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Environmental  
Health



# CIEH National Guidance for Outdoor and Mobile Catering

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# Aim of the guidance document

**These guidance notes aim to provide a basis for a commonly agreed and consistent national standard in outdoor catering management. The guidance document aims to define acceptable food safety standards and health and safety requirements for catering at outdoor events. The key objectives are:**

- To set consistent standards for local authority food enforcement
- To provide clear guidance on the implementation of the standards
- To highlight good practice

It has been produced in consultation with environmental health practitioners and trading standards officers with experience of large outdoor events and markets and other key stakeholders such as industry representatives, LACORS and outdoor catering trade associations.

The guidance notes have been written primarily for environmental health professionals to facilitate a national consistent approach ensuring clarity of standards and processes. Although the Olympics/Paralympics are key drivers, the document will be used for other international, national, regional and local events. It is not intended to be an industry guide, but it is anticipated that the document will be used to inform businesses and anyone intending to manage outdoor events of their responsibility and expectations of the standards which they should implement.

The guidance notes are not an interpretation of the legislation but are based on the practice of environmental health professionals. It still remains the responsibility of individual officers to ensure they play their role in keeping up to date with relevant changes to the regulations and current guidance. However, wherever possible, these guidance notes will direct the reader to other relevant information sources, support, advice and regulatory requirements. Case studies provide practical examples of how the guidance can be interpreted and implemented in a wide range of scenarios.

These guidance notes will be reviewed continually until 2012 and then at regular intervals or in light of new information or protocols.

# Introduction

**Catering at outdoor events is a high risk activity whether at an established venue, market or at a temporary or mobile function. The large numbers of people, frequent use of temporary staff, the temporary nature of the accommodation and high-risk products for sale place specific pressure on food and health and safety management. The temporary nature of these events and the uncertainties of the UK weather can mean that environmental conditions are an added challenge to traders. Experience at some of the largest outdoor events such as the Olympics has emphasised the risks associated with food handling and cross-contamination under these circumstances.**

Local environmental health professionals, event managers and food business operators must work together to secure and maintain high standards and conditions in respect of structure, equipment, cleanliness, licensing, food safety management, food standards and health and safety of staff and the public.

Many environmental health services have produced local policies and guidance for outdoor catering businesses. Although similar, confusion can occur when caterers move from one authority to another as part of their business. This document aims to pull together the key principles to enhance the consistency in interpretation from region to region and reduce the burden and confusion within the outdoor catering industry. The document aims to also encourage proportionality within enforcement protocols.

The CIEH acknowledges that each event will likely pose different challenges, but it is hoped that the guidance will enable clearer planning and preparedness of the environmental health response to outdoor event catering. It is not intended to be a fully inclusive document but to supplement the existing framework of legislation and statutory guidance.

# Scope

The guidance covers two sectors of outdoor catering:

1. Organised, planned events both large and small such as local village fetes, exhibitions or more regional, national and international for example agricultural shows, concerts, festivals, carnivals, music and sports events
2. Street trading such as mobile traders, markets, boot fairs and similar events

It does not include:

- Catering from fixed premises outside an event site
- Emergency catering for civil emergencies
- General event management
- Media location catering

Many of the key principles of good food safety practice apply to all types of food preparation. This document aims to highlight the specific issues related to outdoor catering either mobile or in temporary situations. Further information on the general responsibilities for food hygiene and safety can be found in the references and further information section. Case studies have also been provided as examples of the practical experience of dealing with a range of outdoor catering events and application of proportionality. This document does not cover the sale of alcohol, animal attractions, labelling and other food standards issues. Further modules to support this guidance may be developed.

The document, although focused on food safety, will also highlight related areas such as licensing, trading standards, health and safety and sustainability. The CIEH acknowledges that for some of these events the Health and Safety Executive (HSE) will be the enforcing authority, for instance at an agricultural fair where the main activity on site is agricultural.

In the desire to address all relevant issues and to keep each section as self contained as possible, there may be some repetition to the reader. This is to enable each section to stand alone for ease of use.

# General

**This section covers general principles in the management of food safety in all types of outdoor and mobile catering scenarios. Not all the principles apply to every occasion for instance major events may differ greatly from street markets and food fairs. It is the role of the officer to determine proportionality and practicality in applying the advice given.**

**Outdoor catering can take place at a range of different events. Consideration needs to be given to the scale of the event, number of people likely to attend, how long the event lasts, private or charitable and whether it is a regular planned event or a one off charity event. Enforcement protocols need to be applied proportional to the risks to public health.**

## Food safety management systems

Food safety management systems are not only a legal requirement but are vitally important in protecting public health and operating an effective business. There are many generic models available for use for example the Food Standards Agency's Safer Food Better Business, Cook Safe, and similar. The information supporting the food safety management systems must be kept up to date and available for inspection at each mobile, stall or marquee.

Organisers of any event have a legal responsibility to ensure the health, safety and welfare of all employees, volunteer helpers or contractors involved in arranging the event and to the public and visitors attending. Food business operators taking part in the event also have the same responsibility for their stall or catering service. General event management guidance can be found in HSE Guidance document HSG195. Please see references on page 28.

In respect of food safety, the food business operator must demonstrate that they have investigated the potential food hazards to the food business and have put adequate controls in place. (Ref: EC Regulation 852/2004 Hygiene of Foodstuffs). The regulations require all food businesses to:

- Identify food safety hazards
- Identify critical control points for food safety to prevent or eliminate hazards or to reduce it to acceptable levels
- Establish critical limits at critical control points
- Establish and implement effective monitoring procedures at critical control points and corrective action plans if it is not under control. An example of monitoring is keeping temperature control records
- Establish documents and records commensurate with the nature and size of the food business to demonstrate the effective systems are in place such as a cleaning schedule

## Pre-event planning

### General considerations

The planning stages are very important as much of the preventative and advisory work can be undertaken at this time and reduce the burden on enforcement protocols. The bigger the event the longer lead up time is needed in planning and preparations. It is also important to recognise that as events evolve and change from year to year this must be reflected in the operational plans to manage the events.

## Site considerations

In general considerations of the site and vicinity for the event should include scoping and impact assessment of:

- Power supply/water/drainage/toilet accommodation/showers
- Access and egress (also for emergency services)
- Refuse disposal especially fats, oils and grease/recycling/policy on use of glass
- Geography, prevailing winds and weather forecast
- Siting of underground services and overhead cables which may impede construction
- Impact on neighbourhood (noise, people, traffic, litter)
- Layout and size of pitches

### Local authority staffing

Enforcement officers need to undertake risk assessments and scoping for the event to enable informed planning or staffing and resources. This can be done in partnership with neighbouring authorities. The scoping should also include undertaking a site risk assessment to understand all the key challenges for food safety and enforcement resources.

### Local authority enforcement planning

Sharing of expertise and experience in managing outdoor events is an important part of ensuring professional competence and consistency. It is therefore critical to seek out advice from other officers who have had more experience in dealing with specific types of event and outdoor catering environments. The case studies offer practical examples of how food safety issues can be dealt with for a range of different types of outdoor catering situations. Further contacts can be found in the references section on page 28.

Industry guidance is available to outdoor and mobile caterers (please refer to References and Further Information). The guidance offers suggestions for the numbers of outdoor catering concessions per attendance levels, although other factors, variables and site restrictions will need to be considered. Enforcement officers will need to:

- Agree communication plans and clarify areas of responsibility between all those involved in the event organisation. For the larger events the event organiser may be asked to complete an Event Management Plan (this may be a condition of the licence for the event). The Event Management Plan should cover details of how all aspects of the event are to be undertaken and managed by the organisers. The local authority can then scrutinise the plans and make recommendations prior to the event taking place



- Prepare an operational plan and audit checklist for food safety monitoring protocols/ inspections and to facilitate consistency for the regulatory services. This may include developing a system of pro-formas left with the food business operator which can be retained and shown to officers as a record of previous inspections (Refer to templates in Annex 2 on page 36 onwards)
- For the very large events, the information to food business operators may be best sent out through the event organisers. All food businesses will be informed of the requirements expected of them and can assure the event organiser of their ability to comply. The event organiser will then have a role in selecting the appropriate food businesses to attend their event based on the information returned to them. A pre-selection process will enable local environmental health resources to be focussed on checking compliance with those food businesses that will be attending the event
- Consider the need to take food and water samples and a time plan for this to take place
- Agree strategies and protocols for dealing with food complaints and arrangements for the seizure and condemnation of unfit food and other contingencies prior to the event taking place
- Agree how to manage 'unauthorised' food business operators that may be attracted to the area around the event
- Organise a pre-event site audit with event organisers to check suitability of planning and services
- Identify all liaison/contacts needed across professions and services (see Annex 2 templates on page 36 onwards)

### **Licensing, registration and other checks**

Licensing and licensing conditions can provide a useful mechanism for managing public health and safety. For the larger events a condition of the licence could involve the submission of an Event Management Plan by the event organiser. The licensing function may also contribute to funding for additional staffing to audit the event.

It is useful for a proactive approach by local authorities (LAs) to review all licence applications especially 'Temporary Events Notices' to identify possible catering scenarios. These applications provide key intelligence about whether or not traders need licences or not. Premises must be licensed to sell alcohol.

### **Pre event contact with food businesses**

The most effective form of pre event planning is to work jointly with the event organisers in relation to contact with businesses.

It is also useful to obtain a list of traders from the event organiser at the earliest opportunity. This may not be available until two to four weeks before the event. Although organisers should be able to state the number of sites available. This facilitates the risk assessment and allows pre event contact with the traders. There may be last minute bookings as well that will need to be reviewed. The introduction of last minute bookings should be discouraged as it prevents adequate time for pre event checks. It is also helpful to ascertain if the traders will be sub contracting any parts of their operation so that these food businesses can be incorporated within the pre event consideration and inspection programme.

Once details of the traders expected to be at the event have been confirmed their home authority for registration and compliance information can be contacted for further information (see Annex 2 Templates for suggested letter to Home Authority on page 41).

Letters to individual food business operators with guidance and checklists to enable effective preparation before the event and reduce the burden of enforcement protocols (see Annex 2 –Templates for example letter). This may also include advance pre-event, postal reminders to individual food business operators of shortcomings found on stalls at past events where food business operators are known to be returning the following year.

Information to traders needs to advocate that food business operator's make contact with environmental health services in advance to obtain appropriate advice for their operation.

Health and safety at work legislation require all employers to provide instruction, training and supervision and together with the efforts of the employees a safe working environment. Issues for consideration include: risk assessments, health and safety policy, and other key regulations such as manual handling, COSHH, working time, use of fireworks.

Enforcement officers need to ensure that they obtain the phone number of the food business operator so that the operator or a supervisor is contactable during food operation even if they are not present at the business stand. Food business operators need to ensure that contact details are visible/available to officers on the stall.

### **Food business considerations pre-event**

All food business operators must register with the local authority where their business is based or where the vehicle used in connection with the food business is kept in accordance with Article 6 Paragraph 2 EC Regulation 852/2004. Food businesses also need to ensure that they have appropriate public liability and employer liability insurance.

If event participants are intending to stay overnight in tented or caravan accommodation, it may be necessary to apply for a licence under the Caravan Sites and Control of Development Act 1960 and appropriate planning permission.

Food business operators need to consider setting up times, close down arrangements and any security constraints which may restrict access for vehicles and supplies during the event.

Food business operators also need to be aware of health and safety regulations and guidance such as working at height, gas/electrical safety, slips, trips and falls, noise at work and manual handling for instance heavy marquees may require specialist handling.

### **Food hygiene training**

Event catering is a high risk activity and all food handlers are to be supervised and instructed and/or trained in food hygiene matters appropriate to their work activity.

### **Emergency planning/crisis management**

The event organiser will need to consider strategies for dealing with an emergency such as a fire, accident, disturbance, terrorist action, adverse weather including flooding.

In the very large events the critical review of these strategies needs to be undertaken at emergency “Bronze” level within the local authority so that it is tied into the structured emergency response for the area. For these large events there needs to be environmental health representation on the Safety Advisory Group (SAG) or Operational Safety Planning Group (OSPG) for street events. The CIEH has produced additional guidance on the environmental health role in SAG.

The event organiser must carry out fire risk assessments with fire officers to ensure adequacy of arrangements and fire breaks. This includes identification of ignition sources, identifying who would be at risk, fire precautions in place, reducing risks, detection, means of warning and evacuation. There should be no dangerous or combustible or toxic gases or related products such as aerosols, explosives, pyrotechnics stored within the tented structure.

Site security may affect access to traders and to local authority staff for inspection purposes. It is helpful to clarify access arrangements prior to the event for emergencies.

Contingency planning will also need to address potential problems related to food supplies, water, drainage and waste food disposal.

### **Siting considerations**

Each site will bring specific considerations for environmental health management. The following issues may be important in this process:

- The event ideally should be sited on level, adequately drained ground. If there is a likelihood that the ground could become waterlogged, mobile units and/or temporary structures should be positioned on a raised platform. Consideration must be given to soil type/location/ water meadow/flood plain for green field sites during the planning process
- If the ground is not level provision must be made to level the floor to the stall, marquee or similar structure. For raised mobiles and stalls proper steps must be constructed for access

- If at all possible structures should be sited where they can be connected to essential services such as a mains water supply, drainage system, gas and electricity supplies. Local authorities will need to consider if there is a private water distribution system created and as such this will come under the new Private Water Supply Regulations
- When laying out the site thought must be given to access for customers, routes used by staff and importantly access for food businesses and supplies. These must be free from slips and trips from water supply pipes, electrical cables, uneven duck boarding, gas cylinders etc
- The siting of generators and other machinery must be carefully considered for safety and fire but also considered in terms of noise and fumes. Additional fuel should be stored safely and away from any source of ignition (refer to Annex 1 Safety checklists on pages 33 to 35)
- For large commercial markets at the larger festivals, the need for security for stall holders must be recognised. Stalls in ‘corrals’ without firebreaks can be accommodated with due regard to careful siting and restriction of quantities of bottled gas. Advice should be sought from the fire authority. (Refer to Annex 1 Safety checklists on page 33 to 35)
- Consideration must be given to workers sleeping accommodation and the likelihood that they will want to sleep next to the unit
- Catering or food units must not be sited next to a source of contamination such as the refuse area, exhaust fumes or smoking chimney
- There must be at least five to six metres between tent structures. Industry guidance provides advice on the general spacing between units and the number of food business units per attendance levels at the event (See References and further information section on page 28)

## **Crowd management**

Crowd management is an important part of event planning. Queuing and crowd movement corridors may impact on food service, storage and display.

