

Food Teams
Environmental Health Departments and Port Health Authorities

17 October 2006

Dear Colleague

Safer food, better business (SFBB) – Enhanced toolkit for enforcement officers

I am pleased to introduce this updated reference pack for **Safer food, better business**, a toolkit to help you implement food safety management with the businesses in your area. Please note that this pack replaces the existing ‘Toolkit for enforcement officers’.

Action to date by local authorities through the **Safer food, better business** initiative has proved to be a major success story, with benefits for small businesses and ultimately consumers. The enhanced **SFBB** toolkit outlined in this letter represents another part of the Agency’s commitment to collaborative working with local authorities both on the **SFBB** initiative and on wider food enforcement matters.

Support materials

The enhanced toolkit contains support materials to complement both **Safer food, better business** packs, for caterers and for retailers.

The toolkit includes sections on:

- What **SFBB** is and how it works
- Further information on **SFBB** including how to order extra copies of the packs and diary
- Training support to implement **SFBB** on two CDs and a DVD. This support includes:
 - a new retailers workshop presentation and speaking notes
 - a selection of photographs from both packs
 - examples of case studies
 - guidance for developing customer feedback forms
 - updated guidance on evaluation of **SFBB** implementation
 - a short ‘testimonial’ film
 - a short film designed to give businesses an idea of what to expect from the **SFBB** coaching experience, for use at a workshop.
- Reference copies of **Safer food, better business** for caterers and retailers

Changes to the catering pack

The **Safer food, better business** for caterers pack has been updated taking into account the valuable feedback we have received from those using the pack. I would like to thank all those who took the time to provide this to us. A business that has implemented the September 2005 version of the pack will continue to be compliant with the law and need not change over to the new version.

Following this letter, there is a table giving details of the changes to the catering pack. Those changes regarded as key have been summarised at the start of the document, with a complete list of all the changes following this. The change in Agency advice that pork should not be served rare is included in the revised pack. You will remember that this advice was sent out earlier in the year. With the exception of the pork advice, which businesses should now follow as best practice, the other changes to the catering pack do not affect food safety, but will make the pack easier to follow and implement.

It is recognised that many businesses and local authorities may prefer to use these revised safe methods. It is planned that packs of the revised safe methods will be available from FSA Publications and online at food.gov.uk/catering. Further details about this are being sent separately.

Future developments

Supplements for the catering pack to cover Indian and Chinese cuisines are at an advanced stage of development and will be ready by early 2007. The Agency is also currently exploring the feasibility of producing some additional materials to address the specific needs of those catering for certain vulnerable client groups e.g. care homes. Following initial scoping work, it is hoped that this will also be available by early 2007.

The feasibility of producing training tools for staff, including those who do not have English as a first language, or where there are low levels of literacy, is being explored.

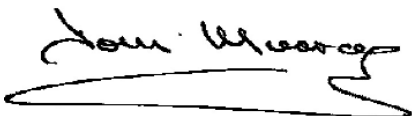
Obtaining further copies of the toolkit

The toolkit can also be found on our website at food.gov.uk/foodindustry/regulation/hygiene/implementstrategy/enforcertoolkit/

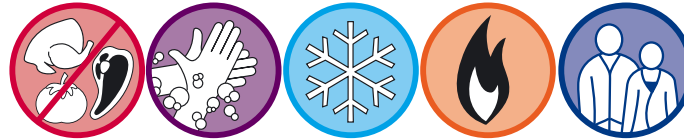
Further hard copies of the toolkit can be requested by emailing HACCPTeam@foodstandards.gsi.gov.uk

I hope you find this toolkit a valuable resource to help with your **SFBB** work. As before, we would value any further feedback you have on **SFBB** support material and the **SFBB** initiative generally.

Yours sincerely



Tom Murray
Head of Food Hygiene Implementation Division



A summary of the changes to Safer food, better business for caterers

The changes to the catering pack have taken into account Agency policy changes, feedback from local authorities and businesses, and advice developed for SFBB for retailers. As the list of changes is extensive, the key changes have been summarised below.

Key changes

Section of SFBB	Where to find the change
<u>CROSS-CONTAMINATION SECTION</u>	
• Personal hygiene safe method	
Safety point removed on staff not coming into food preparation areas if someone they live with is suffering from diarrhoea and/or vomiting	'Fitness for work' section
• Food allergies safe method	
New advice on celery, mustard and sulphur dioxide added to cover all 12 EU allergenic ingredients	Second side – 'Type of food' – rows 5-7
• Physical and chemical contamination safe method	
New advice on re-using food packaging to store food	First side – 'Think Twice!'

