

ISSUE 49

CATERING QUARTERLY



NCASSTM
NATIONWIDE
CATERERS
ASSOCIATION



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Inside you'll find interviews with:

DICK'S
SMOKEHOUSE TRINITY KITCHEN
KIRA THE COCOA CARAVAN
AND MUCH MORE...

The Nationwide Caterers Association members magazine.



Juici Jerk



Bustler Market

IF YOU WOULD
LIKE YOUR
PICTURE FEATURED
IN OUR NEXT
MAGAZINE SHARE
THE LOVE AND
SEND THEM TO

EDITOR@NCASS.ORG.UK



Cocoa Caravan



Kira



Morning Glory



Trinity Kitchen



Dick's Smokehouse

ISSUE 49

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A WORD FROM NCASS

This won't be the first time you've heard us say that the hospitality industry is one of constant strength and resilience, and although this resilience still feels especially necessary, we continue to see triumphs in the face of obstacles and innovation in the face of instability to inspire us. In this issue of our magazine, we wanted to highlight the continued success of you, our members and remind you all of the creativity, diligence and hard work that makes this sector so exciting to be a part of. As well as this you'll find tips on prepping for a busy summer season, insight into new Street Food markets on the horizon and a trusty guide to demystify the Food Hygiene Rating Scheme.



NCASS
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JUICI JERK

As an intrinsic part of their cultural heritage, Troy and Jarrell have been surrounded by delicious Jamaican food their whole life. What began as a means to share food with friends and family quickly blossomed into a takeaway business before growing into the well-established brand that it is today. Their successful engagement with the takeaway market precipitated them opening a dark kitchen and from there they continued to grow becoming the first black-owned Caribbean business in Selfridges history; and they're not stopping there! With plans to expand outside of the city and continue sharing their creative, unique and (of course) delectable food across the nation, Juici Jerk have high hopes for the future and after sitting down with Troy, it's not hard to believe they will achieve every one of their goals.

Can you tell me how it all began?

Myself and my older brother Jarrell started the business five years ago; it seems like a whole life time ago now! We're from South London but our parents are from Jamaica. We come from a traditional Caribbean household and food is a massive part of our culture but in our local area of Tooting there isn't much accessible Caribbean food. At first it wasn't a business, we just used to always be in the garden cooking food for friends and family and it kind of developed from there. We started thinking 'let's maybe just start selling this a little bit,' and it started off with every Friday, and then it was every Wednesday and Friday and then it just grew and grew. Then we had a lightbulb moment after we started getting big orders from stores calling for their lunch order. So then we rented ourselves a commercial kitchen and that's when we went onto delivery platforms.



'WE WERE THE FIRST BLACK-OWNED CARIBBEAN BUSINESS IN SELFRIDGES HISTORY.'

That's when we were exposed to a whole new demographic of customers; people that we didn't know at all! Fast forward 12 months and we were doing street food catering and event catering. Then the pandemic hit which was really hard because we had to leave a lot of our residencies. Luckily we had the dark kitchen going and we had launched meal kits which I would say definitely propelled the brand because we were shipping to all these new locations. Off the back of that we got the Selfridges gig once things started to open back up and that changed everything for us I would say. We were the first black-owned Caribbean business in Selfridges history. We were only supposed to be there for two weeks, then one month, then three months and now we've just signed a two year contract. It's been a very challenging five years but very, very exciting.



That's incredible and interesting to hear about the difference. I'm of Jamaican descent as well so I understand the cultural significance of food, but I would say that Caribbean food is much more easily accessible here in Birmingham.

Well we've actually been talking with Selfridges about their one in the Bullring and from what they've been saying there is a significant Caribbean demographic in Birmingham so we would do really well there. I think one thing that kind of sets us apart from traditional Caribbean shops and eateries in London and beyond is that we kind of take a fresh approach and that's for everything from the food to our branding. Obviously we still have all the fresh, fun elements of the Caribbean, I think we just make it a bit more contemporary whereas as some Caribbean shops keep their roots in the past. For example our Selfridges model is a quick-serve restaurant so it's like grab and go food, bagels, jerk chicken wraps and people can customise their wraps. People love that element because it's not something that is really associated with Caribbean food but it's great and it works.

How fantastic, I was actually going to ask why do you think that Jamaican food, or Caribbean food as a whole, is sometimes not viewed as 'restaurant food?' There are definitely Jamaican restaurants, but it sounds like you guys are doing an amazing job in showcasing that this type of cuisine is just as valid in a

restaurant setting as say French cuisine.

I think there are a few different reasons. I think it can sometimes be hard for people of Caribbean descent to go to a Caribbean restaurant without being overly critical and that can be detrimental to our collective growth. In terms of its accessibility, I think people sometimes just view it as a 'nice takeaway' but wouldn't expect to sit down in a restaurant setting to eat it. It's a shame but I feel like the food itself is accepted by so many people. So I think it's up to people like me and newer Caribbean brands to showcase the potential of this cuisine and highlight that it's not just the same things that you used to see 10 years ago.

In terms of growth, how are you hoping to see your business grow in 2023?

We are beginning talks to find an investor now. At the moment we are still fully self-funded; it's still completely



owned by me and my brother, but we've realised that we've kind of hit a

ceiling now and in order to really grow where we want to on a national scale, we need a bit of money and a bit of infrastructure from someone who has that experience. So that is what we are carefully looking for now, we've declined a few offers because we know that it is a really big task finding the right investor. Now is the time for us to find out what we want for the next 10 years and how we're going to get there.

Can you tell me about Soho House? The pictures look amazing and I wanted to ask if that was Stormzy that I spotted in one of them!

Yeah! He came down because his sister Rachael is a DJ and she was deejaying at one of our Soulful Sunday specials. We partner with Soho House to take over their kitchen. We started at White City House which is opposite Westfield Shopping Centre and it was really cool, we would take over the kitchen on a Sunday and provide a tasting menu to all the guests in the house. That was the first time we had a sit down experience with our food, it was a bit more fine dining, still casual and relaxed but it was great because associating ourselves with Soho House has also taken the brand to new levels. Soho House is a massive brand and it has been successful because we ended up doing a summer partnership and residency on the rooftop with them last year and this year we're going to be doing the same.

You do both event catering and run a bricks and mortar premises and I can imagine they have very different requirements. What would you say are the main differences and do you have a preference?



I get joy from both but it's also about making sure that the business is resilient to any changes that could happen in the future. Covid showed us that you have to be ready for anything and unfortunately right now everything in the hospitality industry is on the rise; food costs, staffing costs, electricity. So we've got to make a business model that is robust and sufficient enough to survive. We have quite a few different offerings; what we do at Selfridges is completely different to Soho House. Soho House is different because we get to see people sit down, have a drink and interact with their friends and family; it's a proper vibe. Event catering has its own buzz, I feel like that's my favourite just because when you go to an event you're always looking to have fun and then when the food is good it tops your night. Seeing people enjoy our food when they are at an event is an amazing feeling and this year we've been blessed with a lot of big events, we've worked with Nike and we've worked with Amazon; so many big brands!

'...I THINK IT'S UP TO PEOPLE LIKE ME AND NEWER CARIBBEAN BRANDS TO SHOWCASE THE POTENTIAL OF THIS CUISINE...'

I would argue that Caribbean food has always been a massive part of street food, if we think about Notting Hill Carnival, the food has always been a notable part of the event. Why do you think it's such a foundation of street food?

I think because it's now a bit more mainstream and there are these big corporate brands getting involved, people forget that street food is just that; food that comes from the street. What that effectively means is that it is not food that you would get in a restaurant. You can get that type of food in restaurants now, but the original street food is food that derived from the very street itself. For example in Jamaica you could be walking and see someone selling jerk chicken in the road. So I think we as Jamaicans have this natural ethos of knowing what street food is and that's why it works so well.

Yeah that's very much at the heart of both street food and a lot of Caribbean culture; it's convenient, it's cheap and it's tasty. Something I really wanted to ask; I know that your business was inspired by your Mum's recipes and her cooking. What does she think of your food?

She's very critical, she'll criticise anything! She doesn't eat meat at the moment but she's still got her hooks in the curry goat recipe! No, she loves it but she's still being a Mum where she can be a bit critical and say 'use more of this' or 'use less of that! But there are no actual measures for anything!

I think that's part of why I never cook for my Mum! So we've spoken about your goals for growth and what you're hoping for your business this year. What kind of external support would help, not just your business but other independent food and drink businesses, to thrive this year?

Good question, I would definitely say there needs to be focus on getting good staff because I feel like we've kind of hit a brick wall in terms of where to look for staff now. I'm having no luck on the traditional websites or social media and I'm paying money to advertise and not getting anything back. I feel like it would be beneficial if there was a robust portal where employers and business owners can have the resources to find people who actually want to work

in the industry, not just people who are looking for a job and then they leave after they realise that it's not for them. So I think any kind of resources, such as links to catering schools or colleges that can specifically encourage people to come into the industry, knowing what to expect and getting them excited about working in it, would be beneficial. But I definitely think that it should be around staffing as that is one of the biggest crises that we've got and that we'll have for the foreseeable future.

I agree, it's not just about getting the numbers into the industry, it's ensuring that the people coming in know what to expect and that it's what they want. You mentioned social media as a useful platform, one last question, what is the importance of social media to your business and why do you think it's so important for other independent food and drink businesses?

So we started out on social media and we've been lucky to capitalise on that. We realised early on how important it is because everyone is on social media and it allows you to communicate your brand in a new way. It allows us to interact with our customers and show them new things that we're doing. Everything is very visual on Instagram and I feel like as a food business, having an Instagram isn't even a choice; you need to have it now, it's almost mandatory.



FOLLOW THEIR JOURNEY: @juici_jerk   
www.juicijerk.com

MEET TRINITY KITCHEN LEEDS

Trinity Kitchen brought street food to the shopping centre with huge success and rotates six new street food vans every eight weeks, offering visitors the chance to experience various flavours and cuisines under one roof. We caught up with Trinity's Food and Beverage Manager Josie Towing to find out more about how the food & beverage offering has flourished at Trinity Leeds.



How did it all start and how has TK developed and did anything surprise you about this?

When Trinity Leeds was built 10 years ago, the traditional shopping centre food court didn't seem to sit right amongst the rest of the scheme, with its modern aesthetics and in demand brands. Trinity Kitchen was the answer to finding something on trend and ahead of the curve of many other retail destinations. Back then, street food venues were very far and few between, with Trinity Kitchen being one of the first in the UK.

Trinity Kitchen was unique in opening up the side of a shopping centre to scissor lift street food vans onto the first floor of the shopping centre, initially every 4 weeks! This eventually expanded to every 8-9 weeks as feedback suggested guests were keen to enjoy their favourite traders for a bit longer before changing over.

The most recent change was the design and purchase of our very own street food vans which act as pop-up, flexible use kitchen spaces. There were many drivers behind the project, one of which being the access to talent that was opened up. There are some seriously talented chefs out there, who aren't ready for their own van but can certainly show us how it's done using one of our vans!

I was initially cautious about the change for those who were already used to their own set ups, but these traders were instrumental in ensuring the design of the vans were fit for purpose and feedback has been overwhelmingly positive from all sides.





Have you seen changes in the street food industry along the way?

Street food has been really gaining some momentum over the past 10 years, establishing itself as its own sector within the hospitality and catering industry. COVID-19 was a real catalyst in the next generation of street food traders. Chefs who were on furlough gave street food a go, some of them then making it a full time business after success on takeaway and delivery platforms. It's been interesting to see chefs diversifying and creating multiple concepts such as making ready meals, or meal kits to make at home to compliment their street food operations.

How has retail changed in the time that TK was established to now?

Retail is an ever evolving industry, but I think that the biggest point of change we have seen is the recovery from the COVID-19 pandemic. Our guests reported that they had missed out on the experience of in store shopping and socialising with friends. Experience of being out and about is something that cannot be replicated with online shopping or food delivery to your home. It seems that experience really is key!

Have you seen the TK traders grow their businesses since they joined you? Has TK given opportunities to people starting out in street food?

Trinity Kitchen offers pop up flexible spaces for traders just starting out. It means new young businesses who can't quite afford their own truck yet, can still have an equal opportunity within a busy street food environment. It's been really rewarding to see a few traders like this develop over the past year. The exposure that traders get in Trinity Kitchen means that they often get booking for weddings or parties on the back of a positive experience in Trinity Kitchen.

What is your policy on sustainability?

Zero waste to landfill and no single use plastics. We have recently converted the vans to run as electric only, which is kinder to the environment. There is a lot going on behind the scenes of Trinity Leeds as a whole to work as sustainably as possible. The introduction of the Trinity Kitchen vans has improved sustainability all round too, with a reduced scale in operation and offering local traders the opportunity to trade in two places at once.



What are your plans for this year? Where would you like to see TK in the future?

We are actually booked up until early 2024, but looking ahead I'm keen to keep welcoming new traders, it's amazing how much new talent is appearing on a regular basis!

What advice would you give to someone thinking of introducing a street food offering to their space?

Do your research and make sure that there is demand for what you are planning to offer! Street food by its nature can appear quick and easy to rustle up, but there is actually a lot of organisation and administration that goes on behind the scenes!

What do you look for in traders?

A 5* food hygiene rating and an active NCASS membership! We pride ourselves on having great quality, hand-picked traders with delicious, authentic dishes. A tough part of the job is getting out and performing the taste tests!



What do you love most about TK and about street food?

The availability of several different cuisines available 7 days a week, run by people who are passionate about food. The combination of indie traders in the vans alongside the permanent residents means that we can keep consistency despite changing our indie traders every 8-9 weeks.

What do you love about Leeds? Has the indie / street food sector grown as a whole there?

The Leeds/Yorkshire street food scene is amazing! Can't believe we have so much great talent on our doorstep. There is an abundance of traders popping into Trinity Kitchen and Chowdown to name a couple, and I really enjoy seeing street food pop ups at breweries and pub kitchens.

How can readers find out more about TK and how can they apply for a residency?

Interested traders can contact info@trinityleeds.com to run through some basic screening questions and then go from there!

FOLLOW THEIR JOURNEY:

www.trinityleeds.com

 @trinity_kitch

 trinitykitchen

ORDER UP: IT'S COMPLIANCE TIME

Trading compliance may not be the most exciting aspect of the business, but it is undoubtedly one of the most critical. At NCASS we look to provide you with the tools and resources needed to guarantee success in this area.

