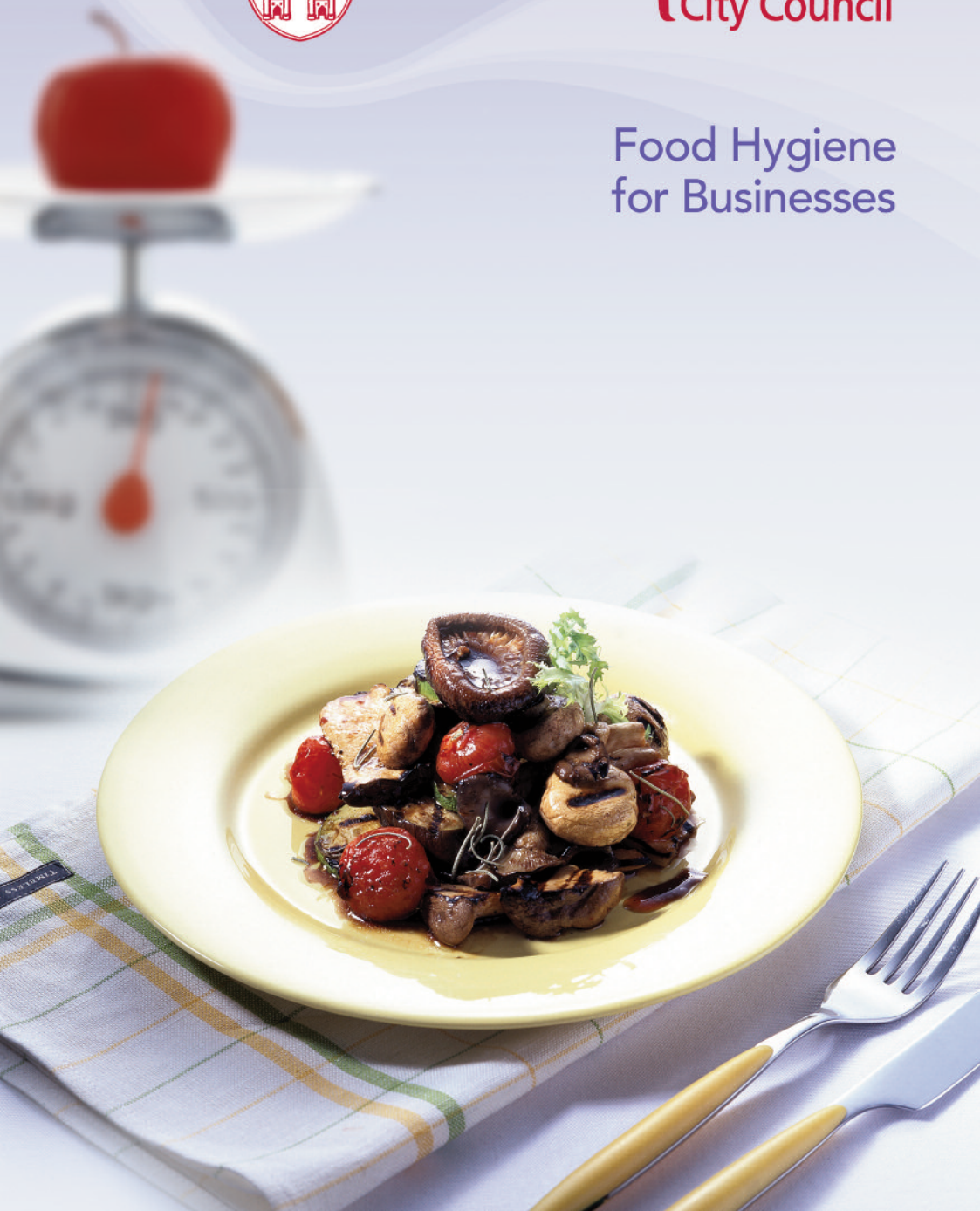




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Selecting a Premises

The basic structural requirements for a food business are outlined in the food hygiene legislation. Most new, purpose built food businesses will comply with food hygiene legislation, however, older premises or those that have not been used for food handling and preparation in the past are unlikely to comply. In addition, the use of some premises is restricted by planning consents and associated restrictive conditions so you should always contact the Development Control service to check the current use class.

When selecting a premises for your food business you must give careful consideration to what food you intend to provide your customers, but also what you might like to do in the future, for example if you expand the business.

Space

You must ensure that the premises that you select has sufficient space to allow you to undertake food handling safely, avoid cross contamination, enable effective cleaning and promote good housekeeping. At an early stage you should consider how food will be handled at each stage of your business from the point at which the raw ingredients are delivered and stored, right through to serving your customers.

Layout and Design

Once you have found a premises that provides sufficient space you should consider the internal and external layout. This is critical to ensuring that you can produce food safely. Consider drawing a floor plan so that you can see how each part of the business can fit into the premises. If you can't fit each part of the business into the premises then it probably isn't suitable for you needs. You should consider the following points when designing your layout:

- Where will ingredients be delivered and stored?
- Will you require a dry store? Where would this be best located?
- How many refrigerators and freezers will you need? Where will these be best located?
- Where will the sinks be located for washing food and equipment? Remember is most cases you will require a sink for washing food and a separate sink for washing equipment.
- Where will you install wash basins for cleaning hands? Remember basins must be well located to ensure your employees use them. It is not acceptable to use other sinks in the kitchen for hand washing or basins associated with toilets.
- Where will food be prepared? How will you ensure that the preparation of raw food is separated from the preparation of ready to eat foods to minimise the risk of cross contamination?
- What cooking appliances will you need and where would these be best located? Will you require equipment to keep food hot?
- What additional equipment will you need, for example, slicing machine, vacuum packing machine, blast chiller, etc and where should these be located?
- Where will employees change into their work clothes? Where will clean work clothes be kept? How will this be separated from food preparation areas?
- Will you require a laundry area for washing your employees protective clothing and other linen associated with the business?



A. Starting Out

- Where will cleaning chemicals and products be stored? How will these be separated from food preparation areas?
- How will waste food and rubbish be collected during preparation and service?
- What arrangements will you put in place for the collection and disposal of rubbish? Is the external area suitable for storing rubbish? Can a waste disposal vehicle access the area?
- How will you dispose of waste oil?

Construction and Finish

Once you have selected your premises and decided upon its layout you should next consider how the premises will be constructed and finished to ensure that your food can be produced in a safe environment. You will need to consider:

Floors, Walls and Surfaces

These must be in a sound condition and be easy to clean and disinfect. The materials used must be impervious, non-absorbent, washable and non-toxic. Avoid ceramic and quarry tiles on the floor as they become slippery when wet. A slip resistant floor covering is preferable.

Ceilings

These must be constructed and finished to prevent the accumulation of dirt and reduce condensation, the growth of mould and shedding of particles.

Windows and Openings

These must be constructed to prevent the accumulation of dirt and fitted with easy to remove and easy to clean insect proof – screens, if necessary.

Doors

These must be easy to clean and disinfect and be constructed from smooth non-absorbent surfaces.

Lighting

You must ensure that the premises has adequate natural and / or artificial light. Shatter resistant lighting or diffusers can be installed to reduce the risk of food contamination.

Ventilation

You must ensure that your premises has a suitable and sufficient means of natural or mechanical ventilation. Mechanical airflow from a contaminated area to a clean area must be avoided. Ventilation systems must be constructed to ensure that filters and other parts are readily accessible, easy to clean and replace.

Hand Washing

You must ensure that there are an adequate number of wash basins, suitably located and designated for cleaning hands. These must be provided with hot and cold running water, materials for cleaning hands e.g. liquid soap, and a means of hygienic drying e.g. disposable paper towels. It is not acceptable for employees to wash their hands in a basin associated with a toilet.

A. Starting Out

Cleaning of Utensils and Equipment

Adequate facilities must be provided for cleaning, disinfecting and storage of work utensils and equipment. The facilities must be corrosion resistant, easy to clean and have an adequate supply of hot and cold water.

Washing Food

Adequate provision must be made for washing food. Every sink provided for washing food must have an adequate supply of hot and/or cold potable water, be kept clean and disinfected.

