

FSA Scottish HACCP Evaluation Research

Report

Prepared for

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**On behalf of the Food Standards Agency
Scotland**

22 November 2005

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APPENDIX

1 Background and Methodology

a) Background and objectives

The Food Standards Agency (FSA) Scotland was set up in April 2000 to improve food safety and standards in Scotland and protect the health of Scotland's population in relation to food.

More specifically, the Agency's role is to:

- ▶▶ Protect consumers by effective enforcement and monitoring of food safety and standards;
- ▶▶ Support consumer choice through accurate and meaningful labelling;
- ▶▶ Provide advice to the public and to the government on food safety, nutrition and diet.

From 1st January 2006, EU legislation will make it a legal requirement for all food businesses to implement and maintain procedures based on HACCP (Hazard Analysis and Critical Control Points) principles. FSA Scotland is working to prepare Scottish food businesses for this.

Scottish Ministers have granted £4 million (£2 million 2004-2005, £2 million 2006-2007) to assist Scottish catering businesses with the implementation of HACCP-based food safety management systems. The FSA Scotland has awarded £3.5 million of this budget to the 32 Local Authorities in Scotland over a 2-year period. All 32 Local Authorities applied for, and were awarded funding for projects for the first year of funding. The Local Authority projects will provide support to local catering businesses in accordance with an agreed risk-based targeting strategy. Most Authorities are providing a range of support measures, for example classroom courses, on-site training and one-to-one mentoring to suit businesses individual needs and local circumstances.

In terms of financial aid, the FSA Scotland has awarded a budget to the 32 Local Authorities in Scotland over a 2-year period and, at the time of commissioning the research, 19 of these Authorities had completed their year 1 projects and were applying for funding for year 2 projects. These year 2 applications will be based on the experiences gained during year 1.

Research therefore needed to evaluate the first year of the Scottish HACCP project against stated Local Authority objectives among caterers from these 19 Authorities. More specifically, the research objectives were to:

- ▶▶ Understand how aware caterers are of the level of support available
- ▶▶ Assess the relative value to caterers of the support available - both at an overall level and for each support type

- ▶▶ Understand what caterers think about the support in place, and where they would like to see improvements
- ▶▶ Identify any gaps in the support offering i.e. do caterers require different approaches/additional assistance
- ▶▶ Identify any differences between types of Local Authority (LA) or caterer e.g. rural vs. urban, small vs. medium vs. large

b) Research Methodology

In order to meet the research objectives, it was decided to employ a two-stage research methodology. This involved an initial quantitative stage followed by a more in-depth qualitative stage.

Quantitative stage

A total of 450 fifteen-minute telephone (CATI) interviews were conducted with the person responsible for food safety regulations in catering firms (usually the owner, manager or head chef). All catering firms were based in one of the 19 Local Authorities to have completed their year 1 projects. In addition, all sample was selected on the basis that it had received an intervention.

Interviews were carried out between 7th and 28th October 2005, and interviews were conducted in English only. We were unable to conduct 6 interviews due to language difficulties (1.3% of total sample). The number of caterer interviews per Local Authority were in proportion to that Local Authority's budget (meaning that we conducted many more interviews in, say, Glasgow City Council than we did in the Highlands – see table 1.1 overleaf).

Table 1.1 (Total number of interviews per Local Authority):

Local Authority	Interviews
Aberdeen City	24
Aberdeenshire	28
City of Edinburgh	57
City of Glasgow	68
Dundee City	6
Dumfries & Galloway	24
E Dunbartonshire	10
East Lothian	11
Falkirk	16
Fife	38
Highland	41
Midlothian	11
Perth & Kinross	18
Scottish Borders	16
Shetland	6
South Ayrshire	15
South Lanarkshire	32
Stirling	13
West Lothian	16
TOTAL	450

In table 1.2 overleaf, we show a breakdown of the sample profile. A third of the sample was based in a 'rural' LA, while a half was based in a 'City' LA. The remaining 16% was based in a 'mixed' LA. How we classified each LA is split out in the appendix to this report.

There was a wide range of caterer types, with a quarter of the interviews conducted with a restaurant or take-away, a fifth with a hotel or B&B and 13% with a café or sandwich bar.

Most respondents were either the owner or manager, while in 18% of cases we interviewed the head chef. Not surprisingly, the larger the caterer, the more likely we were to interview the head chef (46% of interviews conducted with caterers with 20 or more employees was with the head chef, compared with only 26% of caterers with 5 or less employees).

Table 1.2 – Sample Profile:

	Interviews (%)
* LA Location	
Rural	36%
City	48%
Mixed	16%
No. of employees	
5 or less	27%
6-20	42%
Over 20	31%
Caterer Type:	
B&B / Hotel	20%
Restaurant / Take-away	25%
Café / Sandwich bar	13%
Care Home / Hospital	8%
Pub	8%
School	5%
Other	21%
Role of respondent:	
Owner	41%
Manager	35%
Head chef	18%
Other	6%

* LA Location is based on LA location not exact the exact location of the caterer. (How we classified each LA is split out in the appendix to this report).

Qualitative stage

A total of 15 twenty-minute follow-up telephone in-depth interviews were conducted with a selection of the original quantitative stage respondents to enable the interviewer to explore some specific issues in more depth. These interviews were carried out between 24th October and 4th November 2005.

c) Some points about the report

Throughout the report we examine specific sub-groups where relevant. These are defined as follows:

- ▶ Size: Small = 5 or less employees at that particular outlet, Medium = 6-20 employees and Large = Over 20 employees
- ▶ LA Location: Rural = Caterer is based in a 'rural' LA, City = Caterer is based in a 'city' LA, Mixed = Caterer is based in a 'mixed' LA



2 Summary and Recommendations

a) Summary of Findings

It is very apparent that the Local Authority training and support initiatives have been a success, certainly in the eyes of the caterers. This is evidenced by the following results from the research:

- ▶▶ 83% of organisations were knowledgeable enough about the legislation to now know what they needed to do (at the time of interview i.e. October 2005)
- ▶▶ 95% were confident they would be able to implement the new regulations by 1st January 2006; and there is strong evidence that this is a result of Local Authority training and support initiatives with just 55% saying they would have been confident of meeting the deadlines without this training and support
- ▶▶ 79% of those who had received training felt it had made the job of managing the legislation easier
- ▶▶ 69% of those who had received training/support rated it as excellent or very good (with a further 20% rating it as good).

The success is partly a function of the mix of support offered. **Face-to-face support and training** is valued most, especially one-on-one mentoring and visits to the organisation. This type of support was praised for its practical value, helping show directly what the legislation means for that specific business. Preparing for the legislative changes seemed to many to be a daunting task, and therefore anything that helped reassure them that it wasn't as daunting as feared, and showed them practically what needed to be done was appreciated.

This personal support was supplemented by **written materials**, typically in the form of either booklets or CD ROMs. 80% had referred to the *CookSafe* manual at some point, and 80% of these found it useful (all caterers interviewed had referred to some written materials even if they hadn't referred to the *CookSafe* manual specifically).

Any **criticisms or suggestions for improvement** tended to relate to being provided with more tailored support:

- ▶▶ Some of the smaller caterers felt that the training/support was more relevant to larger organisations (particularly in the instance where catering was only a peripheral part of their business).
- ▶▶ A few managers/owners would have appreciated training and written materials focussing more on their issues (such as legal liability) and less on those more relevant to their Chefs (i.e. detailed requirements which could just be summarised for managers).

The only other criticism, and again it was a minor one, was that course availability should be improved where possible. This is partly a function of timing (e.g. wanting evening courses), but mostly a need for more frequently arranged courses so that staff training could be staggered over a few closely scheduled courses, rather than the sometimes 'all or nothing' option.

Looking forward, caterers would like the option of ongoing contact. Interestingly though, this was not, in the main, because they felt they would need to get back in contact with Local Authorities on a regular basis, but more than they wanted the reassurance that it was there if they needed it. In fact, the relatively low levels of use of the e-mail (5% had used it) or telephone helpline support (12%) seems to prove that pre-emptive, high quality personal support/written material is, in most cases, more than sufficient.

"I couldn't have done it without her – she saw what we were planning to do and steered us in the right direction. It's good, because she's the one who's going to tell us what's wrong at the inspection so she's going to make sure we get it right"

b) Recommendations

Areas where improvements can be made include:

1. Provide follow-up support to those caterers who have been to a seminar/course but not yet been re-contacted
 - ▶▶ There is some evidence that not everyone is receiving follow-up contact
 - ▶▶ Those that do tend to be very satisfied – it helps reassure them that what they are putting in place is appropriate
 - ▶▶ A telephone call, or where possible a face-to-face visit, would be appreciated
2. Possibly run two seminars in the same location a day/few days apart (to enable small businesses to train all staff over a shorter time-period)
 - ▶▶ Some businesses (especially small businesses) cannot spare more than one person at a time. This can currently mean a long wait for those who can't attend the first time and then need to wait, sometimes months, for the next seminar/course
3. If offered in the future, longer courses (i.e. more than one day) should only initially be offered to larger caterers
 - ▶▶ Smaller caterers feel they are less relevant to them, and there is a relatively large impact on employee time

4. Offer broader, less specific seminars to owners/managers so they know what to do without having to go through all the detail
 - ▶▶ They are just as keen on some of the details (e.g. legal liability) but less interested in some of the 'front line' information relevant to chefs
5. Offer owners/managers a more tailored booklet
 - ▶▶ This manual/booklet should tell them what they need to know from an owner/manager point of view and also a summary of what their head chef needs to do
6. Need to ensure initial communication is addressed to the right person
 - ▶▶ Some evidence to suggest letters to larger caterers can get lost in the internal post (with fewer recalling this initial contact)



3 Awareness and Understanding of Regulations

Levels of understanding seemed to be rising, driven by the *CookSafe* campaign and a greater level of activity from the Local Authorities. There was a fairly broad understanding of the basics of the regulations (temperatures - reheating, defrosting, fridges etc, stock rotation and storage, cleanliness and basic food hygiene), but at the same time not everyone knew all the *details* involved.

