

FOOD SAFETY POLICY

Presented by Corporate Director

EXECUTIVE SUMMARY

The purpose of this report is to seek Member approval for the updated Food Safety Policy and associated procedure and recommendation to Authority for its adoption. The Policy has been updated as a result of changes to the staffing structure after the commencement of the Leisure Service Contract.

In addition, with the commencement of the new Leisure Services Contract, it has been confirmed with the incoming contractor, Greenwich Leisure Ltd (GLL), that the same level of service and approach to food safety will be in place at all facilities they will be responsible for.

RECOMMENDATION

Members Approve: (1) recommendation of the updated Food Safety Policy and associated procedure to the Authority for adoption.

BACKGROUND

- 1 The Authority has a register of Policies that ensure the organisation works efficiently and consistently towards delivering its Business Strategy. As required, new policies are introduced to safeguard the Authority and make sure that all staff are conforming to current legislation and best practice.
- 2 All of the food outlets within facilities were managed as part of the contract between the Authority and Lee Valley Leisure Trust Ltd (the Trust), with the Trust having its own procedures in place. With the end of the contract these food outlets returned to the Authority's control and a Food Safety Policy was adopted (paper A/4309/22). Following commencement of the new Leisure Service Contract with GLL the Food Safety Policy has been updated to reflect changes to the staffing structure.

FOOD SAFETY POLICY

- 3 An update of the Food Safety Policy is attached at Appendix A of this report for Members consideration and approval and the Food Safety Procedure is an

annex to this policy.

- 4 The Food Safety Policy sets out the principles and practices that the Authority has adopted to meet with its legal obligations and its commitment to ensure the safety of both customers and staff when using any food outlet within the Authority's facilities or outside spaces.
- 5 As outlined in the Food Safety Policy, there are a range of legislative acts covering food safety of which the primary one is the Food Safety Act 1990.
- 6 The aim of the updated policy is to continue to ensure that the Authority complies with the relevant legislation and that any associated procedures safeguard both customers and staff at all times.
- 7 The change made to the policy is that of delegated responsibility, previously sitting with the Director of Operations and now sitting with the Corporate Director (highlighted within the attached Policy).

ENVIRONMENTAL IMPLICATIONS

- 8 There are no environmental implications arising directly from the recommendations in this report.

FINANCIAL IMPLICATIONS

- 9 There are no financial implications arising directly out of the recommendations in this report.

HUMAN RESOURCE IMPLICATIONS

- 10 Existing staff resources will be used to manage and monitor the Food Safety Policy and accompanying procedure.

LEGAL IMPLICATIONS

- 11 There are no legal implications arising directly from the recommendations in this report.

RISK MANAGEMENT IMPLICATIONS

- 12 There will need to be regular training of all levels of staff in processes and monitoring as outlined in the Food Safety Procedure.

EQUALITY IMPLICATIONS

- 13 There are no equality implications arising directly from the recommendations in this report.

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PREVIOUS COMMITTEE REPORTS

Executive Authority	E/744/21 A/4309/22	Food Safety Policy Food Safety Policy	16 Dec 2021 20 Jan 2022
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APPENDIX ATTACHED

Appendix A Food Safety Policy

LIST OF ABBREVIATIONS

GLL	Greenwich Leisure Ltd. (trading as Better)
the Trust	Lee Valley Leisure Trust Ltd (trading as Vibrant Partnerships)

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Food Safety Policy

April 2022

Reference: [Version 2]



This document is controlled by Lee Valley Regional Park Authority.

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Approved	Approved by: Executive Committee Approval Date: 16 December 2021 Review Frequency: Every 3 Years Next Review: December 2024

Version History		
Version	Date	Description
0.1	09 July 2021	Initial draft, circulated Policy/Procedure Group, RDHS, Regional Catering Teams
1	16 December 2021	Executive Meeting approved. Paper E//21
2		Updated version removing LSC transferred staff

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1. Context

- 1.1 The Lee Valley Regional Park Authority has a moral and legal duty to protect all visitors and staff from food-related illness, and other harm arising from food contamination. Within the Authority's operations, there are various processes by which customers, staff and contractors are provided with food and drink which include:
- High & low risk Food/drink provided 'in house'
 - High & low risk Food/drink via external Contracted caterers
 - High & low risk Food/drink via Contracted food retailers (Events)
- 1.2 By law, food safety must be managed using a documented, HACCP (Hazard Analysis Critical Control Point) based approach, and food handlers must be appropriately trained in food safety.
- 1.3 This policy identifies how the Authority helps to ensure these requirements are met; both for the food/drink that is provided by Authority staff 'in house', and that which is provided by external contractors.
- 1.4 The ultimate aim is to ensure food safety, and to ensure the Authority is able to demonstrate it has taken all reasonable precautions and exercised all due diligence to ensure that food is safe and wholesome.
- 1.5 The welfare of children and members of vulnerable groups is paramount, where these groups are unable to make their own decisions on what foods may pose a safety hazard to them.

