



Wigan♥
Council

A GUIDE FOR MOBILE STREET TRADERS

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INTRODUCTION

This guide has been prepared by the Greater Manchester Food Liaison Group. The guide is intended to provide information to mobile traders selling hot food, burgers, ice cream etc. on standards of food hygiene and safety. **It is not a legal document.**

Less strict standards will apply to low risk operations such as the sale of fruit and vegetables or pre-packed groceries.

Compliance with the guide, or suitable alternative methods approved by your Environmental Health Officer, will be expected of any mobile food traders applying for a Street Trading Consent from Wigan Council.

Street Trading

Street trading involves selling or offering for sale any article in any street (including all forecourts, roads, footways and other areas next to streets) or open space where the public have access without payment.

This includes private property that the public can access without payment.

All streets within Wigan Borough are 'consent streets' for all purposes of Schedule 4 of Local Government (Miscellaneous Provisions) Act 1982.

Before you begin trading you must obtain the appropriate consent from Wigan Council. The application process can take up to a minimum of 30 days. Further information is available via our website, which also includes the facility to apply and pay online for your consent.

You may wish to contact the Licensing Team to discuss the suitability of any proposed location you wish to trade from, prior to submitting an application.

Website: www.wigan.gov.uk/licensing Email: licensing@wigan.gov.uk **Business**

Advice

It is important to seek as much business advice as possible before making any final commitment to go into business.

The Business Engagement Team offer a free and independent service to help you start, run or grow your business. It is available to any business located in, or looking to relocate to the borough.

Website: <http://www.wiganworks.com/Business-support/Free-advice.aspx>

Email: business@wigan.gov.uk

Major banks can also provide advice on funding. They are now much more active in providing advice for small enterprises and often have departments devoted

exclusively to their needs.

For advice regarding regulatory matters e.g. food hygiene, health and safety you can register here:

<https://www.wigan.gov.uk/Business/Business-Support/Regulatory-advice-and-guidance/Business-regulatory-advice-and-guidance.aspx>

Food Premises Registration

In addition to your street trading consent your food business will also need to be registered with the local authority where your vehicle or stall is normally stored overnight. There is no charge for registration. If your vehicle is stored in the Wigan borough overnight you can register your food business online here:

<https://www.wigan.gov.uk/Business/Environmental-Health/Food-Hygiene-and-Safety/Food-premises-registration.aspx>

FOOD SAFETY

Vehicles/Mobile Sales Units

Vehicles which sell food must be of a type which is suitable for use as a catering or food sales unit. Purpose made vehicles are preferred. Vehicles must be of an adequate size to allow food to be prepared hygienically. Ideally the cab should be separate from the food area.

Where this is not possible, it must be constructed so that it can be cleaned easily.

Where food is sold from stalls or barrows they must be constructed so they are easy to clean and so that food is protected from risk of contamination from passing traffic and the public.

Construction

The important thing is to make cleaning as easy as possible.

Floors should be covered with non-slip impervious material. The edges should be sealed and ideally covered to make cleaning easy.

Walls, ceilings and doors must be smooth, washable and easy to clean. Joints must be sealed and kept to a minimum. Suitable surfaces are plastic sheet materials, gloss paint etc. A heat resistant, easy to clean surface such as stainless steel will be required near to cooking equipment.

As far as possible, all internal structures must be free of ledges and projections to avoid dirt traps. Joints between work surfaces could be a dirt trap. Continuous surfaces are better, or joints that can be properly sealed. It is recommended that the junctions between preparation surfaces and walls are sealed with a suitable silicone sealant.

Work Surfaces, Storage Units, Equipment etc.

All working surfaces, cupboard areas and shelving should be capable of being easily cleaned. Suitable preparation surfaces are stainless steel and laminated plastic. Cupboards and storage units should preferably be finished with a laminated surface. Gloss painted or varnished timber is acceptable but is less durable. Self-adhesive plastic surfaces such as 'Fablon' are not suitable.

