

Business Committee performance report

11 March 2024

FSA BC 24-03-05

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Regulator

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

Overall RAG



Meat, wine and dairy audit

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

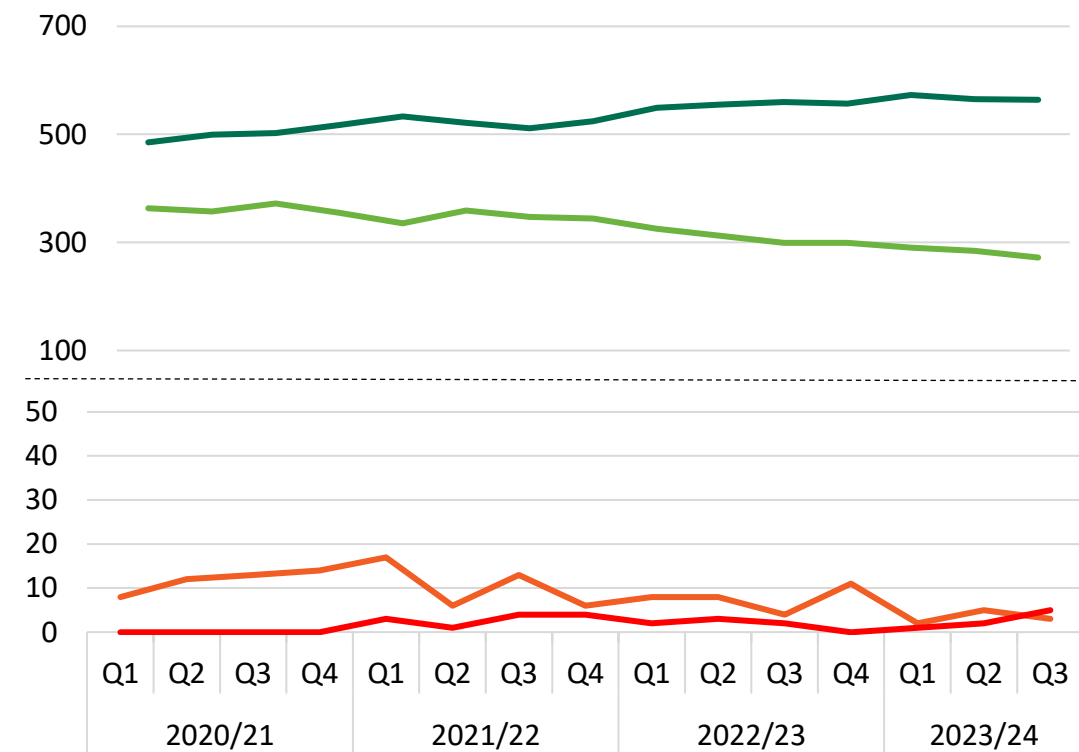
Measure	2023/24 target	Previous period (Q2)	This period (Q3)	RAG	Trend
No. Meat FBO Audits completed	129/Q	143	137	G	↔ stable
% Meat FBO Audits completed by agreed timescales	90%/Q	100%	96%	G	↔ stable
% Meat FBOs where urgent improvement is necessary	<1.50%/Q	0.78%	0.84%	G	↔ stable

Are we delivering our statutory obligations in the wine and dairy premises?

Measure	2023/24 target	Previous period (Q2)	This period (Q3)	RAG	Trend
Wine visits carried out in year (cumulative)...	948	397	564	A	-
% dairy visits completed within visit frequency	98.4%	98.9%	98.9%	G	↔ stable

Number of meat FBOs by compliance rating by the three nations

Good; Generally satisfactory; Improvement and Urgent improvement necessary



Regulator

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

Overall RAG G

Official Controls

How many OV's and MHIs are in place to deliver the official controls?

Measure	2023/24 target	Previous period (Q2)	This period (Q3)	RAG	Trend
OV attrition (SDP)	<6%	3%	8%	G	↓ declined
MHI attrition (SDP)	<6%	2%	3%	G	↔ stable
MHI resourcing (EMHI vs CMHI from SDP) %	50:50	44:56	43:57	G	↔ stable

How experienced are OV's and MHIs?