2. Policy Aims

- 2.1 The Lee Valley Regional Park Authority has systems in place to ensure they have:
- Specified the management arrangements and responsibilities for ensuring food safety for food provided by Authority staff.
 - Specified the management arrangements and responsibilities for ensuring food safety for food provided by any contracted caterers and food retailers.
 - Provide specific food hygiene guidance and training to be followed by food handlers.



- Set out the reporting and assurance framework to ensure food safety within the Authority.
- Set out the relevant procedures and processes for the receipt and delivery of food products.
- Ensured there is ongoing training of staff and monitoring of all processes in the preparation, storage and eventual sale of foods to customers/staff

3. Food Safety Policy

3.1 Introduction

3.1.1 Lee Valley Regional Park Authority firmly believes in providing safe and nutritious food. The Authority wholly accepts its moral and legal duties to protect food from contamination and to comply with current food safety legislation, of which key legislation includes:

- The Food Safety Act 1990
- Food Standards Act 1999
- EU law Regulation (EC) 178/2002, 'General Food Law'
- Regulation (EC) No. 852/2004 on the hygiene of food stuffs
- The General Food Regulations 2004
- The Food Hygiene (England) Regulations 2006.
- Food Information Regulations 2014

3.1.2 Furthermore, the Authority aims to, where possible, set standards in line with best practice, as set down in the Industry Guides to Good Practice.

3.1.3 This Food Safety policy sets out the management arrangements and standards required to ensure that the Authority and any contractors employed by the Authority that carry out catering or retail of food/drink comply with legal requirements, with the ultimate aim to protect the Authority's staff and visitors from food-related illness, or other harm which may arise from the chemical, physical or microbiological contamination of food.

3.2 Definitions

3.2.1 **'Food'** is defined as articles and substances for human consumption. Food includes food ingredients, drink and ice.

'High risk food' is defined as food which supports the growth of micro-organisms and which is 'ready to eat' (i.e. there is no further step in the process, such as cooking, which will eliminate or reduce hazards to a safe level). Examples of high risk foods are cooked meat and meat products, cooked fish and fish products, dairy products, cooked rice and pasta and infant formulas.

'Low risk food' is defined as foods which:

- will not support the multiplication of micro-organisms, or



- foods which do support the multiplication of micro-organisms, but which will be subject to further processing such as cooking which will eliminate or reduce any hazards to a safe level.

Examples of low risk foods are many ambient stable foods such as bread, biscuits, sponges, cereals, and raw meat/fish.

NB. Low risk foods such as raw meat may be contaminated and transfer contamination to ready to eat foods, therefore controls must be in place to prevent such contamination.

'Food handler' is defined as any person involved in the service provision who handles or prepares food whether open (unwrapped) or packaged.

'High risk food handler' is a food handler who prepares open, high risk foods.

'Low risk food handler' is a food handler who handles low risk or wrapped food only.

'HACCP' (Hazard Analysis Critical Control Point) is a systematic way of analysing the potential hazards in a food operation, identifying the points in the operation where the hazards may occur, and deciding which points are critical to consumer safety. These are the critical control points (CCP's). The CCP's are then monitored and corrective action is taken if conditions at any CCP are not within safe limits. By law, food businesses must manage their food safety using a documented system based on HACCP principles. CCP's are defined as a step at which control can be applied and is critical to prevent or eliminate a food safety hazard or reduce it to an acceptable level.

'Appropriate training' for food handlers is as stipulated in the Safer Food, Better Business guidelines and as detailed within the relevant Food Safety procedure.

