



Shared
Regulatory
Services

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Issue 02 - September 2017

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Food & Safety news

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Working with our key partners to make Cardiff fit for Champions!

The biggest show finally came to town, and it didn't disappoint! The men's and women's UEFA Champions League Finals were real sporting showcases – and the eyes of the world fell on Cardiff for a few days in June.

This footballing extravaganza brought a huge economic boost to the capital city and a chance for businesses across Cardiff and beyond to showcase their offerings to thousands of visitors...and to the locals, of course.

Behind the scenes, our officers were working their socks off to make sure the event went without a hitch.

In the weeks and months leading up to the events, we attended Event Liaison Panel (ELP) meetings, where issues of Health & Safety and Food Safety were discussed with UEFA representatives. Extensive documentation had to be examined and commented upon.

We visited Camp Ninja; the Football Village in Bute Park; Champions Festival site at Cardiff Bay including the floating football pitch; and the Champions Village at Cardiff Castle. We worked closely with the Police, Police Licensing, Fire Service, Ambulance Service, Emergency Planning, Cardiff Events Team, Electricity/Structural Engineers from Cardiff Council and the Parks Department to ensure that the event proceeded safely.

We were members of Public Health Wales' UEFA Planning Group, working with our partners to develop and implement intensive surveillance which involved a daily reporting system for communicable disease and environmental health hazards affecting

people living or visiting South East Wales. This partnership built on previous surveillance programmes undertaken during the NATO summit and the Olympics.

On match days, our food hygiene, trading standards and licensing officers were out and about dealing with any potential problems. On inspection of a mobile trader we identified cross contamination issues and a public house had opened despite still being under construction!

Perhaps it was the city of Cardiff and not the football teams that really stole the show when the Champions League came to town – and we relished the challenge of keeping residents, businesses and visitors safer than a goalkeeper's pair of hands!



We wanted nothing less than a '5' on the door

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 The Manor House – a residential care home in St Hilary, Vale of Glamorgan to find out how our bespoke advice visit helped them achieve high standards. www.manorhousesthilary.co.uk



Simon Newcombe is a man who knows the importance of maintaining high standards. As head chef of a busy residential care home, catering for vulnerable clients and working for a manager with very high standards - Mrs Susan Evans.

"She runs a very tight ship here, and she expects nothing but the best for the residents. After scoring two consecutive '4' scores, we decided it was time to take action, so we could finally push ourselves up to that illustrious '5'".

This was the trigger for change, so the Manor House contacted Shared Regulatory

“ we decided it was time to take action, so we could finally push ourselves up to that illustrious '5' ”

Tailored advice to suit your business

Bespoke food hygiene advice visits are conducted by Shared Regulatory Services' experienced Food Safety Officers.

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 and advising about Food Safety Management Systems.

Visits include:

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

If you are a new business which has submitted its registration form, 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 submitting a registration form.

We operate food hygiene advice visits on a cost recovery basis. Our current fees are £102 (+VAT) for a two hour visit, but please check our website for latest prices: <http://www.srs.wales/en/Environmental-Health/Food/Food-Hygiene-Advice-Visits.aspx>





Services for some help. Simon was told about the bespoke advice visits available to him, which is essentially a 2-3 hour 'health check' to help a business identify and address issues at its premises.

On hand to help the Manor House was Paddy Horan – an officer with years of experience, as well as a background in catering.

"Paddy's approach was just right. He delved into every aspect of our kitchen. He took his time, allowed me time to ask questions and he was really interactive and approachable. He even wrote a report which he sent on to me after the visit to confirm the advice he'd given me on the day. This was invaluable."

Simon and his colleague, chef Chris Bohun, are passionate about food and take pride in their kitchen. They were getting the vast majority of things right, but there was one key issue which was preventing them from scoring that elusive '5'.

"We weren't engaged enough in our HACCP. We needed to understand it and review it regularly, and we simply weren't doing this. I believe this is the case for many food establishments – they don't implement their HACCP system because they can be difficult to understand. Chefs will often leave them untouched for years, despite making big changes to their kitchen, and this is where a lot of businesses go wrong."



Following the visit, have things changed for Simon?

"Absolutely. I now carry out a monthly audit of the premises. I have a checklist which allows me to examine the kitchen from top to bottom, so if we're missing a bulb or if I spot a cracked tile, I can get those seen to straight away."

