

Catering Quarterly

Summer
2011
Issue 15

NCASS keeping you informed in the world of catering

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NCASS Training is
now City & Guilds
Accredited

City & Guilds
Accredited

see page 4

New NCASS Control Panel

Learn how to use it!

Why a new Control Panel on the NCASS web site?

We have listened to your comments about the control panel and have made some great changes which have made it easier to work with and much more useful.

How do I log in?

Go to www.ncass.org.uk and enter your membership number and password, then click *Login* →

← **Once Logged in.** You can check for messages (which may include jobs) and outstanding tasks on this page. You can also see a preview of your profile as it appears in the 'Find a Caterer' section and see your staff training at a glance. Let's look at what the tabs on the right of that page do:

Clicking on *My Trading Units* will show you an overview of your trading units.

Here you are able to add, edit and delete a trading unit, name, description, types of food served and equipment used. Under *Unit Documents* you can upload and manage the legal documents for each unit. Once you have done this, you can send your documents using the '*Email Documents*' tab.

Unit Type	Food Types	Equipment	Unit Documents
Trailer Towability 16' General Purpose	Coffee & Tea, Fish & Chips, General Purpose	Bare main, Coffee machine, Griddle, Water boiler	<ul style="list-style-type: none"> Work Unit Insurance H & S Risk Assessment Food Safety Risk Assessment Gas Certificate Electric Certificate Fire Risk Assessment
Converted Van Citroen 22' Sweet Truck	Slush, Soft Drinks, Sweets / Confectionery Fudge	Fridge, Water boiler	<ul style="list-style-type: none"> Work Unit Insurance H & S Risk Assessment Food Safety Risk Assessment Gas Certificate Electric Certificate Fire Risk Assessment

Document Type	Valid Until	Manage	View	Delete
Liability Insurance		EDIT	View	Delete
Work Unit Insurance		upload		
H & S Policy		upload		
Food Safety Risk Assessment		upload		
COSHH Risk Assessment		upload		
Gas Certificate		upload		
Electric Certificate		upload		
Fire Risk Assessment		upload		
Scores on the Doors Certificate		upload		
Waste Control Agreement		upload		

Company Documents

The **Company Documents** tab helps you to manage the documentation for the business as a whole (rather than documents relating to individual units). NCASS will upload your Food Safety Risk Assessment, COSHH Risk Assessment and Health & Safety Policy to here. Again, this makes sending your insurance, health & safety policy, gas certificate, Scores on the Doors certificate and other documentation very easy using the '*Email Documents*' tab.

If a potential customer or event organiser searched for your food type, would you like to appear near the top of the list? Of course you would. You must create an interesting and informative Business Description, complete your Contact Details and upload a Logo & Photos of your unit (s). The NCASS system will soon give greater prominence to caterers who have completed all sections under these tabs →

- ▶ Business Description
- ▶ Contact Details
- ▶ Logo & Photos

▶ Online Hygiene Training

←The **Online Hygiene Training** tab is where you can see who has been issued with certificates and when they expire. You' can see

who you have issued training codes to, whether they have started, are in progress or have finished. This tab is also where you can find your training authorisation codes and upload 3rd party certificates →

Your certified trainees:

This is a record of all your NCASS certified trainees. The trainee will not be listed in this section until the physical certificate has been issued by NCASS, but they should appear in the usage history below

Awarded To	Course	Valid Until
A B	Ncass Safe Food Level - 1 - Hygiene Training	30/Dec/2012
A B	Ncass Level 2 Mobile & Outside Catering Online	30/Dec/2012
A B	Safe Food Level 3	30/Dec/2012
Total Certificates awarded: 3		

▶ Listing in Industry Guide

← **NCASS produce** the Industry Guide every year which goes out to over 1000 event organisers and you'll be in it. Clicking on the *Listing in Industry Guide* and using the *Add/Remove Listings* button will help you make the most of this opportunity ↓

Remember, you can also see work opportunities for the whole country, set up contracts for your staff (important even for casual staff) and find electrical and gas engineers in your Control Panel.

Finally, for as long as you are a paid up member of NCASS you may display the NCASS logo on your advertising material including brochures, menus, business stationery and web sites →

If you need any assistance using the new control panel please call us, Mark or AI would be only too happy to help you.



All NCASS courses now City & Guilds Accredited



We are delighted to announce, after months of hard work, that NCASS training courses have been accredited by City and Guilds! We have always believed that our courses and trainee support are excellent and now it's been independently verified.

Why get our courses accredited?

Over the past year we have witnessed more and more online hygiene courses coming onto the market. Many of these are from training companies whose core business is selling training courses - not looking after the catering industry. Many of them allow you to flick through pages without reading the content and eventually allow you to print off your own certificate - what's to stop a lazy, dishonest caterer printing off more than one copy and changing the name of the student?

We wanted our training courses and your certificates to stand head and shoulders above these other courses. When your staff say they have passed an NCASS course, you know that they have learned the subject. When an EHO or event organiser sees your NCASS certificates they know they can trust them.

Why City and Guilds?

City and Guilds have over 125 years' experience in vocational assessment and have certified over 30 million students! Their work is underpinned by the commitment to quality and innovation that has made City and Guilds a household name.

What does Accreditation mean?

One of their experts carried out an evaluation of our training programme to ensure it met their quality criteria and that it caters to the needs of our learners. They looked at our systems to ensure quality, fairness and equal opportunities. Our management structure, processes, staff, and support available to learners were also reviewed.

We had to demonstrate answers to questions like:

- Do the learners know what to expect?
- Does our delivery method meet students needs?
- Do we provide enough student support?
- Are the training staff suitably qualified?
- Is the admin staff provision suitable?
- Are the courses properly assessed?
- Is the assessment method fair?
- Is internal quality assurance appropriate?
- How are assessment records maintained?
- Have we listened to feedback and improve our courses?

- How do we prevent cheating and verify the name on the certificate is correct?

As you can tell, City and Guilds do not just give accreditation away...we have really earned it! The icing on the cake was achieving this at our first attempt.

Benefits to the Catering business

NCASS already has a great reputation for quality training, this Accreditation builds on this. When event organisers and public health officials ask to see your training certificates they will see the City and Guilds logo and know that your business takes training seriously thus building on your already great reputation.

Employees receive extra recognition for their skills and performance, increasing motivation, commitment and retention.

Benefits to the trainee.

Trainees will know that they are spending time on a quality training program and that they are working for an organisation that takes training seriously. We will register every successful candidate with City and Guilds which will add to their candidate profile - meaning that the value of NCASS training will now extend beyond the subject being studied.

What courses are available?

- Level 1 Hygiene
- Level 2 Hygiene - static
- Level 2 Hygiene - mobile
- Level 3 Hygiene
- Health and Safety in Catering
- HACCP
- Essential First Aid

What do I need to do?

Get started. Now! Yes, right now. Log into your membership control panel and get your training authorisation codes. Then log onto www.ncasstraining.co.uk and make a start.

There is always something new worth learning and NCASS training is now more valuable than ever.

www.ncasstraining.co.uk



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Glastonbury 2011



Green Traders 2011

It's nearly Glastonbury time again and once again we are privileged to team up with our friends at the markets team, Greenpeace, the Fair Trade Foundation and the soil association to bring you the green traders' awards 2011. Top prize is a free pitch at Glastonbury (worth thousands in pitch fees and potential earnings).

The team are obviously keen to encourage all event caterers to take part. They are aware that the 'green field' caterers are streets ahead of most with their bike powered generators and solar panelled lighting ; so they don't expect you to compete with that, but there are lots of things you can do to green up your pitch and there is an award for the greenest market caterer. One caterer last year got a special commendation for sourcing fair trade rice. Tim Spence of Green St won an award for cutting his gas usage. So there are steps you can take that will help you get recognition and help you to appeal to the 'green conscious' Glastonbury punters.