3.3 Roles and responsibilities

3.3.1 The roles and responsibilities for the food safety of food/drink provided by Authority staff and contracted caterers and food retailers are as follows:

- The Chief Executive holds ultimate responsibility for implementation of this policy.
- The Corporate Director holds delegated responsibility for the implementation of this policy and for ensuring the prevention of infection and control of food safety and is responsible for monitoring the placing of any external catering and food retail contracts as required by the Authority to support its in-house provision.
- All staff (including permanent and temporary staff) are responsible for:
 - Adhering to this Food Safety Policy
 - Adhering to the Authority's food safety standards (as detailed in within the relevant Food Safety procedures).



- Reporting breaches of this policy or the food safety standards to the person in charge and to their line manager.
- Ensuring they have received the appropriate training before handling food.
- Externally contracted caterers and food retailers are responsible for:
 - Ensuring that their organisation have robust systems in place to ensure food safety for the service they provide to the Authority. This will include a comprehensive, effective, documented food safety management system based on HACCP principles, and appropriate staff training, instruction and supervision.
 - Ensuring that their safety system for the operations which they carry out on behalf of the Authority is appropriate for this operation, and incorporates requirements from within this policy and standards identified within the relevant Food Safety procedures.
 - Ensuring that the safety training and instruction provided for their employees incorporates requirements from within this policy and standards identified within the relevant Food Safety procedures.
 - To maintain accurate HACCP documentation in an organised manner, and make documentation and the food safety system available for inspection or audit at all times.
 - Promptly informing the Authority of visits from local Environmental Health Practitioners, and providing the Authority with copies of all correspondence and reports to and from the local Environmental Health Practitioner.
 - Ensuring that any deficiencies within their defined areas of operation in respect of building and engineering elements, and all equipment are remedied in a timely manner. Any matters not within their defined areas should be reported immediately to the Authority's relevant facility manager.
 - Ensuring that recommendations made by pest control contractors are actioned, or reported to the Authority as necessary.
 - Informing the Authority of any serious or recurring food complaints, or allegations of food poisoning.
 - Informing the Authority, if for any reason the contractor is unable to effectively control critical control points, and/or meet legal requirement for food safety.

(Non-compliance with Authority policy by contract caterers and food retailers will result in termination of contract.)

3.3.2 For further information please see the relevant Food Safety procedure.

4. Food safety standards

4.1 Who is responsible for Food Safety Standards?



- 4.1.1 The Food Safety procedure details the food safety standards that Authority food handlers, supervisors and managers staff must follow and adhere to.
- 4.1.2 The Authority's HACCP plan is detailed on a site by site basis within their operational procedures. The generic Food Safety procedure supplements and provides additional detail to controls cited in each site's HACCP plan and HACCP pre-requisites such as personal hygiene, pest control, structure and cleaning and disinfection.
- 4.1.3 All organisations involved with providing catering or food retail services to the Authority will be expected to have their own, robust systems in place to ensure food safety. This will include a comprehensive, effective, documented food safety management system based on HACCP principles, and suitable staff training, instruction and supervision.
- 4.1.4 The food safety systems which contractors have in place must ensure compliance with food safety legislation, and wherever possible best practice as identified by industry guides to good practice. Relevant standards set down in the Food Safety procedure will be expected to be also met or exceeded by contracted caterers and food retailers i.e. although primarily designed for Authority food handlers, these standards must also be met by contractors, and where appropriate integrated into their own food safety systems.

4.2 Monitoring Compliance/Effectiveness

- 4.2.1 Monitoring will be carried out to ensure that this policy is implemented, and verification will be in place to ensure its effectiveness in preventing food borne illness and food contamination.
- 4.2.2 Processes in place in order to monitor and verify this policy include:
 - Day to day supervision of the Authority and any contractor's supervisory and management staff, and
Environmental Health Practitioner reports:
 - Mandatory inspections of catering and food retail outlets will be carried out by the local Environmental Health Practitioner. Copies of reports will be provided to the Facility Manager, the Authority and any catering contractor.
- 4.2.3 Internal audits:
The Contracts and Quality team will monitor the adherence to food hygiene standards via Lee Valley Facility Audits. If significant concerns are identified, these will be escalated as necessary.
- 4.2.4 External audits:
The Authority contracts the services of a Health and Safety consultancy, currently RDHS Safety Consultancy Limited, in order to carry out health and safety audits on an annual basis.



4.2.5 Complaint/Incident monitoring:

- Levels of food complaints, incidents and allegations received will serve to verify the effectiveness of the system.

