



Shared
Regulatory
Services

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Issue 04 - March 2019

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Food & Safety news

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Summer is just around the corner - don't neglect your Slushie machine!



The hot weather comes in and suddenly everyone wants a cold drink! You decide to invest in a Slushie machine – but do you know how to clean and maintain it?

Slushie machines need regular cleaning like any other piece of equipment, so, it's important that you know how to clean them and have the products and facilities to do so and document the process.

Do you know how to clean the equipment?

Slushie machines come with comprehensive instructions detailing how they should be cleaned, with what chemicals and at what frequency. When the representative comes to install the machine for you, ask them for a copy of the cleaning instructions. Once you have the instructions, store them in a safe place such as under the till with any fridge

temperature monitoring records or within your food safety management pack.

During an inspection, an officer will ask you how you clean the machine. Demonstrating your knowledge will contribute to your food hygiene rating. Having the instructions to hand helps the Officer, but also means that all members of staff know how to clean the machine.

You will need a sink big enough to accommodate the equipment if the tanks come off, and this will need cleaning with a sanitiser before cleaning begins to ensure no contamination is added during the cleaning process.

Maintaining the machine

It is good practice to ensure you inspect the machine on a regular basis (use the manufacturers' guidance on this if in doubt) to look for issues or faults and write them

down for reference. Record the action taken to correct the issue.

Most Slush machines have filters which need cleaning regularly to remove dust build-up to enable the fans to work properly and maintain the product at the optimum temperature.

Documentation

It's important that you maintain documentation as part of your Food Safety Management System for how to clean the machine. Ensure your staff members are trained in the proper cleaning of the machine and are aware of where the instructions are.

Once you've cleaned the machine record this in a diary, stating the date and who cleaned it. This forms part of your due diligence records should any problems arise in the future.



"When it comes to the health and safety of young children, our standards must always be high"

In each edition of our newsletter, we feature a business which has been highly commended after an inspection by our Environmental Health Professionals. This time round, we visited Daisy Day Nursery.



There is a happy atmosphere at Daisy Day Nursery when we pop in for a chat with them on a cold and wet winter afternoon. We see children making colourful drawings as we make our way to the kitchen to meet the team.

It is a relatively small area but looks spotlessly clean, with a layout which makes it easy to find all the important tools for the job. The '5' on the door clearly gives kitchen manager Julie Morgan a huge sense of pride.

"We were absolutely thrilled to be awarded a food hygiene rating of 5. The inspection itself is always a little daunting, especially when the officer arrives early morning, during our breakfast set up! We are confident in the way we operate our kitchen, so we always feel we deserve a 5, but on the day of the inspection you just never know."

Daisy Day Nurseries has premises in

“ The '5' on the door clearly gives kitchen manager Julie Morgan a huge sense of pride. ”

Llanishen and Barry and has been in business since 2004, with approximately 60 staff working across the two branches.

The manager is Fern Harris: "We believe a caring and warm environment is vital to a child's happy and healthy development. The preparation of food in terms of timing, preparation and (of course) hygiene is of paramount importance.

"Our menu follows a two week plan,

combining fresh and seasonal ingredients prepared by our own cooks. We make cereal, fresh fruit and toast for breakfast with healthy cucumber sticks as an example of one of our mid morning snacks.

"We also prepare nutritious, hot food for the children".

Running a business that handles and serves food brings with it a number of challenges, especially where children are involved.

"Cross contamination of allergens is probably the most difficult to manage" says Fern.

"We do have a number of children with allergies such as dairy, gluten and soya. We control these by ensuring all the staff are



aware of them and the children are given appropriate meals which don't contain ingredients that are harmful to them. Each room has a list of allergies up on their board to refer to easily.

"We have a spreadsheet of all the children's allergies which is updated weekly and given to the kitchen. Julie prepares appropriate meals for the children with allergies, and staff have a list of the children's allergies which they check before handing any food out."

We ask Fern if health and safety is becoming easier or more difficult to manage in the context of her business?

"I think it's easier as there is more out there to help businesses meet their responsibilities such as Safer Food Better Business. It takes all the pressure out of the paperwork as it's all there for you and easy to follow."

Daisy Day Nursery received their food hygiene rating of 5 after their inspection in January 2019. What lessons did Fern and the team learn and will they do anything differently as a result?