Toilets

An adequate number must be provided. They must be capable of being flushed and connected to an effective drainage system. They must not open directly into rooms in which food is handled. They must have adequate natural or mechanical ventilation.

Drainage

This must be adequate and designed and constructed to avoid the risk of contamination.

Water Supply

You must ensure that the premises has an adequate supply of potable water.

Gas Supply and Gas Appliances

Any work to install, repair, maintain or alter your gas supply must only be undertaken by a Gas Safe registered engineer who is qualified to work on specific commercial equipment. You should always check this before engaging an engineer. You should ensure that the gas supply pipe work is mounted clear of the floor. To allow effective cleaning you should ensure sufficient clearance from other appliances and pipe work. Flexible connections are useful because they allow equipment to be moved for cleaning. If the equipment is heavy, bulky or awkward it is good practice to mount it on lockable castor wheels.

Electricity Supply and Electrical Appliances

You should ensure that you only employ a competent and qualified electrician to install, repair, maintain and alter your electrical supply. You should consider if there are sufficient power points and if these are well located for your needs. Electrical wiring should be protected by waterproof conduits and all controls should be fixed clear of equipment to avoid becoming wet or dirty. Consider how cut-off switches for the power supply and appliances will be made accessible and be separated from your lighting and ventilation supplies. You should avoid using adaptors and extending electrical cables.



Consult

Development Control

You should contact our Development Control Department (better known as 'Planning') when you have found a premises that you think might be suitable for your food business.

The use of some premises is restricted by planning consents and associated conditions so you should always contact the Development Control service to check the current use class.

Environmental Health

Contact us, here in Environmental Health when you've found a premises that you seriously think can be used for operating your food business. We can give you advice about what you might need to do to ensure that the premises complies with food hygiene legislation. If you do this at an early stage you can avoid making costly mistakes which have to be rectified at a later stage.

Trading Standards

Trading Standards can offer you advice on a variety of matters to help you ensure that the food you supply to your customers is of the quality they would expect. This includes, ingredients, weights, labelling, additives, allergies, etc. Trading Standards are based at Hampshire County Council.

Licensing

The Licensing Act 2003 requires some premises to have a Premises Licence to provide certain services and activities. These include:

- **Serving alcohol for consumption on or off the premises**
- **Serving hot food or drinks to the public for consumption between 11pm and 5am**
- **Providing regulated entertainment, such as live music or dancing**

Remember it is an offence to operate without an appropriate Licence. Further information can be obtained by contacting the Licensing Team at Winchester City Council.

Non-Domestic Rates

This is sometimes known as 'Business Rates'. Non-Domestic Rates / Business Rates are collected by the Local Council from businesses which occupy non-domestic premises. The rates are used by the Council towards providing services. You must ensure that you contact this department so that arrangements can be made to collect the rates from you. This department is based at the Winchester City Council.

Contacts

To contact any of the above please see the 'Contacts' section of this booklet.

Register Your Business

Legislation

Anyone who owns, manages or works in a food business must be aware of their legal responsibilities. The most important requirements are detailed in:

- Regulation (EC) No 852/2004 – Hygiene of Foodstuffs
- Regulation (EC) No 852/2004 Food of Animal Origin
- The Food Hygiene (England) Regulations 2006

Registration

If you intend to operate a food business you must register your business with us, at least 28 days before opening. If you operate a business in more than one location you must register each business with the Local Authority in which the business is based. You must also ensure that you tell us of any significant changes to the food business, for example, a change of ownership. You can register your food business with us at www.winchester.gov.uk

Approval

Some businesses which process food of animal origin must apply to their Local Authority for approval. If your business requires approval you do not need to register. You can apply for approval with us at www.winchester.gov.uk. If you are unsure, please do speak with us.

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Cleaning and Disinfection

Cleaning

A clean premises is essential to ensuring that you and your employees can produce safe food. To ensure that cleaning is effective it must be planned properly. The end result of cleaning is that your premises should look visually clean and be free from excessive levels of harmful bacteria.

Cleaning Schedule

A Cleaning Schedule is a written statement which specifies the cleaning to be carried out in your premises. Devising a Cleaning Schedule is an easy way to ensure that you and your employees know what cleaning must be undertaken. A good cleaning schedule will include the following:

Decide what must be cleaned

You should identify what surfaces and equipment must be cleaned. This will include: floors, walls, ceilings, cooking range, grease filters, extraction system/ducting, microwave ovens, refrigerators and freezers (including internal /external surfaces, handles, shelves), sinks, washbasin, shelves. Each premises varies.

Decide how often cleaning should take place

Some items must be cleaned after each use, for example, a temperature probe. Other items should be cleaned 'as you go', for example work surfaces. Floors should be cleaned at the end of each shift, or when spillages occur. Refrigerators may require a weekly clean, whilst the extraction system/ducting may require an annual deep clean. Factors, such as the amount

and type of use will influence how often cleaning should take place.

Decide the method of cleaning

Some items are easy to clean, such as a work surface and other are more difficult, for example a meat slicer, which must be dismantled. Different items will require different methods, for example the floor may require a degreaser and a hard brush, whilst the internal surfaces of a refrigerator will require detergent and warm water, a soft cloth and final rinse with water.

Cleaning Chemicals

There are lots of cleaning chemicals available. You must decide what is right for your needs. Chemicals used in cleaning may be used neat or diluted, may have an instant effect or require time to work (contact time), may be left on or may have to be rinsed, so you should always select the right product and follow the manufactures instructions. If you choose the wrong product or use it incorrectly it may not be effective. Do you know the difference between the following products?

Detergent – This is a chemical used to remove grease, dirt and food debris, for example, washing up liquid. It does not kill bacteria.

Disinfectant / Antibacterials – This is a chemical which reduces



B. The Basics

the number of bacteria to a safe level. Surfaces and equipment must be visually clear of grease, dirt and food debris for the disinfectant to be effective. Usually a two stage clean is required – hot soapy water and elbow grease, followed by disinfection.

Sanitiser – This product is both a detergent and a disinfectant therefore it cleans away grease, dirt and food debris and also kills bacteria. However, to be effective you must ensure that you follow the manufacturers instructions in relation to contact times (as little as 30 seconds or as long as 10 minutes) and dilution rates.

Safety Precautions

Some equipment is hazardous to clean and training will be required, for example, cleaning a deep fat fryer or meat slicer. Ensure that your employees know how to use the cleaning chemicals safely and wear any appropriate protective clothing, for example, oven cleaner often requires the use of a protective apron, gloves and goggles.

Temperature Control

You must ensure that high risk foods are either hot or cold. High risk foods that are neither hot nor cold provide an ideal environment for any bacteria present to multiply.

High risk foods are foods which can be eaten without cooking and which under favourable conditions, support the multiplication of bacteria. These foods are often high in protein, which the bacteria use as a source of food (energy). If combined with water (moisture), warmth (temperature) and time the number of bacteria in a food can increase dramatically and to a level that can cause food poisoning when the food is eaten. Often the taste, appearance or smell of the food is unaffected.

The Danger Zone

Food kept at a temperature between +8°C to +63°C is said to be in the 'Danger Zone'. This is because at these temperatures bacteria can multiply. The optimum temperature for bacterial multiplication is +37°C. At these temperatures the numbers of bacteria in food can double every 10 to 20 minutes.

Remember

High risk food must be kept at +8°C or colder or +63°C or hotter

How can I be confident my food is not in the Danger Zone?

The best method for checking that your food is at safe temperature is to use a temperature probe. These can be bought relatively cheaply and used for a variety of checks.

B. The Basics

Deliveries

When you receive a delivery of food you need to be sure that the food is cold upon arrival. Refrigerated food should be +8°C or colder and frozen food should be at -18°C or colder.

Check

Insert the clean probe of your thermometer between two packs of product, making sure both packs are in close contact with the probe. Leave the probe to work for a few minutes. High risk foods found to be warmer than +8°C or warmer than -15°C should not be accepted by you.

