



STARTING A NEW FOOD BUSINESS?



Neath Port Talbot
Castell-nedd Port Talbot
County Borough Council Cyngor Bwrdeistref Sirol

Food Safety Section

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FREEDOM OF INFORMATION ACT / ENVIRONMENTAL INFORMATION REGULATIONS

Please note that Neath Port Talbot County Borough Council (NPTCBC) is a public body which has to release information to Third Parties upon request, unless specific exemptions apply.

Generally, all our dealings with you will be subject to comprehensive disclosure, without appeal or pre-notification.

For example, all inspection report findings are public interest documents.

Disclaimer

This is not a comprehensive list of all requirements. For more detail please refer to the applicable laws.

Information in this publication is provided in good faith by, Neath Port Talbot CBC which cannot be held responsible for any omissions or inaccuracies.

Individual businesses are responsible for checking how the law applies to them in practice.

CHECKLIST – NEW FOOD BUSINESS

		Satisfactory		Comments
		YES	NO	
	GENERAL			
1.	Have you registered your premises with the Local Authority? (see / complete last page of this document)			
2.	Do you need a licence for selling alcohol, opening late, providing public entertainment or for selling food on the street?			
3.	Do you need planning permission?			
4.	Do you need to consult building control?			
5.	Do you have appropriate Insurance and a Business / Trading name?			
6.	Have you made provisions for the smoking ban?			
7.	Have you considered incorporating disabled facilities for disabled persons?			
8.	Have you sorted out your utilities e.g. gas, electric, water?			
9.	Have you provided enough toilets for staff and customers? Ventilated lobby/room?			
	WASTE & PEST CONTROL			
10.	Have you considered how much waste you will produce, & where will you store it? How will you keep the waste facilities clean?			
11.	Have you made plans for removal of your waste cooking oil from the premises?			
12.	Have you organised a registered waste carrier to remove your waste and waste oil?			
13.	Have you considered how unfit food will be labelled and stored separately from other foods?			
14.	Is your premises pest proofed; do you have a pest control contract?			
15.	Where necessary are external doors/windows fitted with suitable fly screens?			
	STRUCTURE/DESIGN OF FOOD ROOMS & EQUIPMENT			
16.	Does the design and condition of your premises meet the legal requirements?			
17.	Are the walls, floors, ceilings and doors constructed out of appropriate materials which are easy to clean?			
18.	Do you have enough washing facilities for: <ul style="list-style-type: none"> • Hand washing • Food washing • Equipment washing 			
19.	Are the heating, lighting and ventilation adequate?			
20.	Is the structure in good repair and free from damp and mould?			
21.	Is equipment easy to clean? Do you have enough of the right equipment?			

CHECKLIST – NEW FOOD BUSINESSES (cont)

		Satisfactory		Comments
		YES	NO	
22.	Is there adequate space to work safely?			
23.	Can the equipment be easily moved for access when cleaning?			
FOOD STORAGE				
24.	Do you have adequate space for the storage and preparation of food?			
25.	Is ready to eat food stored above/separate from raw food in the fridges/freezers?			
26.	Have you taken adequate measures to ensure temperature control of food?			
27.	Have you considered what system you will use to date code (stock control system) foods?			
FOOD HANDLING PRACTICES				
28.	Will raw and ready-to-eat foods be prepared in separate areas or will the work surfaces be cleaned and disinfected between uses?			
29.	Are staff handling food as little as possible? (e.g. tongs)			
30.	Are ready to eat fruit/salads/vegetables trimmed and washed thoroughly?			
31.	Is food on display screened from customers? (e.g. sneeze screens)			
32.	How will you ensure food is cooked/reheated thoroughly?			
33.	Will frozen foods be defrosted safely?			
FOOD HYGIENE TRAINING				
34.	Are you and your staff adequately trained and aware of the principles of good food hygiene? <ul style="list-style-type: none"> • All food handlers: Hygiene Awareness Instruction before starting work • Staff preparing high risk food: Level 2 in Food Safety in Catering (Basic) or equivalent 			
35.	Are supervisors trained to Level 3 in Food Hygiene (Intermediate)?			
36.	Have you got documented evidence (training certificates) of the training received by all food handlers?			
CLEANING				
37.	Do you have a cleaning schedule? Are all food-contact and hand-contact surfaces (work surfaces, slicers, fridge handles, food probe, light switches) included?			

CHECKLIST – NEW FOOD BUSINESSES (cont)

		Satisfactory Comments		
		Yes	No	
38.	Are all cleaning materials and chemicals stored correctly?			
39.	Do you have suitable cleaning chemicals e.g. disinfectants and are proper (“2 stage”) cleaning methods used?			
40.	Are only “Approved Disinfectants” used (must be to BS EN 1276: 1997 or BS EN 13697: 2001)?			
41.	Have you obtained & understood the latest guidance on Disinfecting (entitled E. coli 0157: An invisible threat to your Business)- see www.food.gov.uk/ecolifactsheet0211 or ecoliguide0211.			
42.	Are cleaning cloths suitable for use and regularly cleaned and disinfected and used properly (consider colour coded /disposable)			
PERSONAL HYGIENE				
43.	Do you have secure changing facilities for your staff?			
44.	Are wash hand basins clean with hot water, soap and hygienic hand drying facilities? Are wash hand basins designated for hand washing only?			
45.	Have you provided staff with the correct protective clothing?			
46.	Do you have an illness policy and have you made staff aware of it?			
FOOD SAFETY MANAGEMENT SYSTEM				
47.	Have you documented your Food Safety Management System? E.g. Safer Food Better Business; Safe Catering packs			
48.	Are controls in place to prevent contamination by chemicals/foreign bodies e.g. glass, packaging materials, cleaning chemicals?			
49.	Have you completed a list of all your suppliers of foods?			
50.	Have you completed a list of all your customers (if you supply to other businesses)?			
51.	Have you made adequate provisions to ensure traceability of food?			

Starting a New Business

Introduction

The primary aim of this guide is to help people who are thinking about or who are in the process of setting up a new food business, and to give information on how to comply with food hygiene legislation.

The most important food hygiene legislation that applies specifically to food businesses is:-

Food Safety Act 1990

Food Hygiene (Wales) Regulations 2006

Regulation (EC) No 853/2004 on the hygiene of foodstuffs

Food Hygiene Rating (Wales) Act 2013 & Food Hygiene Rating (Wales) Regulations 2013

Remember every food business poses different problems depending on the type of food produced. The type of food, how it is handled, treated and stored must all be considered when deciding if there is a risk to safety.

Please contact the Food Section, Environmental Health at Neath Port Talbot CBC prior to starting up your food business within this Borough if you need further advice or help.

WARNING – REGULATION EC No 853/2004

If you run or intend to start up a business which makes or handles food of animal origin (other than selling them only to the final consumer) your premises may have to be APPROVED. If this is the case then a whole new and more stringent set of rules applies to you. For example, you will need to put an identification mark on your products, (or a health mark in the case of red meat carcasses). You have to comply with the general hygiene requirements and also with some specific requirements which vary depending on the types of product you make.

If you intend to start up a new food business which comes under this heading then it is important that you discuss it immediately with our Food Safety Officers who will be able to give you some more specific information.

You can contact us at:

Neath Port Talbot County Borough Council
Food Section
Environmental Health
Civic Centre
Neath
SA11 3QZ

Tel: 01639 685678 Fax: 01639 685677

Email: ehd@npt.gov.uk Website: <http://www.npt.gov.uk>

WHAT IS A FOOD BUSINESS

A Food Business is:

Any undertaking, whether for profit or not and whether public or private, carrying out any of the activities related to any stage of production, processing and distribution of food.

A Food Business Operator is:

The legal or natural person responsible for ensuring that the requirements of food law are met within the food business under their control.

Food should not be:

Placed on the market if it is **unsafe**. Food shall be deemed to be unsafe if it is considered to be:

- (A) Injurious to health;
- (B) Unfit for human consumption.

Food “For Sale” is

Food located anywhere within a food premises, including all food ingredients- unless it is waste food placed in a refuse container or a storage bin labelled as “Not for human consumption”.

The legal definition of “Food” includes drinks, and is regardless of whether it is intended for sale or is offered as a prize or reward or given away for the purposes of promotion or advertising.

Expectations on a Food Business

A food business needs to operate in compliance with the applicable laws, and the responsibility for this rests initially with the Food Business Operator. All persons engaged in the food business will have responsibilities in making sure they handle food safely, and to protect food from risks of contamination. **(The onus of responsibility is always on the Food Business Operator to ensure their business is legally compliant, rather than to wait for an Inspecting Officer to point out breaches of the law).**

Food Hygiene Rating Scheme- Food Hygiene Rating (Wales) Act 2013

From 28th November 2013, most food businesses within Neath Port Talbot will be given a Food Hygiene Rating Score from 0-5, unless your type of food premises is specifically exempted under the scheme. Your premises will receive a Rating Sticker for you to display, so that customers can see your Hygiene Rating Score at a glance. Additionally, your premises details and score will be publicised on a national public website hosted by the Food Standards Agency, at

www.food.gov.uk/ratings

Penalty fines exist for breaches of this legislation.

There are 6 rating bands, each with a descriptor. These are:-

Rating	0	1	2	3	4	5
Descriptor	Urgent improvement necessary	Major improvement necessary	Improvement necessary	Generally satisfactory	Good	Very Good

PLANNING, BUILDING REGULATIONS AND LICENCES

PLANNING PERMISSION

If you are starting a food business in a premises which is presently not used for this purpose, or you are changing from one type of food business to another you may need planning permission. Please check with the Development Control Service www.npt.gov.uk/planning who can be contacted using the details below:



E-mail: planning@npt.gov.uk [Tel: 01639 686868]

Tel: 01639 686738 - Robert Bowen (North Team)

01639 686754 – Melissa Hall (Central Team)

01639 686737 – Nicola Lake (South Team)

BUILDING REGULATIONS

If you are building a new food premise or changing an existing building to accommodate a new food business, you may require Building Regulation Approval.



A Full Plans application may need to be submitted with detailed drawings and specifications along with the relevant fee. (The fees are based on estimated cost of work).

Building Control offer a free pre-application service so if you require any assistance in planning or designing your proposal, we have qualified professional officers available to discuss these issues. Due to our close links with the Fire Service, arrangements could be made for the Fire Officer to be present to discuss both fire safety and licensing issues. Joint inspections can also be arranged.

For a competitive fee quote or to arrange a meeting, please contact the office, see contact details below.

Tel: 01639 686951 – Gwyn Aubrey
01639 686954 – Robyn Thomas

Web Site: www.npt.gov.uk/buildingcontrol [or Tel: 01639 686868]

LICENSING YOUR FOOD PREMISES



If you intend to carry out licensable activities at your premises, namely

- Retail sale of alcohol
- Supply of alcohol by a club
- Provide entertainment (music/dance/films/plays/boxing or wrestling/indoor sporting event)
- Late night refreshment (sale of drink or hot food during 23.00 - 05.00 hrs)

You will need to have an authorisation under the Licensing Act 2003.

These can be through a Premises Licence, club premises certificate or temporary event notice.

If you sell alcohol under a premises licence, you will need to appoint a designated premises supervisor who has a personal licence.

A personal licence has to be obtained from the Licensing Authority where you reside. Amongst the requirements you will need a specified licensing qualification and a recognised criminal record check showing you do not have any relevant offences.

Club premises certificates relate to members' clubs, where all profits are returned to the club for the benefit of those members. These clubs are exempt from certain requirements under the Licensing Act 2003.

Temporary event notices can be submitted for occasional licensable activities. There are restrictions on their length of time and number of events per year for both premises and persons.

Street Trading Licence

If you intend to sell food from a stall or van on the street you may require a Street Trading Licence before you are allowed to trade.

For information on the above matters please contact the

Licensing Section
Neath Port Talbot County Borough Council,
Civic Centre,
Port Talbot,
SA13 1PJ

E-mail: licensing@npt.gov.uk
Website: www.npt.gov.uk/licensing
Tel: 01639 763050 or 01639 686868

SMOKE FREE NEATH PORT TALBOT

The law banning smoking in enclosed public places in Wales came into force on 2nd April 2007.

The aim of the smoking law is to protect workers and the general public from the harmful effects of second-hand smoke.

