



WRAPPING UP THE MARKET

WE MEET YORKSHIRE'S FINEST STREET FOOD VENDOR - MARKET WRAPS

GRAB & GO

Today's consumer is looking for quality and convenience so we look at how the market is helping them with their food offerings

PIES AND PASTIES

Following on from the British Pie Awards, we discover more about these national favourites

IMPROVING KITCHEN HYGIENE

Food Hygiene is not just a necessity, but law. We hear from the experts about how you can make your business comply

ACCOUNTANCY

This month we take a special look at how the Government's latest budget will affect small businesses



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Editor's Message

A

As we head into the summer months we are treated to a wealth of festivals and street food pop-ups. The warmer climes and the fact that we travel more over the summer months means that we are far more experimental with cuisine. It is for this reason that sales in the grab and go area of the market are at their highest.

With all of this in mind our main feature concentrates on Grab and Go items. We look at the trends with some help from the experts who operate in the market on a daily basis. We understand why the consumers are buying the way that they are and what the trends are to look out for in the coming months.

On the back of visiting the British Pie Awards and of course British Pie week we concentrate on these items in the Pies and Pasties feature.

Our final feature looks at the importance of improving kitchen hygiene. We look at the best practices and the items, checks and training that can lead to safer businesses. This is vital if we are to ensure public safety and legal protection for operators.

In this issue Burger Lad, (Simon Dukes) meets the Beefy Boys and looks at their transition from a popup to full store, via the World Burger Championships and in our other business profile we meet the team behind Market Wraps, Yorkshire's most popular street food vendor and outside caterer.

As always we start with the industry news so that you can keep up with everything in the world of foodservice and have our regular columns surrounding law, finance and property.

With allergen awareness featuring strongly in the public mind-set the team at the FSA help us to understand it a little better.

The What's New section returns to looks at some of the latest developments and products, many of which will be showcased at upcoming tradeshows.

Until next time,

Happy reading,

Scott

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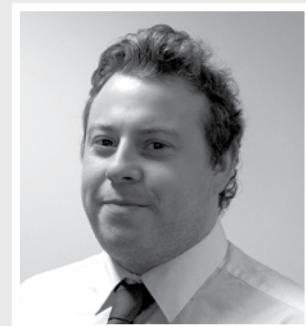
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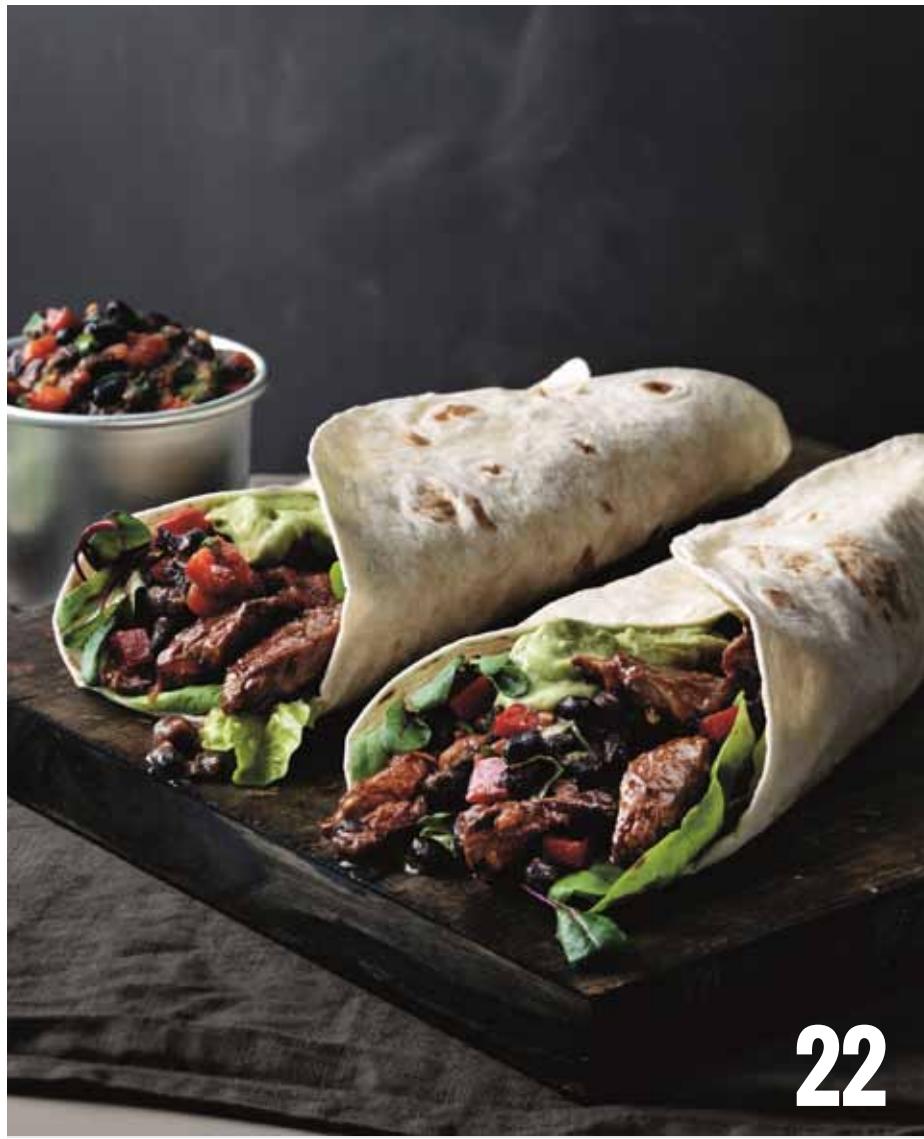
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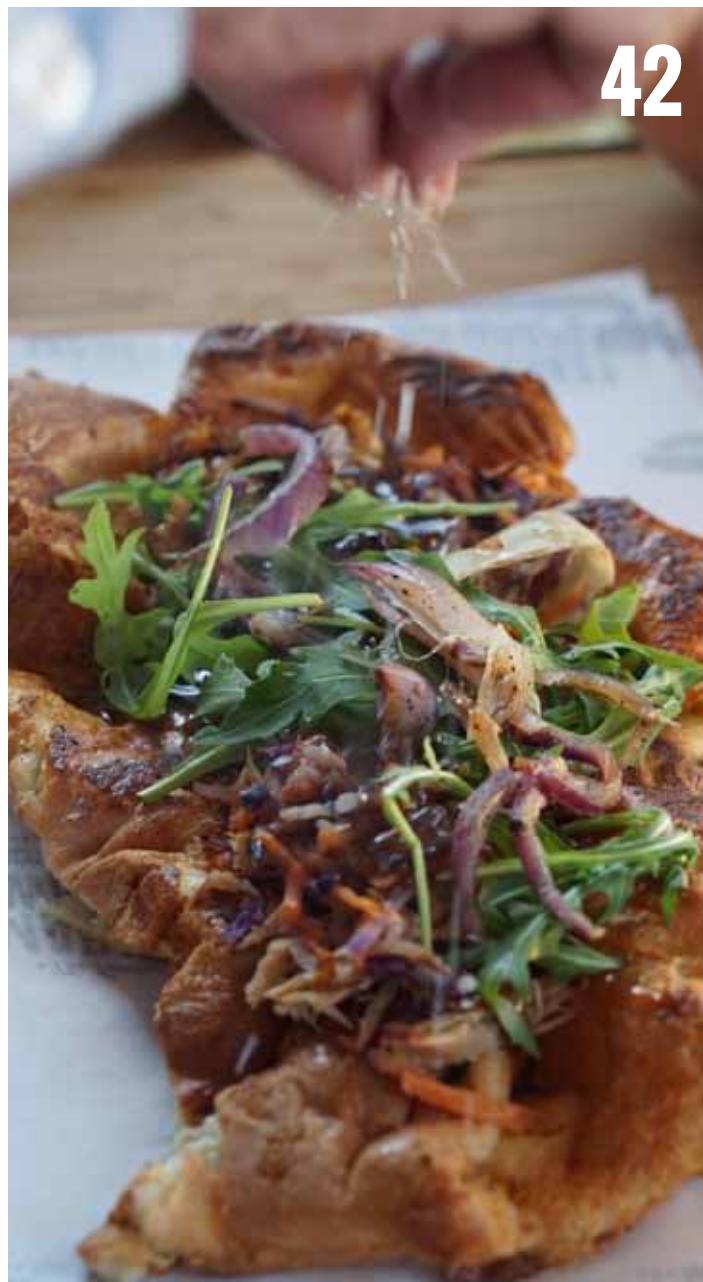
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Make sure you're up to date with what events are taking place where in the coming months

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News Round-up

Brita identify UK coffee consumers with new report

Brita Professional has teamed up with The University of Edinburgh to publish a new report into the different elements of a coffee experience.

The findings revealed that there are three types of coffee consumer 'Shoppers', 'Take-a-Breakers' and 'Socialisers' all of which want different things from their coffee experience, and interact differently with the drink and the space they consume it in.

According to the findings, Shoppers' are looking for a quiet, comfortable experience and are less inclined to build relationships with staff whilst the 'Take-a-breakers' visit throughout the day for a caffeine fix or a wind down – they are looking for a break in the daily routine and friendly interaction.

The final group the 'Socialisers' want to meet other people such as friends, family and they put the most value on friendly staff.

For all groups atmosphere, ambience and interaction were stated as the top three factors that encourage repeat visit in the report, which is entitled Killer Concepts.

Discussing the findings, Miles Dawson, sales director, Brita Professional, said: "We've created this report to provide new intelligence into today's coffee shop market,

examine how our nation uses cafés, and what they want from their experience now and in the future.

"To do this, we've partnered with Allegra Insight and the University of Edinburgh, to explore consumer behaviour in detail, and provide insight on how to meet expectations and drive customer loyalty."

Whilst Eric Laurier, Ethnographer and Interaction Analyst at the University of Edinburgh added: "Understanding your customers and how to serve them is at the heart of any successful coffee business. Our report offers a series of insights into the café sector's current situation, and looks at where it's going next.

In the future, consumers want to be able to use coffee shops as a meeting place, to wind down and attend events.

Over half (58%) of consumers use the space to people watch and 1 in 5 use the space to meditate or relax.



ZingZing offer crowdfunding to kickstart rollout of delivery business

North London based Chinese takeaway outlet Zing Zing is aiming to roll out its Chinese takeout and delivery service with an attempt to raise £350,000 on CrowdCube with 8.51% equity on offer.

Founder Josh Magidson sold his first business to Just Eat in 2010 and has since developed Zing Zing, which boasts a turnover of £1 million in 2015 from its two takeout sites.

Zing Zing aims to become the largest and best regarded Chinese food delivery brand in the UK, aiming to dominate the London market first before a UK roll out, with further company owned stores and potential franchises. with staff whilst the 'Take-a-breakers' visit throughout the day for a caffeine fix or a wind down – they are looking for a break in the daily routine and friendly interaction.

The final group the 'Socialisers' want to meet other people such as friends, family and they put the most value on friendly staff.

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three factors that encourage repeat visit in the report, which is entitled Killer Concepts.



Five Guys named 'most popular' fast food chain

US burger giant Five Guys has overtaken Nando's to be crowned the UK's most popular fast food chain, according to a poll by Market Force Information.

Five Guys came out on top of the consumer poll despite only having a UK presence since 2013, and beat out competition from major players in the UK market including Nando's, Gourmet Burger Kitchen and KFC.

The burger chain currently has 41 sites in the UK and has recently confirmed openings in Portsmouth, Newcastle and Birmingham.

Market Force's QSR poll surveyed 10,477 consumers in the US and 4,565 in the UK and asked consumers about staff friendliness, value, curb appeal, atmosphere, food quality and overall brand perception.

The survey also found that Pret a Manger was ranked the country's favourite café, beating Caffe Nero, Greggs, Costa and Starbucks, and also the UK's top sandwich chain, over Subway and Greggs.

FRIMA launches new VarioCooking Center

Market-leader responds to customer demand for flexible, 50 litre option



Frima has launched a new VarioCooking Center. The 112L is a two-pan unit, each with a capacity of 25 litres. Previous Frima two-pan units have had 14 litre pans and the new model was developed in direct response to customer demand.

Like the recently launched 112T, the new unit is a counter top model that can easily be installed on the work bench, on a stand or elsewhere. Thus even small kitchens can benefit from its high capacity, multifunctional cooking abilities. And the VarioCooking Center 112L is truly multifunctional: it can replace griddles, kettles, bratt pans, large pots and fryers and can be used to fry, deep fry, boil and confit.

The 112L's two pans offer maximum flexibility both in production and in à la carte. Chefs can be boiling pasta in one pan and cooking steaks in the other, frying chips in one and creating béchamel sauce in the other – the potential is vast. The 50 litre capacity provides sufficient frying surface and boiling capacity even at peak times. The height of the pan base is ergonomically designed to make it easy for chefs to work with, which is an important benefit compared to tilting pans or other multifunctional appliances.

"With the new 112L model, we are filling a gap in our product range, offering customers an even greater selection of VarioCooking Center Multifunctionality appliances," says Michael Fuchs, chairman of the board of Frima International AG. "The new model is ideal for anyone needing the flexibility of two pans, but who has limited space, while also having to produce larger quantities during peak times."

Like other models in the range, the VarioCooking Center 112L achieves energy savings of up to 40% compared to conventional cooking appliances, and cooks up to 4 times faster. The overnight cooking function creates additional capacity as it cooks without supervision, so food is ready in the morning when staff arrive – and

chef can then use the Frima for other cooking tasks. The integrated cooking intelligence ensures perfect cooking results: for example, pasta is automatically lifted from the water at the end of the cooking time, the unit will notify staff when pan fried foods need turning and it regulates the temperature and timing to the precise degree and second, so that food and liquids never burn, boil over or stick.

"Customers had been asking about a model that bridged the gap between the original, smaller 112 units and the larger 211 and 311 VarioCooking Centers, which have capacities of 100 and 150 litres respectively," says Graham Kille, managing director of Frima UK. "Then, in 2015, Frima talked to 400 chefs across Europe and they confirmed the demand for the 50 litre model. However, they wanted the flexibility of the two pans – and so the 112L was created."

Salt consumption in cafes and takeaways too high

Restaurants, cafes and takeaways have been named by Public Health England as the operators that need to do more to help cut the nation's average salt consumption.



Dr Alison Tedstone, chief nutritionist at PHE, said: "Many manufacturers and retailers have significantly reduced the salt levels in everyday foods. However, more needs to be done, especially by restaurants, cafes and takeaways."

These comments were released alongside new data from Public Health England's National Diet and Nutrition Survey, which has found that adults have cut their average salt consumption by 0.9 grams per day in the decade from 2005 to 2014.

In 2014 average salt consumption for adults was 8.0g per day, which has decreased from 8.5g in 2011 and 8.8g in 2005/06.

Public Health England reports that too much salt in the diet can raise blood pressure, which increases the risk of heart disease and stroke.

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News Round-up

Tapas Revolution expands into Meadowhall

British Land, joint owner of Meadowhall, has announced the opening of Tapas Revolution, the contemporary tapas bar, in Meadowhall, Yorkshire's premier shopping destination.

The 2,400 sq ft tapas bar is situated on the upper level of The Oasis Dining Quarter and is the restaurant brand's sixth location in the UK. Tapas Revolution Meadowhall has 70 covers and an in-house design team has created founder Omar Allibhoy's personal interpretation of the lively and bustling tapas bars in his hometown of Madrid. The copper-topped bar, open kitchen, comfortable burnt orange leather banquette and marble tables all showcase the feel of a tapas bar which wouldn't look out of place on the busy streets of Madrid, Barcelona and Seville.

Founded by Spanish TV chef Omar Allibhoy, Tapas Revolution uses only the finest Iberian ingredients sourced from small artisan producers across Spain, with dishes all freshly prepared in-house by a team of Spanish chefs. Complementing the food is a selection of Spanish craft beers and wine served in a Catalonian style porrón – a traditional wine glass pitcher with a long spout.

Founder of Tapas Revolution, Omar Allibhoy said: "The new Tapas Revolution in Meadowhall is my version of the tapas bars



back home in Spain, and this location is great to showcase our delicious traditional food and grow the food scene in Sheffield. Meadowhall has many different cuisines and our Spanish tapas lends itself perfectly to the mix. The bar style allows visitors to stop for food or even just to have a drink with friends.

I am pleased to bring a real taste of Spain to the North of England." This news follows Meadowhall's very strong start to 2016, with work starting on the £60 million refurbishment of the centre. Conducted in a series of phases, Meadowhall's transformation will be completed by the end of 2017.

33% of consumers are bored with lunchtime food choice according to survey

A third of workers are bored by the lunchtime food offer in high density working hotspots, according to a survey by investment company Piper Private Equity.

The survey found that one third of workers buy their lunch from on-the-go or quick-service food brands more than three times a week, but two thirds only decide where to buy just before leaving the office, a further third don't make the decision until they're walking down the street.