Keeping Food Cold

You need to be confident that your refrigerators and display chillers are capable of keeping food at +8°C or colder. Ideally aim for +5°C or colder to give you some leeway to take corrective action in the event that temperatures start to rise. High risk food, which has risen to a temperature of +8°C or warmer can still be used, but only if it has been at +8°C or warmer for a period of less than 4 hours. This food should be moved to a refrigerator capable of reducing the temperature to +8°C or colder. IF IN DOUBT – THROW IT OUT.

Check

Buy a whole jelly for each refrigerator and display chiller. Put the unmade jelly into each refrigerator and display chiller. At the start of each working day insert the clean probe of your thermometer into the jelly in each refrigerator and display chiller. If the temperature of the jelly is at +8°C or colder then the refrigerator has worked and the food inside can be considered to be safe to eat. If the jelly is warmer than +8°C the refrigerator has not worked and any high risk foods should not be considered as safe to eat. You should throw away any high risk foods that are warmer than +8°C and move all other foods to alternative refrigeration. You should contact your refrigeration engineer to investigate the cause and undertake any repairs necessary.

Preparation

The temperature of many kitchens when in use and at the height of the summer is often in the 'Danger Zone' and therefore provides an ideal environment for bacteria to multiply rapidly. It is therefore vital to keep preparation times to an absolute minimum. Only remove small amounts from refrigeration for preparation. After preparation, the foods should be returned to the refrigerator or cooked.

Cooking and Reheating

Foods should be cooked until they are piping hot. This helps to ensure that any bacteria present in the food has been killed. You can use a variety of methods to check that the food is cooked, for example, visual checks such as rapid bubbling in liquids, steam escaping from a pie when a knife is inserted, ensuring juices run clear in poultry and there is no pink meat. However, you can also



B. The Basics

use your temperature probe to ensure that your food has reached an internal temperature sufficient to have killed any bacteria present or stopped their ability to multiply. It is recommended that food is cooked or reheated until it reaches an internal temperature of +75°C.

Check

To carry out a temperature check of cooked or reheated foods, ensure the probe of your thermometer is clean and insert it into the thickest part of the meat / dish. If the temperature display shows that the food is +75°C or hotter the food should be safe to eat. If the temperature is lower than +75c, continue to cook or reheat and check the temperature again.

If you regularly cook the same product which has a set portion size you can work out how long it takes to reach +75°C. This is called the time / temperature combination. For example, if you know it takes 80 minutes for a tray of lasagne to reach +75°C when cooked at an oven temperature of +180°C you can use this method to cook future batches. However, you should also undertake a temperature check using your temperature probe occasionally to ensure that you time / temperature combination is still working.

Remember

Food should never be re-heated more than once.

Cooling

All 'left over food' which has not been served should be thrown away. It is not good practice to cool food and reheat it again because it increases the risk of any bacteria present multiplying, and causing food poisoning. If this practice is to be undertaken it must be done under strict conditions. Food must be cooled rapidly and should be refrigerated within 1½ hours. It should then be stored in a refrigerator capable of keeping the food at +8°C or colder. When the food is reheated it should be reheated to +75°C or hotter. Food can be cooled at room temperature for up to 1½ hours, but it is preferable to cool it more quickly and put into a refrigerator sooner. If the food is still too hot after 1½ hours, then you must use other methods to cool the food more quickly. See the tips below.

TIPS FOR COOLING

1. Cook food in shallow trays to reduce the volume
2. Divide food into smaller portions after cooking
3. Use a cooling rack to allow air to circulate
4. Sit containers of hot food in an ice bath / cold water
5. Change the cooling water or add ice regularly to speed cooling times
6. Cool hot food in the coolest and best ventilated part of the kitchen
7. Keep portions small and restrict joints of meat to 6lbs/2.5kg or less

B. The Basics

Keeping food hot

In some instances, it is necessary to keep high-risk foods, such as soups, sauces, gravies and 'meals on wheels' hot after cooking and before they are served. This practice is known as 'hot holding'. There are lots of ways in which food can be kept hot, for example in a bain marie, a hot display cabinet or a hot wheeled trolley. Food that is to be kept hot must not become cooler than +63°C. Food kept below this temperature provides an ideal environment for any bacteria present to multiply.

Hot food that is for service or on display can be kept below +63°C but:

- for one period only and
- a maximum of 2 hours

After 2 hours the food must be either:

- Be brought back to a temperature of +63°C or hotter
- Be cooled rapidly to a temperature of +8°C or colder

The food must then remain at +63°C or hotter or +8°C or cooler or thrown away.

CROSS CHECK YOUR TEMPERATURE PROBE

- Cross check your temperature probe is working correctly when monitoring hot and cold temperatures.
- To check it works correctly on cold temperatures insert it into iced water. If the temperature is -1°C, 0°C or +1°C then you can be confident it is working correctly.
- To check it works correctly on hot temperatures insert the temperature probe into boiling water. If the temperature is +99, +100, +101°C then you can be confident it is working correctly
- If these temperatures are not achieved, change the battery and try again. If this is not effective you may need to buy a new temperature probe.

Advice

Under no circumstances should food be left in a cooker or hot holding unit after the unit has been switched off.

Hot holding units are not designed to cook or reheat food and must not be used for this purpose.

Food should be thrown away after display or service or cooled as quickly as possible and stored in a refrigerator at or below +8°C





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Stock Control

Food should be kept in accordance with the manufacturer's instructions. You should always read these instructions carefully as there are lots of variations.

Best Before Date

A 'Best Before' date relates to the quality of the food. Therefore if you eat a food that is past the 'Best Before' date then it will still be safe, but might not taste very good.

Use by Date

A 'Use By' date relates to food safety. It is important not to eat food past the 'Use By' date because it could make you ill.

Example 1

Cooked, sliced meats usually have a use-by date of several days. However, this date is valid only if the packaging remains intact. The packaging contains gases that prolong the life of the food. Once open the gases escape and the food is not longer protected. Products must usually be used within 1 to 2 days of opening the packaging.

Example 2

In the past, many sauces and condiments, such as tomato ketchup, were shelf stable. However, in the interests of making our food healthier, manufacturers have removed the preservatives from these food and they are no longer shelf stable once opened. Instructions on the product usually indicate that these products must be refrigerated after opening and used within a specific timescale, for example, within 6 weeks of opening. In order to ensure that you know when a product should be thrown away you will need to know the date it was opened. You could remember this by writing it on the label.

Guidance

If you prepare and serve 'home made' style foods, for example, sandwich fillings, home made pies, home cooked meats, you should keep these for a maximum of 2 to 3 days. Day 1 is the day that the food is made and days 2 and 3 are the days that the food must either be eaten by or disposed of. The 2 – 3 days life are only valid if the food has been hygienically handled and prepared, or cooked and cooled and stored at a temperature of +8c or colder. If you think your home made food could last longer than 2 – 3 days then you will need to prove the lifespan through microbiological testing at a laboratory.



Pest Control

The Problem

Food premises attract pests because they provide an ideal shelter, a source of food and water, and warmth during cold spells.

Common pests include, rats, mice, flies, moths, ants, cockroaches, wasps, pigeons, sparrows and starlings.

Pests can contaminate premises and food with bacteria, hair, feathers, droppings, and larvae / eggs, leading to unsafe conditions for the preparation and handling of food. In addition, they can damage property, and contribute to loss of customers and profit.

It is a legal requirement to ensure that you have adequate procedures in place to control pests.

Prevention External Areas

Overgrowth

Ensure that the perimeter of your premises and any associated yard is kept free from overgrown trees, plants, bushes and grass. Overgrowth allows pests to move unseen in the area of your building giving better opportunities to gain access to the inside. Overgrowth also prevents you monitoring the condition of the exterior of your building to check for cracks and holes that may have developed over time and give access to pests.

Rubbish

Any rubbish, especially food waste produced in the course of your business should be kept in an external bin with the lid closed until it is ready for collection. It is important to keep the area around the bin tidy. Do not leave bags of rubbish outside the bin as this will attract pests. Some bins are supplied with a stopper at the base to allow you to release water from the bin. Make sure the stopper is in place as rats have been known to live in bins having gained access through the hole when the stopper is missing. Ensure any spillages of food or liquid are cleaned up immediately and do not allow water to accumulate or external taps to drip as this provides a source of water that will attract pests.

