

Food Preparations, Kiosks, Cafeterias and Kitchens

Any area where food is prepared, served or stored is covered by two main sets of legislation. Apart from health and safety legislation, there is also a specific EU Regulation [EU Regulation 852/2004 (Article 5)] and it sets the standards you are expected to apply.

There are two sets of extremely useful guidance which can be downloaded free of charge on the Food Standards Agency [FSA] website - <http://www.food.gov.uk/> depending on the catering service you offer. They are run under the FSA's **Safe Food, Better Business** banner.

If you operate a simple retail outlet with pre-wrapped food, teas & coffee and ice creams, then you need to type in **SSBB Retail** into the search box in the top right hand corner of the screen. When this section of the FSA website is open, you select the option titled **Safer food, better business for retailers**. You will be able to download FOC the guidance and forms you need. There is also a very good 16 minute staff training DVD which you can also download.

If you sell pre-wrapped food, tea & coffee and ice cream, and you also prepare food on site; you require the pack designed for Caterers. You can download the appropriate pack by typing in **SSBB Caterers** into the search box. When the website opens, you select the **Safer food, better business for caterers** option. You will be able to download FOC the guidance and forms you need. There is also a very good 16 minute staff training DVD which you can also download. You simply apply the guidance and record systems applicable to what you operate.

There are however a number of additional measures that the FSA have assumed you have already taken and also a number of additional Best Practice recommendations that need to be in place.

There is no doubt; there is a link between the appearance of your serving areas, equipment and staff, and the level of sales you will achieve. The same link is also very apparent between the levels of risk you pose to your customers. We must remember that some of the risk perception of the public is based on what they see, smell and touch.

In essence the SFBB schemes aim to ensure the food producer and sales outlets are aiming to;

- make sure food is [safe to eat](#)
- make sure we don't add, remove or treat food in a way that makes it harmful to eat
- make sure the food is the same quality that we say it is
- make sure we don't mislead people by the way food is labelled, advertised or marketed
- keep records on where we got food from and show this information on demand - known as ['traceability'](#)
- withdraw unsafe food and complete an incident report
- tell people why food has been withdrawn or recalled, eg a leaflet or poster
- prominently display our food hygiene rating

to achieve the highest possible rating from your local authority it is essential that you;

- Fully discuss your food arrangements and staff training regimes with your local authority inspector on a regular basis.
- Aim to hold a s higher food standards award as possible – preferably a minimum 4 Stars.
- Aim to have your food manager training to a NVQ level 3
- Aim to have all staff members who are handing food trained to an NVQ level 2

- All other staff who are serving or working in a food outlet internally trained. That training should include hygiene requirements for food handling, a nil tolerance for persons who are suffering tummy bugs or other similar illnesses and clearly defined systems and procedures. Staff MUST also have a clear understanding of how you apply allergy advice and information processes to the public.

Those measures highlighted in green are essential to maintaining legal compliance.

Control Measures to Reduce Risk to an Acceptable Level

- 1. You must complete a risk assessment for this area of your activity and either have completed the installation of control measures or you can demonstrate a planned delivery of the controls**
- 2. Only the staff you have trained, or are in training, to operate your food sales or preparation areas should work in those areas.**
- 3. Ensure you have notified your local authority that you prepare and sell food on site.**
4. If you prepare food on site, ensure at least one member of staff has attended a Food safety Course run by a recognised training agency.
- 5. If your member of staff carries out other duties before they start to prepare or sell food, then ensure they have a clean set of clothing & footwear, have changed into them and have thoroughly cleaned their hands using a nail brush before they commence any food activities..**
6. Ensure you have given you staff clear instruction on what they may or may not do should a member of the public spill food or drinks on their clothing.
- 7. Ensure you operate a hygienic policy regarding the cleanliness of your staff uniforms.**
- 8. All food preparation and serving areas must have running water and proper hand-wash facilities, including paper towels only, for use throughout the day. If this is not achievable, the member of staff must be replaced or the location shuts down should the staff member require to wash their hands.**
- 9. Each serving area must receive a thorough clean through before they open for business.**
10. Each food serving area must be regularly cleaned throughout the day. The daily cleaning schedules should be recorded on a record sheet held at the serving area.
11. Each serving are must be subject to extended cleaning, which includes pipe flushing, should the location not be used for a period exceeding 28 days.
- 12. Ensure you are completing the various monitoring checks of your equipment according to the FSA guidance and depending on the equipment you operate and the food you serve.**
- 13. Ensure all records are available for inspection at the location where the equipment is being used and the records are being maintained.**
- 14. Ensure all surface areas where food is either prepared or served are made of stainless steel or another similar easily clean material.**
- 15. Ensure all food utensils and serving aids are kept clean and in an efficient working order.**
16. Ensure the nearest hand washing facility is clearly signed in any location where food is being served or consumed.
- 17. Ensure you have completed a specific risk assessment for members of staff under 18 years of age for working in any Food Kiosks. In particular the use of knives, money handling and public interface.**