The Manor House was inspected on January 9th, 2017 and Simon was delighted to receive a food hygiene rating of 5.

"The visit from Paddy addressed a few issues which we needed to tweak, but more than anything it gave me more confidence in my own kitchen, and the visit from the inspecting officer somehow felt less daunting than in previous years. More than anything, Paddy's visit made me realise that standing still is the worst thing you can do as a head chef. You can never have too much knowledge of food hygiene – I'd much rather be ahead of the game than miles behind."

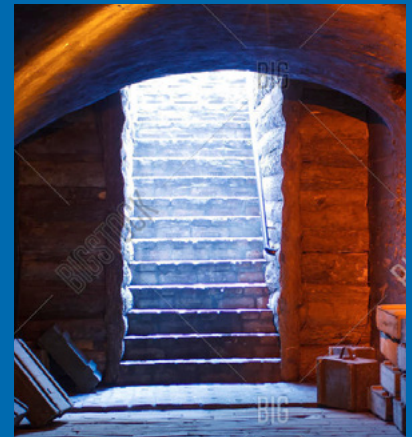
“ more than anything it gave me more confidence in my own kitchen ”

Cellar safety to be major health and safety priority

Cellar safety is a national health and safety intervention this forthcoming year following a number of fatalities and serious injuries to both employees and members of the public. These included falls through unguarded cellar hatches and unlocked cellar doors, and exposure to low level oxygen atmospheres in cellars as a direct result of gas cylinder leaks.

A recent prosecution taken by Edinburgh Council highlights the consequences of poor health and safety management. A company was fined £100,000 after a member of the public fell into an external basement area of a pub, sustaining fatal injuries, after staff failed to padlock the access gate to the keg hoist.

An unannounced survey inspection of



50 cellars over the 3 authorities will be taking place towards the end of 2017. The following topic areas will be considered:

- Falls from height (specifically through cellar hatches, doors and steps);
- Compressed gas safety in confined spaces; &
- Lifting equipment safety where cellar lifts or hoists are used for cellar work.



Catering or selling food at a market stall or an event?

When enforcement officers inspect traders at events we often find problems that could have been easily prevented.

If food hygiene laws are not being adhered to, you may find your food being seized and destroyed. You might even face formal action by our officers – all of which could be very costly, both for your reputation and your finances. All of this is avoidable, of course, if you consider the following questions:



If food hygiene laws are not being adhered to, you may find your food being seized and destroyed



Have you thought about the foods you will be selling, and the food hazards involved, to ensure you have all the control measures in place so food is safe?

You should have some documentation to prove this, otherwise known as HACCP / Food Safety Management system.

Have you packed all the equipment you need, including aprons, cleaning chemicals and materials, a thermometer and wipes, bowls.

Are people appropriately trained in food hygiene matters and briefed on their roles and responsibilities?

How will you monitor food temperatures?

Have you got your Food Hygiene Rating to display?

By visiting our website you'll find further advice and a useful checklist for events: <http://www.srs.wales/en/Environmental-Health/Food/Event-Catering.aspx>

If you are an event organiser please contact us to let us know your plans so we can assist you, and make sure you check the food hygiene ratings of all traders at www.food.gov.uk/ratings

How will food handlers wash their hands?

Hand wash facilities are essential where open foods are being handled. You will need soap and towels, and ideally you need running hot and cold (or mixed) water rather than a bowl of water which soon becomes a bacteria soup! Hand wash facilities must be set up and USED BEFORE ANY FOOD HANDLING takes place.

How will you keep foods cold?

Will there be a power supply for refrigerators? Will there be enough room in the refrigerators to keep the foods below 8°C or lower if the label says so? Often open display chillers don't maintain temperatures, and if you have a lot of stock there is a tendency to overload refrigerators. Keep foods below the load line. You should power up any refrigerators in advance and take the air temperature before use and regularly throughout the day. Cool boxes are not ideal and should only be used for short periods of time.

How will you get a water supply?

You may have to take your own water in clean (disinfected) containers. Find out if there is a tap for potable fresh water and use clean designated containers to carry the water to your stall.

How will you wash utensils and equipment?

You should have separate bowls / facilities from those used for hands or foods.

How will you collect, store and dispose of waste water?