“I think it means we just have to keep notes of what we do and what we’re doing to stop accidents”

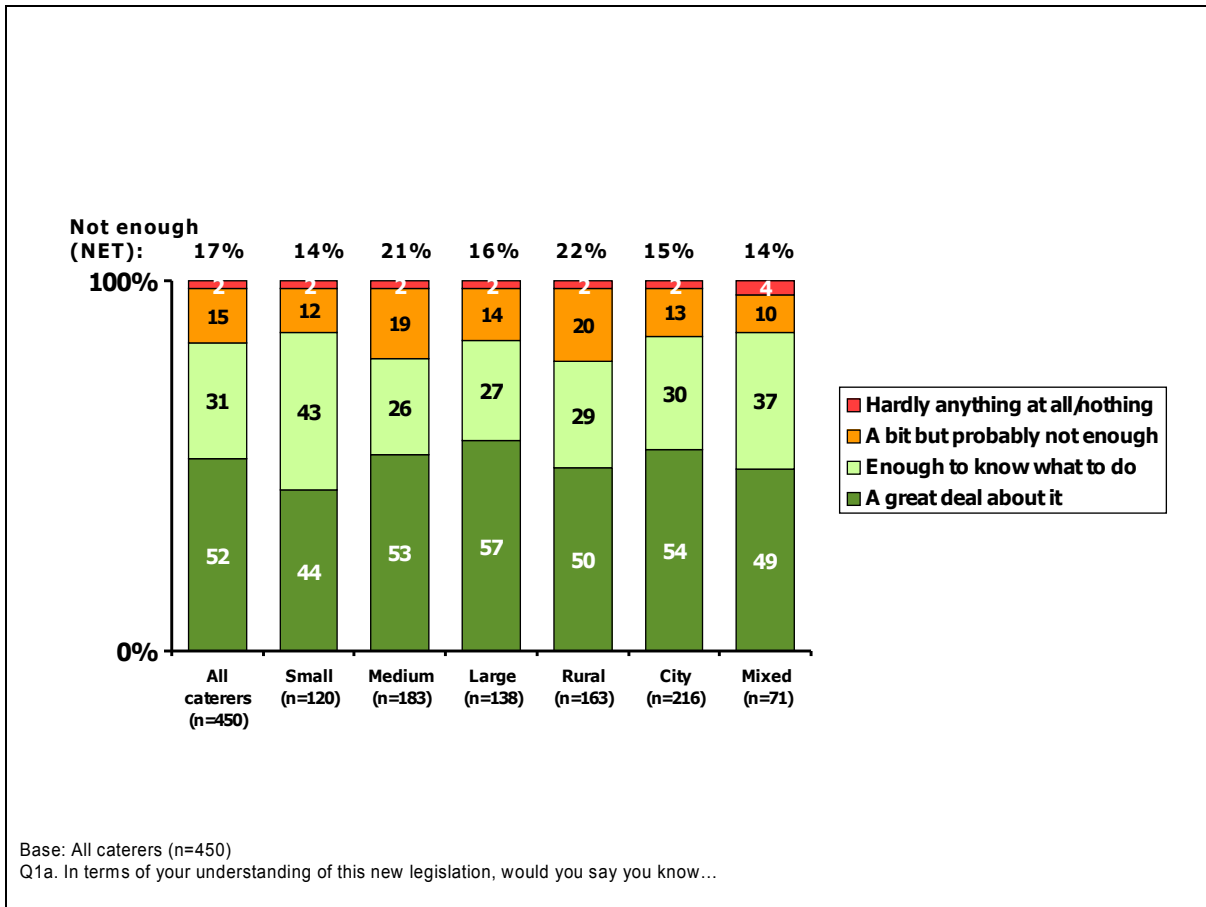
For some there is still a degree of nervousness about the legislation and to what extent it is a ‘one size fits all’ requirement. Small businesses sometimes criticised its ‘red tape’ nature, and felt it could provide problems for their individual organisation.

“Flow charting ... we don’t have a standard flow as we don’t cook. So where do some things go – they just don’t fit? I think some bits are a bit overkill”

At the same time there is an acceptance that they are important guidelines that need to be written in a way that applies to everyone, but this leads to a need for help from the LA in how the law applies to individual firms. Caterers need to interpret the legislation to their particular circumstances, but do not want to break the law in the process. This will prompt a number to seek approval from the LA or Environmental Health Officer (EHO) either before or after putting systems into place (or both).

Recent efforts by the Local Authorities have raised awareness levels to the point where 83% of caterers felt they knew enough about the regulations to know what to do (table 3.1 overleaf). A further one in six felt they knew a bit but could do with knowing more. This left just 2% who knew nothing or hardly anything at all.

Table 3.1 Knowledge of HACCP Legislation



Encouragingly, although smaller caterers were less likely to know ‘a lot’ about the legislation (compared with medium and large caterers), they compensated by knowing ‘enough to know what to do’, and therefore they were just as likely as medium and large caterers to have the correct level of knowledge.

The follow-up interviews showed that the LA efforts have led to a recognition that processes need to be more formalised and visible than before, and the literature LAs have distributed have helped caterers develop a system that is right for them.

Those who had attended courses praised them for their helpfulness, and giving reassurance that the task is not as daunting as some, especially smaller firms, thought.

“We run a good business and I think we’re doing everything anyway”

“It’s not too bad, a lot of what we do is low risk – we don’t cook, just reheat in the microwave – so it’s not too bad for us”

Furthermore, nearly all signed up to the view that this was a critical issue – they all recognised how important food safety is to their business, and say no need for the LAs to overemphasise it.

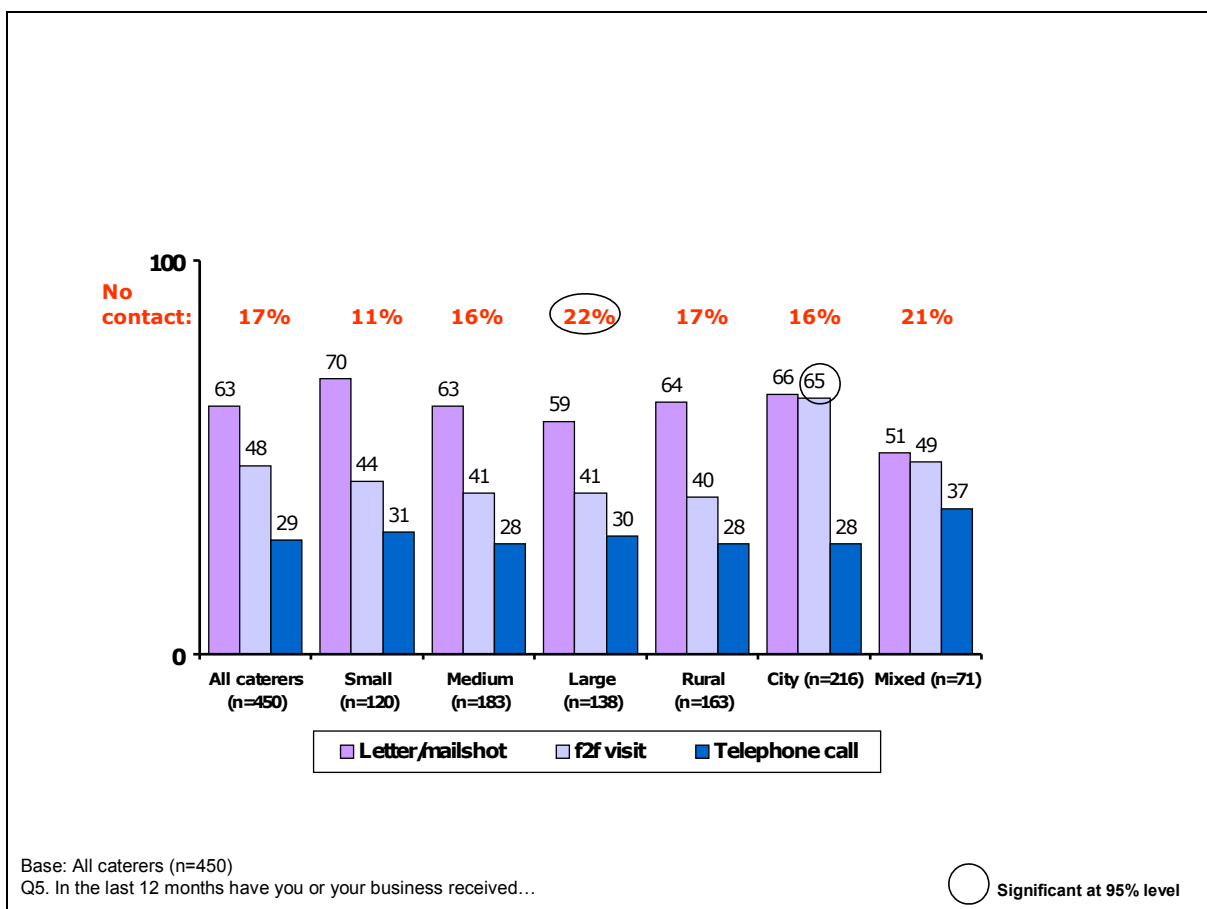
“You can’t afford to do anything wrong ... it only takes the once for it to go wrong”