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B. The Basics

External Structure

Pests can enter buildings in a variety of ways, but most commonly through open windows and doors, and through cracks and holes in the structure.

Make sure that doors and windows are kept closed or fitted with pest proofing measures. Look for gaps under doors and in window fittings. If you can fit a pencil in a hole a pest can get through so make sure doors and windows are fitted flush to the frame. Ensure that all holes and cracks in the external structure are filled with a sand and cement mix. Avoid expanding foam as some pests will eat through this.

Internal Arrangements

If you keep the exterior of your premises and yard in good repair and condition then you will minimise the risk of pests gaining access the inside of your business. However, as a precaution, keep food in lidded pest proof containers and store food off the floor. Keep food stocks low and rotate – last in first out.

Monitor

Carry out regular visual checks of your premises, both inside and out:

- Check for holes and cracks that need filling
- Look for indicators that a pest infestation may be

occurring, for example, droppings, fur, eggs / larvae, shell casing

- Check damage to equipment and packaging, for example 'chew' marks on cables and food
- Monitor missing stock

Take Action

Ensure that your employees know they must report any suspected pest problems to you so that you can take action. Deal with any problems promptly and properly. It is not advisable to try and use 'off the shelf' poisons to deal with rodents and mice as they are resistant to many products and you will simply waste your money and not solve the problem. Seek help and advice from us here at Environmental Health or contact a specialist pest control contractor.

A contract with a reputable pest control company is recommended. They will undertake regular monitoring visits and bring any problems to your attention. They should be able to provide you with expert advice on preventing pests accessing your premises. The

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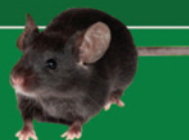


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contractor should leave you with a record detailing what they did, any problems found and any action taken or required. Any contractor you employ should be a member of the British Pest Control Association.

Waste Management

Like all businesses and residential properties food businesses generate waste. It is particularly important that you manage the waste generated by your business

as waste that contains food attracts pests, decays and can cause odour problems.

You must ensure that you have sufficient bins to store your waste and that these are collected on a regular basis to prevent rubbish accumulating. Keep the area in which your bins are stored clean and try to keep the bins relatively clean. Ensure any spillages of liquids or food are cleaned up promptly.

You can organise a waste collection contract through Winchester City Council or a private contractor.

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Training Food Handlers

What is a food handler?

A food handler is a person who directly handles or prepares food, whether or not it is wrapped or packaged.

What must I do?

Food business operators must ensure that all food handlers in their business are supervised and instructed or trained in food hygiene to a level that ensures they have the knowledge to produce safe food. Some food handlers require more supervision and instruction or a higher level of training than others. It depends on the nature of the food and the way in which it is handled or processed. Most food businesses must have a documented food safety management system. A person within the business must be given the role of ensuring that the system is implemented and updated when changes occur. This person must receive adequate training to ensure that they understand how to do this.

What level of training do my employees need?

If your employees require more than supervision and instruction there are four levels of training. The level will depend on the type of food handling they undertake. Employees who handle high-risk food will need more training than those who handle only low risk food.

When arranging formal training you should ensure that the training and qualification is developed or accredited by an external organisations. The following organisations provide recognised food hygiene training:

- **Chartered Institute of Environmental Health (CIEH)**
- **The Royal Institute of Public Health and Hygiene (RIPHH)**

- **The Royal Society of Health (RSH)**

The Chartered Institute of Environmental Health has devised four levels of qualification:

Level 1

This is aimed at employees who handle low risk or wrapped food only. Low risk foods are those unlikely to support the growth of bacteria, for example, biscuits, crisps, sweets. This training is usually given to employees before they start work as part of the induction process.

Level 2

This was previously called the 'Foundation' or 'Basic' certificate in food hygiene. It is designed for those who handle open high risk foods, for example, cooking meals, preparing sandwiches.

Level 3

This was formally the 'Intermediate' certificate in food hygiene. It is designed for those who supervise food handlers and provide instruction. An additional level 3 qualification in developing, implementing and maintaining food safety management systems is also available.

Level 4

This was formally the 'Advanced' certificate and is aimed at those who manage a food business operation. There are a number of training providers that offer the four levels of training and additional qualifications. You should ensure that any trainer that



C. Employees

you employ is qualified to provide the training. Winchester City Council offer Level 2 training in food safety. Please call us to find out when our next course will run.

Recommendations

- **Identify the nature of the food and the method of handling or processing undertaken by each of your employees**
- **Find out what previous knowledge, experience and qualifications each employee has**
- **Decide which employees require supervision and instruction and which might benefit from attending a food hygiene training course**
- **Decide what supervision and instruction is needed and identify an experienced employee to provide this. Record the results.**
- **Organise training for those that would benefit from attending a food hygiene training course.**
- **Devise a training plan for employees and record the training they undertake**
- **Organise refresher training**

Example 1

You have an employee who delivers take away meals and a waiter who gives plated food to your customers. These employees will require instruction from you regarding food hygiene to ensure that the food they deliver and serve is not compromised before it reaches the customer.

Example 2

You have employed someone to help you out on Saturdays. You sell wrapped, low risk foods, such as crisps, sweets, biscuits and cakes. You can instruct and supervise your employee.

Example 3

You have a head chef, assistant chef, waiters and waitresses in your business. Your head chef is responsible for implementing and maintaining your food safety management system. He/she should therefore be trained in how to do this and should have a higher level of training than your other employees. Your assistant chef could be instructed and supervised by your head chef, or you could arrange training in food hygiene through attending a course. Alternatively, you could put arrangements in place for training this employee, for example through providing reading material and testing their knowledge. Your waiters and waitresses are preparing desserts which are high risk foods and therefore they will require instruction and supervision from the head chef. It may be beneficial for these employees to receive formal training along with the assistant chef.

Note

During an inspection we may talk to you and your employees and ask questions about the work each undertakes. This helps us to determine if you and your employees have a suitable level of food hygiene knowledge to ensure that the food produced is safe. If the answers are not satisfactory then we can require you and/or your employees to undertake suitable training.

Personal Hygiene

Poor personal hygiene can result in food poisoning either through direct contamination of the food, work surfaces and equipment or through contamination by foreign objects.

Food hygiene legislation requires any person who works in an area where food is handled to maintain a high degree of personal cleanliness and wear suitable clean protective clothing.

All businesses should devise a series of good hygiene practices which employees are required to follow. Common guidelines include:

1. Report Illness

All employees must tell their supervisor or manager of any skin, nose, stomach or bowel trouble, or infected wound, before starting work. This will allow the supervisor or manager to decide whether or not it is appropriate for that employee to work in an area where food is handled.

2. Protective Clothing

Employees should not bring outdoor clothes and shoes into the rooms where food is prepared. Those handling food must wear suitable, clean protective clothing. Ideally longer hair should be tied back and all hair covered with a suitable hat.

3. Jewellery

Employees should not wear jewellery, except a plain wedding ring and sleeper earrings, while handling food.

4. First Aid

Employees handling food should cover any minor lesions or cuts with a highly visible waterproof dressing, preferably blue in colour.

5. Smoking

Employees must not smoke, eat or drink in a food room. They must not cough or sneeze over food.

6. Food Handling

Employees should try to avoid unnecessary handling of food, for example, by using tongs to move food.

Food should not be prepared too far in advance of service. Foods that deteriorate quickly should either be kept cold in a refrigerator or kept hot.

Raw and ready to eat foods must be kept separate.

When food is reheated it must be piping hot.

7. Hand Washing

Employees must wash their hands with soap, and hot water regularly. Ideally disposable paper towels should be used for hand drying. Nails should be kept short and clean at all times. Hands must be washed:

- After using the toilet
- On entering a food room before handling food
- Before and after cleaning
- After touching the ears, nose, mouth and hair
- After handling raw food
- After every break.