If you are taking part in the awards, please fill in the questionnaire before we visit and let us know where your pitch is so we can come and say hello, that way we can get more details of the eco-changes you've made.

NCASS 'Glastonbury Caterer of the year 2011' & the secret shopper army

We are excited to announce that NCASS will be giving out our own award at Glastonbury for the events best NCASS caterer. We have lined up a small army of secret shoppers to rate your food, your unit and your customer service. Market research can be a great way of gauging what you are doing well and what can be improved and also a great way of finding out the things that people love about your business. There will be a comments section so hopefully you'll get a great quote you can use on marketing material as well.

If you would like to take part, please contact the office and ask for Alan or Mark.

How it will work.

For every caterer that signs up NCASS will produce a voucher. The vouchers will be handed out each day to the secret shoppers and will be instructed to use them to claim one item of food. We recommend that you specify your 'signature dish' when you sign

up.

We realise that this affects the secrecy of the secret shopper but the alternative is to hand out cash and get receipts, which could go horribly wrong. So we will be asking them not to hand over the voucher until they have received the food.

We will then compile the information when we get back from the festival, provide you with a report of their findings and give out an award to the highest scoring. We will not publish the results of each units secret shopper visit, but you will be able to publish your results should you want to.

The prizes

- **Best Overall Caterer:** & free membership for a year and front page feature on the NCASS site
- **Best Food:** free membership for a year
- **Best Unit:** free membership for a year
- **Best Customer Service:** free membership for a year
- **Commendations for best food types:** Vegetarian, Caribbean etc.

Marketing Videos

We are hoping to bring a cameraman from Llewela Bailey Broadcasting, a media company specialising in promotional videos with us to Glastonbury. Our research indicates that videos on YouTube and your own website can have an immense effect on bringing in extra business, furthermore, they help massively to push you up the Google rankings.

Often the cost of creating these videos professionally can be off putting for small companies, however, we have been offered a group deal for Glastonbury where we will be able to produce a 90 second promotional video of your unit in action along with an interview with yourself, edited by professionals for only a few hundred pounds.

Imagine you are an event organiser having to trawl through hundreds of application emails and you get the chance to sit back for a minute and see a caterer in action and get a real idea of what their business is all about. It can only help you to bring in more work and give a real sense of professionalism.

If you would like to sign up for this offer please contact Mark at NCASS for further details

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Rapid Retail's latest baby

The Juke unit has been designed to be entirely self-contained. Built to a high specification and allowing for an autonomous operation, the unit incorporates a large super-silent generator, substantial fresh and waste water tanks and bottled gas for operating appliances.

Internally, the unit has a high standard of finish to reflect a modern, boutique-style design. Serving a mix of local organic produce, Juke provides freshly brewed coffee and teas, a range of hot and cold sandwiches, daily specials, home-made soups and a hot sandwich of the day.

Charlie Daffern, manager of Juke, said: "Rapid Retail has provided me with a fantastic unit. The look and feel of it, together with its functionality, is second to none. After a few weeks of trading behind me, I have every confidence that Juke will prove to be a great success at B&Q and I am already in talks with other, similar, sites, hoping to open another two Juke units before the end of the year."

Andy Moss, Rapid Retail's Operations Director, add-

ed: "We are thrilled to have been able to take the design and technology of our units to another level. The result, we believe, speaks for itself. We wish Charlie and his company, Juke, every success and hope to be providing him with many more units in the future."

Contact: Marijke Moss tel: 07748 986513
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Rapid Retail Ltd, 109 The Park, Cheltenham,
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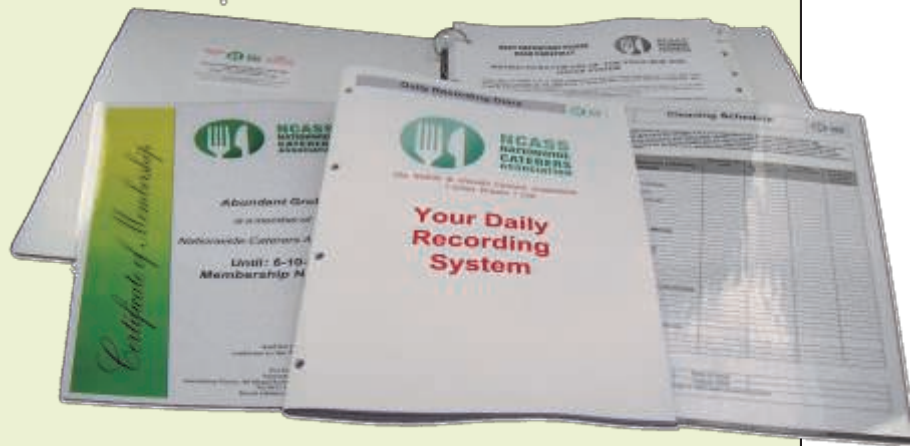
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New HACCP Course



What is HACCP?

HACCP stands for 'Hazard Analysis Critical Control Point'. It is an internationally recognised and recommended system of food safety management. It is also called a Food Safety Management System or (FSMS)

It focuses on identifying the 'critical points' in a process where food safety problems (or 'hazards') could arise and putting steps in place to prevent things going wrong. This is sometimes referred to as 'controlling hazards'. Keeping records is also an important part of HACCP or FSMS systems.

What training do my staff need?

The law says that Food handlers must receive appropriate supervision, and be instructed and/or trained in food hygiene, to enable them to handle food safely.

Those responsible for developing and maintaining the business's food safety procedures, based on HACCP principles, **must have received adequate training.**

The requirements for training should be seen in the context of the nature and size of the business.

There is no legal requirement to attend a formal training course or get a qualification, although many businesses may want their staff to do so. Otherwise if it all goes wrong it's simply your word against the EHO's and then it's going to get tricky.

It is true that the necessary skills may be obtained in other ways, such as through on-the-job training, self-study or relevant prior experience.

The operator of the food business is responsible for ensuring this happens.

So if you want to stay on the 'right side of safe' you need the person that completes your NCASS Due Diligence System (HACCP or FSMS system) then you should make sure that they do the course, after all its free you only pay if you want the certificate which is £15.

These courses can cost anything from £20 - £100 anywhere else.

This is also a great way to get the EHO on your side when they do your annual inspection and award your 'Scores on the Doors' rating.

Having just done all the work for my local church I can honestly tell you that all else being equal, the fact that we were operating the NCASS system and had everybody trained to level 2 and a couple with the HACCP qualification meant that we flew through the EHO visit and got 5 stars on our 'Scores On the Doors' rating.

These days no matter what anyone says it's as much about the paperwork as anything else, which in the light of current litigation is very understandable, albeit at times a bit of a pain.

My advice is just do it, for the sake of a couple of hours on the PC it has to be worth it.

The consequences of having a poor 'scores on the doors' rating published on the internet is not good.

It is most likely that Lord Young's proposals to make all food businesses' prominently display the rating, will become law in 2012, if that happens a low score could mean disaster for your business.

Catering Liability Insurance - don't leave home without it



The catering season is now upon us we thought it would be an ideal time to remind you of some of the key benefits of our Catering Liability Insurance.

With cover starting from as little as £147.60 (for NCASS members) our liability policy provides you with a tailored package that automatically includes:

- £5 Million Public Liability
- £5 Million Product Liability
- £10 Million Employers Liability with no limit to the number of staff
- Event organisers proof of insurance certificate

Our cover can also be extended to £10 Million Public Liability with the option to include Stock and Business Equipment cover to your policy.