Speed is the most important factor to workers when choosing to eat lunch (87%), alongside proximity to the office (70%), range of dishes (73%) and healthy lunch options (59%).

Yasha Estraikh, customer research and insight lead at Piper, said: "For lunchtime operators to succeed in this space and ultimately to dislodge the dominance of Pret A Manger, the undisputed king of convenience and logistical slickness, they need to shift



from being operators to being brands and from serving a need to creating memorable experiences.

"The lunchtime market needs to take more lessons from the casual dining industry, which in its own right is now impeding on the space through its own takeaway services as well as through Deliveroo."

Two thirds (67%) of Londoners spend £5 or more on lunch compared to just 42% of those in Manchester. In Manchester, half of coffee drinkers also said they were 'more likely' to revisit an outlet if it has good coffee.

The survey also found that almost a quarter

(23%) of Londoners buy breakfast at least once a week from an on-the-go operator and Piper believes breaking out of the 12-2pm bubble is becoming a necessary differentiator both in terms of attracting customers and improving site performance.

Estraikh added: "Ultimately, the research has shown us that brands that are able to stay relevant throughout different day parts and offer a strong branded experience will prevail in the long-term."

"No matter how bored, fickle, spoilt and impatient we are, they'll have something to keep everyone satisfied."

News Round-up

Sugary milk based drinks to escape Sugar Tax

Milk-based drinks from the likes of McDonald's and Kripsy Kreme that contain almost double the amount of sugar as a can of Coca-Cola will escape the sugar tax, according to analysis.

The Sunday Times found that drinks containing more sugar in one serving than an adult's recommended daily allowance would be exempt from the tax because they are 'a great source of calcium'.

The sugar tax will be introduced in April 2018 and is expected to raise £1.5bn over its first three years. The tax is part of a strategy aimed at curbing the obesity crisis in the UK, particularly in children.

The analysis found that a Kripsy Kreme strawberry milkshake - with toppings, cream and sauce - contains 21.8g of sugar per 100g - double the amount in Coca Cola, and a standard 443g serving contains 96.4g of sugar. The maximum recommended daily intake for an adult is 90g.

A Reese's shake (with peanut butter) from the US doughnut giant was found to contain 61g of sugar and more calories than a PizzaExpress margherita pizza (853 calories compared to 610 in the pizza).

In McDonald's a large strawberry



milkshake contains 74g of sugar - with about 50g added sugar - equating to more than 160% of the maximum recommended daily sugar intake of 30g for those aged 11 and over.

An average small milkshake in the fast food chain, which is available in most children's meals, contains 29.2g of sugar, including 19.8g of added sugar - equating to 83% of the recommended daily added

sugar intake of 24g for a child aged 7-10.

The Government has reiterated that further consultations will take place before the tax comes into force to ensure the right products are taxed.

After the sugar tax was announced, some soft drinks manufacturers threatened legal action as they found the tax to be anti-competitive and could breach EU rules.

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News Round-up

UK coffee shop market sees 6% growth

The UK coffee shop market enjoyed an estimated growth of 6% in 2015 and sales are expected to top £3 billion this year.



New research from Mintel revealed the market is still in rude health and over the past five years has shot up 28% to £2.317 billion in 2010 to £2.968 billion in 2015.

In 2016, coffee shop sales are expected to reach £3.135 billion with the market forecast to increase a further 26% between 2015 and 2020 to reach £3.747 billion.

Jonny Forsyth, global drinks analyst at Mintel, said: “The nation’s appetite for coffee shops shows no signs of abating. The coffee shop boom has been remarkably recession-resistant in the past decade, which illustrates just how important a part of UK culture the fresh, specialty coffee habit has become.

“However, in 2015, the UK market was also helped by the increase in real incomes and consumer confidence seen during the year, which has led to more spend per visit. Large coffee shop chains continue to expand aggressively which is helping to boost the market.”

Today, as many as three quarters of Brits (74%) buy hot drinks out-of-home, with just over one quarter (27%) using independent coffee shops or cafes, 27% using fast food chains and 14% buying from restaurants, pubs and hotels.

Purchase of hot drinks out of the home peaks among Millennials before declining with age. Those aged 16-34 are most likely to buy a hot beverage out-of-home with 81% doing so, compared to 67% of those aged over 65.

One in five Brits (20%) say they would be

interested in coffee made using non-dairy milk for example almond or coconut, while the same number (20%) are interested in draught or ‘nitro’ coffee, a brew method that is slowly creeping into UK coffee shops and infuses small nitrogen bubbles into cold brew coffee to create a creamier and smoother taste.

Finally, away from traditional offerings, interest in craft beer at coffee shops stands at 12% on average and rises to 19% amongst men, whilst 10% are interested in seeing cocktails on coffee shop menus, rising to 19% amongst those aged 18-24. Interest in wine at coffee shops stands at 13% on average.

Forsyth added: “The large specialist coffee chains face increasing competition from non-specialists such as pubs and fast food restaurants, which continue to improve and upgrade their hot drinks offers.

“They also face increased competition from smaller specialists, often at the forefront of innovation, which are attracting funding for expansion. Representing considerable competition to specialist coffee shop brands, independent stores are likely to grow significantly as coffee drinkers seek a more unique, artisanal, high quality and ‘third wave’ coffee experience.

“In reaction to this increasing threat, larger specialists are exploring new revenue streams, for example, by trialling alcohol, evening hot food and by teaming up with third party fresh food brands.”

Leon unveils former McDonald's director as new MD

Naturally fast food chain, Leon has appointed former McDonald's senior director John Upton as managing director to boost its senior leadership team in the areas of people management, operational

Leon chief executive John Vincent, said: “John Upton will bring more method to our magic. We want to create a company we'd be happy to pass on to our grandchildren, and John's huge experience and strength of character are going to help us grow up big and strong.”

John Upton said: “This is an incredibly exciting time to join the Leon family. I was personally drawn to the brand by both the delicious food and its core mission of helping everyone to eat and live well.

“I also really like Leon's disruptive and optimistic attitude; it innovates, bucks trends and places huge store on developing its people and helping them achieve their goals. It is a testament to this that 38% of its head office team have been promoted from the kitchen floor.

“I feel fortunate to join a company with such a rich people culture; my role will be focused on how we can support and develop our people even more and, importantly, to delight our customers each and every time they visit us. Keeping everything we do simple, easy and enjoyable for both our people and our customers will be a key priority for me.”



Benugo pull plans on London sites after public opposition

Café chain Benugo has pulled out of plans to acquire three north London cafés following major community opposition.



The chain was planning to take over the family-run café on Hampstead Heath but was met with opposition from the local community and a scheduled protest was to take place on Saturday and the plans have now been scrapped.

Benugo were also scheduled to acquire cafés in the Golders Hill Park area and Highgate Wood but these plans have also been dropped.

Ben Warner, founder of Benugo, said: "We were delighted to have been chosen to run this prestigious venue – as a user of the park and someone who lives nearby, it was a proud moment for me, personally. However, having listened to the opinions of local residents and people who use the Heath,

many of whom are existing customers of ours, we have paused to reconsider our position.

"Having given this a lot of thought I, and my colleagues at Benugo, now firmly believe that the right thing to do is to step aside. We will also be withdrawing from the opportunity to operate the two other nearby venues within the North London Parks, Golders Hill and Highgate Wood .

"We've listened, and are responding in the way we think is best for all. I would like to thank everyone who has engaged with us on this issue, and also, to wish all users of the Heath, and the future operators of these venues, the very best."

Yorkshire Meatball Co hit crowdfunding target

The Yorkshire Meatball Co has hit its £100,000 crowdfunding target to fund its expansion.

The new outlets will open in Terminal 1 between 2016 and 2018, both landside and airside.

Cornelius Everke, CEO of SSP DACH and FRABEL, said: "SSP's well-balanced brand offer, meeting the needs of all relevant customer groups at the terminal, was instrumental in securing the new deal.

"SSP has operated at Frankfurt Airport for almost a decade, and we are delighted to be building on our relationship with the team here. The brand mix we proposed for this

initiative was precisely tailored for Frankfurt, and contains an outstanding line-up."

Openings include German premium bakery chains including Ditsch and two Heberer Traditional Bakeries as well as one Wiener Feinbäcker Heberer. Self-service bakery Backwerk and two outlets of French-inspired premium brand Le Crobag, will make their first appearance at Frankfurt Airport. SSP will continue to operate existing mobile perfect day café Kamps Backstube outlets.

Pod hold prices despite wage hike

Pod, the healthy food-to-go chain, has committed to not increasing prices to consumers in the wake of the introduction of the National Living Wage.



Pret was the first grab and go chain to admit to small price hikes to mitigate the cost of introducing the new mandatory wage. Pod introduced the wage to all of its employees not just those over the 25+ threshold.

In a statement the company said: "While many businesses in the food industry have opted to pass the National Living Wage rise increase implemented last week onto their customers in the form of small price increases, the innovative London based food-to-go restaurant chain pod – with 22 stores in the capital - has gone to great lengths to ensure the wage hike is not passed on to their large and loyal customer base maintaining its prices at their existing level.

"Pod worked up their plans for the costly Government initiative to ensure that all their close to 300 employees benefit from the National Living Wage increase by passing it onto everyone that works hard to produce their fresh, nutritious food from scratch each day, not just the mandatory band of workers aged 25+."

Pod has 22 sites across London.



News Round-up

Over half of loyal customers are millennials

New research has shown that 52% of loyal customers to restaurants and coffee shops are millennials.



The research from Aimia, the data analytics company, found that in comparison 39% of 45-54 year olds say the same.

Jan-Pieter Lips, president, International Coalitions at Aimia, said: "Millennials are a key market segment for restaurants. Our research shows they are willing to share their information with restaurants in return for offers and rewards which are tailored to their preferences and habits.

"This will strengthen restaurants long term relationships with millennials, enabling brands to benefit from this captive audience.

"At the same time, our data shows the opportunity for restaurants to engage with older generations is as yet under-utilised."

Subway's Subcard was the most popular scheme amongst millennials who are members of a restaurant loyalty programme.

The research also showed that the Costa Coffee Club (54%), Nando's Loyalty Card (46%), Caffe Nero Loyalty Card (35%), and My Starbucks Rewards (26%) were also popular amongst the millennials.

Another finding was that millennials are willing to share their information with restaurants in return for offers and rewards.

A customer loyalty scheme is an award programme that gives regular customers access to new products or special sales/offers.

Sushi chain Maki announce second location

Maki, a high street sushi chain has begun its London expansion with the opening of its second site.

The challenger to Itsu and Wasabi will open at The Bower in the heart of Shoreditch, following the success of its first store on the outskirts of Spitalfields Market.

Daniel Woodcock, managing director at Maki, said: "Sushi chefs are hard to come by but we ensure we only hire the best. Unlike our competitors on the high street we have professional sushi chefs hand rolling our sushi fresh every morning. By doing this we ensure our customers have access to the best taste, quality and choice on the market.

The second site is part of a growth plan to launch more stores in London in the next three to five years.

Maki was founded by brothers Daniel and



Antony Woodcock and aim to make Maki the only sushi chain to have trained sushi chefs in every store hand-rolling all sushi.

Coffee Cup Tax will not prevent waste says FPA

A tax on coffee cups will not change consumer behaviour or prevent tens of millions of used cups being discarded, according to the Foodservice Packaging Association.

The Association welcomed Hugh Fearnley-Whittingstall's raising of the issue of recycling coffee cups and hopes that the current debate will signal swift progress and new recycling schemes that are easy to implement across the supply chain.

It was revealed that just one in every 400 coffee cups are recycled each year, despite over seven million used every day and 2.5 billion used each year.

Last week, Rory Stewart, environments minister claimed a tax on coffee cups similar to that of the plastic bag tax implemented in the UK last year could help in the efforts to increase recycling of paper cups.

The FPA will now meet with Mark Pawsey MP (chair of the all-party parliamentary group for packaging) and DEFRA minister Rory Stewart to discuss intentions. A meeting has also been requested with Hugh Fearnley-Whittingstall.

The FPA also works closely with the Paper Cup Recycling and Recovery Group consisting of paper cup manufacturers, beverage brands, recyclers and NGO's. This group has conducted extensive research into the recycling of paper cups.



Independents seen as most innovative in foodservice

Smaller chains are likely to find innovation and growth in the market, according to market research and data company Horizons.



Achieving on-going growth in a decelerating market was the key theme of this year's Horizons' Annual Briefing, held yesterday in the City of London and attended by over 120 industry representatives.

Having heard from Bank of England agent for London Peter Andrews on the economic outlook for the UK, Horizons' managing director Peter Backman told the audience that the forecast for the UK's foodservice market was less confident than it was, with growth likely to end the year at 1.8% compared with last year's 2%.

Backman said: "There is now some uncertainty in the economy, particularly with the question mark over the UK's relationship with the EU. Some of the big restaurant and pub groups have reported slightly shaky figures for the first quarter with unimpressive like-for-like sales. I suspect this means we will see little growth throughout the rest of the year. At best sales are likely to grow slightly across the sector."

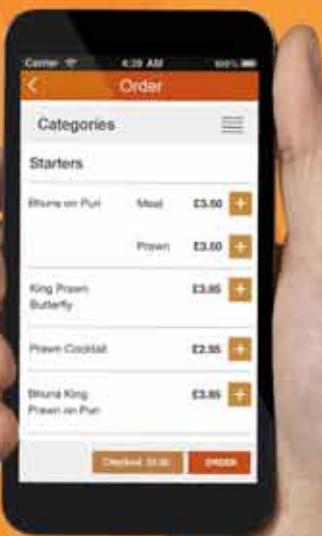
"Smaller companies can be more nimble, more adaptable and more able to maintain control – it is with the fledgling businesses that we are currently seeing the most growth in the UK in terms of new store openings and many are bringing something new and innovative to the market, which means the larger players must too."

He added that intense competition on the high street means like-for-like growth is difficult to achieve putting pressure on chains to grow sales by expanding their outlet numbers despite the paucity of new sites of sufficient quality, pushing already expensive rents even higher.

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News Round-up

Vegware marks 2nd Queen's Award with new Grab & Go collections

Vegware wins accolade for aiding businesses with their recycling needs

Grab & go food is no longer a matter of picking up any old thing when you're in a rush. Exciting, global flavours and concepts have revolutionised the way we eat our food on the move, as evidenced by the rise in gourmet street food in foodservice and highstreet traders. High quality street food needs high quality packaging, and as we buy with our eyes it's important to ensure that packaging adds to the diner's experience.

Last month, eco packaging leaders Vegware won their 60th accolade – the Queen's Award for Enterprise in Innovation. The Edinburgh team will again meet Her Majesty at Buckingham Palace, first winning in 2013 for Sustainable Development. This latest is in recognition of the innovative work Vegware is doing to help businesses recycle used packaging and food waste, matching clients with its extensive UK-wide network of composting facilities and offering expert support on bin signage and staff engagement to avoid contamination.



Vegware is marking this accolade with two exciting new Grab & Go collections. The Green Tree Collection celebrates Vegware's award-winning eco credentials, with a trendy word tree sharing key sustainability messages in stylish greens and white. The Tasting Notes collection delivers a fun, fresh design with a riot of colours and evocative food-related

word clouds. Both collections are designed to enhance the food and drink being served, contributing to the diner's experience.

Using low carbon materials, both collections are made from plants not plastic. Designed for food waste recycling, Vegware's Food Waste Network is a free service helping clients go zero waste.

KFC launch new store design concept

KFC has introduced a new design for its city centre restaurants, following the opening of its Newcastle-Upon-Tyne site last month.



The new restaurant design, which is the smallest yet for KFC, has been specifically designed to fit into the tighter spaces more commonly available in busier locations.

Jade Swaby, creative design manager at KFC UK & Ireland, said: "This latest restaurant look was created especially for city centre locations and reflects KFC's updated look and feel."

"The emphasis in these restaurants is more on lunchtime and takeaway trade so customers will notice that it's more compact than our drive-thru restaurants. The smaller design does not compromise on style and

customers can enjoy high quality fittings such as copper lighting, quirky artwork and wire-mesh model chickens."

The design aims to push a more contemporary, informal atmosphere, and features bar stool seating, new artwork and wire-mesh chicken installations perched in the lobby.

KFC, which celebrated its 50th anniversary last year, revealed ambitions to reach 1,000 sites in the UK and Ireland by 2020. The fast food chain currently has around 880 sites.

Knorr and Coeliac UK pair up to raise awareness

Knorr and charity Coeliac UK have partnered to release a gluten free kitchen guide to aid operators in setting up a kitchen that complies with gluten free best practice.

It also explains how to get Coeliac UK's gluten-free accreditation, with some operators reporting a 10% increase in sales since becoming accredited.

