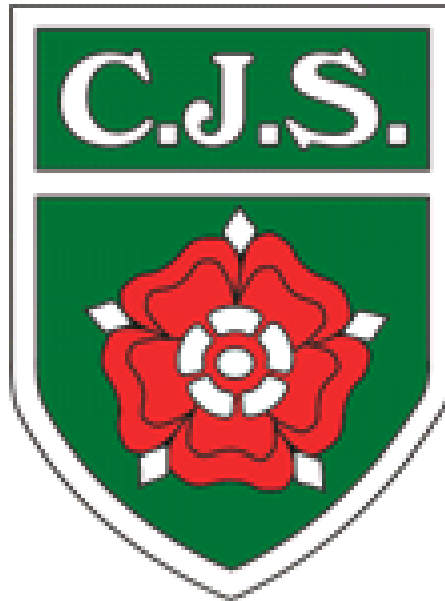


Policy & Procedure



Food Safety Policy

2020-2023

This policy is reviewed every three years and was agreed by the Governing Body of Chellaston Junior School in Summer 2020 **and will be reviewed again in Summer 2023**

Signed: _____ Chair of Governors

Date: _____

Non-Statutory Policy

Chellaston Junior School Food Safety Policy

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Section 1 - Introduction

EC Regulation 852/2004 requires all commercial establishments providing food to have a system for controlling food hazards. Assured Safe Catering (ASC) was developed for caterers to control food safety problems. It is based on a system used in manufacturing called 'Hazard Analysis and Critical Control Points' (HACCP).

It involves examining the catering operations step by step, from selection of ingredients through to serving the customers. By careful analysis, any operation which may affect the safety of the food is identified and control measures put in place.

The information contained in this document is to be used by all food handling staff. It contains procedures and good practice and is a working document that forms part of our Food Safety Policy.

Assured Safe Catering System

This system of Assured Safe Catering breaks down the catering operation into individual steps e.g. storage, preparation, and service. The hazards associated with each step are then identified.

A **hazard** is anything that may cause harm to a consumer and may be:

- **Biological** - e.g. salmonella in cooked chicken
- **Physical** - e.g. glass in food
- **Chemical** - e.g. cleaning chemicals in food

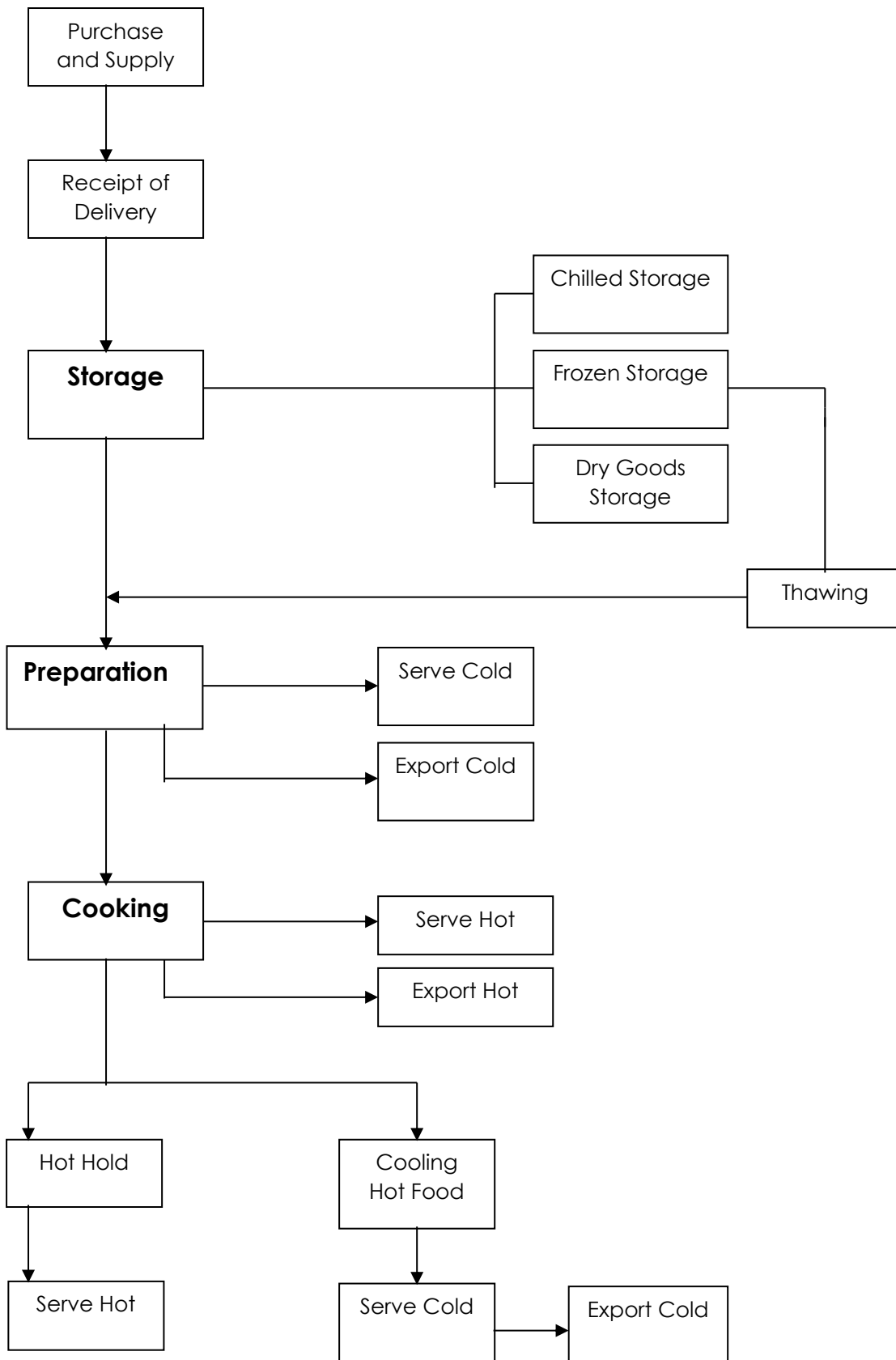
Next, control measures are put in place for each hazard identified.

These control points are a step or procedure which must be applied so that a food safety hazard can be prevented, eliminated or reduced to an acceptable level. Some control points are critical to food safety, (critical control points or CCP's) which, if procedures are not followed correctly could lead to an uncontrolled hazard, and potentially result in food poisoning.

Safe limits are set at critical control points, known as critical limits which if exceeded require corrective action to keep food safe e.g. keeping chilled high risk food at, or below 8°C to stop bacteria growing or cooking food to a minimum of 75°C to kill bacteria. These are listed in the ASC critical control table, and corrective actions are described in the step by step controls summary and guidance notes (Sections 4 and 5).

Monitoring of control points is carried out and recorded by food handling staff to be able to show how food is being kept safe or that where a problem has arisen, suitable action was taken to maintain the safety of the final product. These records are very important, and will be checked during internal quality auditing, and by Environmental Health Officers when they visit. If a complaint was received, or a food poisoning outbreak occurred, these records would form the basis of our 'due diligence' defence if there was a threat of legal action and so must always be completed in accordance with the policy.

The following is a flow diagram showing the steps in the catering operation that are included in the analysis for Assured Safe Catering and some of the controls in place:



Section 2 - Food Safety Policy

It is the policy of Chellaston Junior School, through the Headteacher and all catering employees, to promote and implement the principles of Assured Safe Catering.

Chellaston Junior School fully accepts its duty to the customer in regard to Assured Safe Catering and aims to meet the demands and expectation of the customer by providing food that:

- Arrives as ordered
- Is at the right temperature
- Is of a high standard
- Gives value for money
- Is above all, safe to eat

Through the implementation of the Food Safety Policy, Chellaston Junior School aims to ensure that all reasonable steps are being taken to provide food that is safe and of a high quality to the customer, and that best practice is being embraced.

