



Public Protection Department

## **ADVICE ON STARTING A NEW FOOD BUSINESS**

If you are running a food business or thinking of starting a food business you will need to ensure that the food (or drink) you will be producing is safe for your customer to consume.

This booklet is designed to give you advice and guidance on what you need to do to comply with the food hygiene regulations.

A food business means any undertaking, whether carried on for profit or not and whether public or private, carrying out any or all of the following operations; preparation, processing, manufacture, packaging, storage, transportation, distribution, handling of, or offering for sale food.

This information aims to advise you on all aspects which you need to consider when setting up a new food business, including planning and building control permission, health and safety, licensing, statutory nuisances, waste disposal and of course, FOOD SAFETY.

### **Food Hygiene Legislation**

The Food Safety Act 1990  
The General Food Regulations 2004  
Food Hygiene (Wales) Regulations 2006  
Regulation (EC) 852/2006

These are the regulations that specify the standards that you must meet to ensure food safety.

## **Initial Considerations and Contacts**

### **Planning Permission.**

If you are starting a new food business in premises which has not been used previously for this, you may need to obtain planning permission. Similarly if you wish to open a restaurant or a take-away in a premises which was previously just a retail outlet. Please check with the Planning Department on 01978 292013.

### **Statutory Nuisance to Others.**

It is necessary to ensure that your premises are not the cause of a Statutory Nuisance to neighbouring premises. This covers matters such as smoke, fumes, gases, dust, steam, noise, and accumulations or deposits that are prejudicial to health or a nuisance. Certain planning conditions may apply to control these problems.

### **Storage and Disposal of Waste.**

Adequate arrangements must be made for storage and disposal of waste. This will include ensuring that you have sufficient bins and regular collections by a registered waste carrier.

### **Liquor Licensing**

#### **Licensing Act 2003**

The Licensing Act 2003 became law on 24 November 2005 and this saw the responsibility for the issue of licences for the sale or supply of alcohol pass from the local magistrates court to the Council (the licensing authority).

A Premises Licence, or a Club Premises Certificate, or in certain circumstances a Temporary

Events Notice will be necessary to carry out what is known as 'Licensable Activities' in a premises. These activities are described by the new licensing act as being:

- any sale of alcohol by retail
- the supply of alcohol in a members club
- regulated entertainment, such as films, plays, indoor sports, boxing or wrestling, live or recorded music or dancing
- late night refreshment (hot food or hot drink between 11.00p.m and 5.00a.m the next day).

**More information** on the Licensing Act 2003 can be found on:

Wrexham Council's website

[http://www.wrexham.gov.uk/english/env\\_services/licensing/index.htm](http://www.wrexham.gov.uk/english/env_services/licensing/index.htm)

and the Department for Culture Media and Sport site

<http://www.culture.gov.uk/4051.aspx>

## **Health and Safety**

New and existing businesses have to comply with the Health and Safety at Work etc Act 1974 and health and safety regulations. The Act imposes duties on employers, the self employed and employees to ensure the health and safety of workers and to protect the public from workplace dangers.

Accident statistics show that the main risk areas for the catering and hospitality industry are slips and trips, manual handling accidents and work related contact dermatitis. In the retail sector the main risk areas are slips and trips, manual handling and falls from height. In food manufacturing the main risk areas are manual handling/musculo-skeletal injuries, slips and trips, falls from height, workplace transport (including lift trucks), being struck by something (eg sharp knives or falling objects) and machinery accidents.

More information on health and safety is available from the Health and Safety Executive's website ([www.hse.gov.uk](http://www.hse.gov.uk)) or by telephoning HSE Infoline on 0845 345 0055. The Public Protection Service also publishes a health and safety Business Advice Pack which is available on the Council's website ([www.wrexham.gov.uk](http://www.wrexham.gov.uk)) or by telephoning 01978 292040. For small and medium sized businesses (5-250 employees) in Wales free and confidential advice is also available from Workboost Wales at [www.workboostwales.com](http://www.workboostwales.com) or by telephoning 0845 609 6006.

## **Starting your Food Business**

### **Registering your Food Business**

One of the first things you need to do before you start operating your food business is to register the premises with the Public protection Department. You should do this at least 28 days before opening. A food registration form can be obtained by contacting the Food Safety Section or alternatively a form can be found on our web site.

There is no charge for this service and the Local Authority cannot refuse to register the business.

There are some certain types of premises who do not need to register, but do need to be approved. You can obtain further advice from the food safety section on these types of premises.

