



Moving EFSA's strategy from 2020 towards 2027

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EFSA STRATEGY 2020 – CHALLENGES & OPPORTUNITIES

Expectations of greater transparency and engagement

Emergence of new risks and hazards, requiring complex food safety questions

Evolving scientific knowledge, creating a need for innovative and collaborative approaches

The impact of globalisation

Efficient operation of the agency's activities

Availability of expertise for EFSA's multidisciplinary needs

EFSA STRATEGY 2020 – OBJECTIVES

S01

- Prioritise public and stakeholder engagement in the process of scientific assessment

S02

- Widen EFSA's evidence base and optimise access to its data

S03

- Build the EU's scientific assessment capacity and knowledge

S04

- Prepare for future risk assessment challenges

S05

- Create an environment and culture that reflects EFSA's values

EFSA STRATEGY 2020 – MID-TERM REVIEW (2018-19)

what

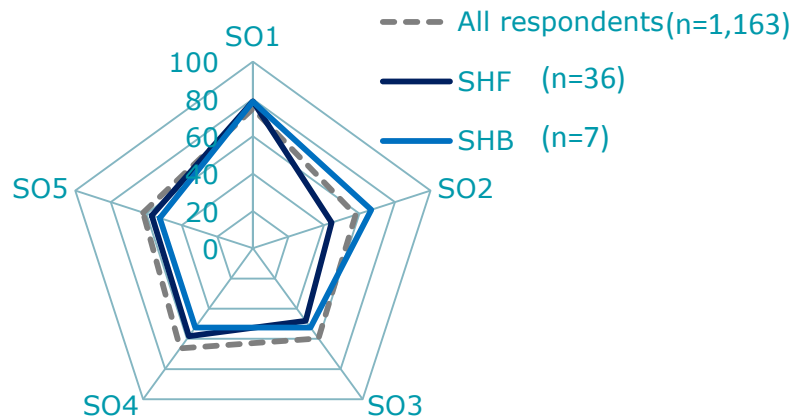
- Taking stock of progress made
 - Customer/stakeholder feedback 2017 & 2018
 - Output/outcome/impact KPIs
 - Gap analysis (implementation plan)

why

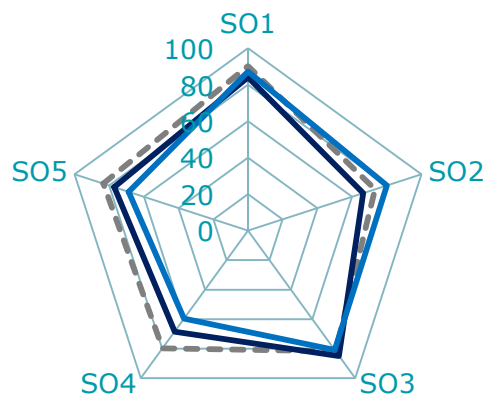
- Focusing results and activities till 2020
- Input to new EFSA Strategy 2021-2027

EFSA STRATEGY 2020 - CUSTOMER/STAKEHOLDER FEEDBACK 2017

"I do not know" and "N/A" taken into account



"I do not know" and "N/A" not taken into account



- "Stakeholders" groups: total satisfaction rate similar to the average (63.0% vs 64.5%)
- SO1-all groups: highest satisfaction & awareness
- SO2, SO3, SO5 -all groups: highest lack of awareness
- Factoring out the lack of awareness,
 - SO2 & SO3 no difference in satisfaction between "stakeholders" groups and "all respondents"
 - SO4: lower satisfaction (relevance?)

DISCUSSION POINTS

At this break-out session stakeholders are asked to:

- Comment on the key attention points and follow-up actions
 1. which attention points should be prioritised?
 2. which development activities and follow-up actions are most important?
 3. are any activities/follow-up actions missing?

BREAKOUT SESSION – SET UP

- 4 break-out groups of 6-7 participants (one per SO)
- Discuss and reply to each question: *25 min*
 - Use small post-its to indicate preference for questions 1 and 2
 - Use large post-its to describe additional activities/follow-up actions for question 3
- Nominate a rapporteur to report back: *5 min each*

EFSA STRATEGY 2020 - CUSTOMER/STAKEHOLDER FEEDBACK 2017

■ SO1: Prioritise public and stakeholder engagement in the process of scientific assessment.

