



The National Federation of Fish Friers Guide

All you need to know about the:

Fish and Chip Quality Award Scheme



The National Federation of Fish Friers

Fish and chips have been the nation's favourite for over 150 years and for almost 100 of those years (since 1913), the National Federation of Fish Friers has been the voice of the UK's 8,500 or so fish and chip shops. It is the only national organisation that can speak and act on behalf of fish friers, and the views of the Federation are sought throughout the catering and associated industries, as well as by local and central Government agencies and authorities.

The Federation represents the interests of the fish frying community in matters and discussions involving the Food Standards Agency, DEFRA, the Seafood Training Academy, the Potato Council and the Seafish Industry Authority to name a few. We teach new entrants to the market how to cook tasty, good quality fish and chips. We promote best practices, staff training and qualifications, food hygiene, nutrition awareness, responsible sourcing from sustainable supplies and we fully support fish and chip shops that offer their customers high quality fish and chips.

Membership of the NFFF offers many benefits. Apart from belonging to a like-minded business community and having a say in matters that directly affect your livelihood, and having access to some of the industry's leading lights for help and advice at any time or day of the week, there are additional financial benefits to becoming a member.

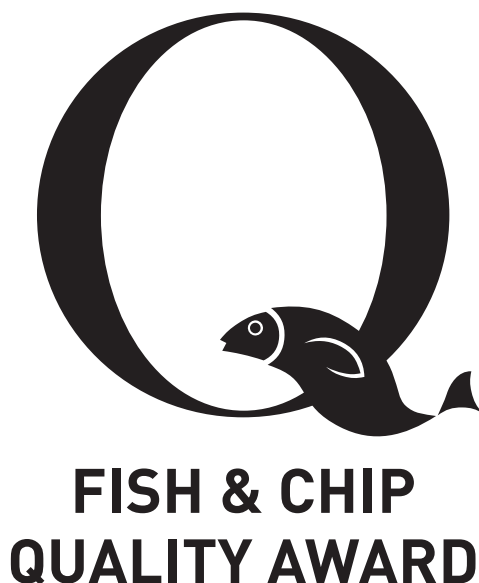
Access to Peninsula Business Services and their 24 hour advice line is just one benefit of belonging to the NFFF. Many of our members have used this service when dealing with employment or health and safety matters, from calculating holiday pay, to dealing with potential employment tribunal claims and health and safety investigations.

In addition to fish and chip shops the Federation also has Associate members. These are companies that supply to the trade, everything from batter mixes and potatoes to financial and legal services. We've negotiated discounts and special terms and conditions through these companies that are available to members only, in addition to access to free advice when required.

We also send our members a free copy of the 'Fish Friers Review' eight times a year. Since its first publication in 1925, the magazine is the only official journal of the Federation with regular features and information on topics that will affect your business every day. As well as keeping you up to date with commodity prices and news on the market, we'll update you on legal, accounting and health & safety issues and also keep you apprised of the lighter side of the industry. If you've got an interesting story you want to share with the industry, we're always happy to hear from you.

Other deals available to **members only** include **discounts** on industry training, qualifications and of course, for the new **NFFF Fish and Chip Quality Award**.

If you would like more information on how to join the NFFF, you can telephone us on 0113 230 7044, email us on enquiries@federationoffishfriers.co.uk or visit our website at www.federationoffishfriers.co.uk



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About the Quality Award scheme

If you've got as far as reading this guide you're obviously seriously contemplating applying for the NFFF Fish and Chip Quality Award scheme. And why not? You don't have to be running the Ritz or to have a brand new hugely expensive and impressive recently refurbished shop to qualify. If you have a well-run business, well trained staff offering good customer service, an excellent quality product and a keen eye for detail, we want to hear from you!

Fish and chips are a national institution, a common and welcoming sight on high streets across the land. They invoke a sense of nostalgia and pride that is uniquely British. The dish fuelled the nation through the industrial revolution and during two World Wars fish and chips remained free from rationing, feeding the masses and sustaining morale. This led to Winston Churchill naming them the 'good companions'.

Today, fish and chips have become a global phenomenon. Not only are journalists from as far afield as Japan, Canada, Australia and Singapore contacting us at the NFFF for the 'history' of fish and chips, but entrepreneurs recognising the significance of fish and chips in a global market are setting up 'British' fish and chip shops in these countries. They are also sending their staff to us for training, to ensure that they do it properly and offer their customers an excellent product.

So British fish and chips have rightfully earned worldwide acclaim, let's show the world we respect our trade and work hard as an industry on improving standards and rewarding those who shine!

The history of the quality award in the fish and chip industry

Why have a quality award?

It's for exactly the same reasons as restaurants have Michelin stars and the Good Food Guide, the hospitality industry has the star grading system and pubs have the Good Pub Guide. The award stands for an assured degree of excellence emphasizing to existing and potential customers the high standards of product, premises and service offered by the holder. The quality award scheme is in place to raise standards, enhance the profile of the industry and promote customer loyalty to a quality product.

A quality award scheme for fish friers has been in existence since 1996 and was successfully operated by Seafish until October 2010 under the banner of the 'Seafish Friers Quality Award' scheme. Due to a departmental restructure and reduction in resources at Seafish which left the future of the Quality Awards in doubt, the industry approached the National Federation of Fish Friers (NFFF) to take over the management and administration of the award. Its continuation is seen by the industry to be fundamental in improving quality standards throughout the fish frying trade and to maintaining fish and chips as Britain's Number 1 takeaway food.

The new scheme has been developed following lengthy discussions between the NFFF, National Edible Oils Distribution Association (NEODA) and Seafish, to ensure that we are offering a scheme to fish friers that is fit for purpose and offers good value for money.

The scheme tries to achieve a balance between good quality products, clean hygienic premises, high standards of shop appearance and highly trained and competent managers and staff. It's open to all fish and chip shop businesses that operate within the UK and is the perfect way to help you to improve your business, keep abreast of the current food hygiene laws and stay one step ahead of the rest of the fish and chip competition.

What does it give to fish and chip businesses?

The Fish and Chip Quality Award is a fantastic way to market your business. It gives you the edge on your competition and allows you to attract new customers to your shop which will boost sales and in turn increase profit. It gives your existing customers further confidence and impresses on them that the food they are about to eat has been sourced sustainably, produced on site that day and in a safe way, and it is being served in a polite professional manner.

The cost of the Fish and Chip Quality Award compared with what you can expect to earn from it fully covers the cost of the audit on your business. Using the correct marketing and 'shouting!' about it to your customers will definitely increase sales and ultimately this is what most fish friers are trying to achieve.

By winning awards such as this you are becoming proactive and letting the public know that Fish and Chips are still the No 1 takeaway in the UK and are by far the healthiest take away you can buy.

Is the scheme the same as the 'Seafish Friers Quality Award' scheme?







Not exactly. Although some details are the same (if it ain't broke don't fix it) there are some major differences. Firstly, we won't be using a grading system; there will be a simple PASS or FAIL. We want to encourage smaller businesses or those new to the industry to apply. Under the previous star grading system, owners of small, more traditional shops, or those whose premises weren't ultra-modern didn't apply as they felt that they couldn't achieve a 5 star grading.