Measure	2023/24 target	Previous period (Q2)	This period (Q3)	RAG	Trend
% OV's >1 year tenure	66.7%	73%	72%	G	↔ stable
% MHIs >1 year tenure	66.7%	81%	78%	G	↔ stable

Approval of new meat FBOs

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

Measure	2023/24 target	Previous period (Q2)	This period (Q3)	RAG	Trend
% conditional approvals under 3 months	90%	79%	60%	R	↓ declined
% full approvals under 6 months	100%	100%	100%	G	↔ stable

CMHI: Contract Meat Hygiene Inspector
EMHI: Employed Meat Hygiene Inspector
MHI: Meat Hygiene Inspector
TR: Temporarily Registered (with Royal College Veterinarian Surgeons - RCVS)
OV: Official Veterinarian (employed by SDP)
SDP: Service Delivery Partner
Full approval: Establishment meets the relevant requirements of food law.
Conditional approval: Granted subject to any conditions or limitations that apply.

Regulator

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

Overall RAG G

Incidents and response

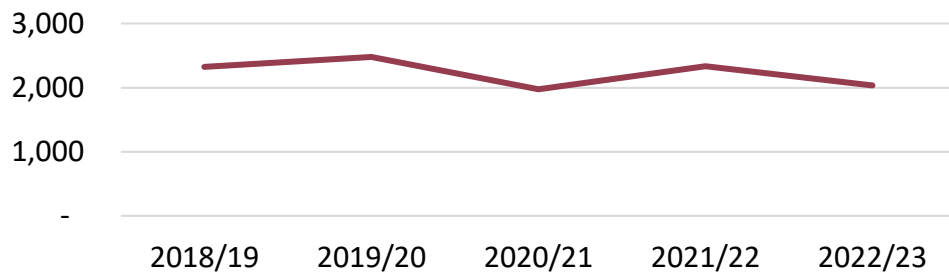
How many incidents are taking place and what category do these fall into?

Measure	Previous period (Q2)	This period (Q3)	RAG	Trend
Total number of incidents occupying time	856	850	A	↔ stable
Number of new incidents	424	490	A	↓ declined
Total number of non-routine	3	2	G	↔ stable
Total number of outbreaks	8	9*	R	↓ declined
Number of high priority incidents	161	195	A	↓ declined
Number of medium priority incidents	157	213	R	↓ declined
Number of Allergy Alerts	12	14	A	↔ stable
Number of Product Recall Information Notices	19	21	A	↔ stable

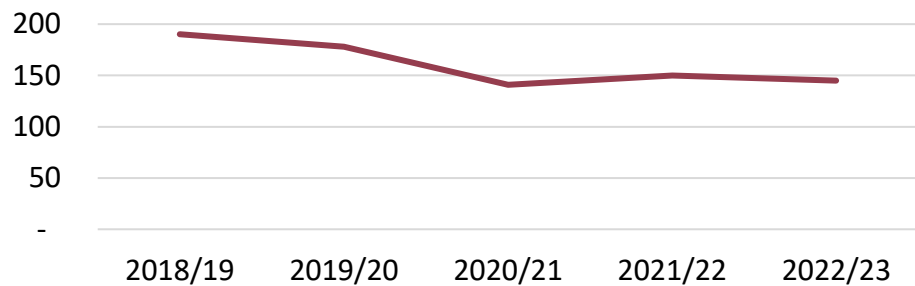
* 1 x Listeria; 3 x Salmonella; 4 x Shiga toxin-producing Escherichia coli and 1 x Unidentified.

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

Total incident notifications received by financial year to 31 March 2023



Number of food alerts notifications issued by the FSA to 31 March 2023



Incidents: “When action is required to protect consumers when concerns around the safety or quality of food (and/or feed) are raised.”
Non-routine: “A food incident, which cannot be dealt with using everyday resources and procedures.”

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?

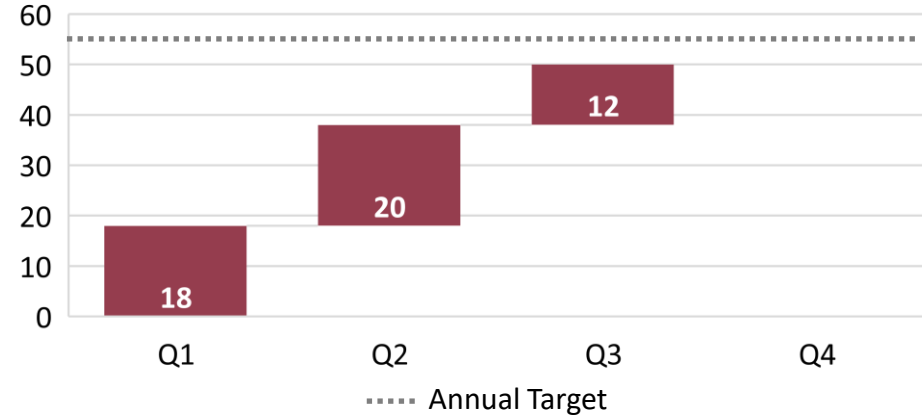
Measure	2023/24 target	Previous period (Q2)	This period (Q3)	RAG	Trend
% of closed NFCU operations that led to an outcome	50%	47%	81%	G	↑ improved
% of NFCU SIRs which improved rating	40%	5%	27%	G	↑ improved
Number of disruptions overall	55/yr	20	12	A	↔ stable
Number of outcomes overall	50/yr	19	26	G	↑ improved

