

## Advice for food businesses looking to offer takeaways and deliveries

This guidance is aimed at food businesses looking to offer takeaways and deliveries where they have not done so before.



### Registration

A business can only do this if they are **registered as a food business with a Local Authority** and all foods must be delivered to consumers in a way that ensures that they do not become unsafe or unfit to eat.

### Relaxation of Planning Use

The Government has announced a **relaxation of planning rules** to assist pubs and restaurants during the Coronavirus outbreak. For the next twelve months premises that were not previously able to operate as a takeaway will now be able to. Further information on relaxing planning rules can be found at [www.gov.uk](http://www.gov.uk). If you wish to do this, you must inform the planning team by emailing them at: [Planning.Applications@brighton-hove.gov.uk](mailto:Planning.Applications@brighton-hove.gov.uk). You should include the name of your premises, full address, your contact details and the date you intend/started offering takeaways.

### Safe Preparation and Delivery

Scientific advice is that it is very unlikely that COVID-19 can be spread through food. However, if you are changing how you operate, you must think through the additional dangers and ensure you have suitable control measures in place. You will need to update your food safety management system to include any changes you have made in how you handle food e.g. safe transport of food. You must also ensure staff are suitably trained.

Foods that need refrigerating must be **kept at 8°C or below** while they are being transported. It 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 **above 63°C** and may need to be packed in an insulated box. It is recommended to keep distances short and times limited to within 30 minutes.

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.’

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

### Packaging of food

Ensure the containers you use to put food in are ‘food safe’ (if plastic, they often have the logo illustrated on them) and stored safely e.g. keep them in their original packaging, remove only what is needed and, in the kitchen, place them so they are



protected from contamination e.g. in a separate clean area such as a higher shelf and upside down. When placing food inside containers, use clean utensils and ensure good personal hygiene at all times (especially hand washing) before touching containers, closing lids and placing them in delivery bags. The insulated containers/bags used to transport the food must be kept clean and sanitised before use.

## **Allergens**

Allergen information needs to be available at the point of order and also when the food is delivered. Ensure you can: provide accurate information regarding listed allergens in the food you sell, prepare it safely and then label and keep it separate until delivered. For further information and advice check the FSA web site at:

<https://www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses>

## **Contact-free delivery**

Limiting contact when delivering orders will help keep everyone healthy, so consider leaving deliveries at the door of your customer, rather than handing it over. Knock on the door or telephone, step back 2 metres and check the customer collects it. Take payments over the phone or online rather than taking a cash payment. If you do need to take a cash payment, ask the customer for exact change or consider pricing your dishes to even prices, e.g. £8.00 instead of £8.20, to minimise the need for change. Ensure your driver has some alcohol gel to clean their hands after handling money.

## **Infection Control**

Food handlers must be 'fit for work' and should inform managers of any infectious disease, symptoms or wounds they have to stop it spreading to food.

You also need to ensure the health, safety and welfare of people you employ and members of the public. You can find government guidance on COVID-19 for employees and businesses at [www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19](http://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19). Please note, this is not specific for food businesses but does advise that 'if you have been asked to self-isolate, you can order by phone or online, such as through takeaway services or online shopping deliveries.' **It also states that the person needs to make sure they tell the delivery driver that the items are to be left outside, or as appropriate for their home.**

If you are carrying out deliveries therefore, you need to have a system in place so that clients can notify you and your delivery drivers whether they are self-isolating so that the delivery can be made in line with the above.

## **Contact and more information**

If you need to contact Brighton & Hove City Council's Food Safety Team, please email [ehl.food@brighton-hove.gov.uk](mailto:ehl.food@brighton-hove.gov.uk) or call 01273 294416.

More detailed advice can be found at: <https://www.cieh.org/media/4070/covid-19-food-delivery-and-takeaway-guidance.pdf>

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