

Service Standards

Food Safety

The Food Safety Team aims to ensure that all food and drink which is stored, handled, produced or distributed in Newham is safe for consumers to eat.

Investigating Food Complaints

We aim to:

- Provide advice immediately on receipt of a food complaint.
- Initiate an investigation within 5 working days. This will include contact with the vendor, suppliers, manufacturers, and other local authorities to determine how and why the complaint has arisen, and to protect other consumers. Initial contact will be by telephone.
- Update the customer on the progress of the investigation on a monthly basis (or sooner if appropriate).

Inspecting Food Businesses

We aim to:

- Carry out planned inspections of all food businesses based on risk within the following timescales:
 - Inspect category A & B premises every 6 months and 1 year respectively. These premises are most likely to pose a risk to food safety.
 - Inspect category C & D premises every 18 months and 2 years respectively.
 - Inspect low risk category E premises every 3 years. These premises are not considered likely to pose a risk to food safety.

Investigating Food Poisoning

We aim to:

- Contact or visit the affected person(s) and food premises within 3 working days of receipt. Contact will be made by telephone or in person.
- Investigate food poisoning outbreaks within 1 day of receipt. This will involve an inspection of food premises to assess hygienic practices, and obtaining samples.

In general we aim to:

- Confirm our advice or requirements to consumers, businesses, and employees in writing within 10 working days of our visit.
- Register new food businesses within 1 day of receipt of the application (change of use may need planning permission before opening).
- Inspected new premises within 6 months of registration.
- Provide 6 food hygiene training courses per year for food handlers on food safety matters, delivered for people who work in food businesses and for LBN extended services.
- Undertake an annual sampling programme of food such as imported food or new products made in Newham.
- Achieve at least 90% customer satisfaction from our annual survey.