- 18. Ensure you are not employing any young person under 17 years of age in a commercial kitchen environment unless they are under instruction as part as a formal training program and are working under close supervision.**
- 19. Ensure young person's under 17 years of age are not expected to clean or operate large commercial food cutting equipment**
20. Wherever practically possible, ensure staff preparing food does not collect money. If it is unavoidable, ensure they thoroughly clean their hands after handling money and touching food.
21. Ensure the exterior of your Kiosk has been cleaned on a weekly basis, unless conditions dictate a more frequent requirement.
22. Ensure any equipment used for the holding of food or drink is suitably designed and can be operated by both the person serving as well as the person receiving.
23. Ensure cups used for hot drinks are of suitable density so as not to transmit heat to the person holding it.

Risk Assessment
Food Preparations, Kiosks, Cafeterias and Kitchens

Hazard Identified	Causations under Locations Influence	Likelihood	Severity
Transmission of bacterial diseases via food or drink	Poorly prepared food or incorrectly stored food. Poorly maintained food servery or equipment. Poor hygiene standards.	Very possible	Fatal or Severe Illness
Spillages of food or drink onto customers clothing or skin	Lack of care by operative. Lack of care by Customer Equipment failure or poorly positioned. Incorrect provisions used	Possible	Hospitalisation
Person slipping on wet surface	Poor drainage or incorrect drainage provisions Fresh spillage not correctly dealt with	Possible	Hospitalisation
Complaints regarding poor standards and value of service	Lowering of standards. Lack of standards. Lack of care by staff to recognise the value of good service and hygiene	Possible	Not quantifiable by usual measures

Control Measures Introduced	Predicted Outcome	Additional measures required
Introduction of 23 listed control measures	Reduction of risk to an acceptable level and you can demonstrate you are applying best practice	Continual monitoring to ensure the control measures work throughout the season
Introduction of all essential control measures only	You still run the risk that the controls may not be as effective as you desire and you may not be able to claim you are operating best practice	Introduction of the remainder is recommended, or extra supervision will be required
Introduction of selective controls only	You will run the risk of incidents in areas under your influence and the likelihood of enforcement action is very possible	Full safety review be carried out with and action be taken to introduce controls within the next 6 months.
Lack of any control measures	Enforcement action is highly probable as you will not be complying with your legal obligations.	Closure of location until controls are fully introduced

Risk Assessment Controls Checklist for Initial Opening Food Preparations, Kiosks, Cafeterias and Kitchens

Date of review: _____ Person completing the review: _____

	Requirement	Comp ✓
1	Only trained staff serves or prepare food or work in your food sales areas.	
2	At least one member of staff has attended a Food Safety Course run by a recognised training agency for food preparation.	
3	Your member of staff who carries out other duties have a clean set of clothing & footwear, and they changed into them.	
4	You have given you staff clear instruction on what they may or may not do should a member of the public spill food or drinks on their clothing.	
5	You operate a hygienic policy regarding the cleanliness of your staff uniforms.	
6 a	All food preparation and serving areas have running water and proper hand-wash facilities, including paper towels only, for use throughout the day.	
6 b	If not achievable, the member of staff is replaced or the location shuts down should the staff member require to wash their hands.	
7	Each serving area receives a thorough clean through before they open for business.	
8 a	Each food serving area is regularly cleaned throughout the day.	
8 b	The cleaning times are recorded on a record sheet held at the serving area.	
9	Each serving area is subject to extended cleaning, which includes pipe flushing, when the location not be used for a period exceeding 24 hours.	
10	You are completing the various monitoring checks of your equipment according to the FSA guidance and depending on the equipment you operate and the food you serve.	
11	All records are available for inspection at the location where the equipment is being used and the records are being maintained.	
12	All surface areas where food is either prepared or served are made of stainless steel or another similar easily clean material.	
13	All food utensils and serving aids are cleaned regularly and maintained in an efficient working order.	
14	The nearest hand washing facility is clearly signed in any location where food is being served or consumed.	

	Requirement	Comp ✓
15	You have completed a specific risk assessment for members of staff under 18 years of age. In particular the use of knives, money handling and public interface.	
16	I am not employing any young person under 17 years of age in a commercial kitchen environment	
17 a	Whenever possible, the staff preparing food does not collect money.	
17 b	If it is unavoidable, they thoroughly clean their hands after handling money and touching food.	
18	The exterior of your Kiosk is cleaned on a weekly basis, unless conditions dictate a more frequent requirement.	
19	Any equipment used for the holding of food or drink is suitably designed and can be operated by both the person serving as well as the person receiving.	
20	All cups used for hot drinks are of suitable density so as not to transmit heat to the person holding it.	

Risk Assessment Controls Checklist

Food Preparations, Kiosks and Kitchens

Make up a specific checklist to reflect the regime you operate at your attraction, and then use this as a monthly template to ensure continued compliance.

Date of review: _____ Person completing the review: _____

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