



Shared
Regulatory
Services

Gwasanaethau
Rheoliadol
a Rennir



Issue 03 - October 2018

Mae'r ddogfen hon hefyd ar gael yn Gymraeg / This document is also available in Welsh



HIGH FIVE!
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PEST PROOFING
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**ACRYLAMIDE - IS YOUR
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Food & Safety news

Communicable Disease | Food Hygiene & Standards | Health & Safety at Work | Working with Business



Welcome to our third edition of Food & Safety News.

It has been an incredibly busy and varied 2018 for the entire SRS team – as we're sure it has been for food businesses and organisations across the Bridgend, Cardiff and Vale of Glamorgan region.

We have completed hundreds of food hygiene inspections, handled a number of communicable disease complaints from the public and we've prosecuted a handful of businesses for failing to comply with food and health & safety laws.

With huge events such as the National Eisteddfod coming to Cardiff this year, our team has advised and guided event organisers to ensure the public are kept safe from harm, and we've been able to guide and support individuals and businesses via our training and bespoke advice services.

We hope you find this edition useful, and please do contact us with any feedback – we would love to hear from you.

Egg-cellent food hygiene advice

How we should store and handle eggs often divides opinion, so we wanted to kick off this edition with our very own 'Egg-cellent food hygiene advice'.

Some eggs can contain food poisoning bacteria including salmonella and campylobacter both on or inside their shells, so it's important to be careful how you handle them and how you use them. This is because Salmonella can cause very serious illness, especially among people who are vulnerable to infection (such as pregnant women, young children and elderly people). In severe cases, Salmonella food poisoning can cause death.

Always buy eggs from reputable suppliers who are able to demonstrate the traceability and provenance of their supply.

Good egg hygiene and handling practices:

- Store eggs in a cool, dry place, ideally in the fridge, and clean the storage area regularly;
- Keep eggs away from other foods, when they are still in the shell and when you have cracked them open;

- Don't use damaged or dirty eggs;
- Be careful not to splash raw egg onto other foods, surfaces or dishes;
- If you are breaking eggs to use later (sometimes called 'pooling') keep the liquid egg in the fridge and take out small amounts as needed;
- Use all 'pooled' liquid egg on the same day and don't add new eggs to top it up;
- Use pasteurised or Lion Code eggs for raw or lightly cooked eggs. Eggs from species other than chickens must always be cooked thoroughly.
- Always wash and dry your hands thoroughly before and after touching eggs or working with them;
- Thoroughly clean and disinfect food areas, dishes and utensils after working with eggs
- Serve egg dishes straight away, or cool them quickly and keep chilled

Raw and lightly cooked hen eggs

- If you are serving raw eggs or lightly cooked egg dishes to the general public, it is important to use Lion Mark hen eggs.

Further information on the microbiological risk from shell eggs and their products can be found at: acmsf.food.gov.uk/committee/acmsf/news-updates/news/2016/15348/acmsf-egg-report-published



Many of our customers are young people – and they decide where they eat based on a good hygiene rating!

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 Café Bar No 11, Bridgend. Long before Café Bar No 11 became a reality for two aspirational business owners from Bridgend, they knew the importance of that '5' on the door.



"Our own kids would tell us that they and their friends won't eat anywhere with a bad food hygiene rating. Today's young people care about food hygiene, and we knew that many of our customers would be youngsters on their way to school, college or work."

Xenia Yardley and Ceri Howley's husbands are good friends, their kids were getting older and more independent so they decided to take the plunge by opening their very modern Café Bar No 11 on Ewenny Road in Bridgend.

We contacted Shared Regulatory Services after we found out about their advice visits – we saw it as a sort of health check for a food business!

Before their premises became a popular coffee hang out in the town, however, it was a dog grooming business. Making the dream a reality took some time and patience:

"It took us 6 weeks to transform the place into an inviting, intimate coffee bar. There were moments when we doubted ourselves and wondered if we'd made the right decision, but all that stress seems like an age ago by now. We are absolutely loving running our own business and we wouldn't change a thing" says Xenia.

The two dynamic ladies knew that getting things right from the outset was an absolute must.

"We contacted Shared Regulatory Services after we found out about their advice visits – we saw it as a sort of health check for a food business!" says Ceri. "We realised that if we got things horribly wrong from the outset then it would impact on the business at a later date."

