

Food Safety Policy

1.0 Introduction

1.1. The Wrekin Housing Group (the ‘Group’) has a duty of care towards their tenants, service users, leaseholders, employees, and others who live, work, or visit our buildings in respect of food safety.

1.2 Due to the large, complex nature of buildings under the management of the Group and the potential vulnerability of its occupants, it is vital that food safety is effectively managed. This policy has therefore been produced to document how the Group will achieve full compliance with food safety standards.

2.0 Policy Statement

2.1. It is the primary aim of this policy to ensure that the Group complies with all applicable legislative controls relating to the food safety and does not compromise the health and safety of any tenant, service user, leaseholder, employee, or others.

2.1 This policy covers two elements of the Group’s business:

- Provision of catering facilities;
- Provision of food supplies.

2.3 The safe provision of utilities (water, gas, electric) is outside the scope of this policy.

2.4 The Group’s premises covered by this policy are shown in the table below:

Types of Premises	Used By	Product Type	Inspected By	Responsibility	Overall Responsibility
Commercial Premises	Anyone	Shire Living Northfield Centre Parkwood	Environmental Health Care Quality Commission	The Wrekin Housing Group	The Group
HQ – Kitchen	Employees Visitors	Employee café	Environmental Health	The Wrekin Housing Group	The Group
Communal Areas with Kitchen facilities	Tenants, Employee’s 3 rd parties	Retirement Living Schemes Rocksprings Community Centre Other specialist accommodation	Health and Safety	The Wrekin Housing Group	The Group

Kitchen Areas	Employees	Residential Nursing Care	Care Quality Commission	Choices	The Group
Kitchens in Tenants Homes	Employees Tenants	Domiciliary Care	Care Quality Commission	Choices	The Group
Local Area Offices	Employees	Office Accommodation	Health and Safety	The Wrekin Housing Group and Choices	The Group

3.0 Policy Scope

3.1. The Wrekin Housing Group accepts its responsibility under the Food Safety Act 1990 in providing its tenants, leaseholders, employees and others a safe place to live, work and visit with regards to food safety. This policy applies to all properties under the management of the Group, its staff, tenants, and others affected by its undertaking.

3.2 The policy is designed to work in conjunction with “Safer Food Better Business”. It will allow food handlers to practice safe food handling in smaller domestic housing, avoiding the use of complicated jargon. It is divided into 5 procedures that complement the Safer Food Better Business pack. These sections are:

- Allergens: (Appendix A)

This procedure includes allergen templates and controls from delivery to service.

- Contamination: (Appendix B)

This procedure includes personal hygiene, pest control, stock rotation, maintenance, reputable suppliers and food storage.

- Chilling: (Appendix C)

This procedure includes chill temperature controls from delivery to service including defrosting and domestic environments. It will also explain safe methods for chilling food down after cooking.

- Cleaning: (Appendix D)

This includes the procedures for cleaning and sanitising, the use of cloths, as they are vehicles for spreading bacteria, and the maintenance of cloths, mops and drying equipment. It will also cover waste and oil removal from fryers.

- Cooking: (Appendix E)

This procedure includes all areas of cooking foods, reheating, calibration and hot holding.

4.0 Definitions

4.1 Business Operator: The legally responsible person for the training of staff and food safety. Responsible for ensuring Hazard Analysis Critical Control Points (HACCP) based on Codex is in place and reviewed.

4.2 Authorised Officer: Any person who is authorised by the food authority, in writing, to act in matters arising under the food safety act 1990. Usually known as an Environmental Health Practitioner (EHP) in England.

4.3 Hazards: A biological, chemical, or physical agent in food, with the potential to cause harm to the consumer.

5.0 Roles and Responsibilities

5.1 Delegated duties for Food Safety Management within the Group are given to those detailed below.

5.2 **The Group Chief Executive** is responsible for:

- Ensuring that sufficient funds and other resources are provided for establishing, implementing, and continually improving food safety across the Group;
- Ensure that policies are applied consistently across all directorates;
- Ensure there is a food safety management structure with delegated organisational responsibilities for the implementation of the Food Safety policy.