4 Training and Support Provided

a) Initial Contact Received

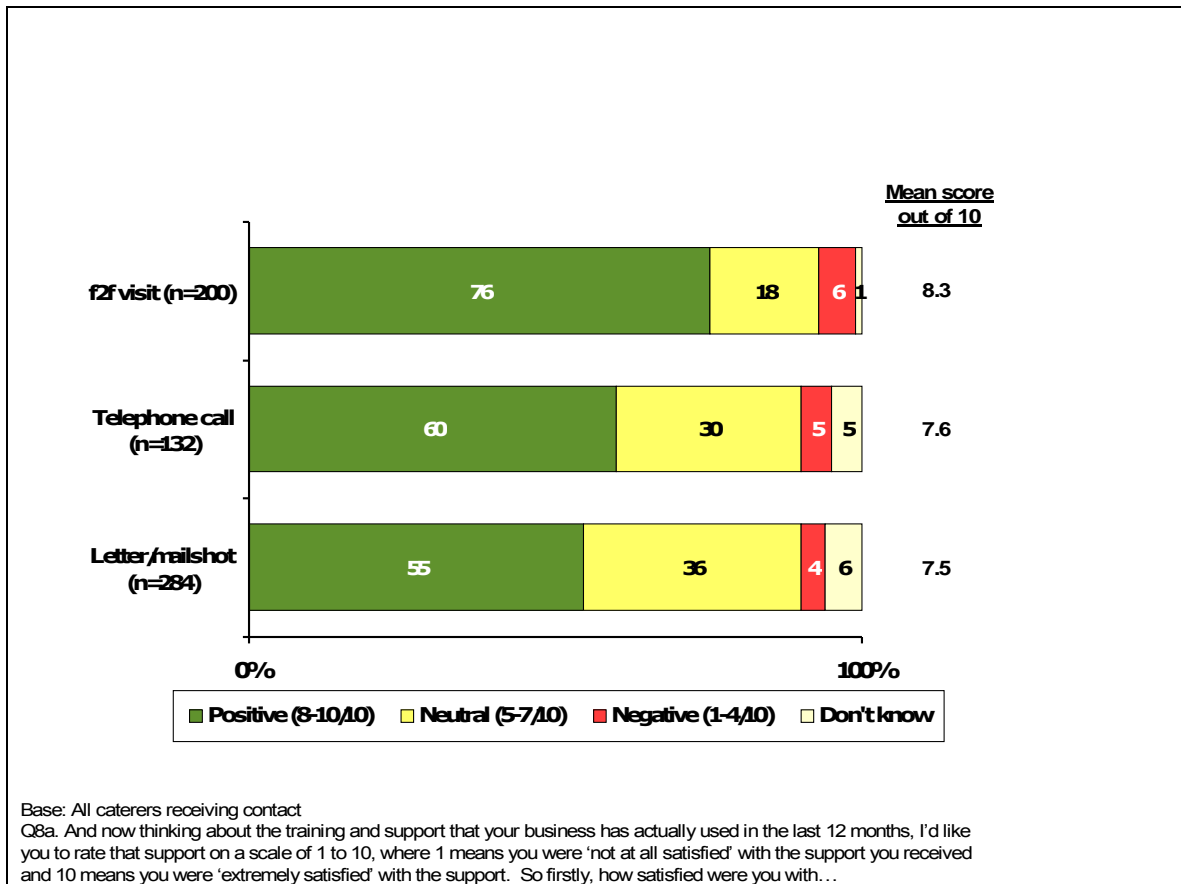
The vast majority of organisations received some form of initial contact in the past 12 months, primarily a letter or mailshot, but in around half the cases a face-to-face visit. The proportion receiving no contact was seen to be marginally higher among larger caterers, but this may just well reflect the contact (especially written contact) not reaching that individual respondent. Perhaps unsurprisingly, in-person visits were less frequent among organisations in rural LAs, but even here around 40% were visited.

Table 4.1 Contact received by businesses in the past 12 months



The contact itself was positively received, as can be seen below in Table 4.2. Face-to-face visits resulted in the highest satisfaction levels (76% positive score), but even mailshots garnered more positive responses than neutral ones. Furthermore, negative ratings were few and far between.

Table 4.2 Rating of contact received in past 12 months (among those who received that contact)



Comparing these figures (which are only based on those who actually received each form of contact) with ratings among the entire sample when asked to rate how useful they would expect each communication type to be (regardless of whether they had received it or not) showed a relative mismatch between perceptions of what would be useful, and experience of what actually is.

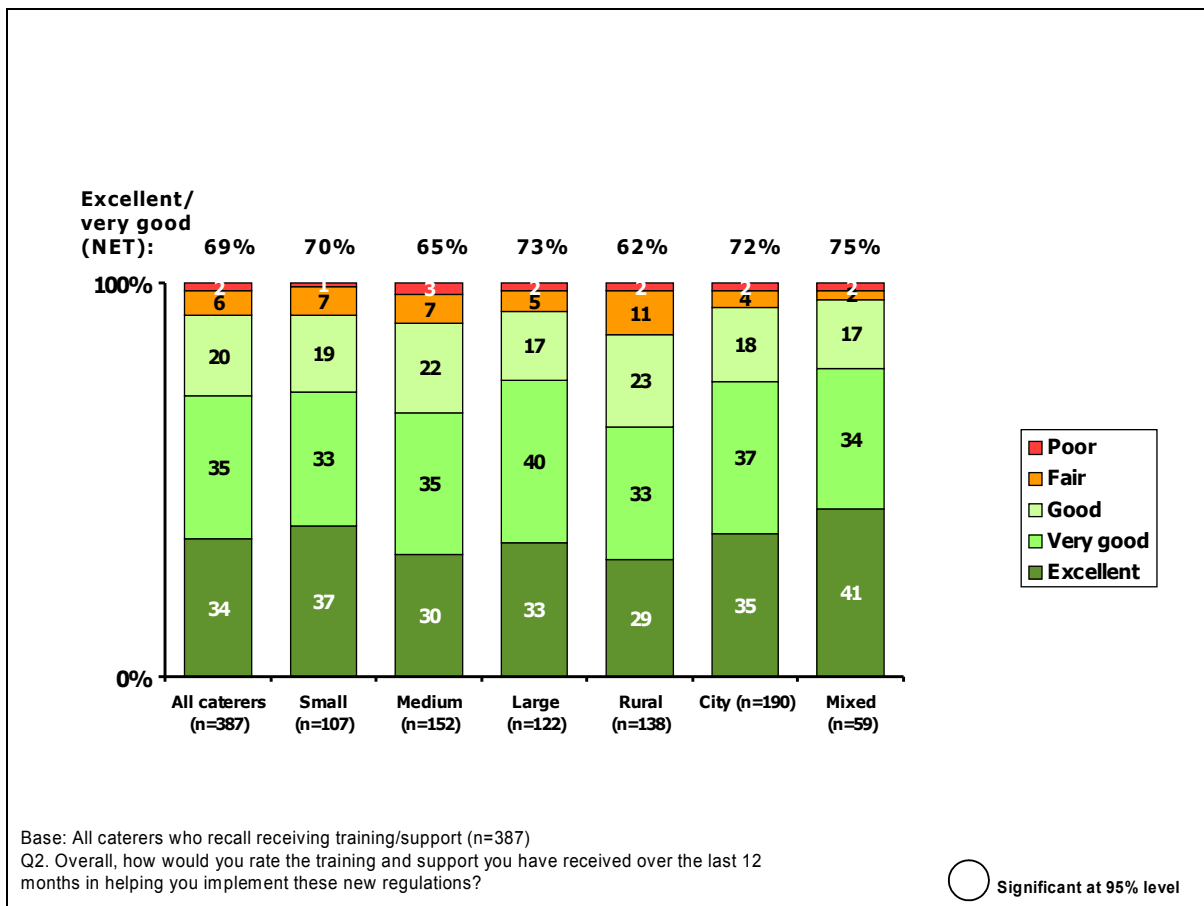
In both cases face-to-face visits were preferred, but while telephone calls were thought to be useful by only 44% of the sample, as many as 60% of those who received them were very satisfied with them. This seems to suggest that there is a feeling that such calls might be intrusive or inconvenient, until actually received and then they are seen, in most cases, as useful.

b) Quality of Training and Support

The offer of support or training seemed to be nearly universal (94%), with 86% of caterers spontaneously recalling some being offered, and a further 8% recalling it when read out a list of different training/support types they may have been offered. This level of recall was also seen to be consistent across types of catering organisation – for instance comparing small to large caterers.

Overall the quality of the training/support offered was praised. A clear majority rated it as 'very good' or 'excellent', as can be seen below in Table 4.3. This real balance of positive views was maintained across all types of organisation. There were two caveats though – levels of criticism were mostly low but did peak among the organisations with 5 or more foodhands i.e. people involved in food preparation (12% 'fair' or 'poor'), and those in Local Authorities classified as rural (13% critical). Nothing in the verbatim comments though explains why for instance caterers in rural LAs might be marginally more critical, but it's possible they may have more 'fair' ratings due to the fact that they have less drop-in visits due to their location.

Table 4.3 Quality of training and support provided



The elements of support that were most appreciated were the direction the courses gave attendees, and the detail they provided.