The law creates three specific offences:

- Failing to display no-smoking signs in premises covered by the law.
- Smoking in a smoke-free place.
- Failing to prevent smoking in a smoke-free place.

There are very few exemptions to the smoking ban. The new law affects most public premises, including restaurants, pubs, bars, shops, cinemas, shopping centres, leisure centres, work vehicles other enclosed workplaces and public transport

For more information regarding the smoking ban and to obtain free “no smoking” stickers (while stocks last) contact the Health, Safety & Wellbeing Service, Environmental Health, Neath Port Talbot CBC.

Tel: 01639 685678 **Fax:** 01639 685677 **E-mail:** ehd@npt.gov.uk

UNDERAGE SALES

It is an offence to sell alcohol to a person under 18.

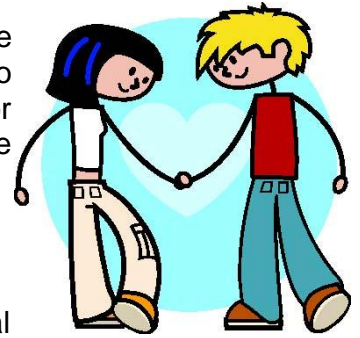


If an age-restricted product is sold to an underage person, even if they claim it is for an adult, the retailer and the salesperson can be guilty of a criminal offence. Anyone who sells age-restricted products should be fully aware of the age limits, adequately trained and aware of company procedures and policies to ensure that no sale ever takes place to an underage person.

For more information on underage sales contact Neath Port Talbot CBC Trading Standards Section Tel: 01639 685678

EMPLOYMENT OF YOUNG PERSONS

The **Management of Health & Safety at Work Regulations 1999** require you to assess the health and safety risks to all your employees and to identify what you need to do to comply with your legal duties to prevent or control those risks and ensure your employees' health and safety. Under the regulations you have particular responsibilities towards young people:



- To assess risks to all young people under 18 years of age, **before** they start work;
- To ensure your risk assessment takes into account their psychological or physical immaturity, inexperience, and lack of awareness of existing or potential risks;
- To introduce control measures to eliminate or minimise the risks, so far as is reasonably practicable.

You must also:

- Let the parents/guardians of any children still of compulsory school age know the key findings of the risk assessment and the control measures you have introduced **before** the child starts work or work experience;
- Address certain specified factors in the risk assessment;
- Take account of the risk assessment in deciding whether the young people should be prohibited from certain work activities, except in specified circumstances

CHILDREN CANNOT ENTER FULL TIME EMPLOYMENT UNTIL AFTER THE SCHOOL LEAVING DATE.

The Government has introduced a single school leaving date. The date is the last Friday in June in the school year in which a pupil reaches the age of 16yrs.

Should you employ a young person either in paid or unpaid work he/ she will need an employment permit.

Before compulsory school leaving age young people may not work in a commercial kitchen. However, they may work in a waiter/waitressing role. Controls exist on the number of hours of work permitted.

This information is for guidance only. There are bye-laws regulating child employment, If you want more information or a copy of the bye-laws, you can obtain them from:

EDUCATION WELFARE OFFICER DETAILS

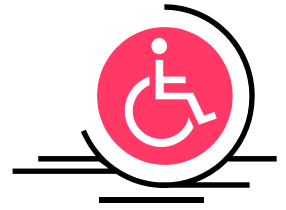
Education Welfare Service, Education, Leisure and Lifelong Learning, Neath Port Talbot County Borough Council

Tel: 01639 763048.

Contact Officer: Mr. Jeff Jones, Tel: 01639 634700

DISABILITY CONSIDERATIONS

Under the Disability Discrimination Act 1995 you have a legal duty to do what you reasonably can to make your services easier to use by disabled customers. Many of the improvements that can be made will also benefit other customers, such as parents with pushchairs, people carrying heavy shopping and some older people who may not consider themselves as disabled but for whom easier access would be a great benefit.



What is a physical feature? Here is a long but not exhaustive list: steps, stairways, kerbs, exterior surfaces and paving, parking areas, building entrances and exits (including emergency escape routes), internal and external doors, gates, toilet and washing facilities, public facilities (such as telephones, counters or service desks), lighting and ventilation, lifts and escalators.

GUIDE DOGS

Because of their training and skills the Chartered Institute of Environmental Health have stated that assistance dogs are exempt from the usual hygiene rules that apply to dogs including those that relate to areas where food is being served. For more information on disabled facilities and the Disability Discrimination Act you can contact the Disability Rights Commission:



Tel: 08457 622 633

Text phone: 08457 622 644

Fax: 0845 778 878

E-Mail: enquiry@drc-gb.org

Website: www.drc-gb.org

FOOD PREMISES REGISTRATION

It is a legal requirement that food business operators register their establishments with the appropriate competent authority (Neath Port Talbot County Borough Council).

Anyone starting a new food business operation must register with the Local Authority at least 28 days before commencing food operations. [See page 56 / last sheet of this document].

This applies to most types of food business, including catering businesses run from home, and mobile or temporary premises such as stalls and vans. Street vendors will also need to apply for a Street Traders Licence prior to trading (see page 7)

Registration is free and can be achieved by completing a "Application for the Registration of a Food Business Establishment" form, (page 56) and returning to the address below.

Alternatively application forms are available from:

Food and Health and Safety Section,
Environmental Health,
Neath Port Talbot County Borough Council,
Civic Centre,
Neath,
SA11 3QZ

Tel: 01639 685678

E-mail: ehd@npt.gov.uk

WARNING If you are planning on setting up a business that cares for vulnerable people e.g. elderly or toddler and children's groups you will need to register with the Care and Social Services Inspectorate Wales (CSSIW) before registering with the Local Authority and opening your business.

The CSSIW can be contacted on:

South West Wales Regional Office

Unit C, Phase 3
Tawe Business Village
Phoenix Way Swansea Enterprise Park
Swansea SA7 9LA

Tel: 01792 310420 **Fax:** 01792 313038

Email: cssiw.sw@wales.gsi.gov.uk

FOOD LAW INSPECTIONS AND YOUR BUSINESS

If you run a business that makes or prepares food, it will be inspected to make sure you are following food law. The inspectors will be enforcement officers from Neath Port Talbot CBC.

The inspectors (Environmental Health Officers/Technicians) will check if your business produces food that is safe to eat, by looking at:-

- Your premises
- The kinds of food you make or prepare
- How you work
- Your Food Safety Management System



Trading Standards Officers will also look at how you describe food, for example on a menu or label, to make sure the description is not misleading for customers.

Inspectors may visit on a routine inspection, or they might visit because of a complaint. How often inspectors routinely inspect your business depends on the type of business and it's previous compliance. Some premises might be inspected at least every 6 months, others less often.

Inspectors have the right to enter and inspect food premises at all reasonable hours.

Inspections/visits will be **un-announced**, except in exceptional circumstances. You can expect the inspectors to show you identification when they arrive and be polite throughout the visit. They should always give you feedback on an inspection. This means they will tell you about any problems they have identified and advise you how they can be avoided. **Food Business Operators/Proprietors and their staff must give any reasonable assistance and information to officers. To obstruct an officer in the exercise of their duties (this includes giving false information) is an offence.**

If inspectors advise you to do something, they must tell you whether you need to do it to comply with the law, or whether it is good practice. The inspectors should give you a reasonable amount of time to make changes, except where there is an immediate risk to public health.

If food businesses do not comply with Food Law

When an inspector thinks it is necessary, they can take enforcement action (E.G. to protect the public). They can

- Inspect your records and take copies
- Take samples and photographs and other evidence at your Food Premises
- Write or request that you put right any problems
- Detain or seize suspect foods

Inspectors also have the powers to serve notices, namely

- Hygiene Improvement Notice which sets out certain things that you must do to comply, if your business is breaking the law
- Hygiene Emergency Prohibition Notice, which forbids the use of certain processes, premises or equipment and must be confirmed by a court.

In serious cases, inspectors can also recommend a simple caution or a **prosecution**. If a prosecution is successful, the court may forbid you from using certain processes, premises or equipment, or you could be banned from managing a food business. **It could also lead to a fine** (up to £20,000 per offence) or **imprisonment**.

Where notices have been served by inspectors, there is a right of appeal to the courts.

Under the Freedom of Information Act and the Environmental Information Regulations any letters, reports or notices that have been sent by inspectors to food businesses may be released to third parties (e.g. newspapers, members of the public) on request.

FOOD SAFETY LEGISLATION

If you are running or thinking of starting a new food business you have a duty to ensure that all food being produced and sold is both safe and wholesome.

The Food Safety Act 1990, & the Food Hygiene (Wales) Regulations 2006, & the Regulation (EC) No. 853/2004 specify the standards that you must meet in order to ensure food safety. The following section gives advice on structural requirements, types of equipment, facilities and some food hygiene practices you will need to adopt to comply with the above legislation.

FOOD SAFETY MANAGEMENT

Before you start thinking about anything else, you need to consider the food you wish to prepare and serve and construct your **FOOD SAFETY MANAGEMENT SYSTEM**.

The law requires all food businesses to have a documented food safety management system in place based on the principle of Hazard Analysis Critical Control Points or "**HACCP**". HACCP is an internationally recognised system of food safety management. It focuses on identifying the critical points in a process where food safety problems (or hazards) could arise and putting steps in place to prevent things going wrong. This is sometimes referred to as 'controlling hazards'. Keeping records is an essential part of the HACCP system.

Why do you need a food safety management system? The following points will provide some answers:

- It is legal requirement for all food businesses.
- It helps to prevent problems rather than reacting to them after they have happened.
- If your business is taken to court you may be able to demonstrate that you had exercised diligence through arrangements in place to prevent an offence being committed.
- It helps ensure food is safe for customers to eat
- The regulations are designed to be flexible, so these procedures can be in proportion to the size of your business and the type of work you do. This means that many small businesses will be able to have very simple procedures and simple records.

THE SEVEN PRINCIPLES OF HACCP

HACCP means Hazard Analysis Critical Control Points. This is a process that helps you look at how you handle food and introduce procedures to make sure the food you produce is safe to eat.

HACCP involves the following **seven steps**:

1. Identify what could go wrong (**the hazards**).
2. Identify the most important points where things can go wrong (**the Critical Control Points-CCPs**).
3. Set critical limits at each CCP (**e.g. cooking temperature/time**).
4. Set up checks at CCPs to prevent problems occurring (**monitoring**).
5. Decide what to do if something goes wrong (**corrective action**).
6. Prove that your HACCP plan is working (**verification**).
7. Keep records of all the above (**documentation**).

Some people think that HACCP is very complicated but it doesn't have to be. The important thing is to have food safety management procedures that are appropriate for your business. Remember that there are packs produced by the Food Standards Agency (FSA) that can help you put these procedures in place.

What is a hazard

A hazard is something that could be dangerous. And there are lots of different hazards. When we are talking about hazards in relation to food, a hazard is something that could mean that food will not be safe to eat.

Food Safety hazards can be:-

- **Microbiological** - involving harmful bacteria e.g. when certain foods are kept out of the fridge for too long and bacteria grow in them.
- **Chemical** – involving chemicals getting into food, e.g. cleaning products or pest control chemicals.
- **Physical** – involving objects getting into food, e.g. broken glass or pieces of packaging.

Hazards can happen at any stage in your business – from taking deliveries to serving customers.

Your HACCP plan must be kept up to date. You will need to review it from time to time, especially whenever something in your food operation changes.

Remember that, even with a HACCP plan in place, you must comply with all requirements of current food safety legislation.

The type of system you will need depends on the size and type of the business

The Food Standards Agency have developed a number of packs to assist caterers and retailers in complying with the requirement for a documented Food Safety Management System.