We have put more emphasis on the quality of the product and less focus on the premises. They do need to be spotless and well maintained, but you don't have to have the fabulous new range or a refit to ensure a pass.

The scheme is all about raising standards, so the minimum pass benchmark has been set at the 4 star level of the previous Seafish award.

Whether a shop passes or fails the assessment the inspection report will detail any areas requiring improvement and clearly define the actions needed to rectify any issues identified during the assessment. This alone could cost a business up to £500 through an independent assessor.

The Aims of the Award

-  To increase trade in the fish and chip sector by maintaining fish and chips as the most popular takeaway food product in the UK
-  To get the value of the award recognized by you the friers, and work with you to improve the standard of your services by following our guidelines
-  Assist you in making the public aware that there are very high standards within the industry and in turn to know what to expect if visiting an award holding shop
-  To promote the award and make the public more aware
-  To help increase sales for participating Quality Award holders
-  To help Quality Award holding shops promote themselves

What's involved?

There are 4 basic stages in the process:

- 1 **Prepare**
- 2 **Apply**
- 3 **Assess**
- 4 **Promote**

- 1 **Preparation** - this is probably the hardest bit, depending on just how well you are already running your business and what you already have in place. We recommend that you read through this document carefully, paying particular attention to the documents referred to in the summary at the end of this guide.
- 2 **Application** - once you've read through this information and understand how the scheme works, if you're ready to go ahead all you need to do is to complete the application form and terms and conditions included in this pack and send them in to the NFFF along with your payment.
- 3 **Assessment** - an appointment is made (convenient to both parties) and an assessment is carried out in line with the audit checklist. This usually lasts between 3 to 4 hours and will look at all aspects of your business as detailed in the guidelines contained in this booklet.

The assessor will give you some feedback immediately after the inspection, but you will need to wait a few days for the full report and the assessment results. The assessors report is audited by a member of the NFFF audit team and within 10 working days you will receive a fully audited written report showing whether you have passed or failed and highlighting any areas that require improvement.

At this stage, if you have failed any area of the inspection you may be able to apply for a re-assessment. The report will clearly indicate what remedial action is required, and if this can be undertaken within a 2 month time limit, you can apply for that area to be re assessed. The cost of a re assessment is £100 plus VAT.

- 4 **Promotion** - once you've achieved the required standard we'll send you a Certificate and window sticker, along with some promotional posters and information to help you with self-promotion, as well as giving you access to a wealth of information and services to help you improve your standards, market your business and stay ahead of the competition. Your shop details will also be posted onto the Quality Awards website and we notify all relevant parties in the industry of your success, which can also open up new opportunities for you.

By the time you get to this stage we'll know who your main competitors are and all about your local media coverage. We'll work with you to find the most effective ways to promote your business and to let the world know what you have achieved!

All assessments and reports are strictly confidential.

Frequently Asked Questions

How much does it cost to join the scheme?

- ✓ The cost of membership to the scheme is **£350*** plus VAT which entitles the qualified award holder to display the Award for two years.
- ✓ This is equivalent to just **£175** a year and is effectively a reduction of 30% from Seafish's costs of £250 per year under the old scheme.
- ✓ NFFF members can apply for a discounted price of **£300*** plus VAT. If you're not already a member of the NFFF but would like to join and take advantage of this additional discount, just ask us for an application form.
- ✓ NFFF membership for a single shop is **£132.18*** a year plus VAT, but if you pay by direct debit, this is discounted to **£118.97** plus VAT.
- ✓ The cost of a re-inspection (following a fail) is **£100*** plus VAT and you would need to apply within 2 months of the initial assessment.

*All prices quoted are correct at time of going to print.

What do I get for my money?

The money pays for:

- An **in-depth independent inspection audit** carried out in your shop while you work by an experienced and competent assessor. (Our research has shown that this alone can cost as much as **£500** if you paid for an independent audit yourself).
- A typed written report with **feedback** relevant to your business
- A starter pack including
 - A named, dated and signed **certificate**
 - An **Award roundel** to display in your shop window
 - Promotional posters
 - A **marketing information pack** to help you with contacting the media
 - A document showing how you can access useful information and access other Award scheme activities.
- The development of and materials required to run several promotions throughout the year for Quality Award holders **only**
- An opportunity to promote your shop using various methods
- A **listing** for your shop on a **dedicated Quality Award website** with search facility and shop locator for the consumer and the opportunity to link in your own shop website
- The development of a series of useful information documents

You will also find that you get:

- A confidence boost for you, your staff and your business
- A valuable promotional tool for you to use in your shop and around your local neighbourhood, providing an opportunity to increase sales
- Relevant information that keeps you abreast of the laws affecting fish friers and helps you to raise standards in a highly competitive marketplace
- Exclusive access to a web site which offers business support and advice on marketing and promotion
- Regular opportunities to download posters which will help promote Quality Award holding shops
- Regular emailed newsletters from NFFF keeping you up to date with the latest information and ideas
- Discounted Staff training and qualifications will be available to Quality Award holding NFFF members

What happens if I already hold a current Seafish Friers Quality Award?

- If you hold a four and five star award, you will be given the opportunity to transfer over to the new scheme for the duration of your current membership. This is because the 4 star bench mark is the standard for entry into the new scheme.
- You will receive a new member pack and access to NFFF support who will review your marketing to date and work with you to regenerate press interest.
- Even if you do not wish to transfer, we will automatically include you on the listings on the new Quality Award website.

Why is the Scheme so special?

- ✓ The standards have been developed by a panel of **experts** whose expertise covers all sectors of the fish and chip trade.
- ✓ The **audit checklist** covers all aspects of the business and keeps abreast of the changing food safety and hygiene laws.
- ✓ You will receive an in-depth report completed by an industry professional detailing exactly what you need to do to **improve** your business.
- ✓ The scheme requires a certain level of documentation but looks more closely at the **practical aspects** of the business, in particular food safety, hygiene and quality.
- ✓ Shops that hold the award will easily satisfy the requirements of their local Environmental Health Officers and so audits by EHO's are a much more relaxed affair.
- ✓ Documents will be available on the NFFF Fish and Chip Quality Award only web site which will help to keep you informed of the relevant business issues and help your business stay ahead of the competition (you will need access to a computer to access this information).

How long do you hold the NFFF Fish and Chip Quality Award for?

Awards under the NFFF scheme are valid for two years. Retention of the Award is dependent upon standards being maintained, as validated by additional inspections by an assessment auditor. The period between inspections will be 24 months. The business will be informed about its renewal two months prior to the 24 months elapsing (to enable a fresh assessment to be arranged and carried out, before your existing membership runs out). Once payment is received an assessment will be carried out within 10 working days of receipt of payment.

Businesses that do not wish to carry on with their membership should inform the NFFF of this intention. In addition all promotional materials and undated logos must be removed (**see terms and conditions**).

Who carries out the assessment?