Once you have registered your premises an officer from the food safety section will come and make an initial inspection. Different food businesses pose different risks to consumers. This generally depends on the different types of food that you sell, the scale of your production, how you handle, treat and store food and the general condition of the premises. During the inspection the officer will make an assessment of each of these areas and will then decide how often your premises will be visited.

We would always advise that you contact an officer from the food safety team before you start trading so that we can give you any advice and guidance that you require.

## **Initial Considerations**

When first planning to set up your food business, it is important that you think about the type of food which you will be producing or handling, the amount of equipment you will need and the space and layout which will be required. For example, you may need separate areas for the preparation of raw and cooked foods. You will also need to consider what staff will be required and their training in food hygiene. Last but not least, you must put in place the practices and procedures which will ensure that any potential food safety hazards are adequately controlled and monitored. This process of assessing food hazards and putting in place control measures is known as **Food Safety Management**.

## **Food Hygiene (Wales) Regulations 2006 - Regulation (EC) 852/2006**

The following paragraphs contain advice on what is legally required in food premises, together with guidance on how to comply with these requirements. The guidance should be considered as good practice which should play an important role in the way you run your business.

### **Structure – Legal Requirement**

The walls, floors, ceilings, doors and windows to all food premises must be maintained in good repair and condition to permit adequate cleaning/disinfection with no danger of contamination by any external sources of pests.

Drainage facilities must be adequate and they must be designed and constructed to avoid the risk of contamination of foodstuffs.

### **Structure – Recommendations**

The type of material which is suitable for surfaces will of course depend on the activity in each room. It is recommended that areas which are subject to intense use and therefore more liable to damage are provided with a more durable surface. For example, ceramic wall tiles around sinks, work surfaces and ovens will help protect those areas and will be easy to clean, whilst dry stores may only need to be painted with gloss paint or washable emulsion.

### **Equipment – Legal Requirements**

All items that come into contact with food, including packaging must be kept clean, be in good condition and made of suitable material so as to minimise the risk of contamination.

You must ensure that equipment is thoroughly cleaned and where necessary disinfected and be installed so as to allow the surrounding area to be cleaned.

### **Equipment – Recommendations**

The equipment you choose should be suitable for the job. It should be non toxic, smooth, inert to both food and cleaning materials and most important it must be capable of being cleaned/disinfected. To prevent any risk of contamination between open raw and open cooked foods it is recommended that separate surfaces/equipment are used.

### **Work Flow/Layout – Recommendations**

At the planning stage it is worthwhile thinking about the right layout for your kitchen which will facilitate good hygiene practices. For example, you do not want to have a preparation area for high risk ready-to-eat foods next to a dirty area such as the wash-up. Careful consideration to the work flow at this stage can avoid risks of cross contamination later. Bear in mind the usual stages of a catering operation and design your kitchen accordingly. Think about; deliveries, storage, preparation (raw and cooked), cooking, final preparation and serving. Then washing up and cleaning equipment.

### **Cleaning – Legal Requirements**

Food premises must be kept clean and maintained in good repair and condition.

### **Cleaning – Recommendations**

Cleaning should not be limited to the surfaces and equipment which come into contact with food. These of course should be cleaned and disinfected on a daily basis and the ‘clean as you go’ principle also applies. The rest of the premises must also be kept clean, including floors and ceilings etc. It is necessary to protect against the accumulation of dirt which may give rise to contamination or attract pests, or the risk of particles being shed into food. You may find it helpful to devise a cleaning schedule which covers all aspects of the premises, structure and equipment and allocates cleaning tasks to different staff.

You should consider the temperature of the water to be used for cleaning and the appropriate chemicals to use. If the temperature of the water used for cleaning equipment and surfaces in contact with food is not enough to achieve disinfection (destroy bacteria) then a disinfectant or sanitiser (combined detergent and disinfectant) could be used so that any bacterial contamination may be eradicated. In most cases reasonably hot water and detergent are adequate. Sanitisers are good for ‘cleaning as you go’ especially of worktops and other food and hand contact surfaces.

### **Ventilation – Legal Requirement**

There must be suitable and sufficient means of natural or mechanical ventilation. Mechanical air flow from a contaminated area to a clean area must be avoided. All parts of the ventilation system, including filters must be accessible for cleaning or replacement.

### **Ventilation – Recommendations**

Adequate ventilation is necessary to reduce any build up of heat, steam and condensation and prevent mould growth. Food rooms such as kitchens where cooking and frying is taking place will require a mechanical extraction system, whereas a dry store may only require air bricks or an openable window.

