



Shared
Regulatory
Services

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Issue 01 - February 2017

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Welcome to our first edition

Welcome to the very first edition of **Food & Safety News**, a twice yearly newsletter for food businesses in Bridgend, Cardiff and the Vale of Glamorgan.

We are Shared Regulatory Services – bringing together the Environmental Health, Trading Standards and Licensing departments of Bridgend, Cardiff and Vale of Glamorgan Councils. We are a forward thinking regulatory service, providing advice, support and training to businesses. A few of our key priorities include encouraging food businesses to grow, succeed, and maintain compliance with health and safety and food laws.

We hope you find this newsletter informative, but please get in touch to tell us what you think. We always welcome feedback, so if there are topics that you would like us to include in future issues, please contact us by email: businessadvice-srs.wales@valeofglamorgan.gov.uk or phone 0300 123 6696.



Less than thoroughly cooked burgers What you need to know

The growing popularity of burgers served “less than thoroughly cooked” remains a cause for concern for food safety officials. Following consultation, the Food Standards Agency has issued guidance on the safe production of beef burgers in catering establishments which can be found on their website. <https://www.food.gov.uk/business-industry/guidancenotes/meatregsguid/less-than-thoroughly-cooked-beef-burgers>.

Please remember if you are thinking of changing your activities to start serving these types of burgers you must let Shared Regulatory Services know before you introduce them. Our contact details can be found on the front page.



Valuable lessons from The Classroom



In each edition of our newsletter, we'll feature a business which has been highly commended after an inspection from our Environmental Health Officers. Top of the list in our first edition is: The Classroom (www.theclassroom.wales)

Alex Smith knows the value of good food hygiene practices. Having worked alongside renowned Michelin star chefs, he has always focussed on the highest standards of cleanliness and now he is passing on his knowledge to the next generation of catering staff.

Situated on the 5th floor of Cardiff and Vale College City Centre Campus, The Classroom opened its doors in November 2015, serving modern European cuisine. As Head Chef, Alex takes pride in his kitchen and realises the

importance of food safety – for everyone:

"We have a huge responsibility to our customers. The food we prepare at The Classroom is of a high standard but I know that one wrong move can have disastrous consequences. Poor food hygiene has the potential to kill people, so there is nothing more important than ensuring the food you serve is safe to eat."

The Classroom has gained an excellent reputation in recent months, and at the time of writing, proudly sits in second place on Trip Advisor's list of Cardiff eateries. Alex believes

having stringent hygiene practices in place lays the foundations for running a profitable and popular business.

"We really focus on food safety and maintaining high standards. A food poisoning outbreak can make or break a restaurant and its head chef. The restaurant's reputation can collapse like a deck of cards the minute we take our eyes off the ball. Our careers are on the line."

What, then, are Alex's secrets to food safety success?

"The key is to teach staff absolutely

Are you using the correct disinfectant?

Cleaning and disinfecting surfaces and equipment when preparing raw and ready to eat foods is essential in controlling cross contamination. But did you know that some well-known brands of chemical disinfectant do not reach the required standards?

The Food Standards Agency advises that adequate chemical disinfection can only be achieved if the chemical you use has been certified to either BS EN 1276 or BS EN 13697 and must also be used at the right dilution and given the correct contact time before rinsing off.

These standards provide assurance that the disinfectant (or sanitiser) is capable of reducing harmful bacteria, such as

E. coli 0157, to acceptable levels. Some recognisable brands on the market don't achieve these required standards so please check product labels for confirmation. If the standard is not displayed on the label, contact the supplier or manufacturer for confirmation. To assist you, a list of products that comply with the standards can be found at www.disinfectant-info.co.uk

Remember: Ensure that you use your disinfectant after an initial cleaning stage. Firstly clean food contact surfaces and equipment with hot, soapy water to remove dirt, grease and food debris and once clean, disinfect area to effectively remove bacteria. Using the disinfectant on its own will not be enough to disinfect surfaces.





there is nothing more important than ensuring the food you serve is safe to eat.



everything about food hygiene from scratch. Although a lot of what we do is common sense, I want my students to know why we do things the way we do. The team can recite, parrot fashion, the colour coded pieces of equipment we use for preparing different foods. Checking temperatures becomes an automatic function every day. Routines have been drilled in to the staff from day one. It's the best way to learn."

"Communication is absolutely vital. My job is to lead by example and to pass on my knowledge and experience to the staff, but I need to feel confident that they can come to me with questions and concerns. We have monthly team meetings, and this gives everyone the chance to have an input."

Linda Burns is the Bakery Lecturer at The Classroom. Over the years she has witnessed stuff of nightmares in kitchens she has worked at or visited.