Sarah Sleet, chief executive of Coeliac UK, said: "Not only does gluten-free accreditation reassure customers that your food and kitchen are safe, it has a real impact on your bottom line too."

"It is estimated that the catering industry is missing out on £100 million from people with coeliac disease and those they eat out with."

Leon Mills, Knorr marketing manager, said: "Gluten-free is big business. Last year, sales hit £184m and the market is growing 15% year-on-year."

"As the demand for gluten-free grows, more and more familiar names like Pho and Côte Brasserie, are getting accredited."

The gluten-free guide is designed to provide practical advice and examples for contract caterers in schools, care and workplace as well as commercial operators.

£1 coffee shop closes despite sales increases

Caffix, the London café concept where everything cost £1, has closed less than a year after opening.



The café in Fitzrovia served lunch options including cafes, coffee, salads, sandwiches and drinks, all for £1.

However, a statement on the cafés website reads: "We are now taking the opportunity to close the shop at 45 Newman Street, and review the business over the last year. This is not necessarily 'good bye', but 'see you later'."

Caffix owner Joe Kaye told the Evening Standard he still had plans for the Caffix concept. He said: "It's quite simple, we

reviewed the business plan and at the moment, we don't think it's sustainable enough for what we want to achieve.

"It's not gone bust and I've not gone bankrupt, we had week-on-week, month-on-month growth until we closed.

"The whole point about Caffix was a fixed price, not necessarily a pound, so we're looking at the possibility of having two fixed prices but we're not 100 percent sure we're going forward with that."

Large chains take action after introduction of National Living Wage

EAT has joined the growing number of café chains forced to take actions to mitigate the cost of the new National Living Wage.



The chain has reportedly stopped paying staff during lunch breaks, saving the company £3.60 per employee on a five or more hour shift.

An EAT spokesperson told Buzzfeed: "The average hourly rate in Eat is now £7.60 per hour, some margin above the living wage rate set by the government.

"In addition, all of our employees also get a free lunch every day that they work, as much free tea and coffee as they want and the opportunity to earn more through bonuses and incentives."

The spokesperson said that 95% of its employees are paid more than the compulsory £7.20 NLW and its staff aged 21-24 also receive the wage despite only being compulsory for those aged 25 and over.

The news comes in the week that Caffe Nero confirmed it would no longer offer its staff free food during their shifts and last week Pret increased the prices of its most popular coffees.

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News Round-up

Women in Food programme to raise female chef numbers

Compass Group UK & Ireland has pledged to tackle the shortage in female chefs through the launch of its 'Women in Food' programme.

The company currently employs 4393 chefs, of which 1537 (35%) are female, but has committed to have female chefs form 50% of its workforce by 2020.

Compass is seeking to do more in a bid to attain gender equality in a male dominated industry through making an investment in learning and development for female chefs that currently work for the company and those who will be recruited.

The company will also be reviewing working practices, to identify areas where shift work and flexible working hours are able to be introduced and further enhanced opportunities for development from entry level through to senior roles.

Dennis Hogan, managing director for Compass Group UK & Ireland, said: "We are delighted to have launched a scheme that is actively looking to support female chefs with the right opportunities, development and training.

"The 'Women in Food' programme highlights our commitment to increasing the



number of female chefs we employ in the business by a further 15%, ensuring by 2020 we have a 50/50 split of male and female chefs.

"We have worked hard to establish the reasons that are discouraging women from

becoming chefs or continuing their chef career and hope by recognising and understanding the issues, that through the development of the Women in Food programme, we are now able to break down these barriers."

Breakfast sales help Pret to record Sales

Pret A Manger's group sales are up 13.9% to £676.2 million for the 52 weeks to December 31st 2015, with EBITDA up 14.5% to £84.3 million.

Clive Schlee, chief executive of Pret A Manger, said: "These results represent another year of record sales for Pret.

"The highlights were a strong performance in the US – our newly opened Penn Station shop has the highest sales per square foot of any Pret in the world – and the opening of two very busy transport hub shops in Paris' Gare de Lyon station and Nice Airport.

"Pret continues to grow steadily in the UK, adapting its menu to meet demand for healthy options."

Pret experienced 58% of sales outside of lunchtime on the back of increased demand for breakfast on the go. 14% of sales were from new food and drink items developed in the last year.

Other UK market trends include vegetarian sales, which showed double digit growth and avocado was the fastest growing ingredient – customers ate five million in total.

As a result of vegetarian sales increasing and customer feedback saying they were trying to eat less meat, Pret will open a veggie-only pop up shop this June as well as increasing vegetarian options in all



shops.

Of card payments, 65% are now contactless. Coffee also remains an important area of growth for Pret, selling 1.5

million cups a week globally. Pret staff also handed out over one million free hot drinks last year as part of the company's alternative loyalty scheme.

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News in brief



Wrap It Up! Continue to grow with second Manchester site

Gourmet wrap concept, Wrap It Up! has secured a second Manchester site as part of its continued expansion.

The operator has agreed a 10-year lease for an 875 sq ft ground floor unit and will pay a rent of £26,500 per annum. Legal & General Property (LGP), represented by Savills, let the unit at One Piccadilly Gardens.

The site will be the second Wrap It Up! in Manchester, following the first on Deansgate.

Mark Russell, senior fund manager at Legal & General Property, said: "We are extremely pleased that Wrap It Up! has chosen One Piccadilly Gardens for its second site in Manchester, further enhancing the variety of food choices on offer at the scheme and supporting our wider improvement plans.

"The location benefits from a high footfall of office workers, commuters and shoppers, making it ideal for this type of healthy fast food offer."

BrewDog see revenue rise but profits drop after large investment increases

BrewDog has reported a drop in pre-tax profits to £3.5m despite a 51% increase in revenue, from £30m to £44.7m last year, largely due to increased investment.



Hummus Bros see sixth London site opening

London based lunchtime concept Hummus Bros has opened its second City location on Eastcheap, its sixth London site in total.

Customers will be able to eat in, take away and order deliveries at the new site, which will be open Monday to Friday from 11am to 7pm.

Christian Mouysset, co-founder of Hummus Bros, said: "With our new site on London's historic Eastcheap opening we are well on the way to delivering another central London outlet for our customers."

Hummus Bros, founded by Christian Mouysset and Ronen Givon in August 2005, now serves over 12,000 meals a week.



The Scottish brewer has also purchased a 33% stake in Edinburgh-based Third Wave Coffee ahead of plans to offer its coffee at all 29 of its UK bars, according to The Guardian.

Third Wave Coffee currently operates two 'BrewLab' sites in Edinburgh, serving speciality coffee and artisan foods.

In the last year, BrewDog has invested £20m increasing capacity at its Ellon brewery headquarters and a further £17.6m on a new brewery in Columbus, Ohio as it begins its US charge.

The brewer also opened 16 new bars throughout 2015 and completed a fourth round of its Equity for Punks crowdfunding effort. BrewDog now holds a world record for equity crowdfunding, raising over £14m so far.



SaladPride open first stand-alone site with premium London location.

SaladPride, the healthy dining concept, has opened its first stand-alone café site in Covent Garden.

The café opened on 2 Neal's Yard, Seven Dials, on 21st March and covers 333 sq ft and a 12-cover dining area. David Bez, founder of SaladPride, said: "I am thrilled to be realising my dream café concept at Neal's yard. The distinctive and vibrant feel of the area and status of the Seven Dials as a haven for foodies makes it a perfect match for me.

"I am confident that Seven Dials will serve as the perfect backdrop for my



innovative and sustainable menu." The site will serve fresh salads, soups, sides and smoothies, to take out or eat in.

SaladPride joins Homeslice pizza restaurant and international bar and restaurant Compagnie des Vins Surnaturels, alongside 26 Grains - the West End's first grains-based café, and Free Range People bakery.

Charles Owen, portfolio executive at Shaftesbury, said: "This is an incredibly exciting addition to the Seven Dials that will bring an innovative and on-trend dining concept to Neal's Yard.

"SaladPride's unique offer and concept design brings an added element to the area that is already renowned as one of the best places in the capital for independent restaurants and cafés



Over half of all Costa staff to benefit from National Living Wage rise

Costa has revealed that 55% of its staff are under 25 and will continue to benefit from the National Living Wage pay increase.

Managing director Chris Rogers, said: "At Costa we truly believe people are the most important ingredient, with every person bringing their own unique blend into the mix.

"We treat all employees as equals and are committed to keeping talented people at the heart of our business, offering excellent career opportunities and the room to progress into senior roles throughout the company." Costa offers the National Living Wage to workers of all ages and not just those over 25. The Government's National Living Wage is now law.



From pop-up to permanent



I was recently asked to identify trends in the burger industry for 2016 and beyond. One of my points revolved around the pop-up restaurant concept. A pop-up is literally the same as a restaurant except one major factor – the bricks and mortar. These “restaurants” will either get a residency, possibly in a pub or move around from location to location. It’s become an increasingly popular method for people to be able to get their food out there without the overhead costs involved. My tip was to see more pop-ups move from temporary to permanent premises. One such example of this being Hereford-based pop-up pioneers The Beefy Boys. I visited their new restaurant recently and managed to talk to Murf, one of the founders of the award-winning Meat Boutique. He gave us a fascinating insight into the pop-up world and advice for anyone looking to follow in their footsteps.

How and why did you start?

The Beefy Boys is the very definition of a drunken BBQ that got out of hand. We are comprised of four childhood friends Dan, Lee, Murf and Christian. The whole thing started by accident about five years ago. Dan decided he was going to throw a BBQ for his wife’s birthday and instead

of doing the usual boring British BBQ, we wanted to replicate the things we’d seen on Man vs Food. We researched as much as possible about American Diner food and low and slow BBQ and tried it ourselves – our friends loved it!

For a laugh, we entered Grillstock (a Bristol BBQ festival) in 2012, and despite our inexperience we were placed seventh of 25 other competing teams.

It was just a hobby for us until 2014, when they added a burger round, so with burgers being our speciality the pressure was on. Luckily we won and as a result, we got to represent the UK at the World Burger Championships in Las Vegas. We were up against 50 of the very best burger chefs in America and were crowned the second best burger team in the world. It was after this that things went crazy for us.

When did you start with the pop-up and which venues were you doing?

We started off doing pub beer gardens and the local skate park – wherever would have us really. We just approached people. You will be surprised how many businesses are open to the idea,

especially if you ask to do something on a quiet night like a Monday or Tuesday.

What was on the menu in the early days? We kept our first menu dead simple. I think at our first pop-ups we did just two burgers (The Beefy Boy and The American Boy) with a few different toppings and sauces.

What was the first piece of equipment you guys bought?

We borrowed Dan’s Dad’s BBQ and as much stuff as possible and purchased a hot plate. We would make a couple of quid at a pop-up and then use the money to buy a new grill or fold-out table. You would be amazed at how much equipment you can build-up after a couple of months.

When did the hobby become a business?

Doing as well as we did in Vegas was when everything changed for us. At this point it was more than just a hobby and it became a business. We went from selling 50 or 60 burgers at a pop-up to 300 to 400 which was a steep learning curve! The Vegas competition led to a few TV appearances and we realised how



important that and having a strong social media presence was.

What did it feel like moving into permanent premises?

After the accolades from Vegas we started looking into a permanent restaurant. In total, it took 12 months from starting the conversation to actually opening. This was another huge learning experience – from designing the place from the ground up (the decor, kitchen etc) to all the other bits you don't think about – fire alarms, CCTV, disabled toilets – the list is literally endless!

The hardest part was raising the money to do it. Banks have no interest in lending to a first time restaurant. We had 12 months of really healthy account books to prove we had a good product but the banks kept saying no, and that running a restaurant was different to running a pop-up.

We actually had no way of paying for the restaurant but pressed ahead anyway. I wouldn't advise that to anyone as it led to many sleepless nights and a high level of stress, but in the end we managed to secure the money through private loans, lease agreements and by any

other means. Anyone thinking of opening a restaurant – have a think about how much it will cost, get that figure and then quadruple it!

We opened in January 2016 and expanded the menu from just burgers to add wings and sides. We've kept our menu intentionally small as everything is fresh and we don't freeze anything. We don't have a microwave in the building.

Making the jump from pop-up to restaurant was a big one. It's a big commitment to go from doing something a couple of days a week to 7 days a week but it's been worth it. Our advice to anyone is to get a good location with the highest footfall you can. If your food is good people will seek you out but not everyone is a foodie. You want to get as many people through the door as possible to try your food and location is vital.

We're in the city centre next to some national chains and a multiplex cinema. Many people advised us not to go for that location saying we couldn't compete with established brand names. But, we are happy to say that we've been the busiest restaurant on the development since opening. I think the public are getting savvy to chains and want something

more bespoke and interesting than mass produced food.

When I visited The Beefy Boys I was very, very impressed with the food on offer. Their wonderful new restaurant is right in the heart of Hereford, using acclaimed local butcher, Neil Powell for their fresh, locally sourced 21 day aged Hereford beef. On that occasion I went with The Butty Back – a beef patty with American and Swiss cheese topped with 16 hour smoked and pulled beef brisket. This was one of the best burgers I've had in recent memory and a testament to the love and devotion these guys have poured into their food. If you're looking for a good quality burger you should definitely add this to your destination list.

About Burger Lad®

Burger Lad heads up the team at the hugely popular burger review website, www.burgerlad.com. Founded late 2012 as a one man operation, the blog has achieved huge growth in its relatively short time. Once seen as an underground source of burger news and reviews, Burger Lad has become arguably the industry-recognised number one burger review site in the UK. Often invited by fast food brands to try promotions before public release, Burger Lad prides itself on breaking the latest High Street burger news and reviews. Follow him here: [@Burger_Lad](https://twitter.com/Burger_Lad)

GRAB GO

and

In the fast paced environment we work and live in, Grab & go food has become a way of life for many but not happy to settle for just anything consumers insist that the Grab & go food of today is flavoursome, appealing and on trend with quality winning over quantity.

Over the next few pages we speak to experts in this sector and look at this lucrative market, find out about the latest trends, developments and how including grab & go in your offering can help you win important business.

Mohammed Essa, General Manager UK & Ireland, Aviko, **Gary Johnson**, Commercial Director, GRH Food Company, **Mark Hogan**, Marketing Manager, Foodservice Equipment Marketing (FEM), **Frannie Santos-Mawdsley**, Senior Customer Marketing Manager, Moy Park Foodservice , **Mark Lyddy**, Head of Foodservice, Tilda, **John Wannan**, Sales and Marketing Manager, Moffat Catering Equipment, **Malcolm Harling**, Sales and Marketing Director , Williams Refrigeration, **Mike Clarke**, Director, It's a Wrap, **Eimear Owens**, Country Sales Manager, Santa Maria Foodservice, **Kate Roberts**, Head of Category, The Real Soup Co. **James Circuit**, Development Chef, Major International, **Isabelle Haynes**, Senior Brand Manager, Out of Home -Tetley, **Jessica Lalor**, Brand Development Manager, Kerrymaid, **Sanjay Sood-Smith**, Founder, Tuk In, **Simon Knight**, Sales & Marketing Director, Burt's Crisps, **Peter Brewin**, Marketing Manager, Victor Manufacturing





Grab and Go

How is the grab and go sector performing at the moment?

Mohammed Essa took a statistical approach to the market, suggesting that there is an estimated value of £20.2 billion per annum – a quarter of all eating out spend – in the food-to-go sector. This

makes it

one that quick service operators can't afford to ignore. Importantly, it's still growing – it reached a growth rate of 5% in 2015.

He added: "Consumers lead busy lives and demand has shifted from traditional sit-down meal times to more casual all-day dining, with hand-held foods and snacks increasing in popularity. We're finding that operators are expanding their snacking menus to boost traffic and profits between traditional dining times, with most planning to add full snacking menus and others looking to discount snacks during off-peak hours to drum up more trade."

Gary Johnson took a similar viewpoint saying "Grab & go is a growing market sector, hand held foods and snacks are increasing in quality and appeal and as suppliers to the foodservice industry it is up to us to ensure we keep ahead of trends and flavours listening to businesses owners and consumers equally."

Street food has a large part to play in the market and Jessica Lalor explained it to us based on the research her team had undertaken. She said that with the increase in pop-up restaurant openings and rising popularity of street food, there is a great opportunity for operators to add a wide variety of highly lucrative street food style dishes to their menus including Mexican, Indian and Italian.

"A range of Mexican dishes that are ideal for the grab and go category, including Burritos, Tortillas and Mexican-style paella, inspire many street food offerings.

"As the second most popular cuisine in Britain, operators can also look to adding Indian street food dishes to menus, including speciality curries and dhals. Cream is an essential ingredient in many Indian dishes, however using Kerrymaid Single allows operators to deliver the taste of fresh cream but without the risk of splitting when heated or mixed with alcohol

"As the market for Italian food continues to be one of the biggest in the UK, operators can also look at serving Italian handheld dishes, particularly pizza. With a rising trend for premium artisan pizzas cooked in wood fired ovens for a more authentic taste, operators can capitalise on this trend by offering pizza by the slice or as pizza cones.

