

HANDBOOK

For Catering Staff

February 2018



PLYMOUTH CAMPUS

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Personal Hygiene

- No outdoor clothing in the kitchen. Please enter the school through the main entrance and remove outdoor clothing before coming into the kitchen. There are coat pegs provided in the fire-exit area off the main hall – please use this area for storing coats & bags.
- Footwear should be clean and closed in (i.e. no sandals)
- All jewellery should be removed (except a plain wedding band)
- Hair should be tied up and a hair net worn
- If wearing a dressing, this should be replaced with a coloured dressing from the first aid kit on arrival
- Cuts / Sores / Warts should be covered with a coloured dressing or glove
- Follow the [Hand Washing Procedure](#)
- Follow the [Glove Changing Procedure](#)
- Follow the [Illness Procedure](#)
- Follow the [Apron Procedure](#)

Handwashing Procedure

Hands should be washed in the Hand Washing Sink provided and not in the food prep areas.

Hygienic hand rubs and gels can be useful when used as an additional precaution but should **never** be used as an alternative to effective handwashing.

See also Glove Procedure

Washing Hands Effectively:



Step 1: Wet your hands thoroughly under warm running water and squirt liquid soap onto your palm



Step 2: Rub your hands together palm to palm to make a lather



Step 3: Rub the palm of one hand along the back of the other and along the fingers. Repeat with the other hand



Step 4: Put your palms together with fingers interlocked and rub in between each of the fingers thoroughly



Step 5: Rub around your thumbs on each hand and then rub the fingertips of each hand against your palms



Step 6: Rinse off the soap with clean water and dry your hands thoroughly on a disposable towel. Turn off the tap with the towel and then throw the towel away

When to Wash Your Hands:



Before touching or handling any food, especially ready-to-eat food



After going to the toilet



After every break



After touching raw meat, poultry, fish, eggs or unwashed vegetables



After touching a cut or changing a dressing



After touching or emptying bins



After any cleaning



After touching phones, light switches, door handles, cash registers and money

Illness Procedure

Food handlers can be a serious hazard to food safety when they are suffering from any condition/disease that could be transmitted to another person via food.

Reportable Illnesses:

- Diarrhoea
 - Vomiting/sickness
 - Colds
 - Sore Throats
 - Eye or Ear Infections
 - Skin Infections
 - Stomach Upsets
 - Suspected Food Poisoning
-
- Illness before coming to work, during work, or up to 24hrs after being at work, should be reported to your team leader. You may be asked to be excluded from catering until you are better – or given a change of duty. Your team leader’s decision should be respected.
 - Returning to work after illness. The Department of Health states that a food handler should not return to work for at least 48hrs after the last symptom. Please respect the decision of your team leader.
 - If you have not been ill yourself but have been in close or prolonged contact with someone who has been ill, this should also be reported, e.g. family members, friends.

Apron Procedure

- Washable Fabric Aprons are provided for caterers. These should be changed when soiled.
- Disposable aprons should be worn when preparing raw foods and dairy and disposed of after use.
- Disposable aprons should only be used for food prep – not cooking. They can melt!

Disposable Glove Procedure

If you use disposable gloves, they should never be used as an alternative to effective handwashing.

- Please refer to the [Personal Hygiene Procedure](#) for when gloves should be worn
- Wash your hands thoroughly before putting them on and after taking them off
- Always change them regularly, especially when handling raw and ready-to-eat food
- Throw them away when they are used or damaged

