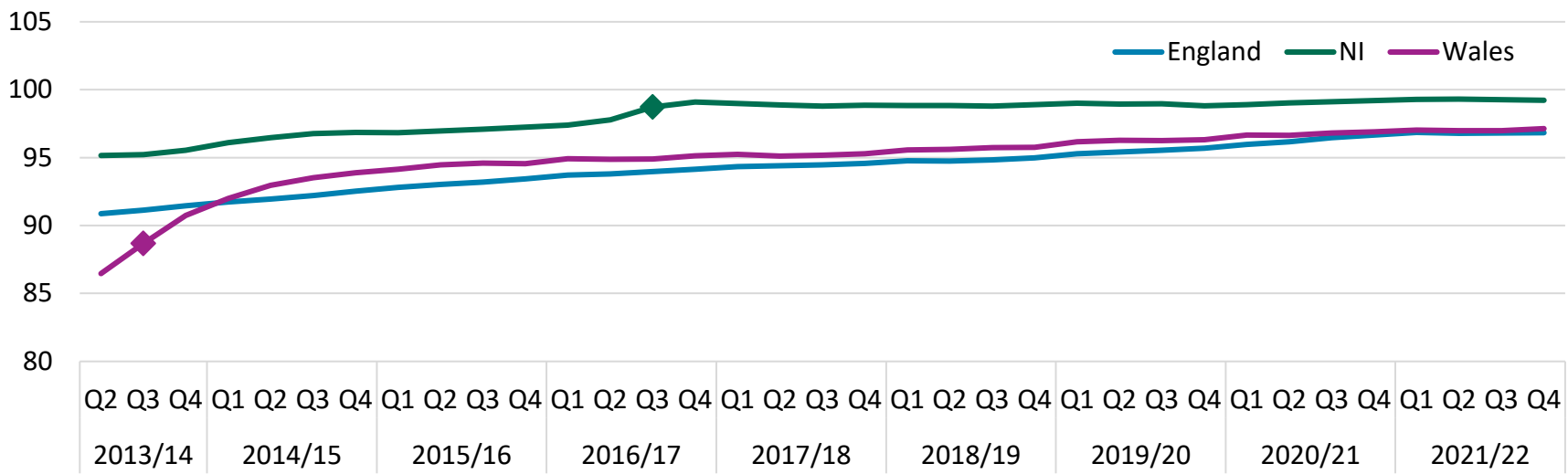


# Food Hygiene Rating Scheme

## Ratings in England, Wales and Northern Ireland



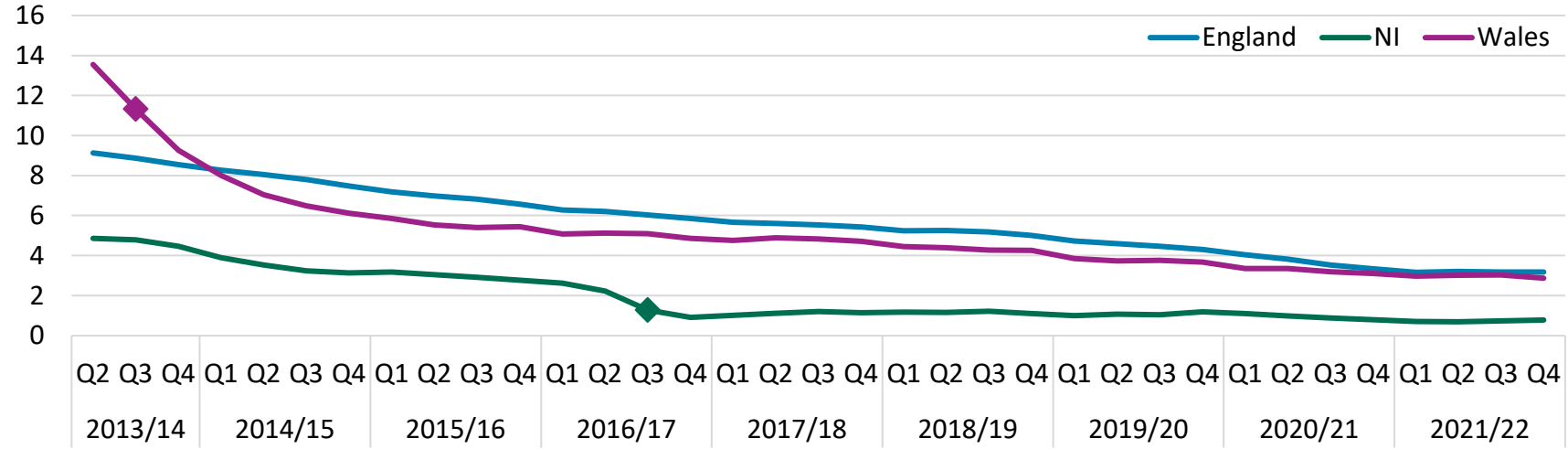
Food businesses, within the scope of Food Hygiene Rating Scheme, achieving rating of 3 or better



Across the three countries the proportion of food establishments with a rating of 3 or above remains unchanged. This is reflected in both England and Northern Ireland with Wales seeing a 0.2-percentage point increase in the quarter.

- N.I.** - The Food Hygiene Rating Act came into force in October 2016.
- Wales** - The Food Hygiene Rating Act came into force in November 2013

Food businesses, within the scope of Food Hygiene Rating Scheme, achieving rating of 2 or lower

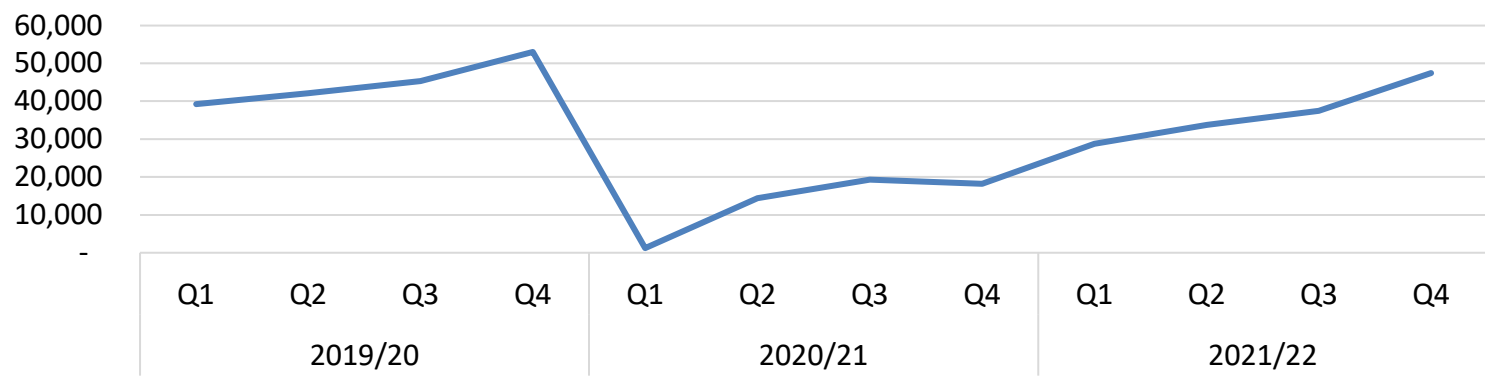


Across the three countries the proportion of food establishments with a rating of 2 or lower remains unchanged in both England and Northern Ireland. With Wales experiencing a 0.1-percentage point decrease in the quarter.