1. 'Safer Food, Better Business' has been developed for small businesses. It is an innovative and practical approach to food safety management and various packs are available for both caterers and retailers. This information is available in a number of languages, via a DVD available to order with the pack. If you would like to order a free copy of either of these packs or the DVD call 0845 606 0667 or e-mail foodstandards@ecgroup.uk.com.
2. 'Safe Catering' has been produced by FSA Northern Ireland. This guide will help catering businesses to produce a food safety management system based on HACCP principles and keep records appropriate to their businesses.
This pack may be suitable for residential care homes, schools, larger hotels and restaurants and similar establishments. This pack is downloadable at:
www.food.gov.uk/northernireland/safetyhygieneni/safecatering
3. Two packs have been produced by FSA Scotland, namely Cook Safe for Caterers and Retail Safe for Retailers. These packs have been designed to assist compliance with the requirement for a Food Safety Management System.
Hard copies of both versions of Cook Safe and Retail Safe can be purchased from The Stationary Office via the TSO website or their sales hotline on 0870 600 5522. They are also available to download for free at www.food.gov.uk. For more information, please contact the Food Section on 01639 685678 or e-mail ehd@npt.gov.uk

FOOD STANDARDS

LABELLING AND COMPOSITION



There are different standards that need to be adhered to depending on whether you will be catering or a food retailer. Nevertheless, you have to ensure that the food you sell is properly labelled and that the food you are using or selling is within its use by dates. In addition the food that you sell must not contain any harmful levels of additives such as artificial colours or preservatives. Similarly, if your food contains ingredients that are irradiated, or genetically modified (GM), you must declare this on the food label, on the menu, or on a notice visible to your customers.

Businesses that are planning to manufacture food to be sold to food retailers **MUST** ensure that their food is labelled in accordance with the FOOD LABELLING REGULATIONS. For more information on Food Standards please contact the Trading Standards Section

Tel: 01639 685678 **Fax:** 01639 685677 **E-mail:** tsd@npt.gov.uk

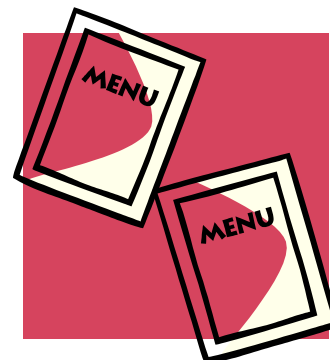
Below are brief checklists giving guidance to retailers and caterers.

Food Retailers

- Use By / Best before dates followed.
- If food is packed and supplied for sale elsewhere it needs to be properly labelled and in food grade packaging.
- Pre-packed foods bought in must be properly labelled in English.
- You must describe food accurately on menus, blackboards and adverts. For example, if it is advertised as a fillet steak the product must be a fillet steak and not a cheaper cut.

Caterers

- Use By / Best before dates followed.
- If food is packed and supplied for sale elsewhere it needs to be properly labelled are in food grade packaging.
- Dishes on menu must be described accurately.
- Any description of food/ advertisement must not mislead the customer.
- Food that you sell must not contain any harmful levels of additives such as artificial colours for preservatives.
- Claims in the menus must be genuine e.g. GM free, vegetarian.



“Use-by” dates / Durability indications

“Use-by” dates must be observed by law in food businesses, even if foods are placed in a freezer.

“Best Before” dates are for guidance.

Other storage and use markings must be observed, for example temperature storage markings.

TRACEABILITY

Under Article 18 of EC Regulation No 178/2002, food businesses are required to:

- Identify their suppliers of food, food-producing animals and any other substance intended or expected to be incorporated into food;
- Identify the businesses to which they have supplied products; and
- Produce this information to the competent authorities on demand

Food businesses should be able to:

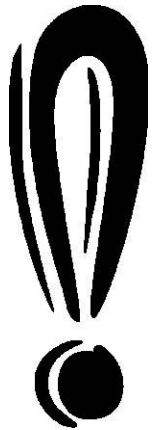
- Identify the name and address of suppliers of food, feed, food-producing animals and ingredients.
- Identify the customers to which you have supplied products.
- Identify the date of delivery or despatch .
- Identify the volume or quantity delivered or dispatched.
- Maintain appropriate records and ensure that such information can be provided to authorities on demand.

PREVENTING AND RESPONDING TO FOOD INCIDENTS

An incident is when there are concerns about actual or suspected threats to the safety or the quality of food, including when food does not meet legal requirements.

All businesses, irrespective of size, should be taking all reasonable precautions to ensure that the produce they supply meets safety requirement. Actions you can take may include the following:

- **Source your raw materials and ingredients from suppliers that have registered with their local enforcement authority.**
- **Source your raw materials and ingredients from suppliers that have recognised certification or have demonstrated that they are working to good-practice systems and procedures.**
- **Ask your suppliers if they routinely check that their raw materials and ingredients comply with relevant legislation.**



WHAT TO DO IF A FOOD INCIDENT HAPPENS

Businesses are legally required to inform their local authority, port health authority and the Food Standards Agency if there is reason to believe that food or feed is not compliant with food or feed safety requirements.

If in any doubt, contact your local authority, or the FSA.

Businesses must immediately notify the Food Standards Agency if their food is considered injurious to health.

Tel: 020 7276 8448 (out of hours: 020 7270 8960)

Alternatively, inform the FSA online, using the incident notification report form at:

www.food.gov.uk/foodindustry/regulation/foodfeedform

Businesses must also notify their local authority

The Food Standards Agency or local authority will advise you of any action you might need to take.

Businesses should immediately withdraw, or if necessary recall, food if they have reason to believe it is unsafe.

If the products do not meet food standards requirements, such as labelling or quality issues, where there is no safety issue, then you might wish to ensure that products are withdrawn, rather than risk prosecution.

- **‘Recall’** means that food is removed from the market, where the food has reached customers and they are advised, for example by means of public notices and other publicity, to return or destroy food supplied to them. The advice given to the customer will include the reason for the recall.
- **‘Withdrawn’** means that food is removed from the market up to and including the retail stage, but customers are not asked to return or destroy the product.

RULES ABOUT PREMISES

When you choose the premises for your business it is very important to make sure that they:

- Comply with the necessary regulations.
- Are suitable for the purpose of your business.
- Allow you to prepare food safely.

You must keep your premises clean and maintained in a good repair and condition.



DESIGN AND LAYOUT OF FOOD PREMISES

When designing your food premises you will need to consider:

- **The type of food you will be producing, handling or selling**
- **The amount and type of equipment you will need**
- **The space that is required**

The layout, design, construction and size of premises must

- **Avoid the accumulation of dirt in places inaccessible to cleaning.**
- **Allow food to be prepared safely.**
- **Allow effective cleaning.**



Construction materials must not include any substance that may add toxic material to food either by direct contact or vapour.

The ideal aim of any kitchen layout is to have everything moving forward in orderly progression from delivery to food preparation, cooking, service and washing up. The layout should be planned with a clear idea of the purpose of every room.

Design and construction, especially of high level surfaces, should avoid finishes that may lead to shedding of particles such as flaking paint, plaster or fibres.

PLAN AHEAD!! Design for what you will be doing in the future, not just what you are doing now. For example if you are opening a take away will you want to provide tables and chairs for customers in the future? If you run a pub will you want to provide Sunday dinners?

If you are planning a new kitchen get the plans laid down on paper and contact us at the address below. Prevent the problems before they start!

If you are in any doubt, contact the Food Section:

Neath Port Talbot County Borough Council
Environmental Health
Civic Centre
Neath
SA11 3QZ



Tel: 01639 685678



FLOORS

In rooms where food is prepared, treated or processed:

Floor surfaces must be maintained in a sound condition and they must be easy to clean and, where necessary, disinfect. This will require the use of impervious, non absorbent, washable and non-toxic materials, unless the proprietor of the food business can satisfy the food authority (Neath Port Talbot County Borough Council) that other materials used are appropriate.

Assuming that they are properly installed, floor surfaces that would comply with this requirement include: **Vinyl safety flooring, Flooring tiles (quarry, ceramic or vinyl), Terrazzo, Cast in situ resin flooring.**

Floors must prevent slips and trips (anti-slip). Also consider the footwear that food handlers will be wearing.

Floors must be designed to prevent pooling of water in normal use. Where there may be significant spillage onto floors or wet cleaning (hoses) is used, floor drains may be provided. In this case the floor levels must fall towards the drains.

WALLS

Wall surfaces must be maintained in a sound condition and they must be easy to clean and, where necessarily, disinfect.

Wall surfaces immediately behind food preparation surfaces or equipment must be able to be disinfected periodically to reduce the risk of food contamination



This will require the use of impervious, non-absorbent, washable and non-toxic materials and require a smooth surface up to a height appropriate for the operations, unless the proprietor of the food business can satisfy the food authority (Neath Port Talbot County Borough Council) that other materials used are appropriate.

Assuming that they are properly installed, wall surfaces that would comply with this requirement include:

Stainless Steel sheeting; Ceramic tiles; Epoxy resin and similar coatings; PVC, GRP and other proprietary sheeting or cladding systems. The wall surfaces must be cleanable to a height which might be expected to become soiled with food debris under normal operations, **above which, Washable painted plaster may be satisfactory.**

CEILINGS



Ceiling or overhead surfaces that would comply with this requirement, (assuming that they are properly fixed, applied or installed) include:

- **Smooth washable painted plaster**
- **Direct fixed ceiling systems**
- **Suspended ceilings** (when appropriately maintained)

Ceilings and overhead fixtures must be designed, constructed and finished to prevent the accumulation of dirt and reduce condensation, the growth of undesirable moulds and the shedding of particles.

Any surface must be capable of being cleaned.

The under surface of a roof structure may provide an acceptable surface, provided that it is in a sound state of repair and cleanable.

Ceiling materials and design play an important part in reducing condensation in conjunction with the ventilation system.

Ceilings must be periodically maintained to remove any mould build up or any other particles or debris that could fall into food.

Polystyrene or fibre tiles would not be suitable in high humidity locations.

Fire risks must be assessed, together with the need to provide fire separation for any floors above. (see page 39)



WINDOWS

Windows and other openings must be constructed to prevent the accumulation of dirt.

They must allow effective cleaning and prevent the accumulation of dirt.

Windows must be screened (pest-proofed) if:

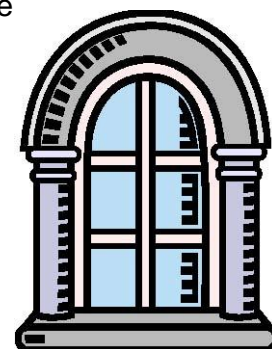
(a) **They open directly into food preparation areas,**

AND

(b) **They are opened for ventilation during food preparation,**

AND

(c) **Screening is necessary to prevent a risk of infestation and/or contamination. Where dirt build-up on insect proof screens may present a risk of food contamination, the screens must be designed to be easily removed for cleaning.**



DOORS

Any door used by staff who handle open food during work activity may be a source of contamination, especially if staff are likely to touch the door with their hands. These doors must be capable of disinfection.

Door furniture likely to come into hand contact such as finger plates and handles must also be capable of disinfection. A variety of smooth impervious surfaces are available. A cleanable paint or sealed finish would comply. Unsealed wood does NOT comply.

Swing doors with kick plates or push plates are preferable to doors with handles. Doors should have adequate "Visibility Panels", for safety purposes.

Separate "in" and "out" doors are advisable.



SURFACES

Surfaces (including surfaces of equipment) in contact with food must be maintained in a sound condition and be easy to clean and, where necessary, disinfect. This will require the use of smooth, washable and non-toxic materials.

Other surfaces that do not normally come into direct contact with food but are in close proximity could contaminate food if dirty, for example the outer casings of equipment must also comply.

Surfaces which would comply with this requirement (assuming that they are properly fixed, applied or installed and maintained) include:

- **Stainless steel**
- **Ceramics**
- **Food grade plastics**



SPACE / SEPARATION OF WORKING AREAS- follow the 'E. coli 0157' guidance

There must be enough space in storage and food preparation rooms to allow high risk food to be prepared on separate work surfaces and equipment.

If the handling of low and high risk foods happens at different times, the same area may be used provided it is able to be properly cleaned and disinfected between operations.

It is almost inevitable that you will need more space than what you first envisage. Remember it is essential to have adequate storage space for all food items, all dry goods, all vegetables and all frozen and chilled foods. Consider how many fridges and freezers you need. Do you have adequate space?

Is your menu over ambitious and in need of re-design/downsizing to suit your premises?

Will there be adequate space around any planned hot fat fryers, food slicers etc to allow staff to move around the kitchen safely?

EQUIPMENT

All items that come into contact with food, including the packaging must:

- Have a durable construction and be resistant to corrosion, especially those that will come into contact with powerful cleaning chemicals.
- Be kept in a good state of repair that enables them to be kept clean and, where necessary, to be disinfected.
- Be effectively cleaned and, where necessary disinfected frequently enough to avoid contamination.
- Be installed so that the surrounding area can be effectively cleaned.
- Be maintained at a high level of efficiency.