Cooking equipment should be maintained in a clean hygienic condition at all times and all combustible materials adjacent or above the equipment must be properly fireproofed.

All equipment must be in good condition and capable of being easily cleaned. Catering grade equipment is recommended. Equipment must be secured but access should be provided for cleaning beneath and behind.

TEMPERATURE CONTROL OF FOOD

Storage

Traders must be aware that the Food Safety and Hygiene (England) Regulations 2013 require food businesses to make sure that the food they sell is safe and that it is kept at the correct temperature.

Where "high risk" foods such as cooked meats, cheese, cream or milk are sold, a suitable refrigerator of adequate size should be provided to maintain such foods at low temperatures (Ideally 0°C to 5°C). In very limited circumstances the use of cool boxes and freezer packs is acceptable for storing food for short periods. However, frequent opening and closing allows temperatures to rise so their effective use is limited. The Environmental Health Officer can advise on this.

Adequate thermometers should be provided in all fridges and freezers so that temperatures can be checked frequently during trading.

Effective separation must be maintained between raw and cooked/ready to eat foods to prevent cross-contamination of food poisoning bacteria. Separate refrigerator accommodation should be considered for raw and ready to eat foods. All open food must be protected from the risk of contamination by keeping in suitable lidded containers or covering with food wrap.

Purpose made refrigeration equipment should be provided to keep ice cream, where sold or dispensed, at temperatures below -2.2°C (28°F) or colder.

Freezers for food other than ice cream should operate at -18°C or colder.

Cooking

It is important that all food is cooked thoroughly to temperatures above 75°C. In particular, burgers must be cooked until the juices run clear and there are no pink bits inside.

Where possible it is safer to cook food freshly and serve it immediately. However, if food is to be kept hot for any period of time a bain-marie or other equipment must be provided which will keep the food above 63°C.

A suitable probe thermometer should be kept on the mobile and regular temperature checks carried out to ensure that correct temperatures are maintained e.g. on the bain-marie.

Washing Facilities

Adequate washing facilities must be provided in all units where 'high-risk' foods such as hot dogs, burgers, ice cream etc. are sold.

Separate washing facilities must be provided for hand washing and preparing food/washing equipment. This is necessary to reduce the risk of cross contamination of food poisoning bacteria. Plastic bowls and flasks of hot water are not acceptable.

In catering units such as ice cream vans and fast food units where only a small amount of food preparation is undertaken and few utensils are used, a purpose-made double unit manufactured for mobile traders comprising a small hand basin and sink will be acceptable.

The following facilities must be provided: -

Hand Washing

Where open food is sold, a purpose-made wash hand basin must be installed for personal use only, complete with an adequate supply of hot and cold water (or hot water at a suitably controlled temperature). Soap or detergent and a means of drying hands (i.e. paper towels) must be provided. Hot water that supplies water at near to boiling temperature are not considered suitable due to the risk of scalds e.g. Burco boilers used for making hot drinks as detailed below.

Equipment Washing

The number of sinks required will depend on the size of the business and the amount of equipment to be washed. For example in catering units using crockery and cutlery for serving food, a double-bowled sink with integral drainer would be recommended, however a minimum of one sink should be provided. Sinks should be large enough for the equipment to be washed. An adequate supply of hot water and cold water must be provided as detailed below.

Water Supply

Water must be supplied direct to the wash basin and sink(s) and must not be carried from water heated in containers. Ideally water should be obtained from a mains supply. Where water is taken from a private supply such as a spring or well, you must arrange for it to be tested regularly to make sure it is safe to use.

Water tanks or food grade storage containers (minimum 10 gallon capacity)

should be cleaned regularly ideally with disinfectant. Suitable tablets can be purchased from camping/caravan shops and some supermarkets.