Section of SFBB	Where to find the change
<u>CHILLING SECTION</u>	
<ul style="list-style-type: none"> <li data-bbox="165 354 1205 399">Chilled storage and displaying chilled food safe method 	
<ul style="list-style-type: none"> <li data-bbox="264 399 884 430">Revised advice based on SFBB for retailers 	Second side – ‘Check it’ and associated ‘How do you do this?’
<ul style="list-style-type: none"> <li data-bbox="264 470 1003 507">New advice on displaying food out of chilled storage 	Second side – ‘Think twice!’
<ul style="list-style-type: none"> <li data-bbox="264 507 1218 579">Revised advice on how to deal with equipment breakdowns and the affected food 	Second side – ‘What to do if things go wrong’ column – both bullet points
<ul style="list-style-type: none"> <li data-bbox="165 624 633 668">Defrosting safe method 	
<ul style="list-style-type: none"> <li data-bbox="264 668 907 705">Revised advice on defrosting food at ambient 	Second side – ‘Safety point’ column – row 1
<ul style="list-style-type: none"> <li data-bbox="264 705 992 742">Additional advice on the use of food after defrosting 	Second side – ‘Think twice!’
<ul style="list-style-type: none"> <li data-bbox="165 786 600 831">Freezing safe method 	
<ul style="list-style-type: none"> <li data-bbox="264 831 1279 903">Revised advice on the freezing and defrosting of food. This replaces the original text 	Second side – ‘Think twice!’
<u>COOKING SECTION</u>	
<ul style="list-style-type: none"> <li data-bbox="165 1037 712 1082">Cooking safely safe method 	
<ul style="list-style-type: none"> <li data-bbox="264 1082 1003 1114">Change in policy that pork should not be served rare 	First side – ‘Safety point’ and ‘Why?’ columns – row 4
<ul style="list-style-type: none"> <li data-bbox="264 1145 801 1182">All positive ‘thumbs up’ are now green 	Second side – ‘Check it’
<ul style="list-style-type: none"> <li data-bbox="165 1227 920 1272">Foods that need extra care safe method 	
<ul style="list-style-type: none"> <li data-bbox="264 1272 1279 1340">This method has been significantly redesigned, particularly ‘How do you do this?’ 	Safe method completely revised

Section of SFBB	Where to find the change
• Reheating safe method	
Revised advice on how many times you should reheat food	First side – ‘Think twice!’
• Checking your menu safe method	
Change in policy that pork should not be served rare	First side – ‘Check’ and ‘Types of dish’ columns – rows 1 and 3 Second side – ‘Check’ and ‘Types of dish’ columns – row 2
New ‘piping hot’ check to replace the ‘reheating’ check	Second side
• Hot holding safe method	
New advice on displaying food out of hot holding	First side – ‘Think twice!’
Revised advice on how many times you should reheat food as per the Reheating safe method	Second side – ‘What to do if things go wrong’ – first bullet
• Ready-to-eat foods safe method	
Safety point removed on checking deliveries of ready-to-eat foods	Was the first row of the safe method
New advice on slicing meat based on SFBB for retailers	Second side – row 2
Revised advice on action to take if ready-to-eat foods have not been handled properly.	Second side – ‘What to do if things go wrong’ – bullets 1, 3 and 4
<u>MANAGEMENT SECTION</u>	
• Training and supervision safe method	
Advice on signing the diary removed from the first text box and incorporated into a new ‘Manage it’ section	‘Manage it’ section

Section of SFBB	Where to find the change
<ul style="list-style-type: none"> Suppliers and contractors safe method 	
This method has been significantly redesigned, particularly 'How do you do this?' based on SFBB for retailers. In addition a new row (no. 4) has been added to highlight the legal requirement to keep invoices and receipts for food	Safe method completely revised
<u>DIARY SECTION</u>	
<ul style="list-style-type: none"> Staff training record safe method 	
Revised in line with SFBB for Retailers	Initials column and 'Other training or retraining' section

A complete list of all the changes to the Safe methods follows. These changes are listed in the order they appear in the revised pack with the key changes highlighted in bold.