5.3 **The Regional Catering Manager/Senior Chef Manager** is responsible for:

- Developing the food safety policy and procedures that comply with the Food Standards Agency guidance 'safer food better business for caterers' and adopting the HACCP principles;
- Understanding and implementing the requirements of relevant legislation;
- Recruiting competent persons to the role of Chef Manager and Assistants;
- Developing a certified induction for all aspects of the catering service;
- Ensuring that all individual training needs are identified and appropriate training is delivered so that tasks can be carried out in a safe manner;
- The provision of written instructions and established working methods;
- The procurement of goods and a supply chain that offers value for money;
- Carrying out regular quality inspections and seeking customer feedback about service areas to ensure continuous improvement and value for money;
- Completing and reviewing risk assessments;
- Sourcing local and regional suppliers.

5.4 **Chef Managers and ShireLiving employees** are responsible for:

- Complying with the Food Standards Agency guidance 'Safer food better business for caterers';
- Keeping up to date with food safety policies, procedures and legislation;
- Keeping work areas clean, tidy and free from hazards;
- Reporting faults relating to any equipment immediately. Response times will vary in accordance with the severity of the fault reported;
- Complying with risk assessments that have been undertaken;

- Maintaining a safe working environment and positively contributing to reducing accidents;
- Positively engaging with customers regarding catering service and delivery.

5.5 Retirement Living have domestic communal facilities that can be used by tenants, staff and outside catering services who are invited into the scheme by tenants or staff. These sites are not inspected by the EHO however Retirement Living adopts good practice principles set out in the Safer Food Better Business guidance. **Retirement Living employees** are responsible for:

- Attending training to keep up to date with food safety policies, procedures and legislation;
- Ensuring that work areas are clean, tidy and free from hazards;
- Reporting faults relating to any equipment immediately. Response times will vary in accordance with the severity of the fault reported;
- Following Retirement Living procedures for holding events and activities on scheme;
- Complying with risk assessments;
- Ensuring appropriate signage is displayed in communal domestic kitchens.

5.6 The Asset Management / Development Team / Building Facilities Team are responsible for:

- The procurement, service and maintenance contracts of equipment and management of utility functions such as, gas, water, and electric;
- Ensuring that future developments are designed in accordance with the food safety regulations;
- Ensuring that Compliance is managed across the Group.

5.7 Managers and Supervisors with responsibility for food safety will be suitably trained in food safety to allow them to manage their teams in a controlled and structured approach in the safe working practices required around food safety legislation.

5.8 Food Handlers

All employees of the Group with responsibility for food safety -including water- will be suitably trained in food safety commensurate with their work activities. They will also be required to have read and understood the Food Safety policy and procedures.

6.0 Food related legislation

6.1 This policy operates in the context of the following legislation:

- The Food Safety Act 1990;
- Regulation (EC) 852/2004 on food stuffs;
- The Food Safety and Hygiene (England) Regulations 2013;
- The Food Information (Amendment) (England) Regulations 2019.

6.2 The Food Safety Act 1990 places responsibilities on food business operators to protect the public from consuming food that may be harmful to them.

6.3 The Wrekin Housing Group will:

- Ensure that nothing is included in food or removed from food, and will prevent food from being treated in any way which results in harm to consumers;
- Ensure that food served or sold is of the nature (e.g. selling haddock as cod), substance (e.g., selling milk powder with below minimum milk protein levels) or quality (e.g. selling stale cake) consumers would expect;
- Ensure that food is labelled, advertised and presented in a way that is not false or misleading, including allergen labelling.

6.4 Local Authority Environmental Health Officers and Trading Standards Officers enforce the Food Safety Act. Officers have powers to enter and inspect premises at any reasonable time, take samples and seize any food deemed unfit for human consumption. Officers may serve “hygiene improvement notices” on food business operators to rectify non-compliance or charge them with an offence. They also have the power to serve “Hygiene Emergency Notices” to close a business with immediate effect.