The assessment will be conducted by one of the NFFF's **approved assessment auditors**. The assessors are highly trained inspection professionals, are experienced in the fish industry and **sensitive** to business needs. We will send you some information on who your assessor will be before the assessment.

The completed assessments will be audited by a member of the NFFF team who has also completed training as an assessor. The NFFF will then notify the applicants of the results and send them a full copy of the audit report.

What happens during an assessment?

The assessor will arrive at the pre-arranged time in order to carry out the assessment. You will have already received details of who the assessor is from the NFFF so they should be recognisable, but they will also carry ID. Please ask for identification if you are not satisfied who they are. They will bring a sign for you to put up in your shop if you wish stating that an assessment is underway. It is entirely your choice whether or not you display it.

It is standard practise for some of our assessors to take photographs during the assessment to help as a memory aid when writing up their reports. These photographs are entirely confidential and are purely for the assessors use as an assessment tool and will not be used for any other purpose. If you would prefer that no photographs are taken, please let the assessor know before the assessment begins.

What parts of your business will the inspection cover?

The inspection of a business will cover **all aspects** of the units operations and is grouped into 2 main sections (see below)

- **Operational activities** (these are mainly covered in the following areas):
 - Hygiene, cleanliness and condition of premises
 - Hygiene and temperatures of chill and freezer units
 - Condition of equipment and utensils that come into contact with food
 - Hygiene and condition of Frying range
 - Shop Image – customer side
 - Management controls – Documented records, training, HACCP, H & S.
- **Food Quality/Safety and Customer experience** (which is covered in the following areas):
 - Raw materials - selection and quality
 - Handling and practices - hot food preparation, customer service skills, staff hygiene and temperature controls
 - Cooked product quality

Certain points in these areas will be marked as **acceptable (A)** or **not-acceptable (N)** but **more importantly** they contain the questions which count towards the benchmark pass level. If an item is considered to be much better than **acceptable** then it will be given a **very good (VG)** score and the more of these that are obtained the better the chances of achieving a pass.

Compliance with legal and regulatory issues on each item will result in **acceptable (A)** marks, to achieve **very good (VG)** scores you will need to exceed that level, as this award is about raising standards. For example, the Food Standard Agency (FSA) Safer Food Better Business (SFFB) method of operation entails exception reporting when monitoring temperatures of chilled, frozen, cooked and reheated food. This method is **acceptable**, but if temperatures are checked and recorded at least twice daily and records maintained and produced for the assessor, this could attract a **very good (VG)** mark.

Further details on the assessment can be found later on in this guide from page 13. This will show you all the areas inspected and what standard is expected.

What businesses may apply?

Any business retailing fried fish and chips to the public as a principle activity as determined by the NFFF. The outlet will almost certainly sell additional products such as pies, peas, gravy and other meat products.

Are there conditions of participation?

The NFFF's assessment auditors maintain the right to visit a participating outlet unannounced. If it is found that standards have fallen, a period will be given to rectify the problem. If, after that time, standards are still judged to be outside the limits, permission to use the NFFF Fish and Chip Quality Award logo will be withdrawn.

Continuation as a member of the scheme will be dependent on verification of standards by an assessment auditor and receipt of bi annual subscriptions.

Possession of the NFFF Fish and Chip Quality Award will in no way exempt a business from its legal obligations.

The Award and associated logo are specific to the address inspected and are not transferable. Any change of address or ownership nullifies the Award.

(More details can be found in the terms and conditions document included in this pack).

What if I don't pass the inspection?

If a business does not meet the required standards immediately there should be no sense of failure. Guidance on suggested improvements will be shown in the detailed report provided and this will guide the owner to those areas requiring attention in order to gain a pass.

When any necessary work or preparation has been done, the business can then request another assessment. This must be undertaken within 2 months of the initial assessment.

The cost of a re-assessment will be **£100** plus VAT and the payment must be received before the re-inspection is carried out.

What if I fail a re-inspection at the end of my NFFF Fish and Chip Quality Award membership?

In the case of a business failing an inspection the window logo will be removed by the assessor. If the business wishes to remain in the scheme they must apply for re-assessment and pay the appropriate fee. The cost of a re-assessment will be **£100** and the payment must be received before any re-inspection is carried out. The re-inspection in this case must be arranged and agreed by both parties.

What next?

If you consider that your business produces a first class product in a first class environment, apply now. **The potential benefits from participation are enormous.**

How to Apply

In order to apply you need to fully complete:

- An Application Form and
- Terms and Conditions form

and send them both to the NFFF along with the relevant payment to:

National Federation of Fish Friers
FREEPOST LS 734
LEEDS
LS6 2YY

This is a FREEPOST address so you don't need a stamp.

The application form gives us general contact details of the business to be audited.

The second form explains the terms and conditions for participation of members and the use of the Award logo. Please read this very carefully before applying.

You should have received both of these forms with this guide. If for any reason you have not received a copy please ring us on **0113 230 7044** or email to qualityawards@federationoffishfriers.co.uk or alternatively you can download them from our website at www.qualityfishandchips.co.uk

(To prevent any delays to your application please ensure that both of these forms are made out in full and forwarded together with the correct payment to the stated address).

Assessment Guidelines

This section gives you detailed information on every item that will be inspected during an assessment. It shows you the standards that the assessor will be looking for, and the key areas that have to be exactly right to avoid a **FAIL** on a **Critical** item.

The assessor's audit report is divided into two sections, **Operational Practices** and **Food Quality**. Items in each section are considered either **Critical** or **Important**.

How the marking system works:

Basically, **Critical** relates to items that cover legal requirements, health & safety or food hygiene matters.

Each item is graded **(N)** Not Acceptable or **(A)** Acceptable.

(VG) Very Good marks are available on some items where basic standards have been exceeded.

- For a shop to achieve a **PASS** it must as a minimum achieve an **(A)** Acceptable for **all Critical** points.
- A shop will **FAIL** if any **Critical** points are **(N)** Not Acceptable.
- The shop must also fulfil the following criteria in both categories to **PASS**.

There are two sections of the assessment:

SECTION A - OPERATIONAL PRACTICES

- | | |
|-----------------------------------|-------------------------|
| 1. Outside Yard / Reception Point | 6. Premises |
| 2. Dry Goods Storage | 7. Equipment & Utensils |
| 3. Potato Storage | 8. Frying Range |
| 4. 4 Chill Storage | 9. Shop Image |
| 5. Freezer Storage | 10. Management Controls |

To pass this section a shop must achieve:

- No **(N)** marks or any **Critical**
- No more than 4 **(N)** marks on any **Important** items
- A minimum of 18 **(VG)** marks

SECTION B - FOOD QUALITY

11. Food handling Practices
12. Raw Material Quality
13. Cooked Product Quality - a) Fish b) Batter c) Chips d) General

To pass this section a shop must achieve:

- No **(N)** marks or any **Critical**
- No more than 1 **(N)** mark on any **Important** items
- A minimum of 19 **(VG)** marks

The following sections details the areas covered by the assessor in the audit checklist. Each area of inspection is considered either **Important** or **Critical**. These are all detailed on the following pages.