Waste water needs to be collected in a lidded container, and disposed of down a foul water drain.

How will you collect, store and dispose of waste food?

To avoid attracting unwanted pests, in particular flying pests, you should have a lidded bin.

How will you prevent cross contamination?

Will you have enough room, equipment and working methods to prevent cross contamination from raw foods to ready to eat foods? Can you prepare foods in your kitchen before the event? Can you have separate food handlers taking orders and money from those serving the foods, and a separate food handler for cooking/handling raw foods?

Bakery found in filthy condition leads to £10,000 fine and 10 year ban for its owner



Cardiff Magistrates Court heard how our officers found serious breaches of hygiene regulations, including the presence of rodents, when they visited the bakery on Plassey Street in Penarth. The breaches were so serious that officers had to intervene in the interests of public health, with a total of 11 improvement notices being served.

A number of subsequent visits were made to the bakery, which was acting as a food manufacturer supplying other outlets as well as its own retail shop.

The breaches identified at the premises included:

- Poor personal hygiene.
- Failure to protect food from contamination.
- Filthy premises that were in a poor condition.
- Storing high-risk food out of temperature control.
- Rodents and insects were not controlled at the premises.
- Placing unfit food on the market.
- A failure to implement and maintain written food safety procedures at the business.
- A failure to comply with eight hygiene improvement notices.

The bakery owner pleaded guilty to 28 offences in respect of food hygiene and a further eight offences for failing to comply with hygiene improvement notices.

He also pleaded guilty to two offences for placing food on the market which was unfit for human consumption. There was



the outcome of this court case sends a clear message that firm action will be taken wherever necessary to safeguard the public.



also an additional offence of failing to display the sticker illustrating a '0' food hygiene rating.

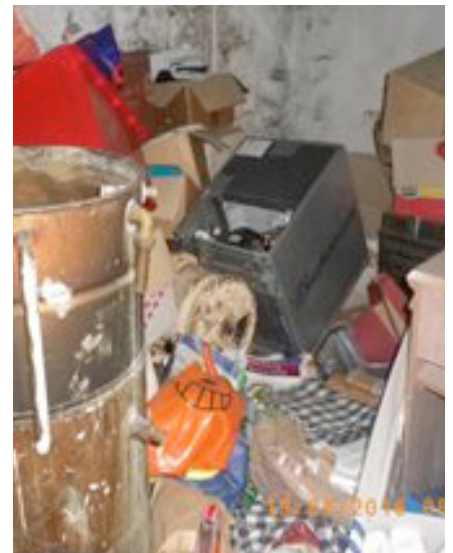
In sentencing, District Judge Bodfan Jenkins described the defendant and his company as having a "flagrant disregard for the law" and insisted there had been an "appalling catalogue of behaviour by all involved as to the state of the premises and equipment, enough to turn one's stomach."

He described the efforts that had been made to rectify problems as being "too little, too late."

The bakery owner was sentenced to four months imprisonment, suspended for 12 months, for the two more serious offences of placing food on the market which was unfit for human consumption.

He was fined a total of £7,200 for 36 offences and was banned from participating in the management of any food business for 10 years. He was also ordered to pay costs of £1400 and a victim surcharge of £115.

In addition, the limited company was fined £1,300 for each of the two more serious offences and £200 for each of the remaining offences making a total fine of £10,000.



appalling catalogue of behaviour by all involved as to the state of the premises and equipment, enough to turn one's stomach



A Shared Regulatory Services spokesperson 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."

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

Gluten and Coeliac disease

You may not know that **Gluten** takes its name from the Latin word for glue, but you definitely need to know that **cereals containing gluten** need to be declared on labelling or provided to your consumers on request.

What is gluten and why is it a problem for people suffering coeliac disease? (in bold or blue text)

Gluten is a protein found in wheat, rye, barley and oats along with hybrid varieties of these grains. It is needed for foods such as bread to give elasticity to dough, helping it rise and keep its shape and it often gives the final product a chewy texture.

People with coeliac disease can't eat gluten. It is neither a food allergy nor an intolerance, it is an autoimmune disease and eating gluten can damage the lining of the small intestine. The disease can cause long-term digestive problems and can stop sufferers from getting the nutrients they need.

