

Freedom of Information Act Request Ref: FOIA 16893
Response from: Food Safety Team, Leicester City Council
Date: 16 October 2018

How many times have you had complaints after someone has had an allergic reaction to food or drink in a food or drink outlet in your area in:

- 2017-2018 3
- 2016-2017 4
- 2015-2016 0

For each instance please let us know:

Handmade Burger Co

- What reaction the person buying the food or drink had?
Allergic reaction – Started feeling funny at the restaurant and queries the food order. Realised the food had peanut butter in. Left immediately and returned home. On returning home throat swelling, 111 contacted and paramedics called to assess.
- Was it down to mislabelling or inadequate labelling?
No
- Was it down to contamination?
No
- What was the food or drink that was bought?
Chicken Burger with Avocado and Bacon
- What outlet it was bought from?
Handmade Burger Co, 13 Highcross Lane, Leicester
- The date it was bought?
30 April 2016
- What was the ingredient missed off of/misrepresented on the food or drink's labelling?
No misrepresentation or missing ingredient
- What action was taken by food Safety?
Investigation carried out into the circumstances of the incident. Customer placed order but did not indicate to waiting staff that they suffered a peanut allergy. Incorrectly served a chicken burger with peanut butter. Company had in place a robust procedure to deal with allergen/non allergen meals. Described clearly on menus and when customer places an order and makes clear their allergen needs the order is highlighted through the tills and prepared separately in the kitchen. Conclusion drawn that suitable allergen procedures and controls were in place however waiting staff should not rely on the customer declaring if they have a dietary need and ensure waiting staff always ask.
- Did the instance result in the death of the person who consumed food/drink?
No

Chef and Spice

- What reaction the person buying the food or drink had?
The complainant suffers from Coeliac Disease and reacted to gluten alleged to be in a stuffed mushroom dish.
- Was it down to mislabelling or inadequate labelling?
The investigation was not conclusive – the mushrooms stated no gluten or nuts which was found to be correct. However the mushrooms were prepared in a kitchen where other allergens are present and offered on via a buffet style service where other foods containing are served.

- Was it down to contamination?
The investigation was not conclusive however this was possible.
- What was the food or drink that was bought?
Stuffed mushrooms (part of a hot buffet offering)
- What outlet it was bought from?
Chef and Spice, 1 Andrewes St Leicester
- The date it was bought?
11 May 2016
- What was the ingredient missed off of/misrepresented on the food or drink's labelling?
The investigation was not conclusive
- What action was taken by Foods Safety?
*Investigation into the circumstances of the incident – see comments above.
Recommendations made to the restaurant to train food handlers with regard to allergens vis the online Food Standards Agency training tool.*
- Did the instance result in the death of the person who consumed food/drink?
No

Marchee Wok

- What reaction the person buying the food or drink had?
Reaction to peanuts – throat started swelling and came out in a rash took antihistamines at home. Visited hospital and given strong steroids
- Was it down to mislabelling or inadequate labelling?
Food ordered over the phone. Complainant said she has asked several times if the food contained nuts
- Was it down to contamination?
no
- What was the food or drink that was bought?
Chicken Satay
- What outlet it was bought from?
Marchee Wok, 11 Allandale Road, Leicester
- The date it was bought?
11 June 2016
- What was the ingredient missed off of/misrepresented on the food or drink's labelling?
When asked, the food business operator did not advise the customer that the chicken satay dish contained nuts
- What action was taken by Food Safety?
Investigation into the incident identified that the food business operator had not correctly responded to the questions regarding nut content posed by the customer. FBO warned.
- Did the instance result in the death of the person who consumed food/drink?
No

John Lewis

- What reaction the person buying the food or drink had?
No reaction – concern raised by Coeliac sufferer that the information and descriptions available were unclear to consumers.
- Was it down to mislabelling or inadequate labelling?
n/a
- Was it down to contamination?
n/a
- What was the food or drink that was bought?
n/a

- What outlet it was bought from?
John Lewis, 2 Bath House Lane, Leicester
- The date it was bought?
No food bought- visited on the 17 September 2016
- What was the ingredient missed off of/misrepresented on the food or drink's labelling?
No allergens missed or misrepresented. The customer had queried which cakes were gluten free. They felt the information was unclear. Ultimately John Lewis had acted correctly in advising the customer that if they felt the information on the open cakes was not clear and that as they had advised that other cakes were not gluten free therefore contamination was possible they should stick to the pre packed cakes.
- What action was taken by Food Safety?
Visited and reviewed allergen labelling and descriptions of cakes on sale with chef, Recommendations made to ensure that food handling/serving staff are familiar with the ingredients in the food served and the information matrix for customers.
- Did the instance result in the death of the person who consumed food/drink?
No

Starbucks

- What reaction the person buying the food or drink had?
No serious effects – son is allergic to dairy. Only a small amount taken before parent realised.
- Was it down to mislabelling or inadequate labelling?
Mistake on the part of the café - served cow's milk not coconut milk
- Was it down to contamination?
no
- What was the food or drink that was bought?
Coconut milk
- What outlet it was bought from?
Starbucks, 93 – 95 Shires Walk, Leicester
- The date it was bought?
24 April 2017
- What was the ingredient missed off of/misrepresented on the food or drink's labelling?
n/a
- What action was taken by Food Safety?
The complainant wanted to make the local authority aware of the issue and remind Starbucks of the need to be vigilant when dealing with allergens. Starbucks contacted and circumstances discussed with them. Inspection of establishment brought forward. No issues identified at time of inspection.
- Did the instance result in the death of the person who consumed food/drink?
No

Go Kids Go

- What reaction the person buying the food or drink had?
Child with allergy to fish – on eating had an allergic reaction, face went blotchy, throat hurting. Ice pack administered at the establishment to ease the pain, anti-histamine administered
- Was it down to mislabelling or inadequate labelling?
No
- Was it down to contamination?
Not confirmed but potentially. Officer identified some areas for potential cross contamination on inspection.
- What was the food or drink that was bought?

Various children's meals - Beef Burger Meal, Curly Fries and Spaghetti Hoops, Tuna Mayo Jacket Potato, Half Kids Pizza with Curly Fries and Beans x 2, 1 Chicken Combo platter, curly fries.

- What outlet it was bought from?
Go Kids Go, 25 Raw Dykes Road, Leicester
- The date it was bought?
27 July 2017
- What was the ingredient missed off of/misrepresented on the food or drink's labelling?
n/a
- What action was taken by food safety?
Inspection of establishment, identification of potential fish cross contamination issues, recommendations made and follow up visit to ensure recommendations were implemented.
- Did the instance result in the death of the person who consumed food/drink?
No

Pepperzzz

- What reaction the person buying the food or drink had?
The customer suffered from a reaction to gluten – unclear of how they reacted. Complaint was also concerning the accuracy of the information available to them on the menu.
- Was it down to mislabelling or inadequate labelling?
Unclear – food made to order with understanding that it was for a customer allergic to gluten.
- Was it down to contamination?
Unclear.
- What was the food or drink that was bought?
Gingered Chicken – ordered with advice to chef that it was for gluten allergen and made specially for the customer.
- What outlet it was bought from?
Pepperzzz, 18 Catherine Street, Leicester.
- The date it was bought?
9 March 2018
- What was the ingredient missed off of/misrepresented on the food or drink's labelling?
n/a
- What action was taken by food safety?
Investigated the complaint and the circumstances. Review of the allergen information provided to customers and recommendations made to improve. Revisited to ensure improvements were implemented.
- Did the instance result in the death of the person who consumed food/drink?
No