4.2.6 Customer/staff feedback/satisfaction:

- The results of customer and staff feedback surveys and questionnaires will indicate the effectiveness of the food safety system (for example whether the temperature of food served is satisfactory).

5. Relevant Procedures

5.1 This policy is under-pinned by the Food Safety procedure and other policies/procedures.

5.2 This policy operates in conjunction with the following policies/procedures:

- Recruitment Policy
- Recruitment Procedure
- Training & Development Policy
- Equal Opportunity and Harassment Policy
- Whistleblowing Policy
- Anti-Fraud, Bribery and Corruption Policy

6. Policy Implementation

6.1 This policy will be available on the intranet pages for all employees to access. Once the policy has been approved, the Corporate Director and Facility Managers will be responsible for ensuring on behalf of the Authority's Senior Management Team that this is carried out.

7. Monitoring & Evaluation

7.1 The policy will be monitored and evaluated on effectiveness periodically.

8. Review

8.1 This policy will be reviewed in light of significant experience or new legislation, every three years or whichever is the earlier.



9. Glossary of Terms

Term	Definition
HACCP	Hazard Analysis Critical Control Point

10. Appendices

Food Safety Procedure

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Detail

Procedure name:	Food Safety
Issue Number:	2
Date Created:	November 21
Date updated:	April 22
Review Date:	April 23
Author (job title):	Senior Contracts and Quality Manager
Responsibilities:	It is the responsibility of the Health and Safety Contractor and Facility Managers to ensure that all catering team members comply with this Food Safety Procedure.

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Introduction

This procedure is to provide our visitors / staff with high quality, safe food. To help us to achieve this a Food Safety Management System based on the principles of Hazard Analysis Critical Control Points (HACCP) has been developed and implemented.

We recognise that our staff play an integral part in the production of safe, clean food and this procedure will help achieve our aims.

Aim

This Food Safety Procedure outlines practices related to ensuring catering provision across all catering outlets is delivered in accordance with legal responsibilities and customer (and staff) expectations.

Monitoring and Evaluation

This Procedure and supporting documents will be monitored by the Health and Safety Contractor and the Senior Contracts and Quality Manager to ensure they are followed correctly at an operational level. Evaluation of the procedure will take place annually and checks will be carried out at each facility audit to ensure compliance.

Relevance

This procedure is relevant to:

- Catering Duty Managers
- Catering Team Leaders/ Supervisors
- Catering Assistants
- Chefs
- Kitchen staff.

Staff Knowledge Requirements

All catering staff must adhere to the following procedure and report any concerns or non-compliance immediately to their line manager.

Staff Personal Hygiene

To keep food, colleagues and customers safe every member of the catering team working in a food-handling area must maintain a high level of personal hygiene, by following the Food Standards Agency (FSA) guidelines. Staff will be required to follow the guidance on Personal Hygiene, Correct Handwashing and Fitness for Work - [Click here for guidance.](#)

Managers are to ensure that all staff have read and understand the relevant documentation and have signed to that effect within their training records. Where staff are unsure of the expectations placed upon them, they must at the first opportunity discuss this with their line manager. Regular checks on staff hygiene are to be carried out by Duty Managers to ensure staff are abiding by the guidelines.

Staff Training

All new and existing staff members are required to complete relevant training/retraining before working within the catering team. The training listed below is not exhaustive but will cover all the areas especially relevant to those working within the catering areas at any Authority facility.

These include -

- Venue induction
- Catering induction
- *Catering Assistant* – Food Safety and Hygiene Course - Level 2
- *Catering Team Leader/Supervisor and above* - Supervising Food Safety in Catering – Level 3

All staff members must complete any organisational training requirements such as Safe Operation of Catering Equipment, Manual Handling and Control of Substances Hazardous to Health (COSHH).

A staff training matrix must be maintained at each site, detailing what training each staff member requires/has undertaken and their training records should also indicate when update training is required e.g. First Aid.

Although the Food Safety Course qualifications do not have an expiry term, it is recognised best practise to renew these every three years as a minimum and anyone involved within the catering section of a facility would be expected to hold Food Safety and Hygiene Course - Level 2. It is also important for all staff to maintain an appropriate level of Continued Professional Development (CPD).

Managers should ensure that all staff involved in the preparation and serving of food undertake regular documented refresher training on food safety and allergens. This should be at least every 12 months or if legislation changes. Any facility specific training will be organised through the HR department in liaison with the Health and Safety Contractor.

