



Solihull Catering Service

Food Safety Policy

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Solihull Catering Service

Food Safety Policy Statement

It is my responsibility as Head of Service to ensure that the appropriate resources including human and financial ones are committed to implementing this policy across all of our operations and communicating our policies and standards to all of our employees.

It is the policy of Solihull Catering Service to protect the health and welfare of all our customers who consume food produced, processed or otherwise handled by any food facility operated by Solihull Catering Service.

Solihull Catering Service accepts its legal duty to comply with the provisions of regulations (EC) 852/853/2004, the Food Safety Act 1990, and all other subsequent or relevant legislation under the act.

Solihull Catering Service has designed and implemented a comprehensive risk based management procedure based on the principles of HACCP to ensure all practicable due diligence and the maintenance of our high standards. These procedures include procurement, delivery, storage, preparation and service.

Solihull Catering Service staff are supported by an internal quality and monitoring team who are in turn supported by EHO officers.

Catherine Halford

Head of Service

1. Introduction

The aim of this document is to confirm Solihull Catering Services commitment to maintaining the highest standard of food safety and to give guidance and instruction to all relevant personnel on the Council's requirements to satisfy both the applicable legislation and good industry practice.

Solihull Catering Services have the responsibility of ensuring that not only is there fundamental compliance with legislation, but that best practice is applied in all food operations.

2. Responsibility to Implement the Policy

Solihull Catering Service is responsible for ensuring that the food it provides is safe. The implementation of the Food Safety Policy is a line management responsibility. Solihull Metropolitan Borough Council Environmental Health Officers will provide professional advice, assistance and expertise to each service area with the appropriate line management.

Each level of management must also have responsibility to the effectiveness of the work force to control food safety and hygiene standards.

For the purposes of the Food Safety Act 1990 and its relevant statutory provisions, Solihull Catering Services is deemed to be the proprietor of a food business and is accountable as such in law. The Chief Executive represents the Council and would be the focus of any formal enforcement action taken against the Council.

Head of Catering Service

To ensure that sufficient resources are allocated to allow the achievement of this policy.

To monitor the effectiveness of management with reference to the duties and responsibilities detailed in this policy.

To ensure all catering units are audited for food safety at least annually, more regular inspections of food units will be carried out depending on any risk element. To monitor statutory requirements and review audits regularly.

To monitor the performance of the Area Managers and Quality Assurance Team Manager with reference to their responsibilities and duties and to take the necessary action to secure compliance, as detailed in this policy

To monitor standards within Solihull Catering Services to ensure that standards are maintained.

To ensure that Food safety training has been provided to Area Managers and all unit staff at the appropriate level.

To ensure that management and staff are released for all necessary training.

Area Manager

To ensure that each school Unit Catering Manager is complying with the Food Safety Act 1990 and its relevant statutory provisions, HACCP controls and Risk Assessment documents.

To ensure all food purchases are via authorised suppliers, which provide full traceability and certification.

To assist kitchen staff in the identification of food safety hazards and hygiene defects as well as the identification of general health and safety hazards.

To take appropriate action to remedy any faults which have been identified and to check that the work has been carried out.

To respond immediately to all serious accidents and incidents.

To ensure that all staff have the necessary training to comply with Food Safety and Health and Safety legislation.

To ensure that all staff have the necessary information, instructions and training for food preparation and food handling.

Quality Assurance Team Manager

It is the responsibility of the Quality Assurance Team Manager to produce a schedule of kitchen audits .The Quality Assurance Team Manager and team will conduct an inspection audit for each unit, within a twelve month period. It is the responsibility of the Quality Assurance team to produce comprehensive reports and corrective action plans.

Kitchen Staff

To ensure compliance with the arrangements detailed in the HACCP controls and Risk Assessment documentation.

To enforce Solihull Catering Service policy by not allowing customers to consume their own food within the hospitality sites, to ensure all food is correctly controlled.

To report any structural or equipment defects to the relevant person.

To ensure that high standards of personal hygiene and safety are maintained.

To ensure food is protected from contamination, report any signs of pests, report any food poisoning occurrences. Infectious/ dangerous diseases are notifiable to Public Health Service, by the service.

To ensure any cuts or open wounds covered with blue plasters.

Undertake training in food safety training to the appropriate level to their role.

To report to their line manager any issues which they believe could result in food borne illness or disease, and report any signs of pests or insect infestation.