Two key benefits that facilitate this are your risk assessments which form an essential part of your Safety Management System and the comprehensive range of online training available to you. These help to ensure you have the necessary tools and knowledge to trade safely and confidently, and demonstrate best practice.

For mobile traders, as the festival season approaches, event organisers require traders to submit evidence of training, compliance, and risk assessments as part of any applications. Now is the time to make sure everything is up to date and in order.

Basically, if you have aspirations to trade at events this season, you need to have your compliance in line. It's no good having the best baguettes in the business if you can't get a pitch!

Firstly, focusing on risk assessments, it is extremely important to note that all food businesses have a legal responsibility to carry out risk assessments. AKA: You need to have them in place.



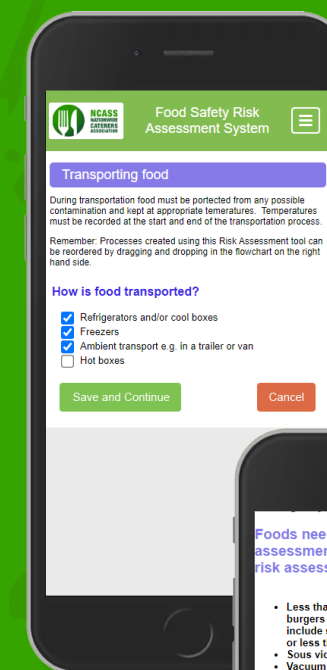
UNDERTAKING THE RISK ASSESSMENTS

We are aware that risk assessments can be intimidating and difficult to compose, so we have gone to efforts to simplify the process as much as possible.

In terms of how to go about producing them, we have provided clear instructions on how to complete the process both within the SMS folder and on the members dashboard.

Of course, If you need any help or further assistance with creating these highly important documents or have any questions about them, please do get in touch! We are always here to help and happy to assist. Our aim is to make risk assessments a straightforward process for you to create and have confidence in, understand and feel you can take full responsibility for.

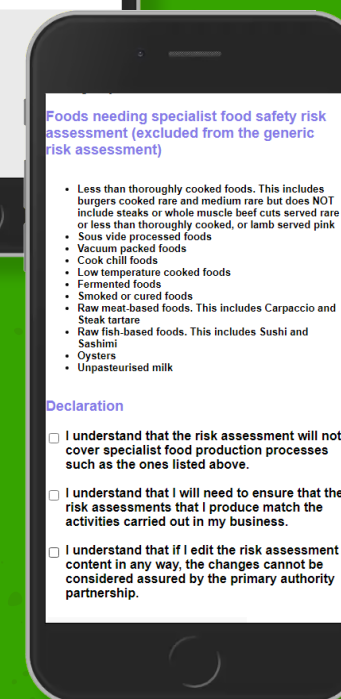
FOOD RISK ASSESSMENTS



To successfully complete the food risk assessments: You need to consider the journey your food takes from collection of raw ingredients to plating up your offering to a customer. The system guides you through the process, it requires minimal input – you have to select which stages of the food journey apply to your business, then log this journey accurately using the drag and drop method to create the process flow chart. Now you can sit back and let the system do the rest.

Your subsequent responsibility to review, understand and properly implement the contents of the risk assessments is key to their success and your legal compliance. What is written down should be implemented in real life, if you do something different then ask yourself could I do it like this instead? If you carry out appropriate alternative controls then add in this specific detail to the risk assessments so that they reflect real life. The key to this is making it specific to your business and ensuring it is properly implemented – so you are doing what is written down.

The reality is when getting inspected, fielding questions from customers or worst case scenario, if something goes wrong, it is your responsibility to have the answers and ensure the information is correct and accurate to the journey that the food has undertaken. If filled in correctly, food risk assessments will prove invaluable in the unfortunate but possible instance where something has gone wrong, for example a case of food poisoning.



As important as providing accurate input when filling out the risk assessments is, it is just as important to spend the time reading through the produced document to make sure you understand it. Understand the critical limits that detail the basic rules of each specific component, the monitoring procedures you must follow and the corrective actions that run through what you can do to right a potential wrong.

The final document is thorough and extensive in the information it provides. This may seem like a lot to absorb, but that is for good reason. Your business will only benefit as a result, and you should treat the document like a resource, to go back and refer to. It is important to educate yourself, take the information the risk assessment has generated and apply it.

FIRE + HEALTH AND SAFETY RISK ASSESSMENTS

The Fire & Health and Safety risk assessments require a bit more input in the initial stage as we have added a lot more controls for you to consider, but this is a worthwhile investment for the document it produces. We will soon be moving away from a generic approach to these risk assessments, and as a result the completed risk assessment you will now be able to create will be bespoke and far more specific to your individual business and set up. Keep an eye out for this update coming soon.

The risk assessments you use and have in place to represent your business need to be relevant to you and specifically how your business works, and we have created these risk assessments and designed this process with that in mind.

Through the action of populating all the necessary data and information as required, ideally you will be surveying your unit or premises and considering thoroughly with each point, which elements of the assessment are specific to your business. Ultimately this will give you a greater understanding of what you need to be aware of in terms of keeping the business safe.

Producing risk assessments will radically reduce the chances of something going wrong as you will have covered yourself, but you will also know exactly what you need to be aware of through a lens of a safe operation.

We cannot advise strongly enough that every NCASS member should take advantage of the risk assessments that we offer. The short of it is that they WILL make your life as a caterer much easier. Cover yourself and worry less! Once completed, you will only have to redo when renewing membership, or naturally if something in the business changes.



As mentioned at the outset of this article, NCASS offers a wide range of online training courses that are designed to give competency in all areas of running a food business.

Depending on the level of membership, you'll gain discounted training places – we strongly recommend that you take advantage of these. They are there to be used, so use them!

All NCASS courses have been inspected and assured through the Royal Borough of Greenwich and Monmouthshire Council via our Primary Authority Partnerships as well as being accredited by City & Guilds. For ease of completion and to suit your convenience, all courses are available to complete online.

Do you want to exceed standards and stand out? That's why we give more training courses than you generally need – this way you can give all staff Level 2 Food Hygiene training, regardless if they're front of house for example. Undertaking training across the business is a great way to raise the bar, and is a great self-investment. The return you get for the money you spend is priceless, moves the business closer to operating at optimum and sets you apart.

Furthermore, you want to get the best value for money out of your NCASS membership – training is one of the most advantageous ways you can achieve just that. Taking advantage of the discounted training places is a great way to ensure just that – with varying membership levels you can save £100s against the RRP of these courses!

Some benefits to having all staff trained include:

- Having properly trained staff should reduce the chances of something going wrong
- Evidence of training is often a criteria / prerequisite to trade at events – supports with work opportunities and getting street trading consent etc
- Accredited training certificates and up to date training records are the easiest way to demonstrate compliance and confidence in management, which can support with routine inspection and with achieving the best food hygiene rating
- Increased confidence in the operation of your business – gain a higher level of trust in staff who you know are trained adequately in the jobs they are doing
- It will have a positive effect on everyone your business comes into contact with – be it customers, event organisers or Environmental Health Officers for example

When it comes to working with food, there are no shortcuts. It may sound alarming, but the lives of the public are quite literally in your hands when catering and trading – you must keep food and people safe. As well as being vitally important to the sale-to-sale, day-to-day running of the business where each transaction must be handled with care, training factors in massively to the overall compliance of your business.

When it comes to running a food business in the UK, there are legal requirements for food business operators to:

- Ensure that food handlers are supervised, instructed and/or trained in food hygiene matters relevant with their work
- Ensure that those who are responsible for the development and maintenance of the food safety procedures have received adequate training in the principles of Hazard Analysis and Critical Control Points (HACCP)

For the benefit of your business and to reduce the chances of mistakes being made, NCASS also recommends that:

- Those staff who occasionally handle or prepare food should undergo Level 1 Food Hygiene training
- Those staff who regularly prepare or handle food should undergo Level 2 Food Hygiene training
- Food Business operators and managers who are responsible for supervising staff or developing the food safety management system should undergo Level 3 Food Hygiene training, Allergen Awareness training and HACCP training

As well as keeping your business compliant and ensuring you have a competent team you can trust, training is a great way to give your staff something back, it gives them a recognised qualification, it helps them develop their interest in the industry and it also goes to show how much you value them.



COURSES AVAILABLE TO YOU ONLINE RIGHT NOW INCLUDE:

Food Safety training

- Level 1 Food Hygiene: Develop knowledge of best practice food hygiene principles
- Level 2 Food Hygiene: Demonstrate an advanced knowledge of food hygiene
- Level 3 Food Hygiene: Develop extensive knowledge of supervisory management, legislation and food hygiene practices
- Allergen Awareness: Gain proficient understanding of handling and understanding allergens in the workplace

Health and Safety training

- Health and Safety in Catering: Provide knowledge and understanding of health & safety principles and practices
- Essential First Aid: Learn how to handle minor injuries and what to do until a professional arrives
- Fire Extinguisher: Understand how to operate a fire extinguisher and suitability of particular extinguishers for different scenarios
- LPG / Gas Safety: Understand the importance of using LPG safely in a catering environment
- HACCP: Develop knowledge of the HACCP system and how to use it in your business

These are great resources that we want you to take advantage of, firstly to ensure you are running a totally compliant and safe business, but also to get the most value out of your membership! You have already paid for your membership so why not reap the rewards? You wouldn't pay for a burger then not eat it?!



8%

Discount

Special offer for NCASS members

Mobile hand wash stations for caterers

Apply for your discount code online: www.ncass.org.uk/rewards-partners-suppliers/teal



Teal's comprehensive range of highly portable hand washing units meet the most exacting requirements of any Environmental Health Officer. The range includes mains powered and go-anywhere independent units, meaning that a street food supplier can even maintain a five star hygiene rating in the middle of a field!



Super Stallette



Handeman Xtra 230V



WashStand Xtra



Handeman Xtra Portable



NEW FOOD HALL & MARKET OPENINGS

Independent hospitality is synonymous with innovation. When faced with challenges, the sector shows its resilience and finds pragmatic ways to adapt. Amid recent and ongoing uncertainty for the hospitality sector, one growing, positive and popular trend is that of food halls and markets popping up, that offer a space for many independent caterers to trade in, and in doing so serve up an immersive and diverse experience for consumers. The choice on offer is second to none, and the opportunity afforded to traders is advantageous.

Here we focus on three diverse examples across the UK who have been leading this light and showcasing the strength of the sector.

BUSTLER MARKET

What's Bustler all about?

Bustler Market - serving up the freshest UK Street Food experience in the East Midlands.

Now with two unique venues in Derby and Nottingham, our regenerated, alternative spaces are both inclusive and adaptable to suit our customers.

We pick and curate all the good stuff - with the best UK street food and an array of quality drinks on offer, teamed with great entertainment and a buzzing atmosphere.

How did the project come about?

It all began back in 2017 as a small monthly, street food market in Derby and has grown into a multi-venue operation. Creating bustling dining experiences in unused spaces.

What unique experience do customers get?

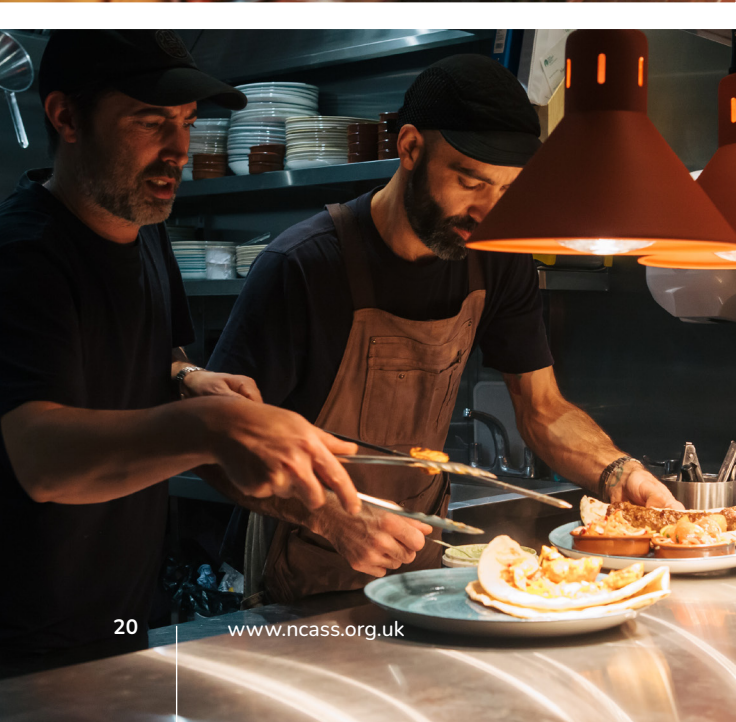
We create bustling dining experiences in unused spaces. Customers can dine, dance, socialise, celebrate or chill - with something for everyone it makes us an adaptable exciting place to be.

Where do you think the future of food markets is heading?

Food markets and halls are the new way to dine - people love the choice, the flexibility and the freedom to make their experience what they wish!

"WE PICK AND CURATE ALL THE GOOD STUFF - WITH THE BEST UK STREET FOOD AND AN ARRAY OF QUALITY DRINKS"





YALM NORWICH

What's Yalm all about?

Yalm is a modern food hall set across two floors that houses 8 independent food and drink businesses under one roof. Offering everything from coffee and cocktails to Ramen and pizza there is quite literally something for everyone. Guests can order everything on our website (or at the kitchen) on one single order and all food is delivered to the table by our front of house team.

How did the project come about?