Eating, diet, and nutrition all play a major role in treating and controlling the effects of coeliac disease so sufferers need to avoid all products that contain gluten.

All food businesses must have a system in place to be able to identify the foods on sale that contain wheat, rye, barley or oats so that

14

The 14 allergens are:

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

For a product to be gluten free, it must contain no more than

20

ppm
(20 mg/Kg).

To be very low gluten, it's

100

ppm
(100 mg/Kg).

Coeliac disease affects

1 in 100

people in the UK

level has been determined as being a level that will not cause any problems for a person with coeliac disease.

In some cases where the gluten cannot be totally removed or alternative ingredients are not appropriate then a food can be legally described as very low gluten.

The phrase 'no gluten containing ingredients' was once acceptable but this can no longer be used on food labelling as it doesn't provide a consumer with enough information to be able to assess the risk.

If you are a caterer and you want to make a claim on your menus about the level of gluten in a food then you must also consider the nature of the food and how it is stored, processed and presented to customers.

Cross contamination can be a real problem so it is recommended that gluten free and very low gluten foods are kept in sealed containers. Many gluten free foods on sale are individually wrapped so they should remain in their packaging until they are needed.

coeliac disease sufferers can make an informed choice whether to eat that food. (highlighted)

Many food businesses now offer 'gluten free' options for consumers but what does this actually mean?

Gluten free means that the food has 20 parts per million (20 mg/kg) or less of gluten. This

If you think your business would benefit from bespoke advice on gluten or any other food allergens, including storage and preparation of food, please call us on 0300 123 6696 or email businessadvice-srs-wales@valeofglamorgan.gov.uk

Residential Care Homes – Improving Health and Safety Compliance

Health and Safety in Residential Care Homes was an agreed priority intervention for local authorities in Wales in 2016/17. This project focused on: **Lifting equipment safety; managing the risk of Legionella; managing the risk of scalding; the prevention of falls from a height and management of bed rails.**

All 43 privately managed residential care homes in Bridgend (14), Cardiff (21) and the Vale of Glamorgan (11) were visited between April and July 2016, with 14 Improvement Notices being served, of which 10 (71%) related to inadequate Legionella controls.

Key areas of improvement included:

- Inadequate training, awareness and confidence resulted in Legionella control measures being inconsistently implemented.
- Poor understanding of the suitability of type 2 mixing valves
- Lifting equipment, especially passenger lifts, were serviced but not always thoroughly examined in accordance with LOLER..
- The potential of falls from height through



windows was still being inadequately controlled in half of the care homes visited.

To further support Care Homes, we hosted a practical workshop at Cardiff City Stadium in February 2017. Keynote speakers discussed the areas of non-compliance and duty holders were encouraged to apply their knowledge to practical situations. 62 staff members representing 35 Residential Care Homes attended the event – with very positive feedback.

- 100% of delegates said that the Forum had been of value to their business and of these 63% described the forum as 'excellent value'.
- 100% of delegates reported that they had learned something from attending this forum and
- 84% of delegates said that they would be making changes within their business as a result of attending this forum.

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 Food Safety Officer Paddy Horan:



How long have you been a Food Safety Officer?

15 years. I did work privately for a few years which gave me a new set of skills and a better perspective of the food industry.

Tell us what your job entails.

I inspect food manufacturers, approved premises and wholesalers. I advise and support food businesses just setting up, carry out audits to test a business's level of compliance and I also deliver food hygiene training, which I love.

What did you do prior to this job and why did you choose to change?

I worked as a manager in the food manufacturing industry and I also worked for several years in the hospitality industry both as a cook and front of house. I changed because I wanted to make a difference in the health outcomes of the places I lived and worked in.

What appealed to you about this line of work?

It's very interesting and involves a mix of skills including investigating food poisoning cases, inspecting and enforcement.

What do you like most about the job?

Food is my lifelong passion. I love going to inspect a business and see really great food being prepared and served. You get to meet some really lovely people who are passionate about what they do. I also get to work in a team with really great people where you are constantly learning.

What's the worst thing you've seen during your years in Environmental Health?

I once found a rat infestation with droppings on the food and equipment. The worst was probably fridges filled with mouldy, rotting meat where the smell was so bad I was nearly ill.

Can you give some words of wisdom to food businesses that are about to receive their first

food hygiene inspection from you?

