



The Gatehouse

Charity Registration No. 1002741

Internal Food Safety Handbook 2024



Welcome

Thank you for supporting the Gatehouse, whether that be as a volunteer or paid member of staff. The Gatehouse is an award-winning community drop in centre with 35 years' experience of working with adults who are homeless, vulnerably housed, on low income and/or looking for company & community. The project is mostly volunteer led and relies on the good faith of the local and wider community.

The majority of food for the café is made by volunteers and delivered to the project each day. However, this handbook focuses on how we should operate internally, when dealing with food.

Handling food is a risky business at the best of times, and we need to satisfy ourselves, the people we serve and the authorities that we are doing everything safely and in the best possible taste!

This pack should provide you with all the do's and don'ts you need, but if you are in any doubt, please don't be afraid to ask.

You can contact the Operations Manager on:

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Food allergen hazards

Food that is perfectly safe for one person to eat may be extremely hazardous for another. Some people experience allergic reactions to certain foods – reactions that can range from mild to life threatening. It is important that everyone who prepares or handles food, in any context:

Is fully aware of the foods that may trigger an allergic reaction and knows what precautions need to be taken to ensure that customers do not eat a food that they are trying to avoid.

Regulations state that people should be able to be told; what has been used in their food if they ask.

Please see the example allergens list that will need to be used by anybody preparing food that will be used by the Gatehouse Guests:



ALLERGEN

This item contains the following Allergens:

<input type="checkbox"/> Cereals containing Gluten	<input type="checkbox"/> Nuts, such as: almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts.
<input type="checkbox"/> Crustaceans (eg, scampi, prawns, crabs, lobster & crayfish)	<input type="checkbox"/> Sulphur Dioxide (preservative found in some dried fruit).
<input type="checkbox"/> Eggs	<input type="checkbox"/> Milk
<input type="checkbox"/> Fish	<input type="checkbox"/> Mustard
<input type="checkbox"/> Peanuts	<input type="checkbox"/> Sesame
<input type="checkbox"/> Soybeans	<input type="checkbox"/> Lupin
<input type="checkbox"/> Celery (and Celeriac)	<input type="checkbox"/> Molluscs, for example, clams, mussels, whelks, oysters, snails and squid.

Allergen stickers are either pre-prepared for each different food type or they are kept in the lean to. Please ask staff if you have any questions! We mustn't accept any pre-made food donation without one of these being attached. If you are not sure of the contents of the ingredients, tick every box on the label instead.

A large allergen information sign should be visible in the project for Guests at all times.

Session food safety checklist

- If the project is operating under a pandemic, then the Government guidance and the organisations health and safety policy and risk assessment should be adhered to at all times e.g. Covid-19 2020/2021 risk assessment.
- People who have been ill in the last 48 hours should not serve/prepare food.
- Check the quality of the food that session and for any sign of rodents.
- Ensure the right colour chopping boards are being used for each food type.
- Ensure raw and cooked foods are not mixed to prevent cross contamination.
- All food items should have an allergen sticker attached (if the ingredients are unknown, tick every ingredient box on the sticker).
- Ensure there is blue towel in the dispenser in the servery.
- Temperatures of the fridges and cooking or reheated of hot food must be recorded in the diary (see food procedures).
- Gloves should be worn when serving food and hands washed regularly.
- All food items should be served with tongs for each individual food type, to reduce cross contamination.
- The fridge store should be rotated and any food past its 'use by' date destroyed.
- The lean-to store should be rotated and any food past its 'use by' date destroyed. If the 'best before' date has been exceeded, check the quality of the food before distribution.
- Clean all surfaces/tables regularly with cleaner and blue towel.

The hazards of a sandwich

According to food scientists, a sandwich is a “high-risk” item. Avoid risks in the following ways:

Ingredients

- Ensure that you are using the correct coloured cutting boards for different ingredients.
- Check that your supply is of good quality, within the “use by” date, and the packaging intact.
- Keep raw and cooked foods separate.
- Don’t accept chilled food that is too warm (above 8°C).
- **If in doubt, don’t take the risk!**

Storage

- Keep ingredients away from pests, pets and bacteria.
- Where possible keep Gatehouse food separate from your own.
- Store in the fridge at 8°C or below.
- Store cooked items at the top of the fridge, raw below.
- **Don’t use food that may be contaminated!**

Preparing sandwiches

- **Wash your hands...again and again.**
- Keep everything spotlessly clean.
- If you have long hair, tie it up.
- If you’ve been unwell, pass the job on to someone else.