“Because it’s shown us how to document everything properly”

“Has made it easier to understand how the legislation works and how it affects us”

With some caterers conscious of the importance of the issue but nervous about what exactly is required of them, detail was seen to be both informative as well as reassuring.

“Because everything is explained in the manual about what you need to do”

“They put it in black and white, they made it clear to us”

“The training course had a lot of detail, they provided examples of how to deal with different situations”

The supportive nature of the training was really appreciated – the LAs were seen to be on the side of the attendees and not just lecturing to them.

“They offered help before we even knew about the new regulations”

“The people concerned have given us lots of time and information - the visitor we had was very focused on what she was doing - supportive manner, effective visit”

“The manner in which the training was put across was very informal but detailed at the same time. Sufficient support is available if required and the follow up visits have been on time. It has made the deadline achievable for us as we set out to have it”

“The FSA have been out on 3 different visits and have sat with me and explained everything in detail and they have been very helpful”

“All the staff attended a course. We got a CD Rom and somebody comes out at any time to help us - we have had plenty of backup and support”

The (albeit limited) criticism among the 8% rating the support/training as fair or poor revolved around a number of issues, of which the quality of the trainer and a lack of follow-up support were reoccurring.

“I don’t believe it was very well explained. Trainers did not seem very well trained as they couldn’t explain why regulations have been passed.”

“Because a lot of it was a complete waste of time, we just sat in one room where he just read from the manual and when we asked any questions they said it’s up to you to use the method which suits you.”

“We received some training but I would have liked extra support on how to implement the new regulations into practice”

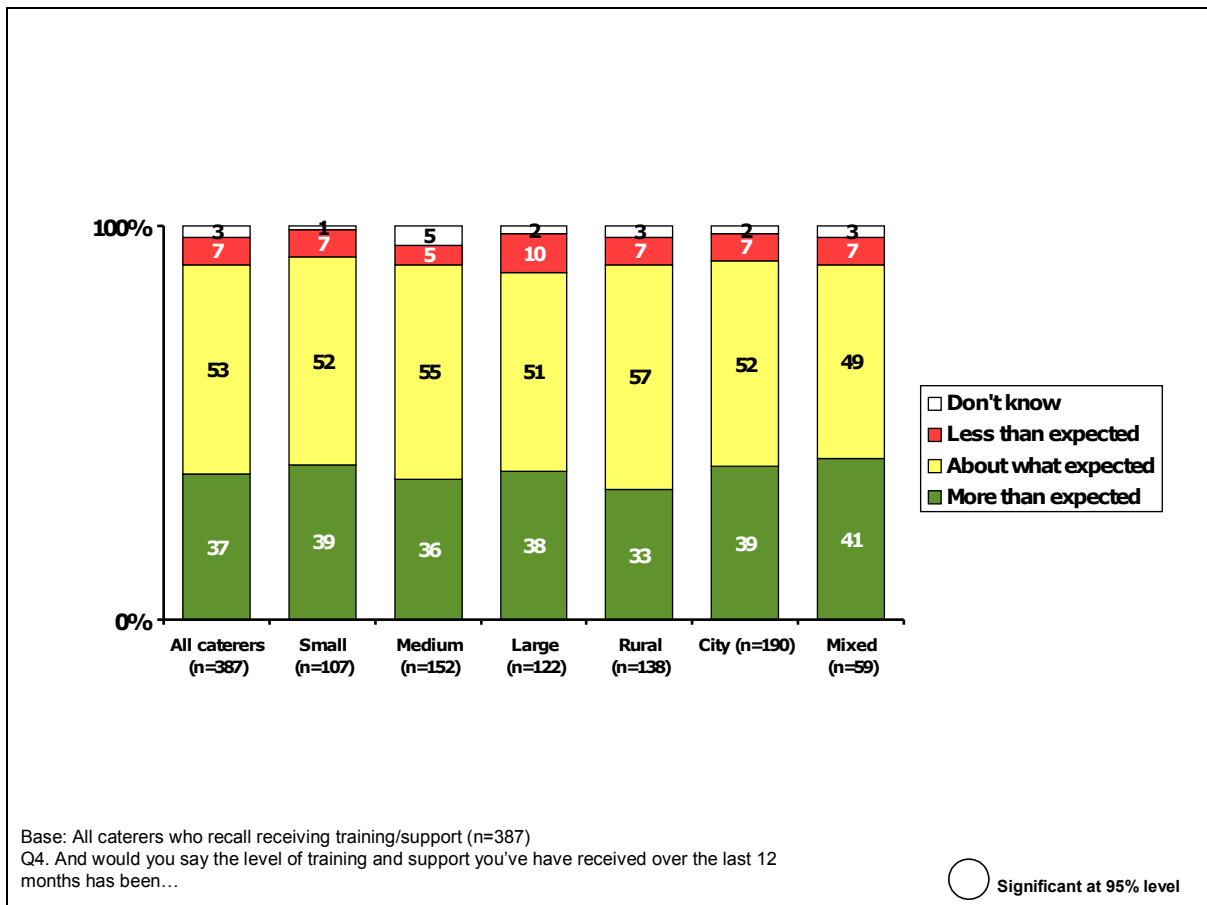
“The reading material was very helpful but the follow up was very poor”

Others complaints included the information provided seeming more suited to a large catering organisation than to a small nursery such as themselves, where catering is just a small part of their activities, and the lack of background to the legislation (why it is being brought in etc). It should be recognised though that no one theme was mentioned by more than 1% or so of the caterers interviewed, and so should be taken as points to bear in mind, rather than core problems with the service.

c) Delivery against Expectations

Table 4.4 below outlines how the training and support performed against people’s expectations.

Table 4.4 Rating of training/support vs. original expectations



The figures are again remarkably consistent across all types of caterer; even the slight dip among caterers in rural LAs is not statistically significant. Encouragingly very few are disappointed, with just over one in three pleasantly surprised. The follow-up depths shed further light on expectations, in terms of cost and coverage. Some managers/owners thought the training and support would give greater emphasis to their roles, and so some came away feeling it was focussing more on chefs/front line roles at their expense. Cost-wise, few expected it to be free, but they did feel that whatever the cost was set at it should be affordable, and subsidised to some extent by the Local Authority. For some there was interest in further training, but not if the cost was prohibitive

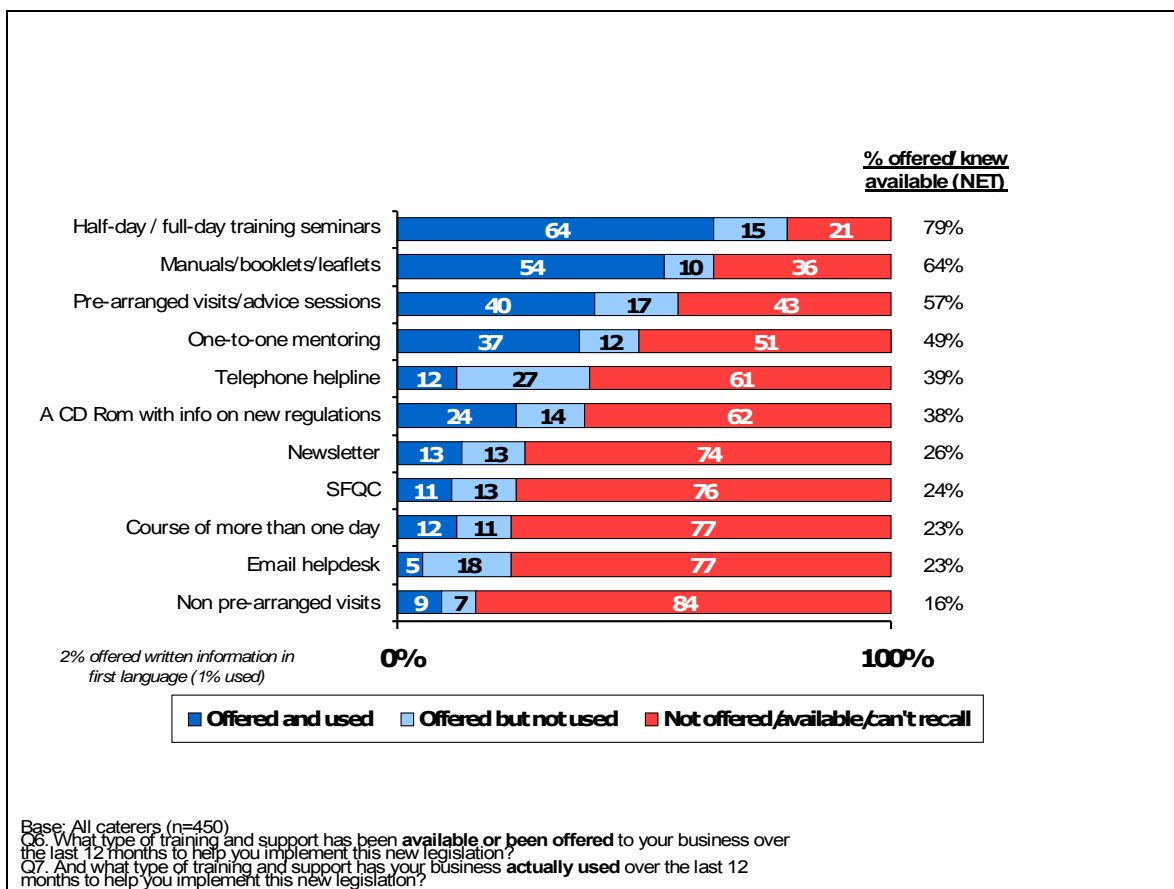
“I’ve heard that it costs £500 and that’s too much”

The above quote was an isolated comment by one caterer and there is evidence that this caterer was confused with support/training offered by a private organisation rather than that provided by the LA.

d) Training and Support in Detail

Perhaps given the nature of the organisations, and the desire for reassurance as well as just information, it is important to note that three of the four most popular forms of support have been face-to-face.