## **Lighting – Legal Requirements**

All parts of the food premises must have adequate natural and/or artificial lighting.

## **Lighting – Recommendations**

There is no definition of ‘adequate’ but, the levels of lighting should be good enough to ensure that the work can be carried out easily and safely. Good lighting will also help to ensure that cleaning is carried out properly.

## **Sanitary Conveniences – Legal Requirements**

An adequate number of suitable toilets must be available and connected to an effective drainage system. They must not lead directly into a food room. In addition you must ensure adequate artificial or mechanical ventilation is provided.

## **Wash Hand Basins – Legal Requirements**

An adequate number of wash hand basins must be provided. These should be suitably located and designated for cleaning hands. The wash hand basins must be provided with hot and cold (or appropriately mixed, warm) running water, materials for cleaning hands, and for hygienic drying.

## **Wash Hand Basins – Recommendations**

Although it may not be necessary to install a wash hand basin in every food room you must assess the risk and pay particular attention to your food handling operations. Obviously it is necessary to consider the need for regular hand washing especially if you will be handling both open raw and open cooked foods to prevent cross contamination. In premises where no open food is handled then the provision of a wash hand basin associated with the sanitary accommodation may be sufficient.

Soap, preferably the anti-bacterial kind should be provided. For hand drying, disposable paper towels are the most hygienic, although a clean towel would be acceptable.

## **Washing Equipment – Legislation**

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

## **Washing Equipment – Recommendations**

The number of sinks required will depend on the type and scale of the business planned. Whilst two sinks (one for washing and one for rinsing and disinfecting) is ideal, one sink may be acceptable in small operations. Dishwashers may also be used. It is good practice to provide facilities for the draining and drying of equipment close to where it was washed. Air drying is the most hygienic as opposed to using cloths.

## **Food Washing – Legal Requirement**

Where appropriate, adequate provision must be made for any necessary washing of food. Every sink used for food washing must have an adequate supply of hot and/or cold potable water, and be kept clean.

## **Food Washing – Recommendations**

Separate sinks must be provided for food preparation and equipment washing if the volume of preparation in the kitchen demands it. For smaller operations, the same sink can be used provided this does not prejudice food safety. It is good practice to put signs above each sink indicating what they can be used for.

## **Personal Hygiene – Legal Requirements**

Every person working in a food handling area must maintain a high degree of personal cleanliness and where appropriate wear suitable clean clothing. No person known or suspected to be suffering from or be a carrier of a disease which can be passed on through food (e.g. by infected wounds, skin infection, sores, diarrhoea or vomiting) may work in a food handling area if there is a possibility of contaminating the food. If any of your staff are suffering from any of the above they must inform you in order that you make take appropriate action.

## **Personal Hygiene – Recommendations**

Adequate changing facilities must be provided for staff.

## **Staff Training – Legal Requirements**

You must ensure that the food handlers which you employ are supervised and instructed and/or trained in food hygiene matters commensurate with their work activities. The extent of the training will depend on the duties and responsibilities of the food handler. The greater the risk the more extensive the training.

Staff who handle open, high risk foods should receive food hygiene training equivalent to level 2 such as the Level 2 Award in Food Safety in Catering within 3 months of starting work.

At the very least, before staff are allowed to start work for the first time as a food handler, they should receive verbal or written instruction in the Essentials of Food Hygiene.

- Keep yourself clean and wear clean clothing.
- Always wash your hands thoroughly, before handling food, after using the toilet, after handling waste, before starting work, after every break and after blowing your nose.
- Tell your supervisor, before commencing work, of any skin, nose, throat or stomach infection or if you have an infected wound. You are breaking the law if you don't.
- Ensure cuts and sores are covered with waterproof, high visibility dressing.
- Avoid any unnecessary handling of food.
- Do not smoke, eat or drink in a food room, and never cough or sneeze over food.
- If you see something wrong- tell your supervisor.
- Do not prepare food too far in advance of service.
- Keep perishable food either refrigerated or piping hot.
- Keep the preparation of raw and cooked foods strictly separate.
- When re-heating food, ensure that it gets piping hot.
- Clean as you go. Keep all equipment and surfaces clean.
- Follow food safety instructions, either on food packaging or from your supervisor.

## **Staff Training – Recommendations**

It is good practice that food handlers who handle open high risk foods and who have a supervisory capacity such as head cook or chef, or managers undertake a higher level of

training such as the Intermediate Food Hygiene Course (Level 3), or the Advanced Food Hygiene Course (Level 4).