Section of SFBB	Where to find the change
<u>HOW TO USE THIS PACK</u>	
Revised format based on SFBB for retailers	Completely revised
<u>CROSS-CONTAMINATION SECTION</u>	
Explanation of cross-contamination added	Reverse of the divider
<ul style="list-style-type: none"> Personal hygiene safe method 	
'No' tick boxes added	First side – 'How do you do this?'

Section of SFBB	Where to find the change
Additional advice for staff on personal hygiene in line with SFBB for retailers	First side – ‘Safety point’ and ‘Why?’ columns - final row
Safety point removed on staff not coming into food preparation areas if someone they live with is suffering from diarrhoea and/or vomiting	‘Fitness for work’ section
Additional advice for staff on Fitness for work	Second side – ‘Fitness for work’ section – ‘Safety point’ column - rows 2 and 3
Revised action to take when a member of staff is unwell	‘What to do if things go wrong’ – both bullet points
• Cloths safe method	
There are no changes to this method	
• Separating foods safe method	
Small text change on deliveries	First side – ‘Why?’ column - first row
Additional advice on ‘Covering foods’	Second side – ‘Think twice!’ – Covering foods – the first section
Revised action to take if foods have not been separated correctly	Second side – ‘What to do if things go wrong’ – first bullet point
• Pest control safe method	
Additional advice on checking deliveries and external areas	First side – ‘Safety point’ column - rows 2 and 3
Change of descriptions and small text changes	First side – ‘Type of pest’ and ‘Signs of pests’ column - rows 1 and 2
New advice on beetles and weevils in line with SFBB for Retailers	Second side – ‘Type of pest’ column – row 4
Revised advice on where to store contractor details	Second side – ‘What to do if things go wrong’
Small text change on pest control chemicals	Second side – ‘Think Twice!’
New advice on ensuring no food or dishes are left out at night	Second side – ‘Manage it’ – first bullet
Additional advice on managing pest control contractors	Second side – ‘Manage it’ – third bullet

Section of SFBB	Where to find the change
• Maintenance safe method	
Revised advice to make a note of any action taken in the diary	Second side – ‘Manage it’ – second bullet
• Food allergies safe method	
New picture of unshelled peanuts in line with SFBB for retailers	First side – ‘Type of food’ – row 1
Satay sauce added as a new example	First side – ‘What to look out for’ – row 1
New advice on celery, mustard and sulphur dioxide added to cover all 12 EU allergenic ingredients	Second side – ‘Type of food’ – rows 5-7
• Physical and chemical contamination safe method	
Additional advice on storing chemicals	First side – ‘Safety point’ column – row 1
Small text change on chemicals	First side – ‘Safety point’ column – row 4
New advice on re-using food packaging to store food	First side – ‘Think Twice!’
Small text change on pest control	Second side – ‘How to stop this happening again’ – second bullet
<u>CLEANING SECTION</u>	
Explanation of Cleaning added	Reverse of the divider
• Cleaning effectively safe method	
Additional advice on high-priority cleaning	First side – ‘Why?’ column - row 4
Removed the picture of a meat slicer being cleaned	First side – ‘Why?’ column - row 6
Revised advice on washing up by hand	First side – ‘Safety point’ column - row 7
Revised advice on the cleaning schedule in line with SFBB for retailers	Second side – ‘Manage it’ – row 1

Section of SFBB	Where to find the change
• Clear and clean as you go safe method	
Additional advice on handwashing in line with SFBB for retailers	First side – ‘Handwashing’ safety point column
Additional advice on handwashing	Second side – ‘Washing hands effectively’ – Step 4
• Your cleaning schedule safe method	
Revised advice based on SFBB for retailers	First side – ‘Safety point’ and ‘How do you do this?’ columns – row 1 and 2
Revised advice in line with SFBB for retailers	Second side – Work surface cleaning example – method of cleaning
Small text changes in line with SFBB for retailers	Second side – Cleaning terms
<u>CHILLING SECTION</u>	
Explanation of Chilling added	Reverse of the divider
• Chilled storage and displaying chilled food safe method	
Additional advice on how long food should be kept	First side – ‘Safety point’ column – row 2
Revised advice based on SFBB for retailers	Second side – ‘Check it’ and associated ‘How do you do this?’
New advice on displaying food out of chilled storage	Second side – ‘Think twice!’
Revised advice on how to deal with equipment breakdowns and the affected food	Second side – ‘What to do if things go wrong’ column – both bullet points
• Chilling down hot food safe method	
Additional advice on using a clean probe each time you check food	Second side – ‘Prove it’