Safer Food, Better Business for Caterers

The food safety management pack has been developed to help small catering businesses such as restaurants, cafés and takeaways comply with food hygiene regulations and was introduced in January 2006 (last updated 29th January 2020).

The pack has been developed by the Food Standards Agency (FSA), working with catering businesses, to be practical and easy to use. Using this pack will help management and staff to:

- comply with food hygiene regulations – regular checks from Local Authority EHO.
- show what is required to make food safely
- manage and train staff
- protect the business's reputation
- improve the business, such as by wasting less food.

Catering check sheets have been developed in line with this management pack. Staff should store all completed check sheets until the next visit from a Local Authority Environmental Health Officer as these will be requested as part of their assessment. It will be the responsibility

of the responsible manager to monitor the catering check sheets and countersign on completion.

It is the responsibility of the Health and Safety Contractor to ensure that any changes to Safer Food, Better Business for Caterers are communicated to all staff/management immediately. With changes in legislation that may occur, it is vital to ensure that everyone working with food has the most up to date knowledge required for their role.

Hazard Analysis Critical Control Points (HACCP)

Hazard Analysis Critical Control Points (HACCP) is a method used to identify the hazards at each process step of the food production process and to ensure that the critical points within the process are checked to confirm the safety of the final product.

HACCP should cover the food production process (these are covered with in the food safety checks delivered on site):

- Purchase
- Storage - refrigerated/frozen/ambient
- Preparation - ready-to-eat/defrosting
- Cooking
- Cooling
- Reheating
- Service - hot and cold on site

Food Safety Checks

All relevant checks to be completed for the day, week or month for sign off and these will be printed and available for completion in catering folder located at each outlet within a venue. These checks are listed below.

Required checks	Frequency	Links
Opening/Closing check	Daily	Click Here
Weekly Cleaning check	Weekly	Click Here
Monthly Cleaning check	Monthly	Click Here
Delivery Temperature check	Daily (if required)*	Click Here
Fridge/Freezer temperature check	Daily	Click Here
Hot food & Hot hold	Daily (if required)*	Click Here
Cooking, Cooling & reheating	Daily (if required)*	Click Here
Probe calibration	Monthly	Click Here
Allergens	Daily	Click Here
Wastage sheet	Daily	Click Here

*Not all facilities will receive deliveries or cook hot food on a daily basis.

Records of all of the above checks must be kept and all recorded on the appropriate check sheet and any issues reported immediately. The Facility Manager should monitor the check sheets to ensure that they are being completed by staff to the requisite standard and at the correct intervals.

Opening and Closing checks

These are daily checks ensure that a catering outlet is safe and ready for opening to the public and is closed correctly each day to ensure compliance with food safety regulations. All check sheets should be counter signed by the facility manager to ensure these are being satisfactorily completed. Sheets should be filed and retained within the facility

Café Cleaning Guidelines

A list of cleaning to be undertaken daily and weekly kept in each area and completed. Any missed tasks and the reason the task was missed must be noted and communicated to the line manager. It will be the responsibility of the line manager to ensure the missed task is completed at the earliest opportunity, but at least within the following 24 hour period.

Catering specific cleaning products found in the chemical store cupboard located within the Kitchen / Catering Store and Café area. All cleaning products should be logged in the COSHH file and a regular check is undertaken on physical chemicals against the COSHH handbook. Any chemicals not listed should be removed until the relevant COSHH safety data sheets (SDS) are available. If COSHH SDS are not available for the unlisted chemical, these should be safely disposed of. All chemicals must have a COSHH SDS and COSHH risk assessment accompanying them.

Cleaning guidelines and responsibilities are shown in the cleaning schedule which will be monitored by the line manager and checked at the Facility Audits.

Deliveries

When placing orders, the person doing so must take in to account storage space as well as cleanliness of dry storage and fridge/freezer facilities. Good practice in these areas ensures that any goods received is safe to be stored on the premises. It is the responsibility of the catering staff at each facility to ensure that both dry storage and fridges/freezers are cleaned according to the relevant schedule to prevent the build-up of dirt/detritus. The responsible manager should ensure that cleaning schedules are adhered to and documented.

As part of the food safety daily check sheets, stock rotation including that from deliveries, will be monitored by the catering staff following the Storage and Stock Control procedure to ensure that no out of date food is retained.