Insuring that you have adequate cover in place....

Whether you're considering attending a private gathering, show or event this Easter it is essential that you have adequate cover in place.

Nearly all show and event organisers will insist on a minimum of £5 Million Public Liability Cover so please ensure that when shopping around for insurance you have the right level of cover included as some insurance policies will only offer £1 Million or £2 Million liability as standard.

And whilst Council and Event organisers generally only ask for public liability insurance we strongly recommend that you also have Product Liability and Employee Liability cover in place to safeguard you against all eventualities. You never now when you might need to employ some extra help (even temporarily) or have to compensate somebody as a result of injury caused by your product such as food poisoning, contaminated food or lack of label warnings.

Don't risk getting turned away because you don't have right level of cover in place!

We have the experience to arrange the right catering liability insurance product for your business.

Call 0121 603 2524 or 0845 0940420

Wondering Wine Company commissions vintage fleet with Mobile Technik

Trailer and brand environment specialists Mobile Technik has been commissioned by new outside wine service the Wondering Wine Company to create four vintage styled wine trailers, ready for a busy summer season.

Mobile Technik has worked with Simon Swift, Managing Director of the Wondering Wine Company to create the unusual vintage vehicles, which will specialise in the perfect serve for red, white and rose wine at festivals, events and parties.

Two of the vehicles will be striking original Citroen HY vans adorned with the Wondering Wine Company vintage blue and cream branding. Each will be kitted out with serving hatches, two wine coolers for white and rose wine and a timber storage rack for red wine.

Mobile Technik has also sourced one vintage and commissioned one new Airstream trailer, which will each be transformed into the Wondering Wine Company's flagship vehicles.

Simon Pauffley, Managing Director of Mobile Technik explains;

"The Wondering Wine Company wanted to create trailers that would be a feature at

events, which fitted with the vintage brand, but were striking to event visitors. The most exciting part of the project for us is that this will be Europe's very first catering unit constructed on a new factory approved Airstream US shell. Previously we had to source vintage shells, which were modified but this one will be made to measure to create an Airstream winebar."

"Over the last few years the quality of food and drink offerings at large consumer events has improved markedly. To meet consumer's heightened expectations, The Wondering Wine Company will bring a new, dynamic approach to selling wine everywhere and the trailers are the cornerstone of that service, we will have four vehicles in 2011, with the plan for a bigger fleet in years to come."



For more information on Mobile Technik and their solution to your new ideas

Contact Simon Pauffley on 01832 732111

How to Deal with Unauthorised Absence

If an employee does not attend work and fails to follow the absence reporting procedure without good reason then the absence will be unauthorised.

Reasonable efforts should be made to contact the employee to find out why they have not attended work. Contact should be attempted within a couple of hours of the employee's normal start time. The reason for this contact is to ensure that the employee is aware their absence has been noticed. When a normally reliable employee is absent without authorisation it may indicate that there is a problem. Consider whether it is appropriate to try to call the employee's emergency contact number that you hold on file.

Keep Records

You should keep records of all efforts you make to contact the employee. Note down the date and time you called and if you were able to leave a voice message. If the employee does not respond to your attempts to contact them, then try again the next day and then send them a polite letter asking them to get in touch with you. Give them a week from the date they receive the letter. The letters at this stage must always be in line with the possibility that there is a genuine reason for the absence.

Establish the Reasons for Absence

As there could be a variety of reasons for the individual's absence, an investigation must take place to find out why the employee was absent from work without authorisation and, when applicable, why the employee did not follow the absence reporting procedure. The information given during the investigation will assist the manager in deciding how to deal with the unauthorised absence.

Sometimes it will be possible for employers to preempt unauthorised absence, for example where a request for annual leave has been declined. The manager could highlight to the employee what the possible consequences could be if the individual chooses to take the holiday regardless of the application being declined.

Decide if Disciplinary Measures are Appropriate

Unauthorised absence without proper justification is a disciplinary offence and should be handled utilising the company's disciplinary procedure.

The situation becomes more complicated when the employee fails to return to work at all. This leaves you in the difficult position of still employing some-

body who is not fulfilling their contractual obligation to attend work. In this case you may need to carry out a disciplinary hearing in the employee's absence. The letter inviting the employee to attend a disciplinary hearing should inform the employee that failing to attend may mean that the hearing is held in their absence. The outcome of any disciplinary investigation or hearing will depend on the circumstances of each particular case.



If in Doubt Seek Further Advice

Employers do not have to pay employees their normal pay for unauthorised absence. Although an employer would not normally be in breach of an employee's contract of employment, and it would not normally be classed as an unlawful deduction from wages, we advise that you contact our Advice Line in advance of any decision to withhold pay.

It is important that employers treat all employees consistently when managing unauthorised absence, as this will reduce the risk of discrimination claims.

If you require further advice or support in respect of unauthorised absences, then please call the Northgate Arinso Employer Services Advice Line on:

0845 073 0240

Quoting your NCASS scheme number

And make sure that you have a contract in place, otherwise you will have no policy to enforce. You can create your contracts in the NCASS control panel.

The rising cost of catering

It's been quite a couple of years, there we were, coasting along, doing ok, and then bang. The banks fail, credit dries up and we find ourselves smack bang in the middle of a recession.

Several NCASS members have closed their business due to a lack of working capital, despite turning a profit, some being forced to close on the back of one or two bad events.

The 'snowed-out' Christmas markets went from being a last chance to earn some cash before the new year into a millstone around caterers necks as stock, fuel costs and wages still had to be paid for, some caterers didn't even get their pitch fees back. For many, it's been a difficult few months to say the least.

This summer looks to bring its own set of challenges for caterers with food and fuel prices rocketing, we

look at how this could affect your business.

Oil Prices

The 'Arab Spring', the name given to the popular uprisings in the Middle East and the Maghreb have caused huge uncertainty about the supply of oil and natural gas, forcing up prices. Opec (the cartel of oil producing nations) are not due to meet until May to discuss increasing supply to reduce costs, they may not decide to do this even then. The Kuwaitis believe the price should be between \$90-\$100 per barrel, however, this is unlikely to be realised while the troubles in Libya continue.

Since May 2010 the price of crude oil on the international markets has risen from \$70 a barrel to its current \$126 per barrel, almost doubling in price in 12 months. It has increased by \$26 since the beginning of 2011. The knock on effects of this will be massive. I remember when I worked in the oil industry just a few years ago all the talk was of how the economy would struggle if oil hit \$100 a barrel, we are well past that point now.

The price of oil does not just affect your travel costs, in a world 'addicted to oil', we need the stuff for pretty much everything, from paint to plastic, to running/powering machinery, pesticides, chemicals many industries could simply not operate without it. The high price of diesel is being blamed for an increase in the price of fish and sugar as well. Producers are



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working on such low margins that when fuel costs rise, so does the price of food.

The cost of food

"In February, the United Nations Food and Agricultural Organisation revealed that world food prices were at an all-time high."(daily record, 8th April '11).

In Britain we are more susceptible to fluctuations in world food prices as we import 18% of our food.

The price of **cocoa** hit an all-time high this week as the political unrest in the Ivory Coast, the worlds' largest cocoa producer, continued to cause uncertainty and affect supplies. When coupled with the increase in the cost of **sugar** (51% more expensive than a year ago), it may not surprise you to learn that the chocolate manufacturers have reduced the size of chocolate bars; Toblerone are to be a triangle shorter and a family bag of Maltesers reduced from 140g to 120g.

Droughts and poor harvests in South America, Central America and Vietnam have seen the price of **coffee** go through the roof. The price of diesel for trawlers has increased to 60p from 31p a year ago, causing an increase in the price of fish, this has been compounded by overfishing and the limitations brought in to combat it.