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

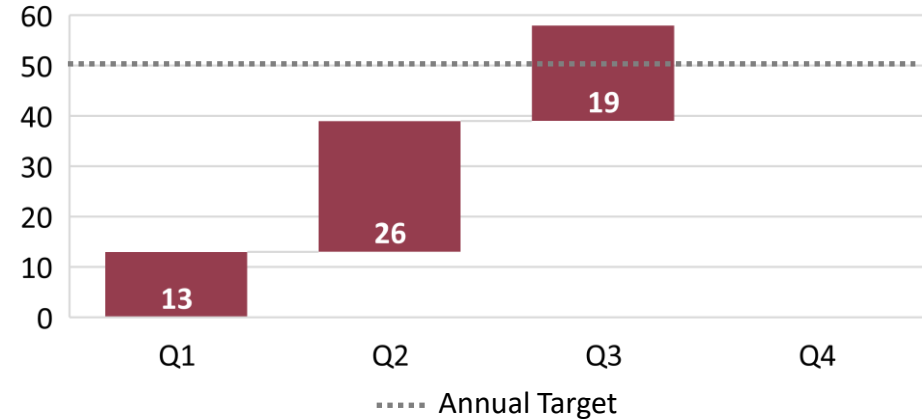
Outcomes - are recorded when there is an indirect impact on food crime. For example, when we issue strategic communications to LAs and industry to respond to a food crime threat.

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

Cumulative disruptions per quarter in 2023/24



Cumulative outcomes per quarter in 2023/24



Regulator

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

Overall RAG



LA performance

Are required interventions at all risk establishments taking place?

Food Hygiene - % of due interventions achieved in establishments

Measure	Previous period (FY 2022/23)*	This period (Q1 and 2 2023/24)	RAG	Trend
A rated	99.5%	83.7%	R	↓ declined
B rated	99.0%	86.6%	R	↓ declined
C rated	89.1%	67.6%	R	↓ declined
D rated	N/A	41.1%	R	-
E rated	N/A	17.5%	R	-

Food Standards - % of due interventions achieved in establishments

Measure	Previous period (FY 2022/23)*	This period (Q1 and 2 2023/24)	RAG	Trend
A rated	87.7%	35.9%	R	↓ declined
B rated	N/A	11.5%	R	-
C rated	N/A	13.8%	R	-

Are local authorities managing unrated businesses?

Measure	Previous period (Q4 2022/23)	This period (Q2 2023/24)	RAG	Trend
Number of businesses unrated (FH)	39,454	42,012	R	↓ declined
Number of businesses unrated (FS)	91,749	88,118	R	↔ stable

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

*previous period is Q1-4 2022/23 - 12 months of data, but data shown pro-rata where relevant

Regulator

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

Overall RAG R

LA resourcing and performance

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

Food Hygiene

Measure	Previous period (Q4 2022/23)	This period (Q2 2023/24)	RAG	Trend
FTE allocated to deliver controls	1,599	1,620	R	-
FTE occupied to deliver controls	1,421	1,466	R	-

Food Standards

Measure	Previous period (Q4 2022/23)	This period (Q2 2023/24)	RAG	Trend
FTE allocated to deliver controls	370	434	R	-
FTE occupied to deliver controls	333	378	R	-

Are LAs performing and are issues being rectified?

Measure	Previous period (Q2)	This period (Q3)	Of which new...	RAG	Trend
Number of open cases	35	49	24	-	-
Number of cases being monitored	82	56	9	-	-
Number of cases closed	23	55	25	-	-
Number of cases escalated	3	6	3	-	-

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.

FH: Food hygiene.

FS: Food standards.

