
Performance and Resources report Q1 2021/22

FSA 21-09-14

Food Standards Agency
Business Committee
15 September 2021

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Official Controls Delivery – The focus in Q1 been on the recovery from the COVID-19 pandemic. FSA audit capacity of meat food businesses is returning to normal levels, an average of 92% (considering full audits and partial audits) representing an increase of 10% from Q4.

Food businesses ‘awaiting inspection’ by LAs has begun to plateau. To support LA recovery in England we are providing grant funding, approximately £900K has been allocated to 158 LAs to ensure businesses that are trading/intending to trade are prioritised for initial onsite visits. During Q1, 16 LAs provided an indication that they may struggle to meet minimum expectation for that period. Subsequent monitoring and engagement have provided reassurance that 15 will return to compliance, only 1 LA remains subject to ongoing monitoring into Q2.

Consumer Views - FSA reputation remains strong amongst the informed general public, ranking 7th out of 80 public sector organisations. Trust in the FSA also remains high with 78% of consumers with some knowledge of the FSA trusting the FSA to ensure food is safe and what it says it is, +3% points above our ambition of 75%.

Food and You 2, our latest social science report looking at consumer issues in relation to food, has shown the majority of respondents are following recommended food safety practices. The latest results revealed that 93% reported always washing their hands immediately after handling raw meat, poultry or fish; and 91% never eat chicken or turkey when it is pink or has pink juices.

Delivery of Corporate Priorities - In Q1 the Food Hypersensitivity Programme has focused activity on the key programme deliverables. We are on track to deliver the FARRM alpha phase. Our planned work to gather evidence for FASS is in progress and we are on schedule to deliver the PAL consultation in Q3 and Q4. Work is progressing on estimating the societal impact of food hypersensitivity and data has been acquired from field surveys. We have added a workstream which will identify how to improve the provision of information to people with food hypersensitivity.

On the FSA’s strategic priority on regulatory reform, for the Operational Transformation Programme have undertaken a public consultation exercise which is being analysed to help identify opportunities for each workstream. Progress has been made on an Industry Segmentation model with early planning for a small pilot expected in Q3.. The Achieving Business Compliance Programme secured agreement of scope & ambition from FSA Board. Early evaluation of a new Food Standards regulatory approach pilots have been undertaken with positive findings. Initial meetings with several Large Influential Retailer businesses and their respective Primary Authorities received positive engagement to start developing new regulatory pilots. The Food Hygiene Delivery Review project team have been appointed and will re-baseline the project delivery plan once in post. A historical programme research report has been completed and will be used to support future activity.

Our People - 92% of our non-frontline staff have opted to work from home at least 50% of the time (up from 73% in March 2021). This clear picture of staff’s working requirements is being used to develop our future estates strategy including office space requires, increase collaboration space and improved digital infrastructure.

The FSA is committed to being an inclusive employer with a diverse workforce. We hope that our award-winning flexible working choices remove some of the traditional workplace barriers encountered by prospective disabled candidates.

Hygiene and Standards

Meat FBO compliance



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

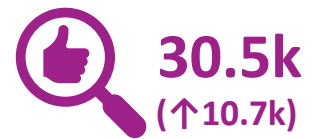


% of Meat FBO premises rated 'Improvement necessary' or 'Urgent improvement necessary'



Audit capacity compared to normal levels, focusing on audits that have been long due and/or considered high risk

Food Hygiene Rating Scheme



Food hygiene ratings issued

Food safety practices



of respondents reported that they always wash their hands before preparing or cooking food



of respondents reported that they never wash raw chicken



of respondents identified the use-by date as the information which shows that food is no longer safe to eat



The number of inspections undertaken has increased across the three countries since Q4 2020/21

Delivery

NFCU



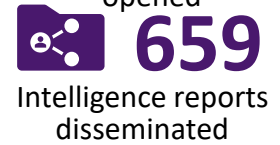
Q1 disruptions



New operations opened



Operations closed



Intelligence reports disseminated

FSA awareness and reputation



FSA reputation score, ↓ 1.1 from Q3 20/21 but ↑ 4.6 above our ambition of 72

Resources

Attrition and recruitment



Gross attrition by leavers, below the Civil Service average calculated at 11%



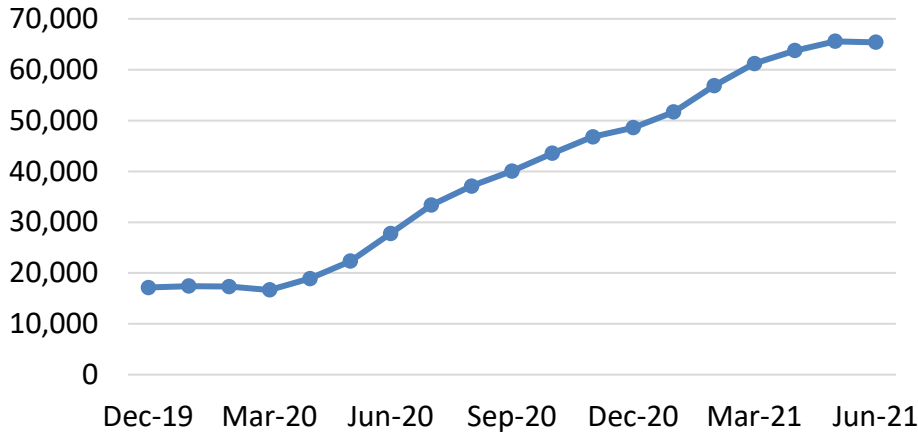
Non-frontline staff, using our OWOW 'Choosing and Changing' window, have chosen to work from home at least 50% of the time