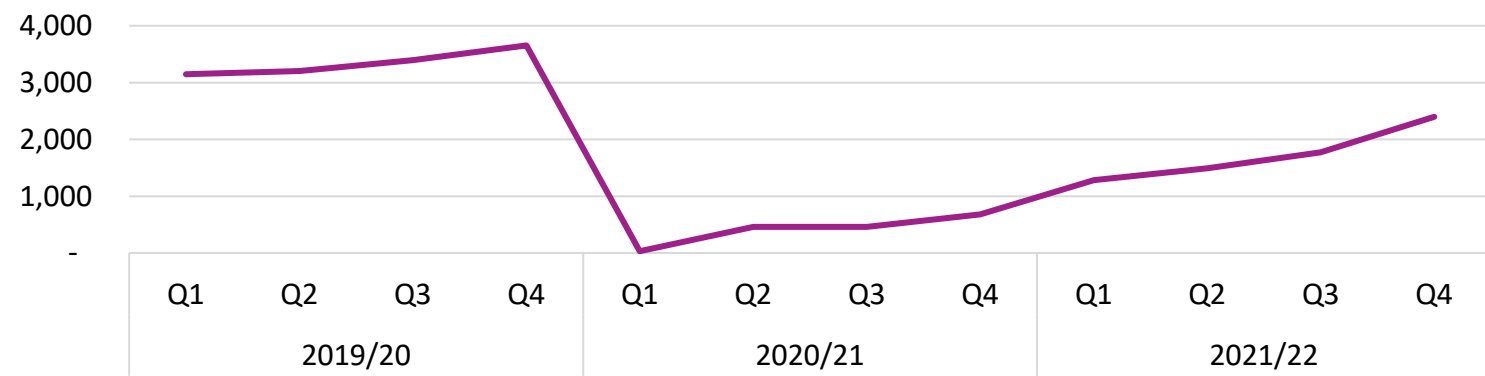
# Food Hygiene Rating Scheme

## Number of establishments rated

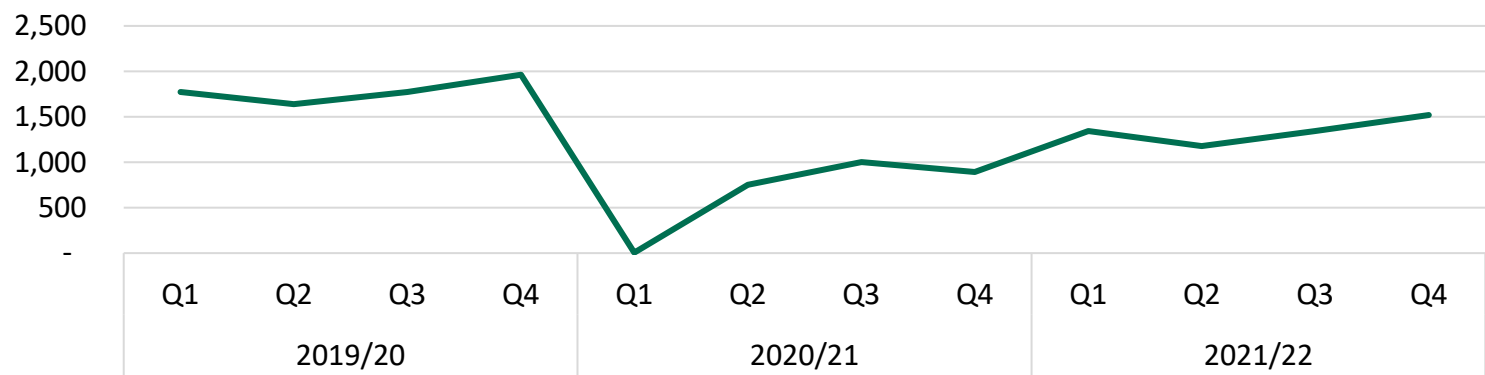
England



Wales



Northern  
Ireland



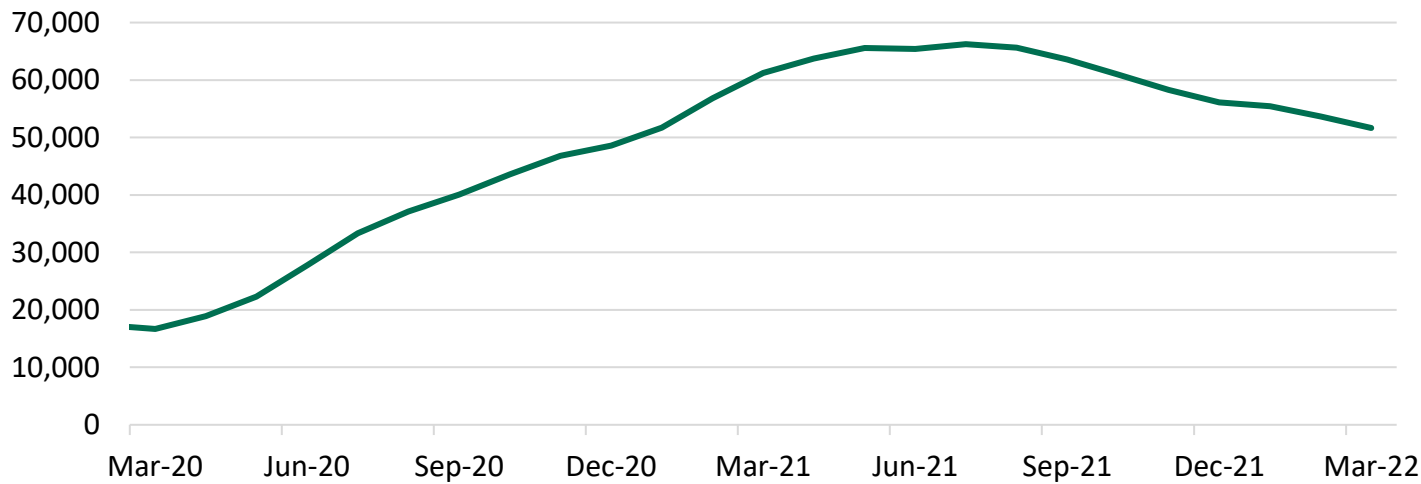
**51,315**  
establishments rated  
during Q4, a 26.5%  
increase on Q3.

As the local authority recovery plan is implemented, the number of inspections are increasing. The number of establishments rated in Q4 2021/22 are starting to return to pre-pandemic levels last seen in Q4 2019/20.

# Food Hygiene Rating Scheme

## Businesses published as 'awaiting inspection'

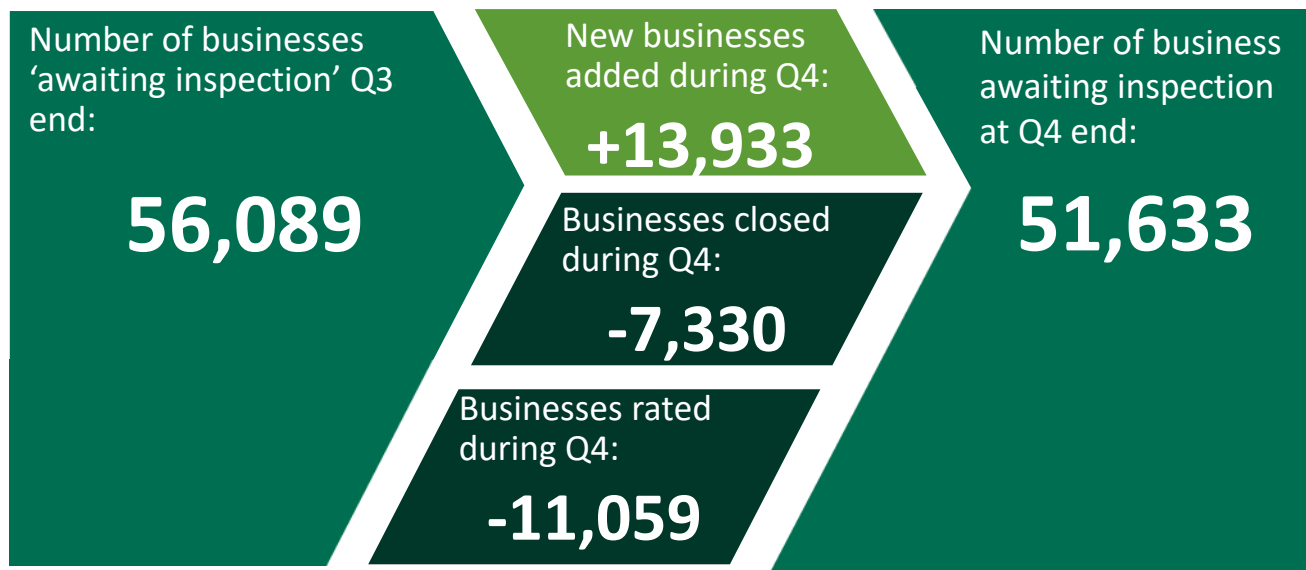
Number of businesses published as 'awaiting inspection'



4,456

Fewer businesses published as 'awaiting inspection' at the end of Q4 compared to Q3 (a 7.9% decrease).  
A breakdown for each country can be seen in the appendix on slide 31.

### What has happened since Q3?



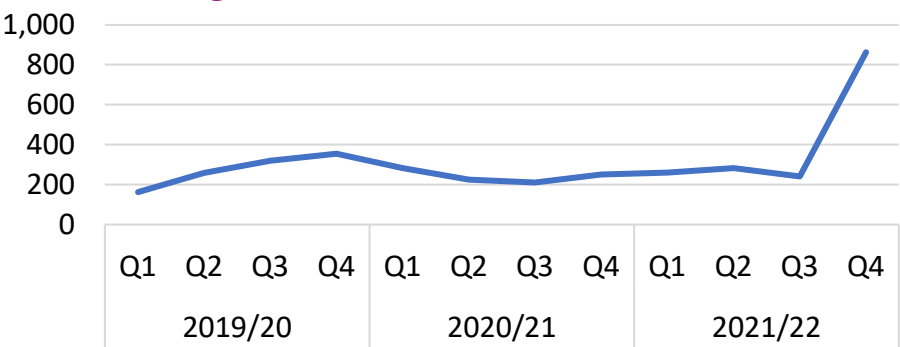
## Number of active MenuCal users



## Number of recipes inputted to MenuCal



## Number of logins to the MenuCal tool



↑ **37%**

in MenuCal users from March 2021 to March 2022



↑ **63%**

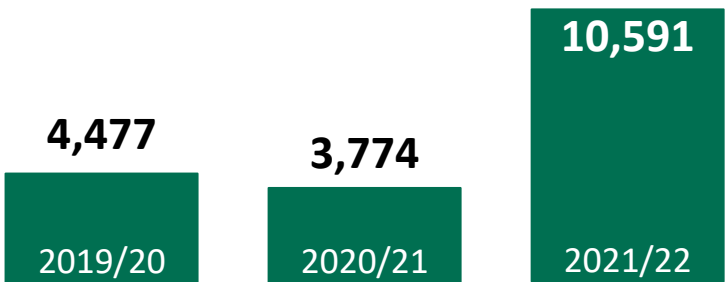
in recipes inputted into MenuCal from March 2021 to March 2022



↑ **244%**

in logins to the MenuCal tool March 2021 to March 2022

## Number of recipes updated by users on MenuCal



↑ **181%**

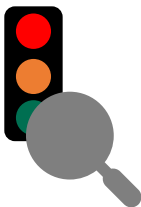
in recipes placed on MenuCal from March 2021 to March 2022

There has been a sharp rise in the number of new users, recipes inputted and logins to MenuCal between 2021/22 Q3 and Q4. This appears to be driven by new English users who signed up to the tool to calculate the energy content of menu items to comply with new mandatory calorie labelling laws which came into effect in England in April 2022.