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

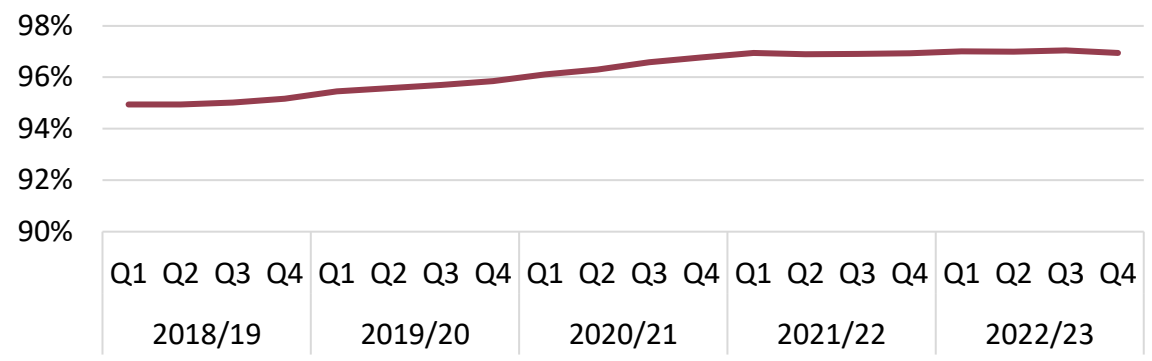
LA performance

Is action by LAs improving compliance?

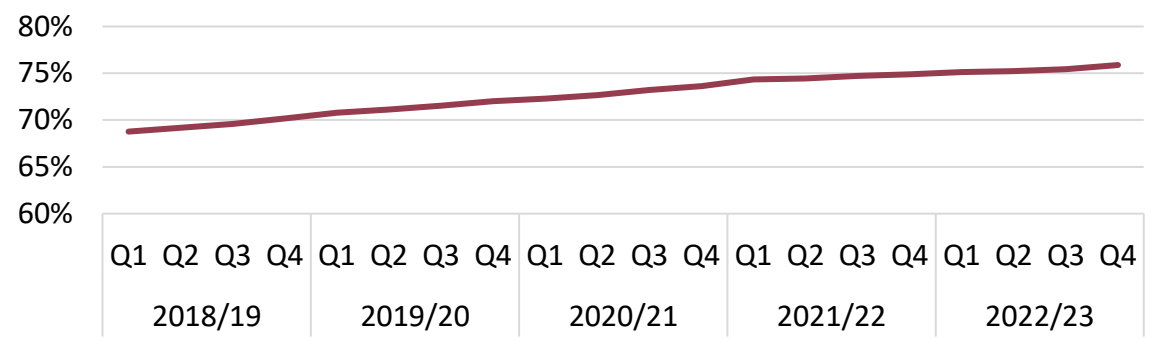
Measure	Previous period (FY 2022/23)**	This period (Q1 and 2 2023/24)	RAG	Trend
FH: Number of establishments subject to enforcement activities*	2,799	2,766	N/A	N/A
FS: Number of establishments subject to enforcement activities*	275	287	N/A	N/A
% FHRs ratings 3+	96.9% (Q2)	96.9% (Q3)	-	-
% FHRs ratings 5	76.1% (Q2)	76.1% (Q3)	-	-

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

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



FHRs ratings of 5 per quarter (England, Wales and Northern Ireland consolidated)



*Enforcement activities are carried out by LAs.

**previous period is Q1-4 2022/23 - 12 months of data, but data shown pro-rata where relevant, unless stated otherwise.

Regulator

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

Overall RAG A

What is the caseload in the system?

Measure	Average since July 2023	Previous period (Q2)	This period (Q3)	RAG	Trend
New contacts received (CMS only)	36	27	45	A	↔ stable
Applications in the service	449	450	447	R	↔ stable
Applications in Validation and Risk Assessment	-	425	412	A	-
Applications in Risk Management and Authorisation	-	25	35	A	-
Applications Completed	-	-	13	R	↔ stable
Applications Invalidated ¹	-	1	4	A	↔ stable

Are we delivering a good regulated products service?