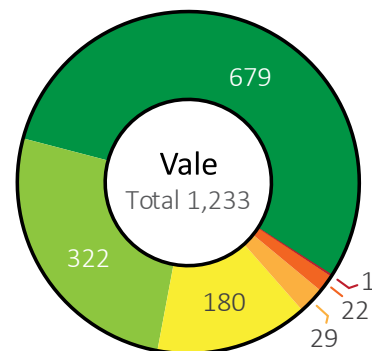
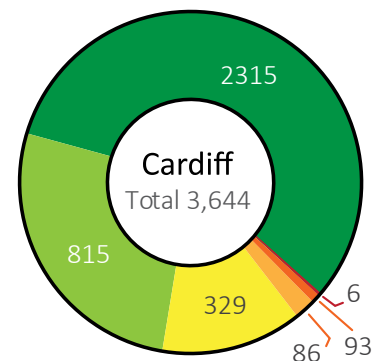
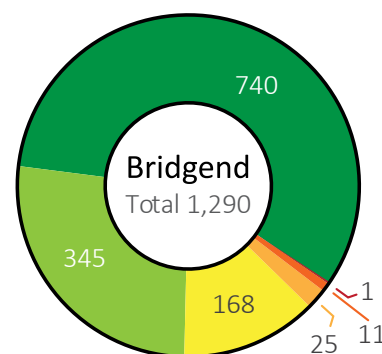
"We were advised of the four weekly check of Safer Food Better Business which we had no idea about. We also learned that SRS provides food hygiene training, which I will definitely be looking into. Being trained by Environmental Health professionals

brings obvious benefits – being in the classroom with an Officer for the day gives businesses the opportunity to ask for invaluable food hygiene hints and tips!"

“ Cross contamination of allergens is probably the most difficult to manage ”



Food hygiene ratings for businesses in Bridgend, Cardiff and the Vale of Glamorgan



Food Hygiene Ratings in January 2019.

FOOD HYGIENE RATING



Advice visits to set your business on the right path.

In 2017/18 we carried out more than 50 food hygiene advice visits, which helped businesses better understand their legal obligations, improve their food hygiene ratings, and be better prepared for their next inspection.

- Are you setting up a new business and want to know which kitchen layout is best for you?
- Perhaps you need to refresh your Food Safety Management System?
- Not sure if you're doing things right? Tell us your concerns and we can guide you through the correct processes.

Bespoke food hygiene advice visits are conducted by our experienced Environmental Health Practitioners and they include:

- An initial consultation
- Minimum 2 hour visit at a time and date to suit you
- Upon request, a written report summarising the visit

If you are a new business which has commenced trading, you will not be eligible for an advice visits until you have received your first food hygiene inspection. We strongly advise businesses to request a food hygiene advice visit BEFORE they open for business.

We operate food hygiene advice visits on a cost recovery basis. Our current fees are £110 (+VAT) for a two hour visit, but please check our website for latest updates and further information. <http://www.srs.wales/en/Environmental-Health/Food/Food-Hygiene-Advice-Visits.aspx>

"Sarah was great – she answered all of our questions and explained things in a way which helped us see her way of thinking. She understood what we wanted to achieve and she was available afterwards if we needed to speak to her by phone. She even popped in to see us a few weeks later to see how we were getting on. It was a fantastic service."

If you'd like to request a food hygiene advice visit, please email businessadvice-srs.wales@valeofglamorgan.gov.uk or call 0300 123 6696.



Our support for residential care homes continues

Since 2016 Officers from our Communicable Disease, Health and Safety Team have been working to support care homes achieve good regulatory compliance, through a combination of inspection visits, provision of advice and delivery of free business forums.

Verification visits undertaken during early 2018 identified that many residential care homes continued to struggle with the effective management of Legionella; exacerbated by a high staff turnover of key personnel and inadequate handover arrangements.

Ultimately these weaknesses were found to significantly compromise business resilience and a sustained level of regulatory compliance.

Statistics also highlighted that residential care homes remained a common setting for Influenza and Norovirus infections.

During June 2018, we organised two interactive half day workshops for owners and managers of care homes throughout Bridgend, Cardiff and Vale of Glamorgan. The objective of these sessions being the reinforcement of knowledge and skills in the practical prevention and control of Legionella, and the effective management of Influenza and Norovirus infections.

Vector Air and Water Limited supported the workshops by presenting the Legionella session, whilst Dr Marion Lyons, Advisor to the Chief Medical Officer for Wales, discussed residents' health and raised awareness about the availability of free flu vaccinations for care home staff for the 2018/19 season. Our Communicable Disease Team also discussed effective management of Norovirus infections.

It is hoped that combining enforcement with education will better support local businesses in achieving more sustained legal compliance and help minimise the risk of infection in vulnerable populations.