## Consumer recognition, understanding and use of the traffic light label

Data from the 2020\* and 2021+ Eating Well Choosing Better (EWCB) Tracking Surveys cannot be directly compared to previous reports due to a change in methodology. It is also important to note that the data obtained from 2020 and 2021 was collected during the COVID-19 pandemic.

### Recognition of the traffic light label



**87%** (↓4% points from 2020)

of respondents in 2021 **recognise** the traffic light label which has remained high and consistent throughout each survey. However, this is significantly lower when compared to 2020.

### Use of the traffic light label



**42%** (↓14% points from 2020)

of respondents in 2021 **use** the traffic light label.

### Understanding of the traffic light label



**79%**

of respondents in 2021 **understand** the traffic light label. Data from 2020 is not available.

### Buying food with healthier traffic light colours (Green / Amber)



**64%** (↓4% points from 2020)

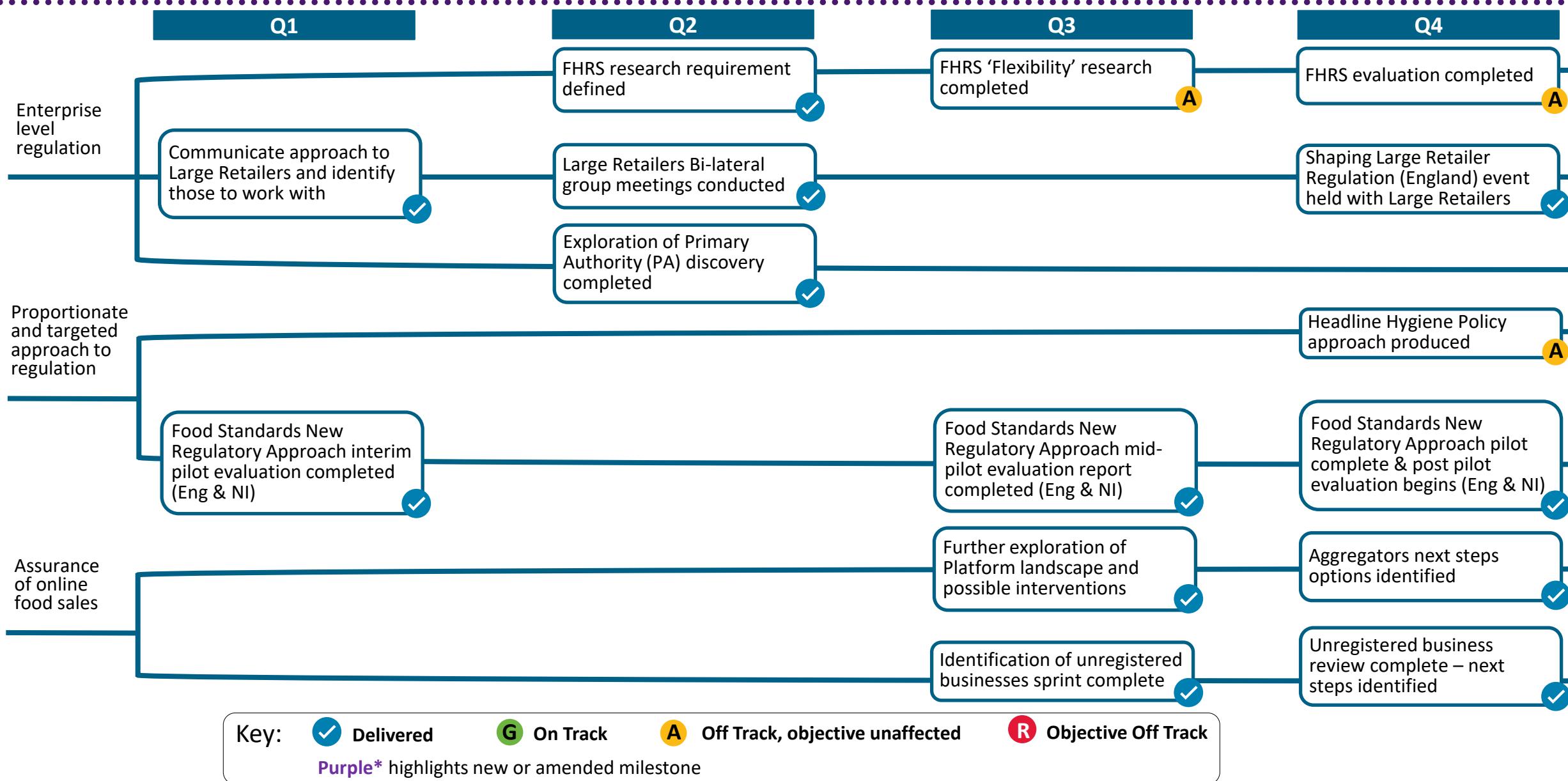
of respondents in 2021 **buy food with healthier traffic light colours (green / amber)**.

\* Data was collected from June to August 2020.  
+ Data was collected from August to October 2021.



# Delivering our corporate priorities

## Achieving Business Compliance (ABC)





# Delivering our corporate priorities

## Achieving Business Compliance (ABC)

### Achieving Business Compliance - Successful steps achieved in support of our overall ambition



**Shaping Large Retailer Regulation [England] event** - The programme held its first large event around a new approach to regulating large retailers, where retailers and their Primary Authorities discussed the proposed framework and gave honest opinions and suggestions. The event was very successful and has given the programme more insight into what is needed to be able to get pilots started. Output from the event has allowed the project to move into design & develop phase.



**Online Assurance Workstream Endorsement** - A number of new projects within this workstream have received endorsement by both the Programme Board and FSA Board to progress through further discovery and into design & development phases.



**Food Standards Pilots** - These have been completed [31 March 2022] and commencement of evaluation and scalability assessments will now be undertaken. 5 out of the 6 Local Authorities who took part in the pilots have requested they continue to work under the new ways of working until the evaluation and scalability assessments are complete.



### Achieving Business Compliance – Lesson identified

**Engagement and Communications** - The ABC team have been robustly engaging with the Large Retailers (Supermarkets) and their Primary Authorities (PAs) whilst work continues on our engagement approach with Local Authorities to ensure we have strong communication links. Alongside this, we are conscious of the risks of too focussed engagement and are working on robust internal communications to our wider FSA colleagues as we continue to deliver.