Kitchen Hygiene

- A Weekly Cleaning schedule to be completed by Mr Dickens prior to use on Tuesday.
- Fridge & Freezer Temperatures are checked and recorded daily by Mr Dickens and checked by the catering team leader on arrival on Tuesday morning.
- Opening and Closing checks to be completed by the team leaders each Tuesday (see [Opening & Closing Checks](#))
- Equipment for hot lunch catering is stored separately to what is used by the students. This is to be returned to the storage boxes clean at the end of each day.
- If you use any equipment from the kitchen, please ensure it is clean before use and returned to its proper place.
- Electrical equipment needs to be PAT tested. Mr Dickens is responsible for this. No electrical equipment should be bought from home.
- Pest Control. If you notice any signs of pests please report to Mr Dickens
- No fat fryers are allowed in the kitchen
- Please see [Cleaning Cloth Procedure](#)
- Please see [Oven Glove Procedure](#)
- Please see [Laundry Procedure](#)
- Please see separate [Cleaning Procedures](#)

Oven Glove Procedure

- Oven gloves have been provided for use by the catering team. These are identified by the coloured bands.
- Please ensure oven gloves provided for the students are not used by the catering team.
- Gloves with a blue band are for use with the heated cabinet and for serving cooked food
- Gloves with a red band are for use with the ovens
- All gloves should be washed at 90°C using a biological detergent
- See Laundry Procedure

Cleaning Cloth Procedure

- Single use cloths should be used for cleaning high-risk areas – raw meat & vegetables, for wiping the floor or bin etc
- Washable cloths are also provided – please ensure these are changed regularly and washed at 90°C using a biological detergent.
- See Laundry Procedure

Laundry Procedure - Cloths, Aprons, Oven Gloves & Towels

- All cleaning cloths, aprons, oven gloves and tea towels should be changed when soiled and after handling raw foods
- At the end of the day, aprons, cloths, gloves and towels should be put in the washing machine on a 90°C wash with biological washing detergent. The catering team is responsible to ensure that laundry is washed, dried, folded and returned to the box each week.
- We have separate cloths, gloves & towels for use by the catering team – please ensure these are used and not those provided for use by the students
- See also [Apron Procedure](#), [Cleaning Cloth Procedure](#), [Kitchen Hygiene](#)

Stored Food Procedure

- It is our policy to remove all food from the kitchen after each school meal
- This is to ensure students are served fresh food and to avoid a pest problem!
- This is to include sauces & condiments, frozen food, chilled food and ambient food/drink
- The only exception to the above is some items provided for the Allergy Students. This is due to cost-saving as the allergy food can be quite expensive. Flapjack is made regularly on-site and stored in the freezer. It is to be clearly labelled with a “use-by” date of no more than 4 months from the date it was made.
- Condiments that are stored in the fridge in the allergy zone must be marked with the date they were opened using the permanent marker provided. Please check the date and use-by advice on the bottle before serving. Any food stored in the fridge/freezer must be properly wrapped and labelled.

Recording Cooked Food Temperatures

- Cooked food temperatures need to be recorded each week, to show that we are cooking to a correct temperature of above 75°C for 30 seconds.
- Reasonable common sense should be applied i.e. we can look to see that onion rings or bacon have been cooked for the correct length of time, are crispy and browned as these would be very difficult to check with the probe thermometers.
- This needs to be written on the white board at the time and then transcribed to the catering diary at the end of the day.
- Digital Probe Thermometers are provided. These should be cleaned and disinfected with a probe wipe between use. Wipes can be found on the wall-mounted bracket by the main entrance to the kitchen.
- If there are multiple trays of meat per oven, simply divide the section on the board to make space!

Oven 1	Oven 2	Oven 3	Oven 4
Oven 5	Oven 6	Oven 7	

- If a student becomes ill after a school meal, we need to be able to show that we have cooked the meat to the correct centre temperature!