"Whilst consumers still enjoy traditional toppings on their pizza, adding super-



foods such as kale and sweet potato will be popular, whilst also increasing nutrition and flavour. Operators should also offer a broader range of vegetarian options on street-style menus for the increasing 'flexitarian' looking for lower calorie dishes. Moroccan and Caribbean flavours are also becoming increasingly popular and using courgettes and aubergine to accompany authentic African spices will add a unique stance to the street food menu. Operators can use these trending flavours to provide a contrast to the classic pizza flavours we see so often, providing an authentic and fresh menu – an element that customers seek from street food vendors."

The flexitarian nature of dining indeed seems to be a big trend and James Circuit agreed with this telling QuickBite that: "With street food on the up and more people eating on the run and looking for a quick fix, it is a growing market"

Kate Roberts also thinks that convenience is king. "Consumers are even more time

pressured and are looking for a variety of hot and cold solutions that can provide a quick meal on the go," she said.

"Due to the vast array of outlets now offering good food options, consumer expectation about quality has increased. Meal deals are a great promotional mechanic for consumers to be able to grab a total meal solution quickly. 'Grab & Go' mainly focuses around the breakfast and lunch offer. Evening meal offers that need no preparation are less readily available."

Aside from ticking the consumer boxes there is also a pattern to suggest that everyone is benefiting from the surge in sales. Mike Clarke explained the effect it had on his business saying: "We manufacture custom printed greaseproof paper for hundreds of customers every month and we are seeing a high proportion of these customers increasing their orders month on month, there is always a steady amount of new starter businesses getting in touch with us on a weekly basis, this would signify that the industry is still

growing."

Isabelle Haynes has also seen a rise in the demand for pre-packed products, saying that the On The Go range has proven to be a hit already as more than one million cups were sold in the first six months after the product's launch. Tetley's On The Go range is a perfect takeaway tea choice as its simple, easy and cost effective, while offering the familiarity of a household brand. A well-known brand is the most important factor in tea drinkers' choice. Serving a much-loved and trusted brand such as Tetley, there really is no better way to offer customers the warming comforts of home, out-of-home.

So what next? Can this area of the market remain strong? Well Mark Lyddy seemed to think so: "The grab and go market continues to thrive and there are many ways in which operators can take advantage of its popularity. People are becoming ever more adventurous when it comes to food, a fact it is important for caterers to

Grab and Go

recognise when it comes to creating food for this market. Grab and go presents an opportunity for caterers to be innovative and capitalise on growing trends in the industry.

"One such trend is the rise of Mexican food, and, by incorporating the versatile and popular burrito into menus, operators can offer new and exciting flavours to diners looking for a grab and go option. Burritos are easy to make, cheap to produce, increasingly in demand and incredibly adaptable, working across snacks, lunch and dinner menus – a true all-day option for operators to profit from! What's more, burritos are an incredibly versatile dish and simply by switching hot salsa for mild, or meat for a veggie option, operators can appeal to the wide customer base of the grab and go market."

This was something that Sanjay Sood-Smith agreed with, "Grab & Go continues to perform incredibly well, with more meals being eaten alone and away from home. The boundaries of meal times and snacking are also blurring; busy schedules mean consumers are eating when it's convenient to do so. This was an opportunity that we identified when launching Tuk In.

There is enormous potential for growth; especially if you provide what consumers are looking for – fast, nutritious, tasty food in a fuss free, mess free format. This is exactly what our curry-in-a-naan delivers," he said.

What new trends are we seeing in the market in terms of foods and flavours?

Listening to your customers and highlighting the latest trends is vital and making sure that you are always one step ahead can be the difference between success and failure. Frannie Santos-Mawdsley of Moy Park Foodservice explained the beauty of chicken is that customers can't get enough of it – eating chicken at least twice a week (BPC) – and it works incredibly well in a range of formats from classics like sandwiches and wraps to more adventurous options that tap into key consumer trends.

Chicken's wide appeal, versatility and lean-meat, protein powered status makes it a go-to filling option for operators. In order for caterers to ensure the continued success of their sandwich menus, it is es-

sential that they stay up to date with the latest food trends. 'Heat' is a flavour trend that is showing no sign of cooling – especially when it comes to chicken dishes.

Gary Johnson told us "The trend for more innovative flavours continues to increase and in line with this we at GRH continue to develop our product range to include flavour combinations which can easily fit into most grab & go offerings." He also added "Consumers are looking to live healthier lifestyles and attention to nutritional information is key. A good healthy balanced diet is a factor for many when choosing food on the go."

James Circuit then explained some of the world trends that he had noticed saying: "Recently Korean has boomed and the humble hotdog hit the ground running and went gourmet but 2016 has started to see the reinvention of Mexican. Take for example our Moroccan twist on Mexican Chimichangas,"

Another trends seems to be that the times we eat are changing, Kate Roberts telling us that the number of different operators now playing a significant role in the Grab & Go sector demonstrates what a lucrative and fast-growing market it has become. With the traditional three meals a day being a thing of the past, consumers increasingly want good food at a time that suits them.

Health considerations also play a key part in the grab & go sector, with people focusing on a debit/credit lifestyle – "if I'm good throughout the day, I can have a glass of wine tonight". Value for money too is key; that doesn't mean that the product has to be cheap, rather that the product has to be seen to be offering the consumer value vs. other competitive options. Choice is also very important and the Grab & Go market leads the way in terms of new flavours, limited editions and seasonal specials. There is also a hunger for new flavours inspired and influenced by global food trends and international cuisine.

Another who explained in detail the current state of the market was Sanjay Sood-Smith who told us: "Not that I'm biased or anything but I think that Grab and Go is becoming much more exciting. A pale, sickly looking sausage roll and a stodgy pastry are no longer the order of the day. As more and more people increasingly rely on food on the move - so the choices increase. One of the buzz words around at the moment is 'culinary narratives'



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and this is one of the trends driving the sector. Tuk In has a great story to tell. It's real, it's honest and it's bold. We provide an authentic product, made with great, wholesome ingredients."

"There are different criteria that apply today – foods obviously have to taste good, but also people want a product containing natural ingredients. When we were developing the Tuk In brand, our research identified young professionals as a key target market. Tuk In offers authentic ingredients with more balanced nutrition

as well as more adventurous flavours – all in a convenient format."

"World foods continue to grow in popularity and consumers a keen to explore a fusion of different flavours. Tuk In taps into this trend. Our philosophy is to 'eat colourful' – I was fortunate to start at an early age, when my mum used to send me to school with chicken tikka sandwiches in my packed lunch. As 'grown ups' we can't always rely on mum to make our meals, so Tuk In's three chicken curry recipes – Korma, Tikka and Jalfrezi – help

to fill the gap. We're a new addition to the street food revolution; bringing global influences to the Grab & Go sector."

Constantly exploring consumer food trends in the UK, we're is passionate about helping operators create menus that are full of taste and flavour, meet the ever changing demands of consumers and accelerate their business.

Using research to predict trends is big business and by making the most of your data you can make sure that your business is in the best possible shape moving forward. Eimear Owens, Country Sales

Manager for Santa Maria Foodservice explained how they had done this and says: "Three key trends currently at play in the UK are Mexican, barbecue and burgers.

"With Mexican now an established cuisine in the UK, the next phase is all about emphasising authenticity, fresh ingredients and creative spice combinations that engage with consumers and help operators to stand out from their competitors.

"Mexican is perceived by many consumers to be a fresh and healthy food option, a view reinforced by the fact it can easily be adapted to meet vegetarian needs, without compromising on flavour.

"A warmed tortilla topped with peppers, courgettes and sweet potato, topped with our Mexican Salsa is a great meat-free option to appeal to the increasing number of consumers who are adopting flexitarian or vegetarian diets."

According to MCA's (formerly M&C Allegra) Menu and Food trends report, BBQ is one of the fastest growing sectors of the food industry and is set to continue growing over the next 5 years. Eimear added: "BBQ flavours were a big hit with consumers last year and the BBQ trend looks set to continue, as smoky flavours become more commonplace on menus.

"By simply adding a BBQ sauce, spice or rub to basic menu staples like steak burgers and hotdogs, you can create cost effective, tasty food that taps into the consumer popularity for barbecue cuisine.



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Grab and Go



"Our Street Food report places burgers in the top three most popular dishes. In 2015, 12.9% of lunches and dinners involved a burger, and this rise in popularity is showing no signs of slowing. Last year, sales at quick service burger restaurants reached £4.2 billion and The NPD Group predicts this figure will grow to as much as £4.6 billion by 2017."

"The current street food trend is influencing not only the food we eat in restaurants, but also how we eat it. Hand held foods like burgers, burritos and tacos replicate the street food dining experience and are featuring more and more on the menus of casual dining restaurants."

Aviko are another company who have

researched the market and as such Mohammed Essa told us about consumer buying habits and why chips and potato products are so popular. He explained that they are undoubtedly favourites and will always prove a popular and profitable on-the-go option. Plus, the ability to upsell with toppings can add variety and mean fries can be priced at a premium but with minimum cost to the operator – teaming Aviko's Premium Fries with Schwartz Chip Seasoning from McCormick Flavour Solutions for example, can generate up to 87% profit per portion of fries!

"When it comes to chips, the ever-widening choice of lengths, sizes and textures on offer also enables operators to easily refresh menus by rotating everyday vari-

eties with premium options such as Sweet Potato Fries, Supercrunch or Superlongs.

"As with the range of fries, variety is the spice of life and Aviko has a range of hand-held, easy-to-eat appetisers that are perfect options for the grab-and-go market while catering for both vegetarian and gluten-free diets.

"Major high street players, such as McDonald's, have carved a breakfast niche for themselves by making hash browns an integral part of their morning service and offer them in takeaway sleeves for on-the-go consumption. Our Hash Brown Bites are a super-crunchy twist on this traditional favourite and a perfect hand-held menu option for the grab-and-go mar-



ket. With hash browns the third biggest breakfast item in pubs and restaurants⁵, operators could be missing a trick if they fail to offer the popular side that is also perfect as an on-the-go snack.

"Tapping into both the bite-sized and ethnic-flavoured snacks trend, our Chilli Cheddar Nuggets have an irregular shape for a homemade-style appeal. They combine a crunchy coating with a creamy, rich cheddar cheese centre that delivers a spicy jalapeño kick," he said.

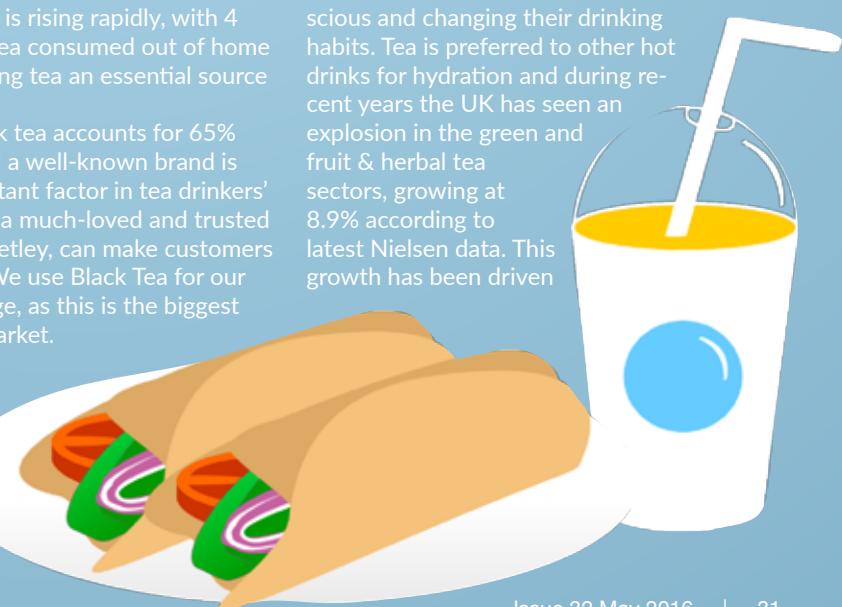
In terms of drinks and especially tea the trend seems to be buy, buy, buy! Isabelle Haynes told us: "Tea continues to be the second biggest beverage category out of home and is growing at +3% YOY.

Purchase of tea is rising rapidly, with 4 billion cups of tea consumed out of home in the UK, making tea an essential source of revenue.

"Every day black tea accounts for 65% of all spend and a well-known brand is the most important factor in tea drinkers' choice. Serving a much-loved and trusted brand such as Tetley, can make customers feel at home. We use Black Tea for our On The Go range, as this is the biggest sector of the market.

"However, consumers are becoming increasingly health-con-

scious and changing their drinking habits. Tea is preferred to other hot drinks for hydration and during recent years the UK has seen an explosion in the green and fruit & herbal tea sectors, growing at 8.9% according to latest Nielsen data. This growth has been driven



Grab and Go



due to the flavour varieties and perceived health benefits, such as naturally caffeine free fruit and herbal blends. A selection of seven to eight teas is an ideal offer, including staple favourites such as Black and Earl Grey Tea.

How are businesses using technology to speed up or process grab and go transactions?

You only have to look at companies such as EAT who are actively trying to move customers quickly through their stores, especially those not wanting a hot drink to see technology is important. They use staff with portable payment devices to serve on the shop floor and not just at the counter. This was something that Kate Roberts had also witnessed. She said: "In a bid to satisfy consumer demand as quickly as possible, there are a multitude of ways that technology is playing a part in Grab & Go, with Starbucks and Tossed offering order and collection services. I believe there's still great scope for Grab & Go to become even more consumer-focused and personalised with an emphasis on ease of payment, greater product choice and more widespread use of order and collection services."

What role does equipment play in the grab and go market?

Of course, the equipment in the sector was always going to be a talking point on the panel with much debate. Mark Hogan told us that heated merchandisers provide caterers with an ideal solution for keeping pre-packaged items hot and ready for sale. FEM supply Alto-Shaam heated merchandisers in countertop and floor standing models.

The way food is displayed can really affect customers' choices. Attractive displays of freshly prepared food can prompt spur of the moment decisions. Display cases with bright internal illumination present products to their best advantage.

As well as showcasing the food on offer, heated display cases need to maintain food quality and keep food at the perfect and safe serving temperature.

It's important for heated display cases to have a heating system that overcomes the drying out problems associated with keeping food hot for any length of time. For example, FEM's Alto-Shaam countertop heated display cases use Halo Heat,



a controlled, uniform heat source that gently surrounds the food and holds it in ideal conditions. In this way food on display has a better appearance, taste and longer holding life – it can stay hot, fresh and moist for hours.

John Wannan added: "It is said that customers taste with their eyes before their mouths so it is important to display food attractively. A clean, brightly lit, modern food display unit represents an establishment that cares about its customers and it will encourage sales.

"Food displays need to not only show food off to its best advantage but also hold food at the correct temperature. The design of the counter needs to promote hygiene and maintain food safety and quality through, for example, consistent temperature, in both heated and chilled food units, throughout the duration of service.

"When food is held in heated displays, customers may worry that the items will be soggy or will have dried out. Moffat has developed a special circulating air sys-

tem for its heated Grab & Go displays that gently warms the product – so pastries stay hot and fresh for longer."

A refrigerated food display needs a combination of effective refrigeration and high performance insulation, so that the cabinet temperature is always within its set parameters (typically 2 to 5°C for a sandwich chiller), even in ambients of 25°C.

In terms of serving the customers, Kate Roberts added: "A number of outlets have specialist hot hold counters which enables staff to load the cabinet with toasted sandwiches, wraps, soup, chips and pastries that people can grab at peak time, saving on queuing and waiting for product to be heated. Fast easy access to grab & go food is essential."

Peter Brewin suggests that we must evaluate all of the options in the market and that if we concentrate on the little things then a big business can grow. Peter said "Portion sizes and product dimensions need to be clearly seen through transparent surfaces to encourage passers-by to

may make an impulse purchase.

Lighting is a key element for counters and displays presenting food-to-go products, particularly in winter when lighting is poor and even when there is plenty of daylight, some of the smaller outlets require extra light to help their products stand out. Grouping meals together inside display cabinets is another important element of food-to-go displays. For example, placing savoury items next to sweet items could trigger a cake purchase from a food-to-go customer. Open fronted displays are an ideal way to keep food offerings close to customers which also encourages customers to buy.

In keeping with a traditional method, extra impulse points built into counter fronts at the till section are still valid and highly useful in today's Grab and Go market."

How has packaging evolved to benefit the grab and go market?

Grab and Go

Talking about the evolution of both packaging and the companies in the sector, Isabelle Haynes told us more about her experience with Tetley. The Tetley On The Go range has been specially developed for time-pressed and on the move customers, offering a complete solution for efficient takeaway tea service. The On The Go branded cups and POS give customers the reassurance of enjoying a cup of tea with a taste they know and love. It is a complete solution for takeaways, quick service outlets and travel and leisure sites.