Key attention points	Proposed follow-up
Stakeholder engagement	-Implementation of SEA, TERA, Prometheus, new Independence Policy, Social media, Evidence-Based Approach to Risk Communications
Transparency on risk assessment methods, independence of experts	-Additional proposals under consideration i) publish all correspondence (excluding data and annexes) between EFSA and the applicant ii) a section on the website to display the status of RA, integrating info on WGs
Communication with stakeholders, promotion at National level, visibility in media	iii) calendar of upcoming consultations on the website and further promoted via newsletters iv) dedicated meetings with stakeholders on sensitive issues, e.g. BPA, listeria v) proactively highlight aspects of transparency when communicating about EFSA science, e.g. public consultation on BPA protocol
Timeliness of EFSA's scientific advices	vi) joint campaigns on topics of interest for individual or clusters of MS(s) vii) upgrade visibility of Ask EFSA as online service to citizens viii) process leaning, flexible resource management, additional resources and prioritisation in cooperation with risk managers

EFSA STRATEGY 2020 - CUSTOMER/STAKEHOLDER FEEDBACK 2017

■ SO2: Widen EFSA's evidence base and optimise access to its data.

Key attention points	Proposed follow-up
Low awareness of EFSA's published evidence in the following platforms: Open data platforms (IPCHEM, EU open data), Knowledge Junction, Scientific Data Warehouse (SDWH)	-Implementation of OpenScaie, Data DoI, Data collection services, EU Menu, Sample based VDR, Data quality
Data (re-) usability from open data platforms, the Knowledge Junction, and the SDWH	-Additional proposals under consideration
Additional data domains/services that EFSA could provide: food nutrition data, food additives and nutritional sources, and nutritional consumption	i) develop concrete action plan for raising awareness, e.g. through the EFSA journal, targeted communication to Parliament, stakeholders, Member States and networks, international organisations.
Insufficient resources/funding for system development (e.g. SDWH meeting the needs of stakeholders) and to help Member States align their evidence with EFSA's EU standards	ii) info-sessions/training or other measures to strengthen data (re-)usability (TBD)
	iii) to explore in the next programming cycle the provision of additional data domains and support system development for Member States and stakeholders specific suggestions

EFSA STRATEGY 2020 - CUSTOMER/STAKEHOLDER FEEDBACK 2017

■ SO3: Build the EU's scientific assessment capacity and knowledge community.

Key attention points	Proposed follow-up
Low awareness of currently tools, e.g. Staff Exchange Scheme, the Liaison groups, and the Communication Expert Network, CEN	<ul style="list-style-type: none"> - Implementation of Risk assessment agenda, Research agenda, Innovative approach on Art 36 Network, "Training and teaching activities (EFSA Academy)", "Interagency scientific cooperation. -Additional proposals under consideration <ul style="list-style-type: none"> i) strengthened cascading of information on the AF activities to national networks. SOP under preparation. ii) upgrade tools for more efficient work and resource sharing among EFSA and MS: e.g. tasking grants iii) make available e-learning training used for Panel on-boarding iv) increased communication on EFSA training and people exchange opportunities
Promotion of an enhanced cooperation with sister EU Agencies (ECDC, EMA, ECHA, EEA)	
Increased collaboration with Member States in order to strengthen and harmonise the national capabilities and shared capacity	
Continue trainings: Uncertainty assessment; Risk assessment principles; data transmission; data analysis; Systematic review	
A lack of methodological experts in statistical sciences	
Preparedness with harmonised data / need for more EU-wide programmes generating data for risk assessment, monitoring, and emerging risks	
Fit-for-purpose of current Panel model - workload and CoI constraints; demands not proportionate to cost for expert's employer	

EFSA STRATEGY 2020 - CUSTOMER/STAKEHOLDER FEEDBACK 2017

■ SO4: Prepare for future risk assessment challenges.

Key attention points

Low awareness of EFSA's guidances and methods

Clarity of EFSA guidance documents integration into overall regulatory framework

Guidance on Endocrine Disruption and Residue Definition for Pesticides - use of QSAR – Further work based on experience

New guidance development: risk communication, emerging risks, plant health, animal welfare, contaminants, pesticides

Topics for preparedness : i) increased migration (different preparation processes), ii) aquaculture products and processes

Incidents, urgent responses, rapid assessments:

-lack of flexibility, rigid/slow processes, risk of missing local conditions & relevant data from Member States quickly

Future guidance and methodological/tool developments: risk communication, endocrine disruption, emerging risks, plant health, animal welfare, and contaminants, and pesticides (possibly in synergy with other international bodies)

Proposed follow-up

-Implementation of Methodologies Programme, Open SCAIE, R4EU, new Methodologies management process

-Additional proposals under consideration
i) Make available on the EFSA website the e-material prepared on methodologies for the on- boarding of the panels.

ii) More info sessions and webinars, including practical case studies and breakout sessions to test methods on real cases.

iii) Further work on indicated Guidance documents and preparedness topics to be considered in the next programming cycle

iv) New ART programme on designing leaner and more agile/responsive risk assessment processes

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ANNEX

Customer/Stakeholder feedback – Background

From the 29th September 2017 to the 27th October 2017, 5,351 people from EFSA’s customers, stakeholders, and partners received an invitation to participate to an online survey, with the aim of gathering views on the Authority’s working practices, as well as its core activities. The survey covered a wide range of topics related to EFSA’s five Strategic Objectives.

