



**NCASS
NATIONWIDE
CATERERS
ASSOCIATION**

The Mobile & Outside

Caterer

Spring 2010 Issue 13

Is this the end of the road in Wiltshire... and will the changes to roadside trading affect you?

I was talking to a member a week or so ago, they were enquiring about the events side of the industry, when informed me that they had been on a road side pitch for the past six months and had begun to build a regular customer base. Things were going fine, they were enjoying the work and beginning to see the fruits of their labour. So I asked, why throw away six months of hard work and start out again as an event caterer?.

"I've been told that all of the district councils have merged and they are banning roadside catering, we just can't take the risk of being forced out of work," was the reply.

Why would the council do that I asked?

This caused some concern at NCASS HQ, we have known for some time that it can be difficult to get a pitch on public land, especially highways, but for a council to come out and ban all roadside trading seemed both extreme and unfair; in the current economic climate, why would a council put its own voters out of work?

What did the council say?

The next step was to contact the local council to find out what the situation was from their point of view. I spoke to an extremely helpful gentleman in the highways department at Wilts Council who explained how it had come to this.

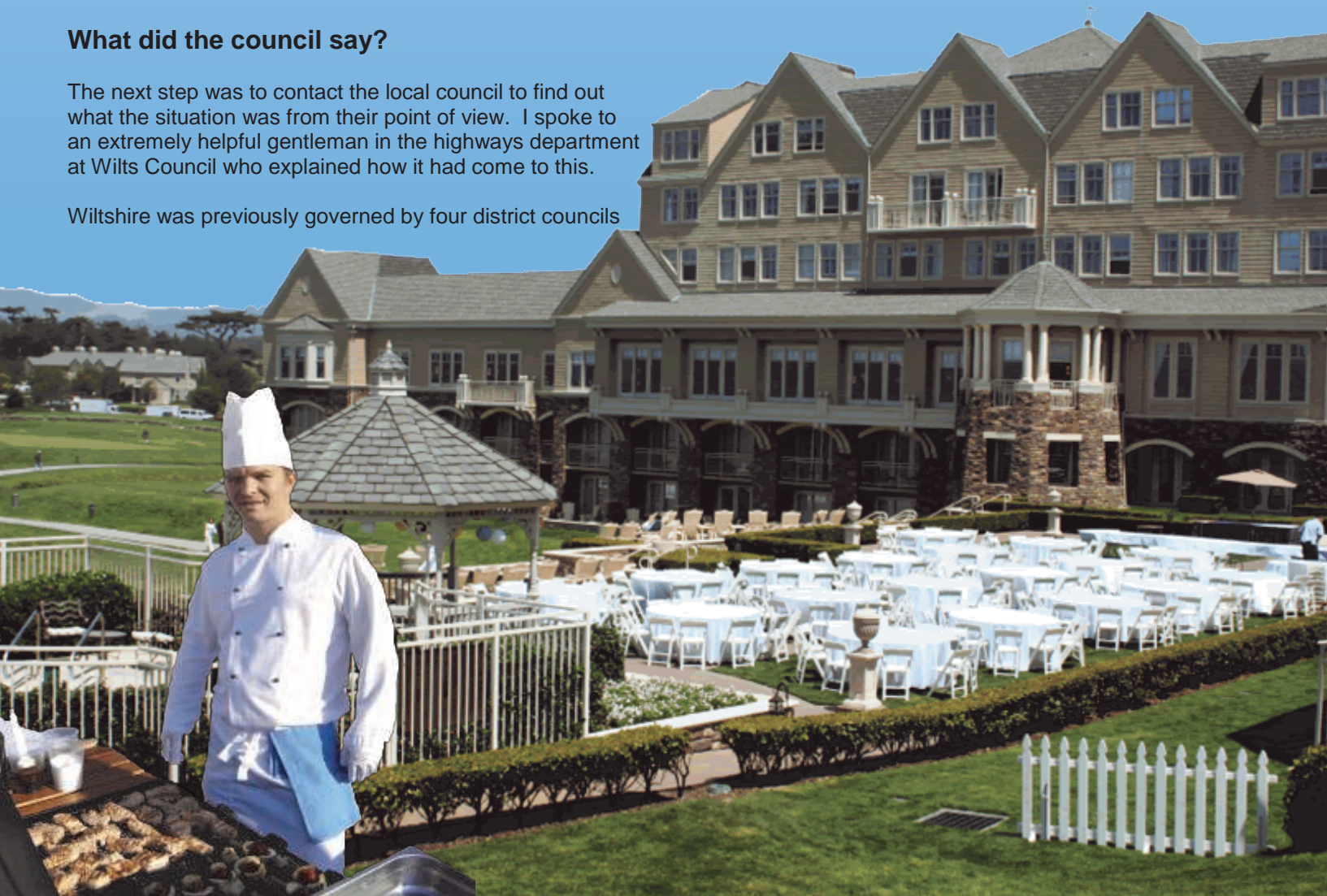
Wiltshire was previously governed by four district councils

