

**Carlisle
City Council**



Carlisle City Council

Guidance for Proposed Food Premises



PROPOSED FOOD PREMISES

GENERAL STANDARDS

This document provides general guidance on the main legal and recommended “good practice” standards for new food premises and those undergoing significant alterations.

The information relates to general food hygiene and personal safety / welfare requirements under the Food Hygiene (England) Regulations 2006 and the Health and Safety at Work, etc. Act 1974 (HASAW Act)

It is not an exhaustive list of legal requirements. It is the responsibility of food business operators to know and comply with the relevant legislation affecting their activities.

Failure to comply with legal requirements identified during an inspection may result in a range of enforcement action including informal letters, improvement notices, prohibition notices and ultimately prosecution.

Sub-standard premises also give rise to food complaints, food poisoning and safety incidents which can result in enforcement action, civil claims and damage to business reputation.

Carlisle City Council have adopted a “Scores on Doors” rating system for food businesses, which will mean that a publicly available “star rating” will be determined by officers after food premises are inspected. Premises are rated between 0 (poor) and 5 (excellent) stars and these are posted on the City Council web site and at www.scoresonthedoors.org.uk.

A range of information is available from statutory and guidance documents produced by organisations including; the Food Standards Agency, Chartered Institute of Environmental Health, Health and Safety Executive and industry bodies.

It is recommended that food business operators contact Carlisle City Council’s Food, Health and Safety Team on 01228 817336 for advice and, where appropriate, to organise an advisory site meeting.

Other Council departments who may have requirements relating to new food premises include;

Planning Services
Building Control Services
Licensing
Business Rates
Highways

All departments can be contacted on 01228 817000, customerservices@carlisle-city.gov.uk, or by visiting the Civic Centre, Rickergate, Carlisle, CA3 8QG. You are advised to arrange an appointment with the appropriate person beforehand.

Note: Legal requirements are in plain text. *“Good practice” recommendations are annotated in Italics with an (R) preceding the paragraph.*

GENERAL CATERING PREMISES HYGIENE REQUIREMENTS

FOOD HANDLING / PROCESSING AREAS

Premises Layout

The layout, design, construction and siting of food premises must permit safe and hygienic operation. It must permit:

- Adequate maintenance and sanitation (cleaning) of all surfaces, fixtures and equipment.
- Sufficient space and work-flow arrangements which allow safe and hygienic operations.
- Protection against contamination of foodstuffs and food-contact equipment.
- Provision for effective management of any allergenic foodstuffs or their derivatives on the premises. These can include physical segregation arrangements and procedural controls.

Walls and Floors

Walls shall be maintained in sound, clean condition and be easy to clean. Their surfaces shall be impervious, non-absorbent, washable and non-toxic at least up to a height appropriate for the operations.

Doors and windows shall be well maintained and easy to clean. External doors and windows shall be designed and operated to offer protection against the ingress of pests if opened during the course of food operations.

Floors shall be maintained in sound, clean condition and be easy to clean. Their surfaces shall be impervious, non-absorbent, washable and non-toxic. Floors should be designed, constructed and maintained to minimise risks of trips and slips.

(R) Floors in "wet" areas such as dishwashing and preparation / washing areas, or where extensive water is used for cleaning purposes, should incorporate drainage services. It is recommended that joints between the floor and wall be suitably coved to facilitate effective cleansing.

Ceilings

Ceilings, or the interior surface of the roof, and overhead fixtures must be so constructed and finished as to prevent the accumulation of dirt, condensation, mould growth and the contamination of food and / or equipment with particles, e.g. dust and flaking paint.

Drainage

Suitable and sufficient drainage shall be provided to equipment, washing / sanitary facilities and, where appropriate, floor surfaces.

Drains shall be fitted with appropriate traps / U-bends to prevent the discharge of foul odours and airborne contaminants into food areas.