Measure	2023/24 target	Previous period (Q2)	This period (Q3)	RAG	Trend on previous period
Number of official complaints relating to service	TBC	1	0	G	↔ stable
Average time to deliver end-to-end service*	24 months	16 months	20 months	R	↔ stable

¹Invalidated refers to applications which do not have sufficient evidence to progress
²RPAT: Regulated Products Approvals Team

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

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

Science will continue to sit at the heart of the FSA (Capability)

Measure	2023/24 target	Previous period (Q2)	This period (Q3)	RAG	Trend
Experts on SACs	100	104 (2021/22)	105 (2022/23)	G	↑ improved
Horizon scanning reports produced	3	4 (Q2)	4 (Q3)	G	↔ stable

We have a culture of openness and collaboration (Partnership)

Measure	2023/24 target	Previous period (Q2)	This period (Q3)	RAG	Trend
Science reports published	75	44	73	G	↑ improved
Fellows and students	15	15	15	G	↔ stable
Leverage of external funds	10%	-	56% (2022/23)	G	N/A

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	Previous period (Q2)	This period (Q3)	RAG
Number of border notifications	-	112	-
Number of intensified official controls	-	1	-
Number of imposed checks	-	0	-
Number of import market access audits	1	1	-
Number of equivalence assessments ongoing	2	2	-

Trade and international

Are we meeting our international obligations?

Measure	Previous period	This period	RAG
% of notifications to World Trade Organisation within deadlines	-	100%	G
Number of negotiations rounds of Free Trade Agreements with FSA input	3	3	G
Number of export market access requests from Defra facilitated by FSA	5	6	-

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 and awareness

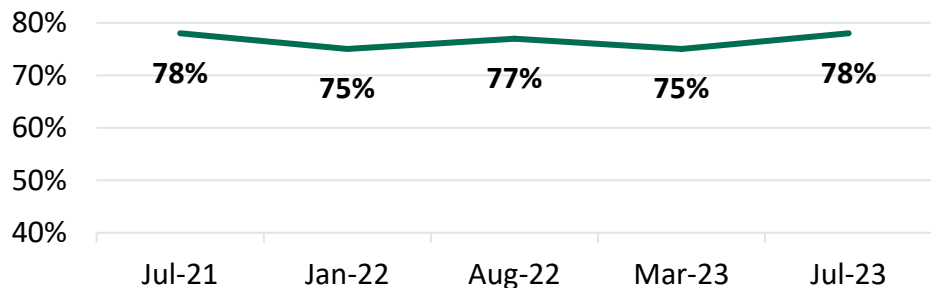
What is the FSA's reputation with the public?

Measure	2023/24 target	Previous period	This period	RAG	Trend
Trust in the FSA*	75%	75% (Mar-23)	78% (Jul-23)	G	↔ stable

Are we featuring in the news?

Measure	2023/24 target	12 month rolling average	This period	RAG	Trend
Total pieces of coverage	TBC	2,810	4,860	G	↑ improved
Total opportunities to see (reach)	TBC	512million	1.59billion	G	↑ improved

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



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

Correspondence, complaints, engagement and social media

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

Measure	2023/24 benchmark	Previous period (Q2)	This period (Q3)	RAG	Trend
Social media engagement rate	-	2.8%	2.78%	G	↔ stable
Website visitors	-	701,519	794,652	G	↑ improved
Bulletin audience growth	-	+12%	+3%	A	↓ declined
Bulletin engagement rate	-	40.2%	46.4%	G	↑ improved

Are we managing complaints and responding to correspondence within deadlines?

Measure	2023/24 target	Previous period (Q2)	This period (Q3)	RAG	Trend
Number of complaints	N/A	3	6	-	-
Replied to complaints within set deadline	100%	100%	83%	A	-
FOIs responded to within deadline	Within statutory deadlines	100%	100%	G	↔ stable

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	2023/24 target	Year on year comparison	This period	RAG	Trend
Headcount (FTE)	1,503.1	-	1,519.0	R	-
Attrition Rate	11.9%	10.7%	11.2%	G	-

Is our workforce diverse?

Measure	Benchmark *	Year on year comparison	This period	RAG	Trend	Declaration rate
Sex	50% female	46.5%	48.1%	G	↑ improved	100%
Disability	15.8%	9.2%	10.8%	A	↑ improved	68.7%
Ethnicity	15.4%	10.8%	10.3%	A	↔ stable	84.4%
Sexual orientation	6.4%	4.7%	4.6%	A	↔ stable	70.6%

*Based on Civil Service benchmark.

Financial performance

Westminster Resource and Capital Departmental Expenditure Limits

	2023/24 Forecast £million	Budget £million	Under / (Over) spend £million	Variance (outturn vs budget) %	RAG
RDEL and CDEL	122.0	125.0	3.0	2%	A
Wales DEL					
RDEL and CDEL	5.0	5.1	0.1	2%	A
Northern Ireland DEL					
RDEL and CDEL	15.1	15.4	0.3	2%	A
Total FSA DEL					
Total	142.1	145.5	3.4	2%	A

Data covers period up to 31 January 2024