Event visitors should have access to appropriate welfare provision such as food, drink, first aid and sanitary conveniences in high density areas to avoid excessive travel distance. Consideration also needs to be given to the safe storage and distribution of emergency ‘crowd’ water supplies (cooling and hydration) in the case of very hot weather.

Boarding or other coverings of walkways and crowd movement corridors need to be considered to prevent the grass becoming slippery and hazardous.

## Refuse and litter

Refuse and litter can be a fire risk as well as attracting pests and therefore needs to be well managed.

Enforcement officers need to ensure:

- All refuse should be kept in suitable lidded containers and should be sufficient for the size of the event and the amount of litter likely to be generated
- Waste and litter must be cleared regularly from stalls and surrounding areas and not allowed to collect at back of stalls. Arrangements must be agreed with the event organiser
- Food business operators are not required to provide refuse bins for the public but it is important to encourage responsible environmental awareness
- If food businesses are expected to remove waste themselves off the site then care in transporting this must be taken to prevent contamination of other food stuffs during transport
- Refuse may be a security risk and may be an issue for discussion within the Safety Advisory Group and with local police
- Waste fats and oils must be stored in suitable lidded containers. Fat and oils should not be poured into the drains or on the ground. The event organiser needs to have arrangements in place for the collection of the oils through a licensed contractor
- Hot coals are a fire risk. These must be dampened down with water before disposal in the normal way
- Waste water also needs to be disposed of properly

## Recycling

Recycling is generally the responsibility of the event organiser/site operator. However, food business operators can be encouraged to be responsible with their waste. Education is the key element for the event organiser, the food business operator and the general public. Even where recycling bins have been provided, the collected waste can be rendered unusable if it has been contaminated with other types of litter. The key principles of recycling include:

- Separation of recyclable waste to be sorted and prepared for delivery to a recycling facility at the event or off site. Staff training is essential to the effective implementation of recycling processes to prevent contamination of waste collected
- All other waste to be disposed of in suitable containers
- Waste fats and oils to be stored correctly, collected and removed by licensed contractors
- Events need to consider application of the British Standard Sustainability (BS 8901:2007)

## Communication and control during the event

Every event will have a different management set up. It is important that prior to the event taking place agreement is reached with the event organiser how communication between environmental health staff, event organisers and the food business operators will take place. For smaller events this may be a straight forward arrangement of meeting at the beginning of the event, an arranged audit feedback and contact for emergencies. A site manager's log book, kept at the main communications office, can be an effective way of logging matters requiring attention by all agencies during the event. This can be reviewed and signed off by all parties as issues are dealt with.

For larger events the communication protocols may be more complex and involve teams of inspectors and the employment of consultants/officers from outside the local authority. In these circumstances there needs to be clear roles and responsibilities between the enforcing authority, consultants and event management. Specific responsibility for managing food businesses, especially if there are numerous sub contractors, may be allocated to one of the event organisers. In these larger events, prior review of the organiser's event management plans is crucial to reduce the regulatory burden on the event and ensure the local authority's resources are focussed on auditing and monitoring.

For the larger events the local authority may need a site office with power, heating, toilets, access to refreshments for staff and other relevant papers and office support. Mobile telephones and access to land lines may be restricted so contingencies using radios may be required. Radio training for staff is a consideration in preparation for the event.

There also needs to be an agreed timetable and process for meeting, information exchange and for dealing with immediate risk to health, emergency closure, food seizure etc. The site operator may nominate a representative to be available to support the local authority in stopping food business operators where there is imminent risk to health. Prior mutual agreement on emergency closure arrangements for short events, where application to a magistrate's court would be impractical, must be in place with the event organiser. It is important that the site operator/event organiser understand that where there is imminent risk to health, safety or welfare immediate action will be taken.

## Local authority/Environmental health staffing and resources of the event

Local authorities need to consider capacity and capability to ensure adequate staffing to manage their enforcement role. Planning staffing and other resourcing issues should be undertaken early in event planning to enable effective management and staffing strategies. In a crowded and stressed trading environment formal enforcement should be used as a last option as these can be protracted and resource intensive. The use of licensing conditions can be more effective or using the contract/agreement process with the event organiser. Any enforcement action protocols need to be clarified prior to the event taking place. The use of Service Level Agreements can be useful for clarifying roles and functions and prevent undue confusion during the event itself.

The introduction of 'cover' staff, who may be newly qualified, student officers or officers with no experience of such events needs to be actively considered as part of the risk assessment process and for consistency issues in enforcement.

The health and safety implications of officers working alone and out of hours will need to form part of the staff planning.

In many of the event scenarios the officer will need to consider proportionality and practicality in the application of normal enforcement protocols. For instance it may not be practical to turn up in a white coat during a green field festival. A suitable but informal dress code may be more appropriate. Some of the larger events may wish officers to wear a uniform (such as shirt or fleece) or some other means of readily identifiable garments. All must be equipped for adverse weather with appropriate footwear for food stalls.

## Post event review/debriefing

After the event it is important to use the time to review the actions and any incidents that may affect good practice:

- Feedback any actions or comments to the relevant home authority or Primary Authority associated with the business particularly regulatory breaches/failings found or action taken during inspection for follow up (please refer to Annex 2 template document on page 43 onwards)
- Issue a feedback form to capture important views and feedback from key stakeholders and arrange a meeting to discuss learning outcomes from the event
- Review guidance and any information and update as necessary
- Address any capability and capacity issues for future events
- Write up case notes for the event so that information is not lost and can be readily shared
- Ensure serious failings found on inspection are notified formally to food business operator and consider enforcement action where appropriate

## Other considerations

### Animals

**Pets** – food business operators may have to protect their food from customers' pets. Food must not be placed on the ground. A minimum of 45cm is recommended off the ground behind barriers or in suitable wrappers.

**Animals** – if farm animals or other animals are available for visitors to pet adequate hand washing facilities must be present and the activity supervised at all times by an appropriate person. The public should be discouraged from eating in the vicinity of penned animals.

**Animal pastures** – If animal pastures are to be used in show grounds, the event organisers need to be aware of the potential risks of *E.coli* O157 (Refer to references for more information). Animal droppings can contaminate footwear and spread contamination into tents, vehicles and food halls. Hands may become contaminated from contact with grass. Farm animals should be kept off the fields used for events for a minimum three weeks prior to the event. Droppings should be removed and the grass mowed and clippings removed prior to the event. The public should be encouraged to wash hands before eating and drinking and therefore adequate public washing facilities need to be available and readily accessible. It is also recommended that advisory notices encouraging personal hygiene and hand washing are displayed.

### Cookery demonstrations and food samples

Demonstrations can be an attraction at an event. The demonstrations are often time constrained. Prepared materials need to be covered and held safely until needed. It is not good practice to pass around the demonstration sample as this may have had insufficient time to cook. Check any pre-prepared samples are thoroughly cooked.

**Free samples** – legally the giving away of free food samples is regarded as a sale and the production and handling of the samples must comply with hygiene requirements and be thoroughly cooked. It is good practice to use small amounts of food which are regularly topped up. Self service arrangements should prevent contamination by direct handling via the use of disposable containers, utensils etc. Containers need to be washed regularly when there are a large number of users. High risk food samples should not be held at ambient temperature for longer than necessary (good practice is no longer than one hour).

### Environmental control

**Noise pollution** – consideration should be given to minimise the noise disturbance of the stall/event on the surrounding area and local residents. Noise can arise from: stages and sound checks, generators, lighting towers, fireworks, camping, crew parties, helicopters, and unauthorised entertainment. Reference should be made to the Noise Council Guide and Noise at Work requirements (Refer to References Section on page 28).

**Sustainability** – Consideration needs to be given to all activities to ensure that they are eco efficient/carbon sensitive and sustainable without prejudicing public health. Sourcing food as locally as possible is a good way to reduce transport miles and support local economy and communities. Choosing seasonal, Fair-trade and organic food may also be useful. The choice of site is important- if there are good transport links this can reduce the need for car travel. Encouraging local businesses to take part also minimises road miles. BS 8901 Sustainable Event Management 2007 provides relevant information to event organisers, event venues, suppliers, industry associations and local authorities.

### Labelling and trading standards

All food stuffs that are made and are sold off site must be labelled in accordance with current labelling regulation.

All food stuffs must comply with all relevant food standards and trading requirements.

# Events (including festivals and ‘green field’ events)

**Outdoor catering can take place at a range of different events. Consideration needs to be given to the scale of the event, number of people likely to attend, how long the event lasts, private or charitable and whether it is a regular planned event or a one off charity event. Enforcement protocols need to be applied proportional to the risks to public health.**

**All purpose built accommodation used for the preparation of food (such as purpose built kiosks) whether used within a street trading or event environment needs to be fully compliant with the relevant food safety, food standards and health and safety requirements.**

**This section applies to ‘higher risk’ events that are generally managed/planned and may last two or more days with the potential for high levels of attendance, such as: carnivals, sports events, agricultural shows, large outdoor concerts, green field festivals.**

**Markets and mobile catering (Mobile catering vehicles are not temporary structures) are dealt within the Street trading section on page 20.**

**Lower risk events that may themselves last more than one day, such as county cricket games, community fairs, charity events and school events are dealt with in Family and community events section on page 20.**

## Temporary structures

(Including marquees/tented accommodation with field kitchens).

### Structure and construction

The structure must be fully covered to top and sides including any food preparation/equipment/food storage areas. This must include all extensions to food preparation/storage/wash up areas to protect food and catering equipment from contamination. Surfaces must be easily kept clean and free from condensation and mould growth.

It must be of sturdy construction, weatherproof, windproof and designed and constructed to prevent the ingress of water and pests.

Roof coverings and walls should be manufactured from a material that is flame retardant to BS5438 and marked accordingly.

Cooking equipment must be sited within the stall. Adequate space must be available for cooking areas. Ideally food storage should be separate from cooking and preparation areas but this may be difficult due to restricted space.

Commercially built/prefabricated units should have cleanable, non-slip floor coverings.

The design and layout should maximise effective work flow to reduce the risk of cross contamination.

Stakes and ropes used to support the structure must not present a tripping hazard. Particular care should be paid to the siting of supply pipes and wires to prevent a hazard.

Complete closure of the temporary structures is recommended when not in use or in the event of high winds.

It is recommended to hire competent contractors for the supply of temporary structures (MUTAmarq – accredited). Specialist advice may also be given to support the Event Management Plan (See References and further information on page 28).

### Wall finishes

The finish of structural surfaces will depend on the length of time the stand will be on site and whether it will be used again but must be readily cleansable, clean and free of mould or loose particles which can shed into food.

Enforcement officers should undertake a risk assessment and require wall finishes accordingly, for example:

- Plasticised canvas in less heavily used open food areas
- Coated cleanable boarding or equivalent in heavier use areas
- Fire retardant material when near a heat source

### Floor finishes

Officers will need to consider risk and type of event when deciding proportionate and appropriate advice for flooring.

For flooring, the slip resistance is more important than ease of cleaning (external sites often become wet and this gets trodden into the unit). Floors must be boarded to provide a sound surface to walk over and for the safe housing of equipment etc. Ideally floors will be covered with non-slip cleanable sheeting or similar but given the short-term nature of temporary stands this may not be reasonable.

Sturdy duck boarding or equivalent should be provided for frequently used walkways. The uses of pallets as flooring is not accepted unless where used as part of a reinforced, secure subfloor structure.

Storage of clean dry cardboard may be acceptable for use in extreme weather conditions. Ideally, providing suitable matting is best practice; however, in adverse weather conditions the normal prohibition of cardboard on flooring may be relaxed. The risk from clean, dry, cardboard is negligible compared to the many other potential contaminants introduced in the outdoor environment. The potential risks of slips, trips and falls needs assessment and consideration.

The floor areas around sinks, food preparation areas and cooking ranges must be level, with some form of flooring which can be swept and washed. As the very minimum, a tough plastic tarpaulin, stretched and pegged out before the tentage is erected, can be an effective covering on level ground. Raised, solid flooring with a non slip, washable finish is advised for large kitchens on green field sites.

The food business operator must be prepared for wet weather when a floor covering should also be provided for serving areas. Dry, clean cardboard may be acceptable.

The food business operator must be able to demonstrate effective measures to keep mud out of the food preparation, storage, service and washing up areas for example a change of footwear policy can reduce contamination from this source.

### Lighting and ventilation

Usually it will be necessary to install artificial lighting within a marquee or tent and to frequently-used tented walkways. The lighting must be moisture ingress protected or suitable outdoor lighting. Lighting cables must be fully insulated where attached to metal framed structures. All installations must be undertaken/checked by a suitably qualified and competent electrician (NICEIC or equivalent – please see Annex 1 Safety checklist on page 34 to 35).