This policy and supporting documentation are made available to staff and it is the responsibility of all staff to implement it.

The content of the policy will be reviewed every three years by the Governors in discussion with relevant senior staff.

HACCP Pre-Requisites

Quality Management and Compliance Monitoring Responsibilities

The Assured Safe Catering HACCP system will be reviewed annually at management level, and verified through a series of regular monitoring and audits.

Quality systems and procedures will underpin the implementation of the Food Safety Policy. Any complaints, suspected food poisoning outbreaks or non conforming products will be regarded within this framework, and dealt with in a timely, risk based and strategic manner.

Organisational Responsibilities

- Headteacher

To monitor overall service provision, and advise The Governing Body and catering employees on performance to ensure compliance with the relevant EU food safety legislation, Environmental Services' quality standards and the Food Safety Policy.

- School Finance Manager

To oversee, co-ordinate and monitor the implementation of catering hygiene standards in all contract areas to ensure compliance with the relevant EU food safety legislation, Environmental Services' quality standards and the Food Safety Policy.

- Catering Manager

To support the Service Managers, by ensuring hygiene policies and standards are maintained within each of the individual units. This is achieved by ensuring regular contact with, and management support for the Unit Supervisors, and verifying standards within individual units through twice yearly programmed audits.

- Catering Supervisors

To oversee and ensure the day to day implementation of the Food Safety Policy and procedures within their own individual catering unit. This is achieved through the effective training and supervision of their catering employees and by ensuring the consistent delivery of a high quality service. Verification checklists are completed every half term.

- All Catering Employees

To be responsible for adhering to the food hygiene standards detailed in the Food Safety Policy and procedures, under the direction of the Unit Supervisors.

Personnel

High standards of hygiene and quality are attainable by employing staff who have the skills and competence to be able to provide healthy, wholesome and safe food. This will be achieved by providing the training and support necessary to enable staff to do their job effectively.

All staff must understand Chellaston Junior School's requirement in terms of sickness notification.

Self-certification forms or a doctor's certificate are required for all absences from work through sickness. Members of staff must report to their manager all incidents of vomiting or diarrhoea, and remain away from work until they have been free of symptoms for at least 48 hours, or have received medical clearance from their GP to return to work.

Catering Staff involved in the preparation of food will be issued with protective clothing and hats which must be worn. It is the responsibility of the employee to keep the uniform clean and in good repair, and adhere to the uniform code. Uniforms must be clean and worn only whilst at work. Uniforms must be washed regularly to ensure they are kept clean.

Training

All staff are responsible for the production of safe food, and in particular those handling, preparing and serving food must be competent to do so. This will be achieved by ensuring that food handlers are supervised, instructed and/or trained in food hygiene matters commensurate with their work activities, as described below:

Position	Qualification required	HACCP and/or refresher training
Catering Manager & Deputy	Level 3 Food Safety Award in Catering (Intermediate level)	3 yearly
Unit Supervisors	Level 2 Food Safety Award in Catering (Basic level)	3 yearly
General Kitchen Assistants	Level 2 Food Safety Award in Catering (Basic level)	3 yearly
Relief staff	Induction plus Level 2 Food Safety Award in Catering dependent on extent of duties	3 yearly
All new kitchen staff	Induction	Before handling food

Purchasing

Food, packaging and materials are purchased by the Catering Manager.

Incidents of incoming non-conforming products will be recorded by Catering Manager, and reported to the Finance Manager. It will then be investigated by the Catering Manager. The Head teacher will assess whether it is appropriate to refer the matter to the Environmental Health Department.

Cleaning

Cleaning rotas and schedules will be adhered to by kitchen staff at all times. High level kitchen and ventilation canopy deep cleans are subcontracted to be done at least on a termly basis.

A 'clean as you go' policy is adopted in each kitchen, where spillages must be cleaned up promptly and food debris must not be allowed to accumulate.

Cleaning cloths and mops etc are visually identifiable to show that they should only be used in the kitchen area.

COSHH risk assessments are completed for all chemicals nominated for use in the kitchen, and all materials, chemicals and equipment are stored separately from food and food equipment.

All wash hand basins are provided with hot and cold running water, soap and disposable towels or air dryers.

Temperature Control

All chilled storage equipment will be regularly monitored and maintained to ensure it is working effectively.

Digital probe thermometer calibration must be carried out at every kitchen each half term as part of the Hygiene Checklist, to check accuracy at freezing point (by immersion in iced water) and at boiling point (by immersion in boiling water). The food probe box will also be checked for accuracy by the Team Leaders using calibration keys during the audit process.

Calibration and temperature monitoring records must be kept for a minimum of 12 months.

Maintenance of Building Fabric and Equipment

As defects requiring repair are identified, the Unit Supervisor will complete a Maintenance Request form and submit it to the Head teacher or person in charge, for action. This will be followed up during the audit process to ensure that repairs have been undertaken.

Any maintenance workers or contractors must be made aware of and comply with the relevant hygiene requirements. Maintenance staff should wear disposable protective coats and hats where they are carrying out work in areas where open food preparation is being done, or work is being carried out that could introduce contamination. Where possible all maintenance work to be carried out in an afternoon, when food preparation is complete. Where possible, equipment should be removed from food areas for repair rather than be repaired in the food room, though there may be times when this is unavoidable.

All catering and food service equipment, tools and utensils in use will be regularly maintained and kept clean.

Managing Food Allergens and Intolerance

All food handlers will be made aware of, and adhere to the Food Allergens and Intolerance Policy described in Section 5(5) to minimise the likelihood of an allergic reaction in customers who are sensitive to certain food types.

Food Packaging

On site, materials that come into contact with food will be stored hygienically, and away from any risk of contamination.

The outer packaging on goods delivered will be removed away from open food preparation, to minimise the risk of food contamination.

Pest Control

Staff are instructed to carry out regular checks for any signs of pest activity, in order to prevent the contamination and wastage of food and spread of disease. Any food pest activity seen or suspected in food storage or preparation areas is immediately reported to Ecolab, Chellaston Junior School's Pest Control provider and the Finance Manager. Any defects in the fabric of the building that could allow pest ingress will be reported for action on a Maintenance Request form.

Documents relating to current or recent pest activity and control measures will be made readily available to any visiting EHO.

The opening of windows in food preparation areas is discouraged unless the windows are fitted with fly screens which can be easily removed for cleaning purposes. External doors leading from food rooms must not be left open for longer than is necessary.

Refuse

All food waste is bagged and placed in the bulk refuse containers every day, and bin lids replaced. Outside bin areas must be kept clean at all times. All refuse storage receptacles must be kept as clean as possible and lids must be kept down at all times.

The frequency of collection will be sufficient to ensure that containers are not overflowing.

Statutory Enforcement Inspections

A local authority Environmental Health Officer (EHO) or Trading Standards Officer (TSO) is authorised to visit any establishment without prior notice and at any reasonable time, and may take away samples of food for further examination or analysis. TSO's remit include checks on weights and measures and making sure that food is labelled in accordance with the law.

If serious contraventions are identified, officers may also take whatever enforcement action they feel is appropriate to manage or rectify the problem, but in most circumstances are likely to give verbal or written advice.

When the EHO or TSO visits the establishment the following procedure must be followed:

1. The Unit Supervisor should request the name and identification of the officer, asking them to sign in if they haven't already done so
2. The Unit Supervisor should accompany the officer where it is practicable, or if requested to do so
3. The Unit Supervisor must supply any information requested
4. The Unit Supervisor must make the officer aware of the Assured Safe Catering System and make this, or any other document available, if requested for inspection

EHO reports will be sent to the Head Teacher. The report will be marked up for action and distributed to the relevant personnel.