SECTION A - OPERATIONAL PRACTICES

1. OUTSIDE YARD / RECEPTION POINT

- 1.1 Outside areas should be kept clean and tidy, no clutter or old equipment should be left around as this may be used as harbourage by pests. Cleaning should be done on a regular basis. (Important)
- 1.2 All food deliveries should be brought immediately into the shop and stored appropriately to protect from the risk of contamination. Any food stored outside the shop must be stored 18" off the ground and ideally should be stored in a sealed / closed cabinet. (Critical)
- 1.3 Waste must be stored in lidded containers, it must be removed frequently and the area should be of a sufficient size to handle all the waste that is produced. (Important)
- 1.4 Drainage points should be covered and always be kept in a clean condition. Any drainage channels through walls etc. should be screened against pest ingress. (Important)

No VG marks are available in this section.

2. DRY GOODS STORAGE

- 2.1 Ideally any opened packages should be transferred to suitable lidded containers to prevent any possible risk of contamination. Any packages not transferred should be tied or clipped shut. (Important)
- 2.2 No foodstuffs should be stored on the floor as this may hinder effective cleaning and pose a possible risk from contamination. (Important)
- 2.3 Shelving should be in good repair, sturdy and easy to clean i.e. be made of impervious material. The area should be cleaned on a regular basis and any spills should be cleaned immediately. Kitchen units and / or cupboards can be good for dry good storage. (Important)
- 2.4 Goods should be stored in an orderly fashion and heavy goods should be stored at a safe height for manual handling. Stock should be rotated (first in first out). Check regularly the "use by" and "best before" dates of all stock. (Important)
- 2.5 Material used for shelving should be impervious, thus bare wood should be treated to make impervious, plastic is good but stainless steel is the best and could be marked as very good. Both these materials allow effective wet cleaning to be carried out. (Important)

1 VG mark is available in this section.

4. CHILL STORAGE – REFRIGERATORS AND CHILL CABINETS

- 4.1 Chill units should be cleaned regularly both inside and outside. Also ensure door seals are cleaned on a regular basis as the seals can trap dirt and food debris which can then lead to the growth of moulds. **(Critical)**
- 4.2 All chill units including shelving should be structurally sound both inside and out. The unit should have smooth sides with no physical dents or marks and no parts should be cracked or broken. Ideally a proper fish fridge should be used for fish. **(Important)**
- 4.3 No food should be stored on the floor space of the walk-in fridge as this will hinder effective cleaning and its efficiency and could lead to serious risk of food contamination by contact with the floor. **(Important)**
- 4.4 When upright cabinets are used they should be organised, clean and tidy to ensure contents are at an even temperature. **(Important)**
- 4.5 Accurate thermometers should be available either on or in all units so that constant visual monitoring can be undertaken. The thermometers used should be checked at a regular basis to ensure that they are reading correctly. **(Important)**
- 4.6 Ideally temperatures should be as low as possible but not so low that products are freezing. Fish temperatures should ideally be between -1°C and +2°C, +2°C to +6°C is acceptable, +6.1°C is critical. **(Critical)**
- 4.7 Ideally temperatures should be as low as possible but not so low that products are freezing. For other products between +2°C and +4°C is very good, +4.1°C to +7.9°C is acceptable, +8°C is the critical level. **(Critical)**
- 4.8 Any melt water should be decanted regularly as this may adversely affect the flavour of the stored fish. Fish trays should be fitted with false bottoms. **(Important)**
- 4.9 Some fish are prone to quick spoilage and may give off strong odours, which in turn may contaminate other products. Skate and dog fish display this phenomenon and give off an ammonia odour which can then taint the flavour of the other fish. **(Important)**
- 4.10 Raw foods must always be stored below cooked foods or salad products. Ideally raw foods should be stored in a separate unit, however, if a separate unit is not available raw foods need to be stored on the bottom shelves. **(Critical)**
- 4.11 To protect against any cross contamination all stored food should be stored in lidded containers. As a minimum they should be covered. **(Important)**
- 4.12 Stock should be rotated (first in first out). Ideally any in-house prepared stock should be labelled and used within 3 days maximum. Check regularly the “use by” and “best before” dates of all pre-packaged stock. When using previously frozen stock, defrosting times must be taken into account. **(Important)**
- 4.13 To avoid the risk of people getting trapped inside walk in units the unit should be able to be opened from the inside. **(Critical)**

There are 3 VG marks available in this section.

Temperature recording is covered in more detail in the Management Controls section (10).

5. FREEZER STORAGE

- 5.1 The unit should be cleaned regularly both inside and outside. Also ensure door seals are cleaned. **(Critical)**
- 5.2 Freezer units must be defrosted on a regular basis to ensure that they are cleaned regularly and to ensure that they are operating effectively in maintaining the required temperature of -18°C or less. **(Important)**
- 5.3 The unit should have smooth sides with no physical dents or marks and no parts should be cracked or broken. This includes any shelving. **(Important)**
- 5.4 No food should be stored on the floor space of the walk-in freezer as this may hinder effective cleaning and its working efficiency. **(Important)**
- 5.5 When upright freezers or chest freezers are used they should be organised, clean and tidy, to ensure all items are kept within the correct temperature range. **(Critical)**
- 5.6 Accurate thermometers should be available in or on all units so that constant visual monitoring can be undertaken. **(Important)**
- 5.7 Temperatures must be maintained at -18°C or less. **(Critical)**
- 5.8 Products should be left in boxes or transferred to lidded containers, any open packages should be wrapped and no food should be exposed (to prevent freezer burn and / or cross contamination). **(Important)**
- 5.9 To avoid the risk of people getting trapped inside walk in units the unit should be able to be opened from the inside. **(Critical)**
- 5.10 Stock should be rotated so first in is first out. The use by and best before dates should be checked regularly. **(Important)**

2 VG marks are available in this section.

| Frozen Fish Temperatures: | Other Product Temperatures: |
|---------------------------|-----------------------------|
| - 18°C or colder = VG | - 18°C or colder = VG |
| - 18°C to -15°C = A | - 18°C to -15°C = A |
| - 15°C + = N | - 15°C + = N |

TOP TIP!