### Plans for Q1 2022/23

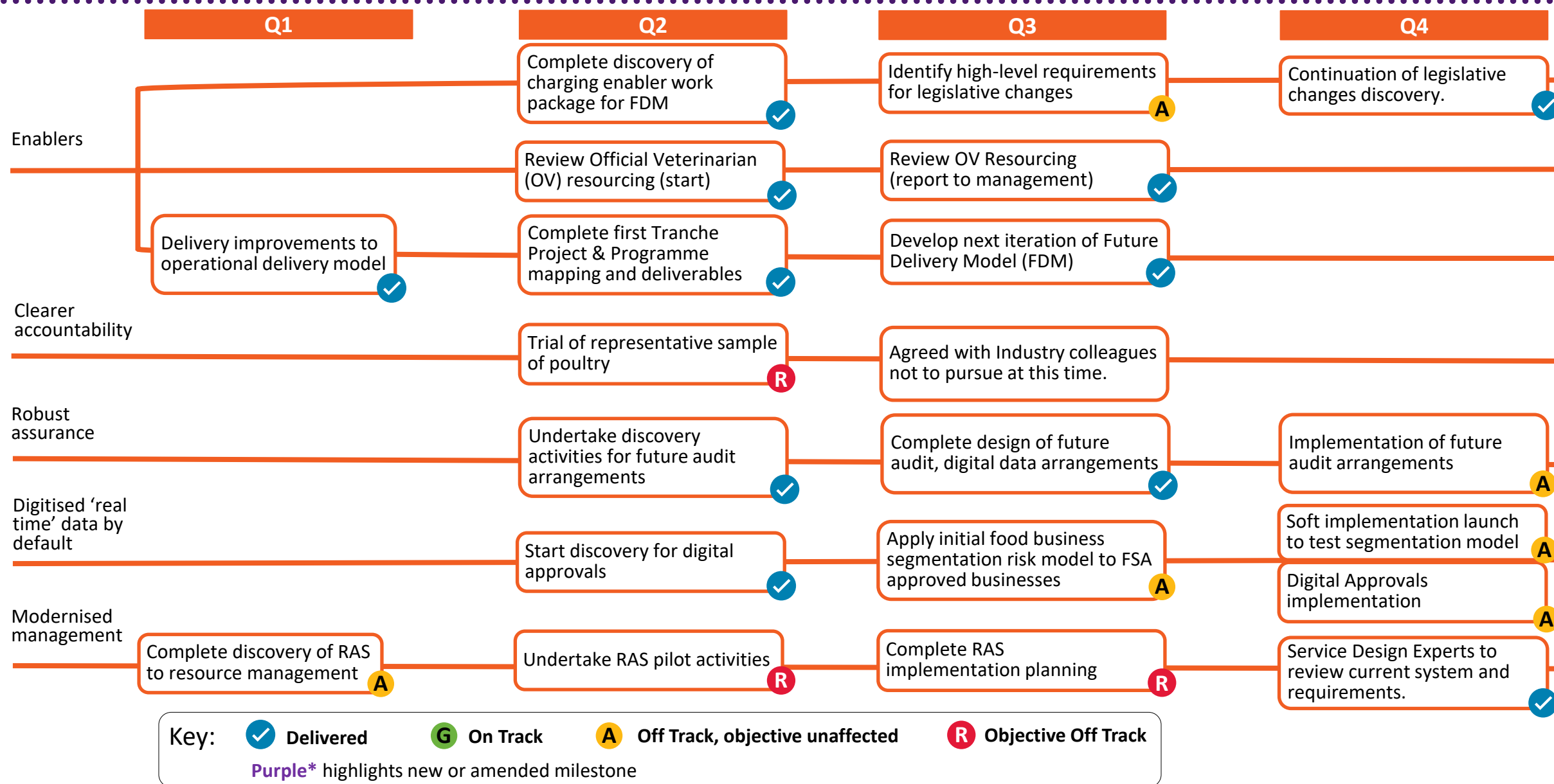
During Q1, the programme will undertake activity that works towards a Proof of Concept (PoC) trial by the end of 2022/23 to undertake Enterprise Level Regulation at Enterprise Level starting with 'Large Retailers', working with supermarkets, Primary and Local Authorities to develop an approach to can assure compliance at the Enterprise level rather than an individual premises level. A draft framework has been developed and work is due to start on the early design for the PoC and what data might be required. Alongside this, the programme will be identifying which of the retailers will work to test the with us in testing the PoC.





# Delivering our corporate priorities

## Operational Transformation





# Delivering our corporate priorities

## Operational Transformation

### Operational Transformation Programme - Successful steps to achieve our overall ambition



The legislative strategy team have been in place following the theory of change workshop with the FSA's Science, Evidence and Research Division (SERD) and this team will present their recommendations in July 2022's programme board for next steps.



**Segmentation** - Following challenge over the qualifying criteria used in the risk score including Health and Safety data – the programme has worked with digital colleagues to refine and test the Segmentation model to ensure consistency. We will be working alongside audit colleagues to design future audit arrangements, this will enable the programme to move towards a pilot launch in Q1 2022/23.



**Remote Audits** – The initial trial has been extended by 6 months to ensure consistency whilst the procurement stage is underway. A paper was produced for programme board outlining the recommendations and a follow up workshop outlined the requirements needed for a successful digital product. This technology and functionality will add greater flexibility to support how audits can be carried out under a risk based model. This is outlined for launch in late Q1 2022/23.



An evidence based review into Official Veterinarian (OV) resourcing has taken place with a paper of recommendations being presented to senior leaders late in Q3 2021/22. The agreed recommendation is now being progressed via a separate project that was mobilised Q4 2021/22



The Future Delivery Model (FDM) consultation response paper was published in November following discussion at the FSA Board towards the end of Q2 2021/22. The consultation has helped inform and prioritise aspects of the FDM which helps the programme drive forward with it's ambition.



### Operational Transformation Programme – Lessons identified

The programme is undertaking a detailed review of Lessons Learned following the withdrawal of 2 consecutive suppliers due to complexities in delivering a Resource Allocation System. The will be looking to have clear implementation plans in place much earlier and to work much closer to Digital colleagues to identify any issues much earlier. The programme has also recently being scrutinised via an external review board and recommendations were made which the programme is currently reviewing.



### Plans for Q1 2022/23

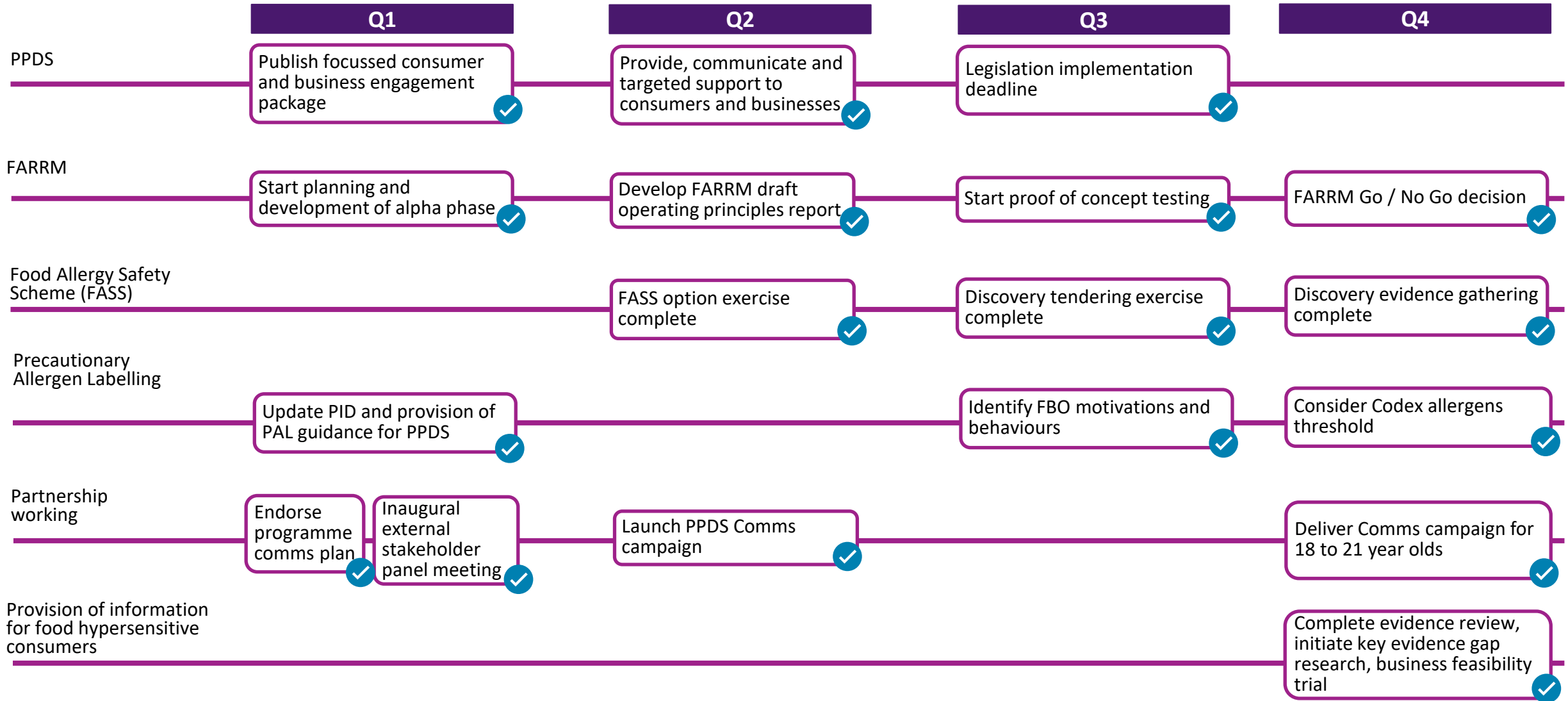
During Q1, the programme will start the implementation of Remote Audit technology and process frameworks, following on from the trial that ended in Q4 2021/22. Slippage may be likely to roll into Q2/Q3 as the trial is being extended by 6 months for continuity.





An example is the “Digital Audit/Inspections discovery/market scan” – a key digital tool to improve data/evidence gather for audit activity (improved evidence & decision making). Thus ensuring support for operational needs.



