

# A guide to operating a food and drink business within the Broadland district

*Broadland  
District Council*

**FOOD**  
*safe*

## When food business registration is required

Food business registration and compliance with food law is required when food and drink production, transportation, handling or supply takes place on a regular basis. This includes activities in commercial or domestic properties as well as activities which take place on a voluntary basis.

Registration is not required if food handling is only for family and close friends, for one off events (eg. school fair) or certain low risk activities which are undertaken on a small scale and infrequent basis (eg. cake making by an individual on less than 12 occasions a year). To determine whether Registration is required please contact the Food Safety Team.



## How to register a food business

The food business operator (eg. the natural or legal person(s) responsible for ensuring that the requirements of food law are met within the food business) is required to complete and submit a registration form to the local authority, at least 28 days prior to trade. Registration is free of charge.

The form is called an Application for the Registration of a Food Business Establishment and can be obtained from the Food Safety Team at Broadland District Council or you can apply on line:

<https://www.gov.uk/food-business-registration>

Please note, mobile catering businesses should register with the local authority where the mobile unit will be kept overnight. Within the Broadland district, the Council does not determine areas of trade for mobile units.

Operators are therefore advised to obtain permission from the relevant party (eg. from Norfolk County Highways department or private landlord). The Land Registry Office may be able to help determine this. Upon registration, the Food Safety Team will contact you.

If significant changes to the business occurs following registration, such as a change of contact details, food handling activities, scale of business or business closure, please contact the Food Safety Team for guidance regarding further Registration and food law requirements.

## Food businesses requiring 'approval'

Approval is an additional process to the food business registration requirement. If you are manufacturing products containing ingredients of animal origin (eg. raw dairy products, raw meat, raw eggs), and you are processing any of the ingredients, for sale to other retail outlets, it is likely you will need approval. Further guidance can be found on the Food Standards Agency website <http://www.food.gov.uk/enforcement/approved-premises-official-controls/sectorrules/>

If you think your business may require approval, please contact the Food Safety Team.

### The Food Hygiene Rating Scheme



Your business may fall within the scope of the National Food Hygiene Rating Scheme. Details of the scheme and ratings awarded can be found on the Food Standards Agency website <http://ratings.food.gov.uk/>

## Food law inspections

Upon receipt of a Food Business Registration form the Food Safety Team will assess how and when the business will be included in the food law inspection programme. If further information is required to make the assessment an officer will contact the food business operator.

If the business is considered to be within a low risk category inspections are likely to be less frequent and contact by officers may be by telephone or in writing rather than a physical inspection. If a physical inspection is made, it is likely to be unannounced, however, there are circumstances when an appointment may be made (eg. if the business operates from a domestic property, if certain information is required or if certain people need to be present).

Information about what to expect from an inspection can be found on the Food Standards Agency website <http://www.food.gov.uk/business-industry/hygieneratings/food-law-inspections>

## Starting up

The Food Standards Agency provides all the information and advice you need for starting up a food business. Visit their website; <http://www.food.gov.uk/business-industry/startingup>

## Compliance with food law and guidance

It is the food business operator(s) responsibility to ensure compliance with food law. The Food Standards Agency website <http://www.food.gov.uk/> details current food law and best practice.

## Food safety management and documentation

A documented food safety management system must be implemented and maintained. The system should be commensurate with the type and scale of business.

A pack called 'Safer Food Better Business' (SFBB) has been designed to assist food businesses. Packs are available for retailers, caterers, care homes and childminders. The pack should be tailored to suit the businesses needs (additions may be needed, eg. transportation of food is not covered in the pack). The daily diary in the pack can also be used to demonstrate records of any food safety checks you carry out, eg. temperature checks, pest checks, equipment/thermometer calibration checks, cleaning checks.

The packs can be freely downloaded and printed from the Food Standards Agency website <http://www.food.gov.uk/business-industry/sfbb/>

For more specialised/high risk food handling activities and/or larger businesses, please contact the Food Safety Team.

## Traceability

As a food businesses operator you should be able to identify the person or business that supplied you with food that is to be sold to others or that is to be used as an ingredient in foods that you then sell. This system of traceability should allow for the accurate withdrawal of food/drink if needed and should include the keeping of receipts, delivery notes, packaging and labels for foods/drinks and contact details for all current suppliers and business customers.