"I found businesses using the same sink for cleaning raw meat equipment and for washing hands. These were reputable companies – they should have known better", says Linda.

"I once discovered a dead mouse stuck to a wall behind a deep fat fryer in a kitchen" says Alex. "I realised back then that respecting and maintaining the kitchen workspace is so important, otherwise problems can quickly

escalate. Before you know it, you have a pest problem which can be time consuming and costly to fix.

And what about the importance of a good food hygiene rating?

"Because the scheme is mandatory here in Wales, it's more important than ever to keep our hygiene rating high. Having a low score can have a really negative impact on your business. We know that many of today's customers make their choices based on the hygiene rating."

During the food hygiene inspection at the premises in March 2016, officers recorded a high standard of compliance with industry codes of practice. The business had the highest regards to the prevention of cross contamination, by having designated areas of the kitchen for different tasks. They also adhered to their Food Safety Management System to ensure the safety of food.

Alex continues to take pride in his kitchen, and Linda's advice for anyone new to the food industry is simple, but effective:

"Seek advice from your local Food Safety Team. They have the knowledge and the experience to guide you through good hygiene practices. We were hugely impressed with the attention to detail of Shared Regulatory Services' officers – their guidance and support was invaluable. Building rapport with your local EHO's gives you priceless reassurance that you're doing things right."

Have you recently had a food hygiene inspection which you'd like us to feature in future editions of our newsletter? If so, please email businessadvice-srs-wales@valeofglamorgan.gov.uk with your name, business name, phone number and reasons why we should feature your business.

Is your ladder fit for the job?

Every business uses ladders to reach out of the way items or make repairs at height. Unfortunately if they're not used correctly or are defective, accidents can happen. In fact, falls from height are a major cause of injuries at work.

With 60% of those killed or seriously injured falling from below head height, it should be no surprise that falls from ladders and stepladders account for a quarter of all injuries and cost the UK economy around £60 million each year. Many of these accidents could have been avoided by simply recognising the risks and taking some simple precautions.



- Make sure your ladders are in good condition before use by checking for:-
 - bent, broken or missing rungs;
 - rot or rust;
 - loose rivets;
 - split or bent styles;
 - paint or chemical splashes;
 - missing or damaged feet;
 - damaged or missing extension bars.
- Fix or replace a defective ladder
- Ensure all your workers know how to use ladders safely by:-
 - Training users;
 - Wearing suitable flat footwear with short tied laces;
 - Using the ladder in suitable weather conditions;
 - Using the ladder on level surfaces;
 - Securing leaning ladders;
 - Not using the 3 top rungs of ladders;
 - Not moving ladders while standing on them;
 - Not sliding down the ladder;
 - Using specifically designed levelling devices. Never prop ladders on other materials to make them level.



Get the results you're looking For Tailored advice to suit your business

Are you intending on opening a new business and want to get a flying start? Is your business struggling under a low food hygiene rating? Do you need tailored advice on a certain area of food hygiene?

If so, Shared Regulatory Services offer a consultancy service for food businesses in Bridgend, Cardiff and the Vale of Glamorgan

For £100 plus VAT you may have up to a two hour visit by a qualified and experienced officer to give you help and advice to tackle any food safety or hygiene issues.

Initial Visit

Visits are ideal for, but by no means limited to, advising about structural requirements, temperature control, stock rotation, examining the work flow of the business advising about Food Safety Management Systems; mock inspections. Visits include:

- Initial consultation
- 2 hour visit at a time to suit you
- Written report summarising visit and recommendations

Charge - £100 plus VAT, minimum 2 hour visit.

Follow up Visits

Our aim is for your business to serve safe food and to achieve the best possible Food Hygiene Rating. If your business has already started trading but has not yet had its first inspection, this service is not available.

Charge - £50 per hour plus VAT.

To book a food hygiene advice visit please get in touch with us by phone or email to discuss your specific requirements.

Tel: 0300 123 6696

Email: businessadvice-srswales@valeofglamorgan.gov.uk

We have visited a number of businesses in 2016 – here's what two of them had to say:

Elgano's, Cardiff

"The officer really listened to me and understood what we were trying to achieve as a business. He wanted me to be honest about the way I was doing things, and helped me understand the importance of having procedures on paper, to ensure everyone understands what to do in

the kitchen. He really wanted to help my business and I felt I could trust his advice from the outset. We have made the changes he recommended, and we now feel confident that we're doing everything right."