Hot water must be supplied from an **instantaneous gas multipoint water heater** of a type normally fitted in caravans. These are capable of supplying a number of outlets with adequate hot water, the temperature of which can be controlled. An electrically operated pump draws water from a plastic storage container, pumps it through the appliance, where it is heated instantaneously and delivers it to the outlet over the sink or wash-hand basin. For ice cream vans it is acceptable for hot water to be provided via the engine cooling system.

Waste Water/Refuse Storage and Disposal

Waste water must be piped direct from washing facilities into sealed containers or tanks. These should be cleaned regularly. Waste water must not be discharged into road gullies or onto the ground.

Refuse must be stored in suitable lidded bins (preferably foot pedal operated). Bins must be emptied at least daily. Where necessary, suitable external bins must be provided for customers litter, etc.

All refuse produced by the business should be removed from the site and disposed of properly to avoid any nuisance or attraction to vermin or insects. All business waste must be disposed of by a person legally authorised to carry waste e.g. a trade waste contractor.

Business waste must not be deposited in domestic bins or taken to the tip.

Lighting

Adequate natural or artificial lighting must be provided to allow food to be prepared hygienically and for staff to work safely. Fluorescent lights are a good source of illumination. It is recommended that bulbs and tubes are fitted with suitable diffusers.

Ventilation

Adequate ventilation must be provided above all cooking equipment. Ventilation from frying ranges should be direct through the ceiling or wall at the rear of the appliance.

A suitable canopy must be provided above deep fat fryers, griddles etc. Grease filters are recommended. The flue should terminate at least 300mm above the roof of the vehicle and be fitted with a suitable cowl or similar to prevent rain from entering.

Adequate ventilation is needed to keep working temperatures in the vehicle comfortable and remove the products of combustion. For mobiles using LPG there must be permanent ventilation grilles at both high and low level on opposite sides of the vehicle installed to reduce the risk of an explosion (see

Health and Safety below).

Sanitary Accommodation

Where traders operate on the same site throughout their trading period, arrangements should be made for access to a toilet in nearby premises, or a toilet must be provided.

If sanitary accommodation is provided inside the unit it must be suitably ventilated to the external air and entered through a ventilated lobby or from the outside of the vehicle. A wash hand basin complete with an adequate supply of hot and cold water (or hot water at a suitable controlled temperature) should be provided, complete with soap or detergent and a means of drying hands (i.e. paper towels).

Cleaning of water pipes and water storage bottles

It is strongly recommended to regularly (minimum weekly) flush the pipes and water bottles with appropriate cleaning chemicals such as Milton.

FOOD SAFETY TRAINING

Regulation (EC) No 853/2004 came into force in January 2006 and makes the training of food handlers compulsory. The Regulations say that all food handlers must be *'supervised and instructed and /or trained in food hygiene matters commensurate with their work activities'*.

In simple terms this means that everyone involved in a food business who handles food must receive some food safety training or instruction. The training needed will depend on the type of business, foods prepared or served and the type of work the person does. For example a person who prepares burgers will need more detailed training than someone who handles only fruit and vegetables.

Food handlers who prepare or serve high risk foods will need the Level 2 Certificate in Food Hygiene or equivalent.

It is good practice for a business to have a training plan to identify the training needed for each member of staff.

Food Hygiene Courses are run by local colleges of further education and private training providers. Food Hygiene courses can now be completed online through a number of providers.

Personal Hygiene

All food traders must maintain a high level of personal cleanliness by keeping themselves, their clothes and their over clothing clean.

Hand washing is one of the most important steps in producing safe food. Hands must always be washed before starting work and after any task which may have made them dirty, particularly after handling raw food or visiting the toilet.

Clean, suitable and washable over clothing must be worn whilst handling, serving or preparing open food. Head coverings are also recommended. Protective clothing should only be worn during the trading period and should not be worn when setting up the vehicle, carrying out maintenance etc.

All cuts and abrasions should be covered with a waterproof plaster at all times. Smoking in any food area is prohibited.

