

Appendix 2 – Food Safety Service Plan: Unplanned (reactive) Activity

Reactive Tasks	Level of activity	
	Approved Service Plan 2016-17	Recorded activity up to 30 September 2016
Complaints and service requests about food and about/from food businesses	600	323 ¹
Infectious disease control - notifications of food-borne/food poisoning illnesses	150	50 ²
FSA food alerts for action	5	0 ³

Notes

1. This includes 101 complaints about standards of hygiene at food businesses; 80 requests for advice; 41 requests for food hygiene training and 24 complaints about unsound or suspect food. We have also received 48 applications for export certificates for which we charge a fee of £76 per certificate.

We have reviewed the criteria for the investigation of customer complaints. This is primarily in response to an increase in the number of unfounded and malicious allegations of food poisoning and also in the number of complaints which appear to be prompted by poor customer service and present little or no public health risk.

2. This is an unexpectedly low figure. Initially we suspected that there may have been some problems with the electronic notification arrangements but the Consultant in Communicable Disease Control (CCDC) has assured us that is not the case.

Many local authorities have experienced some problems with the Food Standards Agency's new reporting methods but these have now been corrected. As soon as the faults were corrected, we checked the FSA's database and none of the alerts that we missed related to food businesses in HDC's area.

3. We have continued to reduce our commitment to the Secret Garden Party but the event still makes significant demands upon resources. We recorded 115 hours of officer time for the 2015 event but only 80 hours for the 2016 event. The level of activity increases during the year and peaks in the 3-4 months before the event itself. 70 of the 80 hours have been recorded since 1 April and 22 hours over the four days of the event.