Tetley On The Go reduces fuss, spillages and mess; some of the most common tea to go complaints. The new range prevents this as it includes branded cups with double walls for better insulation, sip-lids and drip-free drawstring tea bags – a complete solution for breakfast tea service.

Mike Clarke picked up on some 'buzzwords' when it came to this area of the market and said: "Biodegradable and compostable are key words we hear every day from our customers and our custom printed greaseproof papers tick both of these boxes, avoiding land fill is high on the grab to go sectors agenda and we have seen numerous businesses replace their existing packaging to our papers. "PE coated, polystyrene and tin foil are becoming less and less and customers are certainly more aware of the environmental advantages of using products such as ours, it is also paramount for any business to advertise their brand or message and custom printed greaseproof paper is a cost effective and conscientious way of achieving this."

Kate Roberts then chipped in and said that fitting consumer needs was the important thing. "Packaging needs to be fit for purpose as consumers are unwilling to compromise on convenience. If the item being purchased is for on the move consumption, the packaging needs to allow this to happen whether the product be hot or cold – while keeping the contents in optimum condition. If the product is for grabbing and taking back to the office to eat, the packaging needs to be strong enough to stand up to the journey.

"Consumption aids - spoons, forks, and sporks - are also important and ideally, are integral to the packaging."

The team at Burt's crisps have concentrated heavily on packaging to make sure that they are hitting their sales targets. Simon Knight told us: "On the back of the

recession, consumers are happy to spend a little more on premium goods and as such promotions no longer have the same influence over purchase – something that has long effected the crisps category. This has given way to other influential factors such as pack design. Packaging with strong shelf stand out plays a big part in driving purchase, especially as the crowded nature of the snacking sector means grabbing the consumer's attention when they have so much to choose from has never been more important.

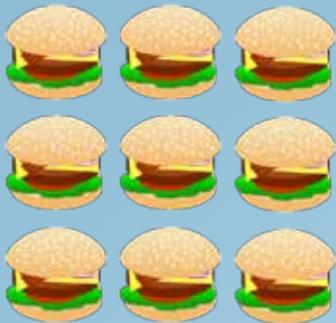
"As one example, Burt's' successful license partnership product, Levi Roots Reggae

Reggae Groove cut crisps, combines the unique flavours of Jamaica in punchy, eye-catching packs - each emblazoned with the bright iconic colours of the Jamaican flag.

"Additionally, Burts' core range had a packaging refresh for 2016, ensuring shelf stand out with its distinctive, bright block colours."

As you can see from our contributors comments the Grab & go market is in good health and it is a testament to those in the industry that continue to innovate and embrace trends which in turn grabs





The average number of meals eaten out per month per person is

9.2



Out of Home market grew by
3.8%
last year



Pastries. Juice. Coffee.
Sandwiches. Crisps.



Lunch is the most popular time to eat out of home



Breakfast is the fastest growing area of the grab and go market seeing a
12%
increase since 2013

Spend on food to go rose by
16.7%
last year

Top 5 Trends

Burgers. Sushi. Bubble Tea. Salad. Wraps





PIES & PASTIES



As we are all aware the rise of the food and drink sector is huge and especially the products that are convenient. Sales in the food-to-go sector are growing and the ever expanding choice that the UK consumer faces is a huge positive. Pies and pasties are perfect for the food to go sector with traditional and on trend fillings available they really can appeal to all consumers - with this in mind we wanted to look at a variety of businesses that operate in this market and hear from the experts about their thoughts on one of the nation's favourite foods.



In this issue we hear from:

Rob Spurling – Pierateer –Piterate.co.uk

Roy Webb – Director - Victorian Baking

Ovens, **Chris Pauling** – Managing

Director – Proper Cornish, **Jez**

Threadgold – Commercial Director –

Wrights, **Teresa Suter** -Sales Director

– Vegware

What make pies and pasties so popular and are we seeing growth in this area of the market?

"Pies and pasties are part of the Great British make-up." Roy Webb

The above statement and events like the 2016 British Pie Awards where over 800 pies and pasties competed for the title, contribute to the notion that the food in this category is on the rise.

Rob Spurling followed on from this and said that pies and pasties are great British comfort food. "The hearty filling and crisp pastry is a great partnership!"

"There has been a real growth in artisan pie makers in the past few years, which have flourished at the British Pie Awards and can be seen at a lot of local markets.

"On top of this there are a growing number of restaurants and pubs focusing their menus around pies, which is great for the pie consumer!"

To understand the growth of the growth in the market and the impact that pies have in the market we asked Chris Pauling to go behind the numbers. "Food-to-go has seen an unprecedented rise in popularity, with 5% growth in the past three years, the sector is now worth an impressive £20.2bn.

"This is largely being driven by consumers looking for foods that fit into their increasingly busy lifestyles. The time-poor nature of shoppers encourages purchase of food products that can be enjoyed at any point of the day, seamlessly fitting into their daily routine, so it is little wonder that grab and go bites are performing so well.

"Pies and pasties are perfectly propositioned to dominate this burgeoning market, and with baked goods seeing strong growth of 12.5% and volume up 17%, it would appear they are doing just that. When it comes to on the go goods, portability is instrumental in success. Products must be easily handheld to consume at the shopper's leisure. While pasties are well-suited to this aspect, with its design origins based on exactly that, pies face a tougher challenge in this sector."

Pies & Pasties



With all of this fresh in our minds and with businesses battling to remain at the top it is important that we look at the latest trends.

Jez Threadgold commented on this in response to the first question and said: "We work extremely hard to ensure that the products we produce are of the highest quality. We have 90-years' experience producing pies, and our philosophy has always been, 'a fantastic quality product will guarantee our customers keep coming back for more'."

Whilst Teresa Suter suggested that Pies and pasties are a return to filling British cuisine, revived with more modern global flavours and now also catering to the growing vegetarian market.

This was backed up again by Rob who mentioned that whilst it's hard to beat the traditional steak and chicken pie flavours,

the influence of artisan producers has meant a much wider range of fancy fillings, seasonings and flavours. Added to this is a growth in curry pies, more interesting vegetarian fillings and gluten free options.

Development is therefore a major component to the businesses that are operating in this sector and this is when Proper Cornish have spent much time perfecting their recipes. Chris Pauling told us that pies and pasties are traditionally seen as a delicious baked treat enjoyed in a sit-down format, it has been the task of manufacturers to shape it into a viable option for the on the go sector.

Proper Cornish did just this, launching its innovative handheld pies NPD in 2015. The 145g pies were specifically designed for those consumers looking to grab a tasty bite on-the-go. The efficient

portability is enabled by the hand-made star shaped short crust pastry casing that parcels up the delicious fillings with the aim of no drips or spills, making it ideal to enjoy on the move. Using quality, locally sourced ingredients, they come in a range of four classic flavours: Steak & Ale and Chicken, Bacon & Leek, which were both awarded silver at the British Pie Awards 2016, a vegetarian option, Asparagus & Mushroom which was awarded gold, and a Pork Pie option.

Understanding consumer habits led Jez Threadgold to add: "We work very closely with our customers to understand emerging trends, and how we can capitalise on those as they develop.

"The 'Food to Go' and 'Street Food' trends continue to generate interesting product development ideas, and could potentially offer more opportunities for pastry-based concepts going forward.

Pies & Pasties

"Our Street Pie range offers a twist on a traditional theme, with a range of full-flavoured pies inspired by classic South American and Mexican Street Food recipes, e.g. Piri Piri Chicken, Cajun BBQ Pork and Beef Adobo."

"The core flavours in the pie category continue to stand the test of time. Steak and Kidney, Meat and Potato, Chicken and Mushroom and Steak and Ale are all still amongst the top sellers, and we don't see that changing anytime soon.

"Our Chicken Balti pie has been particularly successful in football stadiums throughout the country, offering a slightly different twist on the traditional pie."

How can businesses add value with pies and pasties?

For smaller businesses with a smaller premises both in terms of turnover and footprint making the most of the space can be difficult. Roy Webb suggested that this is the reason that his business have seen such a sharp rise in the number of people buying counter top units and pie warmers. He said: "Yes there is a real trend to make businesses more versatile and for the reliably low cost you can add a new unit which opens up your menu and allows you to sell products that your customers want.

After reviewing countless pies on the website, Rob Spurling knows a thing or two about the matter. He feels that the key to a good pie is balancing the quality of the pastry with the filling. Pastry is not an expense, but a skill. But most customers are willing to pay a bit more for a quality filling, including seasonal vegetables and tender cuts of meat, which is where the value can be added whilst improving quality too. This quality allows you to charge a little more without altering your margins.

Jez seconded this saying that: "In order to add value, our advice for bakers selling pies is to always ensure that product quality is their primary focus – quality should never be compromised.

"Stocking core flavours will keep an existing customer base steady, but don't be afraid to stretch the boundaries by introducing new fillings, to potentially attract new consumers into the pie category."

What role does equipment play in the pie world?

Rob Spurling joked that it was probably best to ask a pie maker but he would say on this; "There's no doubt that equipment is needed to produce pies in a large enough quantity for sale, but a handmade pie has a lot stronger appeal than simply mass produced pies. Of course a machine may be used to press the pastry into shape and cook the filling but a bit of homemade care is also vital!"

Talking about equipment, Teresa Suter, The right equipment



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HOT FOOD

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Pies & Pasties



is vital to a great diner experience. Presentation is everything – and our glassine bags offer visibility with the highest eco credentials. They also stop pies and pasties drying out in a hot cabinet.

Talking on the subject of pie warmers was Roy Webb who said that display was premium and that offering a counter top unit was important for businesses. Customers who stand in a café or other food outlet for a few minutes may be more likely to add to their basket of their meal if they can see hot products at the counter.

Teresa Suter then followed on adding:

“Our compostable glassine bags are designed for food waste recycling, so the beauty is that any unsold pasties can go in the food waste recycling together with the bag. With a huge money saving drive to zero waste, there is now a wide variety in bin options for compact kitchens.”

What are the benefits of buying in pies and pasties instead of making your own, and how do they compare?

For this it is clear that the consumer looks for consistency and quality. With the art of making a pie so hard to master, pre made pies are often the way forward. The cost of buying the pies and the margins may be a little smaller but in truth the factory made or wholesale standards are so high that consumers buy into this quality. This is something that Rob Spurling commented on saying: “As



Pies & Pasties

big pie fans, the more pies available the better, so if that means buying them in then do it! Pie and pasty making is not an easy skill to master, so going to a producer you trust can save you a lot of time and money. However small, homemade pie companies tend to rate a lot better than mass produced companies, so choose wisely!"

Overall, chilled foods are increasingly available in on-the go and lunchtime formats. Consumers lead increasingly fast-paced lifestyles and no longer have time to stop and either prepare meals or sit down and eat them therefore there is a requirement for hot dishes. Pies and pasties offer this. Moreover, consumers have reduced their number of outings at lunchtime, as part of an effort to save money due to the economic crisis. As a result, a growing number of consumers are venturing away from the chilled foods aisle for convenient, hot, on-the-go and lunchtime solutions.

Data from market research companies suggest that pies and savoury sales are on the up. On the retail side, figures for Kantar Worldpanel show that the total market for pies and savouries is in marginal growth, up 1.1% to £774.7m in the year to 17 April. Growth in the sector is being driven by sausage rolls, up 3.9% to £139m in value. However, pastry sales are 3.9% down on value to £77.8m and 2.6% on volume. On the food-to-go side, market research company NPD Group reports that the total meat or vegetable pies eaten out of home has declined sharply in recent years NPD also finds that consumers of pies tend to be older; some 40% of all out-of-home pie sales source to consumers aged 50-plus, it says. Price points are key, as consumers tend to be price-conscious, it adds. And it concludes that there is an opportunity for products to be re-engineered and marketed to appeal to younger consumers, while maintaining their traditional appeal. Indeed, whether it is by introducing new products, new retail concepts or pressing new marketing messages on consumers, pie and savouries suppliers are following the routes it suggests.





MARKET WRAPS

As with every issue of QuickBite we look to speak a business owner who has seen their company flourish and who is receiving plaudits from customers across the country. In the latest issue we speak to Carl Denning about his award winning venture – Market Wraps.

So Carl, tell us a little bit about the business?

"In the 1950's, my grandparents went around the local area with their horse and cart selling Yorkshire ice cream and now I'm continuing their street food tradition having originally trained as a chef in Leeds and Surrey.

"I started trading just over five years ago at Leeds farmers market after my mother and step-father lent me £500, enabling him to buy a Bain Marie, a grill, a slow cooker and a wallpapering table!

"The journey hasn't been easy though,

I've battled Cancer four times, with the help of my family and friends, and yet Market Wraps continues to succeed.

"I wanted to use my skills as a chef to make homemade quality food which was the main concept of street food.

"Once I got these two things right they moved the farmers market from the back of Leeds market, to the main shopping street in Leeds and business boomed.

"Market Wraps now celebrates great quality Yorkshire produce. We do slow cooked braised pulled pork cooked in Yorkshire cider served with homemade coleslaw and BBQ sauce, and handmade Yorkshire pudding wraps, a full Sunday lunch wrapped in a Yorkshire pudding and our toasted grilled cheese sandwiches uses locally grown vegetables for the relish.

"To celebrate our fifth birthday we decided to take a leaf out of the books

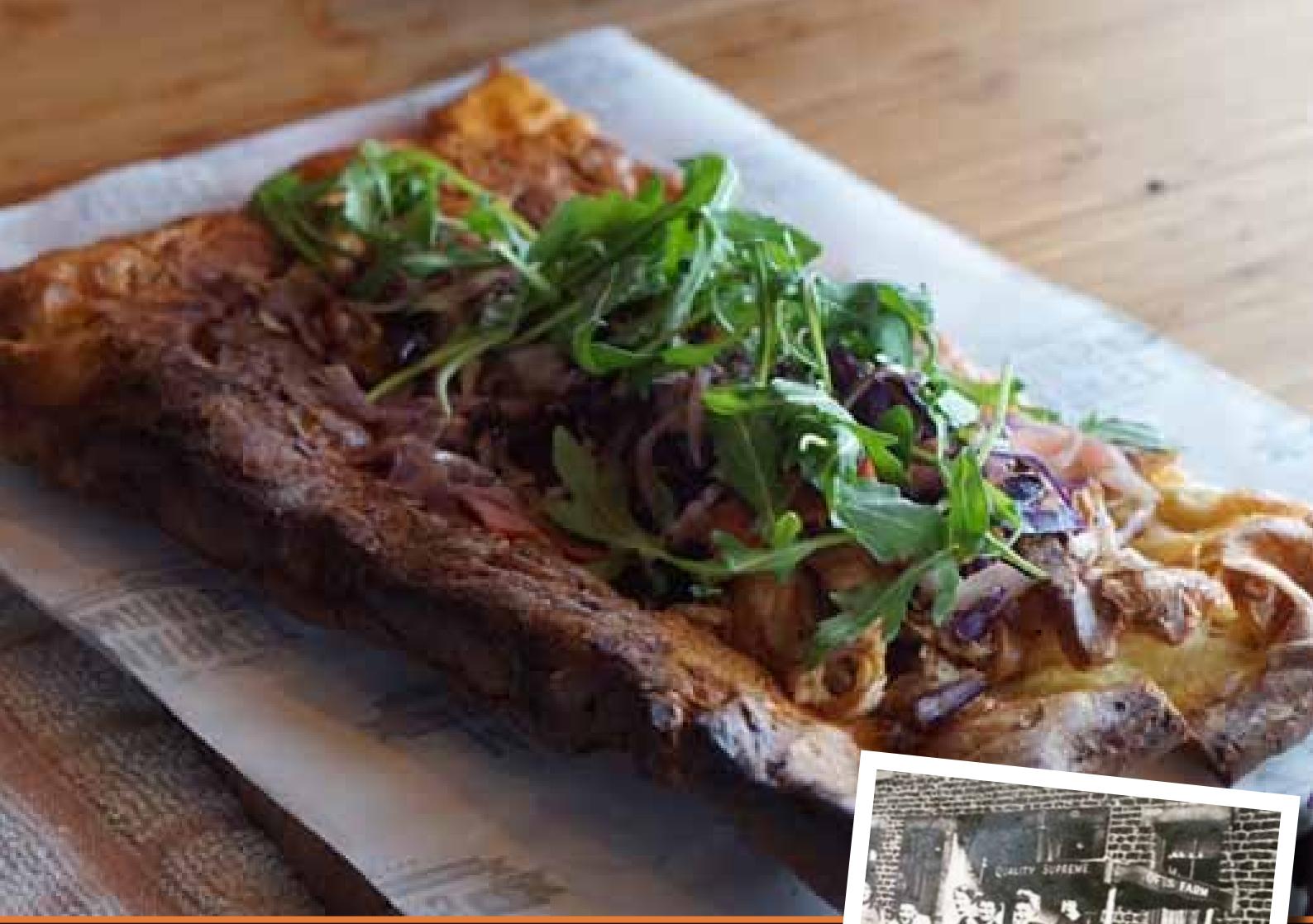
of my grandparents and invest in a cart, we don't have a horse this time! But we have converted horsebox and call it 'The Allotment'.