C. Employees

Fitness to Work

Employees must be 'Fit to Work' at all times. This means that they must not be suffering from, or carrying an illness or disease that could cause food to become unsafe.

Any employee who has diarrhoea and/or vomiting is not 'Fit to work' and should report their symptoms to their manager / supervisor immediately and either stay at home or go home straight away. Employees should not return to work until they have had no symptoms for at least 48 hours.

Employees suffering with diarrhoea and /or vomiting often carry harmful bacteria on their hands and can spread the bacteria to any food or equipment they touch.

It is good practice for employers to ensure employees, including agency staff, receive induction training before they start their job. This training should include information on why and how to contact their manager/supervisor before starting their shift if they are suffering from diarrhoea, vomiting, skin infections, wounds or sores. It is also good practice to give this information to your employees in writing and ask them to sign and date it to confirm they understand what is required. On the next page is an example of an employee health questionnaire:

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C. Employees

CONFIDENTIAL			
Employee Medical Questionnaire			
This questionnaire must be completed by employees on induction, return to work after illness and/or return to work after travel abroad.			
Name:		Job Title:	
ARE YOU:			
A new employee? <input type="checkbox"/>	Returning to work after illness? <input type="checkbox"/>	Returning to work after travel abroad? <input type="checkbox"/>	
Have you, in the past 2 weeks/during your absence, experienced, or are currently experiencing, any of the following symptoms (Please tick all that apply)			
Abdominal pain <input type="checkbox"/>	Vomiting <input type="checkbox"/>	Fever <input type="checkbox"/>	Diarrhoea <input type="checkbox"/>
Skin trouble affecting your hands, arms or face?			<input type="checkbox"/>
Red or swollen wounds/cuts on hands or forearms?			<input type="checkbox"/>
Has anyone in your household suffered with diarrhoea or vomiting in the past 2 weeks?			<input type="checkbox"/>
If you have ticked any of the above you must tell your manager before you handle any food. This is because many of the symptoms listed above may be associated with food poisoning and your manager may need to ask you more questions or ask you not to work with food until you are better.			
I declare that all of the above statements are true and complete to the best of my knowledge and belief.			
Signature		Date	
Name in Capitals			



Food Safety Management Systems

All food business operators must devise a system for ensuring that the food they produce and sell to their customers is safe. The system must be based on the principles of HACCP – Hazard Analysis Critical Control Points (further information is contained in this booklet about HACCP)

The Regulation that requires businesses to have a food safety management system that is documented is flexible and not all business will need to document their arrangements.

This means that business that deal in only low risk foods, such as sweets may not need to document anything, whilst those that deal in high risk foods or processes may require significant documentation to demonstrate that they have sufficient procedures to ensure safe food.

It is best to speak with us here in Environmental Health so that we can advise you on the extent of the documentation that you may require.

If you do require a documented food safety management system, you can devise your own. Many large companies do this. However, for smaller businesses a system is available called Safer Food Better Business.

Safer Food Better Business

This documented food safety management system has been devised by the Food Standards Agency. It is designed for small businesses. It is published in a number of languages and includes a DVD so that you can train your employees.

The pack contains a series of 'Safe Methods' along with questions that you must answer. You must record your answers in the pack. In addition, the pack contains a daily diary which you must complete each day with a limited amount of information. At present the pack is free of charge, as are the annual diary refills. You can obtain a pack directly from the Food Standards Agency.

Cook Safe

Other Government funded packs exist for example, Scotland has produced Cook Safe. This also comes in a number of languages and includes records devised for you to demonstrate you are producing safe food. If you would prefer to use this system you can download it from the Food Standards Agency Website. The details are in the 'Contacts' section of this booklet.

You are free to use any system you choose, providing it reflects accurately what you do and the end result is safe food.

Hazard Analysis Critical Control Points

All food business operators must devise a system for ensuring that the food they produce and sell to their customers is safe. This system must be based on the principles of HACCP (Hazard Analysis Critical Control Point). What does this mean in reality?

Identify the Hazards

Think about the hazards that could cause your food to become unsafe. Commonly there are three types of hazard:

- MICROBIOLOGICAL
- CHEMICAL
- PHYSICAL

EXAMPLES

MICROBIOLOGICAL HAZARDS

- Bacteria, viruses, fungus, spores

CHEMICALS HAZARDS

- Cleaning products

PHYSICAL HAZARDS

- Packaging, broken objects, glass, wood

Analyse the Hazards

Think about where these hazards could occur in your business and cause your food to be unsafe. Next decide if controlling or eliminating these hazards at that point in your business is critical to ensuring that the food is safe. This is called a 'Critical Control Point'.

EXAMPLE

If you do not cook a chicken thoroughly bacteria may still be present. The presence of bacteria in a cooked chicken is a hazard because it can cause food poisoning. Therefore, cooking a

chicken thoroughly is a Critical Control Point.

Implement Controls

When you have identified the hazards and decided where in your business they may occur and which ones are critical to ensuring the food is safe you must implement the critical control to ensure your food is safe.

EXAMPLE

In the case of the cooked chicken the critical control measure is to cook the chicken thoroughly.

Monitor the Controls

Now you know the hazards, you know where they will occur, you know what you must do to reduce or eliminate the risk of the hazard occurring and you know at which points your control measures are critical, you must now check that the control measures are effective.

EXAMPLE

There are different ways to check that the chicken is cooked thoroughly. You could check that the juices run clear when a knife is inserted in the deepest part of the bird close to the bone or that no pink meat remains. Insert a temperature probe into the deepest part of the bird, close to the bone and if it has reached a core temperature of +75°C it is likely that the chicken is cooked thoroughly.



Take Corrective Action

When you know the hazards, you know where they might occur, you know what you must do to control the hazard and you monitor that the controls are working you must decide what action should be taken if the monitoring indicates your control measure has not worked.

EXAMPLE

In the case of the chicken, if your monitoring reveals that the juices are not running clear, meat is still pink or the temperature has not risen to +75°C or hotter your corrective action would be to continue cooking the chicken until these monitoring methods indicate the chicken is cooked.

Review your System

Once you have devised your system you must check, from time to time that it is still valid. This is especially important when you make a change, for example, change a supplier, change a cooking method, change a recipe, etc.

EXAMPLE

The oven used to cook chickens has been replaced by a new oven. This oven is gas rather than electric and does not have a fan. Therefore, the temperature at which the bird is cooked is different in this oven and the time

it takes to cook the bird thoroughly may be different. Therefore you should check that your original control measures are still valid and if not you should update your food safety management system with the new controls.

Document your System

Now that you have a system based on the principles of HACCP you must document your findings by writing down:

- The hazards you have identified
- Where the hazards are likely to occur
- Your control measures
- The control measures that are critical to food safety and where these must be implemented
- Your methods for monitoring your control measures
- Your procedures for taking corrective action
- When you will review your system
- The records that you will keep as evidence that your procedures work

Records

Now you have documented your system you must decide what records you will keep to show that your system is working and when it doesn't work you know this and take corrective action. You have two options when deciding what you would like to record. You can adopt a method of 'Exception Recording'. This means that you only keep records when something goes wrong. If you choose this option your record should include:

- What went wrong
- How it was discovered
- What you did to solve the problem in the short term
- What you have done to solve the problem in the long term

D. Management

- The signature and name of the person making the record
- The relevant dates

EXAMPLE

The new gas oven is taking longer to cook chickens. Therefore you have checked the time it takes for a batch of chickens to reach +75c. At a temperature of 180c it takes an extra 10 minutes for the chickens to reach the correct temperature. You should record this information. You might say:

"New gas oven installed. Checked the internal temperature of 4 chickens in different parts of the batch after cooking for 40 minutes at 180°C. Discovered two chickens had not reached a core temperature of +75°C. Chickens returned to oven for further 10 minutes cooking time. Probed again. Found to be above +75°C. Updated the procedure for batch cooking of chickens. Informed employees".