Often it is necessary to provide some means of ventilation to a marquee kitchen as working temperatures can become unacceptable in a wall-boarded marquee full of cooking equipment, especially when the marquee is sited in a sunny position. This is best provided by using a marquee with ventilation flaps at high level. Food business operators should consider this when hiring or using marquees. However, it is dependent on the size of the marquee, amount of heat being produced and length of time in use. Extractor fans should be sited at high level.

Any means of heating within the structure must not introduce risk of fire or personal injury.

Ventilation must not allow access by pests (marquee and enclosed kitchens).

### **Water supply, toilet accommodation and drainage**

**Potable water** – There must be an adequate supply of potable water available for hand and equipment washing and food preparation. Wherever possible, mains water should be piped to the stands and fitted directly to the facilities. Where temporary pipes or hoses are used for this they must be clean (e.g. not old garden hose) and thoroughly flushed through, preferably with a sterilising solution, before use and at regular intervals as part of the cleaning process. Pipe work must be installed by a competent person.

Many large festival sites will provide temporary plumbed supplies of mains water but the reliability of a continuous supply is often an issue. The event organiser must be able to demonstrate that any temporary supply is potable during the event.

The food business operator is responsible for ensuring that their water is potable and that their operation does not contaminate the water supply throughout the event.

If no mains supply is available water will have to be provided through small water tanks on the unit and/or large tankers on the site. The larger water tanks/bowsers may be harder to maintain in clean condition and the enforcement officer will have to fully discuss arrangements with the individual business operator or the site organiser. These larger tanks must be filled from a mains supply and emptied each day. Ideas to consider:

- Only use the tank water where it will be boiled such as in cooking or in an urn and use bottled drinking water elsewhere
- Use pre-prepared salads that do not have to be washed on site

Water containers must be clean, both inside and out. A chlorine based sterilant, e.g. Milton, should be used to clean containers and pipe work. Water containers must have tight fitting lids. Kitchens with a temporary plumbed supply must make provision for any interruption to that supply, i.e. back up clean water carriers.

Ice must only be made from fresh or bottled water, and must be stored and handled in conditions which protect it from contamination. The purchase of pre-made ice is preferable.

Water in water butts that are used to keep drink cans/bottles cool should also be kept free from contamination. It is preferable to hand out drinks to reduce risks of contamination.

**Toilets** – Adequate flushable staff toilet accommodation needs to be provided that is within reasonable distance and effectively connected to a suitable drainage system or provision made for disposal of chemical toilets.

For larger events separate toilet provision should be made for food traders, particularly on green field sites which may have relatively poor sanitation. They should not be expected to share the on-site toilets provided for the general public.

**Waste water** - Waste water should discharge into a proper drainage system where available.

On many sites it is unlikely that a mains drainage system will be available. The use of sumps for drainage is now prohibited by most site operators. Any waste water discharging on the ground or to streams and which may cause potential groundwater contamination is closely monitored by the Environment Agency. The site operator will need to make provision for the disposal of waste water.

Food business operators will need clearly identifiable waste water containers which must be capable of being emptied without spillage and manual handling risk. This is critically important for wet, muddy site conditions where removing waste water from stalls can be an onerous task. Many food business operators will come to sites with pumped drainage systems which enable them to discharge directly to the site operator's waste water storage facility. In such cases contingency must be available for interruptions to power supplies.

The site operator must be able to describe/demonstrate the arrangements for the emptying of temporary waste water storage containers. They will also need to make contingency plans for extremes of wet weather when access to the containers can be hampered by flooding and heavy mud and vehicle movements are being restricted to avoid fouling the site. Serious flooding and mud contamination, particularly on green field sites, can result in tankers/gulpers being diverted elsewhere on site to pump water away and thus diverted away from routine emptying operations.

### **Food preparation**

Any work surfaces used for food preparation must be constructed of sturdy, cleanable materials strong enough to accommodate heavier items of equipment such as large pots and pans filled with food. For surfaces used to display or store food, a lesser standard may be acceptable providing there is no risk to the food. Work surfaces, cooking facilities and storage facilities must be clean, smooth, impervious and capable of being cleaned and disinfected.



## Sinks

The number of sinks that should be provided will depend on the operation. The enforcement officer will have to take account of:

- How much food preparation is undertaken (e.g. salad, vegetables)
- The amount of equipment in use and how often it needs to be cleaned
- Whether the type of food produced can allow one sink to be used for different functions at separate times (e.g. buffet provided in one sitting allowing food preparation to take place in one go)

All stalls must have suitable facilities for washing utensils, equipment and food. Washing up bowls or plastic crates alone are not deemed adequate for a kitchen catering for several days. Ideally a double sink unit for washing and rinsing should be used with a constant supply of hot and cold water. A large hot water boiler should be provided specifically for this purpose, sited in a level and stable position.

Sinks must drain hygienically to a waste water container such as a sink waste pipe into a waste water carrier. Large open buckets, dustbins, plastic crates and similar which can be difficult to carry some distance to wastewater points should not be accepted. These present a significant manual handling as well as hygiene risk.

Draining racks must be provided – these must be kept under cover and protected from contamination e.g. dust, mud.

The sinks must be of sufficient size to accommodate the food equipment in use. Very large pieces of equipment may need to be cleaned in situ. These arrangements need to be checked. Washing up at standpipes must not be permitted due to the problems of cold water, cross-contamination potential from mud as well as increased risk of fouling water collection point for other traders.

Most commercial food business operators now provide deep catering sinks with plumbed hot and cold supplies and good drainage – even in field kitchens on greenfield sites.

## Adverse weather

Risk assessments must be undertaken in relation to the impact of adverse weather on health and safety.

The design of marquees or similar tented structures must take into consideration the effects of high winds and wet weather, particularly for access points and serveries. Care must be taken to avoid valleys created in marquee/tentage roofing to avoid the collection of water and potential collapse or leakage in heavy rain. Makeshift structures made from wood poles and plastic sheeting or rough wood will not be permitted.

There must be a contingency for risk of flooding and mud contamination such as sound, even, raised flooring in field kitchens.

Regular outdoor caterers will need to demonstrate more robust accommodation as their food business requires structures that are in regular use and more likely to experience adverse weather conditions.

It is unlikely that the tented structure will have snow-load capacity. If snow is possible tents must be heated to maintain a minimum temperature of 12°C to prevent build up of snow.

It is important to keep the food businesses operating as large crowds will need to be fed and watered. Advocate cooking to order to prevent food deteriorating especially in very hot weather or where the weather has affected customer flow.

## Barbeques

Barbeques (BBQ) and spit roasts must be sited to the rear or side of the stand on stable ground, with barriers to protect the public from burns and flame. The BBQ must be sited away from any flammable material. A fire risk assessment is essential.

Weather protection is required for foods awaiting cooking/service.

There are generally two types of BBQ, charcoal or LPG. If LPG is used special consideration must be given to its use (see Annex 1 Safety checklists – LPG on page 33).

## Storage, display, service and transport of food

Throughout all operations, personal hygiene is of paramount importance to prevent cross contamination.

One of the main problems facing event caterers is suitable storage facilities that adequately protect food and maintain safe temperatures. Audits will include all food business operators' vehicles that store the food as well as the actual unit. The following are key principles for storage:

- Separation of raw and cooked food
- Protection from cross contamination
- Use of clean lidded (covered) suitable containers
- Storage of crockery and utensils
- Food stored off the ground (minimum 45cm)
- Protection from the consequences of extremes of weather e.g. heat, water ingress, mud contamination

Deliveries should only take place once sufficient storage facilities have been provided.

Vehicles, trailers and containers used to transport food must be kept clean and in good repair and suitable for the purpose of food delivery. Food must be wrapped, covered or placed in suitable sealed containers and kept separate from other items being carried within the vehicle. Ready-to-eat (RTE) foods must be kept separated from raw foods.

Where food is carried in the open air between stands, arrangements must be in place to protect it from risk of contamination.

In wet weather some sites can become very muddy and measures must be taken to keep mud out of food preparation areas. Adequate changes of footwear for inside and outside of the trailer/stall may be necessary. Care must be taken not to contaminate clothing on trips to shared toilet facilities which can also become very muddy. Common sense precautions e.g. removal of aprons, protecting personal clothing (wear a coat) can prevent picking up mud whilst away from the stall.

### **Cooking and temperature control**

All catering areas should have sufficient refrigerated storage space for high risk food items. Effective temperature control is one of the most important safeguards in protecting food safety.

High risk food must be transported, stored and displayed at a temperature of 8C or below – ideal 1 to 5C.

Foods may be displayed unrefrigerated for a one off period of up to four hours. There needs to be a system in place for monitoring foods post four hours.

Hot food on display must be kept above 63C if it is hot held for more than two hours. Suitable thermometers with probes should be available.

If food is to be displayed at less than 63C it must be for no more than two hours. The burden of proof is on the food business operator to show the time has not been exceeded (refer to Food Management Systems). Enforcing officers need to ensure that all equipment has been properly calibrated such as thermometers. Where temperature probes are used officers need to ensure there is adequate means of sanitising them in the field.

Enforcement officers should require evidence of temperature controls that they would expect to find in any fixed premises. Where cool boxes are used in place of refrigeration enforcement officers will need to make a judgement on the risk to the stored food. It shall be for the food business operator to demonstrate the effectiveness of such storage and time in storage/ temperature data should be requested.

Temperature checks are imperative – particularly in view of possible significant interruptions to power supplies and the increased risk of airborne contaminants. Records should be checked during audits.

Refrigerated trailers now widely available are recommended best practice.

Officers need to be aware of the improper use of freezers especially chest freezers or freezer vans. These may be switched off to save power on site or during transit. This practice is not acceptable and proper defrost procedures need to be in place as per manufacturer's instructions.

Deep fat fryers and fish and chip ranges need to be fitted with a hood or canopy terminating in a flue to the open air. The appliances need to also be fitted with a high temperature limiting device and an automatic temperature control device incorporating an alarm.

### **Hand washing facilities**

Where only low risk open foods such as biscuits, sweets, olives etc are for sale and utensils are used for handling the food, or where the food is fully wrapped, it may be hard to justify the provision of a wash-hand basin. The enforcement officer will have to judge each case individually but antiseptic wipes and/or disposable gloves may be acceptable alternatives. At food outlets where high risk foods are handled, alcohol based hand gel/sanitiser must only be used as a supplement to a fully equipped wash hand basin.

The food business operator should not be allowed to operate unless he or she can demonstrate wash hand facilities are readily and safely available.

Where open high-risk food is handled there must be good wash-hand facilities. These must include a basin or sink with a supply of hot and cold water. Ideally this should be a purpose built unit connected to a water supply and drainage facilities. Thermos flasks of hot water are NOT acceptable as they do not hold enough water. The supply for hand washing must be separate from that used for making beverages for sale.

Where the source of the hot water supply is an urn the enforcement officer must be satisfied there is a safe and quick method for transferring the boiling water to the wash-hand sink and a means of mixing it with cold water in a basin with a plug.

Small compact self-contained hand wash units that run off a vehicle's electrical system are available. Bowls that fold or clip away make it easy to use for the food business operator. These may be available to hire.

In all cases, fully equipped wash-hand facilities must be provided near the toilets.

Larger stalls with several preparation areas and busy serveries will require multiple hand basins. In wet weather cash and coins can become heavily contaminated with mud and serving staff will require access to hand washing facilities.

Consideration needs to be given to either suitable disposable cloths for hand drying or the use of washable clean cloths if disposable hand towels are not suitable on environmental (recycling) grounds.

## Training

Food handlers are to be supervised and instructed and/or trained in food hygiene matters appropriate to their work activity. There are a range of options for instruction and training as well as a range of training providers. See reference section for more information.

The challenges to operating an outdoor catering food business makes food safety training for all levels of staffing particularly important. Enforcement officers need to be aware of the likelihood of the following:

- Frequent absence of food business operator or trained supervisors
- Casual staff used who are likely to be untrained in food handling
- Youth and general inexperience of staff
- Lack of food business operator support for food handlers during preparation for and trading
- Long shifts – exhaustion and pressure from customers

Training should be site specific and ideally involve links to fire safety, health and safety and public safety.

Training is an area that is best dealt with during the pre-planning stages of the event. The enforcement officer may ask for the supervisor/food business operator to demonstrate a basic level of instruction that can be used for casual staff. This needs to be identified within the food management system and recorded as appropriate.

## Health and safety

For the larger events, such as greenfield festivals, the site operator needs to ensure that all aspects of health and safety are covered in detailed operational management plans (Event Management Plan). This should include risk assessments, crowd safety assessments, health and safety policy, medical provision, traffic management on and off site, contractor safety, and information to traders.

**Transport safety** – This is particularly important for the larger events during the times of setting up/build up/load in and break down or load out.

**Fire hazards** – All combustible materials that could promote fire spread need to be identified and stored away from any ignition source. Structures, curtains and drapes should be treated with a flame retardant. Appropriate fire extinguishers must be provided and checked every 12 months. The following is required:

- Stalls cooking food – 4kg dry powder or four litres of foam. If deep fat frying is taking place, it is recommended that you fit a flame failure device and also a suitable fire blanket
- Stalls with generators/electrical equipment – 4kg dry powder or Carbon Dioxide CO<sub>2</sub>
- Stalls not cooking food – 4.5 litres of water

**Emergency planning** – The food business operator needs to have clear plans for handling emergencies. Staff will need to be trained in emergency procedures and understand that in the event of a fire, the Fire Brigade must be called on 999 immediately. The Fire Brigade need to be informed how many cylinders there are and where they are if a fire occurs.

**Evacuation** – Staff must be able to evacuate the food business easily and there must be sufficient directional signs indicating the appropriate escape route. Back up lighting may be needed if the normal supply fails. All exits must be unobstructed.

**Electrics and generators** – All electrical wires and connections must be safe. Use a competent electrician for advice (details can be found in Annex 1, Safety checklists on page 34 to 35).