and a county council, however, they were all merged together into Wiltshire Council in late 2009.

'Up to this point, each local council had its own interpretation of the rules and regulations which had led to quite a hotch-potch approach.' a coherent policy on this issue was needed.

My source had been part of the initial working group for the district councils, his region used to interpret the rules as being an issue of public safety; as long as there was no potential health risk, his district council was OK with roadside trading

Another view was that roadside traders provided an opportunity for travellers to stop and rest and was actually in the interests of public safety.



Whilst we cannot predict the outcome of the council, the reality of the situation is that it is unlikely to be a favourable one for the caterers. The easy decision is to apply the Miscellaneous Provisions Act and ban roadside trading across the area which is the route taken by many other district councils

Is this specific to Wiltshire?

One of the other factors being taken into consideration are the areas of protected natural beauty, Wiltshire County Council has a legal responsibility to protect these areas for the public and future generations, specifically the picturesque views from these sites, some of the district councils were historically more strict than others on this aspect and it appears that the majority of complaints are not from people passing through or tourists but local residents.

It was explained to me that quite often, decisions on pitches are made in response to public pressure or complaints about catering trailers -often because they affect their views. In areas where the views are protected by law, the council have acted and are more likely to act in future to prevent catering units from affecting 'areas of natural beauty.'

One other cause of pitches being refused permission are fixed site traders, who complain that they are paying their rates but are losing trade to mobile caterers who are doing so without planning permission. In the current economic climate, it is likely that such complaints would become louder (more vociferous). Therefore, the pressure on the council is growing to have a coherent policy across the region; to protect the areas of natural beauty vital for tourism and the concerns of residents and other local businesses.

So what do they plan to do?

Wiltshire council highways department has set up a working group to look into all aspects of this issue, he was not aware of whether any changes would require new legislation or of what nature that legislation might be; however he thought it unlikely that much would change in the next six months. At this stage it is unclear what action if any will be taken, but the general mood seems to be that this could spell the end of roadside catering in Wiltshire, at least in certain more picturesque and tourist areas.

So how will this affect NCASS members in Wiltshire?

Well if the council working group decide that roadside catering is detrimental to its areas of outstanding natural beauty, or contrary to the wishes of locals, it could mean an end to roadside catering in the region. However, no final decision has been made as yet. It seems a shame that for the sake of a consistent

policy, people should essentially lose their livelihood. While we also need to be aware that parking up right in front of Stonehenge or some other historical or protected site is likely to be met with opposition from the council, locals and tourists.

Perhaps if your livelihood is being threatened, or you are concerned for your pitch, it may be worth talking to the local community and your customers to try to gauge support. If the council assume that most complaints come from locals, are the complaints about specific sites?, do all of the sites represent a potential health risk?(people walking on public highways to get food)? do you have the support of the local community? .

With no final decision made and a working group looking into the issue, it is not the time to panic, its the time to put the case for roadside catering!!!

If you would like NCASS to present the case for compromise for roadside catering in Wiltshire please call us today with details of your situation.

How will this affect NCASS roadside members?

As the decision is still one for county councils, it is unlikely that this will necessarily set a precedent, certainly not in legal terms, but it does represent a worrying trend.

With 40 sites of outstanding natural beauty around the UK, this may be a trend that has been, or may be repeated across the country.

While we would always recommend that local authorities look into the concerns of locals and businesses, we would hope that each case would be viewed on its individual merits, we would also like the council to consider the possibility of alternative sites for displaced caterers.

So what does this all mean?

Well for roadside caterers in Wiltshire it could mean big changes, with no decision made yet its anyone's guess, but what is clear is that if you want to protect your pitch now is the time to make your case, and the best way to do that would be to listen to the concerns of the council and try to find a workable compromise.