Alternatively, you can keep a more detailed system of recording the checks that you undertake to ensure that your control measures work. Typical records include:

- Temperature checks of deliveries
- Temperature checks of refrigerators, display chillers and freezers
- Temperature checks of cooked, reheated and hot hold foods
- Checks of the standard of cleaning
- Checks for pest activity

System Review

Once you have set up your food safety management system you will need to check it to ensure that it is working correctly and as you intend. The review will help you to identify any changes or improvements needed.

You should review your system when significant changes occur, for example a change in the premises design or layout, a change to the menu or a menu item, a change in a process, such as a cooking method, or when your monitoring indicates that the system is not working properly.

You should always review your system periodically. It is recommended that you do this at least annually, and keep a signed a dated record that the review had taken place along with details of any changes made to the system and how these have been brought to the attention of your employees.



D. Management

To review your system you will need to think about:

The Hazards

Have you identified all the hazards?
Have you identified the correct hazards?

The Controls

Are the control measures appropriate?
Will the control measures reduce the risk of something going wrong?

Monitoring

Are the control measures being monitored?
Is the monitoring appropriate?
Is it accurate?

Corrective Actions

Is corrective action being taken when the monitoring indicates
that something is going wrong?
Is the corrective action the right action?
Are systems in place to prevent problems occurring again?

Documentation and Records

Is your food safety management system
documented?
Do you keep records to ensure that the system is correctly implemented, that
monitoring is undertaken, and action taken when something goes wrong?

Training

Do your employees understand the system?
Do they know what they must do to ensure that the system
is implemented correctly?

Managers Checklist

You can use this checklist to assess the standards in your business. This will help you identify areas that require attention and you can prioritise these. In doing this you will be demonstrating a proactive approach towards complying with food hygiene legislation. If you resolve the issues you identify through this self assessment your business is more likely to be compliant when we visit to inspect.

GETTING STARTED	YES	NO
Have you contacted the Development Control Service (Planning) to check that your premises has the correct use class for your business?		
Have you completed and returned your food premises registration form to the Environmental Health Department, at least 28 days before you plan to open/applied for approval?		
Have you contacted the Licensing Department to ensure that you have the appropriate licence to serve alcohol and/or hot food after 11pm or to provide entertainment?		
Have you contacted Trading Standards for advice about the quality of the food that you intend to produce?		
Have you contacted the Non-Domestic Rates (Business Rates) Department to tell them about your business?		
THE BASICS		
Structure		
Are the floors, walls and ceiling in good repair and easy to clean and disinfect?		
Do you have a wash basin for cleaning hands, with hot and cold running water, soap and a hygienic means of drying?		
Do you have sufficient sinks, supplied with hot and cold running water for cleaning equipment and washing food?		
Are there sufficient flushing toilets with wash basins, hot and cold water, soap and a means of hygienic drying for employees?		
Do employees have a reasonable place to change into their work clothes		
Has the fixed electrical wiring been tested by a competent person?		
Have the electrical appliances and gas appliances been tested by a competent person?		

D. Management

<i>Cleaning</i>	YES	NO
Do you have a written cleaning schedule?		
Have you provided adequate facilities and equipment to clean effectively?		
Is anyone responsible for monitoring the standard of cleaning?		
Are cleaning chemicals used safely, correctly and in accordance with the manufacturer's instructions?		
Are cleaning chemicals and equipment stored safely and away from food?		
<i>Temperature Control</i>		
Do you have procedures for monitoring the temperature of refrigerators, display chillers and freezers?		
Do you have procedures for monitoring the temperature of cooked, reheated and 'hot hold' foods?		
Do your procedures specify the temperatures that must be achieved?		
Do your procedures specify what employees must do if the correct temperature is not achieved?		
Do you have a procedure for cross checking the temperature probe to ensure it is working correctly?		
<i>Stock Control</i>		
Do you have a procedure for ensuring that the oldest food is used first?		
Do you ensure that your employee's follow the manufacturer's instructions?		
Do you ensure that all food past its use-by date is thrown away each day before you open your business?		
<i>Pest Control</i>		
Do you have procedures for ensuring that the internal and external structure of your premises is secure and proofed against pests?		
Do you have a system for checking for evidence of pests inside your premises?		
Do you have a contract with a pest control company?		

D. Management

WASTE MANAGEMENT	YES	NO
Are bins emptied regularly?		
Do you have a contract for your rubbish to be collected?		
Do you dispose of waste cooking oil correctly?		
EMPLOYEES		
<i>Training</i>		
Do you undertake induction training with new employees before they start work?		
Do you have a system of identifying the training needs of your employees?		
<i>Personal Hygiene and Fitness to Work</i>		
Are all staff trained in good personal hygiene?		
Do you have a set of personal hygiene rules that employees must follow?		
Do your employees complete a 'Fitness to Work' questionnaire before starting work with you, and after returning to work due to illness or returning from travel abroad?		
MANAGEMENT		
Do you have a food safety management system?		
Is the food safety management system documented?		
Have you checked that your food safety management system is working?		
Have any changes occurred in your business?		
Have you scheduled a system review?		
Have you undertaken a self assessment?		
FOOD HYGIENE INSPECTIONS		
Do you have a procedure in place detailing how to deal with a visit from an Environmental Health Officer?		
Do you have a procedure in place for dealing with customer complaints?		
Are your employees aware of these procedures?		

Scores on the Doors

At present Winchester City Council, along with other Council's in Hampshire operate a 'Scores on the Doors' scheme.

Following an inspection an assessment will be made as to how well you control the hazards associated with your business. The hazard your business presents to your customers is based on:

- The type of food handled
- The way the food is handled
- The way in which the food is processed
- The extent of the business
- The nature of the consumers of the food

The greater the hazard presented by a business the greater the level of control needed. For example, businesses serving food to vulnerable groups such as the elderly or young children present a high hazard and must have a high level of control.

There are three ratings – Excellent, Satisfactory and Unsatisfactory. If you have good control measures and a high level of compliance with food hygiene legislation you will be awarded an 'Excellent' rating. This is not an easy rating to achieve and can easily be lost. Most businesses are awarded a 'Satisfactory' rating. Some are rated as 'Unsatisfactory' and this is usually due to the fact that the business is failing to comply with simple hygiene requirements.

A number of 'Scores on Doors' schemes operate throughout the UK. The Food Standards Agency is currently reviewing the different schemes with a view to implementing a nationally recognised scheme. We will keep you informed of any change in the current scheme operated here.



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E. Food Hygiene Inspections

Food Hygiene Inspections

We carry out regular inspections of food businesses within the Winchester district to ensure that the public is provided with safe and wholesome food and that high standards of food safety and hygiene are maintained.

The Inspection

We do not normally tell you that we are coming to undertake an inspection. We will visit at any reasonable time when your business is likely to be operating, including evenings and weekends.

Our inspections are prioritised according to the collective hazard the business presents and how well these are controlled. Businesses with few hazards or well controlled hazards are inspected less often. Businesses that present the greatest risk are inspected every six months, those presenting a medium risk are inspected every 12 to 18 months and the lowest risk businesses may simply be required to complete and return a questionnaire to us.

In addition to a routine inspection we may visit to undertake sampling. This might include sampling food, swabbing surfaces or taking cloths. We will send any food, swabs or cloths to our laboratory for microbiological examination. The results help to indicate if food is safe for consumption and has been prepared in a clean environment. We do not normally announce these visits.

The Inspecting Officer

The officer will show you identification. Generally the officer will first speak with the owner or manager of the business, to explain the reason for the visit and how the inspection will be conducted. If the owner or manager is not on site or not available the inspection is usually still undertaken.

During the inspection the officer will ask the owner/manager and staff questions about their work and how they undertake this to ensure that the food they produce is safe. This might include asking staff to explain how they prepare a dish, or how they clean an item of equipment.

The officer will also undertake a physical inspection of the premises to ensure that the food is produced in a safe, clean and structurally sound environment. The officer may check the operating temperature of the refrigerators, the cleanliness of surfaces or that the washbasin is supplied with soap. The officer will also ask to see any documentation and monitoring records that you might keep to ensure that your business is operating safely. This might include your documented food safety management system, training records and certificates, pest control contract, and temperature records.