"We are currently working with local allotment owners to buy their vegetables, this means the vegetables are seasonal, it's fresh, it's local, and it just gives a little love back to the community."

What is the ethos of the company?

"I would say on a personal note, I liked to be liked! And that also goes for the business.

"To put it simply, our ethos is to make our customers very happy, if you read our reviews they are not just about how good our food is, or how the stall looks but also about the rapport we have with the customer and this is very important to me.



100% HANDMADE HAPPINESS

"In five years we have had one complaint, and that lady (Denise) after rectifying the mistake and taking her advice, is now one of our most regular customers."

How strong do you feel that the food to go is at the moment?

"Food-to- go is a growing trend and research shows this is not slowing down.

"Food on the go was born from fast foods chains, but suddenly in the last few years starting with small independents things have got exciting and suddenly the consumer has a choice. The big corporate brands are seeing this trend and are also jumping on the bandwagon.

"Personally I think by being independent, people vote with their cash and the great thing about being small is you have a lot more scope with being experimental.



Business Profile



"Another trend in this market is people want to try new and exciting food, for big businesses to do this costs a lot of money, it doesn't for us independents. With this they may have the big budgets to advertise, but we will always have the lead in trends."

What are the latest trends in the industry?

"They are more food markets shopping centres, spaces and night markets that are opening up and offering their environments for traders to come and sell their food."

"Not only is this great for the trader but

also the consumer, there is something celebrating about food and in a space like this it creates a great buzz.

"It does seem that the latest trends in street food is new foods that people have never tried. Our Yorkshire pudding wraps have gone down a treat."

Who designed the site/how long does each one take to open?

"Market Wraps has its own characteristics, and with that we now understand the way to market it and the direction we can grow. It started up as a stall on the farmers market, and that's

where its roots are.

"That is another reason to use locally sourced products as much as we can. We have made our horsebox look like a Yorkshire allotment, have fresh herbs hanging from the box and lots of props to promote Yorkshire."

Why did you decide to go with this style of shop fit?

"We choose The Allotment for our new idea was because my step-father and also a close friend has an allotment.

"I liked the feeling of a community when visiting and in a busy city it always felt like stepping into a peaceful place, and of course there is the healthy locally grown fresh produce.

"We are currently talking to allotment owners right now to find a way we can get our veg from them and put the money back into the community.

"We have taken the style of the converted horsebox and made it into an allotment which also fits great with our business and the Yorkshire tone."

How many staff work for the business?

"My health has not been great in recent years and I have now had pancreatic cancer four times. The reason why I keep beating it is having help and support from my partner, my family, and my friends and my love of the business. The business keeps me fighting. I am lucky I have found my passion. I have a lot of people who help me and with that the business gives me another reason to want to fight."

What has the public response been like to the business?

"When we do weddings or corporate events we find that some of the guests also come and find us at our markets.

"Whatever our customers choose, if it's our slow cooked braised pork, or our handmade Yorkshire pudding wraps, all our food takes time to make, but our customers really respects that. When the



customer comes back and says how much they enjoyed it, well, it makes it all worth it.”

How many can you accommodate?

“Things have got better from having just a wallpapering table. We now have our own industrial unit to make the food, and marquees and outdoor kitchen set ups to deal with large number.

“Now with The Allotment we are now able to set up with good flexible set ups to suit the customers’ space and we can accommodate for up to 250 to 300 people.”

How would you describe your menu?

“Our food is not posh it’s true to its Yorkshire roots. It’s full of flavour and we put food on the menu not only what I like to cook, but also what I love to eat. It takes time to get our products right, but this is a great excuse for me to eat a lot to get it right.”

What is the most popular item on the menu?

“We have been selling slow cooked braised pulled pork for years now and it has always been the most popular

item on the menu. When a food starts getting popular and the mainstream starts to produce it I do question if it’s time to pull it from the menu.

“But it’s still very popular and we have a lot of customers that come especially for our braised pork. The one thing that is in common with all the menu items we sell is they all usually sell out - that’s the way I know it’s popular.”

What sets you aside from other similar businesses in your area?

“There is a food market in Leeds called World feast which is on once a month on the main shopping area. It’s great!

“It’s a real celebration of world street food, but no one did Yorkshire food. There is so much going on in Yorkshire, everything from food and drink shows to the Tour de Yorkshire, to music festivals, and of course amazing local food. I am surprised nobody spotted the gap before.

“We take popular food, like pulled pork and put our own Yorkshire twist on it.”

What are your plans moving forward?

“My five year plan was to move into

a cafe, but due to my health I guess it’s fair to say that not many banks will lend anything right now, and with the high rents and rates it is out of our affordability. It is a shame as we do get asked all the time where we are based and it would be great to have somewhere where we can direct our customers during the week.

“However, I have simply had to change the plan, and in a way, it’s a good thing. Instead of using money to grow, we have had to use our imagination, and five years on, and through everything that has gone on. I can say I am proud of where we are as a business today.

“As with life, the five-year plan has not gone in the direction I was expecting. But looking forward, street food as doubled year on year since 2010, meaning that it is no fad. With that, I’m still very excited about the future. To take all this on board and try and work out future plans, we would like to put more units on the street, they keep their value. If the location is wrong unlike bricks and mortar we can simply put in a new area and the trend for street food seems to be rising.

“We have also been chosen for an article called “UK’s most unique outdoor wedding caterers” with the biggest online wedding site in Europe.”



IMPROVING KITCHEN HYGIENE

Kitchen Hygiene

One of the topics that comes up in conversation most when it comes to food and drink is the quality and cleanliness of the kitchens in which it is made and prepared. Hygiene specialists, dedicated environmental health teams and government regulated bodies such as the Food Standards Agency are tasked with making sure that businesses follow best practices in this area.

They help to regulate, monitor and enforce the law and make sure it is being adhered to. Ultimately, they are protecting both the health and safety of the public and the threat of legal action against businesses.

In order to better understand the importance of good kitchen hygiene and the ramifications that incompliance can lead to, we spoke to some of the leading experts in the field. We hear their views on the latest regulations, their top tips for maintaining standards and some of the training that is available.

In this issue we speak to:
Dr Lisa Ackerley – Strategic Adviser – Acoura
Brian Lavelle - UK & Ireland Accounts Manager - Cambro
Food Standards Agency - Hygiene Delivery Branch
Peter Alsworth - Chemical Sales Director - Winterhalter
Martin Nash – Product Manager - Checkit
David Bashford - Managing Director Client Services – Food Alert
Tom Sensier – Managing Director – TM Electronics

Why is good kitchen hygiene important?

It goes without saying that good kitchen hygiene is important and a spokesperson for the FSA told us that: "If you are a food business, good food hygiene is essential when making or selling food so that it is safe to eat."

They also touched on the fact that it helps you to comply with food law,

reduces the risk of food poisoning among your customers and



"While to most people food poisoning will be a day or two of unpleasantness, the fact is every year in the UK around 500 people die from food poisoning, so excellent food hygiene standards should always be top of the agenda."

This was something that Brian Lavelle also agreed with and in discussion he suggested that strict food hygiene rules and standards should be in place for all food retailers.

His thoughts were that this would include having properly trained staff, clean premises and equipment, as well as keeping food at the correct temperature and correct hand washing procedures.

protects your business's reputation. In addition the spokesperson informed us that the food hygiene rating a business is given follows an inspection by the local authority. This rating will depend on the standards of hygiene found during the inspection.

According to the latest guidelines by the FSA, the main things to remember for good food hygiene are the 4Cs: Cross-contamination, Cleaning, Chilling and Cooking. These will help businesses prevent the most common food safety problems.

Understanding the importance of good practise is vital and as Dr Lisa Ackerley explains: "Good kitchen hygiene is vital for safeguarding the health of those who eat the food you prepare."

"Dirty kitchens where staff ignore or fail to implement best practice for food safety are the root cause of food poisoning and cross contamination incidents.

As far as Brian is concerned, food poisoning is highly linked with inadequate cleaning and hygiene, but it is however also important to consider food intolerances. He said: "It is estimated that 1 in 4 people in the UK, including up to 50% of children, are affected by allergies.

"Allergen avoidance is essential for managing potentially life-threatening reactions and all foodservice operators need to comply with new regulations to ensure the safety of their customers," he continued.

Martin Nash reinforced this point and said: "The highest standards of hygiene should be an absolute priority for every food business.

"Good practice means not only ensuring that regular scheduled cleaning tasks are undertaken and done proficiently by members of staff but also that accurate records are maintained accordingly. Your

Kitchen Hygiene



local authorities regular EHO's audits will base their Food Standard Rating on the findings presented in your records.

"No responsible food outlet wants to damage their reputation by having a low rating or worse by making their customers unwell."

The threat of having pests in the workplace and the failure of meeting legislation were just some of the reasons that David Bashford commented. He told us: "It's important on a number of levels – to ensure compliance with legislative requirements, reduce the risk of food contamination and poisoning, reduce the

likelihood of pest activity and provide employees with a pleasant working environment."

What training is available to staff to ensure good practice?

Training is one of the most important things that a business can offer in order to ensure good practice and Dr Lisa Ackerley was one of the first to comment, informing us that there are a range of certified, classroom based food safety and hygiene courses which are available and that they are both thorough and highly practical.

She then continued to say that there

are also a number highly cost effective e-learning modules and courses available on the market which not only teach best practice, but can be completed anywhere, in the trainee's own time.

These are particularly good for smaller businesses on a more limited budget who can't afford for staff to be out the kitchen for prolonged periods.

Lisa added: "It is important to ensure that any e-learning is good quality and staff can't short-cut the learning and move on to the end until they have demonstrated that they understand the concepts."

The compliance team at the FSA

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reinforce the idea that food businesses must ensure that any staff who handles food are supervised and instructed and/or trained in food hygiene in a manner that is appropriate to the work they do.

Whilst they say that there is no legal requirement to attend a formal training course or to obtain a food hygiene certificate or qualification, many businesses may want their staff to do so. The necessary skills may be obtained through on-the-job training, self-study or relevant prior experience.

Cleaning techniques are vital and a knowledge of not just the best methods but the products to use was something that Peter Alsworth pointed out. He told us: "Training on cleaning techniques is important, as staff will use domestic cleaning products at home but they need to understand that the chemicals used in the hospitality industry are much stronger and require careful handling. These days, concentrates that use special dispensing systems are generally used throughout the industry.

"Here at Winterhalter, we can give advice on COSHH (Control of Substances Hazardous to Health) training for staff. To reassure guests, hotels can display their food hygiene and safety certificates publicly.

"Chemicals suppliers like us produce cleaning rosters for customers and also offer advice on the use of products. Staff should be aware that general cleaning needs to be carried out throughout the day. A cleaning roster identifies equipment and gives a recommended cleaning frequency. This allows staff to get into a routine of cleaning, so it becomes part of the structure of their day."

Arguing the case that training was not necessarily law but it was something that businesses should focus on, David Bashford said: "The law doesn't

specify exactly what training has to be carried out. It talks about training being 'commensurate with work activity'.

"It's recommended that all staff receive induction training that covers the basics, then food handlers should go on to take Level 2 training which is either a day of tutor-led training or it can be via eLearning.

"Managers need to understand food safety management and they should take Level 3 or even Level 4. Refresher training for everyone is good practice and records should be retained to demonstrate the training which has taken place."

die according to Dr Lisa Ackerley.

She said: "If this wasn't reason enough for always ensuring best standards, businesses should also think about the reputational risk of a food poisoning outbreak.

"I've lost count of the number of takeaways, restaurants, pubs and cafes who have had to close following a food poisoning or staff hygiene issue. Consumers these days are well informed, and with the FSA's Food Hygiene Rating scheme, Twitter, Facebook and TripAdvisor so easily accessible, it's not possible to escape a mishap without it affecting your business."

Looking at the problems that a business may encounter should they not manage the hygiene in their businesses, a spokesperson for the FSA highlighted that if you do not maintain good standards this could lead to:

- Food you make or sell may not be safe and your customers could become ill with food poisoning. Enforcement action may be taken by your local authority to protect the public.

- This could have an impact on your business's reputation.

- Customers may complain about your business to your local authority.

- Your business may be given a low food hygiene rating.

When it comes to the time and effort that is required to maintain high standards, Brian Lavelle suggested that he had found one of the fundamental issues. He told us that in today's market it's



What are the ramifications if you do not maintain good standards? Sadly, some operators think they can continually cut corners when it comes to cleanliness and hygiene standards. But, it's a simple fact - if you don't implement best practice you could cause a customer to become seriously ill or even

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tempting for catering services and restaurants to dedicate more space to the income-generating front of house and leave the back of house area neglected. He warned that this is dangerous however as mistakes in this area can be fatal and lead to legal action if food storage areas become a breeding ground for harmful bacteria.

He added: "Rusty shelves, dust, grease and food spills can all lead to the growth of dangerous microbes, risking cross-contamination and compromising the quality of stored food.

"Having the right products can help minimise risk, facilitate the smooth running of a kitchen and help businesses meet food safety regulations."

According to Peter Alsworth: "Customers have come to expect high standards and will vote with their feet if they consider an establishment to be 'dirty'. In these days of social media nowhere can risk bad publicity, which could severely affect their livelihood. Even staff uniforms can tell a story!"

This was also agreed by Martin Nash who suggested that it is not only the financial loss to small businesses if the customers stay away but the same can be said of the big companies. According to Martin, in the worst case scenario businesses can be forcibly closed and the owners prosecuted, fined and imprisoned.

He added: "Food safety is increasingly in the public's conscious through high profile cases reported in the media. When the Chipotle chain in the US was linked to a series of food poisoning reports, it wiped 40% of their share price. It's an incredibly

serious subject with potentially huge ramifications."

In terms of the Environmental Health Officers can do, David Bashford explained that they may take formal action if they find unsatisfactory hygiene standards. This might include Notices which require improvements to be made or they could even close a food business if they identified an 'imminent risk to health'.

Talking more about the points he said: "Officers give a Food Hygiene Rating that ranges from Zero (Urgent improvement necessary) to Five (Very good). Ratings can be seen by the public on the Food Standards Agency's web-site.

"Therefore, consumers may choose a food business based on their rating. Poor standards can lead to food poisoning,

What cleaning tips would you give small businesses?

For small businesses and large operators the problems are the same. The fines are also the same but a smaller business may not be put in the spotlight as much as previously mentioned with the Chipotle case. One major difference is that large chains will often have compliance managers and in house training as well as large manuals. For this reason we asked for some tips from the experts that relate to businesses of any size.

The Food Standards Agency say that some of the best tips to make sure that you comply are to:

- Ensure all staff who work with food wash their hands properly when handling or preparing food. Harmful bacteria can spread very easily from people's hands to food, work surfaces, equipment etc and effective regular handwashing helps to prevent this.

- Effective cleaning of work surfaces and equipment is essential to get rid of harmful bacteria and stop them spreading.

- Clear and clean as you go. Keeping your kitchen clear and clean makes it safer. You can do this by keeping your kitchen free from clutter and rubbish and by clearing away dirty kitchen equipment as soon as possible.

- Develop a cleaning schedule to help you clean effectively.

Dr Lisa Ackerley also added her tips suggesting that there were two main points to focus on. She said: "I would give two key tips. Firstly, make sure you identify the risks to your specific kitchen and address them accordingly. Secondly, always build time to clean



food contamination and complaints, contributing to a poor reputation which may affect business."

Kitchen Hygiene



hands, floors and surfaces into your working day. Don't just do it at the beginning and end of a shift, keep on top of things throughout the day to ensure standards remain high." Following on from this it was Brian Lavelle who warned that not following a regular schedule could lead to build up. He commented that one area to watch out for is the build-up of cleaning residues on glassware and crockery which affects the quality of food and drink and may lead to contamination by unwanted flavours and toxins which might pose a risk to customers.

An important thing to consider for those in the industry is to make sure that they use the best cleaning products, something that David Bashford commented on. He said: "Use professional cleaning products and materials.

"Ensure sanitisers are left for the correct contact time. Draw up a simple schedule of what should be cleaned on a daily, weekly and monthly basis. Ensure staff mark off completed cleaning tasks and review the quality of their work."

His top tip however was to buy a torch! "Look underneath and round the back of equipment and fixtures – the less accessible areas. Use your eyes – take a tour round the kitchen on a regular basis and give feedback. Remember, high standards of cleaning are a basic requirement of running a food business," he added.