The survey was structured in two parts: the first part covered EFSA’s activities, performance and organisational structure over the period 2011-2016, while the second part covered in more detail some aspects of EFSA’s activities and performance.

Out of the 5,351 people invited to participate to the survey, 1,191 people (22%) completed it, and another 422 people (8%) partially completed it. This means that **1,163** people shared their contribution, thus the survey reached an **overall response rate of 30%**. However, due to the structure of the survey (certain questions were directed to specific respondent groups), the number of replies per each question may vary, also by a great extent.

The **overall satisfaction** reached the **64.5%** mark. While this value is the average satisfaction rating from all the questions taken into account for the analysis, the value of each question was calculated as follows:

$$\frac{\text{Positive replies}}{\text{All replies}}$$

[To a high extent + To a moderate extent]

[To a high extent + To a moderate extent + To a limited extent + Not at all + I do not know + N/A]

Also analyses of the satisfaction rate that would have been achieved without taking into account the «I do not know» and «N/A» replies can be found throughout the report.

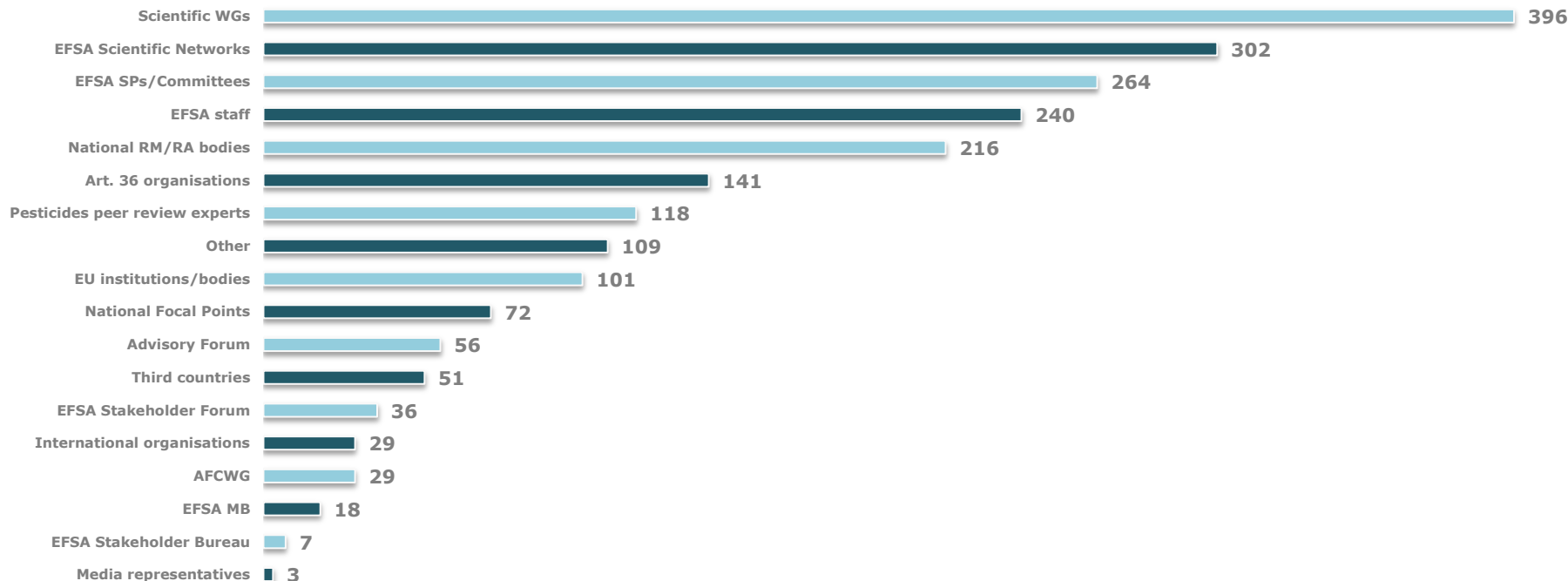


Customer/Stakeholder feedback – Response frequency

The graph below shows the **response frequency** broken down by group of respondents.