Corporate Health and Safety & Environmental Health

To provide advice and guidance to Quality Assurance Team manager and staff on the health and safety/food safety hazards and risks associated with catering operations.

3. Hazard Analysis and Critical Control (HACCP)

The Food Safety Management System.

Legal Requirement

Article 5 of Regulation 852/2004 requires that:

(1) Food business operators shall put in place, implement and maintain a permanent procedure or procedures based on the following HACCP Principles:

a) Identifying any hazards that must be prevented, eliminated or reduced to acceptable levels;

- b) Identifying the critical control points at the step or steps at which control is essential to prevent or eliminate a hazard or reduce it to acceptable levels;
- c) Establishing critical limits at critical control points which separate acceptability from unacceptability for the prevention, elimination or reduction of identified hazards;
- d) Establishing and implementing effective monitoring procedures at critical control points;
- e) Establishing corrective actions when monitoring indicates that a critical control point is not under control;
- f) Establishing procedures, which shall be carried out regularly, to verify that the measures outlined in sub-paragraphs (a) to (e) are working effectively;
- g) Establishing documents and records commensurate with the nature and size of the food business to demonstrate the effective application of the measures outlined in sub-paragraphs (a) to (f).

Hazard Analysis Critical Control Points (HACCP)

Solihull Metropolitan Borough Council food facilities have documented systems in place to control food safety based on the principles of HACCP.

Food facilities coming under the purview of Solihull Catering Services vary widely from large scale catering to tea and biscuits provision. Detailed HACCP systems will include the following elements:

- Preparation of a flow chart of catering steps.
- Identification and analysis of hazards at each step.
- Identification of controls to minimise or eliminate each hazard.
- Determination of control points which are critical to food safety.
- Establishment of controls.
- Monitoring of controls.
- Recording of checks (as appropriate).
- Periodic review.

Relevant documentation and records are required to be kept in all Solihull Catering Services units for a minimum period of 12 months.

4. Food Hygiene Training

All personnel employed in Solihull Catering Services food facilities shall be properly and adequately trained in Food Safety.

Legal Requirement

Regulation 852/2004, Annex II, Chapter XII requires that:

Food business operators are to ensure:

That food handlers are supervised and instructed and trained in food hygiene relevant with their work activity. **'Food handler'** means any person involved in a food business that handles or prepares food whether open (unwrapped) or packaged. Food includes all drink (water, alcoholic beverages, etc.) and ice.

In order to demonstrate compliance with the legislation Solihull Catering Services Food Safety training requirements:

Before starting work all categories of staff will receive Induction training, and instructions in the essentials of food hygiene and be able to demonstrate a clear understanding of food safety to the equivalent of CIEH Introductory Certificate in Food Safety(level 1)

All staff in the workforce will undertake CIEH Foundation Certificate in Food Safety training (level 2) within 3- 6 months of commencement of kitchen duties.

Area Managers, Chef Trainers are required to undertake CIEH Intermediate Certificate in Food Safety training (level 3) or advanced level (level 4).

Refresher Training

Having completed formal CIEH certificated training, all staff will receive In-house food hygiene refresher/update training at every three years. Such refresher training will result in award of a renewed certificate once passed.

Implementation

Solihull Catering Service will identify training needs, formulate a training plan and maintain records for each member of staff to demonstrate compliance.

Solihull Environmental Health Services will provide advice and assistance to the Service on the availability of suitable training courses.

5. Temperature Control of Food

Legal Requirement

Requirements for temperature control of food are embodied in the Food Hygiene (England) Regulations 2006, Regulation 30, and Schedule 4. These regulations address all steps from storage to service and apply to foods which, without temperature control, might support the growth of harmful (pathogenic) bacteria or the formation of poisons (toxins).

Note: All temperature control provisions relate to the temperature of the food and not the air temperature of the holding unit.

Chilled Food

The legal requirement for the maximum temperature of chilled food is 8°C.

In order to maintain this temperature, refrigeration equipment used in all food facilities of Solihull Catering Service must be capable of maintaining an air temperature of 5°C or less.

Cold food on display or for service may be warmer than 8°C, but only once for a period not exceeding 4 hours. In all Solihull Catering Service food facilities, food that has been on display at a temperature warmer than 8°C for a period in excess of 4 hours must be discarded and properly disposed of.

Hot Food

Hot food must be kept at 63°C or hotter when it is:

- In the kitchen awaiting service.
- Being transported to a service point at any distance.
- On display in a serving area where hot holding display facilities are available.

