

NORTHERN IRELAND FOOD ADVISORY COMMITTEE (NIFAC) CHAIR AND DIRECTOR NORTHERN IRELAND REPORT

Report by Maria Jennings, Director for Regulatory Compliance, People and Northern Ireland and Colm McKenna, Board Member for Northern Ireland and Chair of NIFAC

For further information contact Jayne McGlaughlin (07817 954765) or Robyn McNeilly (07870 362457)

Email: Jayne.McGlaughlin@food.gov.uk or Robyn.McNeilly@food.gov.uk

1. Summary

1.1 This paper outlines the key work carried out by the Food Standards Agency (FSA) in Northern Ireland (NI) in responding to the COVID-19 pandemic and in ensuring that we have in place suitable arrangements post-EU Exit to fulfil the requirements of the Protocol on Ireland/Northern Ireland (the Protocol). It also includes an update on the progress of the FSA's programme of work in NI, highlights from the Northern Ireland Food Advisory Committee (NIFAC) discussions and key upcoming priorities for the FSA in NI.

1.2 The Board is asked to:

- **Assess** the effectiveness of the outlined work programmes
- **Comment** on the alignment of this work with the FSA's strategic direction and nature of the FSA's three country approach
- **Note** the activities of NIFAC and the Committee's input into Board considerations and
- **Consider and comment** on the upcoming priorities for the FSA in NI.

2. Introduction

2.1 In NI, the FSA is responsible for devolved legislation and policy relating to food and feed safety, dietary health, standards, food composition and labelling.

2.2 Our remit for dietary health is delivered in close collaboration with the Department of Health (DoH) in NI and the Department of Health and Social Care (DHSC) in England, Welsh Government (WG) and Food Standards Scotland (FSS). A summary of the key challenges and priorities in relation to dietary health is included in Section 6.

2.3 The FSA in NI seeks to work closely and collaboratively with colleagues across the FSA and government to ensure the delivery of FSA policies and priorities.

2.4 This paper highlights some of the work undertaken in relation to the response to COVID-19, EU Exit, NIFAC and the delivery of FSA priorities in NI. In

addition, a retrospective look back on some of the other work areas carried out in the last 12 months is summarised in the attached Annex.

3. COVID-19 Response

- 3.1 As with other government departments, COVID-19 meant the immediate closure of our office in Belfast and moving all our operations to remote working. Due to the success of the Our Ways of Working programme this move was seamless and enabled FSA staff in NI to respond quickly to needs across several policy remits.
- 3.2 We maintained regular engagement with District Councils (DCs) and the Department of Agriculture, Environment and Rural Affairs (DAERA) to facilitate the effective and efficient exchange of information and intelligence regarding the impact of the pandemic on the ongoing delivery of official food controls to support food businesses.
- 3.3 Recognising the challenges faced by DCs, we revised the NI Food Law Code of Practice and Practice Guidance to enable them to respond more quickly to address reductions in resources resulting from the redeployment of staff and staff absences during the COVID-19 pandemic.
- 3.4 We also provided oversight, assistance and guidance to Points of Entry¹ (POEs) to mitigate potential effects of the virus and ensure adequate staffing numbers were in place to deliver essential import controls, protecting consumers and assisting the smooth flow of food products into NI.
- 3.5 Providing support to DAERA was a priority to help ensure that meat establishments remained operating. In addition to ensuring that we were aligned with GB changes we introduced easements in relation to official controls at approved establishments including issuing eight NI specific Emergency Instructions based on the implementation of changes to official controls from the Official Controls Regulation and prioritising visits in relation to primary production.
- 3.6 Using to best effect our C3 (Command, Control and Coordination) skills and experience, we were fully integrated into both the FSA's C3 structures and those of the Northern Ireland Executive.

¹ Points of Entry are designated for the purposes of SPS checks.

- 3.7 In line with our dietary health remit, we provided support to the Department for Communities (DfC) in NI on the distribution of food parcels to vulnerable groups during the COVID-19 lockdowns. FSA officials engaged with project organisers and collaborated with DCs to provide information and advice to food suppliers.
- 3.8 In collaboration with DfC and the Public Health Agency we provided suggestions on how emergency food parcel contents could be improved nutritionally for people shielding. Weekly menu plans were produced based on the products available in food parcels to illustrate how the food could be used in meal planning.

