

**Tendring**  
District Council



# Food Safety/Licensing & Regeneration Covid-19 Newsletter

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# Tendring District Council Newsletter

## UNDER THE MICROSCOPE

Welcome to Tendring District Council's newsletter. The aim is to bring you information in the latest activities of Tendring District Councils Food, Health & Safety, Licensing and Regeneration Teams.

We are sending you this newsletter to help you with all of the changes

**It's very important with all the focus of COVID-19 controls that we do not lose sight of the pre-existing and continuing food safety risks wherever food hazards are not adequately controlled. Therefore, YOU the food businesses need to ensure that COVID-19 constraints and controls do not unduly generate increased risks for food safety. In particular, monitoring checks on matters such as, stock control/rotation, food temperatures, cleaning schedules, staff training and hygiene need to be maintained. Where necessary to accommodate the added requirements of COVID-19 controls and potential staff shortages, production volumes and menu items may need to be reduced. Especial care needs to be taken when supplying food to vulnerable customers, which in regard to food includes customers suffering with food allergies. Those of you providing takeaway and delivery services must ensure that appropriate and accurate food allergen information is available and conveyed to customers both at the time of order taking and delivery.**

**General: For further information please see the information below and the links at the end of our newsletter.**

## Covid-19 How we are working with you the Business

Tendring District Councils Food Safety officers continue to monitor and engage with food businesses, especially our higher risk businesses and newly registered businesses, in accordance with Food Standards Agency guidelines. **Part of a range of alternative methods of inspection being used is remote inspection using video calling.** This allows the council to contact the council, arrange the video call so that the officer can check with the business and discuss changes and offer advice in real time, for the business to contact us. We **WILL** be back to inspect you, should you need any information or guidance make us your **first point of contact, our advice is free and up to date.** E-mail [fhsadmin@tendringdc.gov.uk](mailto:fhsadmin@tendringdc.gov.uk)



### Business support and advice

During the COVID-19 emergency local businesses can keep up to date with all the latest information, including eligibility for the business, retail, hospitality and leisure grants that are available plus all the Governments latest announcements, by checking on the Council's web site here:- [www.tendringdc.gov.uk/coronavirus](http://www.tendringdc.gov.uk/coronavirus) and click under the 'Support for Businesses' tab. Alternatively you can register to receive our regular e-newsletter by clicking [HERE](#)

However, should you have a query regarding eligibility for any of the grants or like further information, please e mail [business.advice@tendringdc.gov.uk](mailto:business.advice@tendringdc.gov.uk)

# Starting or increasing food delivery and takeaway services

The Food, Health & Safety Team understands that the COVID-19 pandemic is changing the way, you the food businesses are operating in order to keep open and help the community during this time. In order to do this safely, you the food business operators (FBO) must ensure that you are complying with current legislation and guidance. Contact us or access information via the links at the end of the newsletter. If you are changing how you operate should think through the hazards and ensure that control measures are in place. You must review how you will do this safely and consider the following:

## **Food Allergen Management:**

Ensure that appropriate and accurate food allergen information is available and conveyed to customers both at the time of order taking and delivery.

If you have a website you should put a clear sign on this stating "Please speak to a member of staff if you have any food allergies". When customers phone to place an order, you should ask them if they or any of the people eating the food have any allergies. If they do, make a note of their requirements and ensure their food is prepared safely for them and clearly labelled, for reference by both staff delivering the food and the customer. Any food prepared for allergenic customers should be stored separately whilst awaiting and during delivery.

Allergic reactions to ingredients can be fatal. There is a wealth of advice for businesses on allergen management on the FSA website access by following the link at the end of the newsletter.

## **Contact-free delivery:**

Limiting contact when delivering orders will help keep everyone healthy, so you could consider leaving deliveries at the door of your customer, rather than handing it over to them. Knock on the door and step back at least 2m and wait nearby for your customer to collect it. You should have a system in place to whereby customers can notify the restaurant/delivery drivers whether they are self-isolating so that action can be taken accordingly as highlighted above. Take payments over the phone or internet rather than taking a cash payment.