As an aid to the smooth running of the operation a small fridge and freezer can be useful in the shop area

6. PREMISES

- 6.1 Suitable and sufficient lighting must be provided throughout to allow for safe food handling, effective cleaning and the monitoring of cleaning standards. In addition the light covers should be checked and cleaned on a regular basis. (Important)
- 6.2 All lights in food areas should be protected to prevent the risk of accidental damage and the possible risk of contamination from broken glass. Shatterproof tubes are an alternative to using diffusers. (Important)
- 6.3 Waste containers should be provided to cover all areas. Containers should be suitable for the type of waste produced and the period of time it is stored. Potato sacks are satisfactory in wet preparation areas so long as they are disposed of after the potato preparation. Open bins are adequate as long as they are removed from the premises on a regular basis and there is low risk. Foot operated bins offer an ideal solution as the lids do not have to be touched and keep the waste contained. (Important)
- 6.4 All food containers should be regularly checked and cleaned, which is in line with good practice. They should ideally form part of the written cleaning schedule. (Important)
- 6.5 All dirty items should be washed immediately after use or stored in a suitable sink to await cleaning, away from any food preparation surfaces. **(Critical)**
- 6.6 Stainless steel surfaces are best as they are smooth, impervious and easy to keep clean. (Important)
- 6.7 Fly killers need to be placed well away from any food preparation, cooking and storage areas, they should be cleaned and maintained on a regular basis. (Important)
- 6.8 Walls must be made of a smooth material and be easy to wash. Materials may include stainless steel, cladding, ceramic tiles, epoxy resin coatings etc. All edges and joints must be well sealed. (Important)
- 6.9 Floors, where appropriate, must allow adequate surface drainage, be non-slip (especially in the wet preparation area) and well-sealed. Floor tiles, vinyl safety flooring or resin floors are all suitable coverings. (Important)
- 6.10 Ceilings must be constructed and finished to prevent the accumulation of dirt and reduce condensation. Fireproof suspended ceiling tiles are ideal. Suspended ceiling panels made from compressed fibreboard are not acceptable especially in food preparation areas. (Important)
- 6.11 A pest control contract will ensure a regular audit of this activity; in addition any doors leading to the outside should be screened and proofed. Any open windows should also be screened. All doors should be close fitting especially at the bottom. (Important)
- 6.12 Good ventilation is helpful especially in wet preparation areas that have high humidity. Ideally some form of mechanical ventilation should be used; however this must be kept clean and in good order. If open windows or doors are used for ventilation then they should be screened, to prevent any pest ingress. (Important)
- 6.13 Drainage points should be clean, suitably trapped and securely covered. (Important)
- 6.14 Toilet facilities should not directly open into any rooms in which food is being prepared and single doors should be fitted with a self-closing device. The toilet should not be used for storage or for personal belongings and should be suitably equipped with toilet paper. A hand wash basin must be available and be fully equipped. A “now wash your hands” sign should be displayed in the facility to remind staff to wash. **(Critical)**
- 6.15 Separate sinks must be provided for food preparation and equipment washing (if space allows), both activities should be able to be done effectively without prejudice to food safety. If double sinks are used they should be labelled according to their purpose. **(Critical)**
- 6.16 Wash basins should be suitably located and designated as hand wash only, they must have hot and cold water and be equipped with soap, (ideally antibacterial soap) drying facilities, (ideally disposable tissues) and a waste disposal bin should be close by. **(Critical)**
- 6.17 An area for outside / work clothing should be available (the toilet area must not be used). A separate room with individual lockers is best. As a last resort the dry goods store can be used as this is the lowest risk area. (Important)
- 6.18 The serving counter should be easy to keep clean and be aesthetically pleasing to customers. (Important)
- 6.19 All edges, corners and surfaces of shelving should be clean and well maintained, stacked products should be clean and arranged in an orderly fashion. (Important)

6 VG marks are available in this section.

7. EQUIPMENT AND UTENSILS

- 7.1 All utensils and equipment should be smooth and impervious, easily washable, in a good condition and clean, there should be no wooden utensils. Ideally, equipment should be moveable for cleaning purposes. **(Critical)**
- 7.2 Separate utensils should be used for different product lines. **(Critical)**
- 7.3 The chipper must have a safety cut-out mechanism, which switches the motor off as soon as the top guide is lifted or removed. This prevents contact with any moving parts. **(Critical)**
- 7.4 Cutting boards must be clean, well maintained and be in good condition. They should be made of a food grade material. **(Important)**
- 7.5 Separate knives and cutting boards must be used if the shop prepares different product lines and should preferably be colour coded. Note: Shops that only cut fish will not be marked down if they do not use colour coding. **(Critical)**
- 7.6 Storage containers should be robust, not frayed, clean and preferably lidded where appropriate. (Note plastic dustbins are not made of food grade material). **(Important)**
- 7.7 Dirty cleaning cloths should be stored away from any food preparation area and preferably in a sanitising solution until they are ready to be washed. Washing should be done on a daily basis. Disposable cloths are ideal. **(Important)**
- 7.8 Sweeping brushes and mops etc. should be clean, in a good condition and be stored correctly – ideally off the floor or in a lock-up cabinet. The handles should be made of impervious material such as plastic or aluminium. **(Important)**
- 7.9 A suitable category of fire extinguishers and fire blankets must be available. **(Critical)**
- 7.10 The fire fighting equipment should be correctly mounted, stored and labelled and easy to access. They should be checked on a yearly basis. **(Important)**
- 7.11 Adequate first aid materials must be available including individually wrapped detectable plasters (see H&S (First Aid) Regs. 1981). Medicines must not be stored in the first aid box and any out of date stock must also be removed. **(Important)**

2 VG marks are available in this section.

NOTES

8. FRYING RANGE

- 8.1 The frying range should be cleaned down following every opening period and fully cleaned at the end of the day. A clean as you go policy while open will also help. (Important)
- 8.2 The extraction system should be checked on a regular basis and the sump inspection port should be checked for any fat build up. Ideally each inspection should be reported and any comments made as appropriate. (Important)
- 8.3 The frying range thermometers should read within +/-5% of the actual fat temperature. This can be measured by using an appropriate hand held thermometer.

Note: Large differences between the range reading and actual fat temperature can have a big effect on finished product quality and the frying medium as well as fire safety if they are reading excessively low. (Important)

- 8.4 Glass doors should be bright and clean and thoroughly polished. Care should be taken not to chip the glass. Plastic doors should be replaced as they become clouded or scratched. (Important)
- 8.5 Many Insurance policies and warranties on fume extraction equipment now require that the sump of the extraction system be inspected on a regular basis, at least once a fortnight, and cleaned if required. It is recommended that inspection and cleaning records are kept. (Important)

2 VG points are available in this section.

9. SHOP IMAGE

- 9.1 The shop exterior is the first thing the customer sees so it should be eye catching, the shop name should be bright and bold and be very easy to read. The shop front should be in good condition, well presented, pleasing to the eye, and the windows should be bright and clean. The building should be in keeping with the local surroundings. (Important)
- 9.2 All edges, corners and surfaces need to be clean and well maintained and stacked products should be clean and orderly, all this will help to form a positive image in the customer's mind. Adding pictures, awards etc. will all help to create a positive picture of the business in the customer's eyes. Ideally, the staff uniform should follow the same theme and colour scheme as the inside décor of the shop. (Important)
- 9.3 Posters etc. should be in good order, well maintained and be capable of being easily cleaned ideally they should be framed and / or laminated. They should be positioned to attract the eye. Note - Spot lights can help to direct people's eyes. (Important)
- 9.4 Ideally the menu board should be positioned just above or just behind the range in the line of the customer's eye. The menu board should be attractive, well illuminated, orderly, easy to read, clean and well maintained. (Important)
- 9.5 All fish products should be sold according to species, this includes "mini fish", and there should be some reference to what fish is being used for the "mini fish". All products listed must be priced. **(Critical)**
- 9.6 As already mentioned in the raw material section responsible sourcing from sustainable areas / waters is the key to good management of the fish stocks. It is important that owners / managers are aware of the issues regarding responsible sourcing and if possible be able to provide information on traceability of the fish they buy. To promote this message and image of responsibility, owners should aim to make customers aware of these issues and provide information which gives customers a balanced view of their fish sourcing policy. If possible all information put out into the public domain should be supported with some form of documented evidence. This evidence should be obtainable from all reputable suppliers. (Important)