N.B. Equipment needs to be durable. “Domestic” appliances rarely stand up to the wear and tear of commercial kitchens. Commercial ovens, ranges, fridges and freezers are commonly required.

WASHING EQUIPMENT FOR FOOD AND EQUIPMENT

Where necessary, adequate facilities must be provided for the cleaning and disinfecting of work tools and equipment. These facilities must be constructed of materials resistant to corrosion and must be easy to clean and have an adequate supply of hot and cold water.

Sinks used for washing utensils should **NOT** be used for the preparation of vegetables, meat or fish or for hand washing.

Suitable equipment will include:

- Sinks together with detergents and disinfectants for manual equipment cleaning. (Sinks must be large enough to deal with the equipment normally used in the Premises)
- Sterilising sinks.
- Dishwashers/Automatic spray wash machines.
- Hoses or other equipment for cleaning and disinfection of fixed equipment



Sinks and draining boards should have a smooth, hard, even, surface and are best constructed of non corrosive metal (e.g. stainless steel)

Sinks used for washing up should be small enough to ensure frequent replenishment of hot water but large enough to take the largest dishes comfortably.

It is desirable to have a sink fitted with a spray hose for washing down the sink and draining boards, and a removable strainer in the waste pipe for trapping crumbs.

Drying of equipment must not cause recontamination, for example from soiled cloths. Space for air drying of equipment is a suitable alternative.

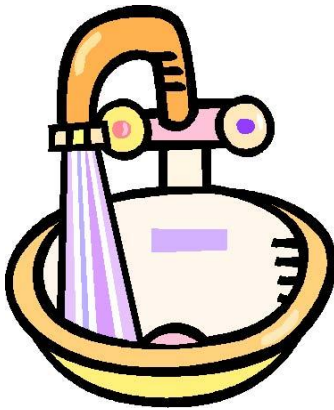
A single mixer tap is acceptable, or water supplied at a regulated temperature from a heating unit.

It is good practice to provide facilities for draining and drying of equipment close to the area where it was washed.

Where crockery, glass and cutlery are washed by hand, it is good practice to use a food approved detergent and disinfectant. It is good practice in larger operations to use mechanical dish, glass or pot wash, which should attain 82 °C.

WASH HAND BASINS

The number of washbasins will depend on the size of the business and the size and layout of the premises.



Wash basins must be located close to toilet facilities and also at strategic places in the premises so that any worker has convenient access to them.

Wash basins must be used for hand washing **ONLY**.

Washbasins for cleaning hands must be provided with hot and cold (or appropriately mixed) running water and a supply of soap or detergent must be provided for cleaning hands.

Drying facilities may include:

- **Disposable paper** (single use).
- **Roller paper cabinet towels** (single use).
- **Washable fabric 'roller towels' in cabinets** (when properly used / replaced).
- **Warm air dryers** (of adequate efficiency).

It is good practice to supply warm water for hand washing at about 45°C through a single tap which is **preferably not operated by hand. Infra-red activated/non touch taps/sensors are available.**

It is good practice to use bacterial hand wash detergent from a dispenser.

Any towel on which the same part can be used more than once is not recommended.

It is good practice to have signs to identify designated '**WASH HAND BASIN**'.

It is good catering practice to site wash basins by the entrance to kitchens. In larger premises extra wash basins may be needed especially where 'high risk' foods are handled.

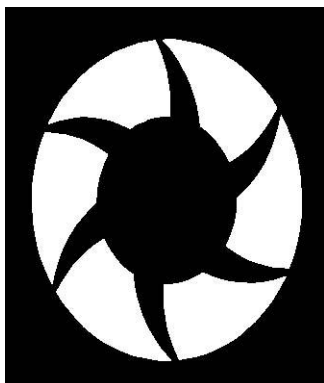
LIGHTING

Adequate natural and/or artificial lighting must be provided to all parts of the premises. Recommended illumination levels range from 150 Lux in store rooms to 500 Lux in food preparation areas. Adequate lighting will ensure that work can be carried out easily and safely. Good lighting will also ensure that cleaning is being carried out properly.



It is recommended that covers or diffusers are fitted to lighting- as some light bulbs can explode or shed glass particles (especially "fluorescent strip lights").

VENTILATION SYSTEMS AND TEMPERATURE



Installing or replacing external fume extraction systems may require Planning Permission. Please check with the Planning Department who can be contacted using the details below:

Website: www.npt.gov.uk/planning

E-mail: planning@npt.gov.uk

Tel: 01639 686738 - Robert Bowen (North Team)

01639 686754 – Melissa Hall (Central Team)

01639 686737 – Nicola Lake (South Team)

Any growth of mould within the fabric of the building is undesirable & is usually a result of poor ventilation or condensation / dampness.

Design, construction, layout, and size of the premises must be planned to avoid the build-up of condensation. An effective ventilation system may help to reduce the build up of such occurrences.

Natural or mechanical ventilation must be provided to ensure that heat and/or humidity do not build up to levels that could compromise the safety of food. The minimum ventilation rate for kitchens should not be less than 30 air changes per hour (approx 17.5 litres per second per square metre of floor area).

Air mechanically drawn into 'clean' preparation rooms, producing ready to eat food must not be drawn from dirty areas such as waste storage areas or rooms used for 'dirty' processes such as pot wash.

Ventilation systems must be so constructed as to enable grease filters and other parts requiring cleaning or replacement to be readily accessible.

As a target, ambient temperatures should be 19° C to 25° C. Natural ventilation in rooms where food is cooked will only be suitable in small premises and where there is low heat input into the room.

Most rooms (such as kitchens), especially if large scale cooking is proposed, are likely to require mechanical ventilation. The provision of a new ventilation system will require the services of a professional contractor who will advise on elements of performance and design. If installing a new ventilation system you should also consider the potential **noise impact** on neighbouring properties.

The ventilation in catering areas should be such that exposure to carbon monoxide should never be more than 30 parts per million (ppm) in 10 minutes. The average over an 8 hour work shift should not be more than 9 ppm.

For more information on the installation of ventilation systems and the potential environmental impacts please contact Environmental Health- General EH Team, Neath Port Talbot CBC

Tel: 01639 685678 **Fax:** 01639 685677 **E-mail:** ehd@npt.gov.uk



WATER SUPPLY

You must have an adequate supply of 'potable' (drinking quality) water, which is to be used whenever necessary to ensure that foods are not contaminated.

Where 'non-potable' water (i.e. not of drinking quality) is used in your business (for example for fire control, steam production, water harvesting, refrigeration and other similar purposes) it must circulate in a separate, identified system. It must not connect with, or be able to get into, the systems for 'potable' (drinking quality) water.



If recycled water is used in processing or as an ingredient, it must not present a risk of contamination. It must be of the same standard as potable (drinking quality) water, unless you can satisfy your local authority that the quality of the water cannot affect how safe the food is to eat in its finished form.

Ice that is touched by food, or may contaminate food (including drinks), must be made from 'potable' (drinking quality) water. Ice must be made, handled and stored in ways that protect it from contamination.

Steam that is used directly in contact with food must not contain any substance that presents a hazard to health or is likely to contaminate the food.

If you heat foods in hermetically sealed containers (containers that are specially sealed to be airtight), you must make sure that the water you use to cool the containers after heat treatment is not a source of contamination for the food.

SANITARY ACCOMMODATION

You will need to provide staff toilet facilities.



If you are running a business classed as a place of entertainment or you are selling food or drink to the public for consumption on the premises you will also need to provide an adequate number of customer lavatories. All lavatories must be connected to an effective drainage system.

Lavatories must not lead directly into rooms in which food is handled. A "ventilated lobby" will be needed between the WC room, and a food room.

It is good practice to have toilet facilities for catering staff separate from those for customers, guests and other visitors. Toilets must have either natural or mechanical ventilation to prevent (as far as possible) aerosols and offensive odours from permeating food rooms. Guidelines on the number of toilets needed are given in British Standard BS 6465: 2006

Where WC facilities are provided for both food handlers (staff) and customers, the WC facilities must be kept to the highest standard, as required by the Food Hygiene legislation. Separate facilities are easier to monitor and maintain. Your staff will often appreciate and expect to have exclusive use of "Staff only" WC facilities.

REFUSE

Food waste and other refuse must not be allowed to accumulate in food rooms.

Systems of operation must ensure that refuse containers in food rooms do not become over full and are regularly emptied and removed from the room.



Lids on refuse containers used for temporary storage of waste in food preparation areas are not always required. They are frequently touched by the hands of food handlers and may be a serious source of contamination. It is recommended that pedal operated bins are used in food rooms.

Containers must be constructed of durable material which makes them easy to clean and disinfect.

Any refuse containers used for STORAGE of waste awaiting collection and removal from site should have a lid and be constructed of a durable material which makes them easy to clean and disinfect.



Bins or sack holders used in areas preparing high risk foods must be disinfected more frequently.

Bins must be removed at the end of each trading session from the immediate food preparation area and arrangements made for disposal or collection.

The frequency of collection will depend upon the volume and type of waste.

Liquid food waste such as oil and cleaning chemicals must be disposed of safely. It will not normally be acceptable to flush significant quantities into the drain.



Under the **ENVIRONMENTAL PROTECTION ACT 1990** you have a **DUTY OF CARE** regarding how you dispose of your waste. As commercial refuse is not included in your business rates you must pay for an authorised waste carrier to remove your waste from your premises. It will also be necessary for you to keep details in relation to the type of waste, amount produced and details of the company removing waste, for at least 2 years.

Refuse generated by your business should not be presented for collection with domestic waste; you will breach your duty of care if you allow this to happen.

WASTE OIL

If you produce waste cooking oil as part of your catering business then you must ensure that it is stored properly, that none is allowed to spill and that it is collected by an authorised collector who will take your waste to an authorised site for recovery or disposal.



Waste cooking oil **must not** be poured down drains or sewers because this inevitably leads to blockages and odour or vermin problems and may also pollute watercourses leading to problems for wildlife. Such action could also result in potential prosecution. Nor should waste cooking oil be disposed of with the rest of the catering or kitchen waste because it may cause spillages leading to odour or pollution problems or waste contractors may refuse to remove it. Waste cooking oil should not be taken to household recycling centres (also known as Civic Amenity sites) for disposal in engine oil banks.

Some wholesalers selling cooking oil now offer a service to return/collect waste oil. For more information regarding collection of waste oil see page 53.

NEATH PORT TALBOT'S COMMERCIAL WASTE SERVICES

The council operates a waste collection service to businesses throughout the area.



There are a variety of collection methods, including wheeled bins, sacks, stickers and skips. They also offer a 'one off' collection service by arrangement. There is a charge for all services.

For more information regarding waste removal contact Neath Port Talbot CBC's Commercial Waste Department on:

Tel: 01639 686868

E-mail: tradewaste@npt.gov.uk

DRAINAGE



Drains must have a sufficient gradient or 'fall' to allow all solid and liquid waste to flow away. All appliances connected to the drainage system must be provided with an effective trap. Inspection points must be available, but they must be adequately sealed.

It is recommended that grease traps are installed to prevent the entry of grease/oil into the sewerage system.

POLLUTION

It is necessary to ensure that your premises is not the cause of a Statutory Nuisance to others in neighbouring properties. This covers matters such as smoke, fumes, gases, dust, steam, smell, noise or accumulations or deposits that are prejudicial to health or a nuisance.

For more information regarding statutory nuisances please contact the Pollution Control Team

Tel: 01639 685678 **Fax:** 01639 685677 **E-mail:** ehd@npt.gov.uk

PEST PROOFING



Adequate procedures must be in place to ensure pests are controlled. Food rooms must be kept free from pests. Pests include any animal life unwelcome in food premises, especially insects, birds, rats and mice.

Procedures which should be taken to control pests could include:

- Proofing of entrances and other access points.
- Insect screens.
- Electronic fly killers.
- Good stock rotation of dry goods.
- Regular surveys by competent contractors or trained staff.
- Baiting with pesticides, or monitoring using indicator blocks.