At this stage, it is difficult to predict the outcome of this case but we will keep you informed of any progress or decisions.

If these changes affect you please contact Mark at NCASS to discuss your circumstances, we may be able to help, or put you in touch with an expert in the field

0121 603 2524

Employing Young People

Whether you employ young people for paper rounds, to help out in a local shop or restaurant or offer them work during school holidays there are some restrictions to be aware of and rules to be followed if you employ anyone under the age of 18.

So what is the law for England and Wales?

Limits on work for under 14s Children under 14 are not allowed to work at all except in very limited circumstances involving child actors, advertising and sport, and only then with strict conditions.

However they can babysit or do odd jobs for a parent, relative or neighbour. Many local authorities (subject to a permit) allow children who are 13 to do a paper round or other light work not likely to be a health risk or harm their development.

It is worth checking the local by-laws and obviously you need the permit in place before you take any youngster on.

By-laws for those under school leaving age.

For children aged 14 and under school leaving age (ends on the last Friday of June in the school year in which they are 16) the local authority by-laws apply, and these may vary between authorities. You need to check with your local authority. In any event a permit will be required from your local authority which will have to be signed by the employer and a parent.

Otherwise the legal requirement is that children aged 14 or above until the last Friday of June in the year they are 16, can only do light work and are not allowed to work in a mine, in transport, on a

merchant ship, or in construction or factory work. They are also subject to limits on the hours they can work. They must not work:-

1. before 7am and after 7pm
2. during school hours on a school day
3. for more than 2 hours on a Sunday
4. for more than 2 hours on a school day
5. for more than 12 hours in a school week
6. for more than 8 hours (5 hours for 14 year olds) on a non school day

7. for more than 35 hours (25 for 14 year olds) in non school weeks

8. for more than 4 hours without a break of one hour

And the children must have at least 2 uninterrupted weeks of holiday from school in any calendar year.

So you will see that it will be very difficult to employ under 16s for more than a few hours a day except on a Saturday or school holiday.

Limits for those who have reached school leaving age.

For children between school leaving age and their 18th birthday the following limits apply:

- A maximum of 8 hours a day
- A maximum of 40 hours per week
- A 12 hour rest break between each working day
- A minimum of 2 rest days per working week
- A minimum 30 minute rest break after 4 ½ hours
- No work between 10pm and 6 am subject to some exceptions and relaxation for work in hospitals, newspaper rounds, bakeries, sports, retail, and a few other areas of employment

Other Rules

It is also important to note that the National Minimum wage applies to those aged 16 or over, and if you are employing anyone under 18 you need to do a Health and Safety risk assessment before taking them on.



Health and safety training may be boring but! , it could save you a lot of money and its free as one of your latest benefits

There is a legal obligation to provide information and training on health and safety to all employees who need it, including full time staff, new recruits and part-timers.

Temporary or agency staff, contractors and other visitors should also be given the information they need to conduct their activities in a safe and healthy way. Apart from these legal responsibilities the time and effort spent on training can have its benefits, such as:

- Saving your business time and money: there should be less cost and time wasted in: sickness absence; compensation claims; damage to equipment and premises; lost working time;
- Improving staff morale and feelings of security:

choose to supplement basic training by these methods.

Can you afford it? - Yes its FREE like all our other courses you just pay for your certificate if you need it.

Remember, you are not required to turn all your staff into safety officers. You just have to ensure they have sufficient knowledge to be able to work in a safe and healthy way.

Staff undertaking different jobs will have different needs, and it is not necessary to train everyone to the same level.



Accidents really do shatter lives - image courtesy of the HSE

What is meant by training?

Training' means giving people the information they need to work safely, when they need it, and in a form they can understand. It does not necessarily mean carrying out formal 'classroom' sessions or sending staff on courses and seminars, although you may

For many, for example food service staff, a brief induction talk with a simple list of do's and don'ts may be sufficient.

Those working in more hazardous areas, for example operating kitchen equipment or using cleaning chemicals, will require more detailed information, and as you probably have guessed we have done it all for you.

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Now you can do all your non food shopping on next day

NCASS announces link with Noble Express - the fastest growing supplier of non food disposables to the hospitality industry.

NCASS members are now able to purchase all their non food disposable products directly from the NCASS web site, following the completion of our negotiations with Noble Express Ltd.