- Take a step back from your business and look at it like I would.
- Make sure the kitchen is clean and in good repair.
- Train your staff in food hygiene and ensure your food safety management system is up to date and is being implemented.
- If you find a problem - fix it as quickly as you can. You are much more likely to get a good Food Hygiene Rating if you do.

Have standards generally improved since the introduction of 'scores on the doors'?

Definitely. The latest statistics show more than 60% of food businesses in Wales have been awarded the highest rating – a five. We can see that things are gradually getting better over time.

What's the most rewarding aspect of the job?

It is really satisfying to work closely with a business, to provide advice or training and see their food hygiene rating significantly improve or achieving a '5'.

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

Be prepared for some very hard work and please talk to us about what you want to do before you start. We could save you money, time and effort and give you the tools and knowledge to run a food business safely and hopefully achieve a Food Hygiene Rating to be proud of.

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

I would sell everything and move to Italy or Greece, buy a small house on the coast and run a tiny fishing boat. Or maybe open a microbrewery in Wales and run a small delicatessen with six tables in the same building.

Training to suit your needs

We are passionate about educating businesses across our region which is why we provide a range of training services.

Our Food Safety courses help and support businesses to comply with the law and operate safely. We currently offer Level 2 Award in Food Safety in Catering and Level 3 Award in Supervising Food Safety in Catering.

Our one day Level 2 Award gives candidates a basic knowledge of good food safety practices and is useful for food handlers working in the catering or hospitality sectors.

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

We also deliver Level 2 Health & Safety in the Workplace training, which includes topics such as accidents, risk assessment, hazardous substances, fire safety, first aid, and work equipment.



Did you know?

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

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

Why not call or email us to have a chat or to book a place on the next available course:

Tel: 02920 871120

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

Sixty Seconds with a Primary Authority Partner

Sloane Home Limited became a Primary Authority partner with SRS back in December 2016. The business receives advice on its product labelling, age restricted sales, food hygiene and health & safety from our team of Trading Standards and Environmental Health practitioners.



We caught up with the lady behind the luxury drinks, truffles and candles – Leanne Johns.
www.sloanehome.co.uk

How long has the business been trading?

I have been developing our products for over four years. It has taken a huge amount of time and research to create our products but the journey has been fantastic!

What sort of products do you currently make?

I make Gin & Vodka infusions, chocolate truffles, hand poured candles and body, bath & home fragrancing products.

Our hampers are also really popular, and our products are all prepared, made and packaged by hand.



What made you decide to take the plunge and run your own business?

Sloane Home was an idea I wanted to explore after having my children - something that I could build up over time and to fit in with my commitments, with the ability to really grow at the right time.

Have you been involved in any recent exciting ventures?

As a small producer I was thrilled to win my first Great Taste Award from the Guild of Fine Food in 2016 and then Notonthehighstreet.co.uk signed me up in 2016, which was a huge thing for the business.

I had the honour of supplying the VIP areas at the Principality Stadium for the Champions League Final in June with our fragrance

“ When I started out, I just wanted to make sure I was doing everything the right way ”

products, and our handmade Gin & Vodka Truffles made their debut at Coldplay, Robbie Williams & Justin Bieber concerts over the summer.

How were you made aware of Primary Authority?

When I started out, I just wanted to make sure I was doing everything the right way, so I contacted Trading Standards in 2016. I was introduced to the idea of Primary Authority after chatting with the officers about the types of products I made. I was completely new to this world and it was reassuring to know that local officers could help me out.

Has your Primary Authority relationship helped you? If so, how?

I have a diverse range of products, and it soon became clear that I would benefit from advice on labelling, my website terms and conditions, health and safety checks and food hygiene support.

It is a worry thinking about whether you are fully compliant, but Primary Authority can

Do you have effective Pest Control procedures in place?

If there are pests at your food premises they are likely to damage and contaminate food. As a food business proprietor it is your legal responsibility to have appropriate arrangements in place to effectively prevent pests from entering.

