



Food Safety Guidance for Farmers' Market Traders in Devon



Issued by the Devon Food Safety Liaison Group*

HOW THIS LEAFLET WILL HELP YOU

It may seem daunting to consider the legal aspects of a straightforward idea to sell food. Don't be put off. The Environmental Health and Trading Standards Services within the various Devon Councils can provide the guidance and information necessary to help your business succeed.

Local authorities in Devon are committed to supporting local farmers' markets. The sale of traditional and local produce is essential to community life and the local economy but the production and sale of food is also subject to legal requirements. This leaflet will explain how to meet the food safety and trading standards laws that apply to you while trading at a farmers' market. It covers the basic requirements that apply to typical farmers' market stalls. In order to make it easier to understand, it is not a detailed guide, however, Section 9 of this guide lists details of the various Councils' environmental health and trading standards services from where you will be able to obtain further assistance.

Farmers' markets are the subject of routine checking by officers from the local Environmental Health and Trading Standards Services, who may visit you on the day a market is held. In addition, the farm or other premises from which you operate may also be subject to inspection.



1. THE RULES OF HYGIENE - CONTROLLING HAZARDS

The law requires you to identify possible hazards to food safety and to know which of these is actually important for the type of food that you prepare or sell. You must then provide suitable controls to stop problems occurring. While this can be complicated for some businesses, simple measures are all that is required for most traders at a farmers' market. The most important of these are described below.

i. Transportation

- Food transported to a market must be wrapped, covered or placed in suitable containers to prevent contamination. Vehicles and containers should be kept clean and in good repair and the food should be kept separate from other items. For example, if you are accustomed to transporting farm dogs, game birds or containers of agricultural diesel in the back of your Land-rover, you should think about how you can avoid tainting or direct contamination of general food such as fruit and vegetables.

*The Devon Food Safety Liaison Group is a co-ordinating body comprising of officers from District Councils, Trading Standards Officers from Devon County Council and other relevant agencies.

- Simple cardboard boxes and paper-lined crates are fine for most agricultural produce but you will need higher-grade materials, such as metal or plastic crates, for bakery products and meats.
- There is an increasing trend for greater use of vac-packing which can not only make some products easier to handle (e.g. raw meats), it can also improve shelf life.
- Some foods must be kept cold (at or below 8°C) to prevent the growth of dangerous bacteria. These are called high-risk foods and include soft or semi-hard cheeses, most other dairy products, cooked meat and poultry products, most smoked or cured meat and fish and shellfish and cooked rice. Insulated containers with icepacks and a thermometer are usually sufficient and the temperature must be checked from time to time (and preferably written down in a logbook). Larger volume traders should consider using refrigerated vehicles.

ii. Preparation

- The surface on which you lay out or prepare food must be smooth and impervious so that it can be thoroughly cleaned. If you are using wooden tables, you must provide plastic sheeting or other suitable covering material.
- You will need to wash and dry your hands from time to time and if facilities are not provided on site, you must bring your own. **For stallholders selling open foods, such as meats, or high risk unwrapped foods such as cooked meats, dairy products and seafood, there must be handwashing facilities at the stall.** These should include a supply of hot water, towels, bowl, soap and preferably a nailbrush. For hot water, insulated flasks should be sufficient in most cases.
- If you are using knives or other serving implements you will need washing facilities for these, which must not be the same as those used for handwashing - separate bowls or sinks must be used.
- Clean protective overclothing must be worn whilst handling unwrapped food.

iii. Display and Service

- To avoid possible contamination, food must not be placed directly onto the floor. It is best to keep all unwrapped food off the ground by at least 45cm. (18 inches)
- Make sure that high risk and low risk foods are well separated- for example; keep raw foods away from cooked foods. The high-risk foods described in ii above should be protected from the public touching, coughing or sneezing in the display area. This could be achieved by sneeze guards or covering such foods.
- The temperature of chilled foods must be checked from time to time and preferably a record of checks made in a logbook. Make sure you know which foods should be kept at the prescribed temperature.
- Regularly wipe down surfaces with a clean (preferably disposable) cloth using a food grade cleaner/disinfectant.
- If the market does not have refuse services, make sure you have sacks or containers for waste food and water. Waste food must be disposed of correctly for example; waste food containing animal proteins (or meat) must not be used as pig feed.