CLEANING MATERIALS / CLEANING SCHEDULES + '2 stage cleaning'

2 Stage Cleaning: Cleaning & Disinfection

Stage 1: clean & remove all visible dirt;

Stage 2: apply an 'approved' disinfectant, at the correct strength and for the correct "contact time"

Note: 'approved' Disinfectants must be to British Standards: BS EN 1276:1997 or BS EN 13697: 2001



Cleaning materials must be clearly labelled, stored in suitably robust containers, and stored away from food. Under no circumstances should cleaning materials or other hazardous substances be decanted into food containers.

Cleaning chemicals brought into food rooms for use should be handled carefully to prevent contamination of food. It is good practice to have a separate cleaning schedule for every piece of equipment and every area of the premises. A cleaning schedule should identify the following:

- The task to be done.
- Frequency of the task.
- Cleaning material and chemicals to be used.
- The method (including details of strip down and reassembly of the equipment).
- Safety Precautions to be taken.
- Who does the job.
- Standard expected.

Effective applications of cleaning schedules should be monitored by the manager or supervisor.

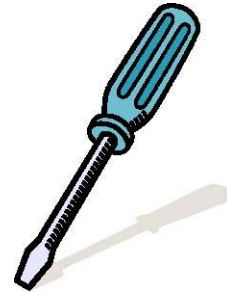
SERVICE LIFTS (including “Dumb Waiters”)

If you are thinking of installing a service lift, the walls of the lift shaft should be smooth. The insides and tops of the lift should be cleaned every day. The haulage apparatus and the lift shaft should be cleaned thoroughly once a week. In this cleaning particular care should be taken to remove any food particles which have fallen down the shaft. There should be a readily accessible means of access for cleaning the lift shaft. The lift door should be kept tightly shut at both ends when the lift is not in use, particularly at night.

MAINTENANCE

You must provide and maintain safe premises and make adequate welfare provisions with respect to:

- Cleanliness and lighting;
- Work areas;
- Temperature and ventilation;
- Condition of floors;
- Falls or falling objects;
- Toilets, washing facilities and drinking water;
- Glazing of doors and windows;
- Window cleaning;
- Traffic routes;
- Escalators, doors and gates;
- Clothing accommodation and changing facilities; and
- Facilities to rest and eat meals.



Electrical systems must be installed and maintained in a safe condition.

More information on electrical systems is available at www.niceic.com and www.hse.gov.uk

There are similar requirements for gas systems and appliances, including LPG. No set inspection of gas systems is specified but it is good practice to have such systems inspected for safety annually.

More information is available at www.hse.gov.uk and www.gassafe.co.uk

You may also contact the health and safety team (Environmental Health) on 01639 685678 for further advice.

STAFF ISSUES

CHANGING FACILITIES

Provision must be made to allow food handlers to change and to store their street clothes and personal effects away from open foods. Depending upon the size of the operation and numbers of employees, a changing area away from foods and lockable secure cupboards may be adequate to meet this requirement. Clean, protective clothing should be worn by food handlers.

PROTECTIVE CLOTHING



Clothing must be clean and should be changed regularly to maintain hygienic standards to protect the food from risk of contamination.

It is good practice for ALL visitors to the kitchen (including maintenance personnel) to wear protective clothing and hats if they present a risk of contamination.

Standards of clothing may differ depending upon the duties carried out. The following would fulfil the requirement

Personnel preparing open food- clean coat, tunic uniform or similar, plus head covering. Safety shoes should be considered.

Store man/Driver- Clean coat or over-garment.

Waiters/ waitresses/ bar staff- clean clothing, tunic or uniform.

Staff who prepare 'high risk' food should not travel to their place of work in their protective clothing. They should also remove protective clothing if they leave the premises for other reasons.

ILLNESS POLICY

No person, known or suspected to be suffering from, or to be a carrier of, a disease likely to be transmitted through food or while suffering, for example with infected wounds, skin infections, sores or with diarrhoea, shall be permitted to work in any food area in any capacity in which there is a likelihood of directly or indirectly contaminating food.

When you become aware that you or a member of staff is suffering from one of the conditions listed, you have the legal responsibility to take the necessary action. This may involve exclusion from work altogether, or exclusion from certain jobs.

Any person working in a food handling area must report certain illnesses or conditions to the proprietor where there is a likelihood of them directly or indirectly contaminating the food. They must immediately report if they:

- Know or suspect that they are suffering from or are a carrier of a disease likely to be transmitted through food.
- Are suffering from an infected wound, a skin infection, sores, diarrhoea or any other condition which involves stomach upset or vomiting.



People suffering from food borne disease or infection, including vomiting, diarrhoea, skin infections, sores and open wounds should stay away from working in any food handling areas until they have been free of symptoms for [at least] 48 hours, or medical clearance is obtained.

Certain illnesses may require a longer exclusion period or even medical clearance before it is safe to work with food again. Consequently, it is good practice for the manager to consult the Food Section, Neath Port Talbot County Borough Council for advice on the exclusion of the staff member from food handling and on their suitability to return after illness.

PERSONAL HYGIENE

Persons working in food handling areas must also practice good hygiene. They must for example:

- Have clean hands if they are handling food.
- Not smoke or spit in the food handling area.
- Not eat or drink whilst handling food.
- Have clean hair tied back and covered
- Cover wounds likely to cause risk of contamination of foods (on hands or other exposed parts of the body) with waterproof dressings. It is good practice to use brightly coloured wound dressings that are easy to spot if they come off.
- Not wear jewellery or false nails or nail varnish that may present a risk of contamination



HAND WASHING

Effective hand washing is extremely important to help prevent harmful bacteria from spreading from people's hands to food, work surfaces, equipment etc. Make sure that all staff that work with food wash their hands properly:-

- When entering the food handling area e.g. after a break or going to the toilet.
- Before preparing food.
- After touching raw food, such as meat/poultry and eggs.
- After handling food waste or emptying a bin.
- After cleaning.
- After blowing your nose.

Don't forget that staff should dry hands thoroughly on a disposable towel – harmful bacteria can spread more easily if your hands are wet or damp.

QUALIFICATIONS AND TRAINING

The legislation requires those within a food business to have the necessary knowledge to ensure that they do not compromise the safety of food whilst carrying out their duties, whether through the direct handling of food or the management of the business and its food safety management procedure. Compliance cannot be demonstrated simply by having attended a formal training course or the production of a certificate; managers and staff must actively put their knowledge of food hygiene into practice in the workplace, regardless of how this has been gained. Enforcers will therefore make judgements on compliance based on evidence obtained from:

- **Questioning managers and staff.**
- **Observing work practices.**
- **Any relevant documentation.**

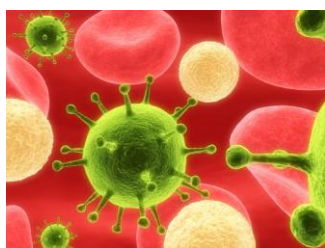
It is good practice to compile records of any training undertaken by staff.

See page 53 for details of local Food Hygiene Training Providers. Also, the Food Standards Agency (FSA) website has useful information at www.food.gov.uk. The FSA also have a food hygiene training DVD available to compliment their "SFBB" (Safer Food, Better Business) packs.



KEEPING FOODS SAFE

- You must not accept raw materials or ingredients, or any other material used in processing products, if they are known to be, or might reasonably be expected to be, contaminated in a way that means the final product would be unfit for human consumption.
- You must store raw materials and all ingredients in appropriate conditions, designed to prevent harmful deterioration and protect them from contamination.
- At all stages of production, processing and distribution, you must protect food against any contamination likely to make it unfit for human consumption, harmful to health or contaminated in a way that means it would be unreasonable to expect it to be eaten in that state.
- Hazardous and/or inedible substances must be adequately labelled and stored in separate and secure containers.



You also need to make sure that the food you make or sell complies with specific 'microbiological criteria'. These criteria put limits on the levels of certain bacteria that are allowed to be in foods. In practice, most small catering businesses and small food shops may not need to do any testing of the levels of bacteria in the food they make or sell. But you must be able to show that you have suitable food safety management procedures in place that control the levels of bacteria in food. Information packs and guidance produced by the Food Standards Agency and industry good practice guides will help you comply with these requirements.

CROSS-CONTAMINATION

Cross contamination & direct contamination occur when bacteria are spread between food, surfaces or equipment. It is most likely to happen when raw food touches (or drips onto) ready-to-eat food, equipment or surfaces.

Cross contamination is one of the most common causes of food poisoning. Do the following things to avoid it:-

- Clean and disinfect surfaces, chopping boards and equipment thoroughly before you start preparing food and after you have used them to prepare raw food.
- Use different chopping boards and knives for raw and ready-to-eat food.
- Wash your hands before preparing food.
- Wash your hands thoroughly after touching raw food.
- Keep raw and ready-to-eat food apart at all times.
- Store raw food below ready-to-eat food in the fridge. If possible, use separate fridges for raw and ready-to-eat food.
- Make sure that your staff know how to avoid cross-contamination.

TEMPERATURE CONTROL

- You must not keep foods at temperatures that might cause a risk to health (see below).
- The 'cold chain' must not be interrupted for foods that rely on temperature control for their safety. However, you are only allowed to have foods outside temperature control for limited periods of time to allow you to prepare, transport, store, display and serve food, as long as this does not cause a risk to health.
- If you manufacture, handle and wrap processed foods, you must have suitable rooms, large enough to store raw materials and processed materials separately, and enough separate refrigeration storage.
- If foods are going to be kept or served at chilled temperatures, you must cool them as quickly as possible after cooking (or other heat processing), or after final preparation if you are not heating the foods, to a temperature that does not cause a risk to health (see below)



What the Law says

Cold foods - must be kept at 8°C or below

Hot foods - must be kept at 63°C or above

This is a legal requirement in England and Wales.

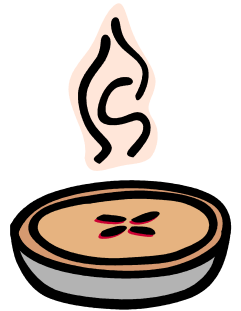
When you reheat food, make sure that it is piping hot all the way through. Ensure food that is re-heated/re-cooked reaches a temperature of above 75°C for 30 seconds.

Note: fresh fishery products and shelled or shucked molluscs/crustaceans, have their own temperature requirements- they must be kept at a temperature "approaching melting ice". This is generally considered to be between 0°C and 4°C.

Cooking

Thorough cooking kills most harmful bacteria in food. So it is extremely important to make sure that food is cooked properly. When cooking or reheating food, always check that it is piping hot all the way through. It is recommended that a probe thermometer is used and that the centre of the food reaches a temperature of 75°C for 30 seconds.

It is especially important to make sure that you thoroughly cook poultry, rolled joints and products made from minced meat, such as burgers and sausages. This is because there could be bacteria in the middle of these types of products. They should not be served pink or rare and should be piping hot all the way through. Whole cuts of meat (such as steaks) and whole joints of beef and lamb can be served pink/rare as long as they are fully sealed (seared) on the outside.



Service and display

When you are serving or displaying food, you can keep it out of temperature control for a limited period of time, **but you will have to prove this.**

- Cold food can be kept above 8°C for up to four hours. You can only do this once. If any food is left after this time, you should throw it away, or keep it chilled at 8°C or below. (N.B. keep records to prove this).
- Hot foods can be kept below 63°C for up to two hours. You can only do this once. If any food is left after this time, you should throw it away, reheat it to 63°C or above, or cool it as quickly as possible to 8°C or below. Remember to keep the food at a safe temperature until it is used. Remember you should only do this if you need to and it is very important not to keep food out of temperature control for longer than these times. (N.B. keep records to prove this).

Defrosting

- If you defrost any foods you must do this in a way that minimises the risk of harmful bacteria growing, or toxins forming, in the foods. While they are being defrosted, you must keep foods at a temperature that would not result in a risk to health. It is recommended that food is defrosted in a refrigerator overnight.
- Where liquid coming from the defrosting food may present a risk to health (e.g. when defrosting raw meat) you must drain it off adequately.
- Following defrosting, food must be handled in ways that minimise the risk of harmful bacteria growing or toxins forming (e.g. keeping it in the fridge).

WRAPPING & PACKAGING

If you wrap or package foods as part of your business (including selling food to take away) then you must follow these requirements.

- Material used for wrapping and packaging must not be a source of contamination.
- You must store wrapping materials so they are not exposed to a risk of contamination.
- You must carry out wrapping and packaging in a way that avoids contamination of products. You must take care, where appropriate, that the container is clean and not damaged, particularly if you use cans and/or glass jars.
- If you re-use any wrapping and/or packaging material for foods, it must be easy to clean and, where necessary to disinfect.
- Additionally, specific rules apply where materials are in contact with food.