6.5 The Wrekin Housing Group will:

- Build relationships with Environmental Health Departments in the relevant Local Authority areas so that they are familiar with the Group’s establishments and its service offer;
- Ensure that the Group’s policy and procedures are aligned to the regulations;
- Train and educate staff to ensure that they comply with the Group’s policy and procedures.

6.6 Under Regulation (EC) 852/2004 there is a requirement to put in place food safety management procedures based on the 7 principles of Hazard Analysis Critical Control Points (HACCP). Action can be taken against food business operators if this is not implemented and reviewed. The Wrekin Housing Group have provided a uniformed approach to HACCP for all the units using one set of procedures which apply to all units and implementing “Safer Food Better Business” in the care sector.

6.7 The Wrekin Housing Group will:

- Work to the ‘Safer Food Better Business’ guidance produced by the FSA;
- Comply with Care Quality Commission guidance regarding food safety;
- Provide essential training to employees who prepare, handle, or serve food/drink as part of their job role.

7.0 Hazards

7.1 The majority of physical and chemical hazards and all allergens are controlled by procedures. The table below has identified the hazards, considered the likelihood and severity, and added them to the procedures but constant visual monitoring of staff and maintenance will still be required.


7.2 The food hazards considered for the plan have been identified as Physical, Chemical and Biological. Allergens will have a separate procedure.

HAZARD	SOURCE	CONSIDER	CONTROLS
Physical	People Pests Rubbish Environment	Parts of clothing, hair, nails, plasters, glass, Cleaning materials. Stored product pests, rats, insects. Staples, plastic. Flaking paint, cracked tiles, items of machinery, equipment damage.	Personal hygiene training. Correct cleaning materials in good repair. Pest control visits monthly Adapt a “clean as you go” procedure. Visual checks, reputable suppliers. Maintenance system.
Chemical	People Water Pests	Strong soaps/ aftershave. Accidental chemical spillage. Mops stored in cleaning water. Using own bait, sprays, powders.	Personal hygiene training Apply a cleaning schedule. COSHH and pest control.
Biological	People environment water pests raw food	Poor hygiene, Poor ventilation, Poor cleaning. Dirty water left in containers. Contamination with urine/faeces. Contamination from staff hands. Incorrect shelves in fridge, cross contamination.	Personal hygiene. Good maintenance and cleaning. Staff training. Pest control. Hand washing training. Staff training.

8.0 Training for food handlers

8.1 The following training will be provided to those who handle food as part of their role:

Subject	Care workers	Food Handlers/Chefs	Supervisors/Management
Allergens	Y	Y	Y
SFBB Contamination	Y	Y	Y



SFBB Cleaning	Y	Y	Y
SFBB Cooking		Y	Y
SFBB Chilling	Y	Y	Y
Level 2 Food safety	Y	Y	Y
Level 3 Food safety			Y

The Wrekin <u>Housing Group</u>	Policy control sheet Food Safety policy Policy reference number - 2022/008
Policy Author	Jacob Perry Regional Catering Manager
Direct Lead	Paula Reynolds Head of Retirement Housing
Version	1. August 2022
Target audience	All employees of The Wrekin Housing Group
Consultation	Catering Teams Health and Safety Team Learning and Development Team Ryder Partnership
Date of Equality Impact Assessment	No individuals or groups of people are disadvantaged by the adoption of this policy
Date of Data Privacy Impact Assessment	Not required
Approving Body	Executive Management Group
Date of final approval	4 th August 2022
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Reporting	Health and Safety Compliance Reports: EMG – Monthly Audit & Assurance Committee – Quarterly Group Board – Quarterly
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Policy Feedback – if you have any feedback on this policy, please contact Emma Wells:
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Summary of changes table

Revision history			
Author	Summary of changes	Version	Authorised by & date
Jacob Perry	Policy reviewed in line with review date and separate 'Choices' and Wrekin Housing Group Food Safety Policies combined.	1. August 2022	Executive Management Group – 4 th August 2022