Section 3: Step by Step Controls Summary for Catering Staff

1. PURCHASE AND SUPPLY

HAZARDS

- Ready to eat high risk foods contaminated with pathogenic bacteria and/or toxins
- Foreign bodies in ready to eat foods or ingredients
- Bacterial, physical contamination by pests
- Physical contamination by objects
- Chemical contamination of fruit and vegetables from spraying
- Chemical contamination/taint due to storage/transportation of food in close proximity to chemicals

CONTROL MEASURES AND CORRECTIVE ACTIONS

- Procurement of food which meets the prescribed purchase specifications
- Where suppliers fail to meet the prescribed standards, procurement staff to investigate and take remedial action as necessary i.e. approval, suspension or revocation of supplier contract
- Monitoring of food complaint trends at management and procurement level
- Specify transportation temperature requirements for perishable products:
 - 8°C or below for chilled foods
 - -12°C or below for frozen foods

2. RECEIPT OF DELIVERY

HAZARDS

- Food is out of date
- Cross contamination if raw and cooked meats are delivered in the same container.
- Bacterial growth on high-risk foods
- Food is starting to decompose
- Canned foods are dented or blown
- Physical contamination by particles such as glass
- Pest infestation of products or packaging with risk of contamination of products or premises
- Frozen food is starting to defrost

CONTROL MEASURES AND CORRECTIVE ACTIONS

Temperature Monitoring Procedure

- All chilled food deliveries are temperature tested, recorded and only accepted if less than 8°C
- All frozen food deliveries are temperature tested, recorded and only accepted if below -12°C and showing no signs of defrosting
- All frozen food deliveries are checked for signs of food being re-frozen e.g. excessive ice crystal; individual food items frozen together in one mass
- Chilled and frozen food are checked and stored within 15 minutes

Date Labelling and Stock Rotation Procedure

- All deliveries are checked visually, on arrival
- No goods are accepted which will not be used before the date codes expires
- Foods are checked for freshness, sub quality goods will be returned

Hygiene Rules

- Raw and cooked meats delivered in the same container will not be accepted

Other

- Damaged canned goods will not be accepted
- Foods showing any signs of pest infestation or physical contamination are not accepted
- Foods delivered outside normal operation are not accepted
- If problems with deliveries and standard of food, the Catering Manageress to contact Supplier and notify the Finance Manager.

3. STORAGE

CHILLED STORAGE

HAZARDS

- Growth of food poisoning bacteria if refrigerator not maintaining temperature below 8°C
- Growth of food poisoning bacteria if duration of storage is too long
- Cross contamination from raw to high risk, ready to eat foods
- Food spoiling or decomposing
- Metal contamination from storing food in open cans
- Condensation dropping onto food
- Physical contamination

CONTROL MEASURES AND CORRECTIVE ACTIONS

Temperature Monitoring Procedure

- The temperature of refrigerators is checked daily and recorded to ensure that it is 8°C or below, but ideally less than 5°C
- If the food is recorded above 8°C it must be discarded and the engineer informed (see temperature monitoring procedure in Section 5 for further guidance)
- Inform Team leader immediately in the event of a fridge breakdown
- Make a record of products discarded on the Fridge/Freezer Breakdown Sheet
- Only foods cooled to room temperature should be placed into the refrigerator

Date Labelling and Stock Rotation Procedure

- Stock will be rotated to ensure; 'first in, first out' and within 'use by' and 'best before' date
- All high risk foods once opened, unless it is for immediate use should be wrapped/covered and labelled with contents description (if not obviously identifiable) and the date by which it is to be used i.e. within 2 days of opening which is the day of production or opening, plus one more day, as long as this period is still within the manufacturer's "use by" date. A longer shelf life than 2 days can only be given where it is stipulated by the manufacturer's instructions on the label
- Use and discard food by the end of the "best before" date
- Food is decanted out of open cans for chilled storage

Hygiene Rules

- If separate refrigerators are not available raw foods are covered, labelled and stored beneath cooked and ready to eat foods
- Refrigerators are cleaned as instructed in the cleaning schedule and defrosted as per manufacturer's instructions

FROZEN STORAGE

HAZARDS

- Bacterial or mould growth in thawing food if freezer is not maintaining temperature
- Food being stored longer than manufacturer's recommendations
- Freezer burn
- Physical contamination of uncovered foods

CONTROL MEASURES AND CORRECTIVE ACTIONS

Temperature Monitoring Procedure

- The temperature of freezers is checked daily and recorded to ensure that it is ideally less than -18°C
- If the air temperature is -16°C or below, no further action required
- If the air temperature is between -15 °C and -12 °C check the food, and if it is still frozen solid, keep it frozen but report to the Unit Supervisor. If the temperature remains between -15 °C and -12 °C for more than 2 days, report to the engineer
- If the air temperature is between -12°C and 0 °C food must be refrigerated and used within 24 hours, or discarded if quality has deteriorated. All food not used must be discarded, and the freezer breakdown reported to the engineer. Do not use the freezer until it has been repaired
- Contact the management office immediately to report a freezer breakdown
- Food once thawed, is not to be refrozen

Date Labelling and Stock Rotation Procedure

- Stock will be rotated to ensure; 'first in, first out' principle is applied
- All food should be wrapped and date labelled.
- Only store food in the freezer that has been delivered in a frozen state, apart from bread products, which are permitted to be frozen down (and cakes in a small number of approved kitchens)
- Where a product has been removed from its original labelled packaging, apply a label with a similar "best before" date to that given by the manufacturer
- Food which has been frozen from chilled or ambient temperature should be given no more than a 3 month shelf life

Hygiene Rules

- Raw and cooked foods will be separated within the freezer.
- Freezers to be defrosted as per manufacturer's instructions and cleaned as per the cleaning schedule.

DRY GOODS STORAGE

HAZARDS

- Pest infestation
- Physical contamination
- Stock elapsing “best before” dates and food deterioration if stored too long
- Food stored near chemicals or other substances likely to taint or contaminate
- High humidity/dampness causing mould or bacterial growth on dry food
- High humidity/dampness causing risk of rusting and pin holing of tin cans which would allow for bacterial contamination and growth

CONTROL MEASURES AND CORRECTIVE ACTIONS

Date Labelling and Stock Rotation Procedure

- All food is stored off the floor
- Open packets are suitably sealed or stored in lidded containers
- Stock is rotated; ‘first in’, ‘first out’
- Once opened, some low risk foods, such as sauces and preserves will start to deteriorate microbiologically over time, and so have a limited shelf life. After opening, this kind of food should be stored under refrigeration, and given a shelf life in accordance with the manufacturer’s instructions on the label
- Food should be decanted out of open cans for chilled storage, to prevent chemical taint from the inside of the can
- As long as dry goods remain in their original packaging, there is no need to date label the product, just follow the “best before” date provided, unless there are specific manufacturer’s instructions on the label for a shorter shelf life once opened
- Food which has passed its “best before” date or is suspect in any way is disposed of

Hygiene Rules

- Cleaning as per cleaning schedule
- No chemical or cleaning agent is kept in the dry store, including mops and buckets.
- Stores are maintained clean, dry, cool, and well lit

4. PREPARATION

HAZARDS

- Cross contamination from raw foods to high risk ready to eat foods
- Cross contamination through poor hygiene practices
- Pest contamination
- Bacterial growth on food due to lack of temperature control
- Physical contamination
- Chemical contamination from inadequate control of cleaning products

CONTROL MEASURES AND CORRECTIVE ACTIONS

Temperature Monitoring Procedure

- Food is not prepared too far in advance
- High risk food is kept at ambient kitchen temperature for the minimum length of time
- Food is refrigerated after preparation if use is not immediate