## Food hygiene training

All food handlers and persons managing food businesses should be trained, supervised and instructed in food hygiene matters commensurate with their work activities. This may be achieved through formal training (eg. Level 2 Award in Food Safety in Catering or Retail) and/or on-the-job training. Further information on training courses can be found on Broadland District Council's website <https://www.broadland.gov.uk/training>

## Structure of food handling areas

Food premises should be kept clean and maintained in good repair and condition. The size, layout and construction must permit adequate cleaning, protect against the accumulation of dirt, permit good hygiene practices including protection against contamination of food or food contact surfaces and in particular pest control. Where open foods are handled, all work surfaces and equipment must be easy to clean and disinfect (eg. smooth and impervious).

## Cleaning

Where open foods are handled, all surfaces (eg. work surfaces, equipment, cutting boards, walls, frequently touched surfaces such as door handles, switches and taps) should be appropriately cleaned and disinfected.

Cleaning products should be used that are suitable for the job and manufacturer's instructions should be followed to ensure effective cleaning (eg. regarding dilution rate, contact time).

Cleaning should be a two stage process, after an initial clean the surface should then be disinfected. Disinfection products should meet current BSEN standards (eg. BSEN1276 or BSEN13697), this information can be obtained either from the product labelling or by contacting the manufacturer or supplier. It is good practice to use single-use disposable cloths (eg. paper towel) for the disinfection stage of cleaning to help prevent the spread of bacteria.

When washing up (if a dishwasher with a disinfection cycle is not used), items used for ready to eat foods should be washed up prior to those used with raw foods and the sink should be cleaned and disinfected between. Washing up water should be clean and hot.

## Food handling and storage and the risk of cross-contamination

Open and wrapped foods must be stored in such a way to avoid the risk of contamination (eg. kept fully covered and in clean, pest proofed areas). Activities that present a risk of food contamination, (eg. handling, animals, laundry, nappies or money) must not happen at the same time as food preparation.

Raw foods (eg. raw meat/fish, eggs, soil contaminated/unwashed vegetables, unpasteurised dairy products) should be handled and stored separately to ready to eat foods in such a way to avoid the risk of cross-contamination. This should be the case even if the raw and ready to eat foods are pre-packed because packaging may be split or the outside of packaging may be contaminated. Raw foods should therefore be stored at the bottom of fridges/freezers and handled/prepared at different times/in different areas/with different equipment and utensils to those used for ready to eat foods.

Control of cross-contamination is relevant for all food businesses handling raw and ready to eat foods (open or pre-packed). The Food Standards Agency offers guidance regarding the control of cross-contamination, specifically 'E.coli 0157 Control of cross contamination: Guidance for food business operators and enforcement authorities'; <http://www.food.gov.uk/business-industry/guidancenotes/hygguid/ecoliguide>

## Temperature control

Food premises must provide suitable temperature controlled handling and storage conditions of sufficient capacity for maintaining food at appropriate temperatures. Equipment should allow these temperatures to be monitored and where necessary recorded. Delivery and transportation of food temperatures should also be monitored.

The type of foods requiring temperature control are known as 'high risk foods' because they may support the growth of bacteria and are therefore more likely to cause food poisoning (eg. sandwiches, meat based products, dairy foods, prepared salads, egg based products, cooked rice). If storing pre-packed foods/drinks always follow the manufacturer's storage instructions on the label.

If cooked food is to be eaten cold or later reheated, the food should be cooled as quickly as possible and ideally within 90 minutes. Food should be cooked and reheated so it is steaming hot and then served as soon as possible, high risk foods should not be left standing at room temperature unless cooling.

- Chilled foods must be stored at 8°C or below, although it is best practice to aim for 1-5°C.
- Frozen foods should be stored at -18°C or below.
- Cooked and reheated foods should reach at least 70°C for two minutes, or a time temperature equivalent - the hotter the better.
- Hot-held food must be kept at 63°C or above.
- Always check product labelling for specific storage instructions.

## Provision of toilets

Toilets must not open directly into rooms where food is handled. There should be suitable and sufficient means of natural/mechanical ventilation. Hand washing facilities are required for all toilets.

At commercial premises where food and drink is served on the premises it is expected that at least one toilet be provided for customer use. For larger scale businesses a greater number of toilets may be required. Please contact the Food Safety Team prior to finalising your plans so more specific guidance can be offered. Exclusive provision of toilets for staff is also recommended, the Health and Safety Executive offers further guidance on their website regarding the provision of toilets for workers <http://www.hse.gov.uk/contact/faqs/toilets.htm>

Please contact Building Control to determine any further requirements for the provision of sanitary facilities within commercial premises, including current requirements regarding disability compliance.



## Personal hygiene and fitness to work **Food sampling and microbiological testing**

Every person in food handling areas must maintain a high level of personal cleanliness and hygiene, eg. wear suitable, protective clothing and stay away from work if suffering from an illness transmissible through food/drink or wound/skin infections. If suffering with vomiting and/or diarrhoea the person must not return to work until at least 48 hours after symptoms have stopped.