The price of **oils and fats** has risen by almost 16 per cent in the UK. Along with grain, oil is used in animal feed so in turn is pushing up the price of **meat**. Drought in Russia, the worlds' second largest producer of **potatoes**, has resulted in a drop in global production of 30% leading to an increase in price. While in China, droughts have affected corn yields, they usually contribute 20% of global production.

So What can we do?

It's been a difficult few years across the world, the full impact on our economy has still not been seen and rising food and fuel prices are going to make it harder to turn a profit. So what can be done to mitigate the costs and risks. I think it's fair enough to assume that while we are currently in recession, this will reflect a re-adjustment over the longer term. For better or worse, we now live in a global economy and we should plan accordingly.

Don't over extend your cash flow or take unnecessary risks:

Many caterers have complained that they made no money or even lost money at several of the big prestigious music festivals last year due to unrealistic pitch fees. I have spoken to countless caterers who are thinking long and hard about whether to return to these events. If your first impression is that a pitch fee is too high, it probably is. If you're not sure, call the office. Can you really afford to risk £7,000 – £10,000 on a pitch fee? Is it worth the risk? Many caterers go out of business in their first year due to over extending their cash flow and then having a couple of bad events, if the pitch fees are high, it

may only take one show.

Be energy/fuel efficient

The less energy and petrol you use to run your business, the more profit you will make. The shorter the journey your produce has to make to get to you, the less reliant it will be on global transport, and potentially cheaper too. Innovative new alternatives to petrol usage could free you from the vagaries of global oil production.

Cut out the middle man and buy in bulk

Can you get your produce direct from farmers? Many farmers have been struggling due to super-market /cash & carry buying policies, could you cut out the middle man? You may even get better quality produce. By going straight to the supplier you have greater traceability on your produce, you can also hopefully get economies of scale through bulk buying. It may take a bit of running around, however it might help you cut your costs and improve the quality of your produce.

Reduce portion sizes or increase prices

Just as the chocolate manufacturers have reduced their servings to maintain their profit margins, you may have to pass on the increase in food costs to your customers. You may well end up with less customers this year as people tighten their belts, so make sure you make a profit on what you do sell. No one will thank you for absorbing the price rises into your price. Your bank manager may thank you for putting up prices or reducing costs.

"Necessity may be the mother of invention. But could a recession be the mother of innovation?"

Look again at the products you are selling, will you be able to continue to turn a profit, are there other innovative ways of changing the way you do business?

Whether that means changing your menu or the food you serve or your processes. One NCASS caterer changed from selling gourmet burgers to rare game and has never looked back. Fish shops are being encouraged to sell cheaper, plentiful and yet extremely tasty mackerel.

Green street cut their gas usage in half through changing their processes.

"Inventing cost-effective and time-saving processes becomes a priority in a downturn...Smart companies will continue to apply the innovation lessons learned during today's tough times even when things pick up. The innovative processes, products, and services that hatch now can help businesses understand how to curb costs or take risks on fresh ideas when the economy rebounds."Reena Jana, Business Week.

Do you trade on the road- side or in a car park?

If you do you should read this!

Calor, the UK's leading supplier of LPG has announced the launch of its mobile catering awards. The campaign is a national search for the best street traders and mobile caterer as voted for by the public.

Mobile caterers can now register via the campaign web site, where they can enter their contract details and their trading position on a national map.

On completion all registered caterers will receive a pack of promotional materials to help them generate awareness and votes.

Once the competition is open, customers will be able to go online and find the mobile caterer they wish to vote for, so long as they have been registered. They will award points against categories of Food, Drink, Service, Value and Overall experience.



Regional finalists will be announced in September, and a panel will visit all finalists and announce the national winner in October with the lucky winner taking home a years supply of gas!

The caterers registration website is:

www.calor.co.uk/roadside-stars/application



Lincat adds push button automatic water boiler to FilterFlow range

Lincat, the leading British manufacturer of commercial catering equipment, has added a new water boiler, which features a safe and convenient push button dispense mechanism, to its award winning FilterFlow range.

Equipped with Lincat's unique, built-in FilterFlow water filtration system, the new EB3F/PB is ideal for self-service operations which require a constant flow of high quality, filtered, piping hot water.

"FilterFlow automatic water boilers are amongst our most popular products", said Nick McDonald, Marketing Director of Lincat Ltd. "Offering a continuous supply of high quality, filtered water to improve the taste and quality of hot beverages, they are ideal for every catering establishment."

As well as producing premium water quality, Lincat's unique filter cartridges reduce the damaging build-up

of scale, which can seriously damage performance over time. Cartridges should be replaced every 4000 litres or 6 months, and are low cost and easy to fit.

All FilterFlow water boilers, including the new push button model, feature precise electronic temperature control, together with comprehensive onboard diagnostics and an easy to read LCD panel.

Lincat Ltd manufactures one of the world's most comprehensive ranges of catering equipment. Products are sold throughout the UK and in over 50 countries overseas through a network of international distributors.

For more information contact:

Nick McDonald,
Marketing Director
Lincat Limited,
Tel: 01522-875555



Driving Licenses

We get so many phone calls regarding driving licenses that we thought that it be worth re-running an article that were in an issue in 2010

The first thing to do is to check your driving license on the back to see what you are entitled to drive

When is 12 tonne only 8.25 tonne?

Several caterers have been stopped in the last few months driving 7.5 tonne lorries with an attached trailer and have been surprised to find out that they were illegal.

They thought that category C1+ E meant that they could drive a vehicle and trailer combined maximum weight of 12 tonnes (7.5 lorry and 4.5 tonne trailer), which at first glance they can

Looking however at the section on the back of the licence the police were quick to point out that there was a code next to the C1+E classification that read Code 107.

Code 107 means that this classification is restricted to 8.25 tonnes maximum combined weight of lorry and trailer.

This means that if you have a well stocked 7.5 tonne lorry and even a moderate sized trailer you are most likely to be driving illegally and will if you get stopped receive a fine and points on your licence.

Lets try to clear up the confusion

If you passed you test since 1.1.97 you are likely to have a driving entitlement of category B

Category B,

Unless you have taken additional test you are only entitled to drive a vehicle up to 3.5 tonnes or a vehicle with a trailer (max trailer weight 0.75 tonnes), where the combined weight does not exceed 3.5 tonnes.

Note - Anyone under the age of 21 is restricted to 3.5 tonnes combined vehicle and trailed weights regardless of license categories obtained

Category B1.+ E

This category entitles the holder to drive a towing vehicle up to 3.5 tonnes plus a trailer of any weight but still restricts the combined weight of vehicle and trailer to 3.5 tonnes.

Category C1 , C1+E

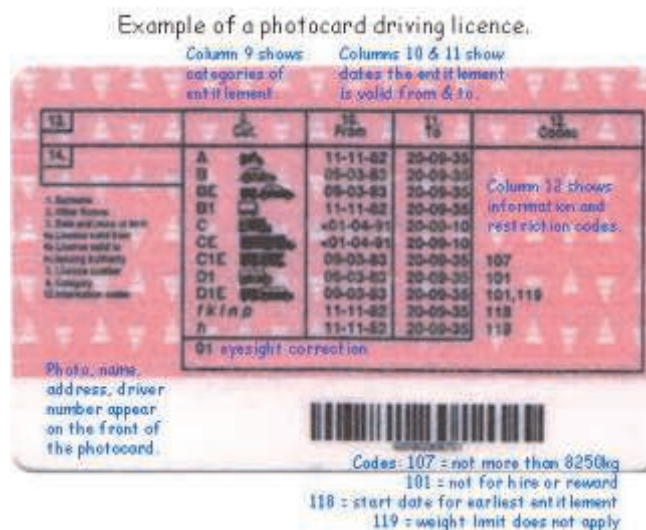
If you want to drive larger vehicles you will need to take an additional test to upgrade to C1 (theory) and if you want to tow larger trailers you will need to upgrade to C1+E (practical)

This entitles the holder to drive a towing vehicle up to 7.5 tonnes and a trailer (not exceeding the unladen weight of the towing vehicle) up to a maximum combined weight of 12 tonnes Provided there are no restriction codes next to the classification

Most persons who took their test before 1.1.1997 will have code 107 against this category which will restrict them to a towing vehicle of 7.5 tonnes and a trailer not exceeding the unladen weight of the towing vehicle and a maximum of 8.25 tonnes

There is a leaflet which can be downloaded from the internet which explains all this, I have to say it takes a bit of understanding its no wonder a few of us have been labouring under a misapprehension

Otherwise, the user of the vehicle would be advised to have a tachograph fitted - and used - in the vehicle.