NOBLE is the fastest growing supplier of catering equipment and non food disposables in the UK and is regularly between 18 to 23% less expensive than the market leaders.

NCASS Managing Director Bob Fox said, "We are delighted to announce our link with NOBLE EXPRESS and believe that our members will welcome access to the wide range of products they can supply.

The fact that they also offer next day delivery and have no minimum order will prove invaluable to many of our members, as will the fact that you will be able to order directly on the new NCASS website at any time of the day."

So who are Noble Express?

Based in Earls Barton, near Northampton, they have a 60,000 sq ft warehouse with over 7500 products in stock including: work wear for caterers, cleaning chemicals, hygiene paper, cleaning ancillaries, food packaging, polycarbonate glassware, film & foil, plastic cutlery, beverages, portion packs, kitchenware, barware, first aid kits, signage, till pads and heavy catering appliances to name but a few.

Formed only 12 months ago they have been taking market share off many of their more established competitors by delivering outstanding customer service across the UK.

Run by a group of guys who have a wealth of experience in the retail and catering sector they are familiar with the needs and urgency that these sectors require, and very often demand.

With a focus on Service, Service and Service and everyday best pricing it is easy to see why they are making such rapid progress.



Click on right hand menu to view products and prices



Select an item and further details if applicable

the NCASS website and have them delivered



Select the item, add the quantity and click BUY



Enter your credit / debit cards details and the job is done

It's as easy as that, thousand of products at market leading prices, delivered next day - what more could you want?

If there is just tell the team at Noble and mention your an NCASS member and they will do their best to try and help

Their full catalogue is now 370 pages long and the latest edition has continued their tradition of introducing more new products.

Recently they have introduced a new Hygiene Paper range which amazingly features 6 rolls of blue centre feed for only £9.99.

Together with a unique range of environmentally friendly cleaning chemicals, a furniture range, an enhanced range of signage and hundreds of other new products it is clear that Noble Express have discovered a winning formula.

Their decision to make most cleaning chemicals available in single pack sizes, as well as case sizes, has also proved popular with mobile caterers, along with their decision to remove the minimum order size.

It has helped to make Noble Express the perfect one stop shop for any business in the hospitality industry that is looking to source non food essentials and receive next day delivery.

We hope that you will be as thrilled as we are to have discovered Noble Express so early in their development.

Please do not hesitate to keep us advised of their performance and also any area where you believe they can continue their dramatic progress.

- Great range
- Great prices
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- Individual pack sizes

Try NOBLE EXPRESS soon and start saving more money through NCASS.



NCASS Insurance

Caterers Liability Insurance



Designed for Mobile & Outside Caterers including Mobile Bars

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Key benefits

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- No Extra For Cooking On Site/Number Of Seats
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- Page For Event Organisers Supplied

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- European Cover

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Designed for vans towing catering trailers

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Not all insurance policies provide cover whilst you are towing for business, this is generally called third party towing liability and we recommend you check this is covered with your current insurer, NCASS policies include this most important cover and if you require advice or a quotation we are happy to help.

Key Benefits

- Third Party Towing Liability Included
- 65% Mirrored No Claims Bonus
- Choice of Covers

Option to include

- Vehicle & Trailer Breakdown Cover

www.ncassinsurance.co.uk

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Offers insurance for Ice Cream Vans, Hot Food Vans, Sandwich Vans, Fish & Chip Vans, Coffee Vans such as Mega's, Bengy Vans, Burger Vans, Smoothie Vans, Mobile Shops, in fact almost any type of converted hot & cold catering vehicle.

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- Full Fire Cover Included
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Option to Include

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Specialist insurance for mobile & permanently sited catering trailers and portacabins.

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Option to Include

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- Business Interruption Cover
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Documents the same day.....*



Call us now

0845 094 0420/0121 603 2524

Online Risk Assessment here at last

Online food safety risk assessment is one of the latest innovations from NCASS, as far as we are aware we are one of just a couple of organisations in the world that has so far attempted to do it.

It has taken over 2 years to develop not only the technology but to input the information which leads the caterer down the right paths of risk for their business

The innovation of this system has not only involved the staff at NCASS but we have also had to bring in expertise from food safety guru's to verify the methodology and the information.

The advantage to you using this system is that it can be changed or updated online at any time 24/7, you can also download copies in .pdf format and print them off yourself at home or in your office.