Where handling open foods, proper and regular hand washing and drying is vital to help prevent harmful bacteria from spreading.

An appropriately located wash hand basin should be allocated purely for hand washing and liquid soap and hygienic hand drying facilities provided (eg. single use paper towels in a dispenser).

Where hand operable taps are installed, taps should be hygienically turned off to prevent the risk of re-contamination (eg. a paper towel should be used to turn off the taps).

Hand gel can be used on top of hand washing but it should not act as a substitute because it is most effective on clean hands.

The wash hand basin should be separate to the sink used for washing food/equipment. However, in some cases where only low risk foods are being handled on a small scale (such as cake making within a domestic property), the view may be taken that a separate sink is not required (eg. if a dishwasher is in use or if washing up is not carried out whilst food handling).

Further information on personal hygiene and fitness to work can be found on the Food Standards Agency website; <https://www.food.gov.uk/business-industry/guidancenotes/hygieneguide/foodhandlersguide>

Food sampling and testing is a way of helping to demonstrate food safety. Certain types of businesses (eg. where higher risk, larger or more specialised activities take place) are expected to undertake sampling and testing as part of their food safety control system.

The Food Safety Team at Broadland District Council also conducts sampling throughout the district collecting samples from all types of businesses including retailers, caterers and manufacturers, either as part of a food law visit or as part of a sampling project.

Information leaflets are available from the Food Safety Team regarding food sampling and the interpretation of microbiological results and include useful information about different types of bacteria which can cause food poisoning.

### **Allergen information on foods**

All food businesses are required to provide information on allergenic ingredients used in food. This information can be provided in writing and/or verbally. The requirements apply to both prepacked and non-prepacked (loose) food such as food sold in a restaurant or take away. There are 14 allergens listed which must be declared if used as ingredients in a dish. A full list of the allergens can be found on the Food Standards Agency website link (see opposite). You will have to supply information for every item on your menu that contains any of the 14 allergens. Details either have to be listed clearly in an obvious place such as a menu, chalkboard, record form or information pack or you have to signpost to where it could be obtained.

If food is sold at a distance, (eg. telephone order for a take away) the information must be provided before purchase of the food or when the food is delivered.

The Food Standards Agency has produced excellent guidance and materials to assist food businesses in promoting, implementing and complying with the regulations.

Visit: <http://www.food.gov.uk/business-industry/allergy-guide/allergen-resources>

Free allergen information training is also available, visit: <http://allergytraining.food.gov.uk/>



## Health and safety

To find out what your duties are under current Health and Safety Law, and for guidance on how to comply, please refer to the Health and Safety Executive website: <http://www.hse.gov.uk/>

## Business support

Broadland District Council offers a range of business support services, from start-up grants to business continuity. Visit our website: <https://www.broadland.gov.uk/info/200142/business>

## Licensing matters

To find out about alcohol licences or any other licensing matters please visit the council's website: <https://www.broadland.gov.uk/licences>



## Useful web links

Broadland Business Support:

[http://www.broadland.gov.uk/info/200142/business\\_support](http://www.broadland.gov.uk/info/200142/business_support)

Broadland Training:

<https://www.broadland.gov.uk/training>

Broadland Planning Department:

[https://www.broadland.gov.uk/info/200130/planning\\_and\\_conservation](https://www.broadland.gov.uk/info/200130/planning_and_conservation)

Building Control:

<http://www.cncbuildingcontrol.gov.uk>

Department for Environment, Food and Rural Affairs (DEFRA):

<https://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs>

Environment Agency:

<http://www.gov.uk/government/organisations/environment-agency>

European Union food law guidance:

[http://ec.europa.eu/food/safety/general\\_food\\_law/principles/index\\_en.htm](http://ec.europa.eu/food/safety/general_food_law/principles/index_en.htm)

Gas Safe (gas safety law, guidance, database of registered businesses and engineers):

<http://www.gassaferegister.co.uk>

Government services and information:

<https://www.gov.uk/>

Imported foods:

<http://www.importedfood.co.uk/home/>

[http://food.gov.uk/business-industry/imports/enforce\\_authorities/](http://food.gov.uk/business-industry/imports/enforce_authorities/)

Public Health England (previously known as Health Protection Agency):

<https://www.gov.uk/government/organisations/public-health-england>

Trading Standards (eg. food and drink labelling/date marking, composition, allergens and advertising):

<https://norfolk.gov.uk/business/trading-standards/advice-for-businesses/>

UK legislation database:

<http://www.legislation.gov.uk>

## The Food Safety Team

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