## **General:**

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## **Takeaways and restaurants offering a pick-up service:**

Customers waiting to order or collect should wait in a designated area where a 2m distance from other people can be maintained. If this is not possible, customers should enter the premises one at a time and only when their order is ready to be made or collected.

Collection times should be staggered to discourage crowding outside the premises. Where queuing is taking place, you should use queue management systems to maintain a 2m distance between people.

## **Relaxation of planning use:**

The Government has announced a relaxation of planning rules to assist pubs and restaurants during the Coronavirus pandemic. For the next twelve months premises that were not previously, will now be able to operate as takeaways providing hot food and drink. Further information on relaxing planning rules can be found on the Gov.uk website.

# What to consider when re-opening your food business

Food businesses closed due to the impact of the COVID-19 pandemic will hopefully re-open at some point. Amongst the operational issues requiring consideration should be the following:

## Safer food Better Business (Food Safety Management System)

The first consideration when re-opening is the food safety management system (FSMS). A risk assessment should be undertaken to identify if any additional control measures need to be put in place due to changes in the food business. As part of the risk assessment process infection control measures to prevent the spread of COVID-19 should be put in place. Food Business operators (FBO) must ensure that their FSMS is up to date. Further information is available by following the links at the end of this newsletter.

## Cleaning

Effective cleaning is essential in all food businesses. You must complete thorough cleaning regularly using the correct chemicals, take the opportunity to review your cleaning procedures and amend them where there are changes in the food business activities.

**DO Not on any account use bleach in your kitchen as it is not food safe.**

Cleaning chemicals used to control the risk of cross contamination between raw and ready to eat food cleaning surfaces or equipment must comply with the requirements of BS EN 1276:1997 or BS EN 13697:2001. This information will be on the label and should be available from your supplier. In line with latest guidance and best practice the use of a cleaning chemical conforming to BS:EN 14476 has shown to be effective in the cleaning of hand contact surfaces for Covid-19 .

## General:

For further information please see the links at the end of our newsletter

## Staff Hygiene

All staff in the business must be able maintain good hygiene practices in food preparation and handling areas. Staff must be instructed to wash their hands frequently and report immediately any COVID-19 related illness to the food business operator. Staff should wash their hands for 20 seconds:



## Staff Training

FBO's should ensure that staff have the appropriate food hygiene training for the task they are carrying out and that they have received training on the infection control systems in place at the business. Take the opportunity to update the training for **you and your staff**.

Where staff are providing cover due to illness or absence they must also have received the appropriate training/ instruction and/or supervision. FBO's should reemphasise to staff about the importance of frequent handwashing and maintaining good hygiene practices.

# Health & Safety

## Gas Safety

Gas Safety of your business, you are required by law to ensure your gas equipment, either mains supply or LPG is maintained in good condition. This must be completed by a qualified engineer, and to hold an in date certificate available for inspection.

## Electrical Installation

Faults in plugs or cables and poor maintenance of heated food trolleys are common factors leading to accidents.

Regularly check the condition of electrical equipment and fittings. Inspect and maintain electrical equipment and fittings. Having evidence of these checks is one way of proving compliance.

## Your Licensing Checklist

If you hold a Premises Licence (this is for the sale of alcohol) under the Licensing Act 2003 with Tendring District Council, then the Licensing Authority would ask you to think about the following:

- Check the current DPS is still working at the premises and how many personal licence holders you have working on site.
- Has there been a change to the premises licence holder or their registered address?
- Is the Premises Licence Summary and Section 57 Notice on display? Is the full licence available for inspection?
- Review conditions – ensure that you are compliant.
- Has the Premises Licence annual fee been paid? Check for suspension notices and remove if applicable. Licence fees must be paid in full.
- Have building works been undertaken during the closure? If so, you may need licensing consent for these changes. Please consult with the Licensing Authority.
- Consider what works you wish to undertake before opening and consider whether they need permission – such as installation of barriers and screens. Consult with the Licensing Authority or Planning if needed.
- Check fire risk assessment is up to date and review capacity levels within the assessment and/or premises licence conditions in light of COVID-19 regulations.
- Consider liaising with neighbours and resident associations before the premises reopen.
- Look at your policies in light of COVID 19 – such as admission and dispersal, drugs, toilet checks and cleaning protocols, security, avoiding overcrowding of areas used regularly like corridors and toilets and other confined spaces, controlling queues and ensuring 2 metre markers are in place.
- Encourage customers to email, use website or apps when ordering or calling ahead to reserve seating.
- Pre-opening licence health check and risk assessment to comply with COVID-19 regulations (when released) and signage requirements – including social distancing guidelines; hygiene information; entry and exit routes; pick up and drop off point instructions; customer instructions upon service and payment process.
- Consider any plans for the local area. There could be a gradual reopening and therefore certain conditions could be problematic initially.
- Contact the Licensing Authority and Essex Police Licensing Officer to find out their views on premises reopening, and any particular challenges or local initiatives they wish to consider.

## Food Hygiene Rating ELITE!

As you are all aware the Food Hygiene Rating Scheme shows how well the business is doing overall, based on standards found at the time of your inspection. The ratings can be found online and on stickers which are displayed at business premises. The back of the sticker and the online rating will also show the date of the inspection by the local authority's food safety officer. However, there is to be an *extra* award for businesses that maintain the very highest standards. We will only issue at point of inspection if you have had two zeros and a five over the last 3 previous inspections. On confirmation, you will receive a window sticker to celebrate this and to make all your customers aware of the continued high standards you have maintained. The food officer will discuss this with you at the end of their inspection.



## Our Mental Wellness

- Data shows over 4 in 5 adults are worried about the effect that coronavirus (COVID-19) is having on their life right now, with more than half saying it affected their wellbeing and nearly half reporting high levels of anxiety
- Public Health England's Every Mind Matters website includes new NHS expert tips and advice on looking after mental wellbeing and supporting your family and loved ones during this time
- Their Royal Highnesses The Duke and Duchess of Cambridge have narrated a powerful new film in support of the campaign and to encourage people to look after their mental and physical wellbeing
- Every Mind Matters campaign will be supported through social media, digital, national TV and partner support activity, helping to reach the audiences most at-risk of poor mental health

You can view these and more tips on [Every Mind Matters](#).



Active Essex and the University of Essex have teamed up with State of Life to find out how the current situation with Coronavirus makes people feel about work, health, money, other people, and life in general. Take this short survey and let us know how you are: <https://bit.ly/StateOfLife>

... and if you're able to share with friends, family or community groups in Essex, that would be great too.

The answers people give will be compared to other national surveys to work out how life has changed recently and how we're all coping. The results will help us figure out what kind of things improve mental and physical health, and what support is needed during and after lockdown.

# Health & Wellbeing in your food business

TUCK IN - An Essex wide campaign in support of takeaway food establishments that take steps to improve the nutritional quality of their food and it also saves money and increases your business.

Show you care about the salt, sugar and fat content of the takeaway food you serve - Take the TUCK IN pledge

Takeaway food businesses who have taken the TUCK IN pledge can display the TUCK IN logo on their premises and receive free training in nutrition and be on our TuckIN website for free. This could help your businesses to attract more business as research into COVID -19 is showing that people with diabetes and obesity are often more affected by the virus .Customers will also be looking to build on the healthy habits they have developed over lock down.

The TUCK IN logo shows that a business cares about its customers by making a continuous effort to reduce the salt, sugar and fat content of the food it serves. And Tendring District Council are looking to add to the list of businesses currently signed up to the initiative over the coming year.

In order to take the pledge a business must first demonstrate it has considered the salt, sugar and fat contained in the food they serve. A business must also commit to making a continuous effort to reduce the salt, sugar and fat content of the food it serves. For further information head to Tendring District Council website and discuss with us how to get involved.



MAKING  
FOOD  
BETTER

## **General:**

For further information please see the links at the end of our newsletter

### **Improve Your Business**

The Food, Health & Safety Team provided a training Seminar to help local food businesses improve their FHSRS score, source information and become compliant. A range of food businesses attended the course held at the Councils Weeley Offices where Officers provided guidance and advice as well as practical demonstrations on how to improve. Working with a wide range of cuisine styles the course proved a hit with all who attended. The Team are looking to provide further courses and will confirm dates in due course.