**Liquid Petroleum Gas (LPG)** – The use of bottled gas for cooking and heating requires specific consideration (details can be found in Annex 1 Safety checklists on page 33).

**COSHH** – Identifying hazards and control. As a priority, officers should be looking out for use of inappropriate products which may present more of a safety risk.

**Working at height** – This is of concern during the setting up and break down of the event.

Slips, trips and falls are a common risk especially due to the pipe work, ropes and tie lines and the potential changes in levels through an event site. This is particularly important in wet weather conditions.

Manual handling, noise at work and tripping hazards, for example, needs to be considered at all points of event planning, design and implementation. Enforcement officers need to be aware of hazard spotting during visits. If issues are found these could be fed back to the Home Authority with a recommendation for education and awareness training.

## Personnel storage

In all cases accommodation must be provided for staff clothing and belongings which could present a contamination hazard. Space is at a premium in most stands so a small cupboard usually suffices.

# Street trading

**(Stalls, markets, farmers and continental markets, street festivals, one-off self-contained mobiles).**

**All purpose built accommodation used for the preparation of food (such as purpose built kiosks) whether used within a street trading or event environment needs to be fully compliant with the relevant food safety, food standards and health and safety requirements (See Annexes and pages 33 onwards).**

## Consent to trade

Under the Local Government (Miscellaneous Provisions) Act 1982 and the London Local Authorities Act, local authorities are able to designate streets and areas where trading is allowed. These are known as consent streets. A prohibited street is one where all trading is prohibited and to trade in these areas would be an offence under the Act.

Trading in other areas is not restricted however the mobile unit must not cause an obstruction, park on double yellow lines, other parking restrictions or cause a nuisance from odours, litter or noise.

## Market stalls and mobile catering vehicles selling shelf stable foods

This is a low risk activity and enforcement issues are generally related to labelling, protection from contamination, stock rotation. Officers need to undertake a risk assessment and then apply proportionality in terms of food safety. Alcohol gel/wipes would be acceptable as a form of hand washing/sanitiser in these low risk scenarios.

## Market stalls and mobile catering vehicles selling high risk foods including ice cream vendors

### Structure and construction

The structure must be fully covered to top and sides including any food preparation/equipment/food storage areas. This must include all extensions to food preparation/storage/wash up areas to protect food and catering equipment from contamination. Surfaces must be easily kept clean and free from condensation and mould growth. The enforcement officer will need to make an assessment of the risk of contamination and advice in a realistic and proportionate manner.

Where there is no covering to the stall, all food should be suitably protected from contamination.

The surface on which food is laid out or prepared must be smooth and impervious so that it can be effectively cleaned. Wooden tables must be covered in plastic sheeting or other suitable covering material.

The lighting must be moisture ingress protected or suitable outdoor lighting. Lighting cables must be fully insulated where attached to metal framed structures. All installations must be undertaken by a qualified electrician.

Often it is necessary to provide some means of ventilation to a mobile unit as working temperatures can become unacceptable in a cramped area. In these circumstances ventilation must consider the need to minimise ingress of insects and pests and prevent the contamination of food and supplies. Although in some cases when in the open air this may be unavoidable where there is containment such as in a mobile unit, consideration must be given to the potential ingress of pests (and the risk to food) especially around the door to the vehicle and other openings.

### Water supply and toilet accommodation

There must be an adequate supply of potable water available for hand, equipment and food washing. Wherever possible, mains water should be piped to the stands and fitted directly to the facilities. However, piped supplies may not be readily available and where temporary pipes or hoses are used they must be clean (e.g. not old garden hose) and thoroughly flushed through, preferably with a sterilising solution, before use. Pipe work must be installed by a competent person.

If no mains supply is available, water will have to be provided through small water tanks on the unit. Water containers must have tight fitting lids. Kitchens with a temporary plumbed supply must make provision for temporary interruption to that supply, i.e. back up clean water carriers.

The food business operator is responsible for ensuring that the water is potable and that their operation does not contaminate the water supply.

Waste water should discharge into a proper drainage system where available. If this is not possible, waste water must be put into closed holding containers of adequate capacity (e.g. waste water carriers, caravan portable drainage tanks) and not poured onto the ground, into surface water systems or into a water course. Suitable arrangements must be made for emptying the waste water. Manual handling risks will need to be assessed for this.

Ice must only be made from fresh or bottled water, and must be stored and handled in conditions which protect it from contamination. The purchase of pre-made ice is preferable.

Adequate toilet accommodation needs to be provided within reasonable distance and is effectively connected to a suitable drainage system. Wash hand facilities need to be provided for the toilet accommodation.

## Sinks

The number of sinks that should be provided will depend on the operation. The enforcement officer will have to take account of:

- How much food preparation is undertaken (e.g. salad, vegetables)
- The amount of equipment in use and how often it needs to be cleaned
- Whether the type of food produced can allow one sink to be used for different functions at separate times (e.g. buffet provided in one sitting allowing food preparation to take place in one go)

All stalls must have suitable facilities for washing utensils, equipment and food. Washing up bowls or plastic crates are not deemed adequate for catering that is frequent or lasts several days. In ideal circumstances a double sink unit for washing and rinsing should be used with a constant supply of hot and cold water. A large hot water boiler should be provided specifically for this purpose, sited in a level and stable position. The sinks must be of sufficient size to accommodate the food equipment in use. The enforcement officer will need to consider the operation and apply proportional advice.

Sinks must drain hygienically to a waste water container such as a sink waste pipe into a waste water carrier. Large open buckets, dustbins, plastic crates and similar which can be difficult to carry some distance to wastewater points should not be accepted. These present a significant manual handling as well as hygiene risk.

Draining facilities should be provided and protected from contamination.

## Barbeques

Barbeques (BBQ) and spit roast must be sited to the rear or side of the stand on stable ground, with barriers to protect the public from burns and flame. The BBQ must be sited away from any flammable material. A fire risk assessment is essential.

Weather protection is required for foods awaiting cooking/service.

There are generally two types of BBQ, charcoal or LPG. If LPG is used special consideration must be given to its use. Sprays are available to help check for leaks (see Annex 1, Safety checklists – LPG on page 33).

## Storage, display, service and transport of food

To avoid possible contamination, food must not be placed directly onto the floor (all unwrapped food needs to be stored off the ground by at least 45cm).

The enforcement officer will need to check arrangements for:

- Separation of high risk and low risk foods
- Protection of high risk foods from the public touching, coughing or sneezing in the display area. This could be achieved by sneeze guards or other coverings. Ensure adequate covers available to protect foods from insects
- Food handlers are wearing clean protective over-clothing while handling unwrapped food

The arrangements for the transportation of the food to a market need to be assessed (wrapped, covered or placed in suitable containers to prevent contamination). Vehicles and containers should be kept clean and in good repair and the food should be kept separate from other items.

Simple cardboard boxes and paper-lined crates are fine for most agricultural produce but higher-grade materials, such as metal or plastic crates, will be needed for bakery products and meats.

There is an increasing trend for greater use of vac-packing which can not only make some products easier to handle (e.g. raw meats), but can also extend shelf life. Further information on this can be found in the section on References and further information on page 28.

Effective temperature control is one of the most important safeguards in protecting food safety. High risk food must be transported, stored and displayed at a temperature of 8C or a lower more critical temperature as required (some labels may recommend between 1 to 5C). All catering areas should have sufficient refrigerated storage space for high risk food items. Foods may be displayed unrefrigerated for a one off period of four hours.

Hot food on display must be kept above 63C if it is hot held for more than two hours. Suitable thermometers with probes should be available. Enforcement officers need to ensure they have sanitising wipes readily available for probes and equipment they use.

If food is to be displayed at less than 63C it must be for no more than two hours. The burden of proof is on the food business operator to show the time has not been exceeded (refer to Section on Food management systems on page 44 to 46).

Enforcement officers should require evidence of temperature controls that they would expect to find in any fixed premises. Where cool boxes are used in place of refrigeration enforcement officers will need to make a judgement on the risk to the stored food. It shall be for the food business operator to demonstrate the effectiveness of such storage and time in storage/ temperature data should be requested.

Temperature checks are imperative – particularly in view of possible significant interruptions to power supplies and the increased risk of airborne contaminants.

Refrigerated trailers are now widely available and widely used even at outdoor events.

Officers need to be aware of the improper use of freezers especially chest freezers or freezer vans. These may be switched off to save power on site or during transit (chest freezers). This practice is not acceptable and proper defrost procedures need to be in place as per manufacturer's instructions.

### **Hand washing facilities**

Where open high-risk food is handled there must be good hand washing facilities. These must include a basin or sink with a supply of hot and cold water. Ideally this should be a purpose built unit connected to a water supply and drainage facilities. Thermos flasks of hot water are NOT acceptable as they do not hold enough water. Alcohol based hand gel/sanitizer may be used by food business operators to supplement the use of other means of hand wash facilities.

Hot water may be supplied from an urn that has a constant supply of hot water but NOT from a kettle where hot water is not necessarily immediately available. Where the source of the hot water supply is an urn the enforcement officer must be satisfied there is a safe and quick method for transferring the boiling water to the hand wash sink and a means of mixing it with cold water in a basin with a plug. On busy stalls there must be a hot water supply specifically for hand washing, washing up and food preparation, over and above that provided for making beverages for sale.

Small compact self contained hand wash units that run off a vehicle's electrical system are available. Bowls that fold or clip away make it easy to use for the food business operator. These may be available to hire.

Where only low risk open foods such as biscuits, sweets, olives etc are for sale and utensils are used for handling the food, or where the food is fully wrapped, it may be hard to justify the provision of a wash-hand basin. The enforcement officer will have to judge each case individually but antiseptic wipes and/or disposable gloves may be acceptable alternatives.

In all cases, fully equipped wash-hand facilities must be provided near the toilets.

Consideration needs to be given to either suitable disposable cloths for hand drying or the use of washable clean cloths if disposable hand towel is not suitable on environmental (recycling) grounds.

The food business operator should not be allowed to operate unless he or she can demonstrate wash hand facilities are readily and safely available.

### **Training**

Food handlers are to be supervised and instructed and/or trained in food hygiene matters appropriate to their work activity. There are a range of options for instruction and training as well as a range of training providers. See Reference and further information section on page 28.

The challenges to operating an outdoor catering business makes food safety training for all levels of staffing particularly important. Enforcement officers need to be aware of the likelihood of the following:

- Frequent absence of food business operator or trained supervisors
- Casual staff used who are likely to be untrained in food handling
- Youth and general inexperience of staff
- Lack of food business operator support for food handlers during preparation for and trading
- Long shifts – exhaustion and pressure from customers

Training should be event specific and ideally involve links to fire safety, health and safety and public safety.

### **Health and safety**

Fire hazards - All combustible materials that could promote fire spread need to be identified and stored away from any ignition source. Structures, curtains and drapes should be treated with a flame retardant. Appropriate fire extinguishers must be provided and checked every 12 months. The following is required:

- Stalls cooking food - 4kg dry powder or four litres of foam. If deep fat frying is taking place, it is recommended that you fit a flame failure device and also a suitable fire blanket
- Stalls with generators/electrical equipment – 4kg dry powder or Carbon Dioxide CO<sub>2</sub>
- Stalls not cooking food – 4.5 litres of water

**Emergency planning** – The food business operator needs to have clear plans for handling emergencies. Staff will need to be trained in emergency procedures and understand that in the event of a fire, the Fire Brigade must be called on 999 immediately. The Fire Brigade need to be informed how many cylinders there are and where they are if a fire occurs.

**Electrics** – All electrical wires and connections must be safe. All installations must be undertaken by a competent electrician for advice (details can be found in Annex 1, Safety checklists on page 34–35).

**Liquefied Petroleum Gas (LPG)** – The use of bottled gas for cooking and heating requires specific consideration further (details can be found in Annex 1 Safety checklists on page 33).

**Generators** – Generators need good ventilation and must be stored safely and away from combustible materials (details can be found in Annex 1 Safety checklists on page 47 to 49).

**Fumes** – In a confined space there is a risk of asphyxiation from the potential release of fumes. The vehicle should be well ventilated at high and low level and the vents should not be obstructed. The towing vehicle or portable generators should be placed to prevent exhaust fumes being drawn into the unit. Extraction canopies should be provided over fryers.

**Scalding/burning** – There is increased risk of scalding and burning from the use of deep fat fryers and handling of hot fat and liquids in a confined area. Deep fat fryers and other equipment for holding hot liquid e.g. urns should be properly secured and maintained. All spillages should be cleaned from the floor to prevent slips and trips.

**COSHH** – Identifying hazards and control. As a priority, officers should be looking out for use of inappropriate products which may present more of a safety risk.

Manual handling, working at height, noise at work, slips trips and falls, need to be considered at all points of event planning, design and implementation. If issues are found these could be fed back to the Home Authority with a recommendation for education and awareness training.

### **Refuse**

If the market does not have refuse services, make sure sacks or containers for waste food and waste water are available. Waste food must be disposed of correctly as per the agreed market policy. The enforcement officer needs to consider the arrangements for the appropriate disposal of fats, oils and grease.

### **Animal attractions at markets**

Some markets and farmers markets use animals as an additional attraction to the produce stalls. However, because of the risks of cross contamination with food and the welfare and disease risks in relation to animals, animal attractions are not encouraged.

Appropriate steps need to be taken to ensure the welfare of any animal taken to a farmers market. There is legislation concerning the correct transport of livestock and suitable provision must be made for an animals' welfare while at a farmers market (See references and further information). This includes food, water, suitable penning and an adequate supply of clean, dry bedding.