Don’t worry about letting the Gatehouse down.

- Cover & chill sandwiches in the fridge as you can.
- Keep salads separate from other ingredients - don’t put them inside the sandwiches.
- Attach a completed allergens list to each sandwich bag and include the preparation date.

(Without these details we will have to throw them out!)

- Keep all food away from dust and dirt.
- Use within two hours of taking the sandwiches out of the fridge.

Always record the fridge temperatures in the diary and Lamplight under the right day and date before you start preparing any food on site or you receive a delivery of pre-made sandwiches. The fridge temperature should be at 8°C or below.

The hazards of cake

Other than the obvious hazard of wanting to eat cake when you see it, see some of the other hazards below:

Storage

- Keep ingredients away from pests, pets and bacteria.
- Don't use food that may be contaminated.

Preparing cake

- Check that your supply is of good quality, within the "use by" date, and the packaging is intact or the date on the package (if homemade).
- Ensure that you are using the correct coloured cutting boards for cake.
- **Wash your hands...again and again.**
- Keep everything spotlessly clean.
- If you have long hair, tie it up.
- If you've been unwell, pass the job on to someone else.
- Attach a completed allergens list to each piece of cake and include the preparation date.

The hazards of pre-made soup

- Take the soup from the freezer the night before a session and leave it in the fridge to defrost thoroughly.
- Reheat the soup to **75°C** or above.
- Always record the fridge temperatures in the diary under the correct day and date.
- Ensure there is an allergen list is completed on the ingredients and the type of soup every session.

The hazards of preparing hot food on site

The Senior Project Worker on session must be trained in at least Food Safety Level 2. The Gatehouse does not prepare and deliver any meat or fish hot food provision.

Ingredients

- Ensure that you are using the correct coloured cutting boards for different ingredients.
- Check that your supply is of good quality, within the “use by” date, and the packaging is intact.
- Keep raw and cooked foods separate.
- Don't accept chilled food that is too warm (above 8°C).
- **If in doubt, don't take the risk!**

Storage

- Keep ingredients away from pests, pets and bacteria.
- Where possible keep Gatehouse food separate from your own.
- Store at in the fridge at 8°C or below.
- Store cooked items at the top of the fridge, raw below.
- **Don't use food that may be contaminated.**

Preparing to cook the food

- **Wash your hands...again and again.**
- **Wear and change your gloves regularly.**
- If you have long hair, tie it up.

Cooked and distribution instructions

- Wash (the necessary) food before preparation and cooking.
- Where appropriate follow the manufacturers cooking instructions for food products.
- Turn the oven to 200 Degrees C and allow time to heat up.
- Make sure that all cooked food product temperature is 75°C or above before serving (to ensure any bacteria is killed).
- Use a probe to test the temperature and write the temperature of all the food items in the diary under the correct day and date and include your name.
- **All food must be distributed to Guests within two hours of the temperature being taken.**
- Label all food with an allergen sticker, complete the preparation date, content details and tick every box.
(Without these details the food cannot be given out).
- Make sure that the food is thoroughly covered or sealed.

Never reheat any of the food and all food must be consumed on the night.

The hazards of hot cooked food - from external donors

External hot food donors should be from a registered food provider, have signed the Gatehouse external donor food safety agreement and have been agreed by the Operations Manager ONLY:

Transporting cooked food to the project

- All food should be labelled with allergen stickers and include the preparation date and time, contents and the donor details.

(Without these details we will have to throw it out!)

Arriving at the Gatehouse

- Check that the supply of food is of good quality.
- Take the temperature immediately to ensure the food arrives at **63°C** or above on arrival **OR** the donor needs to sign to agree that the food gave a temperature reading of 75°C two hours before delivery/distribution.

(Without these details we will have to throw it out!)

- Record the temperature or staple the donor temperature sheet in the diary under the correct date and time.



Thank you
FOR YOUR SUPPORT