Table 4.5 Training/support offered and used in the past 12 months

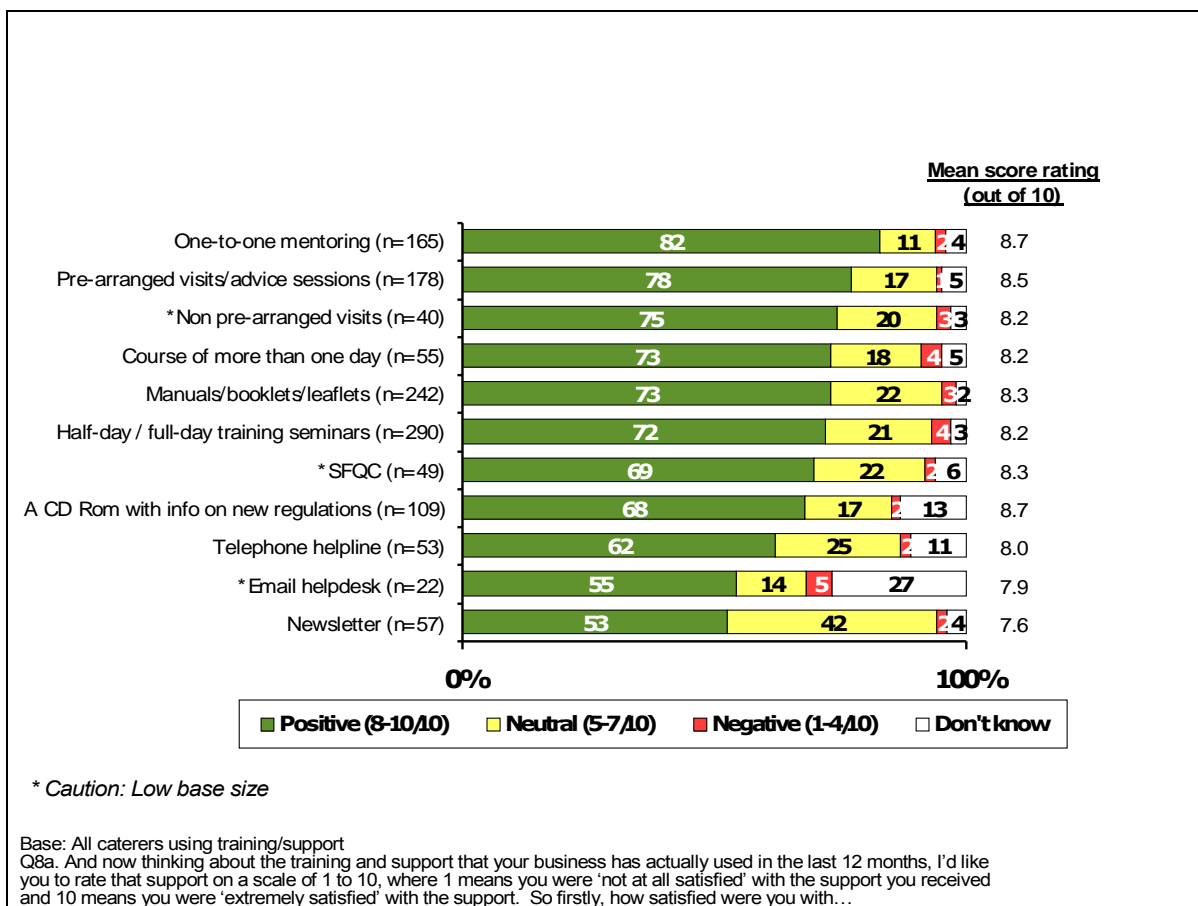


Around two in three have used a full or half-day training seminar, a figure equally high across all size of catering organisations. It is interesting to look at the two helpline options – e-mail and telephone. In both cases a minority of those who were aware of it had actually used it, suggesting the organisations did not immediately feel they had unanswered questions. Although only 54% claimed to have used written materials at this stage, when we asked them specific questions about written materials later on in the interview, it became apparent that all organisations have used written materials at some point (the confusion maybe due to the fact that they don't feel it was offered but rather they got hold of it themselves). We cover this issue in more detail later.

Few differences are apparent across types of caterers. The exceptions were that larger caterers were more likely to have benefited from one-to-one mentoring or longer training courses, and that smaller caterers were more likely to have been offered the Scottish Food Qualification Certification (SFQC) (31% of those in the reported sample)

Those caterers who had actually used each form of support were then asked to rate their satisfaction with it (see Table 4.6 overleaf). In all cases the majority were satisfied, and dissatisfaction was very limited, in many cases to just one or two individuals. It is clear that the support that was seen to be most useful was that which gave sufficient individual attention (rather than in a large seminar or training course). That is not to say the most commonly-used half-day training courses were not useful (72% were satisfied), but more that satisfaction levels were highest for one-to-one mentoring (82% satisfied), pre-arranged and non-pre-arranged advice sessions/visits. Newsletters appear at the bottom of the list, but even here views were more neutral than negative.

Table 4.6 Satisfaction with training/support used in past 12 months



There is an interesting comparison to be made between the above figures, based only on those who used each service, and the figures based on all organisations, regardless of whether they used each service or not. The general ranking is similar, with one-to-one mentoring and pre-arranged visits expected to be among the most useful as well as being found to be the most useful. Non-prearranged visits buck the trend though – caterers as a whole did not think they would be very useful and one in three actively thought they would not be useful. In fact they come bottom of the list. However, the minority who actually received a non-prearranged visit rated them exceptionally highly (75% satisfied). As with receiving phone calls, caterers think non-prearranged visits might be inconvenient or intrusive, but when they actually get one, they look on them more favourably.

Some differences were noticeable when looking at satisfaction ratings by type of caterer. Smaller caterers tended to rate hands-on personal support more highly than larger caterers, who in turn rated written support such as manuals and CD ROMs more highly than smaller ones. Similarly, smaller caterers considered themselves 'time-poor' and so were less likely to think, for instance, that longer courses would be useful to them (33% vs.

52% of larger caterers). Lastly, no doubt due to smaller caterers being less likely to have e-mail access to hand, they were less likely to consider the e-mail helpline as a useful source of support.

Follow-up depths reflected the pattern shown in the main interviews – attending local college’s half-day/full day courses were most common, but there was further interest in receiving support on-site (which some had received consequently), tailored to their organisation. CDs and folders (mainly *CookSafe*) were frequently distributed, but these had more resonance with owners/managers who were more likely to be willing to take them home to read in their own time/on their own PC.

The frequency of courses was seen to be an issue, since many businesses cannot send all the whole team away on one day, and so some have to wait a while until another course is run. This staggered training was not seen to be ideal since some of the workforce would be at a different stage of knowledge than others.

The basic courses were felt by most to be sufficient, and to tell them what they needed to know. There was not a sense of an urgent need for further support. However, as was outlined earlier many organisations want reassurance that their systems are adequate, and so would appreciate the option of follow-up contact. On the odd occasion a chef had gone on further courses, but the ‘manager’s’ view voiced concerns over the course’s intensity.

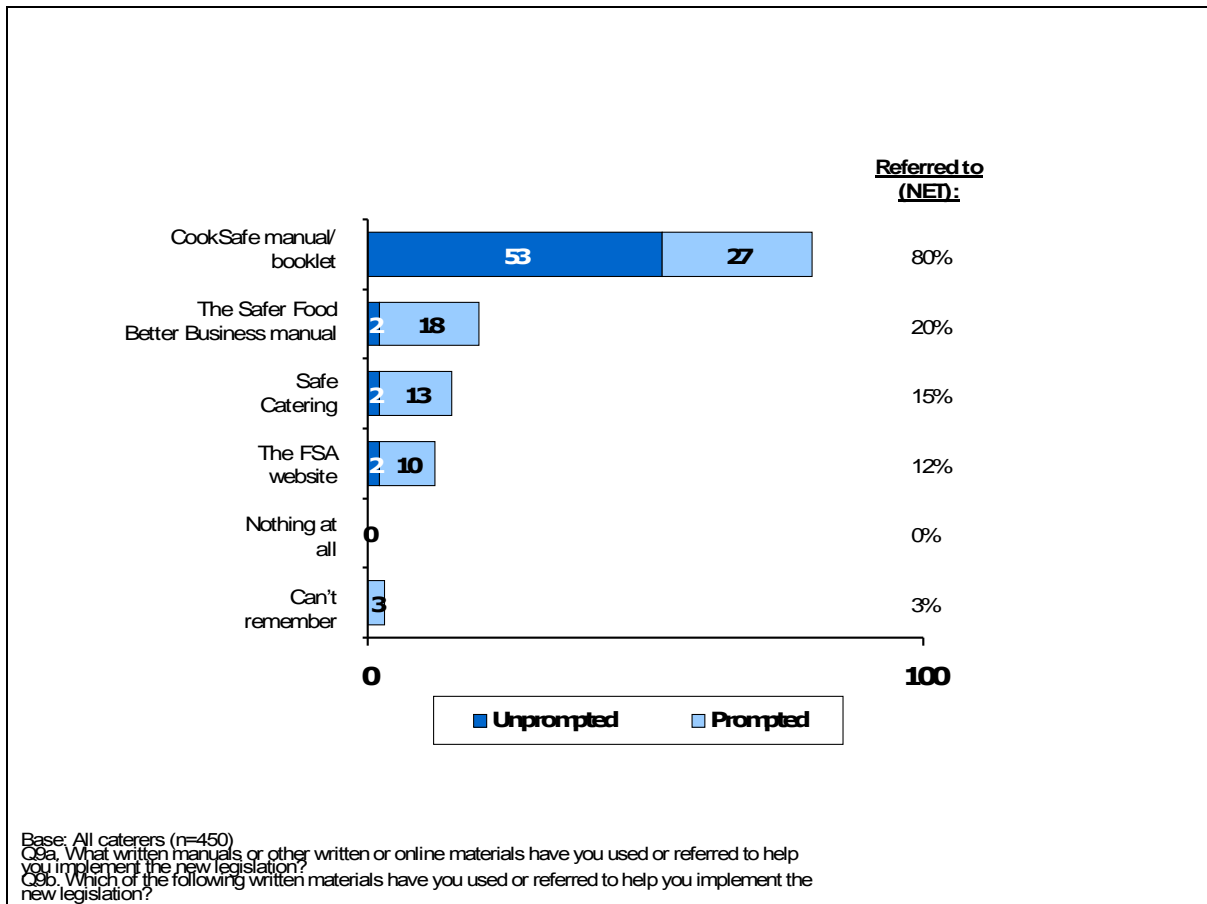
“Our chef has found the 9 week course hard – he goes to college every Wednesday afternoon gets lots of homework”