4 VG marks are available in this section.

10. MANAGEMENT CONTROLS

- 10.1 Staff should undergo a full induction and training programme. Ideally individual record files should be kept on all staff. All training given should be dated and signed off once completed. Long term staff should be encouraged to do an external qualification which leads to a food hygiene certificate. Staff must be aware of HACCP (Hazard Analysis and Critical Control Point) requirements such as hygiene, avoiding cross contamination, and good food handling practices. Very good would be demonstrated by staff knowledge. (Important)
- 10.2 Staff must wash their hands before starting work and after handling any foodstuffs. Excessive jewellery and in particular jewellery with loose stones should not be worn (plain rings and bangles for religious purposes are allowed), watches should also be removed. Nail varnish should never be worn. (Important)
- 10.3 The temperatures of fridge and freezer units should be taken on a daily basis and recorded for due diligence, records should be kept in excess of 12 months. Shops that operate to an SFBB (Safer Food Better Business) system would be expected to record any problems encountered (exception reporting) and recorded no problems found if that is the case on that day. Using this system would be Acceptable practice. To obtain more accurate results products should be probed. (Important)
- 10.4 Temperature of fish deliveries should be taken upon receipt. Wet fish should ideally be -1°C to +2°C, while frozen fish should be no warmer than -15°C. Temperatures should be recorded and the records should be kept for due diligence. (Important)
- 10.5 The temperatures of re-heated foods should be taken during each opening period to ensure they satisfy (points 11.2 and 11.3 in Food Handling Practices). Results should be recorded and records kept for due diligence. Exception reporting is satisfactory if an SFBB system is operated. (Important)
- 10.6 Packaging materials should be stored in a dry, clean and hygienic location. Old used Newsprint must never be used for wrapping of final product. **(Critical)**
- 10.7 A formalised cleaning schedule should be set up and implemented. The schedule should target all areas and the time scales for cleaning i.e. daily, weekly or monthly. All the jobs should be checked and signed off. (Important)
- 10.8 Cleaning chemicals should be kept in a separate lock-up area, away from foodstuffs. If space is limited then they can be stored under the sink units or as a last resort on the bottom of any other available shelving. (Important)
- 10.9 Degreasing chemicals should be available for floor cleaning, anti-bacterial soaps for hand washing and sanitizers to ensure a final clean for food preparation surfaces. (Important)
- 10.10 It is now a legal requirement to take all reasonable precautions to ensure that food that is served is safe to eat. A hazard analysis of critical control points (HACCP) should be carried out and those points identified as critical should be monitored. All the relevant records should be documented. The Food Standards Agency (FSA) can be contacted for a 'Safer Food Better Business' SFBB pack which can help with this. **(Critical)**
- 10.11 Every firm employing five or more people must, by law, write down its policy for ensuring the health and safety of its employees. A good safety policy demonstrates to your employees that you care for their welfare and having a written policy helps you to think through the important issues and the arrangements that need to be made. A health and safety poster must be on display on the premises and all the details required filled out. (Important)
- 10.12 Cuts or abrasions should be covered with detectable, waterproof dressings (check availability in the first aid kit). **(Critical)**
- 10.13 As from January 2005 all businesses, are required to have an accident book on site that complies with the data protection act under the RIDDOR regulations (reporting of injuries, diseases and dangerous occurrences regulations). Individual logs/records must be removed from the book and held securely by the manager or owner of the shop. (Important)
- 10.14 All deliveries should be checked for any pest activity, foreign bodies, spoilage or anything out of the ordinary. Records should be kept for all items delivered. (Important)

- 10.15 Risk assessments should be carried out and documented on all the shops operations, in addition fire risk assessments should also be carried out. Carrying out risk assessments helps to identify areas or processes that contain hazards and helps to establish procedures that can prevent or reduce these hazards. In addition it provides a system for effective monitoring and review. When any modifications are made to product, processes and staff the risk assessment should be reviewed and re-assessed. (Important)
- 10.16 It is now law that Staff must not smoke anywhere within the premises. Smoking must be done outside the building and hands must be washed before re-commencing work. All entrances to the premises must display a no smoking sign. (Critical)
- 10.17 Uniforms should be clean and tidy and regularly laundered. Note – clothing used in the wet preparation areas should not be used at the front of the shop. As a minimum hats should be worn by all front of shop staff to prevent human hairs from contaminating any prepared foodstuffs. Long hair should be tied back and a hairnet should be worn. (Important)
- 10.18 Uniforms should not be worn outside of the shop premises, for example, travelling to and from work or during cigarette breaks. It is acceptable for staff to change in the toilet if space is restricted and no other private area is available, but uniform must not be stored in the toilet. (Important)
- 10.19 Staff must not eat or drink in the serving area during opening times. (Critical)
- 10.20 Staff should offer good customer service. All customers should be greeted with a smile, the product handled and wrapped with care and orders fulfilled accurately. Good service includes a ‘thank you’ at the end of each sale. Staff should have full knowledge of products on sale, they should be aware of the status of the food at any given point. Servers also need to come over as confident and friendly. (Critical)

9 VG marks are available in this section.

Food temperatures are a Critical element so a **Not Acceptable (N)** here would result in a **FAIL**

| Fish Temperatures: | Other Product Temperatures: |
|----------------------|-----------------------------|
| - 1°C to + 2°C = VG | + 2°C to + 4°C = VG |
| + 2.1°C to + 6°C = A | + 4°C to + 7.9°C = A |
| + 6.1°C = N | + 8°C = N |

| Frozen Fish Temperatures: | Other Product Temperatures: |
|---------------------------|-----------------------------|
| - 18°C or colder = VG | - 18°C or colder = VG |
| - 18°C to -15°C = A | - 18°C to -15°C = A |
| - 15°C + = N | - 15°C + = N |

TOP TIPS...

Current Food Standards Agency (FSA) advice is for shops to read temperatures daily and to record in writing if there are any problems. This is known as exception reporting. Likewise, if no problem is found it should be recorded as such.

This would be classed as Acceptable (A) practice.

Shops that do no monitoring and write nothing down would be classed as Not Acceptable (N) practice and this could result in a **FAIL**.

To pick up additional points:

Best Practice - Very Good (VG) would be regarded as reading temperatures daily with historical full written evidence of all readings taken and by whom.