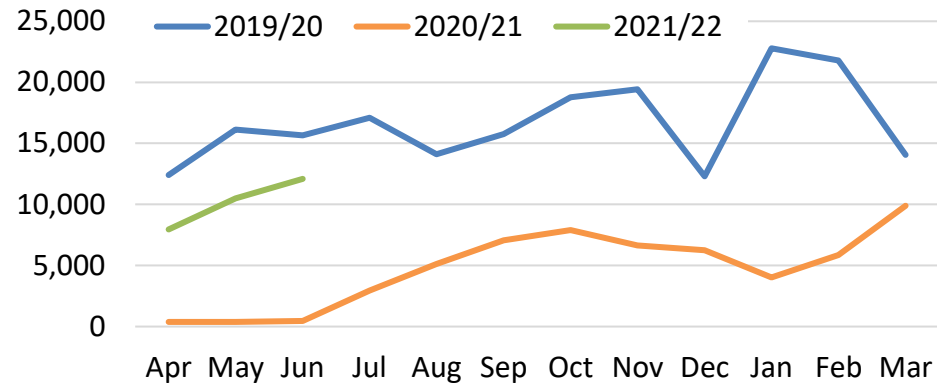
Food Hygiene Rating Scheme



Number of businesses published as 'awaiting inspection'



Number of ratings issued in 2019/20, 2020/21 and 2021/22



12.1k Ratings issued in June 21 (72% of the 2019/20 average of 16.6K per month)



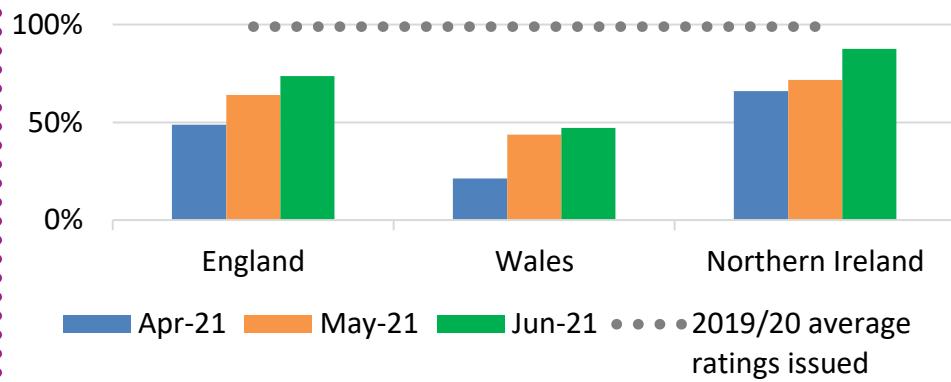
65.4k businesses published as 'awaiting inspection' out of 540k businesses published. The % increase is lower than in recent quarters (+20% for all quarters in 2020/21) (↑7% in Q1)

The lower increase this quarter results from a significant number of businesses receiving an intervention and either:

- i) being rated; or
- ii) found to not be trading

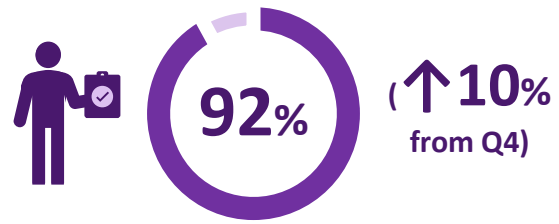
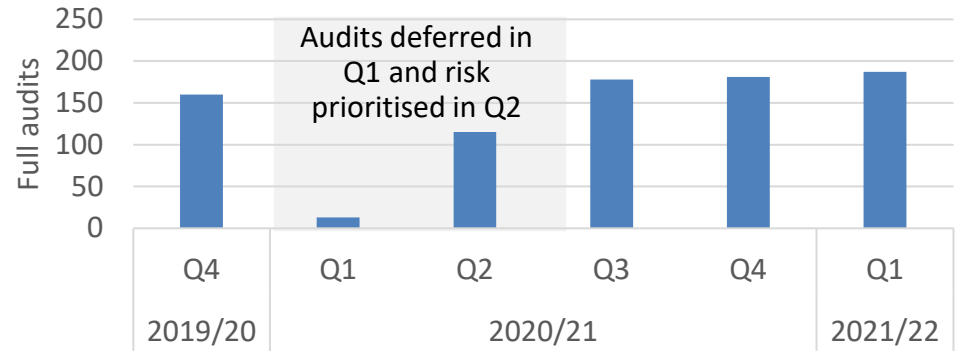


% Ratings issued per month between England, Wales and NI



The number of inspections being carried out has increased across the three countries since Q4 2020/21

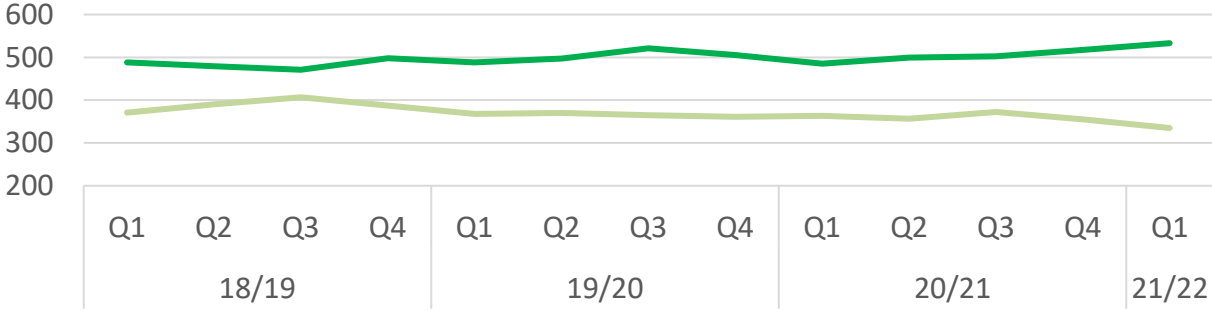
Audit Activity - Number of full audits completed



Audit capacity in Q1 compared to normal levels, focusing on audits that have been long due and / or considered high risk

A full (100%) audit capacity is an estimation of 6 full audits per auditor, considering 2 partial audits = 1 full audit.