iv. Training and basic hygiene measures

It is a legal requirement for all market traders who are handling or preparing food to be supervised, instructed and/or trained in food hygiene matters. You must be aware of the basic principles that

apply to the safe handling and preparation of food. So, if you have no experience of running a retail food stall or business, or if you are manufacturing food at home or from other premises, it is strongly recommended that you undertake some hygiene training. You may find that your local market will require evidence of such training before allowing you to join. If you are in any doubt as to what is required, your local Environmental Health Service will be happy to advise you. (See contact list at the back of this guide)

For basic retailing operations involving food, the following advice is given:

- Keep yourself clean and wear protective clothing.
- Always wash your hands thoroughly before handling food, after using the toilet, handling raw food or waste and after every break.
- If you have a skin, nose or throat problem or an infected wound, do not handle unwrapped food.
- If you have a stomach upset, do not handle food for at least 48hrs after you are free of symptoms
- Ensure that cuts, spots or sores are covered with a brightly coloured waterproof plaster.
- Do not smoke, eat or drink where open food is handled.
- Clean as you go - keep all equipment and surfaces clean and disinfected.
- Avoid unnecessary handling of food.

v. Documented Food Safety Management Systems

The requirement for hazard analysis has been replaced by the requirement to have a documented food safety management system under Article 5 of Regulation (EC) No 852/2004. This is also known as HACCP.

The type of system you adopt will depend on your type of business.

A very low risk business such as a sweetshop would need to follow good hygiene practice whereas a food manufacturer would need fully documented HACCP. A caterer is somewhere in between. The Food Standards Agency has produced a pack for caterers and retailers entitled Safer Food Better Business. If you require advice on the type of system to adopt contact your Environmental Health Service.



2. DO I NEED TO BE REGISTERED?

There are many types of legal requirements in food safety legislation that involve licensing, approval or registration. As these all have their own distinct legal meaning, despite being at first sight rather similar, the whole area can be confusing for all concerned. You may come across licences for those premises selling game, and also certain categories of premises that require formal approval ie those that cut up or joint wholesale raw meat or produce meat, dairy or fish products. These will be

dealt with later in this guidance.

This section will deal with the **registration of food businesses** under the Regulation (EC) No 852/2004, which is a straightforward procedure for letting your local authority know that you are running a food business.

Registration involves contacting your district council for a form, which you fill in and return to them. There is no fee and no 'food test' to pass. For market stalls, you do not need to register each market site, only the premises where you normally keep the stall and its materials overnight. In most cases, this will be your farm or smallholding. You should contact your local Environmental Health Service for advice if you are in any doubt. Bear in mind that whether or not you need to register, your premises will still be subject to inspection for food safety purposes.



3. LABELLING, WEIGHTS AND INGREDIENTS

The legislation in this area is enforced by Trading Standards Officers, except for 'use-by' date coding where Environmental Health staff also have powers. It can be a complex subject and **if in any doubt about anything described below**, please contact the relevant Trading Standards Service. (See contacts list in Section 10 at the back of this guidance)

i. Weights

As a general rule, many foods sold 'loose' such as meat, meat products, fruit and vegetables must be sold by net weight using metric units of measurement e.g. kilograms or grams, and the quantity must be 'made known' to a purchaser. Generally, the quantity of goods should be measured using approved 'Government' or 'EC' stamped metric weighing equipment. This equipment often has a weight and price indicator on it and this is usually good enough to make the 'quantity and price known' to a purchaser, if it is easily visible. If food is pre-packed, the metric weight must be marked on the pack, but you can also add an imperial weight provided it is less prominent than the metric one.

The height of a quantity mark on a pack not exceeding 50g/5cl should be at least 2mm, those packs not exceeding 200g/20cl should be at least 3mm and those up to 1kg should be at least 4mm.

Some pre-packed foodstuffs must be sold in specific quantities; these include potatoes, jams, honey, dried fruit and dried vegetables. Generally, loaves of bread must be sold in multiples of 400g i.e. 400g (small loaf) or 800g (large loaf). Please contact Trading Standards should you need more specific advice.