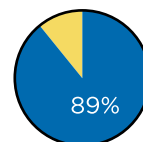


56 delegates

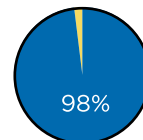


from 26 residential care homes

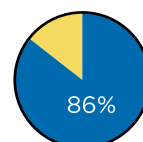
attended the forums



50 (89%) said that the workshop was either very good or excellent value to their business.



55 (98%) delegates reported learning something from attending the workshop



48 (86%) said they would be making changes within their business as a result of what they had learned.

People in Commercial Waste Containers



Over recent years there have been many anecdotal reports from the Waste Industry, and in the Press, of incidents where people have been discovered alive in commercial waste bins prior to, and during, the contents being tipped into the delivery vehicle. There have also been cases where dead bodies have been discovered when the collected waste has been unloaded from the waste collection vehicle.

Commercial waste containers are typically larger, four-wheeled bins (660 litres and above); front end loader containers and skips.

Any person who produces commercial waste, and is responsible for managing a waste storage area, has duties under Section 3 of the Health and Safety at Work etc. Act 1974 to eliminate, or reduce, the risk of injury to persons who may access their commercial waste bins 'so far as is reasonably practicable'.

The Management of Health and Safety at Work Regulations 1999 (as amended) also

requires duty holders to undertake a 'suitable and sufficient' risk assessment to identify reasonably practicable measures to control the potential of harm to people accessing commercial waste areas and bins.

Further Information:

Contact Shared Regulatory Services on 0300 123 6696

Visit www.hse.gov.uk/pubns/waste25.pdf

Visit www.hse.gov.uk/waste/wish.htm



Things to Consider in your Risk Assessment

Are you located in an area with known groups of rough sleepers, alcoholics, drug users and vagrants?

Have you previously found people in, or near, your waste area or had issues with 'dumpster diving'?

The use of commercial bins as a means of shelter increases during wet and cold weather.

Commercial bins storing 'dry' waste are more attractive to those seeking shelter.

Is your waste storage area in a quiet, isolated location?

How well lit is your waste area?

How accessible is your waste storage area – can it be kept secure at all times?

How secure are your waste bins – are they lockable, can lid-opening restrictors be fitted, can they be kept locked at all times?

Is the waste storage area covered by CCTV?

Does anyone regularly check the commercial bins to ensure no-one has climbed inside?

- Banging the bin side should rouse anyone sleeping inside.
- Visually checking inside bins.
- Using a reach pole to prod the bin contents.

Are all commercial waste bins provided with warning stickers?

Does the risk assessment consider the possibility that persons accessing waste areas may become aggressive when discovered?

Making changes to your business? Let us know!

Did you know that all food businesses have a duty to inform us of any significant changes to their business? This includes:-

- Changes to the name of the business;
- Changes of ownership;

- Closure of the business;
- Significant changes to your procedures or practices such as serving less than thoroughly cooked burgers, sous vide cooking or moving from wet sales to providing food.
- attendance at events

If you are thinking of significantly changing your procedures or practices such as those described above, you must let us know before you introduce the new foods so that

we can assess your procedures.

Please contact us by phone 0300 123 6696 or email businessadvice-srswales@valeofglamorgan.gov.uk



Training to suit your needs

We really care about educating businesses across our region, which is one reason why we offer a broad range of training services, which are expanding even further in 2019.



Prefer us to come to you?

We can now come to your business to deliver training which is either accredited by RSPH / CIEH or which is tailored completely to your needs. You may need help and advice on certain areas of food law or health & safety – tell us what you need and we'd be happy to discuss the bespoke options available to you.

Offers

Two for £100 (+VAT)

Book any two of our Level Two courses at the same time for £100 + VAT, which is a saving of £20 (+VAT) per person. This only applies if the same named person attends both courses and does not apply to booking the same courses for numerous employees.

Reduced price Level 3 course

Candidates completing a Level Two course can now attend a Level Three course for £200 + VAT (£25 discount) if booked within 12 months of receiving their Level Two certificate.

Primary Authority

Businesses that enter a Primary Authority partnership with SRS receive discounts on training courses.

Pass rates

September 2018 – December 2018

100% Level 2 Award in Food Safety and Hygiene



Interested?

For the most up to date information on our training courses, please visit our website.

www.srs.wales/en/Environmental-Health/Food/Training-Courses.aspx

www.srs.wales/en/Environmental-Health/Health-and-Safety/Training-Courses.aspx

Call or email us to have a chat or to book a place on the next available course:

Tel: 029 2087 1120

Email : training-srs.wales@valeofglamorgan.gov.uk

Food Safety

Our Food Safety courses help and support businesses to comply with the law and operate safely, and because we are a registered training centre with the Royal Society for Public Health, successful candidates receive a formally accredited qualification in food safety. We currently offer:

Level 2 Award in Food Safety and Hygiene

This course provides candidates with a basic knowledge of good food safety practices and is relevant to food handlers working in the catering or hospitality sectors.