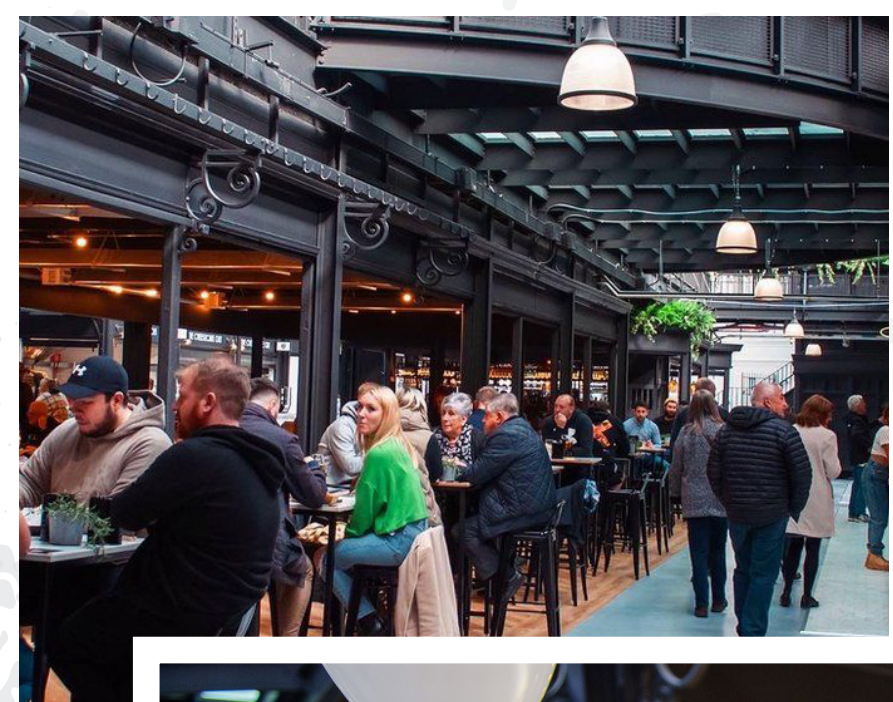
I (Dan - Operations Director) had been running an outdoor event with a similar model throughout covid and a partnership with local landlords and investors resulted in the creation of Yalm, in the beautiful Royal Arcade Norwich. We worked together on creating something that Norwich had never seen before and something that was sympathetic to the iconic building and city location.

What unique experience do customers get?

It was key for us that guests are in charge of their own food and drink experience and can navigate their order via tech or at the kitchen and we take over from there. As the operator we manage the front of house team to ensure standards are consistent and hopefully bring the overall experience closer to what would be expected of a restaurant. The perfect hybrid, we hope.

Where do you think the future of food halls is heading?

Food halls and communal dining are nothing new, really. We have all been dining together for centuries and my feeling is the recent cycle is a response to people wanting to support independent business over high street brands and have a variety as part of their experience. I think over time we will see a continued drive for quality and premium experiences within food halls, as consumer expectations grow.



NEWPORT MARKET

The biggest indoor market regeneration in Europe, Newport Market offers a unique shopping experience where visitors can find a diverse range of food and drink traders, independent stalls, lifestyle units and spaces to do business, all together under one roof. As well as this there is a unique events space on the mezzanine floor that gets brought to life with events throughout the year!

Subject to a multi-million pound regeneration scheme, the Grade-II listed market opened to the public again in March 2022. Boasting a rich history, the market has been a hub of goods and trading for over 150 years, dating back to the 1800s when it was home to a bustling community of market gardeners, farmers, allotment growers and butchers.

Customers can experience a bit of everything under one roof – sample a diverse range of foods and bespoke beverages which can all be ordered together to enjoy multiple offerings at once.

Newport Market serves as a pertinent example of modernising history, as it has retained all the charm and heritage of the building and the market's proud history, while rejuvenating the space with innovations. In short, it offers a totally unique experience in a completely unique setting.

DICK'S SMOKEHOUSE

It's not often that one can thank an actor or film director for inspiring a massive life change, but Jon Favreau and his film *Chef* did just that for Richard of Dick's Smokehouse. Though the film, by Richard's own admission, somewhat glamourises the world of street food (although can we class that bit with the corn starch as glamorous?) it was enough to peak his interest. Two years later that ember of inspiration had been fanned into a flame and Dick's Smokehouse was born. His dedication to building a strong foundation of practise, research and a keen eye for detail, rendered Richard's garden a fully functional kitchen, but also left him confident in his food, method and BBQ-ing skills. Small wonder then that opening a bricks and mortar premises has always been a goal and what better way to engage with the U.K's love for a BBQ! In fact, it's estimated that since 2021, Britons are now having more BBQ's than our South African and Aussie counterparts. American BBQ certainly goes beyond burnt sausages and somehow-still-frozen burgers though. The popularity of American BBQ can quite simply

be put down to the fact that it is more interesting, flavoursome and plentiful than the 'traditional' British BBQ line up. Bold flavours, tenderly cooked meat and varied sides are hard to beat; but that's no surprise to Richard! Their rubs and sauces (of course homemade) fly out of their hands whenever they go on sale, highlighting that people don't just want the taste of American BBQ, but specifically Richard's American BBQ. Though the siren's call of mobile catering has definitely not been silenced, the new premises stands as an embodiment of the hard work, creativity and passion that makes Dick's Smokehouse such a success. We sat down with Richard to find out how it all began, why American BBQ is tops and what dish you should order to impress on a date!

Tell us how it all began!

The concept of street food first intrigued back in 2014, when I watched the film *Chef*, a film that somewhat glamourised the world of street food, but nonetheless captured my attention.

The idea of Dick's Smokehouse all

began in 2016. After trying various BBQ smokehouses, it was clear to me that it was the next step in my career. Me and my wife practised BBQ for 12 months, whilst meticulously preparing Dick's Smokehouse to start trading. Our garden at home had become a fully functional commercial kitchen and BBQ area.

Why American style BBQ?

I get this question a lot at the restaurant! Simple answer... who doesn't love a BBQ. You just can't beat the smell of a BBQ in the summertime and the smell of food cooking over fire, never gets boring. It's also a great market to be in, as it's such a time consuming food style, and competition is fairly low. From a personal side, ribs (which I can be found to be snacking on in the kitchen) were always one of my favourite meals, and now I get to eat them all time. Cooking BBQ can be a real labour of love, and unpredictable at times but I think that's what helps us stand out.

What motivated you to open a Bricks and Mortar premises?

Bricks and Mortar was always the end game for us. After working in restaurants all my working career I knew it was what I wanted Dick's Smokehouse to achieve. Opening during the middle of the pandemic was never going to be easy and a lot of people questioned our decision, but for us it worked well. There was ample financial support from the government and customers were eager to be out, whenever possible. As much as we really miss street food, having a solid roof over our heads everyday day is a very comforting feeling; but it does come with its problems that street food doesn't!

What do you miss about mobile catering?

We definitely miss street food, and have always spoken about getting back into it one day. For us the family value ethic amongst all the traders was very special and we still try to keep in touch with them as much as possible. We also had the pleasure to work at some really special venues be it Warwick Castle or private weddings. It was nice always being somewhere different each week. Being amongst the customers was also nice. There was something special about summertime; the sun is shining, food smells fill the air and the noise of hundreds of people having a good time.

Why do you think American style BBQ is so popular in the UK?

I think the days of burnt burgers and raw sausages are behind us now! People are now understanding there is more to BBQ and are interested to learn more. We operate, demo and dine classes throughout the year, and the popularity keeps growing. It's great to see that the public want to adapt to more in depth cooking on BBQs.

Where would be your dream place to go in America to try some BBQ?

That's a tough question! There are just so many to choose from and each one with their own special characteristic. I would love to visit Snow's BBQ (in Texas), and I think everyone needs to visit Franklin's BBQ (also in Texas). But sometimes the best ones are the ones hidden away that only the locals know about.

You make your own sauces and rubs – why is this so important to you?

It is something that we were adamant about from day one as it would be the only way, we could stand out from the rest. There are some amazing



YOU JUST CAN'T BEAT THE SMELL OF A BBQ IN THE SUMMERTIME AND THE SMELL OF FOOD COOKING OVER FIRE, NEVER GETS BORING.'



'IT'S GREAT TO SEE THAT PEOPLE LOVE OUR FOOD SO MUCH THAT THEY WANT TO REPLICATE IT AT HOME.'

rub and sauces on the market now but anyone can use them. Our flavour profiles are what we chose and how we wanted our food to taste. We use a lot of spices in our cooking, and it's something that perhaps isn't done at home so much. So it certainly helps our food taste unique to us. We do occasionally sell our rubs and sauces (when we have the time), and the public go mad for it. It's great to see that people love our food so much that they want to replicate it at home.

What was the biggest challenge that you overcame in 2022?

2022 was our first COVID free year with no restrictions, so we could

just go for it but we didn't know what to expect. We were busy every night and it was great to see, but by September we noticed problems financially. We had to find what the issues were and we soon noticed that one of the worst things we were doing, was capping bookings. We were so focused on the trying to make the restaurant run as smoothly as possible that we were effectively strangling the business financially. But we quickly learnt, and made the necessary steps to put us back on track.

What are you most looking forward to in 2023?

I personally feel like 2023 is going to be a tough year for all businesses, especially those in the hospitality industry. Food prices are out of control and we've had to keep increasing our menu prices; but there is only so far you can go with that. Energy bills are outrageous and currently £15k higher than last year. Nevertheless, from a food point of view, I'm excited to have a look at fresh

ideas and I've got a great team behind me in the kitchen who want to explore new ideas. We're also expecting our first child, which is exciting, nerve wracking, and stressful all at the same time!

Has there been any push back from customers about raising your prices?

We haven't had any issues with raising our prices. Occasionally customers say that we aren't cheap, but we are aware that we are one of the more expensive restaurants in our area. We don't cut corners with our food and always try to buy the best wherever possible and that's not always cheap. I think customers appreciate that costs are increasing everywhere, but still want to get out and enjoy life. As long as the quality doesn't lower, when prices are increased, there shouldn't be a problem.

I've got a date and have booked a table with you, what should I order to impress?

The platter is always a crowd pleaser. A bit of everything and always too much food to finish. We will also have some steak specials available, which always sell well and if you've got space for desert, our famous lemon meringue pie is a must.

FOLLOW THEIR JOURNEY:

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VEGETARIAN

*Consumer insight statistics are taken from Independent Toluna Insight with 1,000 UK consumers, March 2022.

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THE IMPORTANCE OF INSURANCE



HOW DOES INSURANCE WORK?

Insurance transfers the risk of financial losses as a result of specified but unpredictable events from an individual or entity to an insurer in return for a fee or premium. If a specified event occurs, the individual or entity can claim compensation or a service from the insurer.

HOW TO CHOOSE THE RIGHT PROVIDER

1. SERVICE
2. COMFORT
3. PRICE
4. FINANCIAL SOLIDITY

COMMON MISTAKES

1. Failing to disclose a material fact to your House insurance provider

For example, running a catering business from home. If you prepare, cook or store food in your home or kitchen. Standard home insurances and home kitchens are designed for domestic purposes and not as commercial kitchens. Failing to advise your home insurer of any business activities could invalidate your home insurance contract in the event of claim.

2. Secondary occupations

Example: Full time occupation (chef) with a secondary

occupation as a part-time mobile caterer. If you are a mobile trader and tow a mobile trailer for your business you need to disclose and tell your motor insurer exactly what you are doing. You may already have business use as a chef. This would not automatically insure you for business use as a mobile trader. Many insurance companies DO NOT insure mobile caterers. Failing to disclose a secondary occupation could invalidate your insurance contract.

3. Purchasing an insurance policy not designed for the risks associated with a mobile trailer

For example, commercial combined insurance policies can have the capacity to specify 'Business Equipment'. We have seen insurance policies specifying a mobile trailer as a piece of business equipment on an insurance schedule. After checking the policy wording the business equipment was only insured at the risk address – as if it was a piece of catering equipment kept in the commercial kitchen. The trailer would not have been insured while being towed or away from the specified risk address. The policy was not suitable for the risks associated to a mobile catering trailer.

4. Estimated annual business turnover

For example, insurance premiums can be calculated on the annual turnover or the number of people involved in the business. If the premium is calculated on the annual turnover, it is important to supply the correct estimated annual turnover. The gross annual turnover is the amount you expect to be paid to the business, before any expenses. In simple terms, the higher the turnover the higher the insurance premium – you are naturally doing more work and the chance of a claim increases. It is important to note that doubling your annual turnover, does not always mean doubling your insurance premium. Many times the premium increase can be minimal.

EXAMPLES OF WHEN THINGS GO WRONG

Giles Insurance Consultants had a call for help and advice about a catering trailer and liability insurance held with an online insurer. The catering trailer had been damaged whilst being towed. Unfortunately, when completing the online application, the client had noted the trailer as 'Business Equipment.' After the damage to the trailer had occurred and after checking the policy wording, it became clear that the policy wording specifically excluded any damage to the trailer, therefore there was no insurance cover. This is why it is essential that you always check your quotation, terms and conditions.

WHAT SHOULD YOU CAREFULLY CHECK?

Read your documents including quotation, statement of fact, proposal form and renewal notices. Check the small print, usually the terms and conditions / endorsements or warranties. It is important to remember that if you change from a sole trader to a limited company you must advise your insurer and have new insurance documents issued.

WHEN SHOULD YOU SPEAK TO YOUR INSURANCE PROVIDER?

If there are ANY changes to your business, speak to your insurance provider. It is best to check with your insurers, rather than assuming you're covered. If you have any uncertainties TAKE ADVICE and always get any changes in writing.

WHAT SHOULD YOU DO IF YOU WANT TO CHANGE INSURANCE PROVIDER?

The most convenient time to change insurance provider is at the renewal point. If you need to change mid-term, speak to your insurer and ask about any cancellation cost before you cancel. Please be aware, you could lose some of your years NCD (No Claims Discount) that you have accumulated for the current year.

Insurance: A guide, common mistakes and top tips

• Catering Liability Insurance

When looking to insure your business you must disclose all that you do in your business. For example, if you trade from a trailer and also trade from a gazebo then you must disclose this to the insurer.

• Catering Trailer Insurance

Your trailer valuation should include any fixtures and fittings which are permanent. Trying to insure labour costs is a common mistake. This is not insurable. Regarding a claims process, insurers will ask for receipts that prove the trailers value. If a trailer is worth £5,000 and the equipment which is permanently fixed to the trailer is worth £5,000, then receipts of the total £10,000 would need to be provided. If you paid an additional £2,000 for the trailer to be fitted, this is not insurable.

• Catering/Ice Cream Van Insurance

Your van should include any fixtures and fittings which are permanent. This is a common exclusion across certain policies, especially if you're trying to fit your van onto a product which isn't suitable for mobile catering. For example, if your van is worth £10,000 and your Ice Cream Van Fixtures/Fittings are worth £50,000, if you're not on the correct product this could be insured for £10,000 regardless for what you insure the van for.