Generally, foods sold loose by weight will require a price per kilogram to be prominently displayed (see later).

ii. Labelling

Food labelling requirements can be quite detailed. Here are some checklists for various categories of products:

➔ Loose foods and foods pre-packed sold by you to consumers must be labelled with –

- A correct legal name i.e. what is it? A correct legal name will help you to sell a food;
- Any categories of additives used in the food or in its ingredients;
- For meat products, a minimum meat content in the form "Minimum X% Meat" or if they contain added water, " with not more than x% added water."

➔ Fresh or frozen unprocessed beef must also be labelled with 'compulsory beef labelling' e.g.

- Batch or reference code (to trace it to the animal or group of animals it came from);
- “Origin: (Country where the beef cattle were born and raised e.g. “UK”). You may also use the term “British” without approval – see below.
- “Slaughtered in: [Country where slaughtered e.g. “UK” & the licence number of slaughterhouse]”
- “Cut in: [Country where cut e.g. “UK” & the licence number of the cutting plant]”

➔ Minced beef is slightly different and requires:

- Batch or reference code (as described above);
- “Slaughtered in: [Country where animal(s) were slaughtered]”
- “Minced in: [Country where minced]”
- “Born in: [Country where beef animals(s) were born, if different from Country of mincing]”

➔ Claims about the origin e.g. “Local beef”, production methods e.g. “grass fed” or characteristics of beef e.g. (breed) “Devon” which are not compulsory can only be given if they have been approved under the Beef Labelling Scheme, administered by DEFRA.

A food name must be accurate and distinguish a food from other similar foods. Additive categories that must be indicated are anti-oxidant(s), colour(s), flavouring(s), flavour enhancer(s), preservative(s), flour improver(s), or sweetener(s).

➔ Pre-packed foods, that you buy-in or supply to other retailers for sale by them, will also require:

- A list of ingredients. Headed ‘Ingredients’ and they must be listed in descending order by weight as used in the food. All additives present in the food must be indicated in the form “Category of Additive: E number or specific name” e.g. “Preservative: E220 or Sulphur Dioxide”.
- A ‘Best Before’ or ‘Use By’ date. Best Before dates are mainly for non-refrigerated foods whose quality decreases over a medium to long shelf life, such as cakes and biscuits. ‘Use By’ dates are for foods, which deteriorate rapidly and may end up posing a risk to health, such as chilled meat products.
- Any special storage conditions e.g. “Keep refrigerated below X°C”. This relates to the ‘Best Before’ or ‘Use By’ date.
- The name and address of the person putting the product into circulation.
- Particulars of the place of origin if failure to give the true origin would mislead a consumer as to the true origin e.g. labelling French meat with a British flag would be misleading not to mention illegal.
- Any previous process or treatment, for example “previously frozen – do not refreeze”, especially where the treatment could affect a food’s safety.

iii. Other Labelling Issues

There are specific requirements for declaring the percentages of certain ingredients (quantitative ingredient declarations - also known as ‘QUID’). Generally, where an ingredient is mentioned in the name of a food e.g. “Ham and Mushroom Pizza”, the percentages of ham and mushroom would have to be declared on the label or ticket, next to the ingredient in the ingredients list or in the name of the food.

QUID is also an opportunity to draw attention to any superior qualities that your food may possess, or example, sausages or other meat products with particularly high meat content.

There are also specific requirements regarding genetically modified or irradiated foods or ingredients. Generally, they must be clearly labelled as genetically modified or irradiated.

The golden rule with any food labelling information or advertising is that it must be accurate and not misleading.

Some foods, including meat products e.g. Sausages and pies, jam, marmalade, honey, alcoholic drinks and fruit juice, have specific labelling and compositional requirements. Please contact the relevant Trading Standards Service if you would like further advice.