Food Purchasing & Preparation

- All fresh food should be prepared and cooked on-site
- Meat should be cooked to the correct temperature and temperatures should be recorded – see [Recording Meat Temperature Procedure](#)
- Chilled & Frozen food should be purchased in Plymouth and transported directly to school using insulated bags/boxes and ice packs
- All food should be removed from the kitchen at the end of the day (with the exception of what's provided for the allergy students) [See Stored Food Procedure.](#)
- Colour coded chopping boards are provided for use by the catering team. Please refer to the signs showing the correct colour for each food group. These should be hand washed with soapy water, and then washed in a dishwasher to ensure they are properly clean for the following day. Please ensure boards are dry before packing away as a damp surface will be a perfect breeding environment for any bacteria that may be left!
- Fresh fruit, vegetables and salad should be washed thoroughly under running water
- Oven Gloves are provided. [See Oven Glove Procedure](#)
- [See Apron Procedure](#)
- [See Cleaning Cloth Procedure](#)
- [See Washing Procedure](#)

Allergy Awareness

- The Menu must show clearly the allergens included in each item (not just what's provided for those with allergies)
- The Menu is to be emailed to parents each Monday, and a printed copy displayed in the hall
- There is to be a sign in the hall showing students where they can find allergy information
- Clean and disinfect area and equipment before starting work.
- One team member is responsible for the prep, cooking and serving of food for the allergy students.
- One kitchen area is to be used for the prep, cooking & serving of food for the allergy students. This area cannot necessarily be kept allergen free, but the person responsible should be extra vigilant to avoid cross contamination and clearly label the food being served.
- Allergen-Free Flapjack will be made on-site each term and stored in the freezer. This will be clearly marked with a use-by date and is suitable for all our allergy students.
- Use separate utensils to avoid cross-contamination between foods. This should be done for all foods, not just those on the allergy menu.
- Sylvia Buckley has completed the “food allergy awareness training” – please contact her if you have any questions.
- Team leaders – see also separate “Food for Schools” document.

Menus

All Menu's need to be approved and a written procedure agreed on following these guidelines:

- Fresh & Frozen foods should be purchased from reputable suppliers nearby and transported directly to the kitchen in insulated carriers with ice packs
- Copies of the Menu Form are available for all Team Leaders. This will need to be completed in full to ensure that correct allergy advice is provided, and transportation, budget and health guidelines have been met
- Drinks shouldn't contain added sugar or be fizzy. Pure fruit juice & fruit squash are recommended, and fresh water should be provided with every meal
- Salt & Pepper is provided for seasoning by the catering team but should not be given to students
- Condiments & Sauces should be included on the menu when needed and taken off the premises at the end of the day. Please buy small bottles to avoid waste
- Please include fresh fruit, salad and vegetables with every meal. This can be served as a side dish on each table (carrot/cucumber/celery sticks or orange segments etc) Serve produce that is in season to help keep costs down.
- A separate **"School Food Standards"** information booklet is provided for Team Leaders. See also **Government Guidelines**. While we are not enforcing this (as we only serve food once a week), we must bear it in mind. **A healthy eating practice and good hygiene rating will help us to achieve "Outstanding" in our next Ofsted inspection.**

Budget & Finance

- The budget for each meal is £280.00 Although this is a guide, we have been asked not to exceed £300.00
- The Trustees would like the Choices scheme to be supported as much as possible. Please remember we are not spending our own money, so we should respect this. An example: if there are 40 school meals in a year and each meal we spend £200 within the Choices scheme – that's £8000

Government Guidelines

As we only serve hot food once a week, we are not enforcing the government guidelines. However, we are striving for “Outstanding” in our next Ofsted Inspection, and a healthy menu and high hygiene rating will stand us in good stead. The Gov.UK website states the following:

The school food standards apply to all maintained schools, and academies that were founded before 2010 and after June 2014. They must provide:

- high-quality meat, poultry or oily fish
- fruit and vegetables
- bread, other cereals and potatoes

There can't be:

- drinks with added sugar, crisps, chocolate or sweets in school meals and vending machines
- more than 2 portions of deep-fried, battered or breaded food a week

See also separate “School Food Plan” (Team Leaders only)

Catering Day Planner

Students

- **31 x Primary**
- **77 x Senior**
- **108 x Total**

Senior Break Time 10:40 – 11:00

(Set up tables in hall after this)