SECTION B - FOOD QUALITY

11. FOOD HANDLING PRACTICES

- 11.1 Cooked ready to eat products should be handled using dedicated utensils – (hands should never be used). **(Critical)**
- 11.2 Once the core temperature of +75°C has been achieved re-heated foods must be held or displayed at a temperature of +63°C or above. **(Critical)**
- 11.3 All foods that require cooking / re-heating must be heated to a core temperature of +75°C (+82°C in Scotland) to ensure that any food poisoning bacteria are destroyed. Only after this core temperature has been achieved should the food be held or displayed ready for sale. Heating chilled foods in a hot display cabinet to serve warm is not acceptable. This includes pies. **(Critical)**
- 11.4 The frying medium should be continually sieved to remove the batter scraps and other particles, ideally daily filtration should be carried out. The medium can be kept fresher with continuous “topping-up”. **(Important)**
- 11.5 The batter should be made with water as cold as possible, pre-chilled water at a temperature of +8°C or less is best. The warmer the water the quicker the rising agents become spent leading to a poorer quality batter. **(Important)**
- 11.6 When not in use the surplus batter plus the batter in the batter tin should be kept as cold as possible, preferably in the fridge, this is because the colder the batter is kept the longer its quality will be maintained. Simply keeping away from any excessive heat (e.g. off the frying range) would be classed as acceptable. **(Important)**

5 VG points are available in this section.

MORE TOP TIPS...

Sustainability is a hot topic. The general question in Raw Materials is looking at your awareness of this issue. If you are helping to promote the sustainability message and promote to your customers that you are sourcing from sustainable stocks, then you should be able to provide some documentary evidence to that effect.

Reputable suppliers should be able to provide written confirmation of product sources for shops if requested.

Shops that can provide this evidence would be classed as very good (VG).

NOTES

12. RAW MATERIALS (FISH & POTATOES)

- 12.1 The fish should have no bruising, gaping, freezer burn, discolouration or “off odours”. **(Critical)**
- 12.2 Responsible sourcing from sustainable areas / waters is the key to good management of the fish stocks. It is important that owners / managers are aware of the issues regarding responsible sourcing and if possible be able to provide information on traceability of the fish they buy. **(Important)**
- 12.3 Ideally fish should be de-boned, have excess belly flap removed and be skinless (plaice and haddock normally have skin left on - Note this may also be a regional preference). **(Important)**
- 12.4 Fish should be thawed out overnight, preferably under chill conditions, drip trays should be used to hold any melt water. Ideally the fillets should be prepared at temperatures around 0°C, once prepared the fillets should be refrigerated. (Note – Fish left out overnight during the summer may pose a problem as ambient overnight temperatures within the shop can get very high, leading to the outer fillets of a block getting very warm). Every effort should be made to ensure the product is kept safe from possible contamination. **(Important)**
- 12.5 A suitable variety of potatoes should be used for frying. 20% to 22% dry matter content and of suitable shape and size for chipping, for example Maris Piper. Take seasonal variations into account. Very good can be achieved by demonstrating knowledge of the reasons why the variety used is suitable. **(Important)**
- 12.6 High sugar content in potatoes may give rise to dark coloured chips and deterioration of the oil. Checking sugar levels prior to use allows for proactive procedures to be put in place. (Sugar levels can be tested using DIASTIX strips– the test strips change a different colour depending upon the level of sugar the potatoes contain). In general potatoes should have no more than 0.25% sugar. Another option is to do a test fry on a batch of chips to see how dark they fry. The effects of sugar can be reduced by soaking the chips in hot water for a few minutes. **(Important)**
- 12.7 Any eyes, greening, bruising or large blemishes should be removed so that they are not visible on the final finished cooked product. This equally applies if using pre-chipped or pre-peeled potatoes. **(Important)**
- 12.8 Raw chips should be free from excess starch. Excess starch may appear on the final cooked product and it may contribute to the deterioration of the quality of the frying medium. This is usually achieved by washing the chips. **(Important)**
- 12.9 Excess water should always be removed from the chips as moisture is a major factor in the breakdown of oil and fats. This applies equally if using pre-chipped or pre-peeled products. **(Important)**
- 12.10 If using potato preservative as a powder it should be dissolved in water to make it into a solution prior to adding to the chips, or chipping should be done into a solution of the preservative that has already been made up in the chip barrel. This will ensure a more even treatment of the chips. **(Important)**

1 VG mark is available in this section.

13. COOKED PRODUCT QUALITY - GENERAL GUIDELINES

- A. The fish should contain no bones, it should be white in colour (not grey or yellow), have a moist, firm and flaky texture, and it should also have a sweet flavour and be evenly cooked. There should be no 'off' odours, sourness or bitterness.

Note: Frozen at sea fish by nature usually has a slightly dryer texture than wet fish so this needs to be taken into account, however the fish should not be excessively dry, which is a sign of overcooking or holding too long in the hot box.

- B. The batter should be light, crisp and of an even colour. It should be cooked right through and should cover the whole fish. It should hold no excess oil. Rice cone or flour if used should be used sparingly.
- C. The chips should be crisp or firm on the outside and fluffy on the inside. They should not be greasy or oily. The surfaces should be unblemished and have no eyes present.
- D. Wrapped products should maintain their quality and temperature over a relatively short time period of up to 10 minutes. Packaging with good insulating properties will be good for this and air vents should be available to allow the product to "breathe". Boxes and trays also help to stop the food being squashed when wrapped.
- E. Any carbon/burnt particles on the food detract from the quality of the finished product. Thus regular sieving and filtration of the oil will help to minimise this problem. Optimising frying practices with regard to volumes and temperatures may also help.
- F. Fish and / or chips should not be cooked too far in advance of opening as they tend to deteriorate as soon as they leave the fryer. Cooking to order will ensure the best quality.
- G. The temperature of the finished cooked product should be acceptable for consumption even after ten minutes of standing and should show no signs of damage upon un-wrapping. This means that the product should not be hot enough to burn, but not have lost so much heat that it could be considered merely warm.
- H. Cardboard boxes usually maintain the product best but are expensive, poly boxes are also quite good but the product may "sweat" and soften, layers of grease proof paper can help in this case. If just using wrapping paper be careful not to use too much pressure when wrapping as this may squash the product.

All Critical items from this section are listed in the **Critical Items Summary** of this guide.

NOTES

CRITICAL ITEMS SUMMARY

The assessment will cover 40 points that we consider Critical and failure on ANY one of these points will result in a FAIL. Here they are summarised again, all 40 of them.

If you get all of these points well covered, you can concentrate on how to get the very good (VG) marks you need for a clear PASS.