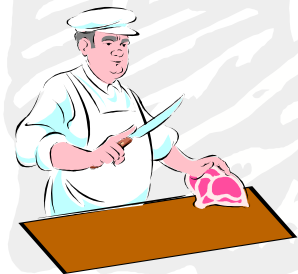
iv. Prices

Prices must be clearly displayed in writing, either per item or by unit weight or measure as appropriate to the product sold. Prices can be displayed as a list at the stall that clearly describes the goods, or shown on a ticket or notice on or next to them. Generally, foods that are required to be sold by net weight, such as meat, fish, cheese, fresh fruit and vegetables, must have prices indicated per kilogram when sold 'loose from bulk'.

v. Business Names

If you are trading in a name that is not your own, the law requires you to detail the correct ownership details and address. The address should be a postal address at which a posted letter will reach you. Business documents such as receipts should also contain this information.

4. SELLING YOUR FARM-PRODUCED FOOD



There are a number of rules and regulations, which apply to the sale of meat and meat products. At the outset you may have decided how you are going to trade, but you must be aware that there are different legal and financial implications depending on the type of customer you sell to and the status of the premises where the meat has been cut or stored. If you would like further information about producing and selling farm products, please contact your local Environmental Health Service and Trading Standards Service, details of which are found at the back of this

guide. This section explains how meat sales can be made from the farm gate and at farmers markets.

i. Fresh Meat and Meat Preparations (Sausages, Burgers and Minced Meat)

In all cases, the slaughtering of animals must take place in a licensed slaughterhouse.

Cutting and Selling Meat by Farmers on the Farm

Non-Approved Premises

Meat Sales directly from the Farm

Farmers are permitted to cut and prepare meat on their farm premises after return from the slaughterhouse (subject to meeting hygiene requirements) and sell that meat from the farm gate to the "final consumer". There is no legal restriction as to the amount of meat that may be sold in this way. Such sales can include those via telephone, mail order and the Internet.

The term 'final consumer' means individual members of the public (i.e. anyone who is going to buy meat and use it themselves. It does not include those premises that are buying it and selling it on, such as Retail or Catering operations).

Meat Sales Away from the Farm

Farmers may also cut and prepare meat on the farm and in certain circumstances sell it away from the farm premises (i.e. in a farmers market) or to other retail establishments.

However, off farm sales to retail establishments, including market stalls in their own ownership must be, a 'marginal' part of the business, which is defined as 25% of weekly production and/or up to 2 tonnes of product. Sales must be 'localised', which is defined as within the area of Devon and adjoining Counties. The remainder of the meat must be sold to the final consumer from the farm.

Approved Premises (on farm)

Farmers who have premises that are Approved by the Food Standards Agency as 'Cutting Premises' are not restricted in where they can sell their meat and the amount is not dependent on retail sales at the farm gate.

Cutting of Meat by Others

If the farmer does not wish to cut or prepare meat himself on the farm premises, that meat must be cut and prepared in premises Approved by the Food Standards Agency as 'Cutting Premises' or in some circumstances, by a local butcher.

Approved 'Cutting Premises'

If a farmer receives meat from an Approved 'Cutting Premises' and the farm is used only to store meat under temperature control, there are two possible scenarios-

- The farm premises is Approved by the local authority as a Cold Store.
Sales are not restricted and are not dependent on retail sales at the farm gate.
- The farm premises is Registered as a food business by the local authority.
There is no legal restriction as to the amount of meat that may be sold from the farm gate to the final consumer in this way. Such sales can include those via telephone, mail order and the Internet. However, off farm sales to retail establishments, including market stalls in their own ownership must be, a 'marginal' part of the business, which is defined as 25% and/or up to 2 tonnes of weekly production. Sales must be 'localised', which is defined as within the area of Devon and adjoining Counties,

Non-Approved Premises (Butcher)

Non-Approved butchers may not supply meat to farmer's premises, for them to sell at markets, unless there are farm gate sales to the final consumer. (Sales can include those via telephone, mail order and the Internet). Meat taken directly from the butchers shop to the market for sale to the final consumer is allowed.

Butchers, who provide this service to farmers, are restricted in that they must not supply more than 2 tonnes or 25% of their own weekly production in this way and must include it in any exempted allowance to other retail premises.

If a farmer has received meat that has been cut or prepared by a Non-Approved butcher, the amount that can be sold away from the premises, including market stalls in their own ownership must be, a 'marginal' part of the business, which is defined as 25% and /or up to 2 tonnes of weekly production. (i.e. 25% of that received from the butcher) Sales must be 'localised,' which is defined as within the area of Devon and adjoining Counties, and 'restricted'. The remainder of the meat must be sold to the final consumer from the farm.