Hygiene Rules

- Regular hand washing, particularly before handling food and after handling raw meat or fish (**fresh and frozen**)
- All equipment, utensils and preparation surfaces are clean and in working order prior to use
- External packaging is removed away from food preparation areas
- Raw food is prepared away from cooked food. Separate utensils are used for raw and cooked foods with colour coded equipment wherever possible
- **Work surfaces are sanitised immediately after preparation of raw meat or fish (fresh and frozen)**
- Slicing and mincing machines are cleaned after each different use
- All fresh fruit, vegetables and salad items are washed prior to use
- All preparation surfaces are kept clean and dry
- All food is kept clean, cool and where practicable, covered. Cloths are not used to cover food and in summer windows are only opened if they are screened
- Any building defects that could contaminate food are reported to the Team Leader
- Cleaning products are used at the correct dilution rate, in accordance with the manufacturer's instructions
- All staff follow 'clean as you go' procedures
- Cleaning materials are correctly stored after use
- Food handling is minimised during preparation
- All foods are checked for quality before preparation, sub quality goods are disposed.
- Any signs of pest infestation are reported
- Food safety information on standard recipes and packaging is observed
- Personal hygiene guidelines are observed and uniforms worn
- Cleaning is completed as per cleaning schedules
- In small kitchens, it may be necessary to use worktops for more than one purpose, in which case the area must be cleaned between uses

5. THAWING

HAZARDS

- Bacterial growth due to leaving food out of temperature control for too long
- Cross contamination from raw products, and thawing juices/liquid
- Physical contamination
- Inadequate thawing

CONTROL MEASURES AND CORRECTIVE ACTIONS

Temperature Monitoring Procedure

- All food is thawed in the refrigerator
- Raw meat or fish is thawed in a covered container at the bottom of the refrigerator
- All ready to eat food is thawed above raw food
- Physical and visual checks are done to ensure that food has thoroughly thawed
- All thawing food is stored in the refrigerator and used within recommended time
- After thawing food all equipment used is cleaned thoroughly

Date Labelling and Stock Rotation Procedure

- Food taken out of the freezer to be thawed out in the refrigerator should be re-labelled with a 2 day "use by" date, allowing up to 24 hours for defrosting and a day to use

Hygiene Rules

- Keep food covered in containers of sufficient size to contain thawing liquid
- Food that has not thawed in time for preparation and cooking must not be used. Once thawed, it may be stored for use within 24 hours and then disposed of

6. COOKING

HAZARDS

- Survival of food poisoning bacteria and/or spores
- Physical contamination

CONTROL MEASURES AND CORRECTIVE ACTIONS

Temperature Monitoring Procedure

- Test the cooking temperature of food prior to placing in hot holding equipment – it should be at or above 75°C
- Record temperature of high risk foods only on Temperature Record forms

Hygiene Rules

- Personal hygiene guidance is observed and uniforms worn
- Disinfect probe before and after use, using probe wipes or sanitiser
- All equipment and utensils are clean and in working order prior to use
- Raw meat and fish kept separate from cooked foods

Other

- The order of work is planned to ensure that the time between items of food being cooked and first service is normally within 30 minutes
- Large volumes of soups, stews and gravy must be regularly stirred in a figure of 8, to prevent cold spots forming
- The size of food is managed to be suitable for the method of cooking
- Keep lids on pans
- Prepare and cook food on the day it is to be eaten
- Do not reheat food from previous meals
- Joints of meat are ordered at less than 3kg in weight
- Stuffing is cooked separately
- Food safety information on standard recipes and packaging is observed

7. SERVICE – HOT

HAZARDS

- Growth of bacteria if temperature is not maintained
- Bacterial or physical contamination by food handler/customer

CONTROL MEASURES AND CORRECTIVE ACTIONS

Temperature Monitoring Procedure

- Pre-heat hot cupboard or trolley sufficiently early to ensure it is at full heat prior to use
- Containers should be lidded in the hot cupboard where practicable, to keep the food hot
- If the food has been hot held for more than 30 minutes since cooking, each item should be probed prior to service to ensure it is at or above 63°C
- Record temperature of high risk foods only on Temperature Record forms
- Hot cupboards should not be used to warm up food that has gone cold

Hygiene Rules

- Food is covered (except fried foods and pastries to maintain quality)
- Separate serving utensils are used for different food items
- Food is not handled during service or served with fingers
- Hands are washed regularly, personal hygiene guidance is observed and uniforms worn

Other

- Food is cooked as closely to service time as possible (normally no more than 30 minutes)
- The amount of food on display for service is minimised and where possible kept reasonably covered to reduce the risk of contamination by customers and to maintain temperature
- Fresh hot food is not placed on top of previously displayed food
- At the end of service, food is disposed of. Follow the information on the cooling of permitted food, where appropriate
- Visual checking by Catering Staff

8. SERVICE – COLD

HAZARDS

- Growth of bacteria if food is kept out of temperature control for too long
- Bacterial or physical contamination by food handler/customer

CONTROL MEASURES AND CORRECTIVE ACTIONS

Temperature Monitoring Procedure

- Chilled high risk foods are stored in the refrigerator on completion of preparation and only removed from refrigeration no more than 15 minutes before service
- Food is not displayed at ambient temperature for more than 90 minutes, and is then disposed of

Hygiene Rules

- All packaging is disposed of before service
- Food is not uncovered until required for service
- Separate serving utensils are used for different food items
- Foods are not handled or served with fingers
- Personal hygiene guidance is observed and uniforms are worn

Other

- The amounts of food displayed for service are minimised and kept covered to reduce the risk of contamination by customers where possible
- Fresh chilled food is rotated, and not placed on top of previously displayed food
- Visual checks by the Catering Staff

9. COOLING HOT FOOD

HAZARDS

- Growth of bacteria if cooling time is exceeded
- Bacterial or physical contamination
- Pest contamination

CONTROL MEASURES AND CORRECTIVE ACTIONS

Temperature Monitoring Procedure

- Hot food is cooled using appropriate cooling method for food type, and placed into the refrigerator once there is no steam and the main heat has gone from the product, usually within 90 minutes
- Cool hot liquids in covered shallow containers positioned so that air can circulate around them

Hygiene Rules

- Ensure all equipment and utensils are clean and in working order prior to use
- High standards of personal hygiene to be maintained
- Cool open food in an area where risk of foreign body contamination risk is minimal and cover and refrigerate once the main heat has gone from product
- Ensure decant containers are clean

Other

- Do not prepare food the day before, unless it is to be served cold
- Keep joints below 3kg in weight

10. REHEATING

HAZARDS

- Inadequate re-heating allowing survival of food poisoning bacteria and toxins
- Physical contamination

CONTROL MEASURES AND CORRECTIVE ACTIONS

Temperature Monitoring Procedure

- Ensure frozen food to be re-heated from chilled is thawed according to the manufacturer's instructions
- Check the temperature of the reheated food to ensure it reaches 75°C or above
- Record temperature of high risk foods only on Temperature Record forms
- If 75 °C temperature is not reached, reheat for longer until correct temperature is reached

Hygiene Rules

- Personal hygiene guidance is observed and uniforms worn
- Disinfect probe before and after use, using probe wipes or sanitiser
- All equipment and utensils are clean and in working order prior to use
- Raw meat and fish kept separate from cooked foods
- Lids kept on pans where practicable

11. EXPORT – HOT

HAZARDS

- Growth of bacteria if temperature is not maintained
- Bacterial or physical contamination

CONTROL MEASURES AND CORRECTIVE ACTIONS

Temperature Monitoring Procedure

- Place tins into hot cupboard from when it is switched on, to help keep the food hot
- Food is packed and transferred to thermally insulated containers in as short a time as possible after cooking
- Where hot food needs to be decanted and is likely to cool, lid the container and return to the oven to keep food hot, for no more than 15 minutes before export
- Food is probed on arrival at the servery kitchen, to check it is being kept at, or above 63°C
- Service temperature of food at destination is recorded before service on Temperature Record Sheets

Other

- The containers are labelled with the contents prior to transportation
- Once closed the container is not normally re-opened until service

12. EXPORT – COLD

HAZARDS

- Growth of bacteria if temperature is not maintained
- Bacterial or physical contamination

CONTROL MEASURES AND CORRECTIVE ACTIONS

Temperature Monitoring Procedure

- Cold foods are stored in the refrigerator immediately on completion of preparation
- Chilled items are transferred into thermally insulated containers a maximum 15 minutes prior to transportation
- The temperature is checked and recorded prior to packaging of food
- The service temperature of food at the foods destination is checked and recorded just before service on Temperature Record forms
- Food is not displayed at ambient temperature for more than 90 minutes, and is then disposed of

Other

- The containers are labelled with the contents prior to transportation
- Food is packed and transferred to thermally insulated containers in as short a time as possible after cooking
- Once closed the container is not normally re-opened until service

Section 4: Catering Procedures Guidance Notes

a) Hygiene Rules

i. Personal Hygiene

Food handlers have a moral and legal responsibility to ensure that food poisoning organisms and other contaminants are not introduced into food by a failure to observe basic principles of good personal hygiene.