Illness

Food handlers should not work if they are suffering from food poisoning symptoms such as diarrhoea or vomiting. They should stay away from any food handling area until 48 hours after the diarrhoea or vomiting has ceased. On return to work careful attention to personal hygiene including scrupulous hand washing is essential.

Proprietors should instruct all staff on appointment that they must notify the person in charge before they start work if suffering from any of these symptoms. It is also good practice to give new staff this instruction in writing.

Food handlers should also be aware that skin infections such as boils, septic fingers or any other discharging wound can also lead to contamination of food with food poisoning bacteria. These conditions must also be reported to the person in charge of the business.

Food Handling Practices

Safe food handling techniques are important to reduce the risk of food poisoning. Food must be protected from risk of contamination with food poisoning bacteria.

For example: -

- Food should not be handled unless absolutely necessary. Tongs or serving utensils should be used wherever possible.
- Separate utensils and chopping boards should be used for the preparation of raw and ready to eat foods.
- Sneeze guards may be required at the serving counter to protect food from customers coughing or sneezing.
- Food must not be left in cans once opened.
- Food for sale must be kept completely separate from waste food or refuse.
- Wrappings must be of food grade quality, clean and stored in a clean place. Wrapping in newspaper is not acceptable unless food is first wrapped in food grade paper.
- A stock rotation system must be set up. High risk foods must be sold within their 'Use By' date. Only as much stock as is necessary for immediate use should be carried.

Guidance has been published for caterers to prevent the spread of *E. coli* O 157 within their business. You should be aware of the following points, remembering that raw fruit and vegetables should be treated as potentially 'contaminated' with *E. coli* due to how they are produced:

- a) Handling/preparing raw meat away from ready to eat food;
- b) Having separate equipment for raw meat/veg – and storing raw food equipment away from those used for cooked/ready to eat foods;
- c) Effectively washing equipment and utensils – raw utensils should be washed after those items used for ready to eat food, cutlery and crockery;
- d) Implementing a two stage cleaning regime i.e. hot soapy water and then anti-bacterial spray to effectively clean work surfaces and equipment. The use of single use cloths is recommended; and
- e) Ensuring that the anti-bacterial spray you use complies with British Standard EN 1276 and is used according to the manufacturer's instructions.

A list of British Standard approved disinfectants can be found here: <http://www.disinfectant-info.co.uk/>

Review the guidance and your practices and make any necessary

changes. <https://www.food.gov.uk/business->

[industry/guidancenotes/hygguid/ecoliguide](https://www.food.gov.uk/business-industry/guidancenotes/hygguid/ecoliguide)

Where food handling is carried out at home or at a storage depot, these premises must also comply with food safety legislation.

Food Safety Management System

The Food Safety and Hygiene (England) Regulations 2013 require all food business operators to have a written food safety management system based on HACCP principles [HACCP stands for '*hazard analysis and critical control points*'; and is simply a process you must use to try and make sure that any food you prepare is safe for your customers to eat. It helps you to protect your customers, can save wastage and is therefore good for business.]

Food safety management is not new and much of it has in fact been a requirement since 1995. However you are now **also** required to provide some simple written evidence that your procedures ensure food safety have been thought through carefully and are being properly applied, and that the food prepared or sold by you is safe to eat.

In simple terms this means that you must look at the operation from start to finish, decide which parts of it might lead to the food which you serve or sell becoming unsafe to eat and take action to prevent this from happening.

Environmental Health Officers will expect to see a brief written explanation of your system when they carry out an inspection and any monitoring records

(such as food temperature records) which demonstrate that system is being properly applied.