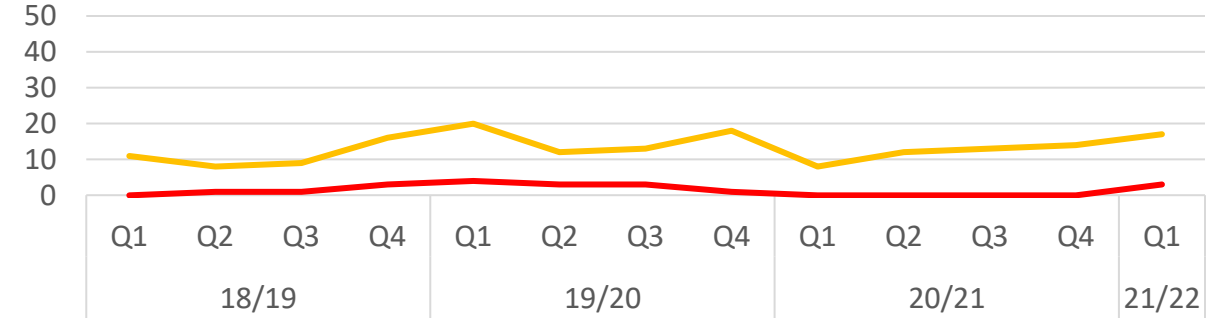
Meat FBOs rated 'Good' and 'Generally satisfactory' (consolidated)



Q1 21/22 % meat FBO ratings (England, Wales and Northern Ireland consolidated)



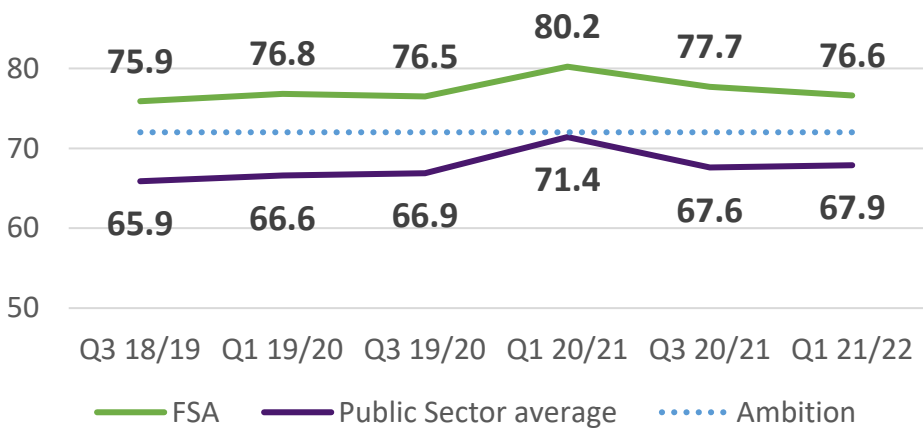
Meat FBOs rated 'Improvement necessary' and 'Urgent improvement necessary' (consolidated)



UK public sector reputation tracker score



The FSA came **7th** out of 80 public sector organisations measured (up 2 places from our ambition of 9th)



FSA's reputation remains strong (76.6). Despite declining for the second consecutive quarter the FSA remains above the UK public sector average (67.9) and **above our ambition of 72.**

Awareness, knowledge and trust in the FSA

Out of **5,900** respondents:

92% Had heard of the FSA (+12 points above our ambition of 80%)

Out of those who had some knowledge about the FSA (n=3,309):

78% Trust the FSA to ensure food is safe and what it says it is (+3% points above our ambition of 75%)

Confidence in food safety and authenticity



of respondents reported that they were confident that the food they buy is safe to eat

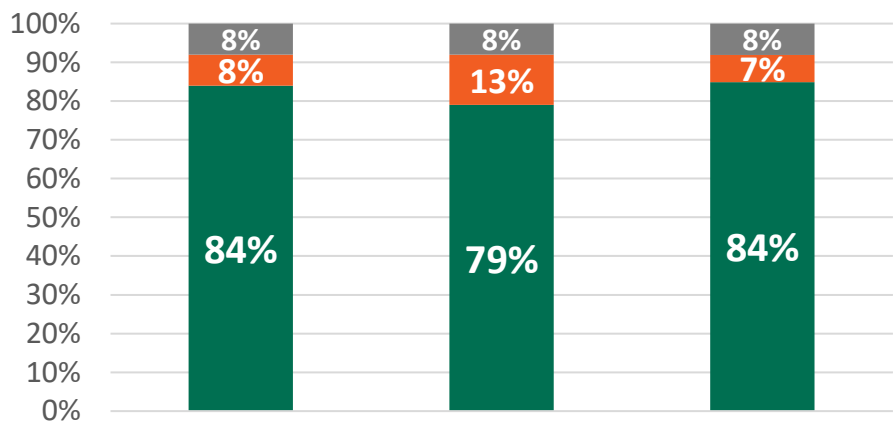


of respondents were confident that the information on food labels is accurate

Both measures are above our ambition of 86%

Confidence in the FSA (amongst all respondents)

Amongst all respondents, the following were confident that the FSA:



Can be relied upon to protect the public from food-related risks
Is committed to communicating openly with the public about food-related risks
Takes appropriate action if a food-related risk is identified

■ Confident ■ Not confident ■ Don't know

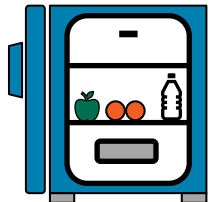


People report following recommended food safety practices in their home



Data was collected using our new flagship consumer survey, Food and You 2, our latest social science report to be published looking at consumer issues in relation to food.

Chilling

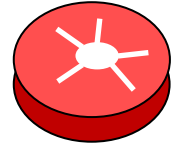


60% of respondents knew what the temperature inside of the fridge should be

Cleanliness



77% of respondents reported that they always wash their hands before preparing or cooking food



93% of respondents reported always washing their hands immediately after handling raw meat, poultry or fish

Cross-contamination



60% of respondents reported that they never wash raw chicken.