The officer may undertake a full inspection or a focused inspection. A full inspection will involve the officer looking at the food business operation in detail and examining documentation and records. A focused inspection will involve the officer looking at a limited number of food hygiene issues and if the business is compliant in those areas concluding the focused inspection. If however, the business is found to be non-



E. Food Hygiene Inspections

compliant during a focused inspection the officer will embark on a full inspection.

After the Inspection

After the inspection the officer will discuss the outcome. The options available to the officer will vary depending upon the conditions found:

No Action

You may simply be advised that you have demonstrated a high level of legal compliance. In some instances you may be demonstrating good practice above and beyond complying with legislation and you will be advised by the officer to keep up the good work.

Advice and Guidance

During the inspection you will be given advice on how to comply with legislation and also how to demonstrate good practice. This advice is not something you must do to comply with the legislation, but is simply a way in which you can comply and go beyond. It will be made clear to you when speaking to the officer, or in any written reports, what is a legal requirement and what is advice and good practice.

Enforcement Action

Written Report

You may be given a short, handwritten report advising of some items that do require attention and the time in which these must be addressed. When a number of matters of non-compliance are identified you will be sent a letter and full report shortly after the inspection. Again this will tell you what is wrong, what you must do to put it right and when you must achieve this. These written reports are a 'Warning' to the food business operator that he/she must improve standards.

Hygiene Improvement Notices

Occasionally, the officer may serve Improvement Notices. These are legal documents that require you to undertake work to address matters of non-compliance within a given timescale. Improvement Notices are used to achieve compliance in poorly performing businesses. It is an offence not to comply with an Improvement Notice and if found guilty a fine can be imposed by a Magistrate.

Hygiene Emergency Prohibition Notices

The officer has the power to serve a Hygiene Emergency Prohibition Notice if he/she uncovers matters during the inspection which present a significant risk to the public. A HEPN can be used to prohibit the use of the entire premises, or part of it, the use of a particular item of equipment or a process.

Closure

Depending upon the nature of the problems uncovered it may be necessary for the business to cease trading and close until the problems have been resolved. This can be done on a

E. Food Hygiene Inspections

voluntary basis by mutual agreement. If however, a food business operator refuses to cease trading and close the business at the request of the officer a Hygiene Emergency Prohibition Notice can be served requiring the closure of the business until the officer is satisfied that sufficient action has been taken to solve the problems identified.

Prosecution

When a business has failed to comply with food hygiene in a number of areas, presents a significant risk to the health of its customers, has a poor history of compliance and has ignored our efforts to provide advice and guidance it may be necessary to Prosecute the food business operator.

What further action can an officer take?

The officer may revisit your business within a given timescale after the initial inspection. The purpose of the revisit is to ensure that you have undertaken work to address any issues of non-compliance identified in the original written report or in connection with enforcement notices. Where practices or conditions are found to be satisfactory this will be confirmed in writing.

If practices or conditions are not found to be satisfactory at the revisit the officer has a number of options, which include providing further advice and guidance, or serving Improvement Notices if this has not already been done. If Improvement Notices have already been served then the officer must consider Prosecution. We will try to help informally, however, if poor conditions persist, or where there is a significant risk to public health we may take enforcement action.

What should I do?

If you have any questions or concerns about the inspection then you should contact the inspecting officer in the first instance.

You should comply with the requirements of any written warning or enforcement notice. If at anytime you think you will not be able to comply with the requirements detailed in written warning or an enforcement notice then you should contact the inspecting officer at the earliest opportunity to discuss the situation. The officer may be able to help you.

Do I have to show anyone a copy of my food hygiene inspection report?

You are not required to show anyone a copy of the report. However, under the Freedom of Information Act 2000 and the Environmental Act 2000 members of the public can request copies of inspection reports and enforcement notices from the Council, so we may be required, subject to the Data Protection Act to release information about your business.



F. What Can go Wrong

What can go wrong?

Food includes all drinks, raw ingredients and finished products. Food that is to be sold or served must be fit for human consumption and meet food safety requirements.

Problems with food

Food can become contaminated making it unfit for human consumption. The most common contaminants are:

Microbiological

This includes bacteria and viruses which can cause food poisoning and fungi, such as moulds which causes food to decompose.

Chemical

Food has known to be contaminated with chemicals such as cleaning products and pesticides. In addition, under certain conditions some foods undergo physical changes that result in the production of toxins, for example histamine production in oily fish such as tuna and mackerel.

Physical

This includes, glass, metal, packaging, insects, vegetation, etc. Some physical contamination is difficult to avoid, for example, insects in salad products.

Allergens

Some naturally occurring chemicals within foods such as peanuts and sesame seeds will cause allergic reactions in susceptible people.

Food Poisoning

Food poisoning is an illness caused by the consumption of food or drink contaminated with bacteria, viruses, chemicals/metals or poisonous plants. The symptoms vary, but include stomach ache, diarrhoea, vomiting, fever and nausea. The symptoms can begin within a few hours to a few days after consumption of contaminated foods. Listed on the next page are some common bacterial causes of food poisoning:

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ORGANISM	SOURCE	HOW CONTAMINATION AND INFECTION OCCURS	CONTROLS
<i>Salmonella</i>	Humans, raw meat and poultry, unpasteurised milk, raw / lightly cooked eggs and egg dishes, unwashed vegetables and salad	<p>Foods already contaminated with salmonella.</p> <p>Cross contamination from contaminated foods onto hands, utensils and work surfaces, all of which can then contaminate other foods.</p> <p>Poor hygiene practices of food handler.</p> <p>Inadequate cooking and temperature control.</p>	<p>Use clean utensils and work surfaces.</p> <p>Clean utensils and work surfaces before and after use</p> <p>Use separate areas, utensils and personnel when preparing raw and ready to eat foods</p> <p>Regular hand washing</p> <p>Thorough cooking</p>
<i>Campylobacter</i>	Raw poultry and meat, milk and animals	Cross contamination of equipment, surfaces and hands when handling raw meat and poultry	<p>Wash hands before and after handling raw meat and poultry</p> <p>Use separate areas, utensils and chopping boards for preparing and handling raw and ready to eat / cooked foods.</p>
<i>Escherichia coli</i>	Human and animal excretions, sewage, water, raw meat	<p>Poor personal hygiene</p> <p>Contaminated raw meat</p>	<p>Good personal hygiene</p> <p>Hand washing after using the toilet</p> <p>Thorough cooking of meat products</p>



F. What Can go Wrong

ORGANISM	SOURCE	HOW CONTAMINATION AND INFECTION OCCURS	CONTROLS
<i>Staphylococcus aureus</i>	Humans – skin, nose, mouth, cuts and boils	<p>Directly from the skin, nose, mouth, cuts or boils of food handlers on to cooked and ready to eat foods.</p> <p>If the bacteria multiplies in large numbers it can produce a toxin that is not destroyed through cooking and can cause illness.</p>	<p>Good personnel hygiene</p> <p>Frequent hand washing</p> <p>Cuts/boils covered with appropriate dressing</p> <p>Keep cooked food hot and ready to eat foods cold</p>
<i>Clostridium perfringens</i>	Animal and human excretions, soil, dust, insects and raw meat	<p>The Clostridium Perfringens bacteria produce spores. The spores lie dormant in food, soil and dust. These spores germinate during cooking, releasing further bacteria into the food. If food is cooled slowly the bacteria multiply. The bacteria produce toxins which cause illness when the food is consumed. The spores are not destroyed by normal cooking.</p>	<p>After cooking, cool food quickly.</p> <p>Ensure bulk quantities of food are thoroughly cooked</p> <p>Avoid cooking foods in advance</p>
<i>Bacillus cereus</i>	Cereals, rice, soil, vegetables	<p>The Bacillus Cereus bacteria produce spores. The spores survive normal cooking and the bacteria multiplies rapidly if food is cooled slowly. The bacteria produces a toxin, which causes illness when the food is consumed. The toxin is not destroyed by normal cooking</p>	<p>Avoid pre-cooking food in advance, especially rice</p> <p>Cool food quickly</p> <p>Refrigerate food at +8°C or cooler</p>

F. What Can go Wrong

Food Hygiene and Safety Complaints

Winchester City Council receives approximately 125 complaints about food and food premises, each year from the public. These complaints include dirty food premises, unhygienic handling of food, contaminated food and suspected food poisoning.