Ceri and Xenia paid for a two hour visit by an experienced Environmental Health Practitioner.

"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," says Xenia.





“We were delighted to receive a 5! It gave us a real sense of pride.”

Ceri and Xenia felt confident that they were going in the right direction after their advice visit, but they had another hurdle on the horizon – their first food hygiene inspection!

“I think most businesses dread an inspection – even if they know they are doing things right. We were in slight panic mode when the inspecting officer arrived here on a Monday morning, but she soon put us at ease and she gave us some really good advice.”

The important question to ask next was – how did the inspection go?

“We were delighted to receive a 5! It gave us a real sense of pride. Of course, we want to maintain it now – we don’t intend to let our standards slip before the next inspection!”

The advice they’ve received coupled with their 5 rating has seen business booming.

“Things are going from strength to strength. We’ve even started holding evening cabaret events – they’re always a big hit! The support we’ve had from Shared Regulatory Services has been superb. The advice visits they offer are a must for any business which is starting from scratch. They are a foundation for your food hygiene standards!”

Training to suit your needs

We are extremely passionate about educating businesses across our region. We offer a broad range of food safety and health and safety training services and we will be expanding even further in 2019.

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 of Public Health, successful candidates receive a formally accredited qualification in food safety. We currently offer Level 2 Award in Food Safety and Hygiene and Level 3 Award in Supervising Food Safety in Catering.

Our one day Level 2 Award provides candidates with a basic knowledge of good food safety practices and is relevant to food handlers working in the catering or hospitality sectors.

This is a one day course which costs £60 (+VAT) p/p.

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

This is a three day course which costs £225 (+ VAT) p/p

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

Health & Safety

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

This is a one day course which costs £60 (+VAT) p/p.

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

This is a three day course which costs £225 (+ VAT) p/p

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



Prefer us to come to you?

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 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 can receive discounts on training courses.

Pass rates

September 2017 – August 2018

96% Level 2 Award in Food Safety and Hygiene

100% Level 3 Award in Supervising Food Safety in Catering

100% Level 2 Award in Health & Safety in the Workplace

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: 02920 871120

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

Takeaways – do your customers know your rating?

Are you a takeaway business supplying food directly to consumers? Do you have takeaway leaflets, flyers or menus which show the food for sale, the price and a way of ordering the food without visiting the business? If so then these must include the following bilingual English and Welsh statement.

“Ewch i 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 to find out the food hygiene rating of our business or ask us for our food hygiene rating when you order.”

The statement must be in the type size of at least 9 points as measured in font ‘Times New Roman’ not narrowed, with a space of at least 3mm between the text lines.

Officers will be checking takeaway menus etc on inspections and following complaints and if the statement is not displayed on your takeaway material a Fixed Penalty Notice may be served with a penalty of £200 reduced to £150 for early payment.

If you have a large number of leaflets/menus to use up that do not include the statement, then you can use stickers printed with the statement and apply them to your menus.

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

The rating must be displayed in a conspicuous place on the materials, and if more than one premises is being promoted you must make it clear to which business the rating relates.



Failure to display food hygiene rating leads to £5000 fine for Cardiff restaurant

The manager and company behind a restaurant in Whitchurch were fined nearly £5,000 for failing to display a food hygiene rating.



The case came to light in May 2017, when complaints from the public were received that the restaurant in Whitchurch was not displaying their food hygiene rating sticker showing a rating of 2, and the business was given a fixed penalty notice of £200 which they paid.

Following further complaints from the public, an Environmental Health Officer visited the restaurant on three separate occasions during the autumn of 2017 and spoke to the manager. On each occasion, there wasn't a food hygiene rating being displayed at the entrance of his restaurant. The owner applied for a re-rating, but this was refused on the basis that he was not displaying his current rating.

Legal notices were then hand delivered to the business outlining the council's intention to prosecute in November 2017. The defendant told the officer that the food hygiene rating was being displayed. A check by the officer revealed that the sticker had been placed in the bottom left hand corner of a full length window which was being obscured by table and chairs.

The officer explained that the positioning of the rating sticker wasn't satisfactory as the legal guidance clearly states that the sticker



“ the legislation clearly states that the sticker has to be put up ‘close to the entrance... where it is capable of being easily read by the customer before they enter’ ”

has to be put up ‘close to the entrance... where it is capable of being easily read by the customer before they enter.’

