

Advice to restaurants, cafes and retailers who are providing takeaways and deliveries during the COVID-19 outbreak

We understand that businesses need to find different ways to serve their customers through this very difficult period. The current government guidance allows for certain businesses to adapt their existing business model to provide a takeaway service for their customers. This may include delivery in some cases. A business will only be able to offer a delivery or takeaway service if they are registered as a food business with a Local Authority. All foods must be delivered to consumers in a way that ensures that the food does not become unsafe or unfit to eat.

Please ensure that you keep up to date with the government advice on social distancing to ensure that you fully comply with it when offering this new service.

Here is some advice on how to comply with the food legislation to ensure that you operate safely:

- When taking the delivery details over the telephone please ensure that staff record any allergen or other dietary requirements for the customer.
- All deliveries must be checked before they go out to ensure that information on all dietary requirements, particularly allergies is included. Ensure that you brief delivery drivers so they can provide this information to customers in written form if it cannot be added to the packaging.
- Remind staff about social distancing when delivering foods. Card payments over the phone are safer than cash at the door where possible. Provide staff with hand sanitiser and advise them how and when it should be used.
- If you are doing more preparation of foods in advance than you would usually do ensure you are able to cool foods to below 5°C within 90 minutes (60 minutes for rice) and that you have enough refrigerator space to store the chilled food safely.
Monitoring and recording arrangements must be in place for this and all other critical steps in the process.
- If you will be holding food hot for over 2 hours, ensure it is kept above 63°C.
- Obtain suitable food grade takeaway packaging and store it in clean dry conditions.

- Use insulated bags or boxes for deliveries for hot and cold foods. All containers used for delivery must be kept clean and added to your cleaning schedule.
- The vehicle used for deliveries must be kept clean internally and externally.
- Delivery drivers must wear outdoor clothing and not clothing worn which has been used while working in the kitchen.
- If foods are supplied cold for reheating, provide adequate reheating instructions.
- Retailers delivering foods must transport chilled foods at or below 8°C or limit the delivery time so that the cold chain is maintained.
- This arrangement is very likely going to be in addition to your existing operation so everything you do which is new must be covered in your food safety management system. Review your existing documentation and make any amendments necessary to ensure that new activities such as a takeaway operation are covered.
- If you are doing deliveries for the first time, ensure any vehicle is taxed, MOT'd, and insured for business use. All staff must be properly briefed for lone working, night work and dealing with aggressive customers.

The Food Standards Agency (FSA) has provided advice for business – [How to manage a food business if you sell products online, for takeaway or for delivery](#)

The government has issued [guidance on COVID-19 for employees and businesses](#)

The government has announced a relaxation of planning rules to assist pubs and restaurants during the coronavirus pandemic. For the next twelve months premises who 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](#)

If you need further advice please email Business Support at envhealth@huntingdonshire.gov.uk