(R) Where appropriate, particularly in larger food premises, consideration must be given to ensuring that drainage systems do not present a route for contamination between production areas. The flow of shared drains shall be from high-risk areas (clean / cooked / ready-to-eat) to low risk areas (dirty / raw). Consideration could also be given to separate drainage services for high-risk areas.

(R) Premises discharging large quantities of grease / oils and particulate debris should consider provisions of interceptors to reduce the discharge of these materials into sewerage systems and the associated risks of blockages. Surface grease traps should be avoided in food areas.

When new grease traps are installed at hot food premises it must be ensured that the installation complies with Part H of the Building Regulations. Further guidance on this can be obtained from the Building Control department.

Ventilation

Suitable and sufficient natural and / or artificial ventilation of food areas shall be provided to:

- Introduce clean, cool air and remove excess hot air, moisture and combustion gases. The incoming air temperature and flow characteristics shall be such that it does not discourage staff from operating the ventilation system i.e. too hot, cold or “draughty”.
- Minimise the occurrence of condensation that could result in food contamination, mould growth and wet floor surfaces.

Ventilation systems shall offer general and localised extraction in areas where high concentrations of moisture / condensation are created e.g. over cookers, fryers, ovens and dishwashing equipment.

(R) Extraction systems, particularly serving frying / cooking equipment, may require the installation of grease filters to control the emission of fats and reduce fire risks. These must be maintained in clean, working condition.

The design, location and operation of extraction systems shall minimise the occurrence of nuisance to neighbouring premises / occupants. E.g. noise, vibration, odour, steam. The design, location and operation of extraction systems shall minimise noise exposure to employees and other persons in their vicinity. The system must be capable of being kept clean from fat and grease residues to avoid a loss of efficiency and fire risk. Systems may be required to be interlocked with the gas supply. A ventilation engineer can advise further regarding this. Ventilation systems serving food areas shall be sited and protected from permitting the ingress of dusts, and pests and shall not be connected to areas containing sanitary facilities.

Electrical Services and Gas Installations

Suitable and sufficient natural and / or artificial lighting shall be provided in food areas.

(R) Recommended standards for the illumination of food areas are as follows;

Preparation Surfaces – 400 Lux

General Work Areas – 200 Lux

Light fittings in proximity to food handling areas shall be suitably designed and installed to minimise any risk of food contamination occurring in the event of breakage, e.g. sheathed fluorescent tubes and / or sealed diffuser covers.

All electrical services must be designed, installed and maintained in compliance with Electricity at Work Regulations.

Gas installations shall be provided that are fit for purpose, designed, constructed, inspected and maintained in a safe condition in compliance with the Gas Safety (Installation and Use) Regulations 1994.

(R) It is recommended that a competent person inspects each gas appliance for safety every 12 months and that records of these inspections are retained.

A suitably competent person, currently registered on the CORGI scheme must undertake all installations and works on gas appliances and installations.

Water Supply

An adequate supply of potable water must be available on the premises to be used to ensure that foodstuffs are processed effectively are not contaminated.

Where non-potable water is used on premises, e.g. fire control, steam generation, refrigeration and other similar purposes, it is to circulate in a completely segregated, identifiable storage and distribution system and must not, under any circumstances, connect with potable supplies.

Recycled water used in food processing or as an ingredient must be of potable standard. Ice and steam used within, or in contact with, foods must be suitably clean and of potable standards.

Equipment

All equipment used in food operations, in particular for the storage, handling and processing of foodstuffs must be constructed, operated and maintained in a manner which protects against risk of food contamination and is safe to use. This includes compliance with the Provision and Use of Work Equipment Regulations 1998.

All surfaces and parts of equipment in food handling areas shall be of smooth, impervious, non-toxic materials and maintained in sound, clean condition.

All equipment shall be installed in a manner that permits effective cleaning of the equipment and surrounding facilities, and protects against damage and / or infestation.

Where necessary, equipment shall be fitted with effective and accurate regulating / control and monitoring devices to ensure the proper operation of the equipment in accordance with food safety requirements.