Following further correspondence, the owner agreed to put up the sticker in the correct position and sent through a picture to the Shared Regulatory Service which was deemed to be satisfactory. However, following a further complaint, when the Environmental Health Officer went back to check in December 2017, the newly displayed rating sticker was being blocked by a large patio heater and couldn't be seen.

When he eventually agreed to be interviewed about these issues he explained to the officers that “he was protecting his business by not displaying the food hygiene rating.”

Cllr Michael Michael, Cabinet Member for Shared Regulatory Services, “This case shows a blatant disregard for the legislation that is in place.

“It is almost comical that the defence of the business owner was that he was trying to protect his business, as the purpose of the legislation is to give the customer the choice whether they want to eat in the restaurant or not. If he wants to protect his business, I would suggest he gets his business in order and operates in line with the law.”

Barry restaurant owner fined after serving unsafe food

The owner of a takeaway restaurant in Barry has been fined for creating a dish that carried a 'significant risk of harm or death'.

The defendant was fined following a test purchase which was carried out in relation to allergens, on 26 May 2017.

An order of special fried rice without egg was made, and the business was told it was for someone who was allergic to egg. However, the food was later found to contain 77 times the amount of egg required to cause a reaction in an allergic person.

This test purchase was conducted only three months after an informal test purchase had been carried out in February 2017 which the business had also failed. The business had been visited by officers in the interim and advice given.

The District Judge fully accepted the prosecution's assessment of culpability as being very high and accepted that the defendant had flagrantly disregarded the law. He stated that the business had clearly insufficient systems in place following the earlier test purchase to prevent egg getting

into the dish.

He also accepted the prosecution's case that whilst no actual harm had been caused, the risk of harm was Category 1 with a significant risk of harm or death. The defence also accepted this assessment.

In mitigation, the defendant's solicitor told the court that the defendant had run the business for 9 years and had no previous convictions.

The business owner acknowledged that their systems were inadequate and that there are issues with language.

The District Judge accepted the defendant's early guilty plea and that he had never been in trouble before. He imposed a 12 month community order with 300 hours of unpaid work requirement and ordered him to pay costs of £575 and a victim surcharge of £85. He told the defendant that in his view if the offence were to happen again he would be sent to prison.



Deputy Leader and Cabinet Member with responsibility for Shared Regulatory Services at the Vale of Glamorgan Council, Cllr Hunter Jarvie, said: "It is imperative that restaurant owners are vigilant at all times when serving food to the public and it is unacceptable that inadequate systems can cause significant risk of harm or death.

"I hope this conviction works as a warning to this business and others, to realise that the Vale of Glamorgan Council will not tolerate this, especially when it comes to the safety of the public."



Cardiff company ordered to pay £24,000 after health and safety breach

A red penny press machine tipped over at the National Museum of Wales in Cathays Park in October 2015, and struck a five year old child causing injuries to his head and arm.

The director of the company appeared at Cardiff Magistrates Court following a guilty plea to one offence under Health and Safety legislation. It is understood that the company were asked by the National Museum for Wales to modify the red penny press to put it on wheels as they wanted to move it around the museum and display it in different locations.

The prosecution made clear that the company made modifications without adequately considering how this would affect the stability of the machine, failed to carry out a risk assessment and failed to provide written instructions to the museum to tell them that it should be 'tethered'.

In mitigation for the company, their Defence Counsel advised the court that they accepted that written instruction should have been given but they co-operated with the local authority,

do not have any previous convictions, have taken steps to rectify the problem and pleaded guilty at the first opportunity.

District Judge Martin Brown fined the company £10,000 for the offence, ordered the company to pay £1,000 compensation to the child, as well as expert costs of £10,000, the local authority costs of £3,544.70 and a victim surcharge of £170.

Councillor Michael Michael, the Cabinet Member for Cardiff Council responsible for Shared Regulatory Services between Cardiff, the Vale of Glamorgan and Bridgend Council, said: "The company failed in their duty to ensure that the machine was safe after they modified it. This case could have been far worse and should send a firm reminder to all businesses that they are not only responsible for the health and safety of their own employees but also those that are impacted by the service they provide."

Do you need a helping hand?