Every time you do a risk assessment it is saved in the document centre of the NCASS website which you can then access with your username and password as long as you remain a member.

An advantage of this system is that it is automatically updated when legislation changes meaning you don't have to worry as we are taking care of that side of things on your behalf.

Health & safety to follow shortly

Once we have proved the system, we will be going ahead using the same concept for Health & Safety Risk Assessment and other issues like COSHH and maybe even Fire risk assessment as always your use of the system is totally free whilst you remain a member

What to expect when the gas man comes to call?

The whole aim of a gas safety inspection is to provide those working in mobile catering with an environment that is fit for the purpose, whilst keeping the dangers associated with gas burning appliances under control.

But what should you expect when the gas man comes to call?

Gas safety inspections for catering trailers have to be carried out by an engineer who is Gas Safe registered and has the qualification CMCLP1.

The fundamentals of the inspection are:



Unvented gas box

1 Gas storage compartment, ventilated high and low, appropriate hoses that are in date, correctly sized cylinders for gas demand, means of shutting the gas off, restraint straps, a test point for leak test and that the storage compartment is 30 minutes fire rated.

2 Appliances that in allowable positions, securely fixed with isolator valves,

suitable for use with LPG and commercial use inside a trailer, under a canopy where one is required, if fitted the canopy must be correctly sized and able to remove that appliance's fumes. Appliances will be

checked for details of manufacturer, model, serial number, CE marking and power input. Also that safety devices are fitted and work within time limits.

3 Gas pipework will be checked for size and routing, namely not through wheel arches or within 150mm of electrical sockets. The pipework should be labelled "GAS" or "LPG" and supported at regular intervals. Running pressure tests to confirm the design and suitability of the installation and it's components will be undertaken.

4 Ventilation checks, hatches and doors are not considered in the calculations, as ventilation must be "fixed and permanent", the supply air ventilation calculations are split between high and low level, pest screens must be removable for cleaning. Ventilation must be adequate to supply enough air for appliance combustion needs as well as maintaining a healthy working environment for those working in the catering trailer.



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So you think you're safe paying cash in hand to casual workers?

Just in case you didn't know its a criminal offense for an employer to pay even a casual worker cash in hand without deducting tax and National Insurance contributions if its due.

And its not all one sided, by accepting money in this way, the employee risks losing their employment rights and the right to some benefits, such as: maternity or paternity leave, sick pay and Jobseeker's Allowance

Even worse they could end up having to pay the tax and National Insurance contributions themselves.

Whether a casual part timer or full time worker all persons that work have rights, and you as an employer have obligations.

We live in the world of no win no fee legal eagles who are only too willing to get on the case of that disgruntled casual employee that has worked for you, so diligently until your disagreement.

After over 100 yrs of employment legislation in the UK you might be surprised to learn that there is no set definition even by Revenue and Customs of what a casual worker is.

So we have tried to set out just a few of the typical employment scenarios for **non permanent persons** working for your business:

Employment for a Fixed Term

Fixed term employment may be suitable to deal with peaks in work, short-term projects and even maternity cover. Any contract that is agreed for a fixed term terminates automatically on the end date without being a breach of contract. When a fixed-term contract comes to an end and is not renewed, the employee is still dismissed, however. The dismissal will usually be fair providing the need for the contract has gone; the employee is notified of all available vacancies and the employer consults. But what if you keep them on?

Let's say you employ someone initially for 6 months, renew the contract for a further 6 months and finally offer 12 more months. An employee could claim unfair dismissal (as they will have more than 1 year's service) and probably redundancy pay (providing they have 2 years' service). If you then dismiss, you need to demonstrate a fair process in ending the succession of fixed term contracts.

Advertise vacancies in a way that ensures all employees, including those that are fixed term, can see and apply for them. Meet with the employee several weeks before they finish to confirm that, this

time, the contract will end on the agreed date. This all helps to fulfil your obligations.

Where a succession of fixed term contracts gives the employee 4 years continuous service, they are generally regarded by Employment Tribunals as a permanent employee and should be treated as one and consulted according to your normal redundancy process.

