

CASE STUDY

Client **Chesterfield Borough Council**

Sector **Local Authority**

How we provided expert on-site training and guidance to selected Food Business Operators (FBOs), enabling them to follow safer practices and comply with food allergen regulations.

Summary

The challenge they faced

Environmental Health Officers (EHOs) at Chesterfield Borough Council had been finding it increasingly difficult to provide in-depth advice on allergen management during busy inspections – particularly to businesses already struggling to meet the required food hygiene standards – so they decided to bring in specialist support to strengthen their service.

How we helped

The Food Allergy Aware team were recruited to advise and support selected FBOs with their allergy management protocols. We arranged to see the businesses outside of normal food service hours, ensuring they had time to focus on this important matter, and carried out an extensive allergen awareness audit before visits so that we could tailor our support to each company's particular needs.

How it went

The project was completed successfully and the feedback provide to Chesterfield Borough Council has been extremely positive.

What they said

"We would highly recommend Food Allergy Aware. Their team was extremely knowledgeable and great communicators. Caroline's expertise was invaluable, and Sally's deep understanding of our work and the challenges faced by FBOs made a real difference. Their appreciation and awareness of the industry ensured the training and support were relevant and impactful."

Senior Environmental Health Officer
Chesterfield Borough Council



- ✓ Expert training
- ✓ Policy development
- ✓ Customised materials



Challenges checklist

Chesterfield Borough Council faced the same challenges that many of our Local Authority clients have to deal with, including:

Lack of time - EHOs are obliged to prioritise hygiene standards over allergen compliance in FBOs that struggle with both.

Inadequate processes - FBOs with a poor grasp on basic hygiene requirements are even less likely to have robust policies in place for safe allergen management.

Low staff awareness - without a standard allergen management policy to follow, FBOs are unable to be consistent when it comes to managing allergens on a day-to-day basis or complying with regulations.





The Food Allergy Aware Solutions ↴

Initial assessments and on-site audits

Identifying gaps in the FBO's existing allergen management practices, procedures and online visibility.

Policy development

Providing clear and detailed guidance on where improvements needed to be made.

Targeted industry support

Delivering an [online allergen management webinar](#) for Indian takeaway businesses (with Urdu subtitles).

Comprehensive training resources & guidance

Advising on improved menu labelling and how to communicate allergen information.

Customised support materials

Creating easy to use and update documents to facilitate ongoing compliance.

The Results

Increased staff confidence

Both managers and employees now feel better equipped to manage allergens safely.

Improved compliance

The FBOs are in a better position to adhere to food safety regulations as well as allergen management guidelines.

Reduced risk

Customers are safer because the FBOs have more effective allergen controls in place.

Time/cost invested

This project was undertaken over a 6 month period in 2024.

- 15 businesses helped (over 4 days)
- 2 hours on site with each business
- 5 hours pre- and post-visit planning, preparation and administration (including phone calls, set-up time, bookings and producing a post-audit report)

Approximate cost per business: £580

Like to know more?

We recognise that nothing beats word of mouth when it comes to service recommendations.

If you would like to know more about the specifics of this case study, our Chesterfield Borough Council clients have agreed that they are happy to provide direct feedback to interested parties by **EMAIL** or **TELEPHONE**.

Please contact us in the first instance and we will be delighted to put you in touch with someone who can answer your questions directly, from their own personal experience.

To contact us:

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