Best Practice:

Food handlers must have:

1. a clean, neat and tidy appearance;
2. an absence of skin infections;
3. clean hands with short fingernails;
4. an absence of jewellery and nail varnish;
5. a belief in the need for food hygiene.

Hands

Hands are one of the principal agents in transferring harmful bacteria to food.

Hands should always be washed after the preparation of both raw and cooked food.

Hand washing must take place before work starts and after:

- using the toilet
- handling waste
- blowing the nose or coughing
- carrying out cleaning duties

Hand washing must be:

- with liquid anti-bacterial hand wash, under hot running water.
- in specified hand basins only.
- hands must be dried with disposable paper towels or air driers.

Skin Infections

Cuts septic lesions, boils, abrasions provide an ideal place for bacteria to multiply.

- Employees must notify the Unit Supervisor of septic lesions, boils, abrasions that may affect hygiene standards.
- Food handlers with septic cuts or boils must not handle food.

- Any open wound or abrasion is covered with a sterile and waterproof dressing. Employees who report for work wearing unacceptable dressings must have them changed before they enter a food room or commence food-handling duties.

Hair

Hair is constantly falling out and, along with dandruff, can result in contamination of food.

Hair must be:

- kept clean and covered with a designated hat. Where hair is not sufficiently contained by the hat, a hair net should also be worn. This should be worn throughout the time in the kitchen, even during the employees lunch break.
- combed or head coverings adjusted away from food preparation areas and should not take place whilst wearing protective clothing as hairs may end up on the shoulders and then in the product.

Nose, Mouth and Ears

Touching the nose, mouth and ears during food preparation increases the danger of food contamination.

- Disposable tissues should be used, away from the food preparation area, followed by hand washing.
- Food handlers must not eat sweets and chew gum whilst working.
- Food handlers with severe colds must not handle food. The Unit Supervisor may allocate other duties that do not involve food handling.

Perfume and Jewellery

- Strong smelling perfume must not be worn by food handlers as it may taint food products.
- The wearing of jewellery, apart from plain wedding bands, is not be permitted as they may harbour bacteria and also present a safety hazard when handling knives or using machinery.

Smoking is completely prohibited within school grounds. If staff wish to smoke during their break, they should change out of their uniform before leaving the grounds, and on their return wash their hands thoroughly before getting changed back into their uniform.

Protective Clothing

- All food handlers must wear clean, designated protective clothing
- If it is necessary to move from site to site, staff must change out of their uniform before leaving the grounds
- Protective garments must be appropriate for the work being carried out and completely cover clothing.

- In exceptional circumstances, it may be appropriate to wear a T-shirt under the uniform. These garments must be for sole use within the kitchen. If short-sleeved overalls are worn, only clean forearms must be visible. Buttons must be securely fastened.
- Staff must be aware that protective clothing is worn to protect the food from risk of contamination and not to keep their own clothes clean. Dust, pet hairs and woollen fibres are just a few of the contaminants carried on ordinary clothing.
- Protective clothing including footwear must not be worn outside the food premises and not for travelling to and from work.
- Suitable footwear, which is sturdy and fully encloses the feet, must be worn in the workplace.

Disposal Gloves

- The Unit Supervisor must be made aware of employees who have a skin disorder such as dermatitis. The use of suitable non-latex, thin disposable glove may be recommended.
- Hands should be washed thoroughly before pulling on the gloves. When gloves are worn, staff must wash or change them as they become soiled, as they may contaminate food in the same way that dirty hands would.
- Cotton linings for latex gloves are permitted but must be washed and changed every day
- Employees with skin disorders may be asked to visit the Occupational Health Nurse.

Practices

Common bad practices that must be avoided include:

- wetting the fingers to open bags or to pick up sheets of tissue or greaseproof paper;
- picking the nose;
- scratching the head or spots;
- tasting food with an unwashed spoon;
- coughing and sneezing onto hands and handling food without first washing;
- using a preparation sink for hand washing;
- using a wash hand basin to rinse utensils;
- handling the inner parts of crockery or glasses;
- chewing gum, eating food or sweets in food rooms other than dining areas;
- nail biting.

ii. Fitness to Work

Notifiable Diseases

Food handlers must report to their manager or supervisor if they are aware that they are suffering from any of the following:

- 1) typhoid
- 2) paratyphoid
- 3) other salmonella infections
- 4) gastro-intestinal infections
- 5) impetigo
- 6) scabies
- 7) hepatitis
- 8) amoebic dysentery
- 9) bacillary dysentery
- 10) any staphylococcal infection likely to cause food poisoning, e.g. septic cuts, boils, spots, burns, throat or nasal infections.

Depending on the reported illness, the manager or supervisor is required to undertake the following measures:

- 1) Exclude the person from work immediately
- 2) In the case of diarrhoea and/or vomiting which may be indicative of a gastrointestinal infection, do not allow the food handler to return to work until clear of symptoms for at least 48 hours
- 3) Any person who has contracted typhoid or paratyphoid should not be employed or should no longer be employed as a food handler. Even after recovery from illness the bacteria may continue to be found in the faeces of individuals for months or years

Other illness

In cases of the following types of illness the food handler is instructed to report to Unit Supervisor who will then decide, with the assistance of medical advice where available and appropriate, what action should be taken:

- sore throat
- colds or fever
- mild skin condition, cuts and abrasions
- sickness or diarrhoea in the immediate family of the food handler
- illness or contact with illness whilst on holiday, particularly abroad.

If exclusion is not considered necessary then the following precautions should be taken:

- additional instruction on personal hygiene
- cuts and abrasions should be cleaned with water and covered with a waterproof, blue dressing
- cold sufferers should be instructed to use disposable tissues, away from food preparation areas. Used tissues are to be disposed of away from the kitchen and employees are to be reminded to wash their hands thoroughly before resuming work.