Cooking



91% of respondents reported that they never eat chicken or turkey when it is pink or has pink juices.

Use-by dates



67% of respondents identified the use-by date as the information which shows that food is no longer safe to eat



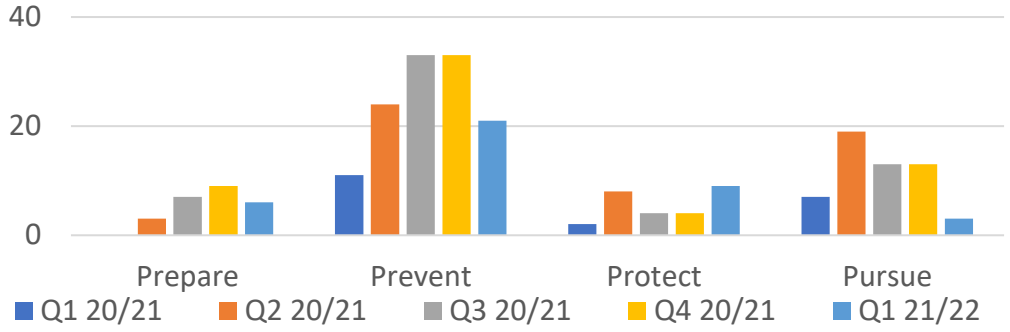
62% of respondents reported that they always check use-by dates before they cook or prepare food

39
Disruptions



Total disruptions (2021/22 YTD)

Disruptions by 4P approach



Of the 39 disruptions in Q1 the FSA;

 Led **17**

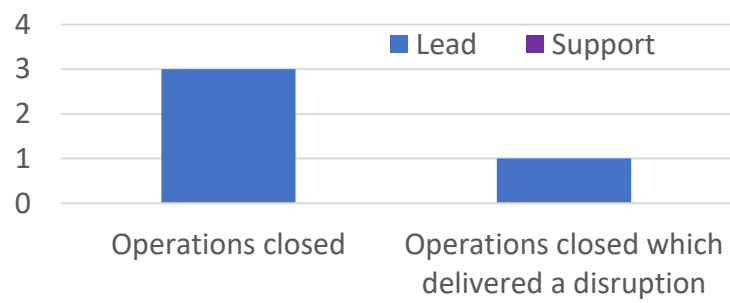
 Supported or coordinated **22**

Investigations

 **3**
Operations closed YTD

 **13**
New operations opened

Number of operations closed by NFCU role



33% of closed investigations led to at least one disruption

40 operations open at Q1 end, of which we are;

 Leading **17**

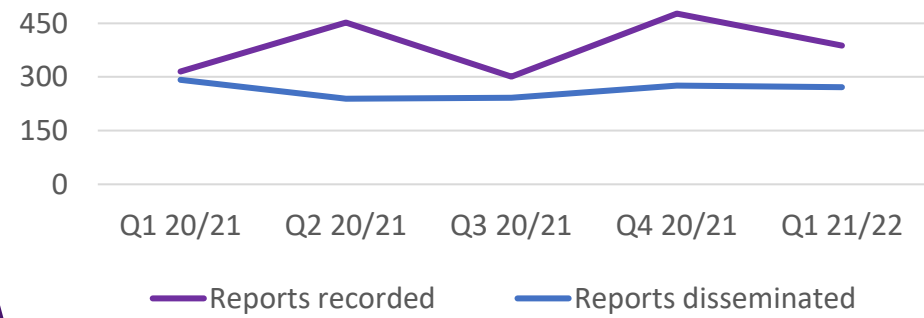
 Supporting / coordinating **23**

Intelligence (2021/22 YTD)