If you have any doubts - better to be safe than sorry and either call DVLA or visit their web site www.dvla.gov.uk You might also want to see the back page which covers tachograph requirements

5 Steps to improve your food hygiene rating

(scores on the doors)

A good scores on the Doors or food hygiene rating will become critical in the next 12 months if Lord Young's proposals get adopted as the results will have to be displayed to the public at the point of service or entry.

Businesses with excellent standards of food hygiene will be awarded five stars ranging down to zero stars for those with very poor hygiene standards.

Needless to say a poor rating will not improve your sales, so it is vital to improve them at each inspection until you get to 5 stars.

We have listed the 5 steps to improving your scores, and as always if in doubt contact NCASS. You need to remember that the score applies to the conditions found at the last inspection only and the rating is just a snapshot in time. It therefore may not represent the current condition of the business.

As part of the scheme, businesses are given either a window sticker and or a certificate which shows how many stars have been achieved. Although there are several schemes in use around the UK,

the basic principle remains the same and stars or points are awarded as follows:

5 Stars - Excellent: Very high standards of food safety management. Fully compliant with food safety legislation.

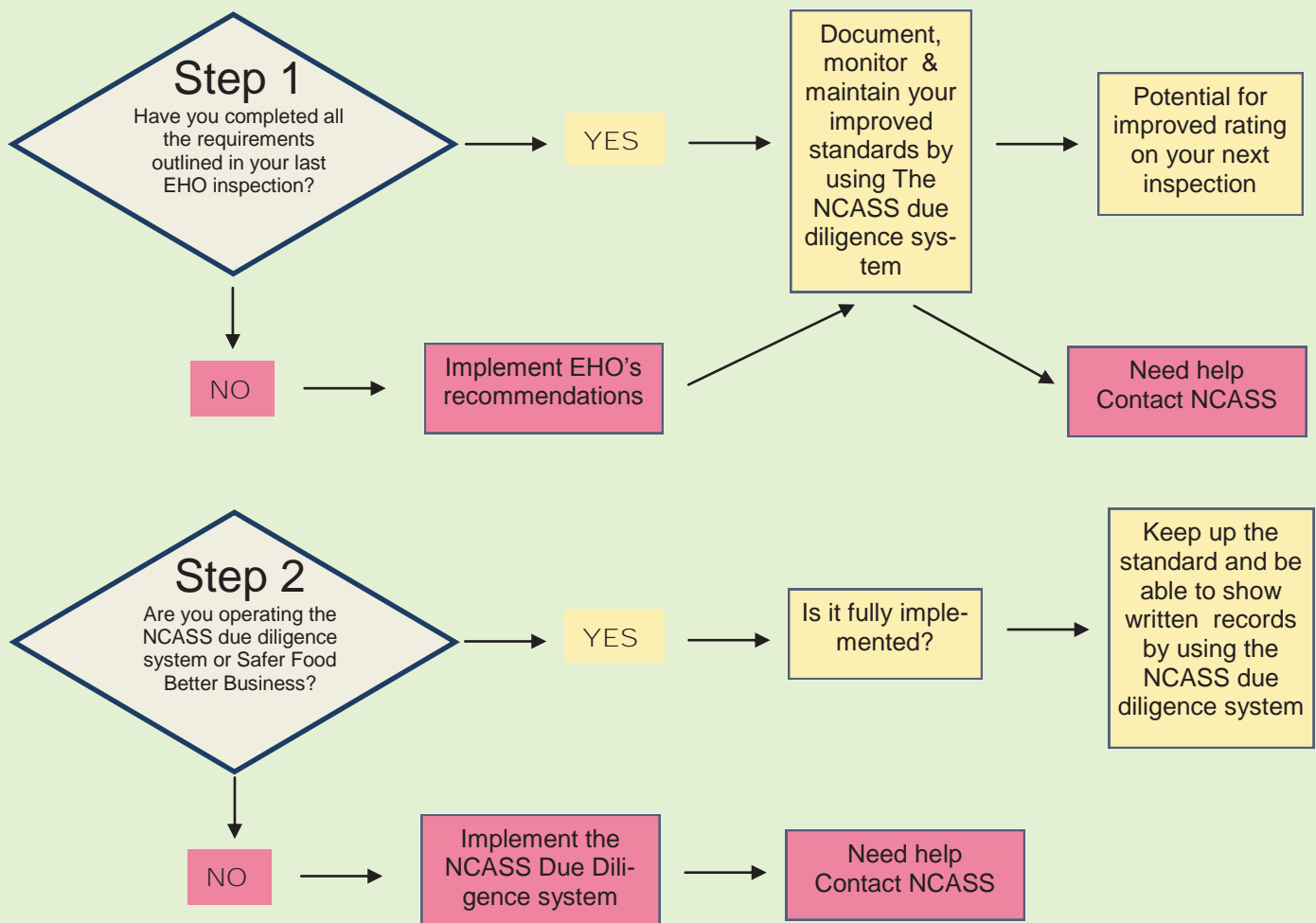
4 Stars - Very good: Good food safety management. High standard of compliance with food safety legislation.