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 submitted its registration form, you will not be eligible for an advice visit 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 £110 (+VAT) for a two hour visit, but please check our website for latest updates and further information. www.srs.wales/en/Environmental-Health/Food/Food-Hygiene-Advice-Visits.aspx

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



How to secure suitable food suppliers

All food businesses are legally responsible for the sale of safe food. A major step to securing this requirement is to ensure that the suppliers of food are reputable and comply with food safety law.

Care must therefore be taken in choosing suppliers. Some of the questions to consider before making a decision are:

- Have other businesses given trusted recommendations of the supplier?
- Can the supplier provide confirmation that they are registered with a Local Authority?
- What food hygiene rating do they have? (consideration should be given to not using anyone who has a rating of 2 or less)
- Do they provide allergen information?
- Do they supply fully referenced invoices/receipts?
- Do they have any certification or quality assurance?
- Do they have chilled/ frozen transportation to maintain the required cold chain for high risk foods?

The following checks should be made at the time of delivery of supplies to ensure food safety law requirements continue to be met:

- Temperature of food delivered- it is

recommended that these are recorded!

- Use by dates
- Integrity of packaging
- Condition of vehicle

Sometimes there will be a problem with a food product that means it should not be sold. To assist in targeted withdrawals it is a legal requirement to keep a record of what food products you have bought, who you bought them from, the quantity and the date. Usually the easiest way to do this is to record the names and addresses of the suppliers from whom food, ingredients or food-producing animals are purchased and keep all your invoices and receipts. You must be able to produce this information on demand. It should be ensured that invoices and receipts are kept for a year.

You may find out about such a problem with a product from:

- the manufacturer of the product
- a supplier or wholesaler
- a notice in newspapers
- your local authority
- a trade association

If you hear about a problem with a product, you should stop selling the product straight away. You might also need to tell your customers.

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-srs@wales.valeofglamorgan.gov.uk



Is your business aware of the new rules on acrylamide?

What is acrylamide?

Acrylamide is a chemical substance formed by a reaction between amino acids and sugars. It typically occurs when foods with high starch content such as potatoes, root vegetables and bread, are cooked at high temperatures (over 120°C) in a process of frying, roasting or baking.

It was found that levels of acrylamide in the heating process were shown to be temperature-dependent and that Acrylamide levels appeared to rise as food was heated for longer periods of time.

In 2015, laboratory tests showed that acrylamide in the diet causes cancer in animals. While evidence from human studies on the impact of acrylamide in the diet is inconclusive, scientists agree that acrylamide in food has the potential to cause cancer in humans as well and it would be prudent to reduce exposure.

Since then, it has been best practice for food producers to seek to reduce acrylamide levels in their food.

Food Business Operators are required to put in place practical steps to manage acrylamide within their food safety management systems.

What are the new rules?

In April 2018, new EU legislation came into force, tightening controls on the chemical for ALL food business operators by formally setting out principles and requirements underpinning them.

It is now legally mandatory for all producers to use mitigation measures based on the 'ALARA' principle, which means acrylamide levels must be "as low as reasonably achievable".

Based on the conclusion that acrylamide is carcinogenic, the levels of acrylamide can be lowered by mitigation measures such as implementing food hygiene practice and the application of procedures based on hazard analysis and critical control point (HACCP) principles.

So, this new law sets out what mitigation measures are required to reduce the level of acrylamide in certain foods.

What foods are affected?

The Regulation applies to the following foods:

- French fries, other cut (deep fried) products and sliced potato crisps from fresh potatoes;
- potato crisps, snacks, crackers and other potato products from potato dough;
- bread;
- breakfast cereals (excluding porridge);
- fine bakery wares: cookies, biscuits, rusks, cereal bars, scones, cornets, wafers, crumpets and gingerbread, as well as crackers, crisp breads and bread substitutes.
- coffee: roast coffee and instant (soluble) coffee;
- coffee substitutes;
- baby food and, processed cereal-based food intended for infants and young children.

What businesses are likely to be affected?

The Regulation essentially splits affected businesses in to three categories

- Food manufacturers (i.e. factories, producers etc.)
- Retailers (i.e. cafes, restaurants, pubs, snack bars etc.)
- Retailers operating as franchises or part of groups (i.e. chain pubs, restaurant chains, contract caterers, school catering etc.)

What are the mitigation measures?