4. Post-EU Exit Arrangements

- 4.1 In January 2021 the Protocol introduced a unique set of arrangements for NI post-EU Exit. Under the current terms of the Protocol, EU food and feed law continues to apply in NI, and the FSA continues to be responsible for implementing relevant EU law in NI, including by making enforcement legislation. These arrangements have been highly challenging, and the UK Government is seeking to negotiate with the EU significant changes to the Protocol as set out in the recent [Command Paper](#).
- 4.2 The Command Paper lists a range of areas where the UK Government believes change is needed to remove the burdens on trade in goods within the UK while managing real risks to the single market, ensuring businesses and consumers in NI have access to goods from GB. We are working with Defra and DAERA to provide technical input into the work in this area.
- 4.3 We pro-actively monitor upcoming EU changes that we need to implement in NI so we can take a 'one FSA' approach to assessing the implications. A number of differences that have emerged relate to regulated product authorisations where changes are business driven or are routine technical amendments that do not introduce any practical difference between the regimes. It is worth noting, that some differences in how we do things across the UK are not new. For example, we already have different delivery bodies for official controls in NI.
- 4.4 We are engaging in inter-departmental working groups in NI led by The Executive Office (TEO). These are focused on tackling common challenges in relation to the continued implementation of EU legislation. It is worth highlighting that our risk analysis process takes a four-country approach, with impacts across the UK considered even though changes may not be introduced in all four countries.

4.5 The Board has previously considered the Common Frameworks and is aware that the governance arrangements in the Frameworks have been developed to take account of the Protocol; they ensure a consistent governance approach across the UK's regulatory system and provide for joint working across the four nations. The three Frameworks the FSA is party to in NI have now all received provisional approval from Joint Ministerial Committee (JMC), and four nation working is ongoing to achieve final Ministerial agreement. The Provisional Frameworks have committed to reporting to the Parliaments at regular intervals, and the Committee for Health in the Northern Ireland Assembly has so far scrutinised two of the three frameworks.

5. Delivering on FSA priorities

- 5.1 The FSA's team in NI is fully integrated into wider FSA priorities and programmes of work, including key change programmes such as Achieving Business Compliance and the Operational Transformation Programme. We work closely with colleagues across England and Wales to ensure an integration of approach. For example:
- 5.2 The Board will be aware of the Food Hypersensitivity Programme across the three nations from the previous Board update in June 2021. Ahead of the prepacked for direct sale (PPDS) changes from 1 October 2021, officials in NI have been working alongside key delivery partners to ensure the effective dissemination of messages to stakeholders in NI. This includes an NI working group with DCs and FSA officials which meets regularly to plan and prepare for PPDS changes, specifically in NI. The FSA in NI, along with the College of Agriculture, Food and Rural Enterprise (CAFRE), coordinated a PPDS webinar for businesses in NI. This event took place in August and speakers included, CAFRE, the FSA, CEO of the Natasha Allergy Research foundation and a small business representative.
- 5.3 Officials worked closely with their counterparts in England and Wales on the publication of the Food Law Code of Practice, Practice Guidance and Competency Framework earlier this year. The key changes in this revision of the Code were critical to addressing the urgent need for DCs to be able to recruit, train and deploy additional officers so that they can deal with the increase in imported and exported food controls as a result of the implementation of the Protocol and to help respond to the COVID-19 pandemic.
- 5.4 Recently officials have also been engaging with colleagues in England and Wales on the Local Authority Recovery Roadmap. In NI, we will continue to monitor DCs' delivery against the plan and, where we have any concerns, will engage with individual DCs and consider what support or help we might provide.