Equipment Washing Facilities

Facilities shall be provided for the cleaning and sanitation of food equipment. This should be designed and operated to protect against cross contamination between clean and dirty equipment and food products.

Washing facilities shall be of corrosion resistant materials, be easy to clean and be provided with supplies of hot and cold water, and suitable food-grade cleaning materials.

Food washing facilities can be supplemented, but not substituted, by mechanical dishwashers.

Suitable washing facilities shall be available for the washing of foodstuffs, e.g. vegetables. With the exception of small catering premises, these shall be separate from equipment washing sinks. A supply of hot water may not required at sinks used exclusively for food washing.

All washing facilities shall be kept clean and, where necessary, disinfected.

Items used for cleaning operations shall be designed and maintained to protect against risk of contamination of foodstuffs i.e. clean and free from significant damage.

(R) The use of "single use" disposable cleaning towels is recommended to help prevent the transfer of contamination from such items to foods or surfaces.

Cleaning agents and disinfectants shall not be stored in areas where open food is handled.

Hand Washing Facilities

Wash-hand basins shall be provided in convenient positions in food handling areas. These shall be supplied of hot and cold water soap and suitable hand-drying facilities

Hand-washing facilities, as above, should be provided in convenient locations for use by personnel who may be engaged in food-related activities e.g. waiting and dishwashing.

These shall be separate from sinks used for food preparation or dishwashing purposes.

For very small food businesses with limited space, e.g. some B&B's advice should be obtained from an Environmental Health Officer with regard to complying with this requirement.

Waste Facilities

Refuse receptacles shall be provided in food areas for the proper disposal of waste materials. These should be of a design that protects against the contamination of food handler's hands, shall be kept clean and regularly emptied.

Suitable, well-maintained receptacles with close fitting lids must be provided for the secure external storage of waste materials.

The provision of internal and external waste facilities for re-usable or recyclable materials must ensure that they do not present a risk of pest harbourage, odours and the escape of waste materials in windy or wet weather.

Buildings and external areas of land in which waste storage facilities are located must be maintained in good condition, tidy and free from spillage of waste materials.

STORAGE FACILITIES (for bottles, wrapped ambient foods, cans, beer kegs)

The structure must be kept in good repair.

Wall, floor and ceiling surfaces must be capable of being effectively cleaned and maintained free from mould growth, dampness and efflorescence.

Floor surfaces shall be suitably robust, impervious and maintained in a condition which minimises risks of slips, trips and the safe use of any manual handling devices e.g. trolleys.

Ventilation shall be provided to encourage sufficient airflow and prevention of dampness / condensation.

Suitable lighting shall be provided. Lighting levels shall be such that safe working conditions are provided, with particular consideration to any potentially hazardous activities which may be undertaken in the area, e.g. Beer-line cleaning using hazardous chemicals.

Suitable sinks, hoses and hand-washing facilities, with hot and cold water supplies, shall be provided reasonable accessible to maintain cleanliness of the storage facilities, equipment and personnel.

Gas cylinders, including empties, shall be suitably secured to protect against falling / toppling. This can include the provision and use of suitably designed apparatus or the use of securing chains / straps affixed to solid wall surfaces.

BAR AREAS

Floor surfaces should be level with no steps incorporated into the design. Anti-slip floor surfacing shall be provided in areas prone to spillage or where washing facilities are located.

All bar surfaces used for the handling of food and drinks shall be easily cleanable and impervious.

The layout / positioning of equipment, shelving, washing facilities and products / materials shall be such that it allows for safe use and manual handling.

Suitable and sufficient lighting shall be provided within the working bar area to ensure that all staff can undertake their work safely.

The bar area must be provided with the following washing facilities:

- A double bowl sink, with drainer, supplied with constant supplies of hot and cold water.

Or,

- A mechanical glass washing machine with a separate single bowl sink, with drainer, supplied with constant supplies of hot and cold water.