Wrexham County Borough Council regularly run the above courses. Please contact this Department for more details. Tel: 01978 292040.

### **Temperature Requirements – Legal Requirements**

Subject to certain exemptions, food may not be stored above 8°C if it is likely to support the growth of pathogenic organisms or the formation of toxins.

Cooked food (see below) to be sold hot should be kept at or above 63°C.

### **Temperature Control – Recommendations**

It is recommended that high risk foods such as meat, fish and eggs are thoroughly cooked. For example cook meat to a core temperature 75°C or above in order to ensure that any pathogenic organisms which could cause food poisoning are destroyed. The juices of cooked meats should run clear and never be pink or bloody.

A very good way of monitoring the temperature of hot food is by using a probe thermometer. The probe part of the thermometer should be carefully cleaned to ensure that cross contamination does not occur between the foods probed.

It is also recommended that you have a system for checking and recording the temperature of refrigerators and freezers every day to ensure that food is stored at the correct temperature. It is recommended that the air temperature of your fridge is maintained at 5°C in order to keep the food at 8°C or below. It is also recommended that freezer operates at or below -18°C.

It is good practice to record the temperatures that you monitor, including the cooking and refrigeration temperatures. These records help to demonstrate to visiting Environmental Health Officers and management that you are complying with legal requirements. Records also help to establish your legal defence should anything go wrong.

### **Infection Control**

As an owner or manager of a food business, you must ensure that if you employ staff then they are fit to work and are no likely to pass on any infectious disease.

Food poisoning organisms are throughout the environment and on us, so dirty staff with poor hygiene practices will increase the risk of food poisoning which can lead to loss of business and reputation. Maintaining a high degree of personal hygiene includes no smoking and frequent hand washing. You may need to exclude food handlers suffering from certain infections to prevent any food poisoning being passed on to your customers. Exclusion should last until they have had a 48 hour symptom free period.

### **Food Hygiene Practices**

Under the old food hygiene regulations you were required to carry out a hazard analysis of your food business. This has now changed. Under the new regulations you are now required to put in place a Food Safety Management System. This is more commonly known as HACCP (Hazard Analysis Critical Control Point).

## **What Is HACCP?**

HACCP stands for Hazard Analysis Critical Control Point. HACCP is a Food Safety Management System, which requires you to look at the food products that you handle and identify areas where things may go wrong. At these points you are then required to put various controls in place so that you can ensure that the food you serve to your customers is safe to eat. The controls that you put in place do not need to be complex but they must be effective in controlling food safety.

## **What do you need to do next?**

You firstly need to identify potential food safety hazards in you business. In other words identify things which may be harmful. A list of hazards is provided later in that pack. You then need to;

- Identify the areas where the hazards could occur or cause harm;
- Decide which of the hazards are **critical** to ensuring food safety;
- Put controls in place;
- Monitor controls to check that they are working;
- Review the HACCP from time to time to ensure that it is still relevant.

Under the new regulations you have to keep records of your HACCP and associated controls and monitoring activities. Keeping records will help you to show that your business complies with the regulations.

## **What sort of hazards are there?**

There are essentially three categories of food hazard: microbiological, chemical or physical.

### **MICROBIOLOGICAL**

- Could harmful bacteria be present on or in the food (e.g. raw meat)?
- Could foods, particularly ready to eat foods, become contaminated?
- Could harmful bacteria grow to dangerous levels in the food?
- Could harmful bacteria survive a process, such as cooking, meant to destroy them?

### **PHYSICAL**

- Could dangerous glass shards or pests get into food?

### **CHEMICAL**

- Could toxic chemicals (e.g. cleaning chemicals) get into food?

## **What sort of controls can I put in place?**

Controls must be effective, practical, and easy to understand.

### **Examples of possible controls:**

- Buying supplies from a reputable supplier
- Checks on raw materials
- Good stock rotation
- Separating different types of food to prevent cross contamination
- Using foods with date marks
- Cooking and reheating
- Food temperature holding controls – i.e. during display/storage
- Good staff hygiene

- Food hygiene training
- Effective cleaning routines
- Pest control

### **How do I check that the controls are working?**

Once you have identified the critical control points and you have put the various controls put in place you need to monitor them regularly.

You may find that simple records of checks – for example of the temperature of chilled food in a cabinet – can help you to ensure that the correct temperature is maintained and that controls are working effectively. Examples of monitoring forms can be found at the back of this pack.