Flora Hotel, Cardiff

"We invested substantially in a business which had been struggling with a low food hygiene rating, so our aim was to improve the score and to maintain high standards amongst our staff. We did consider contacting consultants for advice but we felt that our local regulators could give us the best possible results. The advice and support we received was invaluable, and I'm delighted that we received a food hygiene score of 5 after our inspection. We are likely to invest in another business in Cardiff in 2017, and we'll definitely be seeking the advice of Shared Regulatory Services again to ensure our standards are as high as they can be."

Allergens: Do you know what's in your food?

Food allergies are a serious matter for businesses and consumers, and getting it wrong can have catastrophic consequences. In May 2016 the owner of an Indian takeaway in North Yorkshire was found guilty of manslaughter after a customer with a nut allergy was served a meal containing ground peanuts. This was after the restaurant had told the customer that there were no nuts in the meal.

Since December 2014, all food businesses are required by law to let their customers know if any of the most dangerous food ingredients are in the food you supply. If any of these ingredients or derivatives of them are in the food you provide then you must be able to identify them.

Here are some key numbers for you to remember:

14

The 14 allergens are:

- celery
- cereals containing gluten
- crustaceans
- eggs
- fish
- lupin
- milk
- mustard
- molluscs
- peanuts
- nuts
- sesame seeds
- soya
- sulphur dioxide

25%

1 in 4 people surveyed by the FSA said they or a relative had an allergic reaction whilst eating out

10

Food allergy related deaths in the UK per year.

4,500

Hospital admissions each year

*Research from the FSA shows this is the approximate number of hospital admissions in the UK each year as a result of a food allergy. That's more than 12 cases per day.



If a customer asks you whether a particular food on your menu contains nuts then you must be in a position to say "YES" or "NO". Claiming you "don't know" is no longer permitted.

We want to assure you that the provision of allergen information, whilst legally required and important, need not be an onerous task for food businesses. The Food Information Regulations allow each food business to develop a system suitable for the individual business. The methods used by businesses across the UK include putting information on menus, keeping product packaging & labelling and completing allergen files. Please visit our website for useful guidance and tools to help you comply with the law:

www.srs.wales/en/Environmental-Health/Food/Food-Standards.aspx



In each edition of this newsletter, we'll give you key information about one of the allergens. This time, we focus on PEANUTS:

Peanuts & Nuts are listed as separate allergens. This is because a peanut is NOT a nut. The peanut grows underground and is a member of the legume (bean) family. The nuts that are allergenic are the tree nuts namely almonds, hazelnuts, walnuts, cashews, pecan, brazil nuts, pistachio and macadamia or Queensland nuts.

Gas safety in your food business

If gas appliances, such as ovens, cookers and boilers are not properly installed and maintained, there is a danger of fire, explosion, gas leaks and carbon monoxide (CO) poisoning in your business. Taking the correct steps to comply with Gas Safety Regulations will ensure safety and avoid unnecessary issues and costs to your business.

Installation and repair

Always ensure that gas appliances are installed and repaired by a Gas Safe registered installer. Appliances should be inspected by a competent person on a regular basis. Always follow manufacturer's recommendations or speak to your Gas Safe engineer.

Checking your engineer is registered

You can check if your engineer is registered by visiting <https://www.gassaferegister.co.uk/> or contacting 0800 4085500. You can search using the ID number, business name or postcode.



Domestic	Gas	LPG	Non-Domestic	Gas	LPG
Pipework	31/03/12	31/03/12			
Cooker	31/03/12	31/03/12			
Fire	31/03/12	31/03/12			
Water Heater	31/03/12	31/03/12			
Gas Boiler	31/03/12	31/03/12			
Corros Analysis	31/03/12	31/03/12			

Always check the engineers ID Card

Always ask to see the engineer's ID card before allowing them to work on your gas appliances. Check the reverse of the card to see the types of appliances that the engineer is permitted to work on to make sure he is suitably qualified to work on non-domestic appliances.

Attention all takeaway food businesses

Food businesses are now required to publish a bilingual statement on certain hardcopy publicity materials directing customers to the food hygiene ratings website.

If a takeaway leaflet or menu shows food for sale, the price and a way of ordering the food without visiting the premises (to be delivered to the customer or collected later) it should remind customers they can check the food hygiene rating of the business on the food hygiene ratings website: www.food.gov.uk/ratings

For detailed information about these requirements, please visit our website:

<http://www.srs.wales/en/Environmental-Health/Food/Food.aspx>

Here are some key pointers for you to remember:

Which businesses and materials are included?

Businesses that supply takeaway food directly to consumers. If a takeaway leaflet or menu shows food for sale, the price and a way of ordering the food other than at the premises it must include the statement.

What information do I need to include?

