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## Edition 2 - August 2015

Summer is here and so is the latest newsletter in which we pinpoint sources of information and advice to help you comply with the law, adopt best practice and hopefully help you build a successful food business in Poole.

Please take a few moments to look at the articles and pass on any information helpful to your staff. Even better, encourage them to [subscribe to the newsletter](#) too.

Previous editions of the e-newsletter can now be viewed [here](#)

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## Sustainable Food City Partnership - join the food revolution!

Are you interested in sustainable food supply? The [Sustainable Food City Partnership for Bournemouth and Poole](#) works with communities and businesses with the aim of making the way we grow, cook, buy, eat and dispose of our food more sustainable.

“We really are simply an ever growing group of organisations, businesses and local people who care about food and want to work together to make local and sustainable food the norm in our towns,” explains Sarah Watson, Partnership Manager.

The Partnership is shortly launching a free Award Scheme for businesses, which will enable businesses to receive an award for work around sustainable food and to benefit from a range of promotional support and activities.

Find out more [here](#) or visit the Partnership’s website [www.sustainablefoodcity.org](http://www.sustainablefoodcity.org)



## How can I increase my business profile?

Every summer we welcome holiday makers to Poole and eagerly anticipate their extra business, but isn't it the case that they're too few customers to go around?



## How can you give your business the competitive edge?

Environmental Health Officers in Dorset are engaged in promoting the nationally recognised Food Hygiene Rating Scheme (FHRS) in cafes, restaurants and takeaways. Recently the Scheme has also been extended in Poole to include Care and Nursing homes, private members clubs, NHS and private hospitals, butchers and deli retailers.

The FHRS is a [Food Standards Agency \(FSA\)](#) / local authority partnership initiative. It provides consumers with information about hygiene standards in food business establishments.

The purpose of the FHRS is to allow consumers to make informed choices about the places they eat out and shop for food and, through these choices, encourage businesses to improve their hygiene standards. Now tourists and locals alike can see you're not just selling great food but you are clean and hygienic too! So there never has been a better time to stand out from the crowd by displaying your rating in the shop frontage and 'showing and glowing'.

With their Apps and access to ratings website, more and more people may be making choices before they even arrive so to get ahead of the game add the scheme Rating to your website or electronic menu.

[Find out more details here...](#)

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## Love the beach: support litter free coast and sea

Our lovely coastline attracts many visitors to Dorset which is good for food businesses in the area. Now you have the chance to help keep our local beaches clean and improve bathing water quality.

By carrying out a simple self audit you can assess the impact your business has on the local marine environment and identify simple changes you can make to keep our beaches in good health.

You will receive an accreditation certificate to display at your premises and other free promotional resources for your business.



As you will see from [Litter Free Coast & Sea](#) your business doesn't have to be right on the coast to have an impact. So dive in and see how becoming an [accredited Litter Free Coast & Sea food outlet](#) is good for business and the beaches too!

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## Food on the move: updated guidance for mobile vendors

If you are a mobile food vendor or market trader you may want to check out [newly updated guidance](#) before heading out on the road.



It covers food safety, food standards and health and safety issues of particular relevance to mobile food businesses and will help ensure that your business meets all the current legal standards.

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## 'No Proof of Age No Sale' Interactive Training Toolkit

Do you supply alcohol or tobacco products or other age restricted products and services? Guidance and support for your business to comply with legislation on the sale of age restricted products and staff training materials are now available online.



'No Proof of Age – No Sale' also known as NPOANS, is an interactive online resource for people who sell, or supply age restricted goods and services.

Documents and information can be downloaded and printed, including notes for staff and for trainers, tests on various age restricted products (with answers in a separate document) and support materials, including posters, useful websites and sample refusals register pages.

You can view a demo of the film and supporting materials on the ['No Proof of Age - No Sale' website](#). This version on the website is updated regularly to take account of recent changes in the law.

Subscription to 'No Proof of Age – No Sale' is currently offered free of charge to Poole retailers, except for national chains – i.e. over ten stores. If you are a retailer, or a licensee, and would like further information including accessing the resource please [contact us](#). Please note we will need a contact name and email address to set up your access to NPOANS.

## Trading Standards: changes to consumer rights

[The Consumer Rights Act 2015](#) will update and replace a number of laws that affect business-to-consumer transactions.

The rights of customers buying goods or services from you will change and you need to be aware of how this may affect your business.

From 1 October 2015 it will be clearer for customers to understand:

- Rights and remedies available if goods or services fail to do what was promised
- Time periods for repair, replacement and refunds of goods and services
- When terms and conditions can be considered unfair

More information is available from [businesscompanion](#)