### **Training and Multi Agency Working**

The Food Health & Safety Team arranged for the Immigration and Border Forces to provide a training course to demonstrate what their role is and how other enforcement teams can assist and work with them. The training session proved very useful and all who attended came away with a better understanding of what happens on a day to day basis as well as networking and having useful contacts. Following on from the training...

A number of visits have been made to businesses in and around the Clacton area by the Councils Food Safety team, the Councils Housing team, the Police, HMRC and Immigration have joined forces using local information and intelligence. The visits to businesses have proved successful for all the agencies involved and these will continue as part of our work.

### **All Change for the Food and Health and Safety team**

The Team have moved from their base at Weeley to the newly refurbished offices located in Clacton on Sea town centre. The move was made with a minimum of fuss and now are able to work closely with other departments. The Food, Health & Safety Team is now located at the offices which are located at the below address.  
*Tendring District Council, 88-90 Pier Ave, Clacton-on-Sea, CO15 1NJ, Essex*

# STAY INFORMED:

In order that you receive the latest edition of *UNDER THE MICROSCOPE* we need to ensure that we have an up to date and valid e-mail address for your business. You can keep us up to date by any of the following means:

E-mail: [fhsadmin@tendringdc.gov.uk](mailto:fhsadmin@tendringdc.gov.uk)

Telephone: 01255 686

Facebook: @TendringFoodTeam

Twitter: @tdcfood\_health

<p>Further information is available on the Tendring District council's website</p> <p><a href="https://www.tendringdc.gov.uk/coronavirus">https://www.tendringdc.gov.uk/coronavirus</a></p> <p><a href="https://www.tendringdc.gov.uk/business/licensing-legislation/food/register-food-premises">https://www.tendringdc.gov.uk/business/licensing-legislation/food/register-food-premises</a></p>	<p>Free Training The link below allows free access to resources to help you gain and meet current compliance. E-mail for free advice <a href="mailto:covid19@mycompliancepeople.com">covid19@mycompliancepeople.com</a></p> <p>ON LINE ALLERGEN AWARENESS COURSE, at <a href="https://www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses">https://www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses</a></p>
<p>GOV.UK: What you need to do <a href="https://www.gov.uk/coronavirus">https://www.gov.uk/coronavirus</a></p>	<p>Guidance for employers &amp; businesses <a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19</a></p>
<p>The Food Standards Agency (FSA) have provided advice for business – 'How to manage a food business if you sell products online, for takeaway or for delivery'. <a href="https://www.food.gov.uk/business-guidance/distance-selling-mail-order-and-delivery">https://www.food.gov.uk/business-guidance/distance-selling-mail-order-and-delivery</a></p>	<p>Specific food business guidance at: <a href="https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses">https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses</a></p>
<p>Information for retailers and caterers is available from the Food Standards Agency at <a href="https://www.food.gov.uk/business-guidance/safer-food-better-business">https://www.food.gov.uk/business-guidance/safer-food-better-business</a></p>	<p>Health &amp; Safety Guidance <a href="https://www.hse.gov.uk/pubns/cais23.pdf">https://www.hse.gov.uk/pubns/cais23.pdf</a></p> <p><a href="https://www.hse.gov.uk/pubns/cais12.pdf">https://www.hse.gov.uk/pubns/cais12.pdf</a></p> <p><a href="https://www.hse.gov.uk/legionnaires/index.htm">https://www.hse.gov.uk/legionnaires/index.htm</a></p>
<p>There is a wealth of advice for businesses on allergen management on the FSA website access by following the link at the end of the newsletter at <a href="https://www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses">https://www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses</a></p>	<p>The CIEH has also released a guidance document called 'Food delivery &amp; takeaway' with further information for businesses, available at: <a href="https://www.cieh.org/media/4070/covid-19-food-delivery-and-takeaway-guidance.pdf">https://www.cieh.org/media/4070/covid-19-food-delivery-and-takeaway-guidance.pdf</a></p>