

COVID-19
CORONAVIRUS

#SupportDG



Advice for food businesses - introducing food takeaway and delivery options



Dumfries and Galloway Council Coronavirus advice for food businesses - introducing food takeaway and delivery options

The following advice is for existing food businesses looking to introduce takeaways and delivery options where they have not done so before. If you have not already registered as a food business with your local authority you must do this before opening.

Please go to <https://dumgal.gov.uk/article/15644/Register-your-food-business> for further information

Dumfries and Galloway Council understand that businesses may look to change their business model and diversify in order to maintain their business during this time and it is our aim to support you in doing so.

For more information on how to sell products for takeaway or delivery visit

<https://www.food.gov.uk/business-guidance/distance-selling-mail-order-and-delivery>

In addition to the information provided, if you have any specific enquiries please email EnvironmentalStandards@dumgal.gov.uk to discuss your new business model in order that we can ensure that you are doing this safely.

COVID-19 Support for Local Businesses

Visit

[https://www.dumgal.gov.uk/article/20660/
COVID-19-Support-for-Local-Businesses](https://www.dumgal.gov.uk/article/20660/COVID-19-Support-for-Local-Businesses)

Food Safety measures to consider

If you are changing how you currently operate, then you should think through the food safety hazards and ensure that you have control measures in place to provide safe food to your customers.

In addition to the current food safety controls you already have in place these are some additional issues you need to consider:

Suppliers - Ensure you continue to use reputable suppliers.

Surface disinfectants - Where suitable surface disinfectants (compliant with BS1276 or BS13697) are unavailable you must continue to adequately clean any food preparation surfaces and equipment using detergent and hot water.

Cross contamination - You need to take additional care to physically separate raw and cooked food areas and equipment if you cannot get a food safe disinfectant. You must not use the same equipment for raw and ready to eat foods unless you can effectively clean and sanitise it between uses.

Hand washing - Regardless of the availability of hand sanitisers, all food handlers must regularly wash their hands using warm running water, hand soap (for at least 20 seconds) and dry them with disposable paper towels.

Temperature control - Foods that need refrigerating must be kept cool during transportation. This may need to be packed in an insulated box with a coolant gel or in a cool bag. If you are transporting hot food, it should be kept hot. This may need to be packed in an insulated box or bag. It is recommended to keep travel distances short and times limited to within 30 minutes.

Allergens - If you have made any changes to your menu you must review your allergy information. When receiving telephone orders for delivery, you must make sure that you ask regarding any food allergies or intolerances that the customers may have and ensure that foods delivered are labelled with the name of the food and allergens contained within. Do not serve people with a food allergy or intolerance if you cannot guarantee that their food has not been contaminated with their specific allergen.

Vehicles - All vehicles used to transport or deliver food must be kept clean, in good repair and condition and free from sources of contamination to protect food. All foods must be fully wrapped or packaged for transport or delivery to prevent contamination.

Contact-free delivery - When customers place an order you need to ask if they are self-isolating, this is so that you limit contact when delivering orders to help keep everyone healthy. Cashless systems should be implemented in the interests of hygiene. Leave deliveries at the door of your customer, rather than handing it over to them. Knock on the door, then step back at least 2 metres and wait nearby for your customer to collect it.



Takeaways - If available it is recommended that hand sanitiser is provided to customers. If this is not available due to the national shortage, then you should leave the entrance door open and clean and disinfect any potential hand contact surfaces regularly. Orders should be paid for with contactless payment wherever possible, if this is not possible then hands need to be washed thoroughly after handling money. Delivery boxes and bags must be easy to clean and disinfect and the two stage clean and disinfect method followed after each delivery made.



Social distancing during collection of takeaways - You should limit the number of customers who enter the premises to collect food so that the 2 meters social distancing can be adhered to. The social distancing could be achieved with the use of floor markers or similar. There is also government guidance for social distancing, which can be found at:

<https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19>

Providing seating outside - The most up to date information on the types of businesses that must close and exceptions to this can be found at:

<https://www.gov.uk/government/publications/further-businesses-and-premises-to-close/further-businesses-and-premises-to-close-guidance#businesses-and-premises-that-must-remain-closed>

At this time, food delivery and takeaway premises can remain operational and the opening of new businesses of this type is permitted. Food delivery and takeaway premises are defined as:

“Premises providing hot or cold food that has been prepared for consumers for collection or delivery to be consumed, re-heated or cooked by customers off the premises.”

As the legal definition of premises includes not only the building, but the land on which it is built, the provision of seating outside the premises would not be permitted under these rules irrespective of whether or not social distancing is being observed



Infection Control - You have responsibilities to ensure food handlers are fit for work under the food hygiene regulations. In addition, you have a general duty to ensure the health, safety and welfare of persons in your employment and members of the public. Relevant staff must be provided with clear instructions on any infection control policy in place, any person with illness or symptoms must report it to a person in charge. Ensure the Government's infection control policy in relation to coronavirus is followed. For details visit:

<https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19>



Licensing Board Advice

The Licensing Board will temporarily permit premises to provide a food take away and food delivery service for a 3 month period to end of June 2020 whereby the matter will be reviewed and further advice given. You do not need to contact us to confirm this in advance

Where the premises sell food and are licensed for both on and off-sales of alcohol, delivery of alcohol with food will be permitted subject to compliance with the Licensing (Scotland) Act 2005 (specifically Sections 119 and 120).

If premises wish these arrangements to continue after the Coronavirus Pandemic, please contact the Licensing Board at this stage to discuss submission of a major variation application to amend the operating plan to allow this.