Food handlers with lesions on exposed skin (hands, face, neck or scalp) that are actively weeping or discharging must be excluded from work until the lesions have healed. In any underlying illness that could cause food contamination, regard shall be had to the 'Food Handlers - Fitness to Work' publication produced by the Department of Health. Further advice can be sought from the management office or the Environmental Health Department.

iii. Cleaning and Cross Contamination Prevention

Preventing Cross Contamination

- Regular hand washing, particularly before handling food and after handling raw meat or fish. Unless hands are washed immediately after handling **fresh or frozen raw meat**, bacteria will transfer onto every surface touched, and this may lead to cross contamination and food poisoning
- Raw and cooked meats must be completely separate at delivery, storage and preparation
- Raw meat, and/or fish are covered, labelled and stored beneath and physically separate from cooked, and ready to eat foods in the refrigerator
- Raw shell eggs should be stored separately from ready to eat foods in the refrigerator
- Raw food is prepared away from cooked food, using separate designated work surfaces where possible. If you do not have enough space to enable you to do this, you must prepare these foods at different times with adequate cleaning and disinfection of the work surfaces between uses
- **Work surfaces are sanitised immediately after preparation of raw meat or fish (fresh and frozen)**
- Separate utensils are used for raw and cooked foods with colour coded equipment wherever possible
- All equipment, utensils and preparation surfaces are clean and in working order prior to use
- Kitchen cleaning cloths must not be reused after being used to clean down a raw meat area, until it has been boil washed

- Cleaning products are used at the correct dilution rate, in accordance with the manufacturer's instructions
- All staff follow 'clean as you go' procedures
- Cleaning materials are correctly stored after use
- Slicing and mincing machines are cleaned after each different use
- All fresh fruit, vegetables and salad items are washed prior to use
- Food handling is minimised during preparation
- Disinfect probe before and after each use, using probe wipes or sanitiser

Equipment and Utensils

All equipment/utensils must be thoroughly cleaned before use:

- Dishes and pans should be scraped and then rinsed in cold water to remove as much food debris as possible. The food material should then be deposited in a waste disposal unit.
- The main washing process requires a double sink.
- The first sink is filled with a detergent solution, maximum temperature of 60°C.
- Scrub with a nylon brush and/or wipe with a clean cloth to loosen dirt residues. Change this water regularly to maintain an effective cleaning action.
- The second sterilising sink is filled with hot water at least an hour before use.
- The dishes and pans should be immersed in this water for at least 30 seconds.

Or

by the use of a commercial dishwasher, the specification of which will normally have a wash cycle of a hot detergent solution at a temperature of 49°C-60°C and an operating rinse cycle temperature of 82°C– 88°C.

- Items should air dry
- All items must then be removed to the storage areas. Pans should be stored with their openings down onto clean shelving. This will prevent the entry of dust and dirt etc.

The flow of wash-up must be from "dirty" to "clean" with no opportunity to contaminate clean dishes, pans etc by staff assigned to a "dirty" area.

Work Surfaces

All work surfaces must be cleaned with a sanitised wipe at the start of each day prior to carrying out food preparation. A soiled work surface should be cleaned as follows:

- Pre-cleaning includes the removal of debris and dirt by sweeping, wiping, scraping or pre-soaking.

- Wash with a normal detergent solution
- Rinse to remove residue detergent. NB Do not reuse a cloth once it has been used to clean a raw meat area – take it out of use, and ensure it is disinfected before it can be used again
- Use a sanitised wipe on the work surface immediately after cleaning an area where fresh/raw meat has been prepared

Other areas which are often missed but which must be kept clean include;

- the underside surface and edges of tables
- the inner seals and underheads of milk machines and the seals of refrigerators
- can openers and stands
- under the knife sharpeners of slicers
- the drainage areas within the kitchen, particularly drainage gullies and drainage areas to stills, hot water boilers
- drawers, handles to doors, switches, cables etc.

If vermin have been confirmed as present in the kitchen all work surfaces, equipment and utensils must be thoroughly cleaned and sanitised first thing in the morning/before use.

Cleaning must be carried out in line with the cleaning schedule.

Colour Coding of Cleaning Equipment

Normally, equipment should be colour coded as follows, though there may be circumstances where it is acceptable to use non colour coded equipment, as long as it is distinguishable for use in the appropriate area:

Toilet area:

- Red coloured cleaning cloths.
- Red mop and buckets.

Kitchen area:

- Green cloth, mop and buckets

Dining area:

- Green cloth, mop and buckets

Cloths are washed daily on a 90 degree wash cycle. Toilet cloths must not be boiled with kitchen cloths. All mop heads should be washed clean at least once a week.

Chemical Storage

Chemicals used in the kitchen must be stored in areas away from the food or food equipment, and manufacturer's instructions must always be followed.

iv. Refuse & Pest Control

Refuse

- All food waste must be bagged and placed in the bulk refuse containers.
- Refuse must be removed at regular intervals to the bulk refuse containers; do not leave refuse in the kitchen overnight.
- Bin lids must be replaced.
- Outside refuse areas must be kept clean at all times.
- Wash hands after handling of refuse.

Pest Control

Rats, mice, cockroaches, flies and birds can all transfer infectious bacteria from contaminated materials on their feet or in their faeces.

- Carry out regular checks of the kitchen area
- Ensure cleaning schedules are adhered to
- Ensure food is securely stored
- Dispose of refuse appropriately and securely
- Do not feed birds or animals onsite
- Report any defects in the fabric of the building using the Building Maintenance Form
- Use the pest control record form in the event of an infestation
- Inform the Service Manager of any problems

If there are any sign of infestation, contact Derby City Council's Pest Control Department immediately by telephoning Derby Direct on 255260. Also, inform the Finance Manager & Head teacher.

Any defects in the fabric of the building that could allow pest ingress must also be reported to The Head teacher

Any documents relating to current or recent pest activity and control measures should be made readily available to any visiting EHO.

The opening of windows in food preparation areas is discouraged unless the windows are fitted with fly screens which can be easily removed for cleaning purposes. External doors leading from food rooms must not be left open for longer than is necessary.

v. Reporting Equipment or Building Defects

As defects requiring repair are identified, the Catering Manager will complete a Maintenance Request form and submit it to the Head teacher, for action. This will be followed up by Finance Manager during the audit process to ensure that repairs have been undertaken.

Any maintenance workers or contractors must be made aware of and comply with the relevant hygiene requirements. Maintenance staff should wear disposable protective coats and hats where they are carrying out work in close proximity to open food preparation, or work is being carried out that could introduce contamination. Where possible, equipment should be removed from food areas for repair rather than be repaired in the food room, though there may be times when this is unavoidable.

b. Temperature Monitoring Procedure

Calibration

Digital probe thermometer calibration checks must be carried out every half term as part of the Catering Checklist to check accuracy at freezing point (by immersion in iced water) and at boiling point (by immersion in boiling water). Calibration records must be kept for 1 year to show that devices are accurate to within 1°C. If you suspect your probe is faulty please report this to the office.

The food probe box will also be checked for accuracy using calibration keys by Team Leaders during the audit process.

Record Keeping

Record refrigerator and freezer temperatures daily:

- Number individual refrigerators and freezers
- Use one sheet per month, and keep for reference
- Record the temperatures at the beginning of each day
- All temperature records should be kept for a minimum of 12 months.

Correct use of the Temperature Probe

- Handle the probe unit and the attachments with care
- Keep them clean and in the box provided

- The flat head probe is for the recording of delivery temperatures as this fits between the packaging and food and will give a reading more quickly (not provided in every kitchen, so it may be necessary to either place a round food probe between packs or probe the food itself)
- A probe wipe should be used prior to and post use, to prevent the food being contaminated.

Temperature Monitoring – Delivery

- On receipt of a frozen food delivery, either probe between the food or packaging to check the temperature is below -12°C , or obtain a vehicle temperature reading from the delivery driver.
- On receipt of every chilled food delivery, probe between the food packaging to check the temperature is below 8°C .
- Record the temperature on the delivery checklist form
- NB. Do not probe raw meat deliveries as this may contaminate the food probe. If accepting a delivery of raw meat only, request an air temperature reading from the delivery driver.