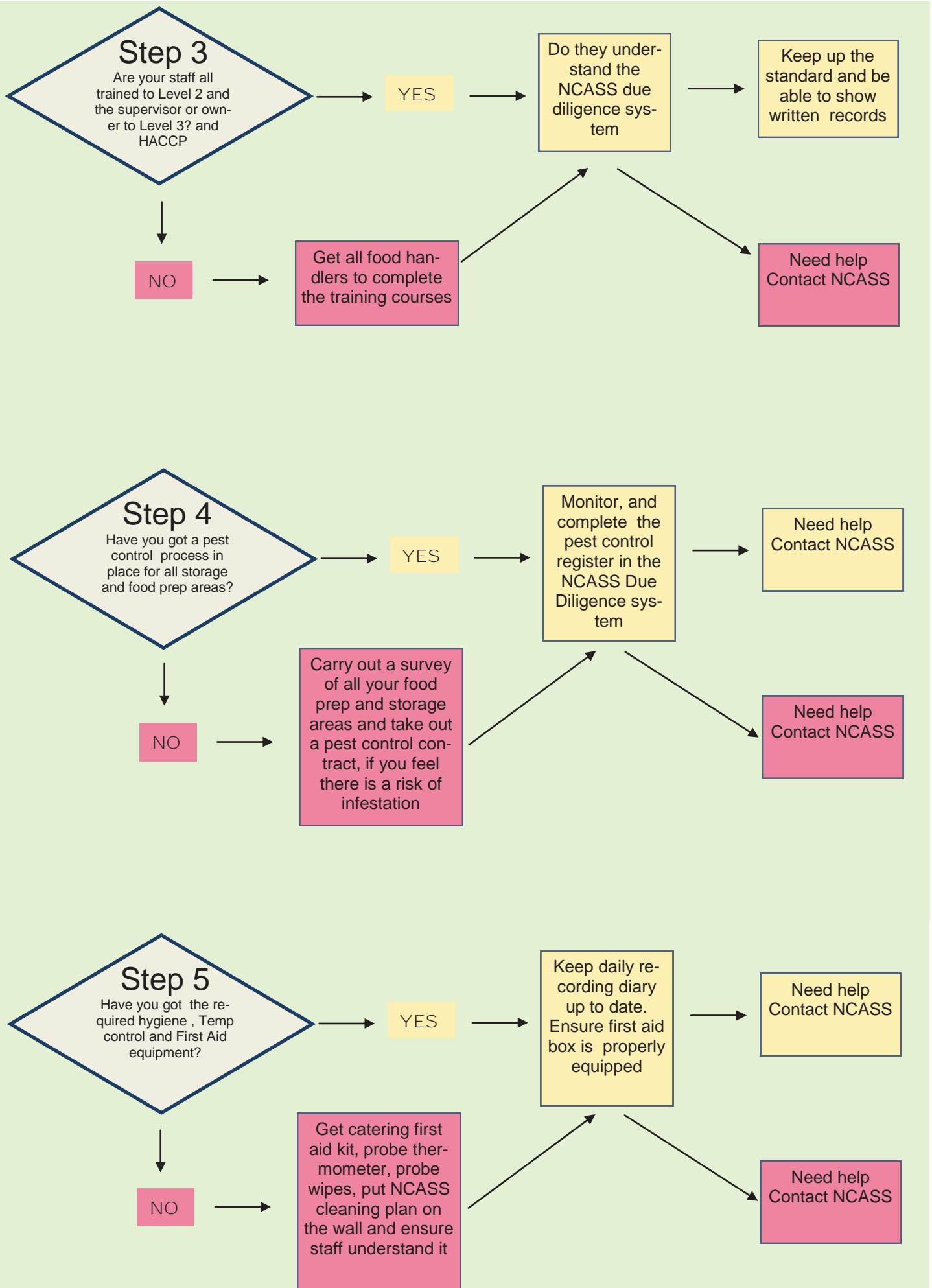
3 Stars - Good: Good level of legal compliance. Some more effort might be required.

2 Stars - Broadly compliant: Broadly compliant with food safety legislation. More effort required to meet all legal requirements.

1 Star - Poor: Poor level of compliance with food safety legislation - much more effort required.

No Stars - Very poor: A general failure to comply with legal requirements. Little or no appreciation of food safety. Major effort required.







The Events Guide 2011 is bigger and better than ever...

If you haven't seen our brand spanning new events guide website now is the time.

The old website was, by our own admission, a bit of a stop-gap. But now we have a purpose built website that allows you to search by date, event type or event location, making it easier for you to search for work.

The new guide is brimming with 440 pages of 1782 outdoor events, 650 outdoor markets, an updated supplier section and several more to come on the web site in 2011, making it the most extensive guide we have ever produced.

- **Date**
- **Venues**
- **Event type**
- **Expected footfall**
- **Catering/market contacts**

This really is an essential marketing tool for all event caterers.

The Guide with online access is available for £49. Online access on its own is £45.

Why not help us to do our bit for the environment by buying online access instead of the book!

440 pages is a lot of tree and unlike the online version, we can't update it through the year.



Employment Law Changes

A whole host of employment legislation was introduced or amended in April 2011 which will require UK employers to make significant alterations to their current employment policies and procedures.

Increase in Statutory Sick Pay, Maternity and Paternity payments

The statutory payments will increase as follows:

- 3rd April 2011 - Maternity, Paternity, and Adoption Payments - £128.73 per week
- 6th April 2011 - Statutory Sick Payments - £81.60

per week.

Minimum Wage Increase from Oct 2011

From Oct 2011 the minimum wage for an adult will be increased to £6.08 per hour.

All other payment rules in relation to statutory payments will remain the same.

This is not a conclusive article of all the changes that have come into effect, for more detail you should contact the NCASS employment helpline

Could Hot food be zero rated for VAT?

A new test case - read this

The following is an article from tax advisers at KPMG

Following the ECJ case of Manfred Bog and others, the VAT treatment of hot take away food is now subject of great discussion. Some caterers are considering mounting a challenge to HMRC which, if successful, could result in eligible caterers receiving refunds of VAT over paid for the last four years.

The UK rules on accounting for VAT on supplies of food are complicated and this has resulted in many VAT Tribunal cases over the years. As a general principle, the supply of most cold food for take away is zero-rated. Alternatively, hot takeaway food is standard rated because it is deemed as being supplied in the course of catering and catering is an expected item from the zero-rating schedule. There are exceptions to these general principles.

The question now being asked is whether the supply of hot take away food really includes a significant service element, which make it fundamentally different to the supply of cold takeaway food.

A recent judgment of the European Court of Justice ("ECJ") on a German case (*Finanzamt Burgdorf and Manfred Bog Case C-497/09*) may shed some light on this debate. Like many EU Member States, Germany do not distinguish cold and hot takeaway food. Both are subject to the reduced rate of 5% VAT, unless the food is supplied for consumption by the customer on the spot, in which case it is deemed to be a supply of catering services and subject to VAT at the standard rate.

Mr Bog sold sausage & chips from mobile snack bars. The snack bars had boards running around the vehicle and a folding out table to one side. The area where customers could consume food was protected by a folding roof. Mr Bog declared the sales as subject to VAT at the reduced rate. The German Tax Inspector found that Mr Bog's customers generally consumed the goods on the spot and contended that a proportion of the sales (estimated to be 70%) should have been subject to VAT at the standard rate.

The key question referred to the ECJ by the national court is whether the supply by Mr Bog was one where the services provided, from a qualitative per-

spective, predominated the supply. Essentially, was Mr Bog supplying services or goods?

The ECJ concluded that the services supplied did not predominate and the Mr Bog was supplying goods. Consequently the reduced rate of 5% VAT applicable to goods was deemed to apply. The ECJ accepted that cooking or heating food is in itself a service but pointed out that in Mr Bog's case much of the cooking or heating was not done in a response to a specific customer order and therefore cannot in itself characterise the supply as a service. Moving on to the other services, such as the provision of counters, these were considered rudimentary with little or no human intervention. They therefore can only be considered as minimal ancillary services and cannot alter the predominant supply of goods.

The court went on to suggest the sorts of situations where services might predominate; this includes waiters, advice to customers, transmitting orders to the kitchen and then presenting and serving dishes to customers at tables, enclosed spaces at an appropriate temperature dedicated to the consumption of the food served, cloakrooms or lavatories, and essentially crockery, furniture or place settings. The above characteristics are largely absent from supplies of hot take-

away food.

So what does this case mean to caterers in the UK supplying hot takeaway food? The UK is bound by EU legislation and case law, but does have freedom to determine how these are implemented in some cases. HMRC has acted quickly and issued a Revenue & Customs Brief 19/11 on 1 April 2011. In the Brief, HMRC state that the ECJ judgment of Mr Bog has no implications in the UK because it has specifically legislated for hot food to be standard rated, it cannot extend the scope of the existing zero rating provisions and it was the clear intention of HMRC to treat hot food as standard rated.

Whilst HMRC may be correct on these points, it fails to consider whether HMRC has acted beyond its powers by defining hot take away food as catering, where there is little or no service element.

The debate is just hotting up!



Guerrilla Dining – a foodie phenomenon

Guerrilla Dining or ‘Pop-up’ restaurants as they are also called have been around for a while, especially in the USA, however, they are now becoming ever more popular as punters look for new interesting and cheaper alternatives to restaurant eating.