How we deal with complaints

Premises Complaints

If we receive a complaint about poor structural hygiene, poor cleanliness or a pest infestation we will visit your premises. We will discuss the nature of the complaint and investigate if it is justified. If necessary as the food business operator you will be asked to take action to solve the problem. We will inform you of any action that we intend to take (see the section on Enforcement Action for more details).

Food Poisoning

If a case of suspected food poisoning has been received implicating your premises we investigate further to establish if the allegation is justified. We will undertake an inspection. We may take samples of food or swabs from surfaces or equipment and we may interview you and your employees about handling practices. We will also interview the people affected to establish what they ate. We will also ask those affected to submit a faecal sample for examination. This helps us to find the organism that caused the illness. At the conclusion of our investigation we will provide you with information about what we have found, anything you must do to prevent the problem occurring again and any enforcement action we may take.

Food Complaints

Typical food complaints include foreign bodies in food, such as glass, plasters and metal, chemicals in food, such as cleaning products and foods that are not fit to eat, for example due to mould. We will also investigate complaints about food that is past its use-by date. We will investigate the complaint to establish if it is justified and may visit to interview you and your employees. As with our other investigations we will tell you what we have found, what you might need to do and what enforcement action we might take.

Occasionally we receive complaints about food that is made in another part of the UK or abroad. On these occasions we liaise with the relevant Local Authority and the Food Standards Agency. Complaints about the quality of food, labelling, ingredients or composition are referred to Trading Standards.

Food Alerts

When a problem with a food is identified that is sold on a national or international scale the Food Standards Agency issue Food Alerts. The Food Alerts are designed to warn the public, food businesses and local enforcement authorities of the problem.

When a problem occurs food is normally withdrawn by the food companies on a voluntary basis. Occasionally we are asked to check that food has been



F. What Can go Wrong

withdrawn from sale and we will contact the relevant food businesses to ensure that this has been done. We may do this by telephone or by visiting your business. Enforcement action may be taken against companies that do not comply with the withdrawal on a voluntary basis.

Our Standard Recommendations

When we visit and undertake an inspection we will give you advice on how to comply with legislation and also how to demonstrate good hygiene practice. This advice and the recommendations we make are not legal requirements and you do not have to follow the guidance we give. However, if you do follow the recommendations you will be demonstrating good hygiene practice and a willingness to maintain or improve the standards of food safety within your business.

CLEANING CHEMICALS	
Ensuring they are effective	
1	Use an antibacterial spray or sanitiser to disinfect food contact surfaces, for example work surfaces, chopping boards, knives and utensils.
2	Antibacterial sprays and sanitisers must be allowed time to kill bacteria. This varies from 30 seconds to 10 minutes, depending on the product. Make sure you read the instructions to ensure you follow the correct contact time.
3	Some sanitisers must be diluted with water. Ensure the dilution ratio is correct otherwise the product may not kill bacteria.
4	Avoid trying to dilute sanitiser using a jug and guess work. Get the correct appliances, such as a 'blending centre' or a pelican pump. Alternatively, buy a ready to use product.
RECORDS	
What to record	
1	Write down the results of your temperature monitoring each day. You can do this in the daily diary of the safer food better business pack. Alternatively, you could use a regular diary or create your own recording system.
2	Write down the results of the temperature probe check.
3	Record visits by the inspector, pest control checks, any issues with your supplier/returns, action taken to resolve any problems, training of staff, etc
4	Keep your records for at least 3 months. A maximum of 6 months is sufficient.



G. Further Information

TEMPERATURE MONITORING

Refrigerators, freezers and display chillers/freezers

- 1 Use a temperature probe to monitor the operating temperatures of your refrigerators, display chillers, service chillers and freezers.
- 2 Buy a whole jelly for each appliance, remove from the wrapping, keep it as a whole jelly (do not add water) and put it into a plastic lidded container. Put one jelly in each appliance. When you want to check the operating temperature of an appliance insert the temperature probe into the jelly. This will tell you the true temperature at which the appliance operates. You should label each pot 'not for consumption'
- 3 Aim to keep food (and therefore the jellies) at +5°C or colder when in a refrigerator or display chiller
- 4 Aim to keep food (and therefore the jellies) at – 18°C or colder when in a freezer or display freezer.

Cooked and reheated food and foods kept hot for service and/or display

- 1 Ensure the temperature probe is clean and sanitised.
- 2 Use the temperature probe to check a random selection of cooked and reheated foods and foods to be kept hot for service or display throughout the day.
- 3 Use the temperature probe to check that cooked/reheated food reaches a core temperature of +75°C.
- 4 Use the temperature probe to check that food which is kept hot for service or display does not fall below +63°C.

The temperature probe

- 1 Cross check your temperature probe is working correctly when monitoring hot and cold temperatures.
- 2 To check it works correctly on cold temperatures insert it into iced water. If the temperature is -1°C, 0°C or +1°C then you can be confident it is working correctly.
- 3 To check it works correctly on hot temperatures insert the temperature probe into boiling water. If the temperature is +99°, +100°, +101°C then you can be confident it is working correctly.
- 4 If these temperatures are not achieved, change the battery and try again. If this is not effective you may need to buy a new temperature probe.

Definitions

Food

Food includes drinks, ice, raw ingredients and the finished product. Food that is to be sold or served must be fit for human consumption and meet food safety requirements.

Ready to Eat Food

Ready to eat foods are foods that do not need to be cooked or reheated before consumption. Ready to eat foods include: sandwiches, cooked meats, pates, cooked seafood, pies, pastries, crisps, chocolates, sweets, cakes, puddings, desserts,

High Risk Foods

High risk foods are foods which can be eaten without cooking or reheating and which under favourable conditions, support the multiplication of bacteria.

These foods are often high in protein, which the bacteria use as a source of food (energy). If combined with water (moisture), warmth (temperature) and time the number of bacteria in a food can increase dramatically and to a level that can cause food poisoning when the food is eaten.

All cooked meat, poultry, meat products, gravies, stocks, milk, cream custards, dairy products, cooked eggs and egg products, shellfish and cooked rice are considered to be high risk.

Low Risk Foods

These are foods that do not readily support the multiplication of bacteria, and include; bread, biscuits, cereals, crisps and cakes (but not cream cakes).

Food Business

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

Food Business Operator

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

Contacts

Winchester City Council

City Offices, Colebrook Street, Winchester, Hampshire, SO23 9LJ

Website www.winchester.gov.uk Telephone 01962 840222

Environmental Health

Email healthprotection@winchester.gov.uk Telephone 01962 848186

Development Control (Planning)

www.winchester.gov.uk/contactusonline Telephone 01962 840222

Licensing

Email licensing@winchester.gov.uk Telephone 01962 848188

Non Domestic Rates (Business Rates)

Email businessrates@winchester.gov.uk Telephone 01962 848288

Trading Standards

www.hants.gov.uk/regulatory/tradingstandards Telephone 08454 04 05 06

Food Standards Agency

Website www.food.gov.uk Telephone 020 7276 8829

Email helpline@foodstandards.gsi.gov.uk

Chartered Institute of Environmental Health

Website www.cieh.org.uk Telephone 020 7928 6006

References

Legislation

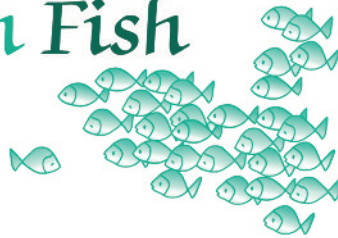
Regulation (EC) No 852 /2004 on the Hygiene of Food Stuffs –
Basic Food Hygiene Requirements

Regulation (EC) No 853/2004 Food of Animal Origin –
Specific Food Hygiene Requirements for certain businesses

Regulation (EC) No 178/2002 General Principles of Food Law –
General Principles and Definitions

The Food Hygiene (England) Regulations 2006 –
Temperature Control Requirements and Enforcement Powers

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