The Food Standards Agency (FSA) have produced guidance called '*Safer Food, Better Business*' (SFBB) which will guide you through how to comply and provide the necessary documentation. Alternatively you can adopt a traditional HACCP approach

You can download a Safer Food Better Business Pack from the FSA website at

<http://www.food.gov.uk/SFBB>

Allergens

You are required to provide allergy information on request. Guidance, including an on-line training tool has been developed to help you meet these requirements, which can be accessed at www.food.gov.uk/business-industry/allergy-guide

In essence you need to do the following:

- a) Display a sign on your unit advising customers to ask staff if they have questions about your food containing certain ingredients that would cause allergic or intolerant reactions;
- b) Using a chart to record if any dishes contain one or more of the 14 main allergens that are listed;
- c) Keep this information so that staff can easily refer to it should they be asked by customers;
- d) Regularly review your ingredients so that any changes are accounted for
- e) If you provide any pre-packed food for direct sale you must provide ingredient and allergen information on the labelling.

Further advice and information can be found by visiting www.food.gov.uk/business-industry/allergy-guide/allergen-resources

National Food Hygiene Rating Scheme

All local authorities in England and Wales are now part of the FSA National Food Hygiene Rating Scheme. This means that following a food hygiene inspection of your vehicle you will be given a food hygiene rating score, between 0 and 5, based on your level of compliance at that time.



You will receive a window sticker with your rating on it.

If you are unhappy with your rating you can appeal or request a re-inspection under

certain circumstances. Please visit the Council's website for more details at:

<https://www.wigan.gov.uk/Business/Environmental-Health/Food-Hygiene-and-Safety/Food-hygiene-rating-system.aspx>

If you want to check your published rating or that of any other business you can do so on the FSA website: <http://ratings.food.gov.uk/>

If you would like to know more about what happens during a food hygiene inspection please see here for further information:

<https://www.wigan.gov.uk/Business/Environmental-Health/Food-Hygiene-and-Safety/Food-hygiene-training.aspx>

HEALTH AND SAFETY

As far as possible accidents at work should be anticipated and prevented by the use of safe systems of work, safe equipment and the proper training and supervision of staff.

When accidents do occur, arrangements for first aid, summoning of medical assistance, investigation and reporting should be clear.

General Construction

Vehicles must be of an adequate size for food handlers to work safely. A safe entry/exit to the vehicle must be provided, particularly where public have access.

Extra care is required in mobile vehicles as mains power is not usually available and bottled gas and electricity generators may be used.

Liquid Petroleum Gas (LPG)

LPG is almost universally used in mobiles as a convenient and safe source of heating. It can however form a highly explosive mixture when mixed with air, particularly in enclosed spaces such as mobiles. Great care must be taken to avoid leaks of gas into the cooking area where there are naked flames.

Where liquid gas is utilised: -

- All LPG cylinders, regulators and change-over devices should be located in the open air or housed in a separate, well ventilated, fire-resistant compartment. The compartment should be ventilated at low level to the external air only and should have access exclusively from outside the vehicle (to enable safe access to shut off the cylinders in case of fire).
- The cylinders should be fitted upright and fastened securely during transit and use. All valves and appliance controls should be turned off whilst the vehicle is in motion.

- Cylinders should preferably be connected by means of an automatic changeover device. This device should be connected to both service and reserve cylinder and will automatically divert the supply from service to reserve when the service cylinder is empty. This will ensure an uninterrupted supply and will eliminate the need to change cylinders manually whilst food handling is being carried out.
- The storage compartment should be used solely for the storage of LPG cylinders, associated pressure regulation equipment and specialist tools as necessary.

Flexible LPG Hoses

- Flexible LPG hoses should be of high pressured type (BS3212 part 2) where fitted between cylinder and regulator and of the low pressure type (BS3212 part 1) in all other areas.
- Tubing should be kept as short as possible and properly secured by integral threads, crimping or hose clips (worm driven (jubilee) clips are not considered suitable).
- Where subjected to temperatures above 50°C, LPG hose should be braided or armoured and where it passes through walls or partitions should be protected against abrasion damage by rubber grommets.
- Liquid Petroleum Gas attacks rubber and it is recommended that flexible hoses should be replaced after two years use.