Food Business Operators are required to put in place practical steps to manage acrylamide within their food safety management systems. This ensures that acrylamide levels are as low as possible in their food. These are measures required for the production of safe food during manufacturing. As such they cover all the foodstuffs listed above.

Small businesses must have regard for the things that they can affect by the cooking and toasting methods on the premises.

Advice & Guidance

Business can read more about acrylamide by visiting the Food Standards Agency website, which contains a downloadable guide to the new regulations.

www.food.gov.uk/business-guidance/acrylamide-legislation



How will this affect a food business?

Potato Fries example

Potatoes shall be stored at a temperature higher than 6° C.

Before frying (apart from frozen products for which cooking instruction shall be followed) one of the following measures must be taken with raw French fries (chips) to reduce the sugar content –

- Wash and soak preferably for 30 minutes to 3 hours in cold water. Rinse in clean water before frying.
- Soak for a few minutes in warm water. Rinse in clean water before frying.
- Blanching of potatoes results in lower levels of acrylamide and therefore, where possible, it is appropriate to blanch potatoes.

Frying temperatures should be below 175° C and in any case as low as possible taking into account the food safety requirements.

Frying oils and fats should be maintained by skimming frequently to remove fines and crumbs.

For the cooking of French fries it is appropriate that the Food Business Operator makes use of available colour guides providing guidance on the optimal combination of colour and low levels of acrylamide.

Burnt Toast example

Food Business Operators need to ensure that sandwiches are toasted to the optimal colour. It is appropriate that colour guides are developed for specific product types, when available, providing guidance on the optimal combination of colour and low levels of acrylamide...

The colour guide must be visibly displayed at the premises to the staff preparing the specific food.

Pest proofing can help get top ratings

Having mice in a food business is the most common reason SRS Food Safety Officers have to close businesses. This is because mice carry a number of harmful bacteria in their guts and these bacteria are known to cause food poisoning.

The best way to protect your business is to make sure that it is pest proof. That means making sure there are no holes or gaps for mice or flies to enter your business. Mice can crawl through tiny holes from outside and from within buildings such as from upstairs flats or neighbouring properties.

In fact, holes as small as a standard pen can allow a mouse to get into your business. You may even see your inspecting officers using their pens to assess whether a hole is big enough for a mouse to get through, such as under a door, around a poorly fitting skirting board or around pipes which pass through walls.

If an inspecting officer can see holes or if they can see flies in your business they cannot give you the best score in the structural area of the report. This means, at best, your overall Food Hygiene Rating will be a 4. If you have pest proofing problems and pests, your score will be much worse. You could face closure and prosecution.

Some businesses have a pest control

contract with a company. It is well worth asking them to review your pest proofing on their next visit as things may change in the business over time. You should also do your own checks of the outside walls and doors of your business in between visits from contractors to make sure that there are no holes around doors, drains and places where pipes or cables enter the building. Carry out a weekly check with a torch and thoroughly check where the floor meets the wall throughout the business. Use a phone reminder or diary to help remind you or do it as part of your deep clean. If you find little black pellets about the size of a grain of rice you may have mice. If you find black pellets the size of sweetcorn kernels you may have rats.

Any holes or gaps found need to be filled with a solid durable material such as concrete or brush strips on the bottom of doors as quickly as possible.

Even the best businesses can be unlucky and so keeping yards clear of clutter and controlling your rubbish by keeping it in



lidded containers can all help in keeping pests further away from your doors. If you do have a problem, you can call the food safety team for some advice and or you can contact a professional pest controller to help you eliminate the problem quickly and prevent it reoccurring. A good pest controller will eliminate your problem quickly and ethically.

For further information on Pest Control, please visit our website: www.srs.wales/en/Environmental-Health/Pest-Control/Pest-Control.aspx

Global Foods Limited becomes our latest Primary Authority Partner

We have recently formed a Primary Authority partnership with Cardiff based business, Global Foods Limited.



The company is a market leader in wholesale food in Wales, with 5000 customers and more than 20,000 products available to purchase. Global Foods Limited started out life in the early 1960's and then expanded in the late 1980's, when they moved to their current head office site off Penarth Road in the capital city.

Today, the company employs over 100

people and offers a 'cash & carry' service and a delivered trade operation.

The management team at Global Foods Limited were interested in many of our services, including bespoke food hygiene training, mock inspections and health & safety audits.