Testing core food temperature is also important and obviously requires direct contact so it's not surprising that colour coded food thermometers are also used – like colour coded knives and chopping boards – to prevent the spread of

bacteria from one food group to another.

But at what expense – and are they really hygienic enough?

TM Electronics MD, Tom Sensier said: "The old system of buying multi-coloured thermometers just isn't financially sustainable – not for the customer or even for the supplier who is expected to stock all the colours of the rainbow! And what's the point of reducing cross contamination if you can't make sure the needle probe itself is sterile? With our new system it's only the probes – a low cost item - which 'change' colour – and because they're completely waterproof you get a much more hygienic result."

What role do professional cleaning services play in the market?

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David Bashford told us that: "There are a number of professional cleaning contractors who can support your efforts. They are worth considering for difficult cleaning tasks like extract duct cleaning or deep cleaning."

Whilst Dr Lisa Ackerley thought that larger businesses will doubtless be able to afford to pay cleaners and this can be a helpful way of saving your staff time when maintaining standards. However, there is no substitute for your staff believing 100% in providing good food safety and hygiene standards. Clean as you go is a particularly good concept.

What new equipment and products should businesses look out for to assist their cleaning?

There are always new products on the market which can help reduce the time your staff spend cleaning kitchens. None however are a substitute for good training.

Dr Lisa Ackerley added: "Concentrate on upskilling and educating your staff then you can have a think about looking at the products you use in more detail. Use the services of a reputable consultancy to verify your efforts and demonstrate to the local authority that they can have confidence in the safety management of your business - the key to getting a high Food Hygiene Rating."

Understanding the role of technology in the market and how this can help you with your checks Martin Nash said: "Digital technology, such as Checkit's recently launched Work Management system, can help to streamline and modernise many cleaning and food safety regimes. Gains range from removing time-consuming processes and cutting manual errors, to improving

real-time control of operations. Food operators can benefit by going digital, with technology helping to transform the way businesses meet their obligations.

"Organisations understand the potential consequences of failing to create strong policies that protect staff and the public. However, one of the big challenges is finding effective ways of ensuring these policies are consistently adhered to – especially across multi-sites.

"When it comes to carrying out tasks, there has been a reliance on old-fashioned pen and paper records. Not only is this time-consuming for employees, but it also fails to provide much in the way

"Checkit prompts and guides staff to carry out food, hygiene and safety tasks the right way and provides a tamper-proof, time-stamped record. Moving to digital makes compliance simpler, faster and more transparent. This cloud based system combines smart sensing technology with work management software for scheduling food, hygiene and safety tasks. These are displayed as interactive digital checklists which staff access through a handheld device. This addresses the industry challenge of tracking staff activity and securely recording the data.

"Digital checklists provide step by step guidance on how to perform scheduled routine tasks, with staff logging their activities and results of any checks (assisted by temperature probes and smart sensors where necessary) in real-time, which is automatically uploaded to the cloud. As records and data are time-stamped, trusted and visible, managers can monitor activities remotely, across multiple sites as they happen, with confidence that they have an accurate picture of operations.

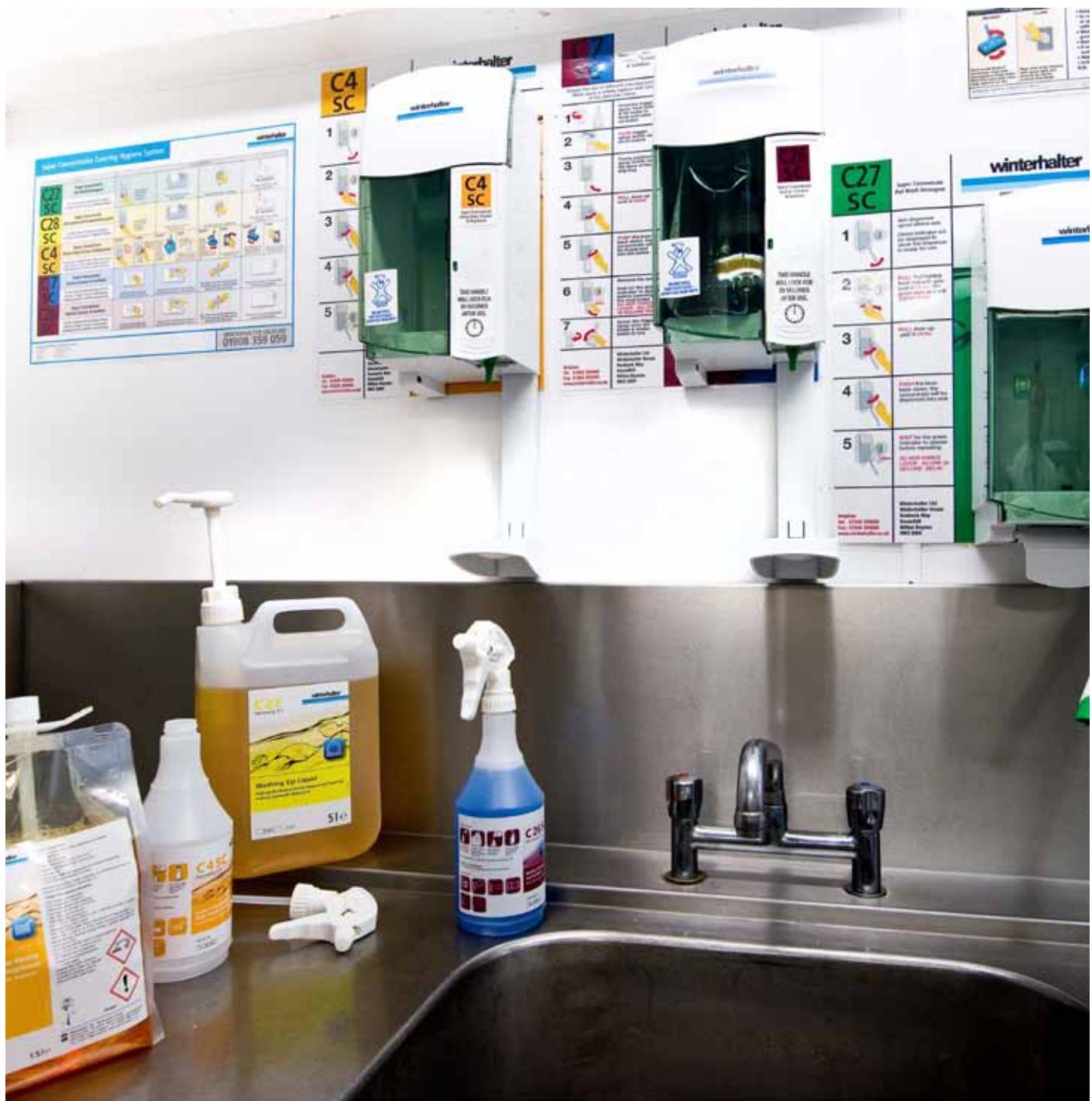
"Not only does this provide greater visibility, but it also ensures that any problems are dealt with quickly and in accordance with agreed policies."

Brian Lavelle was also keen to comment discussing Cambro's Allergen Free storage range which offers food operators a simple way to meet their customer's special dietary needs.



of control. More importantly, as checklists can be completed incorrectly and sometimes falsified there is no guarantee that staff are carrying out their responsibilities in line with the guidelines.

Kitchen Hygiene



By identifying and isolating allergens from non-allergenic food ingredients and products, the colour-coded system allows chefs to easily implement food allergen control. The extensive Allergen-Free range is available now and designed to prevent cross-contamination, including personalised containers, measuring cups, allergen-free dissolvable labels and trays.

One place that is often forgotten about is back of house storage areas though this is central in maintaining food

standards and food safety is central to Cambro's technological developments. Our Camshelving contains Camguard antimicrobial shelf plates – a silver-ion technology that is infused into the shelf plate material to inhibit the growth of mould, fungus and bacteria.

If you do have a build-up of these types of dirt or bacteria. Winterhalter has developed a key range of essential environmentally-friendly cleaning chemicals formulated to deliver results that match or better traditional

chemicals. The BLUe range includes catering products, such as detergent, degreaser and sanitiser, as well as housekeeping chemicals like toilet cleaner and glass cleaner according to Peter Alsworth.

All of these tips should give you a good starting point on your journey to clean working environments and further information is available in our columns with the FSA and online.



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Ready Foods

2016 BUDGET SUMMARY

Economic overview

In a hotly anticipated Budget announcement UK Government Chancellor, George Osborne told us the country is on course for a surplus (£10.4billion by 2019/20), that the economy is growing faster than any of the other major nations and that employment stands at an all-time high. He said this situation has been shaped by Government's decision not to seek "short-term fixes."

But he reiterated warnings earlier this year that the outlook for the global economy is perilous and that Britain must be aware of gathering storm clouds.

In his opening Budget statement, Mr Osborne confirmed the OBR had revised down forecasts for global growth and UK productivity.

The OBR calculated growth was 2.2 per cent last year and predicts it will be two per cent this year and 2.2 per cent in 2017; although Mr Osborne clarified that their predictions were based on the UK voting to remain within the European Union. Voting to leave would cause "disruptive uncertainty," he warned.

Inflation in 2016 will be just 0.7 per cent, down from the one per cent expected in November last year.

Business and enterprise

Mr Osborne said that Britain already has one of the most competitive tax regimes in the world and that he is now publishing a "road map" to make business taxation fit for the future.

A number of changes were announced to business rates, following a review of the current system.

As of April 2017, around 600,000 small businesses will be taken out of business rates altogether, thus saving them in the region of £6,000 annually. A further 250,000 firms will benefit from a reduction in their current rates.

Plans were also announced to reform stamp duty for businesses. He said the changes to rates will mean "big tax cuts for small firms."

Commercial stamp duty now has a zero rate band on purchases up to £150,000; a two per cent rate on the next £100,000; and a five per cent top rate above £250,000.

A further cut to corporation tax was also confirmed, with the rate set to be reduced to 17 per cent by 2020. "Britain is blazing a trail, let the rest of the world catch up," the Chancellor said. As had been speculated beforehand, he confirmed an increase in Insurance

Accountancy



Premium Tax – which will rise 0.5 per cent to 10 per cent. The move comes hard on the heels of an increase last autumn but is likely to be unpopular in sectors that will bear the brunt of these changes.

There was also bad news for the drinks industry with a sugar tax to take effect in two years' time. The levy is expected to raise £520million, although Mr Osborne said it would be down to manufacturers whether to pass on the price to consumers. Pure fruit juices and milk-based drinks, as well as small producers, will not be affected by the levy.

Outlining plans for further devolution, Mr Osborne said that a new city deal had been agreed with the Cardiff region. Elsewhere the Greater London Authority would move towards the full retention of business rates from next April.

Following recommendations from the Low Pay Commission, the Government will also increase the National Minimum Wage rates from October 2016.

Transport and infrastructure

Mr Osborne paid tribute to the work of the National Infrastructure Commission and confirmed plans would advance for the HS3 rail link between Manchester and Leeds.

Further proposals were also outlined to widen the M62 between Leeds and Manchester, and improve the road network in the North Pennines.

Elsewhere, the tolls on the Severn Crossings between England and Wales will be halved by 2018 and an extra £700million will be pumped into resilience and flood defences.

Personal tax

The Chancellor made a surprising number of tax announcements.

The personal allowance will increase to £11,500 from April 2017, which the Government claims will deliver a tax cut for 31million people nationwide.

At the same time the 40 per cent higher rate threshold will also rise to £45,000, a move likely to be welcomed by many of Mr Osborne's own MPs.

In addition there was the announcement that Capital Gains Tax (CGT) will be cut from 28 per cent to 20 per cent, and from 18 per cent to 10 per cent for basic-rate taxpayers

Mr Osborne also announced he would abolish Class 2 National Insurance (NI) contributions for the self-employed from 2018.

Although a fuel duty increase was being considered for this year, Mr Osborne said that any such rise would place an extra burden on families and confirmed the tax would be frozen for the sixth year running. He claimed that the move would save the average driver £75.

Duty on beer, cider and spirits are being frozen, while tax on other alcohol is to rise in line with inflation.

Pensions and savings

Ahead of the Budget, Mr Osborne had been forced to abandon some of his more radical changes to pension rules in the face of fierce opposition from his own MPs.

There was nonetheless an announcement which will enable under-40s to open lifetime ISAs. Under this arrangement, for every £4 a person saves, the Government will give them £1 up until the age of 50. This money can be used to save for a pension – the Chancellor acknowledged that many younger people are struggling to save for retirement – or to buy a home (people will have the option to roll help-to-buy ISAs into the scheme).

In addition, the annual ISA limit will rise to £20,000 from next year.

Education

As was widely trailed ahead of the Budget, Mr Osborne confirmed that all schools across England would be "freed from local authority control" and become academies by 2022.

Work will continue on making improvements to the current schools funding formula – much maligned by head teachers – and there will be a drive to turn around failing schools in the north.

The Chancellor also confirmed that a white paper would be published on 17th March 2016 containing further details about the new education strategy.

Tax avoidance and aggressive tax planning

A series of measures to crack down on tax avoidance and evasion, which will total £12billion, were also announced by Mr Osborne. These include bringing an end to the use of "personal service companies" by employees in the public

sector who are looking to minimise their liabilities.

He also said that many firms feel they face unfair competition from online

In an effort to address their grievances, Mr Osborne announced he will be closing a loophole used by some overseas internet companies.

Summary

This may have been a difficult Budget for Mr Osborne but it wasn't an uneventful one.

He will hope that changes to the business rates regime and stamp duty will win support among small businesses, with changes to income tax thresholds likely to prove popular with many families.

That said, critics are likely to seize on the fact that the Chancellor has failed

to meet debt targets and there will be lingering concerns that the UK is not immune to the uncertainty gripping the global economy.



Need more help?

This feature aims to give some informal hints and tips. McPhersons Chartered Accountants are offering businesses free advice so get in touch now to arrange your meeting.

Simply email Peter Watters
p.watters@mcpersons.co.uk or call our Head Office
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Are you allergy aware?

Allergy Awareness Week 2016 sees a strong message being sent to businesses from food allergic consumers who deserve food they can trust



Do you provide information about these allergens in the food you sell?

If you walked into a restaurant and was offered food that made you ill or worse, required a trip to the hospital, would you be likely to visit again? If that question is answered with a resounding 'No' – be aware that that's the customer you are at risk of losing, if your food business is not compliant to allergen information regulations.

Since 2014, laws require food businesses to provide information on 14 allergens - when included as an ingredient - in the food they serve. While some businesses

have been extremely compliant, and seeing a positive effect on their business as a result, others have been less so.

In a recent piece of research carried out by the Food Standards Agency in partnership with Allergy UK, stats show that the provision of allergen information is improving; with only 16% of those surveyed reporting that no allergen information was made available.

It's great news, but it's not the whole story: consumers with food allergy still

experience negative attitudes when eating outside of the home, and felt that businesses need to:

- spend time to understand food allergy and the requests from their consumers
- make necessary checks to ensure food is safe
- have more confidence when handling allergens in the kitchen
- not take an overly cautious approach to refuse service to those with allergy.

The research also showed that 52%

of those surveyed said that knowing that there was a law in place, requiring businesses to provide allergen information, made them more confident when asking for this information.

It's your responsibility

Food businesses have a responsibility to establish a food safety management system to comply with legal requirements and allergen management should be an integrated part of that system.

While small and medium-sized businesses may not have the same capabilities and resources as larger food companies, simple measures can be put in place to ensure that consumers with a food allergy are given the information they need to make the right decisions.

Because there is no cure for food allergies, strict avoidance of the offending food is important to prevent serious health consequences.

By complying with the rules, you give your customers confidence and reassurance about the information you are providing, which could improve your business, as safer food means better business.

What is your responsibility as a food business?

Remember these key messages when dealing with dietary requests such as food allergies:

- Make sure the information you provide is accurate
- Keep up to date ingredients information for any foods bought in
- When cooking, make sure you know what's in the ingredients
- consider cooking oils, dressings, toppings, sauces and garnishes
- update this if you change the recipe or ingredients used
- Ensure your staff know of any changes to allergen information for the dishes provided.
- When making food for someone with an allergy, work surfaces and equipment must be thoroughly cleaned before use.
- Always wash your hands before preparing any food

FOOD ALLERGY AND INTOLERANCE MYTH BUSTER

There is much in the media about food allergies and intolerances, but what is the difference, and more importantly, how accurate is the information we read?

You can be allergic to any foodstuff

TRUE: This is true in theory, but in fact just a handful of foods cause 90% of allergic reactions to food in the UK and Europe.

Food allergies can be fatal

TRUE: People with allergies can have a reaction called anaphylaxis (pronounced anna-fill-axis), which can be fatal if it isn't treated immediately, usually with an injection of adrenaline (epinephrine).