Animals can represent a disease risk to humans and animals are, by their very nature, a risk to food safety. To avoid cross contamination, there must be complete separation between animals, any food, anything in contact with food and any people handling food.

### **Special risks associated with ice cream mobiles**

Ice cream can be a particularly high risk product due to the handling and delivery process. The risk of high bacterial counts in whipped ice cream is often associated with inadequate cleaning of the machine and dispenser head. The enforcement officer will need to pay specific attention to the cleanliness and means of cleaning/storing ice cream scoops while in use. Further investigation of ingredients and processes may be needed for homemade "speciality" ice creams.

Hard ice cream presents difficulties in maintaining temperatures during hot weather.

Depending on where the mobile is sited care must be taken to prevent a traffic hazard through people queuing.

Chimes and other audible sounds can only be used between 12 noon and 7.00pm each day but still must not give rise to a nuisance. Industry guidance gives advice on how to minimise nuisance by ice cream chimes (see reference and further information on page 28).



# Family and community events

**(May be small or large events but are not on the regular event cycle, for example, wedding catering, charity events, village fetes, school events).**

## General

Event organisers involved in managing charity events, small local fetes for example, still have a duty of care and need to ensure arrangements are in place to provide safe food. Enforcement officers may wish to refer to the general advice in this document. An example of a standard advice letter can be found in Annex 2.

Enforcement officers will need to ensure that they exercise proportionality to the food safety risks involved in these types of outdoor catering events. Professional caterers will be expected to fulfil their food safety responsibilities.

### **Occasional (one off/once a year) handling, preparation, storage and serving of food by private persons**

Operations such as the occasional handling, preparation, storage and serving of food by private persons at events such as church, school or village fairs are not covered by the scope of the Regulation. This is made clear in recital 9 of Regulation (EC) No 852/2004. The second sentence states that:

"Community rules should only apply to undertakings, the concept of which implies a certain continuity of activities and a certain degree of organisation".

The term "undertaking" is integrated in the definition of a "food business" (in accordance with Article 3(2) of the General Food Law (Regulation (EC) No 178/2002), a "food business" must be an "undertaking"). Somebody who handles, prepares, stores or serves food occasionally and on a small scale (e.g. a church, school or village fair and other situations such as organised charities comprising individual volunteers where the food is prepared occasionally) cannot be considered as an "undertaking" and is therefore not subject to the requirements of community hygiene legislation.

## Reference

Source: EUROPEAN COMMISSION HEALTH & CONSUMER PROTECTION DIRECTORATE-GENERAL

Brussels, 21 December 2005

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# References and further information

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### **British Standards Institute**

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[www.glastonburyfestivals.co.uk](http://www.glastonburyfestivals.co.uk)

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### Brighton and Hove City Council

Food Safety Guidance for Farmers' Markets. (2001).  
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### Bristol City Council

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Food Safety Guidance for Farmers Market Traders in Devon. (2007).  
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### East Cambridgeshire District Council

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### Eastbourne Borough Council

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### **South Lakeland District Council**

Guidance notes for mobile caterers. (2003).  
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# Annexes

**On the following pages are examples of letters, checklists and advice notes that can be adapted for local use. They can be downloaded with this document.**

**The aim is to encourage consistency in approach; however, the CIEH recognises the importance of local influence.**



# Safety checklists

## Annex 1

**The checklists on the following pages will help enforcement officers to consider key safety issues.**

**If you are concerned about any specific installation, seek more detailed advice immediately from a competent electrician or gas specialist.**

### Liquefied Petroleum Gas (LPG)

Safety check list for all connections using bottle gas used for cooking and heating such as Calor gas:

- Gas fixtures and systems should require appropriate certification from a competent person who is gas safety registered for LPG appliances
- Fixed piping such as copper or steel should be used where practicable
- Flexible hoses should be kept to a minimum. Where it is unavoidable to use flexible piping, it must be to the appropriate BS and where appropriate provided with mechanical protection to minimise damage. Flexible hoses must not be used in concealed locations. Flexible piping must be checked regularly for leaks (bubbles can be seen if joints/hose run with soapy water) and replaced if damaged or worn. LPG has a distinctive smell, which gives warning of a leak. Do not use a naked flame when looking for leaks
- Screw driven fastenings for gas pipes must be avoided as these can be over tightened and damage the hosing. Crimp fastenings should be used instead
- Cylinders should be fitted with pressure relief valves and an emergency shut off valve
- Cylinders must be stored upright so that they cannot fall over and stored away from any ignition source or flame
- If the cylinder is stored inside a trailer it must be secured in an upright position with half an hour fire protection from the inside of the unit. Access must be from the outside of the unit and there should be adequate ventilation. The cylinder must be securely fastened during transit
- Cylinders should be stored away from risks of tampering by unauthorised personnel
- Cylinders should be located away from entrances/exits and circulation areas
- Cylinder valves and gas appliances must be turned off when not in use
- Appliances should be fixed securely on a firm non combustible heat insulating base and surrounded by shields of similar material on three sides. Combustible material should be kept way from the appliance
- Permanent ventilation must be provided to areas using these gas appliances
- All gas appliances must be installed and regularly serviced/ maintained by a competent person. The food business operator must be familiar with operating the appliance and have plans of how to deal with problems such as leaks or a fire break out
- In the case of a fire the fire brigade will need to be made aware of the siting and number of gas bottles
- A safety notice on how to connect and disconnect the LPG bottles should be displayed with the gas compartment
- A suitable notice should be fixed to the outside of the bottle compartment to warn of the presence of gas. Suitable signs indicating "Caution – LPG" and "Highly Flammable" should be displayed
- The food business operator must carry out a fire risk assessment
- Cylinders should be fitted with automatic cut-off valves and be protected from tampering
- All pipes should be protected from abrasion or mechanical damage (armoured if subject to temperatures over 50°C)
- All pipes should be renewed every two years
- All gas appliances must be fitted with a flame failure device and adequately ventilated
- All fryers should be fitted with an automatic high temperature-limiting device (operates at a fat temperature of 250°C or lower)

# Safety checklists (continued)

## Annex 1

### Electricity

This guide focuses on three main risk areas - fire, contamination and electrical hazards. Fire risks have long been associated with electrical systems and brought about the introduction of the IEE wiring regulations in 1882.

Safety checklist for all electrical installations:

- All electrical temporary installations and equipment must be inspected after assembly at a new site or location (PUWER 98 Regulation 6) as their safety depends on the installation conditions. BS7909:2008 Completion Certificates or BS7671:2008 Electrical Installation Certificates may be issued
- All fixed electrical installations must be inspected in accordance with BS7671 IEE Regulations and should be periodically checked. The IET recommends a routine annual check and a full inspection and test every three years for caravans and six month checks with annual testing and inspection for caravan parks. Electrical Installation certificates and Periodic Inspection Reports to BS7671 should be available for every mobile catering unit (Trade associations such as ECa, NAPIT or NICEIC also produce certificates based on BS7671). This inspection should be done by a competent electrician
- All electrical equipment should be tested regularly by someone competent to carry out the test. Portable appliance testing (PAT) should be carried out on all portable appliances annually and six monthly for hand held devices in accordance with the IEE Code of Practice for Inservice Inspection and testing of Electrical equipment
- All temporary electrical systems and generators should be managed and risk assessed
  - The general outline of the system should be noted and the amount of power needed
  - A person should take responsibility for the system - The Duty Holder
  - The system should be planned
  - A risk assessment should be undertaken
  - The equipment should be checked
  - The system should be set up and checked
- If changes to the system are needed they should only occur when isolated from the supply of energy and the system should be checked again
- Systems should not be left unattended, especially when using generators
- The system should be isolated from the source of energy before removal and safely dismantled
- Problems should be noted and acted upon by competent people
- When using socket outlets in other peoples premises the sockets should be checked before use by inspection of a current Electrical Installation Certificate or Periodic Inspection Report and/or by using an appropriate test device (<http://www.hse.gov.uk/electricity/socket1.htm>)
- A generator should NOT be used as an addition to the use of sockets in a building without consulting an electrician to ensure earthing arrangements are adequate
- When more than one operation is on the same site, generators over 6kva, more than one generator or socket outlets of 32A or over are used to supply more than one individual item of equipment a skilled electrician should inspect the system and provide a written certificate to BS7671:208 or BS7909:2008 as appropriate
- Competent Persons: A skilled electrician will usually meet the JIB requirements for approved electrician status (having passed the C&G 2391 or equivalent) and will probably be a member of the ECA, JIB, NAPPIT, NICEIC, Temporary Electrical Systems Association or similar professional body. A competent PAT tester will have passed the C&G 2377 examination or equivalent
- Generators need to be protected from inclement weather but have good ventilation at all times. It must be sited away from the public and/or in a protective cage on a hard standing or firm ground. External plugs and sockets must be waterproof and the circuit breakers must work effectively
- Small generators should be placed on a bund enclosure to prevent ground contamination in the event of a fuel spill or mechanical failure: large generators often have bunds built into the design
- A suitable (CO<sub>2</sub>) Fire Extinguisher should be within 5m of a generator

- Suitable environmental protection measures should be available (spill kit) to absorb spilled fuel and the Environmental Agency notified if a spill occurs
- Small generators must be fitted with a residual current device and all circuits should be protected with a 30mA device
- The generator must be sited to prevent exhaust fumes from contaminating food or affecting people (PUWER 98 Regulation 4(1) and (2) )
- Generators must be sited away from any inflammables and fuel
- Fuel used for the generators must be stored in an approved container away from any ignition source and the generator itself. The safest form of fuel is LPG. It is recommended to use diesel rather than petrol to reduce the amount of fuel storage needed. Please note the item above regarding action against spilled fuel
- If possible, do not store oil (petrol or diesel) in significant risk locations (such as within 50m of a spring, well or borehole, or 10m of a watercourse)
- Petrol generators can be converted to LPG
- Generators must not be refuelled whilst the generator is still running
- Generators must not be overloaded by connecting appliances that require higher wattage than can be delivered. Generators must fit the size of operation
- Generators are also a noise source and can produce fumes. This must be borne in mind in the siting of the equipment. Most event organisers will require super silent diesel or LPG powered generators. Many events may supply power from a centralised generator and charge for usage
- Consideration needs to be given to contingencies in case of generator failure particularly in maintaining food safety temperatures
- Many events may supply power from centralised generator(s) together with a skilled electrician. They may charge for usage and should provide individual traders with a separate, clearly labelled point of supply and isolation (Purwer 98 Regulation 8 and regulation 19 ,EAWR regulation 12). Care should be taken to ensure that a fault in one operation does not affect others on site
- Lighting – Sufficient working, safety and emergency lighting must be available (PUWER 98 Regulation 21), the choice of lighting should take into account dangers from rotating machinery. Lights for workers safety may be necessary to the rear of catering units. Fixtures must be suitable for the environment and external influences (IP44)outdoors
- Cables – Cables must not be a tripping hazard and should be protected from accidental damage. If for outdoor use cables must be of industrial grade BS7179 (HO7RN-F or equivalent) rubber, with a minimum voltage designation of 450/750v (heavy duty flexible as a minimum as defined in BS7540-1) and resistant to abrasion and water
- Note BS6500 cables are for domestic duty and in particular the PVC blue “artic” cables are not considered suitable for work environments outdoors. (See PUWER regulation 4)
- Ventilation and heating systems should be sufficient, designed and installed by competent persons

## Reference

- The Electricity at Work Regulations 1989
- Provision and use of work regulations 1998
- BS7909: 2008 The code of practice for temporary electrical systems for entertainment and related purposes
- BS7671: 2008 IEE Wiring regulations
- Section 708 Electrical installations in caravan/camping parks and similar locations
- Section 711 Exhibitions, shows and stands
- Section 717 Mobile and transportable units
- BS7540 Electrical cables guide to use for cables with a rated voltage not exceeding 450/700v
- BS7919 Electrical cables- flexible cables rated up to 450/750v for use with appliances and equipment intended for industrial and similar environments
- BS 7430:1998 Code of practice for earthing
- HSE Electrical safety of independent low voltage ac portable and mobile generators and connected systems (OC482/2)

# Letter T1

Annex 2 Templates

## **T1 – Advisory letter to food business operators pre-event (small to medium/regular events with good sanitation)**

This letter is to be sent to all food business operators prior to the event together with a copy of the Food Business Operators Advice Note – outdoor and mobile catering (T7) and Food Safety Checklist (T8):

Dear

Food Hygiene (**England**) Regulations 2006  
E C Regulation 852/2004 Hygiene of Foodstuffs  
**(Event /Date)**

We have been advised by the organisers of this year's show/event that you will have a food concession at the event.

In order to offer support and advice with the planning of what we hope will be a very successful event, please find enclosed some guidance and quick checklists for use when planning your food operation and setting up on site.

You should already be aware of the hygiene regulations. Please bear in mind that your food operation may be affected by weather conditions, both wet weather and extremes of heat. It is essential that you arrive on site fully equipped to cope with either, so that you are able to secure a high standard of hygiene whatever the conditions.

Your unit will be subject to a food safety and health and safety inspection. If you have any specific queries or concerns please do not hesitate to contact me or any of my colleagues on the Food Safety Team on **(contact no)**.

We hope you enjoy a safe and successful event.

Yours sincerely

**(contact details, email, etc)**

# Letter T2

Annex 2 Templates

## T2 – Advisory letter to event manager pre-event (Larger events)

This letter is to be sent to event managers prior to the event together with a copy of the Food Business Operators Advice Note – outdoor and mobile catering (T7) and the Food Safety Checklist (T8):

Dear Sir/Madam

Food Hygiene (England) Regulations 2006  
EC Regulation 852/2004 Hygiene of Foodstuffs  
**(Event/Date)**

I am writing to offer support and advice at the planning stage of what we hope will be a very successful event. Your name has been passed to us as the initial contact. Any provision of food and refreshments at the event will need to be carried out with compliance with the above mentioned regulations and will be subject to inspection by environmental health officers from this Council's Food Safety Team.