FOOD STORAGE

Foods should be stored to prevent harmful deterioration and protect them from contamination. Certain foods must be stored in a refrigerator or freezer. 'Ready to eat' foods must be stored away from raw foods- see Government guidance on *E. coli* 0157, available from www.food.gov.uk. Ideally, separate fridges should be provided- otherwise strict controls would be needed to ensure separation within a single fridge (with raw foods (particularly raw meats) being stored at the bottom- so that cross contamination does not occur, and juices do not contaminate any other stored items). "Day-dots" or food labels should be on all products. All products should be satisfactorily wrapped or sealed in lidded containers. Foods should not be stored on the floor.

OTHER CATERING ESTABLISHMENTS

MOBILE VEHICLES, STALLS, TEMPORARY PREMISES

Structures such as marquees, stalls and vans come under this category and are subject to the same hygiene requirements as other food businesses.

- Mobile Vehicles must not be sited close to sources of contamination or pests.
- If the premises cannot be proofed against pest access, then food must not be stored in the temporary premises unless it is in a storage unit or container that itself prevents access of pests.
- Surfaces in contact with food must be in a sound condition and be easy to clean and, where necessary, disinfect. This will require the use of smooth, washable, non toxic materials.
- Food contact surfaces must be cleaned and disinfected frequently.
- Equipment should be clean and free from contamination before the start of a work session.
- Solid waste must be removed frequently from food preparation and storage areas. It must be stored in lidded containers whilst awaiting collection from the site.
- There must be a basin or basins used for hand wash only, provided with hot and cold water or water at a suitable temperature, soap or detergent and a means of hand drying.
- A wholesome supply of hot and cold water must be available for washing tools and equipment together with a supply of detergent. Adequate provision must be made for the cleaning of food stuffs.
- It is good practice to use separate sinks for food washing. Where this is not possible, the sink should be cleaned between different activities.
- Temporary facilities will ideally be connected to a potable (drinking water) supply, preferably the mains water supply. Where this is not practicable, tanked supplies or water bowsers may be used but these must be of a potable standard.

Most Mobile food businesses require a STREET TRADING LICENCE before being allowed to trade.

You can contact the Licensing Section for more details. Their details can be found in the USEFUL CONTACTS section of this booklet.



CATERING FROM DOMESTIC PREMISES

This section is aimed to help those people who are planning to set up a business which involves preparing food from their own home

Like all other food businesses there is a legal requirement that Food business operators must register their establishments with the appropriate competent authority (Neath Port Talbot County Borough Council) at least 28 days before commencing business.



For more information on premises registration see the **FOOD PREMISES REGISTRATION** section.

As the person responsible for making the food it is your responsibility to ensure that the food is safe to eat. As with all other Food businesses you have to comply with:

- **Food Safety Act 1990**
- **Food Hygiene (Wales) Regulations 2006**
- **Regulation EC No 852/2004**

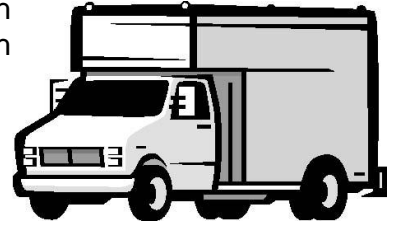
Premises shall be designed, constructed and kept clean and maintained in good repair and condition, to avoid the risk of contaminating foodstuffs and harbouring pests:

- Traditional domestic structural finishes may be satisfactory if they can be kept clean and are maintained in good repair & are deemed suitable for their intended commercial use.
- Food contact surfaces must be cleaned and disinfected regularly. They should be clean and disinfected before beginning commercial food preparation.
- A sink with hot & cold water must be available to wash tools and equipment together with a supply of detergent.
- A single mixer tap is acceptable, or water supplied at a regulated temperature from a heating unit. A hot water supply is only not essential if that sink is to be used exclusively for food preparation.
- Facilities for hand washing must be available together with soap and water and a means of hand drying.
- Surfaces in contact with food must be in sound condition and be easy to clean and, where necessary, disinfect. This will require the use of smooth, washable, non toxic materials.
- An automatic dishwasher is recommended.
- A wholesome supply of cold water must be available in sinks used to wash food. Cold water from the rising main of a mains supply could be expected to satisfy this requirement.
- Food waste must be removed regularly from the kitchen and stored in lidded bins or containers awaiting removal from site. If commercial food preparation creates significant amounts of food waste, arrangements should be made to have it removed more frequently than normal domestic collection.
- The person operating the food business must ensure that suitable equipment is available to achieve good temperature controls for the type of food preparation that is carried out.
- Many domestic refrigerators may not consistently achieve the temperature required by law, especially units that do not have fan assisted circulations or which are overloaded.
- Equipment must be available to monitor food temperatures.
- Activities that present a risk of food contamination such as the access of pets, and the handling of laundry (especially heavily soiled materials and nappies) must not happen at the same time as food preparation.
- Separate sinks must be provided for food preparation and equipment washing if the volume of preparation in the kitchen demands it.
- If the same sink is to be used at different times for both food preparation and equipment washing, it should be thoroughly cleaned (including disinfected) between each procedure.

TRANSPORTING FOOD

If there is a need to transport your food or collect your food from the suppliers it is essential that you must do everything to prevent that food from becoming contaminated with dirt or bacteria. Several simple steps may be taken to prevent such occurrences:

- Food should be transported in packaging or containers to protect it from contamination.
- Vehicles and containers must be kept clean and in good repair.
- If raw and cooked foods are being transported together they must be kept apart. This may be achieved by using closed containers.



If foods are required to be refrigerated or frozen then it is essential they are kept at the correct temperature. In such instances cool bags and boxes or refrigerated vehicles should be used.

DISTANCE SELLING

Distance selling means any selling carried out without face-to-face contact with the consumer, e.g. via the internet, text messaging, phone calls, faxing, interactive TV or mail order.



Registering Your Business

Like any other food business, when you start a mail order or internet based food business is a legal requirement that Food business operators must register their establishments with the appropriate competent authority (Neath Port Talbot CBC) **at least 28 days before commencing business**

Contact Trading Standards

You must also seek advice on legal requirements from the Trading Standards Section.

Tel: 01639 685678

Fax: 01639 685677

E-mail: tsd@npt.gov.uk

How Quickly Should Food be delivered if it is sent by Post or courier?

If foods need refrigerating e.g. fish, meat products, cooked foods they should be delivered as quickly as possible, ideally overnight, and they should be kept cool until delivery.

You must ensure that foods are delivered in a way that they do not become injurious to health or unfit for human consumption.

When the customer places an order, make sure the consumer knows when they can expect delivery. If foods that need refrigerating are delivered late, this might mean they haven't been kept cool enough.



How should you package Food for Posting

You should send food in packaging that is strong enough to remain intact. Foods that need refrigerating must be kept cool while they are being transported. Sometimes they will need to be packed in an insulated box with a coolant gel, or in a cool bag. Any packaging should be capable of protecting the food whilst in transit.



Legal Requirements

If you are selling food by mail order, via the internet etc like all food businesses you have a duty to ensure that all food being produced and sold is both safe and wholesome. Remember the food you sell is subject to the full body of UK food law as already explained above.

You should bear in mind in particular when considering the safety aspects of selling food by distance selling the condition which the food is likely to be in when it reaches the purchaser.

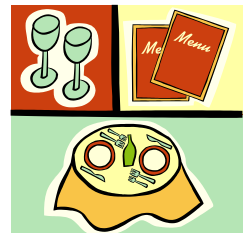
The main law on distance selling is the Consumer Protection (Distance Selling) Regulations 2000. A guide to the regulations is also available from the Office of Fair Trading website (www.oft.gov.uk).

If you are selling via the internet the Electronic Commerce (EC DIRECTIVE) Regulations 2002 will also apply to your business. A guide to these regulations is available to download from the Department of Trade and Industry Website (www.dti.gov.uk).

For more guidance on distance selling please see the 'Useful Publications' section of this booklet.

BUYING AN EXISTING BUSINESS

The following points are a guide to those people thinking of buying an existing food business.



- Do not assume that it meets legal requirements.
- Ask to see a copy of the last food hygiene inspection report.
- Ask if there are any legal notices outstanding. Food hygiene notices are served on the food business operator of the business so will not show up on a property search.
- Remember if you want to make any alterations you should check whether they need planning permission and/or building regulations approval.
- Are the layout and equipment suitable for the type of business you want to run?
- Take legal advice- you will need to Register yourself as the new Food Business Operator.

UTILITIES?

Ensure that you enquire if bills for utilities such as gas, water and electricity supply are up to date and remember to notify your utility providers of the date that you take over.

If you do not notify these companies promptly when you take over the premises, you may have problems with previous outstanding bills, and/or have the utility (EG water supply) disconnected and have to pay re-connection charges/deposit bonds etc.



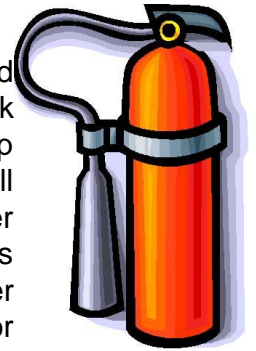
You can Contact Welsh Water By phoning **0800 052 0145**. Or you can write to:

Dŵr Cymru Welsh Water
P.O. Box 690
Cardiff
CF23 5WL

HEALTH AND SAFETY

FIRE SAFETY

You need to ensure that your food business complies with all the requirements laid down in the **Regulatory Reform (Fire Safety) Order**. You must carry out a fire risk assessment at your premises and take reasonable fire safety precautions to help protect you, your staff and customers in the event of a fire. The precautions you will need to take will depend on factors such as the size of your premises or the number of employees. To assist you in the preparation of your Fire Risk Assessment, Guides are available on the Department of Communities and Local Government site under Fire & Resilience. Alternatively they can be purchased from leading book stores. For additional information please contact Mid and West Wales Fire and Rescue Service.



Mid & West Wales Fire & Rescue Service Headquarters,
Lime Grove Avenue,
Carmarthen,
SA31 1SP

Neath Port Talbot County Command
Mid & West Wales Fire & Rescue Service,
Upper Cimla Road,
Neath,
SA11 3UG

Tel: 0370 6060699
Fax: 01267 220562
E-mail: neathporttalbot@mawwfire.gov.uk
Web: www.mawwfire.gov.uk



FIRST AID AND ACCIDENTS



It is a legal requirement to provide first-aid equipment, trained employees and facilities relative to your size and risks, to cover your employees.

All accidents must be recorded in the company's accident book/record which needs to be compliant with Data Protection principles.

These accident books should be reviewed regularly by senior management to ascertain the nature of incidents which have occurred in the workplace. This review should be in addition to an individual investigation of the circumstances surrounding each incident.

It is a legal duty for employers, self employed people and people in control of premises to report work related deaths, major or “over seven day” injuries, work related diseases and dangerous occurrences (including near miss accidents). You should also report any injuries to the public arising out of or in connection with work if they are fatal or they involve a person being taken to hospital for treatment.

The quickest and easiest way to do this is to call the Incident Contact Centre with no need to fill in a report form. Tel. no: 0845 300 9923 Monday – Friday 8.30am – 5.00pm, or online at www.hse.gov.uk/riddor

For more information, the HSE publication ‘Reporting accidents and incidents at work’ (INDG453) can be accessed from the HSE website at www.hse.gov.uk.

Health and Safety Policy

Every employer has a duty to ensure, so far as is reasonably practicable the health, safety and welfare at work of all employees, customers, and visitors and on site contractors. This may impact on the design, construction and operation of food premises and you should therefore assess the risk.



You are required to produce a written Health and Safety policy if you employ 5 or more. It should be specific to your company/undertaking and sets out your general policy for protecting the health and safety of your employees at work. The statement is important because it is your basic action plan on Health and Safety, which all your employees should read, understand and follow. A health and safety policy is basically in 3 parts:

Statement of Intent

State in simple terms your general aims with regard to your employees’ health and safety. You may wish to refer to the Health and Safety at Work Act and stress the importance of co-operation from your workforce. The statement should be signed and dated.