Section of SFBB	Where to find the change
• Defrosting safe method	
Revised advice on defrosting food at ambient	Second side – ‘Safety point’ column – row 1
Additional advice on the use of food after defrosting	Second side – ‘Think twice!’
• Freezing safe method	
Revised advice on the freezing and defrosting of food. This replaces the original text	Second side – ‘Think twice!’
Revised advice on the handling of fully defrosted food	Second side – ‘What to do if things go wrong’ column – third bullet point
New advice to remind that some foods need extra care	Second side – ‘What to do if things go wrong’ column – final paragraph
<u>COOKING SECTION</u>	
Explanation of Cooking added	Reverse of the divider
• Cooking safely safe method	
Change in policy that pork should not be served rare	First side – ‘Safety point’ and ‘Why?’ columns – row 4
New photo of turning meat during cooking	First side – ‘Safety point’ column – row 5
All positive ‘thumbs up’ are now green	Second side – ‘Check it’
Revised advice for checking meat in stews, processed meat products, whole cuts of meat and whole joints and rolled joints	Second side – ‘Check it’ – all rows
• Foods that need extra care safe method	
This method has been significantly redesigned, particularly ‘How do you do this?’	Safe method completely revised

Section of SFBB	Where to find the change
• Reheating safe method	
New advice on reheating in microwaves based on SFBB for retailers	First side – ‘Safety point’ and ‘Why?’ columns – row 3
Revised advice on how many times you should reheat food	First side – ‘Think twice!’
Revised format for ‘Check it’ if the standard check is not used	Second side – ‘Your check’ section
• Checking your menu safe method	
Change in policy that pork should not be served rare	First side – ‘Check’ and ‘Types of dish’ columns – rows 1 and 3 Second side – ‘Check’ and ‘Types of dish’ columns– row 2
New ‘piping hot’ check to replace the ‘reheating’ check	Second side
• Hot holding safe method	
New advice on displaying food out of hot holding	First side – ‘Think twice!’
Revised advice on how many times you should reheat food as per the Reheating safe method	Second side – ‘What to do if things go wrong’ – first bullet
• Ready-to-eat foods safe method	
Safety point removed on checking deliveries of ready-to-eat foods	Was the first row of the safe method
Revised advice on preparing ready-to-eat foods based on SFBB for retailers	First side – ‘Safety point’ and ‘Why?’ columns – row 1
Small text changes on storing ready-to-eat foods and additional advice on keeping track of how long food should be kept	Second side – ‘Safety point’ – row 1 The final paragraph of this is completely new.
New advice on slicing meat based on SFBB for retailers	Second side – row 2
Revised advice on action to take if ready-to-eat foods have not been handled properly	Second side – ‘What to do if things go wrong’ – bullets 1, 3 and 4

Section of SFBB	Where to find the change
<u>MANAGEMENT SECTION</u>	
Explanation of Management added	Reverse of the divider
• Opening and closing checks safe method	
There are no changes to this method	
• Extra checks safe method	
Revised advice on what to look for when carrying out a pest control check	'What to do' column – row 5
• Prove it safe method	
The legal requirements for temperature control have been highlighted in bold and the advice updated regarding Scotland, Wales and Northern Ireland as per SFBB for retailers	First side – 'What to do' column – rows 2 and 3
Revised advice on using a dial thermometer	Second side – 'Where to use the probe' and 'How to use the probe' columns – row 1
Small text change on using a digital thermometer	Second side – 'How to use the probe' column – row 2
Revised advice on manufacturer's instructions in line with SFBB for retailers	Second side – 'Checking your probe'
Revised advice regarding the use of antibacterial wipes in line with SFBB for retailers	Second side – 'Looking after your probe'
• Training and supervision safe method	
Advice on signing the diary removed from the first text box and incorporated into a new 'Manage it' section	'Manage it' section