 **659**

Intelligence reports recorded and disseminated

Number of intelligence reports recorded and disseminated



Q1 intelligence reports

388 Recorded

271 Disseminated

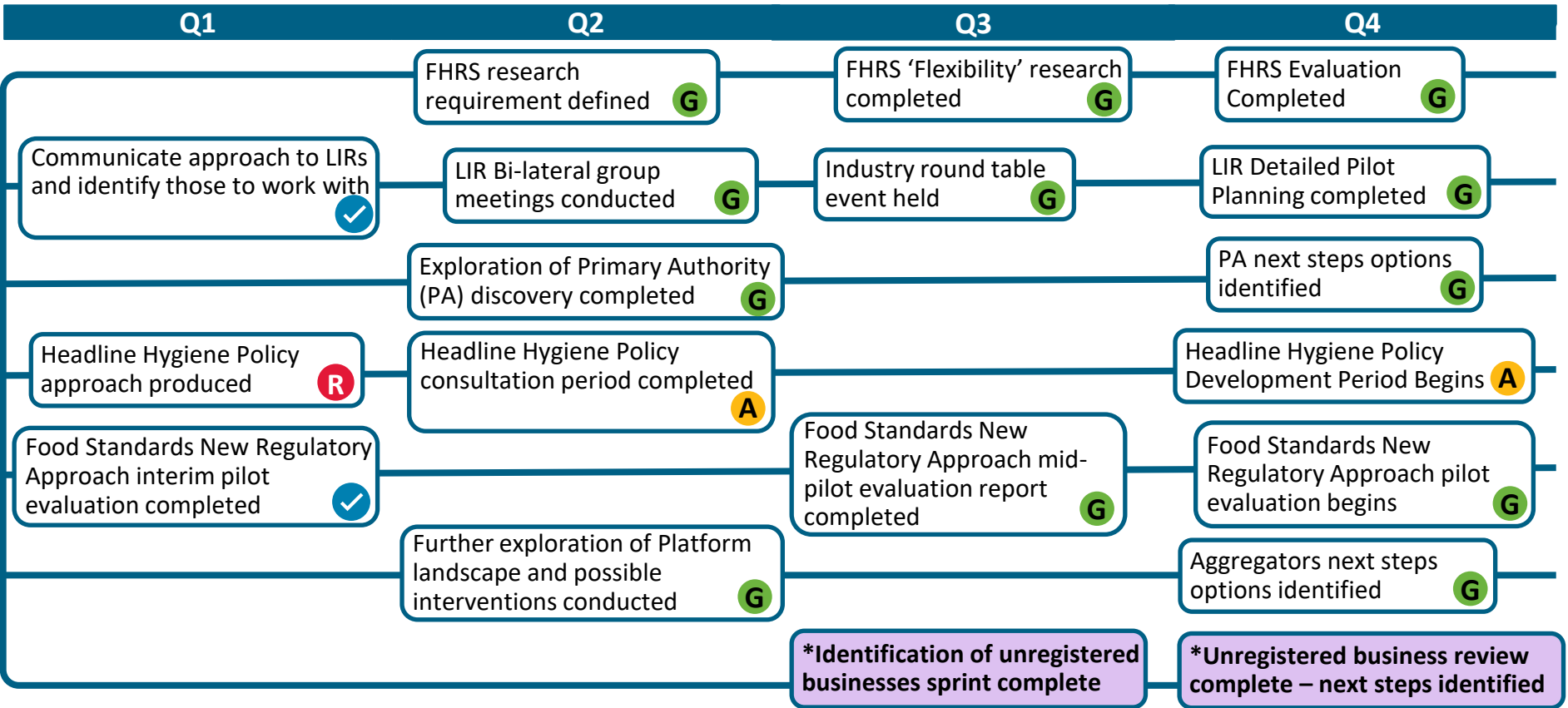


Delivering our corporate priorities – Achieving Business Compliance (ABC)



A **Blue** highlighted box reflects updates to the milestone and a **Purple** highlighted box indicates a new milestone

Key **Delivered** **On Track** **Off Track, delivery unaffected** **Off Track**

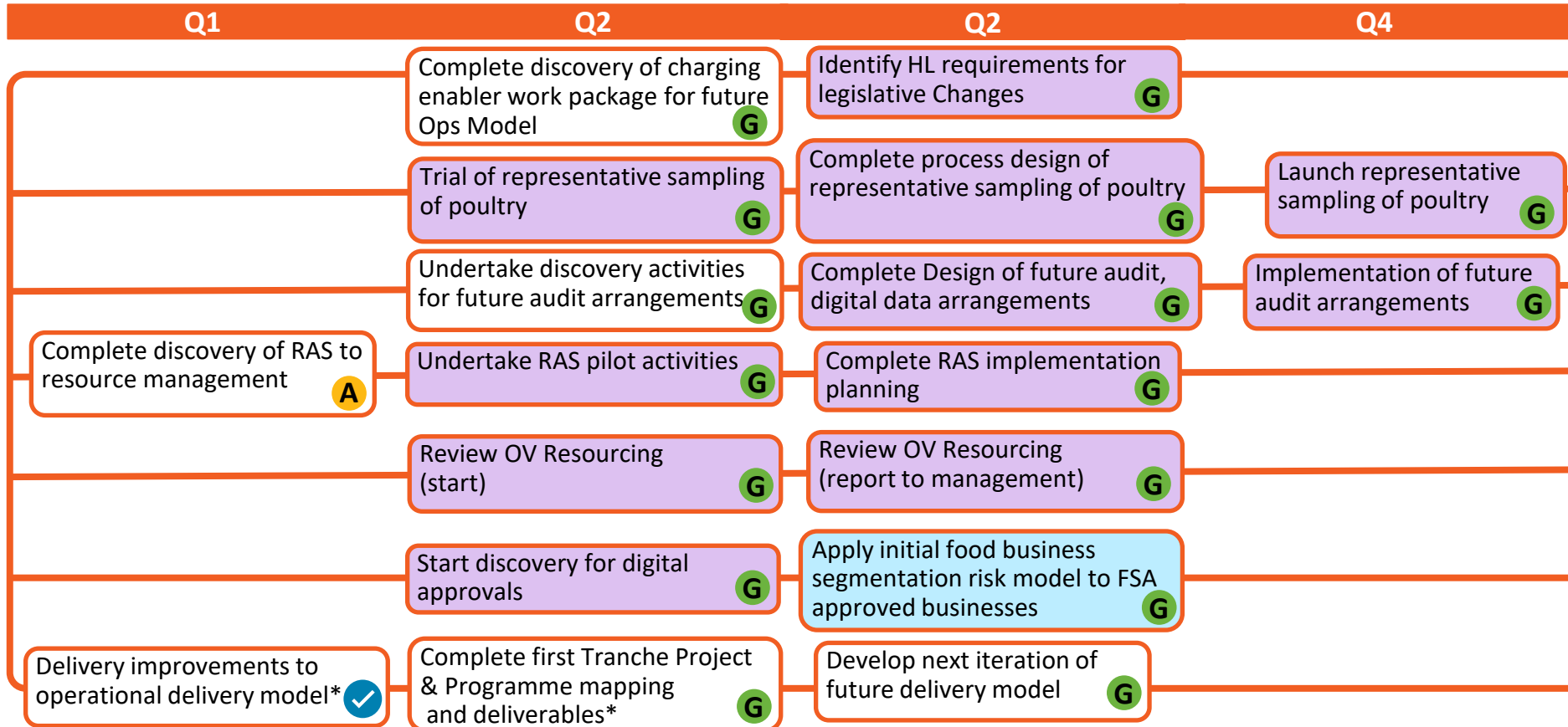


- **Headline Hygiene Policy** – whilst we are continuing the scoping and development the timeline of delivery will be re-baselined once full project team is place. Resource and recruitment issues have had an impact on the project team.
- *Q3 and Q4 milestones added to reflect unregistered business identification in assurance of online food sales workstream.