• Commercial Combined Insurance

With inflation increasing building sums such as insurance, contents replacement etc. it is important that you check your renewal notices or any new quotes to ensure you're not under insured. Read all policy conditions and endorsements; some will require you to have electrical tests, ducting, extraction or additional security that can hinder claims.

• Household Insurance

It's a material fact to disclose whether you're working from home and as some insurers will decline cover on this basis. Therefore if a fire or other peril occurs whilst cooking for your business from home, claims can be void and policy cancelled (non disclosure).

READY, SET... SUMMER.

With the summer events season starting earlier every year now, there is less time between the end of the last and the beginning of the next for taking that well-deserved break and planning ahead as well as continuing trading in between, which means that you may well be spinning more plates than usual at the moment.

We know how important the season is for you and that there is a lot to navigate. From pitching for work to negotiating fees, checking and testing equipment, finding staff and getting compliance ready... The list gets longer and sometimes more complicated every year so whether you're a seasoned pro or just starting out in the world of events, we're here to make things simpler when it comes to compliance and to be that ear whenever you need us.

We work with many organisations in the events industry to champion our members, educate on the best ways of working and to be that bridge that's so often needed. We recently spoke at the Association of Independent Festivals (AIF) Congress and The Event Production Show (EPS), we work with National Outdoor Events Association (NOEA) and Association of Festival Organisers (AFO). As well as this, we contribute to The Purple Guide and are part of steering groups that focus on sustainability, safety and creating opportunities for the sector.

Within all of this work, what is most important to us is to be able to champion NCASS members and work together to support the success of the industry for everyone involved. It may not always be obvious when you're drowning in paperwork

but fundamentally, the aims for event organisers and caterers who work in events are the same; a profitable event, seamless delivery, happy customers, transparency when it comes to money and operating safely! It's important to remember that there is risk for everyone involved, everyone is part of the audience experience and that experience is...everything.

You are critical to an event or festival experience. Food and drink is one of the biggest spend points at shows and you are customer facing. Hospitality is fundamental to customer experience and you are at the helm of this so the value you bring to a live show is more significant than you might think. You're not just providing food and drink, you are providing an experience that is individual to your business, that enhances an attendee's experience and you are providing the best version of hospitality that you can.

However, doing your thing at a live event doesn't just happen – making it work takes a lot of preparation which also contributes to your value wherever you are working.

Safety first

Are you using the NCASS Safety Management System and are all of your documents including risk assessments, certification, allergen management processes and training up to date and uploaded to your member dashboard? All of this groundwork is key to your business all year round and event organisers shouldn't have to chase you for an insurance certificate or risk assessment. Safety and the law are non-negotiable and if you haven't got the right systems, processes and documentation in place, you'll find applying for events pretty tough going.

Researching and applying

We would always advise that you research the events you're pitching to as much as possible. Go to events and festivals, look at their social channels, their websites and have a chat with people who have worked on the shows you're interested in.

Look for photos of previous years, does the event look busy? How long has the event been running? What is the attendance? Does it usually sell out? How many traders will there be? Are other traders returning each year?

If an event is in its first year, you must approach it with more caution. With no previous track record of tickets sales or general success, it goes without saying that it's a bigger risk for you as a caterer. That's not to say it won't be successful for you but ongoing communication with organisers is key.

Festivals and events open their applications as early as November for the coming year. Researching and getting in touch with them is your chance to start to build a relationship. Ask questions about the type of show it is and think about whether your food / drink offering suits. Ask what type of site is it, how many

people they are expecting, how many other caterers there will be and what the range of food is. If you don't know the answers to these questions then you can't really make an informed decision about whether it's for you or not.

Location matters

Always ask to see a site map with the pitch you are applying for clearly marked out. Is it right at the heart of the event or hidden round the corner by the toilets? Are you in the arena or the campsite? Does your food match your pitch location? For example, breakfast traders would be better suited to campsites rather than late night areas. If you are in the wrong location, you might spend the whole event watching people walk past with food instead of selling yours to them.





Do the sums

There is no point in working at an event or festival if you're not going to make any money. For all of that hard work, planning, stocking, staffing, driving, setting up and the physical work it requires, you need to make some money. It is therefore essential that you work out whether the event is for you before you apply.

Having said this, every event is a risk and there are no guarantees so we always recommend that if a pitch fee (in addition to your estimated costs) is too much for you to lose, i.e. losing that money would put your business in jeopardy, then that pitch fee is too high for you and a risk you probably cannot afford to take.

Be realistic

Is the food / drink you want to sell of the right quality and quick to turn around? It is imperative to know how many portions you can do per hour and how much of a queue you can handle. It's also important to think about quality and whether you're catering a festival or wedding, do you need to adapt your menu? Have you worked out the most efficient systems and logistics? How many well-trained members of staff will you need to keep the momentum up when you're serving and what's the quickest way of serving?

It's much better to figure out how doable a job is and go in with your eyes open rather than just seeing how it turns out.

What events want

This varies depending on the event but a great response to a call for traders, tenders or applications is key and will cover parts of your business such as menus, safety management system, your hygiene rating, insurance, documentation, a chance to talk about what makes you stand out, your training, and your policies such as your sustainability policy.

Negotiating and contracting

Don't be afraid to try to negotiate, at least to get a fee based on a percentage rather than a flat rate basis. We always advise a percentage rather than a set fee because it shares the risk between you and the organiser and, when arranged fairly, this approach can lead to higher revenues for both parties.

If after negotiating, you still feel a pitch fee is too high, we advise you walk away and find an alternative event as you are better off making a £500 profit on a small local event over a day or two than working your butt off for five days at a big show to break even because the fee was too high.

We'll say it again and again - always get a contract. If you don't have a contract, you have very limited comeback if something goes wrong or if things weren't as they were stipulated. So the possibility of getting your money back will be slim to none.

Communicate

Make sure you're straight-forward to work with, that you can be contacted easily and work with the person chasing you for documentation.

Building relationships and having good communication is key to repeat work. Be courteous and professional and always look to give a good impression of your business. Remain respectful, polite and try to be transparent and treat people how you wish to be treated. Make things easy for them and fingers crossed they'll do the same for you in return.

Get the fundamentals right

If you're not sure about something, ask the question. Ask for a template if you're being asked for a specific type of method statement. Ask what the site rules are for build and break and stick to them, make sure you're up to date with your paperwork including all of your risk assessments and method statements along with your insurance certification.

You also need to make sure your systems, including allergen management, are all water tight and don't forget that we're here to help so get in touch with our team if you need support.

Play to your strengths

You are an independent business just like a lot of the shows and organisers you work with which means that you've also had to build your brand, tell your story, create a customer base both online and in real life and be ahead of the curve in order to stand out. And that's all before you pick up a chopping board! Use this to your advantage, get involved with the marketing of the shows you're working at, shout about what you do, tell your story! Just like in the kitchen, prep is everything and anything you can do to enhance a show in the run up benefits everyone when you open.



How important is the food and drink offering to shows?

'for most promoters having a wide range of high-quality food and drink is really important. For the majority of festivals/ event we work with the food and drink offering is just as important as the music and really adds to the experience for the customers.'

What are you looking for?

'We are ideally looking for traders who are familiar with working at events and festivals and have the correct set up in order to do so.'

We have to adhere to strict Health & Safety standards so all traders at our events must provide up to date documentation and insurances for review by the Safety Advisor.'

What advice would you give members?

'Get some experience working at small events/festivals before attempting a larger event. Have all your Health & Safety paperwork in order and up to date.'

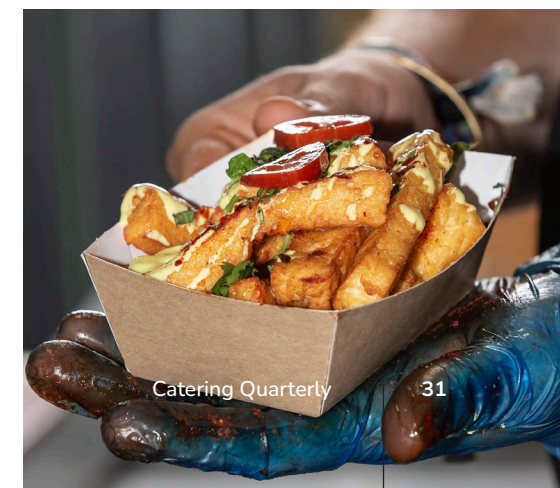
What should traders be doing now to get ready?

'...updating Health & Safety paperwork, servicing fire extinguishers/blankets (if over a year old), PAT for electronic equipment, maintenance checks on vans/gazebos and equipment, reviewing and updating menus.'

Sarah Tew, Account Director - We Are The Fair / We Are OPS

'Although doing the larger events certainly plunged us in the deep end, we learnt a lot about how to do business, the hard way! We soon learnt all about profit margins and controlling costs as well as when to walk away from a deal. It taught us how to create well motivated teams and also the importance of turning failures into lessons – you have to be very resilient in this game!'

Chili Dogs



Know when to walk away

Sometimes you've just got to do it.

You've researched the event, ticked all the boxes and been offered a pitch right next to the main bar but the organiser won't offer you a contract confirming what you have agreed verbally. It takes real courage to say, "thanks but no thanks," but sometimes you've just got to do it. Don't take risks you can't afford, and don't make decisions based on only having half of the information you need. Sometimes you've got to walk away when it's too much of a risk. Not doing a show is far less a risk than taking on a bad one!

If you're thinking of getting into events or you're an events and festival specialist and would like to share your experience, get in touch with our team by emailing creative@ncass.org.uk

'My advice first and foremost would be to choose your product wisely; make sure you've attended as many festivals and events as possible prior to setting up, so that you know what else is out there. But also, be brave, be creative and have fun.'

Toastie

'No two festivals, no two days, and no two customers are ever the same. But for us, the best part is the family of traders that attend each event, jumping in to help each other out, celebrating the sun and cursing the rain together, and of course, the food swaps! In no other industry are your main rivals also your biggest supporters.'

That Street Food Van



What advice would you give members?

'Have a thought-out menu that is unique, procured responsibly and fairly priced for the end customer. Be clear about where you're applying and whether what you do and cater to, fits their audience. Get good experience at smaller shows under your belt and work your way up to larger ones so that delivery experience is in place. Provide lots of images and accurate information when submitting applications. The key reasons we reject applications are; the menu is already catered for on site, they haven't submitted all the requested documents and information, they haven't got enough experience, their procurement and ingredient sourcing is not to the standard we'd hope.'

How important is food and drink to your event?

'Trade stalls are a significant portion of our event frontage, with a high level of customer interaction, so aside from the tasty and delicious sustenance they provide for a happy crowd, they offer a huge opportunity to reflect our values and vibe. We hugely value our traders and work really hard to bring them into the event production and crew community as much as possible, as they play a huge part in what our event is. Many of our traders have traded with us for years and years!'

What common challenges do you come across?

'Lack of knowledge around allergens, lack of sufficient documentation for allergens in their menu and poor / no training in place to empower their staff to deal with allergen queries. Lapsed food hygiene rating or 'awaiting renewal' ratings are also common, which unfortunately would mean we cannot book them. Poor pitch plan / layout options that can affect our site mapping and site arrival are also common issues.'

Sarah Mason, Production Manager
Shambala festival



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KIRA

BY SUNITHA

THE COLOURFUL CYCLE OF HOSPITALITY

For Sunitha, food is so much more than something we unthinkingly cram into our mouths when we're peckish; it's nourishment for both our body and our soul. Not only does it connect us to our heritage, our personal history and our culture, as she so eloquently surmises, it's a part of our story. What began as a means to connect with her heritage and satisfy her pregnancy cravings, soon blossomed into the successful food truck The Indian Goat, an appearance on the Hairy Bikers and the launch of restaurant Kira where 'atithi devo bhava' (a guest is akin to god). Nevertheless, the sky is far from the limit for Sunitha and with aspirations to become the first Michelin Star restaurant in Bollington, she has no intention of slowing down! The road to opening her restaurant hasn't necessarily been easy, but, as always, she remained determined and unphased, waiting for the stars to align. That is by no means to

say that Sunitha was sat twiddling her thumbs, though you would be forgiven for thinking that there was some cosmic timing in play! In fact, not long after receiving an offer from one of the Hairy Bikers to lease a property in the Northeast, Sunitha was delighted to learn that a lease for a prime location in Bollington had become available, allowing her to open her restaurant in the place that started it all.

Let's begin by casting our minds back to 2016, the year that Sunitha 'packed 25 years of [her] life into four suitcases and moved country,' a big task to say the least! Within a few months Sunitha was pregnant and found that food was the only way for her to connect with her mother, her family and her country. 'My pregnancy cravings were all the dishes that I had eaten during childhood. I wanted to eat it all but I didn't know how to cook! So I called my mother every day and learned to cook and for those

nine months that's all I did, I just cooked!' This cooking proved to be more than just a means to relive childhood meals of the past, but also a source of calm whilst trying to navigate life in a different country. After the birth of her son, Sunitha experienced postnatal depression and it was cooking that once more provided the means to buffet the storm. 'I was [experiencing] postnatal depression and the only way I could control that was through food again. It was a personal journey, it kept me calm, it kept me healthy.' When her son was six months old, Sunitha decided it was time to branch out into the work force and applied for a job in a local café and thankfully, despite admitting that she didn't know how to cook British food or even poach an egg, she got the job.

Sunitha credits this position with teaching her the foundational skills to run a business. 'I learnt techniques, I learnt how to do the

'THAT IS WHAT HOSPITALITY IS AND I WILL NEVER PROVIDE A BASIC SERVICE IN MY RESTAURANT, BECAUSE THAT IS VERY BLACK AND WHITE, AND HOSPITALITY IS COLOURFUL'

pass, I stood there and I observed everything possible about how to run a business.' But she wasn't the only one taking note of what they were seeing and after less than 6 months (and no doubt thanks to the delicious lunchboxes of homemade food that Sunitha was bringing in), she was asked to become a guest chef at the café.

