

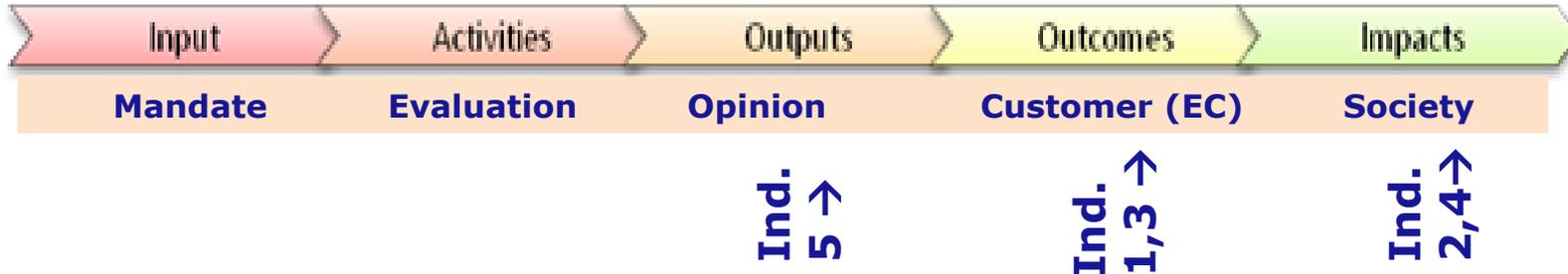
Committed *since 2002*
to ensuring that Europe's food is safe



Impact Indicators

Management Board meeting
Parma, 13 December 2012

- Two years pilot exercise
- Five indicators:
 1. Use of EFSA opinions used by EC
 2. Awareness about EFSA
 3. Performance in crisis
 4. International reference to EFSA
 5. Use and impact of scientific cooperation
- Overall result: EFSA has had a positive impact
- Pilot phase provided useful indications to enhance methodology



- Need to fully integrate the impact indicators in EFSA's planning and monitoring cycle (MAP, AMP, BSC)

Results:

- Feed-back on opinions: 100% of sampled opinions taken up by EC
- Case study:
 - all opinions were considered useful (“perceived usefulness” as indication of “value for money”)
 - In few cases: need for leaner process and fitness for purpose

Follow-up: further develop indicators on outcome and impact

- Outcome of EFSA’s work: develop “customer satisfaction” indicators building on quality management experience (feed-back from external experts, Commission and stakeholders)
- Impact of EFSA work on health: develop measurable indicators on selected topics e.g:
 - i) presence of pathogens in the food chain
 - ii) exposure to chemical contaminants
 - iii) evolution of nr. of outbreaks

Results:

- Level of awareness about EFSA and confidence in the scientific basis is increasing:
 - Eurobarometer: level of public trust in European food safety agencies (64%). Pre-EFSA era is regretted by no stakeholder
 - Media coverage rose by 13% in 2011
 - Launch of Twitter account in 2012: rising number of followers, up to 1,167 by mid July
- Positive results from regular monitoring of media favourability and key message penetration

Follow-up: continue as in pilot phase:

- Outreach, media favourability data collected monthly
- Eurobarometer survey as multiannual impact exercise

Indicator 3

Findings (four EFSA responses analysed):

- Reports sent within the requested deadline
- Output used by risk managers to either confirm that no action was necessary (chlormequat, volcanic ash) or as a basis for initiating other actions (STEC, SBV).
- Dedicated communications was effective (e.g. measuring web visits during and following the urgent matter)

Follow up: continue as in pilot phase

Indicator 4

Findings: increasing trends of EFSA citations on key relevant scientific journals over period 2003-2012

Follow up: continue as in pilot phase while improving data comparability

Results:

- Extent of EFSA's cooperation activities increasing over time (Expert Database, Information Exchange Platform, Focal Points, G1P budget)
- G&P schemes overall effective and complementary to MS work

Follow up: further develop indicators on outcome and impact

- Outcome of data collection:
 - Nr. of EFSA outputs drawing on data from the databases/data warehouse,
 - Nr. of times access or data is requested by a national authority;
- Impact (on harmonisation, consensus building):
 - Nr. of common EU positions in line with EFSA's own statements presented by the EU at International bodies (CODEX, WHO, JECFA, etc.);
 - Links on MS RA activities/websites to EFSA outputs/website

- Continue working to refine indicators to better measure impact on health and trust and EFSA's added value
- Integrate impact indicators in the planning and monitoring cycle of EFSA, particularly in Multi-Annual Planning exercise