Organisation for Health and Safety

Certain responsibilities under the Health and Safety at Work Act may be delegated to managers and supervisors. Your statement should show clearly how these duties are allocated. Where key individuals are named their responsibilities must be defined.

Arrangements for Health and Safety

Describes the systems and procedures for ensuring employees' health and safety. You should analyse the activities carried out by your company and think of the hazards that could arise. The hazards should then be listed with rules and precautions for avoiding them. This is called a risk assessment. An assessment of the risk is a careful examination of what, in your work, could cause harm to people, so that you can weigh up whether you have taken enough precautions or should do more to prevent harm. The aim is to make sure that no one gets hurt or becomes ill. For more information on risk assessments see the HSE publication "5 steps to risk assessment" available from www.hse.gov.uk.

You should also cover the arrangements for dealing with injury, fire and other emergencies and your arrangements for providing instruction, training and supervision necessary to ensure the safe systems are always adopted and adhered to.

Risk Assessment

The law says you must assess and manage the health and safety risks of your business. A risk assessment is simply a careful examination of what, in your work, could cause harm to people, so that you can weigh up whether you have taken enough precautions or should do more to prevent harm. Workers and others have a right to be protected from harm caused by a failure to take reasonable control measures.

Accidents and ill health can ruin lives and affect your business too if output is lost, machinery is damaged, insurance costs increase or you have to go to court. You are legally required to assess the risks in your workplace so that you put in place a plan to control the risks.

The method below (5 steps to risk assessment) is the most straightforward for most organisations.

- Step 1: **Identify** the hazards
- Step 2: **Decide** who might be harmed and how
- Step 3: **Evaluate** the risks and decide on precautions
- Step 4: **Record** your findings and implement them
- Step 5: **Review** your assessment and update if necessary.

For more information on risk assessments visit the HSE website www.hse.gov.uk

This is not the only way to do a risk assessment. There are other methods that work well, particularly for more complex risks and circumstances.

For further advice and information on health and safety at work visit the HSE website www.hse.gov.uk or contact:

Health and Safety and Wellbeing Section
Environmental Health
Neath Port Talbot CBC
Tel: 01639 685678
e-mail: ehd@npt.gov.uk

PAPER WORK AND FINANCES

TYPES OF BUSINESS

The main types of business include:

- **'Sole Trader'** –if you are self employed
- **Partnership**- with another person or more than one person
- **Limited Company**

Before you start trading you will need to decide which business type you fall under. For more information visit the Business Link website: www.businesslink.gov.uk.

BUSINESS NAMES : COMPANIES ACT 2006

All businesses / trading entities must have a formal trading name, which must be displayed in a prominent position where suppliers and customers have access to it, at every premises where that business operates.

The trading name(s) and business address must appear on all Orders, Invoices, Receipts and Demands for payment.

For further information, please contact Trading Standards on 01639 685678.

INSURANCE

The main types of Insurance to consider / obtain are:-

1. Employers' Liability Insurance- under the Employers' Liability (Compulsory Insurance) Act 1969
2. Public Liability insurance
3. Product Liability insurance.



SELF EMPLOYMENT

Everyone starting out on their own needs to register with HM Revenue & Customs. You must do this as soon as you start or within the first three months, even if you already use a Self Assessment tax return. There are penalties for not registering. As a self employed person you are responsible for paying your own tax.

For more information regarding self employment or tax issues, visit the HM Revenue & Customs website: www.hmrc.gov.uk , or call the HMRC helpline for newly self-employed people on **08459 15 45 15**.

Alternatively, HM Revenue & Customs have produced information leaflets 'Are you thinking of working for your self' & "Working for yourself- The Guide" which are available to pick up at your local tax office.

VAT REGISTRATION

VAT stands for 'Value Added Tax'. VAT registered businesses charge VAT on the goods and services they provide. If your business has a turnover (not just profit) above the 'registration threshold', it must be VAT registered.

For more information about VAT registration or when you need to charge VAT contact HM Revenue & Customs on 0845 010 9000 or visit www.hmrc.gov.uk.



RECORD KEEPING

It's all about making things easier for you. The law says you must keep appropriate records – also, you would find it difficult to fill in your Self Assessment tax return without them. Bank statements, receipts and cash transaction records etc are all vital for working out your profits for the year – this information is used to calculate your tax and National Insurance. You must keep all records for at least five years.

Remember to keep all the invoices and receipts for goods that you buy etc.

If you would like advice about record keeping, contact HM Revenue & Customs on 0845 010 9000 or visit www.hmrc.gov.uk.

PAYING EMPLOYEES

If you are employing people it is your duty to work out and pay your employees' tax and National Insurance contributions. These come out of the wages you pay them.

You will need to keep a record of everything you pay your employees and you must make sure that you keep to employment law concerning issues such as employees rights, minimum wage, working hours, equal opportunities etc.



If you would like advice contact HM Revenue & Customs on the new employers' helpline 0845 607 0143 or visit www.hmrc.gov.uk/newemployers.

NEW FOOD BUSINESS – Key Points

Planning a New Food Business

Consult with Local Authority Environmental Health



The first step in planning a new food business is to consult Neath Port Talbot CBC Food Section with whom you will be able to discuss your plans and they will be able to provide advice, or if necessary an advisory visit. It is important to keep the Food Section updated with any progress you make.



Planning Permission & Building Regulations

If you are starting a food business in premises which are presently not used for this purpose, or you are changing from one type of food business to another or you are thinking about replacing an external fume extraction system or building an external smoking shelter you may need planning permission.



If you are building a new food premises or changing an existing building to accommodate a new food business you may require Building Regulations Approval.



Sanitary Accommodation



You will need to provide an adequate number of customer lavatories if you are running a business classed as a place of entertainment or you are selling food or drink to the public for consumption on the premises.



Appropriate Layout, Design, Construction & Size



You must ensure that the layout, design, construction and size of your food premises:

- Avoids the accumulation of dirt
- Allow food to be prepared safely
- Allow effective cleaning

Adequate Procedures must be in place to ensure pests are controlled.



Provision must be made to allow food handlers to change and to store their street clothes and personal effects away from open foods.

Under the **ENVIRONMENTAL PROTECTION ACT 1990** you have a **DUTY OF CARE** regarding how you dispose of your waste. As commercial refuse is not included in your business rates you must pay for an authorised waste carrier to remove your waste from your premises.



Waste cooking oil **must not** be poured down drains or sewers nor should waste cooking oil be disposed of with the rest of the catering or kitchen waste. Consider installing grease traps.

DISABILITY CONSIDERATIONS



Under the Disability Discrimination Act 1985 you have a legal duty to do what you reasonably can to make your services easier to use by disabled customers



Pollution



It is necessary to ensure that your premise is not the cause of a Statutory Nuisance to others in neighbouring properties. This covers matters such as smoke, fumes, gases, dust, steam, smell, noise or accumulations or deposits that are prejudicial to health or a nuisance.



Licensing Your Food Premises



If you intend to carry out licensable activities at your premises you will need to have an authorisation under the Licensing Act 2003.

These can be through a Premises Licence, club premises certificate or temporary event notice. If you sell alcohol under a premises licence, you will need to appoint a designated premises supervisor who has a personal licence.



Registration of Food Business



It is a legal requirement that Food Business Operators register their establishment with the appropriate Authority (Neath Port Talbot County Borough Council), at **least 28 days** before commencing food operations.

Please remember that it is an offence not to register a food operation with the appropriate local authority



Disclaimer

This is not a fully comprehensive list of all requirements. For more detail please read the rest of this document & refer to the legislation.

Information in this publication is provided in good faith by Neath Port Talbot CBC, which cannot be held responsible for any inaccuracies.

Individual businesses are responsible for checking how the law applies to them in practice.



Food Safety Management

FOOD SAFETY MANAGEMENT SYSTEM



Before you start thinking about anything else, you will need to consider the food that you are going to serve and construct your Food Safety Management System. All food businesses are required by law to have a **documented** food safety management system in place based on the principle of **Hazard Analysis Critical Control Point** (HACCP). Almost all businesses will need to put into place these procedures but the type of system you will need depends on the size of your business. For small food businesses the Food Standards Agency has developed a pack "Safer Food, Better Business". This is an innovative and practical approach to food safety management and there are packs available for both Caterers and Retailers. If you would like to order a copy of either of these packs call 0845 606 0667 or email foodstandards@ecgroup.uk.com.



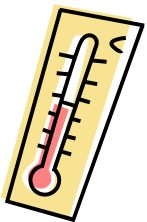
QUALIFICATIONS & TRAINING



The legislation requires those within a food business to have the necessary knowledge to ensure that they do not compromise the safety of food whilst carrying out their duties, whether through the direct handling of food or the management of the business and its food safety management procedure. Compliance cannot be demonstrated simply by having attended a formal training course or the production of a certificate; managers and staff must actively put their knowledge of food hygiene into practice in the workplace, regardless of how this has been gained.



KEEPING FOODS SAFE



All foods must be kept safe from the time it is received from suppliers, to the time it is sold to customers. You must ensure food is stored, handled, prepared, cooked and reheated safely. Cross-contamination of food must be avoided and foods must be kept at the correct temperature.



TRACEABILITY



Under Article 18 of EC Regulation No 178/2002, food businesses are required to:

- Identify their suppliers of food, food-producing animals and any other substance intended or expected to be incorporated into food;
- Identify the businesses to which they have supplied products; and
- Produce this information to the competent authorities on demand.



PREVENTING & RESPONDING TO FOOD INCIDENTS

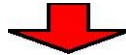


All businesses, irrespective of size, should be taking all reasonable precautions to ensure that the produce they supply meets safety requirements. Nevertheless, businesses are legally required to inform their local authority if there is reason to believe that food is not compliant with food safety requirements. Businesses should immediately withdraw, or if necessary recall, food if they have reason to believe it is unsafe.

LABELLING & COMPOSITION OF FOOD



There are different standards that need to be adhered to depending on whether you will be catering or a food retailer. Nevertheless, you have to ensure that the food you sell is properly labelled and that the food you are using or selling is within its use by dates. In addition the food that you sell must not contain any harmful levels of additives such as artificial colours or preservatives. Similarly, if your food contains ingredients that are irradiated, or genetically modified (GM), you must declare this on the food label, on the menu, or on a notice visible to your customers.



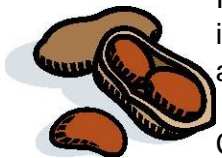
ILLNESS



No person, known or suspected to be suffering from, or to be a carrier of, a disease likely to be transmitted through food or while suffering, for example with infected wounds, skin infections, sores or with diarrhoea, shall be permitted to work in any food area in any capacity in which there is a likelihood of directly or indirectly contaminating food.



ALLERGENS



It's very important for all caterers to be aware about food allergy and to take it seriously. This is because when someone eats a food they are allergic to, even the tiniest amount can cause a very severe reaction called anaphylaxis, which can be life threatening.

Caterers can take some simple steps to try and reduce the chances of food being contaminated with allergens through correct storage, effective cleaning and hand washing, segregation of areas & equipment and training.

More information on allergens and cooking for customers with food allergies can be found on the Food Standards Agency Website at: <http://www.food.gov.uk/safereating/allergyintol/caterers/>



Disclaimer

This is not a fully comprehensive list of all requirements. For more detail please read the rest of this document & refer to the legislation.

Information in this publication is provided in good faith by, Neath Port Talbot CBC which cannot be held responsible for any inaccuracies.

Individual businesses are responsible for checking how the law applies to them in practice.

USEFUL PUBLICATIONS

FOOD STANDARDS AGENCY PUBLICATIONS

[Starting up- your first steps to running a catering business- Welsh](#)
[Starting up- your first steps to running a catering business- English](#)
[Starting up- your first steps to running a catering business- Bengali](#)
[Starting up- your first steps to running a catering business- Chinese](#)
[Starting up- your first steps to running a catering business- Gujarati](#)
[Starting up- your first steps to running a catering business- Hindi](#)
[Starting up- your first steps to running a catering business- Punjabi](#)
[Starting up- your first steps to running a catering business- Turkish](#)
[Starting up- your first steps to running a catering business- Thai](#)

[Food Hygiene- A Guide for businesses](#)

A general guide to food hygiene regulations

[Food Law Inspections and Your Business](#)

Explains the inspections process

[Eggs: What caterers need to know](#)

Gives advice for caterers on using eggs safely

[Germs Love to Travel](#)

Advice on avoiding the spread of germs

[Food Allergy: What you need to know](#)

Tips to avoid certain foods

['Safer Food Better Business for Caterers' pack](#)

A food safety management pack for caterers

['Safer Food Better Business for Retailers' pack](#)

A food safety management pack for retailers

[Natural Toxins](#)

Fact sheet what natural toxins are and where they are found

[Principles for preventing and responding to food incidents](#)

Advice on how to prevent and respond to food incidents

[Better Food Labelling Report](#)

Consumer research into better food labelling

These publications (and more) are available from the Food Standards Agency. For more details contact the Food Standards Agency on:-

Website: www.food.gov.uk

Tel: 0845 606 0667.