Again the quote above was a one-off comment and it’s possible the respondent was confusing LA sponsored training with another non-LA initiative in the area.

e) Written Materials

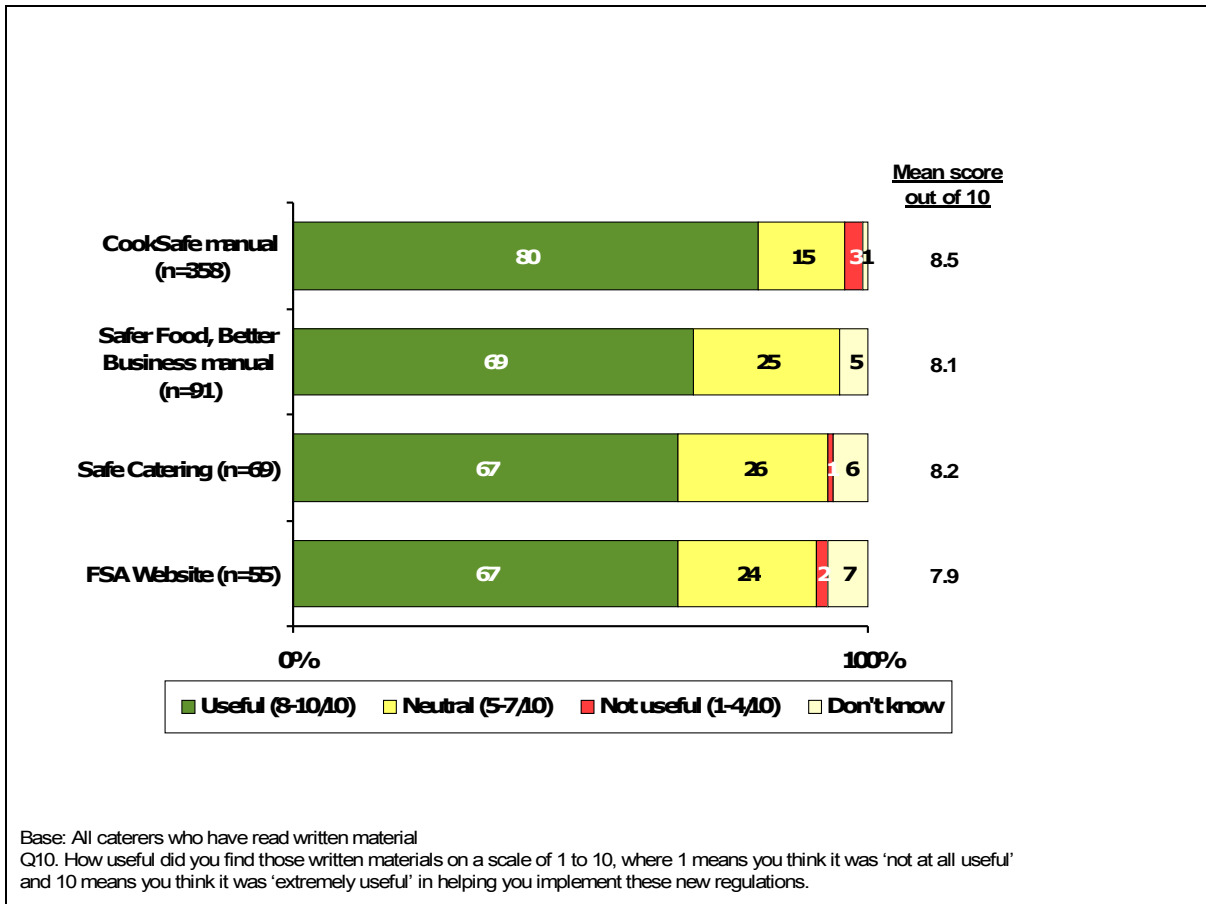
CookSafe emerged as the most frequently referred to manual or booklet, across all sizes of caterer.

Table 4.7 Written materials referred to



It was also seen to be the most useful of the written materials, as shown in Table 4.8 overleaf. The other options are also rated relatively highly, with minimal criticism. CookSafe itself was rated negatively by just 3% of those who had used it, but this is predominantly made up of small caterers (7% negative vs. 1% of others). These views were isolated though, but did seem to reflect earlier comments that some of the training and support was felt to be targeted at larger, core caterers than smaller, more peripheral ones such as the caterers at a small nursery.

Table 4.8 Usefulness of written materials



The folders and CD ROMs that were distributed were well received, and were mainly recognised as providing hands-on help rather than just being used for reference, being directly useful in developing plans and systems.

“There’s a lot to put in place but these will help us a lot”

“As a book (CookSafe), it’s fairly easy to work through yourself once you’ve been on the course”

The only minor criticism was that of an owner commenting that it was aimed at Chefs – resulting in them needing to read everything or relying on the Chef to tell them. A summary section for managers/owners dealing with liability etc would have been helpful.

f) Further Training and Support

The previous pages have outlined attitudes as praising the support that has been provided already, but on the back of that wishing for more. That same theme is apparent in

caterers' comments when asked what they would like to see in terms of further support and training. Two key elements emerged; firstly more personalised or tailored follow-up.

"I would like someone to come round and explain exactly what they require us to do in more detail, step by step"

"The support is excellent, but I would prefer a refresher course to see if we are doing it right"

"Regular assessments to check people are remembering things, and make the courses cheaper for businesses so that more members of staff have the opportunity"

"Someone coming into the establishment to assess and support us on the new regulations"

"It would be helpful to have a smaller group of people when working through the CookSafe manual. It would also be helpful if they put the same type of businesses together on training days and would make it more personal to establishments like mine"

"Design the course to tailor the same group of businesses at one given time and not different organisations at the same time because we all have different needs and queries which would be useful to some but not others"

The second element to emerge was a call for better availability and timing of the courses.

"I would like to see evening courses available"

"More half day courses and one day courses - more availability to people because it's really difficult to find an available slot"

"The timing of the courses are bad because they are during the summer, and that is our busiest period. I could not attend the courses"

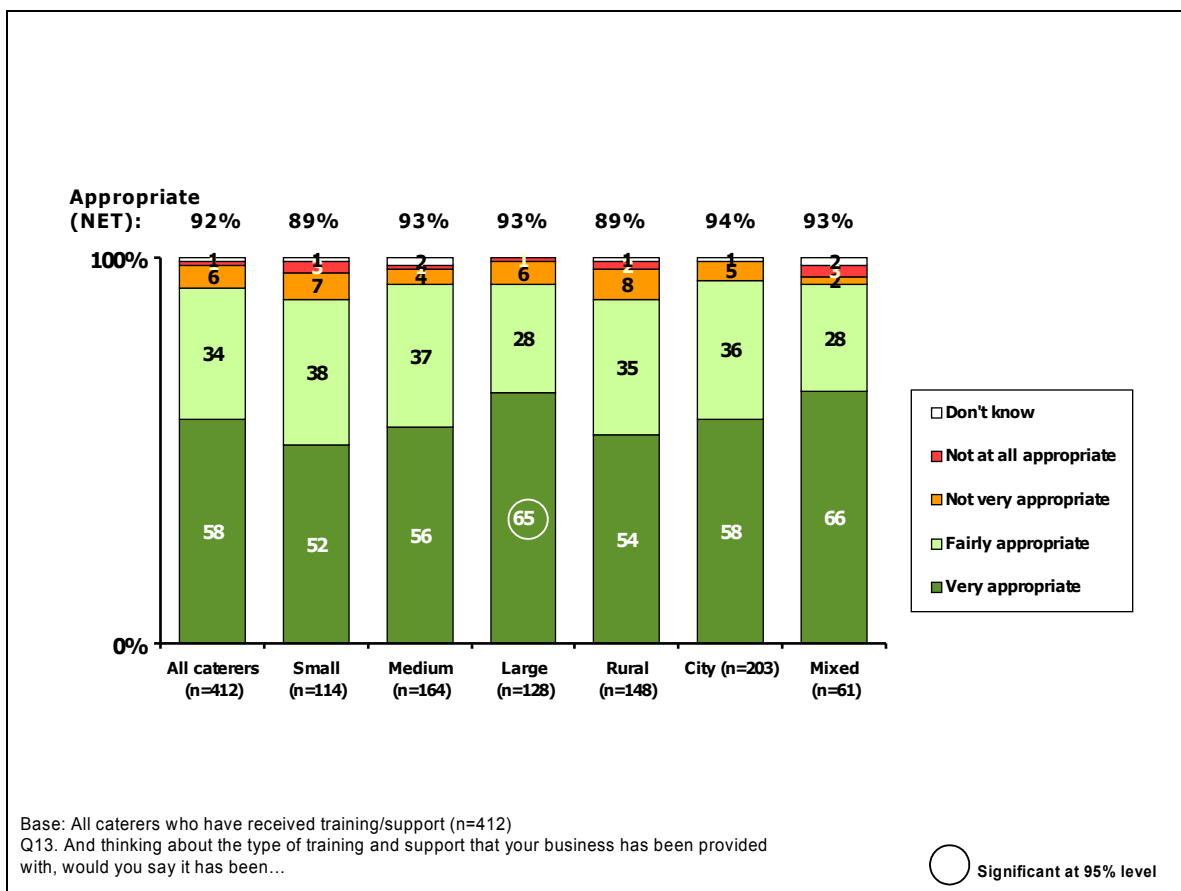
"I have 45 staff in the kitchen. Due to the size of staff, it would have been good to have known and been able to train my staff for the new regulations earlier. It would take at least 2 months to train all my staff, that is not enough time because we are implementing the new regulations in November"