A food allergy or intolerance can be easily self-diagnosed

FALSE: It is thought that a much higher number of people will believe that their symptoms are being caused by a food allergy or intolerance than is actually the case. Around 30% believe they are allergic or intolerant to one or more foods, but a Food Standards Agency (FSA) report in 2008 estimated that only 5-8% of children and 1-2% of adults have a food allergy.

Most children grow out of their allergy to eggs, milk, wheat and soya

TRUE: It is true that most children do, generally by about the age of five, due to the gut maturing or a change in the immune system's response to that food.

Most people will grow out of allergies to peanuts, seafood, fish and tree nuts.

FALSE: An allergy to peanuts, seafood, fish and tree nuts is very rarely resolved.

Food allergies or intolerances can be cured

FALSE: There is currently no cure for food allergies or intolerances. The only way to prevent a reaction is to avoid the food you are sensitive to.

Allergies and intolerances run in families

TRUE: If you have parents or a sibling with an allergic condition, such as eczema, asthma or a food allergy, you are at a higher risk of developing a food allergy or intolerance.

Source: NHS Choices

The FSA has free tools, templates and training resources which can help businesses train staff, as well as collect, record and report allergen information. You will find these at www.food.gov.uk/allergen-resources



Dr. Chun-Han Chan is a Senior Scientific Officer leading on Food Allergen Legislation and Risk Assessment at the Food Standards Agency. She can be reached @ChunHanChan





VICARIOUS LIABILITY

Picture the scene...

A potential diner visits your restaurant and asks for a drink that you do not sell.

Your server replies using obscenities that you do not stock it. The diner complains about being sworn at. The server angrily directs him off the premises using racist and expletive language. The diner is shocked and returns to his car. Your server follows him, opening his passenger car door to yell at him further. The diner gets out of his car to close the door and your server punches and kicks him to the ground.

The next day your restaurant receives a claim for personal injury from the diner.

The question that undoubtedly springs to your mind is “surely as the server’s employer, I can’t be responsible for this?” Well, actually you might be.

The facts above echo a recent case involving a petrol station owned by Morrison Supermarkets. There, a petrol kiosk worker attacked a potential customer in very similar circumstances. After a long legal battle, the case progressed all the way to the Supreme Court and Morrisons were held liable.

How can it be right that the employer is held liable for such acts?

Because the individual was responsible for serving customers and ensuring that the premises ran in good order, the Supreme Court felt that those duties were sufficiently close to the acts that subsequently transpired. The petrol kiosk worker was, in his own way, carrying out his duties even though the manner in which they were being carried out was not approved by his employer.

Whilst there is some legal theory behind the rationale that



the individual's employer should be liable (a concept known as "vicarious liability"), it is also driven by public policy considerations as it is presumably felt that an injured person should have recourse against the employer, who is likely to have deeper pockets than the individual who actually carried out the attack.

What can I do to minimise the risk of my business being liable for such acts?

There are a number of practical steps that you could take as an employer:

Educate your employees about what standards of behaviour are expected of them and reinforce this message with regular training and a well-publicised policy on acceptable behaviour at work. To limit your exposure in discrimination claims, an equal opportunities and anti-bullying and harassment policy is also essential. All this should help employees understand the expectations upon them and hopefully they will then act properly.

Coach your managers and supervisors to recognise inappropriate behaviour and ensure that they intervene at an early stage to stop situations from escalating. Whilst this might end up being a damage-limitation exercise, it should at least minimise any harm caused.

Consider whether to pursue your own claim against the employee, probably for breach of their contractual terms of employment. However, commercially speaking, you will want to balance this with the time and cost of such legal action and also the likelihood of whether your employee has funds to pay you any compensation that is awarded if you are

successful in your claim.

Check whether you have a clause in your contracts of employment allowing you to make a deduction from the employee's wages for losses incurred as a result of their negligence and/or breach of your company rules. If you do not already have such a right, you might want to introduce one.

As a deterrent to others, you will also want to send a strong message that such behaviour will not be tolerated. In the above scenario, the actions are very likely to be gross misconduct, meaning you can dismiss without notice. However, do remember to follow the ACAS Code of Practice on Disciplinary and Grievance Procedures.

James Daglish
Partner
Goodman Derrick LLP

James Daglish is a partner in Goodman Derrick's specialist Hospitality and Leisure team providing real estate and licensing advice to his clients in the sector who include restaurants, nightclubs, bars and pubs, and retailers. James has worked in the sector for over ten years, he takes a commercial approach to his work with Chambers & Partners Legal Guide noting that he "addresses the problems you're considering and gives an objective view," and that he is "diligent, intelligent and strategically superb".



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Property

Property

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PROPERTY FOCUS

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UNDER
190k

EXCEPTIONAL FISH & CHIP SHOP & RESTAURANT
West Yorkshire Area

Type: Well organised, mainly staff run. T/o £7,000 per week.

Guide Price: Leasehold £189,500 – New lease.

Details: www.clifford-lax.co.uk



UNDER
35k

SPACIOUS TEA ROOM - 34 COVERS
Shipley, West Yorkshire

Type: Located Within World Heritage Village & Tourism Area

Guide Price £34,950.00+SAV Leasehold

Details: www.sovereignbt.co.uk



UNDER
£700k

TEA ROOM EST. 30 YEARS AGO FOR SALE
Chester, West Cheshire

Type: 15th Century Building With 4 Bed Character Residence

Price: £695,000+sav Freehold

Details: www.sovereignbt.co.uk



UNDER
80k

FISH & CHIP TAKEAWAY/SIT-DOWN
Herts Market Town

Type: 6pm closing. Takings £3,000 + p/w. Scope to expand menu.

Price: £75,000 L/hold.

Details: www.bradleyscountrywide.co.uk



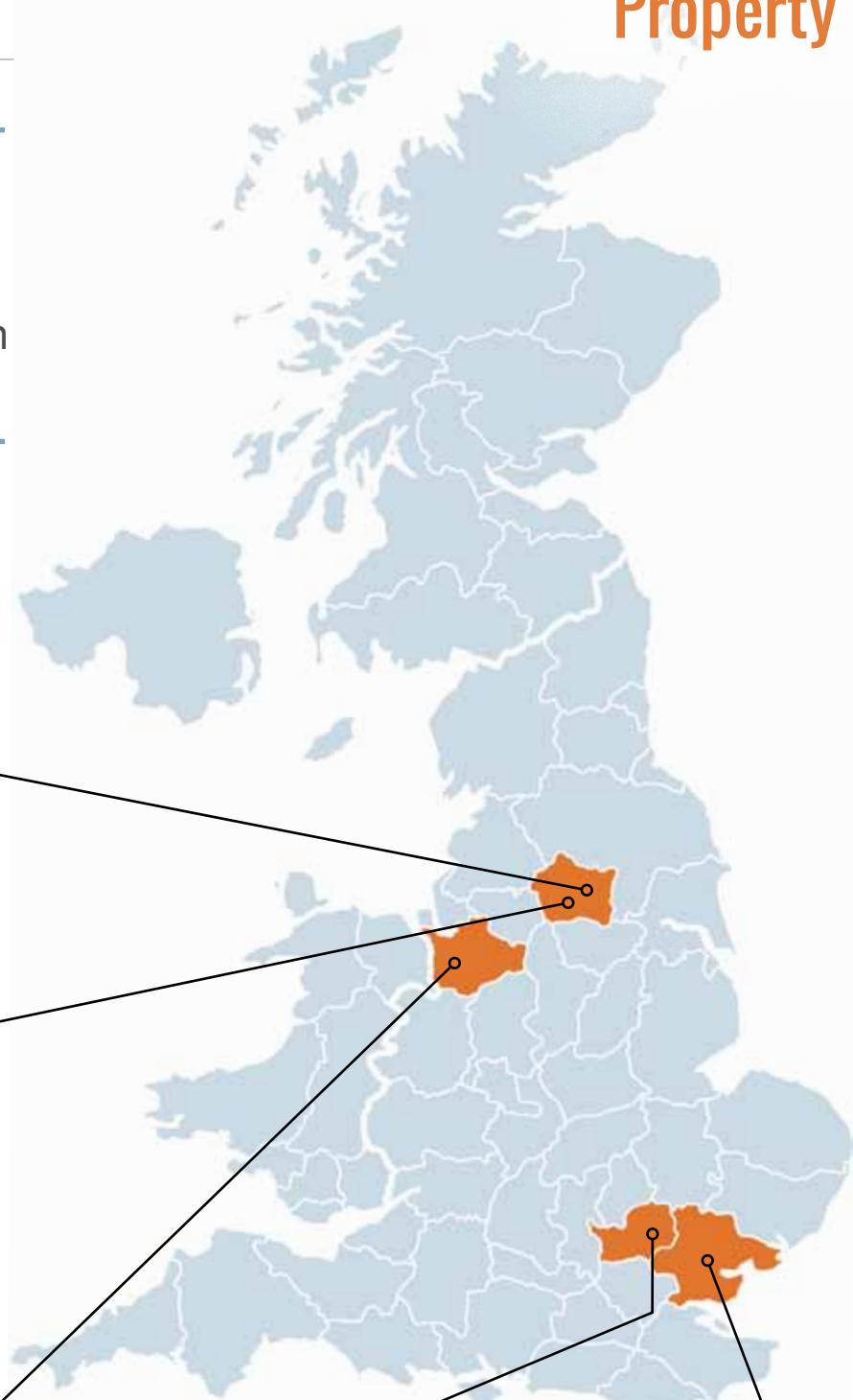
UNDER
£150k

SUBWAY FRANCHISE
Colchester

Type: Recently refurbished. 30 covers. Net sales £366,431 pa (£7,046 p/w).

Price: £149,500 L/hold

Details: www.bradleyscountrywide.co.uk



What's new?

We take a look at some of the latest products available!

TEA

Company: Tetley
Product: Resealable Packs

This April, Tetley is addressing the quality of tea served out of home with its new Tetley Original and Decaf resealable packs for caterers. The new packs will help operators to deliver consistency and superior taste with every serve, ensuring they provide a satisfying experience for customers out of home.

The Nations' love of tea continues to grow, with 4 billion cups now consumed out of home in the UK. With this continued expansion, consumers demand for a high quality hot beverage from a brand they know and love has also increased. However, this demand is rarely met, with many tea serves out of home poor quality and inconsistent.

Tetley recognises this need to improve tea served out of home and is providing the ideal solution to common purchase barriers with its new resealable packs.



COFFEE

Company: Miko
Product: Portoli Coffee

The Portoli range of authentic Italian style coffee is now available exclusively in the UK from Miko, the award winning coffee specialist and one of the world's oldest and most renowned coffee roasters.

Portoli, a fourth generation traditional coffee roaster based in Milan, is one of Italy's bestselling brands which is active in the home, HORECA and B&I markets and exported to 100 countries around the world.

The Portoli range is rooted in the fauna rich rainforests of South America, Asia and Africa from where the finest natural and washed Arabica and Robusta coffee beans are sourced. The company's expert roasters use a unique precision controlled 'recipe' for each blend which incorporates different roasting styles, times and temperatures to highlight the varying flavour characteristics of the coffee beans.

Each of the five Portoli blends contain a significant percentage of Robusta beans for an added caffeine kick and the crema boosting properties so highly regarded in traditional Italian espresso bars.



CHOCOLATE

Company: OHSO Good chocolate
Product: Chocolate

Yes, it is true! There is a delicious-tasting yet 'clever' chocolate that is actually good for you!

The ground breaking and award-winning OHSO 'clever' Chocolate - which contains over a billion live cultures a bar - has launched to caterers in a range of formats to suit customer needs.

Perfect for snacking, whether 'on the go', as an accompaniment to a hot beverage or as an in-room value-add, OHSO 'clever' Chocolate gives operators the opportunity to offer their customers a 'permissible' and delicious treat.

The famed Belgian chocolate is trailblazing the confectionery category with its health benefits, carrying live bacteria, which is three times more likely to get through to the gut than it is via a probiotic yoghurt.



UNIFORMS

Company: Uropa Distribution
Product: Uniforms

Uropa are set to bring style and flair to this year's Caffé Culture show (stand E25) as they showcase a number of carefully selected products from brands such as Chef Works and Santos.

Highlights will include NEW additions to the stylish and modern Chef Works Urban range, designed to provide fashionable yet practical workwear solutions.

Sure to prove popular is the Chef Works Dorset Urban Bib Apron (BB003). Made from 100% cotton with an antique washed finish, this chic bib apron features an adjustable neck grommet for maximum comfort; alongside a chest and hip pocket reinforced with rivets for longevity, durability and reliability.



SAUCE

Company: Cooks&Co

Product: American Style Mayonnaise

Quality catering ingredients brand, Cooks&Co, has launched a 2.27 litre American-Style Mayonnaise aimed at professional caterers to help them create perfect sandwiches, dips and salads.

Available in easy to store and dispense plastic catering jars with screw top lids, American-Style mayonnaise has a higher oil content than many other traditional

mayonnaises. A higher oil content creates a better moisture barrier, meaning that the mayonnaise is less likely to soak into breads and sandwiches.

Combining great taste, colour and texture, Cooks&Co's American mayonnaise is perfect for sandwiches, wraps, bagels and burgers, as well as making a great ingredient for dips and salads.



DESSERT

Company: Brioche Pasquier

Product: Tarte Tatin

Tarte Tatin is one of the all-time great French desserts. The best versions combine crispy, flaky pastry with caramelised apples and are served warm from the oven.

Now, serving the finest Tarte Tatin is as easy as pie with the introduction of Tartelettes Tatin from Brioche Pasquier. These are individual-sized Tarte Tatins – perfectly portioned for the plate of the customer and easily customised to match your own presentation style.

"Our Tartelettes Tatin are really just like those baked for the best bakeries in Paris," says Brioche Pasquier Sales Manager, Paul Thompson. "They are made from four simple, high quality ingredients treated with respect. Fresh, juicy apples are cooked long and slow with sugar to create a golden caramelisation and the pastry is crisp and flaky and made with creamy French butter."



BISCUITS

Company: Lotus Biscoff

Product: Biscuits

Visitors to Stand D2 will be pleased to find the nation's favourite coffee accompaniment, also affectionately known as 'the little red biscuit', Lotus Biscoff return for another year at Caffé Culture. The leading complementary sweet biscuit in the UK hospitality sector, with over 120 million biscuits being enjoyed as part of a customer's 'coffee moment' each year, is world-renowned for its unique flavour. The brand's unique coffee equity means that Lotus Biscoff is widely seen by expert baristas as the only authentic biscuit to offer when presenting a skilfully prepared cappuccino or latte.

But what makes adding a Lotus Biscoff when serving your cups of coffee so special? Well, each biscuit has been specifically created to complement the flavour of fresh, aromatic coffee, enhancing each other's delicious taste - they really are better together!



See your
product here!

Want to see your new product or
piece of equipment in What's New?

Then call 0333 003 0499

Dates for your diary

DIARY DATES

Discover what exciting events and exhibitions are taking place over the coming months for the foodservice industry



The Catering Equipment Show



Location
EVENT CITY, MANCHESTER

The only dedicated trade event for commercial kitchen equipment buyers arrived!

Commercial Kitchen is the vibrant, new, fresh and exciting trade event dedicated

to the commercial kitchen industry. It's the definitive event for companies involved in equipping and running professional commercial kitchens.

In the modern foodservice sector, new



Speciality Fine Food Fair 2016



Location
OLYMPIA, LONDON

Speciality & Fine Food Fair provides an unrivalled opportunity for independent retailers, delicatessens, chefs, hoteliers, restaurateurs and importers, distributors & wholesalers to:

- Meet UK and international producers and suppliers of new, artisan food and drink
- Keep up with trends: from the latest

menu ideas and flavour advancements to sustainability, health issues, provenance and much more

- Source new and innovative products: from over 750 UK and international suppliers
- Make new contacts and meet old ones: it's the event for the fine food trade



Lunch!



Location
BUSINESS DESIGN CENTER
LONDON

lunch! The contemporary food to go show lunch! is the UK's essential trade show for the food-to-go industry, attracting over 6000 trade buyers looking to source new, innovative products, keep up with the very latest industry developments and network with industry colleagues.

If you are a café, coffee shop, sandwich bar, contract caterer, wholesaler, multiple buyer or deli then lunch! is your most important date of the year!

Stay ahead of your competition and make a date with lunch! on 21-22 September 2016 at Business Design Centre, Islington, London.

In the next issue

Fish and Seafood

Fish is one of the nation's favourite dishes and we look at how businesses are incorporating them on to their menus.

Home Delivery

This has without a doubt been the fastest growing area of the food-to-go market and it is vital that we understand how you can boost your sales by offering delivery.

Waste Management

An area often overlooked by small businesses but one of huge importance. We speak to the experts about the solutions available to you.

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* Incentives are only available in our key development areas; Scotland, North West, North East, Midlands, & Wales, and for stores opening before the end of 2016.

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- Scotland
- North West
- North East
- Midlands
- Wales


PIZZA MAKER