Where there is no equipment for temperature controlled display at the place of service, hot food may be held for one period at a temperature cooler than 63°C, provided that the period does not exceed 2 hours from the time that the food is packed into insulated containers (in the case of transported food), or from the time that food is removed from hot holding equipment for service. If food remains uneaten after this time it must be discarded and properly disposed of.

Containers for Transporting Food

In any situation where food is required to be transported by Solihull Catering Service, the specification of containers and procedures must satisfy the above requirements and be capable of achieving the temperature requirements of this policy.

Cooling Food

If it is necessary to cool food in order to refrigerate it after final cooking or preparation it must be cooled as quickly as possible.

In all Solihull Catering Services food facilities, fast chilling to 8°C or below within 90 minutes is required. Where local conditions or the lack of suitable equipment do not facilitate fast chilling, a core temperature of less than 8°C must be achieved within 4 hours.

6. Maintenance of Premises and Equipment

Solihull Catering Service premises and the equipment used shall be of appropriate, sound construction and shall be properly and efficiently maintained.

Responsibility for Maintenance

Responsibility for maintenance of the kitchen facilities and the equipment used varies throughout Solihull Catering Services and may depend on the ownership of the premises. Solihull Catering Service would not normally be responsible for repair or maintenance of the structure, but might be contractually responsible for repair or maintenance of equipment.

Maintenance Procedure

Solihull Catering Services must ensure a documented procedure is in place by which defects can be reported to the responsible party. The procedure must ensure that urgent matters are prioritised and that appropriate time limits are imposed for compliance.

Records of maintenance requests and stages of progress to completion must be kept by Solihull Catering Service.

7. Solihull Metropolitan Borough Council Enforcement of Food Safety Law

Personnel employed by Solihull Catering Services shall co-operate fully with the authorised officers.

The authorised officer for the Council will usually be an Environmental Health Officer who has the power to enter any Solihull Catering Services facility at “any and all reasonable hours”. This would normally be taken to mean any time that the facility is manned and access to the food facility is possible.

The officer should always be requested to produce a duly authenticated document showing their authority before entering the premises.

Routine Inspections

Inspections by the Environmental Health Officer will normally be routine.

The principal purpose of a routine inspection is to determine compliance with legislation; however, the officer will also carry out a risk assessment which will determine the frequency of future routine inspections.

The officer will also have regard to the Food Standards Agency's E.Coli 0157 Control of Cross-contamination Guidance for food business operators and enforcement authorities. This provides guidance on compliance with applicable food hygiene legislation contained in Regulation (EC) No 853/2004.

The officer will award, under the Food Standards Agency's National Food Hygiene Rating System which aims to provide consumers with at-a-glance information about hygiene standards in food businesses, this is a 0-5 star rating (5* being very good).

On completion of the inspection, the officer will prepare an inspection report and, if appropriate, a schedule detailing work necessary to comply with legislation. The officer may also incorporate recommendations into the report but should always confirm whether they are legal requirements or recommendations.

Forwarding of Reports

When an Environmental Health Officer presents a report that includes requirements or recommendations in respect of any Solihull Catering Service units, the report must be forwarded to the Quality Assurance Team Manager, who will ensure that any corrective action required is documented and raised with the Area Manager, Unit Catering Manager, and School officer for completion. A timely visit to the unit by a member of the Quality Assurance team will follow to ensure the corrective action is completed.

Food Incident Notification

In the event that staff at a school unit becomes aware of a possible food poisoning outbreak or complaint, the designated Area Manager must be notified immediately, who will investigate the incident and ask for assistance / support from the EHO team and Quality Assurance Team.

8. Food Labelling

Food Allergens

All Solihull Catering Services units have documented systems and procedures in place to ensure that they are able to give the consumer sufficient and accurate information on the specified food allergens.

Labelling requirements are embodied in:

The UK legislation by the Food Information Regulations 2014.

These relate to the labelling of non-pre-packed food served and sold from food facilities and catering premises. Accurate information about 14 specific allergenic ingredients for all foods displayed or served will be available, either written or verbal for the consumer.

9. Food Wastage

Solihull Catering staff are instructed to record all food wastage in the kitchen pantry book. Trends are to be monitored assess food wastage for over production by the Unit Catering Manager, or menu likes and dislikes with the pupils, product quality , quality of dishes cooked.

At no point will it be permitted for kitchen staff to take food off the premises as part of their lunch allowance or otherwise.