Rigid LPG Pipework

- Internal gas supply pipework should be of drawn copper or stainless steel tubing with appropriate compression or screen fittings. Flexible hose should only be utilised internally at connections to appliances.
- No pipework should be run through box sections or structured cavities but should be visible or at least easily accessible. Pipework should be adequately supported at intervals not exceeding 1 metre (0.5 metres for soft copper tubing) and protected against abrasion by rubber grommets where it passes through walls or partitions.
- As a minimum requirement, LPG pipework should be provided with a shut-off tap fitted prior to the first gas appliances on the line and easily accessible to persons working on the unit. It is recommended however, that where possible shut off taps are installed immediately before each appliance.
- All such taps should have their open and closed positions clearly indicated upon them.
- Appliances should be manufactured to British Standard and suitable for use with LPG. They should be fitted with flame failure devices which shut off the gas to the main burner if the flame goes out. Appliances should be installed, maintained and serviced to manufacturers/suppliers instructions and securely

fastened to avoid any movement.

- Adequate ventilation should be provided and a suitable flue fitted where the design of the appliances requires such.
- Catering appliances should not be left unattended whilst in use and should not be lit whilst the vehicle is in motion (unless fitted with a flame failure device, an adequate flue if in a vehicle, properly secured and not showing any naked flame).
- All persons working in mobile catering units should have adequate instructions, information and training including the dangers associated with LPG, action to be taken in the event of an emergency, safe method of changing cylinders, especially when any changeover of cylinders is undertaken.
- Compartments housing cylinders should be clearly marked 'LPG – HIGHLY FLAMMABLE – NO SMOKING'.

Ventilation

Permanent ventilation equally divided at both high and low levels should also be provided in the unit to remove combustion products and any LPG leakage.

Cooking Equipment

Fryers

At fryers, including fish and chip ranges:-

- An automatic high temperature limit device should be fitted which will shut off the gas supply to the main burner if the temperature of the frying medium exceeds 230°C. Manual intervention should be required to re-establish the gas supply. This device should not operate on the same gas valve as the automatic temperature control.
- An automatic temperature control should be fitted to control the temperature of the frying medium with a maximum setting 205°C.

A visual examination of the containers, pipework, appliances, vents and flues should be made daily before the vehicle is taken out and again after parking up.

The complete gas installation should be examined for soundness at least once per year by a Gas Safe Registered engineer and more frequently as necessary according to usage.

Electrical Equipment

All electrical equipment must be so constructed or maintained by a competent person to prevent danger so far as reasonably practicable. Batteries must be secured in a suitable compartment. Where generators are used they must be

sited so that they do not cause nuisance to the occupiers of nearby premises. The complete electrical installation should be examined including the generator for safety usually at least once per year by a competent electrician.

Fire Precautions

Suitable fire extinguishers/blankets must be provided in all vehicles with LPG installation.

You must take reasonable steps to reduce the risk from fire and make sure people can safely escape if there is a fire. In particular, the exit from the mobile should be kept free from obstructions and you should make sure everybody knows what to do in an emergency.

Hazardous Substances

Some products and substances used on a mobile vehicle are hazardous. This could include cleaning chemicals, degreasers, adhesives and vehicle exhaust gases. The way you work should be organised so that the risk from using these substances is minimised and the likelihood of any accidents is reduced. Certain hazardous substances are covered by the Control of Substances Hazardous to Health Regulations 2006 (COSHH). You need to decide what safety precautions you need to take for any harmful substances you use. This might include: -

- Finding a safer alternative;
- Providing good ventilation;
- Making sure chemicals are stored and disposed of properly;
- Making sure staff are adequately trained or instructed; and
- Providing protective clothing such as rubber gloves or goggles.