6. Dietary Health

- 6.1 In NI, the FSA has retained the remit for dietary health policy and nutrition surveillance and research, and we lead on food industry focused policies such as out of home calorie labelling, front of pack nutritional labelling and restricting promotions of food high in fat, sugar and salt.
- 6.2 Our dietary health priorities are developed in line with the NI Programme for Government Outcomes Delivery Plan and are also embedded in the current DoH-led cross-government obesity prevention framework 'A Fitter Future for All 2012-2022'.
- 6.3 Partnership working is essential as we continue to contribute to proposed dietary health policy across the four nations. We continue to explore the potential impact of new policies through analysis of surveillance data relating to NI consumers, the food industry and enforcement authorities, and regularly contribute this evidence to four nation policy discussions.
- 6.4 We are currently working with the NI Public Health Agency, Safefood (the all-Island Food Safety Promotion Board) and health and social care (HSC) colleagues to produce nutritional standards for catering for staff and visitors in HSC settings. The standards are used when planning menus and serving food and include guidance for procurement teams to use when food contracts are being specified. These standards are also being developed for use in DCs' catering settings such as leisure centres and staff restaurants and a joint consultation by the FSA in NI and DCs is planned for later in 2021.
- 6.5 The FSA co-chairs with Safefood the All-Island Food Poverty Network. We continue to contribute to the shaping of food poverty policy in NI, in collaboration with other government departments and key stakeholders. We also chair a subgroup of the network to examine and review the food poverty indicators used in NI, assess their relevance and make comparisons with other countries. An important part of the work of the network is the Annual Food Poverty Conference for relevant stakeholders throughout the island of Ireland.
- 6.6 The FSA in NI's surveillance data is specific to NI and contributes to policy development, implementation and evaluation. Analysis of annual Kantar take-home food and drink purchasing data in NI provides information on purchasing patterns and through the National Diet and Nutrition Survey data, trends in consumer consumption of foods high in salt, sugar and saturated fat are monitored and comparisons are made with dietary guidelines. The quality and availability of this nutrition surveillance data is highly valued by NI government, industry and academic stakeholders.

- 6.7 We also utilise consumer insights data available through the Eating Well Choosing Better (EWCB) Tracker, the Consumer Perceptions to Reformulation Survey and the FSA's Food and You 2 Survey. This data has been used to demonstrate changing consumer behaviours and to support and motivate businesses to engage in food product improvement and was used to inform discussions with DHSC, FSS and WG on the front of pack nutritional labelling consultation. The data is also used to inform FSA's dietary health communications campaigns such as 'Know your Calories' and 'Check the Label'.

7. Northern Ireland Food Advisory Committee

Committee Meetings

- 7.1 Throughout the COVID-19 pandemic NIFAC meetings have taken place virtually, via Microsoft Teams. The open themed meetings have consisted of presentations from both internal and external presenters followed by a panel style discussion with members and presenters.
- 7.2 Each theme, chosen by the Chair, has provided the Committee with the opportunity to consider issues from a country specific perspective, enabling rich discussion and offering well considered advice.
- 7.3 To ensure transparency, minutes of themed meetings are published on the website.
- 7.4 Over the last year the Committee has considered the following themes:
- **The Future Food System in Northern Ireland.** Looking specifically at the structure and characteristics of the food retail, wholesale and production sectors in NI. This theme was commissioned by the FSA Chair for both NIFAC and WFAC to aid understanding of the dynamic food systems within both countries and the opportunities and risks within each. The discussion took place over two meetings and was informed by an analysis of available evidence carried out by the FSA Analytics team. NI stakeholder perspectives were provided by the Ulster Farmers' Union, Invest NI, NI Meat Exporters Association, Freight Transport Association and the NI Retail Consortium. The impact of COVID-19 and EU Exit on the food system in NI were important considerations as part of this theme.
 - **NI Food Strategy Framework.** In summer 2019, in the absence of Ministers, it was agreed that DAERA would begin to explore the merits, scope and content of a possible Food Strategy which would develop strategic alignment across Departments and help shape a future food system for NI. The programme manager attended two NIFAC meetings (July 2019 and October 2020) to present on the Framework and associated work. NIFAC look forward to continuing engagement in this

strategy and in seeing how it develops in conjunction with the National Food Strategy.

- **Food Poverty.** The aim of this discussion was to enable NIFAC to understand more about the topic of food poverty and the associated issues. The Committee was provided with an overview of the All-Island Food Poverty Network and current food poverty data from the NI Dietary Health team. Fare Share, a charity network aimed at relieving food poverty and reducing food waste in the UK, presented on how they have had to adapt in response to COVID-19. Dr Hannah Lambie-Mumford from the University of Sheffield highlighted how responses to the risk of food insecurity have evolved and been implemented at a local level and a representative from DfC discussed the NI government response to food poverty and food insecurity issues in NI.
- **Food and You.** The FSA's Social Science and Research Team provided NIFAC with a detailed breakdown of the published findings of the Food and You survey results and NI specific data. At this meeting NIFAC was also joined by the Chief Executive of Food NI who discussed the impacts of COVID-19 and EU Exit on the food industry and highlighted the potential risks that these may have to the consumer.
- **Food hypersensitivity.** At this meeting, the Committee heard from a young person with a food allergy who gave a very powerful insight into the daily challenges faced. FSA officials then updated the Committee on the Food Hypersensitivity Programme, with a particular focus on the upcoming changes to allergen labelling for PPDS. Officials from two DCs also presented relevant case studies in relation to the enforcement of food information regulations.