A conveniently accessible wash hand basin supplied with hot and cold water, soap and suitable hand-drying facilities.

SANITARY & WELFARE FACILITIES

All premises shall comply with the Workplace (Health, Safety and Welfare Regulations) 1992 in relation to sanitary and workplace standards.

All sanitary facilities shall be suitably lit, well maintained and clean.

Separate sanitary accommodation shall be provided for male and female staff unless otherwise stated below.

Separate sanitary facilities provided for use by disabled personnel can be used by either sex.

WC / Urinal areas must not connect directly to a food-room. An intervening lobby with self-closing doors must be provided which is ventilated to the exterior of the premises.

All WC areas must be suitably ventilated to the exterior of the premises.

All wash-hand basins must be provided with hot and cold running water (or water at a suitably controlled temperature) with soap and hand-drying facilities.

Staff Facilities

Suitable and sufficient facilities shall be available for use by staff to: -

- Maintain a high degree of personal cleanliness.
- Permit changing from external clothing into food garments / over-clothing.
- Securely store personal items and clothing.

Suitable rest facilities shall be provided, including the provision of non-food areas for the consumption of food / drink by staff where meals are regularly eaten whilst at work.

Suitable, sufficient and readily accessible sanitary facilities shall be provided for use by staff. The following criteria are recommended:

| No of staff on premises (simultaneously) | Facilities Required |
|---|---|
| 5 (total staff) | 1 WC 1WHB |
| 6 – 15 (total staff) | Males: 1 WC 1WHB Females: 1 WC 1 WHB |
| 15-30 (Male / Female) | Males 1 WC 1 Urinal 1WHB Females: 1 WC 1 WHB |
| >30 (Male / Female) | Consult CCC Food, Health and Safety Team |

Customer Toilet Accommodation (normally assume 50:50 male/female split)

1) Toilets for restaurant and café customers should be provided at the following ratio: -

Female

2 WC's and 1 wash hand basin for up to 30 female customers

Male

2 WC's for the first 50 male customers plus

1 urinal will be required for every 60 male customers plus

1 wash hand basin for each WC and 1 wash hand basin for every 5 urinals

2) Toilets for licensed pubs and clubs, bars and nightclubs customers should be provided at the following ratio: -

Female

2 WC's for up to 25 females plus 1 for every additional 25 females or part thereof up to 200 females

1 wash hand basin per 2 WC's or part thereof

Males

2 WC's for up to 150 males plus 1 for every additional 200 males

1 urinal for every 50 males or part thereof up to 200 males plus 1 for every additional 70 males or part thereof

1 wash hand basin per WC plus 1 per 5 urinals or part thereof

3) In larger premises further guidance should be sought from this Division.

4) Suitable provision should be made for disabled access to sanitary facilities. Further guidance on this can be obtained from the Councils Access Officer on 01228 817183.

PUBLIC AREAS

Floor, wall and ceiling surfaces, and associated fittings, shall be of a construction and condition to protect the health and safety of occupants.

All tables, chairs and any other equipment provided for use by customers and staff must be provided and maintained in safe, clean condition.

All food contact equipment including cutlery, crockery, glassware and serving utensils, must be capable of being effectively cleaned, and cleaned between each use and / or customer.

Smoking is not permitted in any public area / workplace (other than a few exceptional circumstances) and food business operators must actively prohibit and enforce these requirements with employees, contractors and customers.

MOVEABLE AND TEMPORARY PREMISES (MTPs)

These include marquees, market stalls, mobile shops, premises used primarily as a private dwelling but where foods are regularly prepared for placing on the market, and vending machines.

MTPs shall be sited, constructed and kept clean, and maintained in good condition and repair to avoid food contamination risks.

Facilities for ensuring that adequate standards of personal hygiene are maintained shall be provided. This is particularly important when open foods are being handled and displayed.

Surfaces in contact with food are to be maintained in sound condition and capable of being effectively cleaned and, where appropriate, disinfected. This will require the use of corrosion resistant, non-toxic materials.