In order for us to offer appropriate advice in advance on food and health and safety requirements for food traders and plan our inspection workload, please provide the following information **BY (state date)**

- Contact name and telephone numbers (including mobile) for catering co-ordinator/manager
- Type and scale of catering proposed e.g. hot food mobile units, temporary kitchens within marquees, barbecues, tea/cake stalls, sale of alcoholic refreshments, ice-cream kiosks
- Contact name and address for all caterers/traders
- Site map showing location of catering units and services referred to below
- Details of water supply – permanent/temporary mains, number and location of water points
- Details of waste water disposal facilities/drainage points
- Details of trade waste disposal facilities
- Details/arrangements for disposal and collection of waste oil
- Details of LPG gas provision for caterers
- Details of electricity provision for caterers e.g. mains, diesel generators, individual petrol generators (for emergency use only)
- Details of any contingency for interruption of supply of water, power, etc

If you are unable to provide this information yourself, please redirect this letter as a matter of urgency to the appropriate person.

I look forward to your co-operation in this respect. If you have any queries please do not hesitate to contact me or any of my colleagues in the Food Safety Team on (*contact number*).

Yours faithfully

**(contact details, email, etc)**

# Letter T3(a)

## Annex 2 Templates

### **T3 (a) – Advisory letter to food business operators pre-event (Greenfield events)**

This letter is to be sent to all food business operators prior to the event together with a copy of the Food Business Operators Advice Note – outdoor and mobile catering (T7) and the Food Safety Checklist (T8):

Dear

Food Hygiene (England) Regulations 2006  
EC Regulation 852/2004 Hygiene of Foodstuffs  
(Event/date)

We have been advised by the organisers of this year's festival that you will have a food concession at the event.

In order to offer support and advice with the planning of what we hope will be a very successful event, please find enclosed some guidance and quick checklists for use when planning your food operation and setting up on site.

Your unit will be subject to a food safety and health and safety inspection. You will be asked for your completed checklists during these inspections so please remember to bring them with you.

You should already be aware of the hygiene regulations. Please bear in mind that your food operation may be dramatically affected on this green field site by weather conditions, both wet weather and extremes of heat and dust. It is essential that you arrive on site fully equipped to cope with either, so that you are able to secure a high standard of hygiene whatever the conditions.

It is absolutely essential that all food preparation facilities, cooking areas and washing up facilities are enclosed and protected from the weather. Those of you who trade regularly on the summer festivals circuit will know this well. Food operators who cannot meet this requirement may be required, by joint agreement with the festival organisers, to cease trading and could face formal enforcement action. With good preparation prior to the event we hope that we can all avoid this.

If you have any specific queries or concerns please do not hesitate to contact me or any of my colleagues on the Food Safety Team on (*contact no*).

We hope you enjoy a safe and successful event.

Yours sincerely

**(contact details, email, etc)**

# Letter T3(b)

## Annex 2 Templates

### **T3 (b) – Advisory letter to food business operators pre-event (Returning food business operator to Greenfield events with poor compliance record)**

This letter is to be sent to all food business operators prior to the event together with a copy of the Food Business Operators Advice Note – outdoor and mobile catering (T7) and the Food Safety Checklist (T8):

Dear

Food Hygiene (**England**) Regulations 2006  
EC Regulation 852/2004 Hygiene of Foodstuffs  
(**Event/date**)

We have been advised by the organisers of this year's festival that you will once again have a food concession at the event.

In order to offer support and advice with the planning of what we hope will be a very successful event, please find enclosed some guidance and quick checklists for use when planning your food operation and setting up on site.

Your unit will be subject to a food safety and health and safety inspection. You will be asked for your completed checklists during these inspections so please remember to bring them with you.

Our records show that the following breaches of the hygiene regulations were recorded at your stall at last year's event. This Council operates a staged enforcement policy. If the same breaches are found on your stall at this year's event, you may be reported for formal enforcement action:

#### **(details)**

If you are unsure on how you should be complying with the law in this respect you should contact the Environmental Health Food Safety team at your own local authority for advice, or you are welcome to contact this department.

Please bear in mind that your food operation may be dramatically affected on this green field site by weather conditions, both wet weather and extremes of heat and dust. It is essential that you arrive on site fully equipped to cope with either, so that you are able to secure a high standard of hygiene whatever the conditions.

It is absolutely essential that all food preparation facilities, cooking areas and washing up facilities are enclosed and protected from the weather. If you trade regularly on the summer festivals circuit you will know this well. Food operators who cannot meet this requirement may be required, by joint agreement with the festival organisers, to cease trading and could face formal enforcement action. With good preparation prior to the event we hope that we can all avoid this.

If you have any specific queries or concerns please do not hesitate to contact me or any of my colleagues on the Food Safety Team on (*contact no*).

We hope you enjoy a safe and successful event.

Yours sincerely  
(**contact details, email, etc**)

# Letter T4

Annex 2 Templates

## **T4 – Advisory letter to event organiser pre-event (School, church fairs)**

This letter is to be sent to event organisers prior to the event together with a copy of the Food Business Operators Advice Note - outdoor and mobile catering (T7) Food Safety Checklist (T8).

Dear Sir/Madam

Food Hygiene (**England**) Regulations 2006  
EC Regulation 852/2004 Hygiene of Foodstuffs  
(**Event/date**)

I am writing to offer support and advice at the planning stage of what we hope will be a very successful event. The occasional handling, preparation, storage and service of food by private persons at events such as church, school or village fairs are not covered by the scope of these regulations. However, organisers will have a general duty of care to the public to ensure that all reasonable steps are taken to ensure that the food is safe to eat. Commercial undertakings at such events will need to comply with the law.

In order for us to offer appropriate specific advice on food safety requirements and plan our inspection workload it would be helpful if you could forward the following information as soon as possible:

Type and scale of catering proposed e.g. hot food mobile units, barbecue, tea/cake stall, sale of alcoholic refreshments, contact name/address/ telephone number for caterers/traders.

It is possible that an Environmental Health Officer may visit. The event organisers will need to satisfy themselves that the basic hygiene requirements are met. The enclosed guidance may be of assistance.

I look forward to your co-operation in this respect. If you have any queries please do not hesitate to contact me or any of my colleagues in the Food Safety Team on (**contact number**).

Yours faithfully

(**contact details, email, etc**)



# Letter T5

Annex 2 Templates

## T5 – Advisory letter to the Home Authority

This letter is to be sent to the food business operator's home authority prior to the event as part of the pre-event planning and preparation:

Dear

Event:

Food Business Operator:

The above mentioned food business operator wishes to operate a unit at the above mentioned event. As part of the pre-event consultations I would be obliged if you could advise me as to their suitability and if you are aware of any contraventions of the food safety regulations. This consultation is in accordance with the agreed practice laid down in the CIEH Outdoor and mobile catering guidance document.

If the food business operator is in breach of the regulations at the event I will of course advise you of the action taken.

Thank you for your support in this matter,

**(contact details, email, etc)**

# Letter T6

Annex 2 Templates

## T6 – Feedback letter to the Home Authority

This letter is to be sent to the food business operator's home authority after the event as part of the feedback:

**(Date)**

Our Ref:

**(Local authority address)**

Dear Sir/Madam

EC Regulation 852/2004 Hygiene of Food stuffs  
EC 178/2002 General Food Law

**(Traders name)**

**(Event name, location and date)**

I write following food safety inspection work at the **(event name)** in this district during **(dates)**. The following food business, who has registered with you, had a **(food stall, marquee, trailer, etc)** at the event:

Food business operator:

Trading name:

Trading/Home address:

Contact telephone numbers:

The following breaches of regulation were observed and drawn to the traders attention at the event:

**(Details)**

No enforcement action is proposed\* **(delete as appropriate)**

The following enforcement action is proposed:\*

We pass on this information as these represent significant breaches of the hygiene regulations and it is likely that you may not have had the opportunity to inspect this operation while trading. You may wish to follow this up with the trader as a direct result of this feedback or during your next routine contact with them.

Yours sincerely

**(Contact details/email, etc)**

# Advice Note T7 and Checklist T8

## Annex 2 Templates

### **T7 – Food Safety Advice Note – Outdoor and Mobile Catering**

To be given to food business operators to support information and advice on managing food safety within their operation. To be sent with introductory advisory letters (T1) and onwards.

### **T8 – Food Safety Checklist – Outdoor and Mobile Catering**

To be sent with the advisory letter to the food business operator prior to the event together with the Food Business Operator Advice Note Outdoor and Mobile Catering.

**The following pages can be used for printouts.**

# Food Safety Advice Note T7

## Outdoor and Mobile Catering (part 1)

### Introduction

This Advice Note is based on environmental health experience in managing food safety in catering at outdoor events. It aims to provide guidance to help food business operators comply with the requirements of food safety legislation and improve standards so as to provide safe and high quality food.

The type of events that this advice covers include: trade shows, promotional events, agricultural fairs, community fairs, carnivals, street events, festivals, sporting events and other events that may use outdoor catering such as weddings.

Although dealing primarily with food hygiene, some health and safety guidance will be included. You are still advised to seek further information and direct advice from your local environmental health service within your local council.

Catering at an outdoor event or from mobile facilities is a high risk activity and will always carry with it the possibility of causing food poisoning to a large number of people. There is a general requirement in the hygiene legislation for all food businesses to be operated in a hygienic manner. However, the remaining advice is recommended as it may be necessary to help you to meet a legal requirement or to achieve good management practice.

### Pre event planning by the event

#### Organiser

- The event organiser should contact the local environmental health service within the local council in advance so that appropriate advice can be given. If possible, a plan showing the intended location of marquees, position of services, access/egress together with policies on refuse/recycling, emergency planning, crowd management
- The event organiser will need to undertake a risk assessment and a fire risk assessment
- The event organiser may need to contact other services such as the Police, Fire Brigade and Health and Safety Executive
- A list of exhibitors/food stalls (including those giving away food as part of demonstration) should be given to environmental health services.
- Public toilets must be provided as agreed with the environmental health services
- A Temporary Events Notice may be required and should be discussed with the licensing officer within the local council

Further information on event management can be found in Health and Safety Executive (1999) The event safety guide: A guide to the health and safety and welfare at music and similar events (HSG195).

### Food safety advice for the caterer

The food business operator must:

- Make sure food is supplied or sold in a hygienic way
- Have in place a documented food safety management system such as “Safer Food Better Business”, which identifies food safety hazards, which steps are critical for food safety and ensures that safety controls are in place, maintained and reviewed
- Your food business must be registered with the local authority where your unit is based
- Selling alcohol may need a licence – check with the licensing officer at your local council
- If someone asks about an allergy – be honest and do not guess about ingredients
- Buy from reputable suppliers and keep a record
- Food and drink must be described fairly and labelled accurately (check with Trading Standards if you need more advice on this)
- Make sure you risk assess and do a fire risk assessment and take with you a suitable fire extinguisher and fire blanket
- Do you provide healthier options?
- Are you eco-friendly?
- Weather forecast - be prepared

#### Design and structure

- All stalls/vehicles should be designed and constructed to protect food from risk of contamination
- Fittings and equipment for mobile units should be of good quality materials capable of being readily cleaned. Bare wood is not acceptable
- Floors in mobile units should be of smooth, impervious and non-slip material and preferably covered to the wall fixtures
- Stalls should be screened at the sides and back to prevent risk of contamination and pests
- Tent/marquees should be of cleanable materials or the kitchen/preparation areas should be provided with washable wall linings
- Frequently used walkways should be effectively weatherproofed
- Lighting levels within the marquee must be adequate

#### Layout

- Ideally catering exhibitors should be sited close to essential services e.g. water/power
- Allow adequate space for preparation, cooking, storage and wash-up
- Ensure that refrigerated storage vehicles and trailers are easily accessible

# Food Safety Advice Note T7

## Outdoor and Mobile Catering (part 2)

- Dirty crockery and dirty laundry should not be carried through food handling areas
- The event organiser should arrange collection and removal of refuse and recycling from the site
- Check for any tripping and safety hazards

### Services

Outdoor events take place in a wide variety of sites and locations. At some sites it may be possible to provide essential services such as water, drainage and electricity, others may not. You need to find out the service arrangements before arriving on site.

