Eastleigh Borough Council understand that food businesses may look to change their business model and diversify in order to maintain their business during this time. The following advice is for those food businesses that are looking to make provision for takeaways and deliveries where they have not done so before. A business will only be a position do this if they are already registered with us as a food business.

Scientific advice is that it is very unlikely that COVID-19 can be spread through food but, if you are changing how you are used to operating, then you should think through the hazards and ensure that you have control measures in place to eliminate the risks. All foods must be delivered to consumers in a way that ensures that they do not become unsafe or unfit to eat.

Foods that need refrigerating must be kept cool while they are being transported and may require an insulated box with an ice pack.

If you are delivering hot food, then it should be kept hot. It is recommended to keep distances short and times limited to within 30 minutes and you may also want to use an insulated box.

Food sent by post needs to be sent to consumers in packaging that is strong enough to remain intact. Once sent, the food should be delivered as quickly as possible, ideally overnight. When the order is made, the consumer must be told when they can expect delivery.

**Food Safety**

If you are registered then you do not need to inform us of the change however, you will need to review your documented food safety management system or HACCP (Hazard Analysis Critical Control Points) to ensure that the additional hazards (for example cross contamination and temperature control) associated with this new business operation are considered and documented.

* You must ensure that those control points which are critical to food safety have been identified and implemented, ie set delivery distances (max 30 mins) and extra temperature checks if required.
* You must ensure that measures to be taken in the event of a failure in control at those critical points are specified and management checks to verify the correct operation of procedures are made and recorded.

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>

The Chartered Institute of Environmental Health (CIEH) have also produced an advice document which can be found here: <https://www.cieh.org/media/4070/covid-19-food-delivery-and-takeaway-guidance.pdf>

**Allergens**

Allergens also need to be considered, as if food is sold at a distance (e.g. internet sales or home delivery), the allergen information must be provided:

* Before the purchase of the food is complete (this could be in writing or verbally) **AND;**
* In a written format when the food is delivered.

Additional information on allergens can be accessed through the FSA at <https://www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses>

**Infection Control**

You have responsibilities to ensure food handlers are fit for work under the food hygiene regulations and 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, and any person so affected and employed in a food business and who is likely to come into contact with food is to report immediately the illness or symptoms, and if possible their causes, to the food business operator. You must ensure government guidance on social distancing is followed by your staff.

If you are undertaking deliveries, then you should implement a system whereby clients can notify the restaurant/delivery drivers whether they are self-isolating so that action can be taken accordingly. Limiting contact when delivering orders will help keep everyone healthy, so you should be leaving deliveries at the door of your customer, rather than handing it over to them. A safe method would be to knock on the door, step back at least 2 metres and then for your customer to collect it. Payments should be taken over the phone or internet rather than taking a cash payment wherever possible.

If you are offering a collection service orders should be taken by phone or via the internet to avoid having people order and then have to wait on site for the food to be prepared. Customers arriving without having ordered in advance should be encouraged to telephone the order through from outside the premises and then return at a specified time to collect. This should be communicated to customers using signs that can be read from outside the premises. Collection times should be staggered to avoid having customers turning up at the same time and, if people do arrive together, they should only enter the premises one at a time to pick up their food. The 2 metre social distancing rule should be observed by anyone queueing outside to enter. More information can be found here: <https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19>

Further general advice for businesses can be found on the following webpage:

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>