It would be an understatement to say it was a success, 'every time I launched my dates they were sold out within 24 hours because it was very different, people had not tasted these foods. So I adapted my authentic Indian flavours with British seasonal produce.' What is extraordinarily distinctive about Sunitha and her business is her love for people. 'Feeding people is a very intimate relationship' and establishing an authenticity behind this intimacy has always been her main motivator. The sense of community that food is able to evoke is a constant source of



both inspiration and, surprisingly, marketing. 'People have always spread word of me and they are the best marketing that I could never buy. I like that there is a little bit of me left in their lives when they say 'we remember where we went and what we ate and that lovely service.'

But before the first wallpaper samples were up on the wall for Kira's drinks lounge, Sunitha ran a food truck called The Indian Goat. 'In 2019, I was given an opportunity to buy a property and to do a restaurant. Then five days later, COVID hit. The owners of the place asked if we could press pause on the sale and six months later, the council approached me saying they were rolling out contracts for mobile catering units. We opened in December 2020 and within four weeks we were one of the U.K's 10 Best Places to Eat in Summer.' Six weeks later, she was in the Sunday Times as a shining beacon for why people should move to Bollington and four months after that, she was on national TV with the Hairy Bikers.

Within the space of a year Sunitha had gone from strength to strength, establishing The Indian Goat as a part of the community and a benchmark for high standards of service within the industry. 'The only people I could trust were NCASS when it came to setting it up right. The amazing support that I got really helped me to kickstart my business. I was a new person, an immigrant in this country who

knew nothing about the rules and regulations!' So what was it that made her want to branch out to bricks and mortar? Community. '[Food] is a peacemaker, it's literally inviting people round to be part of your community. Even the person cooking is still creating that communal experience. We had people come to us post-lockdown who had ended relationships, who had new relationships and we celebrated every bit of it. The food truck allowed us to understand those emotions and be part of that

'THIS COOKING PROVED TO BE MORE THAN JUST A MEANS TO RELIVE CHILDHOOD MEALS OF THE PAST, BUT ALSO A SOURCE OF CALM WHILST TRYING TO NAVIGATE LIFE IN A DIFFERENT COUNTRY.'



journey.' And it is that journey of communal spirit that lies at the very heart of Kira.

For Sunitha, moving to a bricks and mortar premises will allow her to be a larger part of the 'entire cycle of hospitality.' 'A restaurant is where people come home, it's going to be a place where I'm inviting them to my home of a restaurant and for me that's something very important. I am expecting lots of laughter, lots of dancing and lots of sharing food.' So integral is this feeling of home to her restaurant that Sunitha has carefully designed the flow to mirror that of dining at a friend's house. An intimate dining area echoes cosy Friday night dinners, whilst the upstairs lounge bar evokes feelings of moving to the living room after a delicious repast. It's fluid, it's effortless, it's home and everything that Sunitha wants for Kira. 'I want [to be part of] their entire journey, from the time they have booked, to the time they get dressed, to the time they come that evening.' This mirroring of the home environment reiterates that Sunitha's focus has, and undoubtedly always will be, people over price. 'I'm trying to create a place which will cater to all people. There will be no discrimination over what money you have, what country you come from or what race you are. It doesn't matter.

You're coming to my home and there will be no discrimination. You can come spend £3 on a beer or you can buy a £100 bottle of champagne, you will be treated exactly the same way.'

Unsurprisingly, this meticulous dedication is also reflected in Kira's menu. Sunitha's seasonal menus use the best of British, utilising the best flavour enhancer one can buy; Mother Nature. 'I come from a culture and a country where seasonality is everything to us. We celebrated every season eating the most out of that food because we knew we'd only get it for three weeks.' In a world of instant gratification, patience is arguably hard to come by, but those childhood memories of savouring mangoes for three weeks of bliss and then waiting a year to enjoy them again, have instilled in Sunitha a love for things that take time and a passion for celebrating them in their season. 'It's a cycle, we are part of an ecosystem and if we try and break it, we can't learn. Products have increased now but a part of that is because people are serving strawberries out of season! We need to celebrate what we have here.' Small wonder then that the restaurant will focus on four seasonal menus throughout the year that reflect the season and incorporate the best produce that the season has to offer. 'It's

'A RESTAURANT IS WHERE PEOPLE COME HOME, IT'S GOING TO BE A PLACE WHERE I'M INVITING THEM TO MY HOME OF A RESTAURANT AND FOR ME THAT'S SOMETHING VERY IMPORTANT.'

going to be exciting, the menu is designed in such a way that in nine weeks you will have gone through the entire menu and then we'll have a brand new one.' The added, by no means accidental, benefit of this is a reduced environmental impact.

'I'm going to support local farmers and I'm going to make sure that our carbon footprint is low by enjoying the produce that we have here.' And it's not just the food that will be seasonal either, with the hope to work primarily with independent wine producers, Sunitha is equally keen for her wines to 'celebrate all kinds of grapes that are available.' After spending time talking to Sunitha it is clear that her passion is putting the hospitable back into hospitality. Her customers are her guests, her restaurant a home and the environment that she has created, a catalyst for memorable experiences. Her restaurant allows her to embody everything that independent means hospitality to her and that

hospitality goes beyond the base level of smiling once at a customer and then never interacting with them again. 'I think what's so brilliant about food, is that it's part of an experience, because I can whip up a meal at home and open a bottle of wine for myself. But it's something nice when somebody pours, when someone gives you a lovely plate of food and asks how your day was as they pull out your chair. That is what hospitality is and I will never provide a basic service in my restaurant, because that is very black and white, and hospitality is colourful.' Sunitha's staff are by no means excluded from this spectrum of innovation. 'I'm also trying to create a space for all kinds of people to come and work and as a reward they are going to get shares in our company. My staff aren't just coming and doing a job. They're part of a growing business and we all grow together.'

Just as many a dinner is cooked with assistance from everyone in the house (except for those of us whose mother's ruled the kitchen), so too are Sunitha's staff a part of creating the experience that is Kira. 'It's about investing in people. Be kind and generous to them and that kindness comes back.' Sunitha's resolution, passion and innovative thinking cemented the success of The Indian Goat and will undoubtedly secure the success of

Kira. Her dedication to authentic flavours, her respect for seasonality and her humanisation of customers as more than a pound sign, sets her apart from many competitors. It is clear that Sunitha has high hopes for Kira and what is admirable about this is that these hopes will always be on her terms.

Success can be measured in many different ways and Sunitha remains confident in her own markers of success that will always keep the interests of her guests, and staff, at heart. It's of little surprise then that her main motivator for a Michelin Star is 'to celebrate my success in this industry. Awards give you an identity as a restaurant and as a chef and I'm aiming to celebrate my identity as a chef, the hard work of my team and my hard work in a foreign country.' One can't help but feel her inordinate amount of gratitude after hearing Sunitha's story and this gratitude adds an authenticity to everything that she does. Kira is home; an intimate space to enjoy the company of loved ones whilst sampling creative, unique cuisine. What more could one ask for from a place where atithi devo bhava.



FOLLOW THEIR JOURNEY:

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Talking Froth with:

THE COCOA CARAVAN



Festivals are all about the experiences. The moments. The memories. That is exactly what The Cocoa Caravan strives to provide with their alluring array of specialist hot chocolates. Less muddy hugs and more chocolatey mugs, we sat down with business owner Thomas Allen to find out about life in The Cocoa Caravan.

Running a food and drink business was a childhood dream for Thomas. He studied for this, following the well-trodden path of university to help actualise his dream. However it was only through discovering The Prince's Trust that Thomas was able to bring The Cocoa Caravan to life:

It's a little stereotypical but I've always had the dream, since I was a kid. Initially the idea was to have a café with my family – it all stemmed from my mum taking us to silver service tea rooms when we were younger. I loved the idea of having a tearoom, but I was never really the biggest fan of tea!



I studied business, accounting and worked on my IT skills at school in aid of this and went on to study enterprise and entrepreneurship at university. I didn't really enjoy that so much, as the classes were too broad and vague, and it was all theory and no practicality – I wasn't learning what I wanted and it wasn't for me.

I then came across the Prince's Trust who ran an enterprise programme geared to give you all the information, education and support you need. Simply put, they give you the tools necessary for you to realise your ambition, to put your plan into place. It's a case of you get out of it what you put in. After completing the course, you have a chance to pitch your idea to them – like a Dragon's Den scenario, and luckily, they were impressed with my presentation and provided some investment, helping to bring The Cocoa Caravan to life!

Ideally, I had envisioned using a campervan, but it just didn't prove feasible. On a whim I had been searching online and found this caravan, for sale at £500. Went

and viewed it the next day, it just felt perfect, and inspired the name – which we had struggled with for a little bit; it was like everything just fell into place!

The Cocoa Caravan has carved out a fond reputation among festivals and consumers alike, championing a 'product and people first' approach:

The majority of our trade is festivals – I remember the first one we did was quite eye-opening for the warmth that our hot chocolates gave customers. Literally and figuratively: it was a classic British summer evening full of cold and rain, everyone was soaked. We saw that people found in our drinks not just a warming beverage, but it was like a slice of home for them, a cup of comfort that really is more of an experience than simply a hot drink. That is exactly what we strive to provide.

We are bringing quality products to festivals, whereas a common approach among traders seems to be 'catering for the masses' – do it quickly and check out. That is the opposite of what we're about.

We have to focus on the quality of the product because that's where we make our money. If you go to someone selling a number of different items, they're doing a lot at once so maybe can't provide that meticulous attention to detail on the specific product.

That's why I haven't changed my business over time: we keep true to what we do, what people know us for and focus on delivering that quality experience every time.

I love seeing repeat customers come back to us at festivals, year on year to the same festival we're at, telling us how much they've looked forward to, and waited for, our hot chocolate. You just can't beat that! It's like they're just as passionate about the product as I am and that really means a lot.

The festival trade can often be touted as lucrative for traders, but is not always the easiest to 'break into', just as Thomas found initially:

At the start I found it quite hard to get a foot in the door with festival organisers because they just automatically categorise you as another coffee trader, nothing more nothing less, and don't really appreciate what it is you're offering – which in our case is the most important. Of course, at the beginning, when you've got a fledgling reputation or on testimonials to speak for you, it is difficult.

So, as we speak (in January) I am in the midst of sorting out our festival applications. They start early, some we had to apply for back in October! Whenever I speak to festival organisers now, I always have to argue the point that we're not just a hot drinks trader, that with The Cocoa Caravan what people are getting is an experience, a memorable moment just as much as the music aspect of the festival for example. I have to stress the point that we specialise in luxury hot chocolate.

A lot of coffee traders will close in the evening as they want to go and enjoy the festival too, whereas we recognise a lot of our trade can be later on so will often stay open until midnight. We want to make sure customers can have The Cocoa Caravan experience when they want – people love a hot chocolate before going to bed, for example. So, it would be silly of us to close early, but this also shows festival organisers that we are different, put customers first and will always offer them a great service.

I've had big caterers who are trading nearby look at some of our queues, inspect our unit, trying to gauge what's going on. It's this simple: we just focus on what we offer, are passionate about the product and provide good customer service. We're not just here to make money, we treat people like people, not numbers.



This honest and direct approach has clearly worked for the now-festival stalwarts, who recommend with festival applications that you should:

Keep it simple. Don't try to offer too many options, focus on what you do and do it well! Have a product that people will want, provide quality service and the custom will repeat. Organisers go through loads of applications, so keep yours precise for them as well as yourself.

Be concise, and clear about what you're offering: an image of your unit, and your product(s) should always be included. Follow up on applications, if you can try to phone and speak to someone, rather than just sending an email. This is a people business, after all.

Putting passion into practice is a key theme emanating here, so it's only right we asked about what makes up their cherished hot chocolate beverages:

I'm going to be cheesy and say love and passion. No but seriously, we are incredibly passionate about the product and put the same attention to detail in every cup – we want each customer to have that quality experience. The fact we use real, quality, chocolate goes a long way – it's the basis of the drink so it's extremely important.

We have a range for people to choose from – white, milk or dark chocolate for example. We like to create different variations, to offer this luxury, personalised aspect. The range of seasonal flavours we offer throughout the seasons are incredibly popular and a great example. We'd like to expand on this more by offering different origin chocolate flavours, perhaps create a 'special edition' drink tailored to the event we are at, which just makes the experience that bit more unique.

This popularity isn't seen as an anomaly either, the signs are all pointing towards a growing trend:

I do think the popularity of hot chocolate is on the rise. There are lots of people who don't drink tea or coffee, and for a while it's as if hot chocolate was forgotten about, or was reduced in people's perception to a watered down, high sugar drink in powder form which has formed this cheap reputation.

I've certainly seen an uptake in businesses offering 'proper' hot chocolates since we've been trading – they don't do it like we do it because again it is our pure focus, but I can see the trend growing. When it's done right, it is as much of a delicacy as any of the food trends you see sweeping menus across the sector.



There are no illusions as to the sacrifices required to make such a business work, and the value of reputation takes centre stage:

I'm always conscious of our reputation. When it comes to staffing, you must be able to trust that everyone you employ is representing your business correctly. So, you need to have full confidence in the job they're going to do. My staff consist largely of friends and family, and they'll tell you that I can be demanding, but I am also very serious about my business and the second we begin trading, it's no longer that family member, they are a staff member and have a job to do.

To me, having real pride in the business means I also wouldn't want to entertain the idea of buying cheap cakes in to sell for example, as for me it's all about seeing a customer come back with that delight in their eyes, knowing they're getting a quality product. So much effort goes into what we do, not just the drinks but also baking the homemade cakes myself as we pride ourselves on that fresh and organic quality.

It absolutely kills me but it's so satisfying, seeing your hard work come to fruition and the joy that you can bring people. I love it. I love the adrenaline of it, of looking out and seeing a queue for us to get through, the challenge of it.



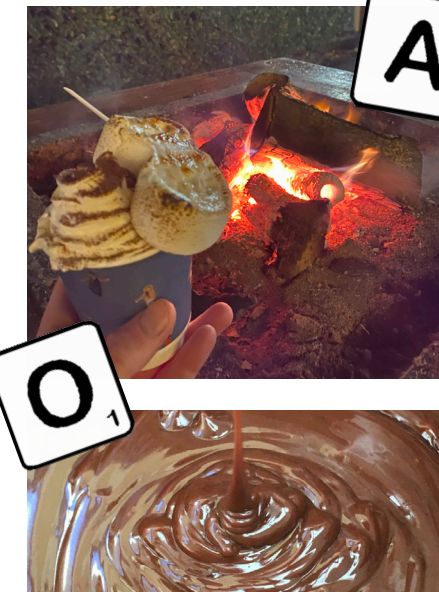
I've been bungee jumping, done skydiving but for me nothing touches that rush you get working at a festival!