The three main groups of pests that are encountered in food businesses are:

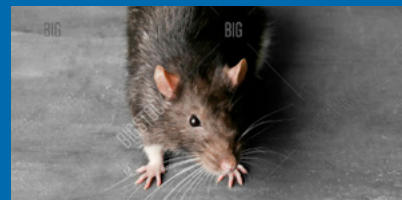
- Rodents - rats and mice
- Insects - cockroaches, beetles, ants and flies
- Birds - pigeons etc

Businesses must ensure that the layout, design, construction and size of food premises permit good food hygiene practices, including protection against external sources of contamination such as pests. If pests or

evidence or pests are discovered during an inspection, or as a result of a complaint, this may lead to us taking enforcement action which could cost you money and damage the reputation of your business.

Adequate procedures must also be in place to ensure pests are controlled. Setting up a pest control contract is good practice, but remember that the ultimate responsibility for any pest problem lies with you, as the proprietor of the food business.

For further information please contact your local authority Pest Control Service by visiting our website: <http://www.srs.wales/en/Environmental-Health/Pest-Control/Pest-Control.aspx> or contact the British Pest Control Association: <https://bpcra.org.uk/>



help guide you through the red haze, and takes away some of the stress of running a business from home!

You run the business from home. Do you think Primary Authority can help businesses similar to yours?

Definitely. Primary Authority has been of great comfort to me. Knowing my products are fully compliant is one less stress. I would not want to get that wrong!

I also love the fact that I have one single point of contact for any queries I have – I only need to email or phone one person directly and he will find the answers for me. Great!

Has the interest in your products increased during the past 12 months?

We are continuing to grow and our website is finished, which is wonderful for our online sales. It is nice to build something special and show private or business clients the diverse possibilities we can offer in the way of exclusive hampers and luxury gifts.

What next for Sloane Home?

We have had interest in the brand from America and the UAE, which is really exciting. I have also been told that we have won another Great Taste Award for our Raspberry Gin infusion. It has been such an amazing year so far, and to think I almost gave up last summer! I'm really enjoying the ride!



Food Hygiene Scores for Businesses in Bridgend, Cardiff and The Vale of Glamorgan



SGÔR HYLENDID BWYD FOOD HYGIENE RATING

0

ANGEN GWELLA AR FRYS
URGENT IMPROVEMENT NECESSARY

1

ANGEN GWELLA YN SYLWEDDOL
MAJOR IMPROVEMENT NECESSARY

2

ANGEN GWELLA
IMPROVEMENT NECESSARY

3

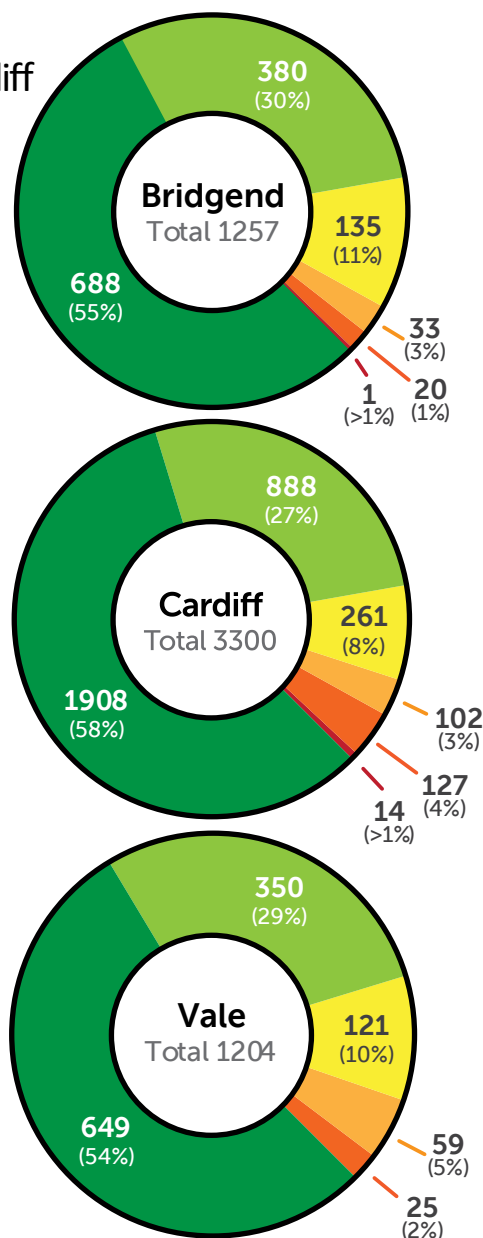
BODDHAOL AR Y CYFAN
GENERALLY SATISFACTORY

4

DA
GOOD

5

DA IAWN
VERY GOOD



Do you use weights within your business?