### Water supply

- There must be an adequate supply of clean and wholesome water provided ( ideally from the mains)
- If water containers are used they must be cleaned and sanitised on a regular basis

### Drainage

Waste water from sinks and wash hand basins should be discharged into foul water system or into suitable containers and not directly onto the ground

### Equipment

- All equipment should readily cleanable
- Preparation surfaces and tables must have smooth, impervious surfaces, stainless steel or laminate surfaces are suitable

### Washing facilities

- Suitable and sufficient hand wash basins must be provided and accessible for use by food handlers. Supplies of soap and means of hygienic hand drying must be available at each basin
- Suitable sinks must be provided for food preparation and for equipment washing
- A constant supply of hot water should be provided at the sink(s) and wash hand basin
- The use of plastic bowls as sinks or wash hand basins is not recommended

### Staff toilets

- Separate toilets for the exclusive use of food handlers should be provided on site where possible
- All sanitary accommodation must be maintained in a clean condition
- Suitable and sufficient wash hand basins with hot and cold water, soap, towels must be provided at the sanitary accommodation

### Temperature control

Effective temperature control and storage is one of the most important safeguards for controlling the growth of food poisoning organisms. You should consider the following points:

- High-risk products such as cooked meat and dairy products, must be kept at or below 8°C or above 63°C
- Ideally food should be prepared immediately before service, if this is not possible then the food should be prepared in small batches and kept at the correct temperature
- All should have sufficient fridge space for the storage of high-risk foods or the use of commercial cool boxes with eutectic freezer blocks. Keep a check of the temperatures in your food management diary
- Cooked food should reach core temperature 75°C. Take particular care when barbecuing as cooking temperatures can be less predictable. Use a probe thermometer and disinfect before and after use
- Hot food displayed for sale/service should be kept above 63°C
- Thermometers with probes should be used to check temperatures (all probes should be disinfected after use)
- Keep food covered when stored in the fridge
- Vehicles used for transporting high-risk food should be refrigerated
- Four hour rule
- Protect stored food from public access and contact

### Cross-contamination

One of the main risks facing event and mobile catering is to protect food from contamination. This is an important legal requirement:

- Food preparation areas/chopping boards should be cleaned/disinfected after use
- Raw and cooked food should be kept separate at all times, raw food should always be stored below cooked food, ideally separate refrigerators should be used
- Clean sinks after washing/preparing vegetables and raw food
- Avoid touching food use tongs etc
- All equipment including knives and containers should be cleaned and disinfected after use
- Disinfect all cloths regularly and replace as soon as they become worn/damaged. The use of disposable cloths and paper towels is recommended
- Food must not be stored on the ground and must be kept away from risk of contamination
- Food may be kept at a suggested height of 45cm above ground and protected from the weather
- Equipment/utensils/crockery should be stored above ground, covered and kept free from contamination
- Protect food from pests (insects, birds and rodents)

# Food Safety Advice Note T7

## Outdoor and Mobile Catering (part 3)

### Cleaning

- Adequate supplies of suitable food grade disinfectants or sanitising agents should be used for the regular disinfection of equipment and work surfaces
- Hazardous substances such as cleaning materials must be used and stored in a safe manner
- Hot and cold water (or water at a suitably mixed temperature) must be available at sinks and basins and must be available before food preparation begins

### Transporting food

- Vehicles and storage areas should be of sound construction, kept in good repair and able to be cleaned
- Ensure that appropriate containers are used
- Recommended use of refrigerated vehicles

### Personal hygiene

High standards of personal hygiene are essential and the following rules must be followed:

- Hand washing must be carried out: Before starting work, after handling any raw foods. After using the toilet, after a break, after sneezing, coughing, etc
- Where possible tongs should be used for handling food
- All cuts or boils should be covered with a waterproof plaster preferably coloured
- Jewellery and nail varnish should not be worn. Hair should be covered and tied back
- Clean, washable, over-clothing must be worn at all times when handling food
- Outdoor clothing must be stored away from any food area
- Any food handler who knows, or suspects, they are suffering from symptoms of food poisoning (particularly diarrhoea and vomiting) must notify their employer or manager and refrain from working with food

### Food safety training

- Event catering is a high-risk activity with potential for food poisoning. Food handlers must be trained to a level appropriate to their work
- It is recommended that any person who handles, prepares or cooks high-risk food have a Level 2 Certificate in food hygiene. The courses developed by the Chartered Institute of Environmental Health are suitable

### First aid

A first aid-kit including washable (preferably coloured blue) plasters must be provided.

### Refuse

- There must be an adequate supply of suitable refuse containers provided
- Plastic sacks must be tied securely and stored to prevent attraction of pests

### Electrical Supply

- Permanent mains electricity should be provided for lighting/power where practicable
- Electrical appliances must be protected from weather, physical damage and interference
- Appliances must be protected by residual current circuit breakers
- Cables and flexes must be positioned so as not to cause a tripping hazard
- If generators have to be used, steps should be taken to place them safely, protect from interference and to reduce noise and fume nuisance
- A competent electrician should carry out all electrical work

### Liquefied Petroleum Gas (LPG)

- Gas appliances should be fitted and tested by a competent person and certificate required
- LPG cylinders should be in a fire-resisting lockable compartment (with ½ hour fire resistance). Compartments must have adequate ventilation at high and low levels
- Cylinders should be fitted with automatic cut-off valves and be protected from tampering
- All cylinders should be kept away from heat and ignition sources
- All pipes and fittings should be as short as possible with appropriate crimp or compression fittings (not slip-on fittings)
- All pipes should be protected from abrasion or mechanical damage (armoured if subject to temperatures over 50°C)
- All pipes should be renewed every two years
- All gas appliances must be fitted with a flame failure device and adequately ventilated
- All fryers should be fitted with an automatic high temperature-limiting device (operates at a fat temperature of 250°C or lower)
- Suitable signs indicating "Caution – LPG" and "Highly Flammable" should be displayed

### References

Regulation (EC) 852/2004 on the Hygiene of Foodstuffs  
The Food Hygiene (England) Regulations 2006  
Health and safety references

### Further information

[www.cieh.org](http://www.cieh.org)  
[www.foodsafety.gov](http://www.foodsafety.gov)

**Now use the checklists to make sure you have covered the key hygiene rules.**

# Food Safety Checklist T8

## Outdoor and Mobile Catering (part 1)

**We have provided the checklist below to help you identify any hazards and for you to put the necessary controls in place to make sure that the food is safe to eat. This is specifically designed for caterers and food business operators attending outdoor events. Please take your completed checklist with you to the event.**

If you answer 'no' to any of these questions, then there is a potential problem which will increase risks of something going wrong. Most of these are common sense practices, which you have probably been following for years.

### Setting up your stall

#### Food safety management

Do you have documentation on the food safety controls you adopt to ensure the food you prepare is safe to eat?  Yes  No

Do you keep monitoring record sheets, training records, etc?  Yes  No

Are these available for inspection on your trailer/stall?  Yes  No

#### Storage

Are all food storage areas under cover and protected from contamination?  Yes  No

Are they clean and free from pests?  Yes  No

Do you have enough refrigeration? Does it work properly?  Yes  No

#### Food preparation and service areas

Have you got enough proper washable floor coverings for the food preparation areas?  Yes  No

Have you got precautions to keep mud out of the stall in wet weather?  Yes  No

Are all worktops and tables sealed or covered with an impervious, washable material?  Yes  No

Have you got enough preparation work top space?  Yes  No

Have you got enough wash hand basins? Are they supplied with hot and cold water, soap and paper towels?  Yes  No

Have you got sinks which are large enough to wash food and equipment in (including bulky items)? Are they supplied with hot and cold water?  Yes  No

If there is no mains drainage have you made hygienic provision for the disposal of waste water, e.g. waste pipe from sink to waste water carrier?  Yes  No

Have you got enough fresh water containers? Are they clean and have they got caps?  Yes  No

Have you got a supply of hot water reserved for washing up and hand washing?  Yes  No

Have you got adequate natural/artificial lighting, particularly for food preparation and service at night?  Yes  No

Is all your food equipment in good repair? Are any repairs outstanding since your last event?  Yes  No

Can you keep high risk foods stored/displayed at 8C or less?  Yes  No

# Food Safety Checklist T8

## Outdoor and Mobile Catering (part 2)

### Cleaning

Is your stall/vehicle clean? Can it be kept clean? Have you allowed time for thorough cleaning of the vehicle/stall equipment between events?  Yes  No

Do you have a written cleaning schedule to ensure all areas are kept clean?  Yes  No

Have you an ample supply of clean cloths and a 'food-safe' disinfectant/sanitiser to clean food and hand contact surfaces?  Yes  No

Are the cleaning chemicals stored away from food?  Yes  No

### Contamination

Can food be protected from contamination at all times?  Yes  No

Is the unit free from pests and is open food protected from flying insects?  Yes  No

### Food waste

Have you got proper bins with lids for food and other waste?  Yes  No

Do you have appropriate arrangements for the disposal of food waste and recycling?  Yes  No

Do you have arrangements for the collection and disposal of waste oil?  Yes  No

### Staff

Are all your food handlers trained, supervised or given instruction to ensure food safety?  Yes  No

Have you any untrained, casual staff carrying out high risk food preparation?  Yes  No

Do your staff display a good standard of personal hygiene and wear clean over-clothing? Have you a good supply of clean overalls/aprons?  Yes  No

Are your staff aware that they should not handle food if suffering from certain illnesses?  Yes  No

Have you a first aid box with blue waterproof plasters?  Yes  No



# Food Safety Checklist T8

## Outdoor and Mobile Catering (part 3)

**Remember that food poisoning is preventable – you can help avoid it by carrying out these checks.**

### Safe food practices during the event

#### Storage

Is good stock rotation carried out, and are stocks within their expiry dates?  Yes  No

If you use raw and cooked foods are they adequately separated during storage?  Yes  No

Are high-risk foods (e.g. cooked rice) stored under refrigeration below 8°C?  Yes  No

#### Purchase

Are you purchasing raw ingredients or food products from a reputable company?  Yes  No

#### Preparation

Do staff always wash their hands before preparing food, and after handling raw food?  Yes  No

Are separate utensils used for raw and cooked food, e.g. tongs, knives, etc?  Yes  No

Do you use separate chopping boards for raw and cooked food?  Yes  No

If you answered 'no' to the previous question, are they properly disinfected between contact with raw and cooked foods?  Yes  No

#### Cooking

Is all frozen meat and poultry thoroughly thawed before cooking?  Yes  No

Is all meat and poultry cooked until it is piping hot (above 70°C and the juices run clear)?  Yes  No

Are cooked and part-cooked food separated during cooking?  Yes  No

#### Reheating food

Is all food reheated to above 75°C?  Yes  No

Do you only reheat food once?  Yes  No

#### After cooking

Is food cooked and served straight away?  Yes  No

If 'no' is it hot held at 63°C or above until served?  Yes  No

Or is the cooked food cooled to below 5°C?  Yes  No

Once cooked, is food protected from contact with raw food and foreign bodies?  Yes  No

#### Cleaning

Do you and your staff operate a 'clean-as-you-go' procedure?  Yes  No

Are you using clean cloths and a 'food-safe' disinfectant/sanitiser to clean food contact surfaces?  Yes  No

# Inspection reports T9 and action sheet T10

## Annex 2 Templates

### **T9 – Outdoor catering event inspection report form**

This form is to be left with the food business operator as a record of the audit and can be retained and shown on further inspections/re-visits.

### **T10 – Outdoor catering action report sheet**

This form gives a summary of action taken to remedy a non-compliance or other problem associated with the food business. The form can be left with the food business operator and also can be sent to the Home Authority as a feedback from the event.

**See next pages for printout templates.**

# Inspection report form T9

Outdoor and Mobile Catering (part 1)

Outdoor event inspection report form									
Date									
Pitch No									
Reason		Food safety/Health & safety inspection				<input type="checkbox"/>			
		Sampling				<input type="checkbox"/>			
		Revisit contraventions				<input type="checkbox"/>			
Business name									
		Catering <input type="checkbox"/>		Retail		<input type="checkbox"/>			
Proprietor name and address									
Person seen									
Position									
First aid box									
Areas inspected									
Food served									
Staff Training		<b>Food Safety</b> Criteria				Comments	Rating		
		<b>Food hygiene and safety</b> Safe handling practices, separate equipment, covered food, separate raw and RTE food, display/storage of food at correct temp, correct use of thermometer & wipes, clean washable overalls, use of hand washing facilities, food allergens & x contamination, pest management & stock rotation							
No. of catering staff at event									
No. trained									
Type of training									
No. of certificates seen									
No. after 3 years									
		<b>Confidence in Management</b> Staff supervision, documented training, proof of level 2 FH training, documented FSMS ie. SFBB, written records for temp, thermometer calibration, compliance history, customer complaint system							
<b>Health and safety</b>				<b>Adverse comments</b>					
Electric wiring – layout, condition and protection from physical/water damage									
Manual handling – water, food etc									
Hazardous work equipment (list)									
Access/gangways/tripping hazards									
Welfare arrangements									
Fire extinguishers sufficient/dated									
Fuel stored on site (delete as necessary)				LPG	BUTANE	PROPANE	PETROL	DIESEL	OTHER
<b>Action required (L = Legal requirement and R = Recommendation)</b>									

# Inspection report form T9

Outdoor and Mobile Catering (part 2)

## Outdoor event inspection report form


Action	Advice <input type="checkbox"/> Revisit (Contraventions) <input type="checkbox"/> Hygiene Emergency Prohibition Notice <input type="checkbox"/>
Officer name	
Signature	
Designation - Authorised officer	
<b>I have taken note and understand all aspects of work discussed with the officer.</b>	
Date/time	
Signed	
Position	

**NOTE:** This report only covers the area inspected at the time of the inspection. It does not indicate compliance with any provision of Food Safety Act 1990 (as amended), Food Hygiene (England) Regulations 2006, EU Regulation 852/2004 Hygiene of Foodstuffs, or Health and Safety at Work etc Act 1974 or any of the regulations made under them. It is an informal indication of the areas of business requiring attention. If you have any queries regarding this report, please telephone the officer named above or write

# Action report sheet T10

Outdoor and Mobile Catering

Action report sheet		
Date		
Details of food business operator		
Event	Festival <input type="checkbox"/>	
	Community/Carnival <input type="checkbox"/>	
	Other (please state) <input type="checkbox"/>	
<b>Nature of problem</b>		
Location		
<b>Action required</b>		
Inspecting officer (print full name)		
Signature		
Passed to (print full name and organisation)		
Signed		
Time	Date	
<b>Action taken by organisation</b>		
Action completed by (print full name)		
Organisation		
Time	Date	
	Problem resolved <input type="checkbox"/>	
	Unresolved <input type="checkbox"/>	
	Ongoing <input type="checkbox"/>	
If unresolved or ongoing, please state reasons		
Action signed off by (print full name)		
Signed		
Time	Date	

# List of contacts T11

## Annex 2 Templates

### T11 – Suggested list of contacts for effective event liaison.

The list below is not exhaustive but serves to provide a framework for a principle contact list. This may save time during the planning stages but also if an emergency situation arises. Many of the professions and services listed would form an event safety advisory group or an event co-ordinating committee.

