

Local Authority Discussion Guide

Intro

We are conducting research on behalf of the Allergy team at the Food Standards Agency who are seeking to improve upon the reporting and under-reporting of allergic food reactions and to improve upon collecting data that will help prevention of allergic food reactions in the future.

We'd like to understand how you are currently dealing with reports of allergic reactions to food in your area and what you would like to have from a public reporting service.

Your feedback and insights will help us to gain a better understanding of the needs of this service.

Confirm role of interviewee before the interview starts

Interview questions

Are members of the public reporting incidents of allergic reactions to food to you directly (not via the FSA)?

[What is the current consumer / public behaviour?]

1. How are they contacting you and who is contacting you (phone / email etc)?
2. What is their motivation for contacting you?
3. What kind of incidents are people contacting you about? (any beyond the 14?)
4. Do they ever contact you about near misses?
5. What information are they providing you with (do you have any forms / templates)?
6. How long after the incident occurred are people reporting it?
7. What are their expectations from you? Are you able to meet these?
8. Do you provide them with feedback on outcomes?
9. Do you see these reports as being separate from reporting a food incident? If so, how?
10. How do you tell if it is an allergy or food intolerance or other - do you treat them the same?
11. How many reports do you tend to get on a monthly basis?
12. Do you keep track of reports like these?
 - a. If yes, why and what information do you keep track of?
 - b. If no, why, and would you want to?
13. Is there anything you don't / won't investigate or deal with? Why?

How do you / want to / manage reports like these from the public?

[what do they do now / what would they do in the future and need?]

Would your process change or what would need to change if there was a new reporting service introduced that the public could use to report incidents directly to you, with the likelihood that more people may report incidents;

1. How do / would / you triage reported incidents (severity / how is this determined)?
2. Who in your team deals / would deal / with allergy reports (size of team / roles)
3. What works well and what doesn't in your current process?
4. What are / would be / your timeframes for responding to and resolving reported incidents (any blockers)?

How would you want to communicate on reported incidents like these?

1. How do you / would you / want to communicate with;
 - a. FBOs (are they cooperative)?
 - b. Health care professionals in the event the affected person was unable to provide information
 - c. Affected consumers
 - d. Aggregators (what is your relationship like?)
2. How do you / would you / want to communicate outcomes on these incidents with the FSA?
3. How do you / would you / want to communicate with the FSA if any policy advice or guidance was needed?
4. What would you see as your responsibility?
5. What expectations do you have of the FSA?
6. Do members of the public expect to be informed about outcomes / contact you about this (do you update them in your process)?
7. Would you expect to investigate all reported incidents?

Resolution / outcomes

1. What happens to closed cases?
2. Is there any follow up after a report is closed? Are you able to identify repeat offenders?
3. Do you produce any reports / stats / metrics (for internal and or external use)?
4. What benefits or constraints do you think there may be from having this kind of centralised public service that you can foresee?

Technology needs [\[Data standards\]](#)

1. What systems are you using / where is information stored / any constraints?
2. Do you have any requirements for the type of data (and format) you would need in order to respond to reports of food incidents from the public? (what information would you need to address these reports effectively)?

What is your engagement with the public about allergy reporting?

1. Is there any signposting on your website about reporting an allergic reaction, if not could there be?

2. Do you have any allergy research, stats or programmes that may be relevant to this research?
3. Are there any additional insights you can share with us from your experience of dealing with the public / consumers? (their likelihood of using a reporting service, needs, pain-points, expectations, preferred channels etc)?