We offer a high quality United Kingdom Accreditation Service (UKAS) accredited mass calibration service to suit all needs, carried out by qualified and experienced calibration technicians. A Certificate of Calibration will be issued in accordance with the laboratory accreditation requirements of UKAS and ISO17025. These Certificates are ideal for in house quality assurance purposes, satisfying third party audits and subsequently the audit needs of businesses you are supplying.

Our experience

We have over 20 years of experience in providing mass calibration for weights used in a wide range of

applications, such as pharmaceutical and chemical industries, precision engineering, medical, weighing instrument manufacturers and service/repair engineers, food and non-food manufacturers and packers.

Please contact us for further information, including our competitive rates:

0300 123 6696

tradingstandards-srswales@
valeofglamorgan.gov.uk

Our UKAS laboratory is located at County Hall, Atlantic Wharf, Cardiff Bay, CF10 4UW



Supermarket retailer fined £10,000 for selling out of date food

In July 2017, a Cardiff supermarket retailer was prosecuted for the sale of food past its 'Use By' date.

Officers from Shared Regulatory Services received a 'tip off' from a member of the public who had become ill after eating out of date food from the store on Tweedsmuir Road in the Tremorfa area of Cardiff.

In June 2016, SRS received a further complaint from a member of the public who had become ill after eating cooked chicken from the store. The complainant had only noticed that the meat was out of date after he had eaten some of it. He then returned the remains of the chicken to the store but was not happy with the response he received to his complaint. He then notified our Food Safety Team of the complaint.



Food Safety Officers visited the store and discovered black pudding that was three weeks out of date and sandwich filling that was over 6 weeks past the 'Use By' date.

Court District Judge Bodfan Jenkins fined the limited company which runs the store a total of £9,000. The company's Director was personally fined £1000 and ordered to pay £200 compensation to the complainant.

Councillor Michael Michael, Joint Committee Member for Shared Regulatory Services said "Food sold past its use by date could be unsafe and cause consumers to become very ill. We expect food businesses to take their responsibilities seriously and in cases like this where there has been blatant disregard for the law our officers will take robust action to protect public health".

Regulatory Award nomination for SRS

We were thrilled to have been shortlisted for Best service team of the year - Environmental Health, Trading Standards and Regulatory service at the annual Association of Public Service Excellence (APSE) Awards 2017 in September.

The awards attracted over 310 submissions with over 100 organisations taking part from across England, Northern Ireland, Scotland and Wales.

The judges were impressed with our vision of 'leading the way in safeguarding the health, safety and economic wellbeing of the region' as well as the way we have structured our service with multi skilled teams and our desire to work in an agile way across a wide area to better serve the people and businesses that rely on us.

APSE told us: "Only the best submissions were shortlisted in each category and we



would like to commend SRS for reaching the finals against such impressive competition".

Although we didn't win the prize this time round, we enjoyed the experience and appreciated the nomination. Thanks to APSE for a great night!

Stadium event gives businesses a helping hand

We had a great morning at the Principality Stadium in Cardiff in February 2017 when more than 100 businesses attended our first ever food safety and business engagement event.

The free breakfast forum gave food businesses across Bridgend, Cardiff and the Vale of Glamorgan an insight into the advice and support services available in areas such as food hygiene, health and safety, allergens and food labelling.

Delegates from coffee shops to restaurants, hotels, nurseries and caterers received tips on scoring a high food hygiene rating, the importance of understanding allergens and how to keep staff and the public safe in a food establishment.

A spokesperson from Shared Regulatory

Services, said: "Thriving local businesses are at the heart of successful communities, which is why our Officers have a clear focus on helping to ensure compliance and relieving some of the regulatory pressure. We were delighted that so many businesses came to learn and to interact with our officers."

It was pleasing to report that 95% of delegates felt the event would help improve standards of compliance within their business. One business owner told us:

"I was previously disappointed with the lack of Food Safety support I felt was available. I was pleased to hear about all the support available and the opportunity for my new unopened business to get advice."

We hope to be able to run a similar event in 2018 – watch this space!

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.

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-srs-wales@valeofglamorgan.gov.uk