Organisation/ service	Contact name and address	Telephone number	Email address
Police			
Fire service			
Ambulance			
St Johns			
Water authority			
Waste disposal			
Site drainage services			
Licensing authority			
Building control			
Health and Safety Executive			
Highways			
Environment Agency			
Event/site promoter			
Event/site manager			
Event/site electrician			
Event/site plumber			

# Annex 3 Case study

## **Introduction**

**The case studies below outline examples of a range of different outdoor catering events and how the food safety enforcement has been managed. The case studies are a way of sharing experience and practice to support the practical advice given in this guidance document. The examples show how particular challenges have been overcome and learning outcomes from the events. Officers are encouraged to contact the local authority concerned for more information.**

# A Reading festival

## Annex 3 Case study

### 1. Reading Festival

#### 2. Local authority:

Reading Borough Council.

Email address: consumerprotection@reading.gov.uk

#### 3. Time of year of event:

August Bank Holiday Weekend.

#### 4. Brief description of event:

Three day Outdoor Music Festival.

#### 5. Size of event (catering concessions and public attendance):

Approx 100 catering units. Site licensed for 79,000 people. 80% of festival goers are under 24 years old.

#### 6. Type of location (Greenfield/ sports arena etc):

Farmland with walking access to the town centre.

#### 7. Particular issues/challenges posed by the event (including water supply/drainage):

Part public, part tanked/stored water supply – low pressure issues particularly if considerable quantity of flushing toilets.

Drainage: Part tanked and part piped.

#### 8. Guidance given to overcome challenges:

Ensure you and festival organisers have good communication (including at weekend where necessary) and access to appropriate officers from Environment Agency, Water Authority for emergencies.

#### 9. Pre-event planning considerations:

Festival organisers produce for LA.

- List of food traders including crew catering, their LA and type of food produced and their location plan especially traders positioned in isolation in campsite

LA to produce:

- Trader info pack
- Telephone home authority for high risk traders to check for previous problems. Standard letters to LAs to check for food registration are not worthwhile

Existing food traders in the town will also alter the items for sale to ensure that they can take advantage of the influx of potential customers.

#### 10. Inspection/audit issues:

- Desktop and shadowed consistency exercise with all inspecting officers
- All traders inspected and rated according to hygiene, structure, confidence in management. Any traders with poor scores are re-inspected
- Percentage of traders with a high score is re-inspected to check the rating has been maintained
- Traders will generally try to comply with the law and will be more motivated if they expect to receive an inspection from the LA. Ensure all traders are numbered by festival organisers for easy identification

#### 11. Contraventions and action taken:

Whilst we always reserve the right to serve a HEPN where needed, it is generally more effective to work with the organisers to ensure the trader is closed and only reopened when the Environmental Health staff feel the imminent risk to health has been removed. It is unlikely that EH staff will be available at all times and will need to rely on festival organisers and their security to ensure the units stay closed. Agree a protocol with the organisers beforehand as to how traders who prove a risk to health should be dealt with.

#### 12. Successful initiatives:

Scores on the Doors sticker rating scheme.

#### 13. Diversity/cultural issues:

The age group and type of festival means we have additional non food issues such as tattooists/skin piercers and crowd surfing. Also firework and laser displays.

#### 14. Learning outcomes for future events:

Regular minuted pre-meetings where possible from as soon as possible i.e. from 12 months in advance. Develop a relationship with the organisers that they are less likely to spring issues at you at short notice.

Use event debrief system to highlight general good and poor practice found.



# B Notting Hill Carnival

## Annex 3 Case study

- 1. Case study name:**  
Notting Hill Carnival.
- 2. Local authority:**  
Royal Borough of Kensington & Chelsea.  
Westminster City Council.  
Email address: environmental\_health@rbkc.gov.uk
- 3. Time of year of event:**  
August Bank Holiday.
- 4. Brief description of event:**  
Europe's largest community street festival over two days:  
Sunday – Children's day and Monday – the main event consisting of static and mobile sound systems, steel bands, masquerade costume bands and a calypso live stage.
- 5. Size of event (catering concessions and public attendance):**
  - 1 million attendees over 2 days
  - 60 Masquerade Bands
  - 60 Mobile Socca sound systems
  - 40 Static Sound Systems
  - 359 Street traders
  - 318 Chemical toilets
  - 200 tonnes of refuse collected
  - 469 casualties treated
  - 787 crimes recorded
  - 265 arrests
  - 317 Local authority staff
- 6. Type of location (Greenfield/ sports arena etc):**  
Streets of Notting Hill and three local parks.
- 7. Particular issues/challenges posed by the event (including water supply/drainage):**  
Coordinating the deployment of resources with the organisers and planning agencies to provide the infrastructure to ensure the event is as safe and successful as reasonably practicable. Tanked water supplies, oil drum BBQ's, generators/fuel and LPG.
- 8. Guidance given to overcome challenges:**  
All participants and street traders must attend safety briefings with the organisers, local authority, Police and Fire Authority prior to their permits and trading licences being issued.
- 9. Pre-event planning considerations:**  
The planning agencies meet monthly as the Operational & Safety Planning Group which consists of:  
Organisers, local authority, Greater London Authority, Transport for London, Met. Police, Transport Police, London Buses, London Underground, London Ambulance, St. John, London Fire & Emergency Planning Authority and the Health Protection Agency.  
With the sole aim of ensuring the consistency of planning in the deployment of resources.
- 10. Inspection/audit issues:**  
All static sound systems and street traders are inspected by EH professionals and fire officers on both days of the event.
- 11. Contraventions and action taken:**  
Most contraventions are dealt with under licensing conditions with recourse to remove the licence and cease playing/trading where imminent risks are present. Procedures are in place to seize dangerous/Illegal equipment or food if necessary.
- 12. Successful initiatives:**  
The introduction of risk assessment and risk management procedures to the static sound systems and street traders to improve safety and hygiene standards.
- 13. Diversity/cultural issues:**  
Working knowledge of West Indian cuisine and music.
- 14. Learning outcomes for future events:**  
Thorough debrief cycle following the event to produce an action plan to be built into the planning process supported by table top exercises to test the planning before a comprehensive briefing program prior to the event.

# C Annual Muslim Convention East Hampshire

## Annex 3 Case study

### 1. Case study name:

Health and Safety at Public Events.

### 2. Local authority:

East Hampshire District Council.

Email address: ehealth@easthants.gov.uk

### 3. Time of year of event:

25 – 27 July 2008.

### 4. Brief description of event:

Annual Muslim Convention (Jalsa Salana)

The convention runs on three days but takes 28 days including the construction phases to put together.

There are two main marquees which hold in the region of 6,000 people and require cranes to build and take down. The event involves both praying and lecturing to the gathered masses with bazaars for both men and women which are only open outside preaching hours. All food is provided free apart from that in the bazaar areas. Tea is provided free 24 hours a day. No hot food is sold or served after 23:00 (but not confirmed) so on the surface this is an unlicensable event. Event also involves large television coverage.

### 5. Size of event (catering concessions and public attendance):

40,000 people attend on each of the three days. There are a number of food concessions providing food in both men's and women's bazaar areas. Plus food is provided free for all attendees and cooked at two sites one on site which is a large kitchen in a barn. The other is at another site a few miles away where curry is produced and shipped in piping hot for direct service three times a day (further details on food can be obtained from the food safety officer however brief issue are listed below).

### 6. Type of location (Greenfield/ sports arena etc):

The event occurs on farmland brought especially for the event by the Muslim Association. The site is used purely for the one event each year. The rest of the year it is just grazed by sheep and mowed for forage.

### 7. Particular issues/challenges posed by the event (including water supply/ drainage):

There is an hierarchy within the AMA which appears not to respond directly to our enforcement or guidance although the reason for this is still being explored.

Site is built on a farm which the land is clay based and when there has been a long period of rain it takes some time to drain and dry out. This has required the event organisers to provide five miles of metal tracking to stop vehicles from churning up the area.

Volunteers seen riding on mobile equipment in an unsafe manner, despite intervention this still continued.

The only employees are the contractors who are supplied for erection and breakdown phases. This makes enforcement tricky in certain areas and we are still trying to establish this.

Food issues; lack of flooring in bazaar areas, flooring tends to be made up of sheets of plywood which do not cover the entire food prep area, gas pipes, trapped under flooring and people sleeping in side tents were food is prepped.

Lack of hand washing facilities: despite intervention on three previous occasions and a caution.

Responsible person could not easily be identified from the organisers.

Fire issues: barbeques being used inside tents lack of awareness regarding the fire issues, smoking in areas close to large scale LPG storage, fire exit routes in marquees obstructed, signage lacking in some areas.

Boiling oil/fat at floor level in unstable circumstances.

### 8. Guidance given to overcome challenges:

Scaffolding guidance provided to all contractors on site during the event but little effect on operators. Guidance and other information also provided to organisers on several occasions.

### 9. Pre-event planning considerations:

SAGs set up and attended but attempts to get more regular meetings failed.

### 10. Inspection/audit issues:

Premises is 'A' risk rated due to the large numbers of people attending.

### 11. Contraventions and action taken:

PNs issued for two separate activities and contractor prosecuted last year for work at height offences.

This year 2008:

- Poor site control
- Poor traffic management including speed controls and access/egress
- Unlicensed operators using mobile work equipment - operating stopped
- Passengers carried on workplace transport in unsuitable manner - operating stopped
- Poor use of scaffold towers - activity stopped until rebuilt and used in safe manner

## **12. Successful initiatives:**

We will be setting up more regular meetings to ensure that the 2009 event is better controlled.

This has resulted in us looking more closely at how this event and others are organised and run in the district and resulted in a Working Group being set up in Hampshire to resolve the issues we face to establish a county protocol.

Within the district we have reviewed our SAG procedure and are re-establishing a SAG panel firstly to get a number of organisers in and to encourage dialogue with each enforcement agency to reduce problems when the events occur.

## **13. Diversity/cultural issues:**

The event is a Muslim convention run by volunteers.

## **14. Learning outcomes for future events:**

How often do we need to be on site for set up and breakdown phases.

Public event working group set up in Hampshire to discuss future enforcement approach and hopefully pass on what was learnt/experienced and the way forward.

Earlier intervention with the organisers to ensure safety procedures in place and that they understand their duties towards themselves and the public.

# D Glastonbury Festival

## Annex 3 Case study

- 1. Case study name:**  
Glastonbury Festival.
- 2. Local authority:**  
Mendip District Council.  
Email address: customerservices@mendip.gov.uk
- 3. Time of year of event:**  
Last weekend in June.
- 4. Brief description of event:**  
Five day Outdoor Music Festival (music licensed over three days).
- 5. Size of event (catering concessions and public attendance):**  
Approx 600 stalls of which 440 are food traders. Site licensed for 177,500 people with camping. Majority of food stalls secured in markets, some isolated. Catering for public from Weds to following Monday plus crew catering in build up and break down of event.
- 6. Type of location (Greenfield/sports arena etc):**  
Farmland enclosed by a five mile, 12 foot high, solid metal fence, egress limited.
- 7. Particular issues/challenges posed by the event (including water supply/drainage):**  
Part public, part tanked/stored water supply – low pressure issues due to size of event. Waste water collected in waste water cubes. Wet weather causes flooding and extreme mud conditions. Power supplied by diesel generators. Interruptions to power and water supplies can arise.
- 8. Guidance given to overcome challenges:**  
Extensive guidance given to traders by organisers in form of trader's conditions & advice on site conditions. Festival catering survival guide available from LA. Numerous meetings with organisers. Multi-agency meetings work well.
- 9. Pre-event planning considerations**  
Organisers provide traders with detailed information and guidance, food, health & safety, gas and fire checklists. All traders have to be food registered. LA is provided with list of traders, market maps, food inspection plan, event management plan, meetings with organisers to discuss any previous issues or new ones. Multi agency meetings take place regularly in the months leading up to the festival.
- 10. Inspection/audit issues:**  
Organisers employ own EHO's to do food inspections - this is a new responsibility placed on the organisers. LA audits this operation. A traffic light system of hygiene rating is used which seems to be supported by the traders.  
LA audits competencies, the food inspection plan and a sample of stalls with poor hygiene ratings. LA also inspects own food registered businesses during the festival.  
Most of the food stalls are built up on site; traders have to bring to site all equipment, marquees, tents, flooring etc, as well as food stocks. They are unable to leave site for the duration of the festival. Wholesale market supplies traders with basics, all traffic movement restricted to curfew times.
- 11. Contraventions and action taken:**  
The organiser's EHOs have a protocol and traders who receive a red card will be stopped trading until unsatisfactory matters resolved. If LA find an unsatisfactory food trader then an on-site meeting takes place with organiser's EHOs to determine action required. Formal enforcement is not normally undertaken. The organisers will stop traders trading and if necessary remove them from site. LA's own registered food businesses will be dealt with as any other food business. Traders who are unable to comply with the law are not invited back by the organisers.
- 12. Successful initiatives:**  
Festival employing own EHOs. Traffic light system used by the organiser's EHOs.
- 13. Diversity/cultural issues:**  
Multi-cultural festival for contemporary performing arts – includes diverse range of food, music, stalls. All age groups attend – very family friendly. Alternative lifestyle areas well established and very interesting.
- 14. Learning outcomes for future events:**  
Continuation of good working relationships between all multi-agencies and organisers. Desk top emergency planning exercises very beneficial. Mapping and risk assessments of all possible types of incidents that could affect the festival. A fire at a nearby scrap yard during 2008 impacted on the festival – toxic plume and water course contamination.



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