The following bilingual statement must be provided in full:

If you choose to also display the rating it must be a valid rating and in the following form:



“Ewch i [food.gov.uk/ratings](http://www.food.gov.uk/ratings) i ganfod sgôr hylendid bwyd ein busnes neu gofynnwch inni beth yw ein sgôr hylendid bwyd wrth archebu./ Go to [food.gov.uk/ratings](http://www.food.gov.uk/ratings) to find out the food hygiene rating of our business or ask us for our food hygiene rating when you order.”

Where on the publicity material should the statement be positioned?

The rating must be displayed in a conspicuous place on the materials, where it can be easily seen by consumers. This also

applies to the display of the rating image if you choose to use it. If more than one premises is being promoted and you are using the rating images, you must make it clear to which premises each rating relates.

What if I don't include the statement?

There is no intention to catch businesses out, or to generate income for failure to display. The legislation does allow for referral to the Magistrates Court, but the usual route of enforcement will be a Fixed Penalty Notice of £200.

Brush up on your food safety knowledge



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 of Public Health, successful candidates receive a formally accredited qualification in food safety. We offer two levels of training:

Level 2 Award in Food Safety in Catering

Provides candidates with a basic knowledge of good food safety practices and is particularly relevant to food handlers working in the catering or

hospitality sectors.

You may just have an interest in food hygiene. If so, this course is for you! This is a one day course.

Price: £60 per person

The next courses will run on: January 19th, February 15th, March 22nd 2017

Level 3 Award in Supervising Food Safety in Catering

A course aimed at those working with food at a supervisory or management level, such as:

- Head chefs
- Catering managers
- Food and beverage managers
- Restaurant managers

It provides an understanding of food hygiene and hazard analysis procedures and their responsibilities in managing food hygiene.

We run this course over three days. Candidates should have the Level 2 qualification before attending.

Price: £200 per person

For details of future courses, please visit our website: <http://www.srs.wales/en/Environmental-Health/Food/Training-Courses.aspx>

Why choose us to deliver training?

- We enforce food safety laws and courses provide training for businesses in line with current food safety law and guidance.
- Our officers are experienced in delivering training to large or small groups
- Our current pass rate is 97%
- Our training is competitively priced and delivered locally.

Interested?

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

To book a place on the next available course, please contact us:

Tel: 0300 123 6696

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

Personal hygiene

Getting back to basics

Effective personal hygiene can drastically reduce the chances of contaminating food and causing food poisoning outbreaks and can contribute to your Food Hygiene Rating score.

Personal cleanliness

Research shows that 50% of people carry the food poisoning bacterium *Staphylococcus aureus* in their nose, throat, on hair or skin. Being clean and taking precautions will reduce the risk of germs (such as bacteria and viruses) and other contaminants entering a food area:-

- Tie hair back or preferably cover it to stop it falling into food;
- Take care not to cough or sneeze onto or near food;
- Cover all broken skin to avoid the spread of germs;
- Keep jewellery to a minimum when preparing food. Germs can hide on and under jewellery.

Hand washing

Thorough and frequent hand washing is vitally important in preventing contamination. Hands come into contact with a range of surfaces. They are moist and warm and germs can be easily transferred. Your hands don't even have to look dirty to be dangerous so using an effective hand washing technique is critical in preventing the spread of harmful germs.

Hands should be washed frequently or when contaminated, using liquid soap and warm water in a wash hand basin used only for washing hands. You should always wash hands:

- before starting work
- before handling food
- after using the toilet
- after handling raw food and raw food packaging
- after touching bins or handling waste
- after every break
- after eating and drinking
- after cleaning
- after blowing your nose

Make sure that the whole of the hand surface comes into contact with the soap and water and is rubbed well to remove surface germs. Avoid reusable hand towels, as these are ideal breeding grounds for germs.

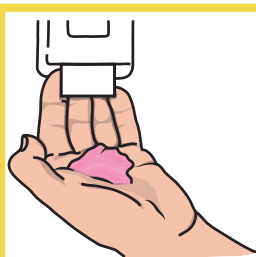
Protective clothing

Germs that cause food poisoning are everywhere. They are in dust and dirt, are

Fight Germs by Washing your Hands



1. Wet your hands



2. Soap



3. Lather & scrub - 20 secs

Don't forget to wash:



Between your fingers



Under your nails



The tops of your hands and wrists



4. Rinse - 10 Secs



5. Dry your hands



sprayed into the air every time a toilet is flushed and can get onto clothing in countless other ways. Professional food handlers should wear suitable clean, protective clothing to protect the food being prepared from germs



picked up on everyday clothes. Even when wearing protective clothing you should follow some basic guidelines:-

- Don't wear protective overclothing outside
- Wash garments regularly on a high temperature to kill germs
- Change protective clothing if it becomes contaminated with raw foods before handling ready to eat food
- Use disposable aprons over protective

clothing when handling raw foods to avoid the need to change protective clothes.