Primary Authority is a partnership between businesses and Shared Regulatory Services which is recognised by the Secretary of State.

It gives businesses the chance to receive advice and support on Trading Standards, Environmental Health and Licensing regulation, with the aim of ensuring legal compliance and attempting to ensure consistent advice for the business.

Director of Global Foods Limited, Mr Owen Davies said: "We are delighted to have agreed to this partnership with SRS because it gives us peace of mind when it comes to food hygiene and health & safety laws.

"Having Environmental Health Practitioners come to our head office to deliver food hygiene training to our staff not only ensures we get quality training, but gives us the chance to receive advice which is tailored to our business rather than being generic.

"We like the fact that we have a working

relationship with SRS and can call upon them when we have a query or when we need detailed advice."

Could Primary Authority help your business?

Since October 1st, 2017, most small and medium enterprises have become eligible for Primary Authority. So, whether you have a chain of cafés in Cardiff or you run a cake making business from your home in Porthcawl, you can now access bespoke advice and guidance under this government scheme.

Each Primary Authority partner of SRS is assigned a dedicated officer who is the one point of contact for all queries from your business, which makes finding the answer to a question quick and easy.

Primary Authority also enables a business to receive assured advice from us, 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.

For more information, or to arrange a meeting with one of our Business Engagement Officers, please email pa-srswales@valeofglamorgan.gov.uk



Example of Unguarded Cellar Hatch in public area



Example of a Cellar Barrel Store



Example of Beverage Cylinders

Cellar safety inspections highlight compliance issues

In our last edition of the newsletter we reported that Cellar Safety had become a national health and safety intervention and the forthcoming inspections were to take place over the 3 authorities by our Health and Safety Enforcement Team. This article reports on the results of this work.

71 inspections were undertaken in pubs, hotels, restaurants and nightclubs between October and November 2017 this included 40 businesses in Cardiff, 21 in the Vale and 10 in Bridgend. The most common areas of non-compliance were:

Beverage gas safety in confined spaces

- A general lack of cellar and confined spaces risk assessments in the majority of premises so risks of working in a cellar environment had not been fully considered and therefore premises lacked suitable and sufficient control measures to control the risks;
- A lack of knowledge of the safety checks that businesses should carry out before entering or working in a cellar and what delivery checks should be made for beverage gases. A number of beverage cylinders from suppliers were found to be "out of test" dates.
- Businesses lacked awareness of the correct steps to take in an emergency situation i.e. minor and major gas leaks involving beverage gas cylinders and further staff training for this issue is required.

Falls from height or down steps/stairs

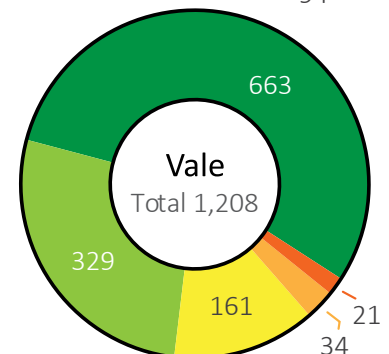
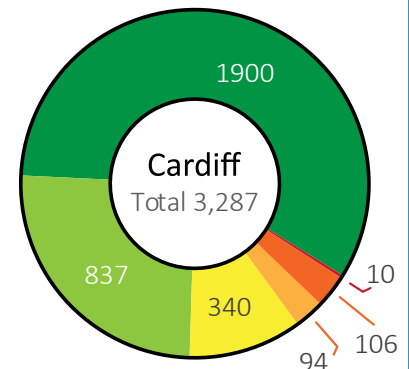
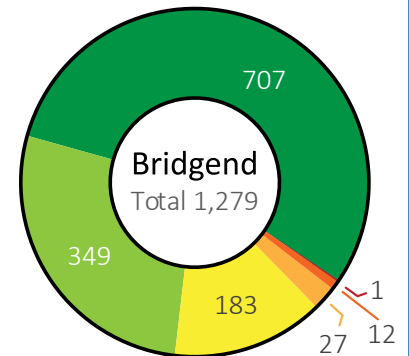
- Cellar access doors located in public areas being left unlocked and therefore increasing the risk of falls through doors;

- Unguarded cellar hatches being used in public areas inside and outside of premises. Safe systems of work were agreed with the businesses in these instances to ensure that the risks to staff and public are adequately controlled.
- It is clear that further work needs to be undertaken in this topic area therefore a further programme of 80 inspections will take place over the 3 authorities from June 2018.
- If your business has a cellar and you want to review health and safety compliance, you should check that:
- All work activities relating to the cellar have been adequately risk assessed with suitable controls put in place;
- All staff have been fully trained in cellar duties and are aware of the potential dangers of beverage gases and
- All access routes into cellars are appropriately secured to prevent falls from height for both staff and visitors.