They are restaurants, but not in restaurants, (if that makes sense). They operate from disused buildings, car parks or people’s front rooms, and these new eateries are ‘popping –up’ all over the UK.

The restaurants take over an ‘interesting’ space and operate for a limited period of time before closing.

Much of the marketing is done on social networking sites with foodies being alerted to the latest pop-ups via Facebook and Twitter. However “ a restaurant so exclusive that there’s no advertising, is very hard to find, and that if you’re not in the loop it will have vanished by the time you even discover it.” Says Mark C O’Flaherty of the Observer.

With such a short life span, there is little time for customers to get bored of the restaurants’ concept, in fact, they often clamber to get in before it disappears.

By rejecting the formal restaurant model, it allows the caterer more freedom to experiment with the food, décor, drinks and the entire ambience. It changes the customer /caterer dynamic and most of all, it’s a lot of fun.

A Case study #Meateasy

Last Friday I took a few friends and family out for dinner to my spiritual home, south-east London. But this was no three course meal and a bottle of plonk, dressing up to impress stuffy waiters and other diners I’d never speak to.

I made no reservation and I paid in cash. I was at the #Meateasy and WOW, what an experience!

We had found the Goldsmiths tavern with little trouble but were initially surprised to find it was essentially a building site, the pub was gone, a shell of a building with planks of wood and various construction tools gathering dust, hauntingly daubed on a wall were the words ‘#Meateasy this way’.

After a few dubious looks from my guests I opened the door and in we went, through the building site, up some poorly lit stairs and through an ominous looking door; and there it was, in all its glory, London’s premier guerrilla dining adventure.

Horns were going off, strangely dressed waiting staff

and even stranger looking customers,.

A Mexican wrestler was serving cocktails from jam jars, waitresses hitting buckets with sticks whenever money was thrown in the pot and numbers being shouted at customers for their turn to approach the kitchen and order their food.

The mix of colour and noise was mesmerising and the aromas from the kitchen quite extra-ordinary. This was a new experience an adventure, a rejection of all that is trite and mundane, a new way of eating out that sticks two fingers up at the formulaic, dinner by numbers approach of so many restaurants out there, and guess what? It was heaving.

The first time I went to the #Meateasy, I’d let Yianni know I was on my way, but the message hadn’t got to the front door before we arrived, the floor manager was busy explaining that we could come in and get a drink but it was unlikely they would be able to serve us food. They were just too busy! Apparently people had been queuing since four to get in, anyone arriving after seven risked not getting fed at all.

So how do they do it? What hungry customer in their right minds would queue for hours with no promise of getting fed.



Well the food for one thing, Yianni’s award winning burgers have been causing a storm all over London for a few years now. In pub car parks and industrial estates across south London, the meat wagon offered up extra-ordinary gourmet burgers; 18 months in the development and constantly being tweaked.

Yianni and his team are considered by many to make the best burgers in the UK. Combined with an astute business sense, they have hordes of followers on Twitter ready to drop everything and run to the latest Meatwagon location for feeding. They would open up

outside pubs creating an impromptu eating area and the feast would begin.

Winning awards and plaudits from critics, bloggers and journalists alike, they have become darlings of the London press, exuding cool with their DIY / punk approach to dining.

But this didn't all happen overnight, in fact, four months ago it looked like the dream was over. The trailer was stolen and the insurance company refused to pay out (the thieves took the lock with them so the insurance company claimed the gates were never locked), and it looked like the end of the road for the Meatwagon...and then came the #Meateasy.

After a (no doubt drunken) New Years' day conversation with a friend who was about to start renovating a pub, he was offered the top floor until the building work began, and the Meatwagon, now the #Meateasy, was back in action.

Closing on 16th April your chance to get to the #Meateasy may be limited but if you get the opportunity I would heartily recommend it.

NCASS member Yianni Papoutsis runs the Meatwagon and #Meateasy.

Yianni was also involved with Nicky from Healthy Yummies and Jason from the Towpath Café in creating the Towpath festivals, small (but beautifully formed) music and food festivals across London along canals and on wasteland, re-claiming disused space and putting on parties for the war child charity.

I've never been served pan-fried scallops at a rave before! But it worked, they even blasted out music from a de-commissioned army personnel carrier – it doesn't get more guerrilla than that.

Re-opening in May is Frank's Bar in Peckham. Set on the 8th Floor of an NCP car park in Peckham. The entrance is equally spectacular, with the top three floors dedicated to art installations and a view over London to rival the London eye.

Frank's Bar has become an annual pilgrimage for South and East London's trendiest young things and the foods not bad either! Sunset at Frank's bar is an experience in itself.

Another NCASS member, Doug at Puschka is looking to go guerrilla this year in Liverpool with his new pop-up concept. We can't wait to check that out.

Let us know if you're planning to pop-up anywhere, we may have a few hints and tips to help you out!

Go Guerilla

There are different criteria of what makes an event 'guerrilla', depending on who you talk to, however,

being temporary seems to be a key component, also not having it in a restaurant is pretty much critical.

In addition a degree of al fresco can certainly help you hit the right notes. But essentially doing something completely different, claiming space long ago allocated for other uses and selling great food are what is called for.

But really its' about being imaginative, using the food and décor, to develop a strong concept to impress the trendy young things and keep them queuing in the rain until you're ready for them.

There are some real advantages to pop ups. It takes a lot of work and there is always a risk when setting up events yourself, but those risks are limited by the lower rents and the time scale.

If you have the right food, the right space and the right concept it can and does work, and it offers something completely different for the trendy young



hipsters to impress their friends.

You get the freedom to create the whole experience without having to adhere to the traditional restaurant or bistro concept. So as Randy Crawford might sing, if she gets to the meat wagon in time...

I play the street food

Because there's no place I can go

Street food

It's the only food I knowMark at NCASS

Supplier Directory

Approved Trailer

Manufacturers

4 SURE TRAILERS

6 Flemming Rd, Earlstree Ind Este, Corby, Northants
NN17 4SW
Tel: 01536 202944 Fax: fax 05601 166993
Web: www.4suretrailers.co.uk
Email : enquiries@4suretrailers.co.uk
Contact: Gary Wagstaff

AJC TRAILERS

Unit 10 Cosgrove Way, Luton, Beds, LU1 1XL
Tel: 01582 486663 Fax: fax 01582 487077
Web: www.ajc-trailers.co.uk
Email : sales@ajc-trailers.co.uk
Contact: Jav Samsa

BINGHAM TRAILERS LTD

Unit 4 Coach Gap Lane, Langar, Nottingham, NG13 9HP
Tel: 01949 861924 Fax: 01949861865
Web: www.binghamtrailers.net
Email : sales@binghamtrailers.net
Contact: Mr. Jason Wall

EXCEL TRAILERS LTD

25 - 26 Burnt Mill, Elizabeth Way, Harlow, Essex, CM20
2GU
Tel: 01279 422227
Email : info@exceltrailers.co.uk
Web : www.exceltrailers.co.uk
Contact : Jacqui Mcdonald

EDMUND EVANS LTD

Pool Meadow Garage, Westend Parade , Gloucester, GL1
2RY
Tel: 01452 527388
Email : omar.alim@edmundevans.co.uk
Web : www.edmundevans.com
Contact :Omar Alim

ROKA LTD

New Brook, Titchmarsh, Thrapston, Northampton, NN14
3DG
Tel: 01832 732111 Fax: 01832 732737
Email: sales@roka.co.uk
Web: www.roka.co.uk
Contact: Ms. Simon Pauffley

TIME LEISURE LTD (TOWABILITY)