5 Equipping Organisations for the Future

a) Impact of Training and Support on readiness for new legislation

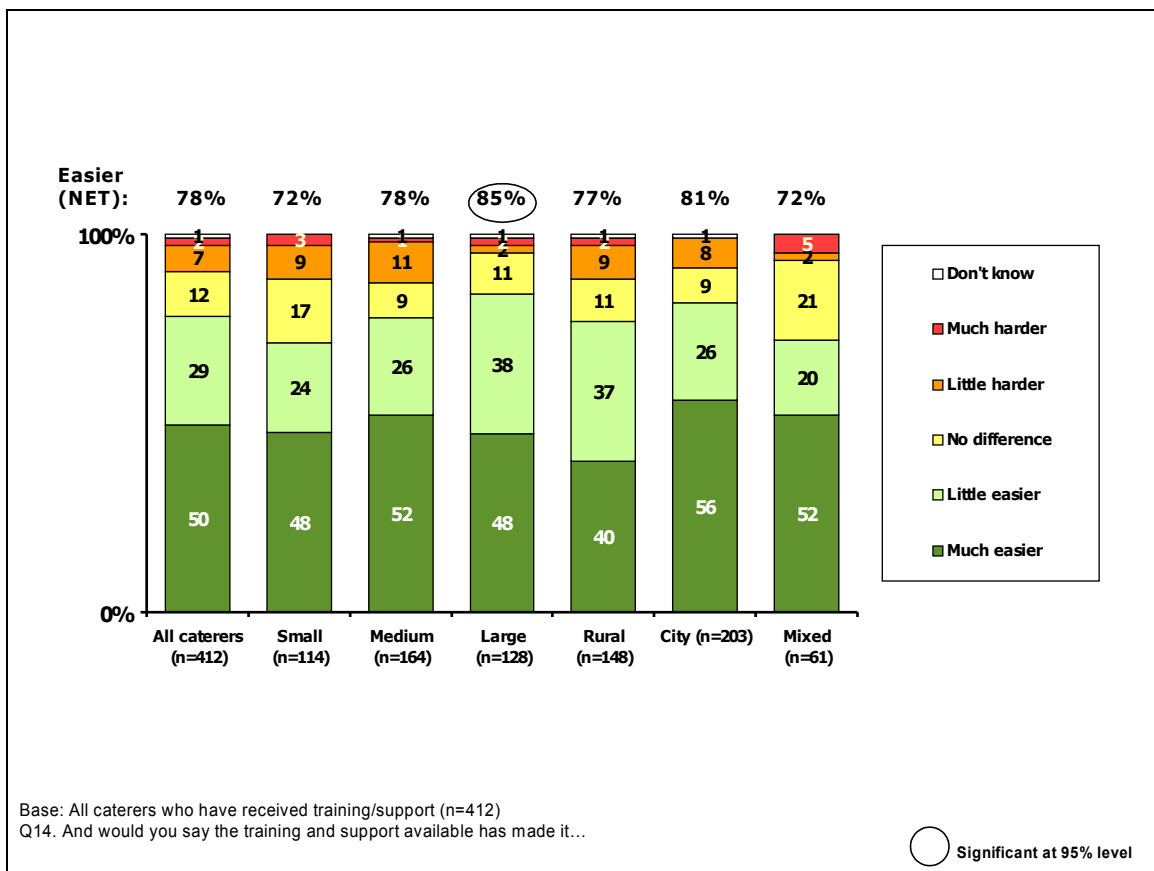
Having been through the training and support in detail, organisations were asked how appropriate they felt it was, in terms of equipping them to deal with the legislation. The results stand out as very positive, with 58% rating it as very appropriate, bolstered by a further 34% seeing it as fairly appropriate. As with other issues, dissent is minimal, with just 7% feeling it was not appropriate. The most positive scores were seen among large caterers (21+ employees) – again alluding to a sense that while smaller caterers appreciate the training, some feel it is more geared towards larger concerns.

Table 5.1 Appropriateness of Training and Support for that business



The slight positive skew towards larger catering organisations was also apparent when asked to what extent the training would make it easier to implement the legislation. As Table 5.2 shows overleaf, 78% of all organisations felt it made it easier to implement the legislation, rising to nearly 90% among the larger caterers.

Table 5.2 Whether training/support has made it easier to implement legislation



There is less satisfaction among small organisations (5 or less employees), where one in four felt it made no difference or actually made it a little harder to implement the new legislation.

The reassuring impact of the support is perhaps most visible when respondents were asked about their confidence around implementing the new regulations. Without any offer of training or support, only one in six said they would have been very confident they could have managed the new laws, and even when those who were fairly confident are added in the total only just rises above a half (55%).

This lack of confidence is most evident among the small and medium sized organisations, where fewer than half were confident they could have coped without outside guidance. In comparison, 96% of all respondents now feel confident they can implement the new legislation, a figure that is consistent across all size of caterer (see Table 5.3 overleaf). The larger firms were no more likely to be confident overall, although they were more likely to be 'very confident'.

The 'lift' is clear in Table 5.4 overleaf, which outlines the shift from those would have been not very or not at all confident (if no training/support had been available) up to the current state of near universal confidence.

Table 5.3 How confident are you about implementing the new regulations? (among all caterers)