Businesses should be able to address these areas by investing a little time and money and in doing so can benefit by having fewer accidents and safeguarding their staff and visitors.

Further information and guidance is available for businesses from the British Beer & Pub Association at: www.beerandpub.com/ & the British Compressed Gases Association at: www.bcgas.co.uk/

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



FOOD HYGIENE RATING





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 Environmental Health Officer Gillian Morse, from our Commercial Services Team:

How long have you been a Food Safety Officer?

17 years.

Tell us what your job entails.

Food Safety Inspections and enforcement.

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

I worked in a fast food restaurant whilst studying at university.

What appealed to you about this line of work?

Year out practical training sandwiched into degree appealed also that it was a vocational qualification. The variety of jobs an EHO can undertake throughout their career for example I've worked in Food Safety, Health & Safety, Communicable Disease and Housing.

What do you like most about the job?

Every day is different and a challenge, I

enjoying meeting and talking to new people. I enjoy learning about different cultures.

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

I once visited a premises that had cockroaches, mice and rats all at the same time so that's up there and have on occasion been faced with a rodent staring back at me on inspections, though some of the worst things I saw were whilst I worked in housing e.g. filthy and verminous properties.

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

Make sure your food safety management system is completed and that all staff are aware of it's content and that you are implementing the controls as this is the foundation of food safety in your business and if you don't get this right you're likely to experience problems.

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

Markedly. Businesses are more accountable for the standards of food safety and hygiene in their business. Although, it's the consumers and the real effect on their business of a poor rating that is driving standards up. When a Food Business Operator receives a bad rating they experience such negativity from consumers and sometimes the media that they are desperate to improve.

What's the most rewarding aspect of the job?

Protecting public health

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

Even if you are experienced seek advice from a professional, speak to your area food safety officer. A five minute conversation or a paid for advice visit could save you hundreds and a bad food hygiene rating.

SRS Team Receives Certificate of Commendation



Our Communicable Disease and Health and Safety team have recently received a certificate of commendation from the South and West Wales Safety Group for their Bridgend Employers Engagement Project (BEEP).

The project's main aim was to support local businesses by helping them effectively manage safe, healthy and more prosperous workplaces.

BEEP* worked in line with the Health and Safety Executive's (HSE) national strategy "Helping Great Britain Work Well" and SRS's corporate policies of "Improving Health

and Well-Being" and "Supporting the Local Economy".

Taking approximately nine months to plan, deliver and analyse, BEEP engaged over 600 businesses, targeting those operating from all 24 industrial estates in Bridgend, and focused on areas that were previously highlighted for non-compliance.

These areas of focus were informed by a local, smaller scale pilot project conducted in 2016-2017 and included accident reporting, managing risk assessments, fire safety and working at height.

Visits to local businesses were undertaken by nine officers, with help from Business Support staff, and identified key topic areas that the businesses required further support on.

These themes were then taken to the Employers Engagement Business Forum in September 2017, which Dave Holland, Head of Shared Regulatory Services, and Neil Craig, Head of Operations for HSE, attended.

The forum comprised of keynote speaker presentations and a selection of 30 minute

interactive workshops on a range of topic areas, with the emphasis of the day being for delegates to learn from the experiences of business peers and external experts, and to develop their skills to enhance business resilience.

SRS then went on to receive their award at an awards ceremony in Llanelli in May, which was hosted by South and West Wales Safety Group.

SRS' BEEP was ambitious in terms of geographical and industry scope, its timeline and available resources to meet project aims. Nevertheless, the intervention provided good evidence that partnership working is a cost effective way to support improved health and safety management within the workplace. Signposting businesses, improving access to support and building up trust between regulators and industry were all positive outcomes.

*The Bridgend Employers Engagement Project (BEEP) was a partnership intervention led by SRS, facilitated by HSE (Health and Safety Executive) and Public Health Wales, and supported by experts from local businesses and organisations.