For details of approved slaughterhouses and cutting plants you should contact the Meat Hygiene Service (tel 01823 330066) or visit Food Standards Agency website at www.food.gov.uk (tel 0207 276 8000).

ii. Fresh Poultry

If you have a farm holding and are rearing and slaughtering less than 10,000 poultry and farmed game birds per annum and these activities are carried out on your farm, you do not require approval. However, you will need to meet general food hygiene regulations.

The permitted sales entitlements for these exempt producers are those direct to the final consumer at the holding and also to local retail establishments that are directly supplying the final consumer, (local is defined as within the County of Devon or neighbouring counties and would include farmers markets within those boundaries). In the 2 weeks before Christmas and Easter, sales are not restricted to local and are permitted throughout the United Kingdom.

For further details about licensing of poultry slaughterhouses please contact the Meat Hygiene Service see above for details.

iii. High-risk items such as meat, dairy and fish products (products of animal origin)

These are high-risk foods because they support the growth of harmful bacteria and are often sold ready to eat without further cooking. A mistake in their preparation and handling can have serious consequences for public health. Many of these products are of animal origin and include hams, pates, ice cream, cheeses, yoghurts and prepared foods such as pasties, meat pies, lasagne, fish products etc.

In addition, attractive traditional recipes, which may be perfectly safe for immediate consumption, do not always lend themselves to a production process, packaging or an easily assessable shelf life for prolonged storage. So, you will need to plan your operation carefully and seek advice.

Sales of Products of animal origin at the Farm-Gate

Farmers who have premises that are Approved by the Local Authority, or in some circumstances by The Food Standards Agency, are not restricted in where they can sell their products of animal origin and the amount is not dependent on retail sales at the farm gate.

Farmers are permitted to produce foods containing products of animal origin on their farm premises and sell those products from the farm gate to the "final consumer". There is no legal restriction as to the amount that may be sold in this way. Such sales can include those via telephone, mail order and the Internet.

The term 'final consumer' means individual members of the public (i.e. anyone who is going to buy the product and use it themselves. It does not include those premises that are buying it and selling it on, such as Retail or Catering operations).

Sales of Products of animal origin away from the Farm

Farmers may also produce foods containing products of animal origin on the farm and in certain circumstances sell it away the farm premises (i.e. in a farmers market) or to other retail establishments.

However, off farm sales to retail establishments, including market stalls in their own ownership must be, a 'marginal' part of the business, which is defined as 25% of weekly production. Sales must be 'localised', which is defined as within the area of Devon and adjoining Counties. The remainder of the products must be sold to the final consumer from the farm.

Although this can sound quite daunting, with a little dedication it is perfectly possible to set up a business to produce these kinds of products and many operate successfully from small independent units. Before starting out, please contact your local Environmental Health Service and Trading Standards Service for advice.

iv. Low risk items such as cakes and jams

Generally these present few food safety risks and many people safely produce a range of jams and non-dairy cakes from home. However some products which appear to be low risk, including pickles, chutneys, pesto, and flavoured oils are known to support the growth of bacteria and toxins where the production processes are deficient. It is critical that customers receive information regarding storage and shelf life. The shelf life of some products may require testing under laboratory conditions. You must make sure you know about the basics of food hygiene and law and also the labelling and shelf life requirements that apply. Before starting out, please contact your local Environmental Health Service and Trading Standards Service for advice.



5. GIVING AWAY FREE SAMPLES

You will want to introduce your customers to as wide a range of your foods as possible and having tasting samples available is a good way to get their attention. Please bear in mind that even though you may give samples away free of charge, the law sees this transaction as a sale, and their production and handling is still subject to legal control.

Samples need to be protected from contamination such as undue handling; usually either from inquisitive pets or equally inquisitive children, so ensure samples are stored high up. If your customers have to handle your food, try and make sure they don't touch other samples on the plate - cocktail sticks or tongs help to stop this. Most importantly, don't leave food that must be chilled for safety reasons out of chill control for long periods, so keep quantities to a minimum and throw out uneaten food if it has been out of refrigeration for a long time. The law permits a maximum of four hours in most cases but it is best if high-risk food is disposed of after one hour out of chill control. Bear in mind that for some foods, such as hard cheeses, temperature control is not critical to safety and longer periods are acceptable, so seek advice if in any doubt.