7.5 NIFAC has continued to meet virtually to consider papers ahead of each Board meeting. This has allowed members to consider the published Board papers and provide a devolved perspective, enabling the Chair to feedback Committee comments during Board meetings.

Committee Membership

- 7.6 A public appointment exercise was approved by the Minister of Health in late 2020 to appoint four new members to NIFAC. The appointments followed on from the departure of long-standing Committee members, Aodhan O'Donnell, Phelim O'Neill, Sara McCracken and Dr Elizabeth Mitchell, all of which were highly effective contributors and valued members of the Committee.
- 7.7 The public appointment exercise was initially scheduled to run in early 2020. However due to the pandemic, an exceptional nine-month extension to the terms of departing members was granted by the Minister.
- 7.8 Recommendations to reappoint Fiona Hanna and Lorraine Crawford as members of NIFAC were approved by the Minister in late 2020 and early 2021. Terms for both will end in 2023 and 2024 respectively.

7.9 Newly appointed members Ellen Finlay, Cathal O'Donnell and Dr Lynne McMullan were effective from 1 April 2021 and will be in term until March 2024. The fourth member of the Committee Ciaran McCartan was appointed on 1 August and his term will run until 31 July 2024.

7.10 There is a wide range of expertise among the NIFAC membership, including members with backgrounds in farming and agriculture; the food industry and food related science; education and nutrition policy; food safety and enforcement; consumer interests as well as food poverty. This wide-ranging experience as well as members' associated networks and insights has been extremely useful for NIFAC discussions.

8. FSA in NI Forward Look

8.1 In the next six to twelve months there are a number of key priorities in NI which we will be considering:

- **Proposed NI Food Strategy Framework.** The NI specific Framework will take account of the National Food Strategy and following a consultation period is due to be published in March 2022. The FSA is mentioned as a key partner in a number of the strategic priorities in the Framework and is represented on the Food Programme Board. We will continue to engage with the team and provide assistance as and when required.
- **Implications of the Command Paper.** Alongside colleagues in England and Wales, as well as across government, we will be working to understand the outworking of the Command Paper.
- **Ongoing engagement with the EU Commission.** Arrangements put in place with the EU in 2020 on information sharing in relation to incidents are now due for review.
- **NI Budget 2022-25 bid.** This will align with the FSA's Spending Review 2021 bid and will detail a compelling case that will provide the resources necessary to deliver the FSA's priorities and activity in NI.
- **NI Assembly and Executive.** Earlier this year the Executive held a public consultation on its Programme for Government draft Outcomes Framework which contains nine strategic outcomes, and we will be aligning our work to deliver on the outcomes relevant to the FSA. Over the last year we have also seen increased engagement with the Committee for Health in the NI Assembly, with more requests for officials to attend meetings. In the coming months we will seek to develop these relationships further and continue to attend to speak to our Statutory Rules (SRs). With an Assembly election due in May 2022, it is anticipated that the pre-election period will begin in late March. Therefore, we will be aiming for current draft FSA SRs to be laid within the next six months.

9. Conclusions

- 9.1 This paper provides an overview of the work that we have undertaken in relation to COVID-19, arrangements post-EU Exit and wider FSA priorities. We have taken significant steps to assist industry and working to our top priority to ensure that consumers can be confident that food is safe and is what it says it is, even in these unprecedented times.
- 9.2 As many of these work areas and priorities become business as usual, we are now forward planning to increase capacity and resource within the office and ensure that we are prepared for future activities, some of which are outlined above.
- 9.3 In relation to NIFAC, we have explored a number of extremely engaging themes and will be working to meet again in person, as and when restrictions permit.
- 9.4 Overall, the Board is asked to:
- **Assess** the effectiveness of the outlined work programmes
 - **Comment** on the alignment of this work with the FSA's strategic direction and nature of the FSA's three country approach
 - **Note** the activities of NIFAC and the Committee's input into Board considerations and
 - **Consider and comment** on the upcoming priorities for the FSA in NI.