# Delivering our corporate priorities

## Food Hypersensitivity Programme (FHS)



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



# Delivering our corporate priorities

## Food Hypersensitivity Programme (FHS)

### Food Hypersensitivity Programme - Successful steps achieved in support of our overall ambition



**Symposium and Campaigns** – As part of our objective to build strong relationships and alliances, the team held a successful food hypersensitivity symposium on 10 March 2022. This virtual event attracted over 600 delegate registrations and had presentations from across academia, business, local authorities and the FSA. This event coincided with the March 2022 launch of two communication campaigns targeting businesses and the 18 to 21 year-old age group.



**Food Allergic Reaction Reporting Mechanism (FARRM)** - A FARRM proof-of-concept platform was hosted on the FSA website from November 2021 to February 2022 inclusive and generated a total of 498 reports of adverse reactions. Whilst this level of response broadly aligned with expectations, it demonstrated significant issues with maintaining public awareness, consumer motivation to place a report and accuracy and validity of data. The FHS Programme Board agreed that the proof-of-concept gave a clear indication that we should focus on alternative ways of capturing the scope and type of data required to inform future policy options.



**Food Allergy Safety Scheme (FASS) and Provision of Information for FHS Consumers** – Emerging research and discovery evidence from these two separate projects indicate that greater focus and efficiency could be achieved if future work was combined. The FHS Programme Board endorsed this approach and the FHS FSA Board paper for June 2022 will recommend the implementation of the “**Improving Provision of Allergen Information and Management (IPAIM) project**”.



### Food Hypersensitivity Programme – Lesson identified

**Need to Define Supplier Reporting Standards** – The successful FARRM proof-of-concept exercise underlined the importance of ensuring Suppliers understand the minimum quality standards required when compiling their reports. The compilation of the final report needed significant FHS team support to bring it to the acceptable standard.



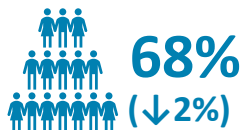
### Plans for Q1 2022/23

During Q1, the programme will consolidate the evidence, research and information generated throughout 2021/22 and report to the Board in June 2022. The programme is engaging with colleagues across the Agency as we develop the Board paper. The programme will be briefing FSA Board members on specific work to provide them with earlier sight of the evidence and recommendations emerging.

# Executive summary of our Q4 performance

## Our Resources

### Civil Service People Survey results



FSA Staff Engagement Index Score

The FSA's response rate to the People Survey was 77%, down 10% points since 2020, but remains above Civil Service benchmark of 62%. Our engagement index score was 68%, our second highest ever score. This is above the Civil Service benchmark of 66%. Most areas dropped only marginally, except for 'Pay and Benefits' which dropped by 6% points. 'My Manager' increased in satisfaction by 1% point and 'My Team' remained the same.

### Staff Health and Wellbeing



**64.5%**

Of approaches were  
Emotional Support



**42%**

Of approaches were depression  
/ anxiety related

Access to the Employee Assistance Programme during 2021/22 was utilised by 4.92% of the workforce. 64.5% of the 62 approaches via the Employee Assistance Programme were under Emotional Support. This has trended downwards compared to previous years.

42% of the total 81 approaches to Mental Wellbeing Supporters were depression and anxiety related cases.

### Financial resources – spend availability



**£6.0million**  
underspend



The full year provisional outturn underspend for Westminster, Northern Ireland (NI) and Wales is £6.0million (Westminster £4.9 million, Wales £0.3 million, and NI £0.8 million), compared with £4.1 million as reported in Q3 (Westminster £3.5 million, Wales £0.2 million and NI £0.8 million).

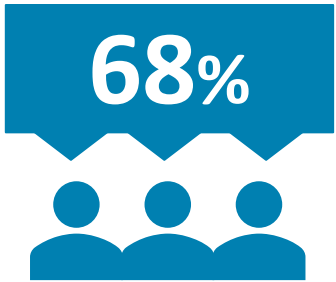
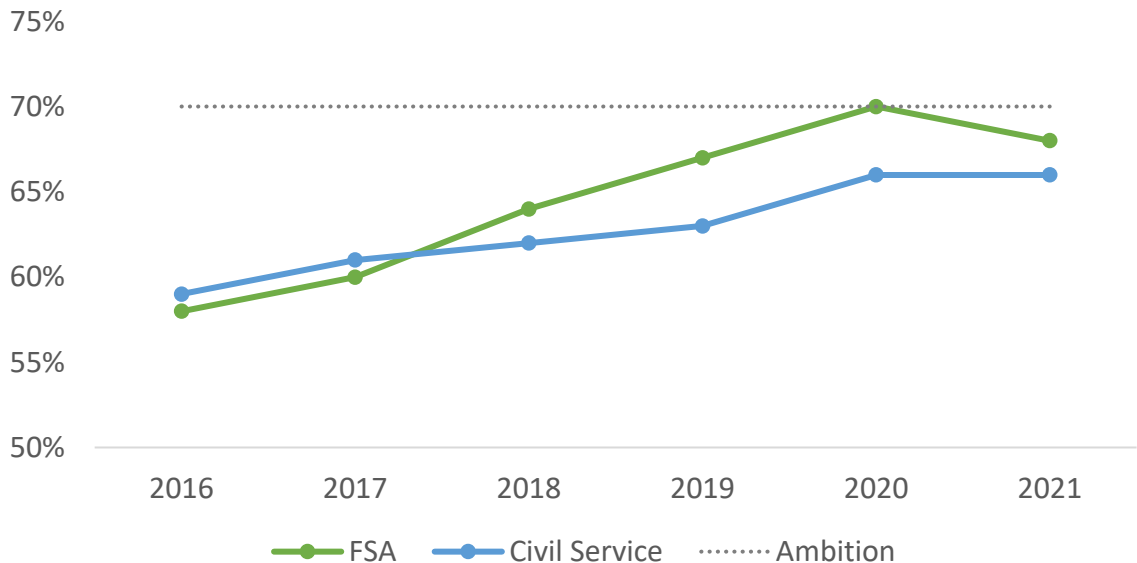
At the end of 2020/21, we reported £9.2million underspend (of which Westminster: £7.9million), driven mainly by the first year of the pandemic, the effects of which continued to be felt during 2021/22. Steps taken to reduce underspends in the current year included:

- A pipeline generation panel to bring more new bids to the FSA's Investment Board more quickly (Investment Board approved £4.8million more bids in 2021/22 than the previous year);
- Authorising the Science Evidence & Research Division (SERD) to overprogramme by more than £3million;
- The Information Directorate bringing forward priority work as underspends materialised;
- Providing more funding for EU Exit related priority activities, such as local authority grants, sampling and surveillance activities.

