



Safer food, better business case study: a business view

Shelly's

Local authority: Food Northwest (formerly Northwest Food Alliance) managed the project on behalf of 26 North West Local Authorities

Shelly's has been serving fine English, freshly prepared food for the past 2½ years. This busy restaurant can serve between 30 and 40 covers by 11am. The business operates with three full-time staff, three part-time staff, eight youngsters who assist with waitressing, front of house work and washing up, and one part-time cleaner.



Proprietor Michele Butterworth, Chef Benjamin Butterworth and staff Kate Rustage and Gwen Morgan

Proprietor Michele Butterworth first heard about the new EC regulations coming in when attending an advanced food hygiene course. She kept her ears open for further information and approached Warrington Borough Council when she knew that training on Safer food, better business (SFBB) was available.

Michele attended an SFBB workshop, which suited the business as not all staff had to attend the training and meant one person could relay the information back to their colleagues. She said: 'The workshop was very good. It ensured we understood the content of the pack before moving on and beginning to complete it.' Releasing Michele to attend the workshop didn't cause the business any problems as they have a good team who are trained to work in all areas. The business then received 1:1 coaching on site and Michele and her colleagues felt that the coach was excellent and arranged the 1:1 appointment at a time convenient to the business.

SFBB has been implemented successfully at Shelly's and all the business procedures are listed in the pack. Each member of staff now knows how to use the pack and understands how it works as they have taken it home to read through and study. The pack is also used as part of the induction process for new staff.

The chef, Benjamin, said: 'At first I felt I had enough to do in the kitchen and wasn't keen on the idea of having more paperwork. Now it takes less than one minute each day to complete the diary.' Benjamin was so impressed with SFBB that he's recommended it to the business next door and helped them to complete their pack.



Shelly's Restaurant

The relationship between caterer and environmental health practitioner (EHP) has developed through the EHP's attendance at the workshop and making a follow-up visit once coaching was complete. Shelly's looks to the EHP for help with problem solving and Benjamin even asked for advice from Warrington Borough Council's project support officer when he visited the restaurant as a customer.

Michele and Benjamin think that a simplified booklet giving a taster of SFBB would encourage businesses to use the system. This could be aimed at people who are new to the industry and could address cross-contamination and cleaning, so the importance of these aspects is better understood. They also felt a training DVD with questions at the end could be a valuable tool in rolling out SFBB to staff within a business.

The SFBB pack will continue to be used at Shelly's. Everything that happens is recorded in the book. It helps to remind staff to double check everything and ensures that they can comply with the law.