Section of SFBB	Where to find the change
<ul style="list-style-type: none"> Customers safe method 	
<p>There are no changes to this method</p>	
<ul style="list-style-type: none"> Suppliers and contractors safe method 	
<p>This method has been significantly redesigned, particularly ‘How do you do this?’ based on SFBB for retailers. In addition a new row (no. 4) has been added to highlight the legal requirement to keep invoices and receipts for food.</p>	<p>Safe method completely revised</p>
<ul style="list-style-type: none"> Stock control safe method 	
<p>Revised advice on checking deliveries based on SFBB for retailers</p>	<p>‘What to do’ and ‘Why?’ columns – row 3</p>
<ul style="list-style-type: none"> Safe method completion record 	
<p>There are no changes to this method</p>	
<p><u>DIARY SECTION</u></p>	
<ul style="list-style-type: none"> Introduction 	
<p>Small text change to refer to the ‘Training and Supervisio’n safe method</p>	<p>Final sentence in ‘How does this diary work?’ Section</p>
<ul style="list-style-type: none"> Staff training record safe method 	
<p>Revised in line with SFBB for retailers</p>	<p>Initials column and ‘Other training or retraining’ section</p>

Section of SFBB	Where to find the change
<ul style="list-style-type: none"> • Cleaning schedule 	
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Revised in line with the change on the 'Your cleaning schedule' safe method 	Work surface cleaning example – method of cleaning
<ul style="list-style-type: none"> • Contacts list 	
<ul style="list-style-type: none"> <ul style="list-style-type: none"> New list added as per SFBB for retailers 	Diary

Safer food, better business

What is SFBB?

'Safer food, better business' or SFBB, is an innovative, jargon free, practical approach to food safety management that has been developed by the Agency in partnership with over 50 local authorities and associated small caterers, retailers, experts and consultants. It is aimed at helping small catering and retail businesses comply with the new EC Regulation 852/2004 that applied from 1 January 2006, which consolidated food hygiene legislation.

The pack for caterers was launched with a toolkit of support and associated grant scheme in September 2005. The pack and the work of local authorities to introduce it to businesses have been an outstanding success. As of September 2006, 145,000 packs have been distributed to businesses. Businesses have reported great success using the pack to implement a food safety management system and enforcers report seeing real improvements in compliance and food safety, often in businesses that had previously resisted the ideas. SFBB for retailers, which was launched in May 2006 has built on this success. As of September 2006, 27,000 packs have been distributed to businesses.

Why was SFBB developed?

From 1 January 2006, food businesses have been required to put in place 'procedures' based on the principles of HACCP, in order to manage food safety and integrate these procedures with documentation and record keeping. This is not the same as traditional 7-point HACCP systems. Within the regulation there is flexibility allowing businesses to implement systems or procedures appropriate to the size and nature of the business. Correctly implemented, SFBB enables small catering and retail businesses to comply with the new legislation.

SFBB is one approach that has been developed to help businesses and there is no suggestion or requirement that businesses that have successfully implemented another food safety system need to change from them and adopt SFBB instead. However sections of SFBB could be used to support and enhance other systems if so wished and may be useful for staff training.

How does SFBB work?

SFBB was developed to be a practical approach to take account of the flexibility in the legislation.

SFBB is a series of 'safe method' fact sheets, based on the FSA's Food Hygiene 4 Cs campaign: Cooking, Chilling, Cleaning and Cross-contamination, which detail how key areas of food preparation and handling are dealt with safely. They combine the most important aspects of food safety and good hygienic practice on each sheet. A section to help the business manager deal with basic supervision and management issues is also included and a simple daily diary forms the record-keeping requirement.

The business manager works through the safe method fact sheets and selects those that are applicable to them and then adopts or adapts them to their own business as necessary. The selection of the relevant safe methods by the manager is their hazard analysis and the result unique to them.

The safe method fact sheets provide means of achieving a certain safety point and wherever possible offer several alternatives and advice as to which means is preferable e.g. chilling hot foods quickly. By following these safe methods the business is following pre-approved/validated advice. However if the business wishes to develop its own it can do, but must 'prove' that it is 'safe'. Safe methods based on traditional catering craft skills are used wherever possible.

The diary is used to record simple opening and closing checks, any problems that happened that day and most importantly what was done to rectify the problem. The 4-weekly review is used to check that the food safety management system and control measures are effective.

How does SFBB for retailers differ from SFBB for caterers?