You may find your local market has its own conditions about food samples and they may not be permitted. This is at the discretion of the market organiser rather than any national legal requirement.

6. CHANGE OF USE AND ALTERATIONS TO BUILDINGS

If you intend to change the use of a building or make major alterations to a building on a farm then you should consult with the Planning and Building Control departments of your local council. If you are operating within the Dartmoor National Park then you may also need to contact Dartmoor National Park Authority at Bovey Tracey (tel 01626 832093).



7. ANIMAL ATTRACTIONS AT FARMERS MARKETS

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

If you choose to use animal attractions, you (and any person providing any animal) are strongly advised to contact Trading Standards or DEFRA for advice about moving the animal(s). This is because the law concerning animal movements is changing on a regular basis in the aftermath of the foot & mouth disease outbreak in 2001. A breach of the rules may give rise to a serious criminal offence by you or any other person that provides any animal for use at a farmers market.

You must also take appropriate steps to ensure the welfare of any animal that is taken to a farmers market. There are specific legal rules concerning the correct transport of livestock and suitable provision must be made for an animals' welfare while at a farmers market. This includes food, water, suitable penning and an adequate supply of clean, dry bedding. Special care must be exercised with young animals. You should consider whether it is in the best interests of an animal to be at a farmers market at all. Some animals also have a tendency to bite if provoked or scared.

Animals can represent a disease risk to humans, especially the young and the elderly (certain diseases, called 'zoonotic diseases', are transmissible to humans). Animals are, by their very nature, a risk to food safety. Clearly, farm animals and food do not mix because of the possibility of cross-contamination. For example, micro-organisms can be passed from animals to food or from animals to people to food. Therefore, there must be complete separation between animals, any food, anything in contact with food and any people handling food.

In addition, germs such as E. coli O157, which 20 years ago was virtually unheard of in this country, can cause serious illness that can be fatal in young children or cause life-long disability through kidney failure. As a result, you need to be very careful about managing any animals that you have on show.

Most local authority Environmental Health Departments will be able to give you advice on the food safety risks associated with animal handling at farmers' markets but some of the key elements are listed here:

- If you choose to use animals as an attraction, first make sure you have the necessary movement permits. Contact your Animal Health unit at the relevant Trading Standards Service for information.
- Make sure your animals are transported separately from your foodstuffs. The holding pen at the market must be well separated from your food stall and the animals should not have to be led to the pen past or close to other food stalls.
- The petting or feeding of animals is discouraged due to the risk of infection. However, where this is necessary a competent person must supervise the activity and you should have handwashing facilities present, including soap and towels. Food handlers should thoroughly clean and disinfect their hands after contact with any animal and before food, or anything that might come into contact with food, is handled.
- If visitors bring picnics or eat any of the food that they have bought at the market, this should not be allowed to take place close to animals. Nor should any animals be fed human food – there are strict controls about what some animals may be fed, especially pigs. You could be liable for incorrect feeding even if an animal was fed by a member of the public.

- Ensure children are supervised by adults at all times and that children do not put fingers in their mouth or kiss the animals.

8. Other Considerations

At the time of printing further guidance was expected from DEFRA about the disposal of animal by products or food waste of animal origin. You should be aware that the disposal of this waste is a matter of legal control and you should seek further guidance from the relevant Trading Standards Service.

Remember that it is in your best interests, and those of your customers, that you are well informed and prepared before you attend a farmers market. If something goes wrong, you may commit an offence and/or be liable to pay compensation to your customers if they suffer harm or other damage. The purpose of this guidance is to help you to prepare before you attend a farmers market, so that it will be an enjoyable and safe experience for you and your customers. However, this leaflet cannot cover all aspects of the law or circumstances that may arise. You are therefore welcome to contact your local Environmental Health or Trading Standards Service for more specific advice should you wish to do so. If we cannot answer your query, we will do our best to point you in the right direction. Please see the contacts given below.