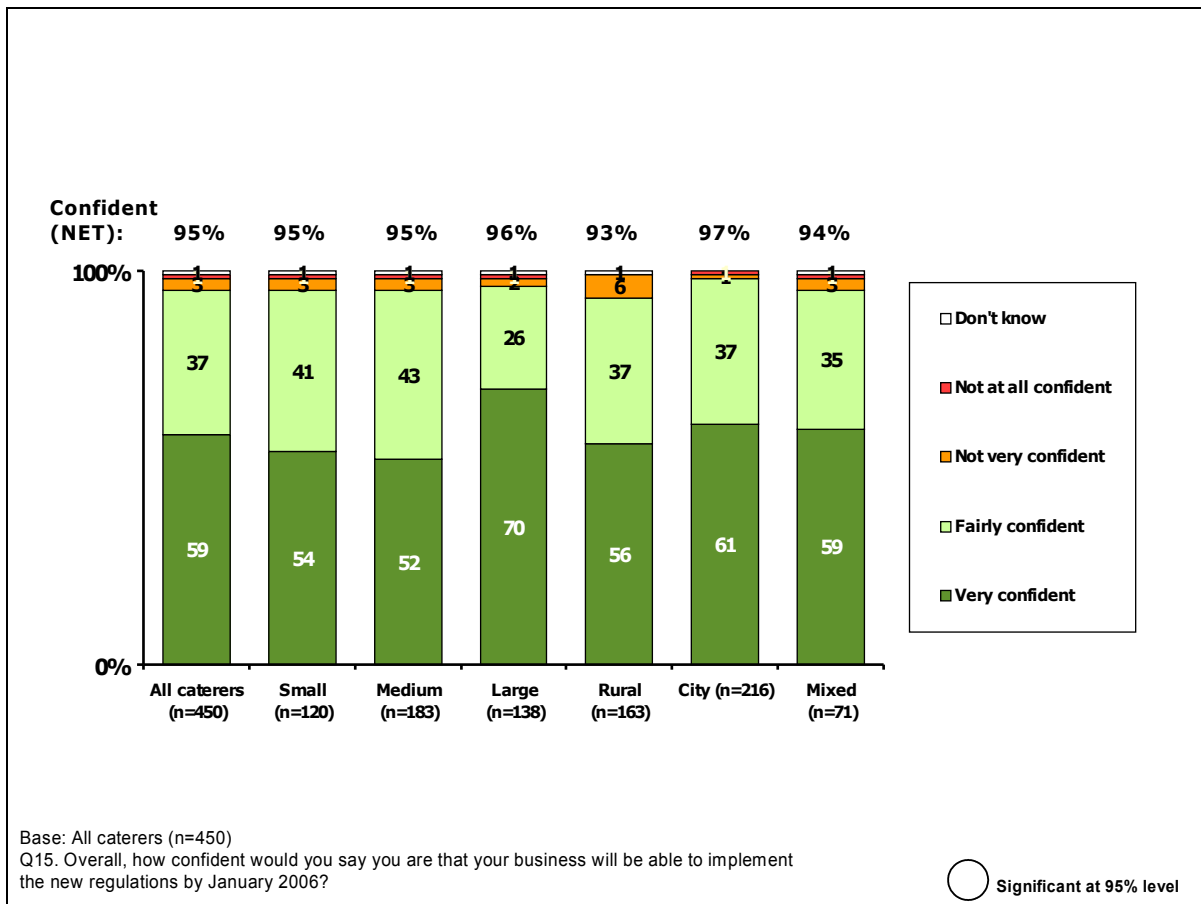
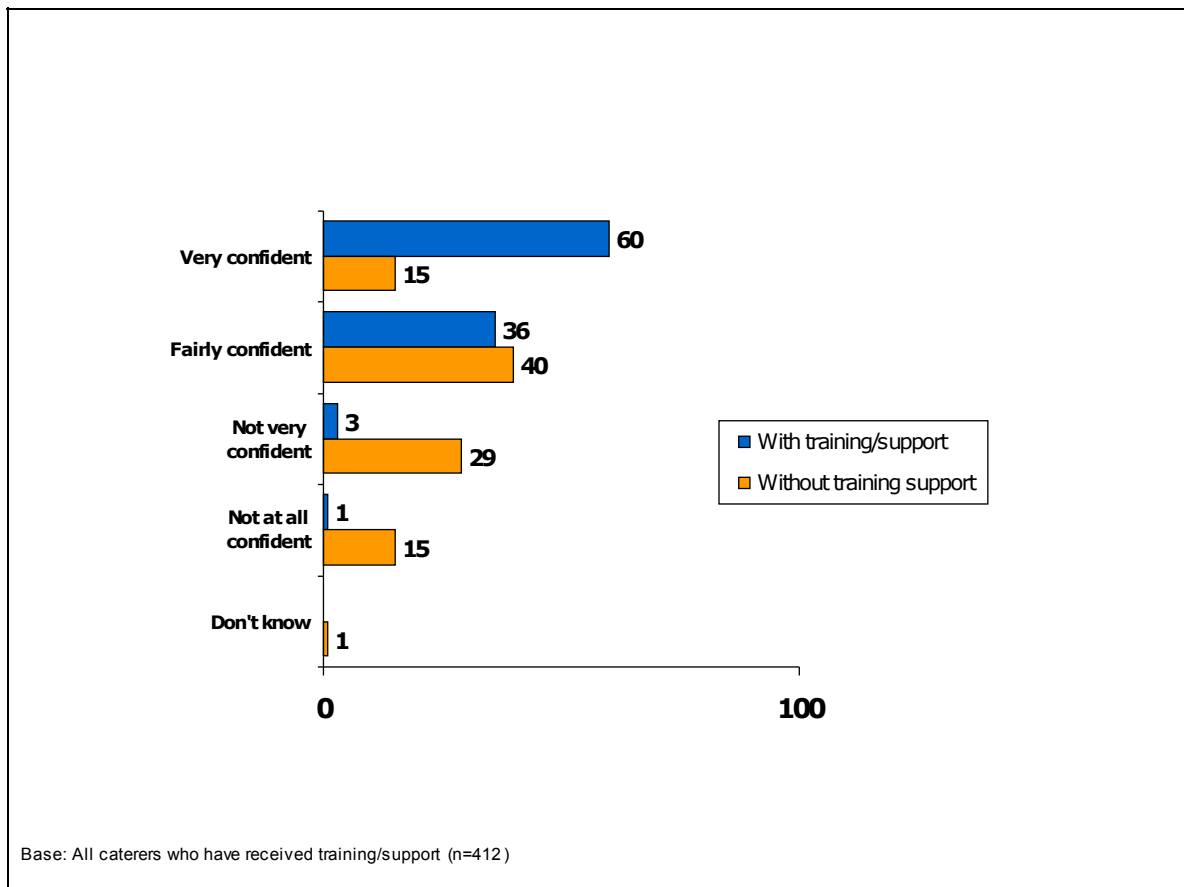
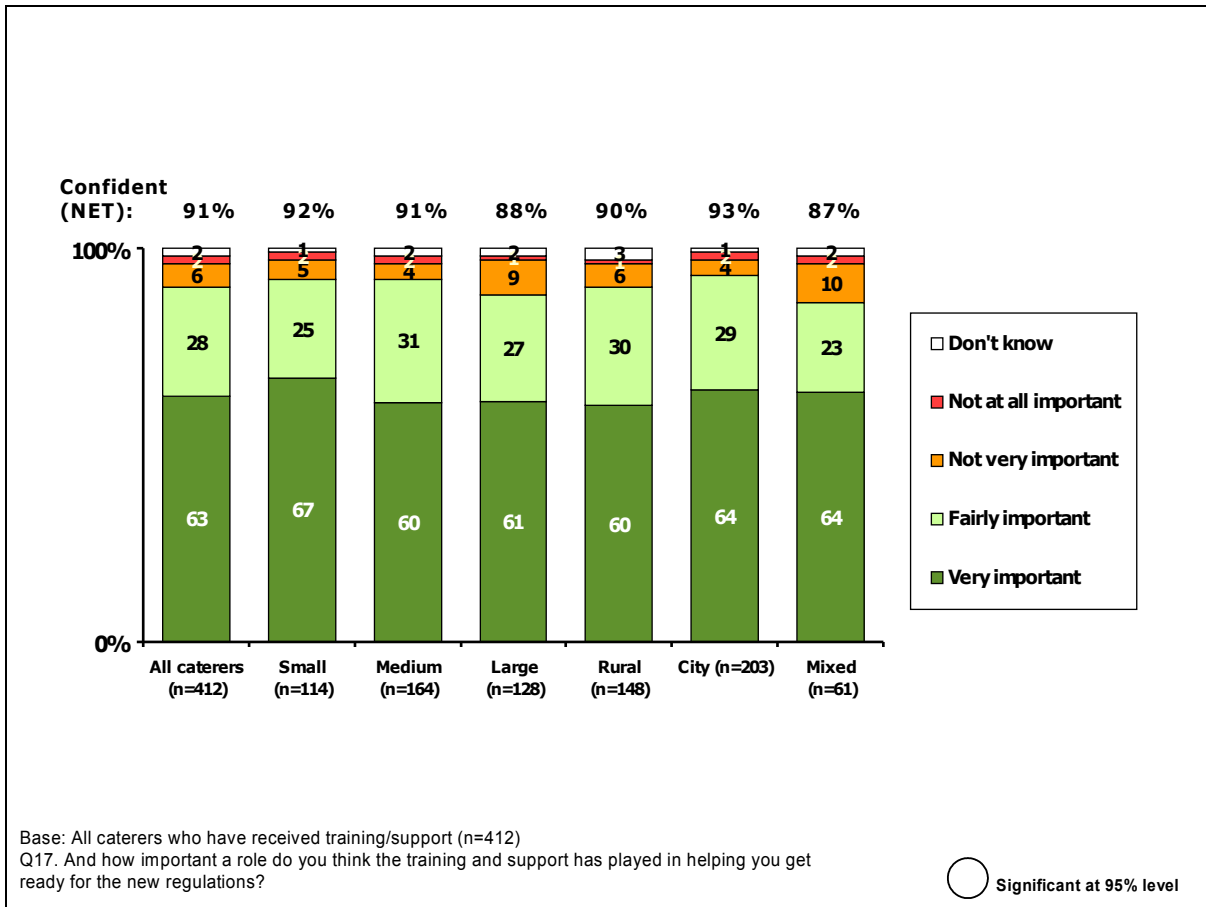


Table 5.4 Comparison of confidence with training/support, and without (among those who received training / support)



The role of training and support in generating confidence is demonstrated in the recognition of the importance of the support. In Table 5.5 it can be seen that two in three of all those receiving support felt it was very important in terms of helping their business prepare for the new legislation, with the majority of the remainder regarding it as fairly important.

Table 5.5 Importance of training/support in helping business prepare for new legislation



b) Future Needs and Requirements

The follow-up depth interviews revealed a confident outlook with regards 2006. Some work remains to be done but most organisations felt they would be ready on time, with the Christmas period (busy personally and often professionally) often acting as a self-imposed deadline.

“It’ll be a struggle but we’re determined to have it done by Christmas so that we’re not working on it over our holidays”

“We’ll do it and we’ll be on time”

Neither were there many fears about the long-term implications – the consensus seemed to be that once the systems were in place, they would not need to much additional time spent thereafter. There was still a desire to have Local Authorities and colleges available as a sounding board or source of advice, but little sense they would be used any way other than sparingly.



APPENDIX



Definition of each Local Authority (Rural vs. Mixed vs. City)

Local Authority:	Type:
Aberdeen City	Urban
Aberdeenshire	Rural
Dumfries and Galloway	Rural
Dundee City	Urban
East Dunbartonshire	Rural
East Lothian	Mixed
Edinburgh City	Urban
Falkirk	Urban
Fife	Rural
Glasgow City	Urban
Highland	Rural
Midlothian	Urban
Perth & Kinross	Urban
Scottish Borders	Rural
Shetland	Rural
South Ayrshire	Mixed
South Lanarkshire	Mixed
Stirling	Mixed
West Lothian	Urban