# Making the FSA a great place to work

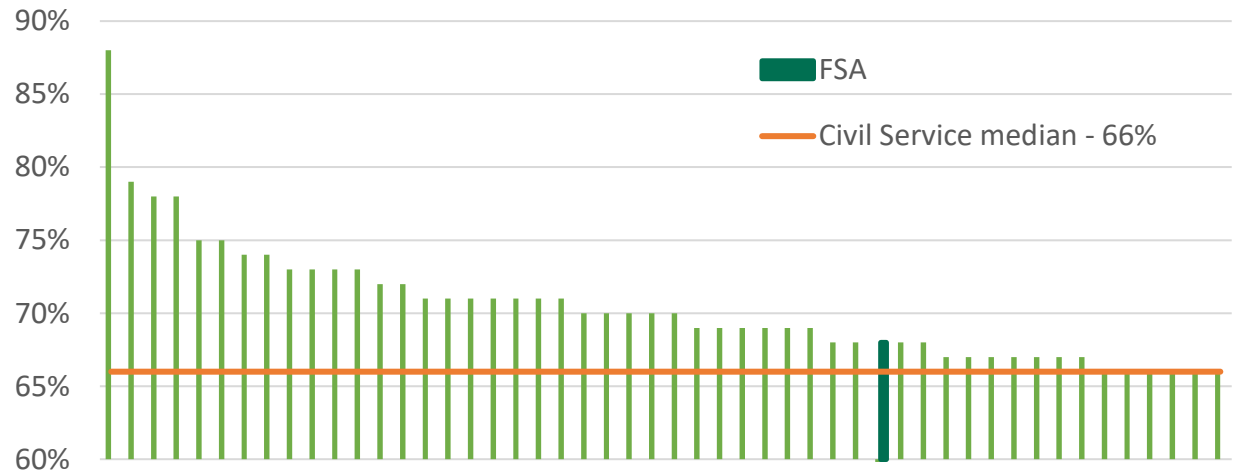
## 2021 Civil Service People Survey

### Trends in engagement index scores

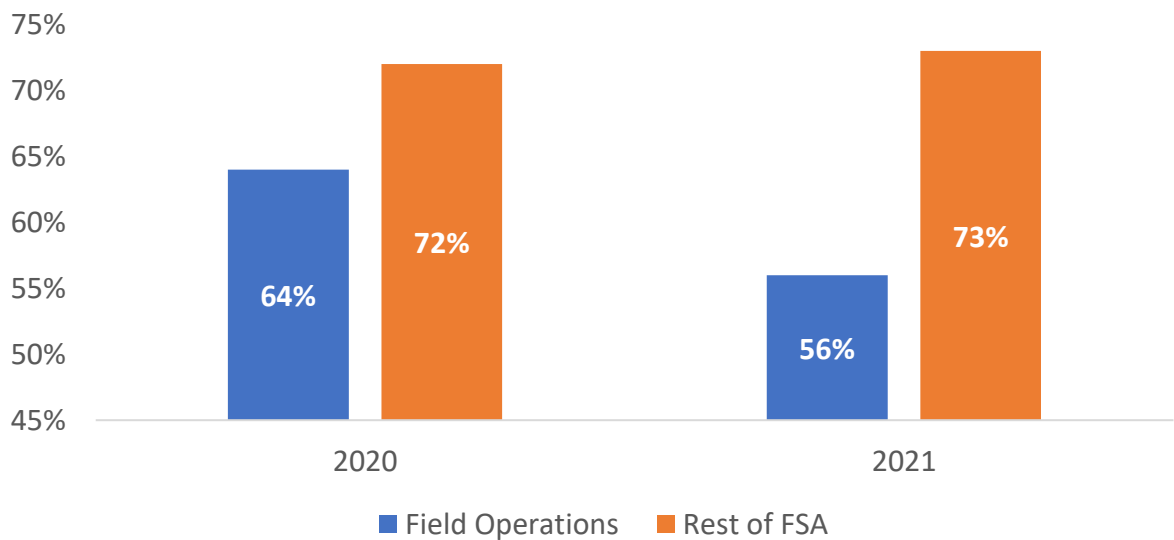


**The FSA's 2021 Civil Service People Survey engagement index score**  
(↓ 2% points from the 2020 survey)

### Civil Service engagement top 50 out of 101 organisations



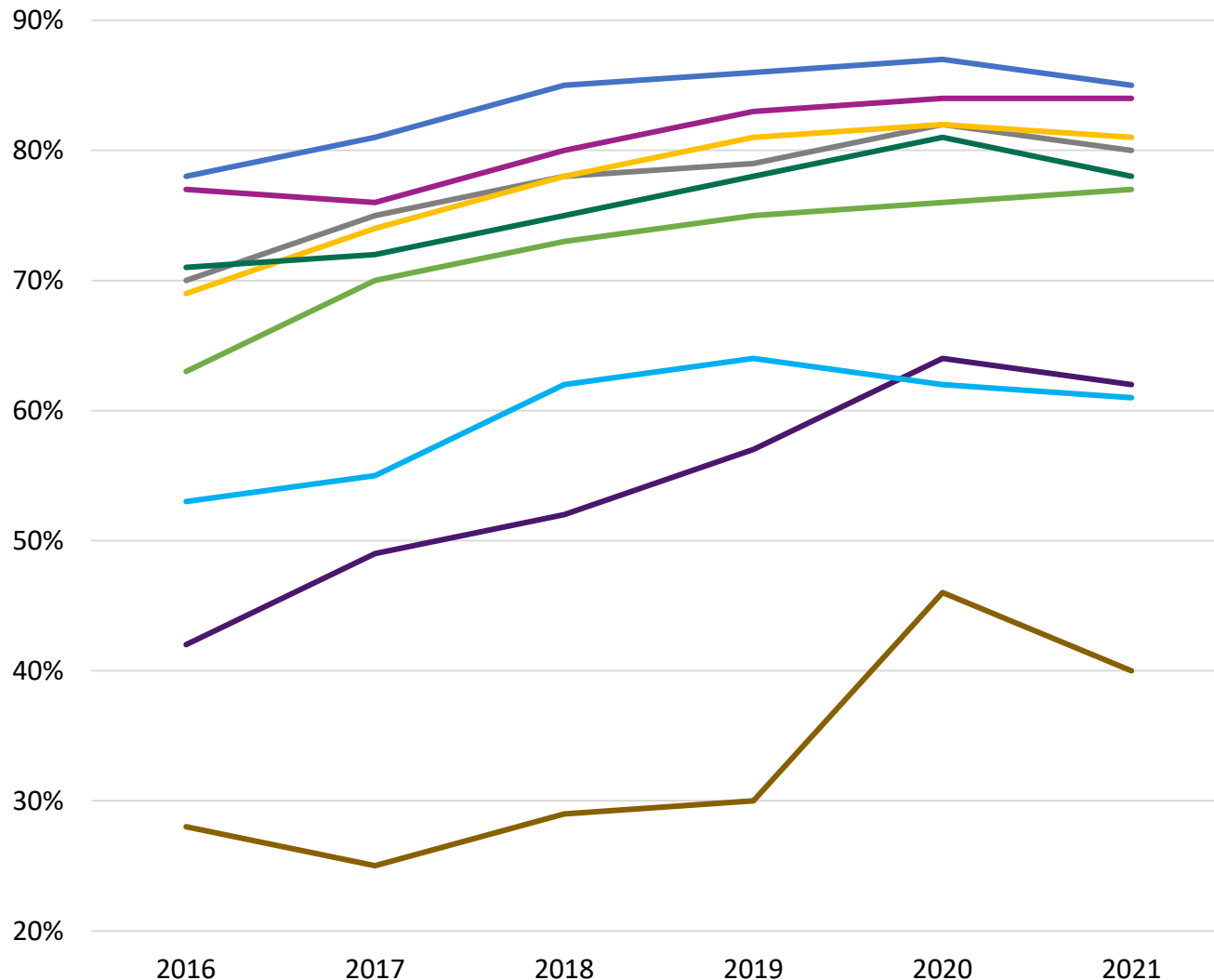
### Operations compared to the rest of the FSA – Staff Engagement Index