9. Devon Local Authority Contacts

It is hoped that this guidance will be of some will help you. If you require any further information please contact the relevant local authority for your area :

Environmental Health contacts:

East Devon District Council

Council Offices, Knowle, Sidmouth, EX10 8HL
Telephone: 01395 516551 E mail: environmentalhealth@eastdevon.gov.uk

Exeter City Council

Civic Centre, Paris Street, Exeter, EX1 1RQ
Telephone: 01392 265250 E mail: richard.palfrey@exeter.gov.uk

Mid Devon District Council

Phoenix House, Phoenix Lane, Tiverton EX16 6PP
Telephone: 01884 255255 E mail: ehadmin@middevon.gov.uk

North Devon District Council

The Civic Centre, Barnstaple, North Devon, EX31 1EA
Telephone: 01271 327711 E mail: environment.unit@northdevon.gov.uk

Plymouth City Council (All Food Matters)

The Civic Centre, Plymouth, PL1 2EW
Telephone: 01752 304141 E mail: environmental.regulation@plymouth.gov.uk

South Hams District Council

Follaton House, Plymouth Road, Totnes, TQ9 5NE
Telephone: 01803 861235 E mail: environmental.health@southhams.gov.uk

Torbay Council

Roebuck House, Abbey Road, Torquay, TQ2 5EJ
Telephone: 01803 208002 E mail: food.safety@torbay.gov.uk

Torrige District Council

Town Hall, Bideford, EX39 2HS
Telephone: 01237 428809 E mail: commercial.services@torridge.gov.uk

Teignbridge District Council

Forde House, Brunel Road, Newton Abbot.
Telephone: 01626 361101;
Environmental Health Department E mail: chealth@teignbridge.gov.uk

West Devon Borough Council

Kilworthy Park, Tavistock, PL19 0BZ
Tel: 01822 813600 Fax: 01822 813634 or

Oaklands Drive, Okehampton, EX20 1LH
Tel: 01822 813600 Fax: 01822 813635 Email: environmentalservices@westdevon.gov.uk

Trading Standards contacts**Devon County Council Trading Standards Service**

County Hall, Topsham Road, Exeter, EX2 4QD
Food Labelling & Food Standards enquiries:
Telephone: 01392 382818, E mail: tsadvice@devon.gov.uk

Animal Health & Movement enquiries:
Telephone: 01392 382895, E mail: opsroom@devon.gov.uk

Plymouth City Council - (Weights, Measures and Pricing)

Civic Centre, Plymouth, PL1 2EW
Telephone 01752 304580, E mail: trading.standards@plymouth.gov.uk

Torbay Council

Roebuck House, Abbey Road, Torquay, TQ2 5EJ
Telephone 01803 208038, E mail: consumer.advice@torbay.gov.uk

Other useful contacts:**The National Association of Farmers' Markets**

Telephone: 01225 787914 web: www.farmersmarkets.net

Department for the Environment, Food & Rural Affairs (DEFRA) –

Telephone: 08459 33 55 77 web: www.defra.gov.uk
Email: helpline@defra.gsi.gov.uk

Farm Retail Association

Telephone: 023 8036 2150 web: www.farmshopping.com

National Farmers Union

Telephone: 0207 331 7200 web: www.nfu.org.uk

The Countryside Agency

Telephone: 01242 521381 web: www.countryside.gov.uk

The Food Standards Agency

Telephone: (helpline) 020 7276 8000 web: www.food.gov.uk

Dartmoor National Park Authority

Telephone: 01626 832093 web: www.dartmoor-npa.gov.uk

The Country Land and Business Association

Telephone: 020 7235 0511 web: www.cla.org.uk

United Kingdom Register of Organic Food Standards (UKROFS)

Telephone: 0207 238 6004 E mail: peter.crofts@defra.gsi.gov.uk

Useful publications:

Industry Guide to Good Hygiene Practice: Markets and Farmers Guide
Chadwick House Group Ltd: 02071 827 5882 ISBN: 1 902423 003
Priced £3.60

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The information in this publication is correct as at 1st January 2007. Changes in Government guidance and legislation do occur from time to time. In the event of any queries arising, you might wish to check with the current status of the information with the relevant agency listed above.