Things are looking bright for The Cocoa Caravan and the future holds only more promise, with exciting plans in the works:

We are looking to expand, to do more festivals and bring what we offer to more people. Ultimately that means bringing in staff outside of friends and family and building a team that can deliver everything I want so I can let go of the reins a little. We have two units at the moment and I'd love to have our third ready this year – in keeping with the theme of our business, these are all Sprite caravans from the 70s. We love them as it brings that nostalgia for many of being back in the fields and serves to add another element to the experience people get with us.

It's important to me to not focus too much on growing, but just get every aspect of the business and what we offer right first, then the growth will come. You must get the fundamentals right first.

We're looking to submit some of our products to the Great Taste Awards this year too. We're also thinking about packaging our product for ordering, making it accessible so people can take that Cocoa Caravan quality and



experience home with them.

In an ideal world, I would love to open a bricks and mortar location somewhere in the Midlands. Just trying to speak the dream into reality!

Thomas and The Cocoa Caravan have gone from strength to strength in their quest. They have established themselves as festival favourites and received awards in recognition of their bespoke products. Their story is testament to determination, belief in the product but also a great reminder of the significance of keeping things simple: focusing solely on the people, and the product.

FOLLOW THEIR JOURNEY:



@thecocoacaravan

We had a chat with our in house Environmental Health Specialist Fiona West, to get to know a bit more about her and her role at NCASS.

Fiona, what does your role entail on a day-to-day basis?

The basis of my role is to ensure that all advice, content, training, Food and Health & Safety guidance throughout the business remains up-to-date, accurate and relevant to our members. As part of this I oversee the primary authority partnerships that NCASS has and support the development of new products and initiatives.

Where did you work before joining NCASS?

Before joining NCASS, I was a qualified Environmental Health Officer with a degree in Environmental Health, recognised by the Environmental Health Registration Board (EHRB), and a member of the Chartered Institute of Environmental Health (CIEH). So I've carried out my fair share of inspections on food businesses shall we say!

What appealed to you about the private sector?

I felt it was time for a change, a new direction and I believed I could make more of an impact here at NCASS. I had seen the benefits that NCASS provide from a regulatory perspective and wanted to be part of innovating and influencing future tools and systems for businesses. I wanted to help and support businesses to thrive as this is very rewarding to me.

How can your experience in the public sector benefit NCASS members?

I've quite literally walked in the opposite footsteps for nearly two decades, working as an EHO and working with businesses from the Local Authority side of things. I hope that I can bring this knowledge and experience across and translate it into helpful advice, guidance and resource for NCASS members.

What's your signature dish to cook at home?

I've just mastered making my own katsu curry, much to my own surprise! My daughter likes my lasagne, my partner likes the braised steak in red wine casserole that I make. I don't really enjoy cooking so it's more a labour than a love – this has given me great respect for those people who make it their passion!



What do you get up to in your spare time?

I like to walk, every day if I can – a good power walk whilst listening to music, I love music. I enjoy spending time with family, and during spring and summer will spend weekends at our caravan in Wales, walking along the coast and up some challenging hills! I also like reading and wish I had more time for this.

What's your favourite restaurant or bar?

Shoal Hill Tavern, Cannock Chase - nestled on the side of Cannock Chase, great for a leisurely walk followed by their tasty steak and ale pie with glass of white wine. Cosy country pub, you can't beat it. I also love Indico Street Kitchen, in the Mailbox, Birmingham.

One thing you're excited about for the sector this year?

Personally I'm excited to be going on a cruise holiday to Norwegian Fjords! Sector wise, I'm looking forward to working on the digital version of the Daily Diary and developing the Safety Management System further. I'm also excited about introducing the new learning management system and implementing a whole new catalogue of courses. Finally, I'm definitely looking forward to getting to Street Food Live in October!

A top tip on food safety for all NCASS members?

Don't panic about routine food safety inspections. Accept they will happen, prepare properly and then aim to get the most out of it. Know your procedures and make sure you are familiar with the controls in your risk assessments. Prepare staff for inspections and ensure that they are properly trained, in case you are not there so they can deal with everything smoothly in your absence. Then relax, engage with the EHO – it's a chance to ask them questions, it's free advice. The preparation will pay off when you realise you feel confident to answer any questions they have and can clearly outline how your business operates.

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MORNING GLORY:

A BALANCED BREAKFAST

When you envisage a summer of fun it no doubt involves picnics in the sunshine, BBQs aplenty and maybe even a trip to the seaside. For Jen and James of Morning Glory it means back-to-back festivals, breakfast all-day-every-day and smiling faces covered in glitter; and they wouldn't have it any other way! Morning Glory is the breakfast-focused brainchild of Jen and her partner James where they serve breakfast from 7am to 7pm at various festivals across the summer. When Jen decided to start her own business, it felt like a natural progression in her career after years of experience in a similar field: 'It's what I've always done. I made a lot of mistakes that I'm sure had I made on my own would have been harrowing, but now they have stuck in my mind'.

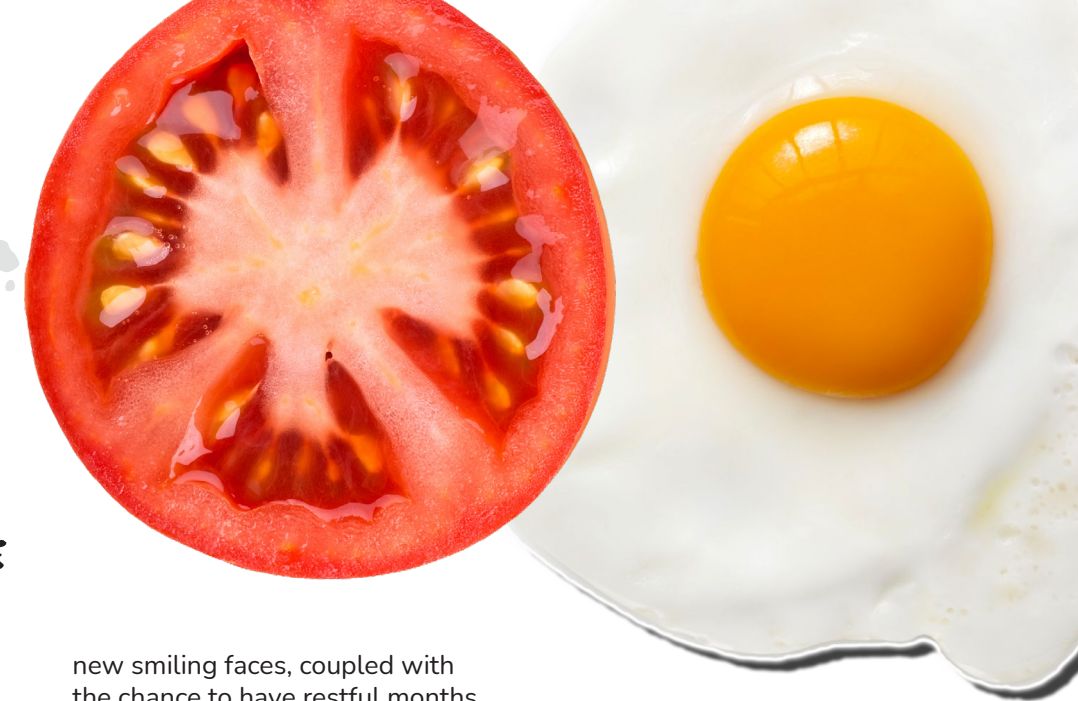
admits Jen. These mistakes may have been plentiful, but so too were the learning opportunities that gave Jen the confidence to take over the then aptly named Little Green Trailer, even if, as she confesses, it was a poor choice of name. 'We were in the process of taking over the business and there was a moment of 'what are we going to call ourselves?' and a friend of mine suggested giving it a holding name like Little Green Trailer or something and we did. It was a pretty terrible name; it didn't really describe anything we sell!' The name may have only been a holding place, but the now renamed Morning Glory, is here to stay and with a festival focused season, Jen and James have built a business that gives them everything they need; a healthy work-life balance, the chance to

work together and the opportunity to meet new, exciting people every summer.

But why only festivals? We couldn't be so bold as to suggest that festivals are like Marmite, in that one either loves them or hates them, but they can certainly be positioned in a similarly opinion dividing category. For many traders, festival season is a welcome shake up from the cold cobbled streets of weekend markets, whilst others, steer clear of any but the big G. It's then tantalisingly interesting to find a trader who only trades at festivals. 'Something that I've learnt through just doing festivals is that you actually get so much more. Not necessarily in terms of the money you can make, but you get so much more out of your

'JEN CREDITS TAKING THE TIME TO BUILD A STRONG RELATIONSHIP WITH HER TEAM AS A REASON FOR THE RAPPORT THAT STRENGTHENS THEM.'

time. Not only that, but it's the fact that you get to meet so many people so quickly. It's like a lived experience.' This freedom afforded by a career in mobile catering is no surprise to Jen and for her it is a noteworthy appeal of the industry. 'In Street Food it's that idea that your time is your own and you're your own boss.' With that in mind the freedom of mobile catering, coupled with the bountiful business of festivals sound like a perfect pairing and it's no wonder that they prove to be such an exciting time for Jen and the team. 'I love the life that I have inside the festival season just as much as outside, I'm sat here waiting for that time to come back round!' The seasonality of Morning Glory allows Jen and James to enjoy their own parameters of success, which means the opportunity to meet



new smiling faces, coupled with the chance to have restful months with family and friends. 'Success doesn't have to be financial. You can look forward to having a really great lifestyle and your business supports that lifestyle.'

By finding a model that works for them, Jen and James have given their business the space to grow organically, whilst still guiding it in the direction that they want to go. 'Less is more. A friend of mine Ed, who runs The Duck Truck, once said to me 'don't be a busy fool' and that phrase sticks with me often.' So how does one go about not being a busy fool? 'Knowing exactly what it is that works for you and knowing your offering so well that you aren't afraid to say no if something doesn't work for you.' For Morning Glory that results in busy mornings of constant speedy service, followed by quieter afternoons for prep, ending in communal evenings of sitting down to eat with one another as a team. 'We've worked

out a structure that works for us as a team and there's no denying that it's a really hard job but being able to serve that morning trade means that if you can do it well enough, then you have a score [and] then we can maximise the rest of the time being at those events.' A somewhat surprising, but equally sincere, notion that is apparent when talking to Jen is that of balance. Intense mornings filled with endless streams of people may not sound like a good balance, but when Jen and the team are then able to enjoy dinners together or go and watch a band perform, it makes the fast pace of the morning worth it. This is also echoed in the seasonality of the business. Back-to-back festivals spanning three months may sound like the dream of 21-year-old with good knees, but it allows all those involved in Morning Glory to maximise the rest of their year doing whatever they wish. 'It can't be overstated how



much my life has improved since we changed our work lifestyle because we value the time we have in work, but then we value the time we have out of it. I don't have Monday Dreads. I know that it's a privileged position to be in [...] but you get to enjoy all the things that you do.'

Another notable factor in being able to enjoy this balance is the strength of her team. '[They] are such an important thing for us because, as everyone in the hospitality industry knows, it's so hard to get anyone, never mind great people, so when you do have these great people, retaining them is so important.' Whilst she admits that the seasonality of the business can make it difficult to retain people, it is clear it's not deterred everyone from coming back year on year. 'The trailer's got everyone's handprints on the back and so you draw around your hand and it has your name in the middle. And then once you've worked us one year, the second year we go round it in a different colour and then you get a star in the middle of the hand. There're loads of people's names that have multiple stars on top!' Jen credits taking the time to build a strong relationship with her

team as a reason for the rapport that strengthens them, as well as not being afraid to let in new energy to shake things up. 'One of the nice things is that when we do get new people, you are then getting fresh energy coming into the team.' Throughout the duration of our conversation, it was clear that Jen was immensely grateful for the hard work of her team to get through a fun filled, but undeniably physically draining, festival season. 'It's so important to make sure that the team that you have are right because it is the most important thing you will do. I think it's so often overlooked, especially in festivals, because people act like they are doing their staff a favour by taking them to a festival. But you have to appreciate that they are also doing you a favour by being there, by making your business work, by being the face of your business and someone you can trust!'

Thankfully though, this trust can be easily evoked in those drawn to this lifestyle. For Jen and James, Morning Glory and all their team, the nomadic appeal of a festival focused season is irresistible and the freedom that it then affords them either side of the year, unparalleled. 'You find you quite

often get a certain kind of person (and I would definitely put myself down as this as well) who's not really looking for a set career and your out-of-work time is as important as your work time. Those people are naturally drawn to the events or festival industry.' This like-mindedness is equally shared amongst traders and helps to build a sense of community that Jen feels would be hard to replicate in a Bricks and Mortar set up. 'I used to manage restaurants, but let's say we ran out of eggs, I never really felt confident to run to the restaurant next door and ask for a chance at the cupboards; I'd always run to Tesco. But with Street Food, even if you're selling the exact same thing, most people are

'SOMETHING THAT I THINK IS GREAT IN THE FESTIVAL INDUSTRY BUT COULD BE DONE EVEN BETTER IS FEMALE REPRESENTATION.'

willing to help you.' This sense of community and mutual respect also impacts which festivals Jen decides to apply for and what makes festivals such as Glastonbury, Lost Village, End of the Road and Secret Garden Party, for her, some of the best festivals to trade at. 'Quite a lot of festivals, although food is one of the most important things at an event (because if people don't have it, they will literally starve), majorly overlook it. It's overlooked by a lot of people, almost like it 'just has to be there' and so food traders sometimes are treated like the bottom of the barrel.' The aforementioned festivals are some that stand out as doing the exact opposite and making sure that their food traders are well treated, valued and supported. 'Events have changed so much since we first started and it seems like a race to the bottom now with pitch fees and this notion that 'if you won't do it, there's always going to be someone to replace you,' but what you want is a trading team that says 'no, we don't want to replace you, we want you, we know you, you're great to work with.'