Delivering our corporate priorities – Operational Transformation

A **Blue** highlighted box reflects updates to the milestone and a **Purple** highlighted box indicates a new milestone

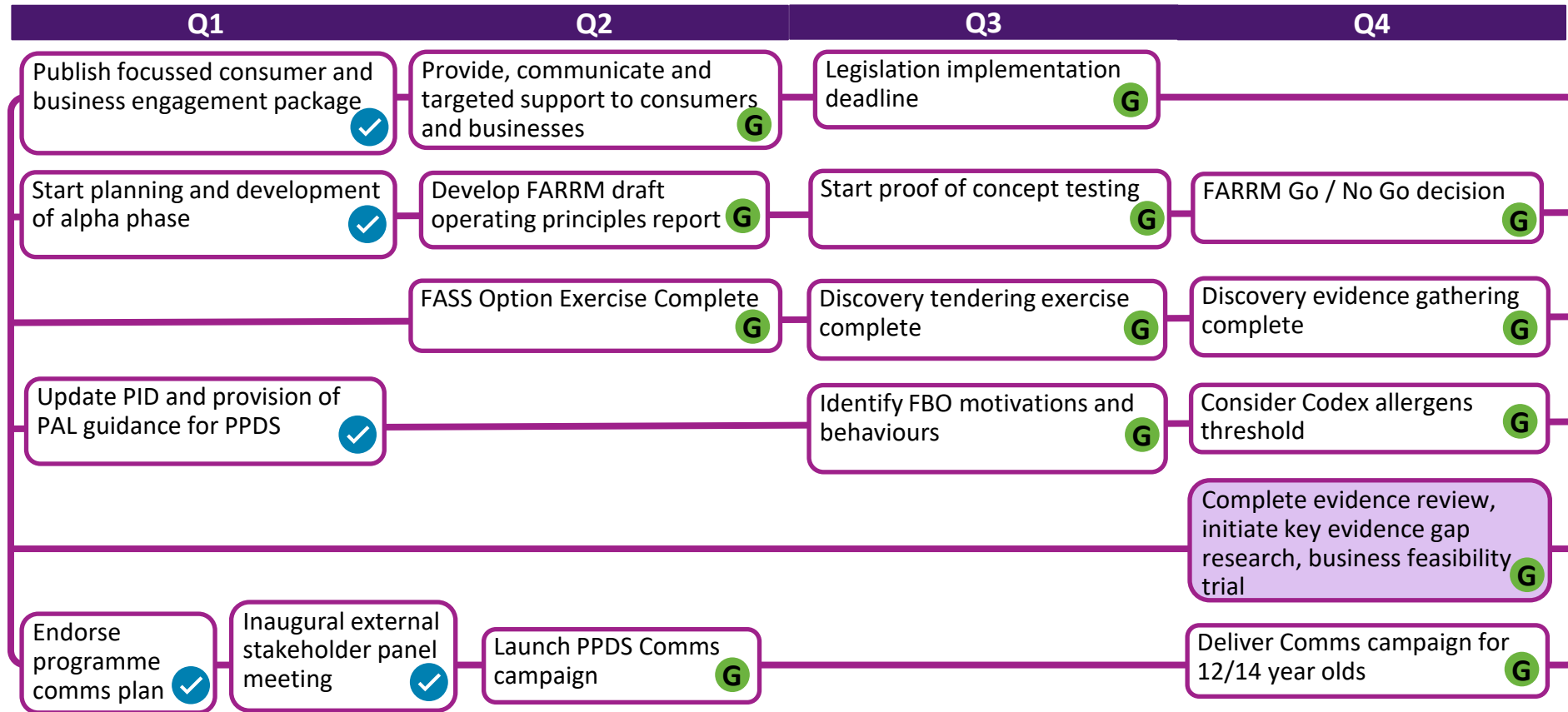


- Q1 planning activities have resulted in more granularity and highlighted additional milestones throughout the year.
- The **Resource Allocation System (RAS)** milestone for Q1 is off track as the supplier has withdrawn.
- Segmentation work** – We have changed position of this milestone from Q2 to Q3 to reflect additional development work required in response to OTP PB steer to strip back to a more limited/robust set of risk variables.
- Official Veterinarian (OV) resourcing** – The milestone target date has changed to Q3 to reflect proposed reporting date to EMT in November 2021.



Delivering our corporate priorities – Food Hypersensitivity Programme

A **Blue** highlighted box reflects updates to the milestone and a **Purple** highlighted box indicates a new milestone



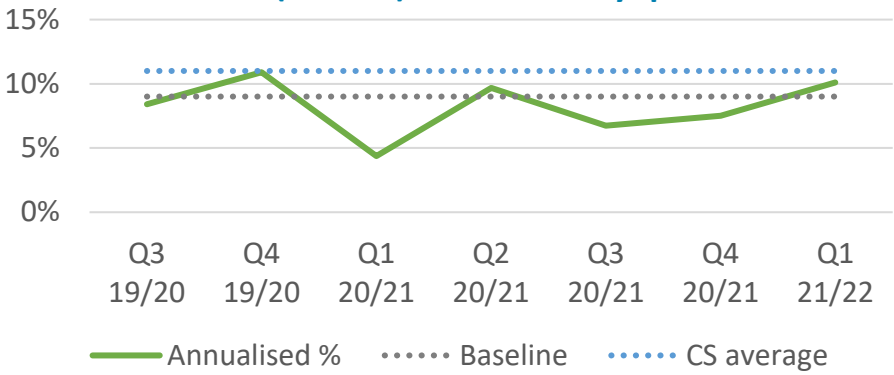
- Food Allergy Safety Scheme (FASS) milestones have been revised, re-baselined and updated to reflect recent revisions.