- Wash your hands after removing contaminated clothing and before putting it on.

Illness

It is very easy to spread germs when preparing food. If someone who handles, prepares or serves food gets sick, especially with symptoms of food borne illness such as vomiting (sickness), diarrhoea or severe stomach cramps then they should stop work immediately. Make your manager aware of your symptoms and then stay away from work until at least 48 hours after the last symptoms. Handling food before this time may cause a food poisoning outbreak.

Reinforcing the basics within your business

- Make sure that documented systems are in place and maintained;
- Make sure that food handlers understand, and you can prove that they know, how to keep food safe.
- Attend a food safety training course periodically to improve and reinforce your hygiene knowledge
- Please visit our website for further guidance: <http://www.srs.wales/en/Environmental-Health/Food/Food.aspx>

Porthcawl takeaway owner prosecuted after discovery of numerous food hygiene offences at his premises

We sometimes have to take action to protect public health when serious breaches of food hygiene laws are discovered. This was indeed the case when one of our officers visited an Indian Takeaway in Porthcawl in September 2015.

During his food hygiene inspection, the officer observed practices which posed a significant risk of food poisoning, which included:

- Cross contamination hazards such as handling raw chicken on the 'ready to eat' and cooked preparation surface, next to 'ready to eat' salad, vegetables and food preparation equipment.
- A raw meat knife was in use on the 'ready to eat' food preparation chopping board.
- Dirty damp cloths were in use on both raw meat and 'ready to eat' food contact surfaces.
- Poor temperature control due to food being cooled very slowly, which allows the growth of harmful bacteria and the production of toxins.
- A failure to clean and disinfect food contact equipment adequately, including 'ready to eat' food chopping boards.
- A failure to implement and maintain written food safety procedures at the business, demonstrating a lack of control and care.

The takeaway owner pleaded guilty to a total of six food hygiene offences when he appeared in court in October 2016 and he was fined £1,200 by the Magistrates. He was also ordered to pay costs to Bridgend County Borough Council of £280.15, legal fees of £600 and a victim surcharge of £20, making a total payable of £2,100.25.

Commenting after the court case, Councillor Charles Smith, Vice Chair of the Joint Committee for Shared Regulatory Services, said: "Fortunately, cases such as this are rare across the region, and most food businesses work hard to ensure that the highest possible standards of food hygiene are maintained. Nevertheless, the outcome of this court case sends a clear message that firm action will be taken wherever necessary to safeguard the public."

Primary Authority Partnerships: Consistent and Assured Advice to Your Business

Do you run your business across more than one local authority area?

Do you sell online?

Do you need reliable, consistent advice which will help your business comply with legal requirements?

Does red tape prevent your business from reaching its maximum potential?

If so, a Primary Authority partnership with Shared Regulatory Services may be a solution.

We draw expertise from professional, fully qualified officers across Trading Standards, Environmental Health and Licensing, which means we have a wealth of experience as well as a broad range of skills. Along with having your own dedicated point of contact, you can expect:

- Comprehensive support, advice and guidance.
- Assured advice, which other regulators must respect. As a Primary Authority, we can direct that proposed enforcement action that is inconsistent with the advice or guidance we have offered your business, does not proceed.
- Staff training on a wide range of Trading Standards, Environmental Health and Licensing legislation.
- Audit of your procedures and policies
- Regular reports and data analysis to assist with forward business planning.
- The creation of inspection plans, which means inspections by other regulators are less time consuming and burdensome.
- Expert advice on Welsh only Regulations

Benefits of Primary Authority

A Primary Authority partnership can allow you to make significant financial savings whilst reducing the regulatory burden on your business.

We will be your liaison point with local authorities across the UK, allowing you to get on with the day job. This can reduce the risk to your business whilst increasing productivity. A guaranteed level of support from professionally qualified officers

- Access to sources of information and other agencies
- Financial savings
- Reduced compliance costs
- Improved standards
- Single contact point for regulatory advice removing inconsistency

We currently offer Food Safety advice to the following businesses under a Primary Authority Partnership:



To set up a meeting with our dedicated officers or to discuss the ways Primary Authority can help your business, call us on 0300 123 6696 or email pa-srswales@valeofglamorgan.gov.uk

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.

You must let us know before you introduce new foods or procedures so that we can assess



your proposed HACCP based procedures and discuss them with you.

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

To receive e-newsletters in future, please email us to join our mailing list.