SFBB for retailers is for businesses that sell food that needs to be kept cold to keep it safe. Businesses may include small convenience stores, confectioners, tobacconists, newsagents, health food shops and delicatessens. The pack follows the established 4 Cs framework (Cooking, Chilling, Cleaning and Cross-contamination) with a simple diary for record keeping as per SFBB for caterers but with fewer safe methods. It includes new advice on product withdrawal and recall and a specific 'cooking and preparation' section which focuses on specific catering activities, such as 'baking off' bought-in products. Some businesses will not require the 'cooking and preparation' section at all.

Further information on SFBB

Updating SFBB

There is a copy of SFBB for caterers and SFBB for retailers at the back of the toolkit, which are your reference packs. On the reverse of each safe method at the bottom is a reference number e.g. CC2/09-06 which indicates that this is the version of the Personal Hygiene safe method in SFBB for caterers that was issued in September 2006. Retail safe methods have in addition the prefix 'R'. For example, the Personal Hygiene safe method in SFBB for retailers is RCL1/04-06.

In the future, when updated versions of safe methods are produced, this reference will be updated with a new date and new pages will be supplied to replace those that are now out of date. This reference number will allow you to check that the packs you coach businesses with are up to date. The FSA website will also have available the most up to date safe methods. We will advise you of any updates by the EHCNet and the dedicated FSA mailboxes at Environmental Health Departments (EHD) in England.

If you have any feedback on the pack, which you would like us to consider for future versions, please send your comments to HACCPTeam@foodstandards.gsi.gov.uk.

How to order extra copies of SFBB

Extra copies of SFBB can be ordered directly from the FSA publications line – telephone 0845 606 0667, fax 020 8867 3225 or by email at foodstandards@ecgroup.uk.com

For local authorities the minimum order of SFBB for caterers is one copy or multiples of eight up to 48 copies and one copy or multiples of 10 up to 50 copies of SFBB for retailers.

Individual businesses and others with an interest e.g. colleges can also request free copies of SFBB.

How to order refill copies of the diary for SFBB for caterers

Diary refill packs for SFBB for caterers are available from the FSA publications line for both local authorities and individuals to order.

Support to implement SFBB

To keep local authorities informed of the SFBB activity in their respective areas, monthly reports are sent via the EHCnet and the dedicated FSA mailboxes at Environmental Health Departments (EHD) in England detailing which businesses have ordered packs. Details of businesses who ordered SFBB for caterers and SFBB for retailers are sent as separate reports.

The section in this guidance pack 'Implementing Safer food, better business' and the enclosed CD provides further details on support available for implementing SFBB.

In addition, information on SFBB and the packs themselves to download, can be found at www.food.gov.uk/sfbb

Implementing Safer food, better business

Training support to implement SFBB

▸ Coaching SFBB

Free regionally based coaching training for enforcement officers in England will continue subject to demand. Details are available on our website at www.food.gov.uk/enforcement/

Port Health Authorities are also welcome to attend if they feel it is appropriate.

Workshop support

Workshop material is contained on the DVD and two CDs enclosed.

Instructions for using the discs can be found on a separate sheet at the front of the toolkit. The discs should run automatically, however, the instructions will help you, should this not occur.

CD – Support material for SFBB for caterers and SFBB for retailers

Support material on the CD is contained in 3 folders; SFBB for Caterers, SFBB for Retailers and Other Information. The files contained in each folder are outlined below. Further details on each element follow after this.

1. SFBB for Caterers

- a) Leaflets
 - A4 Leaflet
 - A5 Leaflet
- b) Workshop
 - SFBB for caterers workshop presentation
 - Guidance notes for presentation
 - Exercises
- c) Photos
 - Photos from SFBB for caterers
 - Details of photos from SFBB for caterers

2. SFBB for Retailers

- a) Leaflets
 - A4 Leaflet
 - A5 Leaflet
- b) Workshop
 - SFBB for caterers workshop presentation
 - Guidance notes for presentation
 - Exercises
- c) Photos
 - Photos from SFBB for caterers
 - Details of photos from SFBB for caterers

3. Other Information

- a) Case studies
 - Case Study 1
 - Case Study 2
 - Case Study 3
- b) Workshop tips
 - SFBB tips for running a workshop for businesses
- c) SFBB icons
 - SFBB icons
- d) Assessing SFBB
 - Guidance on assessing Safer food, better business
 - Progress evaluation form
- e) Customer feedback
 - Guidance for developing customer feedback forms

- **‘What is SFBB?’ leaflet template**

A leaflet has been designed that can be used to recruit businesses for the workshops or to provide them with some introductory information. The artwork for this is on the CD and this can be personalised as required. Separate leaflets are provided for SFBB for caterers and SFBB for retailers.