Conversely, you may be inclined to terminate the contract of a fixed term employee early to avoid putting your comparable permanent employees at risk of redundancy. Beware! This may be a breach of the principle of equal treatment for fixed term employees – in that the employees are being selected for dismissal simply because they're on fixed term contracts. The Fixed Term Employees (Prevention of Less Favourable Treatment) Regulations introduced in 2002 entitle fixed term employees to treatment no less favourable than your employees on permanent contracts.

And what if something completely unforeseen happens? For instance, a pregnant employee suffers a miscarriage and gives you notice to return to work just after you've employed her fixed-term replacement. Always flag the prospect that an unforeseen event may force you to terminate the fixed term early e.g. in the offer letter. Make sure you incorporate notice provisions in their principal statement of terms and conditions (which every employee must receive within 8 weeks of starting work). And don't forget to consider any alternative employment that's available.

Casual Employment

Perhaps fixed term employment is too definitive for your purposes. What about covering short-term sickness or absence? Many Clients keep a database of people they call upon at limited notice when they need extra personnel for short duration engagements. **There should be no regular pattern** of employment and work will inevitably be short term e.g. to cover an unforeseen contingency or very irregular activity.

Examples of use might be catering staff covering occasional race meetings at a local race-course or nursing staff covering sickness at a care home. This arrangement is normally **unsuitable for individuals working every week, to a regular pattern** or for a definable period such as maternity leave cover or an evening shift behind a bar every Saturday. As with all employment situations, ensure the legal entitlement of such people to work in the UK first.

With such a scheme, the key issue is that no

mutuality of obligation must be introduced into the relationship. The Company is not obliged to provide work and, where work is offered, the individual is not obliged to accept it. This might mean you offer an individual work and they decline to accept it on this occasion. This should not damage ongoing participation in the scheme; the Company simply offers the work to the next person on their list. Equally, the Company is under no obligation to offer work to a particular individual and, even if work is available, you can exercise reasonable discretion in allocating it.

If you employ someone a few times per year, for three or four years in succession, be aware that continuity of employment may be established. Keep periods of engagement as short as possible – we recommend never more than 12 weeks in succession. Always confirm in writing when the engagement starts and when it ceases on each occasion work is provided. Even following ground rules like this can't guarantee that an Employment Tribunal will not view a succession of short term engagements as a period of continuing employment but you will at least protect yourself as far as possible.

Clients are understandably confused about the difference between casual and “zero” or “nil” hours contracts. Zero hour arrangements are, effectively, part-time contracts with no guarantee of a minimum number of hours of work. Whilst the employer does not undertake to provide any work and pays only for the work actually done, ***the employee undertakes to be available to work when called upon.*** One advantage, from the worker's perspective, is they become your employee and start to clock up continuity of employment from the date the contract commences. Such an employee could claim unfair dismissal (after 1 year) and redundancy pay (after 2 years) even though they work only occasionally. ***We advise against using zero hours arrangements, if at all possible.***

Self Employment

A genuinely self-employed person is an independent contractor and enjoys no statutory employment rights. There is sometimes a temptation to offer “freelance” “consultancy” or “self employed” opportunities rather than employ somebody. The question will be; are they genuinely self-employed? There is a significant risk that HMRC will scrutinise your arrangements and if they come to the conclusion that the self-employment is not genuine, you face penalties and an unwanted tax and national insurance bill. We can help by supplying a “test” document to highlight considerations to examine when identifying the employment status of an individual but are unable to offer advice on any tax/national insurance implications.

Short-term employment provisions can be both complex and confusing. Before committing yourself to particular arrangements, you need to seek professional advice

You can do this with our new partners or if you are confident you can use our template employment letters etc etc

10 Top Tips to keep you out of an employment tribunal

1. Contracts of Employment

Under the Employment Rights Act 1996, there is a legal requirement to provide employees with at least one month's service with a written statement of their terms of service within the first 2 months of their employment. This is a basic statement of an employee's conditions of service.

These requirements are generally insufficient for most employers' needs and in order to reduce your risk, we recommend that you use the templates and supporting documentation on your members website.

2. Employee Checks

To reduce the risks to your business, we recommend that you utilize our people checking service at www.peoplechecking.com

3. Setting Rules & Standards

Reduce the risks resulting from conflict in the workplace.

We recommend that you utilize the documentation provided on your website.

4. Managing Performance

There is no excuse for accepting poor performance in any type of workplace, yet, that's what often happens.

To reduce your risk from employment tribunal claims when you address performance issues, we recommend that you:

Use the advice service by calling 0845 073 02 40 and documentation provided.