How you record and document your system is up to you, however, by law, you must:

- Ensure that controls are working effectively, and that your food is safe for the customer;
- Take action if you find that controls are not operating effectively;
- Review you system regularly and especially if the way you work alters;
- Take remedial action if your checks show problems with the controls you have in place.



### **Safer Food Better Business**

Safer Food Better Business is a Food Safety Management Pack that has been developed for small food business. Types of business that this pack is suitable for is small restaurants, cafes & takeaways. The pack is designed to help you comply with the HACCP requirement of the regulations.

The pack has been developed by the Food Standards Agency (FSA) and is designed to be practical and easy to use. Using the pack will help you to:

- Comply with the food hygiene regulations
- Show that you make safe food
- Train staff
- Protect your business reputation

Copies of the pack can be obtained by contacting the food safety section or by contacting the food standards agency.

### **Transportation of Food**

If food is to be despatched from your premises it is still subject to hygiene legislation which apply to the vehicles and containers used.

- Vehicles and containers must be kept clean and in good condition and repair so that they may protect food from contamination.
- They must be designed and constructed to permit adequate cleaning and disinfection.

- Receptacles in vehicles or containers must not be used for anything other than food where there is a danger of contamination.
- Where appropriate, e.g. where food is subject to temperature control, a refrigerated vehicle must be used to transport foods.
- Temperature controlled vehicles/containers must be designed to enable those temperatures to be maintained and, where necessary, monitored.

**REQUIREMENTS FOR MOBILE VEHICLES, STALLS, TEMPORARY PREMISES, VENDING MACHINES ETC.**

These must be sited, designed, constructed and kept clean, in good repair and condition so as to avoid any risk of contaminating food or harbouring pests. They fall under the same legislation as all other food businesses; however, because the nature of the catering operations is so different in terms of the actual premises, methods of compliance may differ somewhat.

- Where necessary, there must be adequate washing, sanitary and changing facilities provided for staff
- All surfaces in contact with food should be smooth and in good condition and capable of being cleaned and disinfected. Impervious surfaces are recommended.
- An adequate supply of hot and/or cold wholesome water must be provided and adequate provision must be made for cleaning of foodstuffs and washing of hands together with facilities for washing and disinfecting all equipment.
- There must be adequate facilities for the storage and disposal of waste.
- Adequate facilities for maintaining and monitoring food temperatures must be provided.
- Provision must be made so that foodstuffs may be stored to minimise the risk of contamination.

It should be noted that street trading is prohibited in many streets in the Wrexham Town Centre. A list of prohibited streets may be obtained from the contact details below.

For further details on mobile trading please ask for a copy of our mobile traders pack.

We hope that this guidance has been helpful to you but you should note that every food business poses different problems. The requirements for a large restaurant will be very different to those of a sweet shop or premises selling only wrapped food. Therefore please do not hesitate to contact us before starting up your food business if you need any further advice or help.

**Who to contact for more advice:**

Food Safety Section  
 Public Protection Department  
 Wrexham County Borough Council  
 High Street  
 Ruabon  
 Wrexham  
 LL14 6NH

Telephone: 01978 292040  
 Fax: 01978 813709





**PRODUCT INTAKE FORM**

<b>Date</b>	<b>Supplier</b>	<b>Product and Quantity</b>	<b>Condition</b>	<b>Date Code</b>	<b>Temp. (°C)</b>	<b>Accept /Reject</b>	<b>Comment</b>	<b>Signed</b>

Notes: All deliveries should be checked immediately, and details recorded.  
Fresh meat should be between 0°C and +4°C  
All frozen product should be -18°C or colder.

Ensure the thermometer probe is clean before and after use.

# PROBE/THERMOMETER CHECKING LOG

Probe/Thermometer details: .....

<b>Date:</b>					
<b>Reading in iced water</b>					
<b>Reading in boiling water</b>					
<b>Signature</b>					

Note: The readings in iced water should be  $-1^{\circ}\text{C}$  to  $+1^{\circ}\text{C}$ ; if outside this range, the unit should be repaired.  
The readings in boiling water should be between  $99^{\circ}\text{C}$  and  $101^{\circ}\text{C}$ ; if outside this range, the unit should be repaired.

Probe/Thermometer details: .....

<b>Date:</b>					
Thermometer reading in iced water					
Thermometer reading in boiling water					
Signature					

Note: The readings in iced water should be  $-1^{\circ}\text{C}$  to  $+1^{\circ}\text{C}$ ; if outside this range the unit should be repaired.  
The readings in boiling water should be between  $99^{\circ}\text{C}$  and  $101^{\circ}\text{C}$ ; if outside this range the unit should be repaired.