- **Presentation slides and Guidance notes for running an SFBB workshop**

These notes and supporting slides provide the content for two SFBB workshops; one to cover SFBB for caterers, the other for SFBB for retailers. The content includes why businesses are attending, what is SFBB, how it works, the next steps a business has to take etc. These slides are a suggested template and they can be personalised by the tutor as they wish. Exercises are included throughout the guidance notes as well as in a separate file in the workshop folder.

- **4 Cs icons and photos**

The 4 Cs and Management icons in print quality format are available for use. Also included is a selection of photos from SFBB for caterers and SFBB for retailers. These images have been included due to the large number of requests for them.

- **Case studies**

These case studies are examples of businesses that have successfully implemented SFBB. These may be useful for distributing throughout workshops to emphasise the simplicity of SFBB.

- **SFBB tips for running a workshop for businesses**

These tips were collected during the trials and implementation of SFBB and highlight what worked for those local authorities involved.

- **Guidance on assessing Safer food, better business and progress evaluation form**

The guidance on assessing SFBB and progress evaluation form was developed specifically to evaluate the implementation of SFBB. The guidance, which was issued in early 2006, has now been updated to include guidance for assessing retail businesses. The evaluation form has been slightly amended. It is intended that food enforcement officers use the form as part of their routine food hygiene inspection.

- **Guidance for developing customer feedback forms**

This guidance includes examples of questions that could be used to produce a customer feedback form to evaluate SFBB workshops.

DVD/CD – Support films for SFBB Workshops

A DVD and a CD containing support films are included in the binder. The information provided on these discs is duplicated to increase the sources of media they are compatible with. The discs contain the following support materials that have been designed to use in a workshop.

- **Introduction to SFBB and feedback from LAs and businesses**

This is a short film lasting approximately three minutes showing feedback from pack users in the form of short testimonials.

- **Coaching Safer food, better business**

This has been developed for use within a workshop and is designed to give businesses an idea of what to expect from the coaching experience. It contains footage of a coaching session as well as a follow-up visit and feedback from businesses. There is a slight pause between the coaching session and the follow-up visit to allow for flexibility while viewing. The film lasts approximately 12 minutes.

▪ **Bacteria Bites Business**

This short film is included as a tool that could be used during workshops. It illustrates the dangers of working in a kitchen and how they can be avoided. This film formed part of the Agency's Food Hygiene Campaign in 2003 and was previously distributed to food businesses on a VHS video. The film is also available for download at: www.food.gov.uk/sfbb and lasts approximately eight minutes.

Website support

Visit our website at www.food.gov.uk/foodindustry/regulation/hygiene/implementstrategy/enforcertoolkit/

Other information

Links to the legislation

The new legislation affecting all food businesses in the UK, including primary producers (e.g. farms), came into operation at the start of 2006. The legislation comprises three EC Regulations – 852/2004, 853/2004 and 854/2004.

The Regulations apply throughout the food chain to all food businesses, including primary producers (e.g. farms), manufacturing sectors, distribution and retailers. They require food business operators (but not primary producers) to put in place, implement and maintain a permanent procedure, or procedures, based on the HACCP principles. The requirement is not for full HACCP systems in all cases. Food businesses will need to operate procedures based on the HACCP principles.

The legislation is structured this way so that it can be applied flexibly in all food businesses regardless of their type or size. Primary producers will not be required to apply HACCP but there are new requirements relating to basic precautions to prevent contamination and record keeping.

Detailed information on the new legislation, copies of the relevant texts and stakeholder consultation documents can be found at:
www.food.gov.uk/foodindustry/regulation/europeleg/eufoodhygieneleg/

Future sources of information

There are a number of FSA publications that you might find helpful. These include:

Food hygiene – A guide for businesses
Starting up – Your first steps to running a catering business
Food law inspections and your business
Eggs – What caterers need to know

These publications can be ordered directly from the FSA publications line. A full list of the Agency's publications can be found at www.food.gov.uk/multimedia/pdfs/publist.pdf

Some publications are also available in minority languages. Details of these can be found at www.food.gov.uk/aboutus/publications/pubsminority/