Primary Lunch 11:50 – 12:30

Senior Lunch 12:30 – 13:10

Notes:

Catering Diary - Opening & Closing Checks

Team Leaders are responsible to complete opening and closing checks on arrival and at the end of the day. An example below – (we have altered these slightly for our environment):

Opening Checks:

- Your fridges and freezers are working properly
- Your other equipment (ovens/hot trolley) is working properly
- Staff are fit for work and have followed the personal hygiene procedure
- Food prep areas are clean and disinfected where appropriate
- There are plenty of hand washing and cleaning materials (soap, paper towels, cloths etc)
- There are no signs of any pests (check for droppings on the work tops, near bins and on floors)

Closing Checks:

- All left over food is removed from the kitchen (including fridges & freezers) except the flapjack for allergy students
- Used cloths, gloves, aprons & towels have been put in the washing machine washed at 90°C using biological detergent
- Waste has been removed and new bags put into bins

Extra Checks

It is in mind for team leaders to get together once each term to work through some extra checks – these include deep cleaning (appliance cleaning), maintenance of equipment (checking that thermometers are working correctly) and reporting of any maintenance required in the kitchen. It will also be a good opportunity to see how the procedures are working and highlight any changes needed.

Safeguarding

- The School has a legal duty of care for the health, safety, security and wellbeing of all students, staff and visitors. This duty of care incorporates the duty to safeguard all students and staff from subjection to any form of harm, abuse or nuisance.
- It is the responsibility of ALL to ensure that this duty is uncompromised at all times.
- If during your time at the campus you notice or become aware or concerned regarding the wellbeing of any student then it is your responsibility to report it immediately to Mrs Warburton, Mrs Roderick or Mr Turnbull. No concern is too small.
- See [Contact Details](#)

The Team

Main Team Leaders	Val Parson Heather Scott Anna Liesching Bridget Furse	Team Leaders	Jan Welch Pam Scott Della Dobbs Lois Lyon Danni Burtenshaw Sonja Munn
Admin	Val & Sylvia		
Allergy Awareness	Sylvia Buckley		

Exeter	Angela Bell Sandra Bell Karen Bristow Becky Ellis Cheryl Ellis Josie Ellis Jenny Leary Lin Parson Sarah Parson Sarah Read Jill Short Rosana Short Yvonne Smuts Diane Welch	Torbay	Damaris Besley Erica Besley Lucie Besley Gela Buckley Janine Buckley Kerry Buckley Sylvia Buckley Jo Wallis Lorelle Wallis Lucy Wallis	Plymouth	Heather Burtenshaw Carolyn Clear Kayley Clear Becca Greeno Joy Greeno Paula Greeno Phoebe Hands Philly Hannaford Ange Keam Cilla Keam Bridget Liesching Helen Liesching Rosalie Liesching Cheryl Melvin Dawn Melvin Jodie Melvin Katie-Lee Melvin	St Austell	Jocie Douglas Vicky Douglas Liz Furse Sophie Furse Ann Glazebrook Esther Glazebrook Lydia Munn Sarah-Jane Pallister Rowena Pallister
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Contact Details

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Tel: 01752 363290, Email: plymouthcampus@focus-school.com

Temporary Head Teacher – Ms Warburton

Email: jo.warburton@focus-school.com

Temporary Deputy Head – Mrs Roderick

Email: wendy.roderick@focus-school.com

Secretary and Executive Assistant – Mrs Joanne Smith

Email: joanne.smith@focus-school.com

Secretary (admin) – Georgia Harris

Email: georgia.harris@focus-school.com

Health & Safety/Kitchen Hygiene Trustee – Ian Munn

Email: ian.munn@focus-school.com

Hot Lunch Rota & Admin – Val Parson

Email: val@otterdene.com

Hot Lunch Allergy Advice & Admin – Sylvia Buckley

Email: sylvia.buckley@focus-school.com