SECTION A – OPERATIONAL PRACTICES

- 1.2 All food deliveries should be brought immediately into the shop and stored appropriately to protect from the risk of contamination. Any food stored outside the shop must be stored 18” off the ground and ideally should be stored in a sealed / closed cabinet. (Critical)
- 4.1 Chill units should be cleaned regularly both inside and outside. Also ensure door seals are cleaned on a regular basis as the seals can trap dirt and food debris which can then lead to the growth of moulds. (Critical)
- 4.6 Ideally temperatures should be as low as possible but not so low that products are freezing. Fish temperatures should ideally be between -1°C and +2°C, +2°C to +6°C is acceptable, +6.1°C is critical. (Critical)
- 4.7 Ideally temperatures should be as low as possible but not so low that products are freezing. For other products between +2°C and +4°C is very good, +4.1°C to +7.9°C is acceptable, + 8 °C is the critical level. (Critical)
- 4.10 Raw foods must always be stored below cooked foods or salad products. Ideally raw foods should be stored in a separate unit; however, if a separate unit is not available raw foods need to be stored on the bottom shelves. (Critical)
- 4.13 To avoid the risk of people getting trapped inside walk in units the unit should be able to be opened from the inside. (Critical)
- 5.1 The unit should be cleaned regularly both inside and outside. Also ensure door seals are cleaned. (Critical)
- 5.5 When upright freezers or chest freezers are used they should be organised, clean and tidy, to ensure all items are kept within the correct temperature range. (Critical)
- 5.7 Temperatures must be maintained at -18°C or less. (Critical)
- 5.9 To avoid the risk of people getting trapped inside walk in units the unit should be able to be opened from the inside. (Critical)
- 6.5 All dirty items should be washed immediately after use or stored in a suitable sink to await cleaning, away from any food preparation surfaces. (Critical)
- 6.14 Toilet facilities should not directly open into any rooms in which food is being prepared and single doors should be fitted with a self-closing device. The toilet should not be used for storage or for personal belongings and should be suitably equipped with toilet paper. A hand wash basin must be available and be fully equipped. A “now wash your hands” sign should be displayed in the facility to remind staff to wash. (Critical)
- 6.15 Separate sinks must be provided for food preparation and equipment washing (if space allows), both activities should be able to be

- done effectively without prejudice to food safety. If double sinks are used they should be labelled according to their purpose. **(Critical)**
- 6.16 Wash basins should be suitably located and designated as hand wash only, they must have hot and cold water and be equipped with soap, (ideally antibacterial soap) drying facilities, (ideally disposable tissues) and a waste disposal bin should be close by. **(Critical)**
- 7.1 All utensils and equipment should be smooth and impervious, easily washable, in a good condition and clean, there should be no wooden utensils. Ideally, equipment should be moveable for cleaning purposes. **(Critical)**
- 7.2 Separate utensils should be used for different product lines. **(Critical)**
- 7.3 The chipper must have a safety cut-out mechanism, which switches the motor off as soon as the top guide is lifted or removed. This prevents contact with any moving parts. **(Critical)**
- 7.5 Separate knives and cutting boards must be used if the shop prepares different product lines and should preferably be colour coded. Note: Shops that only cut fish will not be marked down if they do not use colour coding. **(Critical)**
- 7.9 A suitable category of fire extinguishers and fire blankets must be available. **(Critical)**
- 9.5 All fish products should be sold according to species, this includes “mini fish”, and there should be some reference to what fish is being used for the “mini fish”. All products listed must be priced. **(Critical)**
- 10.6 Packaging materials should be stored in a dry, clean and hygienic location. Old used Newsprint must never be used for wrapping of final product. **(Critical)**
- 10.10 It is now a legal requirement to take all reasonable precautions to ensure that food that is served is safe to eat. A hazard analysis of critical control points (HACCP) should be carried out and those points identified as critical should be monitored. All the relevant records should be documented. The FSA can be contacted for a safe food better business SFBB pack which can help with this. **(Critical)**
- 10.12 Cuts or abrasions should be covered with detectable, waterproof dressings (check availability in the first aid kit). **(Critical)**
- 10.16 It is now law that Staff must not smoke anywhere within the premises. Smoking must be done outside the building and hands must be washed before re-commencing work. All entrances to the premises must display a no smoking sign. **(Critical)**
- 10.19 Staff must not eat or drink in the serving area during opening times. **(Critical)**
- 10.20 Staff should offer good customer service. All customers should be greeted with a smile, the product handled and wrapped with care and orders fulfilled accurately. Good service includes a ‘thank you’ at the end of each sale. Staff should have full knowledge of products on sale, they should be aware of the status of the food at any given point. Servers also need to come over as confident and friendly. **(Critical)**

SECTION B – FOOD QUALITY

- 11.1 Cooked ready to eat products should be handled using dedicated utensils – (hands should never be used). **(Critical)**
- 11.2 Once the core temperature of +75°C has been achieved re-heated foods must be held or displayed at a temperature of +63°C or above. **(Critical)**
- 11.3 All foods that require cooking / re-heating must be heated to a core temperature of +75°C (+82°C in Scotland) to ensure that any food poisoning bacteria are destroyed. Only after this core temperature has been achieved should the food be held or displayed ready for sale. Heating chilled foods in a hot display cabinet to serve warm is not acceptable. This includes pies. **(Critical)**
- 12.1 The fish should have no bruising, gaping, freezer burn, discolouration or “off odours”. **(Critical)**

Whilst regional variations will be taken into account by the assessors, these are the ‘Critical’ areas that apply in every assessment.

- 13.a) 1 The fish should have a pleasant taste, characteristic of the species, with no ‘off’ odours, sourness or bitterness. **(Critical)**
- 13.a) 2 The fish must be correctly and evenly cooked. **(Critical)**
- 13.a) 7 The temperature of the fish must be acceptable for consumption. **(Critical)**
- 13.b) 1 The batter should have a pleasing taste. **(Critical)**
- 13.c) 5 The chips are thoroughly cooked. **(Critical)**
- 13.c) 6 The chips have very few blemishes or eyes present. **(Critical)**
- 13.c) 7 The temperature of the chips must be acceptable for consumption. **(Critical)**
- 13.d) 1 The appearance and presentation of the served product is appealing. **(Critical)**
- 13.d) 2 The overall eating experience is one to be recommended. **(Critical)**
- 13.d) 3 The wrapped cooked products maintained their quality and temperature over a 10 minute standing period. **(Critical)**

NOTES

DOCUMENT CHECKLIST

Here is a list of documents the assessor will ask to see if they are relevant to your business. Please have them to hand for the day of the assessment.

- Health & Safety Policy (if you employ more than 5 staff the assessor will need to see your written H&S policy)
- Risk Assessments (if you employ more than 5 staff)
- Fire Risk Assessment (if you employ more than 5 staff)
- Staff Records and Training and Development logs
- Food Hygiene Certificates
- Temperature Reading Records
- Hazard Analysis and Critical Control Point (HACCP) records
- Health & Safety poster

Below is a list of documents available for members from the NFFF. Some are available as downloads from our website at www.qualityfishandchips.co.uk or if you contact us by phone on 0113 230 7044 they can be emailed or posted.

- Health & Safety Manual
- Health and Safety policy
- The 5 steps to risk assessment
- 5 steps to COSHH assessments
- Fire risk assessments and fire procedures
- HACCP Principles

Please contact the NFFF quality award team for advice on 0113 230 7044 or alternatively, additional help and support is available from:

The Food Standards Agency (FSA) on www.food.gov.uk
By phone on:

If you are based in England 020 7276 8829, if in Scotland 01224 285 100, if in Wales 02920 678 999, or if in Northern Ireland 028 9041 7700.

The Health and Safety Executive (HSE) on www.hse.gov.uk
By phone on 0845 345 0055.

The Advisory, Conciliation and Arbitration Service (ACAS) www.acas.org.uk
By phone on 08457 47 47 47.



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