5. Disciplinary & Dismissal Issues

Reduce your exposure to tribunal claims and a maximum compensation award of £65,300 from Feb 2010 (plus a £10,500 basic award) for unfair dismissal by:

Calling the advice line before taking any action.

6. Grievances

Reduce your exposure to conflict in the workplace and the risk of compensation claims.

Call the advice line on 0845 073 02 40 if any employee raises a grievance against you and we will advise you on what you need to do.

7. Discrimination

Discrimination on the grounds of age, disability, race, sex, sexual orientation, gender reassignment, marital status, religion or belief is illegal in the UK and this is a real risk area as the compensation available for successful discrimination claims is totally **£ unlimited**.

If you are unsure on how to deal with ANY of the above subjects, you should call the advice line on 0845 073 02 40 immediately for reassurance and support.

8. Write Notes

Reduce your risk from disputes and employment tribunal claims.

When tribunals are lost, it is very common that the company that the claim is being made against have either:

Not taken sufficient notes from meetings with the employee

OR

Have failed to follow correct legal procedure.

As a result, the court may find them automatically at fault.

Keeping notes from all meetings is therefore extremely important.

9. Maintain Employee Records

Regulations specify what records an employer must retain and how long they have to be retained; good record keeping reduces your risk.

10. Get Help Before Acting

Due to most small business owners not being HR specialists, it is important you take advice from a professional HR company. You have this access available to you NOW as a member benefit.

Continued on page 15

Catering Equipment Insurance Price Slashed

NCASS insurers have recently slashed the rates on business equipment insurance which comes in two formats.

- Including theft from a vehicle/ trailer
- Not including theft from a vehicle/ trailer

It can only be provided as an extension to our liability insurance package to a maximum value of £5000, per policy and a maximum value per item of £2500.

The premiums are calculated as a percentage of the sum assured

The excess on the policy is £100

Call now for a FREE QUOTE on

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or
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0845 094 0420

NCASS Employment Contracts and Advisory Service— one of the new benefits for 2010

Within the next month or so you will be able to select employment contracts that are specifically written for your type of business, fill them in, print them and give them to your staff confident that you are abiding by the law.

A copy of the contracts will be held in the control panel, so should you have a problem you can ring our FREE advice line and the experts there will be able to see the contracts and give you specific advice.

The contracts will refer back to an employment manual which will be held on our servers and updated as the regulations change which happens



twice a year.

This way you can always be certain that your employment manual contains the latest information and clauses, compiled and updated by one of the UK's leading employment law specialists

Its a difficult world out there and disgruntled ex employees can often prove to be your worst nightmare, the fines are scary, the prospect of tax and VAT investigations are enough to send many business's to the wall,.

Our job at NCASS is to keep you legal and make it as simple as possible and this is a major step forward in that goal .

Call for details 0121 603 2524

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TO START USING OUR STAFF COVER SERVICES
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Save on your energy

Hello there, my name is Mark Laurie, you may have spoken to me if you have called the office in the past six months, but I thought it was about time i introduced myself.

I was brought in to the NCASS family to run our new energy advice service towards the end of last year and we are finally ready to launch this to our members.

I'll tell you more about that in a moment but first I'll give you a bit of history about myself. I have worked in the energy industry since 2002 when i joined energy-watch the then government watchdog organisation for the energy industry. I then moved on to Shell Gas Direct where i became an account manager until the opportunity came to jump off the rat race treadmill and join NCASS.

We have already saved several members hundreds and thousands of pounds on their gas and electric bills!

This is what Anish's Petel's from Oaklands Rest Home had to say;

"I had talked to Mark on several occasions about the energy supply to my business and he had always been adamant that he could save me money. The

renewal price I had been given had a small increase in price, but when I spoke to Mark he explained that the market price of gas had dropped 40% in 12 months, but my bills were going up.

I finally agreed a new price on Mark's recommendation that reduced my annual spend from just under £6,000 to £3,000.

I would recommend NCASS energy to any business, I now feel like I have my man on the inside keeping an eye on the market for me'. Thank you for all your help and advice".

Your energy does not have to be up for renewal, I am still happy to advise you - free of charge – its all part of the NCASS service.

So if you would like some help understanding your energy bills, contracts, metering, jargon or anything else energy related please just give me a call. I will do what i can to help you to save money.



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