'This is definitely not a business that's ever going to make anyone a millionaire. There's no denying

that. But that doesn't matter if your goal isn't solely money.' And it is clear that this is not the sole goal for Jen and James. They live a life of balance, a balance that might not equal out to others, but it does for them and those they work with. The freedom to carve out a career that suits their lifestyle allows them to enjoy the fast paced, energetic charisma of the festival industry and the peace and calm of off-season life: A balanced breakfast if you will. Jen is aware that this balance manifests differently for everyone and so she is keen to share the knowledge and experience that helped her to find her own by offering a mentorship scheme. Through mentoring she hopes to save people from some of the headaches she went through, whilst potentially evoking change for the better with regard to female representation in the industry. 'Something that I think is great in the festival industry but could be done even better is female representation. It's always bothered me how 'traditionally' a woman's place is in the kitchen but then when you get into hospitality or Street Food the chefs are always men. I often find when I go into a field, if I'm not with my partner who is quite a tall, big presence, I

get so many people mansplaining every single thing to me. It's something that is changing but it needs to keep changing, we need to be getting more women into the industry and more women owning Street Food businesses.'

When first asked to discuss the origins of the business, Jen readily admitted that 'there's no desire to ever own a restaurant.' Some might find this an odd admission, as owning a bricks and mortar premises is a goal for many mobile traders. However, the more one learns about Morning Glory and its personalised business model that allows (arguably) a perfect work-life balance, the more it becomes very clear why she would say this. Morning Glory is the perfect example of not being a 'busy fool,' of defining one's own parameters of success and not charging towards goals set by others. That is where Morning Glory's success lies, in and of itself, and this ensures that all those who encounter Morning Glory, be it glitter ridden punters, or returning seasonal workers looking to get another handprint, have a memorable, genuine and tasty experience.

'IT CAN'T BE OVERSTATED HOW MUCH MY LIFE HAS IMPROVED SINCE WE CHANGED OUR WORK LIFESTYLE BECAUSE WE VALUE THE TIME WE HAVE IN WORK, BUT THEN WE VALUE THE TIME WE HAVE OUT OF IT. I DON'T HAVE MONDAY DREADS. I KNOW THAT IT'S A PRIVILEGED POSITION TO BE IN [...] BUT YOU GET TO ENJOY ALL THE THINGS THAT YOU DO.'

BACON



FOLLOW THEIR JOURNEY:

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THROUGH WITH SINGLE-USE: PLASTIC BAN EXPLAINED

As per the Government announcement at the beginning of the year that England is set to roll-out a ban on certain single-use plastics in October this year, the hospitality industry is preparing for the bans to come in.

As much as the move is a positive one for the country's overarching sustainability aims, there is undoubtedly a period of adjustment and understanding as the industry seeks to discern the mechanics of the ban – traders need to know what it boils down to; how exactly the ban will affect them.

What has been announced so far includes single-use plastic plates, trays, cutlery, bowls, balloon sticks as well as certain types

of polystyrene cups and food containers. Effectively this means that come the Autumn, consumers will not be able to purchase any of these products from businesses in any sector.

This new law will bring England and Wales in line with Scotland and Northern Ireland, who both had previously introduced similar bans on single-use plastics in 2022 and 2020 respectively.

Sustainability has become a key aim of most businesses in the UK reflective of wider sector aims and ambitious aims at Government level to see the nation become much more sustainable. The hospitality sector carries a lot of weight in this conversation, due to the nature of

trade. Takeaways for example, are always associated with disposable plastic packaging / cutlery and the prevalent notions of the UK being something of a 'throwaway' society.

The use of sustainable solutions across the hospitality sector could contribute to a significant increase in the state of the UK's environmental health and push the country further towards achieving its sustainability aims.

We will be sure to provide further guidance on this new legislation as the ban nears and we have more information to share on the topic, but like usual if you have any questions or need some advice regarding this please do get in touch with us!

OUR PACKAGING PARTNER BIOPAK HAVE PUT TOGETHER THIS HANDY TABLE WHICH DETAILS EXACTLY WHAT WILL BE BANNED, AND WHEN THOSE BANS COME INTO PLACE:

Laws	England	Wales	Scotland	Northern Ireland
Single-use plastic cutlery, chopsticks, plates, bowls, trays (including CPLA cutlery & PLA straws)	Banned from October 2023	Banned from Autumn 2023	Banned since August 2022	Banned since 2022
Single-use straws & stirrers	Banned since October 2020	Banned from Autumn 2023	Banned since August 2022	Banned since October 2020
Expanded polystyrene food containers and cups	Banned from October 2023	Banned from Autumn 2023	Banned since June 2022	Banned since 2022
Polystyrene lids for and drink containers (coffee cups)	Banned from October 2023 (only when used with polystyrene drink or food container)	Banned from October 2023	Banned since June 2022 (expanded polystyrene only - coffee lids not included)	Banned from October 2023 (only when used with polystyrene drink or food container)
Ban all oxo-degradable plastics	No	Due Autumn 2023	No	Banned since 2022

PLANT-BASED, COMPOSTABLE PACKAGING

BioPak products are made from sustainably sourced, plant-based raw materials.

At BioPak, it's our mission to produce the most sustainable, environmentally friendly packaging on the market. We champion compostable packaging and we're focused on reducing fossil fuel-based plastic used in foodservice ware by offering an eco-friendly alternative.

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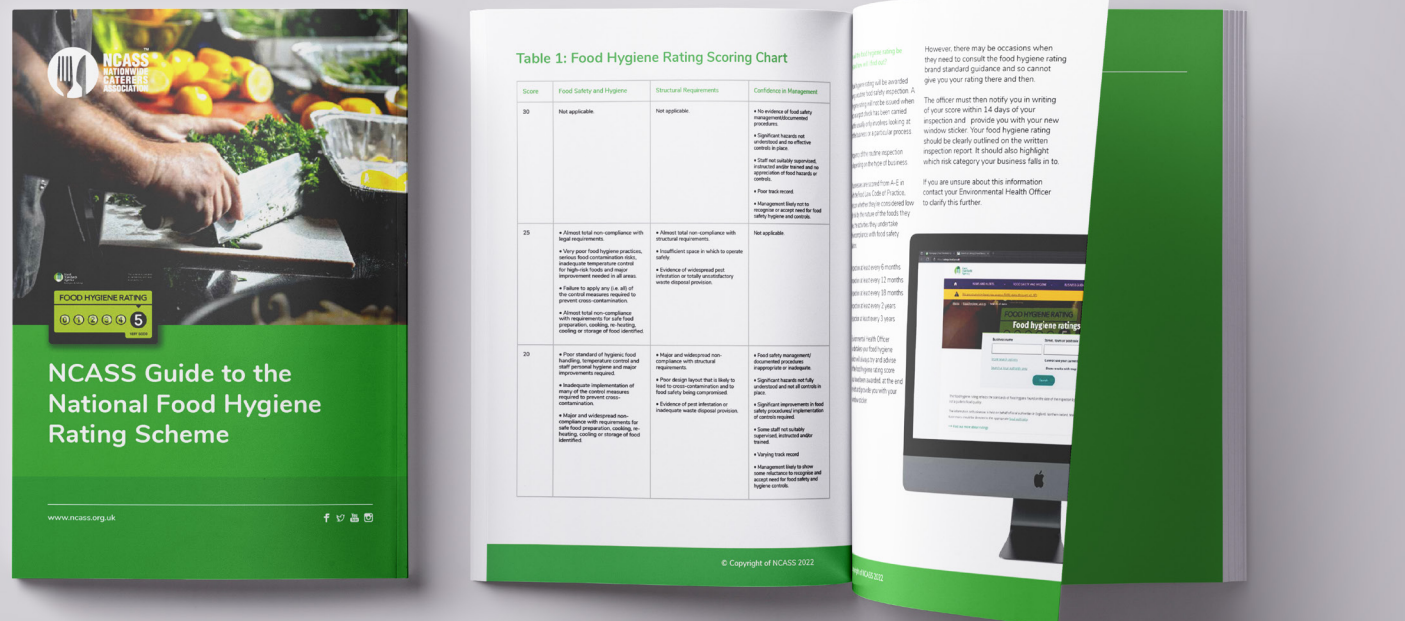
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What is the National Food Hygiene Rating Scheme (FHRS)?

The FHRS is an initiative overseen by the Food Standards Agency and local authorities. It applies in England, Wales and Northern Ireland. It provides information about the hygiene standards and compliance levels within food businesses at the time they are inspected. There are six different ratings which can be awarded to businesses; 0 (the worst) to 5 (the best).

The purpose of the scheme is to allow customers to make informed decisions about the places that they buy food from or where they eat out. It also encourages businesses to improve their hygiene standards with the overall aim to reduce incidents of food borne illness and the harm that this can cause.

It applies to all places where food is supplied, sold or consumed, for example:

- restaurants, pubs, cafes and hotels
- takeaways, mobile food vans and market stalls
- staff/student canteens and hotels
- supermarkets, convenience stores and health food shops
- schools, hospitals and care homes

How are food hygiene ratings determined?

Your routine food safety inspection will result in a food hygiene rating which will appear on the Food Hygiene Rating website.

The Environmental Health Officer who inspects your business will check how well the business is meeting the law in the following areas:

1. Food Safety and Hygiene Procedures

This focuses on how hygienically food is handled, as well as how it is prepared, cooked, re-heated, cooled and stored. Scores awarded are 0/5/10/15/20/25.

2. Structural Requirements

This focuses on the condition of the structure of building(s), as well as the cleanliness, layout, lighting, ventilation and other amenities. Scores awarded are 0/5/10/15/20/25.

3. Confidence in Management Procedures

This focuses on how a business manages and records what it does to make sure food is safe as well as its' compliance history/track record. Scores awarded are 0/5/10/20/30. The scoring criteria for each of the three areas is outlined in detailed guidance known as The Food Hygiene Rating Brand Standard. Officers use this guidance to ensure consistency in how they score.

The total numerical score is then mapped across the six food hygiene ratings ranging from 0 (the worst) to 5 (the best).

The rating depends on the total intervention rating score for the three areas but also takes into account the highest of the three scores; this is called the additional scoring factor. Where an individual scoring factor exceeds an additional scoring factor, the food hygiene rating will drop down to the rating where it no longer exceeds the additional scoring factor.

To get the highest rating the business must do well in all three

areas. The lower the overall score, the better the rating.

When will my food hygiene rating be issued and how will I find out?

Your food hygiene rating will be awarded following a routine food safety inspection. A food hygiene rating will not be issued when a revisit or a spot check has been carried out, as this usually only involves looking at part of the business or a particular process.

The frequency of the routine inspection varies depending on the type of business.

Food businesses are scored from A-E in line with the Food Law Code of Practice, depending on whether they're considered low or high risk by the nature of the foods they prepare, the activities they undertake and their compliance with food safety regulations.

A = inspection at least every 6 months

B = inspection at least every 12 months

C = inspection at least every 18 months

D = inspection at least every 2 years

E = inspection at least every 3 years

The Environmental Health Officer who undertakes your food hygiene inspection will always try and advise you of the food hygiene rating score that you have been awarded, at the end of the visit and provide you with your new window sticker.

However, there may be occasions when they need to consult the Food Hygiene Rating Brand Standard guidance and so cannot give you your rating there and then.

The officer must then notify you in writing of your score within 14 days of your inspection and provide you with your new window sticker. Your food hygiene rating should be clearly outlined on the written inspection report. It should also highlight which risk category your business falls in to.

If you are unsure about this information, contact your Environmental Health Officer to clarify this further.

Here's an example of how the food hygiene rating may be reported:

	Annex 5 score
Compliance with Food Hygiene and Safety Procedures: Some major non-compliance with statutory obligations.	15
Compliance with Structural Requirements: Some major non-compliance with statutory obligations.	15
Confidence in management/control procedures: Significant improvements in food safety procedures/implementation of controls required.	20
Total Score	50
Food Hygiene Rating	

How should I inform customers of my food hygiene rating?

Ensure that you display your food hygiene window sticker at the entrance of the business, at the service counter or in a prominent place.

You may want to refer to it on menus and on promotional leaflets. There is nothing to stop you approaching the local press and asking if they will help you to highlight your new rating or produce some advertising for your business.

N.B: If you are in Wales or Northern Ireland, it is a mandatory requirement to display the food hygiene rating window sticker in a prominent place.

Previous rating stickers must be destroyed as only the most recent rating should be displayed. If your food hygiene rating drops then make sure you remove any old food hygiene rating window stickers from display and update menus that reference the old score. Leaving them in use can be misleading and the continued display of a previous rating may result in a complaint to Trading Standards which could constitute an offence under the Consumer Protection from Unfair Trading Regulations.

In Wales it is actually an offence to display an outdated sticker under the Food Hygiene Rating (Wales) Act 2013 and this will be dealt with by the Environmental Health Dept via a fixed penalty notice (£200 reduced to £150 if paid within 14 days) in the first instance.

The food hygiene rating will be published on the national rating website. If you receive a rating of 5 then this will go live on the website shortly after the inspection. If you receive a lower score then this will be published 35 days after the inspection. This is to allow for the notification and appeal of the

rating. The 35 days is broken down into 14 days for notification of the rating + 21 days for appeal.

Can I ask for my food hygiene rating to 'go live' on the website early?

There may be circumstances where you don't want to wait for the 35 days to expire before the rating can go live on the website. For example if the rating has improved from a 2 to a 4 and you need to demonstrate the new rating in order to trade at a public event or to enroll on a food delivery platform.

You can ask your inspecting officer to make arrangements for the early publication of your food hygiene rating. This request normally has to be made in writing e.g. in an email or via an online request form.

If I don't agree with the food hygiene rating that I receive what can I do?

If you think that the rating is wrong, unfair or that it does not reflect the hygiene standards at the time of your inspection, then there are steps that you can take to appeal. There are safeguards in place under the Food Hygiene Rating Scheme including an appeals procedure, a request for a re-rating inspection or the opportunity to post a 'Right to Reply' comment. Your inspecting officer should be able to explain all of this to you but there should also be sufficient detail either within the inspection report or on the council's website to explain the procedures involved.

How can I appeal the rating?

First, contact the inspecting officer whose contact details should be outlined on the inspection report. Discuss the matters on the report that you disagree with and listen carefully to how they came to justify the scoring that was awarded. If, following this discussion you still do not agree

with the food hygiene rating awarded then you have the right to formally appeal.