Making the FSA a great place to work – Attrition and recruitment

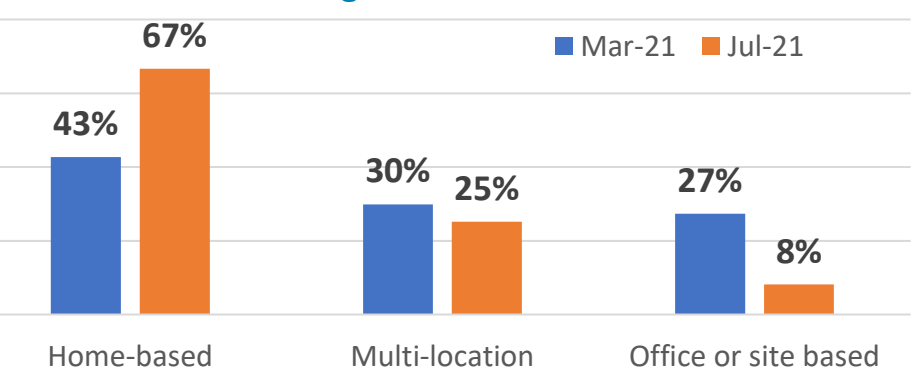


% Gross attrition (leavers) annualised by quarter



We have consistently achieved our target to be below the Civil Service average calculated at 11%

OWOW contract changes



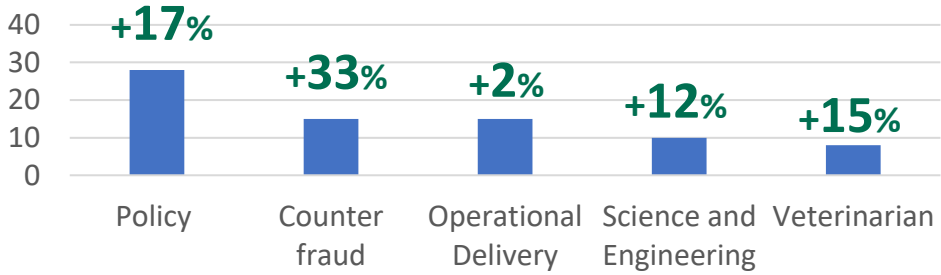
92% of non-frontline staff, using our OWOW 'Choosing and Changing' window, have chosen to work from home at least 50% of the time, further **enabling the FSA to attract and retain a more diverse workforce across the UK.**

Recruitment Activity Q1 2021/22

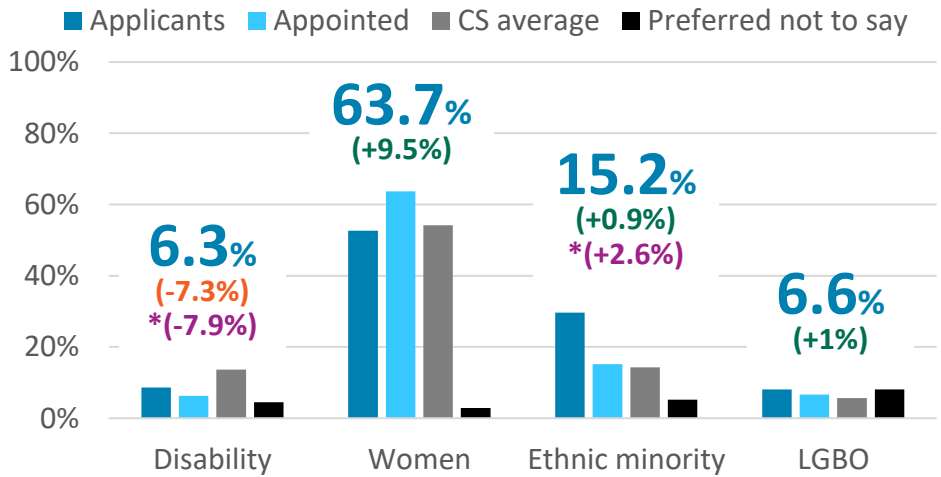
99 campaigns advertising **136** roles and **57** new joiners to the FSA

Attrition (difference between joiners and leavers) in 12 months to the end of Q1 2021/22

Top 5 professions where headcount increase has been most significant shown as a % of profession headcount:



Diversity & Inclusion: FSA recruitment in Q1 2021/22 by protected characteristic as a % of total applicants who disclosed this information, compared with the Civil Service (CS) average and *the UK economically active population





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



	21/22 Full Year Forecast	21/22 Limits	Under (A) / (Over) (R) spend availability	Fav/(Adv) Variance	Under (G) / (Over) (R) spend
	£m	£m	£m	%	
FSA total (RDEL & CDEL exc AME)	130.2	137.7	7.5 (A)	5%	● (G)
Westminster (including EU Exit)					
RDEL	102.6	107.6	5.0 (A)	5%	● (G)
Capital (CDEL)	8.6	9.0	0.4 (A)	5%	● (G)
Wales					
RDEL & CDEL	4.6	5.1	0.5 (A)	10%	● (G)
Northern Ireland					
RDEL & CDEL	14.4	16.0	1.6 (A)	10%	● (G)

Breakdown of key areas of spend

	2021/22 Full Year Forecast £m	2021/22 Budget £m	Under (A) / (Over) (R) / Balanced (G) spend availability £m
FSA total (RDEL & CDEL) of which:	130.2	137.7	7.5 (A)
Risk Assessment and other Science	16.3	16.2	(0.1) (R)
Risk Management and other Policy	7.6	8.0	0.4 (A)
LA Support & Delivery of official controls	10.2	10.6	0.4 (A)
National Food Crime Unit (NFCU)	5.5	5.5	0.0 (G)
Operations excl. NFCU	25.7	26.9	1.2 (A)
Surveillance (inc. Sampling)	1.7	1.3	(0.4) (R)
Doing the day job well	52.2	56.7	4.5 (A)
Capital	1.9	3.2	1.3 (A)
Key priorities (see next slide for detail):	9.1	9.3	0.2 (A)



Breakdown of corporate priorities

	2021/22 Full Year Forecast £m	2021/22 Budget £m	Under (A) / (Over) (R) / Balanced (G) spend availability £m
Key priorities of which:	9.1	9.3	0.2 (A)
EU Transition	3.0	3.0	0.0 (G)
Achieving Business Compliance	2.2	2.3	0.1 (A)
Operational Transformation	1.4	1.4	0.0 (G)
Food Hypersensitivity	2.5	2.6	0.1 (A)

Food Hygiene Rating Scheme (FHRS) (slide 5)

Businesses published as ‘awaiting inspection’ – During Q1, of these businesses, over 30% were categorised as ‘other catering premises’ e.g. home caterers. These are smaller scale operations, with a limited reach and are likely to be lower risk. A proportion of these businesses have ceased to operate / did not start to trade which has subsequently resulted in a lower increase of businesses being published as ‘awaiting inspection’ during Q1.