Level 3 Award in Supervising Food Safety in Catering.

Our Level 3 Award provides an understanding of food hygiene and hazard analysis procedures and their responsibilities in managing food hygiene.

Foundation Certificate in HACCP

We are a registered training centre with the Chartered Institute of Environmental Health. This qualification is useful for those involved in the implementation and maintenance of HACCP. We introduce the concept of HACCP and the course enables learners to develop an understanding of all control, monitoring and corrective action procedures for which they may be directly responsible, in order to ensure effective food safety.

Health & Safety

Level 2 Award in Health & Safety in the Workplace

This training includes topics such as accidents, risk assessment, hazardous substances, fire safety, first aid, and work equipment.

Level 3 Award in Health and Safety for Supervisors in the Workplace

This course allows businesses to demonstrate their legal requirement to nominate a 'competent person', and covers

- Taking responsibility for ensuring the competency of the workforce
- Identifying hazards
- Implementing controls
- Taking appropriate corrective action when necessary.



www.srs.wales www.grhr.cymru Tel: 0300 123 6696  @SRS Wales

Tesco and SRS set up landmark Primary Authority partnership in Wales

Supermarket chain becomes the first company to work in partnership with a Welsh and an English local authority to achieve compliance.



Changes to legislation in October 2017 meant that companies doing business in both England and Wales would need to consider having two Primary Authorities.

This ensured the advice they received from regulators had coverage in both nations, which was especially important considering the subtle differences in food hygiene laws and Welsh Government policy areas.

Tesco and SRS decided to form a partnership which would involve working collaboratively with Luton Borough Council and Hertfordshire County Council to create 'assured advice' on important Environmental Health and Trading Standards matters.

As the largest supermarket in the UK, and one of the world's major retailers, Tesco is committed to delivering the highest standards possible to its customers.

Tesco has chosen to work with regulators to create a food hygiene inspection plan – a document which aims to make the job of inspecting premises easier and more efficient for Environmental Health Officers. Along with Luton Borough Council, we have been able to produce an inspection plan which is relevant and practical for officers in Wales.

During 2018, SRS reviewed Tesco's food hygiene Inspection Plan which would be

What is Primary Authority?

Primary Authority is a legal partnership between businesses and individual local authorities. It is a means for businesses to receive assured and tailored advice on meeting environmental health, trading standards or fire safety regulations. Partnerships are available to any type of business, whether starting out or established, as well as other types of organisations such as charities and trade associations.

What is assured advice?

As a business, provided you abide by the advice given by a local authority partner, you won't need to follow conflicting advice from other sources. Your business should be protected against the risk of enforcement action from enforcing authorities that have different views on what you should be doing to achieve compliance.

utilised by enforcement officers across Wales as well as England. The review allowed SRS to advise Tesco of any differences in food hygiene laws and the inspection programme conducted in Wales. This process gave Tesco a useful insight into local authorities and the regulatory framework in Wales.

SRS also worked with Hertfordshire County Council on Tesco's Date Code Management policy, which essentially verifies that Tesco's approach to ensuring out of date food is not sold to consumers.

Once the advice is issued, Tesco work tirelessly to ensure the advice is implemented across all stores in England and Wales.

“ One of the most refreshing aspects of the partnership is that both parties have the opportunity to challenge the other on certain aspects of regulation ”

Trading Standards professionals from SRS's Industry team spent time at stores in England and in Wales to see the date code management system in action. By interacting with staff checking date codes on food products, it gave SRS an up close view of how



effective the system is and how it is being implemented.

SRS's Operational Manager for Enterprise and Specialist Services is Helen Picton: "Over the past 18 months we have had the chance to better understand Tesco's core values and beliefs. One of the most refreshing aspects of the partnership is that both parties have the opportunity to challenge the other on certain aspects of regulation, which always results in a constructive dialogue.

"Our Officers visited stores in Bridgend and Caerphilly to see how Tesco is operating from a food standards and food hygiene perspective. Being shown how the grocery home delivery process works, for example, enables us to handle enquiries and referrals from Welsh local authorities much more efficiently."

"Compliance with food hygiene and trading standards legislation is always a top priority for Tesco, and we believe this partnership has given the company a better view of the regulatory landscape in Wales."