Accepting a Delivery

The individual receiving the goods shall check:

- the delivered goods against the delivery note
- the condition of the goods is acceptable e.g. packaging intact
- the delivery note should clearly state the correct purchase order number, customer account number and the correct delivery address.
- Food temperatures are within HACCP parameters and temperature slip received.
- If delivery is correct, all delivery notes are signed by staff member.

Incorrect Goods

If the goods delivered are incorrect or are not in a suitable condition, the receiver should not accept or sign for the delivery.

Part Delivery or unexpected goods

Where an item has been omitted from the delivery, a note should be made on the delivery note as to the variation, along with date and signature, which should then be counter-signed by the Duty Manager for follow up.

Fridge/ Freezer checks

These are daily checks to ensure both fridges/freezers remain within the correct temperature parameters (refrigerator 1c – 5c and freezer -18c to -28c). In addition, catering staff should carry out regular checks on the use by dates of all food stored within fridges/freezers to ensure any out of date items are disposed of. The relevant responsible person at each facility should document any items that are disposed of as being out of date.

Cooking

Food must be stored at the required temperature before cooking. Once removed from storage it must be cooked for the recommended time and be temperature checked before serving to the customer.

A probe will be used to check food temperatures, with the results recorded on the Hot Food & Hot Hold check sheet. The probe should be calibrated at least monthly or according to the manufacturer's instructions to ensure it is functioning correctly by the delegated member of catering staff at the facility.

Food Displays

All foods (hot and cold) are to be displayed and stored using the specific product and food safety guidelines that determine:

- The length of time they can be displayed for
- How they should be displayed
- The correct temperature for food to be stored
- How often temperature checks need to be carried out
- When to dispose of the food when it has been on display for the predetermined time.

Hot Holding

Any food cooked and not immediately consumed should be held in appropriate temperature controlled conditions. This requires food to be kept above 63°C (checked by using a food probe for 30 seconds), and for no longer than 2 hours. This should be recorded on the Hot Food & Hot Hold temperature check sheet, with the relevant line/duty manager making spot checks to ensure compliance.

Allergens

Food business operators in the retail and catering sector are required to provide allergen information and follow labelling rules as set out in [food law](#). Managers should also ensure that staff have undergone relevant training, suitably recorded, to ensure customers are kept safe from allergens within their facility. <https://www.food.gov.uk/business-guidance/allergy-training-for-food-businesses>

This means that food business operators must:

- provide allergen information to the consumer for both prepacked and non-prepacked food and drink.
- handle and manage food allergens effectively in food preparation.
- ensure all staff involved in the preparation and serving/handling food for sale to the customer has been suitably trained in their responsibilities with regards to allergens in food

Food businesses need to tell customers if any food they provide contain any of the 14 listed allergens as an ingredient – [click here for more information](#). Managers responsible for catering at any outlet within the Authority need to review with the Health and safety contractor to see if they have considered all the options listed on the checklist for managers – see link. (<https://www.food.gov.uk/business-guidance/allergen-checklist-for-food-businesses#allergen-checklist-for-managers>)

It is essential that, before serving food to a customer, staff have checked with the customer by asking if there any specific allergens that staff need to be aware of - see link. (<https://www.food.gov.uk/business-guidance/allergen-checklist-for-food-businesses#allergen-checklist-for-waiters-and-front-of-house-staff>)

Staff in kitchens or food preparation areas need to be aware of the possibility of cross contamination due to the use of things like peanut oil within the food preparation area and should consider the questions listed on the allergen guidance. See link. (<https://www.food.gov.uk/business-guidance/allergen-checklist-for-food-businesses#allergen-checklist-for-kitchen-staff>).

Training within this area of food safety is delivered within the mandatory level 2 food safety training and must be undertaken by all staff involved, not only in the preparation of food, but serving food as well. Refresher training should be carried out on a 12 monthly basis and documented within the staff member's training records.

It will be the responsibility of the Health and Safety contractor to ensure that any changes to legislation with regard to allergens are complied with in a timely manner. (<https://www.food.gov.uk/business-guidance/introduction-to-allergen-labelling-changes-ppds>)

Wastage

There are three main waste streams to be considered for catering outlets within the Authority:

- Food
- Mixed waste recycling-plastic and cardboard
- General waste

Waste should be disposed of in the appropriate marked bin in the café /kitchen. The waste should then be transferred to the bin store.