# Making the FSA a great place to work

## 2021 Civil Service People Survey themes

### People Survey - Trends in the FSA (Survey theme trends 2017-2021)



### Differences from the 2020 survey

Organisational objectives and purpose

- 2% points

My Team

+ 0% point

My work

- 2% points

Inclusion and Fair Treatment

- 1% point

Resources and Workload

- 3% points

My Manager

+ 1% point

Leadership and Managing Change

- 2% points

Learning and Development

- 1% point

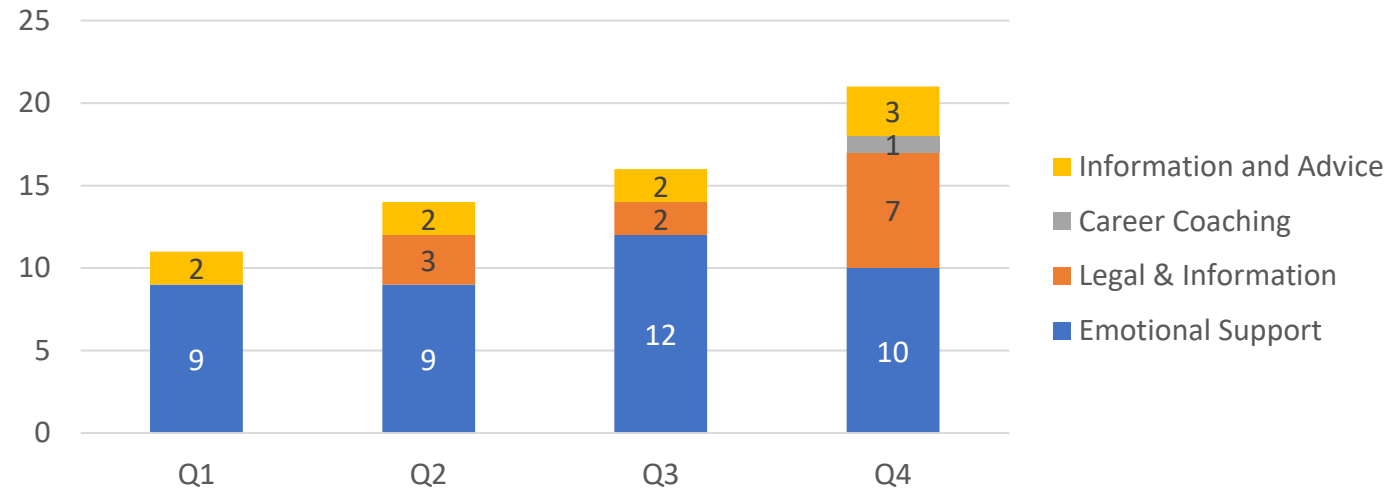
Pay and Benefits

- 6% points

# Making the FSA a great place to work

## Staff Health and Wellbeing

### Number of FSA Employees utilising Employee Assistance Programme 2021/22



**64.5%**

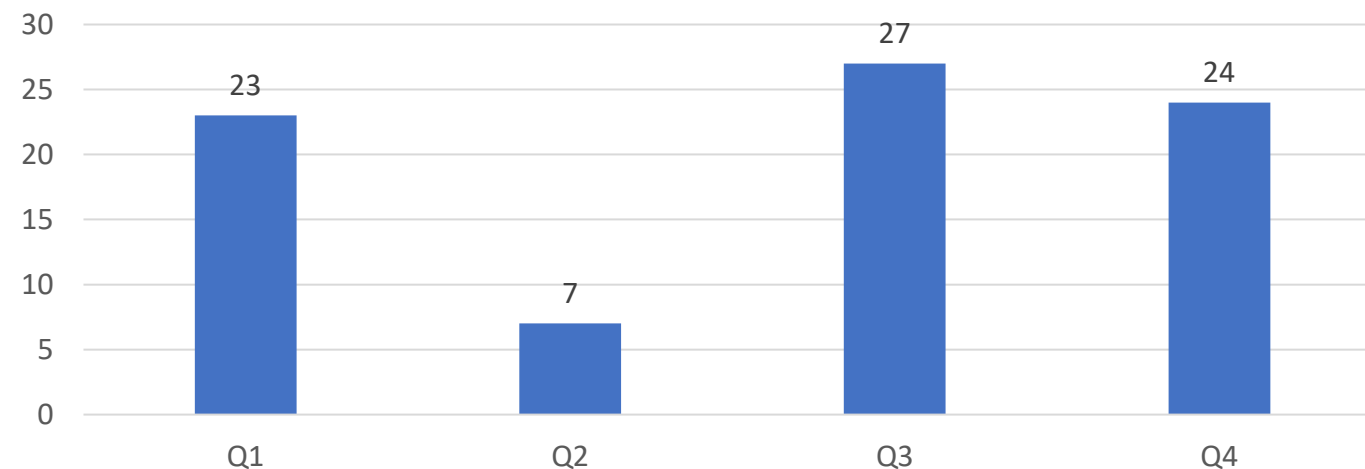
of the 62 approaches within the financial year 2021/22, were Emotional Support.



**52.3%**

of adjustments related to IT equipment and assistive software. This was from a total of 107 adjustments made during 2021/22.

### Total number of approaches to Mental Wellbeing Supporters between 2021/22



**42%**

of the 81 approaches to Mental Wellbeing Supporters within the financial year 2021/22, were depression / anxiety related.



| Expenditure   | 21/22 Full Year<br>Provisional<br>Outturn<br>£m | 21/22<br>Limits<br>£m | Spend<br>availability<br>£m | Fav/(Adv)<br>Variance<br>% | RAG rating |
|---|---|-----------------------|-----------------------------|----------------------------|------------|
| <b>FSA total (RDEL &amp; CDEL exc. AME)*:</b>                       | <b>128.5</b>                                    | <b>134.5</b>          | <b>6.0</b>                  | <b>4.7%</b>                | ● (A)      |
| <b>Westminster (including EU Exit)*</b><br><br>RDEL & CDEL exc. AME | <b>111.6</b>                                    | <b>116.5</b>          | <b>4.9</b>                  | <b>4.4%</b>                | ● (A)      |
| <b>Wales</b><br><br>RDEL & CDEL                                     | <b>4.3</b>                                      | <b>4.6</b>            | <b>0.3</b>                  | <b>6.5%</b>                | ● (A)      |
| <b>Northern Ireland</b><br><br>RDEL & CDEL                          | <b>12.6</b>                                     | <b>13.4</b>           | <b>0.8</b>                  | <b>6.0%</b>                | ● (A)      |

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

RDEL – Resource Departmental Expenditure Limits  
 CDEL – Capital Departmental Expenditure Limits  
 AME – Annually Managed Expenditure

| Expenditure                                       | 2021/22 Full Year Provisional Outturn<br>£m | 2021/22 Limits<br>£m | Spend availability<br>£m |
|---|---|----------------------|--------------------------|
| FSA total (RDEL & CDEL) of which:                 | 128.5                                       | 134.5                | 6.0                      |
| Risk Assessment and other Science (inc. Sampling) | 16.5  | 16.8                 | 0.3                      |
| Shared Outcomes Fund                              | 0.1   | 0.1                  | 0.0                      |
| Risk Management and other Policy                  | 6.8   | 7.2                  | 0.4                      |
| LA Support & Delivery of official controls        | 8.7   | 9.6                  | 0.9                      |
| National Food Crime Unit (NFCU)                   | 4.7   | 5.4                  | 0.7                      |
| Operations excl. NFCU                             | 25.7  | 26.1                 | 0.4                      |
| Surveillance                                      | 3.5   | 3.8                  | 0.3                      |
| Doing the day job well                            | 52.5  | 54.5                 | 2.0                      |
| Capital   | 2.7   | 3.2                  | 0.5                      |
| Key priorities (see next slide for detail):       | 7.3   | 7.8                  | 0.5                      |

| Expenditure                   | 2021/22<br>Provisional Outturn<br>£m | 2021/22<br>Budget<br>£m | Under / (Over) spend<br>availability<br>£m |
|-------------------------------|--------------------------------------|-------------------------|--|
| Key priorities of which:      | 7.3                                  | 7.8                     | 0.5  |
| EU Exit*                      | 3.0                                  | 3.0                     | 0.0  |
| Achieving Business Compliance | 0.8                                  | 1.0                     | 0.2  |
| Operational Transformation    | 1.5                                  | 1.7                     | 0.2  |
| Food Hypersensitivity         | 2.0                                  | 2.1                     | 0.1  |

\*£3million for EU Exit was specifically provided by HM Treasury additional to our ongoing work on EU Exit-related activities which has now been absorbed into business as usual. Altogether we overspent on all EU Exit related activity by £576k in 2021/22 and all of that variance has been incorporated within our other key areas of spend.

## Foodborne disease (slides 5-6)



**Underreporting of GI infections** – Some of the reduction will be linked to changes in health care seeking behaviour, with fewer people visiting general practitioners and hospitals and having samples taken for testing as well as changes in laboratory testing practices, likely leading to an increased underreporting of GI infections. The impact likely varied by severity of illness, where individuals with more severe illness would be more likely to seek care and have a sample submitted to the laboratory than those with more mild symptoms of illness.



**Implementation of enhanced hygiene measures and social distancing** – It is also possible that some of the observed reduction represents a true decrease in the incidence for some pathogens, resulting from the control measures and restrictions implemented to reduce the spread of COVID-19 such as better hand washing and social distancing.



**Food related behaviours** – The overall impact of some changes in behaviours seen during COVID-19 are unclear, especially in the context of how consumers accessed food during lockdown. Some may have driven up rates, such as less adherence to use-by dates. Furthermore, catered events such as weddings, family gatherings and other mass events were not permitted to take place or occurred on a much smaller scale during COVID-19 restrictions, reducing outbreaks of foodborne disease associated with these types of events compared to the pre-pandemic years. Other behaviour changes such as a change in the proportion of food cooked in the home or purchased from takeaways and restaurants may also have had an impact although the direction is less clear.



**Other non-pharmaceutical interventions** – It is likely that reduced international travel throughout 2020 and 2021 contributed to the lower numbers of Salmonella and STEC O157 cases across this period as travel-associated Salmonella in the UK in the pre-pandemic era is estimated to constitute as much as 45% of overall disease burden (estimated for the most common serovar causing human disease; Salmonella Enteritidis) and approximately 20% for STEC O157 cases.

## UK Health Security Agency (UKHSA) research papers

- [Love et al \(April 2021\). The impact of the COVID-19 pandemic on gastrointestinal infection trends in England, February – July 2020](#)
- [Ondrikova et al \(August 2021\). Differential impact of the COVID-19 pandemic on laboratory reporting of norovirus and Campylobacter in England: A modelling approach](#)

## The four major foodborne pathogens' tolerance levels

After consultation with the Epidemiology of Foodborne Infections Group (EFIG), which contains representatives from all UK surveillance bodies, we have made changes in the way we report GI pathogen surveillance data this year. This will also ensure consistency with other GI pathogens surveillance outputs. Previously for Campylobacter and Salmonella we only included faecal isolates but now have moved to include all samples types. We now plan to review and recalculate our tolerance levels for each major pathogen. This was previously set and agreed by our Executive Management Team and Board in 2018; the levels are used to trigger investigation and/or intervention as appropriate to inform the FSA's strategic direction.

## FSA Sampling activity (slides 7-8)

### Data variations

- As targeted surveillance aims to validate intelligence that there may be a risk, the number of non-compliances will therefore be higher than for the other categories. This shows that our approach is successful in validating intelligence, which we can then act on.
- A number of the team's programmes only concluded at the end of March and they are still collating and analysing data. Results are based on available data and are subject to change.
- The radiological monitoring programme runs to an annual rolling programme and it is not possible to separate out the results for the financial year as such the figures have been used for January-December 2021.
- The non-compliance figure represents the total number of non-compliances. It does not represent the total number of non-compliant samples as one sample could potentially have multiple non-compliances.