The grand total (2,188) is higher than the number of participants (1,163), due to the fact that the respondents had the possibility to select more than one option to describe their relationship with EFSA, thus creating a larger number of responses than participants.

Also, some groups registered very few respondents, hence no statistically significant conclusion* can be drawn for them.

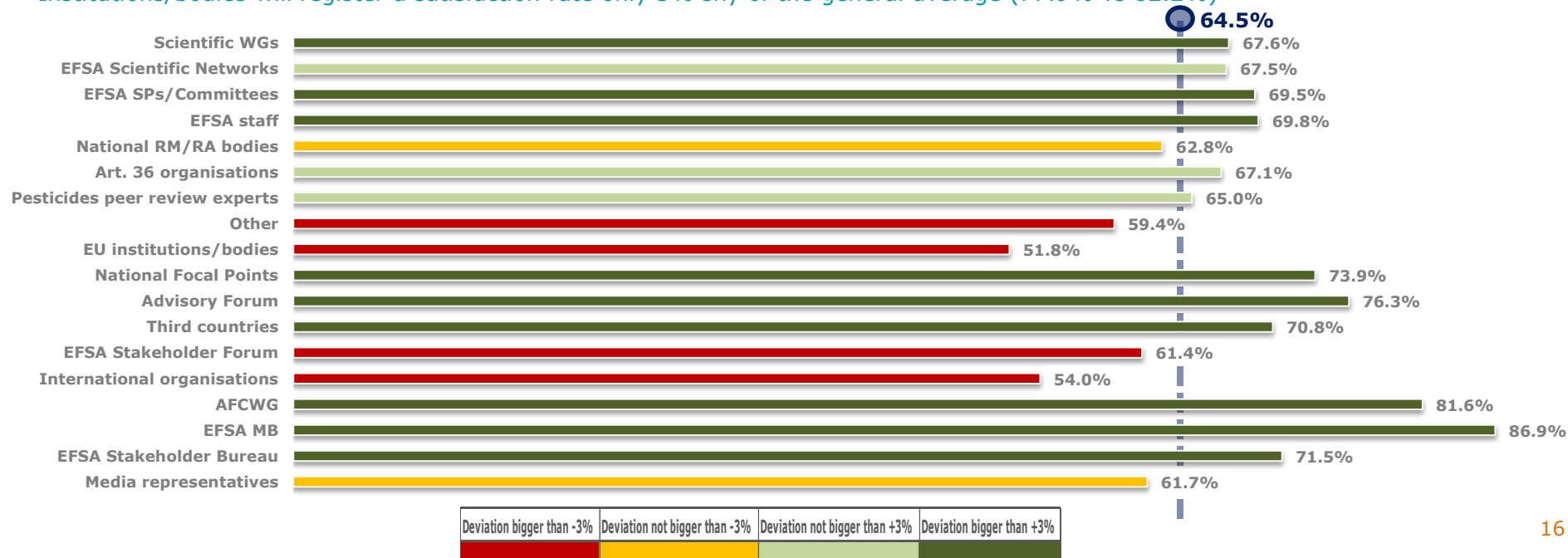


* The margin of error, at a 95% confidence level, for the entire sample is 3%. This is a low margin of error, an indication of accurate results. The overall sample response can therefore be considered as an accurate reflection of the overall opinion across EFSA's stakeholders, even though confidence intervals for sub-groups are lower, and in some cases incalculable due to an unknown population size

Customer/Stakeholder feedback – General summary

The graph below shows the **satisfaction rate**, broken down by group of respondents and in descending order of participation. Overall, the majority of the respondent groups registered results similar to the general average. The different groups of Experts (**EFSA WGs**, **EFSA Scientific Panels/Committee**, and **Pesticides peer review experts**) registered similar satisfaction rates (between 65.0% and 69.5%) and above the general average of 64.5%. The **EFSA's MB** registered the **highest satisfaction rate** (86.9%), followed by the **Advisory Forum Communication Working Group (AFCWG)** (81.6%).

The **lowest satisfaction rate** was instead expressed by **representatives of EU institutions/bodies** (51.8%) and by **representatives of international organisations** (54.0%). However, without taking the «I do not know» into account, the EU Institutions/bodies will register a satisfaction rate only 5% shy of the general average (77.9% vs 82.2%).



Strategic Environmental Analysis | Timeline