Ratings issued by country – The response by LAs to the pandemic have differed across the three countries. LAs in Wales, whilst continuing to follow FSA guidance, are still providing the Senedd’s response to the pandemic.

UK Public Sector Reputation Tracker (RepTrak) (slide 7)

This study has been conducted on a biannual basis since 2014. It monitors the FSA’s reputation amongst the informed general public (those who are somewhat or very familiar with the FSA) compared to 80 other public sector organisations. A reputation score of 70-79 is considered ‘strong’ and a score of 80+ is considered ‘excellent’.

Food and You 2 (slide 7 and 8)

[Food and You 2](#) is the FSA’s flagship survey with consumers and is an Official Statistic. It replaced Food and You and the Public Attitudes Tracker in 2020. Food and You 2 is run biannually with a representative sample of adults (16 and over) living in private households in England, Wales and Northern Ireland. It is designed to: provide representative data on consumers’ self-reported knowledge, attitudes and behaviour relating to the FSA’s policy priorities (such as food safety); monitor trends in consumers’ concerns, attitudes and behaviour over time; and understand differences between different groups of consumers. Food and You 2 uses a new methodology, known as ‘push-to-web’, which is primarily carried out online.

The first wave of Food and You 2 fieldwork was launched in July 2020, providing a new baseline (Food and You 2 cannot be compared to Food and You or the Public Attitudes Tracker due to methodological differences). The [latest findings](#) (wave 2) were published on 29 July 2021. Wave 2 fieldwork was conducted between 20 November 2020 and 21 January 2021. A total of 5,900 adults from 3,955 households across England, Wales and Northern Ireland completed the survey.

National Food Crime Unit (NFCU) (slide 9)

Operational outcomes (disruptions): The NFCU uses the established UK law enforcement '4P approach' to plan and deliver operational outcomes across its end-to-end counter-fraud capability. Operational outcomes across the 4P approach are described as 'disruptions' and can be achieved where the NFCU lead, or where it is supporting or coordinating the work of partners. From April 2021 the NFCU has adopted the same threshold criteria for recording disruptions as other UK law enforcement organisations, therefore overall number of disruptions recorded in 2021/22 may reduce in comparison to the previous 12 month period.



Prepare - ensure the necessary capabilities exist to tackle food crime



Prevent - stop individuals / businesses from committing food crime



Protect - reduce the vulnerability of businesses and consumers to food crime threats and risks



Pursue - prosecute offenders and confiscate the proceeds of food crime

Investigations: While there are no individuals currently charged or within a criminal justice process arising from an NFCU-led investigation this quarter, a case file to the Crown Prosecution Service following an NFCU-led investigation in to the sale of DNP for human consumption.

Intelligence: Volumes of intelligence recorded and disseminated has remained stable, having seen a year-on-year increase since 2015 as the NFCU has grown in size and developed relationships with partners across LAs, law enforcement and other government departments. Intelligence recorded is assessed against a standard set of law enforcement criteria as well as NFCU-specific thresholds and priorities. There are clear decision points in NFCU processes which provide consistency to intelligence-led activity which may include:



Disseminating intelligence to partners to inform their own decision making about any action they deem necessary



Establishing an operation to expand the intelligence picture and support or coordinate the activity of partners, to enable the planning and delivery of a 4P disruption



Initiating an NFCU-led criminal or financial investigation to prosecute offenders or confiscate the proceeds of crime

Diversity and inclusion recruitment activity (slide 13)

Attrition data, amongst other leaving reasons, includes fixed term appointments; secondments, loans and transfers within the Civil Service where they are no longer on our payroll. Further information about Civil Service Professions can be found on the [Civil Service website](#).

This information is taken from data held on the online recruitment system used for managing the job application process through to appointment. Not all campaigns are managed entirely through the recruitment system, some roles can be filled using reserves from other similar campaigns and are, therefore, not represented here. There is opportunity through the application process to declare certain protected characteristics, however, applicants can opt not to disclose this information. The representation of disabled people and ethnic minorities amongst the economically active population is based on Labour Market Statistics published by the Office for National Statistics. The economically active population is those aged 16-64 who are either working or looking for work. Data refer to March 2020.

Appendix - Reporting schedule

Measure	Q1	Q2	Q3	Q4
Foodborne disease - Laboratory confirmed human cases in the UK of the four major bacterial pathogens		[✓]		✓
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	✓		✓	
The public's awareness and trust in the FSA – including the FSA's public reputation score.	✓		✓	
Nutrition Northern Ireland - business engagement with the Calorie Wise scheme and MenuCal				✓
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	✓	✓	✓	✓
Local Authority Delivery, Support & Performance	✓	✓	✓	✓
Food Standards - FSA sampling activity - total samples taken, results received, unsatisfactory results and non-compliance		[✓]		✓
Meat FBO Compliance - The % of meat FBOs who are rated as satisfactory or above for compliance	✓	✓	✓	✓
Animal Welfare at Slaughter - progress against the animal welfare action plan in line with the FSA zero tolerance welfare policy		✓		
National Food Crime Unit (NFCU) – progress against operational outcomes, investigations and intelligence	✓		✓	
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 	✓	✓	✓	✓
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	✓	✓	✓	✓