Minicom: 0845 606 0678

Fax: 020 8867 3225

E-Mail: foodstandards@ecgroup.uk.com

HEALTH AND SAFETY PUBLICATIONS

[An introduction to Health and Safety](#)

[COSHH, a brief guide to the regulations](#)

[RIDDOR Explained](#)

[First aid at work](#)

[First steps to risk assessment](#)

[Heat stress in the workplace: what you need to know as an employer](#)

[Managing Health and Safety pays in the catering industry](#)

[Health and safety training pays in the catering industry: Guidance for owners and managers](#)

[The main Health and Safety law applicable to catering](#)

[Safety Signs in the Catering Industry](#)

[Reporting accidents in the catering industry](#)

[Health and safety of new and expectant mothers in the catering industry](#)

[Health and safety of waiting staff](#)

[Health and Safety of Children and young people in catering](#)

[Safe use of cleaning chemicals in the hospitality industry](#)

[Preventing slips and trips in kitchens and food service](#)

[Gas safety in catering and hospitality](#)

[Ventilation of kitchen in catering establishments](#)

[Maintenance priorities in catering](#)

[Precautions at manually ignited gas-fired catering equipment](#)

[Safety during emptying and cleaning of fryers](#)

[Workplace transport safety in food and drink premises](#)

[Hygiene design of machinery in the food and drink industry](#)

[Preventing falls from height in the food and drink industries](#)

[Reducing noise exposure in the food and drink industries](#)

All these publications are available free from the **Health and Safety Executive**. You can access these publications via the HSE website on

www.hse.gov.uk/pubns/caterdex.htm

OR you can order publications from www.hsebooks.co.uk or by calling **01787 881165**

BUSINESS LINK PUBLICATION

[The No-Nonsense Guide to Government rules and regulations for setting up your business](#)

This can be ordered by:

E-Mail: pubs.team@bis.gsi.gov.uk

Website: www.dti.gov.uk/publications

Telephone: 0845 015 0010

Text phone: 0845 015 0030

Fax: 0845 015 0030

HM REVENUE & CUSTOMS

[‘Are you thinking of working for your self’](#)

These publications can be ordered from:

Web: www.hmrc.gov.uk

Telephone: 08459 15 45 15

Fax: 0845 9000 604

USEFUL CONTACTS

Neath Port Talbot CBC

Food & Health & Safety Section

Tel: 01639 685678, Fax: 01639 685677,

Email: ehd@npt.gov.uk

Planning

E-mail: planning@npt.gov.uk

Tel: 01639 686738 - Robert Bowen (North Team)

01639 686754 – Melissa Hall (Central Team)

01639 686737 – Nicola Lake (South Team)

Licensing

E-mail: licensing@npt.gov.uk

Website: www.npt.gov.uk/licensing

Tel: 01639 763050

Waste Management Tel: 01639 686868

E-mail: tradewaste@npt.gov.uk

Website: www.npt.gov.uk/tradewaste

Pollution Control Team Tel: 01639 685678, Fax: 01639 685677,

E-mail: ehd@npt.gov.uk

Trading Standards

Tel: 01639 685678, Fax: 01639 685677,

E-mail: tsd@npt.gov.uk

MORE CONTACTS

MID AND WEST WALES FIRE AND RESCUE SERVICE

Tel: 0370 6060699, Fax: 01267 220562. E-mail: mail@mawwfire.gov.uk

BUSINESS EYE (Wales)

Tel: 0845 96 97 98, Website: www.busesseye.org.uk

BUSINESS LINK (England)

Tel: 0845 600 9006, Website: www.businesslink.gov.uk

FLEXIBLE SUPPORT FOR BUSINESS

Tel: 03000 603000

E-mail: businesssupport@wales.gsi.gov.uk

HM REVENUE & CUSTOMS

New Employers' Helpline: 0845 607 0143 Helpline for newly self-employed people: 08459 15 45 15

National Minimum Wage helpline: 0800 917 2368 VAT Registration: 0845 010 9000 Website:

www.hmrc.gov.uk

HEALTH AND SAFETY EXECUTIVE

Tel: 0845 345 0055, Website: www.hse.gov.uk

EQUAL OPPORTUNITIES COMMISSION

Tel: 0845 604 8810, Website: www.eoc.org.uk

COMPANIES HOUSE

Tel: 0303 1234 500, Website: www.companieshouse.gov.uk

INSTITUTE OF HOSPITALITY

Tel: 020 8661 4900, Website: www.instituteofhospitality.org

BRITISH HOSPITALITY ASSOCIATION

Tel: 0207 404 7744, Website: www.bha.org.uk

BRITISH BEER AND PUB ASSOCIATION

Tel: 020 7627 9191, Website: www.beerandpub.com

BRITISH INSTITUTE OF INNKEEPING

Tel: 01276 684449, Website: www.bii.org



LIST OF LOCAL FOOD HYGIENE TRAINING CENTRES

Other courses and providers are available. Inclusion on this list is not intended as an endorsement by Neath Port Talbot County Borough Council

1. The Skills & Training Centre, Unit A Milland Rd, Neath. (Neath Port Talbot CBC)
Tel: 01639-636 467 / 686868.
2. Neath Port Talbot Council- Dept of Education & Lifelong Learning, Port Talbot.
Tel: 01639 898581 / 686868.
3. Neath Port Talbot College
Tel: 01639-648585 / 686868.
4. Swansea College
Tel: 01792-284 401.
5. Bridgend College
Tel: 01656-302 363.
6. Food Safety Rules
www.foodsafetyrules.co.uk
Contact = Lynda John (Tel: 01639-644 532).
7. ECJ Training
www.ecjtraining.co.uk
Contact = Elaine Clark (Tel: 01792-515 397 / 07530-906 460).
Email: ecjtraining@ntlworld.com
8. Holistic Services Ltd
www.holisticservices.com
Contact = Steve Beynon (Tel: 01792-324 697).
9. Network Training Services Ltd
www.networktrainingservices.co.uk
Contact = Jeffery Davies (Tel: 01639-893 229).

The Chartered Institute of Environmental Health will also be able to provide you with details of other training centres that run food hygiene courses. They can also provide details of trainers who run courses in languages other than English. Their telephone number is 0207 928 6006 or visit their website at www.cieh-coursefinder.co.uk

Accredited courses are also run by :

Royal Society for the Promotion of Health

Tel: 0207 630 0121

Fax: 02079766847

www.rsph.org

Society of Food Hygiene Technology

Tel: 01590 671 979

Fax: 0159 0671 359

Local / Regional Centres providing training in other languages:

Bengali

10. www.fhass.co.uk
Contact = Mr Saleh Ahmed (07970-424293)
Saleh_a@hotmail.co.uk

Chinese

11. Lotus House Training
Contact = Sandra Cheung (07970-851695)
Lotus_house888@yahoo.co.uk
12. Business College Swansea –
Level 2 in Food Hygiene delivered in English, but Chinese test paper available.
Tel: 01792-284401
13. Janice Chan – China Enterprise
Tel: 07900-837664
14. Swansea Chinese Community Centre Co-operative
Tel: 01792-469919

Turkish

15. Iknur Bulbul
Demir3752003@yahoo.co.uk
Tel: 01792-793689

Other courses and providers are available. Inclusion on this list is not intended as an endorsement by Neath Port Talbot County Borough Council



List of Waste Oil Companies

1. C & D Oil
Newquay Road
Stephen Street Industrial Estate
Newport
NP19 4PL
Tel: 01633 281000
www.cdoil.co.uk
2. Sundance Renewables Sustainable Energy Co-operative Ltd
Capel Hendre Industrial Estate
Ammanford
Carmarthenshire
SA18 2SJ
Tel: 01269 842401
Tel: 0845 458 2397
www.sundancerenewables.org.uk
3. Hodge Oil
Tel: 01443 453275
4. Agri energy
Northampton Road
Blisworth
Northampton
NN7 3DR
Tel: 0845 1252581
www.agrienergy.co.uk

Some wholesalers and “Cash & Carry” outlets provide a ‘sale & return’ service for oil that is purchased from them. Other companies are available. Inclusion on this list is not a recommendation by Neath Port Talbot County Borough Council.

APPLICATION FOR THE REGISTRATION OF A FOOD BUSINESS ESTABLISHMENT

(Regulation (EC) No. 852/2004 on the Hygiene of Foodstuffs, Article 6(2))

This form should be completed by food business operators in respect of new food business establishments and returned to Neath Port Talbot County Borough Council at the address below 28 days before commencing food operations. On the basis of the activities carried out, certain food business establishments are required to be approved rather than registered. If you are unsure whether any aspect of your food operations would require your establishment to be approved, please contact Environmental Health and Trading Standards, Neath Port Talbot CBC (Tel 01639 685678) for guidance.

1. **Address of establishment** _____
(or address at which moveable establishment is kept) Post Code _____

2. **Name of food business** _____ Telephone No. _____
(trading name)

3. **Full Name of food business operator** _____

4. **Address of Food Business Operator** _____
_____ Post Code _____

Telephone No. _____ **E-Mail** _____

5. **Type of food business** (Please tick ALL the boxes that apply):

Farm Shop <input type="checkbox"/> Food manufacturing/processing <input type="checkbox"/> Packer <input type="checkbox"/> Importer <input type="checkbox"/> Wholesale/cash and carry <input type="checkbox"/> Distribution/warehousing <input type="checkbox"/> Retailer <input type="checkbox"/> Restaurant/café/snack bar <input type="checkbox"/> Market <input type="checkbox"/> Seasonal Slaughterer <input type="checkbox"/>	Staff restaurant/canteen/kitchen <input type="checkbox"/> Catering <input type="checkbox"/> Hospital/residential home/school <input type="checkbox"/> Hotel/pub/guest house <input type="checkbox"/> Private house used for a food business <input type="checkbox"/> Moveable establishment e.g. ice cream van <input type="checkbox"/> Market stall <input type="checkbox"/> Food Broker <input type="checkbox"/> Takeaway <input type="checkbox"/> Other (Please give details): _____ _____
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6. **Type of Business:**

Sole Trader ☐
 Partnership ☐
 Limited Company ☐
 Other (Please give Details) ☐

(If Limited Company, please complete 7. below)

7. **Limited Company Name** _____ **Company No.** _____

Registered Office Address _____
_____ Post Code _____

8. **Number of vehicles or stalls kept at, or used from, the food business establishment and used for the purposes of preparing, selling or transporting food:**

5 or less ☐ 6-10 ☐ 11-50 ☐ 51 plus ☐

9. **Water Supplied to the Food Business Establishment** Public (Mains) Supply ☐ Private Supply ☐

10. **Full Name of manager (if different from operator)** _____

11. **Date business started** _____
or Date you intend to open

12. **If this is a seasonal business** _____
Period during which you intend to be open each year

13. **Number of people engaged in food business** 0-10 ☐ 11-50 ☐ 51 plus ☐ (Please tick one box)
Count part-time worker(s) (25 hrs per week or less)
as one-half

Signature of Food Business Operator _____

Date _____

Name _____
(BLOCK CAPITALS)

The completed form should be sent to: **Neath Port Talbot CBC**
Environmental Health and
Trading Standards
Civic Centre
Neath, SA11 3QZ

AFTER THIS FORM HAS BEEN SUBMITTED, FOOD BUSINESS OPERATORS MUST NOTIFY ANY CHANGES TO THE ACTIVITIES STATED ABOVE TO NEATH PORT TALBOT CBC, AT THE ADDRESS BELOW AND SHOULD DO SO WITHIN 28 DAYS OF THE CHANGE(S) HAPPENING.