Handling Hot Fat/Oil

The main hazard associated with hot fat or oil is burns. This can be caused by splashes when food or the basket is dropped carelessly, or if it spits or boils over if there is excess water or moisture in the food. Where there is hot oil or fat there is a major fire hazard. If the oil is spilled or splashed onto the floor it can cause slips. The following safety measures should be adhered to: -

- Check that the oil is up to the oil level mark.
- Do not overfill.
- Break up dripping or fat into lumps.
- Do not top up with oil from large containers.
- Do not leave the fryer unattended while in use.
- Check the food is dry before immersing in hot oil. Brush off ice crystals carefully.
- Do not overload the basket.
- Do not let the basket drop into the oil.
- Take care when shaking food in the basket.
- Clean up spills or drips from the floor immediately.
- Allow the oil to cool before draining. The removal of oil should always

be done when it has cooled sufficiently so as not to present a risk of burning or scalding.

- Turn off the fryer before cleaning and allow the oil to cool. Clean in accordance with the manufacturers' handbook.
- Have appropriate fire fighting equipment and fire blanket near the fryer with a sign explaining what to do in the event of a fire.
- Waste oil should only be collected by an approved collection company and you need to retain your duty of waste transfer notes that are provided.

First Aid Kit

An adequate first aid kit must be provided and be available at all times. It is recommended that this should include blue 'food grade' plasters and a finger stall.

It is also recommended that at least one person should have received emergency first aid training.

Reporting Accidents

All injuries should be recorded in a suitable book. In addition to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) require some events to be reported to the enforcing authority.

The following events should be reported to us as quickly as possible (normally by telephone) and then confirmed in writing using the appropriate form within 10 days: -

- A death or major injury to an employee at work (e.g. fracture of a bone other than thumbs, fingers or toes) or an injury resulting in admission to hospital for more than 24 hours.
- Accidents connected with your work where a member of the public is killed or taken to hospital.

The following events should be reported to us in writing using the appropriate form within 10 days: -

- Accidents resulting in a person being off work or unable to do their normal work for more than 7 days.

All Incidents can be reported online via the HSE website at:

www.hse.gov.uk/riddor/

A telephone service is also provided for reporting fatal and specified injuries **only**:

Call: 0845 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

ADVICE FOR ICE CREAM VANS

Summary of the Code of Practice on Noise from Ice Cream Van Chimes

It is an offence to sound your chimes before 12 noon or after 7pm. It is also an offence to sound your chimes in such a way as to give reasonable cause for annoyance. A code of practice approved by the Government gives guidance on methods of minimising annoyance caused by your chimes. The main points of the code of practice are: -

Do Not Sound Your Chimes:

- For longer than 12 seconds at a time.
- More often than once every 2 minutes.
- More than once when the vehicle is stationary at a selling point.
- Except on approach to or at a selling point.
- When in sight of another vehicle which is trading.
- When within 50 metres of schools (during school hours), hospitals and places of worship (on Sundays and other recognised days of worship).
- More often than once every 2 hours in the same length of street.
- Louder than LAMAX 80dB at 7.5 metres.
- As loudly in areas of low background noise or narrow streets as elsewhere.

Remember: It is an offence to sound your chimes before 12.00 noon or after 7.00 pm. It is an offence to sound your chimes at any time in a way which gives reasonable cause for annoyance.

WHAT TO DO NEXT

- Have you got the necessary Street Trading Consent?
- Have you familiarised yourself with all the rules regarding Street Trading?
- Have you registered your food business with the local authority where your vehicle is stored? You must still register if you serve drinks only.

WHERE CAN I GET MORE INFORMATION?

You can get further advice from the following sources:

- You can register for regulatory advice with Wigan Council's Regulatory Services department here:

<https://www.wigan.gov.uk/Business/Business-Support/Regulatory-advice-and-guidance/Business-regulatory-advice-and-guidance.aspx>

- The Food Standards Agency at www.food.gov.uk
- The Health and Safety Executive at www.hse.gov.uk
- Greater Manchester Fire and Rescue Service www.manchesterfire.gov.uk
- Greater Manchester Business Hub <https://www.businessgrowthhub.com/>