Temperature Monitoring of Fridges and Freezers

The temperature of refrigerators is checked at the start of each day and recorded to ensure that it is 8°C or below, ideally less than 5°C

- If food is recorded above 8°C check the following;
- Is the thermometer working correctly? e.g. has it got a low battery
- Has the refrigerator door been opened frequently or warm food been placed into the refrigerator?
- Is the refrigerator on a defrost cycle?
- Can the thermostat be altered? Correct any of the above and recheck within 30 minutes. Any high risk food above 8°C must be discarded and the engineer informed
- Low risk food in a unit operating at too high a temperature should not be discarded but moved to another refrigerator that is operating at or below 8°C
- Any high risk food that is measured at or below 8°C in a faulty refrigerator should be moved immediately to another refrigerator rather than being discarded
- Record any corrective action on the Temperature Record Sheet
- Inform Team Leader immediately in the event of a fridge breakdown
- Make a record of products discarded on the Fridge/Freezer Breakdown Sheet

Freezer temperatures should ideally be kept at -18°C or below

- If the air temperature is -16°C or below, no further action required

- If the air temperature is between -15 °C and -12 °C check the food, and if it is still frozen solid, keep it frozen but report to the Unit Supervisor. If the temperature remains between -15 °C and -12 °C for more than 2 days, report to the engineer and record this action on the Temperature Record Sheet
- If the air temperature is between -12°C and 0 °C food must be refrigerated and used within 24 hours of defrost, or discarded if quality has deteriorated. All food not used must be discarded, and the freezer breakdown reported to the engineer. Do not use the freezer until it has been repaired
- Food once thawed is not to be refrozen
- Inform Team Leader and make a record of products discarded on the Fridge/Freezer Breakdown Sheet

Temperature Monitoring – Cooking

- Temperature probe each dish to ensure it is above 75°C, and record the temperature of only high risk food items.

Temperature Monitoring – Lunch Service

- Temperature probe all food items hot held for more than 30 minutes prior to service to ensure it is above 63°C. Record the temperature of any high risk food items.
- Any hot held high risk foods that have not been maintained above 63 °C should be discarded. Where low risk foods such as vegetables have fallen to a temperature below 63 °C, it can be re-warmed and used immediately, for one service period only

Foods put on display in catering outlets are invariably high risk and can either be completely or partially self-service. Self-service can place these foods at greater risk of contamination as customers may come into contact with them. High risk foods which have been placed on display must, therefore, be handled with great care to ensure that customers are not adversely affected.

The majority of bacteria will grow between 8°C and 63°C with an optimum of 37°C. This temperature range is referred to as the danger zone and foods on display must be kept out of this temperature range.

- Ensure that the ambient temperature time limit is a maximum of one period of up to 90 minutes, after which time the food should be discarded
- Refrigerate bowls and utensils used for cold food displays prior to use
- Ensure that all display unit channels and fans are kept clear of debris and utensils to ensure operating temperatures are maintained

Note: Bain-maries, hot cupboards and heat lamps must not be used to heat foods but only to keep foods hot.

Cooking

Temperature maintenance during the cooking process is an important aspect of food hygiene and food safety; if carried out improperly, cooking has the potential of rendering food hazardous to its consumer.

Given the risk of salmonella poisoning, raw shell eggs will not be used in uncooked or partially cooked dishes.

Overcooking will cause food products to be unpalatable, risk burning or other irreversible spoilage and reduce the food quality and nutritional value. Culinary skills must balance the two extremes of overcooking and undercooking.

Undercooking

Undercooking remains one of the major factors contributing to outbreaks of food poisoning. The reasons for undercooked food include the following:

1. inadequate thawing of frozen food
2. excessive thickness or quantity of food to be cooked
3. culinary craft requirements and customer preferences
4. failure or malfunction of cooking equipment
5. inadequate processing of ingredients introduced during the cooking process
6. cooking technique, i.e. slow cooking
7. human factors: haste, lack of understanding, bad planning

Temperature

For safe food, the cooking process should raise a food's core temperature to a minimum of 75°C for at least 30 seconds.

Temperature distribution within bulk fluids during cooking is not uniform. Variations can be extreme and under certain conditions cool spots can form.

The formation and prevention of cool spots:

Problem	Remedy
Volume of liquid, especially greater than 25 litres	Cook in smaller volumes: use several small pans in preference to one large pan.
Intensity of heat, especially low edge Heating	Use heat source equal in diameter to pan base
Large tall pans	Use wide low pans
Failure to stir	Stir frequently in a figure of 8
Cool draughts and absence of lids	Keep excessive cold air draughts away from cooking area. Keep lids on pans between stirring

Cooling Food

It is important to cool hot food quickly to ensure it remains in the danger zone for a minimum amount of time. Factors affecting cooling times include the temperature and air flow movement in the environment. By placing the food in a cool ventilated area, it will allow the food to cool more quickly.

Also, the food thickness and surface area of the food is significant, as the thicker the food and smaller its surface area, the slower it cools. By increasing the surface area e.g. by slicing a joint of meat into smaller pieces, or spreading food such as rice or liquid into a broad shallow tray, it will cool the food more quickly.

Another method for cooling pasta or rice is to place it into a colander and run cold water over it until the heat is transferred into the water.

Freezing food

In normal circumstances, the only food that can be frozen down is low risk ambient products such as bread rolls (this includes garlic bread which has been prepared on site). In some circumstances, and only where it has been agreed by management, other permitted low risk foodstuffs can be frozen down.

c. Stock Rotation and Date Labelling Procedure

General Principles

- The “use by” date is the date until which the manufacturer of the food guarantees it is safe to eat. It is an offence to sell or use food beyond its “use by” date. You must check your goods daily to ensure efficient stock rotation and that all foods are removed at the end of the day on which their “use by” date elapses
- The “best before” date is found on longer life foods that are not likely to spoil in their original packaging e.g. canned or dried goods. Although the date mark relates to food quality rather than safety, this procedure stipulates that food beyond its “best before” date is disposed of, as good industry practice
- Stock will be rotated to ensure ‘first in’, ‘first out’, and within “use by” and “best before” dates
- All foods once opened should be suitably sealed, or rewrapped. If food is being decanted into a lidded container, or taken from its original packaging it should be date labelled accordingly (see below depending on food storage type)
- It is important that all food is labelled consistently with a date by which it is to be used, and not the date of opening

Ambient and Dry Goods Storage

- Once opened some low risk foods, such as sauces and preserves will start to deteriorate microbiologically over time, and so have a limited shelf life. After opening, this kind of food should be stored under refrigeration, and given a shelf life in accordance with the manufacturer's instructions on the label e.g. if a sauce should be discarded 7 days after opening, and it is opened on a Tuesday a label should be applied with the discard date of the following Monday
- Food should be decanted out of open cans for chilled storage, to prevent chemical taint from the inside of the can
- As long as dry goods remain in their original packaging, there is no need to date label the product, just follow the "best before" date provided, unless there are specific manufacturer's instructions on the label for a shorter shelf life once opened

Chilled Food

- All high risk foods once opened, unless it is for immediate use should be wrapped and labelled with contents description (if not obviously identifiable) and the date by which it is to be used i.e. within 2 days of opening which is the day of production or opening, plus one more day, as long as this period is still within the manufacturer's "use by" date. A longer shelf life than 2 days can only be given where it is stipulated by the manufacturer's instructions on the label
- Unless instructed otherwise on the manufacturer's label, use and discard food by the end of the "best before" date

Frozen Food

- Low risk ambient products such as bread rolls that are supplied without a date label on the packaging should be labelled with a date by which it is to be used, which should be no longer than 3 months from the date of freezing
- Where a product has been removed from its original labelled packaging, apply a label with a similar "best before" date to that given by the manufacturer

Frozen Food That Is Being Thawed Out

- Food taken out of the freezer to be thawed out in the refrigerator should be given a 2 day shelf life and labelled as such, allowing up to 24 hours for defrosting and a further day to use

Frequency of Stock Rotation Checks

- Dates on food with a “use by” or “best before” date in the refrigerator should be checked at the end of each day, and products discarded that expire on that day
- Dates on food with a “best before” date in the freezer and dry goods store should be checked at the end of each month, and products discarded that expire that month (see prompt on Temperature Monitoring form)

D. Managing Incidents

i. Suspected Food Poisoning

Definition of food poisoning; an acute illness, brought about by eating poisonous or contaminated food.