Where used, provisions shall be made for the cleaning and disaffection of working utensils, equipment, crockery, glassware and cutlery.

Where foodstuffs are cleaned as part of the food operations, arrangements shall be made to ensure this is done hygienically. Facilities used for the washing of foodstuffs shall not be used for handwashing.

Adequate supplies of hot and cold potable water shall be available where open foods are handled.

Secure, clean waste storage receptacles shall be provided.

Suitable and sufficient facilities shall be available for achieving and maintaining suitable food temperatures for ensuring the safety and integrity of foodstuffs.

TRANSPORT

The food storage chamber of vehicles and containers used for the transport of food stuffs must be designed, constructed and maintained to protect against risks of food contamination or damage to food packaging.

Where such conveyances / containers are used for non-food materials and/or in which food and non-food may be carried simultaneously, suitable and sufficient controls shall be in place for protecting food products and associated packaging / transit materials from contamination.

Where necessary, conveyances / containers shall be capable of maintaining foods at appropriate temperatures and allow those temperatures to be recorded.

MANAGEMENT SYSTEMS

The provision, implementation and maintenance of appropriate, documented management systems are an important element of the achievement of legal compliance, safe food and safe premises.

Training

The proprietor of a food business must ensure that food handlers are adequately supervised and instructed/trained in food hygiene matters. (A food handler being anyone involved in a food business who handles and/or prepares food whether open or wrapped. (Food includes drinks and ice))

A list of food hygiene training providers is available from the Food and Health and Safety Team.

Training needs will relate to the actual tasks an individual carries out and the type of food that they handle. (R) *Training recommendations are listed below in brief: -*

| STAFF DUTIES | RECOMMENDED TRAINING |
|---|---|
| a) Handle low risk wrapped food | - verbal/written instruction in the essentials of food hygiene (before starting) to include the premises food safety management system, and hygiene awareness instruction with an aim to develop a knowledge of the basic principles of food hygiene – within 4 weeks |
| b) Food handlers who prepare open high risk foods | - as above plus formal food hygiene training of about six hours e.g. Basic Food Hygiene – within 3 months |

- c) Food handlers with a supervisory role - as above plus good practice to carry out food hygiene training to a higher level

Food Hygiene – Hazard Analysis

Food business operators are required to undertake a documented assessment of the food safety hazards presented by their operations / products.

This is to identify “Critical Control Points” where specific procedures, controls and checks are required to ensure that food is protected from contamination, renders it safe for consumption and supplied to the customer in a proper, legal condition.

These assessments and control procedures need to be documented and records made of the results of checks and actions taken shortfalls have arisen.

A commonly used approach to this is known as a Hazard Analysis Critical Control Point (HACCP) System.

The Food Standards Agency (FSA) has also published a generic management system for use in small catering and retail businesses known as “Safer Food, Better Business”. This publication is available for general food operations and has specific versions for Chinese and Southern Asian food preparation. A Chinese translation is also available.

THE SFBB pack is available on the FSA Website at www.food.gov.uk/foodindustry/regulation/hygleg/hyglegresources/sfbb/ from which the documentation can be downloaded. It can also be ordered by phoning 0845 606 0667 or email: foodstandards@ecgroup.co.uk.

Health and Safety

The HASAW Act and associated Management of Health and Safety at Work Regulations 1992 require food business operators to undertake an assessment of all legal requirements and hazards associated with the operation of the premises which may present a risk to the health, safety and welfare of all employees and other people who may be affected by the business e.g. visitors, customers and contractors.

Where businesses employ 5 or more employees, a written health and safety policy is required, and all risk assessments, associated control procedures and records must be suitably documented.

There is a range of regulations under the HASAW Act covering specific activities and hazards including manual handling, chemical safety, noise, equipment standards and accident reporting which all businesses must consult and implement as appropriate.

Further information can be obtained from Carlisle City Council or via the Health and Safety Executive website (www.hse.gov.uk).