What's in store for this year? Tesco, SRS and Luton Council will continue to work together to finalise the company's Food Safety Management System, during a particularly important 2019, which sees the company marking 100 years in business.

Meet the Team

In each edition we will catch up with a member of the SRS team to find out more about the support we can offer food businesses. In this edition, we get to know **Trading Standards Officer Natalie Burrows**, from our Industry Team:



How long have you been a Trading Standards Officer?

13 years

Tell us more about your job

My job entails providing bespoke advice to businesses on food, weights and measures and product safety law to ensure products placed on the market are safe and compliant. For example, this might involve advising on what information should appear on a food label to ensure it is compliant. At the moment, much of my work involves advising on health and nutrition claims across the food supplement sector which can be a minefield for businesses because it is a complex area of food law.

My role also entails conducting inspections of local food and non-food business, testing petrol pumps and covering local events such as music concerts to ensure goods sold to the public during these events are safe and legal.

What appealed to you about this line of work?

The variety of the work appealed to me from inspecting businesses, educating consumers and businesses, investigating complaints and conducting investigations into rogue traders and illegal practices.

What do you like most about the job?

Each day is different – the job is interesting and exciting and keeps me on my toes.

What's the worst thing you've seen during your years in Trading Standards?

The worst case I have ever bore witness

to was the death of a young girl after eating a kebab from a takeaway which contained an allergen. This showed me how important the role of trading standards is in the education of businesses and consumers, and the enforcement of food allergen regulations.

Can you give some words of wisdom to a food businesses that is about to be inspected by you?

Just be open and honest about your business practices so we can help you the best way possible. I don't bite, I'm here to help.

What's the most rewarding aspect of the job?

I enjoy protecting businesses and the public from rogue traders and illegal practices and I gain great satisfaction in helping businesses take an idea about a food or non-food product from conception to market. I am passionate about helping businesses comply with their obligations so that they can grow and trade in a way that protects them and their customers.

Any tips for those who are thinking of setting up a food business?

Contact SRS from the outset so we can advise you on requirements that might apply to your business, which will see you off to a good start.

And finally - if you retired tomorrow, what would you do with yourself?

Travel the world sampling the local cuisine and drinks.

Spotlight on allergens

– in this edition we focus on sesame

Until recently sesame allergies did not receive as much publicity as other more well known allergies such as nut, peanut, milk and fish.



This has changed following the publicity surrounding the tragic death of a 15 year old girl who suffered an allergic reaction to a baguette purchased from a Pret a Manger outlet.

No one knows how many UK consumers have a sesame allergy but the incidence of sesame allergy appears to have risen dramatically over the past two decades. This may be due in part to the wider use of sesame seeds and sesame oil in more foods than ever before.



Well known dishes containing sesame include tahini, hummus and halvah.



Sesame oil is high in mono and polyunsaturated fats and is low in saturated fats and is seen by food manufacturers as a healthier oil to use. Great if you want to offer foods that may lower cholesterol but not so great for consumers with a sesame allergy.

If you check the ingredients lists of the

foods you sell or prepare you might find sesame seeds and / or sesame oil in a number of foods that you might have on your business premises.

Foods that sometimes have either sesame seeds or sesame oil as an ingredient include bread; vege-burgers; breadsticks; crackers; burger buns; Middle Eastern foods; Chinese, Thai and Japanese foods; stir-fry vegetables; salad dishes; and health food snacks.

Well known dishes containing sesame include tahini, hummus and halvah.

A big problem with sesame seeds is that they are difficult to control in the food industry. They often become 'electrostatic', causing them to cling to other foods and clothing, which makes it difficult to prevent cross-contamination. Careless handling of sesame seeds can result in them being found throughout a kitchen.

If you are a food business that handles foods that contain sesame seeds then think very carefully about how you can control any cross-contamination risks.

Do you have an in-store bakery?

In-store bakery products may be contaminated by sesame seeds from other bread. The seeds may not be obvious – they may be in the dough or on the bottom.

Do you sell burgers in sesame seeded buns?

Careless handling of the sesame seed buns may result in seeds getting into sauce mixes or other meals.

We advise businesses to carry out a risk assessment into the way you handle sesame seeds or foods that contain sesame seeds in your kitchen. If you believe there is a risk of cross-contamination then you must let consumers know.

Any cross-contamination warning you use should clearly explain the risk to a customer.

An example warning notice could be presented as "Whilst we do our best to avoid any cross-contamination, due to the presence of sesame seeds in our kitchen, we cannot guarantee that any foods will be sesame-free."

Always remember, you cannot make a food containing sesame seeds or sesame oil safe for an allergic customer by heating or cooking it.