ANNEX

RECENT KEY ACTIVITIES

COVID-19

During the COVID-19 pandemic the FSA in NI contributed to working groups established to coordinate the FSA response to the pandemic. This included the Local Authority Hub and working groups which were established to develop guidance for Local Authorities, food businesses and consumers.

Officials in NI also maintained regular engagement with DCs to facilitate the effective and efficient exchange of information and intelligence regarding the impact of the pandemic on the ongoing delivery of official food controls.

Officials were closely involved in the weekly/bi-weekly DAERA-led COVID-19 meetings with representatives from the agri-food industry and provided support and responses as required.

Service Level Agreement with DAERA

The FSA in NI continues to have a close working relationship with DAERA. This includes the relationship outlined in the Service Level Agreement (SLA) between the FSA in NI and DAERA.

The SLA outlines the arrangements for the delivery of official controls and associated activities by the Department, relating to meat, milk, egg, and primary production hygiene in establishments registered by or holding certain approvals from the FSA.

Over the course of the response to the COVID-19 pandemic, the majority of official controls continued to be carried out. However, as previously noted, the FSA in NI worked closely with DAERA officials in relation to the delivery of official controls and contingency planning.

Post-EU Exit Arrangements

Capability and resources

Having recognised that the new working arrangements due to EU Exit would pose challenges in relation to capacity and capability within the NI office, we successfully bid for additional funding from the Department of Finance. This has enabled us to extend specific teams and create additional resource where relevant. For example, we have established a Legislation Team to help us meet our additional requirements in this area.

While the FSA is the Central Competent Authority for public health (human health) import policy, DCs (and DAERA) are the designated competent authorities for delivering the official controls for goods imported into NI. Funding for the activities undertaken by DCs have been bid for and routed through the FSA. We have continued to support them financially as they carry out these activities and through the provision of training programmes and operational guidance.

Memorandum of Understanding (MoU)

We have enjoyed productive and positive relationships with our counterparts in the Republic of Ireland for many years. In light of EU Exit we have reviewed and updated our MoU with the Food Safety Authority of Ireland and our Concordat with Safefood. This will ensure that we can continue to share data and information and protect public safety across the island of Ireland.

Designation of Laboratories

Under the EU Official Controls Regulation (OCR) 2017/625, the FSA is required to designate National Reference Laboratories (NRLs) and Official Laboratories (OLs). The Protocol requires the NRLs to be located in EU Member States and OLs to be located in NI or an EU Member State.

In December 2020 the FSA launched an open procurement exercise for the NRLs that it is the Competent Authority for. Since then, we have issued contracts for nine NRLs for NI. We are developing an MoU with Republic of Ireland NRLs to cover the NRL areas for which no bids were received (Food contact materials, Parasites and Antimicrobial resistance). Clarifications are ongoing for two remaining NRL areas which received bids over £50,000.

The FSA has designated 11 OLs within Europe and NI and are currently collaborating with Eurofins, the DCs' contracted chemical testing provider, to identify additional OLs within Europe to cover the remaining routine testing gaps (notably pesticides).

Access to the Rapid Alert System for Food and Feed (RASFF)

After a series of meetings between officials, a special arrangement was agreed between FSA in NI and DG Sante to maintain the mutual information of NI, the EU Member States and the European Commission on certain issues of relevance to RASFF and the Administrative Assistance and Co-operation system (AAC), including agri-food fraud, while being disconnected from the iRASFF system. The bespoke arrangement will continue to ensure that consumer interests are protected with regards to food and feed safety in NI and in the EU. Both parties agreed that this working agreement will be reviewed.

Stakeholder Engagement

Support for and engagement with industry continues to play an important part in our work. The FSA has a bi-weekly slot on the newly established NI-GB Food Supply Chain Forum for all businesses within the agri-food supply chain who are moving

goods between GB and NI. There are approximately 250 industry attendees per session. The FSA is joining with Defra and partners in government including DAERA and HM Revenue and Customs to provide regular operational updates.

The FSA is also a regular participant at DAERA's Retailer and Haulier Operational Meetings for GB to NI movements. These stakeholder sessions create a community for open discussion on operational implementation issues, relevant policy and delivery developments between businesses and government partners across the entire agri-food supply chain.