### Type of sampling activity

| Sampling type           | Description  |
|-------------------------|--|
| Adulteration            | Reduction in food quality by including another substance                                   |
| Composition             | Makeup of the substances in food such as nutritive substances                              |
| Authenticity            | Food product or its contents are not genuine   |
| Allergens               | Undeclared ingredients classed as an allergen  |
| Contaminant             | Chemical substances that have not been intentionally added to food and residues            |
| Labelling               | Non-compliant, misleading or false labelling   |
| Microbiological         | Microorganisms including toxin(s) and metabolites, with the potential to result in disease |
| Unauthorised Ingredient | Unauthorised ingredients or excess levels in food products                                 |

## Samples tested by sampling objective and type

|                                       | Adulteration | Composition | Authenticity | Allergens | Contaminant | Labelling | Microbiological | Unauthorised Ingredient | Total Spend (£) |
|---------------------------------------|--------------|-------------|--------------|-----------|-------------|-----------|-----------------|-------------------------|-----------------|
| Targeted surveillance                 | 439          | 272         | 294          | 278       | 1,750       | 389       | 308             | 340                     | 940,432         |
| Official Controls (enforcement)       | 31           | 0           | 40           | 142       | 1,028       | 10        | 215             | 100                     | 517,446         |
| Regulatory monitoring                 | 0            | 0           | 0            | 0         | 3,684       | 0         | 1,520           | 0                       | 1,635,167       |
| Sampling to inform science and policy | 0            | 0           | 0            | 0         | 60          | 0         | 165             | 0                       | 229,363         |
| Totals                                | 470          | 272         | 334          | 420       | 6,522       | 399       | 2,208           | 440                     | 3,322,408       |

## Non-compliances by sampling objective and type

|                                       | Adulteration | Composition | Authenticity | Allergens | Contaminant | Labelling | Microbiological | Unauthorised Ingredient | Total Spend (£) |
|---------------------------------------|--------------|-------------|--------------|-----------|-------------|-----------|-----------------|-------------------------|-----------------|
| Targeted surveillance                 | 0            | 38          | 6            | 27        | 17          | 22        | 32              | 5                       | 940,432         |
| Official Controls (enforcement)       | 7            | 0           | 3            | 7         | 30          | 3         | 0               | 5                       | 517,446         |
| Regulatory monitoring                 | 0            | 0           | 0            | 0         | 8           | 0         | 24              | 0                       | 1,635,167       |
| Sampling to inform science and policy | 0            | 0           | 0            | 0         | 11          | 0         | 0               | 0                       | 229,363         |
| Totals                                | 7            | 38          | 9            | 34        | 66          | 25        | 56              | 10                      | 3,322,408       |

\*Not all sampling programmes record non-compliances as some are undertaken for the purpose of monitoring or research rather than checking compliance with a prescribed limit.

## Food Hygiene Rating Scheme (slides 10-12)

The proportion of businesses rated as '3 – generally satisfactory' or better is unchanged compared with Q3 at 96.9%, with an increase of +0.2 percentage points to 74.9% in businesses rated as '5 – very good'. The fall in the number of businesses 'awaiting inspection' continued with a 8% decrease in the quarter. This is reflected in the data for all three countries with an 7.6% fall in England, 12.7% in Wales and 8.9% in Northern Ireland.

Number of businesses 'awaiting inspection' on the [FSA website](#):

|                  | Awaiting Inspection at end Q3<br>2021/22 | New awaiting inspections in<br>Q4 2021/22 | Closed during Q4 2021/22 | Rated during Q4 2021/22 | Total awaiting inspection at<br>Q4 end |
|------------------|--|---|--------------------------|-------------------------|--|
| England          | 51,438                                   | 12,916                                    | -6,680                   | -10,128                 | 47,546                                 |
| Wales            | 3,933                                    | 705                                       | -510                     | -695                    | 3,433                                  |
| Northern Ireland | 718                                      | 312                                       | -140                     | -236                    | 654                                    |
| Total            | 56,089                                   | 13,933                                    | -7,330                   | -11,059                 | 51,633                                 |

## Delivery against corporate priorities (slides 15-20)

### ABC (slides 15-16)

**FHRS evaluation completed** – the evaluation is due to be completed mid-April 2022. This was delayed due to extra local authority workshops being held and challenges in business stakeholder availability. No dependency impact and increased benefit of knowledge will be obtained due to delay.

**Headline Hygiene Policy approach produced** - Sign off is expected by mid-April 2022. this was delayed due to extra work addressing the legal issues. This will not impact the final project delivery timeline.

### Operational Transformation (slides 17-18)

**Segmentation** - Segmentation has experienced some minor slippage due to the board request, in July 2021, that we reviewed the indicators to ensure that they were robust, defensible and reviewed against legal advice. There is also ongoing work being updated regarding the manual scheduling of audits for the pilot.

**Future Audits Implementation** - The project has slipped due to the timeline for procurement, to ensure consistency we have extended the trial by a further 6 months to ensure the auditors have access to remote audit technology while procurement continues. The updated deadline is end of Q1 2022/23 for this trial and procurement.

**Digital Approvals Implementation** - The project has been delayed due to technical updates required for testing and then the requirement to wait for Purdah to end before we can socialise the rollout. The approval system will be rolled out by May 2022.

## Finances (slides 25-27)

The 2021/22 Full Year Outturn for Westminster at the end of Q4 showed that RDEL & CDEL spend, excluding AME, was £111.6 million (see slide 25). In the last quarter, therefore, underspends increased by £1.4 million as total Westminster spend as forecast at the end of Q3, was £113 million.

The main components of this underspend compared to HM Treasury limits include:

- £5.5 million reduced staff costs equating to 100 Full Time Equivalents due to resourcing challenges from extended timelines to recruit as well as from continuing difficulties bringing in the resource we need (this underspend equals 4.8% of total pay costs).
- £2.2 million underspend due to reduced travel and training costs and delayed programme spend impacted by COVID-19 restrictions.
- £1.4 million overspend to support increased cost of operating our official controls.

**\*To Note** – the FSA total and Westminster figures (**slide 25**) now includes the Shared Outcomes Fund.



# Appendix – Reporting schedule

| Measure   | Frequency                  |
|---|----------------------------|
| <b>Foodborne disease</b> - Rate per 100,000 population of UK laboratory confirmed human cases of the four major bacterial pathogens   | <b>Quarter 4</b>           |
| <b>Trust and confidence in food</b> – reported in our Food & You 2 consumer survey; recommended food safety practices and confidence in food safety and authenticity and hypersensitivities and the use of online platforms.  | <b>Quarter 1 and 3</b>     |
| <b>Public attitudes towards the FSA</b> – Awareness, knowledge and trust through the Food & You 2 survey and the FSA’s public reputation score through the UK public reputation tracker.  | <b>Quarter 1 and 3</b>     |
| <b>Nutrition Northern Ireland</b> – active engagement with the Calorie Wise scheme and MenuCal tool; consumer recognition, understanding and use of the traffic light label and Northern Ireland average daily consumption of calories, fat and sugar.  | <b>Quarter 4</b>           |
| <b>Food Hygiene Rating Scheme</b> - % of businesses achieving a satisfactory FHRS rating of 3 or above or an unsatisfactory rating of 2 or below and the public’s awareness of the FHRS Scheme  | <b>Every quarter</b>       |
| <b>Awareness, recognition and use of the Food Hygiene Rating Scheme</b> – compared across England, Wales and Northern Ireland.  | <b>Quarter 2</b>           |
| <b>Local Authority Delivery, Support &amp; Performance</b> – Analysis of LA temperature check surveys to determine progress made against the LA Recovery Plan plus the FSA’s performance at managing LAs through engagement and escalation to challenge, support and improve the LA position.                           | <b>Every quarter</b>       |
| <b>Meat FBO Compliance</b> - % of meat FBOs by compliance rating and % of full audits completed against the required audits for any given quarter.  | <b>Every quarter</b>       |
| <b>Food Standards - FSA sampling activity</b> - total samples taken, non-compliances and spend by sampling objective and type.  | <b>Quarter 4</b>           |
| <b>Delivering our corporate improvement priorities</b> – benefits from outputs achieved; lessons learnt and progress against key milestones   | <b>Every quarter</b>       |
| <b>Animal Welfare at Slaughter</b> - progress against the animal welfare action plan in line with the FSA zero tolerance welfare policy plus slaughterhouse non-compliances of which the FSA are the central competent authority  | <b>Quarter 3</b>           |
| <b>Understanding the food crime threat</b> - Criminal justice proceedings, successful prosecution and custodial sentences; Disruptions - number and nature of operational outcomes. Investigations opened & closed and alignment with NFCU Control Strategy priorities. Intelligence reports recorded and disseminated. | <b>Quarter 1 and 3</b>     |
| <b>Making the FSA a great place to work</b> – Staff attrition and recruitment; workforce diversity and inclusion; Civil Service People Survey results and staff health and wellbeing  | <b>Quarter on rotation</b> |
| <b>Finances</b> – Affordability and how the FSA is performing against HM Treasury limits and breakdown of key areas of spend and the corporate priorities   | <b>Every quarter</b>       |
| Measures that we are considering and may form part of the report are <b>Cost of illness; Food Hypersensitivity; Risk Analysis &amp; Regulated Products; Food Incidents &amp; Products Recalls; making it easier for businesses and Sustainability</b>   | <b>In development</b>      |