Suspected Food Poisoning in Schools

- The Head Teacher must telephone the school doctor/community health physician, the Multi-Academy Trust and the Environmental Health Officer
- The Unit Supervisor must let the Finance Manager and Head teacher know
- The Unit Supervisor will obtain the following information:
 - Number of suspected cases.
 - Menu information on suspected day/s
 - Details of catering staff, relevant sickness absences – names, dates etc.
 - Any other information which may have contributed to the suspected outbreak.
- The Headteacher or their representative will visit the kitchen
- The Headteacher will check the following:
 - All the above information
 - Faulty equipment
 - Food production procedures
 - Assured Safe Catering records

A report will be prepared and held for inspection by all interested parties.

No comments must be made to the media by staff.

Any member of staff who develops diarrhoea and/or vomiting must immediately inform their Unit Supervisor and must visit their GP and state that they are a food handler and abide by the instruction given.

ii. Food Complaints Procedure - Unfit Food from Supplier

Where food has been supplied which has subsequently been found to be unacceptable for whatever reason e.g. of poor quality or a product containing a foreign body, the Supplier to be notified by the Catering Manager and the Finance Manager informed.

The complaint will be investigated by The Catering Manager. Management will assess on a case by case basis whether it is appropriate to refer the matter to the Environmental Health Department. Any food complaints will also be recorded on the Contact Database.

iii. Customer Complaint

Where a complaint is being made by a customer that cannot be resolved on a first contact basis, it will in the first instance be recorded and investigated by the Catering Manager. Where the Catering Manager cannot resolve the matter or the complainant is unhappy with the outcome, it will be referred to the Head teacher, for further action.

e. Food Allergies and Intolerance

It is important to know what to do when serving a customer who has a food allergy, because these allergies can be life-threatening. Allergens are substances which cause the body's immune system to respond. In severe cases this may result in an anaphylactic shock and even death. For a person with a food allergy, dishes containing the food they react to are 'unsafe', even though they are safe for most other people.

Food intolerance does not involve the immune system and is not generally life-threatening.

Symptoms of an allergic reaction include;

- generalised flushing of the skin
- swelling of the throat and mouth
- severe asthma
- sudden feeling of weakness (fall in blood pressure).
- nettle rash
- difficulty in swallowing or speaking.
- abdominal pain, nausea and /or vomiting
- collapse and unconsciousness.

Note: Cooking does not usually eliminate allergen risks.

Emergency Treatment

If a customer is known to have an allergy, and appears to have an allergic reaction, steps must be taken immediately to alert designated staff who will know the details of the individual's treatment plan. If you think a customer is having a severe allergic reaction:

- Do not move them because this could make them worse. If they feel faint or dizzy, they should lie down.
- Ring 999 for an ambulance with a paramedic immediately and describe what is happening.
- Explain that your customer could have anaphylaxis (pronounced 'anna-fill-axis').
- Send someone outside to wait for the ambulance and stay with your customer until help arrives.

Common types of food that may cause an allergic reaction include;

Peanuts

Peanuts, also called groundnuts, are found in many foods, including sauces, cakes and desserts. They are common in Thai and Indonesian dishes. Also present in peanut flour and groundnut oil.

Nuts

People with nut allergy can react to many types of nut, including walnuts, almonds, hazelnuts, Brazil nuts, cashews and pecans. Nuts are found in many foods, including sauces, desserts, crackers, bread and ice cream. Also present in nut oils and marzipan.

Lupin

The major allergens in lupin are also found in peanuts, so people who are allergic to peanuts could react to lupin. It is mainly used in flour-based products such as pastry, pasta and batter coatings. People with nut/peanut allergy should avoid foods containing lupin.

Milk

People with milk allergy need to avoid foods containing milk, yoghurt, cream, cheese, butter and other milk products from cows, sheep, goats and other related mammals. Also consider dishes glazed with milk and ready-made products containing milk powder, or other milk ingredients (casein, whey powder).

People with lactose intolerance need to avoid lactose, the sugar found in milk and milk products.

Eggs

Eggs are used in many foods including cakes, mousses, sauces, pasta and quiche. Sometimes egg is used to bind meat products, such as burgers. Also consider dressings containing mayonnaise and dishes brushed with egg.

Fish

Some types of fish, especially anchovies, are used in salad dressings, sauces, relishes and on pizzas. Fish sauce is commonly used in Thai dishes.

Shellfish

People who are allergic to shellfish need to avoid all types, including scampi, prawns, mussels and crab. Also consider shrimp paste and oyster sauce in Chinese and Thai dishes.

Soya

Soya comes in different forms, for example, tofu (or bean curd), soya flour and textured soya protein. It is found in many foods, including ice cream, sauces, desserts, meat products and vegetarian products such as 'veggie burgers'.

Cereals Containing Gluten

People who have gluten intolerance (also called Coeliac disease) need to avoid cereals such as wheat, rye and barley, and foods made from these. Wheat flour is used in many foods such as bread, pasta, cakes, pastry and meat products. Also consider soups and sauces thickened with flour, foods that are dusted with flour before cooking, batter and breadcrumbs.

Flours made from other foods such as maize, rice, millet or buckwheat do not contain gluten.

Sesame Seeds

Sesame seeds are often used on bread and breadsticks. Sesame paste (tahini) is used in some Greek and Turkish dishes, including humus. Also consider sesame oil used for cooking or in dressings.

Celery & Celeriac

People who are allergic to celery can also react to celeriac (the root of the plant). Celeriac and celery are sometimes used as an ingredient in salads and soups, or served as a vegetable. Also consider celery salt and seeds, which are used as a seasoning in lots of foods, such as soups and meat products.

Mustard

People who are allergic to mustard will react to any food that comes from the mustard plant, including liquid mustard, mustard powder, the leaves, seeds and flowers, and

sprouted mustard seeds. Mustard is sometimes used in salad dressings, marinades, soups, sauces, curries and meat products.

Sulphur Dioxide & Sulphites

Some people with asthma can react to sulphur dioxide. Sulphur dioxide and sulphites are used as preservatives in a wide range of foods, particularly meat products such as sausages, soft drinks, and dried fruit and vegetables.

Preventative control measures to follow are listed below;

- Cook Supervisors should always be made aware of any customers with known dietary requirements arising from either a medical condition, or a food allergy or intolerance.
- The need for a special diet is usually confirmed in writing by either a medical certificate or a dietician's instructions. The precise details of which food the customer must avoid are planned and agreed, normally between the parents and the responsible teaching, or care staff. This should then be communicated verbally and in writing to the Cook Supervisor.
- The Cook Supervisor should make this information known to food handlers, and keep any specific written instructions readily accessible for reference purposes
- Details of special diets will be collated and held by the management centre. If a customer has a medical or dietary requirement that is in any way difficult or unusual to accommodate, or has a serious allergy that could be life threatening, the Catering Manager will undertake an assessment as to whether further control measures are necessary, and will liaise with the relevant personnel to put this into place.

General allergen hygiene and separation rules

- Where a customer has known dietary requirements, it is important to check food labels and/or supplier information for the presence of allergens in ingredients used to prepare dishes
- If needed, specific ingredient information can be obtained from the central office
- Allergen ingredients should be stored in sealed containers so as not to contaminate other products
- If someone asks if a dish contains a certain food, check all the ingredients in the dish (and what they contain), never guess.
- When asked to prepare a dish that doesn't contain a certain food, make sure work surfaces and equipment have been thoroughly cleaned first, to avoid any form of cross contamination
- Make sure staff wash their hands thoroughly before preparing the dish. This is to prevent small amounts of the food that a person is allergic to getting into the dish accidentally

- Only purchase foods from approved suppliers or with product specifications that have been approved by management