Dietary Health Highlights

All Island Food Poverty Network

The annual All Island Food Poverty Network Conference took place in the form of a webinar, jointly hosted by the FSA and Safefood in October 2020. The webinar 'Learnings from responses to COVID-19' shared the challenges and learnings from the responses to tackle food poverty/insecurity during the pandemic with speaker presentations from the UK, NI and the Republic of Ireland. From NI, the DfC presented their work with FareShare, the COVID-19 Community Support Fund and the Social Supermarket programme. The theme for 2021 will focus on the role of health inequalities in food poverty.

Eating Well Choosing Better Programme

[EWCB](#) is a continuing priority. The programme implements a structured and transparent programme of food product improvement in NI with small and medium sized enterprises who manufacture, sell or serve foods that contribute to nutrients of public health concern (namely sugar, saturated fat and salt) and calories in the NI diet. The EWCB programme aligns with the UK Government's sugar reduction and wider reformulation programme with UK retailers and producers operating in NI.

The programme governance includes a steering group with representatives from DoH, PHE, the Republic of Ireland Department of Health, Invest NI, the food industry, DCs and local academic institutions.

To date, reformulation work has focused on the bakery and ice-cream sectors, the two key manufacturing industries in NI. Progress to date has included nutrition sampling of bakery products in partnership with DC reformulation trials and workshops with the industry, the production and distribution of sector specific guidance, the bakery reformulation webinar and regular engagement with Invest NI and local colleges who provide funding and support to the food industry for reformulation.

Bakery Reformulation

In May 2021, the FSA in NI hosted a bakery reformulation webinar and welcomed 55 delegates from the manufacturing, retail, catering, and education sectors. The objective of the webinar was to engage and motivate the bakery sector in NI to think positively about reformulation and communicate the wide range of support available.

Speakers included two local bakeries who worked successfully with the FSA to reformulate bakery products, an ingredient supplier who outlined the advice and support they can provide to bakeries and Invest NI who discussed the funding opportunities available.

The results from the webinar are extremely encouraging with 100% of the audience (to which the question was applicable to) indicating that following the webinar, they would consider reformulating their products to make them healthier.

MenuCal

The MenuCal tool helps food businesses comply with legal requirements to manage and record allergen information. It can also be used to calculate the amount of energy in food and drink on the menu. This enables consumers to make more informed choices when eating out. It has recently been reviewed and updated in partnership with FSAI and FSS to improve both the accuracy and functionality of the tool further.

Healthier Catering Guides

Following the publication of a range of [healthier catering guides](#) for different types of businesses, officials delivered a social media campaign in partnership with DCs to promote the guides. Recent FSA [research](#) revealed that consumers find it more difficult to choose healthier food when eating out. This created an opportunity to promote [the healthier catering guide for chip shops](#), through a targeted initiative.

The series of social messages were shared on Twitter during June 2021. This included advice on #HealthierCateringTips and displaying energy information, including information on [MenuCal](#) and the [Calorie Wise Scheme](#). We engaged the NI Takeaway Association in advance about the messaging and received a positive response on exploring opportunities to build these messages into engagement with members.

Food Fraud and Crime

The FSA in NI's Food Fraud Liaison Officer (FFLO) is the National Food Crime Unit (NFCU) outreach officer for NI. The FFLO manages the intelligence flow between NI and GB and contributes to assessments on current and emerging food crime. Arrangements are in place with enforcement colleagues in NI to ensure all NFCU food crime issues are communicated to them. A number of intelligence documents have been actioned to enforcement partners in NI. There has been one recent joint Agency/DC prosecution success and there are several ongoing operations being coordinated with multiple agencies.

Communications

‘Speak Up for Allergies’ campaign

During the Agency-wide campaign, which ran between 24 February and 31 March 2021 there were a number of NI specific activities.

This included:

- A tailored video which was promoted across social media sites. This was also featured on Cool FM alongside a competition to win food vouchers
- Working with a NI based influence to promote the message on social media
- Collaboration with Belfast Live as part of a paid partnership
- Working with Ulster University and South Eastern Regional College to help promote the campaign to students using their internal and external channels
- A case study with a 23-year-old with a severe nut and peanut allergy who helped to evidence why it is important for people with allergies to talk to a restaurant or take away before placing an order. This included a vlog, a radio appearance and a piece in the Sunday Life newspaper.