You will have 21 days from the date of your inspection report to appeal. Check your inspection report which should contain details of the specific steps that your local authority require you to follow in order to appeal. There will usually be a specific online form that you will need to complete or it may be that you can submit your comments in an email.

Your appeal will be considered by the lead food officer at the local authority, usually the Environmental Health Manager; it is not for the inspecting officer to determine the fairness of the inspection. You will then be notified of their decision to amend or uphold the food hygiene rating within 21 days of you submitting the appeal. During the appeal period the food hygiene rating will not go live on the website and you will not have to display the window sticker.

How can I use the 'Right to Reply' to explain the rating to customers?

If you have completed the requirements outlined in your inspection report and have improved the hygiene standards or if there were unusual circumstances at the time of your inspection that did not reflect your normal standards, then you have the option to explain this to customers.

You can provide comments explaining the situation or confirming the improvements that have been made, that will be uploaded to your rating page on the website. The comments will first be checked and approved by the Environmental Health Manager. They may be edited to remove offensive or defamatory comments.

Your customers will then see these comments when they check your rating online. You can also check your inspection report or local authority website for details on the 'Right to Reply' process for your local authority.

How can I request a re-rating inspection to improve my rating?

If you have made all of the necessary improvements, then it is worthwhile requesting a revisit to get a new rating (referred to as a re-rating inspection).

An Environmental Health Officer will come back and carry out a full food safety inspection again. A new food hygiene rating will be issued to reflect the standards found at the time of the inspection.

The request must usually be submitted in writing either by submitting a specific form or in an email to the Environmental Health Manager. You can expect to get confirmation of your request and for the re-rating inspection to be carried out within 3 months. It will likely be an unannounced inspection and carried out in the same way as a usual routine food safety inspection.

Some local authorities charge for this inspection in order to cover the costs of carrying out an additional inspection of your business. This

cost will need to be paid at the time of making the request and can range from £100 to £250.

How do I achieve a hygiene rating of 5 – Very Good?

We want all members to aim for a hygiene rating of 5 – Very Good.

In order to get a 5 you must have an accurate understanding of the basics of each of the three criteria and ensure that this is well documented.

The key points are:

- Having safe methods in place for all stages of your food production processes e.g., food storage, cooking, cooling
- Being able to evidence your food safety controls through your checks and records
- Making sure staff are trained on your food safety procedures and clearly demonstrate them when asked
- Having a clean, well maintained and pest free food premises throughout
- Having clean and hygienic equipment and being able to demonstrate your cleaning and maintenance procedures
- Consistently maintaining a good track record of compliance

You can also use our EHO Inspection Checklist - available to download for free now from our website which will help you make sure you've got everything in place for your next inspection! Work through the list to be as prepared as you can be.

For more information on the scheme, you can visit our website



ANOTHER BRICK IN THE WALL

For many, mobile catering is the dream – the freedom to trade on wheels and travel the land while serving up smiles and expanding the brand.

For some, whether intentional or not, mobile trading can lead to or act as the stepping stone to opening your own bricks and mortar establishment. A widespread aspiration among those working in independent hospitality, the dream of owning your own premises is a lofty ambition, and suitably can come with some sizeable challenges.

With a fixed site premises, location naturally is a pertinent factor. This can depend on the type of business, for example: food-to-go businesses tend to cluster around train stations and offices, takeaways – especially those working with delivery apps – by and large situate near suburbs, and you can usually locate fine dining or Michelin restaurants in more up-market areas of town.

You want to give your business the best chance of success. Acquiring a location that is right for your business and your aims is essential for this. When deciding on a location, some worthwhile facets to think about and questions to ask yourself might include:

Consider the demographic of the area and think about if there's enough crossover with your target audience? What is the footfall situation like? Who will your neighbours be and what about your competition? Are there public transport links nearby? Will you need car parking space for visitors?

These are pivotal aspects that should not be underestimated – if it is not convenient enough for people to visit, they won't. If there isn't adequate parking space, how do you envisage customers getting to you? Put yourself in their shoes, map out a potential journey. You want to be able to cast your reach of potential customers as wide as possible. Is your brand strong enough for people to make that journey in the first place? Further logistical considerations include building a positive relationship with the local community – what will you add in their eyes? How will you ensure you are well liked? Will noise or smells from your premises be an issue for locals?

It is paramount to spend some time in the area you are considering, to see for yourself what the footfall is like, how busy other hospitality businesses are and what time things start to wind down, so you give yourself a realistic view of what you can expect. How have other food businesses in the area fared? Can you spot your target market, when they visit and what they are buying?

One thing to be mindful of when making the transition from mobile to fixed site, is to keep true to the experience customers have become accustomed to with you: If you have built up an engaged following through your mobile ventures, if people know you for specialising in a particular style or cuisine, the bricks and mortar site should reflect that. Keep it simple: give people what they want!

IF YOU CAN BUILD A COMMUNITY OF SUPPORTIVE CUSTOMERS THEY SHOULD HELP YOU THROUGH THE CRUCIAL, INITIAL FIRST MONTHS.

Of course there is room to evolve the business and enhance your offerings, but be wary of overcomplication – the old adage 'if something isn't broke, don't fix it' too often rings true.

You want to ensure you keep the customers you already had and provide that quality they know you for. Consistency is key. Every customer who comes in to dine with you should receive the same great experience.

Think about factors like how can you improve the experience for those loyal customers? How are you going to bring them on the journey with you and make them feel an important part of it? How will you build excitement and get people talking about the business? What will you do to ensure your followers spread the word?

Maintaining your ethos is primary, as it's likely your customer base have bought into this. Bring your customers with you, and they will help to market your location! If you can build a community of supportive customers they should help you through the crucial, initial first months.

A fixed site will naturally bring with it bigger risks but also bigger rewards: It will enable you to do things on a greater scale and afford you opportunities that a mobile platform possibly can't.

Furthermore, fixed premises are often far more competitive. Hopefully your marketing and branding was developed in the mobile phase – utilise that to get your supporters talking about you, spreading the word and encouraging others to join in.

However, it can be tough if you have quiet days – this is where it is important to sustain branding and presence, to be proactive and not rest on your laurels

– how will your marketing plan help you tackle this? What are you going to do to create a buzz and keep it? Could you seek collaborations with other businesses or reach a little outside of the box?

Would you consider bringing in the help of professional marketing services and/or a PR firm to help with whipping up that all-important interest in the first few months?

Just as with mobile trading, staff are imperative. After all, a customer's experience is determined on their interactions with the business and by the staff who work for you, who represent the business. You need them to be engaged, on your side and believing in the overall project just like you do.

Therefore, it is important for you to create an environment where staff feel valued, welcome, and ideally part of a family, as it is for them to provide this for customers. Both go hand in hand – give people a workplace they want to come to, they will perform better and be more likely to make it a career. Think about how staff will interact with each other just as much as with customers when you are building your 'staffing family'. You need to be able to trust each one of them to do the job you are employing them to do, otherwise everything could fall apart and disinterest could quickly grow.

While certainly not without its challenges, the transition from mobile to bricks and mortar can be extremely rewarding – after all, it is a home for your creation and the expansion is a result of your success and hard work. What could be better than seeing your premises full of eager customers happy to be sharing in your vision, a sea of happy plates and big smiles lighting the place up?

Finally – if you're currently thinking of moving from mobile to a bricks and mortar venture, we'd love to hear from you so please get in touch!



Don't miss out on your cashback!

All NCASS members can earn up to 6% cashback on purchases of 13kg (excluding patio gas), 19kg or 47kg propane bottles*

It's simple – the more you spend on gas within a qualifying period*, the more cashback you'll receive.

£300-499.99 - 3% cashback
£500-799.99 - 5% cashback
£800+ - 6% cashback

Visit www.NCASS.co.uk/Calor for details on how to sign up and start earning cashback.

Already signed up?

The current cashback period ends at midnight on the **30th June 2023**, so if you buy your Calor gas bottles from a retailer other than Calor directly e.g. garden centre, hardware store, then you need to upload your receipts via the Member Dashboard by the deadline.

If you have an account with Calor Gas directly and receive a Calor invoice when you purchase your gas, you will not be required to do anything as your spend will be automatically recorded.



Would you like to showcase your business?

If you've earned cashback in 2022 and you'd like to feature in a Calor case study, get in touch. We'd love to hear how you're spending your cashback and this is a great opportunity for you to promote your business!

We're keen to learn:

- How the cashback is helping your business
- What you use LPG for
- What you've spent your cashback on
- Your feedback on the cashback scheme
- The future of your business

If you'd be up for taking part, get in touch with the Calor team by emailing NCASS@calor.co.uk

For more details on the cashback scheme please visit
www.ncass.org.uk/rewards

*Terms and conditions: Offer is only available for members of The Nationwide Caterers Association. Cashback is available on any 13kg (excludes Patio gas), 19kg or 47kg Calor Propane gas bottles purchased directly from Calor or via a Calor authorised independent retailer/dealer. All purchases must be made during the qualifying periods, with members eligible to claim their cashback in two separate periods from 1st January – 30th June (receipt submission deadline 30th June 2023) and from 1st July – 31st December (receipt submission deadline 31st December 2023).

Please Remember:

- Quote NCASS when contacting the supplier
- NCASS cannot be held liable for any advice or workmanship
- Let us know your experiences of using these suppliers (good and bad) email suppliers@ncass.org.uk

Suppliers



Amobox

Tel: 01206230646
Contact: Matthew Amodio
Email: info@amobox.com
Website: www.amobox.com



The Catering Accounting Company

Tel: 0121 706 8585
Contact: Andrew James
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Website: www.catering-accounting.co.uk
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Tel: 0121 770 0593
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Email: Chris@tealwash.com
Website: www.tealwash.com
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Revival Trailers

Tel: 01384 936073
Contact: Richard Spratley
Website: www.revivaltrailers.com
Address: Revival Trailers Ltd, Unit D1A, Cradley Enterprise Centre, Maypole Fields, Cradley Heath, West Midlands, B63 2QB

Gas Engineers

East Anglia

Metropolitan Technical Solutions

Name: Dean Pearson
Gas Safe No: 532331
Covers: East england: PE,SG, CM, SS, CO, IP, NR South east england: RG, GU, ME, CT, TN, BN, PO, SO, London area: SL, TW, KT, CR, BR, DA, RM, SM IG, EN, AL, WD, HA, UB.
Contact: www.metropolitantechnicalsolutions.co.uk
01708 450330

East Midlands

Derbyshire Gas Solutions

Name: Shane Hall
Gas Safe No. 562193
Covers: Sheffield, Derbyshire, Nottingham, Doncaster, Stoke, Walsall, Birmingham & Stockport.
Contact: shane@derbyshiregas.co.uk
07847858767

Bog Standard Plumbing, Heating and Gas

Name: Ronnie McGrory
Gas Safe No. 575163
Covers: WV, B, DY & WR
Contact: info@bogstandardplumbing.co.uk
03301132248

London

Universal Gas

Name: Neville Johnny
Gas Safe No: 576212
Covers: All of London, Brighton Region and London side of Kent.
Contact: 0208 691 6244
neville@universalgas.london

London

DPS Gas

Name: Peter Crick
Gas Safe No: 304637
Covers: NW, WD, LU RM, EN HP
Website: www.dpsgas.co.uk
Contact: sales@dpsgas.co.uk 02084594221

GasComm

Name: Marc Rowson
Gas Safe No: 555153
Covers: SW, SE, SM, CR, BR, RH, DA + some of TN, ME, BN
Contact: gascomm@hotmail.com
07956 431542

TP4HEAT Plumbing & heating Company LPG specialists

Name: Tomas Polak
Gas Safe No: 558868
Covers: Surrey, London & surrounding areas. Postcodes: KT, SM, RH, GU
Contact: tp4heat@gmail.com 07791623197

Safeflow Commercial & Mobile Catering

Name: Hungria Ventura
Gas Safe No: 630254
Covers: Whole of London, RG, GU, RH, TN, ME, HP & LU
Contact: safeflowgaseng@gmail.com
07492359179

South West England

A4 Gas Services

Name: Kevin Stalker
Gas Safe No: 515772
Covers: Gloucestershire, Wiltshire, Berkshire, Hampshire, Surrey, Oxford, Somerset, South Wales & Bristol
Contact: k.stalker@btconnect.com
07967015570 / 01249 822595

Bart Mechanical Services Ltd

Name: Terry Buttle
Gas Safe No: 212606
Covers: Somerset, Devon, Dorset, Gloucestershire BA,DT,TA, BS, EX, BH, SP
Contact: bartmechanical@gmail.com
07906866931

Caterworx

Name: Paul Ducker
Gas Safe No: 551431
Covers: Dorset, Hampshire, Wiltshire
Contact: caterworx@outlook.com
01202 671133

CombiHeat

Name: Milton Dinnall
Gas Safe No: 181203
Covers: Bristol, Somerset, Wiltshire, Gloucester, South Wales
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SRM Hygiene & Catering Equipment Supplies Ltd

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Crow Valley Gas

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Gas Safe No: 540228
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Contact: dennis@crowvalleygas.co.uk
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Contact: contactcanarygas@gmail.com
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Contact: 07967610576
bbillgas@aol.com

South East England

Abacus Flame Ltd

Name: Noel McNeil
Gas Safe No: 212706
Covers: Kent and Sussex
Contact: accounts@abacusflame.co.uk
07967713217 / 01323 648083

Belltwin Commercial Catering Engineers

Name: Gavin Bellenger
Gas Safe No: 621792
Covers: Hertfordshire, Northampshire, Bedfordshire, Buckinghamshire
Contact: Belltwinccce@outlook.com
07511963541

Commercial Kitchen Engineers

Name: Gareth Price
Gas Safe No: 562927
Covers: Brighton & Hove, Sussex,
Contact: gareth@cke-sussex.co.uk
07770776662

Gas Bay

Name: Ross Panrucker
Gas Safe No: 553747
Covers: Essex, Suffolk & East Anglia
Contact: gasbayco@gmail.com
01255 440345 / 07973510565

Grayson Gas

Name: Grayson Eacott
Gas Safe No: 574285
Covers: Bedfordshire, Buckinghamshire, Oxfordshire, Northamptonshire, Cambridgeshire, Hertfordshire, London
Contact: 07522120942, 01525854750
graysoneacott@yahoo.com

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