Nene Court, The Embankment, Wellingborough, NN8 1LD
Northampton
Tel: 01933 229025 Fax: 01933 227049
Email: marcel@towability.com
Web: www.towability.com
Contact: Marcel Binley

TUDOR CATERING TRAILERS LTD

Unit B3, Oldmixon Crescent, Weston Super Mare, BS24
9AY
Tel: 01934 420033 Fax: 01934 417337
Email: sales@tudortrailers.co.uk
Web: www.tudortrailers.co.uk
Contact: Graham Tudor

WILKINSON MOBILE CATERING SYSTEMS LTD

Unit 1, Global Way, Lower Eccleshill Road. Darwen.
Lancs, BB3 0RP
Tel: 01254 706 348
Fax::01254 701 335
Web: www.wilkinsoncatering.co.uk
Email : sales@wilkinsoncatering.co.uk
Contact: Mike Wilkinson

NEC CATERING TRAILERS LTD

Salt Meadows Trade Park, Neilson Rd
Gateshead. Tyne & Wear NE10 0EQ
Tel: 07973 662813
Web: www.nectrailers.com
Email: lesraey@nectrailers.com
Contact: Mr Les Raey

Baked Potato Ovens

VICTORIAN BAKING OVENS

Unit-40, Central Trading Estate, Cable Street,
Wolverhampton, West Midlands. WV2 2RL
Tel: 01902 351477
Email: sales@victorianovens.co.uk
Web: www.victorianovens.co.uk

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Unit 10 Cosgrove Way, Luton, Beds, LU1 1XL
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Web: www.ajc-trailers.co.uk
Email : sales@ajc-trailers.co.uk
Contact: Mr. Jav Samsa

TRIMFORD LTD

Unit S4, Mendip Business Park, Rooksbridge
Somerset, BS26 2UG
Tel: 01934 750367 Mob: 07715 055175
Email: westcatering@hotmail.com
Web : www.westoncateringsupplies.com
Contact: Bob Wright

UNIQUE VENDING CARTS Lic

Rooke Hill, Station Rd, Norwood Green
Halifax, HX3 8QD
Tel: 02079935456 Mob: 0779 203 2680
Email: sales@uniquevendingcarts.co.uk
Web: www.uniquevendingcarts.co.uk
Contact: Egon Einoder

Franchises

OBLANCA GROUP LTD

54 Clarendon Rd, Watford, Herts, WD17 1DU
Tel: 07848 187 591
Email: PhilSadoun@thechickenangel.co.uk
Web: www.oblanca.es

CAFE2U

4100 Park Approach, Thorpe Park Business Park, Leeds,
West Yorkshire, LS158GB
Tel: 0845 6444 708
Email: events@cafe2u.co.uk
Web: www.cafe2u.co.uk
Contact: Ms Rebecca Tate

Supplier Directory

JUICE FIX LTD

29 Clos Cadno, Maes-y-ffynnon, Morriston, Swansea, SA6 6TT

Tel: 0845 6860555

Email: mark@juicefix.co.uk

Web: www.juicebarfranchise.co.uk

Contact: Mark Hullin

Smoothie and Fruit Juice Bar Franchisor

HOGROAST SERVICES LTD

2 Derby Street, Colne, Lancashire, BB8 9AA.

Tel: 01282 870301

Email: stephen@spittingpig.co.uk

Contact: Stephen Marsden

Suppliers of Hog Roast Machines

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Nene Court, The Embankment, Wellingborough, NN8 1LD Northampton

Tel: 01933 229025 Fax: 01933 227049

Email: marcel@towability.com

Web: www.towability.com

Contact: Mr. Marcel Binley

Food Delivery Vehicles

JIFFY TRUCKS LTD

26 Jubilee Way, Shipley, Bradford, BD18 1QG

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Web: www.jiffytrucks.co.uk

Contact: Mr. Barry Doyle

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Tel: 01249 822595 0796 701 5570

Email: k.stalker68@gmail.co.uk

Web: www.a4gasservices.co.uk

Hot & Cold Food Boxes

EBERSPACHER (UK) LTD

10 Headlands Business Park, Salisbury Rd, Ringwood, Hampshire, BH24 3PB

Tel: 01425 480151

Email: tina@eberspacher.com

Contact :Ms Tina Carter

Manufacturer of hot and cold food transit boxes for vans

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www.ncassinsurance.co.uk

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CALOR GAS

Athena House, Athena Drive, Leamington Spa, Warwickshire, CV34 6RL

Tel: 01926 330 088

Email: gwillmot@calor.co.uk

Contact: Gaynor Wilmot

Suppliers of LPG

Portable Kitchen Hire

PKL Group (UK) LTD

Stella Way, Bishops Cleeve, Cheltenham, Gloucestershire, GL52 7DQ

Tel: 01242 663 012

Email : schristie@pkl.co.uk

Web : www.pkl.co.uk

Contact : Sam Christie

Health & Safety Equipment & Systems

CMC DAYMARK Ltd

Wharton Park House, Nat Lane, Winsford, Cheshire CW7 3BS

Tel: 01606 597000 - 0777 551 5133

Email: gfitchett@daymarksafety.com

Web: www.daymarksafety.com

Contact: Gregory Fitchett

Site Agents

RETAIL CONCESSIONS

2nd Floor, West Wing, Gemini House, Flex Meadow, Harlow, Essex. CM19 5TJ

Tel: 01279 626255

Email: catering@retailconcessions.co.uk

Web: www.retailconcessions.co.uk

Contact: Nicky Johnson

Temporary staff

RECRUITMENT4U

26 The Burgess, Coventry, West Mids, CV1 1HL

Tel: 02476 559614

Email: Chris@recruitment-4u.co.uk

Web: www.recruitment-4U.co.uk

Contact: Mr Chris Kane

Web Site & IT Services

FOXONLINE LTD

6 Gresham Rd, Hall Green, Birmingham, B28 0HZ

Tel : 0121 777 7663

Email: bhenu@foxonline.co.uk

Contact: Bhanu Kalagara

www.foxonline.co.uk

When do you need a Tachograph?

If you have a vehicle and or a vehicle and trailer that weighs over 3.5 Tonnes you are most likely to need a tachograph fitted to your vehicle.

There are however a couple of exemptions and here I quote the dvla response to our enquiries

Exemptions

The most likely exemption from EU drivers' hours regulations is under Article 13 (d) of EU Circular 561/2006 EC :-

"vehicles or combinations of vehicles with a maximum permissible mass not exceeding 7,5 tonnes used:

.....- for carrying materials, equipment or machinery for the driver's use in the course of his work.

NOTE

These vehicles shall be used only within a 50 kilometre radius from the base of the undertaking, and on condition that driving the vehicles does not constitute the driver's main activity;

Where it is considered that the above will apply, a tachograph may not be required in a catering vehicle.

If you are going to use this exemption beware you will be required to prove it and if the address on your license is more than 50 miles from the point at which you are stopped you will be most likely be prosecuted

Otherwise, the user of the vehicle would be advised to have a tachograph fitted - and used - in the vehicle.

The fines are very substantial and may render your insurance as invalid which will add to the fine and the points that are deducted from your license. An added worry is that if your insurance is invalid they have the power to confiscate or impound the vehicle and the trailer.

We have had at least one case of fines amounting to several thousand pounds and 6 points

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Catering Trailer		Catering Trailer Insurance	For mobile and permanently sited units
Ice Cream Van		Ice Cream Van Insurance	80% reduced for Clean Routes
Hot Food Van		Hot Food Van Insurance	Fire cover automatically included
Catering Fleet		Fleet Insurance for up to 12 Vehicles	Compare quotes from our panel of leading insurers

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or for membership call 0121 603 2524 or visit
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