



## **Safer food, better business case study: a business view**

### **Doncaster Rugby Club**

#### **Local authority: Doncaster Metropolitan Borough Council**

Castle Park is the official clubhouse for Doncaster Rugby Club. It is a busy venue used for a multitude of activities in addition to rugby, such as conferences, weddings, banquets, dinner dances and private parties. The complex includes 6 bars/conference suites and can provide food for over 400 people in a single event. Catering Manager Janet Hayes has successfully managed the busy catering service for many years.

Janet originally found out about the new requirements for hazard analysis during a routine food hygiene inspection. She was then contacted a few weeks later by the inspecting officer, offering her mentoring to implement Safer food, better business (SFBB) in her business. She accepted the offer immediately, believing it would be beneficial for the business and give her a good start in complying with the new legislation. The mentoring consisted of three shorter 1:1 coaching sessions, with tasks given to her at the end of each session to complete before the next visit. Janet found the 1:1 sessions very useful as it gave her a chance to discuss in detail the practices that were carried out in the kitchen. She found the coach very knowledgeable and able to provide a lot of practical suggestions on how to improve practices and procedures. She also found it nice to discuss food hygiene outside the normal enforcement environment where the focus was on improving standards rather than just checking performance.

Prior to introducing SFBB, Janet already had in place a basic control system based on temperature checks and cleaning checks. However, she found SFBB useful as it assisted her in linking all the current checks in a logical way and was collected in one folder, rather than spread across the kitchen. 'Any information needed is now in one place and the daily diary is quick and easy to use,' she says. Janet also found that implementing SFBB makes her more confident when leaving her staff for a day off. 'I now know all staff can easily find help and instructions if needed and they are all trained to fill in the diary. On my return I can quickly check the diary to see if anything has happened and how problems were addressed.'

Doncaster Council operates a star rating scheme that is published on the Scores on the Doors website. Since implementation of SFBB, the star rating for Castle Park has improved from being a three star to a five star business and the Rugby Club was recently presented with a gold food hygiene award. Janet is very proud of their achievements and the certificates are framed and displayed both at the entry of the Rugby Club and outside the kitchen entrance. 'We have always been a busy venue

and it is a bit too early to see if the star rating has any impact on our bookings. However, it has definitely made us the talk of the village and I've heard comments on our five star rating from customers and when out in my spare time.

'I would recommend SFBB to any business. It has helped us to take the step from good to excellent without being too time consuming and complicated.'