All food waste is recorded on food wastage sheet and each week given to Duty Manager for calculation and sign off. Checks will be carried out on this process by the facility's General Manager on a regular basis, monthly as a minimum.

Serving the customer

Communication between staff and customers is key in the delivery of exceptional service. Therefore, all staff must be professional, pleasant, polite and approachable at all times. These standards will ensure that the customer enjoys an excellent customer experience and key information is delivered.

Key requirements for customer service:

- Greet all customers with a smile
- Acknowledge all customers to let them know you are aware that they are there and waiting to be served
- Serve the customer as quickly and efficiently as possible
- Listen to their requirements and inform customer of any relevant allergen and ingredient information (<https://www.food.gov.uk/business-guidance/allergen-checklist-for-food-businesses#allergen-checklist-for-waiters-and-front-of-house-staff>)
- If necessary, indicate any signage/items on the menu that may be of concern with regard to allergens if they are included within the 14 allergens listed. (<https://www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses#allergens>)
- Take the opportunity to up sell any additional items such as a drink or any current specials being delivered.
- If at peak times there is likely to be a waiting period between the ordering and the delivery of the food or drink please inform the customer of this at the time of the order and the approximate waiting time.
- Input items onto payment (e.g. till) system, take payment from customer, offer a receipt. to the customer and ask customer to wait at collection point for their purchases.

All staff involved in serving the customer should have refresher training on a 12 monthly basis to ensure that standards of service and allergen checks are maintained.

Cleanliness and Hygiene (Inc. COVID-19)

Staff must consider the following (but not exhaustive) jobs for a clean catering outlet throughout their shift whilst open to the public to ensure hygiene standards are maintained. This includes:

- Clear and wipe down all tables, chairs, high chairs and serving area with blue roll & sanitiser
- All customer touch points
- Empty bins and clean lids
- Sweep floor as and when required
- Spot mop if required
- Empty and wash all drip trays, flush coffee machine

Management and Staff should be aware of any additional COVID-19 risk control measures put in place as outlined on the Government website (<https://www.gov.uk/coronavirus>). These may increase during times of high infection rates and may require additional safeguards to be put in place. It will be the responsibility of the responsible manager, aided by the Health and Safety Contractor to ensure suitable safeguards are instigated.

Handling Complaints

Be professional, pleasant and polite when dealing with the customer. Then take the appropriate action -

When dealing with the complaint:

- Listen to the customer and try not to interrupt unless for clarification
- Consider if you fully understand the nature of the complaint, if not seek further clarification
- Apologise to the customer and assure them that their complaint will be dealt with appropriately (if food safety/hygiene related please inform your manager immediately).
- Inform the customer how you are going to resolve the complaint (e.g. replacing a coffee served cold).
- If you cannot deal with the complaint or if the customer wishes to speak to somebody else contact your manager.
- Report the complaint to your line manager along with all details including any actions that you have taken

Monitoring

Food safety across all catering outlets is monitored/audited on a regular basis via both the following internal and external systems –

- Local Authority Environmental Health Officer inc. Food Hygiene ratings
- RDHS Food Safety Audit
- LVRPA Customer Journey Audit
- Trading Standards
- Periodic external Stock Take feedback
- Pest Control contactor routine visits

Any feedback from the above monitoring is to be recorded within the Catering Service Improvement Plan. These are reviewed and assessed by the Health and Safety Contractor and catering team before being actioned appropriately to deliver a safe, continually improving high standard of food service.

The Authority's Contract and Quality Officer will also report any immediate concerns on food safety, compliance and completion of forms to the Health and Safety Contractor for their information and additional visits as required.

Internal Forms

- Opening/Closing check
- Weekly Cleaning check
- Monthly Cleaning check
- Delivery Temperature check
- Fridge/Freezer temperature check
- Hot food & Hot hold check
- Cooking, Cooling & reheating check
- Probe calibration check
- Allergens
- Wastage sheet

External Forms

- N/A

Sources of Information

- Food Standards Agency
- Food Safety Act 1990
- HACCP
- Weights and Measures (Intoxicating Liquor) Order 1988
- FSA 'Cooksafe' – Food Safety Assurance System
- FSA 'Safer Food, Better Business For Caterers Pack
- LVRPA H&S Manual
- Trading Standards - Pricing
- Trading Standards - Business Guidance
- Basic Food Hygiene
- Allergy Training - <https://allergytraining.food.gov.uk/>